



ANNUAL REPORT 2022-2023



Honouring Our Story Community Event - September 2022



“At Sunshine Coast Community Services, I get to see the transformative power of compassion every day. Serving our community brings me immense joy, reminding me that even the smallest acts of kindness can make a world of difference.”

AMY, ADMINISTRATIVE ASSISTANT, SUNSHINE COAST COMMUNITY SERVICES

## 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

**Brian Chipman**  
SCCSS Vice Chair

**Linda Wortman**

**Patricia York**

**Sue Anne Linde**

**Ruby Orchard**

**Andy Jones-Cox**

**Penny Stewart**

**Kayla Block**

**Joanne Harrington**

# WELCOME MESSAGE

## *Embracing recovery, resilience and renewal*

The past year saw a return to a semblance of normalcy as we collectively emerged from the pandemic. At the same time, it became clear that the toll on our community remains high, and the work required to become a healthy and thriving Coast is more urgent than ever. As part of resetting our focus and priorities for that work, we refreshed our Strategic Plan over the course of several months. We invite you to visit our website to view our new Strategic Plan and learn more about our key focus areas over the next three years.

Key to that refresh was listening to as many voices as possible. Our staff, particularly those on the front lines every day, provided broad and deep insights into the diverse, complex and changing needs of people up and down the Coast. We engaged with key partners - hearing their perspectives and sharing how we can continue working together and adapting to the shifting environment.

This year also provided opportunities to move back to more public community engagement events, including hosting a Building Together Open House, a block party with Capilano University, youth pop ups and a "Roots, Branches and Seeds of Change" community celebration. These events provided added space to connect with neighbors and community members and hear what's top of mind to support people facing the combined challenges of housing, inflation, mental health concerns and food security. We know we did not hear from many valuable voices, and we commit to continuing to engage and listen in the months ahead.

As we reflect on the past year, we know that the hard work of our passionate staff is having an immediate impact. We are equally proud and excited about successes on a number of long-term initiatives that are coming to fruition.

Our collaboration with the Sechelt Nation, School District 46 and the Division of Family Practice, in addition to many vocal community members, led to the Foundry selecting

the Sunshine Coast as one of a few new locations for a centre that will be a "one stop" for services for youth from 12 to 24 years old. Combined with our existing outreach programs, the Foundry adds to our focus on prevention as a key element in fostering a resilient community. We were able to extend the opening hours for Arrowhead Clubhouse and as a result, significantly expanded the number of individuals participating. Multi-year funding was received for a new Youth Victims of Violence program, filling a longstanding gap.

The Annual Report highlights many more accomplishments in the past year. We are immensely grateful for the support from so many people in the community - these achievements are the result of numerous collaborations. As we look ahead, we will be working with BC Housing for final approvals and closing the funding gap to break ground later this year for our Building Together project, laying deeper foundations to support women and children in need of affordable housing, and sustain a safe, welcoming hub for everyone in the community to be heard and supported in the ways they choose.

Thank you to everyone in the community for your support. We look forward to future opportunities to stay connected and work together. Collectively, we will continue to make progress in fostering a truly thriving community on the Sunshine Coast.



**Jason Winkler**  
President, Board of Directors



**Catherine Leach**  
Executive Director, SCCSS

*We are honoured to provide services on the unceded, ancestral and traditional lands of the shíshálh (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.



## 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.



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

# 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

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 STAFF

Our **90 dedicated and passionate staff members** offer unique skills and experiences essential to supporting the health and wellbeing of our community.

We are supported by **140 volunteers** who have provided invaluable assistance, enabling us to make a greater impact on the lives of the people we serve.



**"I love that we are creating positive change in the community - I know this because I hear it from people everyday."**

STAFF MEMBER, SCCSS

# Staying connected and working together

We engage and listen to our community to foster resilience. Alongside our partners, we respond to community needs to build a brighter future on the Sunshine Coast.

## THYME SECOND STAGE PROGRAM

The [Thyme Second Stage Program](#) supports women and children who have faced violence, offering housing, advocacy, and support. In 2022, the program focused on engaging the community through outreach, involving former program participants. Surveys were conducted to assess their needs during the transition, and the most common request was for “connection.” To address this, Thyme Second Stage established a tight-knit community through events like seasonal feasts and BBQs, as well as cooking classes and arts workshops. These efforts resulted in strong relationships, a supportive community, increased happiness, and improved self-confidence. The program has become a safe space for self-expression, fostering personal growth, resilience, and mutual support, empowering women on their path to a brighter future.

