



Founded in 1936, Jewish Family Service Agency is a social service organization committed to Jewish values, ethics and community. We provide resources and opportunities to strengthen and enhance the quality of life for individuals and families.

This annual report covers the activities for the fiscal year, September 1, 2007 to August 31, 2008.

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Barry Dunner, <i>Director of Development</i> Kyle Sturrock, <i>Database Manager</i>	Danyael Weintraub, Annual Gifts Manager Sean Matvenko, Communication Coordinator

executive message

We all know the curse of Confucius – "May you live in interesting times." Hopefully all of the dire predictions about the economy will not be as devastating as forecasted by some. Even with all these uncertainties we must confront the future with optimism. As long as JFSA continues to be a place that the community supports and can look to when in need, the community, in turn, will forever be supported. JFSA of Greater Vancouver represents a community that is strong, caring, vital and supportive and recognizes the importance of responding to developing needs.

This year we responded to a group of special needs adults facing eviction. We addressed hunger and food security with grocery store vouchers, the food bank and a community garden that taught students about their food 'from seed to table'. Two necessary initiatives were developed to serve an identified need in our community. These programs will support youth-at-risk and their families and assist those living with mental disabilities who wish to uphold their Jewish lifestyle and values. We have made strides in finding employment for newcomers and locals, we have provided counselling services to grieving families and assistance in caring for aging parents.

This year we saw many changes at JFSA, not the least of which was the departure of Joseph Kahn-Tietz, our Executive Director of almost nine years. We are grateful for the professional and competent way that Charlotte Katzen has stepped in and very successfully handled the role of Interim Executive Director.

It is only through the combined efforts of our excellent and committed staff and volunteers that we are able to provide such high calibre supportive services. Last year thousands of people throughout the Lower Mainland **6 G** Unless someone like you cares a whole awful lot, nothing is going to get better. **9 9**

Dr. Seuss

asked JFSA for assistance. No one was turned away because they could not afford to pay for the support they needed. This is possible because of the outpouring of charitable gifts from hundreds of individuals and corporations, various grants and our allocation from Jewish Federation of Greater Vancouver and other funders. We are proud to share our 2007-2008 Annual Report with you.

Heaver sum

Heather Sirlin JFSA President

basic resource services

JFSA is committed to providing essential resource services, such as housing, food, clothing and medical support, to those in need in our community. BC continues to have the highest levels of poverty, number of working poor and percentage of children living below the poverty line of any province in Canada.

These realities are reflected in the Jewish community, due to our pervasive lack of affordable housing, adequate working wages, and the low level of welfare benefits that do not reflect the real cost of living in our province.

Our capacity to assist the most marginalized members of our community with food, clothing, housing and medical support remains strong, even with the increasing need, due to the support of funders and donors. Our programs also serve to increase inclusion in the Jewish community. This year we were able to provide direct financial aid and food assistance to almost 1200 individuals and 900 families throughout the community; within these families were almost 1600 children.

Community Partners/Funders

Jewish Federation of Greater Vancouver through the Combined Jewish Appeal, The Diamond Foundation, The Snider Foundation, Jewish Women International BC, Mazon Canada, Peretz Institute, all Greater Vancouver synagogues, The Western Canada Society to Access Justice, The Rabbinical Association of Vancouver, Jewish Community Centre of Greater Vancouver, The Minerva Foundation, Jewish Community Foundation - Women's Endowment Fund, United Way, Vancity, Camp Miriam, Camp Hatikvah, various arts and cultural venues, Kids Up Front, Quest Outreach Society, various dentists within the Jewish Community, Reach Dental Clinic, UBC Dental Clinic, Kitsilano Neighbourhood House, Steeves Manor, Vancouver Coastal Health Pacific Spirit Region, Westside Family Place, Greater Vancouver Food Bank, Crisis Pregnancy Centre of Vancouver, Richmond Food Bank

Food Service Programs

- Emergency Food Distribution
- Food Vouchers
- Jewish Food Bank
- Project Isaiah

