




Sunshine Coast  
Community Services

*Caring since 1974*



ANNUAL REPORT 2023-24



# 50 YEARS



TOP ROW: Rainbow Pre-School (1982); Board and staff members with the new minibus (1982); Board and staff members (1982); Staff member Sharon Roye providing door-to-door service with the Transit HandiDART (1992). MIDDLE ROW: Womens Giving Circle, volunteers who organized the Play Golf Give Tournament in support Together Against Violence programs (2009); Dads at the Parent-Tot Drop-In launch (2009); Sunshine Coast Healthcare Auxiliary presenting ED Vicki Dobbyn with a cheque at the new Arrowhead Clubhouse opening (2010). BOTTOM ROW: SCCSS staff at the Canada Day parade (2017); Family Place Grand Opening (2019); Board members at the Every Child Matters walk (2020); SCCSS staff, clients and guests at the Honouring Our Story event (2022).

“ Celebrating 50 years of unwavering dedication, SCCSS stands as a beacon of hope and service, transforming lives and strengthening our community through compassion and commitment. ”

JASON WINKLER, PRESIDENT, SCCSS BOARD OF DIRECTORS

We are honoured to provide services on the unceded, ancestral and traditional lands of the shísháhlh (Sechelt) Nation and the Skwxwu7mesh Uxwumixw (Squamish Nation).

## WELCOME MESSAGE

# Celebrating 50 Years of community service

Fifty years ago, a small group of people saw a critical need in the community for safe, reliable and accessible transportation for seniors. With a single van they launched a service that became the genesis of today's Sunshine Coast Community Services Society (SCCSS). Today's organization and services are dramatically different from those days in 1974 but the values and commitment to supporting a healthy, thriving community remain unchanged.

Over the course of SCCSS's history, a wide array of issues and needs were brought forward and responded to. Training volunteers, establishing a food bank in the wake of a recession and establishing what remains the only transition house on the Sunshine Coast for women escaping violence are just a few examples of how SCCSS listened, mobilized and built a vital service.

As we all know, today's needs are even more significant and complex. The pandemic further highlighted risks to people on the Sunshine Coast experiencing homelessness, food insecurity, gender-based violence, addiction or mental health challenges. These issues affect all of us, whether the impacts are visible or more hidden.

Our Building Together initiative stands as a key example of anticipating and taking action for the future. Over 5 years ago we began work to build affordable housing for women of all ages and their children which would include a critical hub of services for the community. Funding is nearly all in place and final approvals are in sight. The Foundry – an integrated centre for service for youth from 14 to 24 – is also being launched in partnership with other key community organizations.

As we look ahead, we will build on the extraordinary work of those who came before. Decisions taken by prior Board members and staff, at times difficult or with risks, created a strong and diverse organization that is a critical unique asset to everyone on the Sunshine Coast. Our commitment is to always view our decisions and choices through a lens of respect for the work that came before. We want to ensure that 50 years from now the community will have an even stronger resource that not only responds to needs but anticipates and meets them, that addresses urgent issues as well as underlying root causes and advocates for systemic change.

As we prepare and plan for the future, we want to express our gratitude to so many in the community for their support over the past 50 years. From volunteering to donating to engaging on key issues you have made a difference. Together, we will ensure that the next 50 years sees a Sunshine Coast that is truly thriving.



**Jason Winkler**  
*President, SCCSS Board of Directors*



**Catherine Leach**  
*Executive Director, SCCSS*



Sunshine Coast  
Community Services  
has been **CARF**  
accredited since 2005.

## BOARD OF DIRECTORS

The [Board of Directors](#) volunteered 1400 hours of governance oversight, contributing to the success of Sunshine Coast Community Services Society.

### President & Chair

Jason Winkler

### Vice Chair

Brian Chipman

### Treasurer

Linda Wortman

### Directors

Andy Jones-Cox

Patricia York

Kayla Blok

Ruby Orchard

Joanne Harrington

Chelsea Cooledge

Kim Fenton

## VISION

# *An engaged, healthy and thriving Coast*

## MISSION

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

## OUR VALUES



### Interdependence

Our wellbeing is connected with the wellbeing of others and the natural environment.



