**Administration:**

Executive Director – Sharon Taylor  
Financial Officers – Jessica Kiers and Ron Moore  
Parenting Director – Noelle Campbell  
Playroom Coordinator – Nadine MacKenzie  
New Realities Coordinators – Melissa Perron and Pamela Mason

**Health Services**

Health Educator – Arlene Elliott  
Nurse Practitioners – Dawn Busby and Rhea Mossman-Sims  
Food Connection Coordinator – Joanne Jeanson  
Social Support Coordinator – Carol Opaleke  
Student Placements and Volunteers – Arlene Elliott

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Wolseley Family Place

Wolseley Family Place (WFP) is a non-profit, community-based family resource centre which serves families with children living in the inner city of Winnipeg. This neighbourhood is known for its violence and crime, alcohol and drug misuse, substandard housing and poverty. However, WFP and its community partners apply a strengths based approach to addressing the needs identified by local individuals.

The overall goal of WFP is to provide a community-based continuum of education and service to families ‘at risk’. WFP recognizes that the health of families is linked to the conditions of their lives and to their ability to influence these conditions. WFP works with families to assist them to develop the information, skills and confidence that they need to care for them and their children. WFP affirms the right of all families to self-determination within their own culture, spiritual and social context, and endeavors to link the program with others who share these goals.

The work of WFP is guided by principles that focus on building supportive relationships, facilitating growth, respecting diversity, and furthering community development. WFP facilitates social support, co-operation, and collective responsibility by offering education, information, activities, material support, and other resources to families across a number of program areas. Program areas include parent/child education, family preservation, child care and development, health and safety issues, food and nutrition sessions, recreational activities, life skills and awareness workshops, employment support, community development, literacy programs, and leadership development. WFP evolves in response to the evolving needs of the community.

Vision

WFP envisions healthy families living in the core area with equitable access to holistic social and health services that are appropriate to the community’s needs.

Mission

WFP offers holistic community-based services to help bridge the gap between existing services and the needs of this at-risk community.
Guiding Principles

To focus on prevention, harm-reduction, and the promotion of wellness and optimal development (a family strengths perspective vs. a deficit perspective)

• To deliver a participant-driven and focused-delivery service model
• To provide services that is holistic, flexible, voluntary, available, and accessible
• To practice inclusion in how we reach out and to whom, how we work and who we hire
• To promote cultural sensitivity and respect for individual values
• To emphasize interdependence and mutuality
• To strongly commit to empowerment and community development

Who we serve:

Our families’ demographic characteristics are:

- 95% of the children are under age 6
- 65% are aboriginal
- 25% are refugees
- 75% are on social assistance
- 92% have a gross annual income of less than $19,000
- 70% have not completed high school
- 90% are single parents

Executive Director’s Message

This is special as this is the last time I will be doing a WFP annual report and from a personal perspective, 2018 will end a very enjoyable and fulfilling 20 year period of employment for me with Wolseley Family Place.

In the beginning of this year I informed the Board that, effective that I will be leaving at the end of May 2018. I will be retiring as the Executive Director. The Board of Directors has worked diligently to select my successor.

The decision to retire from WFP was not an easy one. I have found it very difficult to leave behind the friends I have made and the colleagues with whom I have both worked with and learnt from over the years. WFP successes over the last 20 years would not be if it was not for the support and dedication I received from WFP staff.

I came to WFP in 1998 at a time when the organization was in its infancy to where it is today an evolving dynamic and successful organization. WFP is all about the families and their children. Its success is due in large part to the hundreds of participants, community organizations and the funders that contribute to the organization over the years.

WFP is widely recognized and respected for the work it does, including best practices and innovative creative programming and services.

The organization I continue to be passionate about is the contributions and commitment to healthy individuals, families, children and communities and being a continuous learning environment.

