

2024-2025



# Annual Report

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



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# 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.

## BOARD OF DIRECTORS

Sam Purdy	Chair	Ja'Lanie Charles	Director
Michael Strong	Vice-Chair	Rani Bergh (Eashappie)	Director
Brian De Clare	Treasurer	Stephanie Stewart	Director
Janice Alexander	Secretary	Sara Wilson	Director

## A MESSAGE FROM THE BOARD CHAIR

The past year, presented new challenges and opportunities which our dedicated team met head-on. Thanks to our talented staff of over 50 uniquely qualified individuals, volunteers, and our Board of Directors, we continued to thrive. Our team was instrumental in providing more than 25 programs and services to families and individuals throughout the South Island from Sidney to Port Renfrew.

We extend a special thank you to our new Executive Director, Kelly Walker. In a short time, Kelly has united the team and created an efficient and well-oiled machine, earning the full support of her staff.

Our ability to offer high-quality services is made possible by the generous support of community members, grants, and government funding partners. Additionally, the SFRS Community Thrift Store not only helps to offset rising operating costs but provides employment, volunteer opportunities, and affordable resources. The dedication, effort, and adaptability of the entire SFRS team have once again resulted in a strong and stable financial position for the organization.

Looking ahead, we are confident that the same commitment, vigor, and hard work that SFRS is known for will lead to continued success. As the needs of our community change and grow, so will our commitment and creativity in meeting them. We plan to introduce new and

exciting opportunities for community members to support our work through special events, activities, and sponsorships.

We invite you to join us as we face the future together. Share your valuable expertise, passion, and creativity by joining our Board or becoming a committee member. It's a rewarding and enjoyable way to make a difference.

*Sam Purdy*, Sam Purdy, Chairman

#### A MESSAGE FROM THE EXECUTIVE DIRECTOR

"PIVOT!" Exclaimed famed, fictional character Ross Gellar in a 1999 episode of Friends. Truer words could not be spoken of SFRS this year, and what a memorable one it was. Following the retirement of long-time director Nicky Logins, came a transitional period of restructuring and regrouping and re- ... "wait, what just happened"?

Change was the theme, but we did it in style and we did it together!

While our steadfast Board of Directors focused their efforts on curating a new Executive Director, the Society was delighted to welcome new Program Managers' Julie Ball and Kelly Perreault to the leadership team. With Julie taking the reins managing the CLBC portfolio in Adult Outreach Services and Kelly's seamless slide into Counseling and Community Care Services (CACCS), these programs are in good hands and sure to succeed. What's more, and something of celebrity in the Sooke Region, Bev Lewis, longtime woman-in-charge at the SFRS Community Thrift Store (TS) was officially inducted into SFRS Leadership team as TS Manager. And finally, the SFRS Operations department transitioned HR specialist Kelsey Noble, (to who we are all incredibly grateful) to Human Resources Manager.

With that, the Leadership team turned inward, wrapping a figurative 'warm hug' around our cherished family of staff and volunteers without whom we would not be the thriving organization we are today. In spite of the organizational restructuring, the outstanding teams in all five departments conducted business as usual, ensuring the same high-quality service delivery our rightsholders have come to expect.

Late in the second quarter and with the helpful guidance of funding partner Island Health, the CACCS team implemented the Single Session Walk-in Service (SSWIS) Counseling model. The SSWIS program effectively replaces Urgent Short Term Assessment and Treatment (USTAT) in the Sooke region, which has relocated to the Mental Health and Substance Use Hub building in the Westshore. News of the SSWIS program at SFRS spread quickly and with the creative efforts of the CACCS counseling team the program has been hugely successful.

"You get a car!" After years of hoping and dreaming, funding partner Community Living BC (CLBC) 'pulled an Oprah' [Winfrey]. In the fourth quarter CLBC surprised us with their best mic-drop yet, awarding targeted funding earmarked for the long-awaited purchase of a new and FULLY ACCESSIBLE Dodge Caravan. Program participants in Adult Outreach Services who rely on mobility devices will achieve greater independence. We are extremely proud to



offer this transportation option and send our sincere gratitude to Community Living BC and Alliance Mobility Solutions Ltd.

Change was the theme in 2024-2025 and not without turbulence but we landed on our feet and we're strengthened for it.

With up most sincerity, thank you to our Board of Directors for generously volunteering time and skills to our incredible staff and volunteers for their indispensable commitment and expertise, and to the SFRS Management team for their unparalleled talent and experience.

*Kelly Walker*, SFRS Executive Director

## 2024 - 2025 STRATEGIC INITIATIVES

### WE'VE BEEN BUSY!

#### STRATEGY 1: REFINE THE FOCUS OF OUR WORK

Responding to the changing needs of the community, we implemented the new Single Service Walk-In Sessions offering free, same-day counseling and resources services. Similarly, increased demand for services in CCRR, Prenatal, and Family Resource Program required use of a triage model to ensure timely and appropriate response to service requests. The organization aligned its focus by renewing key contracts with the Ministry of Social Development and Poverty Reduction and partnering with local organizations to address food insecurity and a growing population of individuals experiencing homelessness in the region.

