

Annual Report

April 1, 2010
to
March 31, 2011

**Sunshine Coast Community Services
Annual Report
April 1, 2010 – March 31, 2011**

Table of Contents

From the President.....	3
Executive Director’s Report.....	5
 <i>Family and Youth Services</i>	
Family and Youth Services.....	7
Youth in Transition	9
Children’s Counselling Program.....	11
Circle of Support.....	12
Youth Outreach Program	14
Aboriginal Youth Special Project.....	17
 <i>Together Against Violence</i>	
Yew Transition House	18
Thyme Second Stage Program	19
Women’s Counselling Service.....	22
Women’s Outreach Services.....	24
Children Who Witness Abuse.....	26
Community-Based Victims Service	27
Sunshine Coast RCMP Victim/Witness Services	30
 <i>Child Development Services</i>	
Early Childhood Development	
Parent-Tot Drop-In	32
Child Care Resource and Referral Program.....	34
Bellies and Babies.....	36
Success by 6 Initiative.....	37
 Children With Special Needs	
Infant Development Program.....	38
Bridges: Paediatric Physiotherapy and Occupational Therapy.....	39
Supported Child Development Program.....	41
Special Services to Children	42
 <i>Community in Action</i>	
Sechelt Visitor Centre and Sunshine Coast Volunteer Centre.....	43
Sunshine Coast Food Bank.....	45
Homelessness Outreach Project.....	48
Arrowhead Clubhouse.....	50
Legacy Housing	51

President's Report 2011

Looking back over the past year my favourite community memory is looking out at the overflow of people filling the rooms and halls for the grand opening of the new Arrowhead Clubhouse and Legacy Housing project. This is what a caring community looks like - a sea of beaming faces full of pride and joy, made up of the new residents of the housing units, the Arrowhead Clubhouse members who had been without a program space for over a year, and the many community partners and generous donors who had come together over many years to make this vision a reality. We were able to especially thank the Board members of the Arrowhead Centre Society, and their Past President Bob Smith, for keeping alive the vision of a permanent home for the clubhouse. The Arrowhead Centre Society and Sunshine Coast Community Services Society are now partners in creating an environment where those with mental illness can find a place of support and connection that promotes life and work skills.

Another new area for our Society is a "social enterprise"; our new Thrift Store on North Road in Gibsons will raise funds for programs for children, youth and families. We secured a grant from Enterprising Non Profits to help us reach our goals, and now a marketing plan is complete so you can look forward to a new look and grand opening of our new "Community Treasures" Thrift Store.

The Board has consistently moved forward in achieving our Strategic Plan. Areas where we have made major headway this year include:

Leadership

- The Board of Directors challenged themselves to comply with rigorous international standards on governance, an optional component of our 2011 accreditation survey. The Board worked diligently to review and live by our governance foundational documents, and we were commended by the accreditation surveyors for meeting all the standards.
- We have also taken a look at leadership within our own Society and have begun the process of long term succession planning for our staff and Board of Directors to ensure continuity and smooth transitions.

Achieving Greater Financial Stability

- We are working towards more efficient and effective use of resources through collaboration with other local agencies. We have partnership agreements with School District #46, Arrowhead Centre Society, Sunshine Coast Community Resources Society, and have close working relationships with local government and many other community groups. This enables all of us to make the best use of facilities, equipment and staff and volunteer resources.
- We have developed a social purpose real estate policy to guide our decisions in making the best use of our facility assets, and to have the right spaces in the right places for the people we serve, including the co-location of services with our community partners.
- We are measuring benchmarks for financial health and sustainability to ensure we have the continued capacity to provide a wide range of vital programs and offer leadership in responding to local social issues.

Revenue Development

- "Community Treasures" Thrift Store will provide financial support for important services not funded by government or grants.
- For many of our programs donations are our major or only source of funding, so to express our appreciation we have created a new donor newsletter that comes out twice a year to convey how this vital financial support benefits our community.

We are always thankful for any donation of time or money that our many community members and businesses provide. But it is not only the funds that we are thankful for, but also for knowing that you value the services enough to make that donation.

We have several things to celebrate at this AGM. First, the Society was awarded our third three-year accreditation by CARF, an international accreditation organization, for complying with many standards in business practices and program delivery. The report stated that “SCCSS has a dedicated and knowledgeable Board of Directors that has clearly defined its role and functions” and “The strategic planning process is a living, dynamic process that incorporates the various other planning activities to guide the organization”.

You can now have every confidence in the quality of the services being delivered and that excellent governance of the society is in place

The second thing that we have to celebrate is the 25th anniversary of Vicki Dobbyn becoming the Executive Director of our Society. She was recognized in the accreditation report as “bringing longevity to the organization and leading the organization in actively responding to identified needs in the community”. I know that you will all join me in thanking Vicki for her many years of dedication to “creating a caring community.”

In closing, a heartfelt thanks to all of the Board members, staff, volunteers and community partners for ensuring that the Society has had another successful year.

Gloria Lifton, President
Board of Directors

Executive Director's Report 2010-2011

It has been exciting year for Sunshine Coast Community Services Society as our family of services grew and as we reached out further to respond to important issues in our community.

A significant milestone was reached when the doors to the Arrowhead Clubhouse and Legacy Housing were opened in November 2010. We all entered a brighter future for persons living with mental illness when we stepped into the beautifully renovated clubhouse, adjacent to the eight supportive housing units. It was the culmination of a true community barn-raising effort with countless contributors over many years. Thank you, Sunshine Coast citizens, for making this vision real!

Another initiative that is gaining momentum is the FASD (Fetal Alcohol Spectrum Disorder) Roundtable, formed to bring together community service providers to better understand this disorder and provide the best possible community response. The goals of the Roundtable are to change attitudes and policies to ensure successful outcomes for children, youth and adults living with FASD. The Roundtable will develop a strategic plan that promotes a range of services that are easy to access, and will identify where our community has gaps in services and how we can work together to fill those gaps.

This past year we received a federal grant to address homelessness in our community. This allowed us to establish an advisory committee with key stakeholders, conduct a needs and strengths assessment and develop a strategic plan to give our community a road map for prevention and response. A team of outreach workers has provided direct service to assist those in our community who are homeless or at high risk of homelessness, by connecting them to resources, emergency housing, and often stable long term housing.

We have been active on the provincial scene in order to effectively bring forward policy issues that have a impact on the well-being of Sunshine Coast residents. Our Board President Gloria Lifton has served on the Executive Committee of Board Voice, an organization that brings together governors of non profit agencies providing community social services. Board Voice is dedicated to improving these services, through speaking to government and to our communities about the importance of social services to the health and well being of our citizens, and bringing to their attention key concerns as well as good news about the work of community based social service agencies. Board Voice promotes excellence in governance by making available training resources on board development, and helps to build bridges between agencies at the community level to promote community-wide understanding of how services can be best delivered.

Our third accreditation survey was held in March 2011, and once again our business practices and programs stood up to the international standards of CARF, the accrediting body. Excerpts from the report demonstrate our values of caring, collaboration, respect, and equity:

“SCCSS has a ...reputation for community involvement and leadership.

“The organization has a long history of support and advocacy for the community and its vulnerable people. It has established significant relationships and partnerships....

“Positive connections within the community are clearly a value of the organization and are reflected in service delivery.

...“staff members of the organization are well known and respected and serve as an integral part of the human services sector.

“Attractive, welcoming facilities enhance the delivery of service ...

“Interviews with clients indicate they are treated with respect by staff and are empowered towards responsibility in achieving their personal goals. There is a real feeling of appreciation for the caring and professionalism of all staff members. Clients indicated that the organization had exceeded expectations, that their child was “like a new kid”, that staff was accessible, and that the staff really cared about their family.”

I would like to thank our many dedicated and talented staff members who consistently provide excellent service to the people we serve.

Vicki Dobbyn
Executive Director

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
FAMILY AND YOUTH SERVICES

Family Support: Counsellors assist parents in their role as caregivers, with the goal of developing parenting skills and strengthening family life. This is a self-referral program and all are welcome provided they have children. The program is open to disseminating information to community members wanting to refer a family; however it is most important that the family contact the intake worker directly for an appointment. Services include short-term counselling, as well as education groups.

Family Preservation: Counsellors provide counselling and parent training to maintain family stability and give children a safe, nurturing environment. Referrals are accepted only from MCFD and C&YMH

Parent Support Circles: Trained volunteers lead weekly gatherings for parents in Gibsons. Child care is provided.

Funder: Ministry of Children and Family Development
Staff: FYS has five Family Counsellors, three of whom work full time, and two who work part time.
Program Director: Chris Denley
Program Coordinator for FSS: Doris Rank
Location: Inlet Avenue, Sechelt, and Farnham Family Place, Gibsons, as well as outreach and home visits from Langdale to Egmont.

Staff development undertaken during the year:

One staff has been working towards obtaining a Masters in Counselling. One staff attended the FASD conference in Vancouver in April. We collectively attended the Collaborative Practice hosted by MCFD.

Highlights and accomplishments:

Family Support Services provided service to 93 new clients during this year and every week we supported between 25 and 30 families.

Family Preservation provided service to 30 new clients this year and every week we supported between 25 and 30 families.

One staff has returned to the service after a year's leave of absence.

We survived the accreditation process, which saw a midstream Standards adjustment implemented by the Surveyors in order to ensure our success.

Office space continues to be a challenge as is storage.

Family Support Services continues to have a small waitlist at times throughout the year, but the coordinator of the program has managed to keep the waitlist down by triaging for each and every family that calls to see someone. The immediacy of the one to one Intake procedure continues to be a very successful caseload management technique. At this time Family Preservation and Reunification does not have a waitlist. The staff has been very diligent about ensuring that those families most in need get service quickly.

Challenges ahead:

- Our outreach program is being jeopardized by the price of fuel.

- Our clients are having difficulty finding affordable housing
- The rise in cost of living specially for groceries is being felt by those on low incomes.

A success story

There was a family we worked with who was having difficulty meeting the goals established by the Ministry. He would routinely miss appointments, appeared uncooperative etc. etc. It was decided to switch counselors. The benefit of this was to give a fresh perspective to the work. The new counsellor was able to learn what didn't work with the previous counsellor. This put the work on a different path from the beginning. Also, because the counsellor worked primarily in the community where the client lived there was greater flexibility time wise. The counsellor was able to set up appointments that worked better for the family. By keeping very focused on the specific goals, we were able to assist the family in meeting the goals of the Ministry. In the final meeting a child in the family was able to say that there was less commotion and the family was still together.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010-March 31, 2011
YOUTH IN TRANSITION

Youth Counsellors provide individual and group service to promote independent skill development in youth who are transitioning to adulthood, so that independence may be attained with confidence and success.

Funder: Ministry of Children and Family Development
Staffing: Youth in Transitions is an MCFD-funded program with two part-time employees.
Location: Inlet Avenue, Sechelt, Gibsons, Roberts Creek, Pender Harbour and community outreach.

Staff Development undertaken this year

Steve attended the BC Federation of Social Services - Annual General Meeting as well as the MCFD CAPP Presentation. He also attended a workshop on The Space Between: Working with Aboriginal Culture.

Erin completed her Masters of Education in Counselling Psychology from UBC. Erin also attended the Fourth International Conference on Fetal Alcohol Spectrum Disorder in Vancouver as well as the Community Partners Event on Collaborative Practice presented by MCFD.

Highlights and accomplishments

The Youth in Transitions program delivered 999.25 hours of direct service to 33 youth and their caregivers. The program supported 17 youth in completing the program with a 100% rate of improved functioning identified in our clients' ability to live independently. In addition all 17 youth had accommodation at time of program completion.

We maintain partnerships with various programs and resources within the community such as the Sunshine Coast Needle Exchange, FASD Round Table and Youth Action Committee. New relationships were developed with the Homelessness Project and Arrowhead Centre Society and we continue to strengthen partnerships with other resources in the community including the Sechelt Indian Band, Child & Youth Mental Health, Learning and Parenting(LAP) Alternative School program, the Representative for Children and Youth and the Public Guardian of BC. A Life Skills Group was held in the fall, which ran for 10 weeks and was well-attended by a number of youth. Topics included budgeting and money management, housing and tenant rights, social media and networking (safety & privacy), youth/young adult targeted marketing ploys, resume and employment skills, Agreements for Young Adults, post-secondary education and trades training, planning for transition to independence, and goal-planning.

