



An engaged, healthy and thriving Coast

ANNUAL REPORT 2020-2021



**Sunshine Coast
Community Services**

Caring since 1974



I am grateful to each and every one of our staff for offering up their incredible skills, expertise and heart each and every day to their colleagues, to participants and to this community. I am humbled by their commitment and honoured to be working with them.

CATHERINE LEACH, EXECUTIVE DIRECTOR, SCCSS

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 SCCSS fulfills our mission to serve the community.



Jason Winkler
President



Jan Holt
Vice President



Richard Melville
Treasurer

WELCOME MESSAGE

Successfully pivoting together to support our most vulnerable.

For more than 45 years, Sunshine Coast Community Services Society (SCCSS) has adapted programs and services to meet the changing needs of our community. This past year, more than any other time, required all of us to rapidly pivot to different approaches to supporting those in need. Together, our staff, volunteers and Board members tackled new demands and ways of working that continued to change as the pandemic unfolded.

At the same time, people from across the Coast rallied their support with time, donations and ideas. SCCSS's collaboration with local governments and other non-profits also helped to maintain critical services and ensure that individuals and families hardest hit by the pandemic were able to find and receive help. None of this could have been achieved without the tremendous teamwork within SCCSS and the community at large. We are both grateful for and proud of the successes coming out of one of the most challenging years in decades.

In parallel with the intense focus on responding to the immediate demands, we were able to keep a firm grasp on the long-term needs of our community. Our **Building Together** project to provide affordable housing to women and children and create a safe, modern hub for our services remained a priority – we continued community consultation

and successfully progressed through required approval gates. We have captured the lessons learned from the many pivots these past months and have the strength and resiliency to face the future. Although none of us can predict how the coming months and years will unfold, we are confident the investments the community has made – and will continue to make - in SCCSS will ensure there will always be a team of dedicated and passionate staff and volunteers ready to support our most vulnerable.

Together, we will continue to build an engaged, healthy and 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 shísháhlh (Sechelt) Nation and the Skwxwu7mesh Uxwumixw (Squamish Nation).



Sue Anne Linde
Past President



Carole Fisher
Director



Raj Gill
Director



Penny Stewart
Director



Linda Wortman
Director



Brian Chipman
Exec. Member at Large



OUR VISION

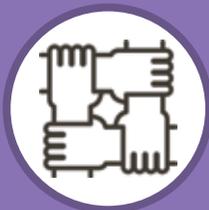
An engaged, healthy and thriving Coast

SCCSS has been making our community stronger, safer and more resilient since 1974. Our services support pregnant women and new parents, families, children, youth, adults, and seniors through the provision of crisis response, support programs, housing, and advocacy. We employ **85+** professional staff, work with **175+** volunteers and provide **30+** programs that support the Sunshine Coast community in four main areas:

COMMUNITY
ACTION AND
ENGAGEMENT



TOGETHER
AGAINST
VIOLENCE



FAMILY, YOUTH
AND CHILDREN'S
SERVICES



CHILD AND
FAMILY
COUNSELLING



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

Last year, we supported 1 in 5 Coast residents.



OUR VALUES The following core values are the foundation of our philosophy, culture and practices at SCCSS.



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 wellbeing, 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.

CARF accreditation highlights commitment to providing quality community services

CARF International is an independent, non-profit accreditor of health and human services organizations worldwide. As an organization serving our local communities, we are dedicated and committed to improving the quality of the lives of the people we serve. We see accreditation as a valuable process to ensure that we offer the highest levels of service. Every three years our organization goes through an in-depth on-site accreditation process that applies over 2,500 of CARF's internationally recognized standards to our work. In March this year, despite COVID protocol challenges, we once again welcomed the opportunity to have an external group of peer surveyors review our programs. We are very pleased to announce that we have officially received our 5th successful accreditation!



“Across the board, clients spoke about being cared for by SCCSS, feeling that the organization promotes a very healthy lifestyle for them, and being aware that staff members go above and beyond for them in every way.”

