

2018/2019

COMMUNITY INVESTMENT DIRECTORY



United Way
Greater Victoria

United. We do more.

2018 COMMUNITY INVESTMENT DIRECTORY

United Way's mission is to improve lives and build community by engaging individuals and mobilizing collective action. We do this through our dual role as a year-round fundraiser and impact funder. United Way works to address the immediate needs of our most vulnerable citizens through the funding of a network of services, while also focusing on the future, in order to address the root causes of social issues and create sustainable change.

Although many citizens flourish in the Capital Regional District (CRD), others do not have access to the essentials needed for their overall health and well-being. The high cost of living especially in terms of housing, combined with alarming child poverty rates, increasing numbers of homeless people and working poor families, and isolated seniors are just a few of the challenges we face.

Being an impact funder means we are working hard to improve social conditions, build stronger neighbourhoods and create better lives for individuals and families. Our goal is for our community to be measurably better off as a result of the work of United Way and our funded community partners.

People accessing United Way programs and services are among us every day – they could be your co-workers, neighbours, friends or extended family members.

For the 2018/2019 year, United Way has allocated funding for 87 programs within our three priority areas. United Way is also funding 12 projects to assist non-profit organizations to strengthen infrastructure, management and/or governance.

ALL THAT KIDS CAN BE

United Way currently funds 32 programs that provide children and youth with the resources and supports to grow up healthy, succeed in school, and transition into strong adults.

FROM POVERTY TO POSSIBILITY

United Way currently funds 21 programs that build financial stability and independence for individuals through access to healthy food, affordable housing and meaningful, sustainable employment.

STRONG COMMUNITIES

United Way currently funds 34 programs that develop the capacity of people to care for themselves and their families by creating opportunities for social interaction, community belonging, and inclusiveness.

bc211

A free, confidential phone, text and online help service that connects people to community, government and social services.

ALL THAT KIDS CAN BE.

United Way strives to help infants grow into healthy children; offers the support children need to start and succeed in school; and empowers young people to make successful transitions into the workforce or post-secondary education.

OUR INVESTMENTS = 32 PROGRAMS = CHANGING LIVES



Connectedness
and community
involvement



Emotional
& physical
well-being



Engagement
in learning

1UP The Victoria Single Parent Resource Centre MOMentum - Moms and Mentors Program

This program matches isolated single moms with volunteer mentors for a year of friendship, support and positive parental role modelling. Mom/mentor pairs meet weekly and larger groups meet monthly for an educational talk, lunch and relationship building. The program develops the capacity of single moms to form community connections and develop additional parenting and life skills that enable them to be more resilient and empowered parents. Monthly mentor meetings also help train and develop the capacity of our volunteer mentors to provide empathetic, non-judgmental, strength-based, and trauma-informed support to vulnerable single moms in the community.

Big Brothers Big Sisters of Victoria Capital Region Community Based Mentoring Programs

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

In-School Mentoring Program

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

Boys and Girls Club Services of Greater Victoria Boys and Girls Club Central Saanich After-School Program: A Good Place to Be

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

homework help and other numeracy and literacy programs to increase success in school. Healthy children from supported families become engaged citizens and create stronger communities.

Boys and Girls Club Outdoor Centre After-School Program

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

Burnside Gorge Community Association Youth Self Sufficiency (YSS) Program

This program provides supports for youth who are in foster care and/or youth who have no other available supports as they transition to adulthood. The program provides up to three years of assistance in the areas of housing, employment, education, relationship and trust building, life skills, and identity and emotional healing.

Community Options for Children and Families COCF Family Support Services

This program provides vital information and social services to low-income families who have family members with developmental disabilities. The program ensures that families are able to access eligible supports and respond to any gaps in the resources.

Edward Milne Community School Society Sooke Makerspace

This donor directed grant benefits youth, parents, budding adult entrepreneurs, and seniors with "maker" skills. Located within Edward Milne School, members and volunteer mentors have access to 3-D printers, laser cutters, welding, woodworking, and other hand tools.