#### STRATEGY 2: STRENGTHEN OUR TEAM CULTURE

SFRS actively worked to improve its team culture by planning various staff appreciation events, a celebratory AGM, and distributing a departmental employee engagement survey. To further support its staff, the organization prioritized professional development, providing specialized training on topics such as gender diversity, and in-service learning plans. Alongside these efforts, operational and structural improvements are underway, including a review of internal processes and additional help at the Thrift Store to handle increased volume.

#### STRATEGY 3: DIVERSIFY OUR REVENUE SOURCES

On-going efforts to diversify revenue streams through grant applications provided direct support to key program areas as well as operations. New and sustainable service models resulted in the reopening of the Caring-For-Community, fee-for-service counseling program and preparations set up to respond to anticipated Requests for Proposal. In addition to these efforts, revenue increased through internal measures, such as revisiting CLBC-funded employment services and revising the Thrift Store's sustainability model.

#### STRATEGY 4: INCREASE OUR INFLUENCE.

SFRS worked to increase our community influence by actively participating in a wide range of inter-agency meetings and collaborative projects. Its leadership and administrative staff represented the organization at important forums, including meetings with Ministry leaders, the Federation of Community Social Services, Leadership advisory councils, and various community-wide strategic planning surveys. Additionally, staff have generously offered their



time and expertise by presenting at professional orientations and holding seats on key committees.

### STRATEGY 5: STRENGTHEN OUR DELIVERY

The organization focused on strengthening service delivery by initiating early preparations for the upcoming CARF accreditation survey in 2025 and developing a training plan to help new managers understand Finance and Administrative functions. Additionally, program delivery was enhanced through collaboration with community partners like John Muir School and the implementation of a new YNAV drop-in group model. These efforts are complemented by physical improvements, such as the installation of push-button access doors at the Bryn Maur location to improve accessibility.

### STRATEGY 6: SUPPORT OUR BOARD OF DIRECTORS

The Board of Directors selected a new Executive Director in November 2024 and with the support of the leadership team focused efforts to recruit new board members. Board members participated in community activities to help raise the organizations profile and attended the Cornerstone Ceremony at the new Westshore Masonic Hall and Sooke Community Holiday Parade.

### NAILED IT!

A new leader is transitioned into the Executive Director role.

SFRS participated in the 2024 Sooke Holiday Parade.

Empowering Personal Wellness Adult Activity Club found a new home and hosted the largest-ever program participant holiday party was held at the new Westshore Masonic Centre.

A new, permanent Youth Navigator took over the role, and drop-in group model was successfully launched.

The counseling team launched a successful 8-week anger management group.

SFRS worked alongside SD62 regarding early years and childcare services.

New funds were received for Early Childhood Education and Parenting workshops.

Thrift Store sales in December 2024 surpassed the previous years due to Noel

Night initiative and two successful auctions.

Thrift Store installed new awning to keep staff and donors out of the rain

The Thrift store saw its highest grossing sales ever in October 2024 with over \$6,000 in sales in one day.

Silent auctions are reaching more consumers, and the store is planning to launch an Instagram page.

Research began on new data and records management software, as well as an upgrade to SAGE software.

Ongoing efforts include reviewing insurance policies, conducting criminal record checks, training on cybersecurity, and implementing Multi-Factor Authentication (MFA).

Push-button access has been installed at the Bryn Maur Program Office.

### QUALITY ASSURANCE & IMPROVEMENT

Upkeep and insurance policy renewals.

Onboarding overhaul for Volunteers and Board Members.

Review of Human Resource Policies and Practices.

Agency wide training on Cyber security and Multi Factor Authentication implementation.

Info Tech Road mapping: Service review, security, backups, and future planning.

VOIP systems installed and operational.

Community events, leadership summits, coalition meetings, and sector conferences.

Update, maintenance and replacements on target.

Refined and communicated tech help and support procedures.

Implementation of low-barrier, same day services for community counseling and resource access.

Assess physical areas for safe space and accessibility.

EDI Review & updates for policy and written material.

Focused efforts to embrace diversity among staff, volunteers, and Board.

Research and implement tools to support language diversity.

## OPERATIONS DEPARTMENT

### HEALTH AND SAFETY

**Strong Safety Compliance:** Maintained full compliance with both accreditation and WorkSafe standards.

**Active Committee:** The Health and Safety Committee met regularly, added new members, and provided comprehensive training.

**Consistent Safety Activities:** Regularly conducted a range of activities, including site inspections, fire inspections, procedural drills, and policy reviews.

**Improved Incident Reporting:** A total of 14 incident reports were filed, marking a notable decrease across all departments.

**Efficient Documentation:** All health and safety manuals and documents are now managed digitally for easy access and updates.

**Virtual Meetings:** Utilized Teams for committee meetings, ensuring full participation regardless of location.

**Focus on Employee Wellness:** Engaged with staff to develop new, responsive wellness strategies to support their professional and personal lives.

### HUMAN RESOURCES

**Employee Training:** All employees completed required annual training and new hires completed their initial training through HR Partner, Citation Canada.

**Targeted Development:** Two all-staff training days were held focusing on technology, cybersecurity, and disability inclusion. Program managers also planned additional training specific to their team's needs.