CARF INTERNATIONAL SURVEYOR, MARCH 2021

MEETING THE MOMENT

The events of 2020 showcased Community Services' resilience, innovation, and commitment to those we serve. Here are some of the ways we pivoted and adapted to the impact Covid-19 had on members of our community:



EMERGENCY FOOD & ESSENTIALS HOTLINE

The **Emergency Food and Essentials Hotline** came about based on the need we were starting to see in the community, as well as the resources we had and the committed staff and volunteers in our community. With our **Food Bank** being the hub of activity for this program to emerge from, we not only met the increased need of people coming to the Food Bank but pivoted to attend to those in our community who were most in need. This program supported our most vulnerable community members who were isolated, quarantined, anxious to be in public or who could not access transport due to the virus and protocols. People were able to call the Hotline and receive groceries along with other essential items such as toilet paper, diapers etc. We had a team of volunteers and staff making deliveries across the coast to over 100 people a week, some of which were program participants who lost food access due to program closures.

“It is a real pleasure to speak to them [clients], cementing relationships and bonds.”

EMERGENCY FOOD & ESSENTIALS HOTLINE VOLUNTEER

SUNSHINE COAST FOOD SERVICE RESPONSE

Community partnerships were essential to the success of innovative responses to support our most vulnerable community members. One program that grew from these partnerships was the Sunshine Coast Food Service Response where we partnered with Mark Yellowley, owner and operator of Wheatberries. This program supported by local restaurants made affordable frozen meals available for purchase from local retail outlets, with one in every five meals sold being donated to the community and distributed by SCCSS. Since April 2020, we have delivered over 100 meals a week to local, isolated and food-insecure community members. This program enabled us to build deeper relationships with stakeholders from across the Coast including local restaurants, Food Banks, School District 46 and shíshálh Nation - with the shared goal of getting healthy, nutritious food to those most in need.

DEAR COASTAL NEIGHBOUR

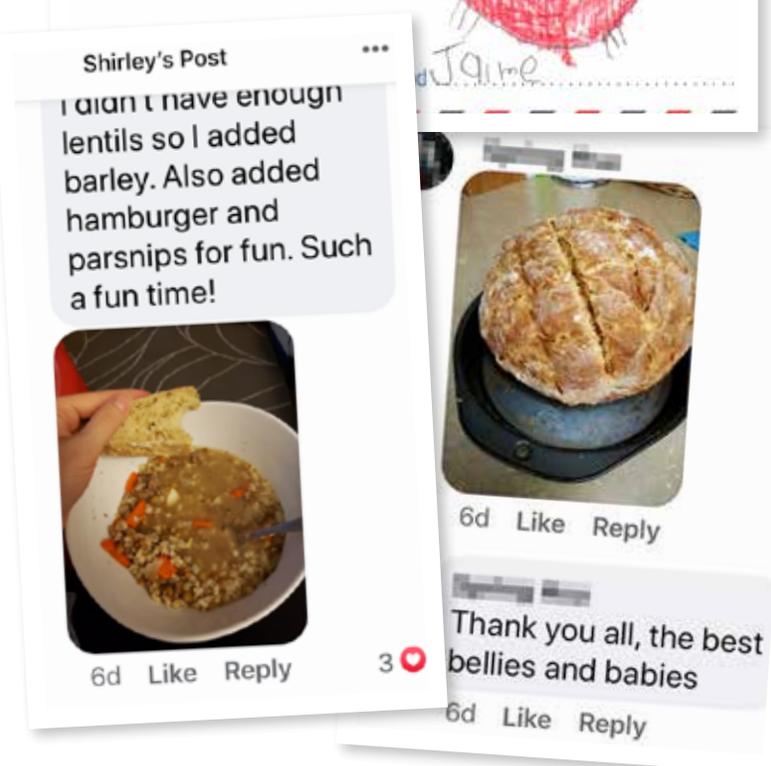
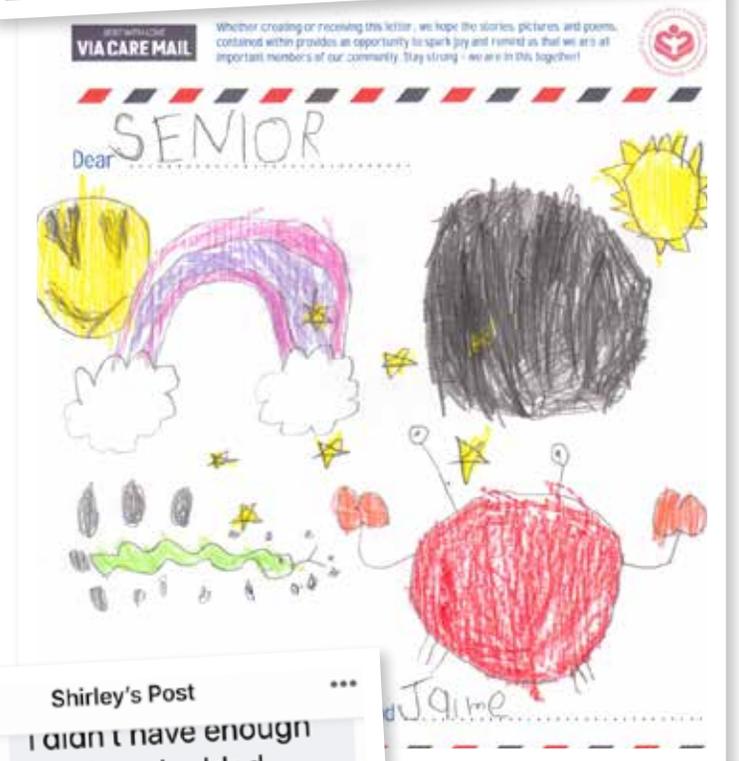
The **Dear Coastal Neighbour** initiative was launched in May 2020 in collaboration with Vancouver Coastal Health, School District 46 and Sunshine Coast Division of Family Practice to combat the effects of social isolation on the Sunshine Coast. This letter-writing initiative provided small, personal gestures of non-digital connection to those facing increased isolation, stress and uncertainty due to COVID-19. Coast residents of all ages shared stories, pictures, poems, artwork and messages of support that were delivered to community members such as isolated seniors, care home residents, new moms and frontline workers. Between May and December 2020, close to 200 letters were received and delivered to community members providing unexpected moments of joy and connection. Feedback has been incredibly positive - with program organizers commenting that recipients found the letters heartwarming and joyful, with many being moved to reply or pay it forward with letters of their own.