Pro Bono and In-Kind Services

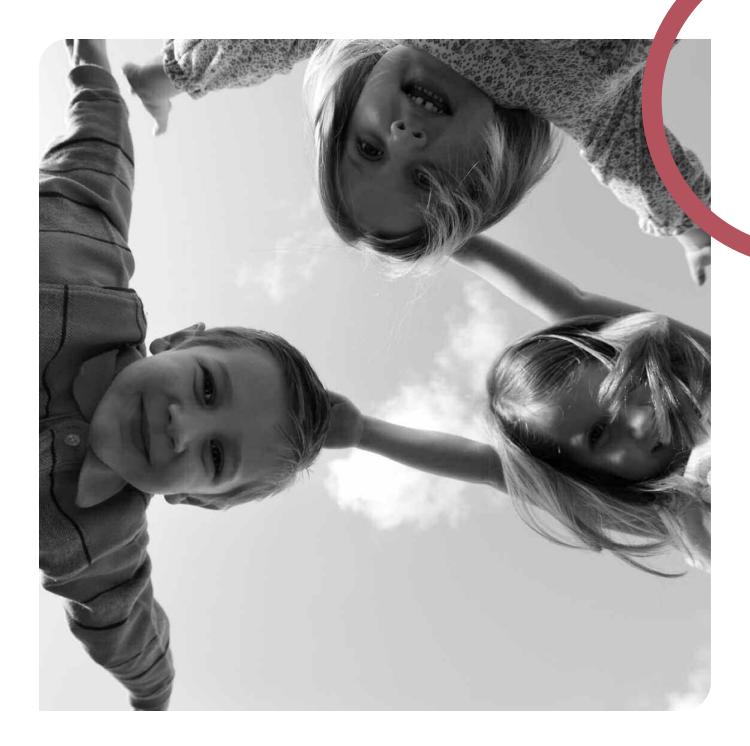
- Case Management
- Housing Assistance
- Pro-Bono Legal Clinic

Inclusion Programs

- Camp subsidies
- JCC subsidies/Lepovsky Fund
- High Holiday tickets
- Tickets to Inclusion

Financial Assistance

- Direct Aid
- Fiscal Fitness and Asset
 Development for Women
- JFSA Medical Care Fund
- Maot Chittim (Passover Food)
- Shine a Light Fund for children



employment services

JFSA Employment Services provides a range of programs and resources in order to assist with employment, career development, and retraining. JFSA staff works with individuals both locally, nationally, and internationally, providing a multitude of services. Our client caseload includes newcomers, former immigrants, and local job seekers. Our annual client caseload consists of nearly 500 clients.

Employment services include:

- Orientation to the Canadian Job Market
- · Assistance with Resume Writing
- Action Plan Development and Career Planning
- Online Job Postings and Career/Work Search Tips
- Network Building skills
- Establishing relationships with employers for job opportunities
- JFSA Resource Room equppied with computers, telephones, and fax/copy access
- On-site presentations and worrkshops

Job placements include:

- Supported placements; clients secure employment on their own following job search training.
- Direct placements; following an arranged interview by the Employment Counsellor.

This year we have successfully established working partnership with the following organizations:

ASPECT - province wide association of community based trainers;

BCIT - credential evaluations;

Career Bridge - provides clients from host organizations, with opportunities for work placements;

ENET - provincial association of agencies that provide labour market information, networking and career development;

