



CHILD & YOUTH  
ADVOCACY  
CENTRE  
of Kelowna

# ANNUAL REPORT

2024-2025



## CHARTING THE COURSE

[CYACKelowna.com](http://CYACKelowna.com)





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# CHARTING THE COURSE







CHILD & YOUTH  
ADVOCACY  
CENTRE  
of Kelowna

*We acknowledge and respect that we do this work on the traditional and unceded territory of the ńsyilxcn speaking people (syilx/Okanagan) who have resided here since time immemorial and will continue to be here for many generations.*

## ABOUT the Child & Youth Advocacy Centre of Kelowna

**In a perfect world, there would be no need for a Child & Youth Advocacy Centre because every child would be safe, loved, and nurtured. Until that world exists, we are here to ensure that children who have experienced abuse, neglect, and emotional harm receive the compassionate and trauma-informed care they deserve.**

As one of more than 50 such Centres across Canada, the CYAC of Kelowna is part of a growing best practice in the response to child abuse and neglect. Bringing community and government agencies together under one child-friendly roof, we coordinate a unified response to child maltreatment that prioritizes the needs of vulnerable children. We support the investigation of cases of child abuse and go beyond investigation to focus on healing through the direct provision of onsite services and referrals in meaningful collaboration with our partners.

### WORKING IN PARTNERSHIP



## A message from our **LEADERSHIP**



Dear Friends,

Five years ago, we set out on a journey guided by hope, courage, and the conviction that children and youth impacted by abuse and neglect deserve more than just a system to respond to their trauma. They deserve a safe harbour. A place of healing. A community ready to wrap support around them.

Since the day we first opened our doors, we've walked alongside hundreds of young people and their families as they've taken some of the most difficult steps in their lives. We've witnessed incredible resilience and moments of quiet strength that remind us every day why this work matters so much.

With every step taken, the Child & Youth Advocacy Centre of Kelowna has been steadily charting the course toward a more compassionate, coordinated, and child-centred response. We've learned to listen more closely and advocate more boldly. We've strengthened partnerships, expanded our team, and uncovered new pathways to healing,

justice, and hope for the children and youth we serve.

This journey hasn't always been easy. There have been twists in the road, unexpected storms along the way, and moments where we've had to stop and re-orient ourselves. Yet, with every challenge we've grown stronger, better equipped, more united, and more determined to keep breaking new ground.

Our progress is a shared achievement. Every donor, community partner, volunteer, and supporter has helped map this path toward true, meaningful change. Your generosity has kept us moving forward. Your belief in this work has given us direction when the way wasn't always clear. And your commitment has reminded us that we're not walking this path alone.

As we look ahead, our course is clear: we will continue to challenge systems to serve vulnerable children and youth better. We will advocate for earlier supports, more just outcomes, and a community where no child feels lost or

unheard. We will keep navigating the tough terrain, and we will do it together.

Thank you for being part of this journey.

With deep gratitude,

A handwritten signature in blue ink, appearing to read 'Ginny'.

**Ginny Becker**  
Executive Director





## Our VALUES

## Our COMPASS

Every child's journey begins with a single step through our doors. From there, countless paths unfold through forensic interviews, medical care, mental health services, referrals to community resources, court preparation, remote testimony, and more. Each is part of a larger voyage toward healing for the child, their family, and our community.

We cannot change what brought them here. But we have the profound responsibility to guide what comes next. In the complexity of this work, we hold fast to our core values; they are the compass that guides every decision, every action, and every step toward resilience and hope.

### Care

We approach every individual with care and compassion, including our community, our clients, our partners, our team and ourselves.

### Evolution

There is no finish line to this work; we are change ready and in constant pursuit of excellence. We will challenge ourselves to grow, adapt, and to push ourselves to become better and do better every day.



### Inclusion

We acknowledge, respect, and embrace the diversity of our community. We are committed to inclusive and compassionate practices in all interactions.

### Cooperation

We operate as a team; our communications are based on open, honest, and respectful dialogues. We listen to and we value one another.



# COLLECTIVE IMPACT

## Through Partnership

This year, the CYAC has walked alongside dozens of children, their siblings, and safe caregivers, guiding them through uncertainty toward safety and support. By understanding who we serve—from infants to older youth, across genders and experiences—we can better navigate the journey ahead to ensure that every child has a voice and a safe place to be heard.