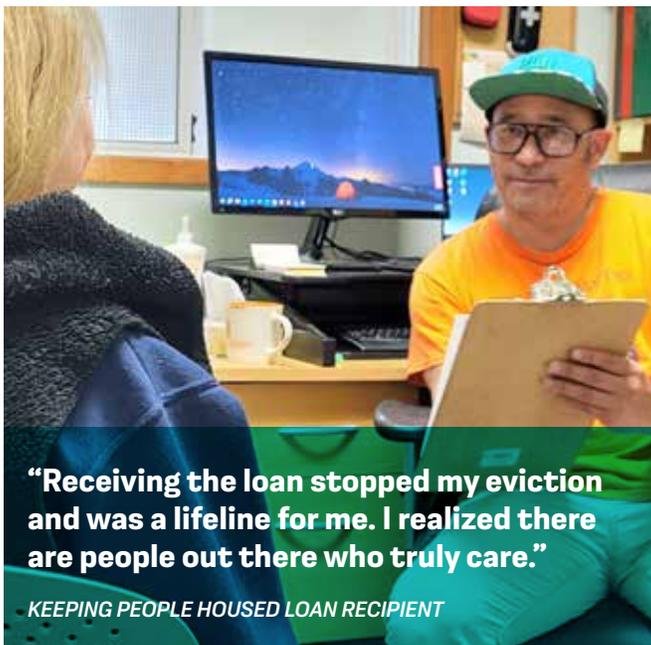


**“Thyme didn’t just give me a safe space to stay, the staff surrounded me with compassion and support. It was here that I discovered my resilience and reclaimed my life.”**

*FORMER THYME SECOND STAGE RESIDENT*

## KEEPING PEOPLE HOUSED

[Keeping People Housed](#) offers vital assistance to individuals and families in financial distress, providing interest-free, one-time loans up to \$1800 for families and \$1300 for individuals, serving as a lifeline to prevent eviction, utility disconnection, or cover security deposits. In 2022, our extensive outreach efforts, including a virtual open house, shed light on community needs and highlighted the severity of the housing crisis, worsened by rising cost of living expenses. We witnessed a significant increase in housing distress compared to the previous year. We provided tailored supplemental support to each applicant, reducing the burden and eliminating the need for a loan in some cases. In 2022, SCCSS assisted 26 individuals with \$14,800 in loans. With support from our community partners, Sunshine Coast Credit Union and The Cooperators, Keeping People Housed continues to make a meaningful impact in addressing housing instability on the Sunshine Coast.



**“Receiving the loan stopped my eviction and was a lifeline for me. I realized there are people out there who truly care.”**

*KEEPING PEOPLE HOUSED LOAN RECIPIENT*

## SUPPORTED CHILD DEVELOPMENT

The [Supported Child Development Program](#) (SCD) assists families of children 0-12 yrs of age who require support to access inclusive childcare programs. Youth 12-19 yrs of age are considered on an individual basis. In 2022, the SCD team engaged with 101 families, listening to, and providing support and information, so they could access the best care tailored to suit their child's needs. Working with childcares, preschools and out-of-school care programs, they provide support, resources and consultation and professional development opportunities for childcare providers to encourage inclusive practices for children. The SCD team focuses on strengthening community relationships, connecting, and building trust in the childcare sector, families, and educators to achieve the best possible outcomes for children on the Lower Sunshine Coast.



**Your help and support, with my child entering kindergarten has been a lifesaver for our family... we have recommended you to other families who are struggling with various behaviours."**

PARENT, SUPPORTED CHILD DEVELOPMENT PROGRAM

## *A time of recovery and readiness for change*

### STRATEGIC DIRECTIONS 2023-26

In 2022, we developed a new [Strategic Plan](#) that builds on our capacity to support an engaged, healthy and thriving Coast. Our Board of Directors, staff from all programs and external voices offered suggestions and innovative ideas on how to build on the impact we've had in supporting our community's most vulnerable.

These voices emphasized the resilience demonstrated by our people during the pandemic and it's aftermath. Housing, food security, mental health, inflation and labour shortages are just a few of the challenges we face. The new strategies highlight what is needed to support programs and clients and anticipates community needs that might emerge as we transition to our new home:

- 1 Honouring our people
- 2 Stewardship of the new building development process
- 3 Innovation from strength
- 4 Leveraging leadership to support social justice



Visit [sccss.ca](https://www.sccss.ca)  
or scan to read  
our Strategic  
Plan 2023-26.





