

ANNUAL REPORT

2021-22

Serving our Southern Gulf Island Communities for 47 years



A new greenhouse addition to the Harvest Farm



Mothers enjoy time together at Family Place



Members of 'FRIENDS' celebrate Community Living Month

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.

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MESSAGE FROM THE SSICS LEADERSHIP

Our appreciation goes out to our awesome employees, contractors and volunteers. Thank you as always to the many generous community members who donate money and offer support to SSICS in other ways. We could not do it without you!

SSICS cannot be successful at our work without community partners. Each program area has a circle of local allies that share common service delivery objectives. SSICS also maintains connections with many organizations beyond our shores that support and strengthen service delivery. The list is long, but we will mention the Social Planning and Research Council of BC, Prince George Nechako Aboriginal Training Association, Umbrella Society (Victoria), RainCity Housing (Lower Mainland) and Transcare BC whose contributions were greatly appreciated during the past year.

Three new people joined the SSICS Management Team with Michael Smith taking the new position of Housing and Facilities Manager, Cora Platz replacing Simone Cazabon as Food Programs Manager and Kyla Duncan replacing program director Johanna Stiver in the new position of Clinical Director.

2021–2022 has been the most challenging year the organization has faced in a while.

After weathering the COVID-19 storm we anticipated the fair weather to come. Instead, like service providers and employers across the country, SSICS faced mounting community needs and a diminished work force. The overall budget and services grew once again this year as we met the steady challenge of hiring and maintaining employees.

Staff recruitment and retention is profoundly impacted by the inability of people to secure housing. SSICS is also faced with managing a social services workforce with modest wages in a time of rampant cost of living increases. COVID-related employee absences still linger and perpetual staff vacancies lead to an overworked and stressed employee group. Residential programs requiring 24/7 staffing have been particularly hard hit due to inflexible schedule demands. Managers and Program Coordinators stepped up to cover many front-line shifts and front-line staff stepped up to work many extra hours. Managers and staff teams have done an amazing job at adjusting and simplifying work to be efficient and the organization has done without some of the extras in an effort to keep operations manageable.

In the face of this restraint approach to addressing staff shortages, SSICS stayed the course in re-energizing youth services after the COVID-19 dormancy. A new activity program and youth-centered kitchen/café is now in full swing and the community can enjoy the buzz of energy emanating from 134 McPhillips.

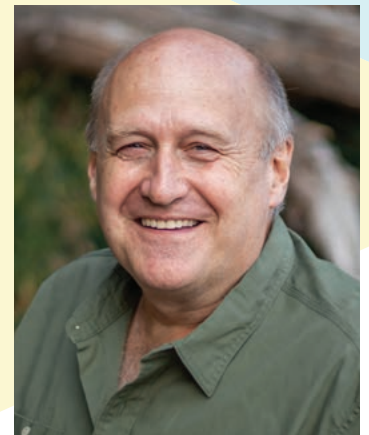
SSICS Housing First Services continued to grow and achieve their goals. Housing insecurity and poverty issues have spread beyond the typically homeless and are more prevalent in the low-income working population than ever before. In the past year SSICS added a Ganges outreach office and a Peer Substance Use worker and continued with initiatives such as dental health service and assistance with ID replacement as part of the case management and support activities. We are pleased that rent supplement programs have been increased by the government—an important service provided by the Housing First team.

Again, our deepest gratitude to all of the many members of our Southern Gulf Island communities that work together to make this a better place for everyone through the important services of SSICS.