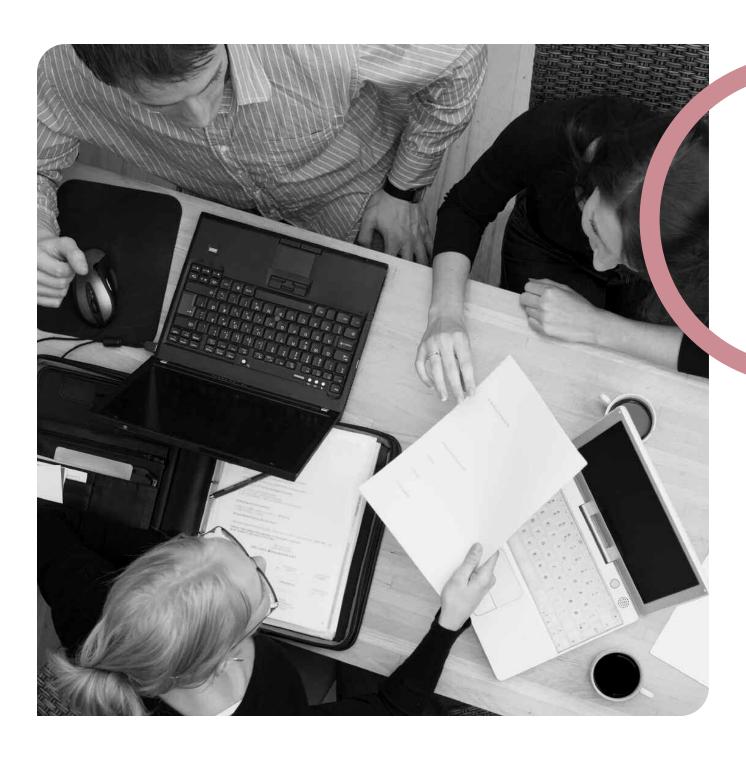
ParnossahWorksCanada.org - online employment search engine;

Swim Recruiting - finance and technology recruitment firm;

Training Innovations - e-learning opportunities for employment, counselling for new immigrants, and IMMPOWER BC Skills Connect Program for mentoring and on the job work experience.

Community Partners/Funders

Jewish Federation of Greater Vancouver, Direct Access Gaming, Yosef Wosk Fund



seniors outreach services

The JFSA Seniors Department provides accurate and timely information to seniors and their families, home assessments, referral to health and social services to improve the quality of life for seniors at home. We respond to emerging needs by program development within JFSA, and with community partners. The Department coordinates KMOW delivery, three community lunches, a community kitchen, a fee for service Home Support service, and volunteer matching.

Our Home Support Service continues to grow. This year a team of 12 staff provided more than 5,000 hours of home help to our seniors. Service is available to all seniors regardless of income. A small grant from United Way enabled us to expand our services to the North Shore, Burnaby and Coquitlam. This grant also included funds to conduct focus groups to explore alternative housing for seniors. This year, we began a monthly lunch at Maple Crest Housing complex. The community kitchen in Richmond for Russian seniors grew to 22 members.

In response to need, JFSA Seniors Department contracted with Clarissa Green, a respected teacher and counsellor, who facilitated 4 evenings dealing with parent-adult child issues.

Community Partners/Funders

Jewish Federation of Greater Vancouver through the Combined Jewish Appeal, The Diamond Foundation, United Way of the Lower Mainland, Al Polsky Golf Tournament, City of Vancouver, Vancouver Coastal Health, Shalom BC, United Way, Temple Sholom, Burquest Community Association, B'nai Brith & Maple Crest Housing Societies, Chabad of Richmond, South Vancouver Manor

Our staff team brings compassion and dedication to their work, as well as expertise in the field of aging. We frequently assist seniors and their families with difficult transitions inherent in the aging process.

Volunteers are an essential part of our work. We recruit and support them to assist with KMOW, lunch programs, accompaniment to appointments, and home visitation. More than 30 volunteers contribute each month.

This year a team of 12 staff provided more than 5,000 hours of home help to our seniors.



resettlement & integration services

During the past year, JFSA provided Resettlement and Integration services to more than 500 recent and long time Jewish immigrants from Israel, the former Soviet Union, South America and Europe.

We continue our essential role in welcoming, integrating and assisting families through a range of services: information, orientation, advocacy, referrals to community and government programs, and extensive integration support. Pre-immigration assistance is also provided to many families. Our resettlement and integration programs are designed to ease newcomers to a new culture, and to initiate and strengthen the connection between the newcomers and the local Jewish community. We continue to establish partnerships with other community agencies and institutions to ensure the quality of our programs.

