

Annual Report

April 2020 - March 2021

RESILIENT, CONNECTED PEOPLE



We acknowledge the traditional unceded territories of the Coast Salish Nations and
Nuu-chah-nulth Nations of southern Vancouver Island

Our Vision

Resilient, connected people

Our Mission

We provide people, of all ages and abilities on southern Vancouver Island, with services and resources that encourage them to enhance skills, address challenges and create a path forward.

Our Mandate

We deliver child, youth and family development programs, and disability support services, provide counselling, and create sustainable partnerships.

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Board of Directors April 2020 to March 2021

Tracy McTaggart	Chair	Ed Rogers	Treasurer	Janice Alexander	Director
Tim Klassen	Vice-Chair	Ron White	Secretary	Bobbi Neal	Director
		Jean Trickey	Director		

2020-2021 Achievements, Adjustments and Improvements

One word for this year? There it is above, in bold letters—ADJUSTMENTS! At SFRS, the news of the Covid-19 Pandemic tested our resilience like never before. All our services were challenged with making quick changes to ensure safety and compliance with new Public Health Office orders. Faced with nothing but uncertainty, program coordination, management and administration activities ramped up significantly to support the work of planning an appropriate response to this new phenomenon.

Our responses varied. A couple of programs closed completely for some months, including our Kingfisher Preschool and the SFRS Community Thrift Shop. Several programs developed new ways of providing services, including offering virtual access options. Program delivery “pivots” were creative, to ensure everyone we serve was supported with practical help, compassion, and kindness. We continue on this path to the present time, still with uncertainty as the only sure thing.

A new program was introduced in response to the pandemic. Bridging the Digital Divide is a regional initiative developed in collaboration with the Neighbourhood House Coalition. The program gives practical technology help to reduce the isolation of the pandemic.

Also of note this year, some SFRS employees engaged in a union membership drive. With the help of a new HR Lead position, the work to align our practices to a new collective agreement is now under way.

Our Board of directors also experienced a new way of doing business this year. The support of the board was essential and appreciated as we waded through the uncertainties of funding contracts and new funder expectations. In their own words:

This has been a good year for the board despite the challenges of Covid-19. Our meetings have all been virtual and even though there have been some technical difficulties we have been able to meet and successfully conduct the necessary business of the society. It was very encouraging to me to hear from one of our potential board members that one of their family members talked at length about SFRS in a very positive manner. Our Executive Director and the staff deserve much credit for this. Thanks so much.

Tim Klassen, Chair

This board member has been exceedingly and regularly impressed by the devotion and care of the management and staff delivering services. Creative solutions to difficult problems happened often and our clients benefitted as a result. The fact that we were able to keep things open as much as we did was appreciated and noted. Kudos to all at SFRS for such great work during these last two difficult years.

Ron White, Secretary

Strategic Initiatives

With the interruption of the Covid-19 pandemic, some of our Strategic Initiatives were placed “on the back burner” for a short time. We did, however, accomplish the following activities through the year:

- Completed reviews of Family Development and Youth Outreach and Navigator programs.
- Completed a review of Governance policies
- ORCA database implementation continued. We explored on-line payments for fee-for-services programs and began “discovery” for the Homeshare program.
- Completed Microsoft TEAMS training for all staff to increase use of TEAMS as our internal communications tool.
- Completed a needs assessment for a position focused on HR and hired a Human Resources Lead.

Health and Safety

Our response to the Covid-19 pandemic took priority in the Health and Safety activities this year. The Health and Safety Committee and Management Team had several meetings focussed strictly on developing our response to meet the requirements of the Public Health Office and WorkSafe BC. As well, we met regularly to review and revise our response as the PHO announcements and requirements changed throughout the year. SFRS programs made appropriate service delivery changes, including closures, significantly reduced in-person services, pivoting to virtual service, and other necessary health and safety modifications. Our thrift shop operations closed down completely for 3 months until new safety measures could be implemented. Our role as the main reception at Sooke location was maintained, even as the facility was closed to the public. We used cell phone calls and knocks on the office window to maintain access to services for clients who needed to come into the building.

In addition to the obvious response to an unexpected pandemic, the following health and safety activities took place through 2020-2021:

- The Health and Safety Committee met regularly throughout the year.
- Regular health and safety procedure drills were completed at all program locations.
- Health and safety site inspections were completed at all program locations.
- Annual fire inspections and reports were completed at all program locations.
- Incident reports were reviewed, and recommendations for improvements implemented.
- We started conversations with all staff teams to develop employee wellness strategies.
- All Health and Safety policies, procedures and practices were reviewed. The following health and safety policies were revised:
 - 5.1 Health and Safety Committee
 - 5.20 Communicable Diseases

Critical Incidents

- SFRS incidents decreased over last year by 6.
- In addition to the usual play-area accidental bumps and scrapes, incidents included break and enter, gun related police incident, threats of self-harm and harm to others, illicit drug use, and inappropriate behaviour.
- The highest rate of incidents are at Sooke Reception and SICC program.
- Building incidents are discussed at all Sooke OHS/tenant meetings. SFRS continues to advocate for cameras to be installed at the Sooke building. Improved parking lot lighting was installed early in 2021, and nighttime incidents have decreased significantly.
- Five (5) incidents in Homeshare were reported to Community Living BC (CLBC), where follow up action is discussed and implemented as required with SFRS staff, program clients and contractors.
- The ED received 3 letters relating to one formal complaint. An investigation supported by professional advisors proceeded, and recommendations for policy review and training were implemented.

Incidents were recorded by program area as follows:				
Program Area		2018- 2019	2019- 2020	2020- 2021
FRP		1	4	1
Kingfisher		0	0	0
CCRR		1	4	0
Youth Outreach		1	0	0
Counselling		0	0	0
Reception - Sooke		10	8	3
Other- SICC/Welcome Home		1	0	6
Total SFRS Incidents		14	16	10
Home Share Incidents		8	12	5

Risk Management

- The Risk Management Plan was reviewed and updated in December 2020.
- Regular risk management activities continued, including insurance review, criminal records checks, policy revisions, staff evaluations and staff records reviews and updates.
- Addressing technology security risk issues came to the fore as work-at-home strategies and virtual services were implemented. In response to Covid-19. Our Technology Lead position became full time as an essential role to support these changes.
- Health and Safety training in November was focussed on reviewing the new protocols specific to Covid-19 pandemic response. In February we resumed our regular Health and Safety training.
- Continued reviews of Homeshare contractors and compliance to their Personal Option Protection insurance requirements.
- Maintained compliance with Provincial Health Office and WorkSafe BC orders through ongoing changes due to Covid-19.
- Implemented HR Lead position to support negotiation and implementation of a new union collective agreement.
- Noted that our current disaster planning is focussed on location and space. Other elements to be included are technology, relevant safety protocols, and service delivery changes.

Accessibility and Accommodations

- The annual review and update of our Accessibility Plan was completed in November 2020.
- The Covid- 19 pandemic offered a rare opportunity to make accommodations for delivering services in different ways, as well as to support our employees to work in unprecedented circumstances.
- Contrary to existing policy, working from home became a “must do”, and adjustments were quickly implemented to make that happen with safety and security as primary objectives.
- The Thrift Shop lease was secured to March 31, 2021. However, it has lapsed and not been renewed.
- Started a renovation project to secure affordable group activity space in the Langford office.
- Completed gender neutral signage in all our service locations.
- Completed First Nations territorial acknowledgement signage in all our service areas.
- We did offer an accommodation of a different time to shop for one customer who refused to comply with mask regulations while shopping in the thrift shop. This offer of accommodation was refused. There were no other specific requests for accommodations to support people we serve.

