

2020-2021

# ANNUAL REPORT

Working together for  
our Community.



**Chilliwack  
Community  
Services**

SHARE • GROW • BELONG



**CHILLIWACK COMMUNITY SERVICES  
IS AN INDEPENDENT LOCAL CHARITY  
PROVIDING OPPORTUNITIES WITH  
PEOPLE TO MAKE POSITIVE CHANGE  
IN THEIR LIVES.**

## **A MESSAGE FROM OUR BOARD & EXECUTIVE DIRECTOR**

This year the theme for our Annual Report is “Working Together for Our Community.” Our staff, volunteers and many partners worked together to serve our community during one of the most challenging times in our history.

At Chilliwack Community Services our vision is to help Chilliwack be the best it can be. We do this by supporting one person at a time, coming alongside them with support to make changes. Because you have stood behind CCS, we have been able to provide important community services for 92 years, being one of the longest serving social services agencies in British Columbia. This year we served a record 11,400 people in our community. At every phase and every age, from “twinkle to twilight”, Chilliwack Community Services supports children, youth, families, seniors, newcomers to Canada, and those needing training and employment.

2020/2021 was a year of great success and progress. We continued to deliver 36 programs throughout COVID. Our employees have continued to be at the centre of our success. CCS staff rose to the challenge of COVID 19 and continued to deliver services to Chilliwack. This included expanding therapeutic services, receiving word of support for the establishment of our Child Advocacy Centre and massively expanding food security with the Bowls of Hope Society, the Salvation Army and the United Way. We have also continued to work on the Paramount Project, to provide 66 housing units for seniors/young adults and space for our operation and received positive word from BC Housing of their provisional approval for housing funding.

This is also the time to reflect with gratitude on the support from funders and our community. These supports have helped us post positive financial results with our ongoing commitment to sustainability and fiscal responsibility. This includes the generous and ongoing support of the City of Chilliwack, the Province of B.C. and the Government of Canada. In addition, our community through donations, sponsorships, third party events and grants helped us achieve record levels of fundraising support. With gratitude, we at Chilliwack Community Services look forward to continuing to serve our great community.

### **Board of Directors 2020-2021**

Luke Zacharias	---	<i>President</i>
Paul Donaldson	---	<i>Vice President</i>
Jeffrey Hunt	---	<i>Treasurer</i>
Allan Billingsley		Gary Cooper
Rob Lacerte		Jessie Ramsay
Dan Bibby		Peter Monteith
Kim McLandress		Chris Veenstra
Jane Ulliyot		Corrine McCabe
Jason Laynes		



Luke Zacharias  
*Board President*



Diane Janzen  
*Executive Director*

# 2020-2021 YEAR IN REVIEW



12,045 nights of safe  
housing provided



Up to 373 children and their  
families received food every  
weekend of the school year



288 people received therapy



11,493 hot meals  
delivered to seniors



107 families received services  
from our Training and  
Education department



600 immigrants assisted  
in settling in Canada



274 people received  
services from our Victim  
Assistance Program



186 received Family Law  
Advocacy services



465 Christmas Hampers  
distributed to families



207 adults & 327 children  
used the Family Place  
Network



199 individuals received  
COVID relief therapy



350 youth accessed our  
recreation programs

# OUR SERVICES AT A GLANCE

## EARLY YEARS

- Child Care Resource & Referral
- Central Gateway Preschool
- Family Resource Programs (Sardis & Downtown)
- Better Beginnings
- Prenatal Training
- Family Navigation

## SENIOR SERVICES

- Better at Home
- Seniors Social Prescription
- Meals on Wheels

## TRAINING & EDUCATION

- Family Education Program
- Business Certificate Program
- Pathways to Education Program
- Training and Education Workshops

## THERAPY SERVICES

- Family Therapy
- Youth Therapy
- Sexual Abuse Intervention Program
- Intern Therapists
- COVID Relief Therapy

