

# Jewish Family Service Calgary



Annual Report | May 31, 2015

[WWW.JFSC.ORG](http://WWW.JFSC.ORG)

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## Our Mission

Jewish Family Service Calgary strengthens communities by providing social services to individuals and families based on the Jewish values of compassion, social justice and improving the world.

## Our Guiding Principles

- ✧ We treat each individual with dignity and respect.
- ✧ We are accessible to people of all faiths and cultures.
- ✧ We work together to strengthen all communities recognizing the value of participation and collaboration.
- ✧ We are accountable to our clients and stakeholders.
- ✧ We empower individuals and families by promoting self-sufficiency.
- ✧ We respond to new ideas and emerging needs.

## From the President and Executive Director

During this past year, Jewish Family Service Calgary (JFSC) has served increasing numbers of people in all areas of our programs, supports and services. The staff and board of directors worked very hard to keep pace with this growth.

The downturn in the economy has hurt many families from all walks of life. Examples of areas of growth for our agency are as follows:

- ✧ We have seen an increase in the number of isolated older adults whom we serve and this trend will continue well into the future as the baby boomers age;
- ✧ There has been an increase in the number of individuals and families who are living at or below the poverty level. JFSC continues to focus on food and shelter security for many members of our community;
- ✧ JFSC has seen substantial growth in the number of families in our community who are affected by domestic violence. At the time of this report, JFSC has 10 families receiving support in response to serious and dangerous domestic violence situations;
- ✧ The JFSC clinical service department now has a nine-week waiting period for people who have received intake services for counselling. This is the longest waiting list JFSC has ever had;
- ✧ Our immigrant support services continue to assist 85 to 115 families at any given time.

*Craig Steinberg*  
**President**



For most businesses, a substantial increase in clientele and customers is a good thing. Not so for JFSC. We are thankful for the incredible support we receive from our three major funders, Family and Community Support Services (FCSS), United Way of Calgary and Area (UW) and the

Calgary Jewish Federation (CJF). The support of these three funders is substantial and very much appreciated, but they alone cannot keep pace with the growth in the demands and expectations for JFSC services.

Thankfully, we have been able to expand our resource base to continue to meet the community's increasing needs. We would like to express our gratitude to the board of directors, volunteers, donors and other supporters who have stepped up and helped us to meet our budget in very tough times. Not only has the number of people served by JFSC increased, but we are finding that people are facing much more complex situations than ever before. The program reports will enlighten readers as to the nature of the programs and services we offered during this past year.

In addition to the operations challenges we have faced, the board of directors has had a very busy year as well. The board held a major successful fundraiser as we honoured Debby Krygier for her volunteer support in all of the organizations in our community.

On the governance side, the board redeveloped JFSC's strategic plan, and undertook a complete review and update of both the society's bylaws and the board's policy manual. The board also assisted the agency in preparing for its accreditation process, which takes place this fall. All of these initiatives took an incredible commitment of our board's time and resources. We are thankful to have such a dedicated and hard-working board of directors.

JFSC would not be able to do this without the support of the many donors and supporters whom you will find listed in this report. Our success is directly dependant on the support that we receive from members of all of Calgary's communities. On behalf of all of those individuals and families who come to JFSC for support and assistance, we thank you.



*Marty Hornstein*  
**Executive Director**

# JFSC BOARD OF DIRECTORS AND STAFF

## Board of Directors

### Officers

Craig Steinberg (President)  
Warren Book (Treasurer)

Dr. Ben Grintuch (Past President)  
Lev Khitrine (Secretary)

### Members

Lily Faider	Dr. Stanley Mayer
Max Feldman	Danny Oppenheim
Peta Glezerson	Bev Silverstone
Jackie Halpern	Lisa Thomson
Brenda Lieberman	Melanie Trossman
Gary Lifshits	Arlene Viner-Holmes

### Honorary Members

Dr. Judy Curry  
Dr. Raechelle Paperny  
Rosslyn Steinberg

## Staff

Marty Hornstein	<i>Executive Director</i>	Barb Dickie	<i>Executive Assistant</i>
Megan MacLeod	<i>Director of Counselling Services</i>	Monica Lis	<i>Business Development Lead</i>
Shirley Rosen	<i>Program &amp; Resource Development Manager</i>	Robyn Winograd	<i>Director of Community Support Services</i>
Lori Wolf	<i>Bookkeeper</i>	Inessa Kessel	<i>Resettlement/CSS Coordinator</i>
Albina Shuman	<i>Seniors' Coordinator</i>	Lerato Hlehlisi	<i>Seniors Outreach Worker</i>
Andrea Silverstone	<i>Shalom Bayit Coordinator</i>	Tanya Muschanov	<i>Shalom Bayit Coordinator/Counsellor</i>
Olga Krochak Sulkin	<i>Claims Conference Homecare Coordinator</i>	Greg Storozhakov	<i>Claims Conference/Older Adults Outreach Worker</i>
Kyla Lipsman	<i>Community Support Services Coordinator</i>	Megan Francisco	<i>Older Adults Outreach Worker</i>
Marsha Carnat	<i>Basic Needs/Vocational Coordinator</i>	Cirel Rutstein	<i>Clinical Counsellor</i>
Chaya Goldenberg	<i>Clinical Counsellor</i>	Carley Hyder	<i>Clinical Counsellor</i>
Anneta Manful	<i>Counsellor</i>	Tara Luhtanen	<i>Older Adults Outreach Worker</i>
Stefanie Lis	<i>Receptionist</i>	Yana Barton	<i>Receptionist</i>



