

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

SOOKE FAMILY RESOURCE SOCIETY

Annual Report April 1, 2021 to March 31, 2022



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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 April 2021 to March 2022

Tim Klassen	Chair	Brian De Clare	Director
Ron White	Vice-Chair	Dal Little	Director
Ellen Bergerud	Secretary	Drew Johnston	Director
Ed Rogers	Treasurer	Janice Alexander	Director
Bobbi Neal	Director	Jean Trickey	Director
Adriana Martinez Fernandez			Director

From the Chair of the Board

It is my privilege to write the annual report for the 2021-2022 fiscal year on behalf of the SFRS Board.

I would like to share some thoughts regarding this past year and looking to the future of this vital organization serving Sooke, West Shore and the Greater Victoria area. We have been in existence here for 36 years and look forward to serving our community for many more.

This past year has had a number of significant challenges, beginning with attempting to serve our community with Covid-19 everywhere and the mandated safety protocols which impacted our ability to serve our clients as effectively as we might have otherwise. I would like to commend our ED, the management team, and the staff for their creativity and diligence in delivering their services under these challenging circumstances.

We also had to adjust to a new reality with a number of our staff voting to join a union. This presents a challenge because not all of the new costs are covered by funding agreements with our funding partners. With efficient use of resources, we were able to cover the initial extra costs for the last quarter of this fiscal year. However, for the next fiscal year 2022-2023 the board passed a budget that included a significant deficit. We have spent a lot of time trying to find ways to address this situation. I will address this further, later in this report.

The next circumstance which came somewhat unexpectedly was the need to find a new space for our Thrift Store. It is a social enterprise which plays a very important role in our community, and it also is an important contributor to our revenue.

One of the new realities which we currently face is the inability to find a qualified counsellor. We have a real need in this area, and it has increased significantly during Covid-19 as many people are seeking our help during this time.

The question which we as a board are asking ourselves is what we can do to help sustain this and all our other vital services.

We have decided that a fundraising committee needs to be established to seek out individuals, businesses, and corporations who share our vision, recognize the value we bring

to our community and have the financial ability to assist us on an ongoing basis or with one-time gifts. There is so much more we can do if we have the resources.

We need to increase the membership of our society, as our members are a group of individuals who share our vision and are aware of the help we provide in our community.

We must be vigilant in using out current resources in the most effective ways possible.

In closing I want to thank those who have served with me on the board this past year. Your time and efforts are appreciated.

I would also like to thank our ED, Nicky Logins, who has worked tirelessly in leading SFRS. I also greatly appreciate our management team which has also worked very hard to support and fulfill our mandate.

There is another very important group who must be recognized. It is those who volunteer their time and talents in order that we can accomplish our task of serving and supporting those in our community who need our help. Thank you!

Lastly, but most definitely not least, I want to thank our front-line staff who implement the plans and services which are delivered with skill and integrity.

Tim Klassen, Board Chair

Achievements, Adjustments and Improvements

Our 2021-22 fiscal year started off with a profound sadness. The news of May 25, 2021, and continuing since, regarding the discovery of the unmarked graves of Indigenous children at the sites of Canadian Indian Residential Schools had, and continues to have, a significant impact at SFRS, collectively as well as individually. Our staff teams, led by the management team, developed an SFRS Reconciliation Commitment, which has been shared on our website here: <https://www.sfrs.ca/reconciliation>

Our programs shifted service models throughout the year, as changing mask mandates, vaccinations, and other safety protocols were imposed and revised. The YouTube channels, private Facebook groups, new virtual booking, and scheduling tools as well as internal communications systems were refined to maintain connections internally and with our clients, program participants, board members and partners. We found ourselves embracing a new, virtual world.

The Annual General Meeting in September was done in a hybrid model for the first time. Several new members attended virtually, but we missed the in-person model of past years when staff would enjoy attending en-masse. We welcomed five new board members and completed a comprehensive board orientation in October.

Through the winter months our focus turned to implementing our first collective agreement, with monetary provisions taking effect in January. As well, we continued the steep learning curve of a new HRIS, and several administration roles shuffled to welcome a new Human Resources Lead position.

As it became clear that our social enterprise thrift shop needed a new space, the board struck an ad hoc committee to support this planning. The result is a new location, giving us the capacity to expand this service in the Sooke community.

As we look ahead, a board working group is taking steps to make a new Strategic Plan to be completed by AGM 2023, and a board Fundraising Committee has been struck. This will be a time to review our role in the communities we serve, and to move closer to achieving our Vision: Resilient, Connected People.

Thank You to all the SFRS staff and volunteers for persevering through a year of challenges with commitment to our work, and compassion for each other and the people we serve.

Nicky Logins, Executive Director

Strategic initiatives

Strategic Initiatives continued, but at a slowed down pace this year.

