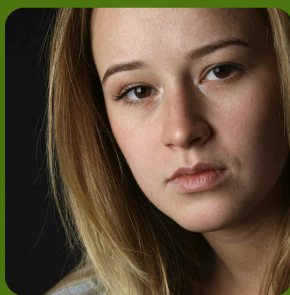


baynayu

between us
• 2009 •



baynaynu between us

Shalom U'Vracha

This new publication combines our fall newsletter and annual report. It outlines the accomplishments and outcomes of our agency this past year. We have had a very exciting year of transition and change at JFSA. Transition of leadership and of an entrepreneurial spirit related to our programs and services. The organization will become stronger in the years ahead as we look at new service directions and build organizational capacity and infrastructure.

We have had strong board and volunteer involvement throughout this past year and we are grateful for the human resources and support we receive. The driving force of our organization is the committed and dedicated staff that provides our diverse clients with support and assistance. We are proud of the work we do to support those we serve.

We hope you enjoy our new look and our new ways of telling stories. Baynaynu is a collection of stories told by JFSA clients - some of the names have changed to honour client privacy. Translated from Hebrew, baynaynu means "between us". The new name is meant to convey the trust and integrity shared between JFSA and our various stakeholders - clients, donors, community partners and supporting agencies.

The new design of this print publication will highlight the stories of people whose lives have changed for the better as a result of JFSA. The stories will be told through a variety of formats - the JFSA website, various social media (iTunes, Facebook, Twitter, JFSA blog), and an exciting **new podcast** series which will be launched and showcased at our AGM. We hope you enjoy reading the client stories within these pages and encourage you to visit our online sites.

Joel B. Kaplan, Executive Director and Heather Sirlin, President

Visit www.jfsa.ca to listen to our new podcast series and look for us on [iTunes](#), [Facebook](#) and [Twitter](#).





"I can say I am happy,
I am satisfied."

mr. goldstein

JFSA SENIORS DEPARTMENT

There are two sides to Mr. Goldstein: his present and his past. As a younger man, he spent 30 years of his life in the Israeli army.

Mr. Goldstein's present life takes up much of the space on his walls. Dozens of large-scale, framed tapestries adorn his one bedroom apartment. Each one is created with patience and persistence, thought and care.

Mr. Goldstein had a hard time sitting still when he returned home from the army in 1973, after spending so much of his energy fighting wars, so his wife taught him the art of needlework. He now spends five hours a day on his craft.

The 83-year-old enjoys needlework because the counting and persistence keeps his brain busy and active. He also credits his weekly outing to Temple Shalom to keeping him active. Every Tuesday he attends the JFSA Seniors Lunch program, where he socializes with 20-25 other attendees.

"At my age, the worst thing is to sit at home and to think," he says.

Mr. Goldstein says attending the luncheon makes him feel the same way he feels when he has completed a needlework project.


"I can say I am happy," he says. "I am satisfied."

Get the full story at www.jfsa.ca

services and programs

The Seniors Department staff brings compassion and dedication to their work, as well as expertise in the field of aging.

- 11 staff provided more than **6000** hours of support to **90** clients through the JFSA Home Support program
- **1200** meals were delivered through the Kosher Meals-on-Wheels program
- Two seniors community lunch programs provided more than **1300** meals
- More than **20** Russian seniors meet monthly in Richmond, BC at our Community Kitchen
- More than **30** volunteers lend support each month to KMOW, lunch programs, ESL conversation groups, accompaniment to appointments, home visits & office assistance
- Nearly **50** participants attended the Clarissa Green workshop series for adults with aging parents



“Without JFSA, it would have been a much different story.”

rachel

JFSA COUNSELLING DEPARTMENT

After losing her job last summer, Rachel found herself with a lot of time on her hands. She started smoking weed and analyzing every aspect of her life. Her friends soon mentioned that her behavior was erratic and manic. Rachel started feeling severely depressed. She decided to ask her doctor, who suggested she was bipolar. The idea of taking medication scared Rachel so she looked into counselling. She called BC Family Services and was told it would be at least four months to process her application. Defeated, Rachel hit the bottom and gave up.

