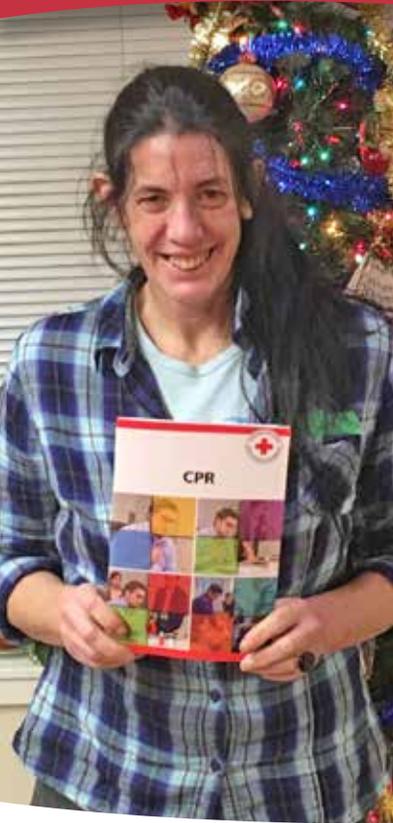




Sunshine Coast
Community Services
Caring since 1974



BUILDING AN ENGAGED,
HEALTHY AND THRIVING COAST

ANNUAL REPORT 2019-2020



“Working with Community Services allows me to build and grow connections in our community with the helpers, and to be in a position to engage and inspire others to help others, is my most valuable job experience.” *Andrea Hobbs, Coordinator – Volunteer Program & Keeping People Housed*

Photos clockwise from top left: SCCSS 'Building Together' Redevelopment Community Engagement session - November 2019; Arrowhead Clubhouse Thanksgiving dinner - October 2019; Shazam Staff Development Day - November 2019; Opening Day, The Family Place, Sechelt - September 2019.

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 SCCSS fulfills our mission to serve the community.

BOARD OF DIRECTORS

Pictured from top left:

Sue Anne Linde, President
Jason Winkler, Vice President
Richard Melville, Treasurer
Penny Stewart, Director
Raj Gill, Director

Carol Fisher, Director
Brian Chipman, Director
Susann Richter, Director
Marie Knight, Director
Jan Holt, Director

WELCOME MESSAGE

The events of early 2020 showcased Community Services' resilience, innovation, and commitment to those we serve.

Sunshine Coast Community Services leadership team and staff adapted unhesitatingly to new ways of meeting the needs of our participants, even as their own lives were thrown into disarray with new protocols and essential services restrictions. They seamlessly met heightened challenges for housing, food, and community connection among the Coast's most vulnerable populations; they also innovated, created new channels for delivering on our promises, and exceeded our expectations.

As the organization rebuilds to a new reality, we also plan to redevelop our Inlet property in Sechelt. The new building will provide affordable housing for Women and children, an enhanced focus on food accessibility, security and education, and a purpose-built space for our Sechelt-based programs that brings them together in one place.

The new building will rise as a symbol of caring and connection for the Sunshine Coast. During the pandemic, people came together, volunteers stepped forward, organizations set aside their profits to help those in need fare better, and municipalities and governments worked as one to create a web of security for our residents. We hope to sustain that network, and to grow it; we are used to shouldering the responsibility, but it is joyful to know that we have such a committed and united community responding to benefit those who need it most.

From all of us at Community Services, our sincere gratitude for helping us help our community.



A handwritten signature in blue ink that reads "Sue Anne Linde".

Sue Anne Linde
President, Board of Directors



A handwritten signature in blue ink that reads "Catherine Leach".

Catherine Leach
Executive Director, SCCSS



ABOUT US

OUR
VISION

OUR
MISSION

OUR
VALUES

An engaged, healthy and thriving coast.

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

Our work and strategic plan are values-based. While our Board and staff work from a broad foundation of personal and professional values, the following values highlight our organizational focus.

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 that 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.



We are honoured to provide services on the unceded, ancestral and traditional lands of the Shíshálh (Sechelt) Nation and the Skwxwú7mesh Uxwumixw (Squamish Nation).