Esquimalt Military Family Resource Centre Deployment Support for Military Families - Deployment Respite Care

This respite program for military children and their parents addresses the isolation and stress that many experience when Canadian Forces family members are deployed. This program provides parenting workshops, informal networking sessions, and children's workshops to enhance parent's ability to cope while their loved ones are away. By providing respite/deployment child care to military families, additional stress is alleviated allowing families to engage more successfully with their support networks.

Family Services of Greater Victoria Society Child, Youth, & Family Support Services

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

Friends of Living and Learning through Loss Good Grief Workshop - Classroom Education

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

Learning Loss Group Program - 8 week support group

The Learning Loss Group Program is an 8 week grief support group for youth ages 13-18 who are struggling through difficult times, such as death, family breakup, substance use, illness, cultural loss etc. The program is delivered by registered clinical counselors experienced in youth

engagement, grief support and trauma-informed facilitation. Youth participants have a place to connect with their peers, gain a deep sense of belonging, receive invaluable support, and find strength and hope in their own resilience and capacity to survive, adapt, and carry on through loss.

Garth Homer Society LifeStreams Learning

This educational program for young adults with developmental disabilities provides highly individualized learning, literacy and numeracy training, vocational skills development, and life skills cultivation. By building competency in these areas, participants have improved opportunities for inclusion, independence, and employment. LSL uses an innovative learning management database – essentially an effort-and-outcomes tracking system – that helps instructors develop a unique instructional regime for each learner based upon their personal capabilities and information absorption styles.

Island Sexual Health Society Breaking Down Barriers: Educating & Empowering Youth

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

Learning Disabilities Association of BC - South VI Chapter

Family, Community Support & Education Program
This program provides an array of services to educate, support and advocate for children with learning disabilities and their families. Children and parents are provided with a continuum of services including referrals, support, educational resources and counselling services. In addition to working with children and their families, the program also provides community members, organizations and educational professionals with resources to better support children with learning disabilities.

Parent Support Services Society of BC Supporting Parents to Raise Resilient Kids

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

Power to Be Adaptive Recreation Society Adaptive Recreation Activities

This donor directed grant contributed to the waterfront expansion at Prospect Lake for adaptive recreation. Children and youth with a variety of challenges and their families, now have access to modified kayaks, tenting platforms, and outdoor spaces.

Saanich Neighbourhood Place Anxiety Connections for Children

This program provides information and skills to cope with anxiety through a continuum of services ranging from early intervention to therapeutic management. Cost-effective programs are delivered in a group setting which promote socialization, problem solving and peer support.

Directions for Dads

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

Salt Spring and Southern Gulf Islands Community Services Society Community Youth Programming

This program involves building and sustaining a coordinated and effective network of services and activities that will benefit vulnerable and at-risk children and youth ages 9 to 19 on the Southern Gulf Islands. A drop-in centre provides a home base for the Community Services youth counsellors and Options for Sexual Health while providing

advocacy and referral to counsellors and other resources for youth.

Sooke Family Resource Society Youth Outreach & Navigator Program

This program provides assessment, referral, outreach and counselling for youth experiencing significant life challenges, especially with mental health and/or addiction concerns. Navigators assist youth to link with appropriate treatment services, in an effort to improve family and community connections and increase life skills.

SFRS Prenatal Program

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

Sooke Transition House Society Children Who Witness Abuse: From Roots to Wings

This program provides services to children with the objective of stopping the inter-generational cycle of abuse by teaching them non-violent ways of resolving conflict while promoting the process of healing. The program supports children whose emotional health and self-esteem have been affected by witnessing abuse, threats or violence in the home. The program also offers support to parents who are survivors of abuse.

Young Women of Spirit

This mentorship program helps young women develop their strengths and achieve their goals in life while staying safe in intimate and peer relationships. The program focuses on building resiliency, self-esteem and social connections to move beyond the violence and build better futures. Activities help build the capacity of women and their families to deal with the stress of traumatic events and help develop healthy relationship skills.

Steps to the Future Child Care Society Before & After School program

This donor directed grant assists an after school program serving the Sooke region. The funding helped with the costs of relocating to a new facility resulting in reduced disruptions to family transportation and employment.