### Diversity

We acknowledge and honour the fundamental value and dignity of all individuals.



### Compassion

We intentionally nurture individual and collective well-being, belonging and contribution.



### Respect

We believe respect is the foundation for our relationship with each other and with the land.



### Social Justice

We believe everyone should have equitable access to community resources and opportunities.



There's a ripple effect to the work that we do. I feel that all our staff are mission driven and are here to make a difference.



SCCSS STAFF MEMBER

## OUR PROGRAMS

We offer 30+ programs that support pregnant women and new parents, families, children, youth, adults, and seniors through the provision of crisis response, support programs, housing, and advocacy in four key areas:

### Community Action and Engagement

programs are all about people helping people – nurturing connections, linking to resources and building the support that enables our community to thrive.

### Together Against Violence

programs support people whose lives have been impacted by violence and trauma.

### Family, Youth and Children's Services

programs are family-centred, inclusive and promote active participation in supporting pregnant women, new moms, parents, caregivers, children and youth.

### Child & Family Counselling

programs build on strengths to develop positive relationships and help families find their best solutions.

## OUR TEAM

Our team is united in our efforts to provide the services and support our community needs.

### 90+ staff

offer unique skills and experiences essential to supporting the health and wellbeing of our community.

### 140+ volunteers

provide invaluable assistance, enabling us to make a greater impact on the lives of the people we serve.



## OUR IMPACT

*We provide the opportunities, the tools, the support—  
creating pathways towards a brighter tomorrow*

### KATE'S STORY

#### A JOURNEY TO SAFETY AND STABILITY

Kate lived with an alcoholic, verbally abusive partner. Constant fear and emotional turmoil took a toll, but she hesitated to leave due to a lack of affordable housing. The situation escalated during an explosive incident when her partner frightened her and destroyed their property. With little more than the clothes in baskets, Kate knew she had to leave for her safety.

Kate sought help from SCCSS and found refuge in our transition home. Our staff provided a safe space, kindness, and support, assisting her with her resume, food, and legal aid. After several months, Kate rented her own home, where she now feels safer and calm. SCCSS played a crucial role in her journey from fear to stability, and she is incredibly grateful for the support she received.

***SCCSS gave me a safe space and the support I needed to rebuild my life. I am now in a much better place, both physically and emotionally.***

KATE, YEW TRANSITION HOUSE PROGRAM



### RACHEL'S STORY

#### A PATH TO MENTAL HEALTH AND EMPOWERMENT

Facing mental health challenges is a struggle that can sometimes feel amplified in smaller communities like the Sunshine Coast. The fear of stigma and the feeling of isolation was very real for Rachel, but she found support and hope through SCCSS. Rachel received support through our Arrowhead Clubhouse, where our team and community provided her with the assistance she needed to heal. Through this support, Rachel found a sense of belonging and began her journey to recovery.

Today, Rachel is one of our employees, where she supports others facing mental health challenges. Her experience has come full circle, and she finds great reward in helping others navigate the difficulties she once faced.

***SCCSS was my lifeline when I needed it most. Now, I'm able to give back and support others, which has been incredibly fulfilling.***

RACHEL, ARROWHEAD CLUBHOUSE



## 2023-24 HIGHLIGHTS

### FOUNDRY BC

In 2023, the launch of [Foundry Sunshine Coast](#) marked a key advancement in youth health and wellness services. As part of Foundry BC, it offers integrated support, including mental health and addiction services, for youth aged 12 to 24. The year began with a community engagement session, promoting collaboration and consultation, followed by a series of pop-up events across the Sunshine Coast to gather input from youth and caregivers, shaping the Foundry's future. Community support has been vital in driving the project, promising better health and wellness for Sunshine Coast youth.



