



AN ENGAGED, HEALTHY AND THRIVING COAST

Message from the Board President and Executive Director

This year, we've learned a lot. We've learned that, while many consider Sunshine Coast Community Services a vital asset to our community, most of them know only one or two of our programs. They don't know that we operate across the Sunshine Coast, or that we pull together communities of people from Bellies and Babies to keeping seniors Better at Home, from preventing violence to women to providing a lifeline to those who suffer a life-shaking event. So many people who don't know about us but at some point may very well need one of our services.

For over forty years, Sunshine Coast Community Services has woven safety nets to catch people who might otherwise have fallen through gaps in social benefits or who have been derailed by life. The plan was simple: see a need, talk to people who know a lot about it, formulate action plans to address the problem, develop solutions in concert with those who most needed them.

Here's an example. This past year, we launched an innovative program aimed at empowering students who might otherwise be silent observers when bullying and violence takes place. We partnered with School District 46 and the RCMP, who see firsthand the impact these types of abuse create. The program—Mentors in Violence Prevention (MVP), developed in Boston in the early 1990s—marks the first time in Canada that high school students have participated in the program. The peer leadership model uses trained student leaders to help their peers come to a new level of understanding and safe intervention techniques. Our experience in counselling, mentoring, and listening to youth in dire situations meant we could use that knowledge and our resources to take on this systemic challenge.

But we realize we can't rest on past successes. To equip us to adapt to new issues and needs of our communities, the Board of Directors launched a six-

month strategic planning process to develop a clear direction for the future. We asked the community to bring us their wisdom, their knowledge, and their advice; over two hundred of them took the time to provide meaningful input. The Board, together with the Executive Director and the entire staff of Community Services, participated in a multi-layered inquiry into what we do well, and how we need to prepare for the challenges facing our participants in the coming years.

As you read about MVP and other best-in-class programs in this report, we hope you will look further: to our website, for details about the variety of programs and services we provide those who might not otherwise find ways out of their dilemmas; to considering how you can help us help others, by donating your time, your expertise, or your dollars to Sunshine Coast Community Services, to help us weave more secure safety nets for those who need it most.

Over the past year, we supported 5,600 people who accessed our services more than 45,000 times.