- Completed reviews of Caring for Community Counselling and USTAT programs
- Implemented “restart” plans for thrift shop and programs to adjust to pandemic realities
- ORCA database implementation continued
- Continued Microsoft TEAMS training for all staff to increase use of TEAMS as our internal communications tool
- Began to implement a HRIS through a PayWorks HR module

Health and Safety

In addition to the ongoing response to pandemic public health requirements, the following health and safety activities took place through the year:

- The Health and Safety Committee met regularly throughout the year
- Regular health and safety procedure drills 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 continued conversations with all staff teams to develop employee wellness strategies
- All Health and Safety policies, procedures and practices were reviewed. All health and safety policies were updated to a new format to align with all SFRS policies. The policy for Emergency Communication was revised
- The health and safety committee and management team reviewed WorkSafe guidelines, developed the Communicable Disease Prevention Plan to replace Covid-19 specific protocols, and policy to address requirements for new Covid-19 vaccination requirements
- A new virtual safety check-in/out system was implemented for the SFRS vehicles

Risk Management

The Risk Management Plan was reviewed and updated in December 2021. Updates included:

- Continued regular risk management activities, including insurance review, criminal records checks, policy revisions, inventory review, staff evaluations and staff records reviews and updates
- Budget timelines were revised for program managers to take an increased role in budget development in 2022-23
- Policies were brought in-line with a new collective agreement

- Technology security training is ongoing with a regular feature in the Monthly Memo and at SFRS all-staff training days
- Admin procedures training at onboarding was improved
- Wellness discussions continued with a date set to complete a written strategy
- Disaster planning added technology, safety protocols and service delivery details
- IT Lead position supports all technology emergencies as needed

Accessibility and Accommodations

The annual review and update of our Accessibility Plan was completed in November 2021.

- With increased accommodation for remote workers, remote work needs are under regular review and revision to ensure safe and secure remote work environments
- Renovation at Langford office was completed to increase group activities
- Social enterprise (thrift shop) lease was extended to March 31, 2022, and a board and staff committee worked to secure a new location
- Review of policies for gender neutral language continues
- Requests for accommodation continue for clients who are not able to wear a mask when public health measures require. We do our best to offer different service models as needed to support this request
- Policy reviews to align with our new collective agreement are ongoing

Communications

An annual review and update of the Communications Plan was completed in May 2021.

- Regular agency-wide internal communications continue in our Monthly Memo. In this year, the focus of messages shifted to union transition information to keep everyone updated on implementation roll out activities
- MS Teams training continued to improve our skills at using this tool both internally and with partners and funders “going virtual”
- A new virtual bulletin board was set up in Teams for bargaining unit messages
- We completed a staff survey re: internal culture, attitudes, satisfaction – will be following up on results in the coming year
- Virtual meetings continued in staff small work teams. We were not able to do an “all staff” training or gathering in person this year
- Continued use of virtual tools implemented through the pandemic (YouTube, program Facebook pages) for program participants to stay connected to program delivery
- Participated with Neighbourhood House Coalition in a successful meeting with the new Parliamentary Secretary for Community Development and Non-Profits. Planning for an Outreach Day with legislators is continuing
- Continued connections with regional partners for National Indigenous People’s Day
- Other community activities were curtailed due to Covid-19 health measures

Technology

The Annual review of our Technology Plan was completed in November 2021.

- Continued and responsive attention was required to maintain technology supports for all staff and programs through service delivery changes due to the pandemic
- IT Lead position expanded to full time to support technology responses to the pandemic.
- Acquired several laptops and tablets in 2021 to increase flexibility for remote workers
- Review of policy for Equipment Use is in progress
- Implemented weekly security check-ins with technology service provider, Tecnet
- IT Lead position supports technology emergencies as needed

- Completed implementation of MS Teams -for board activities and board files access
- Technology security training is ongoing with regular feature in the Monthly Memo and at SFRS all-staff training days
- Continued development and implementation of the SFRS bespoke database, Orca

Finance

Overall, we finished the year in a positive financial position. The following is of note:

- The distribution of types of revenue varied from the previous year mainly due to a decrease in pandemic specific funding
- Grants and Donations were down by 48.5% over the previous year, while Program Delivery revenue was up by 48.4%
- Revenue from regional government increased due to new funding opportunities
- Revenue from operations increased due to a concerted fund-raising effort by the Thrift Store running monthly online auctions
- Revenue increased from program delivery for two reasons: The Preschool program reopened after pandemic restrictions were lifted and thrift shop sales increased
- Expenses increased by 6.5% over the preceding year
- Personnel Expenses increase by 2.28% which was equivalent to the general wage lift
- Monetary measures from the unionization of some employees were implemented as of January 15, 2022. General wage rates did not change except for the reclassification of 4 positions. Changes in health and dental benefits, adoption of union dues, a switch to employer paid LTD and the introduction of the Municipal Pension Plan were all additional costs to the organization
- Many hours of work were put into preparing documentary evidence to present to the provincial funders to negotiate appropriate lifts in contract amounts for 2022-23
- All finance policies were reviewed; these were revised: 4K Creation and Maintenance of Funds (Mar 31, 2021) and 4.5 Petty Cash (Mar 31, 2021)

Cultural Competency, Diversity, and Inclusion

Annual review of the Cultural Competency, Inclusion and Diversity Plan was completed in November 2021.