## COMMUNITY ACTION & ENGAGEMENT IMPACT

[Arrowhead Clubhouse](#) | [Better at Home](#) | [Client Navigator](#) | [Community Services Thrift Store](#)  
[Food Bank](#) | [Keeping People Housed](#) | [Legacy Housing](#) | [Volunteer Program](#)

# 7,660

NUTRITIOUS HOT MEALS PREPARED BY AND SERVED TO **ARROWHEAD CLUBHOUSE** MEMBERS.



# 299

**ARROWHEAD CLUBHOUSE** members living with mental health challenges, addictions and homelessness were provided support in a safe stigma-free environment.

# 695

people connected with the **CLIENT NAVIGATOR**, seeking assistance with finding and accessing community resources.



# 11,064

HOURS OF TIME DONATED BY 140 VOLUNTEERS THROUGH OUR **VOLUNTEER PROGRAM**.

# 746

HOUSEHOLDS PROVIDED WITH HEALTHY AND NUTRITIOUS FOOD AT THE **FOOD BANK**.



**“The Food Bank allowed us a short respite from worrying about where our next meal was coming from - what a lifesaver!”**

*FOOD BANK & AFFORDABLE FOOD MARKET CUSTOMER*

# 73 SALES PER DAY (ON AVERAGE)

at the **COMMUNITY SERVICES THRIFT STORE**. All proceeds go directly back into funding our 30+ programs and services.

# \$10,200+



worth of Farmers Market Nutrition Coupons and Fresh Fruit Coupons distributed through our **FOOD SECURITY PROGRAMS**, with an 86% redemption rate, enabling Food Bank clients to purchase their own food.

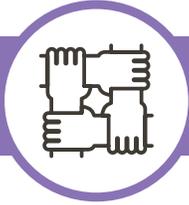


# 210

SENIORS PROVIDED WITH SIMPLE, NON-MEDICAL HOME SUPPORT SERVICES, SO THAT THEY CAN CONTINUE TO LIVE INDEPENDENTLY IN THEIR OWN HOMES THROUGH THE **BETTER AT HOME PROGRAM**.

# \$14,800

in loans made via the **KEEPING PEOPLE HOUSED** program to **26 people at risk of eviction** helping them stabilize their housing.



## TOGETHER AGAINST VIOLENCE IMPACT

[Thyme Second Stage](#) | [Yew Transition House](#) | [Women's Counselling](#) | [Women's Outreach Program](#)  
[Community Based Victim Services \(CBVS\)](#) | [CBVS Youth Outreach](#) | [Police Based Victim Services](#)

**688** INITIAL CONTACT CALLS

received through our **24/7 ACCESS LINE** from women seeking resources and support.



**8**

FAMILIES LEAVING DOMESTIC VIOLENCE SITUATIONS WERE HOUSED AT **THYME SECOND STAGE TRANSITION HOUSE**.

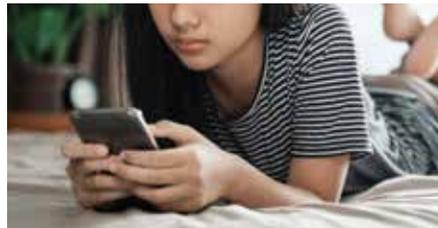


**8**

families who left the **Thyme Second Stage program** continue to receive support, maintaining connections and resources after they leave the program.

**250**

youth completed the **Community Based Victim Services Youth Outreach** survey on sexual assault, abuse and harrasment, providing valuable insight into where resources are needed the most.



**163**

ADULTS, CHILDREN & YOUTH RECEIVED FREE, CONFIDENTIAL SUPPORT THROUGH **COMMUNITY BASED VICTIM SERVICES**.



**25**

FAMILIES INCLUDING 25 CHILDREN WERE PROVIDED WITH SAFE SHELTER, 24/7 SUPPORT AND ADVOCACY AT **YEW TRANSITION HOUSE**.



*"Staff were courteous, kind, and helpful. I would recommend this place to anyone needing to feel safe and have safe conversations."*

YEW TRANSITION HOUSE CLIENT

**438** victims of crime

provided with crisis intervention and emotional support through the **POLICE BASED VICTIM SERVICES PROGRAM**.

**104**

women and their 120 children at risk of abuse were supported to find options and make choices through the **WOMENS OUTREACH** program.