Sue Anne Linde,
President



Catherine Leach,
Executive Director



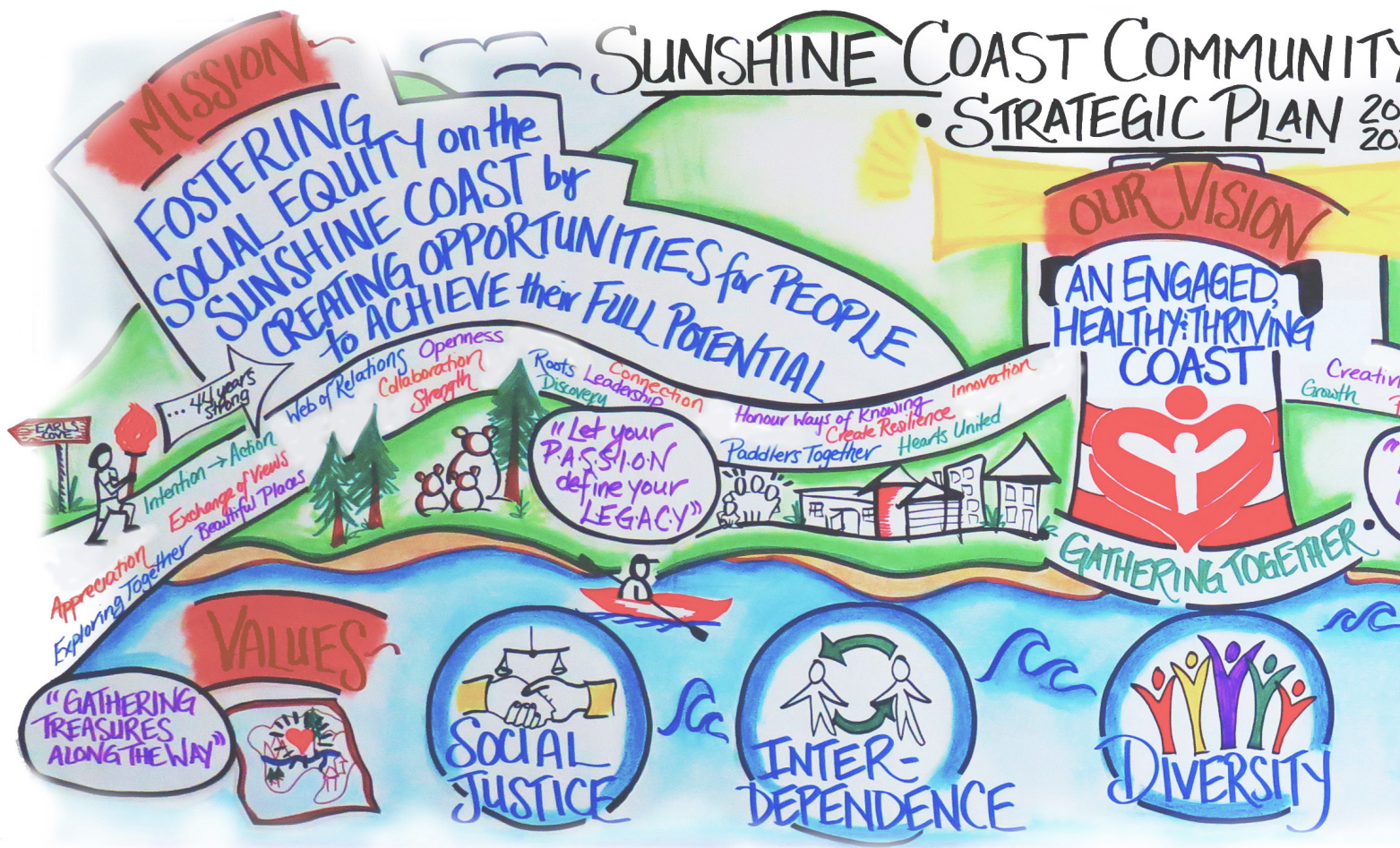
THE BOARD OF DIRECTORS 2016-2017

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**To the Board, staff, volunteers,
participants and all of our
partners, *THANK YOU* for your
never-ending gifts of time,
expertise and care.**



TOWARD SUSTAINABILITY, Strengthening, Honouring and Celebrating

In 2016, the Board of Directors initiated a strategic planning process to set our organizational direction for the next 5 years. Our strategic planning process engaged over 200 people including staff, volunteers, community members, businesses, government and community organizations. The process followed the principles of appreciative inquiry, focusing on the strengths and assets of Sunshine Coast Community Services and the community as a whole.

Over 6 months we engaged in a multi-layered inquiry into what we do well, and how to prepare for the challenges facing the community in the coming years.

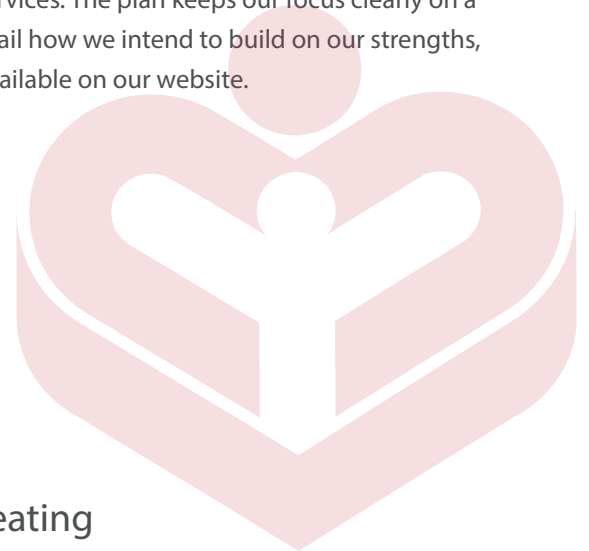
We are now excited to launch our Strategic Plan: *Toward Sustainability, Strengthening, Honouring and Celebrating*. This plan offers a renewed Vision, Mission and Values for Sunshine Coast Community Services. The plan keeps our focus clearly on a healthy, engaged and thriving Coast and includes strategic directions that detail how we intend to build on our strengths, create capacity for innovation and foster financial resilience. The full plan is available on our website.