TOTAL

→ **668**

INDIVIDUALS SERVED

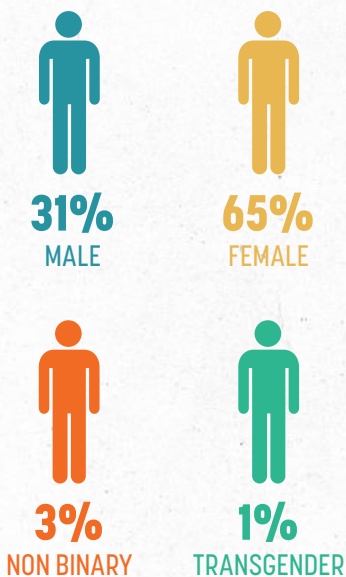


→ **316**  
CHILD VICTIMS

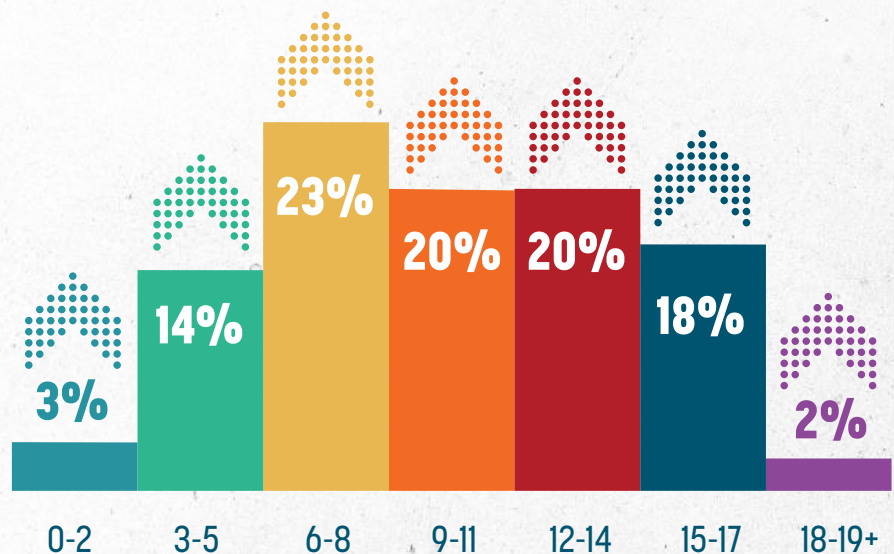
→ **98**  
SIBLINGS

→ **254**  
SAFE CAREGIVERS

### GENDER

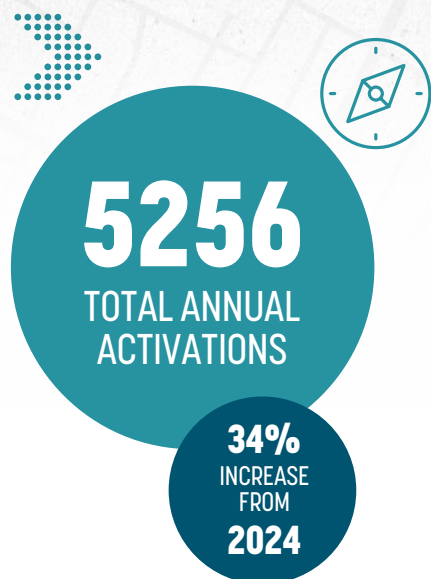


### AGE



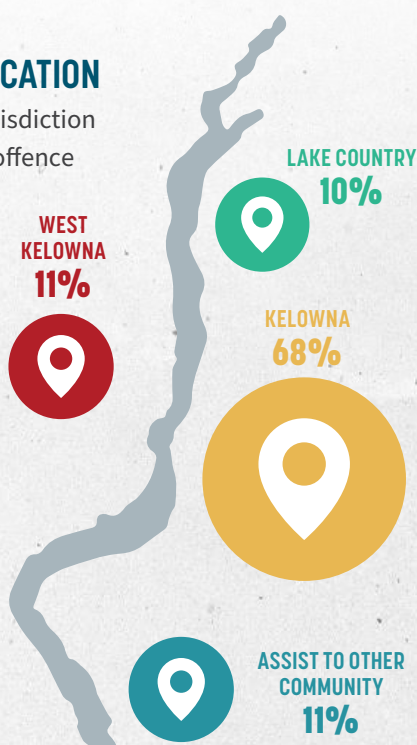


From a distance, these statistics map out a year of our work: children supported, services delivered, and the difficult reasons why they needed our help. But when we look closer, each number tells a story. A child walking through our doors. A voice finally being heard. A family beginning to heal. These are not just numbers; they are the landmarks of real lives changed.

