

ANNUAL REPORT 2019–20

Serving our communities for 45 years

Providing quality services to support and strengthen
individuals, families and communities

Over **40** programs across **8** sites



Image by Billie Woods

Official Ground Breaking Ceremony at Salt Spring Commons
From left to right: CRD Director Gary Holman, SSICS ED Rob Grant,
Minister of Municipal Affairs and Housing Selina Robinson,
SSICS Board Chair Jody Hawley, MLA Adam Olsen,
Islands Trustee Peter Grove

ssics.ca

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Salt Spring Island Community Services is located on the traditional
territory of the Coast Salish, SENĆOTEN and Hul'qumi'num speaking
peoples. We recognize that this acknowledgment is but one action
we can take towards the larger work of truth and reconciliation.

Contents

Message from the Executive Director and Board Chair.....	1
Financials	2
History + Vision.....	3
Board + Management.....	3
Housing.....	3
Housing First, Shelter + Supports	4
Child Youth + Family	5
Seniors.....	8
Developmental Disabilities.....	9
Harvest Food Programs	11
Community Justice, Safety + Health..	13
Hosting and Flow Through	13
Recycle Depot	14
How to Give.....	15



Message from the Executive Director and Board Chair

Thank you to all volunteers, employees, donors and our community partners for their significant contribution to another successful year at Salt Spring Island Community Services (SSICS). We so appreciate their commitment in helping the organization maintain quality services while rising to new challenges facing the community.

Our last fiscal year, 2019-2020, was one of stability with most program areas continuing to do what they do best, however, the year also brought changes and growth.

The In From The Cold Emergency Shelter expanded from the winter season to year round. This will take effect in 2020-2021 with preparations underway at a more suitable building to ensure a healthy and safe shelter environment.

We re-entered the area of adult counselling by securing a new contract through the provincial Community Action Initiative to provide a community-based Mental Health Counselling service for marginalized individuals.

Our food security activities grew to the point that this year we identified Food Programs as a core program area and added a new senior manager to guide the continued growth of Harvest Food Programs.

Our Ministry of Children and Family Development (MCFD) funded intensive youth residential service closed. Shortly after that an agreement was made with Community Living BC (CLBC) to establish a residential service for five developmentally disabled adults.

Two major capital projects made it to the construction stage this year, with projected completion dates in 2020-2021. These include the Salt Spring Commons 24 unit community family housing project, and the renovation of the Core Inn in Ganges to enhance its use as a hub for youth services and other SSICS activities.

The year ended with the unfortunate arrival of the COVID-19 pandemic. While this health emergency was devastating for individuals, families, businesses and communities, it also brought out the best in SSICS. Most of our activities fell into the “essential services” designation. Within weeks we caught our balance and adjusted service delivery in innovative and effective ways.

We pledge our commitment to continue to apply the resources and organizational capacity of SSICS to areas of priority for community health and wellbeing.

Thank you,
Jody Hawley, Board Chair
Rob Grant, Executive Director

Financials

SSICS relies on a variety of funding sources: various government agencies, private donations and self-generated funds.

As an accredited and publicly funded organization we engage in professional, innovative and collaborative activities within the context of broader community partnerships and systems.

2019-2020 Financials

SSICS' fiscal year is April 1 to March 31

Revenue

1. Community Living BC (CLBC)	\$842,455	19%
2. Provincial Government	\$741,770	16%
3. Federal Government	\$590,177	13%
4. BC Housing	\$443,171	10%
5. Donations	\$340,382	7%
6. Rental Income	\$314,663	7%
7. Grants	\$270,318	6%
8. Capital Regional District (CRD)	\$269,825	6%
9. Sales/Fees	\$259,050	6%
10. Island Health	\$224,752	5%
11. School District 64	\$164,120	4%
12. Investments	\$69,465	1%
Revenue Total	\$4,530,148	

Expenses

1. Child Youth + Family	\$932,874	21%
2. Developmental Disabilities	\$875,655	19%
3. Housing First, Shelter and Supports	\$601,067	13%
4. Food Security: Harvest Food Programs	\$460,027	10%
5. Recycle Depot	\$389,263	9%
6. Housing	\$354,273	8%
7. Early Childhood Programs	\$159,914	4%
8. Seniors	\$155,321	3%
9. Adult Counselling + Support	\$148,386	3%
10. Community Justice and Safety	\$64,098	1%
11. Hosting and Flow Through	\$337,362	8%
12. Administration	\$58,910	1%
Expense Total	\$4,537,150	
Revenue Minus Expenses	(\$7,002)	

History + Vision

SSICS was established as a BC Society in 1975 and became a registered charity in 1993. SSICS provides a range of services to the Salt Spring and Southern Gulf Islands' communities.