Sunshine Coast Community Services Society has been making our community stronger, safer and more resilient since 1974. We employ 95 professional staff, work with 225 volunteers and provide 35 programs that support over 5000 community members in four main areas:

Child and Family Counselling

Family, Youth and Children's Services

Community Action & Engagement

Together Against Violence

DID YOU KNOW?

Sunshine Coast Community Services Society is accredited through the Commission on Accreditation of Rehabilitation Facilities (CARF). Accreditation means the community can be assured SCCSS offers quality services and the programs offered meet or exceed international guidelines focused on service excellence.

STATEMENT OF DIVERSITY

Sunshine Coast Community Services Society recognizes its responsibility as a leader in supporting a community that respects diversity and fosters social inclusion. The Society strives to deliver inclusive service, affirming the dignity of those we serve regardless of heritage (race, ethnicity, culture, nationality, linguistic origin, place of origin, citizenship, colour, ancestry), education, beliefs, creed (religion, faith, spirituality), gender identity, age, sexual orientation, physical or mental health, physical or cognitive capabilities, socio-economic status and political belief.

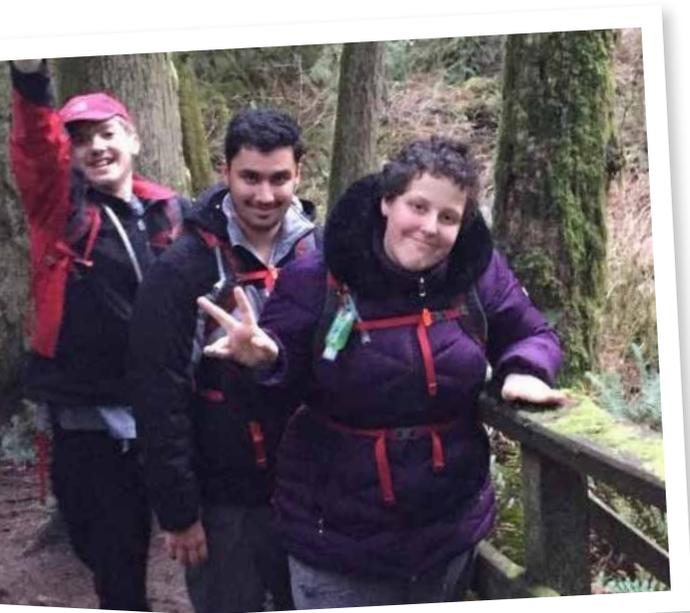
Diversity enriches community and the Society is committed to respecting, appreciating and celebrating the diversity of our clients, employees, students, volunteers, members, donors, funders and all community partners. We strive to increase understanding and acceptance of each other, thereby making us more compassionate human beings and strengthening the fabric of our community.



MAKING A DIFFERENCE, DEEPENING OUR WORK

2019 PROGRAM HIGHLIGHTS

In 2019, we continued to meet the growing needs of our community by bringing resources and tools to the most vulnerable, and to those who simply need support to reach their goals. Our core and emerging programs seek to make us stronger, safer and more resilient. Highlights include:



YOUTH & SPECIAL SERVICES

2019 was a great year for Youth and Special Services! Special Services to Children held their summer camp at Porpoise Bay Park, and for some individuals, this was their first experience camping. Our Youth Outreach team started hosting Pop-Up events that were very well received by youth, and the first annual Youth Indigenous Festival was a great success with more than 25 youth attending. The Youth in Transition team continued to connect on a one-to-one basis and deepen connections with our local youth.

“Having a youth worker to me is like having a friend that knows how to deal with my problems better than I do. They are always just a phone call away.”

YOUTH IN TRANSITION CLIENT

THE FAMILY PLACE

In 2019, SCCSS opened The Family Place, a multi-service space for families with children aged 0-6, at our Trail Avenue location in Sechelt. The newly renovated site brings together drop-in family resource programs like Bellies & Babies and Parent-Tot Drop-In with Child Care Resource and Referral (CCRR), on-site access to our Early Intervention Therapies such as the Infant Development Program Playgroup and other community-based enhanced services. Parents can access information, resources and referrals to child care and all community supports at the new location.