- A SFRS Reconciliation Statement was developed, led by the management team and with input from all staff. The Statement is posted on SFRS website. SFRS employees are encouraged to make personal commitments to Reconciliation activities
- Anti-bias training for all staff and volunteers was completed, and included in onboarding
- A Cultural Advisor position supports the work team for Sooke and West Shore early years groups
- Reviewing all policies for gender neutral language is ongoing

Succession Planning

Annual review of the Succession Plan for key positions as well as the board of directors was completed in May 2021.

- A new HR lead position started in May 2021, and now supports all SFRS employees with HR related issues
- As the executive director is reaching retirement age, the board struck a committee to plan for succession of this position
- An RFP opportunity to support the CCRR program staffing model is expected in the fall of 2022
- We have successfully recruited ECEAs and substitute positions for the coming preschool year

Critical Incidents and Complaints

- SFRS reportable incidents increased over last year by 1 (one)
- In addition to the usual play-area accidental bumps and scrapes, incidents included illicit drug use, suspected overdose, suspected psychosis, reportable program closure due to Covid-19. and inappropriate behaviour
- Although significantly lower than previous years, the highest rate of incidents continues to occur at Sooke Reception. Building incidents are discussed at all Sooke OHS/tenant meetings
- Twelve incidents in SFRS Home Shares were reported to Community Living BC (CLBC), where follow up action is discussed and implemented as required with SFRS staff, program clients and Homeshare contractors
- One complaint received by the executive director was followed up and addressed in consultation with the board chair
- A Human Rights complaint and related retaliation complaint from the previous year were both dropped by the complainant

Human Resources and Staff Development

SFRS was not immune to post-pandemic staffing issues experienced throughout the region.

- Through this year, SFRS issued 11 Records of Employment to employees: 3 terminations and 8 leaves, and 18 new employees were hired.
- At year end we have 56 employees, (increased 40% over Covid YE 2021), 25 contractors, and 30 regular volunteers.
- Sick time taken by staff increased this year by an unprecedented 102% from 1267hrs to 2579hrs, largely due to pandemic impacts
- Bereavement time taken by staff decreased this year by 30%
- Implemented HR policies review to align with a new collective agreement. Policies for Remote Work and Unforeseen Circumstances were revised.
- HR Onboarding process for employees and volunteers was revised
- Implemented tracking of training plans for all employees in PayWorks database
- Implemented HR Downloads to access several training modules.
- Staff development completed in the year included:

Health and Safety Education Training – all staff

IT Health and Hygiene, Cyber Security– all staff

Cultural Learning – all staff

First Aid Training and/or recertification – as required

MCFD Privacy and Information Sharing

Conflict Resolution Skills

Resilient Leadership

Trauma Informed Practice

Violence and Harassment in the Workplace

WHMIS w/ GHS

Outlook/Excel Training – ongoing

Incident Investigation Training

Indigenous Cultural Safety Training

Leading in a Unionized Environment

Responsible Adult in Child Care Setting—CCRR

Respectful Responses to the Call for Reconciliation/Enriching ECC&E

Cap-C Conference (Early Years)

Government and Stakeholder Relationships

Human Trafficking

Gender Identity and Use of Pronouns

Resilient Leadership in Changing Times

Foundations in Fetal Alcohol Spectrum Disorder

Mental Health First Aid

Equity in the Workplace

Naloxone Training

Strengthening Wellness in Complex Times

Preventing Disease Transmission

Person-Centred Planning

Communities of Practice and Learning Circles

The Executive Director, or delegate, continues to participate regularly in local, regional and/or provincial groups, committees, and/or learning circles 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 Health Care Committee (local municipality)
- Sooke Region Communities Health Network
- District of Sooke Age Friendly Committee
- Sooke Region Chamber of Commerce
- Tenants OHS group, Sooke and West Shore Child Youth and Family Centres
- SD#62 Healthy Schools—The Village Initiative
- Bean Counters (finance group - regional)
- Federation of Community Social Services (provincial)
- Sooke Region Homelessness Coalition

Neighbourhood House Program

The constantly changing nature of the Covid-19 pandemic kept our Neighbourhood House work team alert and responsive throughout the year. This service team supports all the other programs and services at SFRS to continue operating smoothly. The following services continued without interruptions through the Sooke main office:

- 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
- Reception services for all SFRS programs as well as reception for the building at the Sooke Child, Youth and Family Centre
- Distribution of food and other donations received at the main reception in Sooke
- Information about community services and resources in Sooke, West Shore and Greater Victoria

NH also 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 and technology security
- Agency governance activities
- Agency Strategic Planning and Management Plans
- Agency-wide administrative management (including health and safety, quality assurance, legal requirements, facilities management, etc.)
- Ongoing focus on increasing efficiencies in administration

Family Resource Program

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, 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 for participants. The FRP provides support for Sooke School District 62 with Strong Start 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 and the Victoria Conservatory of Music 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 include:

- 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, and awareness and reduction of risk factors
- Increased knowledge of effective parenting skills for parents/caregivers
- Increased level of support from the community for parents/caregivers
- Gains in children's social and emotional competence through play experiences



Activities and Outputs for 2021-2022

- 12 families supported with monthly Good Food Boxes; 25 families were supported with BC Association of Farmer's Market Coupon Nutrition Program; all FRP program participants were provided access to SFRS food pantry
- FRP YouTube channel provided craft, cooking and food, and circle time playlists
- 2 SFRS Newsletters and 2 FRP Program Brochures
- 12 FRP Programming Calendars provided to each community