Communications

- Annual review of the Communications Plan was completed in July 2020.
- Microsoft TEAMS training implemented for all staff to support internal communications.
- Reviewed and revised communication on our Canada Helps website page.
- Planned meetings with service clubs and community organizations were cancelled or put on hold due to Covid-19.
- Plans for agency-wide Impact statements for funding applications were revised to implement on a program-specific level. Agency-wide impacts are reflected in the Neighbourhood House Coalition Outcomes Report.
- Our Monthly Memo continues to provide helpful current information to all staff and board members, and includes regular technology training and health and safety information.
- We are maintaining use of email, website and Facebook as our primary communications tools. Facebook for Thrift Shop is used daily; a Facebook closed group has been implemented to reach some group program participants when groups closed due to Covid-19.
- A YouTube channel was implemented as a virtual model to stay connected with program participants and continue to provide early years programming.

Cultural Competency

- Annual review of the Cultural Competency and Diversity Plan was completed in November 2020.
- Started to implement anti-bias training for all staff and volunteers
- Several employees joined the Reconciliation Book Club to increase Indigenous cultural learning.

Technology

- The annual review of our Technology Plan was due in May, but delayed due to the Covid-19 pandemic, and completed in November 2020.
- Response to Covid-19 in March 2020, and ongoing, required immediate attention to supporting staff to be able to work from home. This work involved a huge effort to implement, including
 - assessment of employee needs
 - assessment of programming needs
 - assessment of security risks,
 - resourcing and purchase of new hardware,
 - researching secure virtual platforms for new models of service delivery
 - training for staff to implement new virtual tools, and presentation skills on Teams and Zoom
 - reviewing and revising policies to support home-based work
- Researched and implemented security processes and training to accommodate the new systems needs
- Completed a review of data backup on all work phones
- Regular meetings with Technology service provider continued through the year.
- Developed a plan for annual emergency systems check
- Reviewed board members' access to SFRS documents
- Implemented Microsoft TEAMS training for all staff
- Revised program payments system—found inadequate and a new system is being trialed
- Refreshed website to increase speed of website access
- Some planned activities were delayed to the coming year, specifically a review of our file structure and developing organization-wide consistent filing procedures.
- Regular “Tech Talk” training information-sharing in the Monthly Memo continues
- ORCA database implementation continues, with Homeshare program discovery sessions completed in this year.

Finance

- The pandemic influenced how we worked and how we were funded this year. Services were delivered in innovated ways in order to meet client needs while adhering to pandemic protocols.
- Overall revenues increased 8.14% over the preceding year. The main sources of increased operational revenue were: increased sales from Thrift Shop sales; increased revenue from provincially funded contract for wage rate adjustment and program funding; and a continued increase in the number of CLBC personal support contracts and an expansion of the home share program.
- Significantly, the distribution of types of revenue varied from the previous year mainly due to pandemic specific funding. Grants and Donations were up 115.60% over the previous year, while Program Delivery revenue was down by 28.01%.
- Expenses increased by 5.32% over the preceding year. Operational and organizational costs increased as a direct result of pandemic related measures. Personal protection equipment accounted for a large cost increase as it previously was not an expense that was required for program delivery.
- Computer maintenance expenses were mainly in response to new remote working requirements.
- Program costs went down by 25.06% in response to pandemic restrictions in providing group service
- Legal costs increased due to legal consultation on pandemic related issues, employment law and human rights issues.
- All finance policies were reviewed; these were revised: 4.5 Petty Cash, 4B Accounting Practices, 4I Board Expenses and 4J Creation and Maintenance of Funds.

Succession Planning

- Annual review of the Succession Plans for key positions as well as the board of directors was completed in May 2020, and updated in November 2020.
- A needs assessment for human resources support was completed. This led to the development of a new position, Human Resources Lead, which was hired in April 2021. This position supports all SFRS employees with HR related issues.
- The review of key positions indicated the Executive Director is reaching retirement age, and specific board-level planning will be needed for this position in the coming year.

Human Resources and Staff Development

- Covid-19 impacted SFRS staffing significantly in the first few months of the pandemic. In March 2020 (previous fiscal year) 14 employees were laid off due to program closures. This impact was felt throughout the year to March 2021. As a fiscal risk management measure, we implemented a wage grid based on confirmed funding. Several funders later confirmed funding levels and wage rates were again reviewed in February 2021, with all employees receiving retroactive payments to bring wages back in line with the CSSEA wage grid for the full year.
- After the initial Covid impact staffing changes, as of April 1, 2020, SFRS issued 8 Records of Employment to employees: 1 retired, 1 was laid off due to program closure in response to the COVID-19 situation, 3 quit throughout the year for other reasons, 2 took extended time off due to illness, and 1 went on parental leave. One new employee was hired in this year.
- Sick time taken by staff increased by 12.5% over the previous year, totally 1267 hours. Bereavement time taken by staff increased 146% over the previous year, totaling 123 hours. At year end we have 40 employees, 31 contractors, and 25 regular volunteers. The staffing complement reduced at the start of Covid has almost been replaced by this fiscal year end.

Staff development completed in the year included:

Health and Safety Education Training – all staff	0-3 The Early Years
IT Health and Hygiene, Cyber Security– all staff	Respectful Responses to the Call for Reconciliation/ Enriching ECC&E
Cultural Learning – all staff	Cap-C Conference (Early Years)
First Aid Training and/or recertification – as required	Government and Stakeholder Relationships
MCFD Privacy and Information Sharing	Social Procurement for Non-Profits
Conflict Resolution Skills	Remote Working: Legal and WorkSafe issues
Defensive Driving Fundamentals – as required	Resilient Leadership in Changing Times
Trauma Informed Practice	Foundations in Fetal Alcohol Spectrum Disorder
Excel Training – ongoing	Aboriginal HeadStart
Violence and Harassment in the Workplace	Homesharing Standards
WHMIS w/ GHS	Naloxone Training
Outlook Training – ongoing	Prenatal Nutrition Program
Food Safe Recertification – as required	Preventing Disease Transmission
Labour and Employment Law for BC	Person-Centred Planning

Communities of Practice

The Executive Director, Manager of Finance and/or Executive Assistant continue to participate regularly in local, regional and/or provincial groups, communities of practice and committees, to ensure our programs and the people we serve have a face and a voice at sector and community planning tables.

- Greater Victoria Neighbourhood House Coalition (regional)
- Community Living BC Service Providers (South Island region)
- District of Sooke Primary Health Care Working Group (local municipality)
- Sooke Region Communities Health Network
- District of Sooke Age Friendly Committee
- Sooke Region Chamber of Commerce
- Tenants OHS group, Sooke Child Youth and Family Centre
- Tenants OHS group, West Shore Child Youth and Family Centre
- SD#62 Healthy Schools, Healthy People Committee
- Bean Counters (finance group - regional)
- Federation of Community Social Services (provincial)
- Sooke Region Homelessness Coalition

Neighbourhood House Program

The Neighbourhood House work team was thrown into overdrive this year with the onset and the constantly changing nature of the Covid-19 pandemic. This is the service team that supports all the other programs and services at SFRS to continue operating as smoothly as possible. In March 2020, we were challenged with the need to make sudden decisions and changes with uncertainty as our only point of reference. With our main office location officially closed to the general public, Neighbourhood House (NH) nonetheless continued to provide the following services:

- Distribution of bus tickets, mail service, fax and photocopying, and public phone access for clients of the Ministry of Social Development and Poverty Reduction (MSDPR) receiving or trying to access provincial Income Assistance.
- Distribution of food and other donations received at the main reception in Sooke
- Reception services for all SFRS programs as well as reception for the building at the Sooke Child, Youth and Family Centre.
- Information about community services and resources in Sooke, West Shore and Greater Victoria. If we do not offer a service that is needed, NH will find an appropriate resource to help.
- Neighbourhood House continued to sponsor the Operational Stress Injury Social Support group (OSISS); this is a National Defense funded peer support group for Canadian Veterans, and retired members from RCMP and BC Ambulance services needing help to manage PTSD.