SWOVA Community Development and Research Society

Pass It On: Health & Safety for Youth

This mentorship and leadership development program offered in SD 64 trains high-school youth to mentor at-risk grade 8 students to help prepare them for their transition to high school. The program incorporates two separate mentoring circles, each with their own gender-specific facilitators - one for cis-young men and one for cis-young women. In addition to mentoring the grade 8 youth, the program integrates additional opportunities for high-school youth to receive mentoring through structured group and leadership opportunities while creating a venue for other adult mentors to pass on their skills and expertise to the next generation.

The Cridge Centre for the Family

The Cridge Young Parent Outreach Program

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

Victoria Child Abuse Prevention & Counselling Centre

Kids Hearts & Minds Matter

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

Victoria Immigrant and Refugee Centre Society

Enable Program for Newcomer Children & Youth

This program provides social, academic and emotional support to newcomer children, youth and their families. Through group social activities, one-on-one academic help, art therapy groups, and individualized action-planning, Enable helps newcomers feel empowered and included.

The program also engages volunteers, community members and community partners to create a more inclusive community for everyone.

Victoria Sexual Assault Centre

Youth Gender-Based Violence Prevention Education & Social Action Program

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

Victoria Youth Clinic Society

Strengthening the Frontline

This program provides support for vulnerable youth ages 19 to 25 with mental health, addiction, and challenges related to gender orientation. The program addresses an important service gap as this population is no longer eligible for mental health and addiction services for children and youth. Many adult-focused mental health and addiction programs are inappropriate for this group as developmentally, they have not yet made the transition to adulthood.

Victoria Youth Empowerment Society

The Alliance Club ("The Club")

This youth drop-in centre in downtown Victoria acts as a safe connecting point for at-risk and street involved youth to explore a more positive lifestyle. Services include basic needs such as meals, shower and laundry facilities and focused educational sessions. It acts as a link between youth, their families and available community resources. Youth are assisted with housing, alcohol/drug misuse, mental health, employment, school, family issues and life skills.

FROM POVERTY TO POSSIBILITY.

United Way believes the pathway out of poverty starts with providing resources and opportunities for individuals to become more self-sufficient through access to healthy food, affordable housing and employment.



OUR INVESTMENTS = 21 PROGRAMS

= CHANGING LIVES



**Employment
& financial
stability**



Food security



**Housing
stability**

Anawim Companions Society Drop-in and Residential Program

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

Beacon Community Association Out of the Rain Youth Shelter

This shelter program provides homeless youth age 15 to 25 with safe accommodation and food during the coldest months of the year, October to April. The program provides shelter seven nights a week and two hot meals a day. The space for the program is provided through local churches in partnership with other social service agencies.

Retail Training Certificate Program

This program is based on a unique collaboration between business and community that provides employment training for hard to employ people. The program provides an eight-week employment skills training session that supports individuals' mental health wellness and the development of employment skills in an existing and functional retail thrift shop setting.

Bridges for Women Society Indigenous Bridging Program

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

Burnside Gorge Community Association Family Self Sufficiency (FSS) Program

This program is an innovative, asset building and financial literacy skill development program for low-income families. FSS strives to increase employability and financial capacity, build financial literacy skills and knowledge, improve self-reliance and facilitate less dependence on government supports while enabling links to community resources.

Coalition of Neighborhood Houses c/o Fernwood Neighborhood Resource Group Society Neighborhood Family Food Security

This program enables neighbourhood houses to meet the rising need for food in their neighbourhoods and enhance related food security initiatives. It supports collaborative food recovery and bulk purchasing programs for the neighbourhood houses across the Capital Regional District. This program offers nutritious meals and snacks in addition to community kitchen, food preparation and gardening programs to more than 7,000 children, low or no-income individuals, families, youth and seniors each month.

Farmland's Trust

Agriculture Land Protection Program

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

Habitat for Humanity Victoria Homeownership Program

This program is the vehicle through which Habitat for Humanity promotes and educates the public about their projects and determines a families' eligibility for their program, provides a legal framework, and prepares families for home ownership. It also develops an ongoing relationship with participants through encouragement and working alongside them to construct their home and complete their "sweat equity" with the help of community donors and volunteers.

