

11/24/2011

The Community Social Service Sector in Greater Victoria: Services, Gaps and Opportunities

Master of Public Administration Project,
University of Victoria

Clients: Board Voice Society of BC, the Community Social Planning Council of Greater Victoria, and the Federation of Community Social Services of BC

Author: Luba Hazeldine

Academic Supervisor: Dr. Catherine Althaus

ACKNOWLEDGEMENTS

I would like to acknowledge several people for all of their support and encouragement, which without it this project would not have been possible.

Firstly, I would like to thank my clients Jenelle Cooper, Doug Hayman, Alvaro Moreno and Jennifer Charlesworth for initiating such an interesting project and for their commitment and support.

I would also like to thank Dr. Lynne Siemens for her guidance in planning this project; and Dr. Catherine Althaus, for stepping in as supervisor and for all her encouragement. I am also extremely grateful to Dr. Thea Vakil for her dedication and support in the final stages of this project.

And finally, I am tremendously grateful for my extremely loving family for all their support, encouragement and patience throughout my education and with this project. I would especially like to thank my parents Katy and Gary for their inspiration and help. And last, but certainly not least, my husband Chris for all his help and patience. I am eternally grateful!

EXECUTIVE SUMMARY

When people think about the education or health sector they usually have a good understanding of what their respective roles are and the services provided in the community. On the other hand, when one mentions the community social service (CSS) sector, the public may not be as clear concerning its role in and types of services made available to the community. This may be because the CSS sector provides a range of services across an array of different population groups and issues. To name a few, the sector provides shelter and food for homeless people, vocational training for people with disabilities, social activities for seniors, training for unemployed youth, and early childhood education for families.

With the 2008 economic recession, and a 2010 major cut to contracted services by the Ministry of Children and Family Development on Southern Vancouver Island, the Greater Victoria CSS sector is feeling an adverse impact on its funding support. Not only do agencies in the CSS sector have to concern themselves with services delivery, they must increasingly worry over how they will source funding. A further complication is that these services are typically operated and funded in separate silos. For these reasons, the Board Voice Society of BC, the Federation of Community Social Services of BC, and the Community Social Planning Council of Greater Victoria commissioned a study of the CSS sector in Greater Victoria. They requested a study which will provide a foundation for future related investigations for community development and will inform policy and practice for the Greater Victoria CSS sector.

This report is the second phase in the larger study. The first phase, *Community Social Service Needs in Greater Victoria* was completed in June 2011 by Jeanie Casault. The goal of Phase I was “to describe community social service needs in Greater Victoria and to provide a review of literature on appropriate community social service levels for a given context” (Casault, 2011, p.8). The goal of this research study (Phase II) was to answer the following research question: *how can we better understand the CSS sector in Greater Victoria, the population groups and issues the sector is targeting and the population groups and issues which are possibly being underserved by the sector?* To answer this question, this project incorporates three main research strategies:

1. Inventorying and describing the available CSS organizations and programs within Greater Victoria;
2. Identifying service gaps in Greater Victoria in order to understand the populations or issues being underserved by the CSS sector; and
3. Providing opportunities to address these gaps.

Through profiling agencies' websites, the first significant outcome of this study includes descriptions of 256 CSS agencies in Greater Victoria and their programs. This includes a general analysis of the services and detailed lists of all of the services broken down by the population they serve or the family or community issue they address. These profiled agencies serve a vast array of population groups such as youths, seniors, Aboriginals and individuals with mental health and addictions issues, and address a large scope of issues such as homelessness and unemployment.

Because the framework used to describe the CSS sector also includes broader environmental factors, this report also provides context to the milieu in which agencies are operating. Coupled with the 2008 economic recession and recent local budget cuts, the CSS sector is largely dependent on unstable program funding sources from governments, which creates an unstable funding environment and competition among service providers. Compared to 2005-2007, in 2010 the sector received proportionally less of their money from gifts, fundraising and foundation funding and more from government funds, particularly from the province. Despite financial difficulties that many CSS agencies are experiencing it appears that they have one valuable asset which they draw on, volunteers. The economic value of all of volunteer hours in Greater Victoria for the CSS sector and other non-profit organizations is greater than \$546 million (Volunteer Victoria, 2009/2010, p.8).

The second major outcome is a needs-based assessment that identified key population groups and issues underserved by the CSS sector. Given the size and scope of the sector, its fluidity, and its complexity, this proved to be a difficult task. Nevertheless the outcome of the needs-based assessments for the 12 different population groups and issues analyzed was that the 256 CSS agencies in Greater Victoria are addressing the majority of the needs presented in Phase I. However, 23 gaps were identified in the following seven population groups and issues:

- Children, youth, and parents;
- Seniors;
- Lesbian, gay, bisexual, transgender or queer (LGBTQ) individuals;
- Affordability and food security;
- Homelessness and housing;
- Education and literacy; and
- Labour and employment.

These seven population groups appear to be the key areas underserved by the CSS sector in Greater Victoria. In addition, two instances were noted where, in the absence of further information, no specific gap was identified but where a gap may exist. The first is related to the chronic disease and/or disability group where there may or may not be integration with health services and the second concerns services for the family and youth group which may or may not be located close to the target population.

Opportunities for addressing these gaps as well as ideas for exploring the two additional needs are presented in the discussion section and resulted in eight recommendations to the clients:

- *Recommendation 1: Create and maintain a comprehensive CSS sector public resource website for the Greater Victoria area.*
- *Recommendation 2: Conduct a collaborative community asset mapping exercise for the children, youth and parents sub-sector.*
- *Recommendation 3: Coordinate efforts to lobby provincial and municipal governments for funding to expand volunteer services in the Western Communities.*
- *Recommendation 4: Review and address issues of homelessness and housing through a collaborative process involving the agencies serving the five target groups for which homelessness and housing issues were identified as gaps.*

- *Recommendation 5: Undertake a CSS/private sector collaborative review of the available services and address the identified food security gaps and the gap for providing regular meal preparation services for seniors in each municipality.*
- *Recommendation 6: Explore whether to create one LGBTQ Resource Centre which offers formal counselling services specifically for LGBTQs.*
- *Recommendation 7: Conduct a community asset mapping exercise to address the gaps with regards to education and literacy programs.*
- *Recommendation 8: Conduct a patient flow map for individuals with a disability and/or chronic disease in order to assess the integration of the CSS sector with the health sector.*

TABLE OF CONTENTS

Section 1: Introduction 1

Section 2: Background 3

Section 3: Phase I Report 5

Section 4: Research Strategy and Selection Criteria 8

 4.1: Research Strategy 8

 4.2: Community Social Service Selection Criteria 9

 4.3: Summary of Research Strategy and Selection Criteria 14

Section 5: Findings 15

 5.1: Individual Factors 17

 5.2: Family and Community Factors 41

 5.3: Broader Environmental Conditions 57

 5.4: Summary of Findings 62

Section 6: Discussion 65

 6.1: Individual Factors 65

 6.2: Family and Community Factors 69

 6.3: Summary of Discussion 72

Section 7: Recommendations 73

Section 8: Conclusion 76

References 77

Appendix A: Phase I Recommendations 95

Appendix B: Community Resource Databases and Lists 96

Appendix C: Community Social Services of Greater Victoria 98

Appendix D: Children, Youth, and Parents 107

Appendix E: Seniors 137

Appendix F: Immigrants and Refugees 143

Appendix G: Aboriginal Individuals 145

Appendix H: Lesbian, Gay, Bisexual, Transgender or Queer (LGBTQ) Individuals 148

Appendix I: Individuals with a Disability and/or Chronic Disease 149

APPENDIX J: Individuals with Mental Health and/or Addictions Issues 169

APPENDIX K: Community 179

APPENDIX L: Homelessness and Housing 194

APPENDIX M: Affordability and Food Security	205
APPENDIX N: Labour and Employment.....	217
APPENDIX O: Education and Literacy.....	222
APPENDIX P: Domestic and Sexual Violence.....	225
APPENDIX Q: Not Otherwise Classified.....	229

LIST OF FIGURES

Figure 1. Map of BC Capital Regional District (CRD).	6
Figure 2. Discussion framework – multi-level factors contributing to social need.....	7
Figure 3. Community social service selection criteria.....	10
Figure 4. Community social service sector overlaps with other sectors.	13
Figure 5. Discussion framework – multi-level factors contributing to social need (adapted for Phase II). 15	
Figure 6. Breakdown of inventoried CSS agencies according to type of organization	16
Figure 7. Estimated number of CSS agencies serving the different sub-categories of individuals in Greater Victoria.....	39
Figure 8. Estimated number of CSS agencies addressing the different sub-categories of community and family factors in Greater Victoria.....	55
Figure 8. Sources of revenue (expressed as a percentage of total revenue) for registered charities operating in Greater Victoria (2005-2010).	60
Figure 9. Expenditures (expressed as a percentage of total expenditures) for registered charities in BC operating in Greater Victoria (2005-2010).	61

LIST OF TABLES

Table 1. ICNPO categories used to identify social services.....	11
Table 2. Size of 189 profiled registered charities defined by total revenue	17
Table 3. Summary of the needs-based analysis for individual factors	39
Table 4. Summary of the needs-based analysis for family and community factors	56
Table 5. Population groups and issues where gaps were identified	63

SECTION 1: INTRODUCTION

The community social service (CSS) sector in British Columbia (BC) offers a wealth of services to vulnerable populations and addresses important issues such as food security and homelessness. The sector is comprised of a variety of small, independent, not-for-profit/charitable agencies, and has traditionally been operated and funded in service silos such as in the areas of homelessness, child welfare, and persons with disabilities (Board Voice Web site, 2009). This has resulted in an under appreciation of the available services and what role they play by the public, governments, and communities at large.

With the 2008 economic recession, community agencies across Canada are faced with “cost-cutting by governments as they go deeper into deficit, and stagnant or declining donations by cash-strapped individuals, foundations, and corporations” (Brodhead, 2010, p.9). In addition to these financial difficulties in August 2010 the BC Ministry of Children and Family Development announced that there would be a \$2 million cut to funding for southern Vancouver Island contracted services (BC Government and Service Employees’ Union, 2010; National Union of Public and General Employees, 2010).

In this context, the Board Voice Society of BC, the Federation of Community Social Services of BC, and the Community Social Planning Council of Greater Victoria, the clients for this report, requested that a broad and holistic study be conducted on the CSS sector in Greater Victoria that will inform policy and practice for the local CSS sector. This report is Phase II of this study. Phase I, entitled *Community Social Service Needs in Greater Victoria*, was completed in June 2011 by another Master of Public Administration graduate student, Jeanie Casault. The goal of Phase I was “to describe community social service needs in Greater Victoria and to provide a review of literature on appropriate community social service levels for a given context” (Casault, 2011, p.8).

For Phase II, the following research question was established: *how can we better understand the CSS sector in Greater Victoria, the population groups and issues the sector is targeting and the population groups and issues which are possibly being underserved by the sector?*

To answer this question, two objectives were developed:

1. The principal research objective for this report is to identify, inventory, and describe the existing array of CSS organizations and their target population in Greater Victoria for the purpose of highlighting the contribution these organizations provide in serving different population groups and issues in the community; and
2. The secondary objective is to analyze the available array of CSS organizations against the needs developed in Phase I to identify possible gaps and opportunities to address these gaps.

This report consists of eight sections. After this introduction section, section two introduces the three clients and their interest in this project. The following section provides a summary of Phase I and highlights key components that will be used in Phase II. Section four outlines the research strategy and selection criteria for the CSS inventory. Subsequently, the findings section details the array of CSS organizations in Greater Victoria and uses needs-based assessments to compare the available services against the needs developed in Phase I in order to identify possible gaps in services. This section also

describes the environmental milieu in which the sector is operating. The discussion section presents opportunities for addressing the gaps identified in the findings. Section seven provides a number of recommendations for the clients to consider. The report ends with a concluding section.

Appendices C through Q are integral to the work of this research project. They consist of the inventory of CSS agencies and programs used to describe the CSS sector in Greater Victoria as well as for the needs-based analysis. Appendix C is a summary of the inventoried CSS agencies, their contact information and their websites. Appendices D through Q categorize the services by population group or issue.

SECTION 2: BACKGROUND

The three clients: Board Voice Society of BC, Federation of Community Social Services of BC, and Community Social Planning Council of Greater Victoria work in different capacities to support the community social service (CSS) sector in serving the people of BC.

Board Voice is a relatively new society (founded in November 2009) whose members include volunteer board governors of various CSS agencies across BC (Board Voice Web site, 2009). It supports the CSS sector through sharing the interests of all CSS governors in BC to the government and the public (Board Voice Web site, 2009). Board Voice also facilitates networking and better governance of CSS agencies in BC (Board Voice Web site, 2009). An example of where Board Voice strives to achieve this is through encouraging regional groups of board members from the local CSS sector. The Greater Victoria area has such a group named Boards Together which was specifically responsible for initiating this study.

The **Federation of Community Social Services of BC** has been in existence since 1982 and its members include a variety of CSS agencies in BC (Federation of Community Social Services of BC Web site, n.d.). The Federation works to promote “excellence in community services by networking, exchanging information, building skills and by consistently bringing a balanced perspective to discussions with provincial and national decision makers” (Federation of Community Social Services of BC Web site, n.d., “Who we are”).

The Community Social Planning Council of Greater Victoria (also known as **the Community Council**) is another umbrella group working in the CSS sector, but as its name suggests, unlike the other two groups, its primary focus is the Greater Victoria area. Through conducting research and facilitating community collaboration, it has been working since 1936 in Greater Victoria towards “improving the quality of life for everyone...particularly the people who are disadvantaged due to poverty and distress” (Community Social Planning Council Web site, n.d., “Mandate”).

Although the three client groups have different objectives, they are all working with and for the CSS sector as a whole through their work in advocacy, research, networking, and collaboration initiatives. While the Board Voice Society of BC and the Federation of Community Social Services of BC operate province-wide, the Greater Victoria area is the focus of this project due to the recent financial cuts to part of the local sector.

The clients requested a holistic study on the CSS sector in Greater Victoria which will provide a foundation for future related investigations for community development and will inform policy and practice for the local CSS sector. Three key research components emerged in order to respond to the clients’ need:

1. A needs analysis of CSS agencies and programs within Greater Victoria (completed in Phase I),
2. An inventory and description of the available CSS agencies and programs within Greater Victoria (to be addressed in this report), and
3. An Identification of service gaps in Greater Victoria in order to understand the populations or issues being underserved by the CSS sector (to be addressed in this report).

A research project of this nature does not yet exist in Greater Victoria. Research has typically focused on general public and sector perceptions, and/or has targeted specific population groups or salient issues. For example, in 2007, 2009, and again in 2011, the Community Council conducted studies for the United Way of Greater Victoria to identify issues such as gaps and critical needs for social services for the area. In 2007 and 2009, a survey was sent out to community agencies, while in 2010 a survey of the general public was undertaken in conjunction with town-hall workshops and stakeholder focus groups (Community Council, 2007a; Community Council, 2009; Community Social Planning Council, 2011). Together these reports offer crucial insights in understanding the populations served and issues addressed by family and CSS agencies (but not necessarily limited to CSS organizations) in Greater Victoria, as well as service priorities and gaps. Yet these reports do not inventory and detail the actual services and programs available. Further, the findings of these reports heavily rely on public and sector input. While this is very important given the value of community input in community service planning, there is a risk using this methodology that certain agencies and population groups as well as issues and services, may have been under or overrepresented due to the heavy reliance on self-reporting and evaluation by participants.

There are also some studies (e.g. Community Council's 2007b publication, *Housing low-income people in BC's Capital Region: A report for the United Way of Greater Victoria*) which provide valuable insight into specific segments of the sector such as housing low-income people through identifying services and gaps for a particular population group or issue. However, these focused studies do not analyze the CSS sector at large, which is the purpose of this project.

SECTION 3: PHASE I REPORT

The purpose of this section is to provide a summary of Phase I of the wider study on the community social service (CSS) sector and to indicate what parts of Phase I this research will rely on. The goal of Phase I was “to describe community social service needs in Greater Victoria and to provide a review of literature on appropriate community social service levels for a given context” (Casault, 2011, p.8). To achieve these goals, Casault conducted the following five tasks:

- A review of academic and grey literature to identify relevant evidence related to the need for social services among specific individuals and groups;
- Creation of framework for discussion of social service needs in Greater Victoria;
- Collection of data on a variety of demographic and socioeconomic indicators to illustrate the current demographics and population trends present in Greater Victoria;
- Synthesis discussion of Greater Victoria’s current population needs, the results of the literature review and implications for community social services in Greater Victoria; and
- Presentation of recommendations for community social service provision in Greater Victoria and for future research on related issues. (Casault, 2011, p.8)

Casault suggested that the larger study (Phase I and II together) would follow a “needs-based or needs-led planning [framework], which attempts to match service levels to identified needs” (Casault, 2011, p.13). Alternative methods were not discussed in detail. The reason for the chosen approach was because the literature suggests that this method is popular when there are scarce resources to be allocated (Casault, 2011). According to Queensland Government/Disability Services Queensland, needs-based planning includes five tasks:

- 1) Gather evidence of need (including statistics, profiles, and best practices);
- 2) Assess evidence quality and reliability;
- 3) Describe service system;
- 4) Prioritize needs; and
- 5) Inform policy and planning (as cited in Casault, 2011, p.13)

The first two tasks of were completed in Phase I and this report addresses numbers three to five.

Although Casault states, “given the complexity of social need and the types of community social serves that are possible, the literature does not provide exact recommendations for service types or quantities in any given setting” (2011, p.37), Casault was able to develop a number of CSS needs for various population groups and issues by reviewing academic and grey literatures. *The outcomes of Phase I’s literature review will be used to compare to the available services in this report (Phase II).*

To be able to describe the CSS service system, a clear definition of the sector was needed. Through consultation with the clients, Casault (2011, p. 11) established the following definition of CSS:

For the purposes of this project, community social services include organizations that support families and communities, provide services to vulnerable population groups (such as children, immigrants, seniors or people with a chronic disease or disability), or deal with broad social issues (such as poverty, homelessness or discrimination). Social services provide community-

based infrastructure that links with and supports the work of the health and education systems by providing services in the community that intersect with these systems.

While this is a good general definition of CSS, it did not provide enough delineation for the purpose of creating an inventory of the CSS sector. *A more workable selection criteria for the inventory was created to provide further specification and elaboration of the CSS sub-sector. These selection criteria are set out in Section 4 of this report.*

Casault and the client established that for purposes of this study Greater Victoria would include nine municipalities: Victoria, Oak Bay, View Royal, Esquimalt, Saanich, Langford, Metchosin, Highlands, and Colwood. Refer to Figure 1 below for the parameters used.



Figure 1. Map of BC Capital Regional District (CRD). From BC Stats. Retrieved from <http://www.bcstats.gov.bc.ca/data/pop/maps/rdmaps2006/rd17.pdf> (as cited in Casault, 2011, p.42).

Another significant contribution in Phase I is the adoption of the United States Agency for International Development (USAID) discussion framework for the purpose of presenting evidence of need for the CSS sector in Greater Victoria (This model is presented in Figure 2 below). As the USAID explains, “within this framework, factors interact within and between the identified levels to create complex systems of vulnerability and need” (as cited in Casault, 2011, p.14). In Casault’s report, this framework of individual characteristics, family and community factors, and broader environmental issues formed the structure for describing the needs for CSS as identified by her literature review and population data for Greater Victoria. *The same framework will form the structure for discussion of available CSS agencies and programs in this report.*

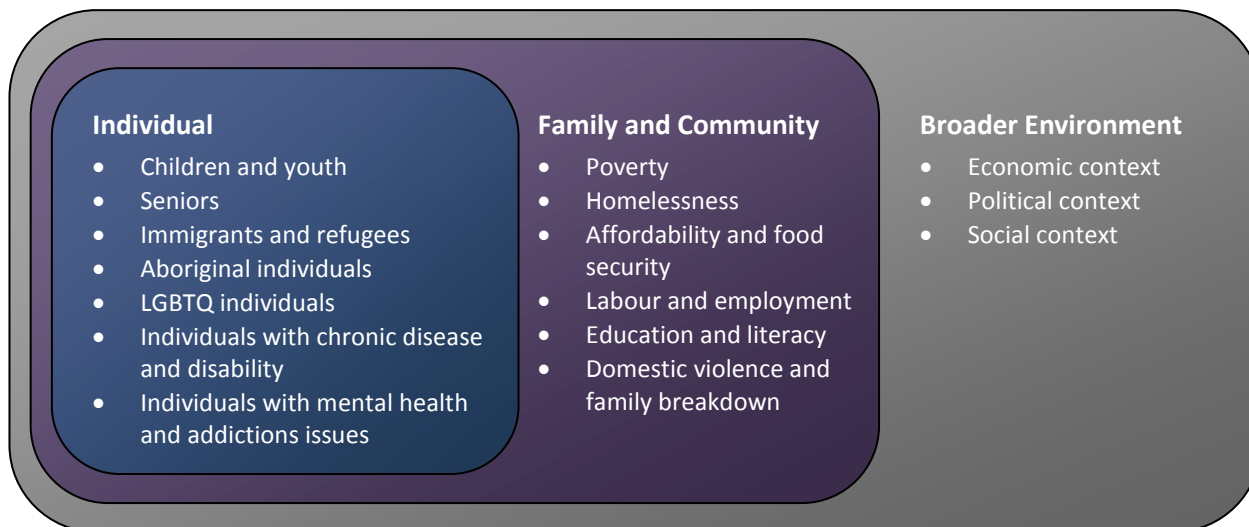


Figure 2. Discussion framework – multi-level factors contributing to social need. Adapted from Promising practices in community-based social services in CEE/CIS/Baltics: A framework for analysis by USAID, 2005. Retrieved from pdf.usaid.gov/pdf_docs/PNADF930.pdf (as cited in Casault, 2011, p.14).

Finally, Casault developed a list of eight recommendations which have been included in Appendix A of this report, which are supported by the available literature and previous community needs assessments. Seven of the recommendations are specific to particular target population groups, while one is a recommendation to the Phase II study to include “assessing available services and gaps” (Casault, 2011, p.2).

Phase I completed the needs analysis. As Phase II will complete the final two requested tasks: profiling the available CSS agencies and programs and identifying gaps and opportunities this phase will draw on three key elements established in Phase I:

1. The needs identified in the literature review,
2. The nine established municipalities of Greater Victoria, and
3. The USAID discussion framework.

SECTION 4: RESEARCH STRATEGY AND SELECTION CRITERIA

This section describes the research approaches for this project. The first part, Research Strategies, describes the three steps undertaken to achieve the objectives of this project. These are: providing an inventory and describing the available community social service (CSS) agencies and programs within Greater Victoria; identifying service gaps in order to understand the populations or issues being underserved by the CSS sector; and providing opportunities to address these gaps. This section will also define the selection criteria used to create the inventory of the CSS sector of Greater Victoria. Selection criteria were created based on the literature, Phase I, and on client input.

4.1: Research Strategy

To achieve the objectives for this report the research strategy was partly informed by the concept of community asset mapping. The goal of community asset mapping is to focus on the capacity and assets of the community, such as organizations and services available (McKnight and Kretzmann, 1993). Focusing on assets is important because a needs-based planning framework alone is not a perfect tool. Marlowe and Arrington-Marlowe give numerous examples of hard decisions policy makers have to make when these are based on need. One example of an extremely difficult social service decision policy makers are confronted with is the requirement to “choose between addressing the needs of abused children vs. addressing the needs of special needs children. Who wants to make such a choice?” (Marlowe & Arrington-Marlowe, 2005, p.105). The problem is that “resources are always outstripped by needs” (Marlowe & Arrington-Marlowe, 2005, p.105). Although a community mapping exercise typically “involve[s] a coalition of citizens and agency staff who will use the data as a tool to change their community”, when the goal of community mapping is for evidence based research, as this project is, it can also be a solitary endeavor (Michigan State University, 1998-1999, p.2).

The first component of research for this this project was to identify, inventory, and describe the existing array of CSS agencies and programs and their target populations in Greater Victoria for the purpose of highlighting the contribution these services provide in serving different population groups and issues in the community. The CSS organizations and programs are identified using selection criteria created specifically for this research project.

Once the services were identified, they were categorized and described as per the USAID discussion framework created in Phase I and shown in Figure 2 of the previous Section, and identified the individual, family and community, and broader environmental factors contributing to social need. Categorized lists of the services have been included in Appendices C through Q and descriptions of the services, organized by sub-sectors, are contained in the findings section (Section 5). The large breadth and scope of this project and the limited time and resources available for this research did not allow for an in depth analysis of each sub-sector and conclusions pertinent to this sub-sector level of analysis. However, considerable effort and time were applied to present the best estimated picture.

The second and third component of the research strategy was to identify service gaps and opportunities for the CSS sector. This was achieved by comparing and analyzing the identified service needs of Greater Victoria (drawn from Phase I) to the inventory of CSS agencies and programs. Through this needs-based

assessment approach, this report's results begin to “estimate the gap between what services exist and the services required” (Government of New Brunswick, 2002, p.11), and thus where there may be opportunities for further services. It was neither feasible nor realistic to capture and quantify the precise needs and service availability such as the number of individuals needing a particular service versus number of spaces available to individuals. However, through comparing what service needs are as suggested by the literature to the services available in Greater Victoria, this research identified high level observations of where CSS agencies and programs are not available for people in Greater Victoria thereby indicating the service priorities for the CSS sector.

Trying to estimate the gaps and opportunity of the entire CSS sector in Greater Victoria is a complex task as the range of gaps between what services are needed and provided could be caused by an array of important factors. Services must not only be available, but must also be offered in a co-ordinated, effective and efficient manner. The target populations must be informed and be clear as to where and how such services are being offered in order to access them. Target populations’ access to services may also be affected by other gaps caused by factors such as language or mobility barriers; affordability; the time the service is offered which may not allow some individuals to participate; or the adequacy of the quality or even relevance of the service (Queralt, & Witte, p.527).

All of the research in this report is based on secondary research methods which present some challenges. For example, the precise numbers of spaces available to individuals were not readily available. Although every effort was made to categorize the agencies and programs, 100 percent accuracy was not possible because limited information is available on the agencies’ websites, and any categorization is of necessity a somewhat arbitrary process. Nevertheless, the secondary research method approach allowed for the development of a comprehensive inventory of the sector. Using public information sources provides practical access to information as well as allowing for an independent, systematic analysis of the sector in its entirety.

