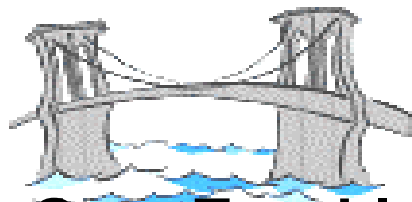


# **Jewish Family Services**

**Annual Report  
to the Community**

**2008**

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## **A Bridge Over Troubled Water**

Regardless of who we are, we will encounter troubled waters during our lives where the help of another person will be needed. Income, family status, social standing and many other factors can ameliorate or exacerbate the challenges — and not always in the ways that others assume.

As in the 1970 Simon & Garfunkel song, we count on others to be our bridge over those troubled waters. For many people, Jewish Family Services is the bridge, providing a way for the community to help its own members.

**W**e envision a world of  
economic  
and social justice;  
a world where individuals,  
families and communities  
care for and support themselves  
and one another.

**T**o this end, we provide strength  
& support  
to individuals & families in need,  
in a manner sensitive to Jewish values.





# President's Report

Jewish Family Services, your social service agency, has had another successful year in 2008. This is our report to you.

The work of the agency is carried out by its professional staff with occasional help from volunteers. Funding is mostly program directed, obtained from sources such as the United Way and United Jewish Appeal, generous donors, and government agencies.

The Board of Directors has two principal duties: it provides strategic direction and it oversees the activities of the agency to ensure that it fulfills its mandate in a financially prudent manner. The Board carries out this work on behalf of the agency's "owners," the Jewish community and the broader Edmonton community.

This year was the second in our current three-year strategic plan. As part of developing that plan, the Board enunciated a number of principles.

**Mission: To serve the social service needs of the Jewish community and the broader community in a way that is sensitive to Jewish values.** Serving the latter is a mitzvah and is part of our Jewish heritage of helping other nations of the world. All benefit. Our agency is larger for it and we are able to employ staff with a range of specialties. This permits us to do a better job in serving all of our clients. We are able to augment the contributions we receive from the Jewish community with other charitable and public funds allowing us

to stretch our dollars. We are also able to fill gaps in the services provided by other social service agencies, making a unique contribution to the broader community.

**Agency Size: We want to grow.** The Board believes that this would make the agency more resilient if faced with adverse events. These could be the loss of funding in one area or the unexpected loss of key personnel. It would also permit more efficient use of overhead. Growth can come from developing innovative programming as well as expanding services in areas where we offer unique services. This is consistent with serving underserved areas of the broader community. It also makes the agency a more interesting and desirable place to work.

**Quality: We have a commitment to quality.** This means providing better services to our clients. It also means creating an atmosphere within the agency that allows us to attract and retain the best staff. Being an interesting and desirable place of work is part of the equation.

To do so, the board set two goals:

- Raise Jewish Family Services' visibility in the Jewish community
- Institute formal fund raising

They go hand in hand. Raising our visibility makes it easier to raise money. It also lets you, our owners, better know what we are doing so that you can tell us what services you need. To accomplish this we moved from a Board that meets as a committee of the whole



on all issues to a structure where committee do most of the Board's work. This has also improved our ability to ensure that the agency fulfills its mandate in a fiscally prudent manner.

I am happy to report that we have made good progress in accomplishing our goals. Our visibility within the Jewish community is better than it has been since I can remember. All the planning for our first successful formal fund raiser, which we completed early in 2009, took place during 2008.

But there is more. The agency's visibility and reputation has continued to rise among the broader social service community, with other agencies referring complex cases to us. Our program offerings have expanded. In collaboration with Chevra Kadisha we have set up a fund to assist with the burial costs of those in need; we have also received substantial grants from Status of Women Canada and Alberta Lotteries for a pilot program to assist immigrant professional woman to successfully integrate into Canadian culture. Finally, the agency has grown modestly in budget and personnel.

Of course, we still face challenges. The SMART program, our Jewish seniors program which we run in conjunction with the Jewish Drop In Centre, does not yet have permanent funding. We would also like to secure funding for a

<p align="center"><b><u>2008 Board Members</u></b>          Barry Rosof – President          Rabbi Daniel Friedman – Vice President          Judi Card – Treasurer          Mark Salkie -Past President          Ruth Coppens          Judith Garber          Bob Gliener          Rabbi David Kunin          Netta Phillet          Lewis Wasel          Robert Wood          Rory Ziv</p> <p align="center"><b><u>Honorary Board Members</u></b>          Adrian Albert          Max Dolgoy          Sam Fialkow          Barry Goldberg          Jane Karstaedt          Eugene Pechet          Millie Singer</p> <p align="center"><b><u>Honorary Officers</u></b>          Queena Klein          Ruth Nolan          Netta Phillet          Ernie Schlesinger</p>
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volunteer coordinator; in many cases the reach of the agency can be extended through the use of volunteers.