TOGETHER AGAINST VIOLENCE

Women have the right to feel safe, live free from violence and reach their full potential. At SCCSS, advocacy remains an important part of our work. In 2019, our Together Against Violence staff campaigned with the District of Sechelt to have the week of April 14-19 officially proclaimed *Prevention of Violence Against Women Week*.

“Recognizing the role we all play in preventing violence against women and girls in our community is so important. Thank you, District of Sechelt for the proclamation!”

EVA BOESE, COORDINATOR, YEW TRANSITION HOUSE



INCREASING FOOD SECURITY

In 2019, Bellies and Babies held a series of food skills workshops to strengthen the valuable nutritional component of the program. Workshops included two canning workshops, four food skill/ batch cooking sessions and three outreach cooking sessions geared specifically towards pregnant moms. The workshops provided information regarding nutrition, healthy food choices and food preserving, as well as providing an opportunity for women to connect and bond. Participants reported learning about the importance of eating local, fresh produce and felt empowered to use the skills that they learned at home.



INDIGENOUS COLLABORATION

2019's Shazam, our annual all-staff training day, focused on diversity with a presentation from Squamish and shíshálh Nation members xets'emits'a, Candace Campo and K'etximtn, Alroy Baker. SCCSS' staff learned important local indigenous history and language during the presentation and deeply valued the opportunity to learn from our local nations.

“It was so valuable for me to listen to and learn from Candace and Alroy. Their experiences and stories gave me a lot to think about and it gives me a new lens through which to view my work.

SCCSS STAFF MEMBER

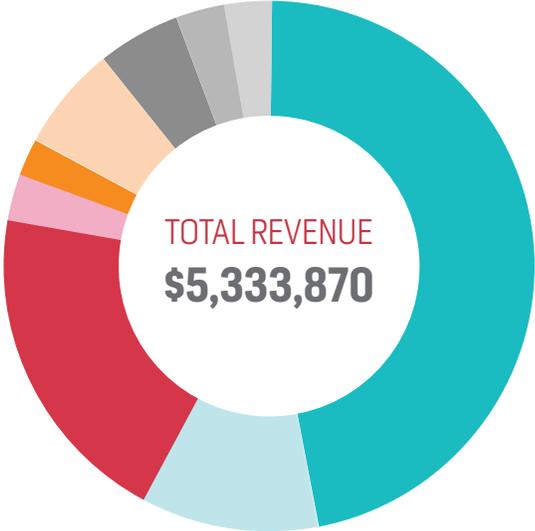


FINANCIALS

REVENUE

For Financial Year ending 31 March, 2020

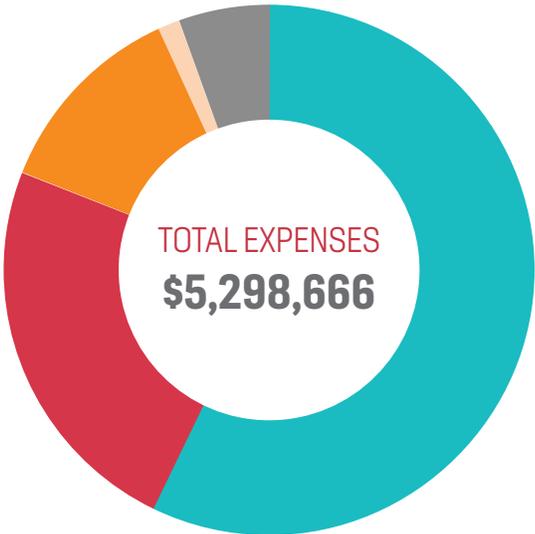
Provincial - MCFD	47%	
Provincial - BC Housing	21%	
Provincial - Other	10%	
Grants - Foundations, Charities & Societies	6%	
Donations	5%	
Federal	3%	
Social Enterprise	3%	
Other Revenue	3%	
Municipal	2%	



EXPENSES

For Financial Year ending 31 March, 2020

Program delivery - staff	57%	
Program delivery - client support	24%	
Society operations	13%	
Building operations	5%	
Fundraising	1%	



Sunshine Coast Community Services continues to strengthen its financial position, slowly building our internal reserves to allow us to respond to emerging needs and protect the organization from unexpected losses in funding. With the modest increases in funding this fiscal year, we continue to invest in our most valuable asset, our employees, by providing annual wage increases and benchmarking our wages against similar organizations to ensure equity.

