



ACT 2 Child and Family Services Society

Transforming Trauma into Hope

2024 – 2025 Annual Report

Celebrating 45 Years!





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CELEBRATING 45 YEARS!

Since 1980, a small group of committed volunteers have continued the mission/vision of the two founders, Vi Roden and Charmaine Atkinson. What started as support for women involved with the correctional system to move back into the community, is now today a highly-recognized Second Stage Transition Housing in Vancouver, specialized counselling for emotionally traumatized children in Maple Ridge and Tri-Cities, and parenting assessment, education and counselling for high risk families to retain or regain custody of their children in Surrey. Each year the agency continues to grow to meet the emotional and shelter needs of children, youth and adults.

PRESIDENT'S MESSAGE – Polly Krier

As we look ahead to a new year, I am filled with deep appreciation and pride in all that ACT 2 has achieved. This past year has been marked by meaningful growth, renewed momentum, and unwavering dedication to the individuals and families we support.



The nature of our work is both challenging and deeply important. Supporting those affected by violence, sexual abuse, and trauma requires exceptional skill, empathy, and resilience. I want to extend my heartfelt thanks to our staff and leadership team, who continue to meet these demands with professionalism, care, and integrity each and every day.

Under the Executive Director's strong and thoughtful leadership, ACT 2 has continued to expand its reach and deepen its impact across the communities we serve. Fran's ability to foster trusted relationships – both internally and externally – has been instrumental in building on the foundation laid more than four decades ago.



For the past 45 years, our mission has remained clear: to transform trauma into hope. This year, we are thrilled to celebrate a remarkable milestone – Vi Roden turned 102 years old. Our continued connection with Vi and her family reflects deep respect for our roots, and a commitment to relationship-building that strengthens ACT 2's future.

As you read through this annual report, you will see the many ways ACT 2 continues to meet community needs and growth in both capacity and strength. I would like to highlight just a few notable achievements from this past year:



2024-25 HIGHLIGHTS:

A Record Year for Donations!

We are profoundly grateful to the individuals, organizations, and foundations whose generosity made 2024-25 a landmark year for ACT 2. These contributions directly support the delivery and growth of our essential services.

- Continued focus on our Strategic Plan by the commitment of staff and Board to these strategic priorities:
 1. **Our People:** To provide and promote an inclusive and safe work environment while respecting diversity and supporting personal growth with fairness and integrity.
 2. **Our Clientele:** To meet the diverse needs of our clients in areas of housing, counselling, and education support.
 3. **Our Organization:** To ensure a sustainable, healthy, inclusive, resilient, and financially stable organization.
 4. **Our External Relationships:** To build valuable, lasting partnerships towards achieving our mission.
 5. **Our Growth:** To respond to the community's housing, counselling and education needs by seeking growth in all areas.
- Contract renewals for all ACT 2 programs have been successfully secured with Ministry of Children and Family Development and BC Housing.
- Strengthened Community Partnerships as we continue to build and deepen collaborations across housing, counselling, and education sectors – to ensure that our services remain responsive, accessible, and impactful.

ACT 2's ongoing success is the result of many dedicated individuals – our staff, leadership, volunteers, Board members, community partners, and donors – working together in pursuit of a shared goal.

Thank you for your continued trust and support. Together we are creating a future where healing is possible, and where hope thrives.

With gratitude,

Polly J. Krier

President, ACT 2 Child and Family Services

Special thanks to:

Vi Roden and Family

Synthesis Design Renovation Campaign – Safe Choice

BCNPHA Energy Study – Safe Choice

TD Bank Group Better Health Program – Safe Choice

Whole Foods Benevity Fund – Safe Choice Food Cupboard

Community Prosperity Fund (BC Gov/Community Foundations of Canada)
– Family Counselling Program

Coquitlam Foundation – CYAC Needs Assessment

Port Coquitlam Foundation – Family Counselling Program

Tri-Cities 100 Women Who Care – Family Counselling Program

Department of Justice – Child and Youth Advocacy Centre Study

... along with many generous individual donors who have chosen to invest in our mission.



MAURICE AND VI RODEN LEGACY FUND

Since it was founded in 1980, Vi Roden marshalled her considerable skills to establish ACT 2 Child and Family Services. The effort required to accomplish this – bringing politicians, social service agencies and the public together, creating a nonprofit society, securing the funds and community support that would allow the doors to open – is almost impossible to convey.