### AFFORDABLE FOOD MARKETS

In 2023, our [Food Security Programs](#), along with our regular Food Bank program, reached more people than ever. We served over 350 shoppers at our two summer markets, a 43% increase from 2022, with some weeks seeing 30-40+ people. More seniors also used our markets, highlighting their importance for older adults. Our markets focused on those already using our programs, relying on targeted sharing and referrals, not widespread advertising. We offered bus tickets and local produce vouchers to encourage participation. Unlike food banks, our markets allow people to buy healthy food, supporting local farmers. We balance supply and demand to minimize food waste and ensure variety, aiming to provide a place for fresh food and community connection.



### NOURISHING THE NEIGHBOURHOOD

Last September we hosted "Nourishing the Neighborhood: A Community Feast" in the back garden at SCCSS. This long table dinner brought together elected officials, service provider staff, peer workers and neighborhood community members to share a meal together and celebrate the bonds that make our neighbourhood a special place. The event is part of an intentional, place-making strategy to bring people together, enrich our community bonds, and open the doors to future gatherings and conversations. Delicious food, great conversations and much laughter made this an event to remember!





## COMMUNITY ACTION & ENGAGEMENT PROGRAMS



### Arrowhead Clubhouse

Providing a safe, stigma-free environment where people with mental illness can learn skills, get support, and build relationships.

**9,500** nutritious hot meals prepared by and served to members.

**22** members were helped with access to more than \$10K free dental work.

*“Arrowhead is everything to me, I’d be here 7 days a week if I could.”*

ARROWHEAD CLUBHOUSE MEMBER



### Thrift Store

Providing training, volunteering, and eco-friendly donation opportunities, benefiting the community.

**13.4%** increase in revenue going directly into funding our programs.



### Client Navigator

Connecting all ages to Sunshine Coast services, community agencies, and tailored resources.

**982** people seeking assistance were connected to resources.



### Volunteer Program

Offering training, mentorship, and a rewarding work experience while engaging with the community.

**10,525** hours of time donated by 110 volunteers.



### Food Security Programs

13 programs that aim to reduce food insecurity, increase access points for food, as well as promote advocacy and education.

**10,794** visits to the all-day service at the Food Bank to access healthy, nutritious food.

**34%** increase in Food Bank usage, with 60% coming from single person households.

**350** shoppers at our Fresh Food Markets offering low-cost, fresh produce.



### Better At Home

Providing seniors with non-medical home support services, so they can continue to live independently.

**650** visits to seniors in their homes to help with cleaning



### Keeping People Housed

Providing interest-free loans to eligible Sunshine Coast families in temporary financial crises.

**\$9,980** in loans to 16 people helping them stabilize their housing situation.

*“The Keeping People Housed resource has been invaluable. This initiative is so needed and appreciated.”*

KEEPING PEOPLE HOUSE LOAN RECIPIENT





## TOGETHER AGAINST VIOLENCE PROGRAMS



### Yew Transition House

Offers a safe, respectful haven for women and children to start lives free from violence.

**132** families at risk of abuse were supported to find options and make choices.

**1080** calls to the 24/7 Access Line from women seeking resources and support.



### Thyme Second Stage

Providing housing, support, and advocacy for women and children rebuilding lives after violence.

**18** women accessed safe subsidized housing, advocacy, and support.

**85** in-person and online training sessions and workshops to build capacity and make choices.

***I am very grateful for the kindness and support of all staff who helped me to find the way back to myself.***

THYME SECOND STAGE HOUSING RESIDENT



### Women's Counselling

Non-judgemental support for coping with abuse and violence in relationships, fostering healing and empowerment.

**83** women empowered to make informed, confident life and health decisions.



### Women's Outreach

A free, confidential service to increase the safety and well-being of all women at risk of violence.

**127** families at risk of abuse were supported to find options and make choices.



### Community Based Victim Services

Supporting survivors of relationship violence, sexual assault, harassment, child abuse, and family/sexualized violence.

**150** individuals received free, confidential support, information and referrals.



### Police Based Victim Services

offering emotional support, practical assistance, and referrals to crime victims, families, and witnesses.

