



Building an engaged, healthy and thriving Coast

ANNUAL REPORT 2021-2022



“ One thing that always stood out was when you said “we’re not meant to do this alone”. I carried this sentence with me on hard days, moments when I’ve felt run-down and ill-equipped. I hear that phrase in my head and think, “oh yeah, I’m missing human connection. I need to reconnect so I can be the best version of myself for my daughter”. Your program has been that place for me - it’s been a true life-saver for me and my family. ”

PARTICIPANT, BELLIES AND BABIES PROGRAM

BOARD OF DIRECTORS

Our [Board of Directors](#) contributes to the health and well-being of our community through their commitment to the operations of SCCSS, providing leadership and strategic direction to ensure we fulfill our mission to serve the community.

Jason Winkler
SCCSS President & Chair

Janet Holt
SCCSS Vice Chair

Brian Chipman
Sue Anne Linde
Raj Gill
Linda Wortman

Penny Stewart
Ruby Orchard
Patricia York
Andy Jones-Cox

WELCOME MESSAGE

Moving forward - collaborating, sharing, connecting

Reflecting on our work and our world over the past year brings a lot of thoughts to mind, nothing black and white but a lot of this and... struggle and resilience, isolation and connection, compassion and disregard, joy and heartbreak, healing and woundedness. We have experienced this in our lives, and we have witnessed this with staff, volunteers and the community. I am proud to say that the staff and volunteers of Community Services rose to the challenge. We worked collaboratively together, supporting one another and making sure that those impacted the most had the resources and the connections they needed to make it through what has been a very difficult two years.

We know and we need to remember that this pandemic had the greatest impact on those who had the least and that although we all moved through this experience, the journey for each of us was unique, and for many life post-COVID has proven to be harder than it was before the pandemic. Over the course of the pandemic, Community Services made many changes to how we work and how we engage with participants and with the community. Some of those changes improved our ability to be inclusive and barrier-free and those we will keep as we move forward. We learned a lot from this experience and that learning will help us as we move through a time of recovery and increased need.

Like every year, we did a lot with a finite number of resources. We responded to the needs of over 5,000 community members. We created a warm and welcoming place for folks in crisis to land, stabilize their lives and build their capacity to move forward. We provided a number of prevention services, catching folks before they fell into crisis, and we advocated for increased resources for under-resourced community members, the community and the non-profit sector.

In 2016 we began a journey to increase collaboration internally and externally. In 2021 we benefited from that work as we saw a significant increase, both internally and externally in knowledge sharing, resource sharing and our ability to leverage our relationships with participants to

support a smooth and easy connection and transition to other Community Services programs and services within the community. The growth of collaboration across our organization is, in part, what contributed to our collective resilience during the pandemic. As you turn the pages of this annual report you will see some of the internal and external collaborations that have taken place this year and learn how together, we are all so much more.

Looking forward, we will be taking time to engage in a strategic planning process that will use compassionate listening as its core process to identify our strategic directions for the next few years. This plan will take us to a key milestone for us and this community, the opening of our new building in 2025.

Again, this year, we are reminded that Community Services is an incredible resource for the lower Sunshine Coast and that we are just one piece of the puzzle.

We need to continue to come together as a community, collaborate, share our resources and respond collectively to reduce the impact that violence, poverty and homelessness are having on the health and wellbeing of our community.

In gratitude,



A blue ink signature of Jason Winkler, consisting of a stylized 'J' followed by a horizontal line.

Jason Winkler
President, Board of Directors



A blue ink signature of Catherine Leach, consisting of a stylized 'C' followed by a horizontal line.

Catherine Leach
Executive Director, SCCSS

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



OUR VISION

An engaged, healthy and thriving Coast.



OUR MISSION

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



OUR VALUES

INTERDEPENDENCE

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

DIVERSITY

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

RESPECT

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

COMPASSION

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

SOCIAL JUSTICE

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



Last year, we provided support and services to more than 1 in 5 Coast residents.