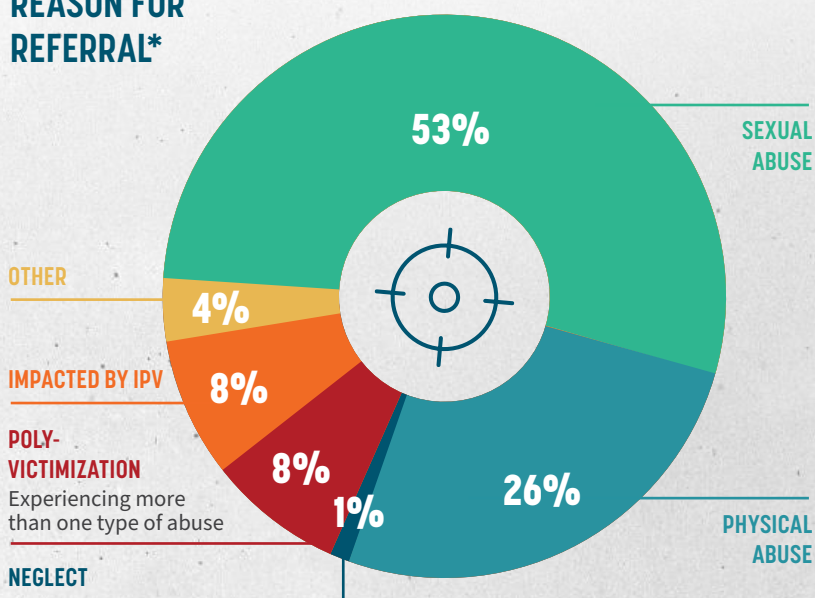


## LOCATION

Jurisdiction  
of offence



## REASON FOR REFERRAL\*



\*It is important to note that each type of abuse does not occur in isolation – children referred to the Child & Youth Advocacy Centre often experience more than one type of abuse.

# Research & EVALUATION

**There is no such thing as “good enough” in this work; the children who walk through our doors deserve nothing less than our very best.**

**Through our Research & Evaluation Program, we are mapping out a stronger, more coordinated response to child abuse and neglect. With each evaluation form received and study undertaken, we advance our understanding of the complex issues impacting the young people we serve—learning, growing, and striving for excellence every step of the way.**

**What we learn guides what we do, and what we do guides what we learn. This ongoing exchange charts the course for change—within our work, our community, and across the country—so that children and youth in the Okanagan and beyond can grow up safe, supported, and able to thrive.**

## RESEARCH PROJECTS

### Child Forensic Interview Monitor Study

Every child’s journey at the CYAC begins with a forensic interview. Behind the scenes, a monitor helps to ensure the interview is thorough, accurate, and supportive for both the child and the interviewer—strengthening criminal justice outcomes while reducing the risk of system-related trauma from repeat interviews. This project provides monitors with the training, tools, and support needed to carry out this critical role with confidence and care.

### Recurrence Study

When a child comes to the CYAC for more than one forensic interview, whether connected to the same case or a separate incident, it signals a need for additional community-wide support. This study examines the complex factors behind recurrent cases, with a focus on the barriers faced by Indigenous children and families. Our goal is to strengthen prevention efforts and demonstrate how multidisciplinary teams like ours can guide families toward lasting safety and healing.

### Thrive Project: A Child-Centered Lens On IPV Supports

This study, in partnership with the KGH Foundation, asks: *How are children impacted by intimate partner violence being served in our community? How can we work together to serve them better?* By amplifying the voices of families and frontline workers from dozens of agencies across the Central Okanagan, we are working to identify service gaps and propose culturally responsive, integrated pathways of support in order to build a stronger, more connected system for children and youth.