Our vision is to be a leader in building an inclusive, healthy, caring and sustainable community. To achieve this vision, SSICS relies on a combination of paid staff and volunteers to deliver our services.

107 staff

26 regular volunteers

52 volunteers for the Christmas Hampers

9 members on the volunteer Board of Directors

Executing over **40** programs across **8** sites

Board of Directors 2019-2020

Jody Hawley, Chair

Ron Cooke, Vice-Chair

Karen Pedersen,
Treasurer

Rebecca Chidley,
Secretary

Maggie Argiro, Director

Dana Coupland, Director

Cornelia Krikke, Director

Bill MacDonald, Director

Dawn Shaak, Director

Management team 2019-2020

Rob Grant, Executive Director

Annika Lund, Program Director

Johanna Stiver, Program Director

Rob Wiltzen, Operations Manager

Anne-Marie Sutton, Financial Manager

Simone Cazabon, Food Programs Manager

Peter Grant, Recycle Depot Program Manager

Housing

Murakami Gardens

Affordable, safe, long term housing and car share for low to medium income individuals and families

- **27** units: studios, 1, 2 and 3-bedroom apartments
- **41 community members housed**

Lautman House

A home with shared kitchen and living spaces, private bedrooms and bathrooms provided affordably for individuals who experienced housing challenges

- **8 community members housed**

Salt Spring Commons Family Housing

A new, affordable family housing project on a 5-acre property within the area of Ganges Village. **12 families** are expected to move in January 1, 2021 and **12 families** in June of 2021

- Broke ground on July 16, 2019
- **8** triplexes containing **16** 3-bedroom apartments and **8** 2-bedroom apartments

Ganges Family Apartment

- 3-bedroom unit, **1 family housed**



Murakami Gardens



Construction underway at Salt Spring Commons

Housing First, Shelter + Supports

Adult and Youth Outreach Program

Provides access to laundry, showers, computer, phone, food and connections to external resources such as a Drug and Alcohol Counsellor from the Umbrella Society and the Financial Aid Worker from the Ministry of Social Development and Poverty Reduction

Housing First Program

Provides innovative, person centered support to help people obtain and maintain housing in our community

- Over **90** people served this year, many of whom face multiple barriers

Emergency Shelter

This fiscal year was the last year of running a seasonal shelter, as of April 1st, 2020 the shelter is funded to be **open year round**.

- Up to **30** people per night can be sheltered

The agency acquired a new building adjacent to the SSICS property that will soon become the new year round Shelter.

Interagency Housing Committee

To assist individuals and families with serious housing challenges, SSICS hosts a multi-organizational case management committee to ensure that housing supports and rent supplements are used efficiently and effectively.

Yellow Sub Group

Social support group for adults with a mental health diagnosis

Activities include art, cooking, music, writing, vocational development, community outings, guest speakers and training

- Served over **25** members
- Gathers **4** times per week

SuccessWorks

A vocational development program that provides individuals with varying abilities with vocational training and experience

- **8** participants
- **663** hours worked by participants

A helping hand: Housing First Case Management Workers



A man in his fifties dropped in to see a Housing First Case Management Worker in December.

He was experiencing a great deal of physical pain. He expressed that his medical issues had been increasing in severity over the years and that his ability to do any kind of work had come to a halt. He had pursued getting on disability in the past but was never successful. This made him feel helpless, as though the system was always working against him so he stopped pursuing any kind of support. **When he first came to see a Housing First Worker, the man had not paid his rent for three months at that point and his landlord was understanding, but his tenancy was imminently at risk.** The Housing First Worker immediately connected him with the Income Assistance Worker from the Ministry of Social Development and Poverty Reduction to

help him get on Income Assistance while getting a disability application started. The Income Assistance cheque was able to cover his rent for December, while also getting him on a dependable income going forward. The Housing First Program was able to approve a temporary rent subsidy to cover his rent for October and November to ensure that he could continue his tenancy and not be made homeless. **Since covering his back rent, the man has successfully maintained his tenancy on his own and is working with the Housing First Worker to pursue his disability application.** The Housing First Worker has also provided resources and support to help him stabilize his mental health.