Challenges ahead

- 1) Housing continues to be one of the greatest issues for youth living on the Sunshine Coast. Rent allowances for Youth Agreements, Independent Living and especially Underage Income Assistance do not meet with current market rental rates.
- 2) An increased demand for services to youth as well as an increased demand for services in more rural areas of the Sunshine Coast will require the program to adjust how to meet the needs of all clients in an equitable and timely manner, including the possibility of waitlists.
- 3) The ability to meet client's needs through outreach and community work is being jeopardized by increasing fuel costs.

Success Stories

Mike (name changed), has been successfully living independently with housemates for almost a year now. He is attending high school in hopes of graduating next spring with post-secondary school plans to receive training in hair design. Currently, he is completing a life skills and

employment program. In the past Mike has struggled with addiction issues but has recently been successful in overcoming those challenges.

Sarah (name changed), is graduating from high school this June. She lives and maintains independent housing with roommates and is also involved in competitive athletics, at which she is quite successful. Recently, Sarah reconnected with part of her biological family and is working to create new relationships with them. She has already gone to visit with them once and has plans to visit with them again this upcoming summer. Despite challenges Sarah maintains a positive attitude throughout all aspects of her life.

Sunshine Coast Community Services Society
ANNUAL REPORT April 1, 2010 - March 31, 2011
CHILDREN'S COUNSELLING SERVICE
(was Children's Mental Health, Children's Sexual Abuse Treatment Program)

Individual therapy is offered to children ages 3 to 18 who have experienced sexual abuse or trauma, and counselling is offered to family members. Another part of the program which sometimes overlaps is counselling for children in foster care with regard to behaviour and adjustment issues, and work with their foster parents to develop and enhance the specific skills needed in their work as parents to children who have often suffered trauma of various kinds.

Funder: Ministry of Children and Family Development
Staff: One Coordinator/counsellor - Lynn Mackay
One Counsellor - Rose Pulestan-Clark (on leave for 10 months)
Location: Inlet Avenue and Gibsons

Highlights:

This has been a year where CCS has received a great number of requests for consult from outside agencies such as schools, MCFD as well as from individual parents or caregivers. It is so important that we have this service along with such experienced staff to provide accurate, supportive consult for our community when the need arises.

Challenges:

Staffing has been a major challenge this year with staff off on medical leave and replacements taking time to recruit and train. This trend has continued into this year with staff off on educational leave for 10 months as well. We always celebrate opportunities that come up for staff to improve upon their skills and education of course but it does present challenges to the overall program.

Success Story:

Supporting a child and parent through the agonizing decision to lay charges against a perpetrator along with all of the ensuing complications and stressors that come from entering the criminal legal system is a big success. However the resulting growth of personal empowerment for the child and parent is a success that lasts a lifetime.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010- March 31, 2011
CIRCLE OF SUPPORT PROGRAM

We serve families and individuals living with Fetal Alcohol Spectrum Disorders (FASD) and Complex Developmental Behavioral Disorders. The overall aim of the Circle of Support program: through education, training and support, to strengthen and build capacity within individuals, their families and the community as we respond to the needs of those living with FASD.

Funder: Ministry of Children and Family Development/Ministry of Health
Staff: Two staff, each half-time, managing a caseload of 9 to 10 families
Location: Inlet Avenue, Sechelt, Farnham Road, Gibsons, family homes and outreach in the community

Statistics

- Circle of Support offered service to 21 families in the past year.
- 19 new children came into the program
- 17 workshops were offered, with 142 attendees

Staff Development

With thanks to our funders, Circle of Support program staff were able to attend the Fourth International Conference on Fetal Alcohol Spectrum Disorder. It was a very informative conference with all the up to date research and provided us the opportunity to continue to develop our program with the most up to date information.

Staff have also attended a conference in New Westminster on Creating Change. Other events attended included a Community Partnering Event on Collaborative Practice.

Highlights and Accomplishments

The Circle of Support program has developed a training that has been offered to numerous community agencies. The training has a core component and then the rest is “custom fit” for the agency so that they are getting the most useful information for their needs. It includes a power point developed by staff and packages of information for the participants. The program has received lots of positive feedback through our training evaluations and continues to further develop as the staff receives current information. This year we provided two trainings for professionals and one for parents and caregivers. We also provided training to the Sunshine Coast RCMP officers.

Circle of Support staff have continued to successfully work with families to provide information and support to help them cope with the challenges of caring for an individual living with an FASD. Staff works collaboratively with other community agencies that also support the families. Circle of Support staff will also work with the individual living with an FASD to help them learn about their disability and develop strategies that work for them.

Challenges

Circle of Support continues to experience a significant number of adults attempting to seek access to our program. It is difficult for the adult to understand why they are not eligible for our services. The staff makes every effort to find an appropriate service for the individual but unfortunately many do not meet the criteria for CLBC, which is the only service available to adults at this time.

An emerging trend this year has been the number of moms with FASD needing our services. Because their children do not have an FASD they do not qualify for our program and are losing custody of their children. There are no supports available for these young moms and they don't understand how to deal with the Ministry and the Courts.

Success Story

Circle of Support has continued to have great success with their training. Numerous community agencies have had the training and received the most current information and strategies. This year we offered a day of training for professionals and due to the huge response put on a second day. We also provided training to parents and caregivers and a great success for us was the training we provided to the local RCMP officers. We received positive feedback from all the training we provided in the past year.

The training has created more opportunity for collaboration with community agencies and the community now accesses the staff for their knowledge and expertise in the area of FASD.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
SUNSHINE COAST YOUTH OUTREACH (SCYO)

Description

Sunshine Coast Youth Outreach promotes increased youth safety in our communities, connects youth with supporting services, aims to decrease the potential for high risk youth behaviour, and raises awareness about the issues that affect our youth community. This program is a partnership among Gibsons, Roberts Creek, Sechelt and Pender Harbour Community Schools and SCCSS, and is entirely funded by the SCRD, the Town of Gibsons and the District of Sechelt. Currently, the program consists of three youth outreach workers: one of which operates as a team leader, under the leadership of a steering committee. Sunshine Coast Youth Outreach has a coast wide mandate and continues to take a regional, coordinated, and strengths-based approach to support youth and community development.

This approach and the broad, regional representation of the organizations and agencies on the steering committee give the program considerable 'value added' benefits. SCYO also supports locally-funded, youth drop-in initiatives that take place on the coast. This regional approach is important, as we know that our youth move freely up and down the coast. Youth do not recognize political boundaries. This regional approach also offers the opportunity for the coordinated training of all youth workers on the Sunshine Coast.

Funders:	Town of Gibsons, District of Sechelt, SCRD
Team Leader:	Sean Lougheed
Outreach Workers:	Darcie Murray and Tina Kirshenbaum
Location:	Sunshine Coast
Contact:	(604) 741-1129 http://twitter.com/scyouthoutreach sunshinecoastyouthoutreach@gmail.com

Highlights and Accomplishments

Our time and focus remains on vulnerable youth. Since vulnerability can affect any young person, but remains an impermanent state for most youth, the desired scope for our program is all youth on the Sunshine Coast. To that end, we have connections with hundreds of students who attend the local community, alternative and secondary schools, and ongoing relationships with dozens of local, potentially at-risk, youth.

SCYO continues to work with youth, age 13-23, facing a tremendous range of issues. Spontaneous introductions by workers occur where youth congregate at locations such as: drop-in programs, mall, bus stop, beaches, skate-park, on the street/highway, at the hospital, or in the classroom. SCYO workers come into contact with youth via the outreach cell phones, or face to face when workers are engaging youth in the community about the purpose of the program.

SCYO continued to have a presence at many coast-wide events such as Sea Cavalcade, Danger Bay Long Boarding, and various graduation functions. Additionally, SCYO workers are present at the Sechelt Aquatic Centre, the sports drop-in in Pender Harbour, Nights Alive in Roberts Creek, the youth health clinic in Gibsons, food banks on the Sunshine Coast, the youth drop-in at the Gibsons Recreation Centre, and many of the community schools, high schools, and alternative school program buildings. Accumulatively, this presence has helped to establish links between organizations with similar mandates, including the RCMP, School District 46, and Vancouver Coastal Health. Overall, the ability of SCYO workers to successfully link with support services, including "face time" within other agencies with youth, on the coast is assumed to have

positive implications related to increased youth awareness of SCYO. Specifically, we are hopeful that this is having an impact during times of crisis (i.e. youth know to contact us).

SCYO continues to have representation on the following committees: Child and Youth Suicide Prevention Committee; Sunshine Coast Committee for Action Against Sexual Exploitation of Youth; Advisory Committee for the Homeless Action Project; Sunshine Coast Youth Awareness and Action Committee (SCYAAC).

As we know, it often takes time for youth to trust or connect. Our key lights continue to be a tremendous hit and youth have used the key lights to call us, and/or to tell friends to call us for assistance. Sechelt Subway has helped sponsor the latest order of these key lights and continues to be a proud supporter of SCYO by providing discounts, and donated goods for public presentations. SCYO has also recently received additional financial support from the Town of Gibsons (\$1500) and the Sunshine Coast Teachers' Association (\$500), enabling the purchase of SCYO uniforms and a large banner, which will be used at indoor and outdoor events for the purpose of further reaching out to our community.

Meanwhile, the provision of quality outreach service remains our most important consideration. Youth finding themselves in desperate situations such as being homeless may have a worker provide support for a few days until some problem solving is accomplished. Other youth may rely on an outreach worker as their sole adult support to assist in dealing with health issues, to obtain counseling, transportation to legal or court appointments and to help secure basic needs with regards to shelter, food and financial stability. There are overwhelming numbers of youth on the Coast who are in need of emotional support and appear to be "hanging by a thread". A former SCYO goal was that every single youth in high school would at a minimum have information about the supports available through SCYO. We are moving closer to this goal through increased visibility at lunch time and after school at all local secondary schools. Additionally, SCYO workers have recently attended Grade 10 Career Day at Chatelech, co-facilitated a breakfast program at Pender, and delivered HACE curriculum at Elphinstone.

Youth Issues

Providing the opportunity to listen to a youth and to engage almost always results in youth sharing something about them or letting us know about youth issues in the community. We have learned the following:

Drugs and Alcohol use

There remains prolific alcohol and marijuana use among youth in their early teens and youth who "use" on a daily basis. Impaired driving, binge drinking and alcohol poisoning and other byproducts of drug use are the real and immediate issues facing youth in our community.

Family Issues:

Family dynamics and lack of support has also been a predominant theme with some families seeking support to varying degrees.

Employment Issues:

There is a lack of employment opportunities for youth who have graduated from secondary school, and for those who have barriers to obtaining and maintaining employment. A working partnership between BladeRunners and SCYO can help to alleviate this issue by helping to place the youth with the most major barriers.

Food Insecurity:

Poverty and hunger is a predominant theme. SCYO staff are involved with a youth drop-in in Sechelt, serving food on Thursday evenings (BEANSTALC). During the winter cold temperatures, donated warm clothing including hats and gloves were provided.

Mental and Sexual Health:

Mental health issues have a tremendous impact on youth putting themselves in situations of being bullied or assaulted, of being sexually vulnerable or exploited and of living an already turbulent adolescent life with social-emotional challenges. These are the youth who have FASD, Autism, borderline IQ, have suffered abuse and trauma. These are often youth as young as 11 socializing with much older males (15 and up), giving cause

Pregnant youth/Single parents:

Increase in teen pregnancy has been noted.

Housing:

Many youth are facing housing issues. Recent referrals to the homelessness project suggest that homelessness among youth looks different as compared to an adult population. Many youth sleep outside (camping) and rotate among friends' houses (couch-surfing). Others live in substandard housing, which has become normalized in their communities.

Transportation:

Transportation issues will have youth seeking our support whether to get to an appointment, or there is infrequent or no bus service or they require a safe ride home. Most lack the financial means to secure reliable transportation, and rely on 'ankle express' or the use of bike/boards on the roads, often in the evenings.