I would like to thank all the Board members for their hard work. I would also like to thank our staff for a job well done. Most of all I want to thank our executive director Larry Derkach for his outstanding leadership.



Barry Rosof

**Committees as at year end**

<p><b><u>Finance</u></b>          Judi Card, Chair          Bob Gliener          Robert Wood</p> <p><b><u>Executive Director Evaluation</u></b>          Ruth Coppens, Chair          Judith Garber          Barry Rosof</p>	<p><b><u>Nominations</u></b>          Mark Salkie, Chair          Rabbi Daniel Friedman          Rory Ziv</p> <p><b><u>Development</u></b>          Rabbi Daniel Friedman, Chair</p>	<p><b><u>Governance</u></b>          Judith Garber, Chair          Ruth Coppens          Rory Ziv</p> <p><b><u>Community Relations</u></b>          Netta Phillet, Chair          Lewis Wasel</p>
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# Executive Director's Report

As I look back over 2008 to account to you, our community, for what we did on your behalf with the resources you provided, the best way to summarize is to say "lives changed". We helped more than 2,000 people to face daunting challenges of many kinds. We did it in ways that were respectful, confidential and dignified. We did it with skill, with staff who have wisdom borne of years of training and experience. We did it with compassion, remembering that any of us could walk in those shoes, and that we have all experienced our own challenges.



This may sound a little like bragging. But it is meant as a celebration of the honour of being in a position to make a difference in people's lives. Nothing can compare to the incomparable privilege to be entrusted with hearing a client's painful personal story; to be present and to offer compassion, full attention, no judgement, and enduring love. Yes, love. It is a word that is avoided by many professionals because it seems too personal, or to cross an ethical line. We adhere to the strictest professional standards, but we take the risk to love those who come to us for assistance.

This is not mushy, sentimental love. It can be painfully firm and non-compromising. Sometimes it is forgiving beyond the notions of fairness. Always it is non-judgemental, recognizing that extreme stress and distress can cause any person to act out of the character they value in themselves.

You can infer it from the statistics, and you can hear it in the voices of individuals, a few of whose quotes appear in these pages.

None of this would be possible without a competent, compassionate and committed staff, with which I have the deep privilege of leading and working beside. It would not be possible without a strong Board that offers its wisdom, leadership and support. It would not be possible without the financial commitment of many individual donors and funding organizations who trust us to deliver. To all of you, thank you for playing your part in this partnership that gives such benefit to our community.

Larry Derkach

<p><u>Clinical Counsellors</u>          Arthur Totman, BA MSW CSW RSW          Pearl Mindell, BA MS CSW MSW CJA RSW          Tina Kafka, BA MSW RSW          Jerry Rothenberg, BFA DipPsych DipHyp</p> <p><u>Supervised Graduate Counselling Students</u>          Stephanie Wilson, BSc MC          Tatiana Walentynowicz, BA*          Andrea Guerrero BSc, RSW*          Susan Larcombe, BA*</p>	<p><u>Edmonton Bereavement Centre</u>          Linda Aris, RMT RSW          Sheri-Lee Langlois, BA Med GDSC</p> <p><u>Community Support</u>          Jeni Adler-Magat          Ernie Schlesinger, BA BSW MSW RSW</p> <p><u>Seniors Making Age-Related Transitions</u>          Rhonda Eidelman, Bsc(N), BA</p>	<p><u>Administration</u>          Larry Derkach, BSc LWL-Executive Director          Martha Squire, BSc-Office Administrator          Cecily McLaughlin, BA – Receptionist          Elizabeth Nett ,          Talya Adler*, Receptionist          Annette Tremblay*, Summer Project</p> <p>*temporary or casual during 2008</p>
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# Counselling

In 2008, we continued to work at capacity. Typically, 4 part-time therapists share a weekly maximum of 50 available counselling hours, and except for last minute cancellations, every hour is used. About 10 new clients call each week. Most can be accommodated within a few weeks with other clients completing their work or being able to continue their work with less frequent sessions. Where we

*Today is new and fresh, thanks to you.*

*You have been such a lifeline in my life.*

cannot accommodate, we make every effort to refer to other community services.