**//** We are incredibly proud to support this innovative research through the KGH Foundation's Thrive initiative. By examining intimate partner violence through a new, child-centered lens, this project has the potential to transform how we understand and respond to its lasting impacts on children. This work reflects our deep commitment to investing in community-led solutions that create safer, healthier futures for families across the region." – Allie Young, CEO, KGH Foundation

## Why do we evaluate our programs and services?

We evaluate our programs and services to ensure we are meeting the evolving needs of children, youth, and families with intention, effectiveness, and care. Evaluation helps us understand what is working, identify where we need to adapt, and make informed decisions about how to best support those we serve.

Every child who walks through our doors carries with them their own unique set of circumstances. Their journeys are often complex, and the path underfoot is ever shifting. The broader changes in our communities and society are felt most acutely by our most vulnerable children and youth.

In this changing landscape, careful evaluation and reflection guide our way. We continually ask: *What is working well? Where do we need to adapt? How can we better meet the needs of children, youth, and families?*

By embedding rigorous assessment and evaluation into all of our programs and services, we chart a course that is evidence-based and responsive to the needs of those we serve. Formal and informal feedback from staff, partners, and children and families helps us uncover the safest, most effective path forward.

Children are invited to share their perspectives in ways that are developmentally appropriate.

By using emojis and providing opportunities to draw or write about their experiences at the CYAC, we meet them where they are at to ensure we are moving in the right direction.

As the landscape continues to change, evaluation anchors us to our purpose—supporting the safety, resilience, and healing of children and youth.

**Child Survey (4-11)**

How did you feel when you first came to the centre?

How did you feel when you first came to the centre?

When you were talking to the people at the centre how did you feel?

How do you feel now?

Is the Centre a friendly place?

☐ Yes ☐ No

What was the hardest part about coming here today?

What was the best part about coming here today?

**Thank you to the following funders for their generous support of this program.**

**KGH FOUNDATION**

**REPRESENTATIVE FOR CHILDREN & YOUTH**

**GOVERNMENT OF CANADA**



# MULTI-DISCIPLINARY RESPONSE

## Program



The Multi-Disciplinary Response (MDR) Program is the guiding force behind our collaborative service model, where partner agencies work together to ensure the children, youth, and families we serve have the support they need for the journey ahead:

**FORENSIC INTERVIEWS** are the starting point of every child's healing journey. Creating a space where a child feels safe enough to share their truth takes time, specialized training, and incredible sensitivity. Child forensic interviews are planned with precision, conducted with compassion, and followed with careful reflection. Beyond their essential role in the pursuit of criminal justice outcomes, these interviews provide children with a crucial first step toward resilience and recovery.

**CASE CONFERENCES** are where we map out the journey ahead. Once siloed, agencies now come together as a unified team to understand the complex needs of each child. These conferences break down barriers between systems, helping us identify supports and close gaps to ensure that the circle of care surrounding vulnerable children and families is strong, coordinated, and responsive to their safety and well-being.

**MDR MEETINGS** keep us aligned as we navigate the path forward. Each week, our multidisciplinary team—including police, child protection, health care professionals, mental health clinicians, victim service workers, child advocates, and community agencies—gathers to steer our work forward. These meetings strengthen our shared knowledge, drive system change, and reinforce our collective vision of a safer community for children and youth.

**193** CHILD  
INTERVIEWS

**132** CASE  
CONFERENCES

**1155** MDR  
MEETINGS

Thank you to the **GOVERNMENT OF CANADA**  
for their generous support of this program.





# CHILD AND FAMILY ADVOCACY

## Program



The children and families who walk through our doors are navigating overwhelming challenges. In the face of trauma and uncertainty, complex systems can feel confusing and isolating. Our Child & Family Advocacy (CFA) Program acts as a North Star, guiding families through these challenges by providing:

### 1 A SINGLE POINT OF CONTACT

Each family is paired with a Child and Family Advocate who champions the best interests of the child, ensures continuity of care, and helps families make informed decisions at every stage of their healing journey.

### 2 A BIRD'S-EYE VIEW OF EACH CASE

Every situation involves multiple agencies and services, forming a complex ecosystem. The Advocate coordinates across this network to prevent gaps in care, foster collaboration, and create a seamless, wrap-around system where children and families have the best possible opportunity to heal.