## YOUTH SERVICES

- Reconnect
- Support & Development
- Recreation
- Asset-Based Community Development
- Intensive Support & Supervision

## FAMILY SERVICES

- Family Support
- Specialized Victims Assistance
- Young Family Support
- Family Law Advocacy
- Child & Youth Advocacy Centre

## IMMIGRANT SERVICES

- English Language Instruction
- Childcare
- Settlement Services
- Employment Services
- Local Immigration Partnership

## FOOD SECURITY

- Chilliwack Feed the Children (Starfish)
- Local Food Hub
- Seniors Food Security
- Chilliwack Food Hub

**11,880 PEOPLE SERVED**

**184 VOLUNTEERS DONATING  
12,920 HOURS**



# CCS & COVID-19 DURING 2020-2021

In March 2020, the COVID-19 Pandemic struck, affecting everyone in British Columbia and Chilliwack. Chilliwack Community Services jumped into action to meet the needs of our community and will continue to do so as we carefully re-open the economy. CCS continues to provide essential social services in the areas of Early Years, Youth, Families, Seniors, Immigrants, Housing, Training and Education, Therapy, and Food Security.

**WE ALL HAVE ONE THING IN COMMON.**

## FOOD SECURITY

Chilliwack Community Services has always served a vital role in food security through our Meals on Wheels and Starfish Back Pack Program. However, when COVID 19 struck CCS worked with other partners including the Salvation Army and Bowls of Hope to respond to the food security challenge given that schools were closed and the families that depended on the Starfish Back Pack program were not able to access food.

The Starfish Back Pack Program has provided 373 families, or approximately 1,492 individuals, across 19 schools with weekly weekend hampers throughout the year. When COVID 19 struck CCS along with the Salvation Army, Bowls of Hope Society, and the School District joined forces to establish a new initiative to address food security for children and families in our school system affected by school closures. It was supported by a strong contingent of volunteers from all three organization and the community. What resulted was the Chilliwack Feed the Children Initiative which provided over 300 hampers a week packed at the Salvation Army location and driven to 24 schools by volunteers and then distributed to families by school staff. This important initiative responded to the food security crisis fueled by COVID 19 over the summer as well. This partnership was strongly supported by the United Way, Reaching Home (City of Chilliwack) and Reaching Home (VanCity).

In response to the need for food for families and individuals not being served by the Chilliwack Feed the Children Initiative, CCS and the Salvation Army joined forces to provide 144 hampers a week to families in Chilliwack. The hampers are packed and delivered by volunteers provided by Chilliwack Citizens for Change. In total we serve 576 people every week ranging from families with young children, to individuals and seniors. This program represents a strong partnership with the support of the United Way.

During summer 2020, CCS struck an agreement with White Spot and United Way to deliver up to 82 fresh meals per week to individuals, seniors and families not served by other programs.

The experience of working together with the Bowls of Hope Society and the Salvation Army was very positive and as a result the three partners joined together to create the Chilliwack Community Food Hub. This facility, operating out of the Salvation Army on Yale Road, will serve as a true hub for food security providing a shared facility for all three partners to provide food security to some 5,000 people a week. The Food Hub will also be working on a long term plan for identifying other potential roles in food security issues such as community kitchens, gleaning, food education and community gardens as well as potentially serving in a larger regional capacity.



# TRAINING & EDUCATION

## STACY'S STORY

"I had a really rough upbringing. There was a lot of mental abuse between my siblings and I, resulting in me being teased quite a lot. Growing up, I watched my mom get beat up, my siblings get beat up, and experienced a lot of family fighting."

"I became pregnant at a very young age, 17 years old, and lost my first baby. Shortly after, I became pregnant again and had my first child at the age of 18. The relationship I was in at the time became abusive, but in my mind, I didn't leave because I saw myself as having and wanting the perfect family. So I stuck it out for 10 years and finally fled the relationship after this time."