NH provides the administrative functions for all SFRS programs, as well as the overall agency administrative needs. This includes:

- Reception services (calls, emails, fax/copy for NH clients, food distribution, donations distribution)
- Finance and Human Resources services for all programs
- Agency-wide services for Information Technology
- Agency governance activities
- Agency Strategic Planning and Management Plans
- Agency-wide administrative management (including health and safety, quality assurance, legal requirements, facilities management, etc.)

A new program in response to Covid-19 Bridging the Digital Divide

An immediate impact of the Covid-19 pandemic was that many people turned to technology to ease the sudden isolation this created. Experiences like suddenly having a houseful of school age children attending classes from home, to staying in contact with family and friends, to not being able to access resources like the public library, created a need for technology support and education. The BDD program initially rolled out as a help desk resource to answer questions for the public via phone and email. As we learned and adapted to the needs of the community, we also helped support other organizations by providing support for events so that they could teach while we handled technology support for the people attending through Zoom.

We learned that there is an ongoing need for in-person tech help. We are working with other Neighbourhood Houses to offer one-on-one trainings once the Covid-19 restrictions allowed.

Other Findings:

- A community help desk is totally different than the traditional corporate help desk.
- Access to affordable internet can be a significant barrier for some people.
- Adapting to a variety of learning styles is very important.
- There will be time needed for researching some issues that have surfaced.

This program was developed in partnership with the Coalition of Neighbourhood Houses Capital Region. We continue to pursue funding to continue this program.

SFRS Community Thrift Shop

Reduce, Re-use, Recycle, Reinvest

SFRS Thrift Shop was significantly impacted by the Covid-19 pandemic throughout the year. In mid-March, operations were closed completely to review health and safety protocols that would align with new Public Health Office and WorkSafe BC requirements. We reopened at a reduced capacity, which continued to the year end. However, our shop continues to achieve the social enterprise goals of reinvesting surplus funds into SFRS programs while providing an important service and positive social impacts for the community. Thrift Shop offers low cost essentials for local families: good used clothing; household and other goods; provides volunteer opportunities for seniors, youth, unemployed, and persons with disabilities. As well, the opportunity for residents to recycle provides a positive environmental impact.



Books, Books, Books...
there's no end of books at our thrift shop book sale

- Our shop closed to the general public in mid- March 2020, and revised operations to meet new health and safety protocols.
- A complete reconfiguring of the sales floor space as well as our “back-end” operations was done within 2 months, to reopen the shop 3 days a week.
- The popular on- line auctions took on a renewed significance during the pandemic. Auctions proved to be a fun distraction for our frustrated home-bound customers.
- The shop Facebook page also strengthened connections with our donors and shoppers.
- Unable to gather in the “back-end”, our dedicated volunteers took turns coming in to support this important community service to continue through the unprecedented changes. We implemented regular volunteer “thank you” lunches in our small masked groups.
- The pandemic curtailed our regular opportunities to distribute goods to other community organizations. Instead, we were able to support the Sooke Food Bank by regularly attending at their food distribution days to share clothing items from the thrift shop.
- Despite the pandemic circumstance, our dedicated volunteers never stopped giving. Thrift Shop volunteers contributed 8,064 hours of service, valued at \$120,960—a whopping increase of more than sixty percent (60%).

I cannot say THANK YOU enough to our dedicated Thrift Shop volunteers. They stepped up to the challenge of keeping our shop open to serve the community despite the pandemic challenges, and increased the contribution of their skills and time by more than 60% over last year !
That is truly humbling.

Thrift Shop Retail Supervisor

Family Resource Programs

The Family Resource Program (FRP) brings parents and children together to strengthen parenting, promote social networking, reduce isolation, and promote community cohesion. The FRP is grounded in the belief that consistent positive parenting practices and secure, healthy parent-child relationships are fundamental factors in all aspects of healthy child development. The FRP serves families with children, ranging in age from birth through school-age, living in the Local Health Area 62, including: Colwood, Langford, Metchosin, Highlands, and Sooke to Port Renfrew.

This program provides the following services: Parent-Child drop-in groups (Parent-Tot Drop-In, Parent Discussion Group, Family Support Group), Family Support Outreach, Prenatal Education and Outreach, parent education workshops and courses, special family events, and a food program for participants. The FRP provides support for Sooke School District 62 with: StrongStart Outreach (on hold in this fiscal year), Ready- Set-Learn events, Early Development Instrument support, and the Transitions to Kindergarten Provincial Pilot Program. The FRP Program hosts the Books for Breakfast Program in Sooke. The FRP works actively in the community supporting Early Childhood Development initiatives and networks, as well as raising both the profile of SFRS and funds for programming.

Program Objectives

- Family support, information, and referrals
- Play-based learning and early literacy
- Parent education, including: child development, effective parenting, health and wellness, language and literacy, family economy, as well as awareness and reduction of risk factors
- Increased knowledge of effective parenting skills for parents/caregivers
- Increased level of personal and family support from the community for parents/caregivers
- Gains in children's social and emotional competence through play experiences

Activities and Outputs for 2020-2021

- 6,248 people received food provided by the Food Program; 12 families supported with monthly Good Food Boxes
- 25 families were supported with BC Association of Farmer's Market Coupon Nutrition Program
- FRP YouTube channel created with craft, cooking and food, and circle time playlists (one of our stories had 2,346 views!)
- 2 SFRS Newsletters and 2 FRP Program Brochures
- 12 FRP Programming Calendars provided to each community

Prenatal Education and Outreach

- 12 pregnant women, plus 12 partners, received 72 direct service hours in 3 six-week prenatal course sessions.
- 22 pregnant women, plus 8 partners/family members received 1,300 hours of one-to-one or small group outreach support.
- 0 clients were able to have Doula support this year. Due to Covid, hospitals did not allow supports to accompany pregnant women in birth.

This whole past 15 months can't have been easy for you. I just want to thank you for all the work you've been doing. I wish I had been able to join in on all the other zoom meetings you have had... I wanted to also tell you how much you and your office helped me and my family in the beginning of the pandemic. There was so much fear and unknowns, so we did not feel comfortable going to the library or into stores. You made for me a care bag with books and markers and chalk, way back in May I think it was, of last year. That really REALLY meant the world to us and my (then) 1 and 1/2 year old.
We really used everything in there, and still do!

