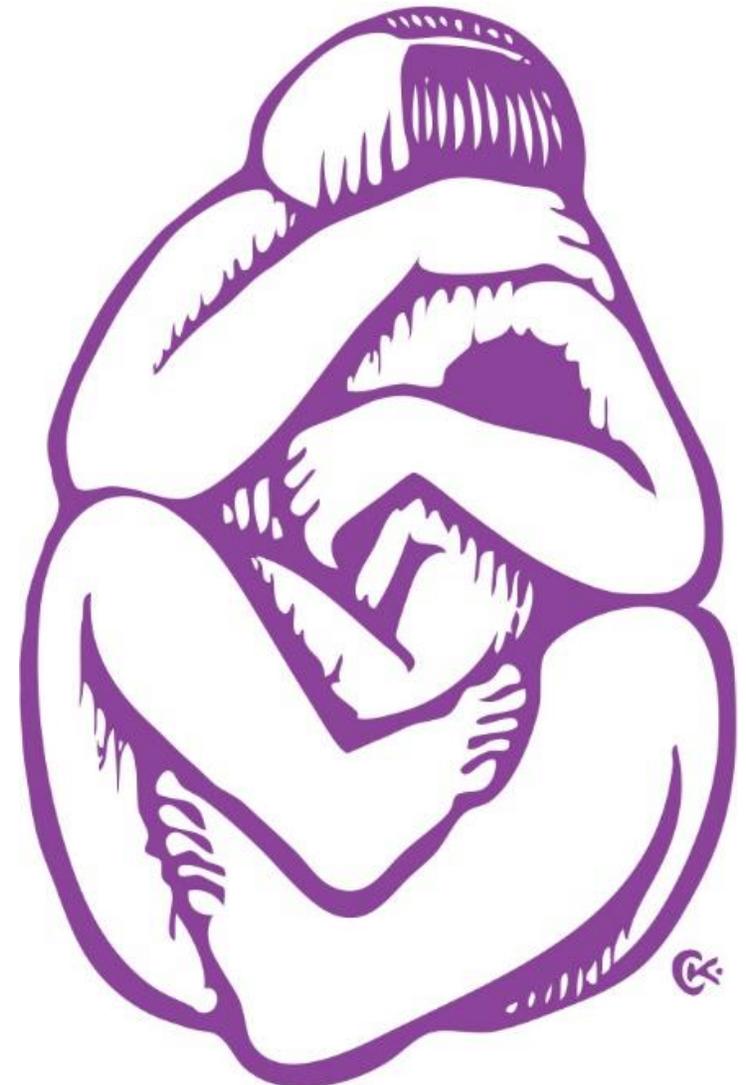


Pacific Post Partum Support Society

April 2014– March 2015 Annual Report

September 10, 2015



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Pacific Post Partum Support Society 2014–15 Annual Report

A Message from Erin Arnold, Board of Directors Co-Chair

It has been an incredible experience to see our Society grow and flourish over the last year. We have held two major events, have an increased social media presence, are expanding stakeholder relations and working with community to meet the needs of women and their families.

Every year I am astounded on the statistics of women served by our small non-profit. It is a pleasure to work with such caring and dedicated staff. Our Director Sheila Duffy continues to encompass grace and lead a team in a very mindful way. I continue to learn from her leadership style.

I have completed several Vantage Point training sessions to ensure I am learning new skills and networking with like-minded non-profit Board members. In addition to my role as Co-Chair I am also the fundraising chair and have been extremely involved in the historical Fashion Show we held in the fall of 2014 and the Angel Donor Dinners in May 2014 and 2015. See below for more specifics about the Angel Donor Dinner.

We have welcomed a few new Board members this year: Barb Stackhouse, Katya Sivak, Sabrina Blasberg and Houston Mo. We have a solid team and are looking forward to a few new Board prospects for the fall.

I would like to acknowledge the incredible dedication that our Board Treasurer Houston Mo has brought to the Society. The Finance committee has done a fantastic job at guiding and advising us to a solid place. Christina, Barb, Ruth, Stace and Sheila are working hard and deserve much recognition.