VISION

An engaged, healthy and thriving Coast

MISSION

Fostering social equity on the Sunshine Coast by creating opportunities for people to achieve their full potential





DIVERSITY STATEMENT

Sunshine Coast Community Services Society recognizes its responsibility as a leader in supporting a community that respects diversity and fosters social inclusion. The Society strives to deliver inclusive service, affirming the dignity of those we serve regardless of heritage (race, ethnicity, culture, nationality, linguistic origin, place of origin, citizenship, colour, ancestry), education, beliefs, creed (religion, faith, spirituality), gender, gender identity, age, sexual orientation, physical or mental health, physical or cognitive capabilities, socio-economic status and political belief.

Diversity enriches community and the Society is committed to respecting, appreciating and celebrating the diversity of our clients, employees, students, volunteers, members, donors, funders and all community partners. We strive to increase understanding and acceptance of each other, thereby making us more compassionate human beings and strengthening the fabric of our community.

VALUES

Interdependence

We recognize that the wellbeing of each of us is connected with the wellbeing of others and with our natural environment.

Respect

We believe that respect is the foundation for our relationship with each other and with the land and we pay attention to how we treat all people and our natural world.

Social justice

We believe that everyone should have equitable access to community resources and opportunities and we actively strive to level the playing field for those who are at a disadvantage.

Diversity

We acknowledge and honor the fundamental value and dignity of all individuals. We actively create and maintain an environment that respects diverse traditions, heritages, and experiences and we value our individual and collective growth that results from dialogue and shared experiences.

Compassion

We recognize that all people are nurtured when treated with compassion. We intentionally nurture individual and collective well-being, belonging and contribution.

Sunshine Coast Community Services Society (SCCSS) is a community based organization that has been providing services for people on the Sunshine Coast since 1974. Our history is one of caring, commitment and flexibility. In 2016, we served 5,600 Sunshine Coast residents through over 35 programs.

Our programs teams:

CHILD AND FAMILY COUNSELLING

Child and Family Counselling provides individual and group counselling for families, children, youth and adults. We use a collaborative approach, build on strengths to develop positive relationships, helping families find their best solutions. Some of these programs include Family Support Services and Children's Counselling Services.

CHILD DEVELOPMENT AND YOUTH SERVICES

Child Development and Youth Services programs are family-centered, inclusive and promote active participation in supporting pregnant women, new moms, parents, caregivers, children and youth. We also provide programs in prevention, intervention and support for youth and children with a developmental delay or diagnosed disability. Services to youth include life skills development, outreach and one to one support with a focus on community inclusion and client-centred practice. Some of these programs include Bellies and Babies, Circle of Support and Youth in Transition.

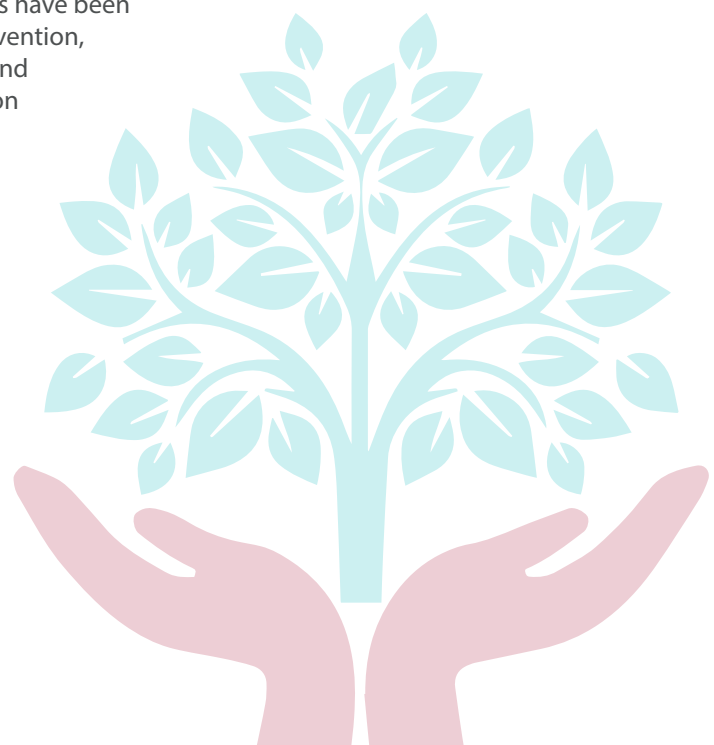
COMMUNITY ACTION AND ENGAGEMENT

Community Action and Engagement programs are all about people helping people – nurturing connections, linking to resources, and building the support that enables our community to thrive. Some of these programs include the Food Bank, Thrift Store, Arrowhead Clubhouse, Legacy Housing and our Better at Home seniors program.

