

ANNUAL REPORT 2020-21

Serving our communities for 46 years



Hope

Caring

Connection

Inclusion



Harvest Farm worker reaping the bounty of the fields



An elated new resident at Salt Spring Commons on move in day



Community Living Supported Home Residents enjoy their deck

Salt Spring Island Community Services is located on the traditional territory of the Coast Salish, SENĆOŦEN 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.

ssics.ca

connect@ssics.ca | (250) 537-9971

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The year was also one of growth and improvement. The pandemic did not slow down the hallmark SSICS characteristics of progress and innovation.

Message from the SSICS Leadership

Salt Spring Island Community Services is one of the most diverse and comprehensive community-based agencies in the province. The past year highlighted that feature like no year before. As individuals, communities and the entire world struggled to adapt to the COVID-19 pandemic, we rolled up our sleeves and worked harder.

Community needs shifted and new challenges and stressors emerged weekly. SSICS was quick with made-to-order responses as these needs presented themselves. Basic needs services such as food and shelter shifted into high gear. Clinical and counselling services transformed into outreach and virtual support formats. Ways were found to keep our service locations and points of community access open and safe.

We thank our staff and volunteers for their adaptability and commitment. We thank our regular community donors and the many new ones that reached out to us this year to provide the resources to keep us going.

The year was also one of growth and improvement. The pandemic did not slow down the hallmark SSICS characteristics of progress and innovation.

- Homelessness services expanded from providing a seasonal to year-round **Emergency Shelter** and stretched into a different model to adjust to the pandemic by adding the Seabreeze Inne as a shelter site. These shifts prompted an increase and strengthening of case management and support services provided by the **Housing First** team.
- **Vesuvius House** was established as a five-bed residential program for developmentally disabled adults. We are very happy to have added capacity in the community to keep individuals with special needs, including mobility issues, living in their home community as they age.
- **Harvest Food** programs continued to grow and find new food distribution methods. An expansion of meal production required a need for more kitchen capacity, which led to a new partnership with the Fulford Hall and a whole new presence in the south end.
- The renovation of the **Core Inn Building** on McPhillips in Ganges was completed. This sets the stage for the return to youth programming with potential for other activities, particularly with the increased accessibility to the third floor studio space.
- **Salt Spring Commons** was completed and the 24 homes rented. The new neighborhood is home to 32 adults, 44 children, 5 dogs and 15 cats. The many years of work on this fantastic project has been worth it!

Thank you to everyone who has contributed to a difficult, rewarding and successful year at Salt Spring Island Community Services.

Jody Hawley, Board Chair

Rob Grant, Executive Director

Financials

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

2020–2021 Financials

SSICS' fiscal year is April 1 to March 31

Revenue

BC Housing	\$1,082,383	18%
Community Living BC (CLBC)	\$938,032	15%
Province of BC	\$845,632	14%
Grants	\$623,826	10%
Government of Canada	\$570,916	9%
Donations	\$521,209	9%
Sales and Fees	\$417,751	7%
Rental Income	\$371,443	6%
Capital Regional District (CRD)	\$270,515	4%
Island Health	\$241,644	4%
School District 64	\$117,395	2%
Foregiveable Loans	\$100,053	2%
Investments	\$3,409	0%
Revenue Total	\$6,104,208	

Expenses

Housing First, Shelter and Supports	\$1,329,366	23%
Developmental Disabilities	\$1,007,890	17%
Child Youth and Family	\$939,379	16%
Food Security: Harvest Food Programs	\$602,856	10%
Housing	\$429,206	8%
Recycle Depot	\$394,923	7%
Hosting and Flow-Through	\$379,605	7%
Adult Counselling and Support	\$217,127	4%
Seniors	\$164,497	3%
Early Childhood Programs	\$163,818	3%
Community Justice and Safety	\$76,550	1%
Administration	\$70,675	1%
Expense Total	\$5,775,892	
Revenue Minus Expenses	\$328,316	

History and 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.