“I really needed that letter, I’ve been so stressed. He [the sender] drew a ray of sunshine and I needed a ray of sunshine... it’s brought me so many smiles already.”

CLIENT (IN THEIR 80s), BETTER AT HOME PROGRAM

ZOOM COOKING CLASSES FOR FAMILIES

Zoom cooking classes offered by our Family Resource Programs began as a way to connect with isolating families with young children through the stay-at-home phase of COVID-19. Menus were chosen and groceries bought and delivered to families at their homes. Two-hour Zoom sessions connected families - some cooking during the session, others enjoying interacting with each other, cooking their meals later. Together, recipes from around the world were explored, new foods introduced, facilitators offered tips and tricks, answering questions about meal planning and nutrition. In all, seven Zoom sessions were held with 85+ families taking part. Families reported feeling connected even though they couldn’t meet in person, enjoyed the meals and cooking together with their children. As a result, isolated families were able to maintain vital connections with their community during the pandemic.



A YEAR OF IMPACT

In 2020-21, we supported our community through 30+ programs and services.



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.

235

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

6,240

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

95%

members who said their quality of life had improved since joining **Arrowhead Clubhouse**.

“Life was hard before, now with COVID it’s way harder. But the clubhouse was there for me, staff called every day... brought food to my door, helped me get money when my job ended and helped me to help my family.”

MORRIS, CLUBHOUSE MEMBER

15

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

100%

of clients are satisfied with the **Keeping People Housed** program.

1,400

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

16,500

visits to the **Food Bank** (including **579** times by children) for essential food and supplies.

“It’s wonderful to interact with like-minded people and see the difference we make to the lives of others.”

VOLUNTEER SURVEY, SCCSS

178

Volunteers contributed time and services to SCCSS in 2020.

78%

of **Volunteers** said they feel an increased sense of community through volunteering.

3,395

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

1,318

check-ins to connect with and ensure the wellbeing of **Better At Home** clients.

TOGETHER AGAINST VIOLENCE PROGRAMS

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

1200

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

20

women and 21 children were provided with safe shelter, support and advocacy at **Yew Transition House**.