TOGETHER AGAINST VIOLENCE

Together Against Violence programs support people whose lives have been impacted by violence and trauma. Programs provide crisis intervention, shelter, counselling, advocacy and non-judgmental emotional and practical support. Some of these programs include Yew Transition House, Police Based Victim Services and Women's Outreach.

We are thrilled to share some of our stories and successes from a few of our programs...



Bellies and Babies

CHILD DEVELOPMENT AND YOUTH SERVICES

96 meals, 240 hours of outreach to isolated moms, 600 coupons distributed for fresh produce, eggs, meat and fish from our local farmers markets, 181 supported and connected moms.

The Bellies and Babies program provides support to pregnant and postnatal mothers through one-on-one sessions and group drop-in programs.

The needs of pregnant and postnatal mothers are diverse. Sometimes we assist mothers with daily tasks by helping them get to doctors' appointments or filling out job applications. In other instances we provide one-on-one counselling or ensure the mother has access to practical supplies such as diapers and clothing. Many hours outside of the Bellies and Babies group are spent with these mothers gaining trust and establishing relationships.

Our weekly drop-in programs are a positive and comfortable space for mothers to connect with each other and share experiences. By cooking together, learning about breastfeeding or baby's first food tips and participating in clothing swaps, mothers begin to feel supported and connected. Many amazing friendships flourish and mothers feel strong and empowered through connections to other mothers facing similar challenges.

By providing these services we nurture the existing skills, wisdom and capacity of our amazing mothers and grow a strong sense of community. We have witnessed the mothers who needed this outreach support become incredible role models and mentors for the mothers who follow them.



"Honestly, before the wonderful angels of Bellies and Babies and the organization, I questioned motherhood and my ability to proceed forward in a positive manner. I was experiencing a grave fear and doubt over my ability to provide the basic needs for my baby, and they changed all of that. ... I only wish that every mother had a chance to be a part of and experience a piece of this heaven".
- Participating Mom

Circle of Support

CHILD DEVELOPMENT AND YOUTH SERVICES

46 families, 12 parent support groups, 2 parent retreat days, 8 training sessions for professionals, 98 requests from local schools for consultation.

The Circle of Support program creates opportunities for children and youth living with complex neurodevelopmental conditions to achieve their full potential. The behaviours, or rather symptoms, of these invisible brain differences are often confusing and frustrating for both the child/youth and caregiver.

Circle of Support provides support, training and education to families and other professionals involved with the child/youth. We provide enough insight into the complexities of brain differences that there is a shift from thinking that the child's behaviour is intentional to it often being beyond their control. As a result, behaviour is perceived with more compassion and less blame – which lessens the shame and stigma often associated with brain difference. This support helps to broaden their awareness and build upon their strengths to care for the child.

The relationships created during the program are just the beginning of long standing connections and peer support systems among caregivers.

Children/youth who participate in Circle of Support attain a sense of confidence around self-regulation. They come out of our program knowing that they are not alone and most importantly they develop friendships that last well after the program ends.

Community Services has provided Circle of Support to families on the Sunshine Coast since 2006. Over 200 families have benefited from this service in that time.



"We adopted our second child with MCFD knowing that he had an FASD and then a few months later we adopted his sister. Throughout the years the Circle of Support program has been an amazing resource helping us work through many issues. Our key workers have helped us navigate parenting and the school system... provided a safe place and a listening ear. [The] knowledge that they have on different strategies ... of raising children with brain differences has been essential for [our whole family]... it can be very trying at times. They also help to educate others who may be caring for your child...and offer parent support groups where lifelong connections are made..."

Our key workers are great advocates for our kids."

- Carolyn, Mother of 4



Mentors in Violence Prevention

TOGETHER AGAINST VIOLENCE

4 High Schools, 42 adult mentors trained, 40 student mentors trained, 260 grade eight students reached in 42 sessions facilitated by the student mentors.

Mentors in Violence Prevention (MVP) is a program of Sunshine Coast Community Services in partnership with School District #46 and the Sunshine Coast RCMP.