Thank you,



Jody Hawley
Board Chair



Rob Grant
Executive Director

FINANCIALS

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

2021-2022 FINANCIALS

SSICS' fiscal year is April 1 to March 31

REVENUE

| | | |
|---------------------------|--------------------|-----|
| BC Housing | 1,341,001 | 19% |
| Community Living BC | 1,066,169 | 15% |
| Province of BC | 997,051 | 14% |
| Rental Income | 717,581 | 10% |
| Grants | 697,023 | 10% |
| Government of Canada | 573,693 | 8% |
| Donations | 514,572 | 7% |
| Sales and Fees | 463,462 | 7% |
| Capital Regional District | 274,573 | 4% |
| Island Health | 206,017 | 3% |
| Forgivable Loans | 95,680 | 1% |
| School District 64 | 93,037 | 1% |
| Investments | 52,745 | 0% |
| Revenue Total | \$7,092,604 | |

EXPENSES

| | | |
|------------------------------------|--------------------|-----|
| Housing First Shelter and Supports | 1,791,310 | 26% |
| Developmental Disabilities | 1,181,932 | 17% |
| Child, Youth and Family | 979,532 | 14% |
| Housing | 810,264 | 12% |
| Food Programs | 771,850 | 11% |
| Recycle Depot | 420,727 | 6% |
| Hosting and Flow Through | 333,033 | 5% |
| Adult Counselling and Support | 255,661 | 4% |
| Seniors | 165,093 | 3% |
| Early Childhood | 163,608 | 2% |
| Community Justice and Safety | 54,149 | 1% |
| Administration | 81,693 | 1% |
| Expense Total | \$7,008,852 | |
| Revenue Minus Expenses | \$83,753 | |

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.

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



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 of village amenities.

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

BOARD OF DIRECTORS 2020–2021

Jody Hawley, Chair
Bill MacDonald, Vice-Chair
Karen Pedersen, Treasurer
Rebecca Chidley, Secretary
Cornelia Krikke, Director
Dawn Shaak, Director
Nikki Arnoldus, Director
Humberto Martinho, Director
Cathy Patel, Director

MANAGEMENT TEAM

Rob Grant, Executive Director
Annika Lund, Program Director
Kyla Duncan, Clinical Director
Cora Platz, Food Programs Manager
Peter Grant, Recycle Depot Manager
Rob Wiltzen, Operations/Communications Manager
Anne-Marie Sutton, Financial Manager
Michael Smith, Housing and Facilities Manager



HOUSING FIRST, SHELTER & SUPPORTS

HOUSING FIRST PROGRAM

Housing First provides innovative, person-centered support to assist people with obtaining and retaining housing. Salt Spring is facing an acute housing crisis. Occasionally assistance means helping people in relocating to areas with more supports available.

This year we were able to open a centrally located housing office in Ganges for increased accessibility and confidentiality.

- Over **110** individuals were served this year, many of whom face multiple barriers
- Provide rental subsidies
- Help with finding housing
- Assist with startup costs for those getting into housing
- Assist people in obtaining income assistance or disability
- In-home supports for people at risk of homelessness
- Assist in navigating government systems and obtaining required documentation

EMERGENCY SHELTER

The Emergency Shelter is funded by BC Housing as a year-round shelter operating 24 hours per day for up to 30 individuals. The low-barrier shelter is a critical service for individuals without housing.

OUTREACH

The outreach program provides access to laundry, showers, computer, phone, food and 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.

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 across the community.

YELLOW SUB MENTAL HEALTH PROGRAM

The Yellow Sub is a social support group for adults with a mental health diagnosis and typically convenes for activities in the “Yellow Sub”—the lower floor of the main building.

Due to pandemic restrictions and a need for social distancing, much of the programming has taken place outside and over the phone in the course of this year with in-house meetings now resumed.

SUCCESSWORKS

A vocational development program that provides individuals of varying abilities with vocational training and experience. One of the primary jobs they undertook this year was the weekly harvest of crops for distribution at the food bank.

- **442** hours worked by participants

ORAL HEALTH PROJECT

SSICS has 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 system.

- **19** individuals benefited from this service



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 with a primary focus of strengthening families through parental support.

Due to the ongoing pandemic, we continued to adapt our service delivery model to registered attendance and much smaller parent/child groups, as well as Zoom online programming. There was an increase of one to one resource sharing, in-depth connection and targeted referrals.