OUR PROGRAMS

Our programs 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

TOGETHER AGAINST VIOLENCE

FAMILY, YOUTH AND CHILDREN'S SERVICES

CHILD AND FAMILY COUNSELLING

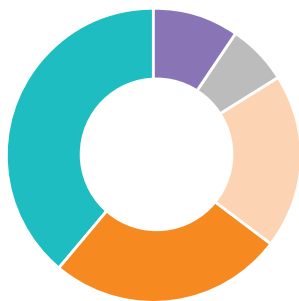
87% of participants surveyed indicated that their quality of life improved by participation in SCCSS programs. **94%** of participants surveyed indicated they felt welcomed by SCCSS programs.

OUR STAFF

Our dedicated and passionate staff offer unique skills and experiences essential to supporting the health and wellbeing of our community.

92 STAFF

4.96 AVERAGE YEARS OF SERVICE



Less than 2 years	36	■
2 - 4 years	24	■
5 - 9 years	18	■
10 - 14 years	6	■
More than 15 years	9	■

CARF ACCREDITATION

The mission of **CARF** (Commission on Accreditation of Rehabilitation Facilities) is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that centres on enhancing the lives of persons served.

Starred (*) programs in this report received three-year accreditation from CARF in 2021.



Amazing people - very helpful, caring and knowledgeable. Thank you!

PROGRAM PARTICIPANT, SCCSS PROGRAM SURVEY

COLLABORATION - THE HEART OF OUR WORK

Collaborating amplifies our collective voice and our ability to effect positive changes in our community. Here are some of the ways we worked together in 2021 to build an engaged, healthy and thriving Coast.



YOUTH OUTREACH

Over the past year, the Youth Outreach team have worked closely with SD46, community schools, Vancouver Coastal Health, shíshálh Nation and our Community Based Victim Services program to bring resources to Coast youth. Initiatives such as the Stop and Talk lunchtime Q and A sessions at schools provided Grade 6 and 7 students with an opportunity to get information about youth issues such as sexuality, drugs and alcohol, mental health and bullying in a safe and non-judgmental space. These collaborations enable the Youth Outreach team to promote other pro-social activities such as Queer Youth Drop-Ins, the Gender Diverse Network, and regular youth pop-up events that offer young people an opportunity to develop life skills and create peer connections.

“I feel seen and safe - and I’m so grateful I can be who I am here and not worry about it.”

YOUTH OUTREACH PROGRAM PARTICIPANT



COMMUNITY BASED VICTIM SERVICES - YOUTH OUTREACH

In 2021, thanks to funding from the Government of BC and the Ending Violence Association of BC, we launched Community Based Victim Services - Youth Outreach (CBVSYO) program. This free and confidential program collaborates closely with our Youth Outreach team, local high schools, shíshálh Nation, Vancouver Coastal Health hospital and youth clinics, RCMP, MCFD and youth centres. The goal is to build trust, connections and working relationships with youth aged 13-24, offering them education and awareness of supports available to them if they have experienced sexual assault, abuse and harassment. The CBVSYO worker drops into schools and holds pop-ups providing food and drinks, information, bus tickets and youth swag to connect with youth in the community. So far, the response has been overwhelmingly positive, “youths have come up to me and thanked me for being here, they appreciate how approachable we are and the youth services we provide,” says program lead Lorelei Baker.

FRESH FOOD FOR ALL MARKET

In 2021, our Food Program teamed with our Family Place programs to launch the *Fresh Food for All* market - a community collaboration between local farms, gardeners, volunteers and the community that is the first affordable produce market on the Sunshine Coast. The pilot project sought to expand food access in a different way to food banks by empowering customers to purchase high-quality, fresh, local food at significant cost reductions or “pay what you can” prices - while simultaneously supporting local producers. With the target goal of reaching young families and children, Family Place proved the ideal location and was an obvious choice for program partnerships that yielded mutual benefits. The pilot was a resounding success, with participants extending their gratitude and expressing sentiments that helped justify and support expanding the market program in 2022.



“I have no money and no food right now - so this is literally saving my life.”