4.2: Community Social Service Selection Criteria

As described by Wharf, the social services sector includes the government sector and the CSS sub-sector. “The combined efforts of the unique sub-sectors in the system often overlap and work together to support some of the most vulnerable and disadvantaged groups in society, commonly living in poverty” (as cited in the Federation of Child & Family Services of BC, 2008, p.1).

While recognizing the broader implications of the entire social service sector, the focus of this project is on the CSS sub-sector. A challenge is that there is no specific, widely accepted definition which clearly defines the boundaries of CSS. There are a number of different ways to establish these criteria. For the purpose of this project the following operational parameters were used to identify the sub-sector. As outlined in Figure 3 below, an organization will be considered a Greater Victoria CSS if it meets the following three selection criteria:

1. It is either a non-profit organization or a private organization sourcing funding from public resources such as governments, Health Authorities, or private donations for the delivery of a service;
2. It provides social services directly to people, as opposed to services which are indirect (e.g. research) or not for humans (e.g. animals); and

3. It delivers services to and for the benefit of people in Greater Victoria and has an office, centre or contact person located in Greater Victoria.



Figure 3. Community social service selection criteria

A non-profit organization or private organization sourcing public funds:

Because the inventory undertaken in this project focuses on the community sub-sector of the broader social service sector an operational definition of the term *community* is necessary. While other types of organizations such as governments, private for-profit organizations (which do not source public funds) and “informal networks and associations” (Brodhead, 2010, p.6) provide essential social services in communities, the inventory for this project only focused on those services which are provided by non-profit organizations and private organizations sourcing public funds. One of the key rationales for focusing on non-profits and private organizations who source public resources is based on two clients’ memberships. Board Voice’s membership is composed of non-profit boards of social service agencies (Board Voice Web site, 2009, “Membership”). The Federation of Community Social Services’ full membership base is either non-profit organizations or organizations who receive public funding in order to provide direct services (*The Federation of Community Social Services of BC* Web site, n.d., “Our members”).

The term community organization/sector is often used to describe non-profit organizations such as charitable organizations (e.g. food banks, animal shelters and religious groups), co-operatives, para-public organizations (e.g. hospitals), social economy and community economic development organizations, and even interest groups (Goldenberg, 2006; Brodhead, 2010; Canada Revenue Agency, 2009). For the purposes of this project, *non-profit organizations* will primarily employ the definition of non-profit and voluntary organizations used by Statistics Canada in its 2003 National Survey of Nonprofit and Voluntary Organizations. The parameters established by Statistics Canada are:

- Non-governmental (i.e., institutionally separate from government);
- Non-profit distributing (i.e., do not return any profits generated to their owners or directors);
- Self-governing (i.e., independent and able to regulate their own activities);
- Voluntary (i.e., benefit to some degree from voluntary contributions of time or money); and
- Formally incorporated or registered [as a non-profit or charity] under specific legislation with provincial, territorial, or federal governments. (Barr, Brownlee, Lasby & Gumulka, 2005, p.56)

Organization provides social services:

The second required selection criterion is that the organization needs to be directly delivering social services to the public. This excludes indirect supporting and umbrella organizations. Borrowed from Statistics Canada (2004), this selection criteria is based on the Canadian modified, International Classification of Nonprofit Organizations (ICNPO). In this system there are 15 main groups:

- | | |
|---------------------------------------|--|
| Group 1: Arts and culture | Group 11: Grant-making, fundraising and voluntarism promotion; |
| Group 2: Sports and recreation; | Group 12: International; |
| Group 3: Education and research; | Group 13: Religion; |
| Group 4: Universities and colleges; | Group 14: Business and professional associations and unions; and |
| Group 5: Health; | Group 15: Not elsewhere classified (Statistics Canada, Small Business and Special Surveys Division, Business and Trade Statistics Field, 2004, p.59) |
| Group 6: Hospitals; | |
| Group 7: Social services; | |
| Group 8: Environment; | |
| Group 9: Development and housing; | |
| Group 10: Law, advocacy and politics; | |

ICNPO's *Group 7: Social Services* (displayed in the table below) is primarily used as the guideline for selecting the services available in Greater Victoria.

Table 1. *ICNPO categories used to identify social services*

Social Service Category	Description
Child welfare, child services, and day-care	Services to children, adoption services, child development centres and foster care. Includes infant-care centres and nurseries.
Youth services and youth welfare	Delinquency prevention services, teen pregnancy prevention, dropout prevention, youth centres and clubs, and job programs for youth.
Family services	Includes family life education, parent education, single-parent agencies and services, and family violence shelters and services.
Services for the handicapped	Includes homes, other than nursing homes, transport facilities, recreation, and other specialized services.
Services for the elderly	Geriatric care, including in-home services, homemaker services, transport facilities, recreation, meal programs and other services geared towards senior citizens, but excluding residential nursing homes.
Self-help and other personal social services	Programs and services for self-help and personal development. Includes support groups, personal counselling and credit counselling / money management services.
Disaster/emergency prevention and control	Preventing, predicting, controlling and alleviating the effects of disasters, educating or otherwise preparing people to cope with the effects of disasters, or providing relief to disaster victims.
Temporary shelters	Providing temporary shelter for the homeless.
Refugee and immigrants assistance	Providing food, clothing, shelter and services to refugees and immigrants.
Income support and maintenance	Providing cash assistance and other forms of direct services to persons unable to maintain a livelihood.
Material assistance	Providing food, clothing, transport and other forms of assistance.

Adapted from "Cornerstones of community: highlights of the national survey of nonprofit and voluntary organizations" by Statistics Canada Small Business and Special Surveys Division, Business and Trade Statistics Field, 2004, p.61.

There are also additional social services which were either identified by Casault (2011) or by the clients which will be added to the social service provider criteria for this report. These additional services are as follows:

- Supported employment services (e.g. job training)
- Social services targeted to Aboriginals
- Social services for victims/families dealing with domestic violence
- Social services targeted to lesbian, gay, bisexual, transgender or queer individuals
- Social services target at people living with a chronic disease
- Education and literacy social services
- Mental health and addiction social services
- Permanent supportive housing (e.g. individuals dealing with issues beyond affordability, such as mental health and addictions, thus require services)
- Community correction services

Located in Greater Victoria:

Following Phase I and at the clients' request, Greater Victoria is defined by the following nine municipalities: Victoria, Oak Bay, View Royal, Esquimalt, Saanich, Langford, Colwood, Metchosin, and Highlands. Some CSS programs serve the citizens of Greater Victoria, but do not have a physical presence in Greater Victoria (e.g. help lines such as the Vancouver Island Crisis Line based out of Nanaimo). However, in order to keep the scope manageable, the third selection criteria for this project was that the service had to have a physical office, centre or contact person located in Greater Victoria.

Application of Selection Criteria:

The inventoried CSS agencies were identified through:

1. Reviewing thirteen public databases (the complete list of databases used is provided in Appendix B), and
2. Viewing available agencies' websites to profile their services. Unless otherwise indicated, the information provided in this report was obtained from the respective agencies' websites (URLs are provided in the References Section of this report).

The latter process insured that the information used was the most up-to-date information. However agencies that did not have a website were excluded from the inventory. Those excluded is estimated to amount to less than 10 percent of the total number of CSS agencies.

As represented in the simplified graphic below, the CSS sector is intertwined in a complex jurisdictional/funding structure for the delivery of social services in the community. Even though two agencies may provide similar services depending on the type of organization delivering the service, not all the service delivery agencies meet the selection criteria.



Figure 4. Community social service sector overlaps with other sectors.

An example where there may be an overlap in service delivery is seniors' home support. A1 People Care Ltd's seniors' home support services (Seniors Serving Seniors Association Web site, n.d., "Seniors' Service Directory – Home Help") fits into the social service ICNPO category under 'services for the elderly' displayed in Table 1, but does not meet the first selection criterion for this project of being a non-profit organization or a private organization receiving public funds. Beacon Community Services also provides home support services, but as it is a registered charity contracted by the Vancouver Island Health Authority, it is considered a CSS in this paper (Beacon Community Services Web site, n.d.; Seniors Serving Seniors Association Web site, n.d., "Seniors' Service Directory – Home Help").

Another example of an overlap in service delivery which does not meet the selection criteria is the provincial government's Ministry of Children and Family Development's Community Youth Justice Services which, "provide a range of community based services that respond to the criminogenic needs of youth, thereby promoting lawful behaviour and contributing to public safety." (Ministry of Children and Family Development Web site, n.d.a). Although this is an important community service, it was not included in the CSS inventory because it was not provided by a 'community organization' as defined in this report.

A third example of an overlap is Vancouver Island Health Authority's Addictions Outpatient Treatment services on Quadra Street. It "provides services to adults aged 19 and over who are experiencing drug and alcohol problems" (VIHA, 2010a, "Addictions Outpatient Treatment"). But again, because it is not provided by a non-profit or private sector organization, it was not included in the inventory.

4.3: Summary of Research Strategy and Selection Criteria

This project incorporates three main strategies:

1. Inventorying and describing the available CSS agencies and programs within Greater Victoria;
2. Identifying service gaps in Greater Victoria in order to understand the populations or issues being underserved by the CSS sector; and
3. Providing opportunities to address these gaps.

An organization will be considered a Greater Victoria CSS if it meets the following selection criteria:

1. It is either a non-profit organization or a private organization sourcing funding from public resources;
2. It provides social services directly to people; and
3. Service is delivered and located in Greater Victoria.

SECTION 5: FINDINGS

This section, in concert with the tables in Appendices C through Q details the array of community social service (CSS) agencies and programs available in Greater Victoria as of June 2011. It also provides a needs-based assessment of the services that are currently provided in response to most of the needs identified in the literature review in Phase I and compares the available services to the needs to identify CSS gaps.

This section is organized in accordance to the USAID discussion framework established in Phase I. It commences with a description of the CSS agencies and programs identified as responding to *individual* needs such as seniors and individuals with a disability and/or chronic disease. Next, it illustrates the services addressing *family and community* factors such as food security or domestic violence. Lastly, *broader environmental* factors such as finances and volunteers are examined.

Changes were made to the following categories in the framework in order to better reflect the CSS sector in Greater Victoria:

- *Children and youth* was changed to *children, youth, and parents*;
- *Homelessness* was changed to *homelessness and housing*;
- *Domestic violence and family breakdown* was changed to *domestic and sexual violence*;
- A new category called *not otherwise classified* was created under family and community; and
- *Economic context* and *political context* we combined into one category.

Finally, although *poverty* was indicated as a category in the original discussion framework within the Family and Community area, this category was omitted from the report because it was too broad of an issue and most CSS agencies address this issue indirectly.

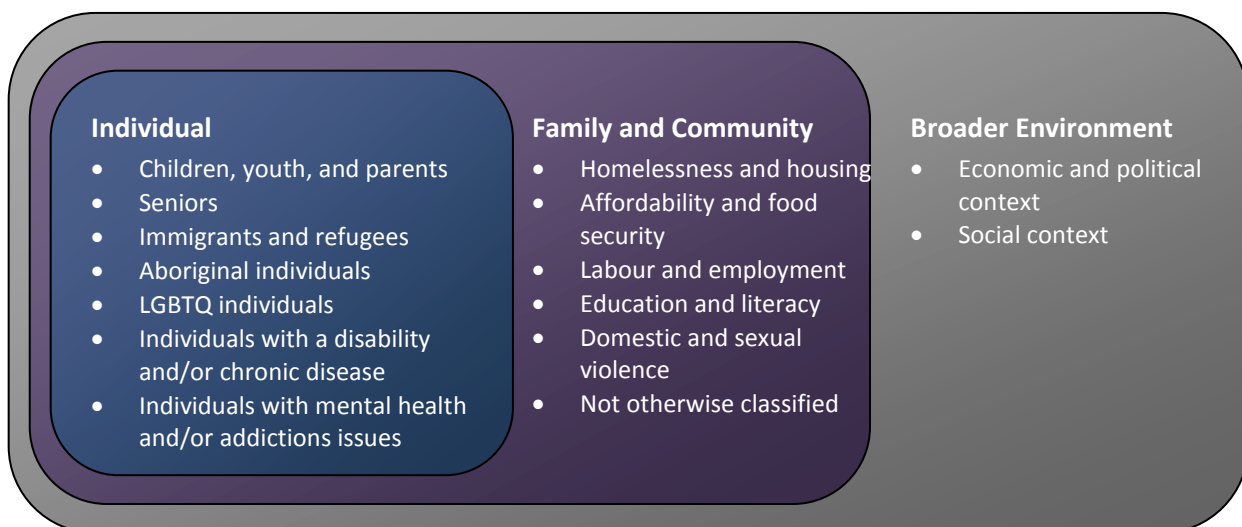


Figure 5. Discussion framework – multi-level factors contributing to social need (adapted for Phase II). Adapted from Promising practices in community-based social services in CEE/CIS/Baltics: A framework for analysis by USAID, 2005. Retrieved from pdf.usaid.gov/pdf_docs/PNADF930.pdf (as cited in Casault, 2011, p.14).

Although every effort was made to accurately categorize the agencies and programs, all categorization should be taken as reasonable estimates because appropriate categorization information was not always available on agencies' websites. Further, where a target population or location was not indicated for a particular program, the target population or location of the organization as a whole was used. Finally, the number of individually listed agencies in the sub-sections may not add to the total because there may be overlaps between agencies.

In the time frame the inventory of the CSS sector was conducted (March to June 2011) 256 agencies were identified as part of the CSS sector in Greater Victoria. A complete list of agencies is provided in Appendix C. Even during this narrow time frame important changes occurred. Capital Families Association, operating in the Westshore closed its doors in April. The Greater Victoria Child and Family Counselling Association announced plans to close and transfer most of its services to another CSS. The Crisis Intervention and Public Information Society of Greater Victoria became at risk of closing by the end of 2011 if funding is not secured. Therefore, this report is a snapshot in time of a sector experiencing significant turmoil and challenges adding complexity to the effective management within the CSS.

As shown in Figure 6, of the 256 CSS profiled agencies, 235 were listed¹ online with the Canadian Revenue Agency (CRA) as a registered charity including non-religious, religious and one closed registered charity. The other 21 organizations were included in the inventory because they either self identified as being a registered non-profit organization, a co-operative, or they have indicated that one or more of their programs are contracted or funded by government.

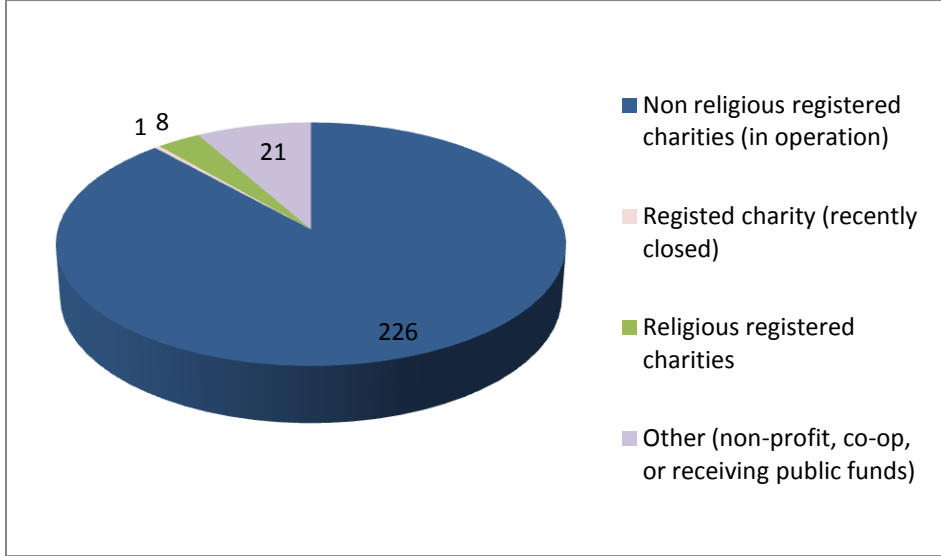


Figure 6. Breakdown of inventoried CSS agencies according to type of organization

¹ A small number of agencies' CRA charity status was revoked due to failure to file their returns, but they were still included in the inventory.

As shown in Table 2, the registered charities profiled range from small organizations to agencies which had total revenue over \$10 million. While all of these agencies have a local presence in Greater Victoria, some agencies such as Girl Guides are registered outside of the province and their service area includes all of Canada. Thus the reported values in Table 2 overstate the amount of dollars invested in Greater Victoria.

Table 2. *Size of 189 profiled registered charities defined by total revenue*

Total revenue (2009)	Number of registered charities ²
<10,000	6
10,000-99,000	30
100,000-999,999	90
1,000,000-9,999,999	54
>10,000,000	9
Total	189

Source. *Charities Listings - Advanced Search*, 2008, by the Canadian Revenue Agency. Retrieved <http://www.cra-arc.gc.ca/ebsci/haip/srch/advancedsearch-eng.action>

5.1: Individual Factors

This part of the findings describes the CSS organizations providing services to individuals in the sub-sectors listed in the Individuals box of Figure 5. Each of the following sub-sector discussion opens with a general description of the available services and is followed by a needs-based assessment in response to needs identified in Phase I's literature review. The section concludes with a summary of the findings.

Detailed information of agencies and services are contained in tables presented in Appendices D through J. Tables are organized by sub-sectors and indicate whether the agency is primarily dedicated to serving a particular group or whether it has one or more relevant programs. These appendices can be referenced for further details regarding the agencies, programs and target populations.

5.1.1: Children, youth, and parents

The researcher changed the title of this sub-sector from *children and youth* in the original discussion framework to *children, youth, and parents* because discussions on children and youth services cannot be conducted without the identification of services for families as a whole. One hundred and fifteen different CSS agencies were identified as providing services to children, youth, and parents.

It is recognized that this is in all probability a conservative estimate because the number of child care services is far greater. There are actually 260 licensed providers of child care receiving Ministry of Children and Family Development (MCFD) funding and not including non-licensed³ in Greater Victoria (Ministry of Children and Family Development, n.d.b). These 260 licensed agencies and facilities provide

² Positive total revenue values were available for 189 agencies. 19 agencies had zero as their total revenue and thus were not included in the 189. Also, three of the 189 agencies (Community Living Victoria, First Metropolitan United Church, and The Salvation Army Victoria Community & Family Services) have more than one registered charity number. Each registered charity number was counted independently.

³ "Individuals providing care to more than two children, not related to them, are required to be licensed" (VIHA, 2010b, "Child care facilities").

up to a maximum of 5948 child care spaces in the Greater Victoria area, however only 31 agencies were named in the inventory. Most child care services did not meet the selection criteria for this project because they do not have websites. There are also two childcare referral programs in Victoria.

The scope and breadth of these 115 agencies is variable. Some agencies provide only one program directed to this population group, alternatively all of their services are geared towards this group. Detailed lists of the agencies and programs are provided in Appendix D. The agencies are divided into 13 tables depending on whether the agency or programs are primarily serving children (not including daycare), youth, families, parents/caregivers, or are providing pre/post natal services or daycare/preschool services. It is acknowledged that many of these services are not mutually exclusive. For example, a number of the services listed under families are actually providing services to children as well and vice versa.

Of the 42 agencies providing non-daycare/preschool services to children 0-14, ten are largely or exclusively dedicated to providing services to children, while the remaining 32 are multi-service agencies providing some programming for children. These 42 agencies together provide programs such as recreational services such as camps and sports, free lunches to students in school, support service for children who have been abused, guardianship services for children in care, mental health services, and literacy programs. Additional services available to children are listed under the family and/or parent tables.

There are 55 agencies offering services to youth. Of these, 17 appear to be mainly providing services to youth, compared to the 38 agencies which are multi-service agencies with one or more youth programs. These agencies provide a wide range of services including but not limited to recreational programs, health services, education and life skills program for pregnant or parenting youth, an online mental health support service, bereavement support group, victim services, counselling services, youth drop-in centres, transitional housing facilities for youth on probation or for youth needing non-medical detoxification, and emergency sleeping mats for homeless youth.

Tables in Appendix D show the 38 family serving agencies of which eight provide all of their services to families. These services include counselling and support services for families going through a transition such as divorce, support for families who have a missing child, helping families deal with a death of a child, support for women who have been abused, Early Childhood Development programs and drop in play programs for parents and children such as Mother Goose, family support and counselling services for people with family member with mental illnesses, family dinners, and support making decisions about care for senior family members.

Thirty four agencies were identified as offering parenting programs, six of which primarily concentrate on parenting/caregiver support. The services offer support group for parents of children with a disability, assistance with adoption, support for grandparents raising their grandchildren, support for single parents and young parents, respite services, parenting programs such as Triple P, and even a small housing facility for single mothers.

Fourteen agencies provide pre and post natal programs, as well as support for unplanned pregnancies and support with breastfeeding. Three of these agencies primarily offer unplanned pregnancy or breastfeeding support.

Needs-based assessment:

The following eleven CSS needs for children, youth and parents will be analyzed against actual CSS agencies and programs available in Greater Victoria:

- I. Assistance obtaining housing;
- II. Financial assistance;
- III. Help dealing with health problems;
- IV. Child protection from abuse/bullying;
- V. Support for pregnant women and partners (particularly young families);
- VI. Parenting information and support (particularly young parents);
- VII. Employment training, education, and learning life skills for older youth (particularly for youth aging out of foster system);
- VIII. Home visiting programs to improve the quality of children's environment;
- IX. Childcare referral centres;
- X. Comprehensive early childhood development (ECD) programs, based on models such as the Head Start program; and
- XI. The location of family and youth services is important.

I. Assistance obtaining housing:

Two CSS agencies were identified as specifically helping families find safe, affordable, and appropriate housing:

- Burnside Gorge Community Association's Homeless Family Outreach program; and
- Pacifica Housing Advisory Association's Stepping Stones Project.

There are a number of CSS agencies offering information and referrals regarding housing in Greater Victoria area. For example, Victoria Immigrant and Refugee Centre Society and the Inter-Cultural Association of Greater Victoria.

II. Financial assistance:

A more detailed discussion regarding financial assistance can be found in Section 5.2.1. However, as shown in Appendix M, there are 11 agencies providing some type of financial assistance, and three agencies offering financial planning programs.

III. Help with health problems:

As outlined in Section 5.1.6, 21 CSS agencies in Greater Victoria play an important role in providing health services and another 22 CSS agencies support people with chronic diseases.

IV. Child protection from abuse/bullying:

There are a number of programs in Greater Victoria which specifically work to prevent and protect children or youth from being abused and bullied:

- “The Child Abuse Prevention and Counselling Society (CAPCS), through the Mary Manning Centre, is the primary provider of therapy and victim services for children and youth in Greater Victoria who have experienced abuse” (Mary Manning Centre Web site, n.d., “Who we are”). Their services also include “child abuse prevention and education materials, training, and presentations in the community” such as in schools (Mary Manning Centre Web site, n.d., “Prevention”);
- Pacific Centre Family Services Association’s Sexual Abuse Intervention Program teaches safety skills and offers art and play therapy for “children who have been sexually abused or have sexual behavior problems” (Pacific Centre Family Services Association Web site, 2010, “Sexual Abuse Intervention Program”);
- Rock Solid Foundation’s violence prevention programs (WITS and WITS LEADS) teach primary school children about how to deal “with situations involving threats, violence or aggressive behavior” (Rock Solid Foundation Web site, n.d., “WITS Program”);
- Men's Trauma Centre offers “psychological and practical support to males sixteen years and older who suffer from the effects of trauma, in order to facilitate their emotional healing” (Men’s Trauma Centre Web site, n.d., “Home Page”);
- Victoria Women’s Transition House Society offers a number of services for “children and youth who have witnessed abuse” for the purpose of preventing the cycle of abuse (Victoria Women’s Transition House Society, n.d. “Children’s Programs”);
- South Island Dispute Resolution Centre’s “PeaceMakers program is an introduction to conflict management, communication and anger awareness for youth in grades 3 – 5” (South Island Dispute Resolution Centre Web site, n.d., “PeaceMakers”);
- Victoria Women’s Sexual Assault Centre’s Project Respect - Youth Prevention Program “addresses the attitudes, beliefs and behaviors that allow sexual violence to occur” (Victoria Women’s Sexual Assault Centre, 2009, “Our services”);
- Victoria Youth Empowerment Society (YES) operates a Sexually Exploited Youth Program (Victoria Youth Empowerment Society, n.d.); and
- Crisis Intervention and Public Information Society of Greater Victoria currently operates Youthspace.ca. Through this online space, children and youth “can anonymously reach out to professionally trained volunteers and staff. Volunteers and staff...[offer] risk assessment (for suicide, self-injury, mental health crises, child abuse, and harm to others), collaborative safety planning, and connection to resources in the community or online” (Crisis Intervention and Public Information Society of Greater Victoria Web site, n.d. “Our services”). However as noted on their website, they only have funding (from BC Gaming) to operate their programs until the end of 2011. After this date the organization does not have any funding commitments to run any of its programs.

V. Support for pregnant women and partners (particularly young families):

This report identified 14 CSS agencies in Greater Victoria who are not only providing support for pregnant women and their partners, such as pre-natal and birthing classes, but also post-natal support and support for unplanned pregnancies. These services include 10 CSS agencies offering pre-natal classes. Of these 10 agencies, the YMCA-YWCA of Greater Victoria and the Young Parent Support

Network specifically target young pregnant women. Another agency, Artemis Options Society supports youth pregnant women as well.

Two agencies offer services specifically for breastfeeding mothers. Breastfeeding Matters, South Vancouver Island's chapter is "delivering breastfeeding education events both for health care professionals as well as mothers and the community at large" (Breastfeeding Matters, South Vancouver Island Website, n.d., "Purpose & History"). They also pay for the "shipping costs of donated breastmilk between the Greater Victoria area and the Milk Bank in Vancouver for families who need assistance" (Breastfeeding Matters, South Vancouver Island Website, n.d., "Purpose & History"). As with all the other groups across the country, the Victoria Group for La Leche League Canada "holds monthly meetings where Leaders facilitate informal, guided discussions. During these discussions mothers have access to accurate, up-to-date and personalized breastfeeding information and support for their role as a breastfeeding parent" (La Leche League Canada, Victoria Group, n.d., "Get Help").

Two CSS agencies offer direct support for families in Greater Victoria who are or have experienced an unplanned pregnancy: Birthright International and Options Pregnancy Centre.

