



Perhaps you know us well through your own experiences; your friends' and neighbours' lives may also have been touched by Community Services. Or perhaps, you are meeting us for the first time in these pages. Please read on, to learn more about the programs and services we offer for pregnant and new moms, youth and families, children with special needs, women and children who have experienced abuse, and seniors in our communities.

“The victim services representative provided professional and caring attention to the family (that) made a world of difference to the level of service we as first responders were able to offer.”

- Local RCMP officer

“I don't know if I would have made it through to today without your help. I will forever be grateful to Community Services for the amazing support offered to me. Please continue doing such good things!”

- A single mother

## Together Against Violence

Our trained, professional staff provide crisis intervention, shelter, affordable housing, counselling, advocacy, assistance with the justice system, prevention in schools, and non-judgemental emotional and practical support to individuals and families whose lives are impacted by violence and trauma, empowering them to rebuild their lives and establish positive connections in the community. TAV has programs that serve children and youth, women, the trans/gender fluid community, and men.

## Child Development Services

To help ensure all children have a good start in life, our prevention programs offer family-centred, inclusive support to pregnant women and new mothers, parents, caregivers and children. We also provide intervention programs that support families with children with a developmental delay or diagnosed disability, so they can reach their full potential.

## Family and Youth Services

Individual and group counselling is provided for families, children, youth, and adults across a wide range of programs and services. We use a collaborative approach and work with our clients to build on their inherent strengths, to learn new skills, to envision new goals, and to find stability, safety, and security.

## Community in Action

Through the Sunshine Coast Food Bank, Better at Home for Seniors, the Visitor Information and Volunteer Centres, the Community Garden, Welcoming Communities, and our partners like the Resource Centre, we support 'people helping people' – nurturing connections, linking people to resources, and building the support that enables our community to thrive.

## Together Against Violence



### PROGRAMS

- Yew Transition House
- Thyme Second Stage Program
- Community-Based Victim Services
- Police-Based Victim Services
- Women's Counselling Services
- Women's Outreach Services
- Children's Counselling Services:  
Children Who Witness Abuse Program /  
Sexual Abuse Intervention Program /  
Children's Mental Health Program
- Legal Information Services
- Mentors In Violence Prevention

"I honestly couldn't speak more highly about the services you provide to our women. You are truly a god-send for them. Thank you whole heartedly."

- *Health care provider*

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

- *Client*

### Did you know?

In 2015:

- 47% of the Police-based Victim Services files in 2015-16 were related to relationship violence.
- 40 school professionals and community service providers received Mentors in Violence Prevention training.
- Community Based Victim Services opened 102 new files this past year.
- More than 150 women accessed Women's Counselling Services.
- 139 women and their 178 children accessed services from Women's Outreach.
- Yew Transition House sheltered 61 women and 39 children seeking safety from abuse, and responded to 993 calls on the 24-hour access line.
- Children's Counselling Services provided in person counselling to over 58 children, and supported many others through phone consults with parents, school staff and other agencies.
- Thyme Second Stage provided support and housing to 8 women and 16 children and youth seeking safety from abuse.

### PROGRAMS

- Parent-Tot Drop-In Family Resource Program
- Bellies & Babies
- Child Care Resource & Referral
- Sunshine Coast Early Years Council/  
Success by 6
- Child Minding Services
- Supported Child Development
- Children's Occupational Therapy
- Children's Physiotherapy
- Infant Development
- Kids in Motion

"Parent Tot Drop-In has given me the opportunity to catch my breath. It was the friendliest, most welcoming group we found when we moved here."

- *Mother of active toddlers*

"My son has a speech disorder. The staff take extra time to talk with him and help him with his words."

- *Father at Parent-Tot Family Resource Program*

"We couldn't have raised our little boy anywhere else but on the Sunshine Coast, where Community Services has walked right alongside us from the very frightening early days when he was a baby having seizures in his car seat, to today, when he is a self-confident young man about to embark on post-secondary education. 'Thank you' just doesn't begin to say it."

- *Family of a participant in many programs*

### Did you know?

In 2015:

- 361 families and 47 pregnant/new mothers were helped through our Parent-Tot Drop-In and Bellies and Babies programs.
- 2,715 referrals were provided to families through Child Care Resource & Referral.
- Supported Child and Infant Development worked with more than 190 little ones.
- Occupational and Physiotherapy therapists carried over 145 cases.