Prenatal Education and Outreach

- 21 pregnant women, plus 21 partners, received 72 direct service hours in 3 six-week prenatal course sessions
- 34 pregnant women, plus 16 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

Drop-in Group Participation

- ECD Information/Referrals/Linkage provided to families: 16,672
- Parent-Child mentoring provided: 1,048
- Intervention/Supportive advice provided: 1,251
- Number of families on email distribution list: 736
- Drop-in groups provided (virtual and in-person): 157
- Attendance at drop-in groups (virtual and in-person): adults=1,239; children=2,076
- Participation of drop-in programs reflects cumulative attendance of 246 families: 245 adults, 352 children

Family Support

- 74 families received formal intake and support services
- 918 FS Information/Referrals and 458 linkages to additional services were provided
- 6,031 instances of mentoring, supportive advice, and/or intervention were provided
- 862 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 survey results indicated:

Prenatal Education and Outreach

- 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

- 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
- 100% of Parents/caregivers gained awareness of community resources
- 100% of Parents/caregivers stated they were satisfied with program service delivery

FRP 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 were of an on-going nature
- Due to Covid-19 response, again throughout this fiscal year all group programs had times of modification and were offered in virtual and smaller group service models

Achieved Program Quality Improvement Goals for 2021-2022

- Gave focused team building and group-based professional development for the FRP team to support the work-place intensity they have experienced in the last year
- Developed and provided a targeted FS group for families with neurodiverse children
- In the West Shore shifted Parent Discussion Group to a targeted Parents of Babies Discussion Group
- Supported staff to manage increased and shifting service demands as well as service models through Covid-19 response

New Program Quality Improvement Goals for 2022-2023

- Make decisions regarding which programs benefit from online registration and which do not.
- Re-develop connection with VIHA-Public Health regarding referrals and Public Health Nurse participation in FRP groups.
- Create new model for Team connection/de-brief post group and new model for in-service learning for FRP Team with content and discussion quarterly.
- Secure grant funding for 2023-2024 Prenatal services; complete a VIHA RFP for Best Babies funding

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 BC Association of Family Resource Programs; BC Pregnancy Outreach Programs

“We enjoy your playgroups and appreciate your emergency food cupboard. I feel safe speaking with the staff and getting very helpful information regarding sensitive topics.”

FRP participant, Winter 2021

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 include:



Program Objectives include:

- Children gain social competence and learning 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

Activities and Outputs for 2021-2022

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

- Starting in September 2021, 60 spaces were made available with a 100% program registration rate throughout the 2021-2022 preschool year
- In the 2021-2022 year we created a four-year-old program with a curriculum specific to that age and stage of development
- 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 the program 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 indicated:

- 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 emphasized:

- 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
- Parents expressed strong appreciation for the provision of a 4-year-old program
- 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.
- ns average of 20% of the children in the program have identified additional needs.
- 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.



"What a great year! You are so amazing with our kids! My son loves it here!"

– Kingfisher Parent, 2021/2022

Achieved Program Quality Improvement Goals for 2021-2022

- Provided focused team building and group-based professional development for the KF team as some staffing changes took place for this preschool year.
- Provided guidance and modeling from senior staff for junior staff.
- Utilized SCD and QA guidance for working with high number of preschool children with support needs
- Increased attention to strength-based approach for children's struggles with self-regulation
- Enhanced programming with "in-house" fieldtrips and guest presenters
- Re-surfaced the playground gazebo hill for Licensing requirements

New Program Quality Improvement Goals for 2022-2023

- Give focused attention to fundraising – 3 to 4 activities throughout preschool year
- Provide guidance and modeling from senior staff for junior staff
- Utilize SCD and QA guidance for working with high number of preschool children with support needs; provide staff in-service learning regarding specific support methods
- Review and revise how we provide the Meet the Teacher and Open House events

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 childcare 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 include:

- 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 childcare resource information in a timely manner
- Licensed caregivers can access support
- Childcare providers and parents receive access to training to increase knowledge of effective care giving

Activities, Outputs, and Outcomes for 2021-2022

- Membership: 3 Registered License Not Required and 108 Licensed Care Providers
- 566 parents received childcare referrals; 12,312 parents and care providers received referral to other community resources; 140 parents/care providers received ACCB support services
- 4 CCRR Newsletters and 2 SFRS Newsletters provided
- 16 Workshops, Training Courses, Network/Appreciation Events provided virtually; 165 participants attended training opportunities and appreciation activities for care providers
- The CCRR Toy Lending Library was used by 48 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 was a primary support for Care Providers and families regarding childcare needs during the on-going Covid-19 impacts
- The CCRR was very supportive for care providers trying to navigate the new government initiatives this year, including Covid-19 response 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
- Appreciation for the monthly email updates and quarterly newsletters