**452** victims of crime and traumatic events provided with support and advocacy.

***"It is always special to me to connect with you, especially during the worst time of my life. You have truly helped shine a light in the darkness, and I am forever grateful to you."***

POLICE BASED VICTIM SERVICES



## FAMILY, YOUTH & CHILDREN'S SERVICES



### Bellies and Babies

A drop-in group for expecting and new families with children aged 0 to 1.

**175** new parents attended, connecting with peers and accessing resources.

***“The atmosphere is so joyful and inclusive of people from all types of backgrounds.”***

BELLIES & BABIES PROGRAM PARTICIPANT



### Child Care Resource and Referral

Providing child care information, services, and support to families and child care providers, and provides high quality early learning materials for young children.

**3,051** referrals were provided to families throughout the Sunshine Coast.

***“This is a place to feel heard and really be seen. Without this, I feel sure that many would struggle.”***

PARENT-TOT DROP-IN PROGRAM PARTICIPANT



### Parent-Tot Drop-In

An inclusive free program where parents can take a break, connect with other parents and caregivers and have fun playing with their children.

**490** individual parents and caregivers attended 257 sessions in a supportive and non-judgmental space.



### Infant Development Program

Supporting families with children 0-3 who are, or are at risk of, experiencing developmental delays or disabilities.

**151** children and their families supported using an integrated, family-centred approach.



### Physiotherapy Services

Providing timely therapy to children under 6 to support functional development and family participation.

**119** children received therapy to develop gross motor skills for daily life participation.



### Supported Child Development

Collaborating with families who have children that require additional supports to access inclusive childcare.

**52** visits to various childcare centres, preschools, and community programs

**119** families assisted in finding the childcare setting best suited to their child.

***“Thank you for supporting us through the kindergarten transition, without our support the parent would not have sent her child to kindergarten, he is doing so well.”***

SUPPORTED CHILD DEVELOPMENT PARTNER



### Youth Outreach

Enhancing youth safety by connecting them to resources and fostering community understanding.

- 54** School Drop-Ins
- 24** Stop & Talk Sessions
- 8** Community Pop-ups
- 24** Gender Diverse & Queer Youth Drop-Ins



### Youth In Transition

Empowering vulnerable youth exiting care to set and pursue goals towards independence.

- 12** youth received personalized support to develop life skills, build connections, and plan for the future.

***“I’m so grateful for everything you guys do. It’s helping my kid so much, you have no idea.”***

PARENT OF CHILD, SUPPORTED SERVICES TO CHILDREN



### Supported to Services to Children

Supporting individuals with brain differences to engage socially, build skills, and connect with peers.

- 35** youth served via life skills after-school programs.

## CHILD & FAMILY COUNSELLING



### Family Preservation & Reunification

Home-based, multi-component interventions designed to reduce and prevent risk for children & families involved with MCFD.

- 53** families working to strengthen parenting skills and foster positive relationships.



### PEACE Program

Prevention, Education, Advocacy, Counselling and Empowerment (PEACE) services for children and youth with experiences of/at risk of violence.

- 23** families working to strengthen parenting skills and foster positive relationships.



### Sexual Abuse Intervention Program (SAIP)

Providing low-barrier, neurodiversity and trauma-informed counselling services to children, youth, and their families.

- 27** individuals and their families offered timely assessment, treatment and consultation. both children and their families.