73

people received free, confidential support through **Community Based Victim Services**.

79

women and their 103 children experiencing abuse were provided support and resources through the **Women’s Outreach** program.

395

victims of crime and other traumas received support and resources through **Police Based Victim Services**.

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

CLIENT, WOMENS COUNSELLING PROGRAM

156

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



FAMILY, YOUTH & CHILDREN'S SERVICES PROGRAMS

CHILD & FAMILY COUNSELLING PROGRAMS

Family, Youth and Children's Services programs are family-centered, inclusive and promote active participation in supporting pregnant women, new moms, parents, caregivers, children and youth.

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

3,905

times **Childcare Resource and Referral** services were accessed.

2,883

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

21

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

99.7%

of 327 childcare providers felt supported and that their training needs were met through **Childcare Resource and Referral**.

87%

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

100%

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

275

women attended 84 **Bellies and Babies** sessions and were provided with support, education and connection.

100%

of parents and caregivers in the **Circle of Support** program indicate they have increased their knowledge and competence around managing challenging behaviour.

122

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

94%

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

405

child care professionals learned how to better support children through development days and workshops hosted by the **Supported Child Development** program.

100%

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

"I was instantly met with warmth, support and connected to many resources and most importantly - friendship."

PARTICIPANT, BELLIES & BABIES

23

children and families were supported through our **SAIP** and **CMHP Children's Counselling** programs.

5,241

unique visits to **Parent-Tot Drop-In**.

100%

of parents and guardians accessing **Early Intervention Services** indicate they have increased knowledge of their child's growth and development.

19

youth attended the online Y Mind Teen programs run by our **Children's Counsellor** to support teen mental health and wellness.

99%

of **Parent-Tot Drop-In** attendees found the space to be warm and welcoming and would return again.

100%

of the families of children and youth served by **Special Services to Children** report the service was meeting the needs of their family.

"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

IMPACT STORIES

Supporting members of our community as they forge a path forward.



Together Against Violence



Carl - Keeping People Housed

HEIDI'S* STORY

Heidi* first reached out to Community Services after being assaulted by her partner. At this traumatic time, Heidi was able to access safe housing through **Yew Transition House** and tap into the range of integrated programs offering her the assistance and support she needed to access medical care, deal with the RCMP, and start on her new journey towards a violence-free life.

Community-Based Victim Services were there from the beginning, assisting Heidi through court proceedings, providing her updates and support. The **Women's Outreach** team supported Heidi, accompanying her to MCFD meetings, advocating on her behalf and helping her navigate the family law system. The **Women's Counselling** program provided vital support, giving Heidi tools needed to help decrease anxiety, improve her mental health and process the events.

Heidi is now better positioned to deal with her life challenges and focus on her baby daughter. Heidi still accesses our programs and services. She participates in **Early Childhood Development** programs to increase her parenting capacity and engage with her child - we are happy to report that both mom and baby are happy, healthy and thriving!

*Name and image changed to protect identity.

CARL'S STORY

Carl came to our **Keeping People Housed** program through Home Care Services. Carl was battling leukemia and needed a life-saving bone marrow transplant. By the time he came to our door, he was behind in rent and utility bills, had an eviction notice in his hand, and was facing the real possibility of being homeless.

Andrea Hobbs, Coordinator of Keeping People Housed, welcomed him and over time, they developed a trusting relationship that made Carl feel safe enough to share his story. Andrea gained an understanding of all of his needs, working together, they made sure he had the support and resources needed to stabilize his housing and his life. Hope was returning.

Andrea connected Carl to available medical and travel subsidies, provided him with a zero-interest loan to cover his rent and utility arrears, and connected him to other local supports. This loan and support stabilized his housing and provided him with enough income and other resources to cover his basic needs and focus on his health.

Carl has now fully repaid his loan and the best news is that he is in remission and has a new lease on life.



Deanna and Marosa - Family Resource Programs

DEANNA'S STORY

Deanna relocated to the Sunshine Coast while pregnant and was finding it difficult to meet people. A friend told her about the **Bellies and Babies** program, so she attended one of the regular weekly drop-in groups for pregnant women and new parents. Deanna says she was instantly met with warmth, support and friendship. Through the **Bellies and Babies** program and **Parent-Tot Drop-In** programs, Deanna gained a community for herself and her daughter, Marosa. She has formed authentic connections with other families and thinks of them as her village family.