—Deanna Kameka,
Outreach Programs Coordinator

Child Youth + Family

Early Childhood Programs

Services available at the **Family Place Resource Centre** include a range of supports and services for families with children under 6. A primary focus of Family Place is strengthening families through parental support.

- Offers parent-child programs from a parent-centered lens
- Fostering parent-child attachment, social capital and community capacity
- All programs collectively served a total of over **535** parents and **665** children



“I feel very supported in the community but this (Family Place) is the hub, the glue, the place where all other community supports meet for parents.”

“Moving from a different country, I don’t know how I would have managed without your help and support. Family Place has been a life saver!”

“It is so great having a safe place to connect with other families, get advice and see that I am not alone in my struggles.”

“This program is incredibly beneficial to connect with other parents and kids, so good for mental health and meeting friends.”

—Family Place Participants



Core Inn

Renovations began this year on the SSICS building at 134 McPhillips Avenue in Ganges, formerly known as the Garner House, and later the Core Inn Youth Project. The Heritage building has seen a wide range of uses over the last century with its current use being home to a range of SSICS programs, including the ongoing Youth Drop-In. The accessibility improvements include a 3 story fire escape, fire suppression upgrade, handicapped accessible washrooms, an addition housing an internal 3 story staircase and lobby area with elevator, enhanced office spaces for youth counselling and a code compliant, accessible 3rd floor studio for a range of activities.

Youth Drop-In

Provides a welcoming and supportive environment for youth in grades 6–12

- Served over **60** youth

Child and Youth Mental Health Team

Provides assessment, counselling and treatment planning for children and youth who exhibit signs and symptoms of depression, anxiety or other mental health concerns

- Specialized clinical interventions, support and follow-up in an office or on an outreach basis
- The team also provides consultation on mental health issues for others working with children and youth
- Served over **75** children/youth and almost **50** parents

Core Inn renovations



Youth Alcohol and Drug Services

Prevention, education and treatment services for youth and families where substance use is a concern, or where someone is affected by the substance use of another

- Serves youth aged 13-19
- Assessment, counselling, case management and referral to specialized treatment resources
- Harm reduction and community education about substance abuse issues
- Outreach to higher risk populations that may not present through traditional service channels

This year:

- Initiated an Alternative to Suspension program at GISS
- The Counsellor provided service for a total of **45** individuals this year
- **23** of these individuals reside on Salt Spring Island
- **22** were from Outer Islands, Crofton, Duncan and Chemainus

Family Development

Prevention, assessment, support and early intervention for families experiencing stresses, parenting challenges, or early signs of abuse, neglect or other risks to child well-being

Closely coordinated with the Family Place programs through one-to-one support as well as facilitated parent education groups

Works closely with MCFD Social Workers to proactively support children and families who may experience ministry involvement

- The **SSI Family Development** program provided service to **44** individuals this year: **16** children/youth; **28** families/adults
- The **Outer Islands Family Development** program provided service for a total of **48** individuals this year: **32** children/youth; **12** families/adults

School-Based Youth and Family Counsellor

One-to-one counselling support for students at the highschool and middle school

Newly located in the counselling wing at GISS, the Counsellor was more easily accessible to students and to staff who wanted to reach out in the moment or to consult

- Served a total of **30** individuals this year aged 11–19 years old

School-Based Elementary School Clinician

Uses a variety of approaches to meet the diverse needs of elementary age clients

Offers child-centered opportunities within art/play therapy modalities, as well as mindfulness practices

- Provided service for **32** elementary school students on Salt Spring Island this year

Child and Youth Psychiatry

Conducts patient consultations on Salt Spring for children and youth up to 19 years of age through Collaborative Psychiatric Outreach–Southern Gulf Islands Psychiatry, is an extremely valuable service to our communities