For the past twenty years WFP has had many accomplishments.
• Presentations at national conferences on empowerment, partnerships, crime prevention and holistic models on service delivery for families and children

• WFP has shared its knowledge and expertise on reaching and maintaining “difficult to reach families”

• WFP has participated at National Advisory Committees on Volunteer Management, Family Resource Centres, Food Security, National Housing Policy, Healthy Lifestyles for Children and their families;

• WFP participated at the House of Commons Standing Committee on the Status of Women

• WFP one of the panelist on the Commission of Inquiry Surrounding the Death of Phoenix Sinclair

• WFP on the Provincial Healthy Child Advisory Committee to strengthen provincial policies and programs for children and adolescents

• WFP has received numerous recognition and awards for our work on addictions, the Manitoba Attorney General Safe Communities, Healthy Living, outstanding contribution to the community; international nomination award for exemplary programming to prevent diabetes; awards for innovation and creative programming; ongoing support for new immigrants and refugees

• The Families that continue to come to WFP and continue to say “if it was not for WFP I do not know where I would be”

My plans for the future are, I have a son that I am assuming will keep me young and busy. I hope to travel, volunteer and am looking for new challenges or causes that are intellectually stimulation and for which I am passionate. This may lead to paths crossing again in the coming years.

In closing, I believe I am leaving an organization that is as strong, or stronger, than it was in its 20 year history. I am confident that WFP is well positioned for the next 20 years. I hope to remain in contact with WFP, so when I leave in May to start a new chapter in my life, my parting words will not be goodbye but until we meet again.

Sharon Taylor
**Programs and Services**

Attendees and Attendance:

**Visits for the year of April 1 to March 31st, 2018:**

- Women: 16589
- Men: 2073
- Children: 5113
- Total Visits: 23775

**Social Support:**

WFP provides an environment of nurturance, informational assistance, a sense of belonging and guidance. It is about having empathy, concern, trust, acceptance, encouragement. It is the warmth and nurturance provided by peers and staff. It is about the people that come to WFP knowing they are valued and have a sense of belonging.

Social support plays an important role in mental health or substance use problems. It is likely that lack of social support and feelings of loneliness can make us more vulnerable to the onset of mental health or substance use problems like depression. Connecting with others in healthy, supportive ways is often an important component of managing most mental health or substance use problems.

**Drop In**

We are also able to provide material goods or services such as our clothing depot, free laundry and access to a phone, emergency food and food bank.
Art in the Kitchen

Celebrating 10 years this past January, 2018

Art in the Kitchen is an informal gathering of participants that create art together once each week at Wolseley Family Place. Each person has the opportunity to express themselves through a wide variety of materials and art experiences. This year we have met on 31 Tuesday afternoons and many of the art pieces have been on exhibition at the Drop-In and framed work is on display in the upstairs office.

Art in the Kitchen has partnered with other programs at Wolseley Family Place this year. For example, participants made postcards for survivors of family violence who were being helped by collegial agencies. Memory mobiles were beaded for a culture awareness celebration and alongside Addictions Awareness Week. We sought to create a visual path of encouragement over the holidays. The art program has been supported by Gloria, our volunteer of 4.5 years as well as many students who come to join in the creativity.

This year artists from Art in the Kitchen completed with great pride their third wall mural that decorates the walls of Wolseley Family Place. In May some participant’s artwork was on display at Envisions Art Festival in Wolesely. This is the fifth year we have shown at the event.

Through the year these are some of the art projects we have been learning about and working with.
*Neighbourhood Art Walk to Arctic Way
*Chalk pastel
*Georgi O’Keefe inspired mirrors
*Layered drawings
*Variety of collage techniques
*Tie dye drawing
*Print making
*Watercolour
*Stained glass and flower creations

Art in the Kitchen has been very fortunate to have the support of all the staff at Wolseley Family Place. The centre has offered a welcoming place to participants who come to express their creativity in a safe, supportive and inclusive atmosphere. Each person feels the encouragement from others in the group to try something new. The result is a sense of belonging. And, this is part of what makes Wolseley Family Place a beautiful place to be.

This year a parent who made paintings while at Art in the Kitchen, donated two of her pictures to a fundraiser for her daughter's school. She was then asked to volunteer to do art projects for her child's class. Another parent with no prior art experience discovered an ability and new found love of creating art. She furthered her enthusiasm by taking a watercolour course. She now paints beautiful watercolours for family and friends and shares her knowledge with other participants. A young mother was encouraged to apply for a printmaking scholarship after trying her hand at printmaking at Art in the Kitchen. She is now on her second scholarship.
WFP Health and Social Services:

1. Nurse Practitioner
2. Health Educator
3. Prenatal and Postnatal Sessions
4. Student Placements and Volunteers

Health education is about illness prevention, wellness and how to have a healthy lifestyle. It is about developing and implementing health promotion strategies, programs and services. This is done through workshops, teaching moments, and one on ones and visits to the nurse practitioner.