Home is where we live: LifeCycles Project Society The Fruit Tree Project

This project harvests backyard fruit and farm produce that would otherwise go to waste and transforms it into a valuable community resource. More than just a redistribution project, the LifeCycles Fruit Tree Project aims to address local food system inefficiencies by building relationships with and between fruit tree owners, farmers, volunteers, community agencies and food bank users, thus closing loops in the local food waste stream and fostering community-based solutions to food insecurity.

James Bay New Horizons Sunday Dinner Program

This program is one of several supports offered to isolated seniors in need of a break from cooking meals and in need of new opportunities to meet friends. A three course meal is served at an affordable cost by volunteers who welcome regulars and visitors alike.

Our Place Society The Outcomes Measurement Strategy

This Project will increase the focus on client outcomes and impact across the organization by implementing new performance indicators and establishing a new system of data recording and reporting which will increase data-informed information and decision making towards better outcomes for clients.

Pacifica Housing Advisory Association Housing Crisis Prevention (HCP)

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

PEPÁKEN HÁUTW Food Systems Education Foundation Native Plants & Garden Program

This program offers hands-on traditional and healthy food skills education for students of LAU, WELNEW Tribal School (located in Brentwood Bay). Activities include healthy food production and harvest, traditional food ecosystem restoration, and community feast and celebration events.

Ready to Rent BC Impact Measurement 2.0

This project focuses on expanding the reach of supporting educators by upgrading impact measurement systems, graduate database, certificate production and the implementation of a CRM to alleviate challenges and support growing volume while ensuring ongoing compliance with privacy legislation.

RentSmart: A Proven Approach to Housing Stability

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

Salt Spring & Southern Gulf Islands Community Services Society

New Beginnings Vocational Development

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

Society of Saint Vincent de Paul of Vancouver Island Equipping Community toward Housing Stability & Food Security

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

Together Against Poverty Society (TAPS) Established Legal Advocacy Programs

This program provides legal advocacy for people of no or low-income on Southern Vancouver Island and the Gulf Islands in the areas of income assistance, provincial persons with disabilities benefits, and tenancy issues.

Victoria Cool Aid Society

REES Employment and Support Program

This program provides accessible, responsive and barrier-free supports and services to adults facing mental health and/or substance use challenges, poverty, unemployment, homelessness, unstable housing, chronic health and disability conditions, isolation, and other personal and societal challenges. Through outreach services, peer support and employment opportunities, participants are assisted in making improvements to their health and social well-being.

Victoria Native Friendship Centre (VNFC)

VNFC Community Kitchen

The VNFC Community Kitchen relieves the stress of poverty and food insecurity for distressed and disadvantaged families, youth, homeless, Elders, and other individuals living in Greater Victoria. The kitchen provides free, hot lunches every Friday to more than 100 community members. They also work in conjunction with other VNFC programs by preparing and providing daily healthy meals, snacks, and other pantry items to community members who participate in these programs. In addition to the food provision, the kitchen also offers educational programs to those interested in life and kitchen skills. These programs are designed to assist and teach the cultural preparation of food while focusing on traditional knowledge transfer between Elders and youth.

Victoria Rainbow Kitchen Society

Rainbow Kitchen

Rainbow Kitchen, with the assistance of over 200 volunteers, prepares and serves a nutritious, tasty hot lunch to about 140 people a day, five days a week at the Esquimalt United Church through this safe and supportive program for poor and marginalized people. The majority of food is donated by corporate partners who share the program's goal of establishing food security independence for those in need. Many volunteers start as guests who train and study to gain work experience in the kitchen and at local community gardens.

Victoria Women's Transition House Society

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

This financial literacy and asset-building project works with the residents of Harrison Place. Participants are single women, age 45-65 who are abuse survivors who live with multiple health problems, chronic disease, and are at high risk of homelessness. The project aims to promote residential stability, a sense of security, financial knowledge, and psychological supports that lay a foundation for future civic and community involvement.