OUR IMPACT

“For the first time in my life, I can be myself. I feel safe, loved and cared for. People ask if I’m coming back to the Clubhouse tomorrow. As soon as morning comes, I can’t wait to come back to Arrowhead. It has changed my life. I always wanted to find a place where I belong and this is it.”

ARROWHEAD CLUBHOUSE MEMBER



“One day during the summer I dropped off some plums from my trees, I noticed that there were some really friendly ladies working at the Food Bank. I had been looking to volunteer somewhere after I recently moved to Sechelt and decided that the Food Bank would be the right place for me. I stayed because I like the volunteers and Norm and I enjoy the work especially in the decanting room. I also like to interact with the clients and listen to their stories.”

VOLUNTEER, FOOD BANK



“I worked all my life and am not working anymore, and getting lonely. I’m going to be 95 soon and I’m still here, and I sometimes wonder why. Well, I have a good friend now from Better at Home.”

CLIENT, BETTER AT HOME



I’ve moved into my home with my kids with very little stress. They had an amazing Christmas and have so much space and freedom here already. This program helped me transition out of a not so healthy or suitable place with my kids when I probably would’ve felt stuck otherwise.

CLIENT, KEEPING PEOPLE HOUSED



“Last summer, our building was broken into twice in 5 weeks. The RCMP attended, and I was offered the use of Victim Services. I found it quite cathartic to talk through the experience and the dread I now felt coming to work. My concerns were listened to and I was never made to feel foolish for expressing them... I cannot overstate how valuable I found the service”.

CLIENT, POLICE BASED VICTIM SERVICES

WHO WE SERVE

Every day, we make a real impact caring for and supporting our community members. Here's a snapshot of our work in 2019:



Our **COMMUNITY VOLUNTEER** program welcomed **45** new volunteers in 2019. In total, **225** volunteers provided **11,412** hours of volunteering service.

In 2019, **ARROWHEAD CLUBHOUSE** supported **223** Clubhouse Members. **7,486** meals were served to and prepared by Clubhouse Members.

COMMUNITY SERVICES FOOD BANK provided essential food services to over **1,687** program participants. Food Bank services were accessed **16,071** times.

NAVIGATOR supported community members in accessing the resources they need **274** times.

CHILD AND FAMILY COUNSELLING PROGRAMS provided services to **284** participants with services accessed **5,214** times.

YEW TRANSITION HOUSE safely housed **68** women and children and the hotline answered **1,575** calls from women seeking resources and support.

INDIGENOUS FAMILIES PULLING TOGETHER



Individuals and families in our Indigenous Families Pulling Together program indicated they had an increased knowledge of their culture. This program supported **16** adults and **30** children aged from 3 to 18.

ARROWHEAD CLUBHOUSE



Arrowhead provides a safe, stigma-free environment to learn skills, access support and build relationships. In response to the survey question, "Do you feel your quality of life has improved since joining Arrowhead Clubhouse?" **92%** responded **"YES"**.

WELCOMING COMMUNITIES



In a participant survey, **76%** of Welcoming Communities participants reported feeling less isolated. **100%** of participants felt included by the community and were satisfied with the program.

BETTER AT HOME



80% of Better At Home survey participants Agree or Strongly agree that Better at Home supports them to maintain their independence and remain living in their own home.

KEEPING PEOPLE HOUSED



81 families in financial crisis, were supported in accessing resources, referrals and other support. **12** families or individuals at risk of eviction received a loan which helped them stabilize their housing.



CIRCLE OF SUPPORT



Circle of Support worked with **35** families this year. **95%** of the families felt they were better able to cope with challenging behaviours and **100%** indicated they gained increased knowledge about their childrens' special needs.