## Community Volunteer Thank You

### With your generosity, we were able to help inspire community!

With over 4,000 hours of dedicated volunteer events over the past year, we want to give a special thanks to the efforts and support of our volunteers. Because of you, we were able to meet and exceed the goals we set for our volunteer programs last year. It is your hard work, dedication, and the long hours you devote that make it all possible.

An ongoing program of weekly activities took place at the Beverly Centre, Chinook Care Centre, and Bertha Gold Jewish Seniors Residence, where most of the Jewish seniors in nursing homes reside.

Every Friday morning, we run our Shabbat program at the Beverly Centre. We also support all of the Jewish holidays with special Seders for Rosh Hashanah and Passover. Seniors from both the Beverly Centre and Chinook Care Centre continue their support of the programs with great attendance, and the programs are growing month after month. These programs for the elderly would not be successful without the help of our many volunteers, from musicians to rabbis. Thank you for your help.

Every Wednesday morning, we run a Jewish program at the Chinook Care Centre. A variety of Jewish-themed activities and entertainment takes place, such as our famous Chanukah party and our family-friendly Passover Seder. This year, we introduced an additional special program held in collaboration with the Jewish community chaplain. Following an in-class Bikur Cholim education session with Calgary Jewish Academy students, the youths visited nearby Chinook and participated in an activity with the Jewish seniors there. For a Russian-speaking Jewish resident, it was especially meaningful, since two of the students were fluent in Russian. We are excited to foster this relationship in the coming year.

This year, we made sure every family had a festive holiday meal, with the support of our holiday delivery program. Thank you for the fantastic contributions, from volunteers who baked honey cakes and prepared many different varieties of tasty soups, to those who aided in putting together the packages, and those who delivered the packages to the people in need. Our two food pantries, Miriam's Well and the Kosher Food Pantry, have also helped a substantial number of families this past year.

Yahoo!!! The Stampede would not be Stampede without our incredible fun summer program for all families in need. A special thank-you to our wonderful donors and to all the volunteers who worked countless hours helping to put the program's packages together. You make a difference.

Thank you to all of our volunteers who dedicated many hours to day-to-day operations, donating time as our receptionist, and picking up and delivering produce for our food pantries.

To our board of directors, I would like to reach out and thank all of you for your continued support to help develop and grow these great programs. Your long hours of volunteer time, your guidance and your wisdom are greatly appreciated. Thank you all for your incredible support!

Volunteers inspire us to set the bar higher. They inspire us to think about how we can do more with what we have and how to get what we need. They are the people who offer a warm handshake, a big smile, and who are eager to share their experiences.

If you would like to do more, inspire more and give back more, please contact Shirley Rosen at 403-287-3510 or e-mail me at shirleyr@jfsc.org Again, thank you to each of you for helping to make this year such an incredible success.

*“We are working with an older adult couple who are experiencing multiple health issues including dietary restrictions, and who are low income. They have a positive and stable living situation in an apartment that they rent. When pensions come in, they pay all their bills first, including rent and utilities, and after everything is paid, they have little money remaining for the month. They access the food bank the maximum seven times per year, which is not enough to meet their nutritional and health needs. They are able to rely on the wonderful fresh food and produce provided to them from JFSC’s Miriam’s Well and other pantry items to sustain them and meet their food security needs. This helps keep their energy levels up and provides for a much healthier life and well-being.”*

## Achievement Highlights

- ✧ JFSC partnered with the four other “Way In” agencies to develop a one-call system (403-seniors) that is being piloted for the next year.
- ✧ JFSC is using grocery gift cards to provide shoppers with more dignity and self-respect, making it easier for JFSC to use the food pantries for urgent and emergent situations.
- ✧ JFSC’s debut acceptance into the Calgary Herald Christmas Fund raised a much-needed \$94,000 and represented a major initiative for new funding.
- ✧ Spruce Meadows accepted us into the competition for the design, display and auction of a fibreglass horse to be presented at the opening Spruce Meadows event early in June.
- ✧ Our golf tournament for the 2015/2016 fiscal year has already attracted a main event sponsorship, for a minimum of three years, and several others at smaller levels of sponsorship.