The **Mission** of Salt Spring and Southern Gulf Islands Community Services Society is to develop and provide quality services to support and strengthen individuals, families and communities.

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

- Delivering over **40** services across **10** program areas and **9** sites



Board of Directors 2020–2021

Jody Hawley, Chair	Cornelia Krikke, Director
Ron Cooke, Vice-Chair (April–October, 2020)	Bill MacDonald, Director
Karen Pedersen, Treasurer	Dawn Shaak, Director
Rebecca Chidley, Secretary	Nikki Arnoldus, Director

Management Team 2020–2021

Rob Grant, Executive Director
Annika Lund, Program Director
Johanna Stiver, Program Director
Simone Cazabon, Food Programs Manager
Peter Grant, Recycle Depot Manager
Rob Wiltzen, Operations/Communications Manager
Anne-Marie Sutton, Financial Manager
Michael Smith, Housing and Facilities Manager (2021)

Housing

Murakami Gardens

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

- **27** units including studio, one, two and three-bedroom apartments

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

Ganges Family Apartment

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

Salt Spring Commons Family Housing

A new affordable family housing project on a 5-acre property within walking distance to village amenities.

- **24** units including **16** three-bedroom and **8** two-bedroom townhouses and a common facility building, the “Mackenzie House”



Salt Spring Commons Family Housing

Housing First, Shelter and Supports

Housing First Program

Provides innovative, person-centered support to assist people with obtaining and retaining housing in our community.

- Over **95** individuals were served this year, many of whom face multiple barriers

Housing First Program

“Stability worked wonders! It brought me proper employment. I couldn't have held a permanent job while camping. I regulated my sleeping habits and am working on regulating my eating habits. It allowed me time to think about long-term plans.”

—thirty-three year old male participant

Emergency Shelter / Sea Breeze Inne

Due to the challenges of the pandemic the emergency shelter had to operate at a reduced capacity and could shelter only seven individuals at any time. Community Services worked with BC Housing and the Sea Breeze Inne to provide temporary housing to 35 individuals. Staff provided supported living services to the individuals at the Sea Breeze Inne enabling them to stabilize, improve their basic living skills and connect with others.

The Emergency Shelter became funded by BC Housing to be a year-round shelter, previously a seasonal shelter closing between March and November.

- Up to **17** individuals per night were sheltered

Daytime Outreach

The outreach program provides access to laundry, showers, computer, phone and food, as well as connections to external resources such as the Drug and Alcohol Counsellor from the Umbrella Society, and the Financial Aid Worker from the Ministry of Social Development and Poverty Reduction.

Due to the extraordinary needs of the community and the restricted use of other island facilities, the Outreach Program was extended to be five days per week.

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 Mental Health Program

The Yellow Sub is a social support group for adults with a mental health diagnosis, who typically convene for activities in the lower floor of the main building. Due to the pandemic and a need for social distancing, all programming has taken place outside in the form of picnics in the park, meetings at café patios and check-ins over the phone.

SuccessWorks

SuccessWorks is a vocational development program that provides individuals of varying abilities with vocational training and experience.

- **448** hours worked by participants

Oral Health Project

SSICS received funding for an oral health project through the Green Shield Initiative on behalf of the Victoria Foundation. The Housing First team was able to identify priority clients and channel them into a dental health case management stream.

- **12** individuals benefited from this service and received essential dental care

Child, Youth and 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 with a primary focus of strengthening families through parental support.

- Offers parent-child programs from a parent-centered lens
- Modified pandemic services pivoted to 1:1 outreach; care & activity packages; gift cards and online programming
- **275** individual parents served
- **284** individual children served



Family Place Resource Centre

“

Being able to socialize and let my kids play has been so fulfilling. Discussing the struggles of pandemic parenting has been so helpful in alleviating shame.”

“There has been a lot of information sharing from experienced guest speakers (Island Infants) The topics address concerns I didn’t realize I had. I wouldn’t ask for help if I wasn’t given the chance to attend these groups. I also appreciate the community connection and support this gives my family. It’s safe and comforting for me, giving me relief to know the support is there.”