***“My counselor helps me see things from a different perspective, which makes my problems seem smaller.”***

11 YEAR OLD PEACE PROGRAM CLIENT

# FINANCIAL UPDATE

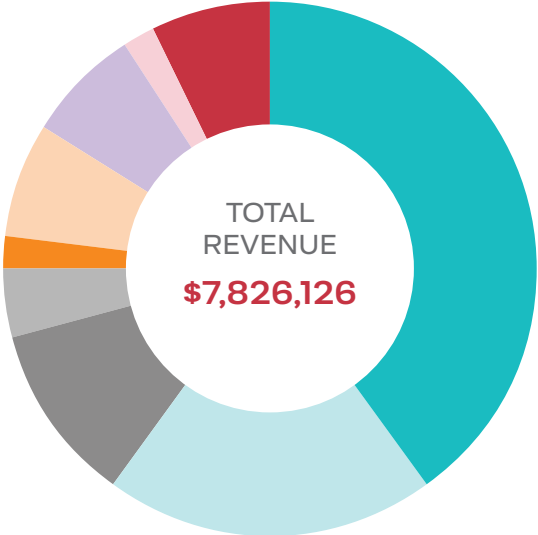
As we entered our 50th year, donor generosity and additional funding allowed us to address the community's growing challenges effectively. Embracing technological advancements, we improved service delivery while maintaining strict confidentiality and privacy standards. With capital grants, we acquired state-of-the-art food production equipment, enhancing our capacity to serve larger groups in need. Our redevelopment project is nearing final approval from BC Housing and is set to begin construction in the fall. In early 2024, we launched the 50 Women for SCCSS capital campaign to close the financing gap and ensure fiscal sustainability.

*The financial summary has been prepared prior to the annual audit being finalized. Some figures may be subject to change.*

## REVENUE

For Financial Year ending 31 March, 2024

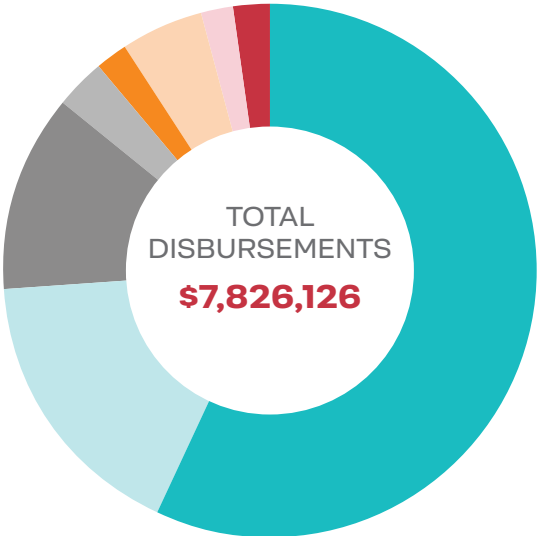
Provincial - MCFD	41%	<span style="color: #00A69F;">■</span>
Provincial - BC Housing	20%	<span style="color: #A6D9E1;">■</span>
Provincial - Other	11%	<span style="color: #555555;">■</span>
Federal	4%	<span style="color: #A6A6A6;">■</span>
Municipal	2%	<span style="color: #E69A00;">■</span>
Grants - Other	7%	<span style="color: #F4A460;">■</span>
Donations	7%	<span style="color: #A699C9;">■</span>
Social enterprise	2%	<span style="color: #F4A4A4;">■</span>
Other revenue	7%	<span style="color: #A61A1A;">■</span>



## EXPENSES

For Financial Year ending 31 March, 2024

Program delivery - staff	57%	<span style="color: #00A69F;">■</span>
Program delivery - client support	17%	<span style="color: #A6D9E1;">■</span>
Society operations	12%	<span style="color: #555555;">■</span>
Fundraising and redevelopment expenses	3%	<span style="color: #A6A6A6;">■</span>
Investment in capital assets	2%	<span style="color: #E69A00;">■</span>
Building operations	5%	<span style="color: #F4A460;">■</span>
Transfer to reserve	2%	<span style="color: #F4A4A4;">■</span>
Investment in IT (grant received)	2%	<span style="color: #A61A1A;">■</span>



## BUILDING TOGETHER UPDATE

### Safety. Social Mobility. Food Security. Affordable Housing.

The Building Together project is a 6-story development to be built on land owned by SCCSS and located in downtown Sechelt. The development will include 35 units of affordable housing for women and their children who are vulnerable to, or may have experienced violence. We are on schedule to break ground in fall 2024.