- **411** individual parents served
- **475** individual children served

CHILDREN & YOUTH WITH SUPPORT NEEDS

Services for children and youth with support needs include one to one individual support services and a group summer camp program. The summer camp this year was one of our largest ever, with many young new faces and families served. This support does not end with the summer camp, however, as we have launched a weekly social skills development group during the school months for this same demographic.



Family Place Resource Centre



Recipe book published by the Family Place Kitchen Program

“Having a healthy social environment has helped my children make friends, learn how to socialize with others and helped us get through hard times.”

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

“Knowing that community resources are available and getting support helps with feeling welcomed and that we have people to count on when needed.”

—Family Place Participants

“I wanted to thank you and your Camp Team again for including us in your wonderful program, I can’t tell you how great it was for our whole family. Having our daughter brought into the Community Services program was a true blessing. The structure allowed her to maintain some form of normalcy through the summer with a regular routine and social interactions with other kids. ... Camp allowed her to still be challenged by events that she is going to face every day while being guided by the amazing counsellors”

—Parent of a Summer Camp participant



Youth Pride Party

Youth Services are primarily run out of the SSICS building at 134 McPhillips Avenue, a heritage building with accessibility upgrades.

CORE INN YOUTH DROP-IN

- **35** visits per week on average, totalling more than **1700** visits annually

The Core Inn Youth Drop-In at the McPhillips building reopened its doors in 2021 for three evenings per week.

- New additions include a projector for movie nights and interactive video games, a green screen to make tictoks and other social media videos and a karaoke machine
- Outdoor programs (karate, disc golf, basketball) continue
- Weekly DnD games night, jewellery making and monthly meals recommenced this year

FAMILY DEVELOPMENT: SALT SPRING

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.

- **63** (37 aged 0-19; 26 aged 19+) individuals served
- **12** sessions for individuals on average
- **36** sessions for group on average
- Group and individual sessions
- Presenting issues: family relationships, anxiety and mental health, parental separation and 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

Core Inn Youth Drop-In activities

FAMILY DEVELOPMENT: PENDER, GALIANO, MAYNE, SATURNA

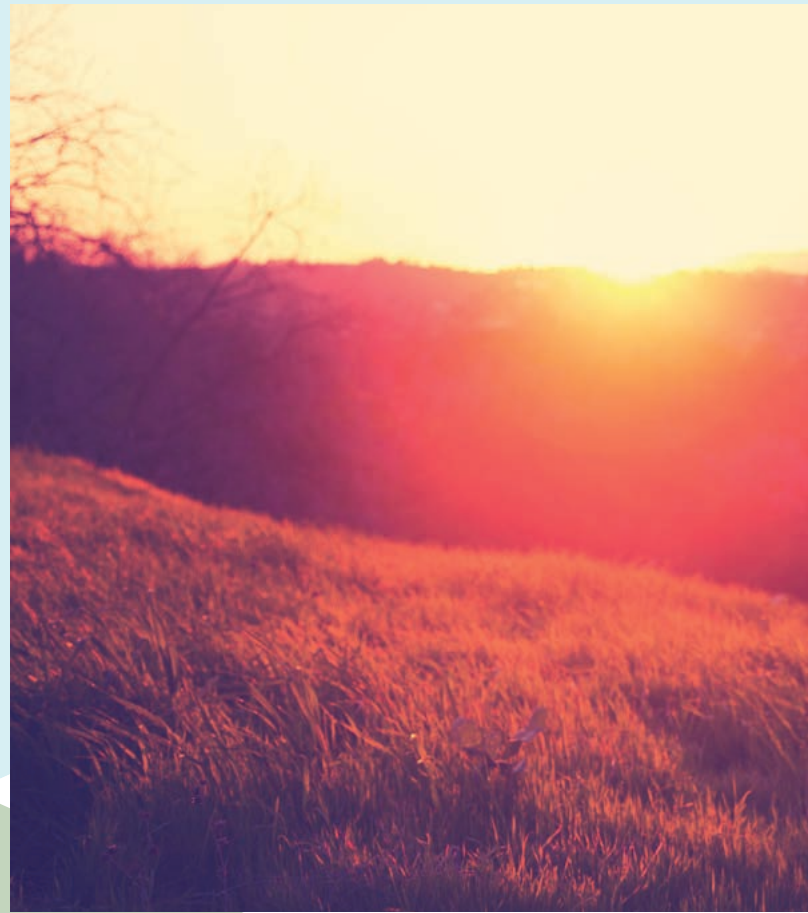
- **23** (16 aged 0-19; 7 aged 19+) total individuals served
- **7** families on Pender; **10** Galiano; **4** Mayne; **1** Saturna; **1** on SSI