“Lunch once a week! I am starting to connect with community, as we have newly moved here. Mother Goose is great for me to do with my babe.”

“It is lovely to come to Family Place—nourishing socially and nutritionally. I like that my child gets this chance to be social in a safe place. I am benefitted by the adult social time, especially connecting with other parents around parenting topics. This has really benefitted my mental health and I look forward to it.”

“Ever since I started to attend, I could be with other parents in a different culture and it helped me learning about all the different styles and routines as families. We have learnt so much from each other.”

—Family Place Participants



Summer Camp

The Summer Camp is an activity-based day program for children with special needs that is based out of the Family Place Resource Centre during the summer break.

- 6 individuals served

Family Development

The services provide 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.

- Group and individual sessions
- Presenting issues include family relationships, anxiety & mental health, parental separation & divorce
- Pivoted to online format with pandemic which reduced barriers to service, particularly for families on Pender, Mayne, Galiano and Saturna
- Service is closely coordinated with Family Place, MCFD Social Workers and other community partners
- 42 individuals served
- 120 individual hours service
- 46 group hours services

Family Development—Pender, Galiano, Mayne, Saturna

The program is now housed in an office space within a Health Centre in each community providing a warm, welcoming environment in central busy community “hubs,” which support participant confidentiality.

- Services experience an increase in self-referrals for family support
- 27 families served

Children and Youth with Special Needs

Services for children and youth with special needs include one-to-one individual support services assisting with the care, support and supervision of children who have special needs.

Child and Youth Psychiatry

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.



SSICS McPhillips building

Renovations were completed this year on the SSICS building at 134 McPhillips Avenue in Ganges. The heritage building with new accessibility upgrades is home to a range of SSICS programs, including the Core Inn Youth Drop-In, Child and Youth Mental Health Team, Youth Outreach and the Friends Day Program for Developmentally Disabled Adults. The year long project included an addition to house a new elevator and interior staircase, wheelchair accessibility, interior re-modelling, a new fire escape for egress from the third floor and a new environmentally friendly roof.

Core Inn Youth Drop-In

The Core Inn Youth Drop-In provides a welcoming and supportive environment for youths in grades 6–12 during after-school hours and operated in a heavily modified and limited way.

- Modified services included support on an outreach basis and outdoor programs (karate, disc golf, basketball)

CORE INN YOUTH PROJECT PRESENTS 

KARATE FOR YOUTH

SOCIALLY DISTANCED CLASSES FOR YOUTH 11-19
HELD OUTDOORS @ SALT SPRING ELEMENTARY FIELD
ALL ABILITIES & SKILL LEVELS WELCOME



EVERY THURSDAY @ 4PM
STARTING JULY 16TH

WEAR LOOSE CLOTHING & BRING A WATER BOTTLE | CLASSES ARE 1 HOUR LONG! NO REGISTRATION REQUIRED.

QUESTIONS? CONTACT MARTIN HONGARD: MHONGARD@SSICS.CA

CORE INN YOUTH PROJECT PRESENTS 

DISC GOLF WEDNESDAYS

SOCIALLY DISTANCED OUTDOOR PLAY FOR YOUTH 11-19
HELP DEVELOP AN INDIVIDUAL'S SKILL
ALL ABILITIES & SKILL LEVELS WELCOME. COME HAVE FUN, LEARN A NEW SPORT OR BUILD ON YOUR SKILLS!
WE'LL HAVE SOME DISCS, HAND SANITIZER + POSSIBLY SNACKS ON HAND, TOO!



EVERY WEDNESDAY @ 4PM
STARTING JULY 22ND

BRING A DISC IF YOU HAVE ONE & A WATER BOTTLE | WE PLAY FOR AN HOUR! NO REGISTRATION REQUIRED.

QUESTIONS? CONTACT MARTIN HONGARD: MHONGARD@SSICS.CA

CORE INN YOUTH PROJECT PRESENTS 

A VIRTUAL GAME OF S.K.A.T.E.