Four other programs of the 14 are worth noting. Esquimalt Military Family Resource Centre coordinates volunteers to provide support for expecting mothers during pregnancy, birth and at home (Esquimalt Military Family Resource Centre, 2010). One of the goals for The Island Sexual Health Society's Community sexual health education program is to help prevent unplanned pregnancies (Island Sexual Health Society, 2009, "Community sexual health education program"). ICA offers pre-natal classes for immigrants (ICA, 2011), and Victoria Native Friendship Centre's Slaheena & Aboriginal Parenting program, provides pre-natal support for urban aboriginal women in the Greater Victoria area (Victoria Native Friendship Centre Web site, 2011).

VI. Parenting information and support (particularly young parents):

As displayed in Appendix D, 34 CSS agencies were identified as providing parenting and caregiver services. These services range from respite services for caregivers of family member with a mental illness or for parents with children with special needs. They also offer counselling services, workshops, parenting education groups (e.g. Triple P) and one on one consultations. Further, they offer support groups for parents of children with disabilities, programs for parents of teens, support groups for grandparents who are raising their grandchildren, supports for foster parents, assistance for parents wishing to adopt a child, group and individual support for aboriginal parents whose children are involved with MCFD, and a range of parenting supports for aboriginal peoples. This even includes a parenting program for parents with developmental disabilities (offered by Community Living Victoria). Further, 38 CSS agencies were identified as providing family programs, such as Mother Goose, parent-child drop in programs, and counselling services, and most of these services are inclusive of parents. However, Greater Victoria Child and Family Counselling Association's Children and Youth with Special Needs program contract will end at the end of September 2011 (Greater Victoria Child and Family Counselling Association, August 2011, p.3).

Of the 34 identified parent and caregiver CSS agencies there are seven local CSS agencies providing information to parents:

- One CSS agency specifically targets lone parents - Victoria Single Parent Resource Centre. They offer a variety of parenting courses, free counselling sessions, and free clothing, a bread pantry and household goods exchange (Victoria Single Parent Resource Centre, n.d.);
- Another is CHOICES: Futures and Families Society of British Columbia. Based out of Victoria, CHOICES is one of six BC licensed adoption agencies (CHOICES: Futures and Families Society of British Columbia, n.d.). They offer adoption supports and counselling for expecting parents and future parents who are interested in both domestic and international adoptions;
- The Parent Support Services Society of BC has a local office in Victoria. Although their services include a wealth of parent support services across the province, there is a Grandparent Raising Grandchildren Support Circle in Saanich. These groups are in response to the increase in children being raised by their grandparents;
- Kidcarecanada Society is a Victoria registered charity providing parenting information through methods such as videos;
- Located in the municipality of Langford, Foster Parent Support Service Society provides a variety of supports for foster parents on Vancouver Island who have an agreement with MCFD;
- Located in the municipality of Victoria, Family Caregivers' Network Society provides services for family caregivers; and
- An agency specifically targeting youth parents is located in the municipality of Victoria - the Young Parent Support Network. Their services include, but not limited to, Family Support Workers, Prenatal and Parenting Education Groups, Future Planning program, and a Free Store (Young Parent Support Network Web site, n.d.).

Apart from the Young Parent Support Network there are an additional two agencies offering support programs specifically targeting young parents. One is offered by the Cridge Centre for the Family. "The Cridge Young Parent Outreach Program offers support, mentoring and advocacy to young parents as they endeavor to have healthy babies, develop their parenting skills, and pursue their educational and employment goals" (Cridge Centre for the Family Web site, n.d. "Childcare Services: Supported Care at Vic High School"). It should be mentioned that in 2010, The Young Parent Childcare Program at Vic High (Higgins House) closed its doors due to funding cuts (The Cridge Centre for the Family, June 2010). Metchosin Community House's weekly Parent & Tot Group invites young parents and their children (Metchosin Community House Web site, n.d.).

VII. Employment training, education, and learning life skills for older youth (youth leaving the foster care system):

There are eight CSS agencies in Greater Victoria which clearly indicated that they provide employment training, education, and/or life skill support for youth:

- "Human Resources and Skills Development Canada has developed "Skills Link" programs for youth. Skills Link programs are designed to help youth ages 15 - 30 find work, get training or become self-employed." (Worklink Employment Society, 2005-2011, "Youth"). This program funds different youth program such as those offered by Worklink Employment Society, LifeCycles, and VIRCS. In

Colwood, WorkLink Employment Society not only has a youth coach available for youth who are looking for employment, but it appears that as part of the Skills Link program WorkLink offers the PATHWAY Project for unemployed youth between the ages of 15 and 30 in the Westshore (Worklink Employment Society Web site, 2005-2011). During the 16 week combined in class and work experience placement program youth can receive \$240 per week;

- Similar to WorkLink, Spectrum Job Search Centre (located downtown Victoria) offers 15 to 30 year olds a paid (\$8 per hour) 10 week employment/career preparation workshops (Spectrum Job Search Centre Web site, n.d.);
- Through LifeCycles' Skills Link Youth Food & Agriculture Youth Employment Project 10 youth will receive 12 weeks of skills development and 14 weeks of work experience, and they provide \$8/hr for the training and work experience (LifeCycle Web site, n.d.);
- VIRCS offers a 24 week program called Immigrant Youth's Employment Steps (I-YES) Project for youth 15-30 years of age and a program called I Plan It program for youth 15 to 25 years old (VIRCS Website. n.d.);
- YES' Youth Hospitality Training Centre is a unique service in that it "provides eight beds of up to six months of transitional housing, as well as a hospitality and life skills training program" (Victoria Youth Empowerment Society Web site, n.d., "Youth Hospitality Training Centre");
- Artemis Options Society operates Artemis Place. "Artemis Place provides a sanctuary where [at-risk] girls are able to work on completing their high school while learning critical life skills in conflict resolution, and in building self esteem and successful relationships" (Artemis Option Web site, n.d., "About Artemis Place");
- Threshold Housing Society operates two transitional housing facilities (Holly House and Mitchell House) (Threshold Housing Society, n.d.). One (Holly House) is for at risk females aged 16-21 and the other (Mitchell House) is for at risk young men aged 16-21; and
- With regards to programs specifically targeting youth aging out of care, one CSS agency explicitly mentioned that they provide this important service to youth. Through MCFD funding Victoria Native Friendship Centre's Cedar House offers six 16-18 year old Aboriginal youth who "will be aging out of care on their 19th birthday....a home in which our young people have an opportunity to pursue their future in a supportive and culturally appropriate environment" (Victoria Native Friendship Centre Web site, 2011 "At Risk Youth & Families"). No CSS programs were identified as providing similar programs for non-aboriginal youth.

VIII. Home visiting programs to improve the quality of children's environment::

These services are harder to identify as it is not always clear if home visiting is part of the program and what is specifically meant by 'improving the quality of children's environment'. Nevertheless, three services were identified:

- Phoenix Human Services Association's Family Development program for youth and children "is a 'protective' family service program primarily serving parents who require support, guidance, feedback and skill development to improve family functioning and ensure safe and healthy living environments for their children" (Phoenix Human Services Association Web site, n.d., "Family

Development”). They also have a Mental Health Outreach Team (funded by MCFD). Their services include, individual and family work for emotionally troubled children and youth in a families’ home;

- Greater Victoria Child and Family Counselling Association’s (CFCA) Family Development program “supports families and caregivers to reduce risk to children/youth to the extent that the Ministry is no longer concerned with the welfare of the children/youth in the context of their care environment” (Greater Victoria Child and Family Counselling Association Web site, n.d., “About us”). Because CFCA is going to close in 2012, Phoenix Human Services Association will be absorbing this program as of December 2011 (Greater Victoria Child and Family Counselling Association, August 2011); and
- Another example is James Bay Community Project’s Family Support Program. It “offers counselling, information and support to families wanting to work on parenting or family concerns. A counsellor will work with you and/or your child in your home or at the Family Centre” (James Bay Community Project , n.d., “The Family Centre”).

Although other services do not appear to be designed for the purpose of improving family’s home environments, there are several children and youth outreach services which CSS workers visit families’ homes. This includes Community Living Victoria’s Family Support program, and Victoria Native Friendship Centre’s South Vancouver Island Aboriginal Supported Child Development Program, Aboriginal Infant Development Program and FASD program.

IX. Childcare referral centres:

Two local CSS agencies provide the MCFD funded Child Care Resource and Referral Program. This provincial program “provides support, resources and referral services for child care providers and parents in all communities in the province...[and includes] a province-wide Aboriginal service provided by the British Columbia Aboriginal Child Care Society” (Ministry of Children and Family Development, n.d.c). Together, Victoria Child Care Resource and Referral and Sooke Family Resource Society serve the Greater Victoria Area.

X. Early childhood development (ECD) programs:

The local CSS sector provides ECD programs such as Mother Goose, however for many it was unclear specifically which programs would classify as ECD programs.

XI. The location of youth and family services is important:

Considering the number of agencies and programs serving families and youth, a detailed review of services cannot be made at this stage. However, before Capital Families Association closed, it provided a number of family and youth services in the Westshore.

5.1.2: Seniors

There are 30 different CSS agencies offering a variety of programs and activities related to seniors throughout the Greater Victoria area. For the purpose of this inventory agencies and programs were included if they mentioned 'seniors', 'elderly', 55 (occasionally 45) plus years of age.

As shown in Appendix E, there are 11 CSS agencies whose primary target population are seniors. Three of these agencies' focus is to provide direct volunteer services to various people in need which includes seniors. These services include anything from drivers, visitors, dog walkers, shopping assistance, and handyperson assistance. The other eight CSS agencies provide a range of services including but not limited to social and recreational activities, bathing programs, various group activities (e.g. book clubs, gardening groups, and walking groups), employment programs, chronic disease management, grief/loss programs, grandparents raising grandchildren programs, and telephone reassurance calls. Apart from the 11 agencies which mainly serve seniors, there are an additional 19 CSS agencies which have senior focused programs.

Very comprehensive and thorough information regarding local services for seniors is available through the Seniors Serving Seniors Association's Seniors' Services Directory (<http://www.seniorsservingseniors.bc.ca/directory.asp>) which gets updated and published every two years (Seniors Serving Seniors Association Web site, n.d.). As per this directory, there are over 500 community resources available to seniors in Greater Victoria (Seniors Serving Seniors Association Web site, n.d.). Senior Living Housing Directory (<http://www.seniorlivingmag.com/housingdirectory>) is another good online resource for seniors.

Needs-base assessment:

Researchers have identified seven needs particular to seniors which will be explored in this section:

- I. Personal assistance (e.g. shopping, housekeeping, transportation, bathing, and eating) and environmental support (e.g. home repairs);
- II. Emotional support (e.g. counselling and social activities);
- III. Assistance with finances (including planning);
- IV. Mental or physical health services;
- V. Help navigating the health system;
- VI. Targeted telephone line for health services; and
- VII. Outreach services to isolated seniors.

I. Personal assistance and environmental support:

There are two venues of personal assistance and environmental support services provided by the CSS sector. The first is a publicly subsidized personal care service (e.g. "bathing, dressing, toileting, and medication administration") provided by Beacon Community Services (Seniors Serving Seniors Association Web site, n.d., "Seniors' Service Directory – Home Help", p.22). Although Beacon Community Services provides the only VIHA contracted Home Support to Greater Victoria, there are a 12 other private pay Home Support Services available to seniors in the Greater Victoria area (Seniors Serving Seniors Association Web site, n.d., "Seniors' Service Directory – Home Help"). Refer to Appendix E for a detailed list.

The second type of personal assistance services which also include environmental assistance, are those providing volunteers to seniors in need of a range of personal assistance such as driving seniors to medical appointments, helping them shop for food, walking their dog, social visiting or odd jobs. Five CSS agencies were identified as providing this services, Capital City Volunteers, Oak Bay Volunteer Services, Saanich Volunteers Services Society, James Bay Community Project, and Beacon Community Services. Metchosin Community House also offers a Volunteer Drivers Program. Interestingly, there is another volunteer personal assistance service, Esquimalt Volunteers, which is provided directly by the Township of Esquimalt. In the Western Communities, apart from Metchosin Community House's Volunteer Drivers Program, there does not appear to be a dedicated volunteer service such as Oak Bay Volunteer Services to help seniors and others in need to live independently in their homes.

It appears that neither Beacon Community Services' Home Support Services, nor the various volunteer service agencies (although Capital City Volunteer's Visitor Volunteers' job description includes occasional light meal preparation) provide regular meal preparations for seniors (Capital City Volunteers Web site, 2004-2011).

II. Emotional Support:

Regarding counselling services, BC Families in Transition's Caught in the Middle - Grandparents Group provides support to grandparents whose grandchild(ren)'s parents are going through separation or divorce (BC Families in Transition Web site, 2007). Beacons Community Service Association and Seniors Serving Seniors both have Seniors Peer Counselling programs (Beacons Community Service Association Web site, n.d. & Seniors Serving Seniors Association Web site, n.d.). Victoria Women's Transition House Society (n.d.) also provides peer support and counselling services for older women who have suffered abuse.

There are also a number of social activities and social outreach services provided by CSS agencies in Victoria which contribute to positive mental health. Some of these services include, dance classes, café socials, volunteer visitor programs, recreational programs, and walking groups. This services are too numerous to specifically mention here. Refer to Appendix E for details. There are also a number of general CSS counselling services available residents of Greater Victoria regardless of age. Refer to Appendix J.

III. Assistance with finances:

There are a number of financial assistance programs available to seniors, for example Old Age Security Pension. These programs are not typically provided by CSS agencies. However, as explained on the Victoria Women's Transition House Society's website (n.d.), they help their clients apply for financial assistance. Also, although Silver Threads list the L.I.F.E. Program on their website, it is unclear who actually provides this credit. Nevertheless "the L.I.F.E. Program supplies a \$40.00 credit to eligible residents of the City of Victoria (income criteria) for participation in programs in Victoria's Seniors and Community Centres...Saanich Recreation Centres also have applications for eligible residents (low income seniors)" (Silver Threads Services Web site, 2009c).

IV. Mental or physical health:

Mental and physical health services are largely provided by the health sector through hospitals and clinics for example. However as will be shown in Section 5.1.7, the CSS sector in Greater Victoria plays a key role. For example, Seniors Serving Seniors Association's

Return to Health is a Seniors Serving Seniors/Vancouver Island Health Authority (VIHA) partnership program. Seniors Serving Seniors recruits, trains, and provides volunteers to support seniors to achieve and maintain their dignity, self-worth, and independence before, during and after a hospital stay. To help VIHA clients feel less alone volunteers provide personal contact and other supportive activities. The program is offered without charge. (Seniors Serving Seniors Association Web site, n.d., "Return to Health")

There are also a number of CSS agencies providing foot care clinics, for example, Cook Street Village Activity Centre (Formerly Fairfield Activity Centre).

V. Navigating the health system:

Seniors Serving Seniors Association's Seniors' Link program appears to be the key local CSS player in helping to address this need (Seniors Serving Seniors Association Web site, n.d.). Trained volunteers respond to around 3,500 inquiries every year and "provide information and referral to all of the non-medical emergency resources available in the region and support for everyday problems" (Seniors Serving Seniors Association Web site, n.d., "Seniors' Link"). The volunteers are available Monday through Thursday from 9:00 am to 4:00 pm.

Although not an inventoried CSS, the Province's BC Health and Seniors Information Line (1-800-465-4911), and VIHA's general enquiries line (1-888-533-2273) offer assistance in navigating the Ministry of Health services and programs and the healthcare system, respectively (Seniors Serving Seniors Association Web site, n.d.). The Province (250-387-6121) and the Federal Government (1-800-622-6232) also have general information and referral lines in which one can be referred to the appropriate place (Seniors Serving Seniors Association Web site, n.d.).

VI. Targeted telephone line for health services:

This need is in reference to providing health services, which is most appropriate for the health sector to address. While it does not appear that this service exists specifically for seniors, the provincial government's HealthLinkBC program provides 24/7 telephone (811 or 711 for deaf/hearing impaired assistance) and online (<http://www.healthlinkbc.ca/>) non-emergency health information by a nurse, dietitian, or pharmacist (HealthLinkBC, n.d.). Anyone in the community can also find out what health services are available in one's area.

The Seniors Serving Seniors' Seniors' Link program addresses this need in terms of providing information and referrals regarding health, government services and CSS programs to 3,500 seniors each year (Seniors Serving Seniors Association Web Site, n.d.). This program was initiated in the early '80s because they found that many seniors were unaware of the various existing services available to them or needed support accessing them (Seniors Serving Seniors Association Web Site, n.d.).

VII. Outreach services to isolated seniors:

There are six agencies which offer outreach services such as home visits and phone calls.

5.1.3: Immigrants and refugees

There are six CSS agencies which provide programs targeting immigrants and refugees (refer to Appendix F for a detailed list). Two agencies in Greater Victoria, Inter-Cultural Association of Greater Victoria (ICA) and Victoria Immigrant and Refugee Centre Society (VIRCS), exclusively provide services to newcomers with some different and overlapping services. Both have their main office located in Victoria. ICA also has two additional offices in Colwood and Saanich. Both agencies offer a range (12-16 programs) of services to newcomers to Canada, including English classes, youth programming, mentoring opportunities and employment services. They also have settlement workers who provide newcomers with information and referrals regarding housing, education, English language training, human rights, health services, income tax, immigration and citizenship, social benefits, legal issues, financial issues, handling culture shock (ICA Web site, 2011; VIRCS Web site, n.d.).

Four other CSS agencies provide services specifically targeting newcomers. One unique service worth highlighting is the Cridge Centre for the Family which provides affordable transitional housing for immigrants and refugees. There is also one CSS agency (antidote: Multiracial & Indigenous Girls and Women's Network) which provides services specifically targeting racialized minorities. Racialized minorities refers to minority population groups with "perceived physical and socio-cultural differences, including skin colour, cultural beliefs, religious markers, accent, and citizenship status" (*antidote*: Web site, 2009, "About antidote"). "One third of racialized Canadians are Canadian-born and the other two thirds are immigrants" (Mikkonen & Raphel, 2010, p.47).

Needs-based assessment:

There are four key areas of needs for immigrants and refugees which will be analyzed in this section:

- I. Finding employment;
- II. Locating good affordable housing;
- III. Accessing/navigating healthcare and social services; and
- IV. Specific services to assist immigrant youth, such as peer mentoring, youth specific ESL classes, and linking supports to schools.

I. Finding employment:

ICA and VRICS support newcomers with finding employment. ICA's Immigrant Professionals Mentorship Program "matches internationally trained professionals with qualified mentors in the same or related career field to help newcomers become familiar with their profession in the Canadian context...Host Mentoring Services is government-funded and free for all participants" (ICA Web site, 2011, "Immigrant Professionals Mentorship Program"). VIRCS's Employment Transitions and Coaching Program "offers help in finding work or looking for skills training for all Greater Victoria unemployed" new comers (VIRCS Web site, n.d., "Job seekers"). Further, VIRCS Skills Connect program offers financial assistance for training and credential evaluation, as well as skills and language assessment. It connects immigrants to employers, mentors and professional regulating bodies" (VIRCS Web site, n.d.). VIRCS also offers Immigrant youth employment steps - I-YES program for youth wanting to "increase their employability

in the local labour market”(VIRCS, n.d., “Immigrant youth employment steps - I-YES”). Also, VIRCS I Plan It program is an employment focused program for youth. It assists with learning English and life skills.

II. Locating good and affordable housing:

ICA and VIRCS have settlement workers who guide and refer newcomers with regards to housing and locating related services available (ICA Web site, 2011; VIRCS Web site, n.d.).

III. Accessing/navigating healthcare and social services:

Settlement workers at ICA and VIRCS will orient and assist newcomers with regards to health services and other community resources (ICA Web site, 2011; VIRCS Web site, n.d.). Further, ICA can provide professional interpretation and translation services in at least 58 different languages (ICA Web site, 2011). They provide interpretation services while working closely with organizations such as the Provincial Health Services Authority's Provincial Language Services.

IV. Youth directed services:

ICA and VIRCS offer youth programming. ICA’s Multicultural Youth Group “gives newcomer and local youth a space to connect, work on homework, and get involved in the community” (ICA Web site, 2011, “Multicultural Youth Group”). VIRCS offers four youth specific programs. VIRCS delivers a youth targeted employment program - Immigrant youth employment steps - I-YES and I Plan It program (VIRCS Web site, n.d.). In addition, VIRCS has an Enable Program offering tutoring, homework clubs, night activities, a theatre program, ESL classes, and a summer camp. Finally, they have a social program called Be Friends Program which “helps young adults new to Canada make friends and start having a social support network in Victoria!” (VIRCS, n.d., “Cultural bridging program for parents and young adults”).

5.1.4: Aboriginal individuals

Eleven CSS agencies were identified as offering services to First Nation peoples and Métis in Greater Victoria. Refer to Appendix G for a detailed list. Seven of these agencies specifically target First Nation peoples or Métis. Although all seven of the CSS agencies service target Aboriginal peoples in Greater Victoria, only three of these agencies specifically target the Southern Vancouver Island area. Additionally, there are four other CSS agencies which among other programs provide services specifically targeting Aboriginals in the Greater Victoria area.

Needs-based assessment:

Three CSS service needs for Aboriginal individuals and families which various researchers have suggested are as follows:

- I. Range of services for Aboriginals relocating to the city (e.g. through a centralized resource centre);
- II. Mental health/counselling services; and
- III. Aboriginal cultural competence, particularly in the areas of housing and employment.

I. Range of services for Aboriginals relocating to the City (e.g. through a centralized resource centre):

The Victoria Native Friendship Centre appears to be the centralized CSS centre for Aboriginals in Greater Victoria. The Native Friendship Centre opened in 1970 as part of a provincial movement to respond to the migration of Aboriginals moving to cities (Victoria Native Friendship Centre Web site, 2011, “The

VNFC Mandate”). The Native Friendship Centre offers a wide range of services for parents, youths, seniors, homeless individuals and families, infants, children with special needs, families involved with MCFD, and people looking for employment (Victoria Native Friendship Centre, 2011a).

There is also the Métis Community Services. It is the main CSS agency for Métis people living on Vancouver Island offering a variety of services for families (Métis Community Services Web site, n.d.).

II. Mental health/counselling services:

There are a number of targeted Aboriginal family support services in Greater Victoria:

- Hulitan Family and Community Services Society’s Aboriginal Child & Youth Mental Health Program, Journeys of the Heart Cultural Learning Program, and Kwen’an’latel Intensive Parent Support Program (Hulitan Family and Community Services Society Web site, n.d.);
- Métis Community Services’ Family Support Services, Family Group Conferencing, Traditional Dispute Resolution Support, and Family Visitation and Cultural Programme (Métis Community Services, n.d.);
- Surrounded by Cedar Child & Family Services’ offers Guardianship Social Workers (Surrounded by Cedar Child & Family Services, n.d.); and finally
- Victoria Native Friendship Centre offers numerous family support services, including Aboriginal Nations Education Liaison, the Family Services Team and their Slaheena & Aboriginal Parenting program (Victoria Native Friendship Centre, 2011).

III. Aboriginal cultural competence, particularly in the areas of housing and employment:

An example of a local CSS agency striving to deliver culturally appropriate services is Our Place. They have an Aboriginal Committee of Empowerment (ACE) which meets bi-weekly. “ACE places emphasis on activities that reinforce Aboriginal knowledge, traditions, and culture so the group attends and hosts Elders’ feasts and other cultural events” (Our Place Web site, n.d., “Aboriginal Committee of Empowerment (ACE)”).

With respect to other CSS agencies and programs it is not possible to identify which services are incorporating and respecting Aboriginal perspectives given the scope of this report. However, there are CSS agencies working in the areas of housing and employment which are specifically targeting Aboriginals. This includes the Victoria Native Friendship Centre’s Fernwood House Iy Ilen Hautw (a transitional house for Aboriginal women and children), their Aboriginal Homeless Outreach Program, their Career, Employment and Education Resources division, and their EAGLE Project (a 12 week employment program) (Victoria Native Friendship Centre Web site, 2011). Further, M’akola Group of Societies provides housing for Aboriginals on Vancouver Island (M’akola Group of Societies Web site, n.d.). And BC Aboriginal Network On Disability Society offers disability employment services (BC Aboriginal Network On Disability Society Web site, 2009).

5.1.5: Lesbian, gay, bisexual, transgender or queer (LGBTQ) individuals

There are at least six CSS organizations which offer programs, services and referrals for LGBTQ individuals. Refer to Appendix H for details. Three of these agencies are specifically targeting LGBTQs:

- Parents, Families, and Friends of Lesbians and Gays (PFLAG) and is a national registered charity. PFLAG not only offers a toll free support line for individuals, but also organizes a meeting once a month in the Victoria area (PFLAG, 2009a);
- South Island Pride Community Centre. It is relatively young (it incorporated in 2009) and has the intention to offer three areas of programming: Youth Programming, Seniors Programming, and General Programming (South Island Pride Community Centre Web site, n.d.). Although there is no specific programming listed on their website for Seniors or General; and
- Victoria Lesbian Seniors Care Society, offers a number of programs for lesbians in Greater Victoria including Friday Night Moves, Coffee Talk (meeting every Tuesday), Friendly Visitor Program (where volunteers will send cards to those who are ill or need condolence; or will visit people in the hospital or at home if one is ill, recovering from surgery, or disability, etc...), and Health Support Fund (Victoria Lesbian Seniors Care Society Web site, n.d.).

There are also three other CSS agencies providing services targeting LGBTQ individuals:

- AIDS Vancouver Island provides queer men with counselling and support regarding sexual health/challenges (AIDS Vancouver Island Web site, n.d.);
- Fairfield Gonzales Community Association offers a weekly family drop in group for queer parents/families (Fairfield Gonzales Community Association Web site, n.d.); and
- The First Metropolitan United Church also offers a social group for LGBTQs (First Metropolitan United Church Web site, n.d.).

Needs-based assessment:

CSS needs for the LGBTQ population includes the following:

- I. Targeted services for LGBTQ youth to address their vulnerabilities to a variety of mental and physical health issues including high levels of stress, depression and eating disorders;
- II. Counselling services;
- III. Centralized community resource centres; and
- IV. Targeted services for LGBTQ seniors to deal with a range of issues including mental health, isolation, discrimination and access to appropriate care and housing.