### 3 AN EXTENSION OF EXISTING SERVICES

When agency mandates end, the Advocate continues support, offers referrals, and helps families access the resources they need. By strengthening partnerships and building collective capacity, the CFA Program ensures that no family navigates these challenges alone.

## 574 DAYS

AVERAGE LENGTH OF TIME A CHILD OR YOUTH RECEIVED SUPPORT IN 2024/25

### What determines how long a child receives support from CYAC?

Their needs—it's as simple as that. The Advocate's role adapts to each child, offering ongoing guidance, coordination, and emotional support until the child and family are ready to navigate the next stage of their journey with confidence.

**Thank you to the PROVINCE OF BRITISH COLUMBIA  
for their generous support of this program.**





# RESILIENT FAMILIES HEALTH & WELLNESS Program

## MENTAL HEALTH

**Healing is a journey, not a destination, and it does not happen in isolation. Weighed down by trauma, the path forward may seem impossible to navigate—but with the right supports at the right time, new pathways to resilience and recovery come into view.**

Our Resilient Families Program (RFP) provides a map for this complex journey, holistically addressing the mental health needs of children and youth impacted by trauma with a depth of care and collaboration that was once out of reach for vulnerable families in our community.

At the heart of the program are two layers of collaboration: client-facing clinical family sessions and integrated, behind-the-scenes care planning sessions.

### Step 1: Clinical Family Sessions

Grounded in comprehensive evidence-based assessments, family sessions provide children, their siblings, and safe caregivers space to share their perspectives on the trauma they've experienced and how it is showing up in their daily lives. Having families as part of this process strengthens the circle of care around the child directly impacted by abuse and provides crucial insight into which treatment options—at what point in the journey—will best support their long-term wellbeing.

### Step 2: Integrated Care Planning Sessions

Guided by the voices of children and families, our team of mental health and wellness professionals collaborates to design unique pathways of care for each child. No two pathways are ever the same. Through partnership, we gain a holistic understanding of the child's psychological, emotional, and medical needs and develop options for timely, individualized care delivered on-site. These options are then shared with children and their families, who are ultimately empowered to make informed decisions about their next steps on the path to healing.

**1077**

TOTAL MENTAL HEALTH SESSIONS

**501**

FAMILY SESSION APPOINTMENTS

**250**

SAIP COUNSELLING SESSIONS

Delivered in partnership by:



**290**

RFP COUNSELLING SESSIONS

**36**

COORDINATED APPOINTMENTS

**1262**

MULTIDISCIPLINARY MEETINGS

(TRIAGE, CASE PRESENTATION, FORMULATION)

**76%**

of clients initially presented with symptoms in line with clinical PTSD.

PTSD symptoms were reduced to non-clinical levels in

**90%**

of children after treatment

**Thank you to the following funders for their generous support of this program.**

**B FAMILY FOUNDATION**

**PROVINCE OF BRITISH COLUMBIA**

**RBC FOUNDATION**

**TELUS FRIENDLY FUTURE FOUNDATION**

**INTACT FOUNDATION – INTERIOR SAVINGS INSURANCE**

**TRAINE CHARITABLE FOUNDATION**



## MEDICAL CLINIC

Our on-site medical clinic continues to play a critical role in ensuring that vulnerable children and youth receive the healthcare they need close to home, in a space where they already feel safe and believed.

With services delivered in partnership by Interior Health staff—a clinic coordinator, registered nurse, and pediatrician—the clinic provides a seamless, specialized healthcare pathway for little ones impacted by child abuse and neglect. In our trauma-informed environment, children and their siblings receive timely treatment with a consistent, trusted care provider, a crucial step in minimizing further trauma.

The clinic operates as part of a multi-level collaboration with our RFP team. Together, we provide holistic care that addresses medical needs in conjunction with mental health care, charting new pathways to healing for our community's most vulnerable children and youth.