**Sunshine Coast Community Services Society
Annual Report: April 1, 2010 to March 31, 2011
ABORIGINAL YOUTH SPECIAL PROJECT - "Pulling Together"**

This program provides opportunities for aboriginal youth and their families to connect with their culture. An Elder and a Spiritual Advisor provide cultural guidance and direction to the Coordinator and children/youth in the program, to nurture a sense of belonging, pride and cultural awareness.

Funder: Ministry of Children and Family Development
Staff: One part-time Coordinator/Youth Worker (employed by SCCSS) and one part-time program facilitator. An Elder and a Spiritual Advisor provide cultural guidance and direction to the Coordinator and children/youth in the program. Other Elders, Drummers, Singers, Dancers, and Teachers assist in the program.
Location: Varying community locations depending on the activity or event.

Highlights and Accomplishments

Canoe journey

In partnership with the Gibsons Paddle Club and the Aboriginal Education Department of SD #46, an experience was offered to families to participate in and learn the aboriginal traditions of the canoe. A feast followed where cultural teachings were passed down from our elder and spiritual advisor. Representation from multiple bands encouraged the diversity and unity of aboriginal culture on the Sunshine Coast.

Arts and Crafts Group

Our weekly arts and crafts group continued successfully. Children and parents meet to work on various projects led by our program facilitator. These include dream catchers, beaded work, felt work, regalia creation, bracelet and necklace making, wall hangings, and gifts for presentation at our feasts and celebrations. Many stories and protocol were shared to this young group to prepare them for other cultural gatherings.

Drum and Song

Our group was honoured to have various singers and drummers who shared their craft and taught their arts to our families. We were honoured to have various drummers from different bands express their cultures and teach our youth about the stories they know.

Feasts and Celebrations

We held four celebrations to mark the seasons and welcomed our clients to share within the circle. Proper protocol is observed under leadership from our elder and/or spiritual leader.

One to One

As per MCFD or client request, our program is open to providing one to one support as per client or guardian request. Resources are allocated every year to provide for emergency support or regular consultation.

Success Stories

- Josh wants to know more about his band. Through our arts and crafts group, programming is done to educate him about his band and culture.
- Robin wants to an opportunity to talk about her problems. Our elder creates a space that she finds comfortable within a circle to address these issues.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010- March 31, 2011
YEW TRANSITION HOUSE

Since 1981, Yew Transition House has provided safety, shelter, support, advocacy and referrals to women and children affected by abuse. Staff responds to crisis calls 24 hours a day.

Funded: BC Housing Corporation
Community donations
Fund raising events

Staff: Program Director: Keely Halward
Program Coordinator: Eva Boese
Five regular part-time Women's Support staff
Two regular part-time sharing one position in a Local Agreement
Two casual-relief Women's Support staff
One Child & Youth Support worker

Location: Confidential Location on Sunshine Coast, BC

Yearly Totals: Yew housed **73 women** and **28 children** and received **778** calls.

Highlights

- Several families were successfully referred to Thyme Second Stage Program.
- Once again Yew staff team was energized by a dynamic overnight retreat. We reviewed and created a short three-step guide to dealing with internal staff conflict.
- The offices and the bedrooms were freshened up by paint
- Some end of the year surplus provided an opportunity to update the living room with new furniture, including faux leather couches that can be washed and in that way serve for better hygiene. Carpets, gorgeous bedding, bedside tables and lamps among other things make the house more comfortable for residents. New deck furniture and planters provide a stylish summer place. The children's room also received new paint and furniture that can be cleaned. It still needs a new carpet.
- Staff attended ARETE Workplace Violence Prevention, an excellent one day workshop

Challenges

- Low wages not in tune with cost of living
- Staff working in isolation without paid "cross-over" between shifts
- Some shifts working in isolation
- Many other support services being underfunded and with large case loads, impacts the ability to meet the needs of clients past their 30 day maximum stay.
- Program Coordinator responsible and available 24/7
- Program Coordinator responsible for own JD and serving as a Second "back-up" during busy days often covering over night shift on short notice and still keeping following days shift.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
THYME SECOND STAGE PROGRAM/HOUSING

Thyme provides short-term housing, support, advocacy and counselling for women and children who have experienced/been exposed to abuse and who need additional support to rebuild their lives and connect to the community.

Funder: BC Housing
Community donations/ Fundraising (e.g. Women's Giving Circle and TAV Golf Tournament)
Foundations (e.g. Shelter From the Storm campaign)

Staff: Five part time staff, two casual Family Support Workers:
Program Director: Keely Halward (10 hours/week)
Four Family Support Workers (20 hours/week, 14 hours/week and two casual on call)
Family Support Worker: Children's Drop-in Supervisor (20 hours/week)
Maintenance worker (8 hours/week))

Location: Confidential location, Sunshine Coast

Staff Development

BCSTH- conference
Simplicity Parenting
Solidarity with Vikki Reynolds
Cognitive Behavioral Therapy for Anxiety, part 2
JIBC Leadership/Conflict Resolution
First Aid
United Way Public Policy Institute

Highlights

This year Thyme provided direct residential and support services to seven women and 15 children (aged 1 year-18 years). In addition, Thyme staff maintained important connections and offered support to several ex-residents through telephone support and drop in consultation. Thyme staff and residents worked in connection with several SCCSS programs throughout the year, including Women's Counseling, Community Based Victim Services, Family and Youth Services, SC Food Bank, CWWA and Women's Outreach. Thyme staff assisted several women in navigating the legal system (RCMP, family justice, lawyers, etc.), in developing and implementing safety plans and attending health and wellness related appointments on the Sunshine Coast.

This year the Thyme Second Stage team has been working on the following goals: 1) enhancing our Yew Transition House to Thyme Second Stage referral process to make it more streamlined, 2) increasing connection between clusters at SCCSS, 3) implementing relief for children's drop in where funding permits, 4) maintaining connection to the provincial second stage network and provincial efforts to address violence against women, 5) maintaining our holistic family approach to supporting mothers and children at Thyme, 6) examining policies re: substance use and women applying to Thyme Second Stage, 7) working towards lower maintenance of facilities and grounds.

The Women's Giving Circle has solidified even more in the community and in 2010 organized its second annual PlayGolfGive golf tournament. This raised \$4000 for the Thyme Second Stage

Children's Program. The circle committed to organizing the third annual PlayGolfGive event in 2011.

The facilities at Thyme are now over fifteen years old. Much work has been done this last year to improve the facilities, grounds and efficiency of maintenance in the long term. Some of this work was done through additional funds sought and granted by BC Housing. We transitioned to a new Property Manager at BC Housing when BCH did a restructuring this past year. We have been successful in securing some non-recurring funds from BCH once again, and also used reserve funds to complete the following projects in 2010:

- New lawn mower
- New industrial shelving for maintenance and donations areas
- New concrete entry steps to middle units
- On-going maintenance and improvement of suites (e.g. painting, installation of new flooring, etc.)

Challenges

Staffing

Thyme staff, all on a part-time schedule, continue to find it a challenge to ensure that staff is regularly meeting with and supporting all residents, especially when a resident is in more acute need of support, if a resident is working outside of the home, and/or when there is a change of occupancy. With no budget for relief staff, all staff vacation and sick time, as well as professional development days, have a direct impact on staff's ability to offer consistent and direct service.

Cross over between staff is also very limited due to the limited staff hours. It is therefore challenging to plan effective groups for the women, and to address vicarious trauma through informal and on-going support and debriefing to one another on shift.

The Children's Drop-In Supervisor currently works 20 hours a week. This allows for the program to be available to moms and children four days a week. Mothers often report this program as being their most important source of support while at Thyme. Funds raised through PlayGolfGive have assisted us to sustain these hours to date. Also, SCCSS and Thyme's application for summer student funding from HRSDC was denied this year and then partially accepted at a later date in 2010. Thyme has historically relied on the summer student funds to subsidize additional staff hours during summer children's drop-in when all our children are out of school.

Program coordination is currently done by the Together Against Violence Program Director. It is a real challenge for this position to ensure quality support to the Thyme Program as only ten hours a week are provided to this program from the TAV program director budget. This ten hours is meant to cover all administration, finances, reporting and staff support, chairing weekly staff meetings, facility management, and policy and program development and maintenance. This structure currently relies heavily on frontline staff to be very skilled, responsible, and able to do some program administration as well as frontline service delivery with minimal support.

Facilities

Our facilities are now 15 years old. This means we can expect increased maintenance issues to arise. It also becomes very important to plan for long term major capital planning (e.g. piping and window replacement, etc.). Our biggest challenge with our facilities is that our budget for Thyme Housing maintenance is minimal. BC Housing has several restrictions on the use of reserve funds and therefore costs for daily maintenance are not covered by reserve funds (e.g. a plumber coming to unclog a sink). Our budget for housing has therefore typically gone into deficit due to this. We have been working closely with our Property Manager at BC Housing

who has been very helpful in assisting us to navigate funding streams available through BC Housing for repairs and maintenance where possible. We still fall short however. Additionally, BC Housing withdrew funding to our replacement reserve for the 2010-11 fiscal year, after having cut it by half in the previous fiscal year.

We have also been very fortunate to have a multi-skilled and incredibly flexible staff in the Maintenance worker position for 8 hours per week. Her skill set and knowledge of the facilities has offered more value than we can expect in a replacement staff should she leave. Eight hours per week allows for most of the work to be done that is needed doing, but is limited and only so because of the staff in the position. The TAV Program Coordinator becomes the back up for the Maintenance worker at only 10 hours per week to coordinate the Thyme program and facilities, which is also challenging.

Success story

We were able to see a family we supported move to permanent subsidized housing with several on-going resources in place and available to the mother and the children. The mother reported feeling very empowered because of her experience at Thyme and that she would have returned to her abusive relationship without Thyme. A real treat for us as staff is when this family and others visit us and report on how well they are doing and how far they have come. Even when stressful experiences are taking place we are able to witness their increased resourcefulness and confidence in addressing these issues.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
WOMEN'S COUNSELLING SERVICE

Since 1993 qualified counsellors have assisted women to recover from the effects of abuse and violence by providing individual counselling and support groups as funding permits.

Funder: Women's Counselling Services is now under the Violence Against Women branch of the Ministry of Public Safety and Solicitor General

Staff: One full time staff 33.5 hours a week - Marj Brown
One part time staff working 5 hours a week - Rose Clarke Program Director, Keely Halward, works 1 hour per week.

Location: We offer services out of our Gibsons office on Farnham road and our Sechelt office on Inlet Ave. We also do some sessions over the phone when women are unable to get to either location.

Statistics

We generally offer services to about 35 women a month depending on the needs of the individuals we serve. Some women come in weekly, some every two weeks and some check in every month or so. Sessions are generally an hour and women can access the service for as long as they need it. This fiscal year 152 women were referred to the program.

Professional Development

Professional development keeps skills fresh, invites accountability, introduces us to new ideas and connects us to others in the field.

A couple of years ago Marj took the level 1 narrative therapy training with Stephen Madigan from Yaletown Narrative Therapy. This year she completed the advanced level 2 narrative training. It was challenging and thought provoking with plenty of opportunities to put the theory to practice. Narrative therapy is not just a therapeutic model; it provides a structure for accountability ensuring that our therapeutic practices are in line with our ethics.

Rose continues to expand and integrate neuropsychology and somatic work, focusing her research and studies in these areas, expanding into Expressive therapies, where she is engaged in postgraduate certification in Art Therapy.

In-house training included a presentation on Foetal Alcohol Syndrome and a presentation by the Children of the Street Society highlighting internet safety and the dangers of human trafficking.

Highlights

Last year we reported our efforts to set up a support group for community social justice workers. We brought in Vikki Reynolds who has been doing some innovative work in finding ways to support and sustain community workers.