JFSA continues to assist newcomers to integrate through the following programs:

- Welcome Baskets are provided for new immigrant families. Each gift basket is filled with Judaica and infomation about services in the Jewish and general community.
- The Speaker's Bureau Series in Russian and Hebrew engages participants in sessions that address various topics: Canadian workplace culture, finance and banking, life insurance, political system, civic participation, rights and obligations of citizens, Canadian law and immigration, family and health.
- Social and cultural events provide opportunities for newcomers to meet and celebrate in our community. This programming is a collaboration between JFSA and other Jewish organizations and agencies.

Community Partners/Funders

Jewish Federation of Greater Vancouver through the Combined Jewish Appeal, Jewish Immigrant Aid Services of Canada , BC Settlement Integration Program, Shalom BC, all Greater Vancouver synagogues, Jewish Community Centre of Greater Vancouver, Jewish Community Foundation, United Way of the Lower Mainland. Seed to Table project partners are JCC "Madrichim" leadership development program, JCC summer camp, "Spare Time Fun Centre" after school program, and Magee High School, and is funded by Vancity, United Way and the Vancouver Foundation.

Speaker's Bureau Series in Russian and Hebrew. Sessions address topics such as workplace culture, finance and banking, political systems, civic participation, rights & obligations of citizens, immigration, and family & health.

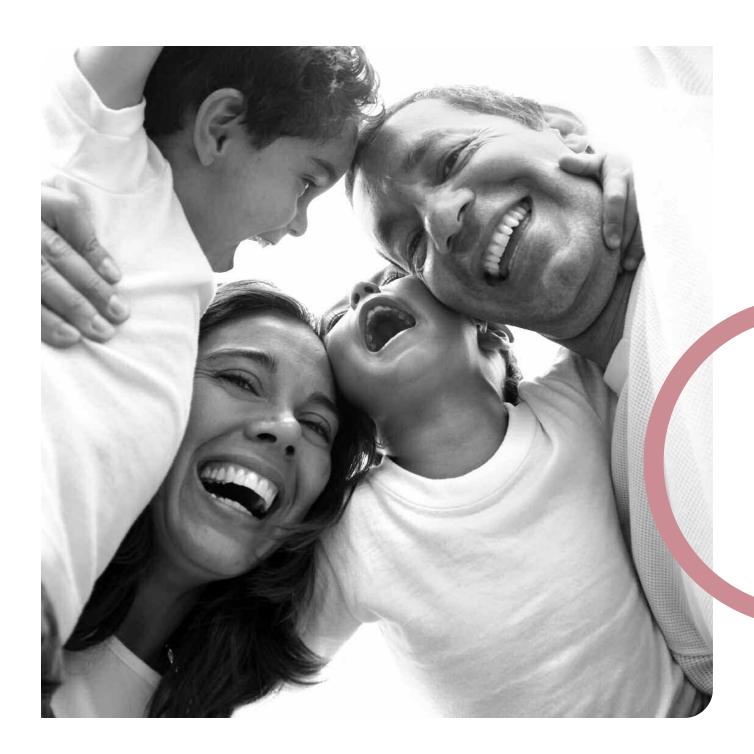
Vancouver Association of Russian Jewry (VERA/VARJ). Successfully launched in 2007 with the leadership of Rabbi Wosk, Rabbi Baitelman and the World Congress of Russian Jewry, the association showcases several ongoing programs and develops leadership within the Russian Jewish community.

New Initiatives

- Fee for Service, Immigration consulting
- ESL Volunteer Tutoring
- Breakfast/networking events in partnership with the JCC & Shalom BC
- Satellite office at Beth Tikvah Synagogue
- · Seed to Table Garden Project

The garden is growing to be a beautiful space and has received much community interest and support. The *Vancouver Courier* wrote an article on the garden and its role in the 2010 initiative to see 2,010 garden plots in Vancouver.