A friend told Rachel about JFSA. She said it was a little known secret among the social services community. Rachel decided to check it out, as she felt like she had very few other options. Rachel was put through to the head of the counselling department, who soon set her up to meet with Tami Amit.

Rachel spent several months working on deep-rooted issues, many of which she never had the courage to face. She was amazed at how determined and patient her counsellor was with her. “Tami helped me realize how important it was to love myself and to never dismiss my feelings” she stated. “I really owe her my life.”

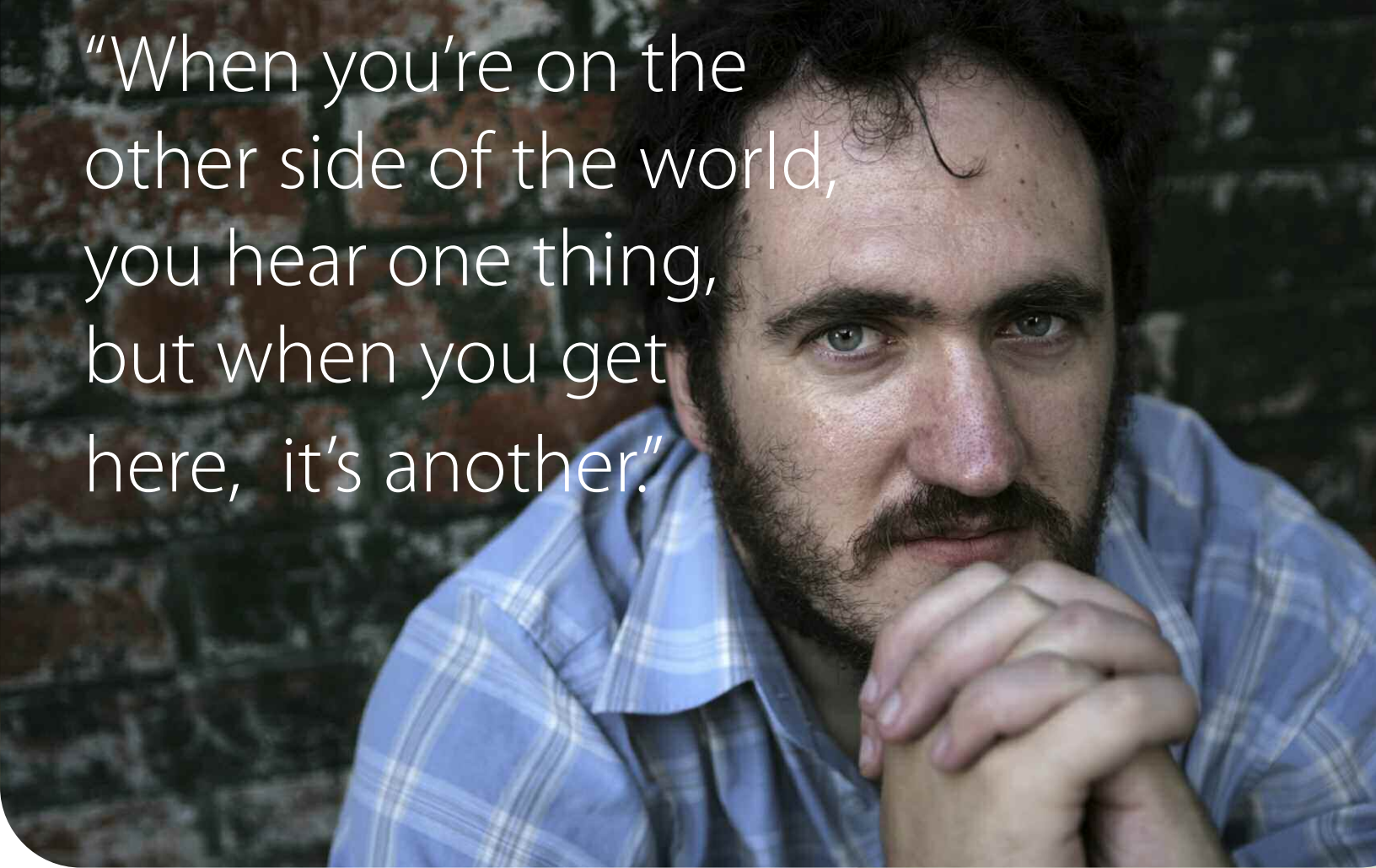
Today, Rachel is working at a job she loves. She says she has found a love for herself that she’s never felt before. “I’ve been to the bottom and now I am rising to the top,” she says. “Without JFSA, it would have been a much different story.”