**37**

UNIQUE INDIVIDUALS HELPED TO RECLAIM THEIR LIVES FROM ABUSE THROUGH THE **WOMENS COUNSELLING PROGRAM**.



## FAMILY, YOUTH AND CHILDREN'S SERVICES IMPACT

[Youth in Transition](#) | [Youth Outreach](#) | [Supported Services to Children](#) | [Circle of Support](#) | [Kids in Motion](#)  
[Infant Development Program](#) | [Physiotherapy Services](#) | [Supported Child Development Program](#) | [Bellies and Babies](#) | [Child Care Resources & Referrals \(CCRR\)](#) | [Parent-Tot Drop-In](#) | [Perinatal Substance Use Support](#)

# 102

children received the **Physiotherapy Services** needed to develop their gross motor skills and to allow for physical participation in daily life.



# 43

new referrals for **Physiotherapy Services** from families seeking support for their child in 2022.

# 14

pregnant and new parenting moms who are using or have used substances were connected with supports and services through the new **Perinatal Substance Use Program**.



# 10

families impacted by Complex Developmental Behavioural Conditions (CDBC) including Fetal Alcohol Spectrum Disorders were provided with support, training and education through the **Circle of Support** program.

# 258

new memberships enabled families to access a variety of resources including our lending library through the **Child Care Resource & Referral** program.



### BELLIES & BABIES PROGRAM

provided safe non-judgmental spaces for families to connect, build community and share life experiences to **176 adults** and their **168 children** in 2022, including:

90 x DROP-IN SESSIONS

46 x TRAINING SESSIONS

5 x WORKSHOPS

2 X SERIES OF ZOOM ONLINE COOKING CLASSES

# 82

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

**"It's been really great to have such attentive support and caring people looking out for us. Thank you!"**

INFANT DEVELOPMENT PROGRAM CLIENT



# 408 PARENTS & 410 CHILDREN

attended 265 **Parent-Tot Drop-In** sessions - a nonjudgmental and supportive space to reduce isolation, build community and enhance parental capacity.

# 16

dads completed our **Dad's Matter** 8-week program and increased their ability to have healthy relationships, boundaries and parenting skills.



**"These programs lay the foundation for strong families and confident children - the relationships formed within the program walls have rippling benefits for years to come."**

BELLIES & BABIES, PARENT PARTICIPANT



## CHILD & FAMILY COUNSELLING IMPACT

# 16

youth aging out of care were provided resources and tools to navigate their community and thrive independently through the **Youth In Transition** program.

**Meeting with my youth worker keeps me on track. I set goals with them and they help me stay organized to work through it."**

YOUTH IN TRANSITION CLIENT

### YOUTH OUTREACH PROGRAM

The team increased youth safety through connection, community events, provision of and referral to local programs and resources, including:

54 x SCHOOL DROP-INS

29 x COMMUNITY OUTREACHS

20 x GENDER DIVERSE & QUEER YOUTH DROP INS

16 x STOP & TALK SESSIONS

12 x POP-UPS



# 134

families received counselling and parenting support through the **Family Support Services Program**.

*"She helped us move through crisis into healing and I am so grateful for her warm and genuine way. I thank her on behalf of myself and most importantly, my children."*

FAMILY SUPPORT SERVICES CLIENT

# 13

Clients who have experiences of sexual violence received individualised support through the **SEXUAL ABUSE INTERVENTION PROGRAM (SAIP) PROGRAM**.



THE INCREASE IN FAMILIES ACCESSING **COUNSELLING SERVICES** WHO ALSO REQUIRED THE SERVICES OF THE **FOOD BANK** IN 2022.

**"Me and L (child) discussed the positive of having you there and you're such a huge advocate for them, as well as me."**

GUARDIAN, PEACE PROGRAM PARTICIPANT

# 26

children and youth were supported and empowered through the **Prevention, Education, Advocacy, Counselling and Empowerment (PEACE) Program** for Children & Youth Experiencing Violence.

# 30

the average number of children and youth on the waitlist for the **PEACE PROGRAM**.



# 20

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

# 56



FAMILIES WERE PROVIDED WITH PARENTING SUPPORT THROUGH THE **FAMILY PRESERVATION AND REUNIFICATION PROGRAM**.