## 320 + Older Adults Served

- ✧ 118 Holocaust survivors were served.
  - ✧ 97 received portions of \$84,300 in Emergency Assistance Funds.
  - ✧ 66 unique clients received funded home care with 10 more assessed and deemed eligible.
- ✧ Over 35 senior ESL students attended 156 English classes at the Bertha Gold Jewish Seniors Residence.
- ✧ 196 isolated older adults received holiday gifts delivered to their door by JFSC volunteers in partnership with the Senior Secret Service program.
- ✧ 245 appointments were made with the Russian consul to update life certificates or Russian passports.



- ✧ 132 tax returns were completed at the tax return clinic.
- ✧ 114 clients were registered in Basic Needs.
- ✧ 79 clients were registered in Vocational Services.
- ✧ 57 were engaged in both departments.
- ✧ 127 clients were served by the Resettlement CSS Coordinator.
- ✧ 78 families received Stampede backpacks enabling them to attend an awesome experience and have a break from their daily life challenges, with thanks to the Happening Fund.
- ✧ The Third Age Chaverim program (New Horizons for Seniors – HRDC grant)
  - ✧ accumulated 218 volunteer hours;
  - ✧ had 35 volunteers;
  - ✧ accrued more than 220 participants;
  - ✧ held 15 events.
- ✧ 3 workshops for Russian-speaking newcomers were held with 15 to 22 participants each.
  - ✧ These included summer camps and programs, Welcome to Calgary, and a Calgary Board of Education information session.
- ✧ 81 clients received a share of \$5,705 worth of gift cards, helping them to better meet their basic and personal needs.

*"On behalf of every other client that has felt the peace of that and the human love of ... the cups of tea at the desk, the friendly hello and the tremendous team effort. I thought of it in my new little home that is mine, of the many hands that lifted me to this success."*

## Counselling and Shalom Bayit

Our counselling program helps people from the Jewish and broader community with challenges in their daily lives. Besides our regular counselling program which helps clients who are struggling with mental health issues, trauma, separation and divorce, abuse, grief, parenting and

relationships, we were pleased that four of our talented staff received training from Calgary Communities against Sexual Abuse (CCASA) in their child safety program, Who Do You Tell? One of the Jewish schools requested that we research a variety of programs for best practices and we found CCASA's program to be of the highest standard. As well, CCASA was open to us making some cultural and faith modifications to the content. In February 2015, we began to facilitate it in both of Calgary's Jewish schools.

We were also pleased to expand our partnership with Peer Support Services for Abused Women (PSSAW), with their trained volunteers facilitating two groups at JFSC, one dealing with self-esteem issues and the other, a more intensive group, for women who have experienced domestic violence.

Two of our counsellors achieved their registered psychologist status this year. Two clinicians received training in Eye Movement Desensitization and Reprocessing (EMDR). We find this approach to be beneficial with clients facing a variety of challenges. In October, we co-

*"My case worker perfectly understands my needs and my situation when it comes to delivering groceries ... I am very satisfied. She is very sympathetic and very helpful to old people who are in need. She is highly compassionate."*

sponsored a Na'amat program entitled Breaking the Silence of Mental Illness, and one of our Shalom Bayit coordinators presented at the international conference, Judaism Confronts Domestic Violence, in Jerusalem.

In June 2014, we provided training to 50 Camp B'nai Brith counsellors and leaders on recognizing and addressing issues of child abuse and bullying. We have been providing such training to them for several years and for the first time were invited to provide a similar program to JCC Camp and Gan Israel this summer.

### **Pan Canadian Elder Abuse Project**

This multi-year project began in 2011 and wrapped up in December 2014. Its goal was to increase awareness about elder abuse, and this past year we focused on informational workshops for community members and service providers. We networked with four JFS offices across Canada, as well as with the Calgary Police Service, the Kerby Centre, The Way In Network, Temple B'nai Tikvah and the Calgary Jewish Community Centre, to name just a few.

We initiated a partnership with the University of Calgary / RESOLVE research group regarding a project about domestic violence in Jewish communities across the Prairie provinces. We believe there is value in undertaking current Canadian research to understand the needs of victims of domestic violence and how their needs are being met.