WIN A RICKTA SET OF WHEELS, OR INDY TRUCKS & OTHER COOL PRIZES BY SHOWING OFF YOUR BEST TRICKS! AT THE PARK, ON THE STREET, ON FLAT GROUND, WHETHER YOU ARE CLEARING BIG GAPS, OR GETTING SUPER TECHNICAL, WE WANT TO SEE WHAT YOU GOT!

PRIZES PROVIDED BY AXE & REEL/CORE INN YOUTH PROGRAMS.



PRIZES UP FOR GRABS!
TIME TO SHOW AND PROVE SALT SPRING

• BEST TRICK  | HOW TO ENTER: POST YOUR VIDEOS ON INSTAGRAM #COREINNYOUTH OR E-MAIL ENTRIES TO MHONGARD@SSICS.CA

• BEST STYLE

• MOST ORIGINAL TRICK

CORE INN YOUTH PROJECT PRESENTS 

A VIRTUAL GAME OF H.O.R.S.E.

WE WANT TO SEE WHAT YOU GOT... ON THE COURT, ON THE BLACKTOP, IN YOUR DRIVEWAY... WHEREVER YOU'RE HOOPING WE WANT TO SEE IT ALL! CROSSOVERS, LAYUPS, SPIN MOVES, HALF COURT SHOTS. SOLO OR 1-1 VS. A DEFENDER.



PRIZES UP FOR GRABS!
SHOW US YOUR MOVES SALT SPRING

BE ORIGINAL, BE CREATIVE, ENTER. O.E.T.E.N.  | HOW TO ENTER: POST YOUR VIDEOS ON INSTAGRAM #COREINNYOUTH OR E-MAIL ENTRIES TO MHONGARD@SSICS.CA

Child and Youth Mental Health Team

This service provides assessment, counselling and treatment planning for children and youth who exhibit depression, anxiety, family conflict, unmanageable behavior, or other mental health concerns in the home, school or community.

- Provides specialized clinical interventions, support and follow-up in an office or on an outreach basis
- Provides consultation on mental health issues for others working with children and youth—available primarily on Salt Spring Island, with some capacity to serve other Southern Gulf Islands
- Referrals are from MCFD Saanich and Indigenous CYMH Team in Esquimalt, GP's, Psychiatrists, Hospitals, School District, Parents / Guardians and self-referrals
- **81** individuals served (all under age 19)
- **619** individual hours of service
- **87** group hours of service

Youth & Family Substance Use Counselling Services

The service focuses on 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, and can include assessment, counselling, case management and referral to specialized treatment resources.

- Serves youth aged 13–19
- The Service made great progress in incorporating schools and higher risk populations into substance use service provision in terms of new groups, presentations with schools, expanded outreach programming and close collaboration with various educational programs
- **34** individuals served (all under age 19)