I am committed to seeing this organization flourish and continue to give much of my time to donor relations, networking and building capacity. I thank you for taking the time to be a part of a grass-roots Society that is dedicated to the women, children and families it serves.

A Note From

Malina Kordic, Departing Co-Chair

My years on the PPPSS board have been characterized by a lot of learning from and, at times, marvelling at the talent, dedication and close connections between the members of this organization. I have watched us come of age, growing from a small organization to one with a larger scope and mandate. Change is never easy, but I truly feel our underlying values, experience, and, above all, heart, are enabling us to make the transition smoothly and make a difference within a larger area.

My thanks to Sheila, Stace, Georgie and all the staff for encouraging me in my role, and for your friendship; thanks to Erin and all the Board for sharing your various talents and skills, and for generally being amazing. I look forward to finding new ways to contribute.

Pacific Post Partum Support Society

2014–15 Annual Report

A Message from Sheila Duffy, Director

As always, we have had another busy year at Pacific Post Partum; two years ago we were met with many challenges in regards to growth and the subsequent increase in demand for services and at the same time funding challenges. Our success this year was in large part to the dedication of our staff and volunteers, who show up consistently committed to the work we do at PPPSS.

Our main focus last year was to build a strong fiscal and structural foundation. We are now seeing the results from our efforts. Our goal this coming year is to continue building our monthly donors and membership base.

Our staff and volunteers are the Society's most important asset, and we are fortunate to have such extremely passionate and dedicated people involved in our organization.

Last year we created two new positions to improve the overall management of our organization. The position of Director since September 2013 and Stace Dayment, as our Manager of Administration have provided more stability and a structure that supports our recent growth. Stace's endless energy and commitment provides necessary support for all of us doing the front line work.

We have also developed a bigger role for our volunteer coordinator, Georgie Hutchinson, who has been building a strong base of committed volunteers. We also welcomed our new accountant Christina Debruyn, who has worked tirelessly to create new systems and has been the "perfect fit" to our amazing admin team!

We are incredibly grateful for our present Board who value and show the staff continually that we are appreciated! Collaboration has always been part of PPPSS philosophy and our present Board and staff work very well together creating a truly collaborative and respectful environment. Special thanks to Erin Arnold, fundraising chair and co-chair of the Board, and to our Angel Donor fundraising team.

2nd Annual Angel Donors Fundraising Dinner

Our Angel Donor fundraising dinner organized by our "lead angel" Catherine Chow, was once again hugely successful. Catherine, along with hosts BG and Mike Burdick, donated time and the dinner to have another outstanding fundraiser.

This year we fielded almost 4,000 calls. We served 113 moms in our eight support groups and reached out to nearly 1,200 parents at mom and baby talks in the Lower Mainland. We held six health care provider workshops in British Columbia. We did two 2-day PPD/A Support Group Facilitator trainings this year on Vancouver Island, one was held in Parksville and one in Victoria. We held three multicultural support trainings this year. We also offered eight-week Cognitive Behavioural self-help sessions on the phone to clients from all over the province, reaching many who are isolated and have limited support.

As I say every year, I am incredibly grateful to work at Pacific Post Partum. After nineteen years, I continue to be amazed at the dedication of our staff and the unique service we provide for those suffering. I am touched and inspired each time I witness their gift of supporting others.

Thank you especially to the women we are privileged to support. Every day they share the pain and joy of their journey through the profound life change that happens as we adjust to motherhood. We know firsthand that the ups and downs on this journey are eased when we have someone who listens and understands. These mothers demonstrate how much strength and courage it takes to reach out.

In an environment that continues to stigmatize mental health difficulties, especially for new parents, our clients tell us that because they've received the appropriate support they are able to emerge stronger than ever from their experience of anxiety and depression.

We are proud of our accomplishments thus far and we are excited about growing our success as we move forward.