Baby Boxes:

This year WFP became a site for distribution of Baby Boxes. WFP distributed 240 boxes across the province. It is not about the box- it is about education. It is about information to new and expecting parents on a range of topics such as safe sleep, prenatal nutrition, infant nutrition, what to expect during pregnancy. The box is a safe sleep space.

Student Placements and Volunteers:

WFP value the opportunity to support students in their career development and appreciate the enthusiasm they have to offer. Our programs offer placement opportunities for individuals enrolled in social services, nursing, social work and private education institutions students. It is about practical hands on experience.
Healthy Start and Mom and Me

In partnership with Healthy Start we provide educational & friendly drop-in sessions for pregnant women and families with babies up to a year old. It is informational sessions on:
• pregnancy and labour; weight gain; eating during pregnancy; discomforts during pregnancy; Alcohol, drugs, stress; breastfeeding;
• delicious, healthy snacks & cooking tips; up-to-date nutrition information; easy & healthy recipes
• outreach workers, nurses and dietitians
• One-on-one support with other concerns such as health, family, housing etc.
• connections to other community resources
• coupons for milk, (and other items as possible)
• feeding your baby
• breastfeeding help and support
• baby’s development, health, safety, & parenting

One to one supports

The Health Educator(HE) position has an important role in providing one to one supports to participants at WFP. There are approximately 10 participant contacts per week for purposes of assessment, resource navigation, and referral on health including mental health issues. The HE plays an important role as a resource navigator and advocate for staff and participants regarding the health care system also. The HE also has an important role in working with newcomers related to health and immigration matters.

Community-building activities - Crafts and Bingo

Both crafts and bingo are volunteer-run and were well-attended and popular activities this year. The lead volunteer has been facilitating these activities for over 13 years. As part of her commitment, she contributes the supplies for both Bingo and Craft activities. Social activities such as these created a relaxed welcoming atmosphere and opportunities for positive interaction and relationship building among participants and between staff and participants. Before Bingo and during Craft sessions have proven to be excellent opportunities for teachable moments to introduce health promotion information and discussions. The community building activities have been an excellent opportunity to incorporate cultural sharing between indigenous and newcomer participants through beading, sewing and making dream catchers. It has also been an excellent opportunity for skill building and mutual mentoring between volunteers.
Physical Activities

WFP has a partnership with City of Winnipeg Community Services Department to promote active living. This partnership provides free recreational passes to families to use any City of Winnipeg facility for gym, track weight room, swimming and skating. This initiative has allowed WFP to provide recreation passes on a weekly basis to families through the drop in as well as various programs. It has proven very popular with families and individuals who are now incorporating intentional activities into their daily lives. This year over 300 passes were given out to families who could not otherwise afford to use recreational facilities. Families have provided WFP with videos and pictures of their children and themselves swimming at Sherbrook Pool and skating at Cindly Klassen arena.

This initiative has also been very positive for participants struggling with recovery and relapse. These participants have expressed that this has been an important part of their ability to handle stress in a positive way and to maintain their sobriety as individuals and couples. Participants with chronic diseases such as rheumatoid arthritis have also appreciated the opportunity to regularly use warm water pools such as Sherbrook Pools. Several Families have now applies for subsidies and received their own recreation passes and/or subsidy for leisure guide programs.

Reproductive Health Supplies

The Health Educator maintains responsibility for ensuring that WFP has a supply of condoms, personal lubricant, feminine hygiene products and pregnancy tests on hand. Condoms and pregnancy tests are available through the WRHA Safer Sex Supplies Distribution Program and distributed free of charge to participants. A supply of condoms and lubricant is visible and easily accessible from a container in the bathroom. Approximately 20 condoms are distributed on a weekly basis through this method. Condoms are also provided to staff to distribute to New Realities workshop participants. Feminine and pregnancy tests are available through the Health Educator at a cost of $2.50.
The availability and distribution of these supplies is an access point for HE engagement with participants. The current HE has seen approximately 20 individuals who requested information and support related to unplanned pregnancy, personal hygiene, healthy sexuality, sexual assault and STI/BBP. The HE has made referrals to gynaecologists and obstetricians to ensure participants received appropriate care related to ectopic pregnancy, miscarriages, post-surgical complications, as well as genitourinary difficulties. The HE has applied for personal hygiene kits (soap, shampoo, tooth brushes) for participant through the United Way. Many participants have unstable housing, are street involved and/or struggle with substance use and mental health issues that affect their personal hygiene.