"I ended up homeless a couple of years ago. I was trying to find a place while engaging in a different abusive relationship. It wasn't until I was staying at the Ann Davis Society housing where I happened to run into a really good friend of mine staying there too. She came and knocked on my door and asked me, 'Hey, I know you have always wanted to go back to school, do you want to try the CCS Business Certificate program with me?' And I said, 'Heck yes!' So I signed up. I wanted to go back to school and make myself a better person. I wanted to accomplish some of my own goals I had always wanted to do, but never took the chance to."

"I always said my number one passion in life is to work in a field where I can help other people. I want to tell my story because I want to encourage others: You are never too old to try to get out there and better yourself. Once you start believing in yourself, it is amazing what doors open up. I think Chilliwack Community Services' Business Certificate program has been good for me. Their programs are good for the community and open up many doors for many different situations. I think Chilliwack would not be the same without Chilliwack Community Services."

The Fraser Valley Business Certificate Program, Employment and Supports is an Adult Business Skills Certificate, Employment and Supports program for people who are interested in careers in the areas of office administration, finance and business and who meet the criteria. We focus on individuals who have faced barriers to success, particularly those who are survivors of abuse or violence. This program offers the ability for non-graduated adults to obtain their B.C. Adult Dogwood with a focus on business skills. Concentrations include employment preparation, obtaining, and maintaining employment. In addition, business education, employment services, transportation, childcare subsidy, an attendance and training allowance, extra learning supports, and access to counselling and other supports.

**FOR MORE INFORMATION ON TRAINING & EDUCATION:**

**WWW.COMSERV.BC.CA --- 604-792-4267 --- CCSINFO@COMSERV.BC.CA**



# COMMUNITIES BUILDING YOUTH FUTURES

The Communities Building Youth Futures Initiative (CBYF) is a program which was launched in 2020 and funded by the Tamarack Institute which is a non-profit federal organization funded by the Government of Canada. The aim of CBYF is to reduce poverty and increase positive outcomes in youth ages 15-29 who face barriers to education and employment. The program provides 5000 youth across 13 different communities with employment and education skills while focusing on youth leadership and collaboration.

CBYF in Chilliwack is based on the concept of a leadership table which consists of a diverse group of community members who come together on a volunteer basis to discuss ways to improve the lives of youth through education and employment. This is an asset-based, community-driven endeavor which includes a variety of people from four



**AMPLIFYING YOUTH VOICES AND  
SPREADING AWARENESS OF  
YOUTH EXPERIENCES IN  
CHILLIWACK**

different sectors of the community. Representation is provided by individuals working in government, those in the non-profit sector, youth with lived experience, and those from the Chilliwack business community.

The Chilliwack CBYF project is led by Trevor Johnson who began by investigating areas in need of improvement, as well as looking at statistics and demographics to identify who needs help, and what types of services are already available but being under-utilized. One goal of CBYF is to support other agencies in the community by facilitating connections between youth and existing services.

Tatjana Raphael is a youth intern working with CBYF as part of the backbone team. Tatjana helps fill gaps by sharing and disseminating information, being responsible for the social media coverage and keeping the leadership team up-to-date. As a youth with lived experience, she is able to provide a valuable and contextually based viewpoint. While working with CBYF has been a big learning curve for Tatjana, she values the opportunity to make a difference in the community and finds meaning in helping others.

Trevor and Tatjana are very excited about a current CBYF project which stems from the Community Innovation Fund (CIF). CIF is helping channel youth voices by creating a documentary aimed at shifting the public narrative by focusing on mental health, substance abuse, incarceration, and homelessness in our youth. Youth ages 19-24 have the opportunity to share their story and offer some insight into their daily lives and the very real challenges they face. The hope is to raise awareness and empathy and reignite the community feeling of being connected and mutually responsible for helping youth realize and fulfill their potential.