For some people, there is still a stigma attached to getting “professional help”. In reality, the issues that cause people to seek counselling comprise our common human experiences. Counselling clients represent the breath of the Edmonton community, including every walk of life, social position and income bracket, every kind of family configuration, lifestyle and belief system.

We see families suffering through separation and divorce, children



traumatized by abuse, individuals and couples struggling with the challenges of relationships, people who have lost their resiliency through hardships and loss

and are depressed, or suicidal, and people who are merely at a crossroads, and

want to talk things through from a fresh perspective. Therapy sessions are a very private and delicate matter, when someone feels safe enough to ask for help with what is so vulnerable and painful in his or her heart and life.

Our therapists are highly skilled, kind,

and mature, each with specialties to provide a good fit for the unique needs of each client. Clients are referred by a wide variety of community organizations, health services and

*Fear and anger hit unexpectedly, from my early history, but no longer knock me over.*

*You showed me that I have choice.*

professional offices. Clients who have made remarkable changes in their own lives are also a major referral source.

Thanks to funding from United Way, the United Jewish Appeal and clients who can afford the full fee, our sliding fee scale – with the lowest minimum of any Edmonton agency- does not exclude anyone who needs therapy.

## In 2008

- ⇒ 445 individuals received therapeutic counselling
- ⇒ 75 individuals were assessed and referred to a more appropriate service



# Edmonton Bereavement Centre

Our long-term aim is that death and grieving would become completely accepted as part of life, that mourners would feel supported and not marginalized, and that the people throughout the community would have an increased ability to offer skillful support. It would appear that we are moving in the right direction. Each year our grief support services become better known and the requests increase in volume and variety. In 2008 we responded to more inquiries for help specific to the loss of parents and siblings. The demand for groups for parents who have lost children has been particularly strong. Losses which are the result of violence and sudden death, especially with youth, increase the intensity and place the greatest demands on the skills of our staff.

and wish to continue their learning and healing in a semi-structured group. We now find a growing number of people interested in a third-level group. We are also seeing increased interest in our training sessions for professionals and volunteers who work in settings where grievers are supported.

We have continuous referrals from many sources including other community agencies and primary health care providers. More community groups are asking for training, such as social workers at the University of Alberta

hospital, self-support groups like Angel

Whispers, and employers at workplaces where an employee has died.

In 2008, we had more requests for individual counselling, which we responded to in two ways, with intense therapy and

*This group was instrumental in helping me during the most difficult time of my life*



*I learned to be kind and gentle with myself.*

*I'm back to work part-time and feeling very comfortable with my grief and my ability to "walk with it".*

For several years we have offered a "second level" group for those who have participated in the seven week "Walking With Grief" series

with less formal counselling with our grief facilitator. We also fielded hundred of phone inquiries for service, which often became mini-counselling sessions.

- In 2008**
- ⇒ 460 adults and attended support groups
  - ⇒ 39 professionals were trained
  - ⇒ 42 people received individual therapy
  - ⇒ 1,800 callers received help by phone



# Community Support

A major theme for 2008 was collaboration with other organizations. This is not new, of course: the very nature of this work requires active, personalized connections with many other service providers in order that our clients can receive the help they need. Our collaborative activities continued to increase in scope and variety.

have moved to different cities have strengthened our network with sister agencies in those cities.

Not every story has a happy ending, however, illustrated by one newcomer who has had repeated rejections for jobs for which she is well qualified, and a newcomer family who returned to their

For example, the Jung Forum approached us to discuss marketing ideas in the non-profit sector for their work.

In 2008  
 ⇒ 121 individuals were helped with advocacy, settlement & relief  
 ⇒ 81 youth were awarded scholarships for Jewish summer camps & Talmud Torah school

We consulted with the Hereditary Breast and Ovarian Cancer society who wanted to connect with the Jewish Community due to a higher incidence of these cancers amongst Ashkenazi women. We continue to share clients with various agencies, providing a co-ordinated and fuller service.

own country after five years of frustration in their attempts to integrate.

We continued to see clients of our

Counselling program to assist with practical assures as an adjunct to therapy. This enables a more holistic approach to the individuals. Some examples: developing employment options, seeking volunteer companionship and providing tips for working with an interpreter.