Existing partnerships with schools and Health Centers are strong. On each island the program is housed in an office space within a Health Center which are busy community “hubs”, supporting participant confidentiality.

Moving to an online format during early COVID lockdowns has continued to positively impact service accessibility.

McPhillips Building housing Child and Youth Services





CHILD & YOUTH MENTAL HEALTH TEAM

- **188** individuals served

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 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.
- The addition of a therapist available for Marriage and Family therapy service to the team in 2021 has meant we are able to work with families in a more comprehensive way.
- Time limited additional funds from Victoria Foundation through Salt Spring Community Health Society supported families navigating in-patient programs, hospital visits due to suicidality and complex mental health issues.

Child & 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.

Coming from Vancouver with a wealth of knowledge, Dr. Trudy Adam took over the practice as of Spring, 2022.

School Based Youth & Family Counsellor

The service provides mainly one to one service with some groups in partnership with School District 64 and collaboration with school staff at Salt Spring Island Middle School and Gulf Islands Secondary School.

- Being onsite at school results in much greater availability for drop-in sessions
- Newly incorporated international students this year, with great success



Youth Outreach

The Youth Outreach Counsellor provides a range of helping 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. The objective is to assist individuals in establishing healthy supports and relationships.
- Establishes solid relationships with youth at risk to support them in achieving significant goals
- Poverty and stable housing are dominant issues
- New and existing partnerships with Indigenous students supports at Gulf Island Secondary School



Youth & Family Substance Use Services

- 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
- Service can include assessment, counselling, case management and referral to specialized treatment resources
- Serves youth up to age 19
- Incorporating schools and higher risk populations into substance use service provision in development of new groups, presentations with schools, close collaboration with various educational programs and other community agencies
- Expanded outreach programming through a presence at the Saturday and Tuesday markets, running a drop-in harm reduction education group and launching a substance-testing pop-up for the community

SENIORS

BETTER AT HOME PROGRAM

We continued to provide our services that include housekeeping, simple home repair, yard work, grocery shopping and other non-medical supports that many seniors depend on to continue to live independently. Services are delivered by volunteers, paid staff and contractors.