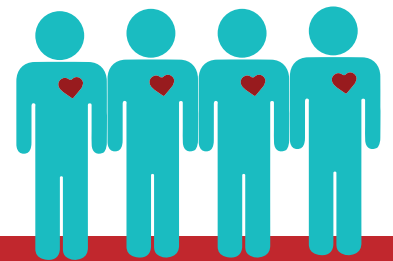
Mentors in Violence Prevention helps secondary school students examine their attitudes, language and behaviors and provides them with tools to respond to and prevent gender violence.

We know that gender-based violence is not just a statistic, but the reality for hundreds of women and girls on the Sunshine Coast. Almost half of our Police Based Victim Services files relate to domestic violence, and research tells us that most domestic violence goes unreported. Investing in violence prevention is a key component in the health of our community.

2016 marks the first time in Canada that high school students have participated in the program. Forty grade 11 and 12 students on the Sunshine Coast were the first Canadian students to be trained as MVP Student Mentors.

Acting as positive role models for grade 8 students entering the secondary school environment, the grade 11 and 12 students facilitated discussions that examined attitudes, language and behaviors that contribute to gender violence and explored options for addressing gender violence. In scenarios that range from verbal abuse to sexual harassment, and from dating violence to sexual consent, students learned practical ways to communicate that violence and abuse are not acceptable.

80% of the grade eight students who participated said they would tell a male friend that it was disrespectful to make sexual comments about a girl. 81% of participating students stated they now have the skills to support a female friend who is in an abusive relationship.



*"From an observational point of view, I saw [our boys] really notice how the grade 11 boys behaved and spoke. To have them see the grade 11's as role models was quite impactful: seeing young men be mindful about the impact their actions and words have on others. For the girls, they got to see what it looks like to be a strong young woman who is not afraid to be independent and "be themselves."
- Pamela Kaatz, elementary school teacher in Sechelt*



Food Bank

COMMUNITY ACTION AND ENGAGEMENT

13,434 total visits in 2016, of those visits 4,148 were children.
2,842 hours, 13,494 bags of food, 1,125 visits per month, 25 volunteers, 750 individuals served.

This year, like many others, the Food Bank staff and volunteers saw first-hand the ongoing struggle with poverty that many of our neighbours face each and every day. They are adults, seniors, families and children who are in need of the Food Bank services to supplement their monthly income. They are adults who are working but are not being paid a living wage, they are the unexpectedly unemployed, they are seniors who have worked their whole lives and are now trying to make ends meet on a fixed income, they are people managing health issues that require expensive therapy, they are individuals and families that cannot find adequate affordable housing. We know that people also come to the Food Bank for social nourishment and opportunities to connect and engage. As Food Banks across the country are moving toward a more holistic Food Security approach so too will our Food Bank. We look forward to building on the foundation of the Food Bank to increase fresh fruits and vegetables, reducing the amount of processed, high sugar and high salt

foods, strengthen the connection with our community gardens and incorporating community kitchens and food preservation.

Creating a community place that provides access to healthy food in a manner that maintains dignity and provides opportunity for engagement, connection and learning.



"Recently my wife passed away. We have two young children that need support and [I] am doing my best. Of course, employment is hard to maintain as the needs of the children take priority. I do find myself being forgetful to the point that there are times I neglect to remember to attend the food bank on the scheduled days. The openness and consideration of the people at the food bank that they always do their best to take care of my needs. I am gaining such an appreciation of what community is all about as I go through my present circumstances."
- Mike King, Food Bank Customer



Better at Home

COMMUNITY ACTION AND ENGAGEMENT

190 seniors, 39 volunteers, 1,179 friendly visits, 161 rides to appointments, 365 grocery shopping trips, 940 housekeeping visits.

In partnership with The United Way, Better at Home came to the Sunshine Coast in 2016.

At Better at Home we know that a big predictor of the health and wellbeing of seniors is their ability to maintain meaningful relationships and to remain engaged and connected to their community.

This year an incredible team of volunteers and contractors provided community-based non-medical home support services to seniors living along the Coast. They visited seniors in their home and helped with small tasks like yard work, home repair or snow removal. During some visits they helped with grocery shopping or provided transportation to appointments. Other times they simply visited.