I. LGBTQ youth services:

There are targeted workshops and a weekly group for LGBTQ youth offered through the South Island Pride Community Centre (South Island Pride Community Centre Web site, n.d.).

II. Counselling services:

Although it is unclear whether there are formal counselling sessions available for LGBTQ individuals in Victoria, there are a handful of support groups for LGBTQ. PFLAG offers a toll free support line for LGBTQ individuals (PFLAG Web site, 2009). There are also a number of places where one can find

counselling regardless of the issues. Further, AIDS Vancouver Island's Men's Wellness Program offers counselling around sexual health and challenges (AIDS Vancouver Island Web site, n.d.).

III. *Centralized Resource Center:*

There are three agencies identified in the inventory whose main mission is focused on LGBTQ individuals. The South Island Pride Community Center (SIPCC) appears to best meet the criteria for a Centralized Resource Center. While the goal of this agency is to be inclusive regardless of gender, the Victoria Lesbian Seniors Care Society appears to be a similar resource but for lesbians only. With regards to Parents, Families, and Friends of Lesbians and Gays (PFLAG), it appears that this agency is more of a support network than a centre. However, SIPCC is fairly new and not all programs are active and according to their website it does not have a physical space.

IV. *Targeted Services for LGBTQ Seniors:*

There is a targeted service for LGBTQ seniors, namely the Victoria Lesbian Seniors Care Society (although they do say that they welcome all ages). Through their Coffee Talk, Friendly Visitor Program, and Health Support Fund they address some of the mature LGBTQ needs (Victoria Lesbian Seniors Care Society Web site, n.d.). Although not included in the inventory due to the lack of information regarding the status of the organization on their website, Prime Timers Victoria offers social programs for mature men which may help with some of their issues of isolation brought up by Casault (South Island Pride Community Centre Web site, n.d.).

5.1.6: Individuals with a disability and/or chronic disease

As listed in Appendix I there are 89 different CSS agencies serving people with disabilities, chronic diseases, and/or providing general health services. Forty eight CSS agencies have programming for people with disabilities. Thirty eight of these agencies are primarily serving people with disabilities. Some of these agencies are specifically targeting a particular type of disability:

- Two targeted to individuals with vision loss/blind;
- Four for those who are deaf or hard of hearing;
- Two targeted towards people with spinal cord injuries;
- Five are serving individuals and families with developmental/intellectual disabilities; and
- One of each for the following types of disabilities arthritis, invisible disabilities, down syndrome, physical disabilities, tourette syndrome, autism spectrum, and brain injury.

There are also four agencies which specifically target children and/or youth with disabilities:

- Canucks Autism Network;
- Children's Respite Support Society;
- Learning Disabilities Association of BC, South Vancouver Island Chapter; and
- Victoria Society for Children with Autism (VSCA).

There are 14 CSS agencies that serve people with disabilities in which no specific disability is named. One of these is specifically serving Aboriginal peoples with disabilities. Finally there are 10 CSS agencies which also serve other population groups but have at least one program specifically targeting people

with disabilities. Program and services include fetal alcohol spectrum disorder programs, an employment program, a respite service, and permanent supportive housing facilities.

There are also 23 different agencies serving people with different types of chronic diseases. Nineteen of these agencies focus on a particular disease:

- Four serving people with HIV/AIDS, hepatitis C, and/or other communicable diseases;
- Two for individuals with Alzheimers;
- Two targeting individuals with lung diseases/ breathing problems;
- Three for people with cancer; and
- One agency for the following diseases ALS, Neurofibromatosis, Diabetes, Myalgic Encephalomyelitis, Multiple Sclerosis, Myeloma, Celiac Disease, and Epilepsy/Parkinson.

The other four agencies are multi-service agencies. They offer programs for people with Alzheimers and Dementia, diabetes, and a chronic disease in general.

The 22 agencies categorized as providing health programs includes, but not limited to helping burn patients and their families, providing sexual health clinics, assisting cardiac and kidney patients, and various clinics.

Needs-based assessment:

Three CSS needs for individuals living with a disability or a chronic disease are:

- I. Assisting Individuals with disabilities or chronic diseases to participate in the labour force;
- II. Support to parents and Caregivers of individuals with disabilities and chronic disease with things such as housework, counselling, respite services, training; and
- III. Integrated CSS with the healthcare system (particularly when it comes to co-occurring issues) is important.

I. Assisting individuals with disabilities or chronic diseases to participate in the labour force:

There are a number of CSS agencies which provide employment programs for people with disabilities in Greater Victoria:

- “Transition Youth Employment Services Society is an employment service for individuals with disABILITIES who are in transition to work” (Transition Youth Employment Services Society Web site, n.d., “About Us”);
- The BC Aboriginal Network On Disability Society offers disability employment services for aboriginals with disabilities (BC Aboriginal Network On Disability Society Web site, 2010);
- CNIB (Canadian National Institute for the Blind) has free Career & Employment Services program for people with vision loss (CNIB Web site, 1996-2011);
- Island Deaf and Hard of Hearing Centre also have an employment program for their clients who have a hearing loss (Island Deaf and Hard of Hearing Centre Web site, n.d.);
- Community Living Victoria’s Supported Employment Program “supports more than 70 people with developmental disabilities to sustain rewarding and satisfying jobs with employers who want committed employees” (Community Living Victoria Web site, 2011, “Community Services”);

- Garth Homer Society’s employment services “match[es] adults with developmental disabilities with the right position and providing job coaching and on-going support to ensure the fit works” (Garth Homer Society Web site, n.d., “Employment Services”);
- Victoria Disability Resource Centre’s Access to Employment program connects persons who are looking for work with “relevant and appropriate resources, including employment assistance and outreach services”, “arrange various diagnostic and vocational assessments (cognitive, academic, vocational, mental health, functional, and others)”, “facilitate Personal Planning and Goal Setting”, and “also send out job postings via email” (Victoria Disability Resource Centre Web site, n.d., “Access to Employment”); and
- WCG International HR Solutions offers a province wide (in 19 different communities) Triumph program which offers people with disabilities to “work one-on-one with a Vocational Coach to identify their goals and develop an individualized plan to achieve them”. Their services include “disability management and life skills workshops[,] volunteer and paid placements[,] career exploration[,] work experience[,] comprehensive skills assessments[,] disability supports, [and] employment readiness workshops” (WCG International HR Solutions Web site, 2010, “Triumph”).

II. Support to Parents and Caregivers:

Wealth of services were identified for this need as well:

- Victoria Disability Resource Centre has an information and referral service for people/caregivers/families of persons with disabilities, regardless of type of disability (Victoria Disability Resource Centre Web site, n.d.). They also have a comprehensive database of community services online;
- There are a few programs including parenting programs and support groups)for parents/families with children with Fetal Alcohol Spectrum Disorder (FASD), including Beacon Community Services’ FASD Program, Métis Community Service’s Key Worker FASD Support service, and Victoria Native Friendship Centre’s FASD Key Worker service (Beacon Community Services Web site, n.d.; Métis Community Service Web site, n.d.);
- Community Living Victoria offers a Family Support service for families caring for persons with disabilities. It “provides support and advocacy services in various environments, including schools and family homes which are guided by the needs of each individual and family” (Community Living Victoria Web site, 2011, “Community Services”). Alternatively, they offer a Parent Support Program which “provides parents with developmental disabilities the resources they need to best care for their children. These resources include regular home visits, connecting families with other agencies and ongoing parenting information and training” (Community Living Victoria Web site, 2011, “Community Services”);
- Community Options for Children and Families offers a number of family support groups (Community Options for Children and Families Web site, n.d.);
- Federation of Invisible Disabilities offers an Invisible Disabilities Parent Support Group (Federation of Invisible Disabilities Web site, n.d.);
- Learning Disabilities Association of BC, South Vancouver Island Chapter offers Parent Education/Support Events and Parent Workshops and Support (Learning Disabilities Association of BC, South Vancouver Island Chapter Web site, 2008);

- Lifetime Networks Victoria's Parent Meetings offer a chance for parents and caregivers to get together (Lifetime Networks Victoria Web site, 2006-2011);
- Multiple Sclerosis Society of Canada, South Vancouver Island Chapter offers a couple of support groups for caregivers of persons living with Multiple Sclerosis (Multiple Sclerosis Society of Canada, South Vancouver Island Chapter Web site, n.d.);
- Through Phoenix Human Services Association's Community Living Services, they offer parent/caregiver support if the youth and children have a development disability and meet MCFD eligibility criteria (Phoenix Human Services Association Web site, n.d.);
- Victoria Brain Injury Society offers a Family Support Group for families and friends of an individual with an acquired brain injury (Victoria Brain Injury Society Web site, n.d.);
- Victoria Society for Children with Autism hosts monthly meeting for parents and professionals (Victoria Society for Children with Autism Web site, n.d.);
- ALS Society of British Columbia offers workshops for caregivers (ALS Society of British Columbia Web site, 2011); and
- Alzheimer British Columbia, Greater Victoria Alzheimer Resource Centre also offers support groups for not only people with alzheimers, but also their care takers (Alzheimer British Columbia Web site, 2010).

In terms of respite services, the local CSS sector plays an important role as well:

- Children's Respite Support Society "assist[s] both the children and their families by fundraising for suitable projects and providing information about all aspects of respite care" (Children's Respite Support Society Web site, n.d., "Home"). They also operate a pediatric respite home for children with "complex medical and behavioral challenges" (Children's Respite Support Society Web site, n.d., "Mimi's House"). The house is called MiMi's House and "was named in memory of a child who passed away suddenly during the difficult period of transition following VIHA's closure of pediatric respite services at the Todd Unit of the Queen Alexandra Centre in November of 2002" (Children's Respite Support Society Web site, n.d., "Mimi's House");
- Community Options for Children and Families also offers respite services for adults and children either in the caregiver's home or in their own home (Community Options for Children and Families Web site, n.d., "Respite Care Perspective");
- The Phoenix Human Services Association offers their Community Living Services Adult Day Programs for adults who have a development disability (Phoenix Human Services Association Web site, n.d.);
- "In conjunction with the Vancouver Island Health Authority's Queen Alexandra Centre for Children's Health, and the Ministry of Children and Family Development's Children and Youth with Special Needs" Recreation Integration Victoria "identifies trained Community Respite Workers to families with children with disabilities. This provides the children with an opportunity to pursue community recreation and leisure opportunities while allowing the parents an opportunity for respite" (Recreation Integration Victoria Web site, 2010, "Services");
- Vancouver Island Autistic Homes Society provides day programs for adults with autism (Vancouver Island Autistic Homes Society Web site, 2010);

- Capital Mental Health Association offer Pathways, an Alzheimers and Dementia Day Program (Capital Mental Health Association Web site, 2009-2011); and
- BC Pulmonary Hypertension Society's has a support group for clients and caregivers (BC Pulmonary Hypertension Society Web site, 2011, "Mission Statement").

III. Integration with the Health Care System:

It is not possible to comment on this need based solely on secondary research and is outside of the scope of this project. However, there are a number of CSS agencies which serve the same population groups as the health care system, for example people with diabetes or spinal cord injuries.

5.1.7: Individuals with mental health and/or addictions issues

Thirty six CSS agencies were identified as serving people with mental health and/or addictions issues. As listed in Appendix J there are a total of 31 CSS agencies in Greater Victoria which provide mental health services and programs. The number could be higher if services such as support groups and parent and tot drop-in programs were included as they promote positive mental health. However to keep this section focused, only programs and services aimed at individuals with the following disorders were identified: Mental health, Mental illness (bi polar, schizophrenia), Anxiety, Depression, Mood disorder, Anger management, Crisis situations, and Stress related issues and disorders. Twelve of these agencies' core focus is the provision of services to, or bringing awareness to people with mental health issues. The organizations vary from specific to general focus, both in relation to the target population and services. For example there is one directed to individuals with Schizophrenia, one for Bipolar disorders, yet three are non-specific mental health organizations, and another is for both mental health and addictions (which includes system navigation and collaboration efforts). Two provide counselling services to a range of target groups, one is a counselling centre for adults only, and another agency specifically targets youth. Two agencies focus on bringing people with and without mental illnesses together to play music and to watch movies. These services also include four residential supportive housing facilities and one Satellite Housing Program offered by Capital Mental Health Association.

There are 19 agencies which provide mental health programs as part of their service portfolio. These services range from family directed counselling services to counselling for individuals with a mental illness to music therapy, including counselling services for aboriginal children, to people dealing with an abortion, adults, and youth. Online/email counselling service are also offered. There are two housing programs for people suffering from mental health issues: one for youth offered by both Boys & Girls Club Services of Greater Victoria and Victoria Youth Empowerment Society, and one for vulnerable citizens provided by Our Place.

Appendix J lists the 12 CSS agencies in Greater Victoria providing substance use/addiction related services. Five of these agencies' services are centered on substance use/addictions issues. Four out of the five are non-specific as to a particular substance abuse. Only the Crystal Meth Prevention Society of BC is solely devoted to services associated with crystal meth users. All these services range from prevention services, to addiction recovery, to helping navigating the health care and CSS system as well as running a residential facility.

Seven additional CSS agencies provide substance abuse related programs. This includes four housing programs for people suffering from addiction issues. One for youth offered by both Boys & Girls Club Services of Greater Victoria and Victoria Youth Empowerment Society; one for vulnerable citizens provided by Our Place, one non-medical detoxification program for youth offered by Boys & Girls Club Services of Greater Victoria; and finally Salvation Army Victoria Community & Family Services' Addictions & Rehabilitation Centre. Included in the seven CSS agencies is AIDS Vancouver Island's Street Outreach Services (SOS) for individuals using drugs by injection (AIDS Vancouver Island Web site, n.d.). "As of June 1, 2008, Street Outreach Services in Victoria is operating this service as mobile. This is an interim solution until AVI can find a new location out of which to offer this service" (AIDS Vancouver Island Web site, n.d., "Street Outreach Services (SOS)"). Their services include a needle exchange, anonymous testing for HIV, Hepatitis C, STDs and pregnancy by the VIHA Street Nurse Program, prevention workshops and peer education, and information and referrals.

Needs-based assessment:

Key needs specific for individuals with mental health and addictions issues are as follows:

- I. Comprehensive services for youth that incorporate school, community and family resources to address triggers and factors influencing their mental health issues;
- II. Programs that delay or prevent substance abuse; and
- III. Combined treatment for substance abuse and co-occurring issues such as homelessness or mental health problems.

I. Comprehensive youth services for mental health issues:

Not counting general counselling services and support groups, there are four CSS programs designed particularly for youth with mental health issues which incorporate schools and families:

- The Bipolar Disorder Society of British Columbia's Stigma Stomp Program's In the Classroom Program not only aims to "instill hope in those who may consider themselves to be affected by a mental illness", but through offering presentations to classrooms they hope deduce stigma in classrooms through creating a culture of acceptance (Bipolar Disorder Society of British Columbia Web site, n.d. "Classroom");
- Burnside Gorge Community Association's Youth Outreach program includes family and peer mediation and conflict resolution (Burnside Gorge Community Association Web site, 2009-2011);
- Esquimalt Neighbourhood House Society's Youth and Family Counselling Services offers "counselling, mediation, crisis intervention and building on parenting skills" (Esquimalt Neighbourhood House Society Web site, 2010, "Counseling Services"); and
- Phoenix Human Services Association's Mental Health Outreach Team provide "individual counselling, parenting support, family work, collaborative planning and case management" for children and youth 19 years old or younger who are high risk and emotionally troubled (Phoenix Human Services Association Web site, n.d., "Mental Health Outreach Team").

II. Substance abuse prevention programs:

Prevention of mental health issues and substance abuse starts with a range of early childhood education and family support programs. Please refer to Section 5.1.1 for the range of services available in Greater

Victoria. However, one CSS program which specifically address substance abuse was identified, the Crystal Meth Prevention Society of BC's Be Crystal Clear Show. It "educates youth on how to recognize illicit drugs, the effects that it has on the body and the devastation it wreaks on families. Where possible our presenters include youths in recovery" (Crystal Meth Prevention Society of BC Web site, n.d., "Crystal Clear Drug Prevention Society").

III. Combined Treatment:

The following are examples of the sector providing services to people with co-occurring factors:

- As part of the Specialized Youth Detox program, the Boys & Girls Club Services of Greater Victoria's Youth Supportive Recovery Care Homes and Victoria Youth Empowerment Society's residential Ashgrove Detox Service serve youth wanting to deal with their substance use issues, with or without co-occurring disorders (Boys & Girls Club Services of Greater Victoria Web site, n.d.; Victoria Youth Empowerment Society Web site, n.d.);
- Our Place's Transitional Housing Program provides 45 rooms for "for individuals committed to moving toward independent living. Each person works in consultation with a support worker and, if necessary, a mental health and addictions worker" (Our Place Web site, n.d., "Transitional Housing"); and
- Victoria Cool Aid Society's REES programs such as Peer Linking, and Every Step Counts running program also help people with co-occurring issues (Victoria Cool Aid Society Web site, n.d.).

5.1.8: Summary of individual factors

The findings exhibit the array of Greater Victoria CSS agencies and programs available for the types of individuals included in the framework shown in Figure 5. It also identifies potential gaps in services. Figure 7 is a breakdown of the number of CSS agencies addressing each of the different individual factors previously outlined. It demonstrates that the majority of identified services work to address the needs of children, youth and parents, and that the second largest group works to serve individuals with disabilities and/or chronic diseases.

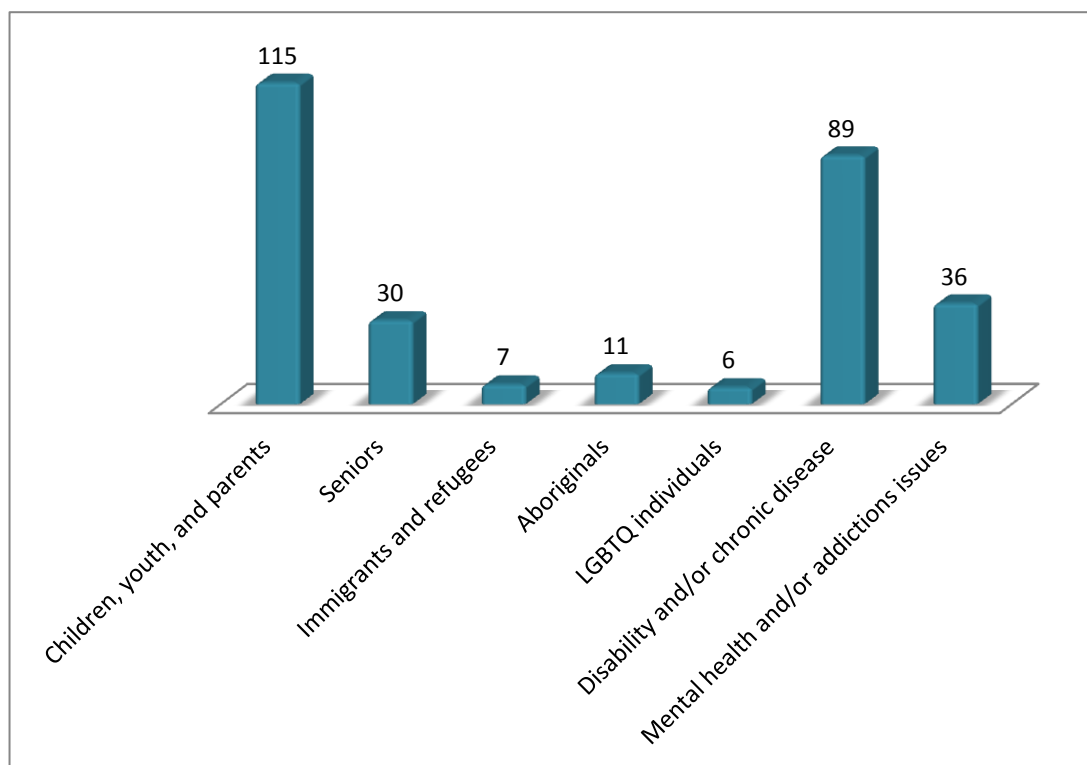


Figure 7. Estimated number of CSS agencies serving the different sub-categories of individuals in Greater Victoria

Table 3 summarizes the results of the needs-based analyses for the seven individual factors in which needs were analyzed. Of the seven sub-categories, potential gaps were identified in three groups – children, youth and parents, seniors, and LGBTQs. As the need for integration with the Health Care System was not analyzed in this report due to lack of information available through secondary research, further research is needed for this sub-category.

Table 3. Summary of the needs-based analysis for individual factors

Need	CSS agencies addressing the need	Potential gaps
Children, youth and parents		
Assistance obtaining housing	2 help families find housing; at least 1 assists individuals; at least 2 offer referrals	None identified
Financial assistance	11 provide assistance; 3 offer financial planning	None identified
Help with health problems	21 provide health services; 22 help people with chronic diseases	None identified
Child protection from abuse/bullying	9 offering protection and prevention programs	Crisis Intervention and Public Information Society of Greater Victoria (which operates Youthspace.ca) does not have funds to operate beyond December 2011
Support for pregnant women and partners (particularly young families)	14 providing pre and post-natal support (3 of which specifically target young pregnant women)	None identified
Parenting information and support	34 providing support to parents and	Young Parent Childcare Program at

Need	CSS agencies addressing the need	Potential gaps
(particularly young parents)	caregivers (1 agency is specifically for young parents plus 2 other offer programs for young parents)	Vic High closed its doors in 2010 due to funding cuts; Greater Victoria Child and Family Counselling Association's Children and Youth with Special Needs program contract ended at the completion of September 2011
Employment training, education, and learning life skills for older youth (particularly for youth leaving the foster care system)	8 (1 specifically targeting Aboriginal youth aging out of care)	No agencies were identified as providing programs for non-aboriginal youth soon to be leaving the foster care system
Home visiting programs	At least 3 specifically designed to improved children's homes & at least 2 children and youth outreach services	None identified
Childcare referral centres	2	None identified
Early childhood development (ECD) programs	Precise number not available, but programs were identified	None identified
The location of family and youth services is important	Information not available	Unknown, further assessment required. However Capital Families Association (located in the Westshore) closed in early 2011
Seniors		
Personal assistance and environmental support	7 (1 publicly subsidized personal care service agency and 6 volunteer agencies)	1. Does not appear to be a dedicated volunteer service in the Western Communities 2. None provided regular meal preparation
Emotional Support	4 plus numerous social activities and social outreach services	None identified
Assistance with finances	At least 2	None identified
Mental or physical health	At least 2	None identified
Navigating the health system	1	None identified
Targeted telephone line for health service	Not relevant because not a CSS	Not relevant
Outreach services to isolated seniors	6	None identified
Immigrants and refugees		
Finding employment	2 (5 programs)	None identified
Locating good and affordable housing	2 (through settlement workers)	None identified
Accessing/navigating healthcare and social services	2 (through settlement workers & interpretation and translation services)	None identified
Specific Youth directed services	2 (5 programs)	None identified
Aboriginal individuals		
Range of services for Aboriginals relocating to the City	2 (1 for Aboriginals & 1 for Métis)	None identified
Mental health/counselling services	4	None identified
Aboriginal cultural competence, particularly in the areas of housing and employment	At least 4	None identified

Need	CSS agencies addressing the need	Potential gaps
Lesbian, gay, bisexual, transgender or queer (LGBTQ) individuals		
LGBTQ youth services	1	None identified
Counselling services	2 (counselling around sexual health and challenges, and a support line)	Unclear whether there are formal counselling sessions available
Centralized Resource Center	3 (1 appears to best meet this criteria)	Although one appears to fill this role, not all programs are active and it does not have a physical location
Targeted Services for LGBTQ Seniors	1	None identified
Individuals with a disability and/or chronic disease		
Assisting individuals with disabilities or chronic diseases to participate in the labour force	8	None identified
Support to Parents and Caregivers	20	None identified
Integration with the Health Care System	Information not available	Unknown, further assessment required
Individuals with mental health and/or addictions issues		
Comprehensive youth services for mental health issues	3	None identified
Substance abuse prevention programs	1	None identified
Combined Treatment	At least 4	None identified

5.2: Family and Community Factors

This section details the local services which address the issues listed in Figure 5. Similarly to the individual factors it provides both a general description and a needs-based assessment in response to Phase I's literature review and is followed by a summary of the findings.

Twenty two general family and community CSS agencies were identified. Refer to Appendix K for further details. There are 10 multi-service CSS agencies with no particular service neighbourhood. Since Capital Families Association closed its doors in April 2011, 12 community centres and/or neighbourhood houses were identified as providing services for a particular neighbourhood. With the exception of Oak Bay, View Royal and the Highlands, the other six profiled municipalities appear to have a community centre/neighbourhood house:

Victoria:

- Blanshard Community Centre
- Burnside Gorge Community Association
- Fairfield Gonzales Community Association
- Fernwood Neighbourhood Resource Group
- James Bay Community Project
- James Bay Community School Centre
- Victoria West Community Association
- Oaklands Community Centre & Association

Esquimalt:

- Esquimalt Neighbourhood House Society

Saanich:

- Saanich Neighborhood Place

Metchosin:

- Metchosin Community House

Colwood and Langford:

- Sooke Family Resource Society (serves not only Sooke, but the west shore as well with its second location in Colwood)
- Formally Capital Families Association (at the end of March it closed its doors)

Metchosin Community House and Victoria West Community Association are the only ones which are not registered charities.

Additionally, eight agencies registered as a religious organization with the Canadian Revenue Agency were included in the inventory. Although they are religious organizations, they provide important CSS programs to the citizens of Greater Victoria. They provide literacy programs for children, free meals for those in need, kids camps, social groups, thrift shops, and even a place to get one's hair cut.

5.2.1: Homelessness and housing

The research changed this category from *homelessness* to *homelessness and housing* to reflect some of the supportive housing available for other vulnerable groups such as seniors. There are 43 CSS agencies working to assist individuals and families who are at risk of or are currently homeless, or are in need of supportive housing. Refer to Appendix L for details. These services provide a range of services including, assistance with entering the workforce, material assistance such as food and clothing, assistance obtaining housing, emergency shelters, transitional housing, and long term supportive housing.

Seven CSS agencies were identified as providing non-housing/shelter support, but not necessarily exclusively for at risk or homeless individuals and families in Greater Victoria. There appear to be four agencies in Greater Victoria whose mission is primarily centered on providing direct CSS with regards to homelessness and another three CSS agencies which provide non-housing/shelter programs for homeless individuals. Forty CSS agencies provide shelter, emergency housing, transitional housing, or supporting housing.

