CONTENTS

2 Leaders’ Report
4 Integrity Counselling
5 Edmonton Healing Centre for Grief & Loss
6 Life Links Community Support
8 Holocaust Survivors Support
10 Seniors Making Age-Related Transitions
11 Thank you to Our Volunteers
12 Thank you to Our Donors
14 Thank you to Our Funding Organizations
15 Financial Facts
Losing, Healing, Growing

Over the course of a lifetime we lose many things, from childlike innocence at the beginning of life to mobility and strength at the end. Along the way we may lose people we care about, jobs, relationships, health, wealth, or opportunities. Regardless of our means or status, loss is a fact of life. Every kind of loss can affect a person’s ability to be self-supporting, exposing them to the risk of falling into poverty.

There is also a spark in every human being that allows us to recover from loss – to move through healing to growth, to experience renewed life and hope. Helping people dealing with loss keeps people on a pathway out of the way of poverty.

Sometimes we need a helper or a companion as we heal and grow through life’s losses. This is why Jewish Family Services is here, at every stage of life, for any person who seeks a little Help, with Heart.

The adult walking and holding the child’s hand – bandaid in place – depict the love and support that underpin our work.

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

To this end, we provide strength & support to individuals & families in need, in a manner sensitive to Jewish values.
Leaders’ Report

Just as humans experience loss, healing and growth, so do organizations.

We ended 2014 after a particularly difficult year of fund raising disappointments. But 2015 proved to be a banner year as we marked milestone changes.

In May we celebrated our 60th anniversary with an elegant luncheon featuring the musical talents of Bert Malo, Dan Rowley and Paul Polushin... and not too many speeches. At the event we launched the “JFS Pushke”, a coin collection tin that will help the agency maintain a presence in people’s homes, and encourage a little philanthropy as well.

For the first time in our history we left downtown and relocated to an even more accessible, street-level professional building in the west-end Meadowlark area. Facilitated by a supportive community member, this will be a long-term money saver.

A new contact with an organization called “Claims Conference” presented an opportunity for growth that stretched us to the limit. We are now able to provide life-extending in-home support services to more than 110 Holocaust survivors.

Behind the scenes, some notable structural developments pointed to the growth that comes with changes. Revised bylaws created the possibility for the Presidency to be shared and executive positions to be extended, to enhance continuity and help busy volunteers remain involved. Operationally, the new position of Manager of Programs and Services (the chief program officer) was revised and entered its second and final year as a pilot project. The timing was fortuitous to provide the management strength for taking on new initiatives like the Holocaust Survivors Support program. We said farewell to some long-term staff, which then presented exciting opportunities to grow with some new talent and staffing modalities.

Both moves and big projects bring losses and disruptions. We are grateful for our
donors and funders who have stood by us and worked with us as we have grown stronger and broader through these changes. As a Leadership Team, we have enjoyed the teamwork of an active board, a capable staff and numerous good-hearted volunteers.

In 2016 we look forward to creating a new strategic plan to guide us into the coming years, and new opportunities to bring Help, With Heart, to the communities we serve.

Tulane Rollingher  
Co-President

Dr. Michael Alpern  
Co-President

Larry Derkach  
Executive Director

---

**Board Members 2015**

- Michael Alpern
- Tulane Rollingher
- David Grossman
- Lewis Wasel
- Judi Card
- Naomi Amato
- Barry Goldberg
- Linda Goody
- Barry Greenspan
- Terry Karpman
- Victor Linetsky
- Bernard Offengenden*
- Netta Phillet*
- Jacquelyn Skeffington
- Abe Silverman
- Ken Wasserman*
- Robert Wood*
- Mel Wyne

*left during year

---

**Management & Support Staff 2015**

- Larry Derkach
- Ricki Justice*
- Megan Kompf
- Vera Leanovich
- Karen Preston*

**Honorary Directors**

- Adrian Albert
- Danny Assh
- Barry Goldberg
- Jane Karstaedt

**Honorary Officers**

- Ruth Nolan
- Netta Phillet
- Ernie Schlesinger
Integrity Counselling

There is an element of loss or impending loss in almost every circumstance that leads a person to seek counselling. What sets Integrity Counselling apart in our community is that we offer top-quality therapeutic counselling at a cost that makes it accessible to anyone. Our fees are adjustable to accommodate any income. An easy, personable intake process removes the intimidation factor that can be encountered with some other services. As a result, our clients comprise well-off and poor, mainstream and minorities, singles and families of every configuration from every corner of our community.