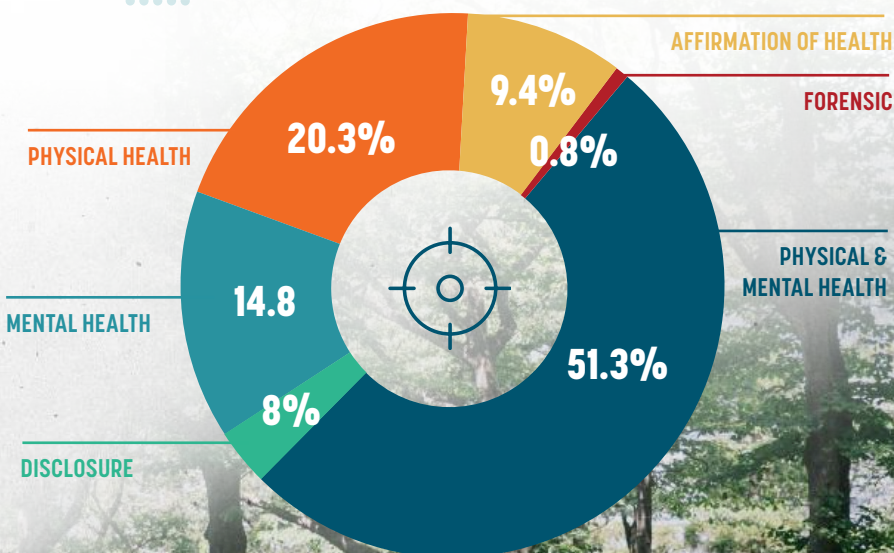
<b>146</b>	TOTAL INDIVIDUALS SERVED
<b>129</b>	PRIMARY VICTIMS
<b>17</b>	SIBLINGS

<b>449</b>	TOTAL MEDICAL APPOINTMENTS
<b>80</b>	INITIAL APPOINTMENTS
<b>321</b>	FOLLOW-UP APPOINTMENTS
<b>48</b>	CONSULTATION

Delivered in partnership by:



## REASON FOR APPOINTMENT





# EMERGENCY SERVICES

**Designed to adapt to the unique needs of children and families, our Emergency Services Program (ESP) ensures that practical challenges do not stand in the way of children, youth, and families on the path to healing.**

While we work closely with service providers across the Central Okanagan to provide comprehensive support for children and families, gaps remain between what services are available and what they need to move forward. With visionary support from one family, the ESP empowers our team to proactively bridge these gaps, removing barriers before they arise and guiding children and families toward stability, hope, and healing.

## **Access to Community**

The experience of abuse can be deeply isolating. For many children and families, building healthy connections in the community is a vital part of healing. Through the ESP, children can participate in camps, recreational programs, and community activities that may otherwise be out of reach, helping children feel connected and supported as they heal.

## **Beds/Bedding**

We cannot expect a child to find rest in a place where they do not feel safe. For children impacted by sexual violence, it can be difficult to move forward if they are sleeping in the same place they were harmed. In some cases, their bedding and mattresses are also taken as evidence as part of the investigative process. Through the ESP, children receive new bedding and linens, helping restore their security and giving children a fresh start on their path to healing.

## **Feminine Hygiene Products**

Access to feminine hygiene products supports the health, dignity, and confidence of youth impacted by abuse and neglect. The ESP ensures these essentials are available, so young survivors can attend school, participate in activities, and reclaim a sense of control over their bodies.

## **Physiotherapy**

Children and youth who have experienced abuse may require additional healthcare services to recover from injuries or physical challenges. The ESP ensures that young survivors can access specialized physiotherapy that promotes both immediate healing and long-term well-being, helping children regain their strength, confidence, and mobility.

## **School Supplies**

Returning to school after trauma can feel overwhelming. The ESP ensures children have the supplies they need

to participate fully, so they can focus on learning, rebuilding routine, and connecting with peers as part of their ongoing journey toward healing.

## **Specialized Counselling**

The mental health needs of children and families impacted by abuse can be highly complex and may require the expertise of clinicians outside our embedded multi-disciplinary team. When a child's healing journey calls for specialized care, the ESP makes it possible to connect them with the right professionals in the community, ensuring they receive the support they need to move forward.

## **Transportation**

For families without access to reliable transportation, just getting to the CYAC can be challenging. Lack of transportation should never stand in the way of children and families accessing the services they need to move forward and heal. The ESP ensures that every child who needs to attend the CYAC can find their way here safely.