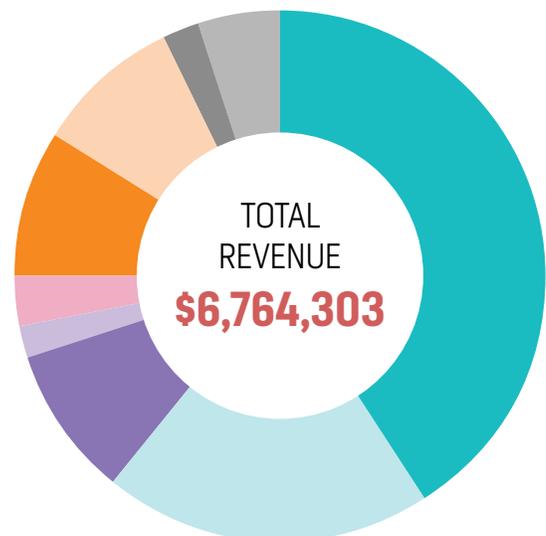
# FINANCIAL UPDATE

In 2022-23, we successfully resumed regular programming and made significant progress in our redevelopment efforts, overcoming the challenges of COVID-19. Our commitment to our people remained unwavering, with fair wages and additional measures implemented. Despite expecting a deficit, we accomplished a remarkable feat by transferring approximately \$100,000 to reserves. This empowers us to address emerging needs and protect against unforeseen losses. Capitalizing on higher interest rates and maintaining a healthy cash balance contributed to the surplus. Donations to our Capital Campaign are growing, held in trust for the upcoming building construction.

## REVENUE

For Financial Year ending 31 March, 2023

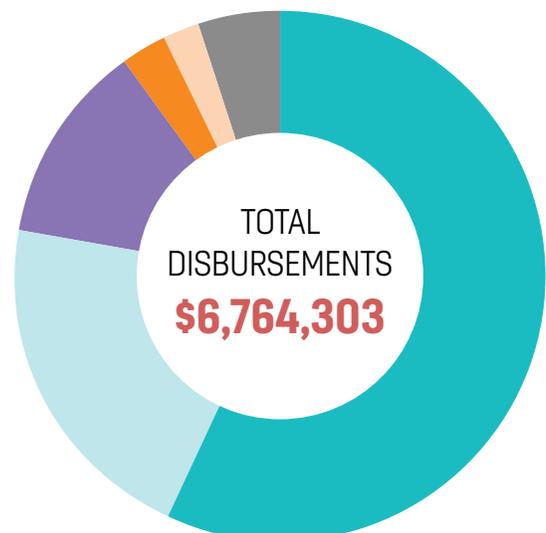
Provincial - MCFD	41%	
Provincial - BC Housing	20%	
Donations	9%	
Grants - foundations, charities & societies	9%	
Provincial - other	9%	
Other revenue	5%	
Municipal	3%	
Federal	2%	
Social enterprise	2%	



## DISBURSEMENTS

For Financial Year ending 31 March, 2023

Program delivery - staff	57%	
Program delivery - client support	21%	
Society operations	12%	
Building operations	5%	
Fundraising and redevelopment expenses	3%	
Transfer to reserve	2%	



# BUILDING TOGETHER UPDATE



## Together we are making change.

Sunshine Coast Community Services is raising funds to construct a new community services hub and 34 affordable housing units for women and women with children who have experienced or are at risk of experiencing violence or homelessness.

The community hub below the housing will provide a safe, warm and welcoming gathering space that welcomes everyone. This new space will contribute to the health and safety of our community, providing support and prevention programs, community engagement, celebration and learning. This space will be a place of pride for our community - an inclusive place where people can feel a sense of belonging. Thanks to the community's support, generosity and kindness, we are on the way to breaking ground this fall.

**To date, we have secured 84% of funding. However, inflation has increased the cost of the project to \$34 million - we still need to secure \$5.6 million.**

Building Together will create a lasting positive change in our community. But we cannot do it alone. We need your help to get us over the finish line. Join us in this transformative journey by donating today. Your contribution will not only build bricks and mortar; it will build hope, opportunities, and a brighter future for all.

**Donate today and be a part of the change.**



To donate or learn more, visit [buildingtogether-sccss.ca](http://buildingtogether-sccss.ca)  
Email [info@sccss.ca](mailto:info@sccss.ca) about Capital Campaign opportunities.

