



Touchstone Family Association
Strengthening Family • Building Community

Family
is the first community we belong to

Annual Report

2012



MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

This Annual Report, like the newspaper, arrives on your virtual front porch to let you know that we are turning 29 this year and still celebrating achievements. We were recently surveyed by CARF, the Canadian Association of Rehabilitation Facilities and achieved another three year accreditation, being recognized for the quality of our service. We have initiated a new partnership with the Ministry of Justice along with our other partners.

We continue with our Front Porch Project and our commitment to provide accessible services to families who are facing challenges in balancing the demands of daily life. We believe that family is the first community we belong to and if we keep families stable and strong, then in turn we will have the same results in the community at large. We are firmly committed to continuing this initiative. We are truly grateful to all those who have donated to the initiative. Thank you.

Eating Together, our awareness campaign in February, continues to be a success and we gratefully acknowledge the support of all the sponsors and donors who provide the means to continue and remind everyone that it is time to bring the "family" back to the dinner table. Sharing dinner together gives everyone a sense of identity. It can help ease day-to-day conflicts as well as establish traditions and memories that can last a lifetime. Through their generous contributions we continue to deliver this powerful message of the benefits of eating together. With the very enthusiastic support of the Richmond Community Centres and our volunteers, we are confident that the message is being delivered. For more information on this year's campaign, please visit www.eatingtogether.ca To view the work of our organization, please visit our website at www.touchfam.ca.

The Annual General Meeting is an evening where we can celebrate our unique and shared experiences. Touchstone is a proud member of the Richmond "family" of community service providers and we hope our AGM helps celebrate that. It is always a pleasure to greet and chat with colleagues and it helps to feel anchored in our ongoing efforts to work together. We certainly hope that we are continuing to acknowledge this at all times.

In truth, a family is what you make it. It is made strong, not by number of heads counted at the dinner table, but by the rituals you help family members create, by the memories you share, by the commitment of time, caring, and love you show to one another, and by the hopes for the future you have as individuals and as a unit.

Yet for all that, there is something about a shared meal—not some holiday blowout, not once in a while but regularly, reliably—that anchors a family on nights when the food and conversation are plentiful. And on those evenings when the family lingers, caught up in an idea or an argument explored in a shared safe place where no one is stupid or shy or ashamed, you get a glimpse of the power of this habit and why social scientists say such communion acts as a kind of vaccine, protecting kids from all manner of harm.

Maria Salzl, Board Chair
Michael McCoy, Executive Director





A Message from the Premier

As Premier of the Province of British Columbia, I would like to extend my warmest greetings to the staff, volunteers, and members of the Touchstone Family Association as you celebrate 29 years of making a positive impact in the Richmond community.

Through its counseling, crisis intervention, outreach, and restorative justice programs – to name but a few of its ongoing program areas – the Association works hard to serve the best interests of families by encouraging positive relationships and providing critical support services for youth and their parents.

To everyone contributing to the good work of the Association, including its sponsors, donors, and community partners, know that your support goes a long way in helping the organization achieve its goal of enhancing family life in Richmond.

On behalf of the Province of British Columbia, I wish the Association much success in the years ahead.

Sincerely,

Christy Clark
Premier



Malcolm D. Brodie
Mayor

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GREETINGS FROM THE MAYOR:



On behalf of City Council and the residents of Richmond, I would like to extend sincerest greetings, and welcome you all to *Touchstone Family Association's Annual General Meeting* held on September 25, 2012 at the Four Points Sheraton Hotel in Richmond.

For the past 29 years, *Touchstone Family Association* has been and continues to be an integral part of the Richmond community service sector. They are a leader in promoting and participating in local partnerships and developing programs to benefit youth and families. The services they offer are invaluable, and help families not only stay together, but also stay strong. Between their support services and their outreach programs, they have continued to positively impact and improve the social fabric and emotional health and well being of families, youth and children in Richmond. Our community certainly appreciates and applauds Touchstone Family Association's significant contributions.