Pacific Post Partum Support Society

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About our Support Programs

Telephone Support:

Our team of experienced perinatal/postpartum counsellors offer telephone support, information and referrals to women and their families 5 days a week. Women may self-refer but many referrals come from physicians and public health nurses.

Weekly Support Groups:

Our support groups are held weekly at numerous locations across the Lower Mainland. They provide a safe place for women suffering from postpartum depression to connect with other women and receive valuable support and information.

2014–15 locations included North Vancouver, East Vancouver, Downtown Vancouver, Westside Vancouver, Richmond, Cloverdale, Surrey, Port Coquitlam, and Burnaby.

Cognitive Behavioural Self-Help Skills & Techniques:

This eight-week series features one-to-one telephone coaching with cognitive behavioural self-help skills. This option is particularly helpful to women who may not have access to our support groups in the Lower Mainland.

Information Packages:

Our Information Packages are available to individuals and professionals at no cost and in multiple languages (English, Punjabi, and Chinese). **A self help guide entitled “[Postpartum Depression and Anxiety: A Self-Help Guide for Mothers](#)”** is published by the Society and is also available for purchase as are the Society’s professional publications, [“A Reference Manual for Group Facilitators”](#) and [“A Reference Manual for Telephone Support Volunteers.”](#)

Partner and Couples Information Sessions:

Designed as a safe forum for the partners of women suffering from PPD/A, or couples interested in reinforcing their partnership during this transition, these sessions are offered 2–4 times a year and have been well received by those who have attended.

Community Education Talks:

We are often invited to give presentations at Mom & Baby groups in partnership with the Public Health units and community based organizations like neighbourhood places and family places. These talks allow new mothers to share their feelings about the postpartum period honestly and openly with other mothers, and are a proven tool in promoting prevention, early recognition, and treatment of postpartum symptoms.

Service Provider Educational Workshops:

Trainings are offered in group facilitation and telephone counselling as well as basic support skills for postpartum support. Over the past few years, we have developed an innovative **Multicultural Training Program**, whereby we provide support skills to multicultural support workers who can then reach out and support women in their own communities and languages.

We are also now offering online trainings.

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Program Statistics

Vancouver Coastal Health Authority

Vancouver	1,491
Richmond	111
North Vancouver	124
West Vancouver	3
Whistler	2
Squamish	16
Sunshine Coast	14
Other VCH areas	22
VCH Total	1,783

Fraser Health Authority

Burnaby	454
PoCo/Coquitlam	215
New Westminster	99
Surrey	387
Delta/Ladner	69
White Rock	28
Maple Ridge	95
Pitt Meadows	19
Langley	88
Cloverdale	18
Fraser Valley	180
FHA Total	1,652

Interior Health Authority

Kamloops	34
Kelowna	19
Nelson	5
Revelstoke	18
Creston	11
Penticton	13
Vernon	5
Other IHA areas	3
Interior Total	108

Vancouver Island

Nanaimo	9
Parksville	18
Victoria	45
Qualicum Beach	8
Other Island	18
Island Total	98

Northern Health

Massat	8
Prince George	28
Kitimat	9
Other North	9
Northern Total	54

Other Canada

Alberta	13
Yukon Territories	24
Saskatchewan	2
Ontario	38
Total	77

USA

California	5
New York	2
USA Total	7

Total support calls

**2014-15:
3,779**

Total contacts including e-mail:
9,715

Expected births in British
Columbia 2014-15:
44,200

An estimated **1 out of every 6**
women experiences troubling
depression or anxiety after the
birth or adoption of a child.

Over 7,300 mothers and their
families in British Columbia
need our help *annually*.

This service is a necessity. For those who have nowhere to turn and just need someone to listen, it makes all the difference. Just to know that we are not alone and to be told that everything we are experiencing as mothers is normal, gives us the extra strength to manage our new lives. I am so grateful to have the Pacific Post Partum Support Society because I was able to call when I didn't feel able to take care of myself, never mind my children. They made a difference for me and I have passed them on to many of the new moms I have met in the last few years.