FRP participant, Spring 2021

Drop-in Group Participation

- ECD Information/Referrals/Linkage provided to families: 22,856
- Parent-Child mentoring provided: 1,375
- Intervention/Supportive advice provided: 1,325
- Number of families on email distribution list: 728
- Drop-in groups provided (virtual and in-person): 226
- Attendance at drop-in groups (virtual and in-person): adults=1,218; children=2,150
- Participation of drop-in programs reflects cumulative attendance of 179 families: 249 adults, 347 children



Family Support

- 90 families received formal intake and support services
- 805 FS Information/Referrals and 541 linkages to additional services were provided
- 10,057 instances of mentoring, supportive advice, and/or intervention were provided for clients
- 720 food deliveries to families

Client and Program Participant Feedback

Client and Participant Feedback is gathered formally through a month long “snap-shot” survey, at the culmination of one-to-one work or course sessions, and informally in group discussions or conversations with participants. Formal surveys showed the following results:

Prenatal Education and Outreach Services Outcomes

- 100% of group session clients and 100% of outreach clients indicated they would not have been involved in a Prenatal Program if it were not available in Sooke
- 100% of group session clients and 100% of outreach clients identified at least ten areas of increased perinatal knowledge as a result of coming to the program
- 100% of prenatal clientele learned about additional supports/resource in the community and 100% of outreach clients received additional supports based on need

Drop-In Group and Family Support Programs Outcomes

- 19 categories of parenting/family/life skills addressed in programming had up to 99% of participants state a gain in knowledge
- 100% of Children gained social competence and showed development through play experiences
- 100% of Parents/caregivers expressed an increased level of connection to their community
- 97% of Parents/caregivers gained awareness of community resources
- 100% of Parents/caregivers stated they were satisfied with program service delivery

Program Trends and Analysis

- FRP group program participants had increased need of the Family Support and Pre/Postnatal Outreach services in this fiscal year.
- Postnatal Outreach support needs increased and were of an on-going nature that included transitions to Family Support Outreach.
- Family Support service needs increased and were of an on-going nature.
- Due to Covid-19 response, all group programs were modified and offered in virtual and smaller group service models. Family Resource Program Coordinators' and Family Support Workers' roles assumed enhanced or new service roles to meet client needs throughout this fiscal year.

Achieved Program Quality Improvement Goals for 2020-2021

- Secured grant funding for the 2021-2022 Prenatal services
- With a more targeted and less universal service model being provided in this fiscal year, we were able to increase Family Support funded hours to meet increased client needs.
- Supported staff to have home offices and to manage increased and shifting service demands through Covid-19 response
- Provided programming with Covid-19 Health and Safety protocols while working to retain a quality early childhood development/family resource-support services

New Program Quality Improvement Goals for 2021-2022

- Focus team building and group-based professional development for the FRP team to support the work-place intensity they have experienced in the last year
- Provide a targeted FS group for families with neurodiverse children
- Shift Parent Discussion Group to a targeted Parents of Babies Discussion Group
- Complete a full Program Review in winter 2021



FRP Community Involvement/Partnerships

Family and Early Childhood Resource Network (Coordinator/Chair for Sooke and Westshore)
 Neighborhood House Coalition; Capital Children Coalition (Cap-C)
 Sooke Literacy Task Group; Literacy Connection Westshore
 Child and Youth Health Network; Westshore Family Strategy Group
 Boys and Girls Club of Greater Victoria
 Sooke School District No.62; Human Early Learning Partnership (EDI) Community Trainer
 Island Health - Public Health
 SEAPARC; Military Family Resource Centre; Pacific Centre Family Services
 Membership with BC Association of Family Resource Programs
 and BC Pregnancy and Outreach Programs



Kingfisher Preschool

Kingfisher Preschool has been operating since 1987. The Kingfisher program, which is licensed by the Island Health Authority, serves children aged 30 months to 5 years and their families.

At Kingfisher, we believe that children learn best in a safe, secure environment, with age appropriate challenges to their physical, intellectual, emotional and social development. Our aim is to nurture the child's natural creativity and curiosity through play. We encourage the development of a positive self-image and high self-esteem through open ended activities where exploration, discovery and repetition can happen at the child's own pace. The curriculum supports play-based learning and early literacy, with emphasis on social and emotional development. We offer an inclusive program that addresses the needs of each child and provides additional staffing for children who need extra support. In Kingfisher, groups of 16 children attend with 2 or 3 qualified staff. Positive relationships with children and parents/caregivers are developed and nurtured.

Program Objectives

- Children gain social competence through play experiences.
- Parents/caregivers increase level of personal and family connection within the community.
- Preschool staff help to identify if an early intervention referral is needed.

The preschool has amazing teachers and staff. They provide a wonderful learning environment for preschool children. My daughter just loved and enjoyed every minute of being there. We, as parents, are so happy that she had the opportunity to experience preschool in such an amazing school!

Kingfisher Parent, 2020/2021

Activities and Outputs for 2020-2021

The SFRS reporting year spans two programming years for the Kingfisher Preschool.

- Due to Covid:
 - the preschool program was temporarily closed from April – June 2020
 - Starting in September 2020, only **33 of our 48** spaces were made available with a 100% program occupancy rate throughout the 2020-2021 preschool year.
- **2 SFRS Newsletters and 10 Kingfisher Newsletters** and programming calendars were provided.
- **Communication with parents** was maintained through online distribution of newsletters and Early Childhood Development information in addition to a private Kingfisher Facebook page, phone and face-to-face connections.
- Parents were invited to **orientation sessions** and families were provided with individual family **tours** prior to the start of preschool to create connection and cohesiveness in the Kingfisher program with new health related protocols.

Client and Program Participant Feedback

Parents are offered the opportunity to provide formal evaluation of the Kingfisher program at the end of the program year. Informal feedback is solicited regularly from parents and children in the classroom.

Formal survey outcomes

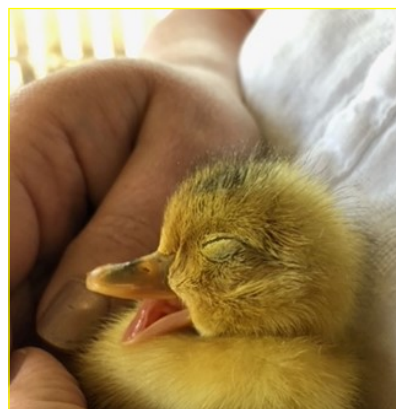
- **100%** rated the happiness of their children in the program as good-excellent
- **100%** found the staffs skills to be excellent; **100%** found the quality of the program to be excellent
- **100%** found the safety of the environment and procedures to be good - excellent

Informal feedback outcomes

- Staff knowledge and program environment are greatly valued and appreciated.
- Parents emphasized the value of a play-based program to develop their children's social/emotional development.
- The children love Kingfisher Preschool—their teachers, playing outside, circle time with songs, dance, and stories, and the daily play activities (especially crafts!).

Program Trends and Analysis

- Preschool parents expressed continued appreciation for the program and value a quality play-based preschool opportunity for their children within their community.
- Preschool parents were grateful to have a preschool program available in the community in light of Covid-19 restrictions.
- An average of 35% of program participants receive the Affordable Child Care Benefit.
- The Kingfisher team continues to see a need to give increased attention to children's development of self-regulation and social/emotional development.



Achieved Program Quality Improvement Goals for 2020-2021

- Focused team building and group-based professional development for the KF team as Supervisor staffing change had taken place.
- Completed several fund-raising activities to financially support the program
- Created varied/enhanced service models for the next preschool year to increase financial sustainability for the program
- Provided programming throughout the 2020-2021 preschool year with Covid-19 Health and Safety protocols while working to retain a quality play-based preschool program

New Program Quality Improvement Goals for 2021-2022

- Provide focused team building and group-based professional development for the KF team as some staffing changes will take place for this preschool year
- Provide guidance and modeling from senior staff for junior staff
- Utilize SCD and QA guidance for working with several preschool children with support needs
- Increase attention to strength-based approach for children's struggles with self-regulation
- Enhance programming with "in-house" fieldtrips and guest presenters

Child Care Resource and Referral

The Sooke-Westshore Child Care Resource and Referral (CCRR) has been a program of Sooke Family Resource Society since 1997. The Sooke-West Shore CCRR serves families and child care providers living in Local Health Area 62, including: Colwood, Langford, Metchosin, Highlands and Sooke to Port Renfrew.

This program provides the following services: recruitment of and support for Registered License-not-Required (RLNR) child care providers, parent referrals for child care, workshops and training courses for parents and care providers, consultations on child development and child care issues, drop-in playgroups for children and care providers, network information about and support with provincial child care programs, initiatives, subsidies and other community services, equipment and resource lending for care providers and families, as well as support and health/safety site visits for Registered LNR care providers.