Once again, congratulations on your 29 years of outstanding service in our community. Please accept my best wishes for continued growth and success, and thank you to everyone who worked so diligently to organize this meeting.

Malcolm D. Brodie
Mayor



July 31, 2012

Dear Touchstone Family Association:

In April of this year, I had the privilege of meeting the staff and youth involved in the Touchstone Street Smarts gang prevention program. On behalf of the Government of British Columbia, I would like to acknowledge the important work you do to keep kids out of gangs and to make our communities safer.

Thanks to the success of our Civil Forfeiture Program, we were able to fund the Street Smarts Program along with more than 200 organizations across the province for crime prevention and remediation activities.

It is encouraging to see the dedication to our young people and crime prevention that I witnessed at Touchstone. I wish you great success in the years ahead.

Sincerely,

Shirley Bond
Minister of Justice
and Attorney General

Ministry of
Justice

Office of the
Minister of Justice
and Attorney General

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Victoria BC V8W 0E2
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MESSAGE FROM THE HONOURABLE MARY McNEIL



I am very pleased to congratulate the Touchstone Family Association for 29 years of serving the children and families of Richmond. Your Annual General Meeting provides an opportunity to celebrate the successes of the past year and to plan for the future.

The Ministry of Children and Family Development appreciates the outstanding dedication of the Touchstone Family Association's staff and volunteers. We are extremely proud of our long standing partnership with the Association, as we work together to support and strengthen families.

I would also like to recognize the work that you do to create awareness of the importance of family meals through your annual Eating Together campaign. I hope that more families throughout B.C. will take the time in this fast-paced world to enjoy a meal together – which provides a chance to listen and connect with one another.

Congratulations on the important work that you do, each and every day. I wish you all the best in the years to come.

Sincerely,

Honourable Mary McNeil
Minister of Children and Family Development

Ministry of
Children and Family
Development

Office of the
Minister

Mailing Address:
Parliament Buildings
Victoria BC V8V 1N1

Location:
Parliament Buildings
Victoria

OUR PROGRAMS

CAP-C PROGRAM

The Community Action Plan for Children (CAP-C) is a Federally funded family empowerment program comprised of family support groups promoting the health of young children and enhancing parent/child interaction. The program also builds awareness of community resources. There are two staff and 19 volunteers who support the program. There has been a significant increase of new families to the program including many new immigrants. We are looking forward to providing a Family Support group at Cook Elementary School continuing to serve new immigrants in the centre of Richmond.



PROGRAM STATS

Annual number of Adult Participants: 676

Annual number of Child Participants: 707

Number of Hours of Service at Strong Start centres and Support groups: 246

Number of community partnerships :7

Increase of new families to the program including many new immigrants: 109

Total number of participants:
1061 adults + 1002 children.



EARLY LEARNING

PROGRAM STATS

Number of Forums or CAPS held: 44

Number of completed resolution agreements: 48

" I feel that this is a very good program to help give people that second chance and to make them realize the seriousness of the crimes that they committed. The facilitators were both very nice and made this nerve wrecking situation very comfortable and easy. They allowed me to feel like it was a very safe space to talk. Thank You." - testimonial



RESTORATIVE JUSTICE

Funded by the City of Richmond, the Richmond Restorative Justice Program serves members of the community who have been affected by a crime or incident. The program is targeted at young offenders who have committed less serious offences. Forums bring together victim and offender with family supporters to agree on appropriate restitution. The program has received close to 300 referrals since its inception, and it has dealt with various types of offences, including theft, assault and fraud, to name a few.



Restorative Justice Volunteers



FAMILY PRESERVATION & FAMILY REUNIFICATION PROGRAM (FPFR)

Providing a range of counselling and support services for family, youth and children. Services include counselling work with children and youth, teaching parenting skills, child development and connecting families to available resources. The Family Preservation & Reunification program is funded by the Ministry of Children and Family Development.