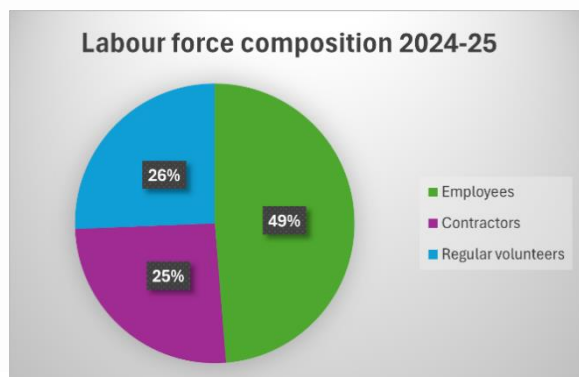
**Performance Management:** All employees participate in a performance review process, including self-evaluations to encourage self-reflection and goal setting.

**Career Advancement:** The organization provided opportunities for staff to take on lead roles and temporary assignments in higher-level positions, helping them gain new skills and experience.

**Enhanced Work Environment:** The Social Committee organized all-staff events and activities to promote interdepartmental collaboration, job satisfaction, and a healthy work-life balance.

**Recruitment & Outreach:** The HR department participated in regional career fairs to attract new talent and plans to support new employee-led committees for community outreach.

Overall Contribution: The HR Department, in collaboration with the Leadership Team, continues to support the organization's success by managing talent acquisition, employee development, and engagement, contributing to a productive and inclusive work environment.



## INFORMATION TECHNOLOGY

**Security and AI:** The main focus was on securing systems and adapting to the rapid changes brought on by AI.

**Staff Education:** Engaged staff with basic security training from Tecnet and provided monthly security reminders in the internal memo.

**Enhanced Security:** Implemented Multi-Factor Authentication (MFA) to make system logins more secure.

**AI Strategy:** Key staff attended AI training sessions and began the process of planning how and whether to use AI within the organization.

**System Improvements:** Implemented a new system for better management of mobile phone contacts and use, and refined reporting procedures for funders in Orca.

## BRIDGING THE DIGITAL DIVIDE

Our partnership with James Bay Community Project continued for another

year. Since the days of the Covid pandemic, when the use of technology became more integrated into daily life to access services, support and social connection, this partnership has helped older adults understand and safely use smartphones, tablets, and computers. This program provides group and individual programming in focused segments to help older adults acquire the skills they have expressed a need to learn. There were also two community Volunteers with the right knowledge, and more importantly, a patience for working with the clients. Early on it became apparent that translation of technology into a personally understandable form was key to making acquisition of the information a success.

Over 200 direct service hours.

Enhanced partnership with James Bay Community Project.

Increase ESL community members ability to navigate Service access.

Assisted adults with diverse abilities to leverage technology & improve daily living.

Fostered a strong understanding of internet security among participants.

## FINANCE AND FUND DEVELOPMENT

The organization experienced a strong fiscal year, ending with a small surplus that reflects prudent financial management and strategic planning. Total revenues increased by 2% compared to the previous year, which resulted mainly from an increase in Provincial funding. Operational funding and Thrift Shop sales also increased from the previous year. This financial stability has allowed The Society to continue to fulfill its mission and maintain its strong operational capacity.

**Revenue Growth & Diversification:** Sooke Family Resource Society revenue streams have remained constant and consistent

over the last five years. Funding comes from multiple sources: grants, donations, government contracts, and earned income.

SFRS has enough cash on hand to cover short-term obligations and operational needs and maintains reserve funds to handle unexpected costs or revenue shortfalls. SFRS has zero reliance on loans or lines of credit.

**Expense Management & Investment:**  
Expenses were managed effectively, with only a modest increase of 4% over the previous year, despite inflationary pressures. Strategic investments were made in staff development, technology upgrades, and facility improvements, all of which support our ability to deliver high-quality services. Administrative costs remained within recommended benchmarks, ensuring that the majority of funds were directed toward program delivery.

**Looking Ahead:** With a strong financial foundation, SFRS is well-positioned to maintain its impact in the coming year. In the future, there is an opportunity to encourage donor engagement to enhance our funding base and deepen community partnerships. Sooke Family Resource Society remains committed to transparency, accountability, and responsible stewardship of the resources entrusted to them by their supporters and funders.

**Review Engagement Conclusion:** Based on the review by Clark Trowsdale LLP, nothing has come to their attention that causes them to believe that the financial statements do not present fairly, in all material respects, the financial position of Sooke Family Resource Society as at March 31, 2025, and the results of its operations and its cash flows for the year then ended in accordance with ASNPO (accounting standards for not-for-profit organizations)

## SFRS COMMUNITY THRIFT SHOP

### REDUCE, REUSE, RECYCLE & REINVEST

April 2024 saw the increase in hours until 4:00 pm encouraging more foot traffic, and the ability for students to shop after school hours.

Since the last annual report, the average number of customers served has increased from 2600 – 3100, per month

Volunteer hours increased from 7250 hours to 9,575, valued at \$191,500.

Our Silent Auctions maintain a consistent revenue stream, and promote interest not only in the Sooke Community, stretching into Victoria, and upper island.