211 British Columbia Services Society

The Shelter & Street Help Line

The Shelter and Street Help Line is designed to assist people who are affected by homelessness in Greater Victoria. The Shelter and Street Help Line is updated twice daily so that people needing shelter, or front-line workers like police officers, can find available shelter beds and mats for women, men, youth and families.

STRONG COMMUNITIES.

Healthy individuals and families are the backbone of strong communities. When people have the opportunity to connect with others and access services close to home, they are more likely to overcome life's challenges. United Way supports critical social programs to help people lead healthier lives.

OUR INVESTMENTS = 34 PROGRAMS = CHANGING LIVES



Connection to supports for vulnerable peoples



Neighbourhood and community involvement



Personal well-being & safety

Aboriginal Coalition to End Homelessness Society Indigenous Women's Circle: Pathways to Wellness

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

AIDS Vancouver Island Access Possibilities

This program provides coordinated individual and group support options for people living with, or at risk for, HIV and/or hepatitis C. Participants build a network of support unique to their individual needs through drop-in services, nutritional support, counselling, case management and group learning opportunities.

BC Schizophrenia Society, Victoria Branch Building Hope, Building Lives

This program provides people living with schizophrenia recovery and relapse prevention support. The program works with professional mental health experts as well as peer leaders who support and build the skills of participants while encouraging them to live their lives successfully with schizophrenia.

DRS Dialogue & Resolution Services Supported Family Mediation

This program helps vulnerable families with chronic low- income and complex conflict needs to resolve their conflict issues within a single mediation process. Offering 8 to 24 hours of coaching and mediation, Supported Family Mediation works with families facing separation and divorce, parent-teen and inter-generational conflicts with adult children and a senior adult.

Esquimalt Neighbourhood House Society "Are You Okay?" Prevention, Support & Advocacy through Volunteer Counselling

This volunteer-based community program helps people with a complex range of mental health and addiction issues, as well as people facing difficulties such as poverty and family breakdown, gain control of their lives and improve their well-being.

Family Caregivers Society of British Columbia Family Caregiver Education & Support Program

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

Greater Victoria Citizens' Counselling Centre Adult Counselling Services

This counselling program provides short-term, accessible and affordable individual, couples and group counselling to low-income adults. All direct services are provided by volunteer counsellors who are trained and supervised at the Centre.

Greater Victoria Coalition to End Homelessness Peer Housing Support Project

This project matches a growing cohort of trained peer support workers who have a personal experience of homelessness help people who have recently transitioned from homelessness or transitional housing to more independent living. One-on-one support helps to encourage housing stability, increase independence, minimize isolation, and facilitate access to other appropriate supports. Peer workers support their peers in accessing health and social services in addition to navigating employment or other economic opportunities.

Inter-Cultural Association of Greater Victoria Building Accessible & Inclusive Communities for Refugees and Vulnerable Newcomers

This program builds upon the foundation and ongoing success of ICA's Community Partnership Network (CPN) and the We Speak Translate (WST) project. The CPN and WST projects are impactful ICA initiatives which build and foster greater awareness of the issues newcomers face while enhancing the capacity of communities, workplaces, businesses, organizations and institutions to welcome, integrate and support new immigrants and refugees. Engagement and collaboration with key community stakeholders address two key priority areas for the successful integration of newcomers: employment and healthcare. This initiative aims to improve access and establish benchmark outcomes related to improved integrated health care and labour markets for refugees and vulnerable newcomers.

Island Deaf & Hard of Hearing Centre Association Sound of Change

This program provides refurbished hearing aids to isolated, vulnerable, and at-risk seniors and adults. Along with hearing aids, the program provides free hearing assessments and treatment services, personalized communication plans that include communication supports, aural rehab, and speech reading to provide comprehensive health services for those impacted by hearing loss.

Island Sexual Health Society Clinical Care for the Barrired Population

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

James Bay Health & Community Services Society Community Services

James Bay Health & Community Services provide a wide variety of resources, supports, volunteer opportunities, wellness programs and services to the James Bay community and beyond, including facilitating access to food for those with the greatest need.