Vikki's workshops were well received and several people in the community were keen to start our own solidarity group. Vikki supervises Marj to facilitate the group which includes workers from a variety of community agencies. We have been meeting monthly for a year now. We use Vikki's format and ideas about solidarity, ethics and social justice to discuss and practice ways of supporting and sustaining each other. People who attend the group say it has made a big difference in the ways they work and the solidarity they now feel. The work we do can be isolating and exhausting and finding ways to stand together has been a help to us all.

Comments from members of the solidarity team:

"I felt a spirit of solidarity resonating in me. A unity of spirit and heart."
"It was an exciting, stimulating and joyful feeling."

“What an energy boost it is to be part of solidarity. I register happiness during the meetings, happy to be part of, to belong to and feel appreciated.”

Challenges

Challenges remain primarily related to systems that oppress those least able to defend themselves. Poverty continues to grow, affecting mainly women and children. We have heard about food bank line ups, the difficulties facing the working poor, many people struggling with higher costs with no corresponding increase in pay.

These are the conditions that make our work heart-wrenching. Women have more difficulty leaving abuse when they have nowhere to go and no way of supporting themselves and their children. It can be difficult for women to get to appointments, let alone work through trauma and abuse issues from past experiences. It remains an extremely challenging climate in which to work.

Success Stories.

We have seen positive developments in the ways in which society deals with violence against women. There is, on the whole, far less tolerance of violence. The White Ribbon Campaign is an example of men uniting to take responsibility for stopping violence against women. Unions and other organizations are educating members about the need to speak up. Governments are making new legislation to protect women. While funding for anti-violence programs is never adequate, at least it has not decreased over the past year.

Despite this, the numbers do not seem to be diminishing. There still seem to be questions around why women stay, why they “choose violent men”, why they “allow” themselves to be treated in disrespectful and abusive ways.

Our work with women includes assisting them to see the ways in which they refused to allow abuse. The often heroic efforts they made to keep the peace, to find the wonderful man they thought they had become involved with, to keep themselves and their children safe, to get help, to keep their own values and ethics intact. They can't stop the violence but that does not mean they have not resisted it. At the end of a session one woman said: “No one ever asked me what I did to try to stop it before. I did do something. I did the best I could”. She is now working with her daughter to fully appreciate the ways they both resist violence and abuse.

When women see this, they are able to reconnect with their own power, their own beliefs and their own possibilities. It is immeasurably satisfying to witness women getting the shame off their backs and coming to an appreciation of their own strengths and resources.

We also work with women who are struggling to overcome historical abuse, First Nations women who have been victimized in residential schools, women who have been victimized as children, women who have suffered various forms of sexualized violence. Those wounds can be very deep but through a combination of narrative and somatic therapies recoveries are possible.

A woman we worked with who had been horrendously assaulted observed “He may have hurt my body but he did not touch my soul”. The pride in the room was palpable as she came to this realization.

Those are the moments that sustain us and keep our work alive. We continue to expand our work and to use innovative and varied interventions in our practice.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
WOMEN'S OUTREACH PROGRAM

The Women's Outreach Program provides free ongoing support/practical assistance to women that have experienced or at risk of being abused.

Funder: Ministry of Housing and Social Development
Budget Revenue: \$35,000
Staff: Program Coordinator: Sarah Start
Location: The Lower Sunshine Coast (Langdale to Egmont)
Office located at 5697 Cowrie Lane, Sechelt, B.C. V0N 3A0

Staff development undertaken during the year

Nov 2010 Attended the Ending Violence Association Annual Conference and participated in the following workshops:

- Risk Identification for the Safety of Children
- Creating Safety Through Risk Identification, Focused Interventions and Information Sharing

May 2010 Attended a three day Narrative Therapy Training Conference in Vancouver

Oct 2010 Intermediary Training Workshop on Family Law and Domestic Violence

Mar 2010 Attended and participated in Forum on Best Practices for Child Advocacy

Highlights and accomplishments

- The SC Prevention of Violence Against Women Coordination Committee (VAWIR), played an active role in advocating to the Attorney General's office for a new Judge to be appointed. This was successful and Judge Merrick was appointed in the fall of 2010.
- Maintained relationships with court staff, local lawyers, Crown Council, RCMP and MCFD to provide a more integrated support network for clients.

Clients Served

The program provided practical support and assistance to 179 women with 223 children in this community last year. From these numbers, 69 women and 73 children were new clients and had never accessed outreach before. The majority of these women has or is experiencing violence by their male partners or former partners. Many of these women are First Nations from the Sechelt Band and other bands across the province. The impact of residential schools, of historical abuse and isolation are real here. Outreach supports many women with addictions, women and children living in poverty and women struggling to have a voice in a system they don't understand and that does not understand them.

Challenges ahead

- The Outreach Program has really felt the impact of the reduced hours to service since the "After I Leave" grant hours ended in July 2010. The women who access Outreach Services generally require an outreach worker for a short period of time (one week to one month), but need that support to be immediate and consistent over the duration. It is an ongoing struggle to provide effective service to women with only 17 hours per week, creating more obstacles and frustration for women who desperately need support. It is the intention of the Outreach Program to continue to advocate for more hours and at least one other staff member. It is a real concern that services may begin to hesitate to refer women due to the limits of the Outreach worker's availability.
- Due to the shortage of family law lawyers on the Sunshine Coast who offer Legal Aid, the Outreach Program continues to play an active and essential role as a family law advocate in our local provincial courthouse. The ongoing challenge with this role is the lack of certification and training. We are fortunate in this community to have such

wonderful and collaborative relationships with court staff, lawyers, MCFD, Crown Counsel, Victim Services, RCMP etc. These relationships really aid in bridging gaps between women at risk and the system. The Outreach Program is an absolute essential service for creating safety for women and children in this community.

- Continue to work and collaborate with MCFD to follow best practices and provide service to women from a place of empowerment and support.
- Continue to educate the public and other service providers of the realities, special circumstances and challenges of women who are struggling to exit an abusive relationship

Successes

The successes of the Outreach Program are really most evident in the relationships and collaboration with other services on the Sunshine Coast. For a small, semi-rural community with limited hours this program receives a tremendous amount of referrals and is seen as a vital service to women. Collaboration has been a community effort and a real reflection of the passion, professionalism and level of commitment from services such as Outreach, CBVS, PBVS, RCMP, Transition House, MCFD, Mental Health, Crown Counsel, Family Justice, Vancouver Coastal Health, to name a few. These services excel in their willingness to put the safety of women and children above all else and to see the value in working together.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
CHILDREN WHO WITNESS ABUSE

Counsellors support children and their families through the healing process after experiencing violence or abuse, and provide tools to help boys and girls develop skills to break the cycle of abuse.

Funder: Ministry Of Housing and Social Development
Staff: One Coordinator/Counsellor - Lynn Mackay
One Counsellor - Kelly Nunn
Location: Inlet Avenue, Sechelt, and Farnham Road in Gibsons

Highlights

In last year's report we mentioned a move to a new Ministry, which has agreed to maintain our contracts as is for this year. There is no mention of increases which are, as always, sorely needed in a program that has been part time since inception 18 years ago.

Challenges

We continue to deal with our ongoing waitlist while addressing the needs of more and more families each year. Our challenge is to help families deal with not only the impact of violence and abuse but also extreme financial stress that often ensues from becoming a single parent. While there are many successful community supports in place such as Jumpstart, SCRD Leisure pass, Kidsport and the Food Bank, there are still many basic needs beyond the reach of these families. As always it is the children who feel the impact of these stresses the most, and struggle to find ways to feel good about themselves despite all of their changing circumstances.

Success Story

Sometimes successes are in the smallest of ways. Situations can't be changed entirely as we would like but children and parents realize they are not alone in their striving for improvements. They realize that the violence and abuse put upon them is not their fault and that it is their birthright to be treated with respect and care. They begin to take stock of their strengths and abilities and leave behind focusing on what isn't working.

Children learn it's safe to ask for help. Families learn how to talk to each other and really listen. Individuals learn that to have differences and express them doesn't mean they have to argue and fight. These are often painstakingly slow lessons to learn. Learning to recognize the value in each small success is important because that's what is built upon to make the bigger successes possible.

Sunshine Coast Community Services Society
ANNUAL REPORT - April 1, 2010 - March 31, 2011
COMMUNITY-BASED VICTIM SERVICES

Community-Based Victim Services provides confidential and free services to female and male survivors of family and sexual violence including: adult survivors of violence in relationship, sexual assault, criminal harassment, and survivors of childhood physical and sexual abuse; child and youth survivors of physical and sexual abuse, child and youth witnesses of violence in relationships.

The objectives of the programs are to lessen the impact of crime and trauma on victims and their families and to assist in their recovery; to increase victim safety and to help reduce the risk of further victimization; to increase the level of participation and sense of empowerment for victims throughout their participation in the criminal justice system; and to increase the effectiveness of a victim while acting as a witness in court proceedings.

Funder: Ministry of Public Safety, Solicitor General
Staff: Program Coordinator: Julie Gibson
Support staff: Sarah Start
Location: Sechelt

Staff development undertaken during the year:

Julie - 2010 - 2011:

Community Coordination for Women's Safety Training; Understanding FASD; First Aid Course Child Protection & Domestic Violence - Pivot Legal Society; Webcast: Centre for Excellence, Women w/mental health, substance use & trauma/violence; EVA BC Training Conf/AGM; Teleconference - Safety Planning w/children & youth (EVA BC); B-SAFER Training - Risk Assessment; Community-Coordination for Women's Safety Conference Call; Learning To Do No Harm workshop

Sarah - 2010 - 2011

Three Day Narrative Therapy Training; Intermediary Training Workshop on Family Law and Domestic Violence; EVA BC Conference -Transforming Risk: Safety Strategies for Life; Forum on Best Practices for Child Advocacy; Ongoing in-court training with supervisor

Highlights & Accomplishments

- The Provincial Court Judge for the Sunshine Coast retired in December, 2009. Over the next year, the court time was greatly decreased and many trials previously scheduled were adjourned and rescheduled for months into the future. This resulted in an increase of breaches against recognizance orders, an increase in the need for family court support and the support needed by our clients. Clients needing support regarding Family Court processes were referred to the STV Women's Outreach Program. Because we share the same office space it was an effective solution.
- The SC Prevention of Violence Against Women Coordination Committee (VAWIR), played an active role in advocating to the Attorney General's office for a new Judge to be appointed. This was successful and Judge Merrick was appointed in the fall of 2010.
- Our program plays an active role in the VAWIR Coordinating Committee. Our Program Coordinator was part of a subcommittee to create a case conference scenario for the VAWIR Committee. This was a valuable, informative process for all the participants and provided a rich opportunity to continue to build relationships, learn from each other and to enhance trust. The next day we received an email from the Corporal who had attended advising of two important changes the RCMP had made in direct response to issues raised by our program at the case conference.
- We received a number of youth sexual assault referrals throughout the year. We initiated Court orientations for each client and their family members, provided information, advocated to

Crown for C-2 applications, which permits the youth to testify by video from another room, supported the young clients and their families through the trial process.

- We maintained strong working relationships with Court Registry staff and the Sheriffs to help us support our clients through the Criminal Justice process, e.g. Court orientation and tours of the Court rooms prior to a trial.
- We have continued to build relationships with local lawyers which makes case information for clients easily accessible. It also help our clients obtain quick duty counsel advice on court days.
- The issue of women not being notified of the accused being released from custody on bail has been an ongoing, serious concern. We have been raising this issue with RCMP, Court Registry, Crown Counsel and with our VAWIR Committee for many years. Our strong advocacy has resulted in the RCMP creating a process which fills this gap, and ensures that this information is provided in a timely and prompt fashion.
- Within SCCSS we are clustered together with Yew Transition House, Thyme Second Stage, STV Women’s Counselling Service, Women’s Outreach & Police-Based Victim Services. Our Together Against Violence cluster meets monthly to connect, support each other, collaborate on current issues, plan and work together. The process provides opportunity, with client consent, for case conferencing on high risk, challenging files.
- The Family Justice Counsellor office is next to our office in Sechelt, so we are able connect on a regular basis, and clients can easily move between our offices, enabling rapid response.
- Julie attended the BSAFER training for an overview of the BSAFER Risk Assessment model used by RCMP. This model promotes police collaboration with community agencies in addressing domestic violence high risk cases.
- In December 2010 we received a revised version of the Ministry of Public Safety/Solicitor General & Ministry of the Attorney General’s revised Violence Against Women in Relationships Policy, (VAWIR Policy). This was a response to recommendations from the Lee/Park coroner’s inquest and the Representative for Children & Youth’s report on the death of Christian Lee. It is hoped that the revised policy, in conjunction with the BSAFER Risk Assessment training will result in increased safety for women & children who are living with violence on the Sunshine Coast.