### BUILDING TOGETHER IS CREATING:

34 AFFORDABLE HOUSING UNITS FOR WOMEN & CHILDREN



A COMMUNITY SERVICES HUB ACCESSIBLE TO EVERYONE



A SAFER, MORE ACCESSIBLE NEIGHBOURHOOD



#### SECURED FUNDING

BC Housing	\$25,000,000
SCCSS contribution	\$1,429,000
Community contributions	\$864,000
Corporate sponsorships	\$600,000
Grants	\$527,000
<b>TOTAL</b>	<b>\$28,420,000</b>

#### FUNDING TO SECURE

Federal infrastructure grant (pending)	\$3,000,000
Funds to be raised	\$2,580,000
<b>TOTAL</b>	<b>\$5,580,000</b>



An initiative of Sunshine Coast Community Services

# THANK YOU!

We are sincerely grateful to the many individuals, schools, workplaces, businesses, clubs and associations who choose 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.



## COMMUNITY PARTNER SPOTLIGHT

### SUNSHINE COAST CREDIT UNION

We are immensely grateful for the support of [Sunshine Coast Credit Union](#). As a long-standing partner, their commitment to community well-being shines through their contributions. Their generous funding of SCCSS programs such as Building Together, Keeping People Housed, Thyme Second Stage, Arrowhead Clubhouse and the Food Bank have a profound social impact on the lives of many in our community.

## DONOR SPOTLIGHT

### ROKSY & MIKE, RUN WITH SOUP

Roksy Gratton and her husband Mike are the heart and soul behind [Run With Soup](#), a local family-run business in Sechelt that serves delicious and nutritious lunches. Not only do they serve lunch to anyone who asks – regardless of whether they can pay or not, every month they also collaborate with the Sunshine Coast Food Bank to provide over 100 hot meals, homemade frozen meals and soups to our Food Bank community. *Run With Soup, 5688 Cowrie St, Sechelt.*



## VOLUNTEER SPOTLIGHT

### RACHEL, SUNSHINE COAST FOOD BANK

Rachel always wanted to volunteer, and the [Food Bank](#) seemed a great choice! As an active client of the Food Bank, Rachel wanted to return the favour by giving back to the community in return for helping her over the years. Her favourite part about volunteering is meeting new people and the sense of purpose volunteering offers. Rachel says, "my advice to anyone considering becoming a volunteer is to do it! It is so rewarding - you get to engage with people and make new friends."

**11,064+**

hours of volunteer time donated - the equivalent of 6 full-time positions!

**81**

unique donors made monthly contributions enabling us to plan ahead.

**\$1.356M**

in donations received in 2022, thanks to 1028 unique donors.

# 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.



## DONATE TODAY, TRANSFORM TOMORROW

By donating to Sunshine Coast Community Services Society, you are directly investing in the well-being of our community. Your donation helps provide essential programs and services to individuals and families in need, creating a ripple effect that extends far beyond immediate assistance. [Donate today at \*\*sccss.ca\*\*](#)



## SPREAD THE WORD, AMPLIFY OUR REACH

Help us reach more people by becoming an advocate! Share our stories and impact through your social media, community networks, and connections. Help us build a network of support and expand our reach. Scan to [sign up for our e-news](#) or follow us at **sc.communityservices**



## VOLUNTEER YOUR TIME, SHARE YOUR SKILLS

Are you passionate about making a difference in the lives of others? Join our team of volunteers and become an agent of change. We have a strong volunteer program that will provide you with training, mentorship and a rewarding experience. For more [information about volunteering](#) opportunities email **volunteers@sccss.ca**



## BECOME A MONTHLY CHAMPION

Monthly contributions provide a stable and reliable source of funding, enabling us to plan ahead and deliver sustained support to those who rely on our services. By committing to regular giving, you become an integral part of our ongoing efforts to transform lives and build a stronger, more resilient community. [Learn more at \*\*sccss.ca\*\*](#)



## PLAN ON LEAVING A LEGACY GIFT

Legacy giving is a way to leave a lasting legacy of generosity and make SCCSS an important part of your life story. Your gift can also cause others to think about their own philanthropic goals and inspire them to give back as well. Legacy giving is an easy way to support SCCSS for generations to come. [Learn more at \*\*sccss.ca\*\*](#)



## SHOP AT OUR THRIFT STORE IN GIBSONS

At the Community Services Thrift Store, you can find all sorts of gems! Every dollar we receive through sales of donated items supports SCCSS programs and participants. Find The Thrift Store at 731 North Road, Gibsons. For store opening hours, details on donating items, or how to volunteer, [learn more at \*\*sccss.ca\*\*](#)



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



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:



**Email** [info@sccss.ca](mailto:info@sccss.ca)  
**Phone** 604-885-5881

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



[buildingtogether-sccss.ca](http://buildingtogether-sccss.ca)