FRESH FOOD FOR ALL MARKET CUSTOMER

POEMS FROM THE ARROWHEAD CLUBHOUSE

In May last year, in celebration of Mental Health Week, Arrowhead Clubhouse launched a book titled *Poems from the Arrowhead Clubhouse*. Ten members embraced the creative process with two staff supporting, while volunteers ran writing workshops, helping members create the final publication. Pictured (right) is Clubhouse member Mark, who edited the collection of creative writing to raise funds for the program.



“We’re at our strongest when we work together as a community of hope.”

FOYE HATTON, PROGRAM LEAD, ARROWHEAD CLUBHOUSE

THRIFT STORE HOSTS SUMAC PLACE VOLUNTEERS

2021 was a big year for the Thrift Store! Not only did the store undergo a revamp and extend operating hours once Covid restrictions lifted, but it also hosted a new joint initiative between the Volunteer program and Sumac Place. Sumac Place is a Vancouver Coastal Health tertiary mental health facility in Gibsons that serves 33 residents. Residents volunteer at the Thrift Store to connect with the community and gain employment skills. We work closely with Sumac to tailor roles toward the individual resident’s needs and ensure everyone feels included and valued. This arrangement provides the Thrift Store with volunteers and Sumac residents with increasing confidence and purpose from working directly with the community, leading to greater acceptance and celebration of our differences. Pictured (right) is Sumac resident and Thrift Store volunteer Doreen.





OUR IMPACT

COMMUNITY ACTION & ENGAGEMENT PROGRAMS

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.

250

Arrowhead Clubhouse members supported in a safe, stigma-free environment.

6,588

the number of times **Arrowhead Clubhouse** services were accessed (in person and virtually).

100%

of members said they feel supported since joining **Arrowhead Clubhouse**.

590

people connected with the **Client Navigator** sought assistance with finding and accessing resources.

432

times seniors accessed **Better At Home** services, helping them to maintain their independence and remain living in their own homes.

142

unique **Volunteers** contributed their time and services to SCCSS programs in 2021.

19,760

unique visits to the **Food Bank** for essential food and supplies.



2,170

individuals provided with healthy and nutritious food at the **Food Bank**.

33

loans made through **Keeping People Housed** to people at risk of eviction helping them stabilize their housing.

“When I had nowhere else to turn, this program was there and allowed me to get back up on my feet.”

CLIENT, KEEPING PEOPLE HOUSED

57%

of clients felt more secure as a result of participating in the **Keeping People Housed** program.

[Arrowhead Clubhouse](#)

[Better at Home](#)

[Client Navigator](#)

[Community Services](#)

[Thrift Store](#)

[Food Bank](#)

[Keeping People Housed](#)

[Legacy Housing](#)

[Volunteer Program](#)

MY EXPERIENCE

FOOD BANK

I have been volunteering for most of my life somewhere for something. The job is very social - I spend a lot of time with every customer - I say hi to them, hear their stories, bring them their hampers, come back in, chat with everybody and get another order ready. It's all go, go, go! It's busy! There are always people here and always things to do. Volunteering for me is a matter of making my place in the world something useful to other people. As long as I have the opportunity to help, I am fulfilling something important to myself, this is sort of like my spirituality! Try it because it's good to do, you'll find yourself really happy doing it. This is a way to achieve something that helps for real.

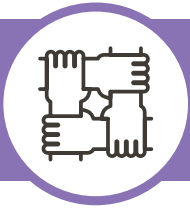
Jules

FOOD BANK VOLUNTEER



I really appreciate Arrowhead. I'm a very (self) isolated and depressed person, and coming here has been a really big deal for me. You working with me, being so nice to me, patiently answering all my questions, trusting me to do things and everything else means a lot to me.”

NEW MEMBER, ARROWHEAD CLUBHOUSE



OUR IMPACT

TOGETHER AGAINST VIOLENCE PROGRAMS

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

MY EXPERIENCE

POLICE BASED VICTIM SERVICES

The negative impacts a victim can experience after any type of trauma can last a lifetime. The initial and follow-up presence of a compassionate and caring Victim Services person can make a real difference and have a lasting positive impact on a victim of crime, or negative circumstances. The value of having an in-house Victim Services support worker, far exceeds any measurement that shows their success.