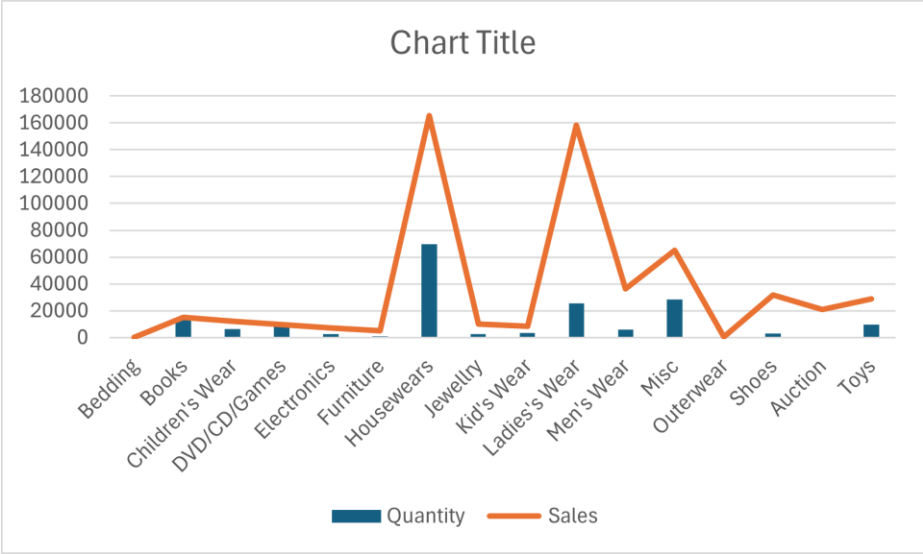
We successfully installed the awning to help with the unfavorable weather conditions. Making receiving donations much more pleasant.

Shadow Security now does 4 nightly patrols of the building for security.

Total items sold in the last year equals 208,950, saving them from landfills.

The little engine that could - has become a strong community business, allowing customers the opportunity to provide for their families during these economic times.

We can provide for our SFRS clients as well, who are struggling or need immediate help. We continue to get great feedback from our cleanliness, to organizing the store, to our friendly and happy staff and volunteers.



## THE FAMILY RESOURCE PROGRAM

The Family Resource Program (FRP) brings parents together to strengthen skills, promote social networking, reduce isolation, and foster 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 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, Neurodiverse Play Group, Family Support Group), Family Support Outreach, Prenatal Education and Outreach, parent education workshops and courses, special family events, and a food program and “free pantry” for participants. The FRP provides support for Sooke School District 62 with: StrongStart Outreach, Ready- Set-Learn events, Early Development Instrument support, and the Transitions to Kindergarten Provincial Pilot Program. The FRP works actively in the community to support Early Childhood Development initiatives and networks.

### 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 2024 - 2025

7 families supported with monthly Good Food Boxes.

28 families supported the BC Association of Farmer’s Market Coupon Nutrition Program.



FRP YouTube channel provided craft, cooking and food, and circle time playlists. 12 FRP Programming Calendars provided to each community.

### PRENATAL EDUCATION AND OUTREACH

23 pregnant women, plus 23 partners, received 72 direct service hours in 4 six-week prenatal course sessions.

31 pregnant women, plus 24 partners/family members received 1,300 hours of one-to-one or small group outreach support.

### DROP-IN GROUP PARTICIPATION

14,210 provided ECD Information/Referrals/Linkage.

2,915 provided Parent-Child mentoring.

1,002 provided Intervention/Supportive advice.

309 groups provided.

Cumulative attendance in Drop-in groups 3,405 adults, 3,871 children.

19 families identify as Indigenous, Metis, or Inuit.

121 families have home languages in addition to English

### FAMILY SUPPORT

60 families received formal intake and support services.

667 FS Information/Referrals and 127 linkages to additional services were provided.

3,958 instances of mentoring, supportive advice, and/or intervention were provided for clients.

3,051 food supports to families.

### CLIENT AND PROGRAM PARTICIPANT FEEDBACK

Client and Participant Feedback is gathered formally through a month long “snapshot” survey, at the culmination of one-to-one work or course sessions, and

informally in group discussions or conversations with participants. Formal survey results indicated:

### PRENATAL EDUCATION AND OUTREACH SERVICES OUTCOMES

97% 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 and resources 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 98% of participants state a gain in knowledge.

99% of Children gained social competence and showed development through play experiences.

100% of Parents/caregivers expressed an increased level of connection to their community.

100% of Parents/caregivers gained awareness of community resources.

100% of Parents/caregivers stated they were satisfied with program service delivery.

### TRENDS AND ANALYSIS

FRP group program participants had high need of the Family Support and Pre/Postnatal Outreach services in this fiscal year. The acuity of need was quite high and took more services hours per client than in past years.

FRP group programs continued to have an increase of participants that are newcomers to Canada and/or the region.

Family Support service needs were of an on-going nature, and clients maintained on-going service files.

Postnatal Outreach support needs increased and were of an on-going nature that included transitions to Family Support Outreach.

Achieved Program Quality Improvement Goals for 2024-2025.

Assessed and shifted service model for the Parent Discussion group in Sooke.

Focused on skill building for new FRP staff in line with an FRP philosophy.

Gave attention to re-building a more connected service partnership with Public Health and MCFD as this diminished over the past year with PH and MCFD staff turnover.

#### NEW PROGRAM QUALITY IMPROVEMENT GOALS FOR 2024-2025

Refurbish the outside play area surfacing.

Provide C&F team with ProD in-service topics focusing on our 7 core areas of learning and emergent best practices and learning.