**CONTACT --- FB: @CBYFCHILLIWACK --- INSTA: @CBYF.CHILLIWACK**

# IMMIGRANT SERVICES & CHILDCARE RESOURCE & REFERRAL

## HASNAA & SAFOUHS' STORY

In February of 2016, Hasnaa and her family made the difficult choice to leave their home in Syria in order to provide a safer life for their two children ages two and four. Hasnaa says this decision became clear when the pre-school near her home that her young son was supposed to be attending was hit by a bomb, subsequently killing 11 children. Following this incident, Hasnaa and her family relocated to a refugee camp in Turkey. In Turkey, they faced discrimination and a lack of job opportunities. This was a very difficult time and Safouh (Hasnaa's husband) decided to board a boat to Germany in search of work. The boat sank and he was adrift at sea for 7 hours after which he and the other passengers were rescued by the Turkish authorities. At this point, Hasnaa and her family applied with UNICEF and began anxiously awaiting potential immigration. After 3 months, they received good news about an opportunity to move their family to Canada.

Soon after their arrival in Chilliwack, Hasnaa and her husband began learning as much as possible through Chilliwack Community Services' Language Instruction for Newcomers to Canada (LINC). Safouh was able to start at LINC 3 however; Hasnaa felt she was starting from "even below LINC 1". Hasnaa and her husband speak very highly of their experience with Immigrant Services noting that all the staff were kind and encouraging, often exceeding expectations in order to help them achieve their goals. Safouh had years of experience driving truck in Syria and with a lot of hard work and determination, he was able to get his Class 1 driver's license 7 months after their arrival to Canada. Hasnaa began learning English and never gave up even though it seemed so difficult in the beginning. Hasnaa passed the first 2 LINC levels, was able to skip LINC 3 and completed LINC 4 for speaking and listening. Hasnaa recalls Michelle (the coordinator) and all of the staff at Immigrant Services were so happy for her and she was so grateful to them.

The next step in Hasnaa's journey began in 2019 when a friend commented Hasnaa would be a great childcare provider given her obvious love for children. Hasnaa contacted Diane Braun in the CCRR program at Chilliwack Community Services. Hasnaa said, "Diane was amazing, she met me for 1.5 hours and took the time to explain everything to me". When Hasnaa learned she would need to complete the first aid course she felt

overwhelmed and unsure of her ability, but Diane gave her the encouragement to try. Hasnaa was successful in passing the first aid course and, after meeting all other requirements, was able to begin offering childcare services out of her home. Although COVID has had an impact on Hasnaa's business, she is so grateful to Diane and all the CCRR staff for providing her with support, encouragement, and the tools she needed.

Hasnaa and her husband are proud to report they are now Canadian Citizens and they could not be happier. To other newcomers to Canada they would like to say "believe in yourself. It will be challenging and at times you might feel like giving up but if you study hard, work hard, and push yourself past your comfort zone you will be successful."







# EARLY YEARS: FAMILY PLACE

## LACEY'S STORY

Lacey is a local woman who was born and raised in Chilliwack. Upon having children, Lacey made the decision to leave her legal assistant job and spend time focusing on raising her two children, a daughter now age 6 years and a son age 2.5 years. Lacey has been attending Family Place for approximately 5 years and says "I find Family Place programming is like having a family. We have tried other programs, but have not experienced anything close to what Family Place has been to us." Having a friendly and familiar place to go provides comfort and connection for children and their caregivers alike. "I've made a bunch of personal friends through Family Place, people I would have never even met otherwise. My kids made a lot of friends. It truly is a network where I had the opportunity to get really close to people that I would have never had the opportunity to meet in the first place."