- **63** individuals served
- **1920** service hours

SENIOR PEER COUNSELLING PROGRAM

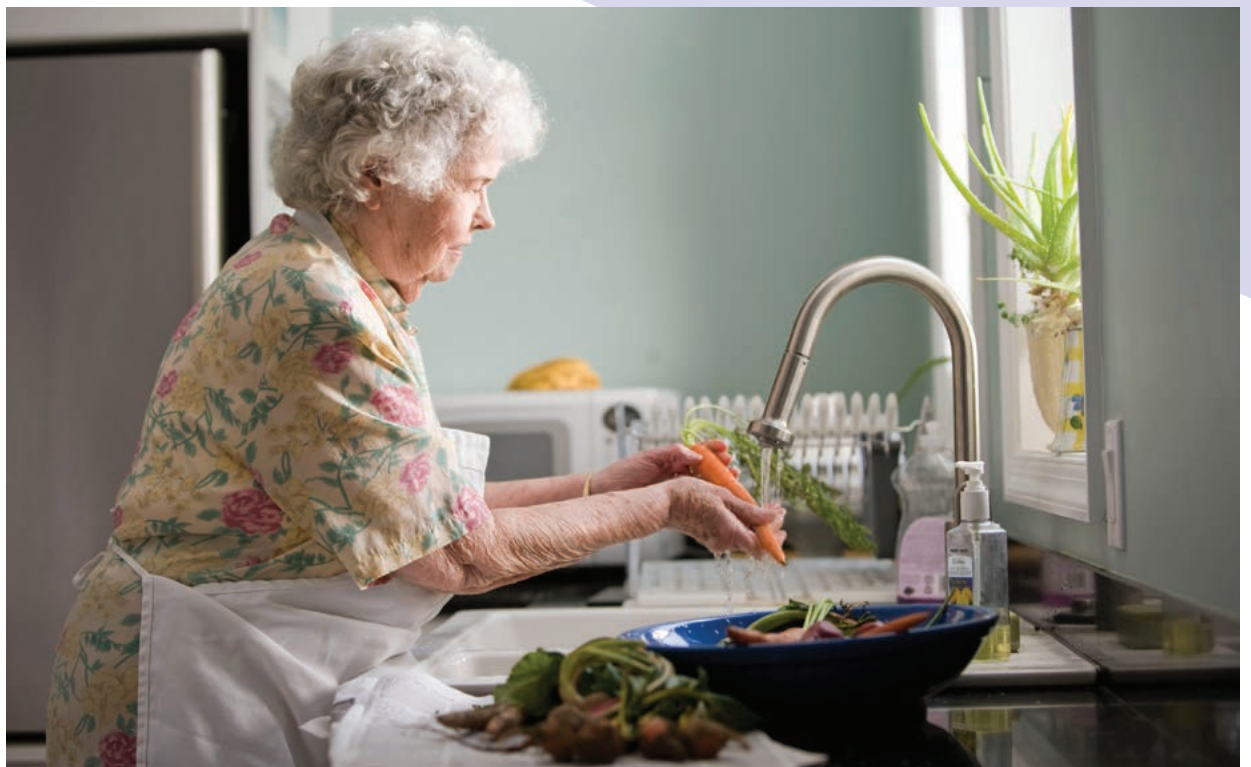
Senior Peer Counsellors complete a sixty hour intensive lay counselling training offered bi-annually through the Seniors' Program. Certified Senior Peer Counsellors provide free and confidential one to one support to help seniors meet life's challenges. The Salt Spring Island program is an affiliated member of Senior Peer Counselling of BC.

SENIORS WELLNESS PROGRAM

Seniors' Wellness programs offer a wide variety of workshops and educational events promoting all aspects of seniors' health and well-being, as well as resource referral and support for seniors. The **Seniors' Resource List** is up-dated annually and shared with the community.

COMMUNITY RESPONSE NETWORK

The Seniors' Program coordinates the local Community Response Network (CRN), affiliate of BCCRN, to raise awareness of elder abuse, neglect and self neglect.



ADULT DEVELOPMENTAL DISABILITIES

- **22** individuals served

“FRIENDS” GROUP DAY PROGRAM

Friends is a day program offering both individual and group activities for adults who have developmental disabilities. It assists participants and their support networks in implementing individualized plans to promote socialization, community inclusion, physical and mental well-being, life skills development and more.

- 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, life skills and social development.

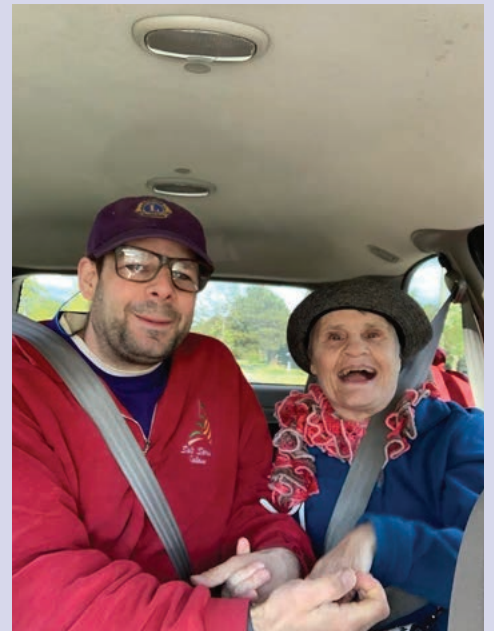
COMMUNITY LIVING HOUSING SUPPORT

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

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 FOOD PROGRAMS

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.