Re-visit the shared language practice for C&F team to utilize in relation to modeling working with the ages and stages of early child development and parenting practices.

#### FRP COMMUNITY INVOLVEMENT/PARTNERSHIPS

Family and Early Childhood Resource Network (Coordinator/Chair for Sooke and West Shore)

Neighborhood House Coalition; Capital Children Coalition (Cap-C)

Sooke-West Shore Literacy Task Group

Sooke and West Shore Lions Clubs

Sooke Region Food Systems Network/Food Share Network (South Island)

Boys and Girls Club of Greater Victoria

Sooke School District No.62: Human Early Learning Partnership (EDI) Community Trainer, Strong Start Support

Island Health - Public Health

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, self-esteem, and high self-acceptance 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 provide additional staffing for children who need extra support. In Kingfisher, groups of 20 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 and learning through play experiences.

Parents/caregivers increase the level of personal and family connection within the community.

Preschool staff help to identify if an early intervention referral is needed.



## ACTIVITIES AND OUTPUTS FOR 2024 - 2025

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

Starting in September 2024, 40 spaces were made available with a 100% program registration rate throughout the 2024-2025 preschool year.

Kingfisher Preschool was involved in the SD62 Sooke Early Years Transition to Kindergarten pilot program.

2 SFRS Newsletters and 10 Kingfisher Newsletters and programming calendars 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 regarding the Kingfisher program and health related protocols.

Families with children “graduating” from Kingfisher attended a wonderful ceremony celebrating their children.

## 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 INDICATED

98% rated the happiness of their children in the program as good-excellent.

98% found the staffs’ skills to be excellent.

98% 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 EMPHASIZED

Staff knowledge, open communication, and program environment are greatly valued and appreciated.

Parents emphasized the value of a play-based program with lots of outside time to develop their children’s social/emotional development.

Parents expressed strong appreciation for the provision of a 4-year-old program with the extended hours.

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.

Parents expressed value in having an early learning program that accepts and supports children with additional support needs.

An average of 20% of the children in the program have identified additional needs.

An average of 65% 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.

The Kingfisher team continues to see an increase in support needs for children with identified or unidentified needs. With the decrease in Provincial supports for these children in preschools, meeting these children’s needs has become more difficult for child care settings.

## ACHIEVED PROGRAM QUALITY IMPROVEMENT GOALS FOR 2024-2025

Gave focused attention to fundraising – 4 activities throughout preschool year to help support the preschool: funds for staffing for support needs, material supplies, rent.

Recruited a volunteer to help in the preschool.

Provided additional support staff through outside funding for children with additional support needs that are not supported through SCD.

Supported Kingfisher Supervisor to have time to connect and collaborate with other child care providers in our community.

#### NEW PROGRAM QUALITY IMPROVEMENT GOALS FOR 2025-2026

Refurbish the landscaping of the preschool playground. Advocate to SCD for support for 4 children with support needs attending preschool in the 2025-2026 year. Provide additional support staff through outside funding for children with additional support needs that are not supported through SCD. Provide funded time for preschool team to attend the Child Care Community of Practice.

### CHILD CARE AND RESOURCE 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 Child Care Professionals, 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.

The CCRR provides support for Sooke School District 62 with consultation and support for their child care development, initiatives, and services.

#### PROGRAM OBJECTIVES INCLUDE

Support registered LNRs to 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/workforce and parents receive access to training to increase knowledge of quality care giving.

Give attention to recruitment into the child care profession and encouragement and support to creating new child care spaces in our community.

Membership: 1 Registered License Not Required and 99 Licensed Care Providers

302 child care referrals provided to parents; 9,292 community resource referrals provided to parents and care providers: 68 parents/care providers received ACCB/CCFRI/other government programs service information.

4 CCRR Newsletters and 2 SFRS Newsletters provided.

197 participants attended training opportunities and appreciation activities for care providers.

The CCRR Toy Lending Library was used by 164 care providers, parents, and community members.

#### ACTIVITIES, OUTPUTS, AND OUTCOMES FOR 2024-2025

#### 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 was very supportive for care providers trying to navigate the relatively new government initiatives.

The CCRR service provided timely referrals with helpful supplementary information for the process of finding quality childcare.

The CCRR provided necessary support regarding the completion of the ACCB process for families and CCOF/CCFRI/New Spaces Funding applications for Care Providers.

Appreciation was received for the monthly email updates and quarterly newsletters.

Child Care professionals and families have expressed gratitude for the learning opportunities provided throughout the year.

#### 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 increase, as the needs they are faced with become more complicated.

As of March 2024, the Ministry (MECC) stopped recruitment of RLNRs as care category throughout the province. Current RLNRs will be supported until they choose to de-register.

The workshop/professional development offered were regularly, full to capacity.

#### ACHIEVED PROGRAM QUALITY IMPROVEMENT GOALS FOR 2024-2025

Streamlined CCRR contact points for community through one phone and email point for the region with dedicated staff assigned.

Developed an outreach model of service for Licensed Family childcare professionals.

Renewed the Community of Practice offering with the mentor project through Westcoast bursary program.

Worked in collaboration with SD62 Child Care and Early Years initiatives.

#### NEW PROGRAM QUALITY IMPROVEMENT GOALS FOR 2025-2026

With our enhanced staffing model:

Offer and arrange a schedule of outreach visits with Licensed Family Child.

