

# COMMUNITY INVESTMENT DIRECTORY

2017 - 2018



**United Way**  
Greater Victoria



**Together, we are possibility**

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United Way's mission is to improve lives and build community by engaging individuals and mobilizing collective action and we do this through our dual role as a year-round fundraiser and impact funder. We aim to address the immediate needs of our most vulnerable citizens through the funding of a network of services, while also focusing on the future, in order to address the root causes of social issues and create sustainable change.

Although many citizens flourish in Greater Victoria, others do not have access to the essentials needed for their overall health and well-being. The high cost of living especially in terms of housing, along with alarming child poverty rates, growing numbers of homeless people, rising numbers of working poor families and isolated seniors are just a few of the challenges we face.

Being an impact funder means that we are working to improve social conditions, build stronger neighbourhoods and create better lives for individuals and families. Our goal is for the community to be measurably better off as a result of the work of United Way and our funded community partners.

People accessing United Way programs and services are among us every day – they could be your co-workers, neighbours, friends or extended family members.

For the 2017/2018 year, United Way has allocated funding for 89 programs within our three priority areas:

**All that kids can be** – providing children and youth with the resources and supports to grow up healthy, succeed in school, and transition into strong adults.

United Way currently funds 29 programs that support school readiness, school achievement and a successful transition to adulthood and the workforce.

**From poverty to possibility** – building individuals' financial stability and independence through access to healthy food, affordable housing and employment.

United Way currently funds 17 programs related to housing, food security and employment to assist people in finding pathways out of poverty.

**Strong communities** – developing the capacity of people to care for themselves and their families by creating opportunities for social interaction, community belonging, and inclusiveness.

United Way currently funds 43 programs related to overcoming mental health challenges and addictions, trauma from domestic violence, and social isolation among seniors, persons with disabilities and newcomers to the community.

## **bc211**

New to our funding portfolio this year is bc211.ca. bc211.ca is an online information service that is an up-to-date, reliable gateway to community, social, non-clinical health and government services. The service directory database includes over 12,000 current entries that document and describe services and organizations available to help people. The website is optimized for mobile devices and online chat is available seven days a week from 8 am to 11 pm. Some of the information available includes:

- Employment support
- Legal assistance
- Mental health and addiction services
- Housing options including shelter locations
- Seniors services
- Children and youth programs

# ALL THAT KIDS CAN BE

United Way strives to help infants grow into healthy children; offers the support children need to start and succeed in school; and empowers young people to make successful transitions into the workforce or post-secondary education.

## OUR INVESTMENTS 29 Programs

### LIVES CHANGED

We fund programs and services that:

Assist children to be ready for school

Build positive role models and mentoring for children and youth

Support youth to stay in school and transition to a meaningful work life

Support individuals to be strong parents and to build healthy families



### **1UP The Victoria Single Parent Resource Centre MOMentum Moms and Mentors Program**

This program matches isolated single moms with volunteer mentors for a year of friendship, support and positive parental role modelling. Mom/mentor pairs meet weekly and larger groups (including kids) meet monthly for an educational talk, lunch and relationship building. The program develops the capacity of single moms to form community connections and develop additional parenting and life skills that enable them to be more resilient and empowered parents. Monthly mentor meetings further train and develop the capacity of our volunteer mentors to provide empathetic, non-judgemental, strength-based, and trauma-informed support to vulnerable single moms in the community.

### **Artemis Place Society Artemis Place for Girls**

This program assists and encourages teenage girls to stay in school while offering individualized support with academics, counselling, and life skills. Girls are given practical skills to overcome barriers to success such as addictions, mental health issues, poverty, trauma and learning disabilities.

### **Beacon Community Services Out of the Rain Youth Shelter**

This shelter program provides homeless youth age 15 to 25 with accommodation and food during the coldest months of the year, October to April. The program provides shelter seven nights a week and two hot meals each day. The space for the program is provided through local churches in partnership with other social service agencies.

### **Big Brothers Big Sisters of Victoria Community Mentoring Program**

This community mentoring program matches children with screened adult mentors. Each mentor and mentee meet weekly to participate in a variety of activities geared towards increasing resiliency in the youth through fostering strong adult relationships.

### **Boys & Girls Club Services of Greater Victoria Empowerment of Discovery - Helping Parents Helping Children**

This program provides support to both children and their parents. The parents are provided with support and skills to increase their parenting knowledge and effectiveness. At the same time, the children engage in extra-curricular activities that promote emotional, physical, intellectual and social well-being.

### **Burnside Gorge Community Association Youth Self-Sufficiency - Transitioning the Rocky Road from Youth to Adulthood**

This program provides supports for youth who are in foster care and/or youth who have no other available supports as they transition to adulthood. The program provides up to three years of assistance in the areas of housing, employment, education, relationship and trust building, life skills, and identity and emotional healing.

### **Community Living Victoria VOCYL Victoria/WestShore Middle School**

The Victoria Opportunities for Community Youth Leadership program provides youth, with and without developmental disabilities, the opportunity to develop and practice leadership skills while promoting an inclusive culture for all. The youth in this program share their knowledge and experiences by giving presentations to local schools, participating in fundraising activities, planning and hosting social events, and attending conferences and workshops tied to promoting inclusion.

### **Community Options for Children and Families Society Family Support Program**

This program provides vital information and services to low-income families who have family members with developmental disabilities. The program ensures that families are able to access eligible supports and address any gaps in the resources they need.

## **DRS Dialogue & Resolution Services**

### **Youth Reconnection Mediation: Building Supportive Relationships**

This project centres upon developing a peer-led mediation process to assist youth who have “aged out of care,” in building more constructive relationships with a parent, sibling, grand-parent, or other family or community member chosen by the youth. Depending on the situation, a one-to-one mediation, community circle, or combination of the two will be employed in order to facilitate dialogue and relationship building among participants. With no charge to the youth or family involved, trauma informed, highly trained mediators work with and for youth, while building their self-esteem and capacity in a sensitive and informed environment.

## **Esquimalt Neighbourhood House Society**

### **Best Families - West Shore**

This parenting program provides education and support to young West Shore parents and their babies up to 12 months of age. Parenting support is provided in a group setting with the focus on effective parenting and building peer relationships.

## **Family Services of Greater Victoria**

### **Children's Supportive Counselling and Group Programming**

This program offers supervised professional clinical counselling services for children and families processing grief and loss symptoms related to separation and divorce. Counsellors provide healing through a range of interactive approaches including the use of play, art and music techniques, as well as animal-assisted therapy.

### **Families in Transition**

This program serves families going through divorce and separation. It consists of group sessions for children and their parents, and private one-on-one professional therapy for individuals, couples and families.

## **Friends of Living & Learning through Loss**

### **Healing and Resiliency - Youth Loss Support Group**

This eight-week loss support group program reaches out to immigrant and refugee youth who need a safe place to connect and share their unique grief experiences. Through building trust, belonging and resiliency, participants learn effective strategies for healing and addressing personal and cultural loss.

## **Garth Homer Society**

### **LifeStreams Learning (LSL)**

This educational program for young adults with developmental disabilities provides highly individualized learning, literacy and numeracy training, vocational skills development, and life skills cultivation. By building competency in these areas, participants have improved opportunities for inclusion, independence, and employment. LSL uses an innovative learning management database – essentially an effort-and-outcomes tracking system – that helps instructors develop a unique instructional regime for each learner based upon their personal capabilities and information absorption styles.

## **Hulitan Family and Community Services Society**

### **Journeys of the Heart Cultural Learning Program**

This program provides a 10-month cultural learning environment for Aboriginal children aged 3-5 years old and their families. The program nurtures a child's cultural identity while preparing them for the education system and providing the children and their caregivers the skills and tools to promote a positive transition into the public school system.

## **Learning Disabilities Association of BC SVI Chapter**

### **Emotional Development Support Programs**

This program provides an array of services to educate, support and advocate for children with learning disabilities and their families. Children and parents are provided with a continuum of services including referrals, support, educational resources and counselling services. In addition to working with children and their families, the program also provides community members, organizations and education professionals with resources to better support children with learning disabilities.

### **NEED2 Suicide Prevention Education and Support Youth Suicide Prevention Program**

This program connects with youth and young adults in the classroom and online, providing suicide awareness education, emotional support and crisis intervention. The Youth Suicide Prevention program mitigates risk by getting thousands of youth help in a timely manner and provides positive information and tools to enhance overall resilience and coping skills.

### **Pacific Centre Family Services**

#### **Child and Youth Mental Health Local Action Project**

This project serves individuals and families in West Shore and Sooke affected by child and youth mental health (CYMH) issues. By building upon the research conducted by the Local Action Team (LAT), the project enhances the capacity of CYMH services in the community.

### **Pender Island Child Care Society**

#### **Honouring Families: Empowering Self**

This program focuses on building and enhancing self-esteem in pre-teens living on Pender Island. Trained mentors facilitate self-awareness, resourcefulness, mindfulness, and coping skills for youth through discussions, journaling, meditation, yoga, and art. A monthly parent support group educates family members on topics such as mental health, nutrition and consent.

### **Quadra Village Community Centre**

#### **Launch Pad for Youth**

This youth program works with marginalized youth in the Hillside-Quadra area. The program provides support, social ties and opportunities to enhance self-sufficiency in marginalized youth. Key activities include youth outreach, project coordination, system navigation, mentoring, personal action plans, life/social/employment skill building, work experience, helping community, group decision making, fundraising, team building and outdoor trips.

### **Saanich Neighbourhood Place**

#### **Anxiety Connections for Children and Youth**

This program provides information and skills to cope with anxiety through a continuum of services ranging from early intervention to therapeutic management. Cost effective programs are delivered in a group setting which promote socialization, problem solving and peer support.

### **Sooke Family Resource Society**

#### **Youth Outreach and Navigator Program**

This program provides assessment, referral, outreach and counselling for youth experiencing significant life challenges, especially with mental health and/or addiction. Navigators assist youth to link with appropriate treatment services, improve family and community connections and increase life skills.

### **Sooke Transition House Society**

#### **Children Who Witness Abuse: From Roots to Wings**

This program provides services to children with the objective of stopping the inter-generational cycle of abuse by teaching non-violent ways of resolving conflict while promoting the process of healing. The program supports children whose emotional health and self-esteem have been affected by witnessing abuse, threats or violence in the home. The program also offers support to the parents who are survivors of abuse.

### **Young Women of Spirit**

This mentorship program helps young women develop their strengths and achieve their goals in life while staying safe in dating and peer relationships. The program focuses on building resiliency, self-esteem and social connections to move beyond the violence and build better futures. Activities help build the capacity of women and their families to deal with the stress of traumatic events and help develop healthy relationship skills.

### **Victoria Immigrant and Refugee Centre Society** **Enable Program for Newcomer Children and Youth**

This program provides social, academic and emotional support to newcomer children, youth and their families. Through group social activities, one-on-one academic help, art therapy groups, and individualized action-planning, Enable helps newcomers feel empowered and included. The program also engages volunteers, community members and community partners to create a more inclusive community for everyone.

### **Victoria Sexual Assault Centre Society** **Project Respect: Youth Gender-Based Violence Prevention Education and Social Action**

This program works with youth to break the silence around sexualized violence by exploring its root causes such as power and gender expectations, and drawing connections among the multiple forms this violence takes. The program supports youth to develop knowledge and skills to practice respectful relationships and to engage in social action to end sexualized violence and create inclusive communities.

### **Victoria Therapeutic Riding Association** **Life Skills Program - Stable Management**

Designed for participants with a broad range of barriers and special needs, this program uses the management and care of horses to teach responsibility, time management, behavioural regulation and empathy, while building confidence and life skills. Students learn the theoretical concepts of horse management, while working in the classroom and in the barn. The curriculum is based on the long standing pony club levels, which progress riders from beginner to advanced, and is tailored to meet the individual needs of the participants.

### **Therapeutic Riding for Children and Adults with Disabilities**

This therapeutic riding program promotes physical, psychological and social well-being. Lessons are designed to address challenges specific to each person. They include therapy riding for those with complex health issues, recreation riding for adults with physical or cognitive issues who want an activity they can participate in, and sport riding.

### **Victoria Youth Clinic Society** **Strengthening the Frontline**

This program provides support for vulnerable youth age 19 to 25 with mental health, addiction, and challenges related to gender orientation. The program addresses an important service gap for this population as they are no longer eligible for mental health and addiction services. Many adult focused mental health and addiction programs are not appropriate for them because developmentally they have not made the transition to adulthood.

# FROM POVERTY TO POSSIBILITY

United Way believes the pathway out of poverty starts with providing resources and opportunities for individuals to become more self-sufficient through access to healthy food, affordable housing and employment.

## OUR INVESTMENTS 17 Programs

### LIVES CHANGED

We fund programs  
and services that:

Offer safe and  
stable housing

Increase access  
to nutritious food

Offer employment  
training and skills  
development

Provide financial  
literacy support



### **Beacon Community Services**

#### **Retail Training Certificate Program**

This program is based on a unique collaboration between business and community that provides employment training for hard to employ people. The program provides an eight-week employment skills training session that supports individuals' mental health wellness and the development of employment skills in an existing retail thrift shop setting.

### **Bridges for Women Society**

#### **WSANEC Bridging Employment Program**

This program aims at inspiring and empowering Tseycum Nation women impacted by violence, abuse and the intergenerational trauma of Residential Schools to reclaim their lives and build financial security. The goal of the program is to break the cycle of poverty and violence, to support the women to move beyond these barriers toward healing and employability, and to increase the amount of safe supports available on reserve. The program consists of providing counselling and pre-employment workshops to Tseycum Nation women, 19 years of age and older, who are attending employment programs and trauma counselling for the first time.

### **Burnside Gorge Community Association**

#### **Family Self-Sufficiency Program**

This program is an innovative, asset building and financial literacy skill development program for families with low incomes. This program strives to increase employability and financial capacity, build financial literacy skills and knowledge, improve self-reliance and facilitate less dependence on government supports while providing links to community resources.

### **Farmland's Trust**

#### **Agricultural Land Protection Program**

This program works to ensure that small farms in the Saanich Peninsula are able to access supports required to continue actively producing local food. This society holds that by protecting and preserving farmlands and agricultural, natural and cultural features of our region benefits current and future generations. Such efforts are intended to relieve poverty and promote awareness and interest in the importance of local sustainable agriculture and food security.

### **James Bay New Horizons**

#### **Sunday Dinner Program**

This program is one of several supports offered to isolated seniors in need of a break from cooking meals and in need of new opportunities to meet people. A three course meal is served at an affordable cost by volunteers who welcome regulars and visitors alike.

### **Our Place Society**

#### **Food Services Program**

This program provides 1,600 nutritious meals a day to Victoria's homeless, working poor, seniors, and people with physical and mental health challenges. The program also provides an opportunity to engage with outreach staff, build relationships, and connect with community resources.

### **Pacifica Housing Advisory Association**

#### **The Greater Victoria Streets to Homes Program (S2H)**

This program works to move people experiencing homelessness directly to private market housing obtained through a comprehensive landlord support system. S2H provides rent subsidy, case planning and supports through direct service and referrals to community resources to ensure participants remain housed and progress towards self-sufficiency.

### **Phoenix Human Services Association**

#### **Rise Up Youth Employment**

This program provides employment services to vulnerable youth between the ages of 15-25 who experience a variety of barriers preventing them from developing the necessary skills to secure and maintain paid employment. A one-to-one customized employment service meets each youth's unique needs while ensuring that the services are accessible and youth feel safe and comfortable during meetings. The project provides both the tools and professional employment advice for participants to build the essential life skills they need to secure and maintain paid positions throughout their lives.

### **Ready to Rent BC**

#### **Housing Readiness program**

This 12-hour certificate course focuses on tenancy rights and responsibilities, communication skills, and financial literacy. The Ready to Rent certificate is being recognized by a growing number of housing providers and landlords, increasing the opportunity for graduates to secure stable housing.

### **Together Against Poverty Society**

#### **Employment Rights & Education Project**

This project helps ensure employees receive fair compensation for their work and are not subjected to undignified working conditions. By increasing access to justice for those who have a legitimate claim against their employers, but who cannot afford the services of a lawyer, program staff uphold the rights of workers who may have been wrongly dismissed, are owed money from their employer, or need help communicating with employers about issues and standards.

#### **Established Legal Advocacy Programs**

This program provides legal advocacy for people of no or low-income on Southern Vancouver Island and the Gulf Islands in the areas of income assistance, provincial persons with disabilities benefits and tenancy issues.

### **Victoria Cool Aid Society**

#### **Building Lives Through Work**

This program aims to significantly increase the availability and diversity of work opportunities for people facing multiple barriers to employment by building the capacity of the existing Community Casual Labour Pool employment service. Through intensive and directed marketing and advertising, in-person outreach, engagement, and networking with potential employers, an increased and diverse range of work opportunities will be made available for vulnerable people in the community.

### **Victoria Cool Aid Society**

#### **REES Outreach and Support Program**

This program provides accessible, responsive and barrier-free supports and services to adults facing mental health and/or substance use challenges, poverty, unemployment, homelessness, unstable housing, chronic health and disability conditions, isolation, and other personal and societal challenges. Through outreach services, peer support and employment opportunities, participants are assisted to improve their health and social well-being.

#### **Downtown Service Providers (DSP)**

This group is made up of representatives from several agencies serving the homeless. Formed in 2003, representatives from the Greater Victoria Chamber of Commerce and Street Issues Liaison Committee later joined the group. The purpose is to identify the services being provided by the social agencies, agency mandates, gaps, solutions and resources required to address the emerging social issues in the downtown core.

### **Victoria Native Friendship Centre**

#### **VNFC Community Kitchen**

The VNFC Community Kitchen relieves the stress of poverty and food insecurity for distressed and disadvantaged families, youth, homeless, Elders, and other individuals living in the Greater Victoria Area. The kitchen provides free hot lunches every Friday to an excess of 100 community members and also works in collaboration with other VNFC programs by preparing and providing daily healthy meals, snacks, and pantry items to community members who participate in these programs. In addition to food provision, the kitchen also offers educational programs to those interested in life and kitchen skills. These programs are designed to assist and teach the cultural preparation of food while focusing on traditional knowledge transfer between Elders and youth.

### **Victoria Rainbow Kitchen**

#### **Rainbow Kitchen Project**

Rainbow Kitchen, with the assistance of over 200 volunteers, prepares and serves nutritious, tasty hot lunch to about 140 people a day, five days a week each year at the Esquimalt United Church. This safe and supportive program is for poor and marginalized people. The majority of food is donated by corporate partners who share the program's goal of establishing food security independence for those in need. Many volunteers start as guests who train and study to gain work experience in the kitchen and at local community gardens.

### **WSÁNEĆ School Board/ LifeCycles Project Society**

#### **Native Plants & garden Education Program**

Based at the LÁU, WELNEW Tribal School gardens and greenhouse in Brentwood Bay, this program combines teachings on garden fruits and vegetables with native plants and foods. This project explores plant propagation, traditional food preparation such as pit cooks and salmon bakes, food processing, and food ecosystems. Students develop gardens and learn about ecological restoration and native ecosystems from elders who speak on traditional methods and our connection to nature

# COMMUNITY

Healthy individuals and families are the backbone of strong communities. When people have the opportunity to connect with others and access services close to home, they are more likely to overcome life's challenges. United Way supports critical social programs to help people lead healthier lives.

## OUR INVESTMENTS 43 Programs

### LIVES CHANGED

We fund programs and services that:

Support individuals to overcome mental health and addiction challenges

Address trauma from family violence

Support people to become active in neighbourhoods

Provide isolated seniors and people with disabilities with community connections



### **Aboriginal Coalition to End Homelessness**

#### **Priority One Task Force - Cohort of 12 Project**

This project focuses on providing holistic supports that address the critical issue of stable housing for 12 at-risk Aboriginal women experiencing chronic homelessness. Through the implementation of cultural activities and traditional knowledge, the project focuses on building meaningful, lifelong healing as well as long-term housing for participants.

### **AIDS Vancouver Island**

#### **Access Possibilities Program**

This program provides coordinated individual and group support options for people living with, or at risk for, HIV and/or hepatitis C. Participants build a network of support unique to their individual needs through drop-in services, nutritional support, counselling, case management and group learning opportunities.

### **Anawim Companions Society**

#### **Life Skills Training for a Resident and Non-resident Group in a Family Like Setting**

This life skills program provides a residential setting for people who have addiction issues and works to assist people living in physical, emotional or social poverty who seek a better way of life free from dependency and addiction.

### **BC Schizophrenia Society, Victoria Branch**

#### **Peer Support Program**

This program provides people living with schizophrenia recovery and re-lapse prevention support. It works with mental health experts as well as peer leaders to support and build the skills of participants while empowering them to live successfully with schizophrenia.

#### **Creating Community Links and Learning from Lived Experience**

This project builds peer support training modules to develop a shared local literacy regarding support for community partners and advocates. Training manuals and public forums transform conversations and engage new champions in schizophrenia awareness.

### **Bridges for Women Society**

#### **Bridges Employment Program**

This program works to break the cycle of abuse and trauma through education and employment training. It assists women to identify interests and skills, develop long-term career goals, end isolation, support each other in a classroom setting, and discover how to build their own personal and community supports. The curriculum includes addressing histories of abuse, individual study, counselling and coaching, career exploration, workplace and academic skills.

### **Cridge Centre for the Family**

#### **The Cridge Young Parent Outreach Program**

This parenting program focuses on providing support to young parents age 16 to 24 and offers tools to create stable, safe, healthy lives for themselves and their children.

#### **The Cridge Respite Service**

This respite program for parents who have special needs children, partners with hotels and businesses to meet the need for caregiver respite. The program builds family, resiliency and enables them to better deal with the chronic stress associated with raising a child with special needs.

### **Esquimalt Military Family Resource Centre**

#### **Deployment Support for Military Families - Deployment Respite Care**

This respite program for military children and their parents addresses the isolation and stress that many experience when Canadian Forces family members are deployed. It offers parenting workshops, informal networking sessions, and children's workshops to enhance parent's ability to cope while their loved ones are away. By providing respite/deployment child care to military families, additional stress is alleviated allowing families to engage more successfully with their support networks.

**Esquimalt Neighbourhood House Society**  
**Are you okay? Prevention, Support and Advocacy through Volunteer Counselling**

This community-based, volunteer-based program helps people with a complex range of mental health and addiction issues. This program also helps people facing difficulties such as poverty and family breakdown that impacts their mental health and substance use, gain control of their lives and improve their well-being.

**Family Caregivers' Society of British Columbia**  
**Caregiver Connect**

This project engages community organizations to identify and support family and friend caregivers who are assisting a family member or friend because of chronic disease, disability or frailty due to aging. The program connects family caregivers to existing supports in the community, identifies the needs and gaps in services for caregiver groups, and seeks to improve the approach to serving these groups through well-researched and culturally sensitive initiatives.

**Galiano Club**

**Galiano Club Community Food Program**

This food production and skill building program works across generations and focuses on building skills and self-sufficiency for vulnerable people through growing food, community kitchens, community potlucks and workshops on food security.

**Greater Victoria Citizens' Counselling Centre**  
**Adult Counselling Services**

This counselling program provides short-term, accessible and affordable individual, couples and group counselling to low-income adults. All direct service is provided by volunteer counsellors who are trained and supervised at the Centre.

**Inter-Cultural Association of Greater Victoria**  
**Refugee Integration in the CRD**

This collaborative program works strategically across sectors to ensure that resettled refugees entering the Greater Victoria area receive streamlined services in areas such as education, housing, employment, or healthcare aimed at fast tracking their integration process and adjustment into the community.

**Community Partnership Network: Education to Build Welcoming and Inclusive Communities**

This program works to build the capacity of businesses, community groups and agencies to better serve immigrants. The program offers education seminars, tools, information and strategies on becoming more culturally inclusive.

**Island Deaf & Hard of Hearing Centre Association**  
**Lend an Ear Hearing Aid Program**

This program provides refurbished hearing aids to isolated, vulnerable, at-risk seniors and adults. Along with hearing aids, the program delivers free hearing assessments and treatment services, personalized communication plans that include communication supports, aural rehab, and speech reading to provide comprehensive health services for the affected demographic.

**Island Sexual Health Society**  
**Outreach Education Program for High Risk Community Members**

This program provides education opportunities for individuals who experience barriers to health care access (and specifically sexual health information) including individuals with social, geographical, literacy and accessibility issues.

**Peninsula First Nations: Tsawout Clinic and Community Support**

Working with the Tsawout health team, Island Sexual Health provides an on-site clinic at the Tsawout reserve working to provide client care around sexual health, preventative care, and on-site clinical services for improved access.

**John Howard Society of Victoria**  
**Feeding Ourselves and Others Community Garden**

This therapeutic community garden program for people with mental illnesses and/or addictions issues provides a place for people to come and engage in therapeutic practices as well as building a revenue generating garden for people from low-income backgrounds.

### **Oak Bay Volunteer Services Society**

#### **Oak Bay Direct Volunteer Services Program**

This volunteer program provides one-to-one services to individuals of all ages including seniors, persons with disabilities, low-income persons and others in need. The support helps people maintain independence and improve their quality of life. Services include drives for appointments, shopping, visits, walks, reading, writing, daily reassurance phone calls, income tax returns, minor repairs and help to parents.

### **Oasis Society for the Spiritual Health of Victoria**

#### **Integrated Recovery and Holistic Wellness**

This program takes an innovative approach to addressing isolation of Indigenous people experiencing homelessness. Based on the understanding of spirituality, relationships, inter-connectedness and the sacred circle, this unique cultural approach resonates with those considered the most barriered and hard to serve.

### **Pacifica Housing Advisory Association**

#### **Halting Homelessness - A Project of Prevention and Reconnection**

This project strives to prevent homelessness for vulnerable families living in Greater Victoria through client-centred interventions. Family Homelessness Prevention Workers (FHPW's) assist approximately 100 families in identifying and addressing presenting issues and barriers that significantly increase their risk of becoming homeless.

### **PEERS Victoria Resources Society**

#### **Drop-in Community Centre for Marginalized Adults in the Sex Industry**

This drop-in centre provides a welcoming community space where sex workers can seek informal peer support while gaining access to a wider range of associated programs to assist with housing, food, income, security, and wellness education.

### **Saanich Volunteer Services Society**

#### **One on One Direct Volunteer Service**

This volunteer service program works to reduce isolation, enhance independence and improve the health and well-being of vulnerable senior citizens in Saanich. Trained volunteers provide a wide array of support to isolated seniors including access to community activities and services with supported transportation, companionship, form completion, and help with minor home repair and gardening.

### **Seniors Serving Seniors Association of BC (SSS)**

#### **Return to Health**

This partnership program with Island Health supports frail and isolated seniors living in the CRD through the transitions before, during, and after a hospital stay. Island Health patients access the program through intake by the IH coordinator who matches them with a SSS volunteer who is specially trained in empathy and the tools to address the complex needs of seniors during convalescence. Volunteers provide social support, encouragement, and help with system navigation and connection to existing community services. The client is visited in their home by the volunteers and phoned regularly until they are able to return to their normal activities.

### **Silver Threads Service**

#### **Identifying & Engaging Isolated Seniors**

This program works to reconnect isolated seniors with the wider community through the building of social networks. Seniors who have withdrawn from society are gently re-introduced to small social groups where they enjoy each other's company and learn about programs and services available to them in the larger community.

### **Sooke Family Resource Society**

#### **Caring for Community Counselling Program**

This program provides affordable counselling to individuals, couples and families living in the Sooke area. Counselling services offered support family, couples, trauma and emotional health, child and youth, developmentally disabled adults, life stress and transition planning. The program welcomes people of all ages, socioeconomic levels, and cultural backgrounds.

### **Sooke Family Resource Society & Pacheedaht First Nation**

#### **Pacheedaht Families**

This weekly program works to enhance individual, family, and community wellness through inclusivity. Participants work together to teach and care for children by engaging in activities, new learning and informal discussion. Pacheedaht and local teachers, elders, artists and experts also take part. Key stakeholders include Pacheedaht band staff, Sooke Family Resource Society, South Island Wellness Society, Island Health and the BC Ministry of Children and Families.

### **Sooke Transition House Society**

#### **Stopping the Violence Restoring Hope**

This women's counselling program provides both individual and group supports including assessment and referrals for women who have experienced sexual assault, violence or abuse. With a vision of helping women return to a place of self-empowerment, supports include housing, financial advocacy, education and counselling in the company of their peers.

### **South Island Centre for Counselling & Training**

#### **Affordable Clinical Counselling Program**

This program provides professional, counselling options for people unable to access services on an affordable and timely basis either through employment assistance plans or doctor referral. Clients include people who are unemployed, seniors, people with disabilities and low-income families. Counselling options include private individual, couples or family groupings as well as group therapy options.

### **Spinal Cord Injury BC**

#### **Peer Support Program - Life Changer Activities**

This program provides opportunities for people living with a spinal cord injury to form lasting social connections that reduce isolation and result in improved emotional well-being. Participants build supportive relationships and discover that they are not alone in dealing with the challenges that their spinal cord injury brings.

### **Umbrella Society for Addictions and Mental Health**

#### **Peer Outreach Program**

This program works with anyone for whom substance use has become a problem, assisting clients and members of their families as they identify their treatment needs. Emotional and tangible supports include counselling and connections to related community resources.

### **Victoria Brain Injury Society**

#### **Our Community Supports Brain Injury Survivors**

This project provides training and support to community resource providers and businesses to build their capacity in offering support to individuals with a brain injury. By empowering service providers and businesses with increased knowledge and a deeper understanding of brain injury, services in the community for survivors can improve and grow.

#### **Supporting the Supporters: Help for Brain Injury Survivor's Support Network**

This project provides a monthly support group at the hospital offering general information to family members whose loved one has recently experienced a brain injury. Monthly information workshops are offered to the wider community including family and friends, and personal support sessions are provided for those caregivers who require further assistance. Brain injuries change relationship and caregiver roles because of the long time frame for recovery. Without the necessary information and supports, a brain injury can erode a relationship as well as community connections.

### **Community Connections**

This program provides brain injury survivors with support, training and volunteering opportunities that help them build the skills required to be emotionally, economically and socially self-supporting. The program provides a safe environment for survivors to rebuild positive living skills and regain work experience while learning to deal with the challenging impacts of their injury.



### **Victoria Cool Aid Society**

#### **Downtown Community Centre**

The Downtown Community Centre provides people who are either homeless or at-risk of becoming homeless, with a variety of healthy recreation and life skills programs to build a social network at no cost.

#### **The Community Volunteer Training Program**

This program delivers core mental health and addictions training to volunteers of community social service agencies. In collaboration and partnership with a range of non-profit organizations, the program enhances the knowledge and skills of caring community volunteers and the capacities of those associated organizations to support the needs of vulnerable adults living in our community.

### **Victoria Immigrant and Refugee Centre Society**

#### **Welcome Gardens!**

This community garden project connects newcomers (immigrants and refugees) and local community members (Canadian born and local residents) to grow food in household gardens as well as to exchange horticultural knowledge and food culture. Participants self-direct their engagement and learning, determine what resources they need as individuals and as a community, and share their time, resources, expertise and knowledge with one another.

### **Victoria Sexual Assault Centre Society**

#### **Integrating Trans Inclusion with Service Providers**

This program works with Trans, Two-Spirit, and Gender Non-Conforming community members to support the CRD's not-for-profit sector in strengthening and coordinating anti-violence Trans inclusion policies, equitable hiring practices, accessible programming and spaces, and employment skills for Trans people.

#### **The Victoria Sexual Assault Clinic**

The Victoria Sexual Assault Clinic provides survivors of sexual assault with access to: medical and forensic exams; crisis support; police interviews; crown interviews; counselling services and other community supports.

### **Victoria Women's Transition House Society**

#### **Older Women's Support Program**

This program promotes social inclusion and reduces isolation for senior women who, in many cases, have experienced decades of domestic violence, neglect or elder abuse. A ten-week program is offered in three different communities across the region reaching 24-45 women. It includes intensive, weekly, three-hour group sessions in a flexible curriculum-driven format, supplemented by individual sessions as required with support follow-up. For women who are not ready for participating in a group setting, one-on-one sessions are available.

### **Victoria Youth Empowerment Society**

#### **Alliance Club**

This youth drop-in facility acts as a safe connecting point for at-risk and street involved youth to explore a more positive lifestyle. Services include basic needs such as meals, shower and laundry facilities and focused educational sessions. It acts as a linking point between youth, their families and community resources. Youth are assisted with housing, alcohol/drug misuse, mental health, employment, school, family issues and life skills.

### **Volunteer Victoria**

#### **Volunteer Referral and Resource Centre Program**

This volunteer recruitment and referral program for non-profit agencies in Greater Victoria recruits, trains and places volunteers at local non-profits across the community.

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