Get the full story at www.jfsa.ca

services and programs

JFSA provided a wide range of counselling services to children, adults, couples and families.

- The Counselling & Therapy program provided approximately **2000** hours of clinical service for individuals, couples and families this last year. This included professional counselling and referrals
- **600** hours of Mental Health Community Outreach Services
- Nearly **1200** hours of Youth & Family at Risk Community Outreach Services
- Richmond Counselling Services provided approximately **350** hours of service
- ASTEH, a kosher Safe House for women and children
- Bereavement Support Services



“When you’re on the other side of the world, you hear one thing, but when you get here, it’s another.”

doron

JFSA RESETTLEMENT & EMPLOYMENT DEPARTMENT

Things in Canada aren’t as Doron had imagined them. The Israeli man moved to Vancouver three years ago at the request of his wife, who had heard the country was overflowing with opportunity. He sold his business, applied for immigration and within a year found himself in our picturesque city. Shortly after arriving, Doron found a much different reality than what he was expecting. “When you’re on the other side of the world, you hear one thing, but when you get here, it’s another,” he says.

After moving to Vancouver, Doron’s marriage fell apart and an ugly custody battle ensued. He likens his new life to the reality show *Survivor*, where he is fighting to stay on the island.

And while his life in Vancouver may parallel the cutthroat reality series, he does have one thing that helps him feel like he has some sense of immunity. Doron says the JFSA Resettlement & Employment Services Department was his life raft during these difficult few years. JFSA helped Doron navigate his way through his new life, putting him in touch with legal advice in his custody dispute, helping him find a second job and educating him on the ins-and-outs of his newly adopted country.

“The goal for JFSA is to make someone else’s life easier,” he says. “They’re here to fill the gap between what you need, what you can achieve and how you can do it.”

Get the full story at www.jfsa.ca

services and programs

The Resettlement, Integration and Employment Department provided services to more than **400** Jewish immigrants from Israel, the former Soviet Union, South America and Europe.

- The Monthly Speaker’s Bureau Series in Russian and Hebrew has approximately **25** active members
- Quarterly Bus Tours in Russian saw upwards of **40** attendees per tour
- The Vancouver Association of Russian Jewry (VERA/VARJ) has **150** members
- **7** mentors are working with **9** participants in the JOLT program (JIAS Opportunity for Leadership Training)
- More than **150** clients receive assistance with employment counselling, career development, and retraining
- **50%** of job seekers found employment through JFSA



“There’s a lot of people who are doing the right thing.”

debbie

JFSA BASIC RESOURCES DEPARTMENT

While volunteering at the Jewish Food Bank recently, Debbie Rootman experienced something that made her realize the difference she was making in someone else’s life.

She had finished her volunteer shift and was counting and packing up all the leftover goods into a storage closet. Debbie likens this task to putting together a puzzle, as the space is small and the goods need to be packed efficiently. As she was finishing up her complex task, two clients arrived. One had traveled from White Rock with her two children, hoping to receive some food. Debbie went back to the storage closet and unpacked everything so that the client could leave with her bags full.

“It made me feel good that we didn’t turn them away,” she says. “We open our arms to everyone.”

Debbie knows the Food Bank, which is run by JFSA and Jewish Women International BC, makes a difference in people’s lives. It offers fresh produce from the JFSA community garden and canned goods to those who need it.

“There’s a lot of people who are doing the right thing and a lot of unsung heroes,” she says. “The community knows that if there’s a need, they can fulfill it.”

Get the full story at www.jfsa.ca

services and programs

JFSA provided essential basic resource services to **1100** clients in our community.