In 2015
- 3,622 hours of therapy provided to 564 unique clients, including 223 new clients
- 198 additional clients referred to other community resources after a telephone assessment

Counsellors 2015
Tina Kafka
Courtney Meidinger
Pearl Mindell*
Judy Naylor*
David Rolston
Arthur Totman
Michael Yankowski

Interns
Clare Acheson*
Joni Fisher-Canham

*left during year

I have continued to grow stronger and more confident in my life overall, much less sad, much more positive, than when I began my therapy with JFS! I was almost dead inside then, now I am feeling alive again, and have many more good days than bad, much of this as a result of my sessions here. My journey continues, but I am able to face more and more on my own.

This is a start of a new journey that I’m excited, relieved, and scared about! However, I feel confident that this is going to be a great relationship that will help me grow.
Death is a normal part of the human life cycle, but for many people, normal disappears when they lose someone close. Short-term, individual counselling is often a key support. But for many, small groups with a structured healing and learning focus provide sustained support for their grieving journey. Over the year, each of our four group leaders, all trained therapists, has offered a different modality or approach so that most people find a place that works for them.

- 173 unique clients attended "Roads to Healing" introductory groups
- 88 individuals went on to attend one of the 10, seven-week "Navigating the Rivers of Grief" groups
- A further 8 went on to the group exploring “Finding Meaning, Finding Me”
- 182 clients received individual counselling for death loss

Grief Specialists 2015
Courtney Meidinger
David Rolston
Michael Yankowski

It helps some to know that other people are the same as you.

Thank you for listening and understanding. I enjoyed the way you made me understand that it’s ok to grieve, and to feel the way I do.

I really enjoy the fact that I’m not being told how to fix things but to acknowledge and identify what I can do to help.

It felt very safe to share exactly what I felt and know others are going through similar experiences.
Life Links Community Support

People whose problems are complex have difficulty determining what kind of services they need and where to find them, and are often unable to effectively utilize available services without help. This is a common occurrence with newcomers to Canada, as well as those who are living on the edge of poverty.

We call our key staff person an “Intercultural Facilitator” because she helps people navigate the less visible “rules” in an unfamiliar culture, whether they be immigrants or longer-term residents understanding the culture of helping bureaucracies.

In 2015, in addition to individual advocacy and provision of financial relief, we offered classes in financial literacy and conversational English, both primarily for newcomers from a variety of countries.

- 111 individuals were helped with advocacy, settlement, and relief services
- 44 families were assessed and awarded scholarships (subsidies) for summer camp and charter school.
- 42 individuals from 9 countries attended financial literacy and English classes

Intercultural Facilitator and Community Resource Specialist 2015
Jeni Adler
working with a host of community partners

Thank you again for coaching me one on one “to survive” an interview. I kind of was more confident and I got the position! [a Mexican woman]

From brainstorming about my difficulties to help with the necessary, JFS offered me what I needed when I needed it. [an Israeli man]
I built a social network when I took part in different gatherings and workshops. This helped me understand (by allowing me to meet other people in transition) and cope better with the barriers I was identifying in my life. These groups were a significant source of social contact for me.

[an Israeli woman]

The class is friendly and feels like learning with friends who come from different backgrounds.

[a Japanese woman]

It always make a difference for people like us to know that someone out there is always ready to help when needed.

[a Filipino woman]
Holocaust Survivors Support

It was surprising to learn that Edmonton has more than 110 Holocaust survivors living on low incomes. We have been providing in-home support and poverty-reduction services to many of these people since 2011, but in 2015 we signed a new $1.4 million annual contract with the Conference on Jewish Material Claims Against Germany which has enabled us to triple the services.

