

FSC NATIONAL NEWS

Newsletter for members of Family Service Canada



Message from the Board

The Board has been working with Gail Urquhart Consulting on a three year strategic road map. As such, we hope to increase the value to members by enhancing and increasing membership products in conjunction with fund development opportunities. One of our products, FSEAP, is featured this month. If you do not provide FSEAP services and are interested please connect with Joyce Zuk, the chair of the FSEAP management committee at jzuk@fseap.ca

Another product is our Community of Learning (COL). Each year we provide the membership with an opportunity to network, learn together, and increase our capacity as family serving agencies. This year we will be providing this opportunity at no cost for one employee in each membership organization. It is another way we felt we could bring value to our network. For more information and to register keep reading!

Pauline Smale
Board Chair

From Traditional to Extraordinary!

Workplace health and wellness continues to be a critical element to organizational success. As companies reinvent themselves in response to uncertainty, change, and increased complexity in the marketplace, FSEAP has been doing some pretty significant evolving ourselves. As the 4th largest Workplace Wellness and Employee and Family Assistance Programs (EAP) provider in Canada, and the only National Non-profit EAP provider in Canada, we are uniquely positioned to provide exceptional client experiences through our ability to put people before profit.

Building on our comprehensive product offering and focus on face-to-face counselling, we've created additional value-added services to meet evolving needs of workplaces and their employees. From reducing barriers to service through video counselling, mobile wellness apps, wellness webinars, and health coaching to optimizing organizational wellbeing, engagement, and performance through our Positive Workplace Framework, we've created something pretty special. We support our customers through their most challenging times with the largest Critical Incident Response Team in the country and support employees struggling with addiction through our Substance Abuse Professional services.

With some of the highest customer satisfaction and clinical outcomes in the Country, we've built upon our solid history of over 40 years to continue to be one of the most respected EAP providers in the Country. To learn more about FSEAP go to www.fseap.ca

As part of FSC, every agency member can provide FSEAP services and contribute to the National network of EAP providers. For more information on how to provide these services please contact Joyce Zuk our national FSEAP management chair at jzuk@fseap.ca

You're Invited!



Family Service
Canada

2019

Community of Learning

Please join us, and executive directors from family service agencies across Canada, for two days packed with learning, coaching, and resource sharing!

Save the date:

Our annual Community of Learning Conference is coming up on October 9th and 10th in beautiful Sydney, Nova Scotia.

The conference is our opportunity to get out of our offices, create and strengthen connections, and talk about national trends and how each of us is responding within our context.

This year's big focus is collaboration. We're excited to welcome Dr. Nicole Sherren from the Palix Foundation, and Carlene Donnelly of CUPS to share how brain science is changing how families are being served in Alberta. The conference will also feature presentations on a range of collaborative initiatives across Canada, as well as a look at fundraising strategies that fit your organization.

For complete details, and to get your tickets, visit www.familyservicecanada.org/conference/

Just a reminder: This year, as a member organization, your first seat is free! Click the link above and claim your no-cost ticket to the conference. If there is anyone else on your executive team who would benefit from coming, be sure to grab a paid extra seat for them at the same time.

Can we ask you for a favour? Please share this link and invitation with fellow family service director/executive colleagues. Whether they're members or not, they are more than welcome at Family Service Canada's Community of Learning.

See you in October!

CEO Spotlight: Joyce Zuk

Joyce Zuk is the Executive Director of Family Services Windsor-Essex, a position she has held since 2008. She has worked in human services for the past 24 years.

Until 2008, Joyce was the Executive Director of Citizen Advocacy, a Ministry of Health funded agency working with adults with disabilities and seniors. During her tenure at Citizen Advocacy, Joyce also acted as Executive Director of the Well-Come Centre, Windsor's only homeless shelter for women, while the agency restructured their operations.

In 2014, Family Services Windsor-Essex purchased a building to house the agency in central Windsor. In renovating the building, Joyce engaged other community agencies to become partners in a "community hub concept" to share space in the new building. Today the partners in the Family Service "hub" offer mental health, primary health care, legal, and financial and housing supports.

Currently, Joyce serves as Chairperson of the National Management Committee for FSEAP. "What I enjoy most about EAP work is the opportunity to promote the excellent clinical work our agency does and to bring this message to workplaces. Everyday people in our community are benefiting from the work of Family Service agencies and workplaces realize that they have a role to play in promoting mental well-being and wellness".

Joyce served as a member of Windsor City Council from 2000 to 2003. She is a sessional lecturer in the Political Science Department at the University of Windsor and in the Social Justice Program at St. Clair College.



We want to know what is happening in your agency. Let us know about your successes, new initiatives, important changes in staffing, anniversaries, etc. We will include them in future issues of our newsletter.



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