*A young family consisting of a mother, father and a sweet two-year-old son came to JFSC for direction and assistance with their settlement in Calgary. Both parents were registered nurses in Israel. After a few visits to the JFSC resettlement worker, the clients received guidance and information that helped them to enroll in essential programs to be accredited here as RNs. Dad completed his accreditation first and is now successfully employed at the Rockyview Hospital. Mom successfully finished her courses in the spring of 2015. The family was assisted with finding a daycare for their son and a babysitter for evenings and weekends. The family received Holiday Assistance, toys for Chanukah and tickets to Stampede from JFSC and Kids Up Front. They were helped to feel welcomed, worthy and a valuable part of the community. The family was connected with other young Jewish professionals and thus expanded their circle of friends, helping to further their successful integration into the Jewish and greater Calgary communities. They are now settled in beautifully, have new friends and live stable, full lives in Canada after only a few years here.*

## Counselling Outputs for 2014-2015

- ✧ 177 unique individuals served.
- ✧ 1,150 hours of service.
- ✧ 159 calls for counselling received, with 86 completed intakes.
- ✧ 2 student Life Skills groups; 1 teacher in-service.
- ✧ 2 Healthy Interpersonal Relationship groups.
- ✧ Who Do You Tell? Child Safety Program (shared with Shalom Bayit Program). See Shalom Bayit for outputs and outcomes.

## Shalom Bayit Outputs for 2014-15

- ✧ 140 individuals attended Pan Canadian socio-drama performances and workshops.
- ✧ Between June and November, 5 performances of the socio-drama, The Silent Crime, were provided for varied audiences: community members (older adults, Russian speakers and youth), service providers and the broader community.
- ✧ 10 individuals (458 service hours) affected by domestic violence received direct support, information, advocacy, referrals and system navigation.
- ✧ 1 training session was provided to Camp BB counsellors.
- ✧ 1 presentation was made to Kollel's university group.
- ✧ Presentations were made at 2 international conferences.
- ✧ Who Do You Tell? (WDYT?) – Shared with Counselling Program:
  - ✧ 41 lessons for students in classes K -6;
  - ✧ 185 hours of combined prep and direct service of WDYT? to students in the Jewish schools;
  - ✧ Multiple private times provided as per students' requests;
  - ✧ 2 facilitated parent information sessions;
  - ✧ 2 facilitated teacher sessions.

## Counselling Outcomes

- ✧ 59% of our clients surveyed using the Outcome Rating Scale, reported an improvement in their well-being.
- ✧ 96% said they had learned more coping skills and methods to help with their concerns.
- ✧ 96% also said they had been successful applying what they learned in counselling to their daily lives.
- ✧ 97% said they had made progress towards their goals.

Shalom Bayit surveyed some of our domestic violence clients, and 83% indicated they had increased their knowledge about the signs and risks of abuse, as well as increased their confidence to work with the services they were receiving.

Shalom Bayit client survey responses:

- ✧ 100% answered somewhat to yes that they had increased awareness of available resources to meet their needs.
- ✧ 83% indicated they had increased confidence to work with the services they were involved with.
- ✧ 83% indicated they had increased their knowledge about signs and risks of abuse.

## Community Support Services (CSS)

In the context of Jewish tradition, JFSC recognizes the essential elements that contribute to the overall wellbeing of individuals, families and community, and therefore offers interconnecting programs as a flexible, holistic response to meet client needs and build personal/community support networks. The result is increased stability, self-reliance and the well-being of the people whom we serve.

JFSC provides holistic client-directed clinical and instrumental interventions to the Jewish and general communities. Clients may access and benefit from a combination of services required to meet their unique

personal and situational needs. JFSC's experience demonstrates that most clients require and benefit from receiving more than one service at a time from well-trained, competent service providers. Our range of services encompasses the bundled delivery of Basic Needs Assistance/Jewish advocacy, Shalom Bayit, services to older adults, resettlement/integration and vocational services. These services are often provided simultaneously and make up the CSS department.

*"The help that JFSC provides is incredible. They help the less fortunate. Especially as a newcomer, they provide direction, care and knowledge. We need you like air! Without JFSC, we are helpless."*

Here are some of the recurring themes in service provision that we focused on this year:

- ✧ Older adult isolation, including ESL, dementia, caregiver stress and end-of-life issues.
- ✧ Employment counselling, dealing with layoffs and a labour market in downturn, and barriers to securing and maintaining work.
- ✧ Eviction prevention, rent arrears, moving costs, winter clothing, and domestic violence.
- ✧ Home care and emergency assistance to Holocaust survivors.
- ✧ Mental and physical health concerns, including addiction.
- ✧ Food insecurity, including the provision of Jewish holiday packages, gift cards and food for Shabbat.
- ✧ School clothing, access to camps, entertainment and other events for children, baby equipment and household supplies.



- ✧ Resettlement and language issues for Russian and Israeli newcomers to Calgary.
- ✧ Income security, including AISH.
- ✧ Homelessness and access to affordable housing.

There was a lot of reaching out this year. Thanks to a New Horizons for Seniors grant, we implemented a new program called Third Age Chaverim. It was a smashing success and more than met our goals of increasing the number of older adults participating in volunteerism, developing more senior mentors, decreasing isolation and increasing seniors' participation in the community. Events included information/expertise sharing sessions, volunteer awareness, one-on-one mentoring opportunities, coffee chats, conversation cafes and English-language mentorships.