**WFP Playroom and Parenting Services:**

**Parenting Education**

WFP Parenting Program is a helpful, practical approach to raising children that focuses on the attachment of the parent/s and child. It is about creating a positive relationship for the family. It provides tips and guidance for small changes that make big differences to parents, children and families.

Throughout the year we have had various parenting classes:

- Handle with Care
- How to Talk so Kids will Listen
- Triple P
- Parents Exploring Anger
- Nobody’s Perfect
- One on Ones
- Play Therapy
- Music Therapy
- Access
Wiggles, Giggle & Munch

Wiggle, Giggle & Munch has four main goals:

• To promote the benefits of physical activity and healthy eating from an early age in order to reduce incidence of and delay onset of chronic illnesses such as diabetes and heart disease.

• To encourage the belief in and practice of healthy living by providing participants with the experiences and tools they need to make physical activity and healthy eating part of daily living.

• To offer information about community resources for keeping active.

• To provide a safe environment where families can get to know each other and strengthen their community ties.

Funding for Wiggle, Gigle and Munch was provided by the Downtown Parent-Child. A total of 31 sessions are offered from September to June.

Playroom

WFP was able provide the children the opportunity to learn developmentally about their emotional, social, cognitive and physical being. It is a play space that is child directed and strength based. It gives the child and parent the tools and strategies for living with each other and the community in a good way.
Respite

We offer child care for parents and caregivers that need to take some time for themselves. The Children are supervised by qualified child care staff.

Family and Children Special Events:

Family events are about parents having fun with their children. Families that play together stay together.

• 8th Fire: Aboriginal Peoples, Canada and the Way Forward
• Goldeyes game
• Deer Meadow Farm
• Piñata with popsicles
• Frontier College - reading tent
• Broadway splash pad
• Motion Zone
• Halloween
• Fort Whyte Alive Centre
• Sno-Ball Festival
• National Canadian Film Day
• Coping with the Holidays

Tickets:

• We received free tickets from the Winnipeg Symphony Orchestra through their Share the Music’ program.

• The Zoo gave us 50 admission tickets over the year. This gave us enough for a few families to take the whole family. We found last year that families were choosing who would go and who would stay home. This method does not reach as many families but makes it a fun event for those who can go.

• Assiniboine Zoo
• SMILE Plus (WRHA)
• Share the Music (WSO)
Music Circle

Music Circle continues to be a highly popular activity. There are a fairly large number of babies-in-arms that attend. Music Circle is a place where parents come to socialize with other parents. Another popular aspect of Music Circle is the story at the end. The children are familiar with the routine and know to come and sit and listen as the facilitator reads/sings the story.

New Realities

With an emphasis on problematic substance use and intense family conflict, the goal of New Realities is to work together to provide support and encouragement for individuals and families who face significant barriers as they grow and develop towards a healthier, more fulfilling lifestyle.

- NR staff engaged in a total of 958 participant contacts.
- This year, individuals met with NR staff a range of 1 time (33 participants) to over 20 times (5 participants).
- NR staff provided 8 workshops series.
- NR worked with 20 couples this year.
- 47% of individuals who worked with NR have children under 6.
- 25% of individuals who worked with NR are in conflict with the law.
- 17% of individuals who worked with NR are involved with CFS.
- 21% of individuals who worked with NR are facing psycho-emotional challenges.
- NR staff provided presentations or attended resource fairs at 11 other agencies or organizations.
- NR staff participated in 3 training opportunities or conferences.
- Referrals to NR seem to be coming in significant numbers primarily from friends & family, google search (advocacy) and WFP Drop-in.
- NR made referrals to 81 outside agencies this year.
- NR made 219 contacts with collateral agencies this year.
Food Connection

Food Connection is a pre-employment training program to prepare contract workers for employment in the future by developing and enhancing their work skills and abilities. There are three components: Catering, Breakfast Club and Healthy Together.

Catering is a service that brings cooked and prepared foods to organizations in the community. The purpose is to develop the skills and abilities of the workers and provide good quality food to the broader community. WFP attempts improve the community and people’s life chances through this small venture.

Apart from providing a free, fresh and well balanced meal to start the day, Breakfast Club is an opportunity for women to gather in a safe environment to share their lives.