School-Based Youth and Family Counsellor

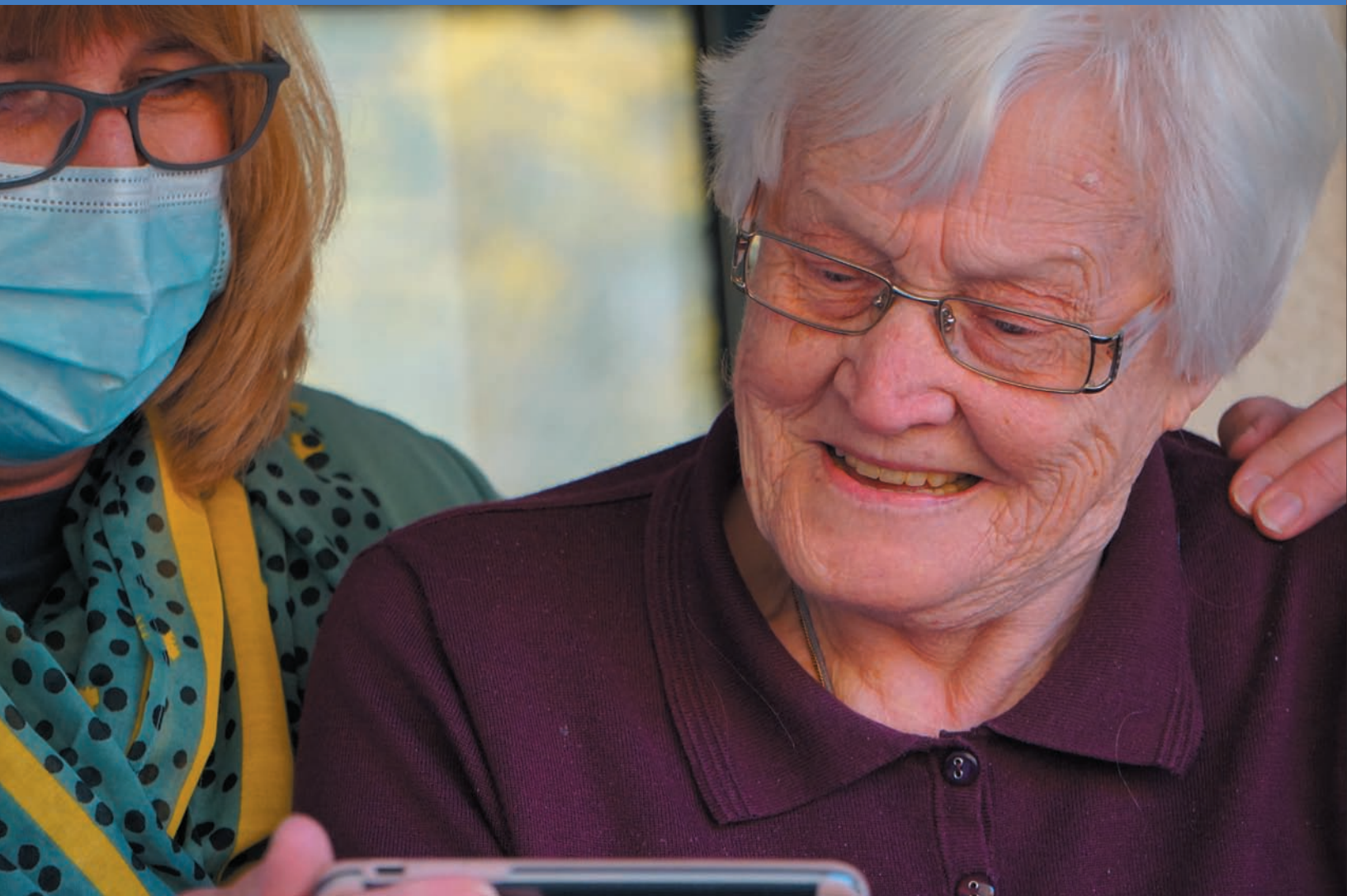
The service provides one-to-one counselling support for students at the high school and middle school.

- Mainly 1:1 service with some groups in partnership with SD64
- Ongoing and continued collaboration with school staff at SIMS and GISS
- Onsite at school means available for drop-in sessions
- Successfully navigated the more complex pandemic quarterly scheduling system for students
- **33** individuals served (ages 11–18)
- **363** individual hours of service

Youth Outreach

The Youth Outreach Counsellor provides a range of services to youth up to age 19 who are disconnected from healthy social supports and may be resistant to seeking help.

- Service includes crisis intervention, support, advocacy, employment readiness training, and skill building in problem areas
- Objectives are in assisting individuals to establish healthy supports and relationships and establishing solid relationships with youth at risk to support them in achieving significant goals
- Stable housing was a dominant issue in youth outreach
- Ongoing partnerships with Indigenous student supports at GISS
- Support group for older youth transitioning to independent living
- **14** individuals served



Seniors

Better at Home Program

In response to the pandemic and Public Health Directives, rigorous health protocols were put in place in order to continue to provide our services, such as housekeeping, simple home repair, yard work and grocery shopping safely, with recognition that seniors depend on the non-medical supports to live independently and stay connected with their community. Services are delivered by volunteers, paid staff and contractors.