Program Objectives

- Registered LNR care providers receive support to meet and maintain the criteria to be included on the Provincial LNR Registry.
- Parents receive up-to-date referral, subsidy (ACCB), and child care resource information in a timely manner.
- Licensed caregivers can access support.
- Child care providers and parents receive access to training to increase knowledge of effective care giving.

Activities, Outputs, and Outcomes for 2020-2021

- Membership: 1 Registered License Not Required and 108 Licensed Care Providers
- 538 parents received child care referrals; 16,468 parents and care providers received referral to other community resources; 565 parents/care providers received ACCB support services
- 4 CCRR Newsletters and 2 SFRS Newsletters provided
- 21 Workshops, Training Courses, Network/Appreciation Events provided virtually; 159 participants attended training opportunities and appreciation activities for care providers
- 1 Regional CCRR Conference supported; 150+ people attended
- The CCRR Toy Lending Library was used by 52 care providers, parents, and community members.



Client and Program Participant Feedback

Client and program participant feedback is gathered through annual surveys, and at bi-annual RLNR support visits. Verbal feedback is solicited and recorded on a regular basis and at semi-annual networking gatherings. Feedback included:

- The CCRR service provides timely referrals with helpful supplementary information for the process of finding quality child care.
- The CCRR provides necessary support regarding the completion of the ACCB process for families.
- The CCRR was very supportive for care providers trying to navigate the new government initiatives this year, including Covid-19 response initiatives.
- Workshops, Courses, Networking, and Appreciation Events addressed topics requested by clients and remain in high demand. Virtual workshop opportunities were appreciated.
- Appreciation for the weekly email updates and quarterly newsletters.

Program Trends and Analysis

- ACCB referrals/consultations continue to require more time as client needs are increasingly more complicated.
- Professional support for care givers has seen an increased as the needs they are faced with become more complicated.
- Provincially, and in our region, RLNR numbers continue to remain lower than past years.
- Registration processing time for RLNRs was 6-8 weeks, dependent on client's completion of responsibilities.
- The workshop/trainings offered were regularly full to capacity.
- The Provincial Covid response was very impacting to the work of a child care provider. The CCRR office provided support and gestures of appreciation throughout this time period to the child care community.



Achieved Program Quality Improvement Goals for 2020-2021

- With the OTO funding (provided by the Province in lieu of RFP application process):
 - Maintained enhanced service offering of evening hours and increased staff hours for this fiscal year
 - Maintained an enhanced workshop and training offering for this fiscal year
 - Provided all workshops and trainings virtually for this fiscal year
- Supported staff to have home offices and to manage increased and shifting service demands through Covid-19 response.
- Met regularly changing MCFD – Child Care Services Branch output priorities and reporting requirements through Covid-19 response.
- Supported care providers to understand and access new Provincial child care initiatives that became available due to Covid-19 response.

New Program Quality Improvement Goals for 2021-2022

- With the OTO funding (continuing in lieu of RFP application process):
 - Continue to enhance service offering with connection to FRP programs and increased staffing hours
 - Continue to enhance the workshop and training offerings with the OTO funding
- Submit the Provincial RFP for Sooke – West Shore CCRR services; RFP anticipated for fall 2021
- Gain understanding and adapt to service area shift from MCFD to Ministry of Education; anticipated early spring of 2022

CCRR Community Involvement

Early Learning and Care Committee

Communities of Practice Steering Committee

Island Health Child Care Facilities Licensing Office and Officers; Island Health Public Health

Sooke School District No.62

MCFD Child Care Services Branch

Regional partners: CCRRs in Victoria, Duncan and Nanaimo



Thank you for all of your support this year!!

-Sooke-West Shore Child Care Provider - 2020-2021

Youth Outreach & Navigator

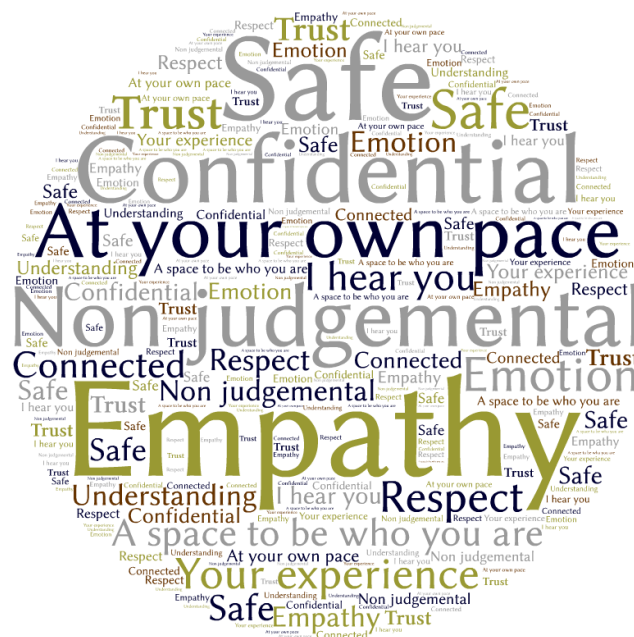
The Youth Navigator and Outreach Program at Sooke Family Resource Society provides mental health support services to youth in the Sooke region. The Youth Outreach Worker provides assessment and services for youth aged 13-18 who are experiencing significant challenges in their everyday lives, including youth with substance use, school attendance and family of origin issues. In addition, the worker provides assistance to youth in navigating and accessing additional services they may require either in the short or long term to further enhance the likelihood of healthy and successful transitions into adulthood. The worker is adaptable in their approach, with flexible hours and dividing their time between the office, the community and local schools ensuring that there are no barriers to youth being able to access the services. The Youth Outreach and Navigator Program prides itself on professional support services and building respectful and beneficial connections with both the youth they serve and the local community.

The Navigator provides the following activities to youth

- Assessments
- Referrals
- Short term crisis support
- Community outreach
- Support for dealing with mental health, conflict, family and school issues
- Navigation through the mental health, substance use system and other community resources
- Provides up to date information to other community agencies about availability of community programs and resources
- Advocacy
- Facilitation of family meetings

Program Outputs for 2020-2021

- 36 new youth were referred
- 55 youth served with 27 new files opened
- Approximately 486 hours were spent providing direct service with youth
- 6 youth attended a summer group (reduced numbers due to COVID restrictions) for an additional 20 hours of direct service
- Due to COVID-19 no Sooke youth Service provider meetings were hosted by the Outreach and Youth Navigator team.



Statistics Period: 1-April-2020 to 31-March-2021

	Number
1. Total referrals received	36
2. New clients	27
3. Open client files carried over from previous Start date	28
4. Total clients	55
5. # of Clients by gender	2: no selection 31: Female 18: Male 1: Non-binary 1: Transmale
6. Number of sessions per case on average, including assessment	9
7. The number of hours of service per case, approximate	9 hours
8. The number of hours of clinical sessions with client	483 hours
9. The average length of time from receiving referral to beginning assessment to end	30 days
10. The average length of time from beginning assessment to end	37 days
11. Clinical contract hours delivered	486 hours
12. Case requiring urgent clinical response	0
13. # of Clinical consultations provided	0

Program Trends and Analysis

- Youth with depression and anxiety issues were the most common presentations.
- Anxiety appears to have increased significantly through the COVID-19 pandemic.
- Waitlists for other community mental health services continue to get longer, and often are not available to youth with mild to moderately severe concerns.
- Waitlist for YNAV services is high at present, with at least a 6 month wait for services.