Lacey credits Debbie Fletcher, who runs Sardis Family Place and Downtown Family Place, for her contribution to making the program so special, "Debbie is super involved with all the families, she knows all the kids' names and has made it a really personal experience." The atmosphere is one of belonging and the activities encourage inclusion and interaction, Lacey says, "When we go they always have coffee. There is a nice welcoming room and the kids always have a certain creative craft they can do. There are a number of different stations to encourage interacting with different parents and families. Sometimes we do group activities or outings. I was always impressed by the number of different interactive activities that Debbie has to offer."

While staying home to raise children can be difficult and isolating in the best of times, doing so during COVID has been especially challenging. According to Lacey, "Debbie has been really impactful on our lives. When Family Place moved to an online format, Debbie messaged me right away to keep me informed on the status of the program. She asked me how I was doing with COVID and my kids. During Christmas time Debbie messaged us and brought a gift over. It has always felt like a very personal experience."

Lacey acknowledges the generational and community impact of the program on her life and the lives of others. She remembers coming to Family Place as a child and notes that even Debbie herself came to know the program through bringing her own children years ago.

"Some of the best people I've met have been through Family Place. Especially now that I am not working, it is hard to meet friends as an adult. Even finding friends who are in a similar stage of life is hard to do on your own. I'm really grateful."

Our Family Resource Programs offer free drop-ins and interactive parent-child programs. Our trained Family Resource Program practitioners engage parents and children aged birth to 6 years through play-based learning activities. Caregivers and their children explore nutrition, healthy relationships, drama, music, and nature connections with their children. Children develop healthy self-regulation through the encouragement and loving parent-child attachment. Both parents and children enjoy the drop-in and various activities provided to the families, including Lil' Mixers, Sensational Science, and various Field Trips within our community.



# SENIOR SERVICES

## SANDRA'S STORY

Sandra is an 86-year-old woman living alone in Chilliwack. After her husband passed away ten years ago she made the difficult decision to move to Chilliwack from Ontario in order to be closer to her son and his family. While she was excited about the move in the beginning, a strained relationship with her son has led her to become somewhat isolated and lonely over the last couple of years. Sandra is very independent, but is no longer able to drive and relies on others to get her to appointments and to take her grocery shopping. As her relationship with her son became more complicated she found that he no longer had enough time to do these things with her. During this time Sandra learned about Chilliwack Community Services and the Better at Home program. The Better at Home program provides transportation to appointments, grocery shopping, light housekeeping and friendly visiting in order to help seniors remain in their own homes as long as possible. Sandra says Sarah Woelders (Senior Services Coordinator) and the volunteers at Better at Home have been amazing. "They have always been so kind and helpful when it comes to arranging grocery shopping" Sandra says. Jane, a volunteer, took Sandra to get her hair cut and do some errands which was immensely helpful. While Covid has been isolating and difficult for Sandra in terms of getting out, she is grateful for CCS and the services they provide.

**604-792-4267**  
**WWW.COMSERV.BC.CA**





# OUTREACH THERAPY SERVICES

## TOM'S STORY

Tom is a 32-year-old man who found himself accessing multiple services at Chilliwack Community Services upon a recommendation from the Ministry of Children and Family Development (MCFD). While he was reluctant to believe that the services would be useful to him, he now acknowledges that every service he has accessed through CCS has had a huge impact on the quality and trajectory of his life. He feels proud of himself and of the progress he has been able to make with the support of the various CCS programs.

Two years ago Tom's daughter, Claire, was born. When Claire was just 3 months old, she was placed in foster care following an unfortunate incident involving her birth mother. This is when Tom decided to get sober and has been sober ever since. Tom has been working very hard in order to establish a relationship with his daughter and while it was a tough start, Tom has persevered and will attain full custody of his daughter in less than a month. While being a single father is stressful and at times scary, Tom is committed to providing a safe and stable home for his daughter; Tom notes, "she is the reason I get up in the morning."