James Bay New Horizons/Silver Threads Service Outreach for Isolated Seniors

This program directly supports a Seniors Outreach Worker's visits to rental housing units in order to connect vulnerable and isolated seniors to people and existing programs in United Way Greater Victoria's network of services, including bc211.

MOVE Adapted Fitness Supported Therapeutic Exercise Program (STEP)

This program helps connect low-income individuals living with disabilities in the CRD to supported therapeutic exercise and access to adapted equipment. STEP is customized to address the unique and complex needs of individuals with a variety of disabilities with the development of individualized exercise programs, full access to MOVE's specialized gym equipment, weekly one-on-one athletic therapy support, group exercise programs, and social engagement activities. The STEP exercise-based approach helps individuals with disabilities achieve their goals of improved functional mobility, increased independence, and connection to a community of individuals who may have had similar experiences.

Oak Bay Volunteer Services Society Oak Bay Direct Volunteer Services Program

This volunteer program provides one-to-one services to individuals of all ages including seniors, persons with disabilities, low-income individuals and others in need. The program helps people maintain independence and improve their quality of life. Services include drives to appointments, shopping, visits, walks, reading, writing, daily reassurance phone calls, income tax returns, minor repairs and more.

Oasis Society for the Spiritual Health of Victoria Integrated Recovery & Holistic Wellness

This program takes an innovative approach to addressing the isolation of Indigenous people experiencing homelessness. Based on spirituality, relationships, inter-connectedness and the sacred circle, this unique cultural approach resonates most with those considered the most barriered and hard to serve.

Pacific Centre Family Services Association Intake

This program supports a counsellor in establishing client counselling and support needs at the first initial contact to the organization. This can be by direct contact to PCFSA by the individual, family member or friend, or by referral from a community partner agency. People served through the Intake Program are able to move seamlessly between PCFSA programs with the support of the intake worker. Ongoing assessment of the client needs by the counsellor maintains a smooth transition between integrated services.

PEERS Victoria Resources Society Drop-in: A Community Engagement & Wellness Program

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

Saanich Neighbourhood Place Royal Oak School house

The historic Royal Oak School house in the heart of Royal Oak will become the latest neighbourhood house in the Greater Victoria area. This neighbourhood house will provide needed services and resources to an underservice community which will be administered and supported by Neighbourhood Place.

Saanich Volunteer Services Society One-on-One Direct Volunteer Services Program

This volunteer service program works to reduce isolation, enhance independence and improve the health and well-being of vulnerable senior citizens in Saanich. Trained volunteers provide a wide array of support services to isolated seniors such as access to community activities and services with supported transportation, companionship, form completion, and help with minor home repair and gardening.

Salt Spring and Southern Gulf Islands Community Services Society Financial and Human Resource Management Improvement

This project involves a comprehensive updating and improving of financial and human resource management systems in order to implement an integrated web-based payroll, accounting and human resources system that is user-friendly, efficient and improves accountability.

Seniors Serving Seniors Association of BC Return to Health

This partnership program with Island Health supports frail and isolated seniors living in the CRD through the transitions before, during, and after hospital stay. Island Health patients access the program through intake by the Island Health coordinator who matches them with a SSS volunteer who is trained in empathy and the tools to address the complex needs of seniors during convalescence. Volunteers provide social support, encouragement, and help with system navigation and connections to existing community services. The client is visited in their home by the volunteers and phoned regularly until they are able to return to their normal activities.

Sooke Region Communities Health Network Volunteer Centre Continuation

The Sooke Region Volunteer Centre promotes volunteerism, capacity building for effective local volunteering, and leadership on issues relating to volunteerism, all the while connecting people with opportunities to serve in their community.

Sooke Transition House Society **Stopping the Violence: Restoring Hope**

This women's counselling program was established in 2005 with the BC Ministry of Justice's Victim Services and Crime Prevention Division. Both individual and group supports offer additional services including assessment and referrals for women who have experienced sexual assault, violence or abuse. With a vision of helping women return to a place of self-empowerment, supports include housing, financial advocacy, education and counselling in the company of their peers.