We had culinary students and community members tour the garden, and various community members and corporate groups have worked there. We have worked with children from the JCC summer camps, youth from various schools and groups.



special needs services

Whether visible or hidden, acquired or life-long, disability is part of life and affects all of us. The work of JFSA's Special Needs Department promotes and supports initiatives that help to create accessible and inclusive communities.

The VIP program taps the energy and talents of a group of adults living with special needs to provide a number of valuable community services, including Books to Go, Comfort Kits, and Canes Enable. An artist was hired to help with the Canes Enable project to support and create a social enterprising venture partnering with The Umbrella Shops. Canes Enable has now branched off to developing a drop-in group called 'Crafts Enable'.

These projects serve to both enrich our community and empower individuals to live their lives more fully as contributing citizens. There is a growing need to support more individuals living with disabilities to provide them with job readiness programs and to seek employers who will employ people living with barriers to traditional employment.

The department continues to respond to a steady stream of calls and e-mails for information, referral and advocacy. The department is supported by a new committee called Disability Action Group (DAG) whose purpose is to raise awareness of disability issues and supports the active participation of people living with disabilities in the Jewish community.

Community Partners/Funders

Jewish Federation of Greater Vancouver through the Combined Jewish Appeal, Isaac Waldman Jewish Public Library, United Way, Jewish International Film Festival, Jewish Community Centre of Greater Vancouver, Louis Brier Home and Hospital, Weinberg Residence, Umbrella Shop (Corey Flader), Chevra Kaddisha (Jewish Burial Society), Yaffa House, Kerrisdale Pharmacy, Lancaster Pharmacy, Morry Gaerber (Eddie's Hang-up Display Ltd.), Harvey Oreck, and Morley & Galina Greene.

The fourth annual CONNECTIONS event engaged film and entertainment as a medium for educating others about creating inclusive and welcoming communities. JFSA's Special Needs Department was delighted to co-sponsor the film 'Praying with Lior' together with the Vancouver International Jewish Film Festival to an audience of 200. A lively panel discussion followed and included llana Trachtman, the director of the movie.

The Special Needs Department received a generous grant from the United Way Community Innovation Grants program to offer educational workshops to schools and youth groups across the Lower Mainland that raise awareness about creating accessible and inclusive communities

JFSA continues to provide a Family Support and Education Group that meets quarterly and provides support, education and resources to parents who have children living with diverse special needs.



counselling services

JFSA's Counselling Department provides a variety of community services. We have delivered more than 1800 hours of service this year to individuals, couples and families, through our fee-for-service program.

We continue to operate our established community development and outreach programs:

- ASTEH, a Kosher Safe House for women and children who have left abusive spousal or other relationships. This program is operated with the generous assistance of Jewish Women International.
- Bereavement Support Services, a program for the Jewish community, whereby Comfort Kits are delivered to individuals grieving the loss of a family member with the offer of follow-up support and counselling through the Counselling Department.
- Bagels & Babble, an annual series of workshops for the helping professional in the counselling and therapy field. Led by experienced instructors and therapists, Bagels & Babble has brought a diverse range of lectures to the community.
- Intake and Referral Services, a service to address the needs of individuals or families who may require assistance in locating specific resources.
- Mental Health Community Outreach Services, for those individuals who are living with mental health concerns, a counsellor is available to do home visits and provide ongoing therapeutic support.

- Youth at Risk Community Outreach Services, a new pilot program, slated to begin in September, this will address the needs of Jewish pre-teen and teens whose behaviour may or is placing them at risk.
- Richmond Counselling, for those living in the Richmond district, a therapist is available to offer therapy services for the Jewish community.
- Outreach for the gay, lesbian, transgender and bisexual Jewish community.
- Intake, case management and referral services.

New Initiatives

The Counselling Department has extended its breadth by securing funding for 2 pilot projects this year – the Mental Health Community Outreach Program, and the Youth at Risk Outreach Program.