**Thank you to the B FAMILY FOUNDATION for their generous support of this program.**



# BUILDING BRIGHTER FUTURES

## Program



**Children do not arrive at the CYAC by accident.**

**A neighbour noticed. A teacher listened. A child bravely whispered a secret they were told never to tell.**

Every journey toward safety begins with someone who recognizes the signs and chooses to act. That's where the Building Brighter Futures Program comes in, equipping our community with the knowledge, tools, and confidence to navigate early intervention and prevention.

By facilitating online courses, in-house training, communities of practice, and outreach to allied service providers, we are creating a coordinated network of informed, responsive adults who are ready to steer vulnerable children and youth toward safety and support.

Together, we are navigating upstream and building a future where fewer children ever need to walk through our doors.

## Community Education

### Creating a Safer Community for Kids

Provides caring adults and service providers with the tools to effectively navigate and support children and youth through disclosures of abuse and neglect.



### Maintaining a Safer Community for Kids

Goes beyond responding to disclosures of abuse by exploring intersectionality, trauma, and the implications of child abuse alongside practical support strategies.





# The Year in FUND DEVELOPMENT

As we walk alongside children and families on the path to healing, we are grateful to be supported by a community deeply committed to their wellbeing.

This past year has been filled with countless moments of connection and celebration—from large gatherings to quiet acts of kindness—that together reflect the collective strength of our community. Whether you joined us at special events or supported from afar, your commitment is deeply felt and sincerely appreciated.

To every person, agency, and organization who stands alongside the CYAC in this complex and vital work: thank you. Because of you, young survivors of child abuse and neglect can look beyond the horizon, past what *is* and toward what *could* be. That is the place where hope lives, and with your support, it is within reach.

## Funding Partners

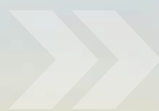
- B Family Foundation
- Cathy & Paul Douglas
- Tom & Debra Mauro
- Dennis O'Rourke & Family
- RBC Wealth Management Canada
- Stober Foundation
- Traine Charitable Foundation

## Foundation Support

- Enterprise Holdings Foundation
- Four M Charitable Foundation
- Frank J Flaman Foundation
- Friesen Family Foundation
- Intact Foundation – Interior Savings Insurance
- McVicar Family Fund
- On Earth Foundation
- Peter & Joanne Brown Foundation
- Raymond James Canada Foundation
- RBC Foundation

## Support from Government

- City of Kelowna
- Government of Canada
- Province of British Columbia





**// Not only is it simply the right thing to do to support innocent children impacted by abuse and neglect; it is the right thing to do for our community. Behind so many issues in our society — homelessness, addiction, mental health struggles—there is child abuse. By standing together for vulnerable children today, we are building a safer, healthier community now and in the future."**

*– Rhonda Hymers, Visionary & Presenting Sponsor, Once In A Blue Moon™ Event*

## Once In A Blue Moon™ Event

In a truly remarkable evening filled with generosity and community spirit, the Once in a Blue Moon® Event brought together 340 individuals for a powerful expression of solidarity with vulnerable children, youth, and families.

As we chart the course to safer, brighter futures for young survivors of child abuse and neglect, there is no end to our gratitude for all those who gave of their time, talent, and resources to achieve this monumental collective impact.

**RAISED**  
**\$2.5**  
**million**

## Donors & Supporters



To every person who stood up for children they do not know, but whose lives are forever changed by their support: thank you for being part of this community of hope. As we walk alongside children on their journeys to healing, we know you are here, walking with us.

### Foundational Support

Thank you to our sponsors, whose support laid the groundwork for this extraordinary achievement:

Hymers Private Wealth of  
RBC Dominion Securities Inc.

Begrand-Fast Design  
Bird Construction | Chambers Group  
Frame Custom Homes  
Jane Hoffman Realty | Kal Tire  
Kelowna BMW/Mini | Kelowna Toyota  
MAKR Group | MQN Architects  
Sentes Automotive  
Tommy Gun's Original Barbershop

With special thanks to O'Rourke  
Family Estate & Predator Ridge Resort.



### Table Hosts

Our heartfelt thanks goes out to the community leaders whose generosity and enthusiasm lit up the evening, inspiring others to join in giving young survivors of child abuse and neglect in our community the best possible chance at healing.