- Telephone and Group Support Client, 2014

Pacific Post Partum Support Society 2014-15 Annual Report

Program Statistics

Weekly Support Groups 2014-15

North Vancouver	12
Vancouver Westside	16
Port Coquitlam	5
Richmond	10
Vancouver Eastside	20
Vancouver YMCA	20
Cloverdale	11
Surrey	10
Burnaby (opened Sept 2014)	9

Total women enrolled in support groups: 113

Total children attended while women received support in groups:
92

Mom & Baby Talks 2014-15

Total Mom & Baby Talks	88	
VCH Talks	65	74%
VCH Attendees	874	
FHA Talks	23	26%
FHA Attendees	317	

Total Attendees 1,191

Three 8-hour workshops for multicultural community support workers: 33 attendees

Six 2-hour Community Education Sessions for community agencies: 66 attendees

Two 2-Day Community Trainings: 81 attendees

Two Telephone Volunteer Support Trainings: 12 attendees

Various Perinatal Depression and steering committees attended throughout the Lower Mainland

Website Statistics April 2014 – March 2015

Site Visits	23,537
Unique visitors	14,355
Mobile visitors	9,182
Page views	52,803
Visits	68.5%

Top Referrers:

Facebook
Public Health Agency of Canada
Childbirth International
VGH + UBC Hospital Foundation
Postpartum Progress
Soins de nos Enfants (Canadian Paediatric Society)

I just want everyone to know how much they and this group has meant to me. It has been my saving grace, my sacred place, a place to feel what I feel and have it sound normal. Something and somewhere to look forward to when the rest of the week may look full of sadness, despair, confusion, anger.

The strength of everyone has given me strength, their compassion has shown me to be compassionate with myself. And the self care model has been so engrained that I know it is exactly what I need when I'm feeling like I'm going to lose it.

I had no idea about so many things in regard to being a mom. So many crazy feelings – good and bad. I had no idea I could love so deeply but yet feel so resentful of this new life taking up all my time. But I know it's OK to feel that way and it doesn't make me a bad mother. I can recognize what I feel and move on to the next great, or not so great, moment. I can get back on track, then off track, then back, but I can do it. And that's because of this group and all of you.... Thank you for everything!

- Exit letter from a Group Member, 2015

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Integrated Primary and Community Care (IPCC)

Jody Perkins, Project Manager

This project, which will be completed in fall 2015, have been designed with the following goals in mind:

1. Providing culturally appropriate, accessible, and engaging community-based resources to support patient care
2. Creating resources and supports that reduce stigma surrounding PPD/A, which research shows:
 - a. Increases the willingness of parents affected by PPD/A to seek help early.
 - b. Encourages family members, employers, co-workers and the greater community to treat those experiencing PPD/A with compassion and to offer support.
 - c. Potentially improves treatment costs by facilitating a quicker recovery.
 - d. Reduces patient suffering.

Online training

We have transformed our two-day in-person perinatal support and group facilitation workshops into seven one-hour webinars. Each real-time session includes a presentation by the facilitators with opportunities for students participate in discussion. Participants prepared for each session with videos and online discussion in a private group. Our first two sessions of this training were very successful, with 26 enthusiastic participants. The next session will start in September 2015.

Individual support via text message

Guided by client consultation and other agencies' experiences, as well as practice sessions with PPPSS volunteers and staff, we began providing individual support via text message on 1 April 2015. Client feedback during this pilot project has been positive, indicating that support via text message allowed them to receive support at times and in places (such as while breastfeeding or in a family gathering) in which a voice call would have been impossible. We also found that this service was helpful to individuals with limited cell phone minutes and no landline. We are seeking funding to continue to provide text support in the future.

Online group support

We consulted with past and current clients and researched other online support groups in order to create our own best practices and policies for providing safe and effective group support in an online environment. The group met for 11 real-time webinar sessions from April – July 2015, with phone and email contact between sessions. Group members who completed the sessions (5 of 7) were overwhelmingly positive, stating that the group was instrumental in their recovery process. We are seeking funding to be able to continue the online support group in the future.