Although not specifically included in the inventory, as it does not meet the criteria of being a direct service provider, the Greater Victoria Coalition to End Homelessness is a key player in addressing homelessness in Greater Victoria in that it

is a partnership of local service providers, non-profit organizations, all levels of government, business and the faith community located in Greater Victoria, British Columbia. The Coalition aims to create 1,233 new housing units for the region's homeless and at-risk by 2018 (Greater Victoria Coalition to End Homelessness Web site, 2009, "Collaboration is the key").

The Greater Victoria Coalition to End Homelessness has compiled and appears to regularly update a comprehensive list of community organizations available for people in need in Victoria (Greater Victoria Coalition to End Homelessness, 2011). The categories and corresponding lists from the Greater Victoria

Coalition to End Homelessness' Victoria Community Organizations were used as a guideline for categorizing and presenting the inventory in this section.

Needs-based assessment:

The three overarching CSS needs for housing is:

- I. Housing;
- II. Preventative services; and
- III. Targeted services to specific subpopulation groups.

I. Housing:

Housing resources were not included in the CSS inventory unless they provided support services. The two core types of CSS housing needs which will be analyzed are:

- i. Temporary/transitional housing (housing for two years or less) for addictions recovery, victims of domestic violence, and family reunification; and
- ii. Permanent supportive housing for "individuals who have difficulty retaining housing due to factors beyond affordability.

The Greater Victoria Coalition to End Homelessness, the University of Victoria's Centre for Addictions Research of BC and the Community Council Social Planning "conducted a point-in-time count" and found that 1,143 individuals sought temporary accommodation in emergency shelters, transitional housing, hotels and motels, treatment and rehab centers, and others "on the night of February 2, 2011", but only 1052 (including 79 families and 112 children) were actually sheltered (Pauly, et al, 2010/11, p.21). This means that "91 individuals were turned away" - 26 women and 25 children from transitional housing, and 33 men and 2 women from emergency shelters (Pauly, et al, 2010/11, p.22). This does not include individuals who are sleeping outside, or staying with friends and family.

i. Temporary/transitional housing:

There are two types of temporary/transitional housing available to people in Greater Victoria, emergency shelters and transitional housing.

Emergency shelter:

- Three CSS agencies were identified as providing four permanent emergency shelters (year round bed facilities). Together they provide 177 beds including one men only, one women only, one youth only facility, and one mix facility with two family units. According to Greater Victoria Coalition to End Homelessness's Victoria Community Organization list, Tonto Rosette Housing in Victoria may also provide eight emergency shelter services for aboriginals; however it is unclear on M'akola Group of Societies' website as to what type of shelter it provides (Greater Victoria Coalition to End Homelessness, 2011 & M'akola Group of Societies Web site, n.d.). The coalition's list also shows Casa Maria Emergency Housing Society as providing emergency housing for families, however a website could not be found for this facility. It should also be noted that the list shows Cridge Centre for the Family and Victoria Women's Transition House Shelter as providing emergency shelters, but for the purpose of this inventory, they were categorized under Transitions Housing;
- As part of the Extreme Weather Protocol (EWP), there are five agencies in Victoria who provide a combined total of 165 mats per night between November 1, 2010 and March 31, 2011 (Greater

Victoria Coalition to End Homelessness, 2010b). The EWP agencies are “working together to increase the number of emergency shelter beds available during acute winter weather conditions of heavy wind, heavy rain, snow and temperatures of zero or below” (Victoria Cool Aid Society Web site, n.d., “Emergency and Transitional Shelters”); and

- In 2010/2011 there were seven agencies (two of which were not included in this inventory because their websites did not indicate that they provided this service) in Victoria who took turns rotating as hosts for youth aged 15-25 one night per week from October to April to provide 30 mats for homeless youth as part of ‘Out of the Rain Night Youth Shelter’ (Greater Victoria Coalition to End Homelessness, 2010b).

The Greater Victoria Coalition to End Homelessness and University of Victoria’s recent publication indicates that in 2010/11 the permanent “emergency shelter occupancy rate was 95%”, which is 9% higher than reported in 2008/09 in Greater Victoria; and on February 2, 2011 “35 individuals were turned away” (Pauly, et al, 2010/11, p.20). “Some emergency weather response bed night stays may have been included in the total night stays....potentially increase[ing] the occupancy rate” (Pauly, et al, 2010/11, p.20).

Transitional housing:

Although the need suggests that transitional housing is housing up to two years, some transitional housing in Greater Victoria provided shelter up to three years. There are 17 different CSS agencies providing transitional housing (note that Victoria Native Friendship Centre is listed twice below):

- This includes four agencies (The Cridge Centre for the Family, Greater Victoria Women’s Shelter Society, Victoria Native Friendship Centre, and Victoria Women’s Transition House Society) providing transitional housing for women with or without their children leaving an abusive relations or crisis;
- Five agencies (Boys & Girls Club Services of Greater Victoria, Threshold Housing Society, Victoria Native Friendship Centre, Victoria Youth Empowerment Society (YES), and YMCA-YWCA of Greater Victoria) are providing transitional housing for youth. The reasons for these youth transition houses include youth having difficulties with family/Ministry placements while on probation, non-medical detox care Homes, and aboriginal youth aging out of care;
- There are also three agencies (John Howard Society of Victoria, Laren Society, Journey from inside out, and Salvation Army Victoria Community & Family Services) providing housing for men on parole;
- Three agencies (Our Place, Pacifica Housing Advisory Association, and Victoria Cool Aid Society) provide transitional housing for homeless or at risk homeless people; and
- Three agencies (Anawim Companion Society, Vancouver Island Addiction Recovery Society, and Victoria Human Exchange Society) provide adult transitional housing for men recovering from addiction and other issues. The YMCA-YWCA of Greater Victoria also provides temporary housing for single women and their young children.

Eleven CSS agencies are providing 53 supportive housing facilities for people with disabilities, mental illnesses, or at risk homeless individuals:

- Five of these CSS agencies are providing community supports for private or family living arrangements in Greater Victoria;
- Eight of the 11 agencies provide supportive housing to individuals with disabilities or mental illnesses. Together, they offer 41 permanent supportive housing facilities. This list includes Independent Living Housing Society of Greater Victoria's B & B which not only supports one permanent resident, but also offer respite care for as many as three guests per night; and
- Three other agencies provide 12 permanent supportive housing facilities for individuals who are at risk of being homeless or are chronically homeless.

There are also 15 CSS agencies providing 406 VIHA publicly subsidized Assisted Living units in Greater Victoria (VIHA, 2010c).

II. Preventative Services:

The CSS sector in Greater Victoria provides a number of homeless preventative services. However, most were not specifically listed/mentioned in this section because they would be too numerous to include. Some examples of what CSSs could be considered working to prevent homelessness include, Action Committee for People with Disabilities' Case Managers.

The case manager is the fixed and central point of responsibility with regard to information and service coordination between the various Ministries, professionals, family members and friends who provide service or support to the individual client. The case manager will provide an Individual Program Plan followed by quarterly progress reports for review. (Action Committee for People with Disabilities Web site, 2011, "Advocacy Programs")

Pacific Housing Advisory Association's Community Support Workers is another example of a key homelessness prevention program saving the healthcare and other provincial services money. These workers identify "problems before they come to crisis, saving emergency resources and maintaining a stable housing environment for the tenant, landlord and surrounding community" (Pacifica Housing Advisory Association Web site, n.d., "Outreach Services").

Another example of work being done by CSS agencies is the Vancouver Island Addiction Recovery Society's Foundation House. It provides room, board, and supports for men recovering from addictions. As the society mentions, they play a vital role in helping to reduce addictions and homelessness (Vancouver Island Addiction Recovery Web site, n.d.).

III. Sub-target populations:

Sub-populations such as youth (particularly transgender youth and those aging out of foster care), seniors, and families have their own unique needs when it comes to homelessness. Other sub-population groups such as "women, Aboriginal individuals,...individuals with disabilities, veterans, immigrants and refugees, have specific support needs' however, there is limited research" (Casault, 2011, p.30).

There are a number of youth services, but none specifically targeting transgender at risk or homeless youth, or transitional housing for youth aging out of the foster care system. There is however transitional housing for aboriginal youth aging out of foster care. The Native Friendship Centre's Cedar house provides six youth with transitional housing that will be leaving the foster care system (Native Friendship Centre Web site, 2011). The Threshold Housing Society provides two (one for males and one for females) transitional housing facilities for youth at risk, but it is unclear if this would service a similar purpose as to the Native Friendship Centre's Cedar House (Threshold Housing Society Web site, n.d.).

Regarding seniors specific services, Victoria Women's Transition House Society offers transitional housing for seniors and older women; and there are 15 VIHA subsidized Assisted Living facilities for seniors in Greater Victoria. However no senior specific emergency shelters were identified.

With regards to family oriented services, there are only two units of family emergency shelters provided by Victoria Cool Aid Society (Victoria Cool Aid Society Web site, n.d.). With regards to newcomers, Cridge Centre for the Family appears to have the only transitional housing facility targeting immigrants and refugees (Cridge Centre for Family Web site, n.d.).

5.2.2: Affordability and food security

As displayed in Appendix M, 84 different CSS agencies in Greater Victoria play a key role in providing food security services and other types of material services. Even though Casault's report includes some discussion regarding affordable housing, it was not included in the CSS inventory because housing without support services does not meet the selection criteria for the inventory.

Forty seven CSS agencies were identified as working in the area of food security. They range from providing emergency food and meals, social meals, community gardens, gardening programs in schools, and even a fruit sharing program.

There are a number of other important services available for individuals and families who may not have a lot of disposable income left after housing and food is paid for. This includes 21 agencies providing free or low cost clothing, toys, and furniture; 36 CSS agencies providing a variety of other material supplies, such as medical equipment; and six CSS agencies providing gifts around the Christmas season. There are also 13 agencies providing some type of financial assistance to individuals and families in Greater Victoria. For example, through Alliance for Equality of Blind Canadians, Victoria Chapter, a post secondary scholarship is provided for people who are blind or partially sighted (Alliance for Equality of Blind Canadians, Victoria Chapter Web site, n.d.). The Canadian Cancer Society, Victoria Unit provides short term financial assistance to help with accommodation and transportation for cancer patients (Canadian Cancer Society, Victoria Unit Web site, n.d.). Three agencies (Young Parent Support Network and BC Families in Transition, and Surrounded by Cedar Child & Family Services) offer financial planning programs (Young Parent Support Network Web site, n.d.; BC Families in Transition Web site, 2007; Surrounded by Cedar Child & Family Services Web site, n.d.).

Although not an inventoried CSS, through the BC Transit Ticket Assistance Program, the Community Social Planning of Greater Victoria works with 67 local agencies to distribute free bus tickets and passes to individuals of low income. "Agencies purchase tickets and passes through the Community Social

Planning Council. Purchased tickets are matched on a 1:1 basis with free tickets from the Transit Commission” (Community Social Planning Council Web site, n.d., “BC Transit Ticket Assistance Program”).

Needs-based assessment:

Phase I did not provide any recommendations specifically pertaining to housing affordability for the CSS sector. However, Casault’s (2011) literature review highlighted two key recommendations: 1) for the purpose of providing emergency food sources to individuals and families, CSS “food banks and community kitchens are important” (p.29), and 2) for a long-term solution “advocacy for policy change on issues of poverty and income support is critical” (p.30). Although the latter is an important issue, it is not a direct CSS, and thus agencies such as the Community Social Planning Council of Greater Victoria were not included in the inventory and discussed in this section.

Other specific needs regarding food security were identified by the United Way workshops which were beyond those identified by Casault, thus will be used for this needs-based assessment (Community Social Planning Council, 2011):

- I. “Improve emergency food access and distribution” (p.18),
- II. “Improve opportunities for people to learn food skills” such as “budgeting, shopping, preparation and preservation” (p.18), and
- III. “Build more food secure community infrastructure” such as “community gardens, kitchens, food-based social activities, food education in schools” (p.18).

I. Emergency food:

The CSS sector plays a key role in this area through providing food banks and meals. As listed in Appendix M there are seven agencies providing non-perishable foods in what appears to be year round services. Two of which are food banks serving Greater Victoria, one in Victoria, and another in the Westshore. The Mustard Seed Food Bank is “the largest food bank on Vancouver Island” assisting 7,000 individuals every month, and helping “18 plus agencies from food received through the National Food Sharing System by Food Banks Canada” (Mustard Seed Web site, n.d., “The Mustard Seed Food Bank”). The Goldstream Food Bank Society appears to be the main food bank provider for the Westshore. “In 2007 the Goldstream Food Bank provided an average of 272 hampers [valued at approximately \$45] of food each month. These hampers assisted over 8000 people of whom 34% were children sixteen years or younger” (The Goldstream Food Bank Society Web site, n.d., “A brief history”). The James Bay Community Project, Saanich Neighborhood Place, St. John the Divine, Society of St. Vincent de Paul Vancouver Island, and the Victoria Single Parent Resource Centre also provide food to those in need.

There is also a wealth of CSS agencies and other community agencies in the municipality of Victoria (and one in Esquimalt) providing meals free of cost or for a very minimal fee to people who are in need. However, similar services were not identified in the Westshore or in Saanich. In total there are 15 inventoried CSS agencies (plus other community groups) providing breakfast, lunch and dinner to those in need seven days a week (Greater Victoria Coalition to End Homelessness, 2010a). Further, Kids Klub’s Brown Bag Lunch Program provides 435 free lunches per week to school children in all three School

Districts in the area: Victoria, Saanich and Sooke (Kids Klub Web site, 2009, "Brown Bag Lunch Program"). The Mustard Seed, Victoria Foundation, and two private organizations assist Kids Klub.

In addition, there are five agencies including Santa's Anonymous and The Salvation Army Victoria Community & Family Services providing local residents with Christmas and other holiday meals/food hampers.

Regarding access to meals, Beacon Community Services' "Meals on Wheels has been serving the Greater Victoria area for over 40 years. Along with our new meal provider, Chef on the Run in Oak Bay, and with the help of over 250 volunteers, we deliver nourishing meals to those in need of our service" (Beacon Community Services Web site, n.d. "Meals on Wheels"). However, regrettably, from personal experience it appears this service is no longer available through Beacon Community Services.

II. Opportunities for learning about food:

While there are a number of local CSS offering assistance with grocery shopping for seniors and people with disabilities, the inventory did not uncover any educational shopping tours for the general public. There are a few CSS agencies providing disease/condition specific grocery store shopping education tours and coaching in Victoria. Victoria Cardiac Rehabilitation Society provides various sessions including Shopping Heart Smart for cardiac patients, the Victoria Chapter of the Canadian Celiac Association offers grocery store shopping tours for their target population, and Lifetime Networks Victoria offers grocery store coaching for people with disabilities (Victoria Cardiac Rehabilitation Society Web site, n.d.; Canadian Celiac Association Web site, 2011; Lifetime Networks Victoria Web site, 2006-2011).

Further, four CSS food preparation programs were identified:

- Extreme Outreach Society' BBQ Ministry teaches children how to barbeque (Extreme Outreach Society Web site, 2010);
- For \$20 Metchosin Community House offers a Guest Chef Series where individuals have the opportunity to learn new cooking skills;
- Saanich Neighborhood Place's Community Kitchens and Food Skills for Families programs offer families the opportunity to learn about new healthy food preparation skills (Saanich Neighborhood Place Web site, 2008); and
- Victoria Women in Need Community Cooperative also has a monthly Community Kitchen program where "participants will get together once per month to prepare large quantities of freezable foods that they can then divide up and take home", and which only costs participants \$10 per meeting to receive "4-5 portions of 2-3 different dishes" (Victoria Women in Need Community Cooperative Web site, 2009-2010, "Our programs").

Apart from the three financial planning services previously mentioned, no inventoried CSS were identified as offering budgeting programs specifically in relation to food.

III. Community food infrastructure:

The inventory identified two community kitchens, 11 social programs which serve either meals or snacks, two food education programs for school groups, three community garden projects for individuals and families in Greater Victoria. The majority of social meals are provided in the municipality

of Victoria, although some programming is offered in Metchosisin and Saanich. Also there are five agencies providing holiday meals and food hampers.

Specifically regarding food/gardening education in schools Lifecycles' Growing Schools Program "educates about food security, urban agriculture, the environment, community development and health through the creation of an organic food garden on the school grounds" (Lifecycles Web site, n.d., "Growing Schools"). Additionally Haliburton Community Organic Farm Society offers education sessions for school groups Haliburton Community Organic Farm Society (Haliburton Community Organic Farm Society Website, n.d.).

The inventory identified three community gardens provided by the CSS sector. However this is most likely an underestimate as others are known from personal experience such as the one provided by the Victoria West Community Association. Nevertheless the following three gardens were identified:

- Lifecycles;
- The Hillside-Quadra Community Garden Project works with the Blanshard Community Center to provide a community garden (Blanshard Community Centre Web site, 2010); and
- Pacifica Housing Advisory Association's Our Garden Community Garden Project (The Pacifica Community Virtues Initiative) supports "tenants of Pacifica Housing to achieve some degree of food security through community gardening. 'Our Garden' will develop 100-square-foot individual raised garden beds where each participating household will have its own plot to grow the fruits, vegetables, herbs, and/or flowers that it chooses" (Pacifica Housing Advisory Association Web site, n.d., "Special projects").

5.2.3: Labour and employment

As detailed in Appendix N, 29 CSS agencies were identified as providing labour and employment services. Five of which are specifically employment assistance agencies and 24 were identified as providing employment programs. They provide a range of service such as mentoring, job search skills, counselling services, workshops, and even long term case management. There are even special programs for youth such as Worklink's PATHWAY Project which even provides financial incentives for youth to attend the program (Worklink Employment Society Web site, 2005-2011).

Needs-based analysis:

Key areas of needs with regards to labour and employment are as follows:

- I. Targeted employment programs for some vulnerable groups (such as people with mental illnesses or disabilities, and youth aging out of foster care);
- II. Long-term workplace supports to enable individuals to find and maintain employment; and
- III. Centralized centres offering assessments, referrals, counselling and other job-search related services.

I. Targeted employment programs:

There are a number of targeted services to vulnerable groups in Greater Victoria, including Aboriginals, seniors, youth, women, sex workers, veterans, individuals released from prison, people with mental health and addiction issues, people with disabilities, and newcomers:

- Two programs targeting Aboriginals (BC Aboriginal Network on Disability Society and the Native Friendship Centre);
- One agency, Silver Threads Services, is providing target employment services for seniors. And Spectrum Job Search Centre offers workshops for people 45 plus years of age (Spectrum Job Search Centre Web site, n.d.);
- Six CSS agencies were identified as providing employment services specifically for youth - Spectrum Job Search Centre, WorkLink Employment Society, Beacon Community Services, LifeCycles Project Society, Victoria Immigrant and Refugee Centre Society, and Victoria Youth Empowerment Society;
- There are two agencies providing job ready assistance to women, including Bridges for Women Society and Wear 2 Start Society (providing work clothing). “The Bridges Employment Program's fundamental goal is to help women break the cycle of abuse and trauma through education and employment training” (Bridges for Women Society Web site, 2011, “Bridges employability program”);
- PEERS provides employment or education readiness for those wanting to leave the sex trade;
- The Inter-Cultural Association and Victoria Immigrant and Refugee Centre Society provide employment programs targeting immigrants and refugees;
- Although there are a number of agencies providing services to any person/family in need, which most likely encompasses people with mental illness or addiction issues (e.g. Our Place), it appears Capital Mental Health Association and Victoria Cool Aid Society are the key agencies providing targeted employment services to people suffering from mental illness or addictions;
- The John Howard Society of Victoria provides employment services “to people in conflict with the law” including an employment program specifically for federally released prisoners (John Howard Society, 2010, “Who we are”);
- Ten CSS agencies were identified as providing service to people with both physical and developmental disabilities. Their services include both pre-employment and long term case management; and
- WCG International HR Solutions even offer veterans Vocational Rehabilitation Services (*WCG International HR Solutions Web site, 2010*).

There does not appear to be a CSS specifically targeting youth aging out of foster care.

II. *Long-term workplace supports:*

There are 10 services which provide support to individuals after they are employed:

- Beacon Community Service’s Specialized Community Assistance Pilot Program provides “long term case management to about thirty individuals to ensure they have suitable housing and supports to work toward self-sufficiency”, which includes employment (Beacon Community Services Web site, n.d., “Join Our Team”);
- Capital Mental Health Association continues to provide support after the client has been employed or if they lose their job (Capital Mental Health Association Web site, 2009-2011);
- John Howard Society of Victoria also offers job maintenance support (John Howard Society of Victoria Web site, 2010);

- Victoria Immigrant and Refugee Centre Society provides ongoing support until the person is stable at their new job (VIRCS Web site, n.d.);
- There are also a number of CSS which provide ongoing support to employed people with disabilities including, CNIB (Canadian National Institute for the Blind), Community Living Victoria, Garth Homer Society, and Transition Youth Employment Services; and
- Bridges for Women Society, the Inter-Cultural Association, and Victoria Immigrant and Refugee Centre Society provide career mentors.

III. *Centralized employment centres:*

There appear to be three centralized employment centres (Employment Assistance Service Agencies) in the Greater Victoria Area: CARE (located in Saanich), Spectrum Job Search Centre (located in Victoria), and WorkLink Employment Society (located in Colwood). Together, the three agencies provide a range of employment services including counselling, workshops and resource rooms, and serve all nine of the municipalities of interest for this project.

There are two other employment agencies in Greater Victoria: Transition Youth Employment Services and WCG International HR Solutions. These services are either targeted to youth, 45 plus, people disabilities, veterans or to the general public.

5.2.4: Education and literacy

Nineteen different CSS agencies were identified as providing literacy and/or education programs. Refer to Appendix O for details. There are also a number of family literacy programs available in Greater Victoria (Victoria READ Society, 2006). These services include programs such as Parent and Tot Drop Ins, Mother Goose Programs, and Nobody's Perfect Parenting Programs. While it is recognized that story telling and songs are important literacy programs for early childhood development, they have not been categorized as literacy programs in this project. Rather, these family literacy programs are acknowledged in the Children, Youth and Parents Section. Similarly, there are also a number of programs which aid in education such as assisting individuals with learning disabilities, but these have been included in the Individuals with a Disability and/or Chronic Disease Section.

There are three Greater Victoria CSS agencies whose primary focus is literacy: Literacy Victoria, Victoria READ Society, and the Greater Victoria Public Library. There are also six other community agencies that provide literacy specific programs: Beacon Community Services; Central Baptist; Cook Street Village Activity Centre (Formerly Fairfield Activity Centre); Learning Disabilities Association of BC, South Vancouver Island Chapter; Metchosin Community House; and Our Place. In addition 14 agencies were identified as providing education programs such as English as a second language classes for new Canadians and computer literacy programs, tutoring, and sign language training.

Needs-based assessment:

The four key areas of need which will be compared against the CSS inventory are:

- I. Drop-in centre offering childcare services and counselling support;
- II. Services tailored to individuals' needs and long-term goals;
- III. Addressing issues which inhibit education participation (e.g. childcare and learning disabilities); and

IV. Literacy programs should be located in close proximity to the population in need.

I. Drop-in centre offering childcare services and counselling support:

There does not appear to be a community drop-in literacy or education centre in Greater Victoria the three literacy agencies do not appear to be providing childcare and counselling services specifically. It is unclear whether these programs are offered on a drop in basis. Also, the Inter-Cultural Association of Greater Victoria appears to be the only education and literacy centre which offers childcare services when adults or seniors are taking ESL classes.

II. Tailored services:

The READ Society and Literacy Victoria are examples of CSS agencies offering one-on-one programs for learners.

III. Addressing issues which inhibit education participation:

The education sector (K-12 and post secondary) obviously plays a key role in this area. However, there are services which assist individuals with learning disabilities. Refer to Appendix I for details as they were not included in literacy/education tables. For example, the Learning Disabilities Association of BC, South Vancouver Island Chapter offers a range of services for youth and children with learning disabilities. The Federation of Invisible Disabilities has an Invisible Disabilities Parent Support Group to assist parents with locating services and finding out information for their children with learning disabilities. Also, Victoria Disability Resource Centre offers a Peer Support Program for individuals regardless of one's disabilities. There are also childcare services available through the Greater Victoria CSS sector which is discussed in Section 5.1.1 above.

IV. Location of literacy services:

Exclusive of family literacy programs, there is at least one program offered in seven of the nine municipalities of interest for this project. View Royal and the Highlands do not appear to have agencies operating in these areas. The Greater Victoria Public Library has branches located in six of the nine municipalities, but not in Metchosin, View Royal, or the Highlands. However, Metchosin Community House has Homework Buddy program, and READ Society has a secondary location in Langford. Interestingly, all but two programs are located in the municipality of Victoria.

5.2.5: Domestic and sexual violence

Fourteen different CSS agencies were identified as targeting domestic and sexual violence. The researcher changed the title from *Domestic violence and family breakdown* in the original discussion framework as it was thought to better reflect issues discussed. Family issues were represented in the Children, Youth and Parents Section.

As listed in Appendix P, there are eight in Greater Victoria whose core purpose includes serving victims of violence, trauma or abuse, or for the purpose of preventing the mentioned to occur. Four of these agencies are specifically targeting women, with or without their children. Of these four agencies two provide housing, and one of these agencies, Victoria Women's Sexual Assault Centre is specifically targeting sexual violence. Their services range from offering shelter, employment related services, to

counselling and support. There is also one victim agency which primarily serves children and youth: Mary Manning Centre. And one agency serves men: Men's Trauma Centre. Also listed in Appendix P, there are an additional six agencies which have programs targeting victims. These agencies provide housing, prevention programs, and counselling services.

Needs-based assessment:

The following needs for services will be analyzed:

- I. Secure shelter;
- II. Clothing and housing resources;
- III. Emotional support;
- IV. Family oriented services (particularly in shelter facilities which include counselling services for children who witnesses abuse/violence);
- V. Ongoing support (including, assistance with finding a job and affordable housing, obtaining education and training, and dealing with mental and physical health concerns) for those leaving a shelter or for those who are not in a shelter; and
- VI. Multi-level interventions (including the above mentioned as well as awareness campaigns).