We continued our outreach to Jewish seniors with our weekly pre-Shabbat programs at the Beverly Centre Glenmore, Chinook Care Centre and the Bertha Gold Jewish Seniors Residence. Many of the senior immigrants who couldn't openly practice their Judaism in their countries of origin are thrilled to be able to experience and enjoy their spiritual and cultural practices here in Canada.

If there was lots of reaching out, there was also plenty of getting out, too, this year. Our older clients especially enjoyed outings to Banff, the Calgary Zoo, Spruce Meadows, the Beit Halochem concert, a summer barbecue, garage sale, Forget Me Not Pond, Heritage Park, various concerts, Russian War Veterans' Remembrance Day, and other subsidized programs for socialization opportunities. Many were of an intergenerational nature, bringing further delight to the participants. JFSC/Bertha Gold Seniors Residence enjoys a strong partnership with the Calgary Jewish Community Centre for many programs including the annual Chanukah luncheon, visits by the Russian consul to complete life certificates and passport applications, educational and health presentations, exercise classes and more. And what would summer in Calgary be without Stampede? Thanks to the Happening Fund, 78 families received Stampede backpacks, enabling them to have an awesome experience at the Greatest Outdoor Show on Earth.

## Resettlement and Immigration

Our CSS/Resettlement Coordinator is fluent in Russian and Hebrew, so not only was she able to provide services in a linguistically and culturally relevant manner, but she created a most welcoming environment for newcomers, who are primarily from Russia and Israel, seeking services at

*One of our workers has been working with a 77-year-old man who is living independently in his own home. He has been experiencing short-term memory loss, which complicates his ability to remember which bills he has, and pay them in a timely manner. This could negatively affect his independent living situation if he falls behind or utilities get cut off. He reported his concerns to this worker about keeping his bills paid on time. Further, he has decided that it is safest for him not to drive anymore, given his memory loss. This worker drove him to his bank and supported him as he paid his utility and phone bills with the teller. Together, we made phone calls to make payment arrangements for one bill that was past due 90 days. His monthly bills are now set up to come out of his bank account automatically, thus relieving him of two worries: remembering to pay the bills and ongoing transportation to the bank. This gentleman is further supported regularly by JFSC's Miriam's Well, and access to donated pet food. This gentleman reports feeling well supported and experiencing a much better quality of life with less stress and worry.*

JFSC. Our excellent reputation and word-of-mouth referrals led to a number of non-Jewish clients enrolling at JFSC as well.

## Basic Needs and Vocational Services

The drop in oil prices and the subsequent economic downturn meant that more families needed our help in a myriad of ways. We aided clients to secure meaningful employment, achieve self-reliance and stability, attain permanent resident status, gain food security, discontinue housing support due to improved financial stability, secure housing, respond to medical and personal needs, and access Jewish programs, schools and camps.

Clients report they can't keep up with the economic environment, housing and labour markets. They are falling further behind each month, increasing their risk of poor health and homelessness. Emergency and Basic Needs funds were channelled to rent arrears, food, medical needs, damage deposits, hot meals and other daily necessities. The high cost of dental care makes it one of the first casualties in an economic downturn, and we continue to build our relationship with Alpha Omega Dental Fraternity with support from a few key dentists. It is imperative we find a way to increase our ability to provide this type of support.

## CSS Outcomes

Service Evaluations identified that by receiving CSS service provision clients reported:

- ✧ Their immediate needs were met 98% of the time.
- ✧ They have increased awareness of available resources to help meet their needs: 93%.
- ✧ They have more social and community connections: 83%.
- ✧ They have increased confidence to work with the services they are involved with: 96%.
- ✧ They are in a better position to meet their needs independently in the future: 88%.
- ✧ They have an income they can depend on: 86%.
- ✧ They have increased their job search skills: 96%.
- ✧ They are satisfied with the services received: 95% and very satisfied: 81%.
- ✧ It was helpful to receive the services together at JFSC: 93%.

## Agency Continuous Improvements

We introduced group educational sessions with respect to issues facing families in our communities. Five group learning opportunities were introduced to work towards prevention of the social issues that many of our clients face.

Our Claims Conference Home Care program exceeded all its targets after we hired an amazing home-care program coordinator. We doubled the program's client numbers and multiplied tenfold the hours served. This program is funded by the Conference for Jewish Material Claims Against Germany (Claims Conference) and provides essential home care services to allow Holocaust survivors to remain in their homes as long as possible.