Publications

We have consulted with past and current clients, reviewed a wide variety of similar literature (attending to both content and structure), in order to guide the *Postpartum depression and anxiety: a self-help guide for new mothers*. We have identified particular strengths of the current edition, discovered more about how readers actually use this book, and determined changes to the structure, content and design of the book. New content includes a dedicated chapter for dads, a discussion on the benefits and pitfalls of social media, and content designed to reduce the stigma of PPD/A. Some of the new content, in a modified form, is now included in a new *For mothers* section on the PPPSS website. We are also revising our core manuals for support workers, with a focus on improving the readability and structure, and making sure all of the content is useful for agencies other than PPPSS. New content is currently being created that will include information about providing support via text message and online and these revised manuals will be published in fall 2015.

Hindi brochure and web content/ narratives in languages other than English

We also have created culturally appropriate content in Hindi for a brochure and webpage, which will be added in fall. A PPPSS alumnae's Chinese-language personal narrative about her recovery from PPD has been added to our website. Another narrative, written by a Spanish-speaking mom, will be added in fall 2015.

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Thank You for Your Support!

We acknowledge the financial support of:

the Province of British Columbia
Vancouver Coastal Health
Vancouver Coastal Health – Richmond
Fraser Health Authority
City of Vancouver
City of Surrey
City of North Vancouver
District of North Vancouver
City of Richmond
West Vancouver Community Foundation
Coquitlam Foundation
Surrey Cares Foundation
Face The World Foundation
Burnaby Children First
Hamber Foundation
Peace Arch Hospital Foundation
Metropolis at Metrotown / Ivanhoé Cambridge
Shoppers Life Foundation
Options/Healthiest Babies Possible, Surrey
Cloverdale Public Health Unit
10th Avenue Alliance Church
John Braithwaite Community Centre
Garratt Wellness Centre
Westside Family Place
Tri-Cities East Neighbourhood Centre
Robert Lee YMCA, Vancouver
Burnaby Family Life
Brentwood Community Resource Centre
WorkSafe BC Helping Hands
Provincial Employees Community Services Fund
Chimp Foundation

Our Volunteers

The following volunteers contributed to PPPSS in 2014-15:

Administrative work by Laura Murphy, Devon Davis and Melody Hutchinson

Great Expectations Fashion Show volunteers; Dawn Livera, Kristin Schneck, Patience Silbernagel, and Barbara Horner, Laura Murphy and Caitlin Quinn, Jody Perkins, Devon Davis as well as Board members Malina Kordic and Erin Arnold

Volunteer childminders: Zoe Hutchinson, Maya Kordic, Stephanie Barta, Devon Davis

Multicultural Telephone Support volunteers: Valerie Lai, Maria Cervino, Mariko Miyazaki, and Clara Chan

Office Telephone Support and Group Facilitator Volunteers: Clare Zeschky, Nicola Harte, Kelly Kuerbig, Anna Chambers, Stephanie Park, Kirsty Lewis

Practicum students from Vancouver Community College Counseling program and Adler School of Professional Psychology Doctoral Program, respectively: Carrie Silverman and Rae Kokotailo

Social Media team: Jody Perkins, Linda Tobias, Karen Bannister, Kelley Allen, and Andrea Patterson along with written contributions from Erika Mitchell, Kimberley Daniels, Zoe Ryan and Jan Zeschky

Phone Blitz Volunteers: Zoe Hutchinson, Clare Zeschky, Emilie Irelan, Rev Kuntz, Evelyn Kirby

PPPSS staff members regularly volunteer time to events that occur year round.

Thank you for Your Contributions

Erin Arnold & Dawn Livera – Donor and self-care grant contributors

Alex Tsang – Project Manager from PM Volunteers

Eran Sudds – The Good Mother Project

Ivan Sayer and Cathy Lightfoot – Great Expectations Fashion Show

Candice Tizzard – The Beautiful Me Project

The Makaroff family – a lifetime of contributing and advocating for our Society.