## Child Development Services



## Family and Youth Services



### PROGRAMS

- Family Support Services
- Aboriginal Families Pulling Together
- Home Share Program
- Circle of Support (Complex Brain Difference)
- Youth Outreach Worker Program
- Family Preservation and Reunification
- Youth in Transition
- Special Services to Children
- Child & Youth Care Intervention
- Arrowhead Clubhouse and Legacy Housing

“Two girls in my Aboriginal Families Pulling Together (AFPT) group, who have been with me since I started in 2013, tell me that learning a deeper understanding of native culture in a positive atmosphere through stories, drumming, crafts and adventures, and sharing their own Sechelt language and culture has helped them to feel empowered and proud to be Sechelt Natives.”

- AFPT Coordinator

“I was homeless, lonely and scared but I now live in a nice home, I have many friends and I face each day with courage and a positive outlook on life thanks to Arrowhead.”

- Member of Arrowhead Clubhouse

### Did you know?

In 2015:

- Special Services to Children provided 2, 127 hours of 1 to 1 support, and 392 hours of group support.
- Youth Outreach workers contacted 444 youths, providing 203 hours of service.
- The Arrowhead Clubhouse is now open Monday through Friday to meet the needs of its 120 members who are dealing with mental health issues – an increase of one day of service per week.
- 1,587 hours of 1:1 support were offered through the Family Preservation and Reunification program.

## Community in Action



### PROGRAMS

- Sunshine Coast Volunteer Centre
- Sechelt Visitor Centre
- Sechelt Community Gardens
- Community Services Thrift Store
- Sunshine Coast Food Bank
- Better at Home for Seniors
- Welcoming Communities

“I immigrated to Canada two years ago. I could not speak much English then but thanks to the Welcoming Communities Program, I was able to improve my English, make new friends, learn about our community and access other services and resources.”

- Participant in Welcoming Communities

“You don’t realize how much the SCFB helps me to survive. With the rising costs of living I am not able to buy enough food to stay healthy.”

- Sunshine Coast Food Bank client

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- Sunshine Coast Food Bank client

### Did you know?

In 2015:

- The Better at Home program, in its fourth year, provided clients with 1006 friendly visits, made 552 trips to the grocery store or local appointments, provided 710 housekeeping visits, 28 yard work visits, and 13 home repair visits, and currently supports 105 clients.
- 53 Welcoming Communities clients received one-on-one Settlement Information and Orientation; 27 clients received one-on-one English as a second language (ESL) lessons; and 14 volunteer ESL tutors received training. 96 informal ESL Conversation Circle meetings were held, each involving an average of 20 clients.
- 25 regular Food Bank volunteers gave 2968 hours of their time in 2015, distributing 12,805 bags of food, an average of 1,068 bags per month.

# PRESIDENT'S MESSAGE



Behind every number, there is a story. Our annual report for 2015/16 provides you with statistics illustrating how many residents of the Sunshine Coast received services from us, and how we allocated the dollars entrusted to us by Government and other funders, and by our generous donors, to provide those services.

That information is an important way to underline our accountability, but it doesn't tell our story in the same way as the words of a client who recently wrote to say thank you "for the help offered to my family in recent months... (what) a gift it is to a struggling mom to offer a hand out of a deep fog. I will be forever grateful to Community Services for the amazing support offered to me." Nor do the numbers capture the spirit of our dedicated employees, inspired every day by the privilege of seeing clients move from such experiences as "struggling with self-harming behaviour, and difficulty with school and family relations" to someone who "has been living independently for the past year and a half, is no longer hurting herself, has maintained employment, got her driver's license... will

graduate from high school (and) maintains a healthy relationship with her family."

As I complete my six-year term on the Board, and our incoming Board President Sue Anne Linde steps into the role, I am left with a feeling of profound gratitude to the many people on the Coast who are connected in some way to Community Services. Thank you to our clients for putting your trust in us; to our employees who help empower clients to attain a brighter future; to our neighbours who donate gently-used goods to our thrift store in Gibsons, food to the food bank, or funds to support our programs and services; and to our volunteers for the many hours you devote to sharing your time and expertise. What wonderful neighbours you are.