The Better at Home program started two new initiatives in 2016. The first was to create a Meet & Greet group for seniors living in the same condominium, allowing the residents to connect, build friendships and support each other. One apartment building with 16 units saw 12 residents participate. Some had never met each other and others were new to the building. Lively discussions ensued and a lot of fun was had by everyone. Participants were

grateful to the team for hosting the meet up and hope to see it again soon. The second was the addition of a one-on-one tech tutoring service. Participating seniors learned how to use the internet and navigate the web. They also learned to e-mail and use Skype to remain connected to family and friends and to access resources and information.

Through the Better at Home program, seniors living along the Coast can stay in their own homes longer, age with dignity, and stay connected to their community.



"One of the participating seniors in the One-on-One tech tutoring service had been unable to leave her home for months. She was ordering her groceries in and relying on neighbours periodically for assistance. When we first contacted her to see if the BAH program could be of assistance she asked for help to make the "magic box" work but had very little confidence that she would be able to do so. After two one hour sessions she was able to respond to emails from friends in different countries.

She was very happy to reestablish those connections. As her comfort with the internet grew she was delighted to discover that she can access classical music and videos on YouTube. Music has been her passion in life and her piano which she always played by ear had been sitting untouched for months. With her new ability to navigate her way around her computer something else amazing occurred. Suddenly she was able to play the piano again. She said she woke up early one morning and sat at the piano and all the music that was in her head started to flow out onto the keyboard. It was wonderful to see her confidence and positivity."

- Better at Home Volunteer

"[Without] Better at Home... I would not be able to function at home and out in the community at least two days of the week."

- Lynne Browning, Better at Home Participant

Welcoming Communities

CHILD DEVELOPMENT AND YOUTH SERVICES

86 participants, 7 orientation sessions, 6 food skills workshops, 68 English conversation sessions, 76 referrals, 21 tutoring sessions, 7 National Film Board film nights, 1 multicultural potluck.

Newcomers often experience a sense of isolation and can find it challenging to create meaningful connections in a new country with a new language and unfamiliar surroundings. Welcoming Communities works hard to provide a program that informs, assists, and connects new immigrants on the Sunshine Coast and provides them with the skills and knowledge to be successful in Canada. Welcoming Communities is delivered by Sunshine Coast Community Services in partnership with Capilano University.

Welcoming Communities launched a new project in 2016. The staff and participants set out to produce a Multicultural Cookbook with the purpose of demonstrating that the joy of sharing food is a universal experience that brings people together and a tradition that transcends cultural barriers. This project brought together a group of immigrant women who volunteered their time, energy, and skills to produce a small collection of recipes from distant places like Russia, Korea, Jordan, Chile, Indonesia, Japan, Spain, Morocco, and Argentina.

The project empowered its participants by increasing their sense of belonging, provided them with an opportunity to learn or improve skills and share their cultures, talents and experiences with the community.

The Multicultural Cookbook is a gift from our immigrant community to be enjoyed by all and an invitation to continue working together to keep the Sunshine Coast a caring, inclusive and welcoming place for everybody.



"My most important goal after immigrating to Canada was being able to speak English... Welcoming Communities matched me up with a volunteer tutor... Also, I was invited to participate in the English Conversation Circles where I had an opportunity to meet other new immigrants. As my English improved, I began feeling more confident and decided to find a job as a volunteer helping seniors in the community. The best memory I have as a Welcoming Communities program participant, is when I attended the Multicultural Celebration at the Gibsons Public Art Gallery. I was asked to dance a Russian song as part of the entertainment. I felt so proud to be representing my culture and I was grateful to be living in such a welcoming community!"

- Welcoming Communities Participant



20% of Sunshine Coast residents either accessed, supported or volunteered with Community Services Programs over 45,000 times in 2016.

Fostering social equity on the Sunshine Coast by creating opportunities for people to achieve their full potential



750 community members accessed the Food Bank.



478 women impacted by violence and trauma were provided with support to rebuild their lives.



600 coupons distributed to new moms for fresh produce, eggs, meat and fish from local farmers markets.



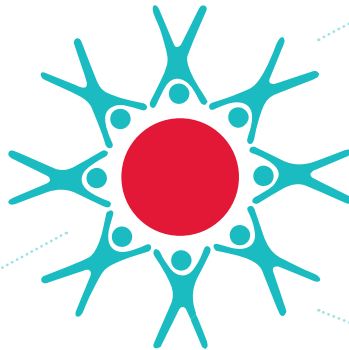
260 secondary school students were provided tools to respond to and prevent gender violence as mentors in the community.