Program Trends and Analysis

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

Achieved Program Quality Improvement Goals for 2021-2022

- Continued to enhance services with connection to FRP programs and increased staffing hours
- Continued to enhance the workshop and training offered with the OTO funding
- The RFP that was intended for fall 2021 was once again postponed by the Provincial Government
- Gaining an understanding and adapting to the service area move from MCFD to Ministry of Education (renamed Ministry of Education and Child Care in early spring of 2022)

New Program Quality Improvement Goals for 2022-2023

- Create an annual survey of child care fees for regional data to provide to families
- Enhance and update the Family Child Care Course online/virtual format
- Develop a Community of Practice/Learning Circle for care providers
- Create an online registration format for workshops
- Give more attention to the EYPD site for online workshops
- Update the Toy Lending Library catalogue and items (themed bins)
- Re-build a post-Covid outreach connection with care providers with on-site visits and check-ins

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

MCFD Child Care Services Branch

Regional partners: CCRRs in Victoria, Duncan, and Nanaimo



“Best childcare provider workshop! Great presenter – very interactive and personable. This workshop provides me with the tools and knowledge to be creative.”

-Sooke-West Shore Child Care Provider –
2021-2022

Youth Outreach and Navigator

The Youth Navigator and Outreach Program 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 helps 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 program provides the following activities:

- 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 2021-2022

- 48 new youth were referred
- 62 youth served with 16 new files opened
- Approximately 600 hours were spent providing direct service with youth
- 7 youth attended a summer group (reduced numbers due to COVID restrictions) for an additional 20 hours of direct service
- One Sooke Youth Service Provider meeting was hosted by the Youth Navigator

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 average at present, with a 4-5 month wait for services



Challenges / successes / changes in 202-2022

- 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
- Our Youth Navigator organized and managed the regional Youth Services Providers group which gathers local youth service providers bi-annually for support, collaboration, sharing of ideas and resources
- One of the challenges we face in this program and one that COVID has exacerbated is the pressure on the program to take on cases that are beyond the program capacity to support. There are very few other services, and we feel the pressure to take on crisis referrals and complex mental health clients. This continued to be an issue in the latter part of this fiscal year as the region is experiencing the effects of the labour shortage
- Funding is an ongoing concern for this program. The implementation of the Collective Agreement and the associated increase in costs has put an additional financial burden on YNAV budget for the coming year

New Program goals for 2022-2023

- Expanding existing and sourcing new funding is an ongoing goal for the program

“This is so random, and it literally is your job, but I’m very thankful to have had you by my side for this past year. You’ve genuinely changed my life and I don’t think I’d be here without you.”

Sooke youth, 2021

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. The Caring for Community Program provides the following services:

- 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

- Accessible, affordable counselling was available to the residents of Sooke and the Westshore, despite ongoing funding challenges
- Approximately 950 counselling sessions occurred (58% individual, 12% couples, 8% child, 22% youth)
- Clients received an average of 12 sessions each
- The Clinical Counsellor went on maternity leave in January 2021, contract counsellors filled the vacancy until January 2022

Program Trends and Analysis

- For most of this fiscal year, the CFC counselling program was the only service of its kind in the Sooke region to offer professional counselling services at a rate that is accessible to everyone in the community
- Demand for low-cost counselling continues to increase
- There is currently a 3-4 month waitlist for services

Challenges / successes / changes in 2021-2022

- The biggest challenge to the program this year was the absence of our regular counsellor who was on maternity leave. We found it difficult to replace her with quality staff and substituted with contractors for most of the year. Once a new collective agreement came into place, however, we could not continue to use contractors. The program manager served some clients to keep the program going. Our regular counsellor returned to work in January 2022
- Again, this year, COVID-19 impacted our service in both managing the restrictions imposed on in-person meetings and the increased demand for services due to stress related to COVID
- As a fee-for-service program, funding is an ongoing concern. The implementation of the collective agreement and the associated increase in costs has put an additional burden on the Caring for Community budget. This fiscal year we were lucky enough to receive some COVID relief money, however this will not be ongoing

New Program goals for 2022-2023

- Expanding existing and sourcing new funding is an ongoing goal for the program.

“You have had a huge impact on my life. You have helped make my life bearable.”

Counselling client 2021

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. Many clients that are referred through the USTAT program are acute in nature and require urgent and intensive support. The model offers 8-10 sessions of no-cost intensive counselling. Program Goals and Objectives include:

- 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

Activities and Outputs for 2021-2022

- 57 new clients entered the program making a total of 90 clients seen
- Approximately 600 clinical hours were delivered
- Each client received 6-10 sessions of treatment
- At the end of this fiscal year, clients were waiting an average of 10 months for service

Successes and Challenges for USTAT 2021-2022

- The service has seen a steady usage of the USTAT referral service by many physicians throughout the Greater Victoria area, Metchosis, West Shore and north to the Duncan area. Most referrals are sourced from the West Coast Family Medical Clinic in Sooke
- Client evaluations indicates a high degree of satisfaction with USTAT services
- USTAT clinician is highly skilled in trauma work
- Again this year, COVID-19 continued to impact the delivery of services 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 PHO guidelines. Most services returned to in-person by the end of the year
- Demand for services is at an all-time high with over 100 people currently on the waitlist for services and, as noted above, having to wait an average of 10 months for service
- A high percentage of complex acuity is always a challenge in the USTAT program and this year, the acuity is the highest we've seen. Major depressive disorder is a common presentation, along with concurrent personality disorders
- Regular support from a psychiatrist is no longer available for Sooke USTAT due to a lack of psychiatrists throughout the region. This places additional pressure on the clinician to manage people with complex and serious symptomology

New Program goals for 2022-2023

- Continue to request increased funds for a full time USTAT clinician

“You’ve made a huge difference in my life.
I never would have made it through this year without you.”