Clients Served

Throughout the fiscal year we managed 124 client files which consisted of 79 new files and 45 files that were carried forward from previous years. A more detailed report follows:

	Female	Male
Assault	38	2
Adult Sexual Assault	7	
Youth Sexual Assault	5	
Child Sexual Assault	1	1
Sexual Exploitation	3	
Threats	9	
Historical Sexual Assault	3	2
Harassment	5	
Arson	1	
Murder		1
Sudden death	1	
Totals	73	6
Women charged with assault	7	

Challenges Ahead

- Women living with relationship violence continue to be charged with assault. There were seven women charged during this fiscal year. Some of the male complainants were referred

to our program. In situations like these we often know the accused female from previous relationship violence towards her. In order to avoid any conflict of interest, in those cases we refer her to the STV Women's Outreach program for support.

- The cuts to Legal Aid continue to present serious challenges to women's safety. More and more often we provide our telephone and office space for women to call the Legal Aid application line where there is sometimes a 20 - 30 minute wait for someone to come to the phone.
- There continues to be a shortage of local lawyers, especially lawyers who take on legal aid files.
- In most intimate relationship violence situations there are Family Court processes going on in conjunction with the Criminal Court process. If the woman is lucky enough to meet the criteria to qualify for a Legal Aid lawyer it can be challenging to find a local lawyer to assist her. If the accused has also accessed a Legal Aid lawyer it limits the woman's opportunity even more. We refer many women to the Family Justice Counsellor for assistance but it is only available two days per week and is a very busy program. We also refer to the STV Women's Outreach program for Family Court support but that program is limited to 17 hrs per week.
- As previously noted, when we were without an appointed Judge, it created a very large backlog of court files, which meant a high client load for us. Some of these files became very complex as the time passed. The delay created opportunity for harassment and threats by the accused. It also became challenging for Family Court process when there was delay in the Criminal Court process. Judges hearing Family Court matters often prefer to wait to make decisions until the Criminal process is completed.

Success

Sometimes female clients are uncomfortable going to the RCMP station for various reasons.

- When women are uncomfortable attending at the RCMP Detachment, we request the member attend at our office, which allows for a more casual, comfortable process, and helps us to introduce our working space to the RCMP members.
- In situations where women were charged we did our best to support them or refer them to other programs for support, and this proved successful. We continue to discuss this issue at our VAWIR Coordinating meetings and to discuss with RCMP their Primary Aggressor assessment process. We know firsthand that our diligence with this has resulted in the Crown Counsel not approving charges on some of these files. We have also addressed this issue at a provincial level through the Ending Violence Association of BC. They are a provincial voice for Community-Based Victim Services & STV Counselling and Women's Outreach programs and have played an integral role in providing input regarding the revision of the VAWIR Policy.
- Our program makes a concerted effort to maintain and create positive, respectful collaborative working relationships with other agencies, such as MCFD, RCMP, Probation, Court Services, etc. When issues arise it makes addressing them a smoother and more productive process.
- We have an RCMP member who consistently attends our VAWIR Coordinating Committee meetings. We have worked hard at building trust with this member and are able to call on him when we are dealing with a high risk file and need RCMP support. This has been very effective.
- We try to participate in provincial processes in order to provide our input and experience with the hope of creating change that will assist front line staff in supporting clients which ultimately increases women's safety.

In closing I would like to say that working as a team helps us to realize success. The Community-Based Victim Service program shares office space with the STV Women's Outreach Program. We work from a flexible, supportive model being available to each other and each other's clients when needed. We believe in solidarity and we know that working together, standing together, being open to collaboration and holding a space for people experiencing violence, along with the much other oppression in our society, creates opportunity for change.

**Sunshine Coast Community Services Society
ANNUAL REPORT - April 1, 2010 - March 31, 2011
POLICE-BASED VICTIM SERVICES**

The Police-based Victim Services Program provides crisis intervention, emotional support, practical assistance, information and referrals for men, women and children who are victims/witnesses of crimes or trauma, and their families. An important function of the Unit is to inform victims and witnesses about the court process and help them navigate the judicial system.

The Victim Services Unit is overseen operationally by the RCMP Sergeant in charge of Operations Support, and supervised and administered by the Sunshine Coast Community Services Society - Program Director, Keely Halward.

Funders: Ministry of Public Safety and Solicitor General, Victim Services & Crime Prevention Division; District of Sechelt - yearly grant and Traffic Fine Revenue Grant; and Grant-in-Aid from SCRD

Staff: Program Coordinator: Linda Thorp, one casual-relief employee, two volunteers

Location: Office at RCMP Sechelt detachment, appointments at Gibsons detachment, and area of coverage from Port Mellon to Egmont

Staff development during the year:

The Coordinator and volunteers attended the annual Police Victim Services Symposium in Burnaby, thanks to a generous grant from the District of Sechelt's Traffic Fine Revenue. During the year, the Coordinator attended the following training: Restorative Justice Workshop, Fetal Alcohol Syndrome Workshop, Technology Safety Workshop, Forum on Seniors Housing on the Sunshine Coast, RCMP Domestic Violence Policy Training

Highlights and Accomplishments:

In 2010, our Victim Services Unit completed its 22nd year of service on the Sunshine Coast. One of our volunteers has been with the program for 20 years while the second volunteer has been with the service for over 15 years.

Clients Served:

The Unit opened 124 full service files and assisted 185 clients. Of these incidents, 27% were in the SCRD areas, 37% in the District of Sechelt, 29% in the town of Gibsons, and 7% at the Sechelt Indian Band lands. We responded to 12 emergency callouts, provided assistance to 24 clients requesting immediate services at the front counter, and arranged appointments with 15 clients at their home or at the office.

Challenges ahead:

Unfortunately, we are no longer able to provide 24/7 services as we have always done in the past. From June last year, we have had to eliminate coverage over weekends. One of the volunteers had donated the equivalent of a full-time position for many years. She responded to calls every weekend, on stats, and during the coordinator's absences, but can no longer do so.

Successes:

During the past year, we debriefed victims, witnesses and their families on several complex files such as several suicides, several seniors who were defrauded by a contractor, continued assistance to parents and friends of a homicide victim, ongoing court support and accompaniment for the family members of a woman killed at a motor vehicle accident, and ongoing support for multiple victims left homeless after an arson fire destroyed their home.

We continue to provide a full range of court support services to our clients which includes: assistance with Victim Impact Statements, explanation and updates on court appearances, providing copies of protection orders, court orientation and court accompaniment.

Our applications for grants (i.e. District of Sechelt's Traffic Fine Revenue Grant and Sunshine Coast Regional District's Grant-in-Aid) have been successful, which kept the program going with casual relief staff during the Coordinator's absences, and also meant that we were able to attend the annual Police-based Victim Services conference this past year.

Sunshine Coast Community Services Society
ANNUAL REPORT, April 1, 2009 - March 31, 2010
PARENT-TOT DROP-IN

This is a popular morning program offered in Gibsons for children from birth to age five and their parents or caregivers. It provides children with a wide variety of play and learning activities as well as the opportunity for parents to take a break, connect with one other and get resources and referrals on all aspects of child and family development.

Funder: Public Health Agency Canada, Ministry for Children and Family Development, Success by Six (MCFD, United Way and Credit Unions), Jean and Arthur Clarke Endowment and community donations.

Staffing: Six staff, working 74 hours per week: one regular part time program coordinator and five regular part-time Family Resource Workers,

Location: This year, Parent-Tot Drop-In was offered in one location on the Sunshine Coast, at Gibsons Community Centre. Family Resource Workers offered family support one day a week each at Gibsons and Sechelt StrongStart Centres.

Staff development:

Parent-Tot Drop-In staff participated in the Exploration and Discovery conference offered through the Child Care Resource and Referral Program. Staff was also offered an opportunity to do Mother Goose facilitator training. One staff participated in the Public Health Agency Canada Early Years Conference.

Highlights and Accomplishments:

Gibsons Drop-In, located within the Gibsons and Area Community Centre, is our one stand alone Drop-In and continues to be a vibrant, colourful, warm and welcoming place for families. The program is offered Tuesday through Saturday mornings and is extremely well-attended. This year 729 individuals participated in the program, including 365 children and 362 adults. This represents 271 families.

Saturday Drop-In in Gibsons continues to meet the needs of working parents, particularly dads who are able to enjoy some time playing with their children and connecting with other fathers. Offering the program on Saturdays is also an important opportunity for single dads who have weekend visits with their children. The numbers of dads participating in Drop-In has increased and we have seen as many as 10 dads visiting on a single Saturday. One-third of all parents attending on Saturdays are dads.

We continued our collaboration with School District 46 StrongStart programs, although to a lesser extent than last year. We have continued to support the Gibsons and Sechelt StrongStart programs with staff who deliver a modified Mother Goose program once a week, but are no longer collaborating at the Halfmoon Bay and Madeira Park centres, where it was decided there was less need for extra support.

As our Parent-Tot Drop-In locations have diminished, we have continued to utilize our Public Health Agency Canada funds to provide family resource worker support for families at Bellies and Babies once a week in each of the Gibsons and Sechelt locations.

In the sunny summer of 2010, Halfmoon Bay Community School funded a summer outdoor Drop-In program for families during July and August. Parents from all over the coast participated in this popular program.

The Ninth Annual Children's Festival and Duck Pluck Raffle was held in June 2010 at Dougall Park in Gibsons. The Festival/Raffle was successful in raising almost \$5,000 in funds for Parent-Tot Drop-In and Bellies and Babies.

Challenges ahead:

Funding: Our Public Health Agency Canada CAPC funding is secure until March 2012, but beyond that, there is concern that programs not meeting specific children's health goals may be cut. Success by Six funding decreased for this fiscal year and with it the challenges of securing sufficient alternative funds to run our Saturday Drop-In.

Program: Originally five, with the implementation of StrongStart, we now have one stand alone Drop-In program in Gibsons. Parent-Tot Drop-In had been a coast-wide point of access to Community Services programs and it is unfortunate to have lost this connection with the other four communities.

Our long-time volunteer Jean Clarke, now 92 years old has been less and less able to play the piano during circle time. It is with great sadness that we have come to the end of a long musical tradition at Gibsons Parent-Tot Drop-In.

A success story:

What does Parent-Tot Drop-In mean to the families who come? Parents say it best: Comments from "Collated Combined Participant Feedback Results" Sea to Sky/Sunshine Coast CAPC Coalition 2009-2010 (no parent participation feedback was required for 2010-11)

"I appreciate how much my child looks forward to going and asks to go and doesn't want to leave. It has caused me to realize that the hokey pokey IS what it is all about!!"

"We are new in town and I see this as being a great way for my daughter and me to make some connections and gain info about the community as a whole."

"...to see the community come together (share fruit, Jean on piano, the mayor of Gibsons even brings his kids here)"

"This program has really improved our life. I wouldn't want anybody to miss out on it because it is so supportive and beneficial for kids and parents."

"I struggled with depression in the past and when I start feeling 'those feelings', it helps to have somewhere to go, to get out, where my son is safe and happy and challenged and where I have the opportunity to meet and talk with others."

"PTDI has saved my sanity many a time. Just to sit and have a conversation and a coffee with other adults in a setting where your kids are being educated and stimulated is priceless. I've been a regular for four years. It also gives me a sense that I have an extended part of a routine."

**Sunshine Coast Community Services Society
Annual Report, April 1, 2010 - March 31, 2011
CHILD CARE RESOURCE AND REFERRAL (CCRR) PROGRAM**

With offices in Sechelt, Gibsons, and Pender Harbour, the CCRR offers a wide array of services for both families and child care providers along the Sunshine Coast. These services include assisting daycares in the Licensing or License-Not-Required process, child care referral service for parents, child care subsidy packages and information, child care and parenting workshops and training, and a community based toy and resource lending library. The CCRR program also helps educate the public about the importance of the availability of good quality child care here in our community, and it helps parents make good, informed child care choices.