ACT 2 continues to transform for the better lives of those who have experienced the effects of sexual abuse, violence, and emotional trauma. In honour of her and her husband's life-long commitment, the Legacy Fund was established in 2016. Donations to this fund are designated to provide enhanced support for all our programs. We were honoured to share Vi's 101st birthday with her and her family!

PROGRAM HIGHLIGHTS

FAMILY PROGRAM – SURREY (MCFD PARTNER)

– Sheri Mills, Program Manager



The ACT 2 Family Program is an intensive parenting program that provides parenting skill development, parenting education, and support to families involved with the Ministry for Children and Family Development's Surrey offices. Anticipated involvement for each family is 28 sessions within 6 months with the possibility of extensions at the request of the client or MCFD; 14 weeks with 12 weeks of direct one-to-one services and 2 weeks dedicated to report writing, transition planning and review meetings. At any time, there are 15 spaces available to families, and each family has an assigned Parent Educator. In addition, all clients have access to a resource worker to assist them with needs other than parenting. Services may be provided in the program's child centered playroom or in the family home.

The Family Program underwent many changes over this year. Program staff have been active in the promotion of the outreach services the program can provide by attending meetings at all MCFD referring offices and engaging in conversations about the needs of MCFD and the families we serve. **Through ongoing consultation with MCFD, several changes to the program were made to better meet the needs of the community. The age range of children has been increased from 0-6 years to 0-12 years.** This opens up the program to a larger pool of families needing support. In addition, timelines were adjusted to provide greater flexibility in service delivery for families while allowing all families to receive the contracted amounts of service. **Program staff have embraced the move to providing more in home services to families and have readily adapted to the changes to programming.**

Outcomes

- 27 families (32 parents and 38 children) participated – 35 referrals

Barriers to positive outcomes

- Mental Health
- Limited cognitive capacity/learning disabilities
- Substance use/addiction
- Unstable housing/poverty
- Abuse/violence

Satisfaction

- 100% of clients that completed surveys indicated they are satisfied with services
- 100% of social workers reported being satisfied with our services.



COMMENTS FROM SURVEYS INCLUDED:

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“Learning more about what I can improve on with my parenting and different strategies I can implement through my parenting.”



“Great program and super beneficial to parents! Report was very comprehensive and detailed.”

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“Very helpful understanding where my client is at.” Social Worker



“The ladies at ACT 2 have gone above and beyond when it comes to always providing a very kind and welcoming environment and are quite literally the definition of putting heart into their work. I have no doubt that the ACT 2 program will continue to help and guide every parent that walks through those doors in the right direction. All the best.”

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SAFE CHOICE TRANSITION HOUSE PROGRAM (BC HOUSING PARTNER)

- Leslie Lewis, Program Manager

The Safe Choice Program provides service-enhanced housing for up to ten women and their dependent children who have recently fled family violence. Safe Choice is a second-stage transition housing program in Vancouver that has provided service since 1985 and funded by BC Housing. Most applicants apply from first-stage transition houses; however we do take referrals from shelters, the Domestic Violence Unit of the Vancouver Police Department, or Stopping the Violence counselors or self-referral.

The stay at Safe Choice is up to 18 months while the women develop and follow through on a plan for their long-term independent living, free of family violence. Other services we provide include crisis intervention, ongoing support, safety planning, parenting support, life skills training, referrals to other resources and advocacy.

Goals of the Program:

- To provide safe and affordable short-term housing with support services
- To help participants maintain personal health and safety
- To help participants learn practical life skills
- After residential support has ended, to continue to provide outreach support to these families as needed to resolve crises as they integrate into the community and live independently.

Program Highlights:

This year, one of the most impactful outcomes of the Safe Choice program has been the strong sense of community that has developed among the women and their children. Despite the many hardships they face, they have found strength in one another – supporting each other through shared challenges and building meaningful connections.