Seniors

Better at Home

Non-medical supports to assist seniors with simple day-to-day tasks so they can continue to live independently in their own home and stay connected with their community

Services are delivered by a combination of volunteers, paid staff and contractors depending upon the service required and the capacity of the program to respond

- **172** Seniors were provided with services this year

Senior Peer Counselling

Trained senior volunteers providing free and confidential one-to-one support to help seniors meet life's challenges

Health and Wellness Education

Free meetings that include a wide variety of speakers promoting all aspects of seniors' health and well-being



New vehicle for Seniors' Van Excursions purchased courtesy of the New Horizons for Seniors Small Grant Program, Employment and Social Development Canada.

Van Excursions

Monthly on and off-island excursions with day trips to various southern Vancouver Island locations





Developmental Disabilities

Group Programming: 'FRIENDS'

Day programming offering both individual and group activities for adults who have special needs

Assists participants and their support networks to implement individualized plans to promote well-being, life skills, vocational opportunities and more

- **14** individuals supported
- Since the 70's, one of the longest standing of SSICS' programs

Individual Support

One-to-one individualized day programming and supports for independent/semi-independent living

Assists participants in implementing plans to promote their health, socialization, community involvement, life-skills and more

Highly customized depending on the needs of the individual and their family

- We currently serve **2** people through this program

Finding FRIENDS: one participant's story

“ This year we successfully transitioned a new participant straight from the High School into our Adult Day Programming, FRIENDS. The process started well before the end of the school year. Meetings were held with his Special Education Teacher at GISS, his family and with the Program Coordinator of our own Summer Camp for Special Needs Children where he was a participant for many years. **We all coordinated to set up a program that would best suit his needs in the adult system and bring his interests into his new day programming.** Our goal was to ensure this transition was as comfortable and positive as possible.

Now, settled into the adult day programming, FRIENDS, he has revitalized the program

both with his youthful vitality and mischievousness. He loves hiking and so many of the staff have expressed appreciation for being able to explore the island with him. He continues to enchant us with his vivid imagination and we intend to help him write some of these stories down. Our longest serving staff has struck up a delightful bond with him, and she is able to bring out and encourage his creativity. We have made her his key worker due to their great fit. Their mutual appreciation for each other is clear for all to see and is another reason why his transition from high school into FRIENDS has been such a success.

—Donna Roscoe, FRIENDS Program Coordinator

Housing Support: **'Community Living Housing Support'**

Helping designated individuals maintain a safe and healthy living situation

- Ranging from weekly visits to a fully staffed residence
- One-to-one supervision, personal care, meal preparation, activity supervision and more

“ *One of the people we support with some weekly supervision, has successfully lived in his own apartment for over 10 years.*

—Annika Lund, Program Director

Home Share

Matching individuals with a community caregiver for housing and support, providing oversight and support to the homeshare provider

Child and Youth Support

Assists with the care, support and supervision of children who have special needs

Summer Camp

Activity-based day program for children with special needs during the summer break



A FRIENDS participant enjoying one-to-one programming: an afternoon hike together!



Food Security, Harvest Food Programs

Harvest is the family of food programs we offer that contributes to food security. It includes growing, harvesting, processing, cooking, preserving, distributing, and educating people about healthy local food. The focus is on distribution of food to low income and vulnerable individuals and families.



Harvest Kitchen

Provides meals and catering services for the community and SSICS program

- Over **350** meals prepared weekly

Harvest Farm

An acre of land producing thousands of pounds of fresh food each year, located in the Farmland Trust Community Gardens in the Burgoyne Valley

- Distributed through the Food Bank, Kitchen and Cafe, Market by Donation and Community Fridges
- **9,000** lbs of fresh produce grown

Harvest Kitchen Cafe

A social enterprise open to the public serving coffee, meals and snacks

- Provides gainful employment to local community members
- All profits are directed back into the Harvest Food Programs

Harvest Food Bank

The longest standing SSICS service

Distributing over **9,000** bags/boxes annually as well as almost **200** Christmas hampers

- An average of **200** weekly food bags given out
- **One third** of recipients are children

Farmers' Market Nutritional Coupon Program (FMNCP)