Challenges / successes / changes in 2020-2021

- The greatest challenges this year were related to COVID-19 in both managing the restrictions imposed on in-person meetings and the increased demand for services due to stress related to COVID.
- Session delivery changed throughout the year, in-line with the changing BC PHO guidelines. Services had somewhat returned to pre-COVID-19 levels, during the latter part of 2020 and into 2021, with most visits being done in person and youth being driven to and from appointments in the worker's car. This has been done with social distancing and strict COVID-19 safety measures in place
- Due to a COVID-19 relief grant ([Emergency Community Support Fund](#)) was secured through Community Foundations of Canada for \$35, 000, we were able to hire a part-time casual youth worker to help with the caseload and pay for some of our Youth navigator wages. This grant had to be spent by March 31, 2021 and the numbers of youth seen during time increased substantially.
- In partnership with Sooke Transition House, Our Youth navigator usually runs a weekly in-person group for youth identifying as LGBTQ+. This service is a drop-in group offering friendship, support and mentorship to LGBTQ+ youth in the community. Before the forced cancellation of the group due to COVID-19, the group had approximately 8 attendees per week. The group transitioned to an online modality which did not gain traction, so has been temporarily suspended.
- Our Youth Navigator would also ordinarily organize and manage the regional Youth Services Providers group which gathers local youth service providers bi-annually for support, collaboration, sharing of ideas and resources. This has also been suspended due to COVID 19.
- Demand is steadily increasing for services and we are currently looking at a 6 month waitlist for services.

New Program goals for 2021-2022

- Funding is an ongoing issue for the Youth Navigator program as it is only partly funded by Government sources.
- Expanding existing and sourcing new funding is an ongoing goal for the program.

Caring for Community Counselling

The Caring for Community Counselling Program provides affordable counselling to individuals (including youth and children), couples and families living in Sooke and the Westshore. This program focuses on providing professional counselling to anyone in the Sooke region, regardless of income. Fees are offered on a sliding scale dependent on income and family size. Our lowest fee is currently \$50.00 per session.

Program Activities

- Screening and assessment to provide clients with the best match from our counselling professionals
- Individual, family, couples, youth and child counselling sessions (10 and over)

Activities and Outputs for 2020-2021

- **Approximately 900** counselling sessions occurred (58% individual, 12% couples, 8% child, 22% youth)
- Youth who were on the waitlist for CFC services were able to be subsidized through the grant from Emergency Community Support Fund and were able to receive free counselling in the last few months of 2020-21.
- The permanent Clinical Counsellor went on maternity leave in January 2021, and it was decided that, due to monetary constraints, that we would not replace her, but rather use contract counsellors to fill the void.

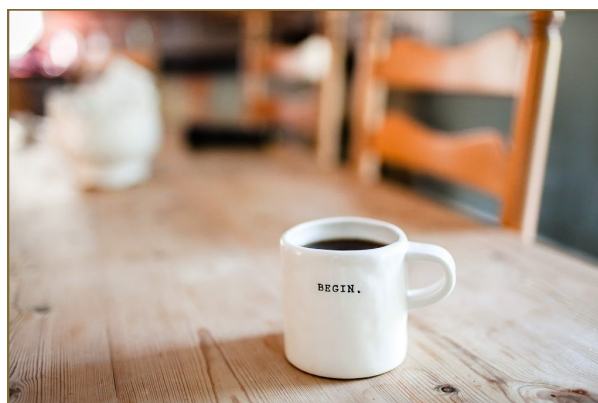
Statistics Period: 1-April-2020 to 31-March-2021

Number

1. Total referrals received	49
2. New clients	50
3. Open client files carried over from previous Start date	23
4. Total clients	73
5. # of Clients by gender	16: no selection 47: Female 9: Male 1: Non-binary
6. Number of sessions per case on average, including assessment	9.9
7. The number of hours of service per case, approximate	12 hours
8. The number of hours of clinical sessions with client	568 hours
9. The average length of time from receiving referral to beginning assessment	22 days
10. The average length of time from beginning assessment to end	57 days
11. Clinical contract hours delivered	907 hours
12. Case requiring urgent clinical response	2
13. # of Clinical consultations provided	0

Program Trends and Analysis

- The CFC counselling program continues to be the only service of its kind in the Sooke and surrounding areas to offer professional counselling services at a rate that is accessible to everyone in the community.
- Demand for low-cost counselling continues to increase exponentially.
- There is currently a 3-4 month waitlist for services.



Challenges / successes / changes in 2020-2021

- Accessible, affordable counselling was available to the residents of Sooke and the Westshore, despite ongoing funding challenges.
- Again, the biggest challenges this year were related to COVID-19 in both managing the restrictions imposed on in-person meetings and the increased demand for services due to stress related to COVID.
- Session delivery changed throughout the year, in-line with the changing BC PHO guidelines. Most services through the year were done remotely, some from the office and some from the counsellors homes, depending on the requirement from PHO at the time. Services had somewhat returned to pre-COVID-19 levels, during the latter part of 2020 and into 2021, with most sessions being conducted in person. This has been done with social distancing and strict COVID-19 safety measures in place.
- Attracting and keeping contract counsellors is a challenge as demand for counselling in the community is extremely high and most counsellors are able to fill their schedules in private practice.

New Program goals for 2021-2022

- As there is no Government funding for counselling services, funding is an ongoing issue for the counselling program and we have to rely 100% on granting programs.
- Expanding existing and sourcing new funding is an ongoing goal for the program.

Urgent Short Term Assessment And Treatment

The Urgent Short Term Assessment and Treatment (USTAT) program provides accessible free short term counselling to individuals experiencing serious and urgent mental health issues. Services are provided in collaboration with physicians, psychiatrists and other mental health practitioners. Individual counselling includes crisis intervention and brief psychotherapy treatment on a priority basis as deemed 'urgent' by an intake screener. Services are available to adults in the Sooke area who have received an initial assessment by their physician and referral through Island Health Mental Health Intake Services.

Program Goals and Objectives

- Increased ability to manage mental health concerns
- Decreased hospitalization for acute cases
- Decreased risk for self-harm and suicide
- Increased ability to make healthy lifestyle choices

Many clients that are referred through the USTAT program are acute in nature and require urgent and intensive support. The goal is to help stabilize the clients and give them tools in order to manage their lives more effectively. The model offers 8-10 sessions of no-cost intensive counselling.

Successes

- During this year, the retirement of the clinician meant we had to hire a new candidate for the position. We were lucky to attract a very skilled counsellor who specializes in trauma work.
- The service has seen a steady usage of the USTAT referral service by a large number of physicians throughout the Greater Victoria area, Metchosin, West Shore and north to the Duncan area. The majority of referrals are sourced from the West Coast Family Medical Clinic physicians group in Sooke.
- Evaluations from completed services indicates a high degree of satisfaction with USTAT services.
- Improved efficiency with files on ORCA (new SFRS internal case management system) and its availability for use off site.