Tom's journey at Chilliwack Community Services began by enrolling in a parenting class on the recommendation of MCFD. While he was skeptical at first, Tom says he ended up learning so much and felt much more prepared to be a good dad to Claire. During this time, Steve Dove (Family Education Facilitator) introduced him to a men's group known as Daring Dads. This group came to be a meaningful place for Tom to share stories, encouragement, and struggles with other men who were in similar situations. It provided a sense of community and eased the feelings of isolation and being overwhelmed by his new responsibilities. During this time, Tom also began accessing Therapy Services through CCS and that was the beginning of his journey with Kim Dawn as his therapist. Once again, Tom was skeptical about the usefulness of therapy however, he has come to greatly value the therapeutic relationship and the safe space that Kim has created with him. This space has allowed Tom to learn to trust himself and others, as well as providing him with tools to take into his life that will ultimately benefit not only himself but his daughter. Through his work with Kim, Tom has learned to take ownership of his own story which has led to self-compassion and the ability to let go of painful experiences, something he has never been able to do before.

Tom also credits Jon Graham (Family Support Worker) at CCS who has helped him get back on his feet and access resources that continue to aid him in his journey as a single parent. Tom notes that he has never asked for help before last year and he is amazed at the level of helpfulness of CCS. Tom is looking forward to continuing to build a strong relationship with his daughter and providing her the best possible life.

**WANT TO LEARN MORE --- [CCSINFO@COMSERV.BC.CA](mailto:CCSINFO@COMSERV.BC.CA)**





# THE PARAMOUNT PROJECT

Chilliwack Community Services is committed to providing affordable housing for our community. The Paramount Project addresses the City of Chilliwack's housing priorities to build greater affordable, independent living housing for seniors near amenities. The Chilliwack Housing Needs of Aging Adults Study indicated that seniors represent the fastest growing age group in Chilliwack, increasing by 66% from 17,633 in 2016 to 32,142 in 2020. Housing affordability and stock supply are the leading housing issues for seniors. This includes a need for rental housing with both adaptable and accessible units for those with mobility challenges. In addition, there has been a significant increase in the number and percentage of individuals over 50 who are homeless in Chilliwack: it has increased from 19.4% of the homeless populations to 31.2% or 95 people, and a notable rise in those homeless over 60 with significant medical issues. We expect to also serve a significant Indigenous population with 25% or 77 individuals out of 306 homeless individuals coming from an Indigenous background.

Included in the Paramount Project is affordable housing for young adults (19 – 26) aging out of Ministry of Children and Family Development and Xyolhemyth (Fraser Valley Aboriginal Children and Family Services Society) care. In the next few years some 60 young people in Chilliwack will age out of care. Statistics are very clear that these young people are at high risk of homelessness. Although only 1% of children and youth in BC are in government care, over half of youth experiencing homelessness have been in care.

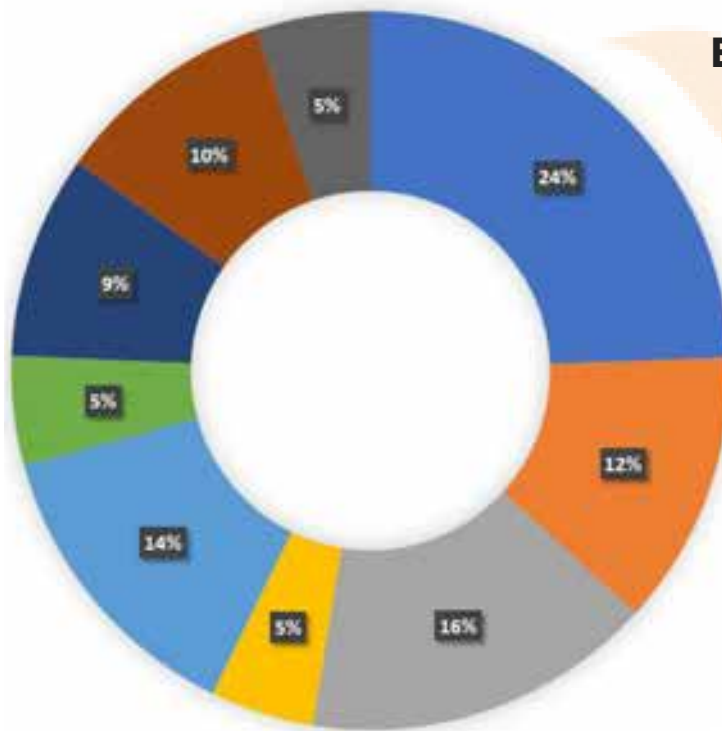
#### Facts about the Paramount Project:

- It will include 66 units, 8 for young adults and 58 for seniors;
- An outdoor courtyard on the 2nd floor with an inside common area for residents that has a kitchen and lounge;
- CCS was successful in receiving Provisional Project Approval (PPA) in March 2021 and 4th reading with the City of Chilliwack
- The goal of breaking ground is set for Fall 2021
- Total square footage is 65,700 square feet: 47,692 square feet for the 66 units; 15,251 for office and program space for CCS; 2,757 square feet for commercial space for rental
- Partners: BC Housing, City of Chilliwack, CMHC

# FISCAL YEAR IN REVIEW

COMMITTED TO STRONG FINANCIAL MANAGEMENT AND SUSTAINABILITY

**EXPENSES: \$6,422,942**



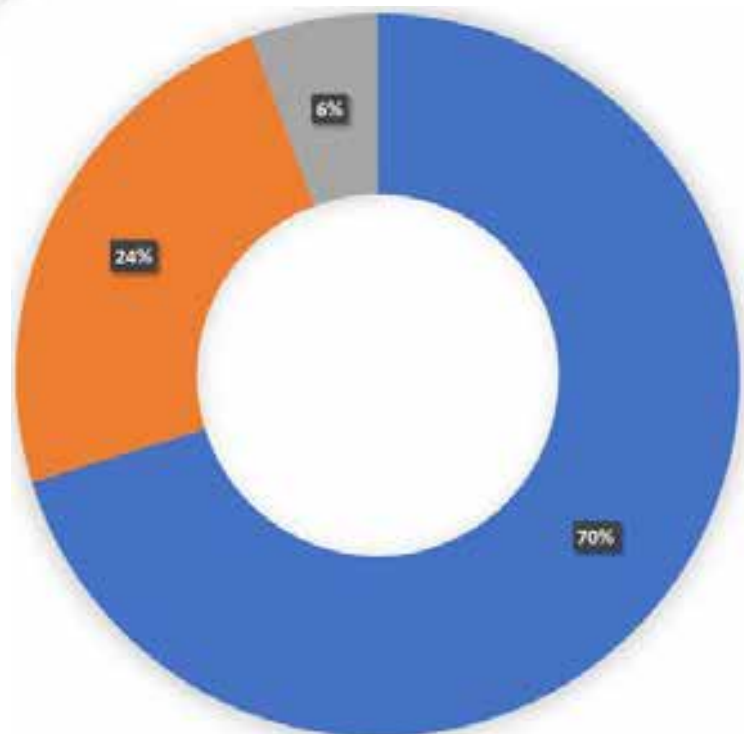
## ALLOCATIONS

- Family Services
- Early Years
- Youth Services
- Training & Education
- Immigrant Services
- Senior Services
- The Village Housing
- Food Security
- Administration

**REVENUES: \$6,606,502**

## REVENUES SOURCES

- Contracts
- Donations, Grants, Fundraising
- Fee for Service/Other



## NET POSITION:

OPERATING SURPLUS	\$183,560
<u>GAIN ON DISPOSAL OF CAPITAL REVENUE</u>	<u>\$225,300</u>
EXCESS REVENUE OVER EXPENSES	\$408,860

AUDITED FINANCIAL STATEMENTS AVAILABLE [WWW.COMSERV.BC.CA](http://WWW.COMSERV.BC.CA)











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