Police-based Victim Service programs are a direct support service to police and other partners, working toward our shared goal of safe homes and safe communities.

As a police officer, who has been in the field for several years, I can not see myself or my team doing their job without the assistance of the Victim Services team.

When it is windy outside, and the world feels like it's blowing its troubles inside your home, Victim Services are the ones who come in the house, gently close the window and lovingly tell the victim that "it's gonna be OK."

Phil

SUNSHINE COAST RCMP OFFICER

"The ability to talk to the staff anytime I needed them was extremely helpful for my recovery - they understand and care about what you are going through"

CLIENT, YEW TRANSITION HOUSE

739

initial contact calls were received through our **24/7 Access Line** from women seeking resources and support.

124

adults and youth received free, confidential support through **Community Based Victim Services**.

30

women and their children were provided with safe shelter, support and advocacy at **Yew Transition House**.

341

victims of crime were provided with crisis intervention and emotional support through **Police Based Victim Services**.

7

women and 16 children leaving domestic violence situations were housed at **Thyme Second Stage Transition House**.

"Staff are compassionate, empathetic, and really care"

CLIENT, THYME SECOND STAGE TRANSITION HOUSE

[Thyme Second Stage Program](#)

[Yew Transition House](#)

[Women's Counselling](#)

[Community Based Victim Services \(CBVS\)](#)

[CBVS Youth Outreach](#)

[Police Based Victim Services](#)

[Women's Outreach Program](#)

75

unique participants helped to reclaim their lives from abuse through the **Womens Counselling** program.

"I can get through the week knowing I can come in and talk to someone who understands."

CLIENT, WOMENS COUNSELLING PROGRAM



82

women and 94 children experiencing abuse were provided support and resources through the **Women's Outreach** program.





OUR IMPACT

FAMILY, YOUTH & CHILDREN'S SERVICES PROGRAMS

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.

2,104

times parents and their children were provided with support, education and connection at 90 **Bellies and Babies** sessions.

96%

of **Bellies and Babies** participants agree they now have more knowledge about healthy pregnancy & parenting.

7,659

unique visitors to **Parent-Tot Drop-In** sessions. 100% of survey respondents said they found the program warm and welcoming and would return.

2,924

referrals provided to families through the **Childcare Resource and Referral** program.

742

items lent through the **Childcare Resource and Referral** lending library.

1,064

times **Youth Services** were accessed, connecting youth to resources, support and opportunities to create positive peer connections.

96%

of **Youth In Transition** youth report they have increased their skills to live independently successfully.

100%

of the families served by **Supported Services to Children** report the service was meeting the needs of their family.

79

clients and their families supported by the **Circle of Support** program that offers support, training and consultation for children and youth with complex needs.

95

families received services through phone consultation, home visits and playgroup sessions with the **Infant Development Program**.

102

children aged 0-7 years were provided with **Physiotherapy Services** improving their quality of life and ability to participate in physical activity.

Youth

[Youth in Transition*](#)
[Youth Outreach](#)

Supported Services

[Supported Services to Children*](#)
[Circle of Support*](#)
[Kids in Motion](#)

Early Intervention

[Infant Development Program*](#)
[Physiotherapy Services*](#)
[Supported Child Development Program*](#)

Family Resources Programs

[Bellies and Babies](#)
[Child Care Resources & Referrals \(CCRR\)*](#)
[Parent-Tot Drop-In*](#)

*CARF accredited programs

MY EXPERIENCE

CIRCLE OF SUPPORT PROGRAM

I want to thank you and the support group for all the years of encouraging me and being a safe place to share. The strategies I learned from attending the support group and everything I went through with school and medications, and mental health with my child was so exhausting and draining and all the IEP's over the years. Their behaviours, safety concerns, friendships - you have been there helping us as a family and as a mom of complex needs to keep fighting and understand them more deeply. This is a testament to the Circle of Support because you are there to see these kids and teens learn self control and help us parents keep going and know someday, hopefully, there will be an amazing transformation.