Funder: Ministry of Children and Family Development

Staffing: Part-time Program Consultant: Hilary Griffith

Part-time Program Assistant: Tracy Wright

Part-time Program Assistant: Paul Calder

Locations **Sechelt:** 5520 Trail Ave.

Gibsons: St. Bart's Church at Gibsons Way and North Road

Pender Harbour: Community School portable at Madeira Park Elementary

Highlights and Accomplishments

In October the CCRR hosted its *seventh* annual Exploration and Discovery Child Care and Parenting Conference. It was a great success but we did not sell out this year. Other training opportunities this past year included:

- Childcare Federation Child Care Course
Five Registered Licensed Not required operators participated in the course facilitated by the CCRR Program Coordinator
- One day work shop to support Literacy and Language Week. The workshop provided information on new and exciting children's books that help young children discover ways to care for the world and to stimulate environmental awareness that included ideas on how to use the books effectively with children. Facilitated by Carolyn Hart

The CCRR collaborated with School District 46 and other community members to organize and participate in the Early Years Fair. This year the theme was "bringing the outside in. There were many interesting activities available for the children to explore.

CCRR also partnered with Vancouver Coastal Health to provide an information and resource work shop on germs for parents and child care providers.

CCRR hosted four child care provider networking evenings, plus two caregivers appreciation nights. These events are for all the Sunshine Coast's child care providers to come together to have lots of fun sharing ideas and networking. During May Child Care Month CCRR provided half hour music sessions for children at the family child care centres, group centres, LNR and preschools in the Gibsons, Roberts Creek and Sechelt areas; 16 child care centres participated, and both children and their child care providers were very pleased with the sessions. We also provided an evening of NIA dance and movement class for the child care providers during May.

CCRR is continuing with recruiting efforts to obtain License-Not-Required child care providers. We recruited two new RLNR in this past year but we lost two RLNR maintaining our total of nine. We are still in desperate need of an infant/toddler group centre in Sechelt. The CCRR is working closely with community partners who sit on the Early Childhood Planning Table to develop a plan to open an Infant and Toddler child care centre. We have only two Licensed-Not-Required who take children under two in the Sechelt area.

Lending Library Usage for the year:

Parents: 838
Child Care Providers: 269
Others: 321
Child Care Referrals: 173
Child Care Subsidy: 396
This shows an increase in all areas of service from last year

Challenges Ahead:

To continue to support parents in finding quality care for children under the age of two and a half. The need for infant and toddler continues to grow across the Sunshine Coast. Another challenge is to continue to enhance the outreach support to child care providers to promote quality child care.

Success Story:

The CCRR has many success stories. The success story that is constant for CCRR staff is the gratitude and happiness that grandparents and visitors have shown staff when they are able to rent our resources. For example, car seats, cribs, high chairs and strollers are available and they are also able to use our resource library which contains books, puzzles, DVD games and many other fun-filled, stimulating activities to entertain visiting children. The appreciation shown for the service that we provide for our community, visitors and grandparents provides the CCRR staff with a sense of well being and the satisfaction of a job well done.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
BELLIES AND BABIES

Through individual support and informal groups, this program's goals are to improve the nutrition of pregnant and postnatal mothers and to encourage breast-feeding.

- Funder:** Health Canada, Success by 6
Bellies and Babies is a Canada Prenatal Nutrition Program (CPNP)
- Staffing:** Kim Oka coordinates and does all the group and individual programming. The coordinator works 25 hours a week.
All the menu planning, food preparation, and cooking for two groups weekly is coordinated by Isobel McPherson. Isobel works five hours weekly and encourages participant participation as much as possible. Joanna Crane works six hours a week assisting the group facilitator in setting up the space for a weekly drop in group; she provides information for community resources, and provides quality child minding.
Participants are asked to be as involved in the programming as possible and a participant is asked to lead the group activities if the coordinator is away.
- Location:** Gibsons and Area Community Centre on Park Avenue, Gibsons, Sunshine Coast
Community Services Society on Inlet Avenue, Sechelt
Outreach provided in various communities along the Coast

Highlights and accomplishments

Bellies and Babies provided services to 87 families this year.

In addition to two hot lunch group meetings every week Bellies and Babies also provides outreach services. This includes prenatal information, support for parents to get to caregiver appointments, healthy lifestyle information, parenting support, breastfeeding resources, and support for Post Partum depression.

Challenges ahead

CPNP base funding has remained the same since 2003 despite an increase of nearly 150% in the number of families coming to the program. More young moms, aboriginal moms, single moms and moms who live in poverty are receiving services at Bellies and Babies and consequently there is a higher need for resources than eight years ago when the funding level was established. Without this static level of funding, there is greater pressure to search for alternate sources of funding, through small grant applications and fund-raising events.

Sunshine Coast Community Services Society
Annual Report: April 1, 2010 - March 31, 2011
SUCCESS BY 6
Early Childhood Development Planning Table

About the Sunshine Coast Early Childhood Development Planning Table (ECDPT)

The ECDPT is a local group that exists to champion, develop and implement our community's Early Childhood projects, plans and initiatives.

We adhere to the objectives outlined in the 2010 ECD Strategic Plan:

1. Creating welcoming communities that support healthy and active living for all children & families.
 2. Enhancing and developing spaces, places, and services for all children & families.
 3. Improving accessibility and affordability for all children & families.
 4. Acknowledging and complementing the ECD priorities and planning as articulated by the Sechelt First Nation, the Squamish people, and other local Aboriginal people.
- Yearly, the ECDPT distributes the funds received from the provincial Success by 6 initiative for community projects that meet the above objectives.

Funder: Provincial Success By 6 (Ministry for Children and Family Development, United Way of the Lower Mainland, Credit Unions), in partnership with Vancouver Coastal Health, School District #46, Sunshine Coast Community Services Society, Sunshine Coast Credit Union and Ministry for Children and Family Development.

Staff: ECD Community Facilitator/Success By 6 Coordinator

Location: Inlet Avenue, Sechelt and outreach in the community from Langdale to Egmont

Highlights and accomplishments:

- Further strengthened our local Success By 6 initiative through increased participation with the Success By 6 Provincial Team.
- Increased contact with Aboriginal Success x 6 Initiatives.
- Continued ECDPT initiatives despite further reductions in Success x 6 funds.
- Increased media exposure with ads and articles.
- New connections with other regional Success By 6 communities
- Continued development of website www.coastsuccessby6.org
- Continued participation in a new initiative to form a provincial Association for Early Years Community Developers.
- Strengthened partnership with School District #46 and the EDI Measurement process.
- Ongoing role in the School District's plans for a Neighbourhoods of Learning Centre in both Gibsons and Sechelt.
- Completed needs assessment for infant/toddler care in Sechelt.
- Completed the 2010 re-write of the ECD Strategic Plan

Challenges ahead:

- Sustaining Success By 6 projects with further possible funding cuts.
- Moving forward with increased collaboration and innovation.
- Engaging the business / corporate sector
- Developing alternate fundraising sources.
- Moving towards the development of Infant/Toddler spaces in the Sechelt area.
- Continuing to build relationships with members of the Sechelt Indian Band and with other local Aboriginal people.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
INFANT DEVELOPMENT PROGRAM

The program consultant serves families with children from birth to three years who have or are at risk for a developmental delay or have a diagnosed disability. Home visits, developmental assessments, play group and connections to other parents, therapists and community resources.

Funder: Ministry of Children and Family Development
Staff: Two staff, one at 26 hours per week; the second at 10 hours per week
Consultant: Merrily Corder
Location: Home visits and community outreach from Port Mellon to Egmont. Office and play group is at Community Services, Inlet Avenue, Sechelt

Staff Development

- Fostering Early Development Training
- 2 day teacher training level one: Parent child Mother Goose
- Understanding FASD training for professionals
- Assessment Workshop: "Assessing the physical development and well being of children"
- Autism Training: "Detection and Treatment of ASD in Children under 3"
- Reference and Regulate Interventionist Training ASD
- Assessment Workshop: Keys to Children's Mental Health - Assessing Children's Social and Emotional Well-Being
- "Partnerships in Positive Approaches to Behaviour Training Module Workshop"
- Childhood Immunization Workshop

Highlights

Parents in the IDP have formed a "parents of kids with special needs group" and are busy making crafts to sell at the Children's Festival in June to raise money for Kids in Motion. They have collected craft materials from generous donors in the community and are very grateful for this as it is providing them with the opportunity to become involved with helping other children as well as their own.

Some Statistics

- Average number of children in IDP at any given time throughout the year: 34
- Number of new referrals this year averaged two a month
- Average number of foster families: 7
- Average number of aboriginal children referred: 11

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
BRIDGES - PEDIATRIC OT AND PT

Physical and occupational therapists work in homes, day care centers and community settings with children from birth to eighteen years who have a developmental delay or disability. They provide screenings, assessments, and consultation to parents and caregivers.

Funder: Ministry of Children and Family Development
Staffing: Sarah Doherty/Melanie Miller, Early Intervention (EI) Occupational Therapist, 25 hours per week, (0-5 yr olds)
Deborah Heidebrecht, EI Physiotherapist, 28 hours per week, (0-5 yr olds)
Cris Rowan, School Aged Therapy Program Occupational Therapist, 15 hours per week, (5 - 18 yr olds)
Location: Office and playroom at Inlet Avenue in Sechelt, outreach to daycares, preschools, schools, and homes.

Staff development undertaken during the year

Therapy courses, in general, are very expensive to attend. The Bridges budget provides some financial support for continuing education.

The **SATP Occupational Therapist** and **EI Physiotherapist** attended the Pediatric Update Symposium at BC Children's Hospital in February 2011 and the **EI Occupational Therapist** attended the Annual American Occupational Therapy Association conference in Florida in spring 2010.

Continuing education was also achieved through journal readings and educational resources offered through the BC and the Canadian Physiotherapy and Occupational Therapy Associations journals and library resources as well as the American Occupational Therapy Association.

Highlights and accomplishments

The Bridges program was able to permit EI occupational therapist, Sarah Doherty, to take a one year leave of absence without any disruption in service by having Melanie Miller step into the position. Cris Rowan who formerly worked in the capacity of SATP occupational therapist was hired back into that position upon the maternity leave of Stefanie Reznik, SATP occupational therapist, in July 2010. Bridges SATP also hired Katherine Harrison, physiotherapist, for some casual hours to provide physiotherapy services for the school-age population.

The Sunny Hill Health Centre outreach seating and mobility clinic continues to service the equipment needs of clients through biannual visits to the Sunshine Coast.

EI therapists continue to provide a significant degree of support services to daycare and preschools on the Sunshine Coast. In February and March 2011, the EI occupational therapist collaborated with EI speech and language services offered through the Sechelt Health Unit to provide a six-week therapeutic cooking group at Mom Ay Mon, the childcare facility on the Sechelt Indian Band.

EI clients continue to benefit from participation in numerous community activities(private swimming lessons, MusicMakers, therapeutic horseback riding, private music lessons) that augment their therapy programs with support from funding through the Kids in Motion program.

The reimbursement of the Municipal Pension Plan funding from MCFD permitted the SATP to return to 15 hours/week from 11 hours/week as of April 1, 2011.

Occupational Therapists / Physiotherapists Caseloads

The **EI Physiotherapy** caseload (0-5 years) averages 45 clients / month and has served a total of 69 children and their families over the past year.

The **EI Occupational Therapy** caseload (0-5 years) averages 42 clients / month and has served a total of 68 children and their families over the past year.

The **SATP Occupational Therapy** caseload served a total of 26 children (5-18 yrs old) and their families over the past year, with 23 children currently on the caseload. The children on the SATP caseload typically have complex needs.