Housekeeping, meal preparation, personal care and help to pay non-covered health-related costs help people to age with dignity and comfort in their own homes. In 2015, we also held a gala afternoon called “Café Europa” for people to focus on happier times.

- 112 clients received 34,443 hours of in-home care
- $15,000 was provide to help with health and medical needs
- $106,000 was provided in financial assistance

I never thought I’d dance again, after my husband died.

Thank you, this wasn’t just an event—this is life!

I liked the possibility of being in touch with other people...jewish spirit of the event.
Holocaust Survivor Support Team 2015
Rhonda Eidelman – Case Manager
Alberto Genis – Home Support Supervisor
Tatiana Kastner – Gerontological Social Worker
Megan Kompf – Case Supervisor

Iryna Antoshkina        Iuliia Loi
Olena Bedzeille         Marina Levin
Lidia Belonog*          Nora McWalter
Larissa Batyzhina       Silvia Melendez
Tatiana Corghenci*      Ricardo Ornelas
Angelika Dan           Svitlana Palamarchuk
Ravital Dan             Maryna Papova
Aza Dobrusina           Anfisa Ponomarenko
David Dobrusin          Rosanna Ramirez
Alena Dzyakava          Sylvia Rios
Elena Elser             Valerie Sabov
Elisabeth Elser         Miriam Salinas*
Luz Garcia              Alena Sasnouskaya
Olga Gonzalez           Daria Shapovalenko
Maura Henriquez         Svetlana Timofeeva
Valentyna Hnidenko*     Noora Wincure
Abie Kacew              Juan Teran
Ganna Kaminska          Liudmyla Sidelnyk
Lyubov Kolosovska       Linda Tikhontchik
Yelena Koltunova        Galina Truzhennikova*
Halyna Kushnir          
Larisa Krylov           *left during 2015

Many times I denied your service. Now I am so happy because I have such a nice worker. She helps me for cleaning, shopping, and cooking. I am so thankful for your job.
Seniors Making Age-Related Transitions

Our services for seniors is the only work we do that is for Jewish clients only. Cultural considerations become more important as people age, and they are evident in the various ways we help people with their age-related transitions of housing, support services, in-home workers, and adjusting social patterns – not to mention homemade, volunteer delivered kosher meals a few times a year.

The expansion of the services for Holocaust survivors provided an opportunity for our services for seniors to work collaboratively. The expanded staff team has enabled better service; however it is important to our funders that we distinguish between survivor and non-survivor clients in the delivery of services.

Seniors Outreach Worker 2015
Rhonda Eidelman

★113 Jewish senior citizens were helped improve their quality of life
★180 Kosher dinners were prepared and delivered to clients by volunteers
★807 support sessions were given by telephone
★20 Private in-home workers were placed for seniors needing assistance

Mom always appreciated your efforts to get her together with old friends, in bringing her chicken soup, chicken & fish, and in helping solve those problems that often seemed so difficult to us.

My mother got a tour of Beit Horim yesterday and is moving in on Tuesday! Thank you so much for your support in helping ensure she got in.

My worker is kind, wonderful and responsive. She helps me very much.
Thank You to our Volunteers

We gratefully acknowledge the time given by these individuals in 2015 – more than 1,800 hours. Many more were involved, but did not let their names be known. We offer heartfelt thanks to all.

Clare Acheson  Roberta Hanson  Risa Margolus
Michael Alpern  Karen Hering  Alejandra Marino
Naomi Amato  Saralie Hitesman  Erick Martinez
Karen Amin  Tina Kafka  Courtney Meidinger
Damaris Barrera  Erica Karabus  Bernhard Offengenden
Jorge Barrientos  Valeria Karetnikova  Raisa Ostrovskaya
Doug Cameron  Terry Karpman  Svetlana Palamarchuk
Judi Card  
Jennifer Clarke  Celeste Paradon
Mundo Coba  
Ben Coppens  Reva Parker
Ruth Coppens  Cecil Paul
Angelica Dan  Netta Phillett
Ravital Dan  Paul Polushin
Howard Davidow  Karen Preston
Francie Dolgoy  Silvia Rios
Alyson Eidelman  Tulane Rollingher
Benjamin Eidelman  Dan Rowly
Jason Eidelman  Alena Sasnouskaya
Ehud Ellman  Abe Silverman
Joni Fisher-Canham  Jacquelyn Skeffington
Alberto Genis  Esther Sklofsky
Barry Goldberg  Anita Sky
Linda Goody  Leanne Wasel
Barry Grenspan  Lewis Wasel
David Grossman  Ken Wasserman

In addition to money and volunteer time, people offer many other gifts to help the people we serve, such as grocery cards and home goods, employment opportunities, referrals, medical and professional assistance, discounts, and words of encouragement. Thank you for all of this kindness!