Both programs are designed to address the needs of individuals and families who require specialized support. Both pilot programs have been allotted 12 months for their funding.

Community Partners/Funders

Jewish Federation of Greater Vancouver, Jewish Community Foundation, Jewish Women International, Louis Brier Home & Hospital, Jewish Education Service of North America. The Greene Fund.



jfsa development-

Fundraising. Development. Non-dues revenue. Whatever words are used to describe it, all nonprofit organizations are in the fundraising business. It is an essential element for any nonprofit's viability and success. Fundraising is both art and science. It's how we make JFSA's vision a reality.

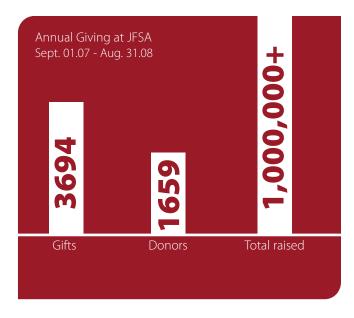
Often we ask for support in a light-hearted manner, as with our Bubbe, Stay-at-Home Dinner campaign. On other occasions we take a more serious tone, for example, during our Friends of the Family Campaign, when we inform people about the many needs still unfulfilled in our community.

The Development Department, together with our dedicated volunteers, has achieved many milestones this year, including exceeding our fundraising goals for our Friends of the Family campaign, the Innovators Lunch, and the Al Polsky Memorial Golf Tournament. Under the leadership of our Development Committee Chair, Dr. Neil Pollock, we exceeded our total annual fundraising goals, by more than \$100,000.

Our Development team raises 40% of JFSA annual revenues. We do this with the generous support of individuals, families and corporations participating in numerous fundraising and special events throughout the year, along with funds raised from JFSA Tribute Cards.

Friends of the Family

This annual direct mail campaign launches each year in December. This past year, we asked our friends in the community to 'Fight the Line' with us. The Friends of the Family campaign reminds us that there are many community members who constantly battle the poverty line and the unemployment line – and that JFSA is here to support those individuals who walk a fine line between poverty and sustenance



Major Gifts

Too many Jewish families in our community require emergency financial assistance, food, shelter, medical care, counselling and legal services. Too many families walk a fine line between hope and despair.

This year we initiated a new level of awareness and support based on the annual needs of a family. Through your generous support, JFSA helped sustain families in our community. The cost of supporting a family in transition for one year is approximately \$10,000.

Innovators Lunch

This dynamic, annual event is attended by more than 800 guests. The 2008 keynote address was given by Canadian media visionary, Moses Znaimer. We raised more than \$300,000 this year. We are extremely grateful to event chair Rhonda Sacks, her table captain committee of Beverly Kort, Eve Camerman and Linda Tenenbaum and corporate committee chairs. Jeremiah Katz and Martin Gerber.

Al Polsky Memorial Golf Tournament

An annual favourite for 16 years, this event supports JFSA's Kosher Meals on Wheels program. Meals are delivered to housebound seniors, or those with special needs. More than \$180,000 has been raised by this dedicated group of volunteers over the years. Special thanks to Sylvia Polsky, Norton Finkelstien and Bill Katz for their longstanding dedication

The Irving and Phyliss Snider Foundation

The Irving and Phyliss Snider Foundation generously donated \$65,000 this year, towards emergency support for JFSA food programs. Thank you to David Levy, Josephine Nadel, Joseph Segal and Dr. Stanley Sunshine and the Snider Foundation for their unwavering support.

CULTIVATION

One of the most important aspects of our work is to develop new relationships and inform community members of the valuable work we do on a daily basis. This is achieved by parlour meetings, informational events, and public programs.

The Ben Gurion Society (BGS) Evening

BGS members, the Young Leadership division of Federation, were invited to spend an evening learning about the struggles that arise from the lack of social housing in Vancouver – and, importantly, what JFSA is doing to address these issues. The talk was presented by renowned local architect, Gregory Henriquez - who has designed cutting edge community-based social housing projects in the Downtown Eastside of Vancouver, including the Woodward's Redevelopment Project. This event, was held at the beautiful home of Dr. Neil and Michelle Pollock, with more than 50 people in attendance.