Our clients and former clients comprise a growing body of expertise which we call upon to assist other clients. This ranges from sharing successes and challenges with Canada Immigration, to translation, to informal mentoring around various personal and family concerns. Clients also become good resources for us when they achieve success.

In 2008 we wound up the From Fear 2 Fair anti-bullying program to Talmud Torah school, and planned the new Transforming Acculturative Stress Into Success project for immigrant professional women. By the end of 2008 we had received full funding so we could begin in January 2009.

One example is a psychologist who is a visible minority female immigrant, who is now working for one of the community agencies we count on for services. Other clients who



We continued to provide the financial assessments for families wishing to take advantage of scholarships for Talmud Torah school, which assesses a tuition fee, and Camp BB Riback.



# Seniors Making Age-Related Transitions

Now in its sixth year, this collaborative venture with the Jewish Drop-In Centre is well established as a critical service for the Jewish seniors of our community. It is the only program exclusively for the Jewish community, funded almost entirely by Jewish community sources. While the number of clients remains relatively constant, it is important to recognize that new clients are served all the time, as others depart this life or relocate to be with family.

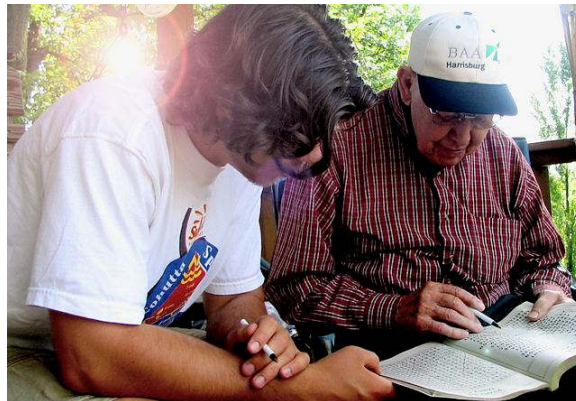
While periodic Shabbat dinners, prepared and delivered to seniors' homes by volunteers, are the most visible activity, the variety of services we provide is myriad. For example:

- A senior couple moved from out of province to be nearer to their aged parent. We assisted with obtaining health care information, finding a new car, a dentist and a family doctor.
- A senior with Alzheimer's moved to a new nursing home. We provided information to the resident spiritual care worker on dealing with death and dying in the Jewish faith, and arranged for volunteer visitors from the community.
- A new Canadian senior became eligible for benefits but did not

know what was available or how to obtain them. On his behalf we applied for AISH, early CPP and subsidized Alberta Health Care.

- We encouraged an ill senior to go to the hospital where he underwent tests for several weeks to determine a diagnosis and treatment plan. We kept in constant touch with the long distance family, provided support and transportation for the spouse and assisted with advocating for his health care rights.
  - We helped a couple prepare their personal directive.
  - A senior had lost all her personal identification cards a long time ago, and now needed to replace it to obtain benefits. We helped get the documents she needed.
- A senior suffered a stroke. We helped him find a placement in an assisted living facility, applied for his benefits, and arranged for the clothing and furniture he would need.

The financial means of our clients varies across the spectrum as it does for seniors in the wider community. However, the need for assistance with age-related transitions persists regardless of income.



<p style="text-align: center;"><b>In 2008</b> we assisted 138 seniors with</p> <ul style="list-style-type: none"><li>⇒ 530 home and phone visits</li><li>⇒ 336 consultations with professionals and family members</li><li>⇒ 201 home delivered Shabbat dinners</li></ul>
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# Thank You to Our Volunteers

The gift of time is precious. These individuals are recorded as having volunteered more than 1,679 hours for Jewish Family Services during 2008. Many more were involved, but did not let their names be known. To all we offer heartfelt thanks.