USTAT client 2021

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 offers:

- One-to-one supervised access 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, How to Talk so Kids will Listen, Working with blended families, Strength-based parenting strategies, and Educating parents around the effects of trauma on their children
- FDWs may complete assessments of parenting capacity as requested by Social Workers
- Family Development Workers respond to court subpoenas as needed
- While working in First Nations communities, FDWs 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
- FDWs distribute donated food and hygiene essentials to families
- Linking families to community resources as appropriate, including:
 - Referrals to treatment options for mental health and/or addictions services
 - 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

Activities and Outputs for 2021-2022

- 25 new referrals were received in this fiscal year
- Approximately one quarter of these were First Nation clients
- FDW's mostly worked with clients in their homes, although some families were still reluctant to have workers come into their homes. In these cases, workers met with clients in the community

Successes / Challenges through 2021-2022

- COVID-19 challenges continued to impact service delivery. In some cases, this prevented the workers from going into clients' homes which reduced their capacity to assist families. Many meetings were conducted outside; some meetings were conducted by phone. Families were also supported with additional resources such as gas and meal vouchers

- Supervised access visits were suspended for most of the year, and were restarted as the year ended
- Demand continues to be steady, and workers continue to have full caseloads
- As in other programs we have seen an increase in acuity of distress along with a reduction in the support services that are available for families
- We have seen an increase in domestic violence and suicide ideation within families
- Housing challenges have been a particularly difficult issue for clients this fiscal year with demand and costs of rentals skyrocketing, effectively eliminating many of our clients from the rental market. Many of our clients are now living in trailers and other substandard housing arrangements
- Changes related to the implementation of a new collective agreement has impacted this program this fiscal year. In collaboration with MCFD, we used to deliver a weekly Parent Support Group at Pacheedaht First Nation. The group was suspended this year due to COVID and we have not been able to start it again due to new overtime rules
- 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 and again, we have not been able to run it due to staffing constraints



New Program goals for 2021-2022

- Advocate for more housing, counselling, and social supports for families in the program
- Manage programming to ensure compliance with the new collective agreement

Supervised Access

In the 2021-22 fiscal year, we offered Private Supervised Access visits for parents who are wanting supervised visits with their children, but who are not otherwise involved with MCFD. These parents pay privately for this service. At this point, there is only one family using this service. We have employed a casual worker to undertake the visits.

New Program goals for 2022-2023

- It is our goal to continue to grow this program

Sooke Health & Wellness Workshops

One 8-week Mindfulness Based Cognitive Therapy (MBCT) workshops was offered over the past year. Each workshop was facilitated by a MD trained in MBCT and an assistant 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. The sessions were conducted online with approximate 15 participants. Although some aspects were more challenging to facilitate online, the groups were completed successfully.

Successes / challenges

- We were funded for three sessions, however, the facilitator, Dr Marisa Collins was only able to facilitate one session due to other commitments
 - A request to use the funds to facilitate clinical groups was not supported by Island Health.
 - The contract for this service was not renewed, and there are now no clinical or mindfulness groups being offered in Sooke
-

Pacheedaht Programming

In collaboration with Pacheedaht First Nation, we secured a one-year grant to support families and individuals in community at Pacheedaht First Nation. These services include:

- A weekly lunch program where we make a nutritious meal for the Pacheedaht community. This is undertaken by the FDW staff and supports families, in particular those who are experiencing food security issues
- A monthly drive is conducted which takes people from Pacheedaht First Nation to Duncan to shop for supplies. This enables residents without cars to easily obtain groceries and supplies
- Trauma and grief counselling. A counsellor goes to the community at Pacheedaht one day a week to see clients who have been experiencing trauma and loss. This year we also added a grief group to the program

Successes / Challenges through 2021-2022

- Services to Pacheedaht changed considerably over this fiscal year. At the beginning of this fiscal year, the community drives were not operating due to COVID concerns and in-person meals were suspended. However, by the end of year, all services had returned to pre-COVID levels
- There has been a high turnover in staff at Pacheedaht First Nation making it difficult to provide consistent services
- It takes time to build trust in First nation communities and our counsellor was finding that clients were reluctant to come and see her. We have been working with the new staff to find ways to increase numbers

New Program goals for 2022-2023

- Ongoing, reliable funding is a major goal for this program

“Thank you for everything you do for Pacheedaht First Nation. You guys rock!”