### Transformational Gifts

We extend our deepest gratitude to the following families and organizations, whose profound generosity is empowering the advancement of trauma-informed care for our community's most vulnerable children:

The Stober Foundation  
The Friesen Family Foundation  
Rhonda & Jason Hymers  
Tom & Debra Mauro  
RBC Wealth Management Canada  
The Melville Family Foundation  
Stan & Marge Owerko  
Colleen Kill & David Ringwood  
David & Kelli Storoshenko

## Our Leadership TEAM

### Board of Directors



**Andrew Prior** | Board Chair



**Alison Yesilcimen** | Vice-Chair



**Kevin Edgecombe**  
Director



**Jackie Gidda**  
Director



**Lisa Lock**  
Director



**Debra Mauro**  
Director



**Dr. Rick Oliver**  
Director



**Ken Carmichael**  
Director



**Steve Thomson**  
Director



**Nathan Flavel**  
Director

### Executive Team



**Ginny Becker**  
Executive Director



**Sarah Armstrong**  
Director of Operations



**Dr. Cassidy Biener**  
Director of Research & Evaluation

// It is a true honour to serve alongside one another as the CYAC Board of Directors. This work creates clear pathways of healing and support for children, youth, and families, strengthening the foundation of a healthier community for all." – *CYAC Board of Directors*

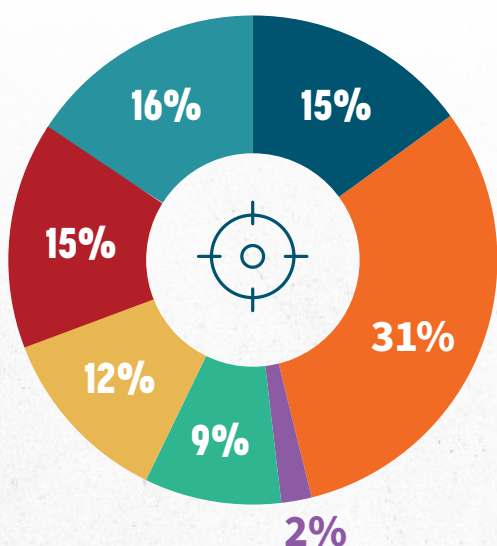


## Our FINANCIALS

As the Child & Youth Advocacy Centre of Kelowna reflects on five years of service, we recognize the remarkable distance we have traveled from a bold, purpose-fueled vision; through our early days as a start-up initiative; to our position today as an established and trusted anchor of support for children, youth, and families.

With each year, we have built stronger systems, deeper partnerships, and a resilient foundation for the journey ahead. Guided by a comprehensive fund development plan—and grounded in community investment, government partnership, and research-driven practice—we are charting the course toward long-term sustainability and greater impact, ensuring that our work continues to support children and families well into the future.

### FUNDS PER PROGRAM



## Statement of Operations

**APRIL 1, 2024 TO MARCH 31, 2025**

### REVENUES

Amortization Revenue	\$ 477,682
Donations	\$ 1,932,290
Grants	\$ 461,632
Fundraising	\$ 154,377
Interest & Other Income	\$ 178,812
Sponsorship	\$ 393,103

### TOTAL REVENUE

**\$3,597,896**

### EXPENDITURES

Admin & General	\$ 111,893
Amortization Expenditure	\$ 496,375
Fundraising	\$ 305,148
IT/ Tech	\$ 56,078
Marketing & Communications	\$ 53,055
Professional & Contracted Services	\$ 63,480
Professional Development	\$ 20,452
Rent & Utilities	\$ 310,099
Salaries	\$ 881,121
Travel	\$ 21,195

### TOTAL EXPENSES

**\$2,318,896**



CHILD & YOUTH  
ADVOCACY  
CENTRE  
of Kelowna

Serving the communities of



PEACHLAND



WEST KELOWNA



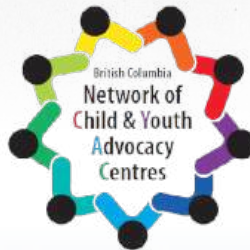
KELOWNA



LAKE COUNTRY

We acknowledge and respect that we do this work on the traditional and unceded territory of the ńsyilxcn speaking people (syilx/Okanagan) who have resided here since time immemorial and will continue to be here for many generations.

A proud member of the



236-361-8588



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**CYACKelowna.com**

Charitable Registration Number 73661 2680 RR0001

