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People



Annual Report

2025-2026

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.

www.sfrs.ca



Board of Directors

Brian de Clare – Board Chair
Dannielle Carda– Vice-Chair
Sam Purdy – Treasure
Luis Almhanna – Director
Ja’lanie Charles – Director
Danielle Proudfoot – Director
Soleil Saxelby – Director

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Letter from the Board Chair



On behalf of the Board of Directors, it is my pleasure to reflect on another successful year for Sooke Family Resource Society.

The 2025-2026 fiscal year was marked by growth, achievement, and a continued commitment to strengthening the well-being of individuals and families in our community. The Society remained focused on its mission while adapting to evolving needs and opportunities.

This year also brought change to our Board. We extend sincere gratitude to Janice Alexander, who concluded many years of dedicated service. Her leadership and contributions have helped shape and strengthen the organization. We also thank Michael Strong for his service as a Board Director and are pleased he continues to support the Society as a member. We also welcomed new Directors Danielle Proudfoot, Dannielle Carda, Luis Almhanna, and Ja’Lanie Charles, whose perspectives and enthusiasm have enriched our governance and strategic discussions.

We were also proud to see the SFRS Thrift Store recognized with another nomination for a local Chamber of Commerce business award. This acknowledgement highlights the thrift store’s role in supporting programs, serving the community, and contributing to organizational sustainability.

As Board Chair during this period, I witnessed the dedication of our staff, volunteers, supporters, and community partners. Their commitment continues to make a meaningful difference for children, youth, adults, and families throughout our region.

Looking ahead, we remain committed to supporting the Society’s strategic priorities, strengthening governance, and ensuring Sooke Family Resource Society remains a trusted, responsive community organization.

Thank you to everyone who contributed to our success this year. Together, we are building a stronger, healthier, and more connected community.

Sincerely,

Brian de Clare

Brian de Clare
Board Chair

Sooke Family Resource Society

Message from the Executive Director

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Looking back on the 2025-2026 fiscal year, I am reminded again of the strength, compassion, and resilience within our community.

Every day at Sooke Family Resource Society, we have the privilege of walking alongside individuals and families as they celebrate milestones, conquer challenges, and build brighter futures. Across our programs and services, our team remains committed to fostering connection, care, and belonging.

As needs evolved, I was inspired by our employees and volunteers, who responded with creativity, flexibility, and an unwavering focus on the people we serve. Their work is reflected in the stories of resilience, belonging, and hope throughout this report. Our donors and supporters invest in a shared vision of a resilient and connected community. Together, they make an extraordinary impact.

The continued success and recognition of the SFRS Thrift Store reflects the vital role social enterprise plays in helping SFRS achieve its mission. Beyond supporting our sustainability, the store is also a valued resource, brought to life by the care, skill, and commitment of a dedicated team of staff and volunteers.

Marking the Society's fifth consecutive accreditation period, the successful completion of the CARF survey resulted in another three-year accreditation award. This achievement reflects our commitment to high-quality services, accountability, and continuous improvement, while affirming the dedication of our teams and leaders.

As we look ahead, we know that our communities will face complex challenges. We also know that strength is found where people are included, valued, and supported. SFRS remains steadfast in its commitment to being a place where people can find connection, help, and hope.

To everyone who has been part of our journey this year, thank you for your trust, generosity, and belief in this work. Together, we are stronger.

With gratitude,

Kelly Walker

Kelly Walker
Executive Director
Sooke Family Resource Society



Land Acknowledgement

Sooke Family Resource Society acknowledges the traditional territory of the Coast Salish people, specifically the unceded lands of the T'Sou-ke and Scia'new Nations where we work and live.

It is an honor to work alongside these communities and partners with the Songhees, T'sartlip and Pacheedaht Nations in service to families.



Strategic Priorities Progress

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During 2025-2026, Sooke Family Resource Society continued to advance its strategic priorities:

Community Impact

- Expanded youth, counselling, family support, and community inclusion services.
 - Continued support for vulnerable children, youth, adults, and families.
- Reconciliation and Inclusion
- Strengthened partnerships with Indigenous communities.
 - Continued Indigenous Family Support programming and cultural learning opportunities.

Organizational Excellence

- Achieved a three-year CARF accreditation renewal.
- Invested in staff development, technology, and quality improvement initiatives.