With rising inflation rates and the pressures of supply chain disruptions, food prices have been driven up at a rate not seen in decades. In combination with financial resources being stretched further for many people, SSICS' food security programs provide ever more critical services to the community.

FOOD BANK

Food Bank operates year-round, distributing critical nutrition supplies weekly to hundreds of residents.

- **15** volunteer shifts each week packaging bulk foods, sorting donations and packing food hampers
- **200** food hampers distributed each week on average
- **155** holiday hampers prepared and delivered for the 2021 holiday season

HARVEST KITCHEN

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

- **300** meals prepared each week for internal agency programs
- **70** meals prepared for home delivery to seniors each week
- Preparation of all food items for the Harvest Kitchen Café



HARVEST FARM

The Harvest Farm is an acre of land located in the Burgoyne Community Gardens, producing thousands of pounds of fresh food each year.

- **1000 lbs** of tomatoes harvested in 2022 and still counting
- **30** different crops grown, from asparagus and beans to turnips and zucchini
- A grant from Agriculture and Agri-Foods Canada purchased a new 30' x 48' greenhouse
- With a generous donation of paint from Mouat's Home Hardware and the talents of Kassia (Canada Summer Jobs employee), the packing shed was given a facelift with an eye-catching, garden-themed mural
- An unusually cool and wet spring slowed down production at the farm this year but the new greenhouse ensured a bumper crop of tomatoes and cucumbers





HARVEST CAFÉ & FARMSTAND

After being closed for the duration of the COVID-19 pandemic, the Harvest Kitchen Café re-opened this year in a new location at Fulford Hall—with an attached farmstand.

- **800** visits per month
- A social enterprise with profits reinvested back into SSICS programs
- The Farmstand (located beside the Café at Fulford Hall) sells locally produced, value added food products and extra produce from the Harvest Farm

FARMERS' MARKET NUTRITIONAL COUPON PROGRAM

The FMNCP works in partnership with the Tuesday Market Society to support a stronger economy for the local farmers while providing support through coupons 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.

- **128** low income households participated in the program receiving **\$27** worth of coupons each week for **16** weeks
- **\$55,000** injected into the local food economy, supporting island food growers
- SSICS is the community partner delivering the coupon program for the BC Farmers' Market Association
- SSICS is the community partner delivering the coupon program for the BC Farmers Market Association and supported by the BC Ministry of Health
- Additional community donations double the size of the program on Salt Spring
- Coupons are distributed to low income families and seniors to redeem at the Tuesday Farmers market

SECOND HARVEST

Country Grocer, Thrifty's, Natureworks, Salt Spring Coffee, Barb's Buns and Francis Bread continue to donate perishable goods that are distributed through the food bank and community fridges.



COMMUNITY JUSTICE, SAFETY & 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.

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. This is the final year of operations through SSICS. Restorative Justice will begin the 2022-23 year as its own BC Society.

- **10** criminal cases per year on average
- **4** non-criminal cases per year on average



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 & 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** to the **Salt Spring Island Foundation Neighbourhood Grants**.



RECYCLE DEPOT

Recycle Depot manages 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 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**



HOW TO GIVE

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 another year of incredible service delivery and continued response to our community's needs.

If you would like to make a donation, you can do so via:

- **credit card** (by way of paypal) at www.ssics.ca/donate
- **e-transfer** (send to accounting@ssics.ca)
- **cheque** (made payable to Salt Spring Island Community Services)
- **cash** (in person at Reception: 268 Fulford-Ganges Road)
- **gift of securities** (contact accounting@ssics.ca)

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.

268 Fulford-Ganges Road
Salt Spring Island, BC, V8K 2K6
(250) 537-9971
connect@ssics.ca
SaltSpringCommunityServices.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