Minister Mary McNeil, Dave Phillips, Operations Manager, Richmond, MCFD, Michael McCoy, ED and Touchstone managers

PROGRAM STATS

- Number of Families receiving intervention: 1555
- Direct counselling hours with families: 7016
- Average months of service: 3.75 months
- # 1 reason for referral: 46% referred for emotional/social support

"This program helped save my relationship, and gave me strength to grow as a partner and a father."
- testimonial

"Thank you so much. I am so glad this service was available at this critical time in my life and will always feel grateful."
- testimonial

PROGRAM STATS

Number of youth/families receiving intervention: 389

Number of direct counselling hours with youth/families: 1471.75

Average months of service: 4 months

PROGRAM STATS

Number of Families receiving intervention: 120

Number of direct counselling hours with youth/families: 840

Average months of service: 3 months



DAY PROGRAM

The Day Program supports youth and families in maintaining and establishing school and/or vocational placements. Daily guidance is provided by the staff to assist youth in managing what is preventing them from fully participating in school or the workforce. Work is done through individual counselling, life skills, outreach and experiential learning. Funding is provided by the Ministry of Children and Family Development.

"Helps struggling youth in areas where they necessarily couldn't help themselves. The constant interaction and communication keeps the youth on track." - testimonial

"Thank you very much for everything!! Wonderful people like you are an asset to the "whole world". Health and happiness to you all!" - testimonial



FRONT PORCH

The Front Porch program is a community accessible program that aims to provide counselling and support services for families as they need them.

The Front Porch program receives funding through donations from the Women Making a Difference, MacDonald's (Alderbridge, Blundell, Ironwood and Steveston locations), Kiwanis and the Eating Together Campaign.





STREETSMARTS YOUTH LEADERSHIP PROGRAM

The objective of the StreetSmarts Youth Leadership Program is to support at-risk youth in recognizing the impact of their current choice of lifestyle and in turn, empower them to make better life choices. Youth are engaged in recreational and educational activities that they feel are of significance to them in reducing barriers to positive change. The Community Assessment and Action Network (CAAN) was instrumental in the development of this program.

Funding for StreetSmarts has been provided by the Ministry of Justice, Coast Capital Savings, the Betty Averbach Foundation, the City of Richmond and CIBC.



StreetSmarts facilitators - the "awesome guys"

PROGRAM STATS

Number of youth receiving intervention: 50

Number of groups run: 3 (12-week sessions)

"You guys are awesome! Gonna miss everyone!" - testimonial

TURNAROUND



PROGRAM STATS

Number of youth served: 9

Average length of stay: 6 months

Average age: 78% of youth are between the ages of 12-15 years old

1 reason for referral:

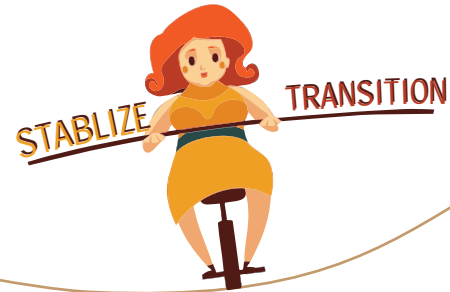
Anger management/ conflict resolution



FRANCIS HOUSE RESIDENTIAL TREATMENT HOME

Francis House is a five bed residential treatment home for emotionally and behaviourally challenged youth ranging from 11-18 years of age. These young people have faced serious challenges in their lives. The program's goal is to stabilize youth and then transition them to the family home or to a long-term resource.

This program is funded by the Ministry of Children and Family Development.



PROGRAM STATS

Number of families receiving service: 67

Number of hours of supervised visits: 684.75

Average age of parents: 32

Average length of service: 9 months



SUPERVISED ACCESS

This program is geared towards Richmond based families who have been separated from their children and granted supervised access. The program responds by remaining flexible in its service hours to ensure visitation occurs.

This program is funded by the Ministry of Children and Family Development.

WHO WE ARE

2011-2012 BOARD OF DIRECTORS



From left to right: Maria Salzl, Mahmood Awan, Pamela Toor, Shawn Issel, Kelina Kwan, Jocelyn Wong, Lisa Martella, Lawrie Portigal, Ian Chian.