During Covid, our **Family Resource programs** were able to maintain those important community connections - dropping off supplies for crafts, creating outdoor playgroups, providing Zoom classes, checking in on parents and making sure everyone was OK.

Deanna says, "In times when being a parent is a challenge without our villages, these services are so fundamental in supporting the well-being of the mamas and therefore the kids. The two are not separate. What I have gained from Shirley and the team is beyond what I could have imagined possible and will be forever grateful for their support".

Why we're doing this...

"I must say that my dignity had taken a severe beating and what I got from the program was the dignity I lost, respect, encouragement, support and affection. What a combination of life giving support that gave you a hand up and not a hand out."

CLIENT, KEEPING PEOPLE HOUSED

"Thank you for fixing my broken wings and bringing me back to life. Meeting you all has changed my life forever."

CLIENT, YEW TRANSITION HOUSE

"You guys at Better at Home are the best. Knowing you are there, even though I am trapped at home - you are too, and it's kind of funny, like we're grounded together."

CLIENT (AGED 95 YEARS), BETTER AT HOME

"Arrowhead builds confidence and inspires me to be myself and do my best. It helps me keep a positive attitude. Arrowhead is like having a family."

MEMBER, ARROWHEAD CLUBHOUSE

"The Food Bank has been a great experience for me... it was my very good luck to land in such a caring, cradle of humanitarianism."

VOLUNTEER, FOOD BANK

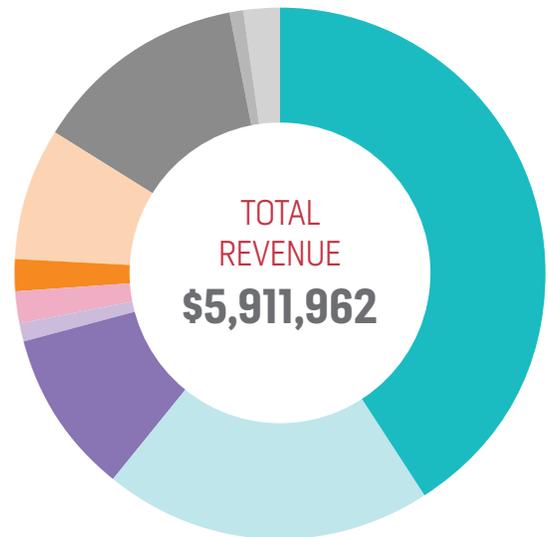
FINANCIALS

Thanks to the significant generosity of our donors during the Covid-19 pandemic, Sunshine Coast Community Services was able to serve our most vulnerable community members and continue to build our internal reserves. This generosity allowed us to respond to emerging needs and protect the organization from unexpected losses in funding. Safety protocols during Covid-19 added to the expense of delivering programs, however, we continued our commitment to employees to provide an annual wage increase and benchmark our wages against similar organizations to ensure equity.

REVENUE

For Financial Year ending 31 March, 2021

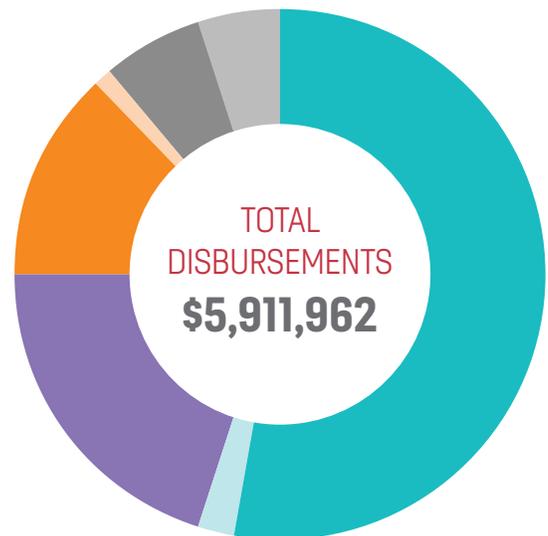
Provincial - MCFD	41%	
Provincial - BC Housing	20%	
Donations	13%	
Provincial - other	10%	
Grants - foundations, charities & societies	8%	
Federal	2%	
Other revenue	2%	
Municipal	2%	
Government assistance	1%	
Social enterprise	1%	