Statistics Period: 1-April-2020 to 31-March-2021

	Number
1. Total referrals received	72
2. New clients	57
3. Open client files carried over from previous Start date	32
4. Total clients	89
5. # of Clients by gender	3: no selection 65: Female 18: Male 1: Non-binary
6. Number of sessions per case on average, including assessment	8.3
7. The number of hours of service per case, approximate	6 hours
8. The number of hours of clinical sessions with client	501 hours
9. The average length of time from receiving referral to beginning assessment	30 days
10. The average length of time from beginning assessment to end	30 days
11. Clinical contract hours delivered	564 hours
12. Case requiring urgent clinical response	1
13. # of Clinical consultations provided	3

Challenges

- Again, the biggest challenges this year were related to COVID-19 in both managing the restrictions imposed on in-person meetings and the increased demand for services due to stress related to COVID-19.
- Session delivery changed throughout the year, in-line with the changing BC PHO guidelines. Most services through the year were done remotely, some from the office and some from the counsellor's home, depending on the requirement from PHO at the time. Services had somewhat returned to pre-COVID-19 levels, during the latter part of 2020 and into 2021, with most sessions being conducted in person. This has been done with social distancing and strict COVID-19 safety measures in place.
- Demand for services is at an all-time high with over 80 people currently on the waitlist for services.
- A high caseload of 29 to 32 clients in a part time USTAT position is a continuing challenge.
- A high percentage of complex acuity is always a challenge in the USTAT program. Specifically NPD, BPD (APD), OCD and bipolar clients are frequently sent to USTAT in Sooke. USTAT Sooke is the option to attempt some amelioration of symptoms.
- Regular supervisory support from a psychiatrist (once a month for 30 minutes) for general advice and support would augment therapeutic service to clients. While this used to occur on a regular basis, due to lack of psychiatrists in USTAT, this service is no longer available to the USTAT clinician.

New Program goals for 2021-2022

- Given the increased demand for services in the Sooke region, we have been asking for increased funding for the USTAT program. No commitments have been made at this point from USTAT to do this.

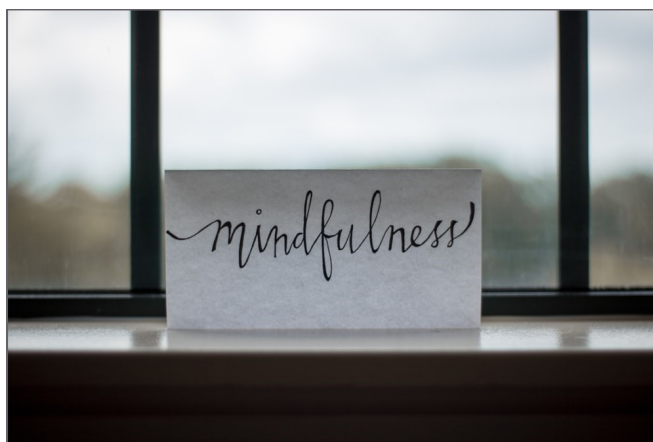


Sooke Health & Wellness Workshops

Two 8-week Mindfulness Based Cognitive Therapy (MBCT) workshops were offered over the past year. Each workshop was facilitated by a MD trained in MBCT and a counsellor who provided participants with practical tools they can integrate into their lives to support them in dealing with their respective health concerns (e.g., anxiety, depression, stress, sleep difficulties, chronic health conditions). In addition, these workshops provided regular and valuable opportunities for participants to connect with other community members dealing with similar issues, as well as an incentive to practice the tools learned between and beyond the sessions offered.

Successes / challenges

- Both sessions were conducted online with approximate 15 participants each. Although some aspects were more challenging to facilitate online, the groups were completed successfully.
- Extra time was needed to be spent on familiarizing participants to Zoom and its usage.
- It was more difficult to engage participants with the online format, discussions were more challenging, emotions more difficult to read and hold, and less ability to build group trust and openness.
- There were also more concerns around privacy and family distractions.



Family Development & Family Preservation

The Family Development Program supports families whose children have been removed from their homes or are at risk of being removed. Family Development Workers work collaboratively with the Ministry of Children and Families (MCFD) Social Workers and other community members to support the client families. The Family Development Program provides supported access visits between the children and their natural parents, individual counselling, intensive parenting education, assistance in accessing other community supports, and advocacy. The program is designed to provide families with the help they need to create a safe and healthy home environment for their children. Services are offered in a flexible manner, and may include transportation, access at various locations in the community for the convenience of the family, and flexible service times.

FDW Program Activities

- The program has the resources to deliver one to one supervised access and at the present time, 3 families are utilizing this service.
- Transportation is provided on an as needed basis.
- The Family Development Workers provide intensive parenting education that focuses on teaching parents the necessary skills for raising their children. The following curriculum / educational components are integrated into the one-to-one sessions with the parents:
 - Triple P Parenting
 - Siblings Without Rivalry
 - Working with blended families
 - How to Talk so Kids will Listen
 - Strength-based parenting strategies
 - Educating parents around the effects of trauma on their children

- Family Developmental Workers may complete assessments of parenting capacity on the request of the Social Worker.
- Family Development Workers respond to court subpoenas as needed to report on cases.
- Linking families to community resources as appropriate, including:
 - Income assistance
 - Health care services
 - Neighborhood house programs
 - Parenting support groups
 - Clothing and household items from SFRS Community Thrift Shop
 - Sources of free and/or affordable healthy food
 - Referrals to treatment options for mental health and/or addictions services

In addition to regular family support and development work, we provide additional programming in two First Nations communities to support and strengthen families, as well as to build trust and good will.

The services we provided this year included:

- A weekly lunch program where we make a nutritious meal for the Pacheedaht community.
- In collaboration with MCFD, we deliver a weekly Parent Support Group on Pacheedaht First Nation. The group was suspended this year due to COVID.
- In collaboration with MCFD and VIHA, we deliver a weekly Youth Support Group on Pacheedaht First Nation. Again, this group was suspended due to COVID.
- In collaboration with Pacheedaht First Nation, once per month, SFRS staff offers support by driving members to Sooke, Langford or Cowichan. This was also suspended due to COVID.
- We distribute food and hygiene essentials that we acquire by donations.
- While working in First Nations communities, Family Development Workers address risks, raise awareness in families regarding safety and secure home environments, and support the preservation of families to keep children in their homes and in their community.



Period: 1-April-2020 to 31-March-2021

Number

1. Total referrals received	36	
2. New clients	27	
3. Open client files carried over from previous Start date	28	
4. Total clients	55	
5. # of Clients by gender	2: no selection 18: Male 1: Transmale	31: Female 1: Non-binary
6. Number of sessions per case on average, including assessment	8.3	
7. The number of hours of service per case, approximate	6 hours	
8. The number of hours of clinical sessions with client	501 hours	
9. The average length of time from receiving referral to beginning assessment	30 days	
10. The average length of time from beginning assessment to end	30 days	
11. Clinical contract hours delivered	564 hours	
12. Case requiring urgent clinical response	1	
13. # of Clinical consultations provided	3	

Change in Program Delivery Due to Covid-19

- On March 23, 2020, all face-to-face contact with clients was stopped due to COVID-19 restrictions. This also changed the nature of the services that were offered to clients as we could no longer go into homes, transport family members in cars or meet them in the office. For a time, all meetings were done by telephone and staff were supporting families with additional resources such as gas and meal vouchers. We were also dropping off more fresh food to the families and working with the Food Bank in Sooke to arrange additional food drop offs for clients.
- Supervised access visits were suspended for most of the year, and were just restarted as the year came to a close.
- Since that time, service delivery has changed with the changing recommendations from Public Health Office of BC.
- Services to Pacheedaht changed considerably over this fiscal year. The youth and parent groups were suspended, as were the community provision drives to Duncan. Meals were suspended for a time and then reintroduced as a drop off system, where take out containers were used and dropped off to homes of vulnerable members of the Pacheedaht community.

Successes / Challenges through 2020/2021

- Funding for community lunches in Pacheedaht ran out at the end of this year, however a joint grant from VIHA from SFRS and Pacheedaht was successful and we are now able to continue the lunch program through 2020-2021.
- As stated above, COVID-19 brought many challenges to service delivery and while some of our programs were not able to run, we were able to continue to provide modified service and food security to all clients.
- Demand is steady and currently all workers have a full caseload.