I. Secure Shelter:

Together Boys & Girls Club Services of Greater Victoria (Turning Point), Cridge Centre for the Family, Greater Victoria Women's Shelter Society, and Victoria Women's Transition House Society provide eight shelter facilities for youth, women, or women and children.

II. Clothing and housing resources:

Twenty one CSS agencies were identified as providing low cost or free clothing, toys, or furniture to those in need. Refer to Section 5.2.1 for further details. One in particular helps women living in transitional housing. Victoria Women in Need Community Cooperative

helps approximately 100 women [every year] who are residents of local transition houses make the shift to independent living by equipping them through the New Start Program. This includes everything a woman and her children need to set up a new home such as furniture, kitchen items, linens and other household needs (Victoria Women in Need Community Cooperative Web site, 2009-2010, "Our programs").

III. Emotional support:

A number of agencies provide counselling services and outreach support services for women, children, or men who have experienced abuse, sexual violence, or trauma. The CSS agencies include: Cridge Centre for the Family, Mary Manning Centre, Men's Trauma Centre, Pacific Centre Family Services Association, Victoria Women's Sexual Assault Centre and Victoria Women's Transition House Society.

IV. Family oriented services:

Most of the shelter services offer the option for women to bring their children.

V. *Ongoing support:*

There are a number of ongoing mental health services available through CSS agencies regardless of whether someone is in a shelter or not. Further, Bridges for Women Society primarily assists women who have been abused or have experienced trauma through education and assisting them to find employment.

VI. *Multi-level interventions:*

Services primarily provide support to women, men and children after the effect of trauma and/or abuse has occurred but there are also a number of preventative programs offered in the community:

- Canadian Red Cross' RespectED: Violence and Abuse Prevention;
- Mary Manning Centre's new presentations to children and youth;
- Rock Solid Foundation's WITS program teaches children from k to grade three how to handle violence, threatening, or aggressive situations; and finally
- Victoria Women's Transition House Society's Violence preventable project which is offered in partnership with schools.

5.2.6: Not otherwise classified

Those services which did not fit into the factors contributing to social need displayed in the *Family and Community* category of Figure 5, were classified in a new category called *not otherwise classified*. These agencies and programs were inventoried for this report as they were classified as a CSS using the selection criteria but because these factors were not included in Phase I, the information was not available to conduct a needs-based assessment.

Thirty eight CSS agencies were identified for this new category (refer to Appendix Q for a detailed list). These agencies provide the following services:

Corrections and crime: Five CSS agencies in Greater Victoria were included in the inventory as providing primarily correctional and crime services for youth and adults. Additionally there are five agencies providing correctional programs.

Legal: Two CSS agencies were identified as primarily offering residents of Greater Victoria with legal services: Legal Services Society and Together Against Poverty Society. There are an additional five agencies providing legal service programs. Together all of these legal agencies and programs provide a range of legal supports, information, and court representations.

Safety: There are five agencies in Greater Victoria which were included in the inventory as providing safety programs such as driving and motorcycle safety, and crossing guards for schools.

Emergency: Further, six agencies were identified as providing emergency services such as search and rescue and disaster preparedness.

Others: Finally there are eleven other CSS agencies which were included in the inventory. To name a few:

- Three are hospital auxiliaries. They work in concert with VIHA, but are independent. “Many operate gift shops for patients and visitors, and run programs that help add to the comfort and dignity of clients” (VIHA, Auxiliaries Web site, 2010);
- Victoria Hospice Society is another CSS in Greater Victoria which serves the local residents; and
- PEERS Victoria Resource Society specifically targets sex workers (PEERS Victoria Resource Society Web site, 2011).

5.2.7: Summary of family and community factors

The findings demonstrate the wealth of CSS agencies working to address various family and community factors such as homelessness, education and literacy, and domestic violence in Greater Victoria.

Through the needs-based assessment, the findings identified some gaps in services. Figure 8 below provides a summary of the number of inventoried CSS agencies in Greater Victoria working to address each of these sub-issues. As indicated by the figure, affordability and food security was identified as containing the most CSS agencies.

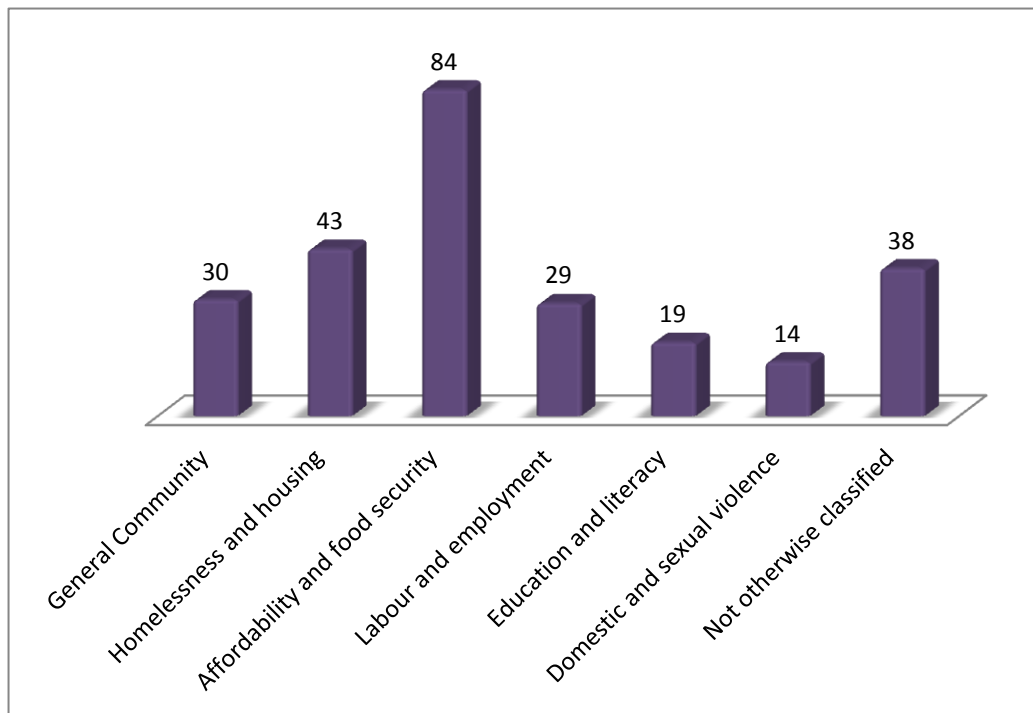


Figure 8. Estimated number of CSS agencies addressing the different sub-categories of community and family factors in Greater Victoria

Table 4 summarizes the needs-based analyses for the five sub-categories which needs were identified in Phase I. Of the five studied sub-categories under family and community factors, potential gaps were identified for four of the issues: affordability and food security, homelessness, education and literacy, and labour and employment.

Table 4. Summary of the needs-based analysis for family and community factors

Need	CSS agencies addressing the need	Potential gaps
Homelessness and housing		
Housing	3 provide 4 permanent emergency shelters; approximately 5 provide a combined total of 165 mats; 7 take turns rotating as hosts for youth; 17 providing transitional housing; 11 provide 53 supportive housing facilities for people with disabilities, mental illnesses, or at risk homeless individuals; 15 CSS agencies provide 406 VIHA publicly subsidized Assisted Living units	None identified
Preventative Services	At least 3	None identified
Sub-target populations	At least 20 (15 of which are Assisted Living facilities)	<ol style="list-style-type: none"> 1. None specifically targeting transgender at risk or homeless youth 2. No non-aboriginal youth transitional housing for youth leaving the foster care system 3. No senior specific emergency shelters were identified 4. Only 2 units of family emergency shelter housing is provided 5. One 1 agency provides transitional housing for immigrants and refugees
Affordability and food security⁴		
Emergency food	7 providing non-perishable foods (includes 2 food banks); 16 providing free or low cost meals (including a Brown Bag Lunch program for school children); 5 offering Christmas and other holiday meals/food hampers	<ol style="list-style-type: none"> 1. Beacon Community Services' Meals on Wheels appears to be no longer in operation 2. No free or low cost prepared meals were identified in the Westshore or Saanich
Opportunities for learning about food	3 disease/condition specific grocery store shopping education tours; 4 food preparation programs	<ol style="list-style-type: none"> 1. The inventory did not find any educational shopping tours for the general public 2. None offering budgeting food programs
Community food infrastructure	2 community kitchens; 11 social programs which serve either meals or snacks; 2 food education programs for school groups; 3 community garden projects	Minimal social meals in the Western Communities and Saanich
Labour and employment		
Targeted employment programs	2 targeting Aboriginals; 2 for those 45 years of age and older; 6 for youth; 2 for women; 1 for those wanting to leave the sex trade; 2 for immigrants and refugees; 2 for people suffering from mental illness or addictions; 1 for those	There does not appear to be an employment program specifically targeting non-aboriginal youth aging out of foster care

⁴ The needs listed under this category were identified by United Way's 2011 *Reconnecting with community: Community consultation report*.

Need	CSS agencies addressing the need	Potential gaps
	involved with criminal system; 10 for people with physical and developmental disabilities; 1 for veterans	
Long-term workplace supports	10 provide support to individuals after they are employed	None identified
Centralized employment centres	3 centralized employment centres; 2 other employment agencies	None identified
Education and literacy		
Drop-in centre	3 literacy agencies	1. There does not appear to be a community drop-in literacy or education centre 2. The literacy agencies do not appear to be providing childcare and counselling services
Tailored services	At least 2 offering one-on-one support	None identified
Addressing issues which inhibit education participation	At least 4 for people with disabilities; childcare	None identified
Location of literacy services	At least one program offered in 7 of the 9 municipalities	View Royal and the Highlands do not appear to have literacy programs
Domestic and sexual violence		
Secure Shelter	4 provide eight shelter facilities for youth, women, or women and children	None identified
Clothing and housing resources	21 provide low cost or free clothing, toys, or furniture (1 in particular helps women living in transitional housing)	None identified
Emotional support	6 provide counselling services and outreach support services for those who have experienced abuse, sexual violence, or trauma	None identified
Family oriented services	Most shelter services offer the option for women to bring their children	None identified
Ongoing support	A number	None identified
Multi-level interventions	4 offer preventative programs	None identified

5.3: Broader Environmental Conditions

The purpose of this section is to describe the milieu in which the CSS sector is operating. Programs offered through the CSS sector can be funded through a number of avenues such as individuals, the private sector and by governments. Thus, governmental policy decisions will affect the CSS programs and the people served. Given the close ties between funding and policies the two categories (*economic context and political context*) in the original discussion framework were combined into one discussion. Further, the social culture of volunteerism in the sector can likewise affect the people served.

5.3.1: Economic and political context

The following information provides some insight to the financial and policy environment in which many of the CSS are currently operating. Canada ranks 14th of 30 Organization for Economic Co-operation and Development (OECD) nations with regards to expenditures on health care (Mikkonen and Raphel, 2010). However, Canada is ranked even lower for expenditures given to "seniors' benefits and supports (26th of

29),...benefits and services for people with disabilities (27th of 29), and supports and benefits to families with children (25th of 29)” (Mikkonen and Raphael, 2010, p.35).

CSS agencies across the country have been faced with financial problems due to the economic recession. However, even before the recession, a 2003 study on the Canadian voluntary and non-profit sector found that community agencies are being forced to seek out alternative financial support because their funding is increasingly unstable. One of the central themes document in the study was a national trend toward funding ‘programs’ rather than funding ‘agencies to deliver programs’...resulted in instability and increased stress among service providers as they struggle to compete for funds to maintain their base operations (as cited in National Union of Public and General Employees, 2007, p.7).

There is likely an array of contributing factors to this unstable funding environment, but a possible contributing factor could be a result of a rippling effect beginning at the federal government level. In 1966 the Canada Assistance Plan (CAP) “was a federal/ provincial fiscal arrangement whereby Ottawa provided provincial governments with fifty cents for every dollar they spent within the social service sector, subject to certain standards” (National Union of Public and General Employees, 2007, p.10). Approximately 20% went to social services in communities while the remainder went to the provincial social assistance. This initiated a growth spurt in the social service sector from the late 1960s to the 1980s. However, in 1995 CAP and its 50 cents for every dollar arrangement was discontinued along with the Established Programs Financing for health care and post-secondary education transfer payments and was replaced with “a loose ‘block funding’ arrangement that would cover the total federal funding for health care, education and social services. This new fund was introduced as the Canada Social Transfer, but was renamed the Canada Health and Social Transfer (CHST)” (National Union of Public and General Employees, 2007, p.13). According to the National Union of Public and General Employees report, replacing the CAP program resulted in a decrease of \$7 billion to the provinces over two years following 1995. In 2004, there was another significant change to the national funding arrangements. The CHST was split into the Canada Health Transfer (CHT) and the Canada Social Transfer (CST). The federal government now supports the social service sector in a block funding scheme with post-secondary education and social assistance through CST. With all these changes, it means that the federal government is not encouraging the provinces to spend dollars specifically in the CSS sector, which might have impacted the provincial spending in the sector.

Changes have not only been occurring on the national level, but the \$2 million cut to contracted services by MCFD is concerning to many. Further, according the Greater Victoria Child and Family Counselling Association’s 2009-2010 Annual Report, cuts and reductions in funding from other sources have also been recently reported. A number of agencies have reported funding problems. Examples can be easily identified:

1. “The need for HIV/AIDS related programs and services has continued to grow. Although our client base has almost doubled in the last six years, funding decreases continue to provide pressures for the agency” (AIDS Vancouver Island Web site, n.d., “Donate”); and
2. As reported in the Intervention and Public Information Society of Greater Victoria’s June 8, 2011 press release on their web site, they lost the majority of their funding, and if it were not for BC

Gaming and the United Way, they would have had to close their doors in June. Although they now have funding which will last them until December, this is only a temporary solution.

As the funding sources are so numerous, it is beyond the scope of this report to comment on all of them, however through profiling the 256 agencies, it was found that the sources of revenues came from a wide spectrum of sources including the various municipalities and the BC provincial government (MCFD, BC Gaming Commission, BC Housing, BC Ministry of Public Safety and Solicitor General, Ministry of Advanced Education and Labour Market Development, Community Living BC, Ministry of Health Services, Ministry of Citizen's Services, and BC Ministry of Employment and Income Assistance). There is also a wide variety of revenues coming from the national level (Public Health Agency of Canada, Service Canada, Correctional Service of Canada, Employment and Immigration Canada, Human Resources Development Canada, Environment Canada, and Health Canada). Additionally, there are revenues coming from the United Way of Greater Victoria, the Vancouver Island Health Authority, Provincial Health Services Authority, Victoria Foundation, Queen Alexandra Foundation, Success by Six, as well as private companies and individuals.

Further, through analyzing a sample of profiled CSS agencies' T3010s (*Registered Charity Information Return*), one can draw some general trends of revenue sources and expenditures. The T3010s detail charities' financial information and are available for most registered charities online through the Canada Revenue Agency. Although this presents a picture for the local sector, because not all of the profiled CSS agencies were registered charities and as some data was not available for a portion of charities, the trends shown are not fully complete. Also, some of the agencies incorporated in the financial analysis included dollars being spent across the province or country.

Figure 8 illustrates the various sources of funding and the proportion of total revenue for these various resources for a large sample of profiled CSS agencies⁵. It is quite evident that the two largest proportion of funding is from the provincial government, and gifts, fundraising and foundation (a specific type of charity which provides dollars to charities) funding. Figure 8 demonstrates that from 2008 to 2010 the CSS sector has been increasingly reliant on government funding, particularly from the province. This is not necessarily an increase in dollars, but rather a proportional increase. From 2007-2009 CSS charities were receiving increasingly less of their proportion of revenue from gifts, fundraising and foundation funding which has been on the decline. Interestingly, this decline in the proportion of gifts, fundraising, and foundation funding dollars preceded the recession. The absolute values of revenues could not be provided because the financial information is not exclusive to services delivered only in the Greater Victoria area.

⁵ Figure 8 is based on data from 199 (2005), 204 (2006), 207 (2007), 209 (2008), 208 (2009), 170 (2010) registered charities only. The other agencies data were not available for a number of reasons: a) the agency was not a registered charity (as data was retrieved from the Canada Revenue Agency) b) the charity was not registered or file their T3010s for a particular year, c) they were registered outside of BC, or d) for other unknown reason it information was not available in the database. Also, three of the agencies (Community Living Victoria, First Metropolitan United Church, and The Salvation Army Victoria Community & Family Services) have more than one registered charity numbers.

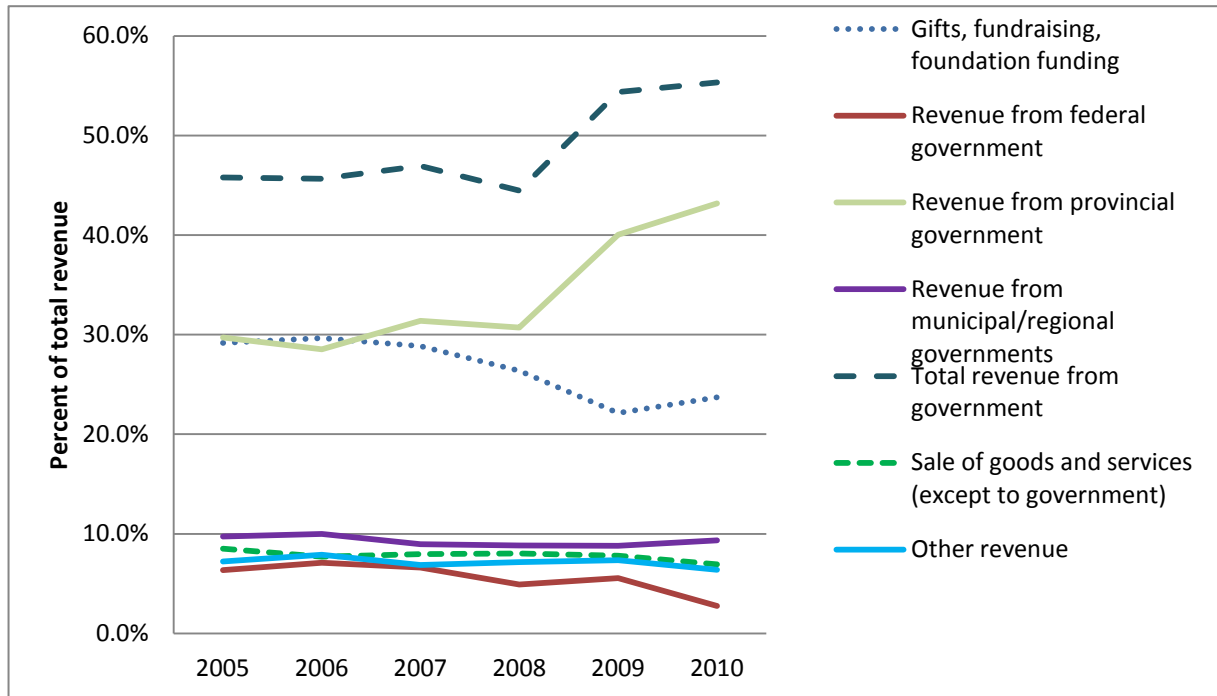


Figure 8. Sources of revenue (expressed as a percentage of total revenue) for registered charities operating in Greater Victoria (2005-2010)⁶. Sourced from *Charities Listings - Advanced Search*, 2008, by the Canadian Revenue Agency. Retrieved <http://www.cra-arc.gc.ca/ebci/haip/srch/advancedsearch-eng.action>

Figure 9 showcases the proportion of spending on management and administration, charitable programs, and fundraising for a sample of profiled CSS agencies⁷. It illustrates that from 2005-2010 the proportion of spending directed directly to charitable programs (which includes non-managerial human resources) has been between 70-80%. Administration and management has been relatively stable at 10%, whereas the proportion of funding being spent on fundraising has decreased to almost zero in 2010 from 2006.

⁶ All percentages do not add up to 100% because a) 'total revenue from government' is the sum of two other lines, and b) due to human errors in reporting and recording on the T3010s.

⁷ Figure 9 is based on data from 199 (2005), 204 (2006), 207 (2007), 209 (2008), 208 (2009), 170 (2010) registered charities only. The other agencies data were not available for a number of reasons: a) the agency was not a registered charity (as data was retrieved from the Canada Revenue Agency) b) the charity was not registered or file their T3010s for a particular year, c) they were registered outside of BC, or d) for other unknown reason it information was not available in the database. Also, three of the agencies (Community Living Victoria, First Metropolitan United Church, and The Salvation Army Victoria Community & Family Services) have more than one registered charity numbers.

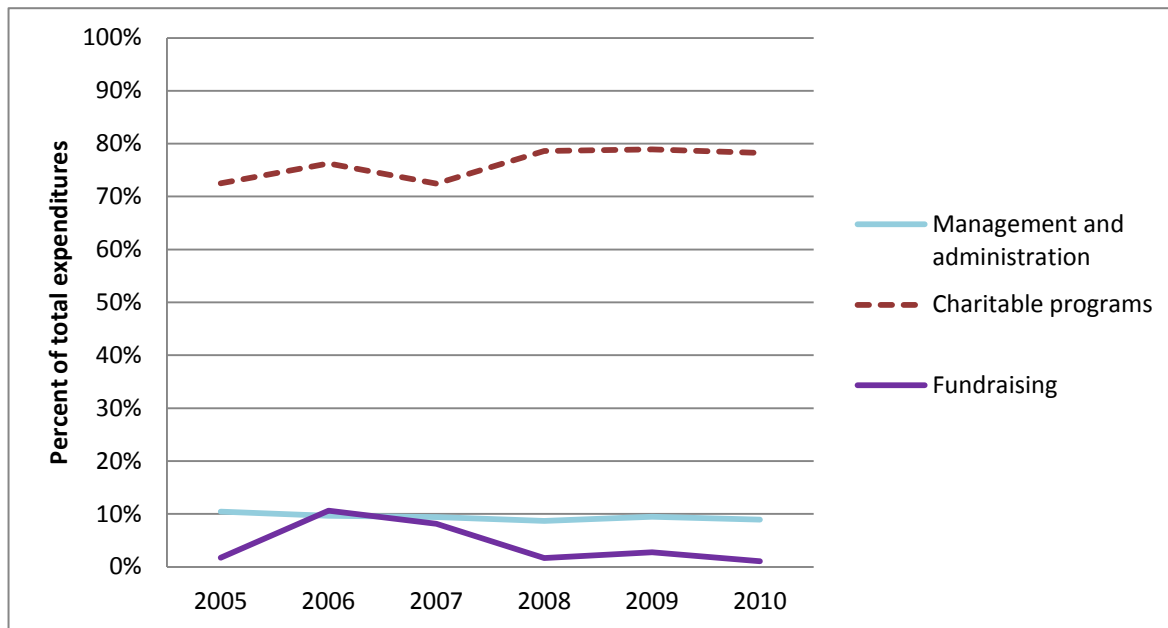


Figure 9. Expenditures (expressed as a percentage of total expenditures) for registered charities in BC operating in Greater Victoria (2005-2010)⁸. Sourced from *Charities Listings - Advanced Search*, 2008, by the Canadian Revenue Agency. Retrieved <http://www.cra-arc.gc.ca/ebci/haip/srch/advancedsearch-eng.action>

5.3.2: Social context

Many social factors could be discussed here. As Casault highlights, there are limited specific needs highlighted in the literature for the CSS sector. Although she highlighted discrimination, this will not be discussed in this report because it is outside of the scope of the inventory. In most instances CSS agencies deal with discrimination through indirect services. Methods for dealing with discrimination include social media campaigns and setting policies. In addition, legal support services and workplace support were already reported on.

One of the most important social factors which helps the CSS sector and thus the people they serve are volunteers. Volunteer Victoria states that “the economic value of volunteerism in our community has an estimated worth of more than \$546 million” (Volunteer Victoria, 2009/2010, p.8). Volunteer Victoria referred more than 16,500 volunteers to 299 community agencies in 2009/2010 (Volunteer Victoria Web site, n.d.). Out of the 256 agencies counted as part of the CSS sector for this report, excluding volunteer boards of directors, 170 agencies mentioned on their website that they were recruiting volunteers or reported using volunteers. Of the 87 agencies where no reference to volunteers could be found on their website, 73 agencies are registered charities, thus they have a volunteer board of directors serving them. This demonstrated that residents of Greater Victoria value the community sector such that they are willing to donate their time. With the majority of the services indicating that they utilized volunteers, suggests the significant value of volunteers to the sector and the people they serve.

⁸ All percentages do not add up to 100% because a) it does not account for lines 5030, 5050-5070 on the T3010 (which includes political activities, gifts/property to donees), and b) due to human errors in reporting and recording on the T3010s.

A second social consideration for the sector is the culture in which it operates. This topic is not discussed extensively in this report, however, two key themes from the 2010 United Way workshops and focus groups are worth highlighting as they provide some insight as to where the sector may be looking to change some of these cultures. The first noteworthy recommendation from the 2010 United Way workshops and focus groups is increasing education and awareness of needs among government, the public and the populations affected by these issues for the purpose of increasing community support, raising funds, contributing prevention, and reducing stigma. The second recommendation was increasing coordination among service providers, particularly for the benefit of those residents affected by a number of issues such as mental health, housing, and food security. Thus, it is recognized among service providers that not only should the sector concentrate on improving programming, but the promotion and coordination among and for the sector is also valuable and needs improvement. This suggests that the sector sees a need for a shift in social practices for the sector as a system.

5.3.3: Summary of broader environmental conditions

Within the broader environmental milieu in which these services are operating, the importance of some factors is apparent. For example, because the sector is heavily reliant on public resources, consideration of funding patterns is essential.

5.4: Summary of Findings

The purpose of this section was threefold: to describe the available CSS agencies and programs in Greater Victoria as of June 2011, to identify service gaps for the CSS sector through a needs-based assessment, and to describe the milieu in which services are operating. As a result, 256 CSS agencies were identified as serving the local population. Appendix C provides a summary list of these agencies and their contact information. Appendix D through Q details the CSS agencies and programs by categories in accordance to the USAID discussion framework established in Phase I. Appendix D through J lists the services identified as responding to individual needs such as seniors and Aboriginal individuals. Appendix H through Q details the services working to address family and community factors such as homelessness and housing and domestic violence.

Twenty three CSS gaps were identified. The identification of these gaps revealed that seven population groups and issues appear to be underserved by the CSS sector. Table 5 lists the seven different populations groups and issues where gaps were identified. Two studied needs were not analyzed due to the lack of information available: The need for CSS program addressing individuals with a disability and/or chronic disease to be integrated with the Health Care System, and the for family and youth services to be located close to target populations. These 23 service gaps and two research gaps will be discussed in the next section for the purpose of exploring opportunities for addressing these gaps.