South Island Centre for Counselling & Training Society **Professional Affordable Counselling**

This program provides professional, counselling for people unable to access counselling services on an affordable and timely basis either through employment assistance plans or doctor referral. Clients include people who are unemployed, seniors, people with disabilities and low-income families. Counselling options include private individual, couples or family groupings as well as group therapy options.

The Cridge Centre for the Family **The Cridge Respite Service**

This respite program for parents who have special-needs children partners with hotels and businesses to meet the need for caregiver respite. The program builds family resiliency and enables them to better deal with the chronic stress associated with raising a child with special needs.

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

This holistic, multi-faceted community-based program works to increase food security and a sense of belonging and connection on Galiano Island. The Food Program works in a collaborative way with many island organizations to utilize the limited resources of a small community and provide low-cost soup and meals, inter-generational social events, skill building workshops, a school program, gleaning, a cheese making club, a garlic growing co-op among other opportunities for individuals to contribute significantly to their community.

Umbrella Society for Addictions and Mental Health **Supportive Recovery Program**

This program, operated out of Umbrella's Foundation House, provides a caring home to men who have completed a minimum of 30 days in a stabilization or residential treatment facility. Foundation House is staffed to ensure that residents remain safe, and focused on their individual recovery journeys. There is no time limit; residents can stay as long as they feel it is beneficial to their recovery. The men can work, volunteer, or go to school, while they follow their individualized recovery programs. All residents are asked to participate in the day-to-day operation of the house. By sharing in cooking, cleaning and other chores, the men gain valuable life skills and learn the value of collaboration. Each resident is supported with professional one-on-one counselling at the house and this counselling continues to be available after they have moved on.

Peer Outreach Program

This program works with anyone for whom substance use has become a problem, assisting clients and members of their families as they identify their own need. Emotional and tangible supports include counselling and connections to related community resources.

Vancouver Island Men's Trauma Counselling Society **Men's Trauma Outreach & Education**

This program engages the community by providing education, raising awareness, and offering promotional activities on an outreach basis to educate people on the real impact of trauma on men. The program actively seeks to work with the media in order to raise awareness of the effects of trauma in men and encourage them to seek help. In addition, counsellors offer support and help men while educating them on the signs and symptoms of trauma.

Victoria Brain Injury Society **Community Connections**

This program provides brain injury survivors with support, training and volunteering opportunities that help them build the skills required to be emotionally, economically and socially self-supporting. The program provides a safe environment for survivors to rebuild positive living skills and regain work experience while learning to deal with the challenging impacts of their injury.

Victoria Sexual Assault Centre

Victoria Sexual Assault Clinic

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

Victoria Therapeutic Riding Association

Adaptive Riding Program

This therapeutic horseback riding program for children and adults with disabilities promotes physical, psychological and social well-being. Lessons are designed to address challenges specific to each person. They include therapy riding for those with complex health issues, recreation riding for mainly adults with physical or cognitive issues who want an activity they can participate in, and sport riding.

Victoria Women's Transition House Society

Spousal Assault Victim Support Program

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

We Rage We Weep Alzheimer Foundation

Arts & Alzheimer's

This is an art and music participation program for seniors with dementia living at home with their caregivers. Dementia can affect a person's ability to communicate leaving them feeling lonely and isolated. Parts of the brain associated with the arts and music effect a deep response that can remain intact far into the disease. Arts & Alzheimer's engages the best practices of dementia care including socialization, meaningful activity, emotional/spiritual support and person centered care, a structured routine and an expressive outlet even if the person is non-verbal.

Organizational/Sector Effectiveness and Capacity Building Grants

United Way has awarded 12 grants to social service agencies in the CRD to strengthen an organizations' infrastructure, management and/or governance. Funded projects include community or neighbourhood initiatives; volunteer engagement; program research; and staff or leadership development.

Community Social Planning Council of Victoria Greater Victoria Youth Program Quality Initiative (YPQI)

YPQI is a unique and innovative regional initiative that supports positive youth development to deliver quality programming that meets key child and youth outcomes. The intended outcome of YPQI is to increase the health and well-being of the region's 75,000 youth.