DADS MATTER



Men participating in our Dads Matter program reported that they were using validating feelings (name it to tame it), empathy and communication skills focused on solutions more often than punishment.

CHILDCARE RESOURCE & REFERRAL



Child care providers reported **97.6%** satisfaction in feeling supported by CCRR through training and other supports provided. **100%** felt successful in their ability to apply the knowledge gained from training provided by CCRR.

SPECIAL SERVICES TO CHILDREN



Special Services to Children , a program that supports youth with developmental or physical challenges, saw **17** youth individually and in groups. **92%** of participants achieved all of the goals they had set out for the year.

PARENT-TOT DROP-IN



90% of families reported increasing their social network through participating in Parent-Tot Drop-In and **87%** of parents reported more positive interactions with their children.

POLICE BASED VICTIM SERVICES

provided **448** community members with emotional support, practical assistance and appropriate referral to community resources.

COMMUNITY BASED VICTIM SERVICES

110 community members who had experienced violence were provided with support and resources.

WOMENS OUTREACH

143 participants accessed support through this confidential service aiming to increase the safety and well-being of all women.

MAMAS SUPPORTING MAMAS

Number of pregnant women and new moms provided with resources and support, **38**.

BELLIES & BABIES In 2019, **98** weekly support groups were held for pregnant women and new parents with babies birth to one year.

CHILDCARE RESOURCE & REFERRAL

In 2019, **2061** child care referrals were made, including in-person, phone, emails and visits to our on-line directory.

BUILDING HOUSING, BUILDING COMMUNITY

Community Services is redeveloping the Inlet Avenue site to incorporate affordable housing for women and our programs together in one location.

SCCSS recognizes the current housing crisis on the Sunshine Coast and wants to use its experience in responding to pressing community needs, and its history of supporting women, by providing safe, stable, long-term and affordable housing for women and children on the Sunshine Coast.

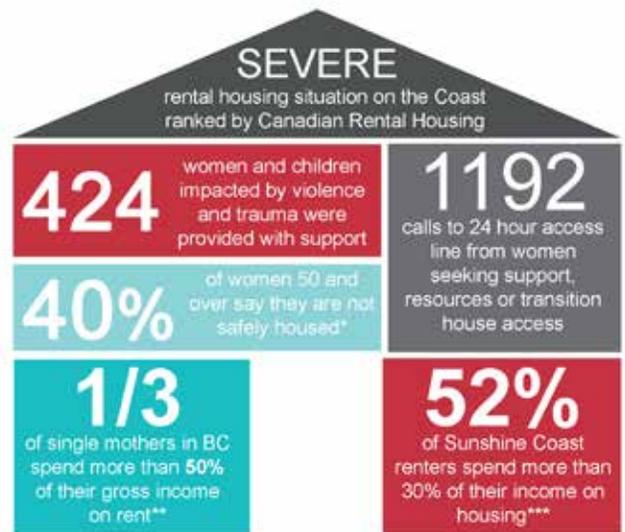
In partnership with BC Housing, we now have the opportunity to provide 34 affordable housing units for women and children at risk of homelessness or violence, build health and community through the power of food and improve the health and wellness of our community all under one roof.

THE NEED

Studies show that safe, affordable and appropriate housing plays a central role in allowing women and families who are marginalized to re-establish their lives. It reduces levels of stress and can change the perspectives of women by providing them the opportunity to empower themselves and therefore generate a positive, healthy and nurturing environment for their children.

“It is desperate out there. At age 51, I feel stranded, isolated and on the brink of having no shelter. I’ve worked my entire life but qualify for no assistance. It’s frightening.”

SURVEY RESPONSE - HIDDEN HOMELESSNESS REPORT, SCCSS 2018



OUR EXPERIENCE

For over 40 years, SCCSS has been providing women and children safe and supportive short-term housing through our Yew Transition House and Thyme Second Stage Housing. SCCSS also provides housing and support for people living with mental illness at Legacy Housing.





Our vision for this project is to provide affordable housing and Community Services programs together in one location where people can be engaged, active and supported in a warm and welcoming environment.