Table 5. *Population groups and issues where gaps were identified*

Factors	Potential gaps
Children, youth and parents	<ol style="list-style-type: none"> 1. No agencies were identified as providing programs for non-aboriginal youth soon to be leaving the foster care system. 2. Crisis Intervention and Public Information Society of Greater Victoria (which operates Youthspace.ca) does not have funds to operate beyond December 2011. 3. The Young Parent Childcare Program at Vic High closed its doors in 2010 due to funding cuts. 4. Greater Victoria Child and Family Counselling Association's Children and Youth with Special Needs program contract will end at the end of September 2011. 5. Capital Families Association (located in the Westshore) closed in early 2011.
Seniors	<ol style="list-style-type: none"> 1. There does not appear to be a dedicated volunteer service in the Western Communities. 2. There does not appear to be a CSS providing regular meal preparations.
Lesbian, gay, bisexual, transgender or queer (LGBTQ) individuals	<ol style="list-style-type: none"> 1. Unclear whether there are formal counselling sessions available specifically for LGBTQs. 2. Although one CSS appears to meet the criteria of a Centralized Resource Center, it appears that not all programs are active and it does not have a physical location.
Homelessness and housing	<ol style="list-style-type: none"> 1. No CSS were identified that specifically targets transgender at risk or homeless youth. 2. No non-aboriginal youth transitional housing for those leaving the foster care system. 3. No senior specific emergency shelters were identified. 4. It appears that only two units of family emergency shelter housing are provided. 5. Only one agency provides transitional housing for immigrants and refugees.
Affordability and food security	<ol style="list-style-type: none"> 1. Beacon Community Services' Meals on Wheels appears to be no longer in operation. 2. No free or low cost prepared meals were identified in the Westshore or Saanich. 3. The inventory did not find any educational shopping tours for the general public. 4. No services were identified as offering food budgeting programs. 5. Minimal social meal programs in the Western Communities and Saanich.
Labour and employment	<ol style="list-style-type: none"> 1. There does not appear to be a targeted employment program specifically targeting non-aboriginal youth aging out of foster care.
Education and literacy	<ol style="list-style-type: none"> 1. There does not appear to be a community drop-in literacy or education centre. 2. The literacy agencies do not appear to be providing childcare and counselling services. 3. View Royal and the Highlands do not appear to have literacy programs.

The analysis found a number of environmental factors that will ultimately affect the services provided by the sector. Making inferences from national trends, governments are primarily funding programs and not agencies themselves. This results in an unstable funding environment and more competition among service providers. Funding issues can be traced back to 1995 when the federal CAP and its 50 cents for every dollar arrangement was discontinued for provinces along with the new block funding arrangement. And as with other CSS agencies across the country, the economic recession most likely impacted the local CSS sector as well as recent local budget cuts.

Compared to 2005-2007, in 2010 the sector received proportionally less of their money from gifts, fundraising and foundation funding and more from government funds, particularly from the province. However, this does not mean they are receiving more absolute dollars from the government. From 2005-2010 the proportion of spending directed directly to charitable programs has been between 70-80%.

Despite the financial difficulties many CSS agencies are experiencing, it appears that they have one valuable asset which they draw on, volunteers. As most CSS agencies are charitable organizations or non-profit societies, they rely on volunteer board of directors. In addition out of the 256 inventoried agencies 170 agencies mentioned on their website that they were recruiting non-executive volunteers or reported using volunteers. The economic value of all of the volunteer's hours in Greater Victoria for the CSS sector and other non-profit organizations is greater than \$546 million (Volunteer Victoria, 2009/2010, p.8). Finally, it is recognized among local service providers that there is a need to increase the promotion of the sector and for providers to increase coordination.

SECTION 6: DISCUSSION

The Finding section demonstrated how the wealth of community social service (CSS) organizations and programs in Greater Victoria are responding to the needs of individuals, families and the community at large. It also described the broader milieu within which the sector is working and provided an inventory of the CSS sector, a general description of services, as well as needs-based assessments. The assessments identified 23 potential service gaps and two needs requiring further research due to the lack of information available. This revealed that seven population groups appear to be underserved by the CSS sector and that one population group requires further research.

The purpose of this discussion section is to present opportunities for the sector to address the gaps and identify needs requiring further research. The Finding section described that some environmental conditions in which the sector is operating. The opportunities presented in this section incorporate some of these findings. For example, after studying the social context in which the sector operates, it was found that Greater Victoria has a wealth of volunteers which the sector can rely upon, as well, it is recognized among service providers that not only should the sector concentrate on improving programming, but the promotion and coordination among and for the sector is also valuable and needs improvement.

The section commences with a discussion of the four individual factors followed by the four family and community factors needing to be addressed. As this section will be limited those areas for which gaps were identified service areas where no gaps were identified will not be included. These were services for the following population groups:

- Immigrants and refugees,
- Aboriginals,
- Individuals with mental health and/or addictions issues, and
- Domestic and sexual violence.

6.1: Individual Factors

This section will discuss four individual factors for which gaps have either been identified or require further research. Opportunities for addressing these gaps will be suggested.

6.1.1: Children, youth and parents

One hundred and fourteen CSS agencies were identified as serving children, youth, and parents. This makes it the largest CSS sub-sector. There were 11 needs included in the needs-based assessment in this sub-sector. It was found that nine needs have programming addressing them. The potential gap lies with the need for supports such as life skills and employment training for youth leaving the foster system as they reach adulthood. Through Ministry of Children and Family Development (MCFD) funding, the Native Friendship Centre's Cedar House addresses this need for aboriginals (Victoria Native Friendship Centre Web site, 2011). However, no CSS programs were identified to assist non-aboriginal youth aging out of care. As Threshold Housing Society currently provides housing for older at risk youth, with increased financial support perhaps they have the capacity to specifically address youth aging out of the foster system.

Sufficient information was not available to respond to the need for services for youth and families to be located close to the population due to the number of services and uncertainty of areas served by many of the programs. However, accessibility of services is an important factor, especially for this sub-sector. It is anticipated that the \$2 million cut to contracted MCFD services in 2010 will have the strongest impact on this sub-sector as evidenced by the following:

1. Capital Families Association closed as of March 31, 2011 due to funding cuts and other circumstances. They have made arrangements for the transfer of some programs to Pacific Centre Family Services Association. Their programs included family counselling, food security programs, youth programs, Goldstream Neighbourhood House, REACH Young Parent and Child Centre, and Whale Spirit Early Enrichment Centre;
2. Crisis Intervention and Public Information Society of Greater Victoria's funding from BC Gaming is scheduled to end by December 2011. After this date the agency does not have any funding commitments to run any of their programs. (Crisis Intervention and Public Information Society of Greater Victoria Web site, n.d. "Our services"); and
3. Greater Victoria Child and Family Counselling Association announced that as a result of funding cuts, the agency is planning to close by July 2012 (Greater Victoria Child and Family Counselling Association, August 2011). They have plans to transfer operations of two of their three programs over to other local CSS agencies.
 - "Community Living Victoria (CLV) will start offering autism services in September 2011" (Greater Victoria Child and Family Counselling Association, August 2011, p.3)
 - Their Family Development program is scheduled to transfer to Phoenix Human Services Association by December 1, 2011.
 - Their Children and Youth with Special Needs (CYSN) program will end on September 30, 2011 due to MCFD funding cuts (Greater Victoria Child and Family Counselling Association, August 2011, p.3).

Further, the Young Parent Childcare Program at Vic High closed its doors in 2010 due to provincial funding cuts.

The reduction in funding and the need to analyze the service areas and locations presents an opportunity for CSS agencies that offer services for children, youth and parents to undertake a community asset mapping exercise for this sub-sector. The goal of a community asset mapping approach is to focus on mapping the capacity and assets of the community (McKnight and Kretzmann, 1993, p.1). As the goal of this exercise is "to promote community development...the process must involve a coalition of citizens and agency staff who will use the data as a tool to change their community" (Michigan State University, 1998-1999, p.2). To focus on assets and coordination seems appropriate given the reality of the reduction in resources for this sub-sector. This exercise will serve two purposes: It will establish any accessibility gaps of these services, and bring these agencies together to facilitate communication and thus ideas for system improvements.

6.1.2: Seniors

From 2009 to 2036 the proportion of individuals over the age of 65 in the Greater Victoria region is expected to grow from approximately 17% to almost 29% (BC Stats, 2010). Thirty CSS agencies were identified as providing a large number of services to seniors. After conducting the needs-based assessment, six of the seven highlighted needs for seniors appear to be addressed by the available CSS agencies. However, after analyzing the need for personal and environmental assistance two gaps became apparent:

1. Unlike other Greater Victoria communities, no volunteer personal and environmental assistance services for seniors in the Western Communities were identified; and
2. No programs were identified as providing meal preparation services to low income seniors who are not able to afford a non-subsidized company or individual for this service.

Volunteer services such as Oak Bay Volunteer Services provide valuable services to seniors. For example, volunteers drive seniors to medical appointments, help them shop for food, provide companionship, or assist them with odd jobs. These services are important aspects of maintaining seniors' health, quality of life and welfare and can assist seniors to remain in their own homes for longer periods. Given the rich culture of volunteerism in Greater Victoria, there appears to be a couple of opportunities for the sector to close these gaps. Firstly there are a number of operating services in the Western Communities which, if given the appropriate resources to hire a volunteer coordinator could offer a volunteer personal environmental assistance program for seniors. For example, Metchosin Community House could expand their Volunteer Drivers Program to offer these services as they are located in the Western Communities.

Secondly, neither Beacon Community Services' Home Support Services, nor the various volunteer service agencies provide regular meal preparations for seniors. Although Capital City Volunteer's Visitor Volunteers' job description includes occasional light meal preparation (Capital City Volunteers Web site, 2004-2011). As six volunteer agencies including an additional volunteer service provided by the Township of Esquimalt were identified as providing personal assistance and environmental support services in all of the different regions of Greater Victoria, there appears to be opportunities for these agencies to meet this need.

6.1.3: Lesbian, gay, bisexual, transgender or queer (LGBTQ) individuals

Six CSS organizations offer programs, services and referrals to LGBTQ individuals in Greater Victoria. The needs-based assessment identified two of the four needs as being addressed by the six profiled CSS agencies. The two potential gaps are:

1. A number of support groups specifically targeting LGBTQ individuals were identified, but there does not appear to be formal LGBTQ counselling services available; and
2. Although the South Island Pride Community Center appears to meet the criteria of a Resource Center, it does not appear that all programs are operating and according to their website as there is no physical space.

Regarding the first identified gap there are a number of places where one can receive counselling services regardless of one's sexual orientation, for example South Island Centre for Counselling and Training, Citizens' Counselling Centre, and Cascadia. Otherwise this may be a service a fully functioning LGBTQ Resource Centre could provide. Apart from the South Island Pride Community Centre there are two other CSS agencies that were identified as focusing on LGBTQ individuals (Parents, Families, and Friends of Lesbians and Gays, Victoria BC Chapter/Section, and Victoria Lesbian Seniors Care Society). In addition, there are a number other community agencies in the Greater Victoria area which serve the LGBTQ community which were not included in the inventory for a number of reasons such as lack of information about their agency:

- Victoria Pride Society (<http://www.victoriapridesociety.org/>);
- Prime Timers Victoria Society (<http://www.members.shaw.ca/primetimersvic/>);
- Homospun Collective (<http://homospun.wordpress.com/>); and
- Out of the Closet Renew Boutique (South Island Pride Community Centre Web site, n.d.).

Perhaps there is an opportunity for all three agencies to explore the possibility of pooling their resources to create one central LGBTQ Resource Centre which offers formal counselling services specifically for LGBTQs.

6.1.4: Individuals with a disability and/or chronic disease

Seventy-two local CSS agencies were identified as providing services to individuals with varying disabilities and chronic diseases. These services are important for a number of reasons, including the fact that "people with disabilities are less likely to be employed and, when they are employed, earn less than people without disabilities" (Mikkonen and Raphael, 2010, p.50). Based on the analysis of available services targeting two of the three identified needs, there exist the structure and capacity for addressing the CSS needs of this target group in Greater Victoria area.

The third need, integration with the health care system could not be analyzed in this study due to the lack of information available. This presents an opportunity for a study to address this. This study will need to involve not only the CSS sector, but the health sector as well. One proposed initiative could be to invite service providers from both sectors such as nurses, caregivers, administrators and family members of an actual patient who has been identified as falling through a crack, to map their path through various services. This process will highlight gaps in coordination of services within and between the sectors.

6.2: Family and Community Factors

This sub-section will discuss ideas for addressing the gaps for the four different family and community factors in which gaps were identified in the needs-based assessment.

6.2.1: Homelessness and housing

Forty three CSS agencies were identified as part of the local CSS sector playing a significant role in providing emergency shelter, transitional housing, permanent supportive housing, seniors assisted living facilities, and supports for homeless populations such as finding employment, providing answering machines, education and health services. After conducting the needs-based assessment, five potential gaps emerged:

1. No targeted service for transgender youth were identified in the inventory;
2. There does not appear to be transitional housing for non-aboriginal youth leaving the foster system;
3. There does not appear to be any senior specific emergency shelters;
4. There only appears to be two units of family emergency shelter – which are provided by Victoria Cool Aid Society (Victoria Cool Aid Society Web site, n.d.); and finally
5. Cridge Centre for the Family appears to have the only transitional housing facility targeting immigrants and refugees (Cridge Centre for Family Web site, n.d.).

Given the number of identified gaps, there is an opportunity for certain agencies in this CSS sub-sector to collaboratively review these identified issues and determine how to resolve this issues. Regarding the first two listed gaps, it is important that agencies such as the South Island Pride Community Centre and/or Victoria Youth Empowerment Society be included in discussions. Regarding the gap for emergency shelters for seniors, it is advisable that a senior oriented organization such as Seniors Serving Seniors be involved in discussions. For the fourth gaps, the Association for Family Serving Agencies should be involved. Finally, as the last inferred gap is in reference to immigrants, the Inter-Cultural Association of Greater Victoria and Victoria Immigrant and Refugee Centre Society should be brought into discussions as well. The Greater Victoria Coalition to End Homelessness would also be a key player.

6.2.2: Affordability and food security

If an individual is working for minimum wage (\$8.75 as of May 1, 2011) and paying \$665 for average market rent and paying \$303.22 for food, this person would have \$459.20 left to cover transportation, clothing, furniture and other material supplies such as medical equipment and toys for children (Pauly, Jackson, Thompson, & Kerr-Southin, 2010/11). Sixty-two different CSS agencies were identified as providing these non-food material assistances to residents of Greater Victoria.

According to Statistics Canada, in 2007/2008, 8% of the population over 12 years old on Southern Vancouver Island experienced moderate to severe food insecurity (as cited in Casault, 2011). This is a significant concern as households reporting dietary deficiencies have an increased likelihood of having diabetes (80%), high blood pressure (70%), and even food allergies (Mikkonen & Raphael, 2010). Further, “children in food insecure households are more likely to experience a whole range of behavioural, emotional, and academic problems than children living in food secure households” (Mikkonen & Raphael, 2010, p.27).

Greater Victoria CSS agencies appear to be addressing the three studied needs; however five gaps were observed with regards to food security:

1. While Meals on Wheels is no longer available to seniors, local prepared food providers offer delivery for a small fee. For those seniors requiring readymade meals, this may constitute a gap in service, as maintaining seniors in their own place for as long as possible is an important way to maintain the quality of life and positive mental health for this group of seniors;
2. Someone in need can find free or low cost prepared meals in the municipality of Victoria (with one agency offering service in Esquimalt) any day of the week, but there does not appear to be similar services in the Westshore or in Saanich;
3. While there are a number of local CSS offering assistance with grocery shopping for seniors and people with disabilities, the inventory did not uncover any educational shopping tours for the general public;
4. No inventoried CSS were identified as offering food budgeting programs; and
5. With regards to social meals, the majority of the meals are provided in the municipality of Victoria (although there is some programming in Metchosin and Saanich), but there does not appear to be sufficient programming in the Western Communities.

Because two of the gaps are municipality specific and in order to make this effort manageable while utilizing local resources, there is an opportunity for each of the nine municipalities to undertake a review of food security programs to confirm these gaps and to identify actions through which such gaps can be resolved. For each municipality's review, it must be a collaborative effort. For example, in the Western Community CSS agencies such as Goldstream Food Bank Society, Pacific Centre Family Services Association, Metchosin Community House and Sooke Family Resource Society should meet with the private sector such as grocery stores and pre-prepared meal providers.

Further, as the first identified gap is concerning seniors, Seniors Serving Seniors Association should be involved as well as Beacon Community Services as they were the providers of Meals on Wheels. Regarding the third identified gap, perhaps LifeCycles Project Society could provide further insight into this need. And regarding the fourth gap, those which are currently providing general budgeting programs, Young Parent Support Network, BC Families in Transition, and Surrounded by Cedar Child & Families Services, could be brought into the discussions.

Finally, another key player in these discussions should be the creators of the Vancouver Island Health Authority, the University of Victoria, and PHABC's new Community Food Atlas (www.communityfoodatlas.ca). This will also serve as a useful tool to determine where the food services are located and where there are geographic gaps in services.

6.2.3: Labour and employment

Unemployment is linked to decreased health status. This is because a) by reducing income and benefits it can lead to poverty and material deprivation; b) the stress of losing a job causes low self-esteem, disruption in routines, and anxiety; c) one is more likely to adopt poor behaviours such as problem drinking and smoking tobacco (Mikkonen and Raphael, 2010). As demonstrated in Section 5.2.4 and Appendix N, the local CSS sector plays a key role in addressing this issue, with 29 different CSS agencies identified.

Two of the three needs are addressed by the CSS sector. The third need suggests the importance of targeted employment programs for vulnerable groups. Targeted services were identified for Aboriginals, 45 years of age and older, youth, women, those wanting to leave the sex trade, immigrants and refugees, those suffering from mental illness or addictions issues, those involved with the criminal system, people with physical and developmental disabilities, and one for veterans. The potential gap, which was previously mentioned under the Children, Youth and Parents section, is with regards to targeted employment programs for non-aboriginal youth aging out of foster care. This presents an opportunity for the six identified CSS agencies providing employment services for youth to get together and collaboratively assess this gap. The six agencies are: Spectrum Job Search Centre, WorkLink Employment Society, Beacon Community Services, LifeCycles Project Society, Victoria Immigrant and Refugee Centre Society, and Victoria Youth Empowerment Society.

6.2.4: Education and literacy

There is a need for the 19 identified adult literacy agencies. Through conducting the needs-based assessment, two needs appear to be addressed by the CSS sector. However, after analyzing the other two needs, three potential gaps surfaced:

1. Although three CSS agencies have been identified as literacy agencies, they do not appear to be meeting the expressed need of a community drop-in literacy or education centre;
2. Additionally it is unclear if any of the programs provide childcare and counselling services as recommended by the highlighted need; and
3. According to the literature, it is important that literacy programs be located close to the target population. Gaps, therefore may appear in View Royal and the Highlands as they do not appear to have literacy services located there (this does not include family literacy programs).

Given the three gaps, there is an opportunity for the 19 identified CSS agencies and representatives from View Royal and the Highlands to undertake a collaborative community mapping exercise to address these gaps. As many of the 19 agencies and representatives from View Royal and the Highlands should participate as possible. However some key players should include Literacy Victoria, Victoria READ Society, the Greater Victoria Public Library, and representatives from municipal governments.

6.3: Summary of Discussion

This section discussed opportunities for the CSS sector to address the 23 found gaps and two needs requiring further research. It spoke to the three individual factors which were found to be underserved by the CSS sector and the one factor which required further research. For the children, youth and parents population group, it was suggested that there is an opportunity for this sub-sector to conduct a community asset mapping exercise. For seniors, given the rich culture of volunteerism in Greater Victoria and if appropriate funding is available, there are prospects for existing services to expand their programs to close the gaps. For the LGBTQ group, perhaps there is an opportunity for existing agencies to pool their resources together to create one central LGBTQ Resource Centre which offers formal counselling services specifically for LGBTQs. In order to assess if there is a gap with integration with disability and chronic disease services and the health care sector it was proposed for individuals to collaboratively map a patient's path through the systems.

This section also discussed the four family and community factors which were found to be underserved by the CSS sector. Given the five population specific identified gaps in the homelessness and housing sub-sector, it was suggested that there was an opportunity for certain population focused agencies (e.g. Seniors Serving Seniors) to collaboratively review the identified issues and determine how to resolve this issues. Regarding the identified food security gaps, it was suggested that each municipality could undertake a review of food security programs and identify actions through which such gaps can be resolved. To address the gap for employment programs for non-aboriginal youth aging out of the foster care system, there presents an opportunity for existing employment agencies who serve youth to discuss this particular issue. Finally, regarding the three literacy gaps, there is an opportunity for a collaborative community mapping exercise.

SECTION 7: RECOMMENDATIONS

The main focus of this research study was twofold: to inventory and describe the available services in Greater Victoria and to identify service gaps and opportunities for the CSS sector in Greater Victoria through a needs-based assessment. The study identified 256 CSS agencies serving the local population. Twenty three service gaps were identified in seven areas where clients appeared underserved by the CSS sector. The previous section presented opportunities for addressing these gaps as well as two needs requiring further research. This section translates these opportunities into recommendations. Given the clients' role in advocacy, research, and collaboration initiatives for the sector as a whole, it is recommended that the following projects be initiated and led by the clients.

There are a total of eight recommendations. The first recommendation is a general system recommendation and the following seven recommendations are specifically addressing the 23 identified service gaps and two needs requiring further research.

General System Recommendation:

Recommendation 1: Create and maintain a comprehensive CSS sector public resource website for the Greater Victoria area. Because this report represents a snapshot in time of the ever-changing CSS sector, it is recommended to develop a sector website. This will facilitate continued monitoring and researching for the sector as a collective whole to maintain a system understanding of the sector particularly for planning and developing policy for the sector. Such a tool could also facilitate awareness and accessibility of CSS programs for clients and service providers. In addition, one unified system would collate and reduce the need for multiple community resource lists.

This website could include two functions:

1. To provide direct electronic links to all databases, maps and resources (e.g. youthcore.ca, seniors serving seniors directory). Appendix B provides a comprehensive list of existing resources which could be used as a starting point; and
2. To hold a master list of all CSS agencies and programs. The inventory in this project could form the initial list.

The website could be announced by way of a community awareness campaign describing the function and goal of this new resource.

The development and maintenance of the website and the awareness campaign could be coordinated through Board Voice's Victoria Boards Together group and the Community Social Planning Council of Greater Victoria.

Specific Service Opportunities:

Recommendation 2: Conduct a collaborative community asset mapping exercise for the children, youth and parents sub-sector. This study found that four children, youth and parent agencies have either closed or are soon to close and no agencies were identified as providing programs for non-aboriginal youth soon to be leaving the foster care system (specifically regarding employment programs). Further, the need for family and youth services to be located close to target populations was not analyzed in this

study as the information was not available. For these reasons it is recommended that a community mapping exercise be conducted. This will serve two purposes: It will establish any accessibility gaps and bring these agencies together to facilitate communication and thus ideas for system improvements. Other local associations such as the Association for Family Serving Agencies could be included in this initiative to encourage inter-agency coordination.

Recommendation 3: Coordinate efforts to lobby provincial and municipal governments for funding to expand volunteer services in the Western Communities. Given the lack of volunteer personal and environmental assistance services for seniors in the Western Communities, it is recommended that funding for volunteer coordinators and comprehensive promotion and recruiting campaigns be addressed to access the wealth of volunteer potential existing in the Greater Victoria area. There are a number of operating social services in the Western Communities which, if given the appropriate resources, could offer a volunteer personal environmental assistance program for seniors. For example, Metchosin Community House could expand their Volunteer Drivers Program to offer these services as they are located in the Western Communities.

Recommendation 4: Review and address issues of homelessness and housing through a collaborative process involving the agencies serving the five target groups for which homelessness and housing issues were identified as gaps. Gaps were identified in the homelessness and housing category which specifically reference to transgender youth, non-aboriginal youth leaving the foster care system, seniors, families, and immigrants and refugees. Therefore, it is important that the following agencies be included in the review: the South Island Pride Community Centre, the Victoria Youth Empowerment Society, Seniors Serving Seniors, the Association for Family Serving Agencies and the Inter-Cultural Association of Greater Victoria and Victoria Immigrant and Refugee Centre Society. The Greater Victoria Coalition to End Homelessness would also be a key participant.

Recommendation 5: Undertake a CSS/private sector collaborative review of the available services and address the identified food security gaps and the gap for providing regular meal preparation services for seniors in each municipality. The purpose of the review would be to confirm the gaps and to identify actions through which such gaps can be resolved. It is important that each municipality's review be conducted as a collaborative effort of the CSS sector and the private sector. Based on the identified gaps, it is recommended that the following organizations be involved as well: Seniors Serving Seniors Association, Beacon Community Services, LifeCycles Project Society, and those agencies which are currently providing general budgeting programs such as Young Parent Support Network, BC Families in Transition, and Surrounded by Cedar Child & Families Services.

Board Voice's Victoria Board Together group and the Community Social Planning Council of Greater Victoria could initiate these discussions by approaching community centres and neighbourhood houses in each municipality.

Recommendation 6: Explore the creation of one LGBTQ Resource Centre which offers formal counselling services specifically for LGBTQs. This would address the apparent gap for a Centralized Resource Centre. Apart from the South Island Pride Community Centre there are two other CSS agencies

that were identified as focusing on LGBTQ individuals (Parents, Families, and Friends of Lesbians and Gays, Victoria BC Chapter/Section, and Victoria Lesbian Seniors Care Society). In addition, as listed on the South Island Pride Community Centre's (n.d.) "Other Organizations" page there are a number other community agencies in the Greater Victoria area which serve the LGBTQ community:

- Victoria Pride Society (<http://www.victoriapridesociety.org/>);
- Prime Timers Victoria Society (<http://www.members.shaw.ca/primetimersvic/>);
- Homospun Collective (<http://homospun.wordpress.com/>); and
- Out of the Closet Renew Boutique.

A fully functioning LGBTQ Resource Centre could also address the inferred gap for formal counselling sessions.