190 seniors able to live in their own homes, age with dignity, and stay connected with their community.



86 newcomers were connected and provided with skills and knowledge to be successful in Canada.



125 members of Arrowhead were able to learn skills, get support and build relationships in a safe, stigma-free environment at the Clubhouse.



17 women and their children were provided safe housing, counselling, advocacy and support.



26 children with special needs were provided funding to participate in sports and activities.



14 Ministry of Children and Family Development involved youth were supported to transition to independent living.



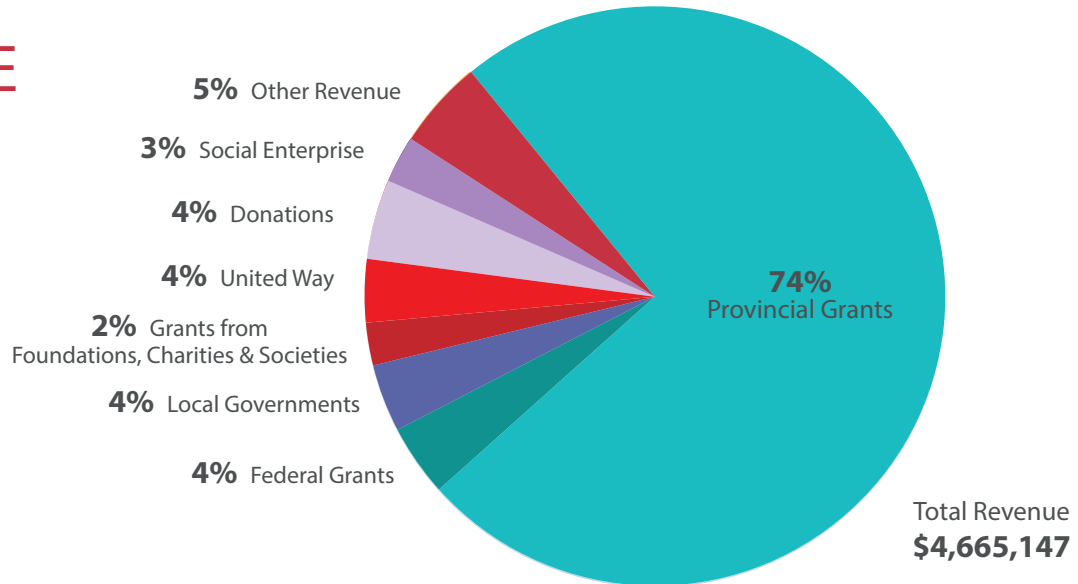
253 individuals participated in activities through our Aboriginal Families Pulling Together program.

An engaged, healthy and thriving Coast

FINANCIALS 2016-2017

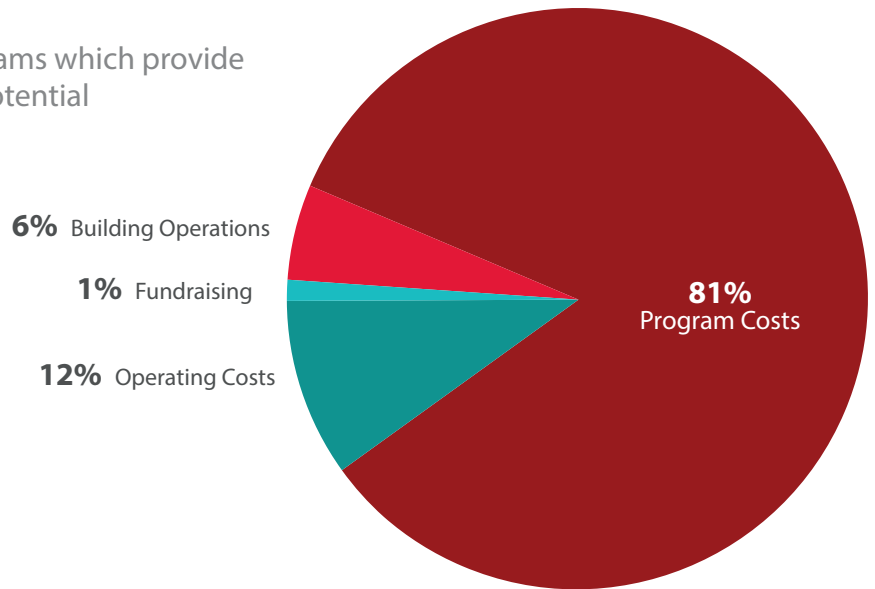
Sunshine Coast Community Services receives contributions from provincial and federal governments, and donations from a wide range of individuals and organizations who support our mission and vision of an engaged, healthy and thriving Coast