- Food Service Programs for nearly **500** clients: Emergency Food Distribution, Food Vouchers, Jewish Food Bank, Maot Chittim (Passover Food)
- More than **1200** volunteer hours at the Jewish Food Bank
- **224** housing clients: **58** were placed in suitable housing, **95** are on a housing wait list
- Financial Assistance to **265** clients per month: Direct Aid, JFSA Medical Care Fund
- Canes Enable Workshops were held for more **300** students throughout the Lower Mainland
- **10** VIP adults provided a variety of valuable community services to: Books to Go, Canes Enable, Crafts Enable and The Comfort Kit Program



“You know that your money is going to programs that help our community.”

diane

JFSA DEVELOPMENT DEPARTMENT

Diane Switzer is a former president of the JFSA Board of Directors. She held that role between 1994 and 1997. Although it's been more than a decade since she's been on the board, her connection to the agency remains strong – Diane continues to be a proud donor.

She considers JFSA to be one of the only organizations committed almost solely to the most vulnerable population of the community - be it through feeding the less privileged, helping immigrants resettle or offering counselling to those who need it. During her time at JFSA, Diane witnessed a wave of Yugoslavian immigrants coming through the agency, looking for help and guidance.

“For all those things that newcomers need, JFSA has always made a difference,” she said.

Diane commends the staff and volunteers at JFSA for being the most dedicated she's seen in an organization. “People stay with the organization for a very long time,” she said.

Diane uses herself as an example. Her personal experience with the agency has helped make it part of her life to this day.

“I give to JFSA as my specific charity of choice in the community because of that connection to service delivery,” she said. “You know that your money is going to programs that help the vulnerable in our community.”

Get the full story at www.jfsa.ca

highlights

Our success is your success - and the success of our community. Your ongoing support strengthens the families and individuals within it.

- Friends campaign: Thanks to you we raised **\$377,000**
- Bubbe's Back! This lighthearted campaign was a great success, bringing in **\$50,000** to support people in our community
- Innovators Lunch: This dynamic event was attended by nearly **700** guests - the 2009 keynote speaker was marketing and technology guru, Guy Kawasaki - the lunch grossed **\$220,000**
- Al Polsky Memorial Golf Tournament: This annual golf tournament and barbeque, in its 17th year, supports JFSA's Kosher Meals on Wheels program. To date this event has raised more than **\$180,000**

jfsa board & staff

board executive

Heather Sirlin, *President*
Rick Kohn, *Past President*
Diane Friedman, *President Elect*
Michael Berkson, *Treasurer*
Greg Samuels, *Secretary*

Joel B. Kaplan, *Executive Director*

board members

Heather Bordo
Eve Camerman
Robin Friedlander
Jonathan Greenstein
Rob Hector
Lani Levine
Brian Levinkind
Monica Mashal
Paul Maurer
Audrey Chan Moss
Alf Price
Donna Riback
Nava Mizrahi Rosenberg
Joel Steinberg
Perry Teperson
Heather Wolfe

RAV Appointment, Rabbi Jonathan Infeld

staff

seniors department

Joanne Haramia, *Director of Seniors Services*
Donna Cantor, *Seniors Outreach Counsellor*
Queenie Hamovich, *Seniors Lunch Coordinator*
Charles Hardy, *Assistant Home Support Coordinator*
Susan Hilton, *Seniors Outreach Counsellor*
Gisi Levitt, *Seniors Outreach Counsellor*
Natalya Likhlatnikova, *Community Kitchen Coordinator*
Zanna Linskaia, *Seniors Outreach Counsellor*
Elaine Perzow, *Home Support Coordinator*

counselling department

Alan Stamp, *Director of Counselling Services*
Tami Amit, *Family Therapist*
Ellen Bick, *Family Therapist*
Charles Leibovitch, *Mental Health and Community Outreach Worker*
Colette Mrazek, *Youth and Family Outreach Counsellor*
Anne Siegenberg, *Family Therapist (Richmond, BC)*

resettlement, integration & employment department

Charlotte Katzen, *Director of Resettlement, Integration & Employment Services*
Alexandra Gerson, *Resettlement & Integration Counsellor & Immigration Consultant*
Adele Lewin, *Integration Counsellor & JOLT Coordinator*
Ken Lipton, *Employment Services Coordinator*
Tricia Sedgwick, *Seed To Table Garden Project Coordinator*
Miri Tal, *Resettlement & Integration Counsellor*

basic resources department

Lisa Ross, *Director of Basic Resource Services*
Annica Carlsson, *Food Bank Coordinator*
Jody Max, *Basic Resource Case Manager*
Laura Stannard, *Housing Coordinator*
Letizia Waddington, *Basic Resource Case Manager*

administration & finance

Pearly Kheriwal, *Director of Administrative Services*
Golriz Boroomand, *Receptionist*
Irina Dordjjeva, *Office Manager*
Sandra Gilmour, *Administrative Assistant*