- **264** seniors served
- **8,390** unique services provided to individual seniors
- The Seniors Program worked with the **BC211 COVID Response** network, providing hundreds of reassurance calls, check-ins and resource/referrals to seniors on Salt Spring Island.

Senior Peer Counselling

Senior Peer Counselling applicants completed a 60 hour intensive lay counselling training offered bi-annually through the Seniors' Program. Certified Senior Peer Counsellors provide free and confidential one-to-one support to help seniors meet life's challenges.

- Affiliated member of Senior Peer Counselling of BC

Seniors' Wellness Program

The Wellness Program offers a wide variety of speakers promoting all aspects of seniors' health and well-being, as well as resource referral and support for seniors. The extensive **Seniors' Resource List** is updated annually and shared with the community.

Adult Developmental Disabilities

Group Programming: 'FRIENDS'

Friends is a day program offering both individual and group activities for adults who have special needs. It assists participants and their support networks in implementing individualized plans to promote well-being, life skills development, vocational opportunities and more.

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

Individual Support

SSICS offers one-to-one individualized and highly customized day programming and supports for independent / semi-independent living. It assists participants in implementing plans to promote their

health, community involvement and life skills and social development.

- 2 individuals served

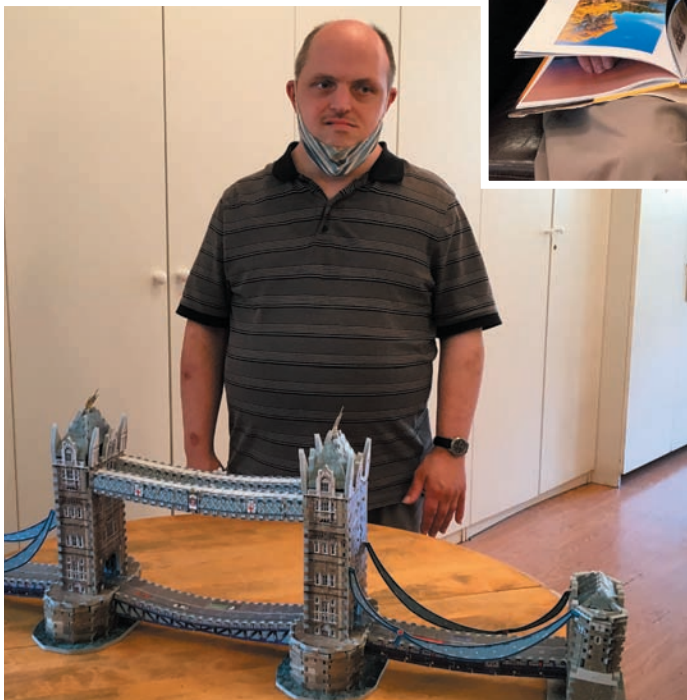
Community Living Housing Support

These supports help designated individuals maintain a safe and healthy living situation and can range from weekly visits to a fully staffed residence.

- One-to-one supervision, personal care, meal preparation, activity supervision and more
- 6 individuals supported

Homeshare

A Homeshare Program matches individuals with a community caregiver for housing and support, providing oversight and support to the homeshare provider.



Food Security

Harvest is the family of food programs that 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 families and individuals through meal programs, community fridges, the Food Bank and deliveries.



Harvest Kitchen

The Harvest Kitchen provides meals and catering services for the community and SSICS Programs.

- Over **960** internal agency meals
- Harvest Home Meals providing **80** weekly meals to seniors

Harvest Farm

The Harvest Farm is an acre of land producing thousands of pounds of fresh food each year, located in the Burgoyne Community Gardens that experienced significant improvements in yields and infrastructure this year. Produce is distributed through the Food Bank, Harvest Kitchen, Market by Donation and Community Fridges.