*A female client, 69, had been living independently in her own home. When EMS was called, she was brought to hospital and her home was condemned. She was to be released from hospital later that same day, but would be unable to return to her home until the multiple conditions of the order were met. The JFSC Older Adult team worked together to get her set up in a motel, paid for by the Older Adult Emergency Fund, to ensure she had a safe, warm place to sleep. She went directly from hospital by taxi to the motel, and remained there for a few nights. JFSC provided her with a warm meal, a coffee shop gift card, and a knapsack filled with food, clothing and hygiene items. This brief stay in the motel provided her a much-needed opportunity to be safely housed while she addressed this crisis situation and made decisions, including an opportunity to contact her family and get them involved. Without JFSC's help, this senior would have been on the street or in a shelter – both most inappropriate and unsafe options for this vulnerable individual. She was able to maintain her dignity and safety, while being treated with respect as she recovered and a plan was being created.*

Our staff participated in many professional development opportunities, workshops and conferences, including No Longer Silent: Creating Culture and Respect for LGBT Community, a personal safety workshop, a food safety course, First Nations cultural training, and a program at the Max Bell Public Policy Training Institute. Staff also toured other social service agencies, including Maison Retirement Living, the Calgary Interfaith Food Bank, the Mustard Seed Housing Complex, Chinook Hospice, among others, and visited Jewish Family Service in Edmonton to strengthen relationships, and exchange information and best practices.

We continued our collaboration with a variety of local agencies, including the Jewish Community Centre, ISCC Housing Committee, Action Group for Elder Abuse, HRDC Regional Resource Meetings, Calgary Region Immigrant Employment Council Partnership Forum, South Fish Creek Resource Meeting, Immigrant Seniors Action Committee, Kids Up Front, The Way In Network, Immigrant Services Council Calgary, The Jewish Federation, Calgary Immigrant Women's Association, Catholic Calgary Immigrant Society, Calgary Bridge Foundation for Youth, the Veterans Poppy Fund and the Calgary Interfaith Food Bank, to name just a few.

Our partnership with Akiva Academy continued to evolve this year; our team facilitated the Who Do You Tell program on child sex abuse for the first time. In August, we provided an in-service for teachers (*Social Well-Being at School*) and in January, we were asked to provide life/social skills to two groups, one of girls and one of boys. The areas of concern were friendships and conflict resolution.

We responded to 159 calls for counselling and completed 86 intakes. With the generous support of the Steinberg FLE fund, one of our psychologists went to Minneapolis in May to be trained in the Circle of Security Parent Training Program. This is an attachment-based model and the training will prepare her to work therapeutically with children and parents as well as provide groups to parents.

We developed and offered four evening presentations on parenting: How to Talk to Your Kids about Sex, Learning Disabilities and Developmental Disabilities, Mindfulness and Parenting, and Bullying.

In June 2014 we provided training to 50 Camp B'nai Brith counsellors and leaders on recognizing and addressing issues of child abuse and bullying. We have been providing such training to them for several

years and for the first time have been invited to provide a similar program to JCC Camp and Gan Israel this summer.

*"Please never close up shop. You provide vital, high quality service and are an invaluable resource Calgary residents cannot be without. Your presence is a gift. Thank you with all my heart. Truly caring staff who go above and beyond to help the client rise above their challenges."*





## JFSC Funds

### **Albert Bell Fund**

*This fund supports clients with food for Shabbat, Holidays and basic needs. It was generously initiated by the Bell family in memory of their husband, father and grandfather.*

### **Ann & Morris Dancyger Fund**

### **Ben's Bike Fund**

*After his bar mitzvah, Ben Kaganov set up this fund to provide bicycles for clients' children.*

### **Brodsky Endowment Fund**

*This fund is to help secure a financial base for the future.*

### **Eisner Inclusive Fund**

*This fund has been started in celebration of Sandra's special birthday. The Eisners would like anyone wanting to celebrate a Jewish holiday with others to be able to attend a community meal.*

### **Faigel & Leonard Shapiro Fund**

*This fund is to help children wherever necessary.*

### **Gary Rosenbaum Memorial Children's Assistance Fund**

*This fund is to assist immigrant children.*

### **Hy Belzberg Seniors in Need Fund**

*This fund supports special events for seniors.*

### **Jacob Gurevitch Adolescent Counselling Fund**

*This fund was established by Jacob Gurevitch as a tzedakah project at the time of his bar mitzvah. Its primary goal is to offer clinical counselling services to youth between the ages of 10-18 with mental health issues and cognitive, social and emotional concerns.*

## JFSC Funds

### **Kupat Tzedakah**

*This fund is used to support one-time emergency financial aid.*

### **Leo Paperny's Kids' Fund**

*This fund supports children's services.*

### **Martin Mitchnick Memorial Fund for Families in Need**

*This fund is used to provide financial aid for special situations for any family.*

### **Operation Sustenance**

*Operation Sustenance replaced the Holiday Assistance Program to encompass all food programs within Jewish Family Service Calgary with enhanced provision of: kosher food baskets for the High Holidays, Chanukah and Passover; Shabbat groceries; a regularly stocked Kosher Food Pantry kitchen at the JFSC office which serves JFSC clients of all denominations; and donated foods through Miriam's Well collection boxes at Safeway, Co-op and the JCC.*