Conversations

As parents age, their children realize how much aging, illness and death affect their own day-to-day lives. Changes in a parent's health, rearrange relationships and priorities in the

family, and communication can become strained. Decisions and family dynamics emerge that require respect for differences between generations and among siblings.

JFSA sponsored an evening lecture, led by Clarissa Green, outlining important conversations for adult children to have with their aging parents. Over 75 people attended. Ms. Green is a retired Associate Professor of Nursing at UBC and an award-winning teacher in the area of family crisis and family experience with illness.

STEWARDSHIP

Another important aspect of Development is the care for relationships that we have built over the years. We do this, in part, by thanking our donors for their tremendous support. We also thank our donors by inviting them to interesting and informative community events. In this way, we support our local institutions, and show our friends the valuable work JFSA does on a daily basis, through the events we sponsor.

Chutzpah! is an opportunity to recognize and thank our donors by providing complimentary tickets to a live artistic production during the Chutzpah festival. This year we offered tickets to the Flying Bulgar Klezmer Band.

Jewish Film Festival. Every year JFSA sponsors a film at the Jewish Film Festival. This year we chose the film, *Praying With* Lior, whose topic was special needs. More than 100 people viewed this heartwarming and thought provoking film.

Shine-A-Light Luncheon. A group of young, community minded women approached us with a view to learn more about JFSA. The result was a new event, lead by Stacey Lederman and Leigh Ariel. They gathered friends together for a meaningful lunch and raised over \$10,000 for JFSA. A new fund was created and will directly support extra-curricular activities for children. Also, a collection of toys and household items were donated by guests and distributed to newcomer families at a JFSA summer picnic.

jfsa endowment funds -

Muriel and Sam Bass Family Endowment Fund B'nai B'rith Endowment Fund Brovender Family Endowment Fund Abe & Elaine Charkow Endowment Fund for Immigrant Services Alvin & Ellen Cohen Family Endowment Fund for JFSA Community Endowment for Poverty Relief Barry Corrin Endowment Fund for JFSA Jody & Harvey Dales Family Endowment Fund for JFSA Ben & Esther Dayson Endowment Fund for JFSA DeLange Endowment Fund Diamond Family Endowment Fund Diamond Family/JFSA Endowment for Seniors & Poverty Relief Fund Ethan Filosof Memorial Endowment Fund Franci Finkelstein Memorial Fund Dorothy Freedman Endowment Fund Martin Gerber Endowment Fund for JFSA Melanie Gold Memorial Fund Fave & Kenneth N. Golden Endowment Fund Irving & Evelyn Goldenberg Family Philanthropic Fund Harry and Jeanette Greenhut Family Endowment Fund The Naomi Fund, in memory of Naomi Gropper Steiner

Rachel Hayward Endowment Fund Edwina & Paul Heller Endowment Fund for JFSA Howard-Baker Family Endownent Fund David & Evelyn Jackson Endowment Fund Ralph & Barbara James Family Philanthropic Fund Jewish Family Service Agency Endowment Fund (Jewish Community Foundation) Jewish Family Service Agency Endowment Fund (Vancouver Foundation) Lynn Carol Kagan Endowment Fund Lynn Kaplan Emergency Medical Fund Sharon Kates Simhat Hochmah Food Bank Fund Katz Family Endowment Fund for JFSA Fanny, Sylvia & Etta Keel Endowment Fund for Women Who Need a Leg Up Marlee Kline Endowment Fund Len & Mollie Korsch Family Endowment Fund Harold & Rita Krivel Endowment Fund Bonnie Lerman Children's Endowment Fund Isabel Lever Helping Hand Endowment Fund Levitt Romalis Family Endowment Fund Sarah Lipovsky / JCCGV Endowment Fund Norman & Minna Loomer Endowment Fund