Casey

PROGRAM PARTICIPANT

"As a new young family on the coast, we are so grateful for your services - particularly the drop-ins and lending library. Thank you so much for your work!"

PARTICIPANT, CCRR & PARENT-TOT DROP-IN PROGRAMS





OUR IMPACT

CHILD & FAMILY COUNSELLING PROGRAMS

Child & Family Counselling builds on strengths to develop positive relationships and help families find their best solutions.

MY EXPERIENCE

Y-MIND TEEN GROUPS

Every one of us will experience anxiety at some point in our lives. Anxiety can present in many scenarios, including positive things like going on a trip or trying something new. When anxiety becomes overwhelming and hard to manage, it becomes an issue. Our brains have not adapted to our fast-paced culture resulting in anxiety disorders. Our 7-week mental health program for youth aged 13-18 teaches teens about anxiety, mindfulness and ways to manage stress. Our small groups and innovative ways to allow teens to engage anonymously online resulted in deeper sharing than anticipated. Kids shared their anxiety around school, friends, family, body image, gender identity and Covid. When asked what they took away from the course, one participant wrote, "I think understanding ourselves and how the human mind works is beneficial for achieving our goals and normalizing that everyone gets anxious and has negative feelings sometimes."

Adriana

CHILDREN'S COUNSELOR - PEACE & FAMILY SUPPORT SERVICES

I am so grateful to my Family Preservation worker. Since I met her over a year ago, her encouragement and advocacy support has given me the ability to have the strength and courage to speak and feel safe, which is very important to me because I have never had such great support."

PARTICIPANT, FAMILY PRESERVATION PROGRAM

171

families were supported by our **Family Preservation and Support** counsellors.

100%

of clients agree that counselling received through **Family Support** programs was effective.

100%

of clients feel that the work being done with the **Family Preservation and Support** is effective in addressing their concerns.

26

children and youth with experiences of violence were supported and empowered through the **PEACE program**.

"I feel better being able to talk to someone, especially because of Covid - I had barely anyone to talk to."

CHILD (AGED 10), PEACE & FAMILY SUPPORT SERVICES

20

teens learned strategies and methods to deal with stress and anxiety at YMind workshops run through our **PEACE program**.

PEACE*

Sexual Abuse Intervention Program (SAIP)*

Community Mental Health Services (CMHP)*

Family Preservation and Reunification*

Family Support Services*

**CARF accredited programs*

96%

of children demonstrated improved feelings of wellbeing after receiving **Children's Counselling** services.

92%

parents/caregivers indicate they enjoy family life more and have better relationships with their children since participating in **Children's Counselling** sessions.

"I learned how to feel where I feel my feelings"

CHILD (AGED 11), CHILDREN'S COUNSELLING










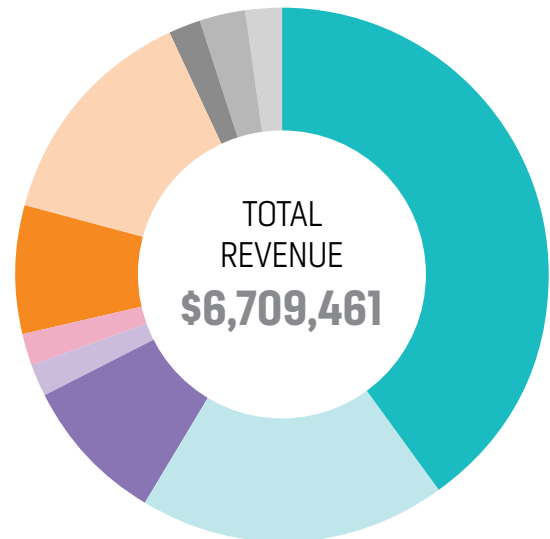
FINANCIALS

This past year, we focused on looking after our most valuable asset, our people. With safety protocols well established, we gained efficiencies and were better able to control expenses related to COVID-19. We continued our commitment to equitable competitive wages and an annual wage increase. Ethical stewardship of funds is important to us. Thanks to several generous donations from estates, we have built our reserves by 7% of our revenue base, allowing us the flexibility to respond to emerging needs, protect the organization from unexpected losses, and provide capital for our redevelopment.