South Island Community Connections Program (SICC) and Empowering Personal Wellness Adult Activity Club

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. The SICC program matches individuals with community support workers for outreach, skill development and community inclusion. Supports offered may 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 has experienced significant 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 short term goals include:

- 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

Long term goals include:

- 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 2021-2022

- 50 clients received community inclusion, skill development and outreach services
- Empowering Personal Wellness (EPW) Adult Activity Club offered enhanced programming and days to include a 3rd drop-in group, additional community and creative activities, and focused skills development such as mindfulness training, budgeting, self-advocacy, cooking & kitchen skills, and goal setting for success
- For the health and safety of clients and staff, the AOS department did require individuals attending activity club to be vaccinated during the period of PHO restrictions and mask mandates. Impacted individuals were guaranteed to receive services through one-to-

one support. Individuals receiving only one-to-one supports were not required to be vaccinated

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:

- 92% have been involved with the program for longer than 1 year
- 100% felt they were able to have input into their personal goals
- 100% reported their Support Worker was flexible about scheduling appointments
- 91% reported their Support Worker understands their needs
- 100% reported their Support Worker was accepting and non-judgmental
- 55% reported they had definitely made positive changes in their lives and another 45% reported they had somewhat made positive changes in their lives

Program Trends and Analysis

- 8 new clients joined our programs during this period. This trend is slower than average due to COVID-19
- 5 clients left SICC services during this period, 1 returned later
- SFRS continues to receive referrals for new program participants who have mental health concerns, addiction and/or personality disorders
- Recruiting employees has been challenging. Since COVID we have seen a trend in trained support staff leaving this field to pursue employment or education in other sectors. As a result, recent efforts to recruit yields candidates who, while qualified, are inexperienced in this field of work. While this presents unique opportunity for diverse background experience, perspectives, and ideas, it also presents challenges in all aspects of training and requires longer and more intensive training.

Program Goals achieved in 2021-2022

- Goal: Reduce leasing costs by moving group services to Bryn Maur
Outcome: We reduced leasing costs incurred from accessing the second activity group location at 2805 Carlow Rd. However, with the size of the activity club group and the diverse interests and skill development areas we maintained access to a smaller space and the kitchen at Carlow Rd. for one day a week instead of two.
- Goal: Implement 3-day a week Activity group
Outcome: After a review of trends and surveys the program now offers a third day of group programming. This day is a drop-in with less structured schedule and includes options for skill development and learning. Drop-in participants can indulge in creative activities and/or participate in target workshops such as: Self-advocacy, resume building, letter writing and budgeting
- Goal: Implement Community Access in Activity club
Outcome: Activity Club has further modified its schedule to include a dedicated community day. Events and activities include fitness components such as accessing the community recreations and swimming pools, parks and trails as well as opportunities for community exploration and engagement such as museums and galleries, job fairs and other resource-based organizations

New Program Goals for 2022-2023

- Implement the Work Experience Opportunities grant received from the Ministry of Social Development and Poverty Reduction. Up to four SICC/WH individuals will participate in a paid opportunity to develop employment and life skills to thrive in the community and achieve positive, long-term work
- Acquire tablets and cases for all SICC and Welcome Home staff. This will allow staff to stay up to date on administration tasks. Staff will also be able to utilize the tablet while supporting individuals in the community. All staff will be trained on use of tablets.
- Continue and enhance half day team meetings: A fundamental aspect to the success of the AOS services is maintaining team cohesion and peer support among a relatively large team of staff. Adding to this challenge is that approximately 50% of the staff are outreach and have few opportunities to engage with each other. For years, the SICC program has committed to biweekly team meetings, but more recently careful planning, structure, and the addition of food (a popular feature) has resulted in team meetings going from a tedious requirement to a positive and welcome highlight. This year we have increased team meetings from two hours to four hours and implemented a wide assortment of activities including: team check-ins, mindfulness meditation, activities based policy review, brainstorming and planning sessions as well as peer supervision.

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.

Program Activities

- Supported 32 individuals and 30 home share providers throughout the year
- 3 home share individuals joined our program and 4 individuals left
- 3 new home share providers joined our program and 5 home share providers left
- SFRS had 2 individuals in the independent living units at Hope Centre in Sooke receiving outreach supports. BC Housing purchased the homes, and Sooke Shelter Society is the new operator. One individual was relocated to Langford, and one individual has chosen to stay in the Hope Centre
- The Home Share Coordinator continues to attend monthly interagency meetings to share strategies, discuss common challenges/successes, and plan training opportunities

Home Share Provider Feedback

Home Share Provider feedback is gathered formally through an annual survey and informally through the Quality-of-Life Reports that are completed bi-annually by Home Share Providers.

- 100% have been involved with the program for longer than 1 year
- 100% reported satisfaction with the amount of communication from their Homeshare Coordinator

- 100% felt they are helping the individual served to make positive choices in their day-to-day life
- Their favorite or most rewarding parts of being a home share provider were:
Helping their Homeshare client navigate life and watching the growth in the individual

Achievements

- Revamped the monitoring tools and Quality of Life Reports
- Home Share Coordinator completed the Community Living Home Study Certification for Share Living course through the Justice Institute of British Columbia
- A comprehensive Home Share Coordinator Handbook was completed for coordinators and management to refer to. This is a start-to-finish guide to the recruitment, set up and on-going monitoring of home share providers and participants
- The Province of B.C. held monthly teleconferences about COVID-19 led by the Deputy Provincial Health Officer, Dr. Daniele Behn Smith and CLBC CEO Ross Chilton, which the Home Share Coordinator attended and then dispersed relevant information to applicable parties