Client Successes:

- A resident has found a job as a support worker after finishing her studies
- A resident has been accepted into a support worker program – she received a scholarship covering her tuition
- A resident child was accepted with scholarship into the Sarah McLachlan School of Music

Outcomes: Safe Choice has housed 24 women and children. A total of 568 calls received enquiring about space. Enquiries from non-residents totalling 1260 were received regarding information, crisis situations, vacancies and support services

COMMENTS FROM SURVEYS:

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“Living at Safe Choice has provided a safe place that has allowed my son to feel safe again and focus on his studies as he used to do before. He is on route to graduate with top grades from high school.”

“I have finally found true friends, who understand what me and my children have been through and are always there to support me in times of need.”

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“I finally feel heard and seen. I believe that there is a bright future out there for me, something I had not believed for many years.”



HOMELESS PREVENTION PROGRAM (BC HOUSING PARTNER)

- Lina Barrera, Housing Coordinator

The Homeless Prevention Program (HPP) and the CHB-HPP Program (Canada Housing Benefit) focus on the prevention of homelessness by targeting individuals who are homeless or at risk of being homeless. For ACT 2 the main target population for the program is women and children fleeing violence. However, the program also considers:



- People leaving corrections and hospital systems
- Youth, including those leaving the care system
- People of Indigenous descent

Women are typically referred through transition houses or domestic violence workers. The main purpose of the program is to provide rental supplements and support through one-on-one meetings and referrals to the women and children, to ensure they are able to maintain housing (maximum of \$450/month subsidy).

Some examples of these supplements are:

- Start-up costs supplements (primarily focuses on buying basic items for those who have no items for their new home)
- Damage deposits
- Paying a home bill such as hydro or gas
- Paying to fix something damaged in the home, i.e. broken window or door

Outcomes: This year we served a total of 27 individuals and families. 93% of our clients were women and children fleeing domestic violence, aligning closely with the program's core focus.

All clients continued to be housed after six months of being in the program, and have maintained positive relationships with their landlords. A key element of the program continues to be our commitment to wraparound support. By connecting clients with a wide range of community partners, we have helped them build stronger support systems. These collaborative efforts have enabled access to critical services such as employment training, job coaching, counselling and family support programs.



As a result, many clients have made meaningful progress toward their personal and professional goals – returning to school, securing employment, and continuing to meet their basic needs such as food and furniture through local resources.

Client feedback has consistently affirmed the program's impact. Participants report feeling more empowered, independent, and hopeful for the future. The growth we have witnessed – both personal and practical – continues to be a testament to the strength, determination and commitment of the individuals we serve. **The Homeless Prevention Program remains a vital stepping stone in the lives of those rebuilding after crisis, and we are deeply inspired by the courage and perseverance of our clients.**



CLINICAL COUNSELLING PROGRAM (MCFD PARTNER)

- Sandeep Bhandal, Clinical Counselling Program Manager

I am excited to share the happenings of our 2024-2025 Clinical Counselling Program which helps children, youth and their families manage emotional grief and assists them in healing from experiencing a traumatic event. Our counselling offices are located in Coquitlam and Maple Ridge. We serve the communities of Coquitlam, Port Coquitlam, Port Moody, Belcarra, Anmore, Maple Ridge and Pitt Meadows.



I was honoured to collaborate with regional and community agencies to ensure the communities in which our agency serves has a highly efficient, effective and integrated trauma care system for children, youth and families. Here are some of the initiatives I have been focused on this past year.

- The establishment of a CFAST-Child and Family At-Risk Support Table – hosted by the City of Coquitlam (initiated April 2024)
- CYAC Mental Health Community of Practice – hosted by the BC CYAC Network (initiated Nov 2024)
- SBP-Sexual Behavior Program Network – this is an ongoing networking group sharing resources on our SHIFT programs
- MCFD Child and Family Service Sector Workforce Plan – Working Group – Training and other supports: this provides a voice for community partners to share resources on specific sectors of our workforce (initiated early 2024)
- Tri-Cities Community Action Team (TC-CAT) – this is a community organization that helps promote service across the Tri-Cities through School District 43 – (initiative early 2025)
- Ongoing partnership with Alisa's Wish Child and Youth Advocacy Centre – Maple Ridge (since 2015)

Education and development remain a vital part of our program. The team continues to attend a variety of trauma-related, mental health educational events through the year with online training, team building and self-care events; these with the goal to motivate, inspire and deliver resources to equip them with the most up-to-date knowledge and skills to support them both professionally and personally.