New Program goals for 2021-2022

- Return to regular programming
- Manage programming to ensure compliance with the new Collective Agreement

Welcome Home

Welcome Home is a CLBC funded residential option for adults with developmental disabilities. Individuals are matched with the Home Share Provider (HSP) and living arrangement that best suits their lifestyle and needs. Living situations vary from a room in a house with regular involvement from the HSP to independent suites with scheduled visits. HSPs provide a safe and secure home environment and support the individual's needs and goals. This may include helping with meal planning and preparation, budgeting, and time management as well as connecting them to community resources, employment opportunities, support networks, and public transportation.

As of April 1, 2020, every CLBC funded home sharing provider received a minimum increase of \$100 per month, and many providers were eligible for more increases depending on the disability-related needs of the individual they support. This was the second year of increases for homeshare providers.

Program Activities

- Supported 35 individuals and 32 home share providers throughout the year
- 3 individuals joined the program
- 3 individuals left the program
- 1 individual moved from home share to the Hope Centre in Sooke
- 3 occupied independent living units at the Hope Centre in Sooke
- 4 new home share providers joined the program
- 3 home share providers left the program
- SFRS home share coordinator continues to attend monthly interagency meetings to share strategies, discuss common challenges/successes, and plan training opportunities relevant to home share



Achievements

- The Province of B.C. provided temporary, emergency COVID-19 funding from April – August 2020 that was distributed through Community Living BC to sustain residential services. Many community day programs closed or reduced capacity due to COVID-19 therefore home share providers were left to fill in the gaps.
- Created a monthly newsletter that shares community resources, program changes, uplifting news, etc. that is sent to home share providers.
- Revamped Personal Care Plan and monitoring tools for home share.

New or Ongoing Program Goals for 2021-2022

- Customize and implement Welcome Home program database module, with support of the Information Technology Lead.
- Continue to support all program participants and home share providers to stay healthy during the COVID -19 pandemic.
- Recruit new home share providers and grow the Welcome Home program.

South Island Community Connections

South Island Community Connections Program (SICC) and Empowering Personal Wellness Adult Activity Club support individuals diagnosed with Pervasive Developmental Disorder, including Autism Spectrum Disorder, and/ or Fetal Alcohol Spectrum Disorder who have significant limitations in adaptive functioning and otherwise would not be eligible for Community Living of British Columbia (CLBC) services. The SICC program matches individuals with community support workers in the context of outreach, skill development and community inclusion. Examples of the type of support offered include life skills, financial literacy, shopping assistance, transportation, personal hygiene, medical compliance, physical and leisure activities. The EPW Adult Activity Club offers individuals skill development workshops and community inclusion activities within a group model. In recent years, this program marked growth in attendance and popularity because it unites peers with similar interest and diverse skills in a safe and welcoming environment while providing engaging activities and emotional supports.

Program Goals and Objectives

Program short term goals

- Learn new skills and adapt routines to manage health and wellness
- Increase independence by learning organization, time management and budgeting skills
- Improve capacity for self-efficacy, gainful employment, and community inclusion
- Create and expand safe connections with peers and community members

Program long term goals

- Improve overall physical and mental health and wellbeing
- Mastery of basic life skills and independence within community
- Awareness of and confidence to access and utilize community and government resources
- Strong, reliable support systems and enduring friendships



The support makes me feel more secure and confident.

-AT, SICC client, 2020-2021

The 8 years of community support that I have received from SFRS has benefitted my mental and physical health, and helped me expand my circle of friends.

-CP, SICC client 2020-2021

Activities and Outputs for 2019-2020

- 52 clients were provided with community inclusion, skill development and outreach services.
- Empowering Personal Wellness (EPW) Adult Activity Club group outings included hiking, BBQs, beach days, nature walks, Beacon Hill petting zoo, the Raptors. Due to COVID-19 the annual Vancouver trip and Camping were cancelled.
- No clients tested positive for COVID 19 during this period.

Client and Program Participant Feedback

Client Feedback is gathered formally through surveys and quality of life interviews and informally by group discussions or talks with participants.

In 7 formal surveys returned to us, results indicated:

- 80% have been involved with the program for longer than 1 year
- 85% reported their Support Worker was flexible about scheduling appointments
- 100% felt they were able to have input into their personal goals
- 100% reported their Support Worker understands their needs
- 100% reported their Support Worker was accepting and non-judgmental
- 70% reported they had made positive changes in their lives



Program Trends and Analysis

- 5 new clients joined our programs during this period. This is lower than average due to COVID-19.
- 3 clients left SICC services during this period, 1 returned later.
- Sadly, 1 individual passed away during this period due to consequences of a prolonged addiction.
- EPW Activity Club attendance was slower during this this period due to COVID-19.
- SFRS continues to receive referrals for new program participants who live mental health concerns and personality disorders. This poses a challenge for recruiting staff with applicable skills and experience to serve this sector.



Program Goals achieved in 2019-2020

Goal: Complete renovations to expand Bryn Maur meeting room

Outcome: The renovation was not entirely completed on schedule due to wait times for materials and supplies however the space was usable for AOS team meetings within the expected timeframe thereby eliminating additional leasing costs.

Goal: Adapt support services to accommodate COVID-19 safety precautions.

Outcome: Through tremendous adaptability, determination, and diligence, the SICC, EPW and WH staff were able to work collaboratively to ensure the safety of persons served and themselves in preventing the spread of COVID-19.

Goal: Obtain a second program vehicle to provide adequate physical distancing and serve transport needs for the growing Adult Activity club in the Westshore.

Outcome: This goal was achieved with the help of additional funding provided by Community Living BC.



New Program Goals for 2020-2021

- Expand the EPW Adult Activity Club to include a third, Thursday Community Day
- Reduce leasing costs by moving the EPW Adult Activity Group from it's lease space on Carlow Rd to the newly renovated space at Bryn Maur.

Thank You from Sooke Family Resource Society

Anne Boquist
 Anonymous—District of Sooke
 Anonymous—food donors
 Anonymous donors to the Prenatal Program
 Anonymous—1 Naden Band of Maritime Forces Pacific
 Anonymous—Provincial Employees Community Services Fund
 BC Farmers Markets Coupon Program
 Ben Temple
 Benefits by Design
 Bev Lewis
 Board Members
 Boys and Girls Club of Greater Victoria
 Canadian Red Cross
 Children's Health Foundation of Vancouver Island
 Cob's Bread Bakery
 Community Living British Columbia
 Corrie Cullen
 Diane Tompkins
 District of Sooke
 Don Thomson
 Donna Kendrew
 Donna Southwood
 Ellen Bergerud
 Engaged HR
 First Nations Health Authority
 Fleur Harvey-Kelly
 Food Share Network
 Give Food Get Food
 Gift of Good Food
 Graeme Betts
 Intact Insurance
 Island Health
 Karen Shipway
 Kingfisher Preschool Cookie Fundraiser Participants
 Linda Gabriel
 Lynelle Ridewood
 Marjorie Baskerville
 M'akola Housing
 Ministry of Children and Family Development
 Ministry of Social Development and Poverty Reduction

Mustard Seed Food Bank
 Nicky Logins
 Obara & Company LLP
 Pacheedhat First Nation
 Patricia Timms
 Pizzability—Sooke
 Public Health Agency of Canada
 Rainbow Kitchen
 RBC Sooke Branch
 Ron Kumar
 Robert Kunz
 Robin Zinck
 Roslyn Vanderleest
 Sarah Temple
 Sheringham Distillery
 Sooke District Lioness Lions
 Sooke District Lions
 Sooke Food Bank
 Sooke Harbourside Lions
 SFRS Homeshare providers
 Sooke Region Literacy Project
 Tectnet Canada Inc.
 Thrift Shop patrons and donors
 Thrift Shop volunteers
 Tim Hortons—Sooke
 United Way of Greater Victoria
 Victoria Foundation
 Westshore Law



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