Friends of Living and Learning Through Loss Leadership Succession and Development Project

Learning Through Loss (LTL) was created in 1988 by a group of counsellors who saw a need for more accessible grief support for youth ages 13-18. For the first 25 years, LTL relied solely on a volunteer board. This grant will enable the society to hire an Executive Director who will help the organization stabilize.

Home is Where We Live - LifeCycles Project Society Farm Gleaning Project

Farm Gleaning is the act of harvesting and picking up surplus produce on farms that would otherwise go to waste, with a focus on redistributing the surplus to those living with food insecurity. This project will build capacity for LifeCycles to sustainably run the Farm Gleaning program, as an extension to their Fruit Tree Project.

Island Deaf & Hard of Hearing Centre Association Deaf Culture & Sign Language Project

ASL is a visual language with its own vocabulary signs, syntax, grammar and idioms; it is a separate language in its own right. Certified Deaf community members will teach American Sign Language (ASL) and Deaf Awareness Training (DAT) to Centre staff and Board Members. Deaf Awareness Training (DAT) will provide a deeper understanding of Deaf Culture.

Our Place Society

The Outcomes Measurement Strategy

New performance indicators and a new system of data recording and reporting will be implemented to better inform decision making towards better outcomes for clients.

Ready to Rent

Impact Measurement 2.0

Impact measurement systems, a graduate database, certificate production and a customer relationship management system will be implemented. These tools will support a growing volume of clients while ensuring ongoing compliance with privacy legislation.

Salt Spring and Southern Gulf Islands Community Services Society

Financial and Human Resource Management Improvement

This project involves a comprehensive updating and improving of financial and human resource management systems in order to implement an integrated web-based payroll, accounting and human resources system that is user-friendly, efficient and improves accountability.

Saanich Neighbourhood Place Agency

Royal Oak School House

The historic Royal Oak School house in the heart of Royal Oak will become the latest neighbourhood house in the Greater Victoria area. This neighbourhood house will provide needed services and resources to an underservice community which will be administered and supported by Neighbourhood Place.

Soap for Hope (Disaster Aid)

Enhancing Services through Established Channels to Reach the Invisible Project

Soap for Hope provides hygiene products to vulnerable people. This capacity grant will help expand current services to agencies that organize home visits and work with the elderly to ensure more hygiene products and other needed items are accessible to low income and isolated seniors.

Victoria Rainbow Kitchen Society

Food Access Expansion Project

The Food Access Expansion Project will enable the society to expand their outreach to deliver prepared food into the homes of those unable to come to Rainbow Kitchen due to illness, injury, personal circumstance, or any other barrier which might limit their access to the services we provide.

Victoria Women's Transition House Society

VWTHS Training & Development Project

This Training and Development Project will provide education and training to VWTH staff in four critical areas; Leading with Cultural Intelligence, Violence Prevention, Gender Inclusivity and Queer Competency, and Indigenous Reconciliation and Cultural Perspectives to ensure that staff continue to provide relevant, effective and professional services to clients.

Victoria Youth Empowerment Society

Improving Staff Capacity: Website Access to Training and Knowledge Project

An online training hub will support the capacity of staff to meet the growing needs of the population they serve. Delivered through an on-line portal linked to the website, it will provide staff with specialized training that has been designed to meet accreditation, legislative and best practice standards.



THE HELP YOU NEED 24/7
CALL / TEXT 211

Connecting individuals and organizations to community, social and government resources. Available by phone, text, online and web chat.



211 British Columbia Services Society

bc211

As part of United Way Greater Victoria's community wide strategy, bc211.ca is a help line and online resource that connects people in the community to supports that they need. bc211.ca's online information service provides an up-to-date, reliable gateway to community, social, non-clinical health and government services. The service directory database includes over 14,000 current entries that document and describe services and organizations available to help people. The website is optimized for mobile devices and online chat is available seven days a week from 8 am to 11 pm. Some of the information available includes:

- Employment support
- Mental health and addiction services
- Housing options including shelter locations
- Seniors services
- Children and youth programs

Multilingual phone service is also available 24/7, 365 days a year, as is texting. The service is free and confidential.

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