Pacific Post Partum Support Society

Special Thanks to our Angel Donors

In May 2015, our second annual dinner was held at Shaughnessy Golf Club hosted by Mike & BG Burdick. Our emcees for the night were CBC's Erica Johnson and Mike Burdick. During the evening, angel donors came together to learn about postpartum depression, and listened to counsellors and clients share their postpartum experiences and personal stories. We had an amazing celebration with 93 guests and a total of \$61,028.99 was raised in one night! We want to especially thank Catherine Chow, Vice President Legal + General Counsel from The Keg Steakhouse & Bar for her efforts in organizing this fundraiser. We are so grateful for the generosity of the Angel Donors who gave from their hearts and helped us reach and exceed our fundraising goal. The event brought many new members and donors to our Society and we wish to thank the staff and volunteers who helped make it a success. We look forward to more humorous and frank stories at next year's event – plans are underway already – save the date for May 25, 2016! If you wish to be on the guest list please let us know.

Our Angel Donors

Michael & BG Burdick
Progressive Sealing
David Aisenstat
George I Killy
Daniel Gormley
Catherine Chow & Curtis Hughesman
Carson Builders
Quarles & Brady LLP
Strasburger & Price LLP
Pat & Connie Carlson
Renfrew Insurance Builders
The Keg Steakhouse + Bar
CNA Insurance (Dan Nakhonechy)
Neilson Financial Corp - Murray Neilson
NWM Private Giving Foundation - John and Claire Nicola
Timothy C Kerr Family Foundation
Aimee Clare
Amanda Casile
Andrea Janzen
Arthur MacKenzie
Barbara Dukowski
Barnie Athans
Beriwan Bovey
Bethan Stewart
Betty Marshall

Bob Fitzpatrick
Brian & Kathryn Thomas-Peter
Catherine A Lindsay
Cathy & Scott Morgan
Charlie Hunter
Christopher Buchner
Clear HR Consulting
Dancing Star Birth
Darcy Hibberd
David Berson & Mary Chiasson
Deirdre Ryan
DLC Investments Ltd
Doug Smith
Dr. Melanie DesChatelets
Dr. Tricia Bowering
Emma Lee
Erica Johnson
Erin Wyder
Esther Sigurdson
Farris Vaughn LLP, Ron Anderson
Farrukh Naqvi & Stephanie Naqvi
Fenton Davis
Gregg Curry, Navigant
Jack Ong
Jenny Galloway
Jesse McWade

Joanne Woolridge
Joyce O'Mahony
Karen Arthurs
Katerina Dontcheva
Kathy Wyder
Kent Anderson
Lorne Folick
Marella Falat
Marilyn Wong
Marlene Turner
Martha Salazar
Nadine Flagel & Graeme Scott
Nancy Barnhart
Natalia Legkaia
Osler, Hoskin & Harcourt, LLP
Patience Silbernagel
Progressive Sealing
Richard Neufeld & Dawn Livera
Ron Varley
Sandeep Gill
Sandra Bau & Frederick Glackmeyer
Sassen Design & Development
Semon Whitford
Tacjanna Saunders

Pacific Post Partum Support Society

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How You Can Help

DONATE

Our programs are funded by government contracts, community and foundation grants and individual donors. In the light of limited government/grant funding and an ever increasing demand for our services, your support is needed now more than ever.

How to make a donation:

- **Phone Our Business Line** at 604-255-7955 to discuss your donation
- **Mail your donation to:**
Pacific Post Partum Support Society
200 - 7342 Winston Street Burnaby V5A 2H1
- **Make an online donation** through [CanadaHelps](#) or [Chimp.net](#)

VOLUNTEER

Without our volunteers we couldn't do the fine work we do at the Pacific Post Partum Support Society.

We are always looking for volunteer support in various capacities including fundraising, research, office support and more. If you could offer your time to our Society, we would be happy to connect with you. Please contact our Volunteer Coordinator at volunteer@postpartum.org

PROVIDE LETTERS OF SUPPORT

One of the greatest gifts you can give our Society is your story. If you feel that we've made a difference in your pregnancy or postpartum experience, we welcome your words! Please consider writing a letter of Support for our Society to use with our applications for funding through grants and government contracts. Your name will not be used unless you indicate to us otherwise.