OUR STAFF & MANAGERS



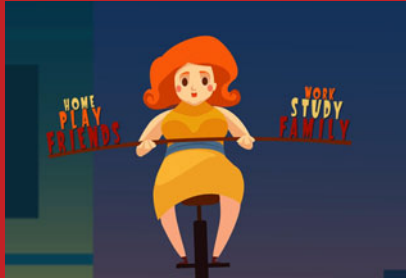
OUR STAFF & MANAGERS



THANK YOU TO OUR SUPPORTERS

The 2012 Campaign was held on the week of Feb 19 to 26, and we are grateful for the many supporters who have donated their time, effort, services, and funds to make Eating Together successful.

A special thanks goes to our 2012 major sponsors - **The Richmond Review, Exclusive Management, Save-On Foods, PriceSmart Foods, Premium Brands, and the Richmond Community Foundation**, who sponsored the production of the Eating Together video.



For a complete list of donors, sponsors, and supporters, please visit the Eating Together website at www.eatingtogether.ca.



EATING TOGETHER

Research has repeatedly shown that families who regularly share meals bond and connect more effectively, have fewer problems, and stay together. With the proclamation of Family Day by City of Richmond Mayor Malcolm Brodie in 2011, Touchstone launched the Eating Together Campaign to raise awareness of the benefits of families eating together.

Eating Together, a week-long campaign, aims to encourage families to eat together through a series of activities such as community meals, cooking classes, restaurant participation, and the distribution of awareness information.

100% of funds raised are used in the Front Porch Program to sustain barrier free counselling hours. Counselling is available to families without the red tape, time and disclosure that is required by referrals.



Mayor Malcolm Brodie
Proclaiming Family Day



Kick-Off Breakfast served by **Richmond Firefighters** at the Thompson Community Centre



Pamela Martin at the media reception
(Richmond AutoWest BMW Showroom)



Wrap-Up Dinner at the Steveston
Community Centre



Harold (right), the namesake of "Harold's
Bistro" at the Sheraton Vancouver Airport
Hotel with Executive Chef Tim Vu and Sous
Chef Robert Leung, demonstrating a dish at
the media reception.



Enjoying the fruit of a cooking class with Chef Ian Lai



Food blogger Mijune Pak at the
Kick-Off Breakfast



Chef Daniella Iaci on "Modern twist on
Southeast Asian Cooking" in a cooking class.
Chef Kevin Turner, Ken Iaci and Brandon
Majcher also conducted classes.

SUPPORT TOUCHSTONE

by helping community, one family at a time

To donate to Touchstone, please visit touchfam.ca, and click on the "Donate" button on the right panel, or fill in the form below.

- I would like to make a one time donation of \$ _____
- My family/company would like to sponsor a family for one counselling session - \$100.
- My family/company would like to sponsor a family for 10 counselling sessions - \$1,000.
- I would like to contribute in other ways.
Contribute \$ _____ for _____ years.
- Please contact me, I have other thoughts to share.

I believe in the importance of a family's emotional health. Family is the first community we belong to -

Name: _____ Tel: _____

Address: _____

Email: _____

Visa/Mastercard Number: _____

Expiry Date: _____ Signature: _____

BECOME A MEMBER

Membership Benefits - \$20 buys you connections!

- Many community organizations and nonprofits belong to Touchstone.
- Membership introduces corporations to a vast number of potential customers, employees, and also offers support systems for employees as necessary.
- Reduced fee workshops for professional service providers.
- Networking events.
- Annual presentations on family skills development.
- Loan privileges from our resource library.
- Voting rights at our Annual General Meeting.
- Participation in building healthy communities through healthy families.

I would like to become a Member of Touchstone Family Association

Name: _____ Tel: _____

Address: _____

Email: _____

Visa/Mastercard Number: _____

Expiry Date: _____ Signature: _____

Family
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Eating Together YouTube: www.youtube.com/user/EatingTogether/featured