We ask your forgiveness for any errors or omissions. If your name has been missed, we offer sincere thanks.
We gratefully acknowledge the financial and in-kind support of these individuals and companies in 2015:

Gloria Aaron
Bernie & Miriam Adler
Lemore Alima
Michael Alpern
Victor & Naomi Amato
Connie Armstrong
David & Florie Axler
Deborah Bajtner
Sheila Balin
Sherrie Banks
Daniel Barer
Mor Barzel
Naomi Beck
Ehud Benzvi
Marcia Bercov
Kenneth Bilodeau
Susan Bleviss
Moise & Donna Bonan
Elaine Bookhalter
Sharon Bookhalter
Yelena Braslavsky
Frieda Bugis
Darlene Bushewsky
Jason Cairns
Judi Card
Sabrina Chanchan
Earl Choldin
Sharon Cohen
Tiffany Conrad
Ruth Coppens
Ted Croll
Bibiana Cujec
Suzanne Davis
Dwayne DeGraves
Sydney Deitch
Hilton Dinner
Bill & Trudianne Dolman
Cynthia & Joseph Doz
Veronica Drozd
Bruno Drucker
Lynn Einstein
Harvey & Minnie Emas
Robin & Melanie Fainsinger
Arnie Faintuch
Jack Feldman
Judith Garber
Brian Geislinger
Alberto Genis
Leonid & Ella German
Shirley Ghitter
Lynn Gibson
Zelma Hardin
Sandra Hein
Abe & Karen Hering
Shairl Honey
Daniel Horak
Jeffrey Huberman
Doug Hughes
Dominique Jacobson
Lesley Jacobson
Doreen Jampolsky
Laurel Jenkins
Richard & Helen Jesse
Barbara Joffe
Velen Johnson
Dawn Jorgenson
Abie & Myra Kacew
Erica Karabus
Shelby & Terry Karpman
Edgar & Jane Karstaedt
Ruth Katz
Maury Katzin
Viola Klein
Ilana Knisely
Helen Kolodenko
Lioubov Kolominski
Megan Kompf
Eva Koupelovitz
Samuel Kowalchuk
Koren Krogen
Lillian Kruhin
Sharon Kushner
Martha Kushner
Stephen & Kaysi Landa
Aaron Laniuk
Jean Levy
Michael & Penny Lindquist
Hinda Lipshitz
Caron Lovett
Elaine Lyons

Thank You to our Donors
Margaret MacPherson Joyce Purdy Carl Sorensen
Vera Mannerow Louise Rae Jack & Lillian Soroka
Sam Marcusheimer Irwin & Maxine Raphael Ken & Natalie Soroka
Darryl Markus Diana Remmer Richard Spelliscy
Jacob & Odette Masliyah Debby Remus Geoffrey & Robyn Sperber
Walter & Marcia McKall Tulane Rollingher Don & Martha Squire
Arliss Miller Craig Roskin Daniel Stein
Gabriel & Sandra Miller Barry Rosof Patricia Stevenson
Leon & Deborah Miller Maria Rozenberg Hazel Stewart
Lisa Miller Abner Rubin Keith & Lauren Tankel
Ann Mishna Ray Rutman Errol Tarnow
Sharon Miske Peter Ryan Cindy Thompson
Kendall Moholitnyi Mark & Elaine Salkie Stan Tubinshlak
Arleene Morin Laura Schechter Grant Vogel
Elizabeth Mulholland Ernie Schlesinger Penny Warhaft
Michael & Beryl Nahornick Eric & Lexis Schloss Lewis & Freya Wasel
Ruth Nolan Debra Schuster Joel & Linda Weiner
Phyllis Nurgitz Reisa Segal Marvin & Donna Weisler
Sharon Ohayon Marlyn Segall Samuel & Eva Weisz
Shimon & Esther Ohayon Farrel Shadlyn Sheila Welch
Kathrynn Ovitt Marie Shaw Shauna Well
Ruth Pakes Bev Shechter Gary Wolch
Sonia Palichuk Howard & Riva Shein Ronald & Naomi Wolch
Reeva Parker Harvey Sheydwater Robert Wood
Lauren Gayle Pearson Debby Shoctor Simone Wynnyk
Sheila Persaud Lynn Sibbons Irv Yaiverbaum
Justin Pertman Alina Silva Eddie & Susanna Yedgarova
Greg Pesin Jacquelyn Skeffington Jodi Zabludowski
Frank & Netta Phillet Esther Skofsky Saul Zalik
Michael Plawiuk Barry Slawsky Hal Zalmanowitz
Donna Porco Howie Sniderman