In closing, I want to extend my deepest gratitude to our team for their commitment, effort and their significant support to the individuals we serve each day. I would also like to thank the community agencies who share our vision and I look forward to building on the progress made to date, into the year ahead.



Coquitlam Site (serving the communities of Tri-Cities, Belcarra and Anmore)

- 107 referrals received (previous two fiscal years saw 121 and 99 referrals received respectively).
- 18% Self-Referrals/82% Professional Referrals

Client Profile:

- 7 – 12-year-olds were the highest % of age group at referral (33%)
- 63% Female/33% Male/4% Non-binary/LGBTQ2S+
- 17% Indigenous/83% Other

Maple Ridge Site

(serving the communities of Maple Ridge and Pitt Meadows)

Within the **Ridge Meadows communities**, we continue to support children and youth who have experienced abuse. Through our partnership with Alisa's Wish, Child and Youth Advocacy Centre, we use a multi-disciplinary, coordinated response to service delivery, creating capacity for our clients to heal from the abuse they have experienced.

- 110 referrals received (previous two fiscal years saw 105 and 84 referrals received respectively).
- 17% Self-Referrals/83% Professional Referrals

Client Profile:

- 7 – 12-year-olds were the highest % of age group at referral (30%)
- 71% Female/28% Male/1% Non-binary/LGBTQ2S+
- 19% Indigenous/81% Other

We are proud of the work of our Executive Director, Clinical Counsellors and Administrative staff accomplished this year!

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“This is an awesome resource to people who don't have access to other therapeutic resources, service was much better than anticipated. Keep up the great work!”



“A safe space to learn how to express everything that is going on in our lives.”

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“Feeling heard from my counsellor and feeling understood.”

“My grandson is a patient and since he has been coming here he has been able to open up and find ways to calm himself.”

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“Thank you so much ACT 2 for changing my view on the world and helping me understand things I never thought I would.”

“I get to talk about my feelings without being teased or embarrassed.”

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FAMILY COUNSELLING PROGRAM – FREE AND AFFORDABLE PRIVATE PAY

Family and individual counselling is available. No referral is required and there are no geographic boundaries to access this program.

Free Counselling: self-referrals for children and youth who have been sexually abused

Fee based on household income: Areas of counselling include: mental health concerns including depression, anxiety and grief for anyone in need of support; children with behaviour issues, challenges with school, and transitioning through family divorce/separation; youth struggling with identity, peer issues, self-harm, and self-esteem; adults who have experienced sexual abuse; couples counselling.

Next Steps

As we move forward in 2025, we plan to engage with external community agencies, MCFD, school districts, and police to address the identified rising risks to children and youth in our communities. Our focus for this next fiscal year includes providing outstanding accessibility to our services for the communities in which we serve; continued professional development for our counsellors; and education for the entire team to create an inclusive workplace environment. I am confident my team will continue to demonstrate their impact and commitment to transform trauma into hope for children, youth, and their families.

Executive Director's Message – Fran McDougall

It is with great pride and gratitude that I share this past year's report with you. Thanks to the dedication of our team and the unwavering support from our community, we have continued to fulfill our mission of **Transforming Trauma into Hope**.

This year was not without challenges such as funding constraints, lack of housing options for our transition house residents and reaching out to ensure awareness of our organization. In turn, community response has been most encouraging. Challenges facing our communities include poverty, housing insecurity, food access, trauma and systemic gaps – are complex, but our response remains grounded in dignity, respect and holistic care. Throughout the report we share the progress we've made together in this, and looking forward to the future.



We have been working closely with Share Community Services as part of the Leadership Committee in developing a **Foundry Centre for the Tri-Cities**. Foundry is a province-wide network of integrated health and wellness services for young people ages 12-24. The integrated services make it possible for young people to access five core services in one convenient location: mental health care, substance use services, physical and sexual health care, youth and family peer supports, and social services.