Sue Anne Linde

**Helen Carkner**  
President, Sunshine Coast  
Community Services Board

# EXECUTIVE DIRECTOR'S MESSAGE



If you have stood for a few moments in the lobby of the Community Services building on Inlet Avenue, you will understand why I say that someone from every walk of life, and every community on the Coast seems to pass through those doors at one time or another. Some come asking "Can you help me?" while others ask "How can I help?" In every case, they are part of a caring community, and we

welcome them; I have long believed profoundly in the notion that everyone has something to offer that is meaningful and valuable. At Community Services, I see that borne out every day.

Since joining Community Services early in 2016, I have come to know and appreciate the skill and dedication of our 120 employees, working across a wide range of services, and to treasure the contributions of our many volunteers who share in that vital mission, including our committed, hard-working Board of Directors. This year, we are embarking on a strategic planning process that will identify ways to build capacity within our programs, and importantly, within the community and individuals. As the Coast's population grows and ages, we know we will be called upon to respond in new and different ways, to support communities that are 'age friendly' from infancy through the senior years. Nor is there any sign of lessening demands for our other programs, which have provided such meaningful support and empowerment to individuals and families on the Coast over the past 42 years. Balancing these realities will call for a keen strategic vision, guiding plans and actions that respond to current realities and lay the groundwork for future developments; for enhanced collaboration with our partners, such as the Community Resource Centre, School District 46, and local governments; and for the continued generosity of people like you. Thank you for sharing in this exciting and important mission, and helping to ensure a caring community, all along the Coast.

**Catherine Leach**  
Executive Director

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# FINANCIALS

Statement of Revenues and Expenditures For the year ended March 31st		
	2016	2015
<b>REVENUES</b>		
Provincial Grants	2,504,203	2,400,515
Federal Grants	74,316	43,384
Donations	222,695	210,345
Federal & Provincial Housing Grants	888,886	847,005
Local Government	197,658	244,203
Grants from Other Charities & Societies	383,726	348,278
Sales	108,112	108,198
Other Income	174,018	241,477
Gifts in Kind (Net)	1,477	7,845
<b>TOTAL REVENUES</b>	<b>4,555,091</b>	<b>4,451,250</b>
<b>EXPENDITURES</b>		
Administrative & IT Expenses	249,117	217,956
Salaries, Wages & Consulting	3,257,423	3,246,695
Program Expenses	795,149	730,332
Facilities Expenses	216,935	194,517
Cost of Goods Sold	4,509	4,134
Interest on Long Term Debt	46,193	52,023
Amortization	71,674	72,590
<b>TOTAL EXPENDITURES</b>	<b>4,641,000</b>	<b>4,518,247</b>
Net reduction to fund balances	(85,909)	(66,997)
<b>Statement of Financial Position As at March 31st</b>		
<b>ASSETS</b>		
Current Cash and Cash Equivalents	947,296	694,091
Current Accounts and GST Receivable	39,712	171,288
Current Prepaid Expenses and Deposits	21,567	44,757
	1,008,575	910,136
<b>Tangible Capital Assets</b>	<b>2,545,967</b>	<b>2,601,721</b>
<b>LIABILITIES AND NET ASSETS</b>		
Current Accounts Payable and Accrued Liabilities	116,644	91,646
Current Accrued Payroll Liabilities	347,570	288,654
Current Unearned Revenue	324,890	194,380
Current Current portion of Long Term Debt	59,692	57,168
	848,796	631,848
Long Term Debt and Capital Lease Obligation	1,228,969	1,292,421
	2,077,765	1,924,269
<b>Net Assets</b>		
Externally Restricted	143,530	128,301
Internally Restricted	75,941	207,156
Invested in Tangible Capital Assets	1,257,306	1,252,131
	1,476,777	1,587,588
	3,554,542	3,511,857

Thank you to our local, provincial and Federal governments, Foundations and Societies, Vancouver Coastal Health, United Way of the Lower Mainland, local service clubs and businesses. Their support, along with the generous donations of individuals and families, helps Sunshine Coast Community Services ensure the most vulnerable in your communities have the support they need to flourish. Please visit our website [www.sccss.ca](http://www.sccss.ca) to learn more about how you may be able to support our work, or how we may be of help to you, or to someone you care about.



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