Challenges ahead

The EIT PT and OT program has felt a significant increase in service demands over the past year and has, therefore, made MCFD aware of the need for increased funding for these programs. There is a need for continued advocacy in this area as we hope to receive an increase of funding for Early Intervention PT and OT services to be the equivalent of a 1.0 FTE PT position and a 1.0 FTE OT position during our MCFD contract renewal in April 2012.

Ongoing collaboration with the SD #46 District Support Services team to improve the kindergarten transition process. This will be a focus in the fall of 2011.

A success story

One of Bridges clients was successful in securing funding from the Sechelt Lions Club for a sledge for sledge hockey. This has given great joy to this child and enables him to play hockey with his sibling. The Sechelt Lions Club continues to support the KIM fund by donating \$500 a month that greatly benefits our clients.

During accreditation, the Bridges program as part of the EI program as a whole was highlighted as the poster example of what to strive for in file content and management.

Sunshine Coast Community Services Society
ANNUAL REPORT April 1, 2010 - March 31, 2011
SUPPORTED CHILD DEVELOPMENT PROGRAM

Supported Child Development is a community based program aimed at providing assistance to children who require extra support in order to be fully included in child care settings chosen by their families. The coordinator provides a range of support, including consultation with families, training opportunities for child care providers, individual program plans, extra staffing support where needed, program resources, and coordination of community services.

Funder: Ministry for Children and Family Development
Staffing: One full time staff member
Location: Inlet Avenue, Sechelt, and outreach

Staff Development:

Through partnership with ECE Voice, three workshops were available for staff and families.

Highlights and Accomplishments

- 1) The Teaching Pyramid and Introductory and Intervention Workshops for parents, professionals and child care providers.
- 2) Early Intervention - working on the waitlist to provide support to under 5 years old first as well as using the rating scale - first priority to level 3 and 2.
- 3) Providing support and mentorship to the Sechelt Indian Band's Aboriginal Supported Child Development Coordinator, assisting with support guide, observations, family visits and program guidelines.
- 4) Supporting parents in choosing their own support workers.
- 5) Managing the budget to reduce the deficit.
- 6) Connecting with the Regional SCD consultants to improve on policies and procedures in the program and to liaise with the Ministry to voice our concerns with waitlists and budgets.

Challenges Ahead

- 1) Decrease in available child care spaces.
- 2) Decline in qualified Support Workers due to lack of affordable local training and education.
- 3) Shortage of available/qualified Support Workers for families and child care centres.
- 4) Need for increase wages for Support Workers.
- 5) The need for another program or Supported Child Development Consultant to work with 13-19 year old population. Discussion with MCFD to look at this group and work on some strategies that would be beneficial to the child and families.
- 6) Increase in waitlist - priority to the early years support (3 - 5 years old)
- 7) Continued struggle of inadequate funding.

Success Stories

- 1) Working with families that have children who were recently diagnosed with ASD to attend a workshop on Autism and therefore had the opportunity to connect with each other. Assist a few families that transferred off the coast to help them connect with the SCD supports in their new community.
- 2) Working with the Early Intervention Team to support a swim program for a number of the families. One family whose child is visually impaired has benefited enormously by having him weight bear in the water which is helping him to start walking.
- 3) Transition to Kindergarten for seven families whose children need support, working with the school to get the best support possible for their children. Helping the parents to be as proactive as possible.
- 4) Working with families and community professionals to recognize that every child is a child first and that they have the right to reach their own individual potential with what ever supports are needed.

Sunshine Coast Community Services Society
ANNUAL REPORT, April 1, 2010- March 31, 2011
SPECIAL SERVICES TO CHILDREN

Child and youth care workers give goal-oriented support to children with mental or physical challenges by working with them individually and in small groups.

Funder: MCFD -CYSN

Staff: 9 part time staff; the hours spent with a client can vary depending on the needs of the client from 2 hours per week to 18 hours per week.
Coordinator: Chris Denley

Location: Inlet Avenue, Sechelt, Gibsons Family Place, outreach in the community, and home visits

Highlights and accomplishments:

This year has seen a few changes to Special Services. Our new Ministry Social Worker has been very actively supporting the program and the families of children living with a special needs. She has successfully advocated for the coordinator's time to be increased to a half time position. She is in the process of advocating for a summer program that is inclusive, yet supported, for our kids. She has been meeting with the SCRD to collaborate in providing a summer of fun for all the children with special needs on the Coast.

Statistics:

Special Services has provided service to 21 children for a total of 4,789 hours for the year. The majority of the contracts are 5 hours per week for each child. All of the children are between the ages of 7 and 18, of which 12 are males and 9 are females.

Challenges ahead:

- To hire a coordinator to fill the extra 10 hours of coordinator time
- To hire staff to provide for the extra summer hours if the summer program gets approval
- To manage the waitlist as it begins to grow.

A success story

Girls' group continues to be very successful and it is hoped that a summer program can be built to encourage and support the teenagers to meet and have fun during the summer.

Every one of the children in this program experiences success through this program and the successes are diverse. The program is based on goals established with the child, the child's family and the workers. The goals are based on the child's strengths and needs. Some of our children are turning 19 soon and the transition to adulthood has begun. They are successfully learning skills they will need to increase their independence as an adult. We have a young man who is learning to make himself simple yet nutritious meals. We have young woman who is learning to do laundry, bank, shop, and cook. We have a young man practicing his emotional language so he can successfully tell the people around him what he feels, and another young women learning to have a job. At the same time, we have a young boy learning to ride a bike!

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
SECHELT VISITOR CENTRE AND SUNSHINE COAST VOLUNTEER CENTRE

The Centre is located in the Seaside Building on Teredo Street, Sechelt. Trained Tourist Information Counsellors provide assistance and service to visitors to promote our wonderful community. Volunteer Centre staff provide volunteer referrals and community information. This centre has become a hub for both visitors and community members. It builds on our experience in providing community information through our Volunteer and Information Centre which has up to date information on over 400 groups and services. Information can be accessed on both websites: www.scvolunteer.com and www.secheltvisitorcentre.com.

This exciting venture is administered by Sunshine Coast Community Services Society in partnership with the District of Sechelt, Tourism BC, Gaming Commission, Sunshine Coast Regional District and local tourism businesses. We foster community connections by linking people and resources, linking volunteers with opportunities, promoting volunteerism and supporting community events and initiatives for the well being of the community.

Funder: District of Sechelt, Tourism BC, Gaming Commission, Sunshine Coast Regional District, memberships with local businesses and agencies, sales

Staff: Volunteer Referral Coordinator at 14 hours per week, one part time referral assistant
Three part-time Visitor Information Counsellors
Two summer students
Four volunteers from 1 - 4 hours per week

Location: Seaside Centre, 5790 Teredo Street, Sechelt

Highlights and accomplishments

The Sechelt Visitor Centre launched its new website a year ago and the reception it has received from the public has been terrific. So much so, that many businesses decided to become members of the Centre because of the attractive, user-friendly site and how well it features local businesses. This year the Centre started a Facebook page so that members could have an opportunity to have an item of interest about their business posted on Facebook.

The Visitor Centre has over 125 members who benefit from:

- o Economical annual membership fee - \$85
- o Website exposure
- o Facebook exposure
- o Racking opportunities for member brochures
- o Referrals from Visitor Centre staff
- o Listing in custom Visitor Centre brochures for Accommodation, Recreation, Retail, and other services.

Our most exciting news is that in March, the Visitor Centre's contract with the District of Sechelt was renewed for another five years. Acknowledgement of the excellent service provided by the Centre was most rewarding for staff and members alike. We are so grateful for the letters of support we received from members and other organizations who truly appreciate the Centre and the role it serves in our community.

The Volunteer Centre received funding from BC Gaming for staffing for another year and, due to the Visitor Centre's renewed contract with the District of Sechelt, has a secure venue for its operations. We continue to work collaboratively with the Sechelt Visitor Centre. One Volunteer Centre staff person attended a BC Tourism workshop last fall and is now a qualified Tourism Counsellor Trainer.

A new website is being developed for the Volunteer Centre which will be more user friendly, providing direct links to organizations who advertise local volunteer opportunities online. Funding was received from the Sunshine Coast Community Foundation to develop a connection between funders and grant seekers on the Sunshine Coast, and the SCRDC has provided a grant to help with the development of a more interactive and user-friendly website. It will include the Funders Connection which will offer information about the various funding bodies on the coast including application processes. We will also host a workshop on grant writing.

A success story

A woman was referred to the Volunteer Centre from SC Community Employment Services to talk about volunteering and find a placement necessary for the upgrading course she was taking. She was fairly new to the coast, having recently immigrated from the Middle East.

We were able to provide her with a list of current volunteer opportunities and also made a referral to the online directory for an introductory look at all the local agencies. During the interview, it was revealed that she was about to start a Bed and Breakfast business, which was why she was upgrading her skills with the Employment Centre. The Volunteer Centre staff was immediately able to connect her with Visitor Centre staff who talked about the benefits of membership with their organization, including advice on starting up B&B's, as well as connections with the Sunshine Coast B&B association and other visitor centres.

Further conversation revealed that the woman was also interested in starting a catering business of Indian cooking. A referral to Community Futures as well as other Indian cooks on the coast followed.

The woman was thrilled to receive all this information at one venue. Her husband returned the next day and said that they had lived in several world class cities and had never before experienced a one stop shop that could help newcomers in so many ways.

Our collaboration is working! We are truly able to connect people to the Sunshine Coast community.

**Sunshine Coast Community Services Society
Annual Report: April 1, 2010- March 31, 2011.
SUNSHINE COAST FOOD BANK**

A dedicated team of volunteers gathers, stores and distributes food to community members in need on a weekly basis. The Sunshine Coast Food Bank (SCFB) is open every Tuesday and Wednesday from 11:00 am to 1:00 pm, alternating on a weekly basis between food bank groceries, and bread and produce. Clients are eligible to pick up food one time each week. The Food Bank is sustained through generous financial and food donations from the community and the efforts of many supporters who organize food drives and fund-raising events.

Funder: Community donations
Staff: Food Bank coordinator paid 24 hours per week
Volunteers, contributing 2367 hours during the fiscal year, on a daily, weekly or bi-weekly basis
12,146 persons were served, an average of 1,012 per month
6,072 bags were distributed, an average of 506 per month
Location: 5657 Lamprey Lane, Sechelt

Staff development undertaken during the year

We provided workshops/events for volunteers:

Natural Disaster Drill Workshop

Annual Staff/Volunteer Picnic

Canada World Youth Play at Heritage Theatre provided tickets for volunteers to support youth who had volunteered at SCFB.

Severe and Persistent Mental Health Disorders presented by Mary Cook, VCHA Mental Health
Emergency Preparedness Workshop with Bill Elsner.

Dale Sankey, SCFB Coordinator attended:

Food Banks British Columbia AGM

Vicarious Trauma/ Resisting Burnout Workshop facilitated by Vikki Reynolds

Homelessness on the Sunshine Coast Community Forum Panel Discussion

Highlights and Accomplishments:

- April 2010 SC Dragon Boat Team "Fill the Boat" Event raised food and \$801.00
- May 2010 attended Canadian Association of Food Banks BC, AGM in Kelowna
- May 2010 participated in Kraft Food Challenge.
- May to October promoted BC Share Coupons newspaper articles and community news.
- June 1, 2010 National Hunger Awareness Day promoted awareness through newspaper article Coast Reporter.
- Participated in update of Vital Signs Community Awareness Survey
- June 2010 Sunshine Coast Botanical Garden Society commenced donating fresh garden produce; by September 2010 they had donated over 1,200 pounds of produce.
- June to October SCFB volunteers collected tomato and cucumber donations from Roosendal Farms, Garden Bay. We shared the abundance with Harvest of Hope, Salvation Army Food Bank, in Gibsons.
- June, Sunshine Coast Community Foundation awarded SCFB a grant to build a shelter for clients to be covered in adverse weather conditions.
- July to October 2010 "The Fruit Tree Project" provided fresh local fruit as available.
- Participated in Sechelt Night Market, promoting awareness of the growing need in our community.
- Major roof leak requiring new roof inside and outside of the building, for three weeks the trusted volunteers conducted the distribution of food to food recipients in the parking lot

ensuring no hardship was endured by the food recipients. It was a lot of hard work on the part of the volunteers to make this happen.