New or Ongoing Program Goals for 2022-2023

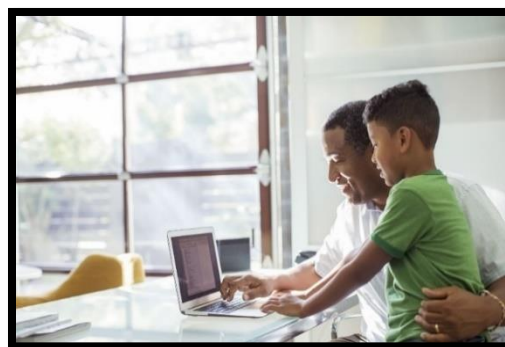
- Goal: Customize and implement Welcome Home program database module
Documentation has begun to be gathered to input into the database. HSC met with the SFRS IT Lead and software developer to review data base structure. This is an ongoing goal continuing through 2022-23
- Goal: Continue to improve monitoring tools and oversight of home shares
- Recruit new home share providers and grow the Welcome Home program

Bridging the Digital Divide

In response to the Covid-19 pandemic, this program was developed in partnership with the Coalition of Neighbourhood Houses Capital Region in 2020 and continued through this year.

Achievements in 2021-2022

- BDD continued to offer technology help desk support for community members referred through the Coalition of Neighbourhood Houses, Capital Region
- The program has seen an increased in help desk activity in the first quarter of the year, subsequently experiencing reduced activity
- Tech support on a one-to-one basis continued for seniors under a contract with James Bay Community Project
- BDD supported SFRS board members with technology access and training



New Program Goals for 2022-2023

- We continue to seek funding support to sustain this service in the longer term

A BDD story...

A program participant at the James Bay Community Project scheduled one on one sessions with the instructor. English was not their first language, so they required help in using their tablet to navigate the city and find resources in the community. They were an artist and through the classes became comfortable enough with the technology to be able to send photographs of their work to galleries to show their work.

SFRS Community Thrift Shop

This is a social enterprise with the motto Reduce, Reuse, Recycle and Reinvest. The program offers affordable, good quality used clothing and household items to the community and provides funds to support SFRS services. This was a very successful year for the SFRS Community Thrift Shop program.

Achievements in 2021-2022

- Thrift Shop ended the year with a strong financial showing, at net \$81,000, significantly surpassing our projections for the year
- Local news features profiled the social enterprise concept to educate the community about the service and environmental benefits of the program
- A restart plan was developed to bring shopping hours back to a pre-covid service model. However, this was not fully implemented as pandemic changes were constant
- Thrift Shop volunteers contributed 5,745 hours of service valued at more than \$86,000 and continue to be highly committed to the program
- The popular on-line auctions kept the program virtually connected to our community throughout the pandemic changes. Auctions generated \$11,000 in revenue
- Thrift Shop lease ended at year end. A board and staff committee worked tirelessly to secure a new location by April 1, 2022
- Local service clubs offered a regular Day of Service, and the shop opened on Wednesdays with this new help. We have not yet gone back to pre-pandemic shop hours
- Our committed volunteers enjoyed an evening of appreciation in November. Volunteers received an exclusive “half-off-everything” shopping experience with gift cards, desert, coffee and the good company of their thrift shop “team” which they very seldom see all together

New Program Goals for 2022-2023

- Review and revise the layout of the new shop for optimal aesthetic and revenue benefit
- Review and improve volunteer training for all volunteer activities
- Quantify the program benefits of recycling and diversion from the landfill
- Develop a sustainable program staffing model, including a succession plan



Thank You from Sooke Family Resource Society

Amazing volunteers at SFRS Community Thrift Shop
Ancient Order of Doers Anonymous
Anne Boquist
Anonymous—food donors
Anonymous donors to the Prenatal Program
Anonymous—Provincial Employees
Community Services Fund
BC Farmers Markets Coupon Program
Board Members
Boys and Girls Club of Greater Victoria
Canada Helps Covid Fund
Children's Health Foundation of Vancouver Island
Clark Trowsdale LLP
Cob's Bread Bakery
Community Living British Columbia
Corrie Cullen
District of Sooke
Don Thomson
First Nations Health Authority
Food Share Network
Give Food Get Food
Gift of Good Food
Island Health
Karen Shipway
Kingfisher Preschool - Fundraiser
Participants

Linda Gabriel
Maxine Medhurst
Ministry of Children and Family Development
Ministry of Education and Child Care
Ministry of Social Development and Poverty Reduction
Mustard Seed Food Bank
Red Barn Market
Pacheedaht First Nation
Public Health Agency of Canada
Rainbow Kitchen
RBC Sooke Branch
Sooke District Lioness Lions
Sooke District Lions
Sooke Harbourside Lions
Sooke School District 62
SFRS Homeshare providers
Sooke Region Literacy Project
Sooke Rotary
Tecnec Canada Inc.
Telus
Thrift Shop patrons and donors
Thrift Shop volunteers
Tim Hortons—Sooke
United Way of Greater Victoria
Victoria Foundation
Westshore Law



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