We would welcome a call from you. Please contact us by phone (604-255-7955) or via email at admin@postpartum.org if you would like to support us.

BECOME A MEMBER

We invite you to become a Member of our Society. We strive to be the leader in the delivery of postpartum support across British Columbia. Your membership can help us reach our goal.

Membership benefits include:

- Networking opportunities with other women, mothers and members
- Opportunity to connect with our amazing Staff and Board Members
- Updates on the developments at the Society
- Participation in our Committees
- Invitation to attend and vote at our Annual General Meeting

JOIN OUR BOARD OF DIRECTORS

Pacific Post Partum Support Society currently has a volunteer Board of Directors that meets on a monthly basis and actively participates in the governance of the organization. Our Board Members are people who have a keen interest in the issues of postpartum adjustment, motherhood and family. Some of the Board Members are women who have experienced postpartum challenges themselves. We draw great strength and inspiration from our Board and work closely with them to achieve our mission.

Interested in our Board? Please contact admin@postpartum.org.

BE ACTIVE ON OUR FUNDRAISING COMMITTEE

Our Fundraising Committee has been established to make sure we work as a team to raise funds for our programs. Members include Board Members, Volunteers and Staff. The FR Committee meets monthly to discuss fundraising possibilities, set targets and review them. By becoming a part of our Fundraising Committee, you would be contributing to our fundraising skills and capability and would help us further our mission to support mothers and families experiencing postpartum depression and anxiety.

If you are interested in being a part of our Fundraising Committee, please email at admin@postpartum.org.

Pacific Post Partum Support Society

200 – 7342 Winston St.
Burnaby, BC V5A 2H1
Canada

(604) 255-7999 support line
(855) 255-7999 toll-free support line

(604) 255-7955 administrative line
(604) 255-7588 fax line

www.postpartum.org

Facebook: Pacific Post Partum Support Society
Twitter: PostPartumBC

BN Charity # 10781 0632 RR0001

Staff

Sheila Duffy	<i>Director</i>
Linda King	<i>Counsellor & Program Coordinator</i>
Georgie Hutchinson	<i>Counsellor, Group Facilitator & Volunteer Coordinator</i>
Kerry O'Donohue	<i>Counsellor, Group Facilitator & Program Coordinator</i>
Hollie Hall	<i>Counsellor & Group Facilitator</i>
Shealagh Davis	<i>Counsellor & Group Facilitator</i>
Rita Shergill	<i>Counsellor & Group Facilitator</i>
Kelly Kuerbig	<i>Counsellor & Group Facilitator</i>
Anna Chambers	<i>Counsellor & Group Facilitator</i>
Christina Debruyn	<i>Bookkeeper</i>
Stace Dayment	<i>Manager of Administration</i>

2014-15 Board of Directors

Malina Kordic	<i>Board Co-Chair, Past Secretary</i>
Erin Arnold	<i>Board Co-Chair</i>
Katya Sivak	<i>Board Secretary</i>
Houston Mo	<i>Board Treasurer</i>
Ruth Makaroff	<i>Director, Past Treasurer</i>
Mary Chaisson	<i>Director</i>
Sabrina Blasberg	<i>Director</i>
Barb Stackhouse	<i>Director</i>
Zoey Ryan	<i>Director</i>

Childminders

Alyaa Khaled Mo Ibrahim	Hope Crawley
Avissa Izadi	Melody Hutchinson
Christina Reber	Nesreen Esmail
Deborah Scanlon	Odea Crawley
Fatma Elkaliny	Rukhsana Malik
Amy Hammoud	Salena Wong
Kalala Butcher	Samireh Fathi
Robert Lee YMCA Staff & Volunteer childminders	

Our mission is to end the isolation and distress experienced by many women and their families with the profound life change that accompanies the birth or adoption of a child.