REVENUE

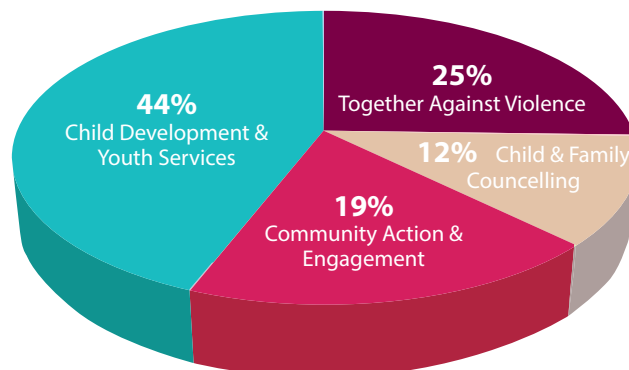


EXPENSES

81% of all expenses are spent directly on programs which provide opportunities for people to achieve their full potential



PROGRAM COSTS



FUNDERS, COLLABORATORS AND PARTNERS

2016 - 2017

Thank you to our government and community partners whose support, along with the generous donations from individuals, local businesses and community groups, helps Sunshine Coast Community Services ensure the most vulnerable in our communities have the support they need to flourish.



Province of BC
Ministry of Justice
Ministry of Housing and Social Development
Ministry of Children and Family Development
Government of Canada
Department of Justice Canada
Immigration Refugee and Citizenship Canada
Public Health Agency of Canada
Employment and Social Development Canada
Real Estate Board of Greater Vancouver
Sunshine Coast Credit Union
Sunshine Coast Regional District
Town of Gibsons
District of Sechelt
Jean and Arthur Clarke Foundation
Sunshine Coast Community Foundation
Hospital Auxiliary Foundation
Early Years Council
United Way of the Lower Mainland
Success by 6
Capilano University
BC Housing

Community Living BC
Canadian Women's Foundation
Sunshine Coast Lions Club
Howe Sound Pulp and Paper
The Coasters Car Club
Faith Based organizations of the Sunshine Coast
Royal Canadian Legion
Sunshine Coast April Fools Run
Rotary Clubs of the Sunshine Coast
Destination BC
RCMP
Vancouver Coastal Health
School District 46
Arrowhead Clubhouse Society
Sechelt Indian Government District
shíshálh Nation
Sea to Sky Community Services
Community Resource Centre
Buy Art Feed Kids
Royal LePage Sussex
BC Gaming
Food Banks Canada
Clubhouse International

Since 1974 our doors, and arms, have been wide **open to all children and families in need of our services**, and your support will ensure we continue. Please consider contributing to Community Services and make our community stronger, safer and more resilient for us all. Your support can help sustain and enhance our core and emerging programs to strengthen families, help children, youth and vulnerable adults reach their full potential and support the many seniors on the Coast that need us. **Join us.**

THERE ARE MANY WAYS TO SUPPORT OUR WORK

DONATE . PARTICIPATE . VOLUNTEER



Sunshine Coast
Community Services
Caring since 1974

Arrowhead has always been there for me. I feel that the staff and members are my family.

- Member since 2011

“THANK YOU FOR BELIEVING ME”

- Community Based Victims Services Client

“My move to the Coast was very scary as I did not know anyone. One of my first visits to PTDI, I was introduced to a group of Moms who also were new to the Coast. We became friends and now more like family. I am so grateful for this program.”

- Parent and Tot Drop-In Participant

It makes me feel good knowing that the money I spend is going to support people in my community who need help and I like knowing that a lifestyle that supports recycling of goods is better for our environment.

- Thrift Store Supporter

Thyme is giving me the break I need to heal myself, my family, and prepare us for a new future.

During my time here, **I'M WORKING ON MY CAREER BY GOING TO SCHOOL...**

I'm only able to do as much as I am doing now because
I HAVE STABLE HOUSING, CHILDCARE, EMOTIONAL SUPPORT

and accountability due to Thyme.

- Thyme Program Participant