REVENUE



For Financial Year ending 31 March, 2022

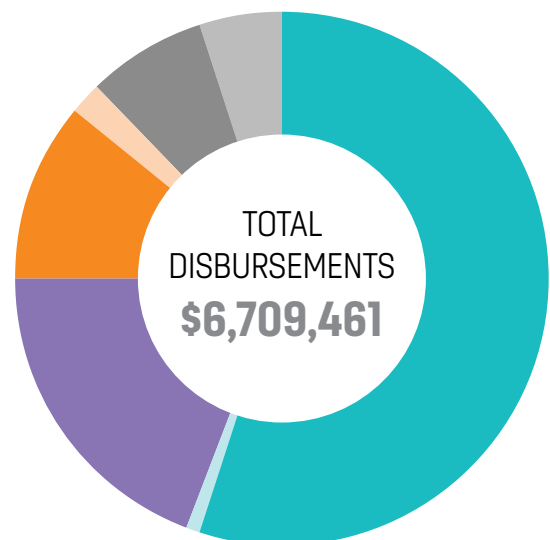
Provincial - MCFD	41%	
Provincial - BC Housing	19%	
Donations	14%	
Provincial - other	9%	
Grants - foundations, charities & societies	8%	
Other revenue	3%	
Federal	2%	
Municipal	2%	
Social enterprise	2%	



DISBURSEMENTS

For Financial Year ending 31 March, 2022

Program delivery - staff	55%	
Program delivery - client support	19%	
Society operations	11%	
Transfer to reserve	7%	
Building operations	5%	
Fundraising	2%	
Program delivery - COVID related	1%	



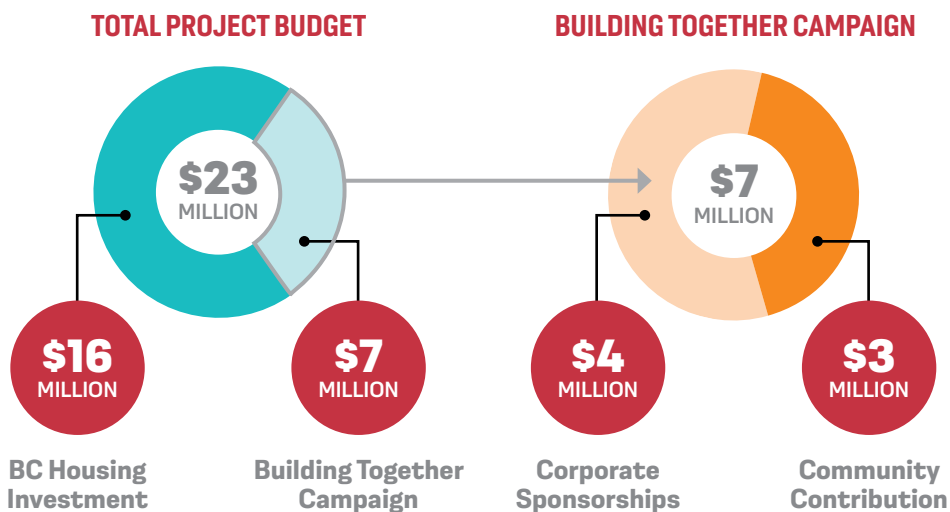


BUILDING TOGETHER

Everyone deserves a safe and affordable place to live.

We are now one year into our Building Together Campaign. We are one year closer to bringing this community project to life that will help address affordable housing issues on the Coast while continuing to provide all of our support programs together in one welcoming space the entire community can enjoy.

To date, we have raised \$750,000 but we need the help of our community to raise the balance of \$3 million so we can continue to serve the growing needs of our community.



With the support of our community, SCCSS is building:

34 AFFORDABLE HOUSING UNITS FOR WOMEN



A COMMUNITY SERVICES HUB ACCESSIBLE TO EVERYONE



A SAFER, MORE ACCESSIBLE NEIGHBOURHOOD



To donate or learn more, visit buildingtogether-sccss.ca
 Email buildingtogether@sccss.ca about Capital Campaign donations.