Fund for Dental Services Yvette & Hershey Porte Family Endowment Fund The Pullan Family Endowment Fund Susan & Juda H. Ouastel Endowment Fund Annette Rothstein Endowment Fund for JFSA Harley Rothstein Family Fund Greg & Melanie Samuels Family Endowment Fund for JESA Norman & Frankie Samuels Memorial Philanthropic Fund Max Schachter Family Endowment Fund Ari Shiff & Carla van Messel Family Fund Phyliss & Irving Snider Endowment Fund for JFSA Ron & Janet Stern Family Philanthropic Fund Taylor-Kuipers Endowment Fund Isaac and Sophie Waldman Endowment Fund Kay & Max Walters Educational Endowment Fund for JFSA Miriam White Family Endowment Fund Jack Wolfe Endowment Fund for JFSA Drs. Mordehai & Hana, and Ariel & Daniel Wosk Family Endowment Fund Yosef, Avi, Rahel and Shevi Wosk Family Endowment Fund Barrie & Ellen Yackness Endowment Fund Zalkow Foundation Garry & Lisbeth Zlotnik Family Endowment Fund

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grants, foundations & community partners

Jean Milavsky Bortnick Endowment Fund

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B'nai Brith Non-Sectarian Community Food Bank
The Centre for Sustainability
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Jewish Community Centre of Greater Vancouver
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jfsa donors sept 1, 2007 to aug. 31, 2008

major gifts (\$10,000+)

Gary and Diane Averbach
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The work that JFSA is able to do in our community is only possible because of the support and generosity of all of our friends!













innovators lunch 2008-

JFSA extends sincere gratitude to everyone who helped make the 2008 Innovators Lunch a great success. Thank you to our sponsors, table captains, volunteers, and all of the guests who attended.

JFSA hosted the fourth annual Innovators Lunch on April 1, 2008 at the Hyatt Regency Vancouver. The keynote speaker was Canadian media visionary, Moses Znaimer.

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treasurer's report

I am pleased to provide highlights of JFSA's financial results for the year ended August 31, 2008. Total revenue this last year was just under \$2.6 million compared to just over \$2.6 million in fiscal 2007. Despite management changes within the agency during the year, results were substantially in-line with our budget; JFSA recorded an operating surplus of \$84,569 of which \$75,000 has been set aside as the first building block in creating a 3-month working capital reserve.

This is the first time during my tenure on the board that we have been successful in contributing to a reserve for the agency. We are very proud of this accomplishment, an imperative for an organization that serves so many hundreds of clients and employs up to 35 people at any given time.

On April 1, 2008 JFSA hosted the 4th Annual Innovators Lunch featuring Canadian media legend Moses Znaimer as the keynote speaker. The event was a tremendous success, raising just shy of \$300,000 and, raising the profile of this agency throughout the business community.

During the year the board decided to sell a significant asset, a warehouse in Richmond, BC, that was being rented to an arms-length business. The sale of this asset generated a net gain of \$284,303 and proceeds of the sale were invested in Government of Canada Treasury Bills to preserve capital. These funds are earmarked for an eventual capital campaign and until such time as JFSA is in a position to move to owner-occupied premises, will remain invested in risk-free investments.

My heartfelt thanks and appreciation to the staff and management at JFSA who work tirelessly to support the agency and its clients.

Kol Hakavod!

Diane E. Friedman

Treasurer and President-Elect

30

Founded in 1936, JFSA is a non-profit social service organization serving members of the Jewish and broader communities in the Lower Mainland. We provide resources and opportunities to strengthen and enhance the quality of life of individuals and of families. Our purpose is to serve the Jewish community. We anticipate, identify and respond to societal and community issues and to individual needs.

We are committed to:

- Jewish values, ethics and community spirit
- High quality, accessible professional service delivered by caring staff and volunteers
- Respect for individuals and their beliefs
- Collaborative relationships with other agencies and organizations