- |                       |                   |                       |
|-----------------------|-------------------|-----------------------|
| Rose Abrams           | Roberta Hanson    | Roz Pokroy            |
| Jeni Adler            | Bronia Heilik     | Aubrey Rogerville     |
| Roger Adler           | James Heilik      | D. Rogerville         |
| Marcia Bernov         | Judy Heilik       | Mona Rosenberg        |
| Lana Black            | Erica Karabus     | Barry Rosof           |
| Yelena Braslovsky     | Edgar Karsteadt   | Elaine Salkie         |
| Freda Braude          | Vi Klein          | Mark Salkie           |
| Judi Card             | Rabbi David Kunin | Esther Skolofsky      |
| Ruth Coppens          | Libby Lagnado     | Anita Sky             |
| Laurie Cooper         | Susan Larcombe    | Ken Soroka            |
| Miriam Cooper         | Nicki Lazar       | Natalie Soroka        |
| Ray Cutting           | Dianne Marcovitch | Donald Squire         |
| Jason Eidelman        | Francie Nobleman  | Martha Squire         |
| Gail Estrin           | Jon Nobleman      | Clarice Switzer       |
| Bernie Estrin         | Robin Nobleman    | Tatiana Walentynowicz |
| Rabbi Daniel Friedman | Raisa Ostrovskaya | Lewis Wasel           |
| Judith Garber         | Barb Parker       | Stephanie Wilson      |
| Bob Gliener           | Svetlana Pavlenko | Robert Wood           |
| Andrea Guerrero       | Netta Phillet     | Rory Ziv              |

# Thank you!

We ask your forgiveness for any errors or omissions; and, if your name has been missed, we offer sincere thanks.





# Thank You to Our Funding Organizations

These funding and service organizations provided financial support during 2008. In several cases, they represent the collective gifts of many individuals. We are grateful for their support.

Alberta Community Initiatives Program

Alberta Summer Temporary Employment Program

Christmas Bureau of Edmonton

City of Edmonton

Edmonton Community Adult Learning Association

Edmonton Jewish Community Charitable Foundation

Family & Community Support Services

Jewish Immigrant Aid Services

MAZON Canada

Na'amat Edmonton

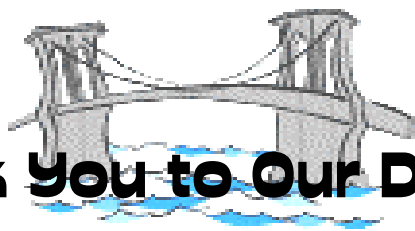
National Council of Jewish Women

United Jewish Appeal

United Way Alberta Capitol Region

Union 52 Benevolent Society





# Thank You to Our Donors

We gratefully acknowledge the financial support of these individuals and companies:

- |             |            |            |            |                             |                 |
|-------------|------------|------------|------------|-----------------------------|-----------------|
| Tanya       | Adler      | Bluma      | Goldberg   | Agnes                       | Musch           |
| Doreen      | Albert     | Robin      | Goldberg   | Elona                       | Nessel          |
| Sylvia      | Alpern     | Marina     | Grabko     | Ruth                        | Nolan           |
| Naomi       | Amato      | Sheila     | Greenberg  | Shelli                      | Northey         |
| Kenneth     | Armstrong  | Tammy      | Greenberg  | Sylvia                      | Ozubko          |
| Lorraine    | Audette    | Barry      | Greenspan  | Penelope                    | Palsson         |
| Dr. Seymour | Axler      | Annie      | Guay       | Henriette                   | Pechet          |
| Oksana      | Babenko    | Dana       | Gushaty    | Lynn                        | Pechet-Bruser   |
| Tillie      | Badke      | Lawrence   | Hall       | Sheila                      | Persaud         |
| Sharon      | Barner     | Ronald     | Hansma     | Asher                       | Pertman         |
| Sharon      | Beitel     | Roberta    | Hanson     | Josie                       | Peters          |
| George      | Belcourt   | Stuart     | Harper     | Kent                        | Peters          |
| Claudette   | Berard     | Sheldon    | Helbert    | George                      | Price           |
| Jeannine    | Berard     | Karll      | Hofbauer   | Debbie                      | Roberts         |
| Renee       | Bezemer    | Janice     | Hoffart    | Barry                       | Rosof           |
| Helaine     | Blatt      | Gertrude   | Hoffman    | Anthony                     | Russell         |
| Shelley     | Bresden    | Naomi      | Holstrom   | Mark L.                     | Salkie          |
| Phyllis     | Caplan     | Taryn      | Horwitz    | Ernest                      | Schlesinger     |
| Judi        | Card       | Christine  | Hoveland   | George                      | Schneider       |
| Marlene     | Chapor     | Clyde      | Hurtig     | Candy                       | Schultz         |
| Carl        | Choldin    | Judith     | Judin      | Ethel                       | Serbu           |
| J.          | Christie   | Kim        | Kahts      | Farrel                      | Shadlyn         |
| Brian       | Clark      | Daniel     | Kauffman   | Roy                         | Shaw            |
| Florence F. | Cohen      | Edward     | King       | David                       | Shnier          |
| Matthew     | Cohen      | Glenn      | Klapstein  | Venise                      | Sieveres        |
| Muriel      | Cooper     | Mrs. Ilana | Knisely    | Dr. Geoffrey                | Sperber         |
| Trudy       | Cooper     | Doris      | Koshman    | Avigayil                    | Squire          |
| Ruth        | Coppens    | Jain       | Kurany     | Don                         | Squire          |
| Kathryn     | Dale       | Kaysi      | Kushner    | Martha                      | Squire          |
| William     | Daly       | Martha     | Kushner    | Tena                        | Steen-Dekker    |
| Rhonda      | Davies     | Aurora     | Labarda    | Virginia M.                 | Stephen         |
| Weary       | de Jong    | Christine  | Lang       | Arnold                      | Stephens        |
| Zachary     | Dennis     | Coralie    | Leshar     | Terrance J.                 | Stewart         |
| Allan       | Devins     | Conrad     | Letourneau | Daniel                      | Stollery        |
| Bert        | Donnanco   | Gary       | Levine     | Kevan                       | Uhrum           |
| Dan         | Dressler   | Mary       | L'Heureux  | Stacey                      | Uhrum           |
| Wendy       | Dubois     | Mark       | Libman     | Rebecca                     | van der Giessen |
| Keith       | Duggan     | Lorna      | Lillo      | Leah                        | Vanderjagt      |
| Evelyn      | Eaman      | Maxwell    | MacDonald  | David                       | Vickar          |
| Rhonda      | Eidelman   | Yolande    | MacLean    | Lewis                       | Wasel           |
| Eldon       | Emerson    | Vera       | Mannerow   | Ken                         | Wasserman       |
| Muriel      | Enders     | Carl       | Mapes      | Dr. Joel                    | Weiner          |
| Nadine      | Evanoff    | Stanley    | Margolis   | Dr. Daniel                  | Woolf           |
| Alice       | Farris     | Michele    | Markham    | Gordon                      | Worsfold        |
| Cory        | Felber     | Maxwell    | McDonald   | Simone                      | Wynnyk          |
| Mildred     | Finlayson  | Holly      | McEwen     | Saul                        | Zalik           |
| Audrey      | Flan       | Marcia     | McKall     | Telus (Dollar for Dollar)   |                 |
| Michelle    | Flesjer    | Shari      | McNeil     | ATCO Midstream              |                 |
| Dr. Judith  | Garber     | Loretta    | Mendryk    | Somatics Institute          |                 |
| Toby        | Garfin     | Ed         | Mickelson  | ATCO Gas                    |                 |
| Brian       | Geislinger | Joy Ruth   | Mickelson  | Beth Israel Benevolent Fund |                 |
| Bob         | Gliener    | Wilma      | Morin      | Jewish Drop-In Centre       |                 |

# Thank you!

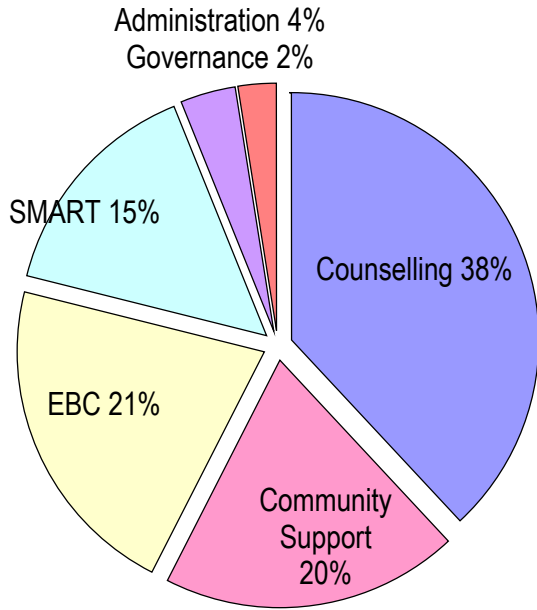
We ask your forgiveness for any errors or omissions; and, if your name has been missed, we offer sincere thanks.



# Financial Facts

## 2007-2008

### Expenditures



Counselling	223,602
Community Support	116,037
EBC	125,063
SMART	88,242
Administration	22,785
Governance	13,932

### Revenues

United Way	184,713
Donations & Grants	148,713
Government	109,475
United Jewish Appeal	75,075
Fees for Service	71,131
Fund Raising & Misc	40,438