### **Philip and Harriet Libin & Family Housing Support Fund**

*As Phil and Harriet's 50<sup>th</sup> anniversary approached, they began to reflect on their blessings. "...The purpose of this fund is to provide subsidies to families who are unable to pay full rental fees for accommodation. It is our hope that here they would be able to find some peace of mind, eliminating many of the stresses and guilt in not being able to provide adequately for their families. These families could once more grow together in surroundings that they could call home, nurture the love for one another, bond and eliminate the stresses of having to wander from one place to another. If all of this could come to fruition through this housing program and card fund associated with it, we would consider ourselves truly blessed to have been part of this type of project. We would also wish upon those who are recipients of this program luck in building a life with their families to enjoy contentment, peace and much love. This would create a safe haven for them – hopefully and fill their hearts with joy. A home is where the heart is."*

## JFSC Funds

### **Phyllis Rubin Children's Activity Fund**

*When Phyllis Rubin turned 80, her husband and children decided to honour her by starting the Phyllis Rubin Children's Activity Fund as a way to help children and youth in the Jewish community. Over the years, this fund has helped children and youth participate in Jewish youth groups, conventions, day and night camps, buy track shoes and attend a graduation. This summer, this fund paid for 71 weeks of summer camp.*

### **Rabbi Abraham and Mrs. Evelyn Postone Passover Project**

*This fund was created to help financially struggling families celebrate this important traditional holiday. The Rabbi and Mrs. Evelyn Postone Passover Project will provide Safeway cards to families and seniors so that they are able to purchase fresh fruits and vegetables during Passover.*

### **Rose Zivot's Tikvah Fund for the Abused**

*This fund supports family members who are victims of domestic violence.*

### **Rosslyn Steinberg Family Life Education Fund**

*This fund supports family life education programs at JFSC.*

### **Sam & Sophie Yacowar Fund**

*This fund has been started for supporting clients.*

### **Sheila and Ralph Gurevitch Jewish Family Transportation Fund**

*This fund was created to help provide transportation for Jewish families (children and seniors) faced with the financial challenge of trying to attend Jewish day schools, special events, doctor appointments, work, etc.*

### **The Happening Fund**

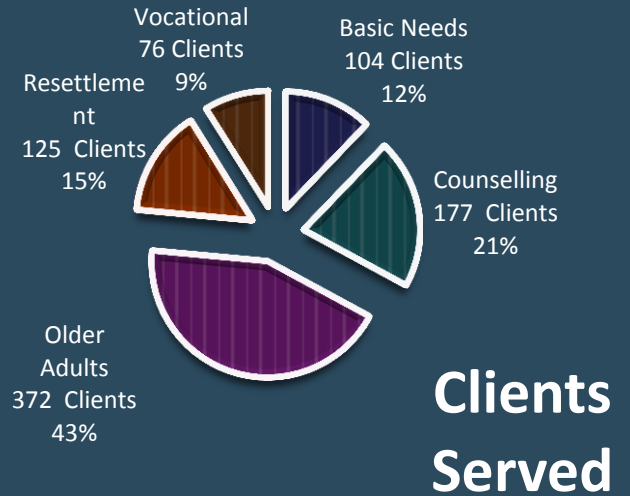
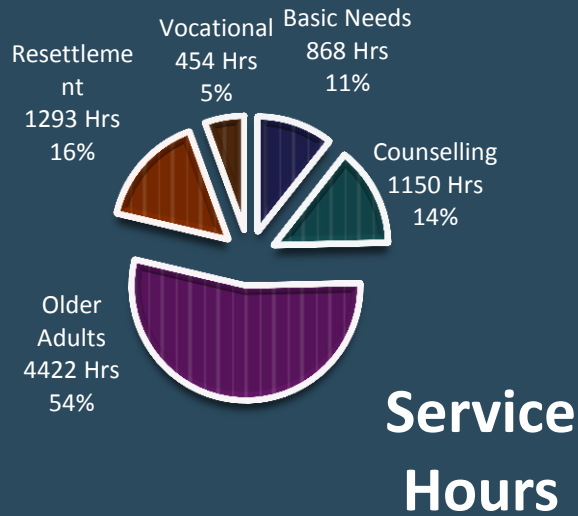
*The Happening Fund was established to provide an opportunity for children and families to participate in local events such as the Children's Festival and the Calgary Stampede. This year, 85 children from 60 families were given Calgary Stampede backpacks filled with goodies, ride coupons and some cash so that they could purchase food while at the Stampede.*