Works in partnership with the Tuesday Market Society to support a stronger economy for the local farmers while providing support through coupons with the value of **\$21 weekly** for lower income families and seniors

- Raised **\$30,000** for Farmers
- **64** low income households received coupons throughout the season

Second Harvest

The rescue of perishable foods through the contributions of Country Grocer, Thrifty's, community gardeners and gleaners

- Over **2,000** lbs of food rescued

Food Literacy

Workshops are offered with an emphasis on local food: healthy and affordable food sourcing, preserving, preparing and more

- Held over **10** cooking and gardening workshops
- Hosted school classes at the Harvest Farm



“ I was stopped downtown by a single father who has been receiving food from all the Harvest programs over the years. His son, now 11 years old, has grown up with food from Harvest. He wanted to tell me how much more motivated he has been to learn how to cook different things with all the fresh produce the programs provided, and to express his gratitude as his son wouldn't have received that quality of food otherwise.”
 –Simone Cazabon, Food Programs Manager



Farmers' Market Nutritional Coupon Program



Aerial view of the Harvest Farm





Community Justice, Safety + Health

Victim Services

Working in partnership with the Salt Spring Island RCMP to provide support for victims of crime including crisis intervention, emotional support, information, trauma debriefing and court preparation

Victim Services served a total of **72** individuals this year; **29** of which were a result of family violence

Restorative Justice

A volunteer based group which facilitates community justice resolutions for individuals diverted from the court system

Fetch

For Everything That's Community Health
saltspring.fetchbc.ca

SSICS maintains this directory featuring over 300 listings of service providers for community health and support

- **8,800+** users visited the website over the course of the year

“ *iRock Kids Climbing Club (ages 5–14) was well attended with 20 participants, with many more on our waiting list!*

—Chantelle Phol, The Wall Coordinator

The Wall

A unique indoor recreational climbing wall focused on climbing fitness, training and social fun

- Staging area for the island's rock climbing community
- Volunteer Fire Department training location
- Over **150** people accessed the wall, **80%** were youth and children
- **2500+** climbing hours logged
- **14** private birthday parties hosted for youth

Hosting and Flow Through

SSICS also assists many other organizations with projects and ongoing activities taking on financial, administrative and coordinating roles with initiatives ranging from the **Capital Children's Coalition to Salt Spring Foundation Neighbourhood Grants.**

Recycle Depot

“

We do not have publicly provided curbside recycling pick up on SSI because it is a limited service. Our Depot accepts far more materials than curbside recycling.

With the help of the community we see tires, e-waste, returnable drink containers, small appliances, textiles, scrap metal, lighting, light bulbs, paints, pesticides, poisons, flammable liquids and much more responsibly recycled.

—Peter Grant, Recycle Depot Program Manager

Last year, we diverted over **1,300 tonnes** from the landfill via the Recycle Depot!

The Recycle Depot gate



TVs ready to ship



Baled material saves 90% of shipping cost



Household Hazardous Waste roundup



Our community is what keeps us going. Our gratitude for your support is immeasurable!

We truly thank the wonderful donors and volunteers for contributing to yet another year of incredible growth and continued response to our communities needs.

If you are inspired to make a donation, you can do so:

- via **credit card** (go to: www.ssics.ca)
- via **ettransfer** (send to accounting@ssics.ca)
- via **cheque** (made payable to Salt Spring Island Community Services)
- via **cash** (in person at Reception: 268 Fulford-Ganges Road)
- via a **gift of securities** (contact accounting@ssics.ca)

Legacy Gifts

Legacy Gifts provide long-term support that will ensure we are able to continue our work of strengthening people, families and our community not only for today, but also for tomorrow. Legacy Gifts are expressions of your values and hopes for the future. There are many ways to leave a Legacy Gift.

A bequest in your will: this may be a specific gift such as cash, securities, RRSPs or the residual of the estate after loved ones are provided for

Life insurance policy: a new or existing policy naming SSICS as the beneficiary

We are happy to discuss all donation options with you. If you are planning to make a Gift of Securities or Legacy Gift, please contact accounting@ssics.ca to ensure your gift will fulfill your intentions and provide you with optimum tax benefits.

Salt Spring Island and Southern Gulf Islands Community Services Society is a registered charity.
Official tax receipts are issued for donations.

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