Financial Sustainability

- Maintained a positive operating surplus.
- Invested in an accessible van and technology upgrades.
- Continued strong support from the Community Thrift Store.

Community Connections

- Delivered over 11,000 volunteer hours.
- Strengthened partnerships with schools, health organizations, local governments, and community agencies.



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Finance

The 2025-2026 fiscal year continued to be challenging for nonprofit organizations across British Columbia, with rising operating costs, increasing service demand, funding pressures, and expanded reporting requirements. Throughout the year, Sooke Family Resource Society remained focused on financial sustainability while maintaining service capacity for the community.

Total revenue increased by 6.1% over the previous year, driven by higher regional government funding, expanded fee-for-service programming, and strong Thrift Store operations. Provincial funding remained stable, while federal funding and donation revenue declined. Total expenses increased by 4.5% (excluding amortization), reflecting staffing and information technology costs while remaining generally aligned with inflation.

SFRS finished the year with an operating surplus of \$144,760 (before amortization), enabling investments of \$110,258 in a wheelchair-accessible van and \$8,136 in technology. The Society also achieved a three-year CARF accreditation renewal with no finance-related recommendations and will transition to a cloud-based accounting system in 2026-2027.

Key Financial Data

Operating Surplus	\$144,760
Revenue Growth	6.1%
Expense Growth	4.5%
Accessible Van	\$110,258
Technology Investment	\$8,136



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Operations



Human Resources and Staff Development

The Human Resources Department continued to support SFRS's operations, workplace culture, and employee wellbeing while advancing organizational goals. At year end, SFRS employed 47 staff, engaged 30 contractors, and was supported by 30 regular volunteers. The organization welcomed nine new employees across various departments and experienced reduced turnover, with 10 Records of Employment issued, including temporary layoffs and three terminations.

Employee development remained a priority throughout the year. Staff completed required onboarding and annual training through Citation Canada, while organization-wide training days in May and November focused on mindfulness, financial wellness, duty to report, and Indigenous perspectives. Managers and supervisors also continued to provide role-specific training, while all employees participated in probationary or annual performance reviews, including self-evaluation opportunities to support reflection and goal setting. HR continued to strengthen organizational capacity through policy updates, leadership development opportunities, recruitment initiatives, and ongoing collaboration with the union to ensure compliance with the Collective Agreement. Through its focus on recruitment, training, employee relations, and workplace wellbeing, HR contributed to maintaining a productive, inclusive, and engaged workforce.



2025-26 HR Data

Employees	47
Contractors	30
Volunteers	30
New Hires	9
Records of Employment Issued	10
Organization-Wide Training Days	2

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Operations



Information Technology

Technology continues to evolve rapidly, and SFRS remains committed to adapting to new opportunities and challenges. During the year, work progressed on the development of a new website, with support from Geeks on the Beach, whose technical expertise and creative approach helped prepare the organization for a successful launch in 2026-2027.

SFRS also continued to benefit from the support of Tecnet, helping maintain secure systems while navigating emerging technologies such as artificial intelligence and cloud-based infrastructure. These partnerships strengthen organizational capacity and support the achievement of strategic goals.

Employee education remained a priority, with ongoing opportunities to build technology skills and regular communications focused on cybersecurity, technology updates, and digital best practices.

Bridging the digital Divide

SFRS continued its partnership with James Bay Community Project, supporting older adults in developing the skills and confidence needed to use technology safely and effectively. Through group and individual learning opportunities, participants received practical support using smartphones, tablets, and computers. The program was strengthened by two dedicated community volunteers whose knowledge and patience helped create a positive learning environment.

Together, the team provided more than 200 contact hours of technology support. Participants reported increased confidence using technology for everyday activities, including communicating with family, managing appointments, accessing information, and using translation tools to navigate language barriers. The program also supported adults with disabilities in developing skills that enhanced independence and daily living.

New Website Project Launching in 2026-2027

Ongoing Cybersecurity & Systems Support

Digital Literacy Training: Building confidence, connection and independence

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Operations

SFRS maintained a strong commitment to workplace health and safety throughout 2025-2026 through regular committee meetings, staff training, policy reviews, emergency preparedness activities, and ongoing compliance with WorkSafeBC requirements. Health & Safety Committee representation was maintained across all worksites, with continued focus on workplace inspections, incident reviews, emergency preparedness, and safety education.

As part of continuous quality improvement and CARF accreditation activities, SFRS identified opportunities to further strengthen emergency drills, documentation systems, and policy review processes. The organization remains committed to fostering a culture of safety, preparedness, and continuous improvement for employees, volunteers, and clients.

Key Accomplishments

- Monthly Health & Safety Committee Meetings
- Annual Joint H&S Committee Evaluation Completed
- Successful Fire Inspections
- Enhanced Emergency Communication Systems
- Near Miss Reporting Process Implemented
- 0 Refusals of Unsafe Work
- 0 Formal Health & Safety Complaints
- Ongoing CARF & WorkSafeBC Compliance

Health and Safety

Community Thrift Shop

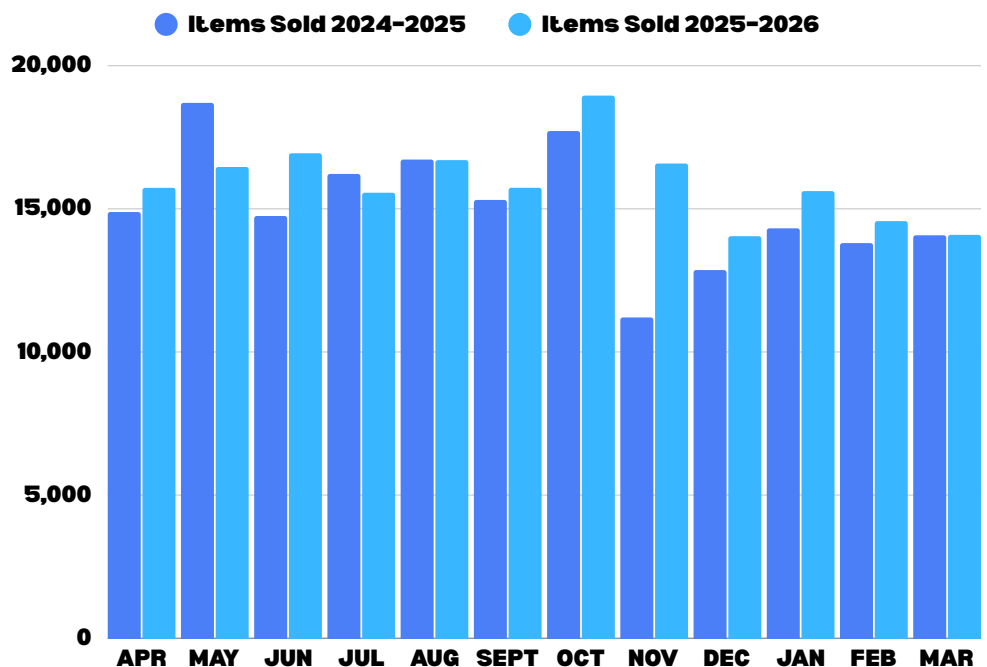
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Despite ongoing economic pressures and rising living costs, Thrift Store sales remained stable throughout 2025-2026, finishing slightly below budget projections.

The Store adjusted its November and December auction schedule to better complement other community fundraising events. Increased local shopping activity, driven in part by higher fuel costs, highlighted the importance of providing affordable goods and services close to home.

Items Sold Comparison 2024-2025 vs. 2025-2026



11,236
Volunteer
hours

Volunteers continue to play a vital role in the success of SFRS programs, services, and Thrift Store operations. Their generosity, dedication, and community spirit make a meaningful difference every day.



The estimated value of volunteer hours in 2025-26 is \$244,720.00!

Reduce, Reuse, Recycle, & Reinvest

Community Thrift Shop

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Items diverted
from landfill

207,586

Recycling Revenue
generated

\$33,774

Hard plastic
recycled

82,481 lbs

Environmental Impacts

The Community Thrift Store plays an important role in supporting environmental sustainability through the principles of reduce, reuse, recycle, and repurpose. During 2025-2026, the Store diverted 207,586 items from the waste stream, extending the life of usable goods and reducing the amount of material sent to landfill.

In addition to resale and reuse efforts, SFRS continued to recycle non-sellable electronics, metal products, and hard plastics through local recycling partners. These initiatives not only support environmental stewardship but also help reduce disposal costs and generate modest recycling revenues that support ongoing operations.

The Community Thrift Store works closely with local organizations, including the Sooke Food Bank, Sooke Transition House, Sooke Arts Council, Sooke Fine Arts Society, Repair Café, Zero Waste Sooke, and Sooke's three Lions Clubs. Volunteer support from the Lions Clubs, originally established during the pandemic, remains an important contribution to store operations.



Reduce, Reuse, Recycle, & Reinvest

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Counselling and Community Care Services



Youth Outreach and Navigator

The Youth Navigator and Outreach Program at Sooke Family Resource Society supports youth aged 13 to 19 across the Sooke region by providing accessible, youth-centred mental health and wellness services. The program offers assessment, individualized support, and outreach to young people experiencing a range of challenges, including mental health concerns, substance use, school engagement issues, family conflict, and relationship difficulties.

In addition to direct support, Youth Outreach Workers help young people navigate and connect with community resources and specialized services that promote long-term well-being and positive transitions into adulthood. The program is designed to be flexible and responsive, offering services at times and locations that meet youth where they are and reduce barriers to access. Through a commitment to professional practice, meaningful relationships, and community collaboration, the Youth Navigator and Outreach Program fosters safe, respectful, and supportive connections that empower youth to thrive.

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Youth Outreach and Navigator

Youth Outreach and Navigator team provides the following activities:

Assessments
Referrals
Short-term Crisis Support
Goal setting

Community Outreach
Advocacy
Facilitated Family Meetings
Youth Groups

Additional Services include:

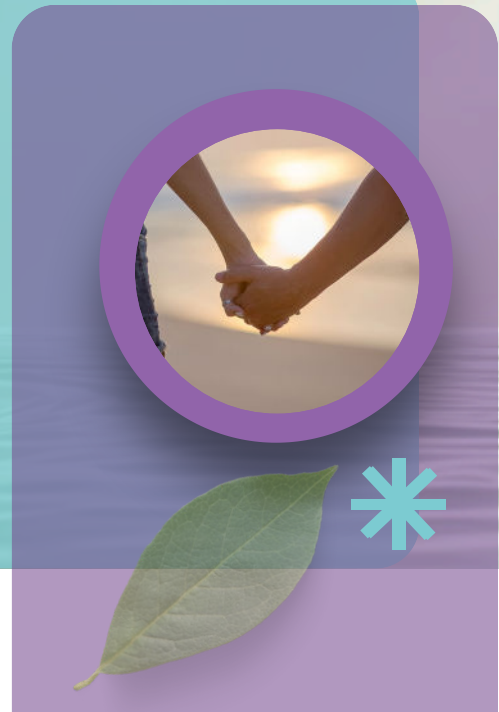
- Mental Health, Conflict Resolution and School Engagement Support
- Navigation to mental health, substance use, and community support services
- Resource information on available community programs, services, and resources to partner agencies

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Counselling and Community Care Services

Youth Outreach and Navigator



Program Outputs for 2025 - 2026

39 new youth were referred to the program

Approximately 1037 hours were spent providing direct service with youth

In this past year, three youth have successfully gained their learner's driving permit with the support and help of the youth navigator.

In the past year, three youth have successfully received Youth Agreements through the Ministry of Children and Family Development (MCFD), a program dedicated to supporting young people living independently from their parents with the ongoing support and advocacy from the youth navigators.

Program Trends & Analysis

The most common presenting issue for youth this year has been getting support for family conflict and relationship issues.

The second most common would be support with ADHD diagnoses and symptoms.

Challenges, Successes & Changes in 2025-2026

The Youth Navigator position had two consistent and committed youth navigators who brought increased service and stability to the program after staffing shifts in previous years.

In collaboration with SD62, the youth navigators facilitated a community engagement group for youth who were struggling to attend school classes. This group brought together youth to learn cooking, art, and connection with each other and healthy adult role models. This group was highly attended, and we look forward to facilitating again in the new school year.

In September 2026, we will welcome a new student through the Youth Navigator program to help facilitate groups in the fall months.

In collaboration with Foundry Westshore, the Youth Navigator has increased our influence in the community by attending several community events and gathering feedback on what people would like to see for youth services in our communities.

Program Goals for 2026-2027

Increase resources and opportunities for youth in Sooke while continuing to strengthen a sense of community, connection, and belonging.

Counselling and Community Care Services

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Caring for Community Counselling

The Caring for Community Counselling Program provides accessible, affordable counselling services to children, youth, adults, couples, and families living in Sooke and surrounding communities throughout all stages of life. Services are delivered by professional clinicians with master's-level training, as well as supervised master's-level counselling students. Fees are offered on a sliding scale based on household income and family size, helping to reduce financial barriers to care.

Demand for the program remains high, as many other counselling services in the region have restrictive eligibility criteria related to age, clinical acuity, or financial circumstances. The program is designed to minimize barriers to access, ensuring that individuals and families can receive timely, compassionate mental health support regardless of their circumstances.

The Caring for Community Counselling Program provided the following services:

- Short-term counselling for residents of Sooke and surrounding communities.
- Individual, family, couples, youth, and child counselling sessions (ages 10 and over).
- Group counselling on topics including anger management, chronic pain, and healthy relationships.

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Counselling and Community Care Services

Caring for Community Counselling



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 healthy relationships.

Activities & Outputs for 2025-2026

A total of 115 clients were seen in the program this past year.

Approximately 53.43% of clients identified as female, 46.96% identified as male and 2.61% transgender/nonbinary.

Program Trends & Analysis

Demand for low-cost counselling continues to increase, specifically with the decrease in free counselling programs.

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. Throughout the past two years, we have witnessed an increased in male identifying clients accessing counselling services.

Challenges, Successes & Changes in 2025-2026 Funding continues to be a challenge for this program, specifically due to the program cuts of other free counselling options.

The waitlist has been managed appropriately with clients waiting less than 3 months for service.

Program Goals for 2026-2027

The goal is to find stable funding opportunities for this program.

"If not for the service I received, my life could not have been fulfilled. This was perfect for my needs. It took 30 years to find the right therapy treatment."

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Counselling and Community Care 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 session 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

Outputs for 2025-2026

A total of 103 clients were supported through this program in the past year. Approximately 58.3% identified as female, 37.8% identified as male, and 3.9% identified as gender diverse.

Program Trends & Analysis

The STCC program continued to serve a growing number of clients presenting with high-acuity and complex mental health needs. The most common reasons for seeking support were anxiety, depression, and trauma/PTSD. We also observed an increase in clients accessing services while living with a disability or facing barriers to employment. As the program concluded in June 2026, we anticipate increased demand and engagement across our remaining counselling programs as clients seek alternative avenues for support.

Challenges, Successes & Changes in 2025-2026

Over this past year, we have seen stability in our clinical team with two incredible clinicians staffing the programs. This program continued to be highly utilized with a consistent waitlist up until the closure of the program. 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.

Program Goals for 2026-2027

There are no goals for this program as the program is no longer operating as of July 1st, 2026.

"My counsellor was incredibly kind, compassionate, non-judgmental, helped guide me through insightful questions to rediscover my person power and authentic spirit."

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Counselling and Community Care Services



Single Session Walk-In Services (SSWIS)

The Single Session Walk-In Services (SSWIS) program, launched in October 2024, is a free drop-in counselling program fully funded by Island Health. This service provides immediate access to a counselling session three days per week at our Wadams Way location. The program offers immediate counselling support, referrals, and community resources. Services are available on a first-come, first-served basis, with appointments offered from 10:00 a.m. to 2:00 p.m. on Mondays, Tuesdays, and Thursdays.

The Single Session Walk-In Services Program Provides:

- Same-day counselling services for individuals requiring immediate support.
- Referrals to other services and resources, including psychiatry and ongoing counselling programs.

Outputs for 2025-2026

A total of 267 clients were supported through this program. Approximately 52.43% identified as female, 45.69% identified as male, and 1.5% identified as gender diverse.

Program Trends & Analysis

The SSWIS program has been an important addition to our services, allowing us to provide increased support to the community. The program is highly utilized, and we have seen a substantial increase in male-identifying clients accessing this service. The most common reasons for seeking support were anxiety, depression, and trauma/PTSD. The most common referrals were made to our short-term community counselling program and other counselling services.

Challenges, Successes, & Changes in 2025-2026

In its second year, the program experienced both stability and growth, with increased client participation and greater community awareness of available services. The program continues to collaborate closely with other community initiatives, providing more comprehensive, wraparound support for clients. Feedback from participants and community partners indicates that the program helps address a significant service gap in Sooke by offering accessible local supports and reducing the need for residents to travel to Langford to access counselling and related services.

Program Goals for 2026-2027

Our goal is to increase funding, enabling us to expand the service and offer additional days of programming each week.

"My counsellor has been an excellent counsellor: attentive, intuitive, and sensitive to my PTSD and other concerns. She has helped me in a significant way, and I am very grateful."

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Family Development & Indigenous Family Support

The Family Development Program supports families referred by the Ministry of Children and Family Development (MCFD). The program serves families at risk of having children removed from their care, those working toward reunification, and those requiring supervised access visits for children in care.

Family Development Workers may complete parenting capacity assessments at the request of a social worker and may be called upon to respond to court subpoenas related to family cases. Staff provide parenting education and support focused on helping parents develop the skills needed to care for their children in a safe and healthy environment.

The program also helps families access community resources, including mental health, substance use, and health-care services; income assistance; neighbourhood house programs; parenting support groups; food security and hygiene essentials; and the SFRS Community Thrift Shop for clothing and household items.

Outputs for 2025 - 2026

Total number of families served: **45**

Total number of service hours delivered: **3172**

Successes & Challenges through 2025 - 2026

Demand for services remained high throughout the year, with all workers carrying full caseloads. Rising rental costs and limited affordable housing contributed to a significant increase in housing-related challenges. An unprecedented number of clients experienced eviction, requiring Family Development Workers (FDWs) and Indigenous Family Support (IFS) workers to provide intensive support to prevent or reduce homelessness.

Rising food costs also increased financial pressures on families, resulting in greater reliance on food banks and food voucher programs. In response, management re-established a partnership with the Sooke Food Bank, allowing surplus food to be distributed to families experiencing food insecurity and helping ensure nutritious food reaches those who need it most.

We also launched a parenting program that included free child care during group sessions, reducing barriers to participation. The program was highly successful, with strong attendance and engagement, and two additional program cycles are planned for 2026.

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Family Development & Indigenous Family Support

Program Goals for 2026-2027

Launch parenting programs in Sooke to address a significant service gaps for local families. Programming will begin in fall 2026 and continue throughout the year.

The Indigenous Family Support Program will continue to provide culturally appropriate support to Indigenous families and children connected to the Ministry of Children and Family Development (MCFD).

We will maintain our commitment to strengthen our relationship with Pacheedaht First Nation through biweekly community lunches and children's programming delivered in Port Renfrew. This past year, staff introduced a Parenting Jeopardy activity alongside the weekly lunches, which was well received by the community.

We will continue the Parent Swim and Lunch program, providing to-and-from transportation for families from Port Renfrew to the Sooke Recreation Centre for a family swim and shared meal. The program was highly successful, creating opportunities for parents and children to strengthen relationships while connecting with additional support from program staff.

FDWs and IFS workers also participated in Pacheedaht First Nation's Health Fair, offering beading activities for youth and face painting for children.

An Elder from Pacheedaht First Nation stated: *"Because you have supported us for so long, you are family now."*



Children and Family's

Children & Family Services

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 to healthy child development. The FRP serves families with children, from birth through school age, living in the Local Health Area 62, including: Colwood, Langford, Metchosin, Highlands, and Sooke and 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, Read, Set, Learn events, Early Development Instrument support, and the Transitions to Kindergarten Provincial Pilot Program. The FRP works actively in the community supporting Early Childhood Development initiatives and networks, as well as raising both the profile of SFRS and funds for programming.

Program Objectives

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

Activities and Outputs for 2025 - 2026

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.



Children and Family's

Children & Family Services

Prenatal Education and Outreach

24 pregnant women, plus 24 partners, received 72 direct service hours in 4 six-week prenatal course sessions. 31 pregnant women, plus 22 partners/family members received, 1,300 hours of one-to-one or small group outreach support.

FRP Playgroup Group Participation

15,876 provided ECD Information/Referrals/Linkage. 3,768 provided Parent-Child mentoring. 773 provided Intervention/Supportive advice. 275 groups provided. Participation of playgroups reflects cumulative attendance of 408 adults, 443 children. Cumulative attendance in Drop-in groups 3,228 adults, 3,616 children. 16 families identify as Indigenous, Metis, or Inuit. 131 families have home languages in addition to English.

Family Support

51 families received formal intake and support services. 492 FS Information/Referrals made and 99 linkages to additional services were provided. 3,268 instances of mentoring, supportive advice, and/or intervention were provided for clients. 3,202 instances of 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

98% 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.



Children and Family's

Children & Family Services

Drop-In Group and Family Support Programs Outcomes

19 categories of parenting/family/life skills addressed in programming had up to 99% of participants state a gain in knowledge. 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 for the Family Support and Pre/Postnatal Outreach services in this fiscal year. The acuity of need was quite high and continues to need more service hours per client than past years. FRP group programs continued to have an increase in 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 need acuity continues to increase and were of an ongoing nature that included transitions to Family Support Outreach.

Achieved Program Quality Improvement Goals for 2025-2026

Refurbished the outside play area surfacing. Provided C&F team with ProD in-service topics focusing on our 7 core areas of learning and emergent best practices and learning. Revisited 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.

Program Quality Improvement Goals for 2026-2027

Enhance pre-program grounding and post-program debrief practices for team support. Provide an Indigenous ways of learning professional development for team. Support succession transition for team.

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Children and Family's



Children & Family Services

FRP Community Involvement/Partnerships

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

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

"My daughter loves coming to FRP groups. That has built community for our family and great social skills for her. We look forward to it each week."

FRP participant, November 2025

Children and Family's

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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 2025 - 2026

The SFRS annual reporting year spans two components of programming years for the Kingfisher Preschool. For the 2025-2026 preschool year, 60 spaces were made available with a 92% program registration rate throughout the preschool year. Kingfisher Preschool was involved in the SD62 Sooke Early Years Transition to Kindergarten pilot program. Two SFRS newsletters and ten Kingfisher newsletters and programming calendars were provided. Communication with parents was maintained through online distribution of newsletters and Early Childhood Development information. In addition to a private Kingfisher Facebook page, phone and face-to-face connections. Parents were invited to orientation sessions and families were provided with individual family tours prior to the start of preschool to create connection and cohesiveness regarding the Kingfisher program and health-related protocols. Families with children "graduating" from Kingfisher attended a wonderful ceremony celebrating their children.

Children and Family's

Kingfisher Preschool

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Client and Program Participant Feedback

Parents are offered the opportunity to provide a 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 staff's 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, 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. The children love Kingfisher Preschool - their teachers, playing outside, circle time with songs, dance, and stories, and the daily play activities - especially crafts and baby ducklings!

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. Parents expressed appreciation for the Child Care Fee Reduction Initiative that Kingfisher Preschool applies for on their behalf. An average of 20% of the children in the program have additional support 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 continue 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 2025-2026

Refurbished the landscaping of the preschool playground.

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

New Program Quality Improvement Goals for 2026-2027

Arrange and provide enhanced support for 6 children with additional support needs. Provide an Indigenous ways of learning professional development for team. Support succession transition for team.

"We love Kingfisher! Thank you for a great year!" Kingfisher Parent - 2025 -2026

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Child Care and Resource Referral

The Sooke-West Shore 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 School District 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, courses, and a community of practice for Care Professionals and parents, consultations on child development and child care concerns, a playgroup 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 outreach support site visits for 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

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

Activities, Outputs, and Outcomes for 2025-2026

Membership: 99 Licensed Care Providers. 402 child care referrals provided to parents; 9,403 community resource referrals provided to parents and care providers; 82 parents/care providers received ACCB/CCFRI/other government programs service information. Four CCRR newsletters and two SFRS newsletters provided. 182 participants attended training opportunities and appreciation activities for care providers. The CCRR Toy Lending Library was used by 78 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 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 child care. The CCRR provided necessary support regarding the completion of the ACCB process for families and the 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.



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Child Care and Resource Referral

Program Trends and Analysis

Client resource and referral requests continue to require more time as client needs are increasingly more complicated. Professional support for caregivers continues to increase, as the needs they are faced with become more complicated. The workshop/professional development offered was regularly full to capacity.

Achieved Program Quality Improvement Goals for 2025-2026

With our enhanced staffing model: Offered and arranged a schedule of outreach visits with Licensed Family Childcare. Attended more community events and community-based services to connect and share information with families. Gave 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 attended. Provided a CCRR presence in Family Resource Programs, SD62 Strong Start programs, and other community-based programs/events in order to refer families to community resources; information and resource sharing through email distribution list and through the Sooke-West Shore CCRR Facebook page.

New Program Quality Improvement Goals for 2026-2027

Develop and provide new community-based/outreach programs: Play in the Park, Music Circle Time, Story Time. Provide an Indigenous ways of learning professional development for team. Support succession transition for team.

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

"The C.o.P. has helped me make connections within the community, made me more aware of all CCRR has to offer, and has provided many skills applicable to facilitating art activities with early years children."

Sooke-West Shore Child Care Providers/Community of Practice Participant – 2025-2026



Adult Outreach Services



South Island Community Connections

South Island Community Connections Program (SICC) and Community Connections 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. Connections 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 well-being. Mastery of basic life skills and independence within the community. Awareness of and confidence to access and utilize community and government resources. Strong, reliable support systems and enduring friendships.

Activities and Outputs for 2025-2026

72 clients were provided with community inclusion, skill development and outreach services. Empowering Personal Wellness (EPW) Adult Activity Club updated its name to Community Connections Club. Re-implementation of a Program Supervisor position completed internally.



Adult Outreach Services

South Island Community Connections

Client and Program Participant Feedback: South Island Community Connections

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 11 responses to our formal survey. Results indicated that socializing and learning something new are most important to them. All respondents felt that their life has changed since working with SFRS.

Community Connections Club

Client feedback was gathered formally through survey and informally by group discussions or talks with participants. From the 20 formal surveys returned to us, results indicated:

Top office activities: Movies, cooking, and colouring. **Top fieldtrip activities:** Movies, animal visits, and mini golf.

Program Trends and Analysis

11 new clients joined our programs during this period. 3 clients left SICC services during this period.

New referrals from CLBC were fairly stagnant until fiscal year end when there was a sudden, high-volume surge.

Program Goals achieved in 2025-2026

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

Outcome: Connections Club continues to work out of the Westshore Masonic Centre. This close proximity to our Bryn Maur location with its large space and separate quiet room provide practical convenience and setting; however, we continue to explore options that would allow the department staff and programs to operate at the same location.

Goal: Create a Peer Support Worker Program. **Outcome:** AOS successfully received a Work Experience Opportunities Grant from United Way BC in Q3 and Q4. This grant allowed us to provide four positions for Peer Support Workers working 10 hours per week for 20 weeks. Peer Support Workers led group gatherings and connected one-on-one with peers. AOS staff built a foundational training program for peer support workers that can be used to train future peer support workers.

New Program Goals for 2026-2027

Goal: Continue to explore buildings that allow office space and Connections Club to run in the same location. **Goal:** Secure funding to continue the peer support program permanently. **Goal:** Develop Queer and Trans monthly drop-in group.



Adult Outreach Services

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. 26 Home Share Providers were contracted through the Welcome Home program. 2 Home Share Providers exited the program. 1 new Home Share Provider was recruited and onboarded. 2 new Home Share individuals joined the Welcome Home program. 2 Home Share individuals transitioned out of the program. A new Home Share Coordinator hired and trained in Q4. Ongoing monitoring visits and check-in meetings were completed to support successful placements.

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 Providers. Open communication between Providers and the Coordinator is encouraged.



Adult Outreach Services

Welcome Home



Achievements by The Home Share Coordinator:

Completed the *Community Living Home Study* training course through the Justice Institute of BC.

Completed *Working in First Nations Communities: Cultural Safety Training* through Len Pierre Consulting, strengthening culturally responsive service delivery practices.

Successfully recruited and onboarded 1 new Home Share Provider.

Updated program forms and documentation to align with CARF requirements.

Represented SFRS at monthly interagency meeting; sharing strategies, discuss common challenges/successes, and match individuals seeking home share with suitable providers.

Maintained relationships with Home Share Providers and supported individuals with regular communication, support visits, and problem-solving to support healthy and sustainable placements.

New Program Goals for 2026-2027

Goal: Recruit 1 - 2 new Home Share Providers and facilitate successful Home Share matches.

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

Goal: Work collaboratively with Home Share Providers and individuals to identify and support progress toward personal goals related to independence, community participation, and overall well-being.

How has working with SFRS changed your life?

"Getting out more, building friendships."

"Getting me more out my comfort zone and meeting new friends."

"Being able to help me with the support and feeling comfortable talking about the things I normally struggle to talk to people about."

"It's helped me grow as a person and I have made lots of friends through program."

"Getting out more often, being out in the community and getting exercise."

"Provides the biggest social part of my life."

"Makes community access easier/more services."

Where to Find Us

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We appreciate
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SICC and Welcome Home Langford

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SFRS Community Thrift Shop

778-352-3001



2065 Anna Marie Rd



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