- Construction of a wash station for processing, washing and packing farm produce significantly improved the efficiency of farm, kitchen and food bank operations
- Expansion of crop fields achieved through doubling the area under production in the lower plot
- Harvest Farm's increased fertility and decreased weed pressure resulted in the highest produce yield to date
- Establishment of a 210 square foot medicinal herb bed of *Echinacea purpurea*
- Production of over **2,200** lbs of winter squash to be used throughout the winter
- Production of **800** lbs each of carrots, cucumbers and zucchini

Food Bank

The Food Bank relies on community food and financial donations to purchase food, and runs with dedicated volunteer support. Our food bank chooses to support local businesses in providing healthy options for our clients.

- An average of **150** weekly food bags given out
- **1/3** of recipients being children
- **121** Holiday Hampers
- Deliveries to seniors and people with disabilities available

Farmers' Market Nutritional Coupon Program (FMNCP)

The 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 provided weekly for lower income families and seniors. COVID-19 relief funding was allocated to this program to enhance food security options for families and seniors and support the Tuesday Market farmers.

- **136** low income households were recipients of the program

Second Harvest

With the contributions of Country Grocer, Thrifty's, Nature Works, Barbs Bun, Salt Spring Coffee and community gardeners and gleaners, we have been able to store and redirect perishable food to our 5 community fridges and the Food Bank.

“ We were pushed into thinking up new ideas and expanding our vision on how to provide food to people on this island while maintaining safe and sanitary conditions. In some ways it has been a blessing in disguise as we launched our meals on wheels program: Harvest Home Meals, delivering to seniors and families during the pandemic. We’ve initiated food bank deliveries to seniors, people with disabilities and people in quarantine. This has all contributed to the long term vision for food security on Salt Spring.”

–Simone Cazabon, Harvest Program Manager



Community Justice, Safety and Health

Victim Services

Victim Services works 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 61 individuals, 36 were victims of family violence.

Restorative Justice

Restorative Justice is a process led by a trained, volunteer-based group that facilitates restorative processes for individuals diverted from the court system. The goal is to repair the harm done and restore the relationships with those affected and with the community. The group also facilitates conflict resolution circles and can be called upon by community members and groups to respond to conflicts and other harm. Training is also offered to those wishing to improve their conflict resolution and facilitation skills.

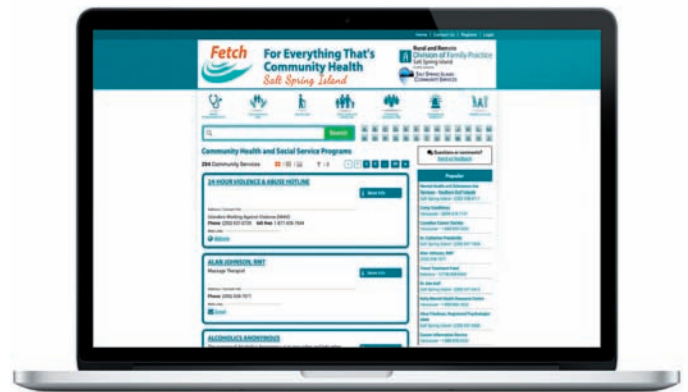
- Average of **10** criminal cases per year
- Average of **4** non-criminal cases per year

F.E.T.C.H

For Everything That's Community Health

SSICS maintains this online directory created in partnership with the Rural and Remote Division of Family Practice, Salt Spring Island. FETCH at saltspring.fetchbc.ca features over 300 listings of service providers for community health and support.

- Over **9000** users



Hosting and Flow-Through

SSICS 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** and the **Salt Spring Island Foundation Neighbourhood Grants** to the **Wagon Wheel Society** for the Community Laundry Facility.



Recycle Depot

The Recycle Depot is responsible for the responsible disposal of a wide variety of products including tires, electronic waste, returnable drink containers, small appliances, textiles, lighting, paints, pesticides, poisons, flammable liquids and much more.

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

“ We do not have publicly provided curbside recycling pick up on Salt Spring but our Depot accepts far more materials than curbside recycling.
 –Peter Grant, Recycle Depot Program Manager





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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