We will attend more community events and community-based services to connect and share information with families.

Give focused attention to recruitment and retention promotion for the Child Care Workforce and for Child Care Providers in our region through social media posts, posters in our buildings (Sooke and West Shore Child, Youth, and Family buildings), and at community-based events and programs that we attend.

Provide a CCRR presence in Family Resource Programs, SD62 Strong Start programs, and other community-based programs/events in order to refer to families to community resources; information and resource sharing through email distribution list and through the Sooke-West Shore CCRR Facebook page.

#### CCRR COMMUNITY INVOLVEMENT

Early Learning and Care Committee

Communities of Practice Steering Committee – South Island

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

Sooke School District No.62

Ministry of Education and Child Care

Regional partners: CCRRs on Vancouver Island and the Gulf Islands

## COUNSELLING AND OUTREACH SERVICES

### YOUTH OUTREACH AND 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 13-19 who are experiencing challenges in their everyday lives, including youth with substance use, school attendance and family or relationship issues. In addition, the workers help 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 program is adaptable in its approach, with flexible hours and locations ensuring that there are minimal 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 team provides the following activities:

- Assessments
- Referrals
- Short term crisis support
- Goal Setting
- 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 and facilitation of family meetings, and youth groups.

### PROGRAM OUTPUTS FOR 2024 - 2025

32 new youth were referred. Approximately 650 hours were spent providing direct service with youth. In this past year, four youth have successfully gained their learner's driving permit with the support and help of the youth navigator.

### PROGRAM TRENDS AND ANALYSIS

The most common presenting issue for youth this year has been getting support for ADHD and how that presents in their life. The second most common would be social isolation and school issues.

### CHALLENGES SUCCESSES CHANGES 2024-2025

The Youth Navigator position saw two staff turnovers this past year, which resulted in a slight decrease in direct client hours for youth. In October 2024, we secured our current permanent Youth Navigator who has brought fresh ideas to supporting youth in Sooke. In January 2025, the Youth Navigator launched "The Hangout Room", a group for youth to connect and build community. In July 2025, the Youth Navigator launched two groups - "The Sunnyside up Summer Group" and the new "The Outplay group". The Outplay group is a group to help youth connect while building physical literacy and trying new physical activities such as disk golf and hiking.

### NEW PROGRAM GOALS FOR 2025-26

To increase resources for youth in Sooke and continue to foster a sense of community and belonging.

### CARING FOR COMMUNITY COUNSELLING

The Caring for Community Counselling Program provides affordable counselling to individuals including children, youth, couples, and families living in Sooke and the Westshore. This program is staffed by professional, master's level trained clinicians and students. Fees are offered on a sliding scale dependent on income and family size. There is always a strong demand for this service as other counselling services in the community have strict parameters for admittance, including age, acuity, and financial situation. The goal of this program is to have very low barriers to accessing services.

The Caring for Community Program provided the following services:

Short term counselling for residents of Sooke and surrounding areas

Individual, family, couples, youth, and child counselling sessions (10 and over)

Group counselling topics have included anger, chronic pain, and self-care.

#### ACTIVITIES AND OUTPUTS FOR 2024-2025

A total of 77 clients were seen in the program.

Approximately 58% were female, 40% male and 2% transgender.

#### PROGRAM TRENDS AND ANALYSIS

The counselling program continued to offer affordable high quality of service to the communities of Sooke and the West Shore. Demand for low-cost counselling continues to increase. This past year the program was primarily staffed by Master of Counselling Students through our Practicum program. This offered even more of a reduced rate to clients and was highly utilized.

#### CHALLENGES / SUCCESSES / CHANGES IN 2024-2025

The program no longer runs in a deficit and is fully functioning. The waitlist has been managed appropriately with clients waiting less than 5 months for service. Acuity of

individuals seeking affordable counselling services is higher than previous years.

#### NEW PROGRAM GOALS FOR 2025-26

Continue to grow the program with additional funding to hire more clinicians and offer varied services.

#### SHORT TERM COMMUNITY COUNSELLING (STCC)

The Short-Term Community Counselling program is a fully funded short term counselling program funded by Island Health. This service offers clients 10 - 12 sessions with no fee. This program is accessible through referral from Westshore Hub or from our new Single Session Walk In program.

The Short Term Community Counselling Program provided the following services:

Short term counselling for residents of Sooke and surrounding areas.

10-12 sessions and clients may re-refer if needing more services.

#### ACTIVITIES AND OUTPUTS FOR 2024-2025

A total of 101 clients were supported through this program. Approximately 58% identified as female, 39% identified as male and 3% identified as transgender/non-binary.

#### PROGRAM TRENDS AND ANALYSIS

The STCC program continues to see a rise in acuity of clients, many with complex presenting issues. The most common reason for seeking support was for anxiety, depression, and trauma/PTSD. Other reasons people sought support were managing challenging relationships and setting boundaries.

#### CHALLENGES / SUCCESSES / CHANGES IN 2024-2025

In 2025 one of our clinicians resigned and we were able to hire a new clinician with



no gap in service. This program continued to be highly utilized and saw a waitlist of at times, 9 months long. The waitlist has decreased substantially with the onboarding of our new clinician. With the addition of our new Single Session Walk In Services program, our STCC program has seen an increase in referrals and of clients looking for ongoing support.