Building Together will also provide a community hub on its first two floors that will consolidate many of our programs, including crisis response, housing, and advocacy initiatives like the Food Bank, Bellies and Babies, Keeping People Housed, Better At Home, and Youth & Counselling Services.

It is designed to be a centre of support, prevention programs, community engagement, and learning—a place that prioritises safety, economic well-being, food security and affordable housing for our community members.



SCCSS has secured 90% of the funding needed for this \$34 million project. In late 2023, a feasibility study was conducted to evaluate the viability of a capital campaign to close the remaining funding gap. As a result, the '50 Women for SCCSS' campaign launched in January 2024 with the goal of raising an additional \$1.5 million.

Over 50 women from across the Sunshine Coast, representing a diverse mix of professionals, volunteers, and community leaders, have united to support this campaign. Their collective efforts aim to bridge the funding gap and bring this project to fruition.

Learn more at [buildingtogether-sccss.ca](https://buildingtogether-sccss.ca)

THE PROJECTS.  
THE PROGRAMS.  
THE POTENTIAL.



35 units of affordable housing



A community hub for everyone



A safer neighbourhood



Food solutions



Avenues out of poverty



To learn more, scan or visit  
[buildingtogether-sccss.ca](https://buildingtogether-sccss.ca)



An initiative of Sunshine Coast Community Services



Safety. Social Mobility. Food Security. Affordable Housing.  
Help bring hope to our most vulnerable residents.

DONATE TODAY AT  
[50WOMEN.CA](https://50WOMEN.CA)



FIFTY  
women  
FOR SCCSS

An initiative of:  
Sunshine Coast Community Services Society

# THANK YOU!

Thank you to our donors, supporters and volunteers. Your gifts of time, money and kindness help us provide the opportunities, the tools and the support in creating a pathway towards a brighter tomorrow.

Meet just some of our incredible community who supported us in 2023-24.



Sunshine Coast Healthcare Auxiliary



Royal LePage Sussex



Holy Family Parish, Sechelt



Thrift Store Volunteers



Sechelt Volunteer Fire Fighters



Peer-led Gardening Team



Royal Canadian Legion



"Knitting A Community" Group



Suncoast Woodworkers Guild



Food Bank Volunteers



Chatelech Senior Girls Basketball Team

MAKE A DIFFERENCE TODAY! | 604-885-5881 | INFO@SCCSS.CA | VISIT [SCCSS.CA](https://www.sccss.ca)

## HOW YOU CAN HELP

Together, we are creating lasting change. Help us empower individuals, strengthen families, and build a vibrant community. Your support has real and lasting impact.



*We need you to help build an engaged, healthy and thriving Coast*



### Donate today, transform tomorrow

Donate to SCCSS and support essential programs for individuals and families in need. Your contribution creates a lasting impact. Donate today at [sccss.ca](https://sccss.ca).



### Spread the word - amplify our reach

Share our impact on social media and within your networks to help expand our support. Sign up for our [e-news](#) or follow us on Instagram and Facebook at [sc.communityservices.ca](https://sc.communityservices.ca).



### Volunteer your time - share your skills

Are you passionate about making a difference in the lives of others? Our volunteers are the heart and soul of what we do! Join our team of volunteers and become an agent of change!



### Become a monthly donor

Monthly contributions provide stable funding for ongoing support. Regular giving helps transform lives and strengthen our community. Learn more at [sccss.ca](https://sccss.ca).



### Consider leaving a legacy gift

Legacy giving leaves a lasting impact and makes SCCSS part of your life story. It can inspire others to give back too. Support SCCSS for generations. Learn more at [sccss.ca](https://sccss.ca).



### Shop at our Thrift Store in Gibsons

Find gems at the Community Services Thrift Store! Every dollar from sales supports SCCSS programs. Visit us at 731 North Road, Gibsons. For hours, donations, or volunteering, visit [sccss.ca](https://sccss.ca).





We gratefully acknowledge the commitment and support of government and private funders who make a significant financial contribution to our programs and are helping us build an engaged, healthy and thriving Coast:



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