Recommendation 7: Conduct a community asset mapping exercise to address the gaps with regards to education and literacy programs. This recommendation addresses the gaps of a community drop-in literacy or education centre, literacy programs providing childcare and counselling services, and programs in View Royal and the Highlands. Potentially 19 education and literacy CSS agencies and representation from View Royal and the Highlands could participate. Some key players would include Literacy Victoria, Victoria READ Society, the Greater Victoria Public Library, and representatives from the municipal governments.

Recommendation 8: Conduct a patient flow map for individuals with a disability and/or chronic disease in order to assess the integration of the CSS sector with the health sector. The need for this CSS sub-sector to be integrated with the health care system could not be analyzed in this study due to the lack of information available. This process will highlight gaps in coordination of services within and between the sectors. It is recommended that the clients invite service providers from both sectors such as nurses, caregivers, administrators and family members of an actual patient who has been identified as falling through a crack, to map their path through various services.

SECTION 8: CONCLUSION

This project demonstrates that there is a wealth of community social services (CSS) agencies in Greater Victoria and that they make important contributions in supporting the health of communities. The 256 profiled CSS agencies address a vast array of needs for various population groups such as youth, seniors, Aboriginals, and individuals with mental health and addictions issues, as well as issues such as homelessness and unemployment.

The needs-based assessment revealed that the 256 CSS agencies are addressing the majority of the needs for the 12 population groups and issues presented in Phase I. Twenty three service gaps were identified in seven of the 12 population groups. This project concludes that the following groups may be underserved by the local CSS sector:

- Children, youth and parents;
- Seniors;
- Lesbian, gay, bisexual, transgender or queer (LGBTQ) individuals;
- Affordability and food security;
- Homelessness;
- Education and literacy; and
- Labour and employment.

Not considered in this study but worthy of note is the 2010 United Way survey results, in which residents of Greater Victoria indicated that all of the population groups and issues studied in this report needed extra support or were high priorities. Thus, despite the wealth of CSS organizations and programs, there remains a general perception that needs are not fully met. Although there are most likely always going to be unmet needs in any society, the high level of unmet needs identified for some of these groups suggests that further research is needed to determine why residents have expressed these needs as unmet. Some questions include whether further programs are needed from other sectors, whether the current CSS programs are efficient, the extent to which locations of these services are appropriate, whether the services are relevant to the served groups, and if the populations which need the services are actually aware of and willing to access and utilize the services.

Further, this study's analysis of environmental factors which impact the CSS sector demonstrated an appreciation for the complexity of the sector. The 256 individually operated, yet overlapping CSS agencies, are largely dependent on unstable funding sources from governments, private organizations and the general public. This suggests a need for future studies to not only focus on gaps in services, but also for the sector to explore addressing other issues such as collaboration, public private partnerships, and financial innovations.

REFERENCES

- 848 Royal Roads Air Cadet Squadron* Web site. (n.d.). Retrieved May 26, 2011 from <http://www.support848.com/index.html>
- 9-10 Club* Web site. (2010). Retrieved May 26, 2011 from http://www.standrewscathedral.com/index.php?option=com_content&view=article&id=46&Itemid=55
- A1 People Care Ltd* Web site.(n.d.) Retrieved May 3, 2011, from <http://www.a1peoplecare.ca/>
- Action Committee for People with Disabilities* Web site. (2011). Retrieved May 2nd from <http://www.actioncommittee.ca/>
- Al-Anon, Victoria AIS Office* Web site. (n.d.). Retrieved June 25, 2011 from <http://www.bcyukon-al-anon.org/>
- Allegro* Web site. (2011).Retrieved June 22, 2011 from <http://www.residencesallegro.com/en/british-columbia/victoria-residences/ross-place-senior-appartments>
- Alliance for Equality of Blind Canadians, Chapter Victoria* Web site. (n.d.). Retrieved May 5, 2011 from www.blindcanadians.ca
- AIDS Vancouver Island* Web site. (n.d.). Retrieved March 9, 2011 from <http://avi.org/>
- ALS Society of British Columbia, Victoria Chapter* Web site. (n.d.), Retrieved May 5, 2011 from <http://www.alsbc.ca/>
- Alzheimer British Columbia, Greater Victoria Alzheimer Resource Centre* Web site. (n.d.). Retrieved May 9, 2011 from www.alzheimerbc.org
- Anawim Companion Society, The* Web site. (n.d.). Retrieved May 26, 2011 from <http://www.anawimhouse.com/>
- antidote: Multiracial and Indigenous Girls and Women's Network* Web site. (2009). Retrieved March 9, 2011, from <http://www.antidotenetwork.org/>
- Arbutus Grove Children's Centre* Web site. (n.d.). Retrieved May 26, 2011 from <http://www.arbutusgrove.ca/>
- Artemis Options Society* Web site. (n.d.). Retrieved March 9, 2011, from <http://www.artemisplace.org/Artemisplace.org/Welcome%20to%20Artemis%20Options%20Society.html>
- Arthritis Society, BC/Yukon, The* Web site. (2011). Retrieved May 12, 2011 from www.arthritis.ca/bc
- Baptist Housing* Web site. (2010). Retrieved June 9, 2011, from <http://www.baptisthousing.org/communities/marrion-village>

Barr, C., Brownlee, B., Lasby, D. & Gumulka, G. (2005). *Understanding the capacity of social services organizations: A synthesis of findings from the national survey of non-profit and voluntary organizations and the national survey of giving, volunteering and participating* (Imagine Canada Publication ISBN 1-55401-120-5). Retrieved from http://bibliotheque.imaginecanada.ca/files/nonprofitscan/en/misc/understanding_capacity_social_services_orgs.pdf

BC Aboriginal Network On Disability Society (BCANDS) Web site. (n.d.). Retrieved May 18, 2011 from <http://www.bcands.bc.ca>

BC Families In Transition Web site. (n.d.). Retrieved March 9, 2011 from <http://www.bcfrit.org/>

BC Government and Service Employees' Union. (2010). *BC government's new social service delivery plan will cut services to vulnerable people*. Retrieved from <http://www.newswire.ca/en/releases/archive/August2010/11/c9944.html>

BC Hands & Voices Web site. (n.d.). Retrieved May 22, 2011 from <http://www.bchandsandvoices.com/>

BC Lung Association, Victoria Better Breathers Web site. (n.d.). Retrieved May 10, 2011 from www.bc.lung.ca

BC Paraplegic Association Web site. (n.d.). Retrieved May 19, 2011 from <http://www.bcpara.org>

BC Pulmonary Hypertension Society Web site. (2011). Retrieved May 26, 2011 from <http://www.bcphs.org/>

BC Schizophrenia Society Web site. (n.d.). Retrieved March 9, 2011 from <http://bcssvictoria.ca/MainFirst%20Page.htm>

BC Stats. (2010). *Overview of the BC and regional population projections*. Retrieved from www.bcstats.gov.bc.ca/data/pop/pop/Project/P35BCIntro.pdf

BCAA Traffic Safety Foundation Web site. (2008). Retrieved April 29, 2011 from <http://www.tsfbcaa.com/home.aspx>

Beacon Community Services Web site. (2004). Retrieved April 27, 2011, from <http://www.beaconcs.ca/pages/donations.html>

Big Brothers Big Sisters of Victoria Web site. (n.d.). Retrieved March 21, 2011 from <http://www.bbbsvictoria.com/en/Home/default.aspx>

Bipolar Disorder Society of British Columbia Web site. (n.d.). Retrieved May 26, 2011 from <http://www.bipolarbabe.com/>

Birthright International, Victoria Birthright Society Web site. (n.d.). Retrieved May 31, 2011 from <http://www.birthright.org/htmpages/index.htm>

Birthright International, Victoria Birthright Society Web site. (n.d.). About Birthright. Retrieved August 18, 2011 from <http://www.birthright.org/htmpages/about.htm>

Blanshard Community Centre Web site. (n.d.). Retrieved March 25, 2011 from <http://www.blanshardcc.com/>

Board Voice Web site. (2009). Retrieved February 10, 2011, from <http://www.boardvoice.ca>

Boys and Girls Club of Greater Victoria Web site. (n.d.). Retrieved March 22, 2011 from <http://www.bgcvic.org/>

Boys and Girls Club of Greater Victoria Web site. (n.d.). Our Mission. Retrieved August 18, 2011, from <http://www.bgcvic.org/about-us/>

Braefoot Community Association Web site. (2010). Retrieved May 26, 2011 from <http://www.braefoot.ca/home.htm>

Breastfeeding Matters, South Vancouver Island Web site, (n.d.). Retrieved May 28, 2011 from <http://breastfeedingmatters.ca/>

Bridges for Women Society Web site. (n.d.). Retrieved March 22, 2011 from <http://bridgesforwomen.ca/>

British Columbia Neurofibromatosis Foundation (BCNF) The Web site. (n.d.). Retrieved May 27, 2011 from <http://www.bcnf.bc.ca/>

British Columbia Search and Rescue Association Web site. (n.d.). Retrieved May 27, 2011 from <http://www.bcsara.com/>

Brodhead, T. (2010). On not letting a crisis go to waste: An innovation agenda for Canada's community sector. *The Philanthropist*, 23(1), 3-26. Retrieved from <http://www.thephilanthropist.ca/index.php/phil/article/view/813>

Broadmead Care Society Web site. (2008). Retrieved May 2 2011 from <http://www.broadmeadcare.com>

Burnside Gorge Community Association Web site. (n.d.). Retrieved March 23, 2011 from <http://www.burnsidegorge.ca/>

Canada Revenue Agency. (2009). Registered charity vs. non-profit organization. Retrieved April 30, 2011, from <http://www.cra-arc.gc.ca/chrts-gvng/chrts/pplyng/rgstrtn/rght-eng.html>

Canadian Cancer Society, Victoria Unit Web site. (n.d.). Retrieved May 11, 2011 from www.bc.cancer.ca

Canadian Coast Guard Auxiliary, Pacific Region Web site. (1999, 2011). Retrieved May 27, 2011 from <http://www.ccg-pacific.org/ccga-p/>

Canadian Diabetes Association, Victoria and District Branch Web site. (n.d.). Retrieved May 2, 2011 from www.diabetes.ca

Canadian Hard of Hearing Association, Victoria Web site. (n.d.). Retrieved May 12, 2011 from <http://chha.ca/chha/>

Canadian Mental Health Association, British Columbia Division, Victoria Branch Web site. (2009). Retrieved April 18, 2011 from <http://www.cmha.bc.ca/>

Canadian Red Cross, BC Coastal Region Web site. (1999-2011). Retrieved March 25, 2011 from <http://www.redcross.ca/article.asp?id=2940&tid=080>

Canadian Red Cross, BC Coastal Region Web site. (1999-2011). Red Cross Response. Retrieved August 18, 2011 from <http://www.redcross.ca/article.asp?id=2940&tid=080>

Capital City Volunteers Web site. (2004-2011). Retrieved May 11 2011 from <http://www.capitalcityvolunteers.org/index.htm>

Capital Families Association Web site. (n.d.) Retrieved April 18, 2011, from <http://www.capfamilies.org/>

Capital Mental Health Association Web site. (2009-2011). Retrieved April 18, 2011 from <http://www.miravictoria.ca/>

CARE (Career Assistance and Resources for Employment) Web site. (2011). Retrieved May 19, 2011, from <http://www.careonline.ca/ssgindex.html>

CARTS Outreach Web site. (n.d.). Retrieved May 19, 2011, from <http://www.cartsvictoria.ca/>

Casault, J. (2011). *Community social service needs in Greater Victoria*. (ADMIN 598 Management Report).

Cascadia Web site. (n.d.). Retrieved May 19, 2011 from <http://www.cascadiaclinic.com/>

Centennial Day Care Centre Web site. (n.d.). Retrieved May 31, 2011 from <http://www.centennialdaycare.ca/>

Central Baptist Web site.(n.d.). Retrieved May 19, 2011 from www.centralbaptistchurch.ca

Child-Find B. C. Web site. (n.d). Retrieved May 19, 2011 from <http://www.childfindbc.com/index.html>

Children's Respite Support Society Web site. (n.d.). Retrieved May 27, 2011 from <http://www.crss-victoria.ca/>

CISV Victoria Web Site. (n.d.). Retrieved May 28, 2011 from <http://www.cisvvictoria.ca/>

Citizens' Counselling Centre Web site. (n.d.). Retrieved May 12, 2011 from <http://www.citizenscounselling.com/>

CHOICES: Futures and Families Society of British Columbia Web site. (n.d.). Retrieved May 28, 2011 from <http://www.choicesadoption.ca/home/index.php>

Cloverdale Child Care Web site. (n.d.). Retrieved May 31, 2011 from <http://www.cloverdalechildcare.com/>

CNIB (Canadian National Institute for the Blind) Web site. (n.d.). Retrieved March 25, 2011 from <http://www.cnib.ca/en/bc-yukon/programs-services/>

Coats for Kids Victoria Web site. (n.d.). Retrieved May 19, 2011 from <http://www.coatsforkidsvictoria.com/>

Community Council. (2007a). Family and community well-being social infrastructure assessment survey results: A report for the United Way of Greater Victoria. Retrieved from http://www.communitycouncil.ca/pdf/UW_FCW_Research_Report_PUBLIC%20_2007-12-10.pdf

Community Council. (2007b). *Housing low-income people in BC's Capital Region: A report for the United Way of Greater Victoria*. Retrieved from http://www.communitycouncil.ca/pdf/UW_Housing_Report_PUBLIC_2007-12-13.pdf

Community Council. (2009). Family and community serving agencies social infrastructure assessment 2009 survey results: A report for the United Way of Greater Victoria. Unpublished

Community Living Victoria Web site. (n.d.). Retrieved March 25, 2011 from <http://communitylivingvictoria.ca/>

Community Micro Lending Society Web site. (n.d.). Retrieved April 3, 2011 from <http://www.communitymicrolending.ca/>

Community Options for Children and Families Web site. (n.d.). Retrieved March 25, 2011 from <http://www.communityoptions.bc.ca/>

Community Social Planning Council. (2011). Reconnecting with community: Community consultation report. Retrieved from <http://www.uwgv.ca/media/pdfs/UWGVConsultReport.pdf>

Community Social Planning Council Web site. (n.d.). Retrieved from <http://www.communitycouncil.ca>

Compassionate Friends of Canada, Inc., The, Victoria Chapter Web site. (n.d.). Retrieved April 13, 2011 from <http://tcfcanada.net/>

Connection to Freedom Jail and Street Outreach Society Web site. (n.d.). Retrieved May 28, 2011 from <http://connectiontofreedomministry.com/Legal.html>

Conversation Works Web site. (n.d.). Retrieved May 28, 2011 from <http://www.conversationworks.ca/community-school-interviews/>

Cook Street Village Activity Centre Web site. (2010). Retrieved April 17, 2011 from <http://www.cookstreetvillageactivitycentre.ca/>

Cordova Bay 55 Plus Association Web site. (n.d.). Retrieved July 5, 2011, from <http://cordovabay55plus.org/>

Cordova Bay Pre-School Web site. (n.d.). Retrieved May 31, 2011 from www.cordovabaypreschool.org

Cridge Centre for the Family, The Web site. (n.d.). Retrieved April 13, 2011 from <http://www.cridge.org/>

Crisis Intervention and Public Information Society of Greater Victoria Web site. (2011). Retrieved March 25, 2011 from <http://www.need2.ca/>

Crystal Meth Prevention Society of BC Web site. (n.d.). Retrieved May 19, 2011 from <http://crystalmethbc.ca/>

David Foster Foundation Web site. (2008-2009). Retrieved June 8, 2011 from <http://www.davidfosterfoundation.org/default.aspx>

Dawson Heights Housing Ltd. Web site. (n.d.). Retrieved May 28, 2011 from <http://www.dawsonheights.ca/>

Environmental Health Association of British Columbia Web site. (n.d.). Retrieved June 8, 2011 from <http://www.ehabc.org/index.html>

Esquimalt Military Family Resource Centre Web site. (n.d.). Retrieved April 13, 2011 from <http://www.esquimaltmfrc.com/relocating/index.php>

Esquimalt Neighbourhood House Society Web site. (n.d.). Retrieved March 26, 2011 from <http://www.enh.bc.ca/>

Extreme Outreach Society Web site. (n.d.). Retrieved May 19, 2011 from www.extremeoutreach.com

Fairfield Gonzales Community Association Web site. (n.d.). Retrieved March 26, 2011 from <http://www.fairfieldcommunity.ca/>

Family Caregivers' Network Society Web site. (n.d.). Retrieved May 12, 2011 from <http://www.fcns-caregiving.org/>

Federation of Child & Family Services of BC, The. (2008). *Fact Sheet 1.1: The community social Services Sector*. Internal Document.

Federation of Community social Services of BC Web site. (n.d.). Retrieved May 1, 2011, from <http://www.fcssbc.ca>

Federation of Invisible Disabilities Web site. (n.d.). Retrieved May 28, 2011 from <http://www.fidsbc.ca/>

Fernwood Neighbourhood Resource Group Web site. (n.d.). Retrieved April 17, 2011 from www.fernwoodnrg.ca

Firefighters Burn fund Victoria, BC, The Web site. (n.d.). Retrieved May 30, 2011 from http://www.burnfundvictoria.com/about/about_main.htm

First Metropolitan United Church Web site. (n.d.). Retrieved May 20, 2011 from <http://firstmetvictoria.com/>

First Open Heart Society Web site. (n.d.). Retrieved April 28, 2011 from <http://www.fohs.bc.ca/>

Foster Parent Support Service Society web site. (n.d.). Retrieved May 28, 2011 from <http://fpsss.com/>

Friends of Music Web site. (n.d.). Retrieved May 13, 2011 from <http://www.friendsofmusic.ca/>

Friends of Path Spinal Cord Injury Society Web site. (n.d.). Retrieved May 28, 2011 from <http://friendsofpathspinalcordinjurygroupsociety.com/>

Friends Uniting for Nature Society Web site. (2010). Retrieved June 8, 2011 from <http://www.funsociety.ca/Home.html>

Garth Homer Society Web site. (n.d.). Retrieved May 13, 2011 from <http://www.garthhomersociety.org/>

Girl Guides of Canada Web site. (n.d.). Retrieved May 20, 2011 from <http://www.girlguides.ca/>

Glad Tidings Pentecostal Church Web site. (n.d.). Retrieved May 20, 2011 from <http://www.gtvictoria.com/>

Goldenberg, M. (2006). *Building blocks for strong communities: Key findings and recommendations* (Imagine Canada and Canadian Policy Research Networks Publication F/58). Retrieved from http://cprn.org/download.cfm?doc=1505&file=44482_en.pdf&format=pdf&l=en

Goldstream Food Bank Society Web site. (n.d.). Retrieved May 20, 2011 from <http://www.islandnet.com/~foodbank/>

Goldstream Pre-School Association Web site. (n.d.). Retrieved May 31, 2011 from <http://goldstreampreschool.org/>

Gonzales Pre-School Group Web site. (n.d.). Retrieved May 31, 2011 from <http://www.gonzalespreschool.com/>

Government of New Brunswick. (2002). *The New Brunswick community health needs assessment.* Retrieved from www.gnb.ca/0601/pdf/CHCNBNeedsAssessmentEngNov201.pdf

Greater Victoria Child and Family Counselling Association. (August 2011). *CAFCA Colander.* Retrieved from http://www.cafca.ca/UserFiles/CAFCA_colander_newsletter_August_2011.pdf

Greater Victoria Child and Family Counselling Association. (2009-2010). *Annual Report: April 1, 2009, to March 31, 2010.* Retrieved from [http://www.cafca.ca/UserFiles/Annual%20report%202009-10%20FINAL\(5\).pdf](http://www.cafca.ca/UserFiles/Annual%20report%202009-10%20FINAL(5).pdf)

Greater Victoria Child and Family Counselling Association Web site. (n.d.). Retrieved March 27, 2011 from <http://www.cafca.ca>

Greater Victoria Coalition to End Homelessness Web site. (2009). Retrieved July 13, 2011, from <http://www.solvehomelessness.ca>

Greater Victoria Coalition to End Homelessness. (2010a). Food In Victoria (free unless otherwise specified) Updated December 13, 2010. Retrieved April 19, 2011, from http://solvehomelessness.ca/content/file/Food%20in%20Victoria%20Dec%2013_2010.pdf

Greater Victoria Coalition to End Homelessness. (2010b). Victoria Shelter Beds: Updated December 16, 2010. Retrieved April 19, 2011, from <http://solvehomelessness.ca/content/file/Shelter%20beds,%20Dec%2016,%202010.pdf>

Greater Victoria Coalition to End Homelessness. (2011). Victoria Community Organizations Revised March 4, 2011. Retrieved April 19, 2011, from <http://solvehomelessness.ca/content/file/Victoria%20Community%20Organizations%20update%20for%20pdf%20rev%20March%204%202011.pdf>

Greater Victoria Compost Education Centre, The Web site. (n.d.). Retrieved May 21, 2011 from <http://www.compost.bc.ca/>

Greater Victoria Crime Stoppers Web site. (n.d.). Retrieved May 29, 2011 from <http://www.victoriacrimestoppers.com/>

Greater Victoria Housing Society Web site. (n.d.). Retrieved May 13, 2011 from <http://www.greatervichousing.org/index.html>

Greater Victoria Police Victim Services Web site. (n.d.). Retrieved May 29, 2011 from <http://www.gvpvs.org/web>

Greater Victoria Public Library Web site.(n.d.). Retrieved June 20, 2011, from <http://www.gvpl.ca>

Greater Victoria Women's Shelter Society Web site. (2009). Retrieved May 21, 2011 from <http://www.margaretlaurencehouse.org/>

Habitat for Humanity Victoria Web site. (n.d.). Retrieved May 29, 2011 from <http://habitatvictoria.com/>

Haliburton Community Organic Farm Society Web site. (n.d.). Retrieved June 8, 2011 from <http://haliburtonfarm.org/wp/>

Hands on Summer Camps Web site. (n.d.). Retrieved May 29, 2011 from <http://www.handsonsummercamp.com/registration.html>

HealthLinkBC. (n.d.). Home. Retrieved July 7, 2011, from <http://www.healthlinkbc.ca/>

Heart and Stroke Foundation of British Columbia and Yukon, Victoria Office Web site. (2011). Retrieved June 8, 2011 from <http://www.heartandstroke.bc.ca/site/c.kpIPKXOyFmG/b.3644309/k.BEB6/Home.htm>

Help fill a Dream Foundation Web site. (n.d.). Retrieved May 29, 2011 from <http://www.helpfilladream.com/>

Hepatitis C Education & Prevention Society (HEPCBC) Web site. (n.d.). Retrieved May 13, 2011 from www.hepcbc.ca

Highgate Lodge Web site. (n.d.). Retrieved June 22, 2011 from <http://www.highgatelodge.com/services.htm>

Hulitan Family and Community Services Society Web site. (n.d.). Retrieved May 21, 2011 from <http://www.hulitan.ca/index.html>

Independent living Housing Society of Greater Victoria Web site. (n.d.). Retrieved May 20, 2011 from <http://www.ilhs.ca/>

Inter-Cultural Association of Greater Victoria (ICA) Web site. (2011). Retrieved March 27, 2011, from <http://www.icavictoria.org/>

islandbreaststokers Web site. (n.d.). Retrieved May 29, 2011 from <http://www.islandbreaststokers.com/index.html>

Island Deaf and Hard of Hearing Centre Web site. (n.d.). Retrieved March 27, 2011 from <http://www.idhhc.ca/>

Island Montessori House Society Web site. (n.d.). Retrieved May 31, 2011 from <http://www.islandmontessori.com/>

Island Sexual Health Society Web site. (n.d.). Retrieved April 1, 2011 from <http://islandsexualhealth.org/>

James Bay Child Care Society (Infant Plus Daycare Centre) Web site. (n.d.). Retrieved March 31, 2011 from <http://www.jamesbaycentre.ca/>

James Bay Community Project Web site. (n.d.). Retrieved March 31, 2011 from <http://www.jbcp.bc.ca/>

James Bay Community School Centre Web site. (n.d.). Retrieved March 31, 2011 from <http://www.jamesbaycentre.ca/>

James Bay New Horizons Society Web site. (n.d.). Retrieved April 10, 2011, from <http://www.jamesbaynewhorizons.ca/>

James Bay United Church Web site. (n.d.). Retrieved May 21, 2011 from <http://pages.pacificcoast.net/~jbuc/>

John Howard Society of Victoria Web site. (2010). Retrieved May 21, 2011 from <http://www.johnhoward.victoria.bc.ca/>

Kardel Consulting Services Inc Web site. (2008). Retrieved March 26, 2011 from <http://www.kardelcares.ca/>

Kidcarecanada Society Web site. (n.d.). Retrieved March 28, 2011 from <http://www.kidcarecanada.org/>

Kids Klub Web site. (n.d.). Retrieved May 29, 2011 from <http://kidsklub.ca/index.htm>

Kidsport Web site. (n.d.). Retrieved April 17, 2011 from <http://www.kidsportvictoria.ca/>

La Leche League Canada, Victoria Group Web site, (n.d.). Retrieved May 21, 2011 from <http://www.lllc.ca/>

Lambrick Park Preschool Web site. (n.d.). Retrieved May 31, 2011 from <http://www.lambrickparkpreschool.ca/>

Lansdowne Preschool Web site. (n.d.). Retrieved May 31, 2011 from <http://www.lansdownepreschool.com/preschool/>

Laren Society, Journey from inside out Web site. (n.d.). Retrieved May 21, 2011 from <http://www.laren.ca/>

Learning Disabilities Association of BC, South Vancouver Island Chapter Web site. (n.d.). Retrieved March 28, 2011 from <http://www.ldasvi.bc.ca/home.asp>

Legal Services Society Web site, (n.d.). Retrieved May 13, 2011 from [ww.lss.bc.ca](http://www.lss.bc.ca)

LifeCycles Project Society Web site. (n.d.). Retrieved March 28, 2011 from <http://lifecyclesproject.ca/>

LifeRing Secular Recovery (Society Canada) Web site. (n.d.). Retrieved April 13, 2011 from http://www.liferingcanada.org/LifeRing_Canada.html

Lifetime Networks Victoria Web site. (n.d.). Retrieved March 28, 2011 from <http://www.lnv.ca/>

Literacy Victoria Web site. (2011). Retrieved March 28, 2011, from <http://www.literacyvictoria.ca/>

Living & