



# COMMUNITY IMPACT DIRECTORY 2021



**United Way**  
Greater Victoria

*Show your local love* 

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# LOCAL LOVE IN ACTION

When the COVID-19 pandemic hit, we were all thrown into a crisis that didn't just take us by surprise, but by storm. We have seen many changes in our community. More individuals are living in or on the edge of poverty. Stress is high. The need for support is greater than ever before. There are, however, many things in our community that have not changed. Our care and compassion for one another. Our love for everything local including our diversity. Our sense of community - neighbours helping neighbours.

Because we love #YYJ – we will rally. We will rally our energy, time and talents. And where we can, our dollars to serve our community.

For this year's annual campaign season, United Way has narrowed its focus in direct response to COVID-19 to help our community recover and rebuild. United Way's new areas of action: ISOLATED SENIORS, FAMILIES IN NEED and MENTAL HEALTH & ADDICTIONS include signature initiatives where you can direct your gift to in order to assist those most vulnerable. All donations stay local.

United Way Greater Victoria serves the communities of southern Vancouver Island and the southern Gulf Islands that are located in the traditional, unceded territories of the Coast Salish peoples including; the Songhees and Esquimalt Nations here in the Victoria core area, the WSÁNEĆ Nations (Tsartlip, Pauquachin, Tsawout, and Tseycum) and Penelekut out on the Saanich Peninsula and Gulf Islands, and to the west the Beecher Bay, T'Sou-ke, Pacheedaht, and Malahat Nations. We respectfully acknowledge that we live, work, and play within these traditional territories.




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# ISOLATED SENIORS

You can help connect isolated seniors to healthy meals and companionship through United Way's More than Meals program



Many seniors in the CRD experience extreme loneliness and isolation, malnutrition or food insecurity, mobility issues and limited income that greatly impacts their physical, mental and emotional well-being. From this already worrying baseline, COVID-19 has compounded these issues. United Way funds programs such as More than Meals which delivers healthy meals to seniors' homes as well services that support healthy aging and the well-being of our seniors to help them remain active, build meaningful relationships, and develop connections to their neighbourhood.

## **Island Deaf and Hard of Hearing Centre Association**

### **Sound of Change**

This program provides refurbished hearing aids to isolated, vulnerable, and 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.

## **James Bay New Horizons**

### **Lunchbox Program**

This program is one of several supports offered to seniors in need. A nutritious, bagged lunch is provided to isolated seniors along with a friendly volunteer check-in visit.

## **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 friends. A three course meal is served at an affordable cost by volunteers who welcome regulars and visitors alike.

## **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.

# ISOLATED SENIORS

## **Saanich Volunteer Services Society** **One on One Direct Volunteer** **Services Program**

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** **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 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 possessing 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.

## **The Galiano Club** **Community is the Message, Food is** **the Medium**

This holistic, multi-faceted community-based program works to increase food security and a sense of belonging and connection on Galiano Island. The Food Program works in a collaborative way with many island organizations to utilize the limited resources of a small community and provide low cost soup

and meals, inter-generational social events, skill building workshops, a school program, a cheese making club, a garlic growing co-op and opportunities for individuals to contribute significantly to their community.


## **We Rage We Weep Alzheimer Foundation** **Creative Caring Workshops**

These workshops assist family members and friends, professional care partners, home support workers, residential care providers, and artists build the skills and expertise to provide arts based activities and creative projects for people living with dementia and Alzheimer's. Dementia can affect a person's ability to communicate leaving them feeling lonely and isolated but creative art therapy provides measurable benefits that engage individuals and enhance their quality of life.

## **More than Meals**

The More than Meals program, delivered through partner agencies such as James Bay New Horizons, Beacon Community Services and Oak Bay Volunteer services to name a few, ensures seniors are getting healthy meals at their homes, as well as receiving critically important social visits and connections. The More than Meals program is currently delivering more than 1,200 meals a week to seniors in the CRD.

# FAMILIES IN NEED



You can help create a safe daycare space for children dealing with trauma through United Way's strategic partnership with Little Phoenix Daycare.

As a result of COVID-19, domestic violence and family breakdown is on the rise. Relationships are strained because of a lack of certainty about the future and potential job loss. Children are often caught in the middle underscoring the need for a daycare like this. The first five years lay the foundation for a child's life. United Way funds programs that help families facing poverty raise their children so that they can have the tools to better transition through all of life's stages including early year's programming, after-school care and homework clubs, parent training, counselling and single parent supports and respite.

## **1Up Victoria Single Parent Resource Centre Society**

### **MOMentum - Moms and Mentors Program**

This program matches isolated single moms with volunteer mentors (mostly moms themselves) 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 gathering. 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-judgmental, strength-based, and trauma-informed support to vulnerable single moms in the community.

## **Big Brothers Big Sisters of Victoria Capital Region**

### **Community Based Mentoring Programs**

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

### **In School Mentoring Program**

This in-school mentoring program matches children at designated elementary schools with screened and trained adult mentors. The children who participate in this program are referred by the school and deemed most in need of building positive adult relationships. The focus of this program is the promotion of supportive adult role models, resiliency, social development and success in school.



# FAMILIES IN NEED

## **Boys and Girls Club Services of Greater Victoria**

### **Boys and Girls Club Central Saanich**

#### **After-School Program: A Good Place to Be**

This community club provides the activities, opportunities and social supports that children and youth need for healthy development and preparation for successful adulthood. The Club offers programs with a diverse mix of recreation, play, intentional learning, skill development and positive relationship building during the critical after-school hours when young people are most vulnerable to negative influences. Club members regularly participate in physical activity, receive healthy snacks or meals, enjoy positive relationships with caring adult role models and homework help and other numeracy and literacy programs to increase success in school.

### **Boys and Girls Club Outdoor Centre**

#### **After-School Program**

This innovative after-school program expands upon the Club's successful community club and adventure-based programs for children and youth in the Capital Region. The program builds character, promotes engaged citizenship, and develops the social, emotional, and vocational abilities of Club members, all while encouraging physical activity and healthy lifestyle choices, connection with nature, and active participation in their communities. The program provides the activities, opportunities and social supports that children and youth need for healthy physical and emotional development and preparation for successful adulthood.

## **Burnside Gorge Community Association**

### **Family Self Sufficiency (FSS)**

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.

### **Youth Self Sufficiency (YSS)**

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.

## **Coalition of Neighborhood Houses c/o Fernwood NRG**

### **Neighborhood Family Food Security**

This program enables neighbourhood houses to meet the rising demand for food in their neighbourhoods and enhance related food security initiatives. It supports collaborative food recovery and bulk purchasing programs for the neighbourhood houses across the Capital Regional District. This program offers nutritious meals and snacks, a community kitchen, and food preparation and gardening programs to low or no income individuals, families, children and youth, and seniors each month.

# FAMILIES IN NEED

## **Cridge Centre for the Family**

### **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.

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

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

## **Family Caregivers Society of British Columbia**

### **Family Caregiver Education and Support Program**

This program provides family caregivers with tools to deal with the many challenges of caring, such as stress reduction by improving confidence and communicating effectively. It encourages the development of strong personal networks with an emphasis on self-care. As well, community education is offered to health care professionals, organizations and volunteers to increase understanding of the incredible role that family caregivers play in our society.

## **Family Services of Greater Victoria Society**

### **Child, Youth, and Family Support Services**

This program supports all members of the family with a range of specialized support to deal with contemporary family challenges and all forms of family transitions including separation, divorce, bereavement, adoption, and blended family households. The services offered under the umbrella of this program are child and youth counselling, parenting support education and counselling, post-adoption support counselling, mediation between parents and teenagers, the Caught in the Middle group, and the Parenting with a New Partner group.

## **Farmland's Trust**

### **Agriculture Land Protection Program**

This program ensures that small farms in the Saanich Peninsula are able to access supports required to continue producing local food. Protecting and preserving farmlands and agricultural, natural, and cultural features of our region benefits present and future generations. These efforts are intended to relieve poverty while promoting awareness and interest in the importance of maintaining local sustainable agriculture and food security.

## **Friends of Living and Learning Through Loss**

### **Good Grief Workshop - Classroom Education**

The Good Grief Workshop is a one hour educational presentation delivered to students in grades 6-12 opening conversation about what grief is, different ways grief may be expressed, types of losses and situations that may lead to grief, how to express one's feelings, how to understand one's unique grief journey, strategies for healing and support resources. The workshop is led by qualified professionals, who include a short video of youth sharing their experiences healing through grief from a variety of loss (death, divorce of parents, etc).

### **Learning Loss Group Program - 8 week support group**

The Learning Loss Group Program is an 8 week grief support group for youth ages 13-18 years old who are struggling through difficult times, such as death, family breakup, substance use, illness, cultural loss etc. The program is delivered by registered clinical counselors experienced in youth engagement, grief support and trauma-informed facilitation. Youth participants have a place to connect with their peers, gain a deep sense of belonging, receive invaluable support, and find strength and hope in their own resilience and capacity to survive, adapt, and grow through loss.

# FAMILIES IN NEED

## **Garth Homer Society**

### **LifeStreams Learning**

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.

## **Inter-Cultural Association of Greater Victoria**

### **Building Accessible and Inclusive Communities for Refugees and Vulnerable Newcomers**

This program builds upon the foundation and ongoing success of ICA's Community Partnership Network (CPN) and the We Speak Translate (WST) project which build and foster greater awareness of newcomer issues while enhancing the capacity of communities, workplaces, businesses, organizations and institutions to warmly welcome and effectively integrate and serve new immigrants and resettled refugees. Additionally, engagement and collaboration with key community stakeholders, many of whom are CPN members, will address two key priority areas for the successful integration of newcomers: employment and healthcare. This initiative sets out to improve access and establish benchmark outcomes related to improved integrated health care and available labour markets for refugees and vulnerable newcomers.

## **Island Sexual Health Society**

### **Clinical Care for the Barrired Population**

This program offers support and outreach services to youth and Indigenous community members through the Royal Bay Secondary School Clinic and Tsawout Reserve "Qom Quem Slani" Clinic. These two specialized clinics are strategically located to meet the specialized needs of community members. The goal is to reach out to community members who are reluctant to access health care services due to stigma, shame, and other barriers.

### **Breaking Down Barriers: Educating and Empowering Youth**

This program aims to educate and empower vulnerable community members, while providing educational opportunities for people with limited access to services that are related to their specific health care needs. Breaking Down Barriers utilizes a reflexive practice model, allowing community members to reach out regarding specific issues or topics that they want to address, and the programming is delivered based on these needs. Centered around the four C's framework (communication, comfort, care, and consent) participants are able to engage in sexual health in a way that is self-affirming, sex positive, and inclusive.

## **LDABC the Learning Curve**

### **Family, Community Support & Education Program**

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 and 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.



# FAMILIES IN NEED

## **Pacifica Housing Advisory Association**

### **Housing Crisis Prevention (HCP)**

This innovative community based program aims to mitigate evictions and prevent homelessness for vulnerable families living on Southern Vancouver Island. The program fills a crucial gap in services that are often activated only after a crisis has occurred in the form of an eviction, and families are faced with episodic homelessness. The HCP program is voluntary, trauma informed, and client centered. The overall objective of the program is to meet the needs of families at risk of imminent homelessness who are exhibiting signs of stress that may lead to an eviction.

## **Parent Support Services Society of BC**

### **Supporting Parents to Raise Resilient Kids**

This program helps families develop healthy parenting strategies through cost effective, safe, community based peer-support Circles for parents and caregivers. In these Circles participants learn from one another; share challenges, parenting strategies, information and resources and build social support networks. These peer-to-peer Parenting Support Circles foster the development of healthy relationships with children in their care. In the process, the program creates resilient, healthy and caring children, youth and families.

## **Ready to Rent BC**

### **RentSmart: A Proven Approach to Housing Stability**

This program increases housing stability and prevents homelessness through education, certification and support. R2R and a network of community partners and educators deliver RentSmart courses to build the knowledge, skills and confidence of renters who are vulnerable to housing instability. In addition to courses run by community partners, R2R ensures renters in the CRD have access to public RentSmart courses in both in-person and online formats.

## **Saanich Neighbourhood Place**

### **Anxiety Connections for Children**

This program provides information and life 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.

## **Saanich Neighbourhood Place**

### **Directions for Dads**

This program offers fathers of young children the opportunity to build connections and networks through social programs designed just for them. Strategies, information and resources on child development, co-parenting, family violence, anger awareness, financial literacy, and community kitchens will be provided through support/educational groups and one on one support.

## **Society of Saint Vincent de Paul of Vancouver Island**

### **Equipping Community Toward Housing Stability & Food Security**

This project focuses on strengthening assets of a large tenant population to help increase housing sustainability and overall health, through increased access to nutritious food. Taking advantage of the growing availability of fresh, perishable food in the system, tenants are encouraged to co-create a food security program that will extend the life of the product and turn it into healthy meals and snacks, thereby increasing access to healthy food and reducing monthly food expenses. The program assists in relationship building, increased food literacy and food skills, and ultimately, a more positive community.

# FAMILIES IN NEED

## **Sooke Family Resource Society**

### **SFRS Prenatal Program**

This program provides both group and individual prenatal and postnatal education, support and outreach to pregnant women and their families in Sooke and the surrounding areas at low to no-cost.

## **Sooke Transition House Society**

### **PEACE program**

This program supports children, youth, and families impacted by crisis and family violence. Weekly counselling sessions offer a safe place where children can share and safely express their emotions while building resilience and coping strategies to help them deal with their challenging situation. The peace counsellors incorporate play, art, storytelling, narrative approaches and relationship building into the sessions while helping vulnerable families rebuild their attachments and move ahead into a life without violence.

## **Sooke Transition House Society**

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

This women's counselling program was established in 2005 with the BC Ministry of Justice's Victim Services and Crime Prevention Division. Both individual and group supports offer additional services 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.

## **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 children non-violent ways of resolving conflict while promoting the process of healing. The program supports children whose emotional health and self-esteem have been adversely affected by witnessing abuse, threats or violence in the home. The program also offers support to parental survivors of abuse.

## **Victoria Brain Injury Society**

### **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 a brain injury.

## **Victoria Child Abuse Prevention & Counselling Centre**

### **Kids Hearts & Minds Matter**

This program supports the delivery of no cost individual counselling services for vulnerable children and youth experiencing the effects of trauma due to abuse or violence and at risk for further victimization or other mental health challenges. Services include support to the family addressing the cycle of violence and increasing protective factors for children.

# FAMILIES IN NEED

## **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 Native Friendship Centre (VNFC)**

### **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 the 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 Society**

### **Rainbow Kitchen**

Rainbow Kitchen, with the assistance of over 200 volunteers, prepares and serves a nutritious, tasty hot lunch to about 140 people a day, five days a week each year at the Esquimalt United Church through this safe and supportive program 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.

## **Victoria Sexual Assault Centre**

### **Youth Gender-Based Violence Prevention Education and Social Action Program**

This award-winning sexualized violence prevention program strives to engage all genders of youth (ages 12-21) in participatory, arts-based processes of critical engagement and transformative change. Through explorations of gender expectations and intersecting identities, social inequity, privilege, and responsibility, youth are encouraged to address how these social contexts shape their experiences of dating, relationships, and sex, with the goal of creating non-violent alternatives, respectful relationships and inclusive communities.


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

### **Spousal Assault Victim Support Program**

This community-based program focuses on violence against women in intimate relationships. The program supports women through the criminal justice system and provides emotional, financial, and social supports needed to recover from trauma. Program workers provide information and assistance to victims of assault, threats, or criminal harassment by an intimate partner or ex-partner regardless of whether or not the incident was reported to police.



# MENTAL HEALTH & ADDICTIONS



You can help provide outreach workers and counselling services to those facing mental health challenges and addictions.

Mental health and addictions challenges can be hard to talk about and even harder to face when you or someone you love is affected. COVID-19 has compounded existing conditions for some and triggered new challenges for others especially considering family disruption, domestic violence, loss of income and isolation are on the rise. United Way funds programs that provide outreach services, peer support, counselling, recovery and interventions for persons and their families living with mental illness and/or addictions.

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

### **Indigenous Women's Circle: pathways to wellness**

This project seeks to provide Aboriginal women experiencing homelessness the supports they need to become stably housed. The project combines empowerment (cultural workshops and life skills), research (talking circles, surveys, and focus groups centered on housing solutions), and life planning (connecting with housing providers to find suitable, stable housing). Along with providing holistic, culturally-rooted supports that aid in housing, the overarching goal of the project is to provide opportunities for deep, meaningful, and lifelong healing.

## **Anawim Companions Society**

### **Drop-in and Residential Program**

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

## **AVI Health & Community Services Society**

### **Access Possibilities**

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.

# MENTAL HEALTH & ADDICTIONS

## **Beacon Community Association**

### **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 offers shelter seven nights a week and two hot meals each day. The space for the program is provided by local churches in partnership with other social service agencies.

## **Beacon Community Association**

### **Retail Training Certificate Program**

This program is based on a collaboration between business and community that provides employment training for hard to employ people. The program provides an 8 week employment skills training session that supports individuals' mental health and wellness while developing employment skills in an existing retail thrift shop setting.

## **Bridges for Women Society**

### **Indigenous Bridging Program**

This program aims to inspire Indigenous women impacted by violence, abuse and inter-generational trauma of Residential Schools to reclaim their life and build financial security. Through outreach, crisis intervention, healing and employment, the goal is to break the cycles of poverty and violence, to support Indigenous women in moving beyond the barriers of trauma, to increase the amount of safe resources available on reserve, urban and rural areas, and to support women in gaining and sustaining employment.

## **The Circle Salt Spring Education Society (Formerly SWOVA Community Development and Research Society)**

### **Pass It On: Health and Safety for Youth**

This is a mentorship and leadership development program trains SD64 high school youth to mentor at-risk grade 8 students in order to help prepare them for their transition to high school. The program incorporates two separate mentoring circles - one for cis-young men and one for cis-young women, each with their own gender-specific facilitators. In addition to mentoring for the youth, the program integrates opportunities through structured group mentorship and leadership opportunities and creates a venue for other adult mentors to pass on their skills and expertise to the next generation.

### **Respectful Relationships**

This program empowers youth age 12 to 18 within School District 64 of the Southern Gulf Islands gain skills to build positive relationships based on equality, respect and mutual support. Each youth participates in 12 workshops exploring ways to resolve conflict peacefully and build social and emotional intelligence for media literacy, social justice and empathy. Bullying, cyber-bullying, racism, sexism, homophobia and violence prevention are also addressed in the program.

## **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, as well as people facing difficulties such as poverty and family breakdown that are impacting their mental health and substance use, gain control of their lives and improve their well-being.

# MENTAL HEALTH & ADDICTIONS

## **Mental Health Recovery Partners**

### **Building hope, building lives**

This program provides people living with schizophrenia recovery and re-lapse prevention support. The program 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.

## **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.

## **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.

## **Pacific Centre Family Services Association Intake**

This program supports a counsellor in establishing client counselling and support needs at the first initial contact to the organization. This can be by direct contact to PCFSA by the individual, family member or friend, or referral by a community partner agency. Persons served through the Intake Program are able to move seamlessly between PCFSA

programs with the support of the intake worker. Assessment of the client needs by the counselor provides and maintains a smooth transition between integrated services.

## **PEERS Victoria Resources Society**

### **Drop-in: A community engagement and wellness program**

The "Drop-in Community Engagement and Wellness Program" (Drop-in) is a weekday program at Peers that runs Monday to Thursday. Participants enjoy breakfast/snacks, a group hot lunch, a wellness education workshop, as well as access to the computers, donation room, nurse services and harm reduction supplies. The drop-in program also serves as a pivotal access point through which people working in the sex industry gain access to other programs at Peers such as housing support, health care access support, and other specialized programs.

## **Salt Spring and Southern Gulf Islands Community Services Society**

### **Community Youth Programming**

The program involves building and sustaining a coordinated and effective network of services and activities that benefit vulnerable and at risk children and youth age 9 to 19 on the Southern Gulf Islands. A drop-in centre provides a home base for the Community Services youth counsellors while providing advocacy and referral to counsellors and other resources for youth. In addition, the space hosts games, computers, video games, internet access, big screen TV. Affordable and healthy food is available for after school snacks.



# MENTAL HEALTH & ADDICTIONS

## **Salt Spring and Southern Gulf Islands Community Services Society**

### **New Beginnings Vocational Development**

This program provides vocational development program for adults with employment barriers through individual and group-based training, work experience placements, and supported employment searches. The program is tailored to those with disabilities, mental health issues, social isolation, poverty, and limited life skills. Additionally, the program works with employers to establish flexible and positive work experiences and entry level job placements.

## **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 issues. Navigators assist youth to link with appropriate treatment services, improve family and community connections and increase life coping skills.

## **Together Against Poverty Society (TAPS)**

### **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.

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

### **Supportive Recovery Program**

This program, operated out of Umbrella's Foundation House, provides a caring home to men who have completed a minimum of 30 days in a stabilization or residential treatment facility. Foundation House is staffed to ensure that residents remain safe, and focused on their individual recovery journeys. There is no time limit; residents can stay as long as they feel it is

beneficial to their recovery. The men can work, volunteer, or go to school, while they follow their individualized recovery programs. All residents are asked to participate in the day-to-day operation of the house. By sharing in cooking, cleaning and other chores, the men gain useful life skills and learn the value of collaboration. Each resident is supported with professional one-on-one counselling at the house and this counselling continues to be available after they have moved on.

### **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 own need. Emotional and tangible supports include counselling and connections to related community resources.

## **Victoria Cool Aid Society**

### **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.

### **REES Employment 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.

# MENTAL HEALTH & ADDICTIONS

## **Victoria Sexual Assault Centre**

### **Victoria Sexual Assault Clinic**

The Victoria Sexual Assault Clinic shifts key services and supports for recent survivors of sexual assault from the hospital and police stations to one location: the Victoria Sexual Assault Clinic. The Clinic provides survivors of sexual assault with access to: medical and forensic exams; crisis support; police Interviews; crown Interviews; counseling services and other community supports.

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

### **S.A.F.E.: Self-Sufficiency and Assets through Financial Education**

This financial literacy and asset-building project works with participants who are single women, age 45-65 who are abuse survivors and also live with multiple health problems, chronic disease, and at high risk of homelessness. The project aims to achieve residential stability, sense of security, financial knowledge, and psychological orientation toward future civic and community involvement.

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## **Victoria Youth Empowerment Society**

### **The Alliance Club**

A youth drop-in in downtown Victoria that acts as a safe connecting point for at-risk and street involved youth to explore a more positive lifestyle. Services include meals, shower and laundry facilities and focused educational sessions. The club 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.

# NEW HORIZONS FOR SENIORS GRANT



Greater Victoria has one of the country's highest proportions of seniors over the age of 65, approximating 18 percent of the population. Many seniors experience extreme loneliness, isolation and malnutrition. With many on limited incomes, their physical, mental and emotional well-being is impacted and this has been compounded by COVID-19.

Thanks to funding by the Government of Canada's New Horizons for Seniors Program, vulnerable seniors in the CRD will get some extra assistance. The United Way has granted funding to the below eight senior serving agencies throughout the region.

## **Alzheimer Society of BC**

### **Adapted Programs and Services for Greater Victoria Families Affected by Dementia**

This initiative supports seniors with dementia and their caregivers who are struggling with anxiety, loneliness, and isolation during this time of social distancing as their personal support systems, such as family, friends and in-home care, have been scaled back dramatically or stopped altogether. Support and Education Coordinators provide newly adapted programs and services to vulnerable seniors through an extension of hours for the province wide Dementia Helpline, check-in calls to more than 1,600 clients, and dementia education webinars for caregivers. Additionally, the Alzheimer Society is offering tele-support groups to provide caregivers with a safe space to share practical tips, express their feelings, and combat isolation by encouraging a sense of hope within the dementia support community.

risk and would benefit from this extra support. All services and meals will be provided at no charge to ensure those with low incomes can access what they need without barriers.

## **Coordinated Meal Delivery**

By identifying a need in the non-profit sector for a food and meal delivery system to serve isolated seniors, United Way is partnering with Beacon Community Services to fund necessary infrastructure that will provide sourcing and distribution services including prepared meals and food hampers in the CRD. This coordinated approach will increase efficiencies and alleviate the pressure that is currently being shouldered by 14 seniors' service agencies. This grant to Beacon Community Services will bolster food service to 1,000 meals per week. During the COVID-19 response, the meals will be deeply subsidized and provided on a sliding scale basis for those with the ability to pay.

## **Beacon Community Association**

### **Beacon Community Association COVID-19 Response**

This initiative will provide three nutritious meals, one phone wellness check, and one in person wellness check per week to an isolated senior, as well as information about additional supports for those struggling with mental health during this pandemic. Partner agencies from across the CRD will refer clients who are at



## **CNIB – Victoria**

### **CNIB Foundation COVID-19 Response**

This initiative supports blind and partially sighted residents of Greater Victoria combat isolation, and barriers to essentials and services during the COVID-19 pandemic. CNIB teleconferences help inform seniors and their caregivers on available care options while assessing further needs for assistive technology in order to participate in programs and ensure that they are receiving groceries and life essentials. Through a check-in phone call, CNIB can recommend virtual Peer Mentorship programs and the Phone Mate program matches clients with a volunteer who will provide social chats as well as assist them in the pick-up and delivery of essential items such as meals or medications.

## **Eldercare Foundation**

### **Stay Connected: Helping Long-term Care residents avoid social isolation during the global pandemic**

This initiative supports seniors living in long-term care who have had family visitations, group therapy programs, and entertainment halted due to COVID-19, leaving them at high risk for social isolation, and mental and physical decline during the pandemic. Families of the seniors are struggling as well, being unable to interact face to face with their loved ones. Through the provision of smart phones and tablet computers to residents of five long-term care facilities in Greater Victoria, this project will help residents stay connected to online entertainment, exercise classes, and virtual music therapy programs, as well as keeping them in virtual contact with their families.

## **James Bay New Horizons**

### **Community Services: Keeping Seniors Healthy**

This initiative supports more than 500 seniors who are members of James Bay New Horizons (JBNH) as well as a broader community of vulnerable seniors during the COVID-19 pandemic. Through reassurance calls, the pick-up and delivery of fresh fruit, veggies, and meals to isolated seniors, and shopping and prescription pick-ups for bc211 clients, JBNH is working to keep seniors supported and connected while navigating the challenges posed by the COVID-19 pandemic.

## **March of Dimes**

### **Life After Stroke - Virtual Programming**

This initiative is centered on the digitalization of March of Dimes' traditional stroke program that provides physical activity, cognitive games/info, open discussion, and community navigation support. Due to COVID-19 restrictions, the delivery of the sessions has had to adapt and is now offering virtual sessions mirroring the traditional in-person therapy. Because some program participants have less tech abilities than others or lack the necessary digital equipment, this project will offer on-on-one guidance to navigate, learn, and master their existing technology or provide the appropriate electronics such as tablets for individuals as needed. Additionally, a volunteer program will be implemented wherein tech-savvy high school volunteers provide technological support to stroke survivors so that they can access the needed online services and supports for social connection and engagement with their community.

### **Seniors Serving Seniors**

#### **Bringing Community to Seniors During COVID-19**

This initiative will help support frail and vulnerable seniors needing extra support during the COVID-19 crisis. Seniors are referred to Seniors Serving Seniors from Island Health or other organizations in town and many have no family or friends close by to assist them with grocery shopping and medication deliveries. Through this project, 10-15 volunteers will assist with these errands and purchase essentials for clients using pre-loaded VISA cards. For seniors who are unable to pay due to a fixed or low-income, the grocery purchases will be offered to them free of charge.

### **The Galiano Club**

#### **Together, Galiano Eats**

The Galiano Club Food Program has currently halted event based programs due to COVID-19, but are continuing to produce frozen meals and distribute them to seniors, many of whom rely on the meals to remain in the community. Additionally, this initiative supports the Galiano Food Bank with weekly food hampers being distributed to seniors in isolation or quarantine. Hamper distribution is being provided through neighbourhood volunteers, who also take requests and pass the requests to Food Program staff. Many residents are low income and many work in the currently closed service industry. As the crisis continues, more seniors are becoming reliant on frozen meals and the Food Bank making the continuation of these services essential to the community.

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## **LOCAL LOVE IN A GLOBAL CRISIS COVID-19 GRANTS**

### **Big Brothers Big Sisters Victoria**

#### **Mentoring while Social Distancing**

This initiative supports Big Brothers Big Sisters (BBBS) adapt to the challenges of COVID-19 health protocols by increasing staff training in online platforms, providing reliable digital equipment, helping plan virtual visits, and providing coaching to staff on how to talk to children about the pandemic, while facilitating the transition of programs and support groups to online mediums. As dedicated social workers, BBBS' staff will be given the tools to expand their skills in addressing the anxiety, depression, and mental health challenges of children and youth through digital platforms, while continuing to make sure that the families of the children they serve as well have the tools and skills they need to communicate at this time.

### **Bridges for Women**

#### **Remote Support Programs for Women Affected by Trauma**

This program supports Bridges for Women's transition to remote services, including the delivery of online programs and counselling services, the removal of technological barriers, and the provision of individual support for clients as required. This transition will ensure that the women supported by Bridges gain and retain the necessary skills to overcome the effects of trauma, develop support networks, and make strides towards stability and economic security. Incidences of domestic violence often spike during periods of forced isolation and prevailing anxiety, and economic insecurity can keep women stuck in the cycles of abuse and poverty. This project will address these challenges and provide a platform to keep Bridge's clients connected and safe.

### **Fairfield Community Association**

#### **Healthy Connection: Mental Wellness in Pandemic Times**

This collaborative initiative represents the Coalition of Neighbourhood Houses and supports them in expanding counselling services to their individual communities, providing clients with cell phone data, internet access, or hardware to allow them to better access mental health services while equipping front line staff with the tools needed to provide mental health services remotely. Additionally, resource kits will be provided to individuals and families with the goal of increasing positive and healthy child/adult interactions as well as good mental health and self-care.

### **Leukemia & Lymphoma Society**

#### **Covid-19 and blood cancer: Breaking isolation and responding to the most urgent needs**

This initiative will help deploy a highly trained field team to proactively call seniors in the CRD affected by a blood cancer in order to conduct a reassurance check-in and evaluate the individual's needs. The caller will ask whether a person is isolated, needing direct support such as money or food, or is struggling with mental or emotional challenges or stress. This population has been in isolation often for over 4 weeks as blood cancer makes them especially vulnerable to the threat of COVID-19 infection. It is essential that they receive support and evaluation in order to receive the resources that they require. Additionally, the Leukemia & Lymphoma Society is working closely with experts to offer webcasts on COVID-19 and build an informative Q&A which will be available on their website with answers related to blood cancer and COVID-19.

### **Pacific Training Centre for the Blind**

#### **Help for Seniors PTCB COVID-19 Response Program**

This initiative supports Pacific Training Centre for the Blind (PTCB) in providing training to students via telephone and teleconferencing during the COVID-19 pandemic. Staff offer weekly roundtable sessions with various topics and include a separate session for low-vision seniors who may have specific concerns. Instructors are teaching students individually via telephone calls for core subjects and are focusing on life skills and tasks that people can do at home. An adaptive technology specialist is also working on developing a screen-reader accessible virtual classroom, which will be another way to connect with participants. PTCB is working to send regular updates to the blind community with COVID-19-related resources including virtual educational entertainment activities like Zoom exercise classes for blind people, described online plays/workshops to brush up on using screen-reader and Braille technology. In addition, the centre is reaching out to its partner organizations and the larger blind community to offer virtual meetings and resources to a wider audience.

### **Power to Be**

#### **Power To Be: #ItMatters**

This initiative supports Power To Be connect with their participants and community partners in the absence of their traditional nature based recreation activities due to COVID-19 health and safety protocols. The Catalyst for Good initiative is a response to the need for connection and Power To Be facilitators are checking in with each of their participants to learn exactly what they need, whether it be access to fresh produce, suggestions of family backyard activities, or simply the comfort of a friendly voice on the telephone. Each participant is also receiving weekly self-guided activity lists including

mindfulness, forest meditation, and nature-based instructional videos. Additionally, Power to Be is leveraging their community partnerships and lending staff time, vehicles and other assets to safely support community members in need during the pandemic.

#### **Victoria Brain Injury Society**

##### **Boosting Resources for Access, Interaction, and Networking**

This initiative allows for Victoria Brain Injury Society's Advanced Brain Injury 101, Coping Skills, Family Support Group, Music Therapy and Music Drop-In, and drop-in Peer Support programs to move online to a virtual platform. The purchasing of new laptops or tablets will help eliminate technology issues for staff that hinder the effective implementation of the programs and allow staff and volunteers to interact easily with clients "face-to-face." Many brain injury survivors who are living in isolation look forward to the social interaction, either with an individual case manager or with group sessions, each week and it is important that clients continue to receive these essential supports.

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

##### **Healing Journeys Continue: Connecting Survivors to Support During COVID**

This initiative will help the Sexual Assault Centre reduce their client waitlist as well as navigate the communication and support barriers created by the COVID-19 pandemic by implementing a video communications platform and acquiring the necessary equipment to carry out services. Through recording information meetings on a secure platform with the option to have closed captioning, providing translation services for clients that are newcomers, refugees and/or whose first language is not English, and offering a toll-free calling option with covered calling minutes for survivors who

do not have access to a computer, webcam, or calling minutes, counsellors will be equipped to provide more meaningful healing support to survivors through one-on-one intake meetings, as well as group counselling sessions.

#### **Victoria Youth Empowerment Society**

##### **YES Virtual Support System**

This initiative supports the Youth Empowerment Society (YES) in providing online counselling sessions for clients through a telehealth portal (doxy.me) that allows them to access their YES counsellor in a confidential manner that does not require them to download any apps. Staff will be provided with an eight hour online training course that has been designed specifically to respond to this new need for virtual counselling. While training is being completed, administration staff will work to create the portal to ensure minimal turnaround time for the project. Youth and families will have access to electronic devices for sessions which will be distributed in a safe manner and sanitized between users. These devices would also allow youth, who are isolated in YES residential programs to communicate with families/supports while maintaining physical distancing.



# RBC YOUTH MENTAL HEALTH GRANTS



## **NEED2 Suicide Prevention Education & Support** **Youthspace Follow Up: chat and text** **connecting youth at risk**

This initiative re-instates NEED2's Youthspace Follow Up which enables youth under 30 at risk of self-injury or suicide to have a follow up conversation which volunteers and staff initiate between 6 - 9 p.m. Due to the COVID-19 pandemic, staff were re-allocated to provide essential front-line services to youth while supporting volunteers working remotely in order to follow social-distancing protocols. Youthspace Follow UP enables young people to consent to have the service reach out to them if they are experiencing self-injury or suicidal thinking but are not at imminent risk (i.e. do not need immediate hospitalization or intervention from a mobile crisis team). It increases feelings of social connection and inclusion and approximately 83% of youth who have been offered this support (after risk assessment) agree to participate.

## **Pacific Centre Family Services** **PCFS COVID-19 Response**

This initiative support Pacific Centre Family Services (PCFSA) to continue to offer all of their essential programs, including substance use counselling, support and education for victims and perpetrators of family violence, youth and family counselling, parenting support, and services for socially isolated seniors via Telehealth. Counselling provided through Telehealth is being delivered with the same level of confidentiality, ethics, professionalism, and quality of care that individuals would receive through in-person sessions. For video conferencing sessions, counsellors are using a secure and encrypted technology platform to ensure privacy. Over the past several weeks, PCFSA has seen a spike in referrals from those who are feeling the trauma effects from being socially isolated. There has been an increase in referrals from those who are experiencing severe depression and anxiety, as well as substance use and domestic violence, making the continuation of the outreach programs essential.

## **EMERGENCY COMMUNITY SUPPORT FUND (ECSF)**

Vulnerable populations across Canada continue to be disproportionately affected by the COVID-19 pandemic. Marginalized groups, youth, children and the elderly, essential workers, and newcomers are just some of the communities that are facing increased challenges right now.

Launched on May 19, 2020, the Government of Canada's new Emergency Community Support Fund (ECSF) aims to provide additional and much-needed assistance to charities and non-profit organizations serving vulnerable populations. The Government of Canada is flowing funds through the national networks United Way Centraide Canada, Community Foundations of Canada, and the Canadian Red Cross.

# ECSF - UNITED WAY GREATER VICTORIA FUNDED PROGRAMS

## **1Up Victoria Single Parent Resource Centre**

### **COVID-19 Emergency Food Distribution Program**

This project expands 1UP's food outreach and distribution program in order to provide nutritious food to single parent families impacted by poverty due to COVID-19.

## **Aboriginal Coalition to End Homelessness Indigenous Harm Reduction Residence**

This culturally supportive emergency shelter strives to provide sustainable housing/alcohol harm reduction. The project reduces chronic homelessness, and focuses on helping 14-16 indigenous people with chronic alcoholism avoid ending back on the street and encountering serious life-threatening withdrawals. This benefits the participants and provides indigenous pathways to healing and recovery while reducing strain on the healthcare system, police and court services, and local businesses over the long-term.

## **Backpack Buddies**

### **Backpack Buddies Victoria**

This project assists Backpack Buddies in delivering its weekend meal program to vulnerable children in Victoria and Sooke while working with school and community partners to ensure their food security.

## **Beacon Community Association**

### **Coordinated Seniors Meal Program for the CRD during COVID-19**

The Coordinated Seniors Meal Program will provide social connection and access to nutritious meals for 300-400 isolated, vulnerable seniors in the CRD. The program will provide 1,000 meals a week for 10 weeks with Senior Services agencies coordinating volunteers to call each senior weekly and volunteers to deliver 3 meals per week to each senior. This

program will benefit the community by providing food security and social connections to vulnerable seniors enabling them to maintain their health and wellness while physically isolating to protect themselves from possible exposure to COVID-19.

## **Bridges for Women Society**

### **Improved Outreach for a Post-Pandemic World**

This project introduces a new staff position, the Outreach & Intake Coordinator, to improve Bridges for Women's ability to recruit, interview and enroll women in their trauma-informed pre-employment programs. This role is a necessary part of pandemic-related service adjustments due to new outreach challenges caused by social distancing measures, as well as the need for more supports for women entering programs. Many women are more isolated than ever before and may be more hesitant to embark on new activities. The Coordinator will use novel technologies and approaches to advertise Bridge's outreach services and educate potential clients on how they can safely and confidently access programs while overcoming the initial fear associated with online and remote learning.

### **Remote Work and Service Relocation**

This project aids Bridges for Women in their relocation to a new office space that allows for socially-distanced counseling, more remote work, and increased flexibility for service delivery.

### **Burnside Gorge Community Association** **Meals to Go**

This program provides vulnerable seniors and families with a weekly meal. A different soup each week is made at the Community Centre and delivered to seniors in need. Families as well can register for a weekly dinner prepared at the Centre with both pickup and delivery options. Volunteers will assist the Coordinator in food preparation and organizing delivery and pick up of meals. The goal of this program is to maintain a connection with those who are physically and emotionally vulnerable while also supporting them with a healthy and nutritious meal.

### **Centre for Outreach Education (CORE)** **CORE Online: Transformative, accessible learning and literacy support**

Moving CORE programs online will keep the CORE community safe while providing social inclusion and well-being for vulnerable children through continuity of learning and positive, meaningful connections forged with each other and their tutors. 90 children in the community will be assisted through transformative learning in the CORE Club, English Language Learning (ELL) cohort, and CORE Book Club. With a predicted second wave of the pandemic, online learning is the “new normal” for learning at UVic and within K-12 schools. CORE Online addresses an immediate need for personalized learning support and it will build capacity in digital literacy and learning for emerging teachers and K-8 students that lasts beyond the 2020-2021 academic year.

### **Child Abuse Prevention and Counselling Society of Greater Victoria**

#### **Child and Youth Advocacy for Greater Victoria's Western Communities**

This project will expand access to advocacy and resources for child and youth victims in the Western Communities while supporting them in navigating the Justice system.

### **Coalition of Neighbourhood Houses c/o Sooke Family Resource Society**

#### **Online Community Help Desk(s) for Greater Victoria to Bridge the Digital Divide**

The goal of this program is to bridge the digital divide by providing access to technological assistance and equipment (computers, phones, tablets and other related services such as internet connections) to vulnerable individuals and to community agencies so that they can provide critically important supports to people in need across the Capital Regional District and Southern Gulf Islands.

### **Community Social Planning Council**

#### **Transit pass program expansion for vulnerable populations**

This project expands the Community Social Planning Council (CSPC's) successful transit pass program, which obtains discounted passes, and works with non-profit agency partners to distribute bus passes to low income and vulnerable people in the community. With the economic challenges posed by COVID-19, the need has become even more apparent. A transit pass can make the difference in being able to get and hold a job, in accessing critical services and getting groceries.

### **Connections Place Society**

#### **Reach-Out and Awareness Coordinator**

This project expands Connection's Place's outreach and Peer support, awareness building, inclusion, and community partnerships while targeting diverse populations experiencing heightened vulnerability.

### **Cornerstone Youth Society**

#### **Sanctuary Youth Centre Food Security Expansion Project**

This project addresses the challenges of in-house food provision for youth at the centre due to COVID-19 restrictions. In response, food take-out and hamper delivery service has been established to ensure vulnerable youth have access to adequate nutrition.

### **Soap for Hope**

#### **Continuing to Service our Community Facilities and Financially Insecure Families**

This program provides people, from children to seniors, with essential hygiene which not only keeps them clean and healthy but also has an impact on self-esteem and sense of worth. Since COVID Soap for Hope has been required to switch from reprocessing hotel amenities to establishing supplier relationships to purchase hygiene amenities. There has been a dramatic increase for services with a focus on keeping the most vulnerable and isolated people clean and healthy.

### **Esquimalt Neighbourhood House Society**

#### **The Saturday Market**

This project centers around weekly Saturday Markets that provide free of charge produce and food essentials to vulnerable Esquimalt community members. Dedicated volunteers organize and facilitate the market weekly in order to calculate the needs of the community and provide essential nutrition to those in need.

### **Extreme Outreach Society**

#### **Drive-thru Christmas**

This project aims to provide necessities and gifts for local low-income families who were already struggling before COVID-19, also ensuring they receive at least one authentic Christmas meal. A Drive-Thru Christmas will allow families to drive-up, have their dinner and gifts deposited directly into their vehicle, and go back home to enjoy as a family.

### **Frontier College**

#### **Community Literacy Catalyst Project – Vancouver Island**

This project supports Indigenous communities in meeting urgent needs related to literacy and learning. Through helping participants improve their reading, writing, and/or numeracy, confidence is increased and enhanced opportunities are built for intergenerational sharing and increased engagement in learning. The project builds and strengthens local capacity by utilizing the skills, talents, and lived experiences of community members. Community Literacy Catalysts are trusted community leaders, who during this time are disseminating vital information, connecting community members to services, and providing alternative methods for learning and engagement.

### **Galiano Health Care Society**

#### **Dignity in Death – A New Morgue for Galiano**

This project will assist in the purchase of a proper body refrigeration unit for Galiano Island's morgue - allowing for safe, clean, temperature-regulated and secure storage of the deceased, easily accessible for paramedics and funeral home staff.



### **Garth Homer Society**

#### **LifeStreams Online**

This web-based resource program provides critical community inclusion services to support individuals with developmental disabilities as well as their staff, families, and caregivers who are isolating at home and unable to attend regular day services, connect with their community, or obtain access to resources. It assists a vulnerable population struggling to negotiate the new realities of the pandemic experience and is readily available to people in their homes, without geographic or travel restrictions.

### **Greater Victoria Eldercare Foundation**

This project seeks to use new interactive sensory technology - OMI projectors - to improve care for residents living with dementia in Victoria's long-term care facilities, and to complement in-person therapies that cannot currently be delivered during the COVID-19 pandemic.

### **Island Deaf & Hard of Hearing**

#### **COVID 19 Re-Opening Project**

This project assists Island Deaf & Hard of Hearing in re-opening their Centre for the delivery of in person Hearing Health Services (HHS). Critical requirements include appropriate health and safety measures for staff and clients, management of an extensive hearing aid waitlist for low-income individuals, and a plan to reduce escalating isolation in the community caused by the effects of COVID-19.

### **John Howard Society of Victoria**

#### **Adapted BladeRunners Employment Program**

This project will support the successful BladeRunners program in continuing its work virtually with limited one-on-one, in-person support, while helping disadvantaged youth

with employment skills training and coaching with the goal of securing and maintaining employment. As many are struggling with isolation, mental health, and food insecurity due to COVID-19, other objectives of this project are to provide participants with nutritious food, counselling, and opportunities for social inclusion.

### **LDABC The Learning Curve**

#### **Program Modifications to meet COVID-19 Health & Safety Regulations Project**

This project will ensure vital LDABC programs are adapted to follow COVID-19 health and safety protocols while continuing to be accessible to families and care providers of children who have learning and behavior challenges. Modifications will include: a re-organization of the centre's space, offices and program scheduling to adhere to WCB COVID -19 protocols, the purchase of additional program supplies (to minimize sharing), physical barriers (to minimize risk of transmission between staff, volunteers, children, youth and families) and additional washing and sanitation products (to minimize risk of transmission, and additional technology adaptation for online programming and support.

### **Living Edge Community**

This project supports the Living Edge's food recovery and distribution. Each week, markets are set up in ten areas of the CRD to provide for food-deprived persons and families to distribute recovered food market-style in ten areas of the CRD every week to persons and families who are food-deprived.

## SURVIVE & THRIVE

Survive and Thrive supported 10 organizations to navigate the day-to-day realities through these changing times and provide support to begin preparing for a COVID-19 recovery phase. Program delivery is conducted by the skilled experts at Scale Collaborative and supported through the partnership with United Way of Greater Victoria and Vancity.

### **Organizations supported through Survive & Thrive:**

Family Services of Greater Victoria, Leadership Victoria, Shelbourne Community Kitchen Society, South Island Centre for Counselling & Training, Fernwood NRG, The Farmland's Trust, Victoria Disability Resource Centre, Victoria Native Friendship Centre, PEERS Victoria Resource Society, Seniors Serving Seniors.

## NEIGHBOURHOOD RESPONSE TEAM

**Tents & Tarps** – a collaboration of HeroWork Society, Big Brothers and Big Sisters of Greater Victoria and UWGV – safely collected 600 tents, tarps and sleeping bags from the public for people experiencing homelessness with the assistance of the Dandelion Society and the Greater Victoria Coalition to End Homelessness.

**Keep it Clean** – Soap for Hope joined the Neighbourhood Response Team partners. Greater Victorians donated over 28,000 items (soap, shampoo, body wash, menstrual products) for local people in need.

## BC211

### **211 British Columbia Services Society**

As part of United Way Greater Victoria's community wide strategy, bc211.ca connects people in the community to the services and supports that they need. Bc211.ca's online information service provides an up-to-date, reliable gateway to community, social, non-clinical health and government services. The service directory database includes over 14,000 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.

### **The Shelter and Street Help Line (Text & Phone)**

The Shelter and Street Help Line is designed to assist people who are affected by homelessness in Greater Victoria. We understand that a wide range of circumstances can result in homelessness so we provide information on a variety of programs and services. The Shelter and Street Help Line calls Victoria shelters twice per day, and publishes the Shelter List, which details available shelter beds and mats for women, men, youth and families.

# UNITED WAY HI NEIGHBOUR PROGRAM

In June of this year, United Way Greater Victoria (UWGV) launched a community builder program called Hi Neighbour in Esquimalt, BC, to provide support and critical services to seniors, people living with a disability, people living in poverty, single parents, and people with mental health concerns. Funding for this program came from a \$600,000 donation to the United Way from Seaspac and Southern Railway of British Columbia, with The Dennis and Phyllis Washington Foundation, to support eight neighbourhoods in the Lower Mainland and Vancouver Island during the COVID-19 pandemic.

## Community Builder Local Love Micro Grants

### Mini Libraries - Esquimalt Little Free Library Project

Mini Libraries encourage community gathering spaces, give Esquimalt places to form community bonds, and help Esquimalt re-imagine itself as a strong and connected community.

### Food Vouchers - Esquimalt Farmers Market

This initiative provides market vouchers for the Esquimalt Farmers Market to be distributed to Esquimalt families, individuals and seniors who might need a helping hand.

### COVID masks - Esquimalt Neighbourhood House

This grant supports Esquimalt Neighbourhood House in purchasing or sewing reusable adult and children's masks for distribution to families who cannot afford to purchase these products.

### New exercise equipment - Play beyond Expectations

This grant provides funding for the staff at the Esquimalt Recreation Centre to purchase new exercise equipment for Esquimalt residents with disabilities.

### Water colour virtual painting lessons for youth - Richard Wong (instructor) & Big Brothers Big Sisters youth (recipients)

This grant offers 15 youth from the Esquimalt area, virtual water colour painting lessons with Richard Wong, a local professional wildlife artist who teaches watercolour painting on Japanese Art Paper.

### Garden upgrades - Esquimalt Community Garden Society

This initiative helps the Esquimalt Community Garden members to upgrade and enhance local community plots, with cold frames for extending growing; building and installing a potting bench for ease of transferring seedlings; creating a children's potato garden area for learning and plan and execute a free community Spring Open House event where, under the knowledge of current gardeners, community families and individuals can gather seeds, soil and seedlings for the development of home gardens.

## **Community Builder Local Love Agency Grants**

### **Tablet purchases for Sacred group members – PEERS Victoria Resource Society**

This initiative supports the purchase of tablets for members of Sacred, a group that is based at Peers and is made up of Indigenous women/femme folks who have current or former experience in the sex trade. The goal of this program is to provide a safe space for Indigenous femme sex workers to come together and heal from gender-based violence they may have faced. Providing tablets has helped the group stay connected via online meetings throughout the COVID-19 restrictions.

### **Organizational shelving and kitchen equipment – Rainbow Kitchen Society**

This grant supports Rainbow Kitchen in purchasing organizational shelving and meal prep kitchen equipment. Rainbow Kitchen has become an expert at Food Rescue and Food Share, determined to make the most out of what they have available to them and always ensuring there is enough to share with anyone in need in the community.

### **Incidentals community cupboard – Esquimalt Neighbourhood House**

This initiative supports Esquimalt Neighbourhood House (ENHS) in purchasing gift cards at varying Esquimalt businesses and beyond, that will address individual and emerging needs of the target population. The project is intended to enable ENHS staff the ability to respond to specific needs that come up—something nutrition-based, safety-based, comfort-based, or hope-inspiring.

### **Purchase of Lunch boxes, water bottles and rain boots - Harbourview Church**

This project addresses emerging needs of families and single parents in Esquimalt by providing free shoes, socks, backpacks and school supplies for up to 200 kids. Harbourview Church has been in Esquimalt since 2006 and has been actively supporting the community throughout the COVID-19 pandemic.

### **Housing Grant – Esquimalt First Nations Affordable Housing Planning Project**

These funds will support planning and community engagement with an aim to help solve overcrowding issues through the development of 7 new affordable townhouses and a daycare for families in need as part of the Esquimalt Nation's COVID-19 Resilience and Recovery Plan.

### **Songhees Nation**

#### **Songhees Nation Awareness Posters Project**

Songhees youth circle members will be introduced to the basics of photography and poster making/graphic design to create and produce 6 different design ideas and awareness posters on subjects that matter to them and their community and demonstrate how Indigenous communities care for one another and work in unity along their cultural teachings.