BUILDING AN ENGAGED, HEALTHY AND THRIVING COAST THROUGH AFFORDABLE HOUSING, THE POWER OF FOOD AND COMMUNITY SERVICES:

34

Units of affordable housing for women.



A redeveloped Community Services space that is purpose built and better able to accommodate our programs while meeting current and emerging community needs.



Use food to build health and community through a Community Food initiative that will include community gardens, food bank services and increased food programming that will bring people together to grow, share and advocate for good food.



Increased safety and security of the neighbourhood through thoughtful design that will increase lighting, improve the pedestrian walkway, increase organized activities and build connections between neighbours.

HOW YOU CAN SUPPORT THIS PROJECT

- Stay informed: sign up for our E-news at sccss.ca/get-involved/e-newsletter-signup
- Attend a future open house about this project
- Share your support for this project with your neighbours
- Email or write a letter of support for this project to the District of Sechelt planning@sechelt.ca
- Email Devon Kennedy at dkennedy@sccss.ca about capital campaign donations

GET INVOLVED



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

Volunteers play a vital role at Community Services. Their contributions provide us with valuable resources to build community and break social isolation. In 2019, 225 volunteers donated 11,412 hours of their time and skills to Community Services programs through activities such as:

- inter-generational socializing, sharing nutrition-based meals and ukulele group!
- organizing and distributing food at the Food Bank
- helping community find special gems at the Thrift Store.

As a Volunteer you can expect to:

- stay active in retirement
- meet people and make connections in the community
- be a part of social change!

“Recently a Food Bank participant approached me in the Trail Bay mall to shake my hand and wish me a Merry Christmas. It helped me realize the positive impact I had on his life.”

FOOD BANK VOLUNTEER

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

FOLLOW US ON
SOCIAL MEDIA

Keep up-to-date
with all our program
news and events on



Facebook & Instagram: [SC.CommunityServices](https://www.facebook.com/SC.CommunityServices)
Twitter: [SCCommunityServ](https://twitter.com/SCCommunityServ)
Website: [sccss.ca](https://www.sccss.ca)

DONOR PROFILE



Late last year, Royal LePage Sussex realtor Alan Stewart participated in a 100-kilometre trek across the Sahara Desert to raise awareness about domestic violence issues. Alan personally raised more than \$12,000 and presented a cheque for \$10,000 to SCCSS chair Sue Anne Linde for our Together Against Violence programs.

DONATE

Donate funds that strengthen families, help children, youth and vulnerable adults reach their full potential and support the many seniors on the Coast that need us.

“You can make \$100 go farther than anyone else I know, so that’s why I donate to you.”

SCCSS COMMUNITY DONOR

Contact Devon Kennedy on 604-885-5881 or email dkennedy@sccss.ca to learn more about how your donation impacts our community.

THANK YOU ❤️

We are sincerely grateful to the many individuals, schools, workplaces, businesses, clubs and associations who chose to fundraise for Community Services via a range of events and initiatives in 2019-2020. Their efforts and generosity add greatly to our capacity to provide support services and programs for people in need on the Coast.

On behalf of our Board, staff and the people we support, we would like to thank all of those who make our work possible through donating funds, goods, services and time.

SUBSCRIBE TO OUR NEWSLETTER

Stay informed on what’s happening at Community Services by signing up for our e-newsletter at sccss.ca/get-involved/e-newsletter-signup

SHOP AT OUR THRIFT STORE

Community Services Thrift Store provides quality used clothing, household items, toys, sporting good, and furniture. Your purchases through our Thrift Store help people all along the Sunshine Coast. For every \$50 spent in store:

- An isolated senior gets a friendly visit
- An at risk youth can get the guidance and information they need
- A family of 4 can have a nutritious dinner
- A woman can access a supportive counselling session.

Community Services Thrift Store
731 North Road, Gibsons, BC
Tel: 604-886-2811





Phone 604-885-5881
Fax 604-885-9493
Email sccssreception@sccss.ca

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Sechelt, BC V0N 3A0

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