Ferelyn Brown, *Full Charge Senior Bookkeeper*
Leticia Reyes, *Bookkeeper*
Mike Webber, *Controller*

development department

Barry Dunner, *Director of Development*
Ric DeVilla, *Development Coordinator*
Sean Matvenko, *Communication Coordinator*
Kate Petrusa, *Annual Giving Manager*

jfsa visionaries

\$10,000+

Gary and Diane Averbach
Gurval and Cecile Caer
Esther Chetner
George Gordon and
Jean Haldane
Harry and Effie Gordon
Lorne Greenberg
Kahn Foundation
Marsid Family Foundation
Phyllis and Irving Snider
Foundation
Russian Voice Radio Ltd.
Charles and Elaine Shnier
The Estate of Phyllis Stoessl
The Estate of Sam Uzan
JNHM Wolfe
Ken Wosk
Yosef Wosk
Zalkow Foundation

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Rokie Bernstein
Barry and Marsha
Brovender
Eve Camerman
Harvey and Jody Dales
Kenneth and Reva
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Michelle Pollock
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Elizabeth Schatz and
Adrian Levy
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Julian and Norma Smith

\$1000 - \$3599

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and Steven Barer
Helen Alko
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Roberta Beiser
Dr. Allan and
Bonnie Belzberg
Brian and Dalia Bressler
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Donna Bryman
Hamish Cameron and
Arlene Gladstone
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Birgit Westergaard
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Max and Cyndi Mintzberg
Morton Holdings Ltd.
Bess Narod
National Council of
Jewish Women
Wade Nesmith
Harvey Oreck

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Audrey Mehler
Cathy Paperny and
Ron Ritch
Brina Peritz
Bernard Pinsky and
Daniella Givon
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Harley Rothstein and
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Dr. Ruth Wingerin
Terry and Sandy Schulz
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Alan Kenney
Kevin Solomons
Daniel Steiner
Dr. George and
Norma Steiner
Peter Suedfeld
Dr. Phil and Diane Switzer
Perry and Lauren
Teperson
Dr. Barry and Ronnie Tessler
Isaac Thau
Arthur Toft
John and Anna
van Noordenne
Shane Van Vliet
David Weinberg
Dr. Charles and
Dr. Joanne Weinberg
Ted Wenner and Zoe Wise
Ethel Wiss
Naomi Wolfe
Heather Wolfe
Myles Wolfe and
Barby Solomon
Dr. Barend and Judy Zack
Juliet Zacks
Zacks Family
Charitable Foundation

innovators lunch

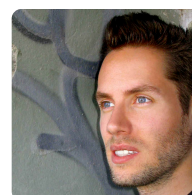
JFSA INNO>ATORS LUNCH 2010

Presented by



Save the Date! If you liked Guy, you'll love Jeremy! JFSA is very pleased to announce that the sixth annual Innovators Lunch will be held on **Wednesday, April 14, 2010**. The keynote speaker will be creative, globe-roaming, trendhunting, **Jeremy Gutsche**.

Attracting more than 100,000,000 views, **TrendHunter.com** is the #1 trend-spotting site in the world -- the largest, most influential, most updated collection of cutting edge ideas available anywhere. It attracts roughly fifteen times more page views than its competitors.



Its founder, Jeremy Gutsche, relentlessly tracks and finds The Next Big Thing -- that valuable but elusive commodity -- for a global audience that generates millions of views a month. Gutsche is a creative individual with a broad appeal that stretches from *The Economist*, which uses him as a source, to *MTV*, which places him at "the forefront of cool".

Visit www.jfsa.ca for more details.