Alberta Provincial Judges Association
Beth Israel Benevolent Fund
Melcor Developments Ltd.
Na’amat Canada (Edmonton)
College Of Alberta Psychologists
National Council of Jewish Women
Field Management Services
OEM Remanufacturing Company
General Realty Group Ltd.
ORT
Impact Office Services LTD.
Rio Terrace Moravian Community Church
La Société Des Manoirs St-Joachim et St-Thomas
United Way Of Fort McMurray

We ask your forgiveness for any errors or omissions. If your name has been missed, we offer sincere thanks.
Thank You to our Funding Organizations

We gratefully acknowledge the partnership and support of these organizations who help make our work possible and effective:

City of Edmonton
City of Edmonton Donate A Ride
Civil Service union 52
Community Initiatives Program
Conference on Jewish Material Claims Against Germany
Edmonton Community Adult Learning Association
Edmonton Community Foundation
Edmonton Jewish Community Charitable Foundation
Family & Community Support Services
Jewish Federation of Edmonton
Prosper Canada
The Stollery Charitable Foundation
United Way Albert Capital Region
Financial Overview

Expenditures 2014-2015

Survivor Support 54%
Counselling 15%
EHC 9%
Life Links 7%
SMART 5%
Governance 2%
Administration 6%
Net Fund Raising loss 2%

Revenues 2014-2015

Survivor Support 763,904
Counselling 205,112
EHC 127,078
Life Links 98,210
SMART 72,939
Administration 87,339
Governance 24,336
Net Fund Raising loss 27,589

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Conference</td>
<td>763,904</td>
</tr>
<tr>
<td>Donations, Grants</td>
<td>167,525</td>
</tr>
<tr>
<td>United Way</td>
<td>200,944</td>
</tr>
<tr>
<td>Fcss</td>
<td>77,122</td>
</tr>
<tr>
<td>UJA</td>
<td>73,001</td>
</tr>
<tr>
<td>Fees &amp; Misc</td>
<td>72,734</td>
</tr>
<tr>
<td>Fund Raising</td>
<td>32,530</td>
</tr>
<tr>
<td>Government</td>
<td>18,747</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,406,507</strong></td>
</tr>
</tbody>
</table>


**New Beginnings**

Emotions of fear and anger
hit unexpectedly, like a wall,
cement, unscalable, impenetrable.
They are barriers to a new life.
Accept them as water.
Let them wash through you –
Cleansing, fresh and cool.
Don’t fight!
Feel, instead, the gentle flow.
Breathe in; breathe out.
Float above them, buoyant.
They will come often, insidiously.
But they are not life, as you know it now.
They belong to other histories.
Accept them as such.
Acknowledge them but do NOT invite them in!
Today is new, fresh in unexpected adventures.
Be an explorer!

…written as a gift in gratitude by a counselling client
Help, With Heart

Jewish Family Services

100 – 8702 Meadowlark Road
Edmonton AB T5R 5W5
Phone 780.454.1194
Fax 780.482.4784

TikunOlam@jfse.org

www.jfse.org