An initiative of Sunshine Coast Community Services

IN GRATITUDE

We are sincerely grateful to the many individuals, schools, workplaces, businesses, clubs and associations who chose to support Sunshine Coast Community Services. Your efforts and generosity add greatly to our capacity to provide services and programs for people in need on the Coast.



DONOR SPOTLIGHT

CANADIAN FEDERATION OF UNIVERSITY WOMEN - SUNSHINE COAST (CFUW SC)

The [CFUW SC](#) are longtime supporters of Community Services. Pictured here donating these thoughtful and much-needed toolkits for families of our Thyme Second Stage House program, individual members have also generously donated to our Building Together Capital Campaign. Thank you for promoting the advancement of women and girls through our programs.



963

unique donors provided funds that kept our programs running in 2021-22



12,000+
hours of volunteer time donated - the equivalent of 6.5 full-time positions!

VOLUNTEER SPOTLIGHT

DUSTIN, COMMUNITY SERVICES THRIFT STORE

Long-time Thrift Store volunteer Dustin has always shared a deep connection to SCCSS. From participating in Family Resource Programs as an infant and tot, he now gives back and volunteers at the Thrift Store, where he enjoys assisting customers and helping train new volunteers to use the cash register. "SCCSS has always been in my life. I am proud to give back to an organization that has given so much to me. Volunteering provides me with a community, a routine, and the opportunity to do something meaningful for the community".



"Last year, volunteers contributed over 12,000 hours! That is an incredible feat, breaking all previous annual hourly records. Our volunteers come together with a sense of purpose and demonstrate true Comm-UNITY. It's a beautiful thing to witness all the people come together to become a tightly knit whole."

ANDREA HOBBS (left), VOLUNTEER COORDINATOR

HOW YOU CAN HELP

Community Services needs you! We all have a role to play in contributing towards an engaged, healthy and thriving Coast. There are many ways to get involved and take action.

VOLUNTEER

Every day our volunteers amaze us with their hard work, creativity and caring attitudes. We have a strong volunteer program that will provide you with training, mentorship and a rewarding experience.

For more information about volunteering opportunities contact Andrea Hobbs, email ahobbs@sccss.ca or call 604-865-0283.

SHOP AT OUR THRIFT STORE

Community Services Thrift Store provides new and gently used clothing, fashion accessories, books, music, games, DVDs, household items and more. Your donations and purchases support people all along the Sunshine Coast.

Visit Community Services Thrift Store at 731 North Road, Gibsons or call 604-886-2811.

BECOME A MONTHLY DONOR

You'll provide our community with the resources they need to live their best lives, plus get exclusive updates about Building Together and so much more!

Call 604-885-5881 or email info@sccss.ca for more information or visit the website, sccss.ca/get-involved/donate.

PARTNER

We'll work with you to figure out the best opportunity for your group or business, whether it's sponsoring one of our programs, naming opportunities for Building Together or gifts in-kind.

For more information about giving opportunities contact the Fund Development Manager, email buildingtogether@sccss.ca or call 604-741-4287.

FOLLOW US ON SOCIAL

We're on Facebook and Instagram where you'll be first to see updates about the amazing things going on at Community Services!

 [SC.CommunityServices](https://www.facebook.com/SC.CommunityServices)  [sc.communityservices](https://www.instagram.com/sc.communityservices)

LEARN MORE

For the latest news, program information, how to volunteer, donate, sign up for e-news and more visit our websites:

sccss.ca | buildingtogether-scss.ca

Call 604-885-5881 or email info@sccss.ca for more information.



We gratefully acknowledges the commitment and support of government and private funders who made a significant financial contribution to our programs:



Thank you to all our supporters. You are helping build an engaged, healthy and thriving Coast.



Email info@sccss.ca
Phone 604-885-5881

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sccss.ca

Learn more about our Building Together project and how you can help make a difference.



buildingtogether-sccss.ca