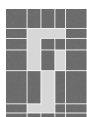
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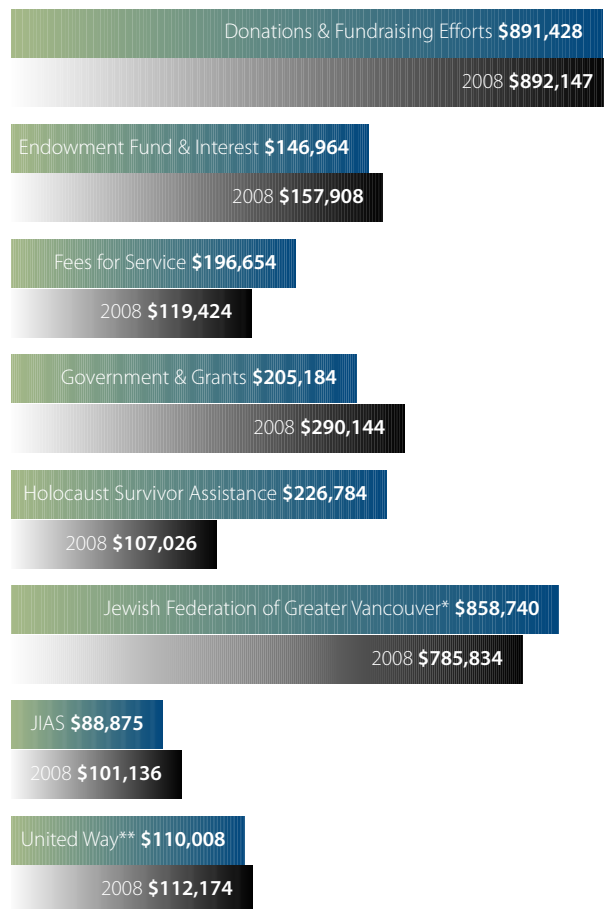
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jfsa financials 2008-2009

september 1, 2008 - august 31, 2009

revenues



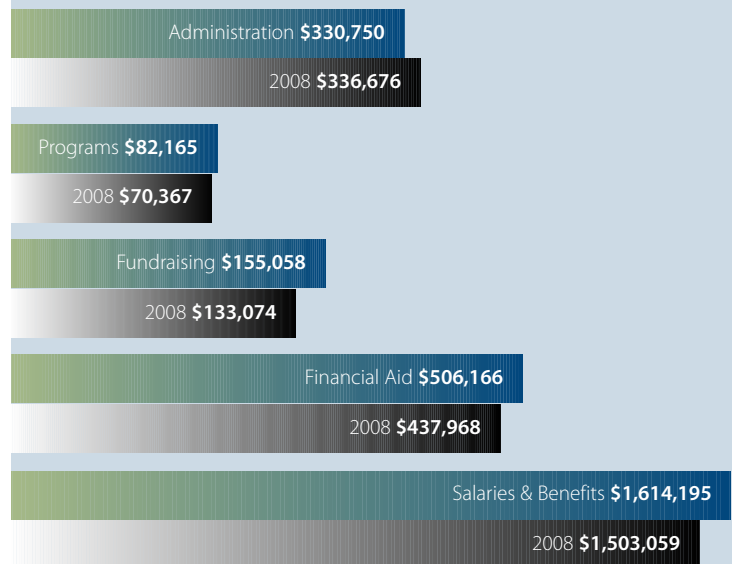
2009 Total Revenues : \$2,724,637

2008 Total Revenues: \$2,565,803

* Includes individual CJA+ gifts

** Includes individual designated United Way gifts

expenses

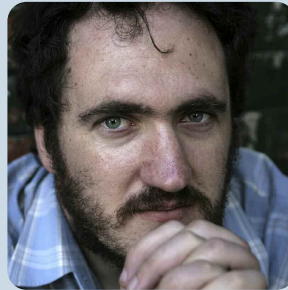
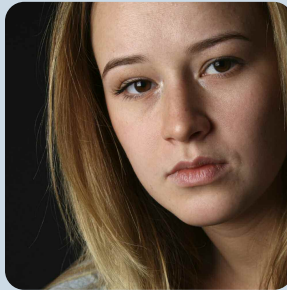


2009 Total Expenses: \$2,688,334

2008 Total Expenses: \$2,481,234



jfsa and social media



Look for our new podcast on **iTunes** and for more client stories on **Facebook** and **Twitter**.

Please visit www.jfsa.ca for more information.



Podcast on iTunes, Facebook and Twitter!