### **Waterman Family Fund**

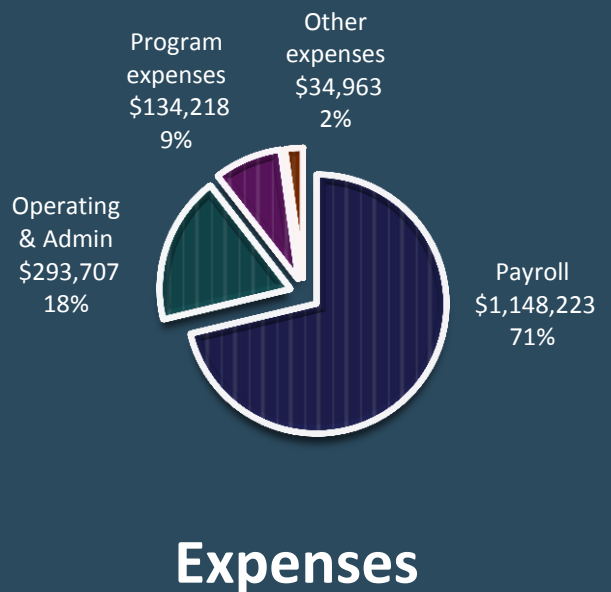
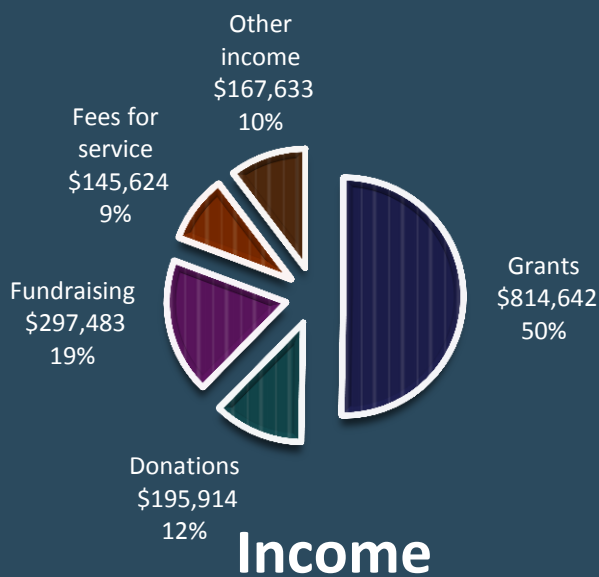
*This fund supports professional development for the employees of JFSC.*



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## Income & Expenses June 2014-May 2015



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***From what we get, we can make a living;  
what we give, however, makes a life.***

**Arthur Ashe**

## AWARDS

### **PRESIDENT'S AWARD**

#### ***Rosilyn Steinberg***

*This award is presented to an individual who has devoted countless hours as a volunteer over a period of years, to assist & support the Agency in its work.*

### **PAST PRESIDENT'S AWARD**

#### ***Craig Steinberg***

*This award is given to the retiring President to recognize the time, effort & good governance given to the Board of Directors over the years the candidate has held office.*

### **BERNARD LAVEN -PROGRAM DEVELOPMENT AWARD**

#### ***Calgary Jewish Federation/United Jewish Appeal***

*This award is presented to an individual, organization or company in recognition of superlative effort to develop, enhance and support any one or more of the Agency's programs.*

### **MARTHA COHEN - OUTSTANDING VOLUNTEER AWARD**

#### ***Arlene Viner-Holmes***

*This award is presented to a volunteer who has contributed outstanding service to the Agency over the past year.*

### **RUTH CARNAT - COMMUNITY SERVICE AWARD**

#### ***Max Feldman***

*This award is presented to an individual who has directly served the needs of JFSC through outstanding personal effort.*

### **ROSSLYN STEINBERG - PERSONAL INITIATIVE AWARD**

#### ***Nessie Hollander, Bev Sheckter***

*This award is presented to individuals who demonstrate outstanding personal initiative by creating and supporting new programs to meet the needs of clients at JFSC.*

### **ANNA STEINBERG - OUTSTANDING IMMIGRANT AWARD**

#### ***Larissa German, Inessa Kessel, Gary Lifshits***

*This award is presented to immigrants who have demonstrated outstanding achievement in resettlement and integration and are currently contributing back to the community.*

### **CERTIFICATES OF APPRECIATION**

***Terry Hornstein, Sandy Adler, Bev Silverstone, Cheryl Milner, Bernie Stuijzjan, Roz Oppenheim, Ben Grintuch***

### **JOE BRAGER FURTHER EDUCATION CERTIFICATES**

#### ***Olga Krochak Sulkin, Lerato Hlehlisi***

*A certificate to go towards furthering a staff member's professional development with Jewish Family Service Calgary.*

# Jewish Family Service Calgary

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(Closed on Jewish and statutory holidays)

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We are a partner agency of the Calgary Jewish Federation and UJA



JEWISH COMMUNITY  
FOUNDATION OF CALGARY

CALGARY  
JEWISH FEDERATION



family & community  
support services



United Way  
Calgary and Area