#### NEW PROGRAM GOALS FOR 2025-26

Continue to support the growing community with their counselling needs.

#### SINGLE SESSION WALK IN SERVICES (SSWIS)

In October 2024, we launched The Single Session Walk in Services (SSWIS) program. SSWIS is a fully funded walk in counselling program funded by Island Health. This service provides immediate access to a counselling session 3 days per week in our Sooke location. This program provides immediate counselling services and referrals and resourcing to other programs. The program is first come - first serve, with appointments from 10:00am-2:00pm, 3 days per week.

The Single Session Walk in Services provided the following services:

Immediate counselling services for people in crisis

Referral to other services and resources such as access to psychiatry and ongoing counselling.

#### OUTPUTS FOR 2024-2025

A total of 240 clients were supported through this program. Approximately 54% identified as female, 43% identified as male and 3% identified as transgender/ non-binary

#### PROGRAM TRENDS AND ANALYSIS

The SSWIS program has been an incredible addition to our services allowing us to provide increased support to our community. This program is being highly utilized by the community, and we have seen a substantial increase in male

identifying clients accessing this service. The most common reason for seeking support was for anxiety, depression, and trauma/PTSD. The most common referral made was to our short-term community counselling program and other counselling programs.

#### CHALLENGES/SUCCESES/ CHANGES IN 2024-2025

The biggest challenge initially was spreading the word about the new program. Initially, engagement was slow but over the winter months saw a huge increase in clients accessing this program. So far, this program has worked in collaboration with our other programs, providing more wrap around and fulsome care to clients in our community. Feedback we have received is that the program helps to fill the gap of services in Sooke and allows people to not have to drive to Langford to access services.

#### NEW PROGRAM GOALS FOR 2025-2026

Our hope is to increase funding and therefore be able to increase the number of days per week we offer this service.

#### FAMILY DEVELOPMENT & FAMILY PRESERVATION

The Family Development program supports families who have been referred to the program by the Ministry of Children and Families (MCFD). The program is designed to support families who are at risk of having their children removed, in the reunification process with children who have been removed, and by providing supervised access visits for children in care. Family Development Workers may complete assessments of parenting capacity on the request of the Social Worker and may be called to respond to court subpoenas as needed to report on family cases. Staff provide parenting support and education that focus on teaching parents the necessary skills for caring for their children in a safe and healthy way. This program also supports

families in accessing community resources such as referrals for mental health, substance use and health care services, income assistance, neighborhood house programs, parenting support groups, food security, and hygiene essentials as well as the SFRS community Thrift Shop for clothing and household items.

#### OUTPUTS FOR 2024-2025

Total number of recipients 177

Total number of families 49

Total number of children 115

Total number of service hours 3172

#### SUCCESSSES / CHALLENGES THROUGH 2024-2025

Demand continues to be steady and currently all workers have a full caseload. We saw an increase in housing challenges with demand and costs of rentals seeing unprecedented increases. Many of our clients are at risk of losing their housing and FDW's have been working diligently to help clients to stay in their homes. Increased food prices resulted in additional pressure on families, with many accessing food bank and food voucher resources through connection with their FDW.

#### NEW PROGRAM GOALS FOR 2024-2025

Find additional support to increase food security for families. Launch parenting programs in Sooke, this is a huge gap in service for our families, and we have an intention to start running these groups in the fall 2025.

#### INDIGENOUS FAMILY SUPPORT

Our Indigenous family support program continues to provide culturally appropriate care for Indigenous families and their children who are connected to the Ministry of Children and Families. We continue to build and connect with Pacheedaht first nation through a bi-weekly lunch and children's programs that are provided by our workers in community. An Elder from Pacheedaht First Nation stated: "Because you have supported us for so long, you are family now." The FDW & IFS workers from SFRS were invited by Pacheedaht First Nation to support and witness the Tribal Journey to Elwha that occurred in July 2025. It was an honor to be a part of such a sacred experience. FDW's & IFS workers have also been invited to participate in Pacheedaht First Nation's Health Fair in August 2025, where workers will be doing a beading activity with youth and face painting for children.

### SOUTH ISLAND COMMUNITY CONNECTIONS (SICC)

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, 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 interests and diverse skills in a safe and welcoming environment while providing engaging activities and emotional support.

#### 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.

#### 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.

#### ACTIVITIES AND OUTPUTS FOR 2024-2025

58 clients were provided with community inclusion, skill development, and outreach services.

Empowering Personal Wellness (EPW) Adult Activity Club continued to offer enhanced programming including focused skill development such as online safety, healthy relationships, self-advocacy, and community engagement.

Implementation of a Program Coordinator position filled by an internal senior community support worker.

#### CLIENT AND PROGRAM PARTICIPANT FEEDBACK

Information gathered from the feedback methods is used to monitor participant satisfaction, direct programming and activities and monitor trends in social determinants of health.

We had 30 responses to our formal survey. Results indicated that socializing and accessing the community are the two most important things.

All respondents felt that their support worker helps improve their quality of life.

## EMPOWERING PERSONAL WELLNESS ADULT ACTIVITY CLUB (EPW)

This program offers individuals referred to us by CLBC opportunities for skill development and community inclusion within a group model. In recent years, this program has seen marked growth in attendance and popularity because it unites peers with similar interests and diverse skills. The group setting provides a safe, welcoming environment, engaging activities, and emotional support.