Healthy Together program is about innovative and creative ways to maintain a healthy lifestyle for the families and their children. It uses innovation approaches of prevention, family education and group learning that are multi-faceted, holistic and culturally information. Every session has a learning activity, a physical activity and cooking and eating together.
Why we do what we do:

At WFP we treat every participant as we would want to be treated ourselves. We take a strength based, non-judgemental approach to support families to take positive steps towards health and wellness. We strive to meet the needs of the body (breakfast club, emergency food, clothing depot, hot coffee, laundry) and the spirit (listen, encourage, advocate and support without judgement) through our services. We strive to treating all people with dignity and respect when they come through our doors.

The drop in coordinator welcomes people with a smile and greets everyone who comes in. She learns everyone’s name. While our mandate is “families with children under the age of six”, we do not turn people away. Last week an elderly man came through the doors and very quietly asked if he could have something to eat as he was hungry. Rather than being turned away, he was welcomed and given a seat in the drop in and a cup of coffee. As our Healthy Together cooking class was that day, we were able to serve him with a hot meal on a real plate with cutlery. He ate his meal quietly taking his time. When he was finished he said thank you and was gone. We did not ask him why he did not have money or food or blame him for his circumstances. We preserve dignity through small acts of kindness.

WFP health educator is working with a number of young women who are struggling with meth addiction. C is estranged from her family and became homeless one year ago. This was her first winter on the street rather than couch surfing. She was not ready to leave the street or address her substance issues. So instead we met her where she was at. We welcomed her by name with a sandwich and hot coffee, and helped her to get washed and find clean warm winter clothes in our clothing depot. Our nurse practitioner treated her frostbitten hands and we provided cream and mittens to protect her hands from the severe winter. Over a period of the next 2 months she would come back and began to share her story of pain and loss as she began to trust us and felt safe. We learned that she loved art and found peace doing the “art in the kitchen program” with the extra art supplies that we would provide. Sometimes she would show up too late for programs, but we would give her the opportunity to draw and have snack in the kitchen. Sadly over the Christmas season she had tried unsuccessfully to reconcile with her family, and was the victim of exploitation and violence when she accepted a place to stay from an acquaintance. She came to us asking expressing the need for a hug and someone to listen. She had stopped using meth for 4 days and was only using alcohol at that time. We celebrated her attempts to reduce harm. Through collaboration with a local agency serving street youth, she has taken the first step of getting off the street into a housing first program. We bought her new art supplies and drawing pad with a card that said “where there is joy there is hope.”
L came through the doors a few weeks ago to use the phone to try to get into detox. She had not eaten in 2 days. She is in her third trimester of her pregnancy and started using meth after her partner left her after their youngest daughter had heart surgery because he could not handle the stress of a Downs syndrome diagnosis with the current pregnancy. Their other children were in care of Children’s Services. She was not able to pay the rent on her own, so the landlord had given her notice that he was renting out her apartment. L said she was overwhelmed and just wanted to give up.

We asked her what she needed and how we could help. She stated that she was ashamed that she had gone so far off her life path and needed help to get back on track so she could be the parent her kids needed. Based on her expressed needs we provided her with a hot lunch provided her with emotional support and bus tickets to get to her appointment at Children’s Services. With her permission we arranged for her to do intake with a local program that provides wrap around services for pregnant women with addictions. Our health educator drove her to her first appointment and waited with her until she was comfortable to stay on her own. She is getting to know other participants at both agencies and beginning to build a new social support network. L is taking small steps forward to get back on her path and we are celebrating each one.

**Partnerships:**

WFP partners with Government, Churches, Private Donors, Foundations, Individual Donors, and Business. And of course one of our most important partners: the families and their children.

**Board Members:**

Lynn Scruby  
Andrew Cummings  
Tania Santos  

Andrea Weber  
Bruce Erickson  
Emily Sauvé
Finance Sources 2017-2018

- WHRA 12%
- Healthy Child 13%
- Special Fund 28%
- United Way 7%
- CAPC 14%
- Child Care 14%
- Private Donor 9.5%
- Restricted Fund 06%
- Catering 01%
- Donations 0.05%
- Non Restricted Fund 06%
- MHC 7%

- Catering
- Healthy Child
- Special Fund
- Child Care
- Private Donor
- Restricted Fund
- MHC
- WHRA
- United Way
- CAPC
- Non Restricted Fund