DISBURSEMENTS

For Financial Year ending 31 March, 2021

Program delivery - staff	53%	
Program delivery - client support	20%	
Society operations	13%	
Transfer to reserve	6%	
Building operations	5%	
Fundraising	1%	
Program delivery - COVID related	2%	



LOOKING AHEAD



Our vision for the BUILDING TOGETHER 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 a healthy Coast

This year we launched our capital campaign for **BUILDING TOGETHER**. This milestone community project will create a hub for support programs and will help address affordable housing issues on the Coast.

Building Together will provide 34 units of much-needed multi-generational affordable housing for single women, women with children, female youth aging out of care and senior women. Women facing barriers to decent and affordable housing will soon have a place to call home.

The first two floors will provide a range of spaces tailored to the needs of community support programs, a commercial kitchen and a multi-purpose room. Community gardens, pedestrian walkways and outdoor gathering spaces will create a hub where community members in need can access programs and services.

Government funding will cover much of this project cost (estimated at \$23 million). We have applied for several large grants, but we need to raise another \$3 million to ensure we make this desperately needed new facility a reality. To date, we have raised just over \$445,000, but we need the help of the community to raise the balance so we can be mortgage-free and put all revenue towards delivering our programs.

To donate or learn more about **BUILDING TOGETHER**, visit buildingtogether-sccss.ca

Email buildingtogether@sccss.ca about capital campaign donations.

PROJECT TIMELINE

PRE-DEVELOPMENT WORK
Underway

CONSTRUCTION
Start early 2022

ESTIMATED COMPLETION DATE
Summer 2023



Building
Together

An initiative of Sunshine Coast Community Services



IN GRATITUDE

On behalf of our Board, staff and the people we support, we would like to thank all of our supporters who make our work possible by donating funds, goods, services and time. We could not do what we do without you!

We are sincerely grateful to the many individuals, schools, workplaces, businesses, clubs and associations who chose to support Community Services - particularly in response to COVID-19 in 2020-21. Your efforts and generosity added greatly to our capacity to provide support services and programs for people in need on the Coast during this challenging time.

VOLUNTEERS

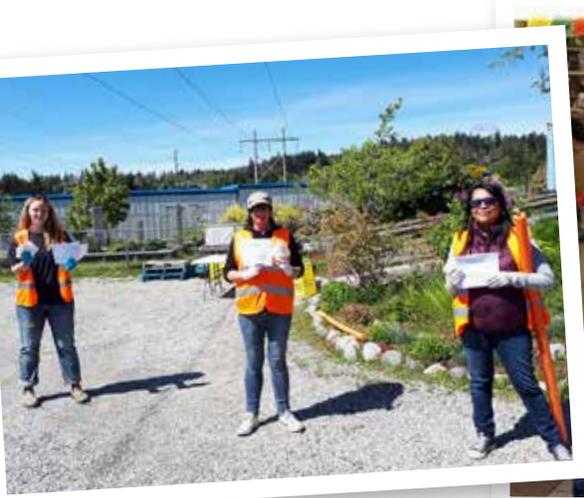
Volunteers are the heart and soul of what we do at Community Services. Volunteer contributions provide us with valuable resources to build community and break social isolation. In 2020-21, we were supported by:

178	X	10,869	=	
VOLUNTEERS WHO DONATED TIME TO OUR PROGRAMS		HOURS GIVEN TO MAKING OUR COMMUNITY STRONGER		FULL-TIME EQUIVALENT POSITIONS!

DONORS

Our donor funds strengthen families, help children, youth and vulnerable adults reach their full potential and support the many seniors on the Coast that need us. Your donations are what allows us to address community and client needs. All gifts, big and small make a difference.

Thank you!



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, DVD's, 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 sccssreception@sccss.ca for more information or visit the website, sccss.ca/get-involved/donate.

BECOME A CHAMPION 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 Capital Campaign 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 sccssreception@sccss.ca for more information.

“It's wonderful to interact with like-minded people and see the difference we make to the lives of others.”

VOLUNTEER, SCCSS

ACKNOWLEDGEMENTS

SCCSS 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.