Client Feedback was gathered formally through survey and informally by group discussions or talks with participants. In 12 formal surveys results indicated:

#### TOP OFFICE ACTIVITIES:

Movies, Community Walks, Trivia

#### TOP TOOLS FOR DE-ESCALATION:

Music, Taking a walk, Talking to staff

#### TOP FIELDTRIP ACTIVITIES:

The Mall, Bowling, Minigolf, Animal visit

#### PROGRAM TRENDS AND ANALYSIS:

3 new clients joined our programs during this period.

3 clients left SICC services during this period.

New referrals from CLBC continue to only allocate core funding, which is approximately 1.5 hours of support per

week with no additional funding for mileage or expenses.

### PROGRAM GOALS ACHIEVED IN 2024-2025

**Goal:** Integrate additional training from external sources at team meetings.

**Outcome:** During our AOS staff team meetings, we were able to host trainings from AVI on Naloxone Administration, Borderline Personality Disorder Society of BC on BPD, Unmasking YYJ on ADHD/Neurodiversity and The National Centre for Truth and Reconciliation on Colonial Systems and Impacts.

**Goal:** Explore buildings that allow office space and Activity Club to run in the same location.

**Outcome:** Activity Club moved into the Westshore Masonic Centre for Q4 2024-2025. This space is two doors down from the Bryn Maur office, has a separate quiet room, a large kitchen, and ample parking. AOS will continue to explore office space for office work and programming.

**Goal:** Work together with Human Resources to develop and distribute a staff feedback survey for AOS

**Outcome:** AOS staff were sent a feedback survey in April 2024. We saw 5 responses and had valuable insight, including that 100% of staff feel good about the work they do.

### NEW PROGRAM GOALS FOR 2025-2026

**Goal:** Continue to explore buildings that would allow office space and the Activity Club program to run in the same location. On busy days in the office, it can be challenging to find a quiet space for staff to work and private areas for one-on-one support work. Some days multiple one-on-one program participants are meeting in the same room with staff working and/or with other participants.

**Goal:** Create a Peer Support Worker program. This will provide program participants with essential skills and hands-on employment experience which will in turn enhance community benefits for program participants.

**Goal:** Secure an accessible vehicle so that all individuals in our service and their families feel assured that SFRS can provide safe and secure transportation that ensures full participation and inclusion.

## WELCOME HOME

Welcome Home is a CLBC funded residential option for adults with developmental disabilities. Individuals are matched with a 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 individuals' 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.

### PROGRAM ACTIVITIES

27 individuals received home share services throughout the year.

25 Home Share Providers (HSPs) were subcontracted through the Welcome Home program.

3 home share individuals joined the Welcome Home program.

3 individuals left the service.

2 new HSPs joined SFRS.

3 HSPs left the program.

The HSC continues to represent SFRS at monthly interagency meetings to share strategies, discuss common challenges/successes, and match individuals seeking home share with suitable providers.

HSC streamlined the monthly Welcome Home newsletter by using a new online application allowing regular point of

contact, reminders, and information-sharing with all HSPs.

#### HOME SHARE PROVIDER FEEDBACK:

Home Share Provider feedback is gathered formally through an annual survey and informally through bi-annual Quality-of-Life Reports completed by Home Share Providers. Open communication between HSPs and the HSC is encouraged.

#### ACHIEVEMENTS:

Several of the annual program documents were updated to emphasize a person-centered, goal-oriented program model including the Personal Care Plan, Personal Care Plan Review, and Quality of Life reports.

Home Share Coordinator established a consistent biannual schedule of meetings

with all home share providers/individuals complimented by biannual Quality-of-Life reports and occasional one-to-one meetings with individuals.

A variety of updates were applied to the Welcome Home database improving accessibility and clarity.

The HSC completed the Community Living Home Study training course through the Justice Institute of BC.

#### NEW PROGRAM GOALS FOR 2025-2026:

**Goal:** Prepare program for CARF Accreditation and meet all required standards

**Goal:** Expand the program by establishing 2-3 new home share matches

**Goal:** Explore potential opportunities/topics and host a relevant training session for Home Share Providers.

## A FEW HIGHLIGHTS OF OUR YEAR 2024-25



## WHERE TO FIND US

### SOOKE CHILD YOUTH AND FAMILY CENTRE

Sooke  
Main Office and Mailing Address  
100-6672 Wadams Way  
Sooke, BC V9Z 0H3  
Phone: 250-642-5152  
Fax: 250-642-7663

### WEST SHORE CHILD YOUTH AND FAMILY CENTRE

Colwood  
345 Wale Road  
Phone: 250-940-4882  
Cell Phone: 250-217-7479

### SICC AND WELCOME HOME LANGFORD

202-2800 Bryn Maur Rd  
Phone: 778-433-2023

### SFRS COMMUNITY THRIFT SHOP

2065 Anna Marie Rd  
Phone: 778-352-3001

Email: [info@sfrs.ca](mailto:info@sfrs.ca)

Website: [www.sfrs.ca](http://www.sfrs.ca)

Facebook: <https://www.facebook.com/SookeFamilyResourceSociety>

Facebook: <https://www.facebook.com/sfrs.thriftshop15/>

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Club  
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