- September - June tri partite with Chatelech Foods classes, SC Botanical Gardens and SCFB the SC Botanical Gardens grows veggies, the students help to harvest the veggies, then create soup or stews which they donate to the SC Food Bank for distribution to food recipients.
- Canada World Youth students Eric and Nirvana arrive for three months volunteering.
- October 2010 worked with Halfmoon Bay School Grade 5 class "Halloween 4 Hunger" Project
- "Understanding Poverty" Dale was a Panel Member in this community presentation
- The Sunshine Coast Potters hosted a "Empty Bowl" fundraising for the SCFB raising the large sum of \$3,616.80
- November 2010 Sechelt Post Office donates food items from their Food Drive
- December 2010 partnered with RBC raising funds through the Christmas Gift Wrapping Event.
- December 2010 Fundraiser, "CBC Food Bank Day".
- December 2010 Extra Foods, "Extra Helping" Campaign; we also had a Christmas Basket Raffle.
- January 2011 Shelter completed by Wakefield Homes.
- February Interview by CKAY FM, Sean Eckford, News Announcer
- February 2011 donations from Hockeyville tournament
- Girl Guide tour and donations
- January to March bi-weekly hot soup for food recipients provided by Cheryl Horn.
- March 2011 Davis Bay Elementary presentation and accepted donation.
- Third National Food Drive, "Extra Helping" with Extra Foods March 18 to April 9, 2010, including Easter Basket Raffle.
- March 2011 completed Food Banks Canada, Hunger Count Survey.
- RONA in Pender Harbour now selling "Share BC Coupons"
- Sechelt Public Library fund raiser for SCFB.

Goals

- To continue to provide workshops for volunteers with Mental Health VCHA to increase knowledge base regarding mental illness.
- Succession planning: hire and train an assistant coordinator to replace during coordinator vacations etc.
- Maintain our relationships with business donors - Claytons Heritage Market, Extra Foods, IGA, Starbucks, Wheatberries, Casey's Gardens, SC Realtors, Side Dish Café, Roxanne Tax Services, Roosendal Farms, H & R Block,
- To continue to partner with SC Botanical Gardens Society and Chatelech Foods Classes
- To continue to partner with Harvest of Hope, Salvation Army Food Bank Gibsons to share the bounty i.e. from Roosendal Farms and in transportation costs of receiving National Food Sharing from Food Banks Canada
- To continue to work to promote local understanding of our neighbours in need and how to contribute with donations with various organizations, schools, faith groups
- To continue to offer volunteer opportunities to organizations such as Canada World Youth, Probation Services, schools, Girl Guides
- Develop a plan for a new building with larger freezer and kitchen area to make soup.

Success Stories

Our first success, during the continuing economic difficulties, where we saw an increase in the numbers of persons looking to us for assistance, is that we have been able to continue to support our neighbours in need. Our success is dependent on the generosity of our many community donors, individuals, activity groups, and corporations.

In the fiscal year 2010 - 2011 we entered into a new agreement with Sunshine Coast Botanical Society and Chatelech Food Classes who provided locally grown vegetable and the stews and soups made from this produce to the SCFB for distribution. It has been an enjoyable and educational experience for all of us. We have renewed our partnership with Arrowhead Clubhouse, sharing food with their program and receiving support for our mutual clients. We have continued to provide volunteer opportunities for Probation Services, schools, faith groups and Girl Guides benefiting all community members through a new understanding of the needs of the SC Food Bank, who the clients are and how to contribute.

We share with community groups how the simple act of donating a Claytons or IGA receipt grows with other receipts to gain the SCFB credit to purchase food (\$20.00 credit is given for every \$5000.00 of receipts); how, when each student at a school donates one or two cans of food it can grow into a donation of over 700 cans; or when purchasing food at local stores, adding the \$2.00 Share BC coupon to your order can make an enormous difference to our neighbours in need, as the SC Food Bank continues to gather, sort and distribute food in our community; neighbours working with neighbours to strengthen our community.

Sunshine Coast Community Services Society
ANNUAL REPORT, September 1, 2010 - March 31, 2011
HOMELESSNESS PROJECT

Child and youth care workers give goal-oriented support to children with mental or physical challenges by working with them individually and in small groups.

Funder: Human Resources and Skills Development Canada

Staff: Coordinator: Jim White
three part time staff

Location: Outreach in the community

Highlights and accomplishments:

We completed the first phase of the project at the end of March. The project offered us the funding to:

- Research the extent of the homelessness issue on the Coast
- Explore sources for safe and secure housing
- Develop and explore emergency housing
- Develop and explore Launch Pad resources for the entire Coast
- Develop a functioning housing registry for low income housing
- Develop secondary resources for individuals being discharged through the court or medical system into homelessness.
- Develop a strategic plan to address and prevent homelessness
- Explore resources for long term funding

Statistics

Between September and March 31:

- 17 persons were placed in suitable housing:
 - 10 were male; 7 were female
 - 5 were between the ages of 15 and 30; 12 were between the ages of 31 and 64
- 62 people received homelessness / emergency prevention services:
 - 42 were male; 20 were female
 - 15 were between the ages of 15 and 30; 38 were between the ages of 31 and 64
- 15 people received transitional services to supportive housing
- 5 people received transitional services from the court system
- 11 people received transitional services from the health system
- 1 person received transitional services from the child welfare system

Challenges ahead

The research for Gibsons and Sechelt has been completed, however there is still more research and development to do in the outlying areas. We have begun the second six months of the project. The biggest challenge is twofold; the word is out that help is available for the homeless and the part time staff are busy with the calls; and secondly, the funding will end September 30, 2011 and a new source of funding needs to be found.

A success story

- We have established a large and very interested advisory committee that is committed to dealing with the issue of Homelessness
- We have strategic plan to help guide the work
- In six months we have successfully supported 62 clients at risk of or experiencing homelessness

The Homelessness Project has had unique opportunities to support residents of the Sunshine Coast who are at risk of becoming homeless, and to intervene promptly to allow for the prevention of homelessness. The Homelessness Outreach workers have been able to assist

clients to address the most pressing issues that leave them in a vulnerable position and could cause them to lose their housing.

One case that exemplifies this prevention aspect of the program involves an older male who is living in a rented fifth wheel trailer. This client's housing is substandard as the trailer does not have running water or kitchen amenities. The client is subletting the trailer from a friend who is renting a house on the property, and he relies on kitchen and washroom facilities in this adjacent house. The client is experiencing constant situational stress due to conflicts with the landlord and the friend from whom he is renting.

This client presents with numerous physical health issues and he has concerns about the state of his mental health as well. He receives a very limited monthly income through his disability assistance. The main issue of conflict between this client, the landlord and the tenants in the house, revolve around this client's hoarding behaviour as he stores large amounts of items on the property, in a shed and under the main house. During the past eight months since this client's referral to the project, the tensions have steadily been rising and are considerably affecting the client's physical and mental health. This client has been threatened with eviction several times if he does not remove the items that are building up around the property.

Outreach workers have been supporting this client to find appropriate alternative housing, to reduce the amount of items stored on the property, and to increase this client's social supports in the community to reduce his isolation. The project has encouraged this client to further address his health issues and he has had success following up with appointments to his doctor and mental health worker. This client has been actively removing belongings on the property to the dump and to a storage trailer, and he has found a trailer pad he may potentially rent for June 2011. The Homelessness Project has been able to address key issues this client faces with consistent support, and sensitivity to the underlying health issues that have contributed to the barriers this client faces daily.

The Homelessness Project has also addressed risk of homelessness with a 50+ year old Sechelt woman. This woman is also receiving income assistance as she is disabled, and has a compromised immune system due to her illness. When the Homelessness Project received her referral, she was renting a home in Sechelt that she could not afford on her limited income, and was covering monthly shortages with her credit card. Her adult daughter, who was previously living with her and was covering a portion of the rent, had to move on as she was experiencing caregiver burnout. This client was extremely anxious about her growing debt and her inability to find affordable housing on her fixed income.

The Homelessness Project's outreach workers have provided this client with emotional support and advocacy as this client actively searched for alternative housing. This client moved in March 2011, upon finding a basement suite with lower rent, but quickly found herself in another unacceptable accommodation as the landlord repeatedly refused to address a plumbing issue. The Project's outreach team was able to offer this client guidance in accordance with the BC Tenancy Act and meet with the landlord to resolve the dispute. Unfortunately, the client felt it was necessary to move as the constant stress of this issue was affecting her health, and again felt the threat of homelessness arise. However, the Homelessness Project was able to assist her with organizing her next move and settling in to her new home.

In closing, the Homelessness Project has had much success in not only meeting the needs of those on the Sunshine Coast that are facing immediate homelessness concerns, but the project has shown real strides in preventing homelessness and stabilizing housing situations for members of the community that have been referred to the program for being "at risk" of homelessness.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
ARROWHEAD CLUBHOUSE

The Arrowhead Clubhouse opened in November to many returning and new members, people in our community living with a mental illness. Clubhouse members, staff of Community Services and the Board of the Arrowhead Centre Society, our partner in supporting the Arrowhead Clubhouse, are working together to promote work and life skills for the members. This is done by developing the clubhouse program to meet international clubhouse standards. Many individual and business donors helped make the Clubhouse opening a huge success.

Funders: BC Housing, BC Gaming
Arrowhead Centre Society
Donations

Staffing: Jim White, Program Coordinator, part-time
Janet Mulligan, Carey Rumba, Program Assistants, part-time

Location: 5555 Inlet Avenue, Sechelt

Highlights:

A grand opening in November brought together federal and provincial governments, the District of Sechelt, local business partners including Construction Aggregates of Lehigh Cement and Wakefield Homebuilders, and many donors, all who contributed to the capital project of renovating the former RCMP detachment into a bright and functional clubhouse, and refitting and furnishing eight units of supportive housing, formerly modular housing for the Olympics. This fulfilled the long held dream of a permanent home for the clubhouse, and added much needed affordable housing in the community.

Arrowhead Clubhouse is now open from 10 to 3, Tuesday to Friday, and has over 80 members. A lunch program is at the centre of each clubhouse day, and many other activities have been initiated. An art program sponsored by Rogest has resulted in beautiful artwork on the walls of the clubhouse, and an art auction that raised funds for art supplies. The garden program is well underway with members growing food and maintaining the grounds, and a newsletter published and distributed by members is now a regular feature.

Challenges ahead

A goal is to progressively develop the program to meet international clubhouse standards. At the foundation of these standards is a commitment to peer-driven programs that prepare members for employment and community involvement. Provincial funding allows for only part time hours of clubhouse operation, and so another goal is to work with the Arrowhead Centre Society in their efforts to raise funds through grants and donations to expand the hours and activities of the clubhouse to better enable us to meet clubhouse standards.

Sunshine Coast Community Services Society
ANNUAL REPORT: April 1, 2010 - March 31, 2011
LEGACY HOUSING

Eight supportive housing units for persons with a mental illness opened in November adjacent to the Arrowhead Clubhouse. The lovely and practical studio apartments were furnished with generous community donations.

Funder: BC Housing
Vancouver Coastal Health Authority
Rental income

Staffing: Lori Wishlow, Facilities Coordinator, part-time

Location: 5554 Periwinkle Lane, Sechelt

Highlights

Our community was fortunate to receive eight single housing units, transformed from modular accommodations for Olympic athletes at Whistler into a two storey apartment building. They were modified to be functional studio apartments, with either a patio or balcony. Community businesses and donors all pitched in to help furnish the apartments, and the eight new tenants were delighted to have safe and stable housing.

Residents are local citizens living with a mental illness who qualify for the Supported Independent Living (SIL) program of Vancouver Coastal Health (VCH), which provides a rent subsidy and support from staff of its Mental Health Services. Residents are encouraged to participate in the Arrowhead Clubhouse program.

Challenges

Persons with a mental illness are often at risk for homelessness or substandard housing, and so the creation of eight units of affordable supportive housing was a very welcome addition to the local housing stock. We will continue to support initiatives that add more affordable supportive housing units to keep pace with the need for safe and secure homes for vulnerable members of our community.