Priorities:

- enhance the Family Counselling Program by encouraging self-referrals (non-MCFD) by youth and young adults 18 years and under.
- continue with exploring the feasibility of a Tri-Cities Child and Youth Advocacy Centre
- explore opportunities to expand supportive housing for women and children who have experienced domestic violence
- continue to provide staff with support and training who are working with clients with very complex trauma

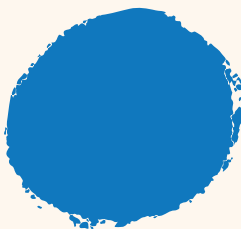
Looking Ahead:

This year we also initiated bringing the community together to explore the need and feasibility of a Child and Youth Advocacy Centre for the Tri-Cities region – working closely with Coquitlam RCMP and Port Moody Police, School District #43, MCFD and Victim Services. It is our goal to provide a safe and child-friendly place for abused children, youth and their families through the reporting and investigation process by providing a coordinated approach of service-providers.



I extend my heartfelt thanks to our dedicated staff, Board of Directors for their strategic guidance, our funders, donors and partners for believing in our work, and the community we serve – your trust is our inspiration!

The work of ACT 2 is only possible through collective effort. As Executive Director, I remain committed to transparency, collaboration and excellence in service. Together we will continue to build a stronger future for children, youth and their families.



Agency Staff (Full and Part Time)

- Clinical Counsellors – 9
- Parent Educators & Resource – 5
- Housing Support – 3
- Management & Admin – 6

Recognition of Long Service Staff ... “Our staff are the best!”

Taylor Willis (Clinical Counsellor) – 5 years

Laura Rallis (Executive Assistant) – 5 years

Lina Barrera (Housing Coordinator) – 10 years

Special acknowledgement to Philomena Jordan who had devoted 33 years with Safe Choice Transition House. We wish Philomena every happiness enjoying her well-deserved retirement.

2024/25 Board of Directors

Polly Krier, President

Catherine Stewart, V/President

Mary Vellani, Secretary

Karl Doering, Director

Archie Tuck, Director

Grant Lee, Past President

Brian Kelenc, Treasurer

Luba Banuke, Director

Yvonne Gaetz, Director

Memberships and Affiliations:

BC Non Profit Housing Association

BC Society of Transition Houses

Federation of Community Social Services

Tri-Cities Community Services Cooperative

Alisa's Wish Child and Youth Advocacy Centre Maple Ridge

Tri-Cities Foundry Leadership

Tri-Cities Chamber of Commerce



FINANCIAL OVERVIEW
– Brian Kelenc, Treasurer

ACT 2 continues to be the go-to organization for family support, housing and counselling, transforming trauma into hope and making a lasting positive impact in the communities we serve.

Despite facing a challenging external environment, ACT 2 remains fiscally responsible. Rising lease and personnel costs continue to be our most significant budgeting challenges. Each year, we strive to secure adequate funding that reflects the true cost of delivering our essential services. Looking ahead, we are focused on aligning future funding increases with the rising costs of service delivery. This remains an ongoing challenge, as our agency relies heavily on government support for sustainability. Nevertheless, we have persevered through similar challenges in the past and are confident in our ability to do so again.

We are pleased to report another successful and glowing audit conducted by our partners at Tompkins Wozny Chartered Professional Accountants. Their continued review and guidance have provided us with assurance that our internal controls are robust and our financial reporting is accurate.

I would like to extend my appreciation to our auditors for their continued partnership, and to the entire ACT 2 team for their dedication to sound financial stewardship.

2024-25 FINANCIAL OVERVIEW

Revenue

MCFD	1,992,057
BC Housing	640,984
Other	237,713
Total	2,870,754



Expenses

Direct Program	2,422,899
Management & Admin (11%)	295,596
Total	2,718,495



Balance	152,259
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Net Assets

2024	2,560,649
2025	2,712,908



ACT 2 is proud to be accredited by the Commission on Accreditation of Rehabilitation Facilities (reviews conducted every 3 years)



ACT 2 Child and Family Services Society

Transforming Trauma into Hope



Contact Information: www.act2.ca

- Tri-Cities Counselling Centre & Admin Office
2nd Floor, 1034 Austin Ave., Coquitlam
Tel: 604.937.7776 Fax: 604.937.7334
- Maple Ridge Counselling Centre
#203 – 11743 224 St., Maple Ridge
Tel: 604.463.0965 Fax: 604.463.2416
- Family Program
#207 – 14888 104 Ave., Surrey
Tel: 604.585.9067 Fax: 604.589.4849
- Safe Choice & Homeless Prevention Program
Tel: 604.733.6495 Fax: 604.733.6927

Charitable BN: 130071079 RR0001

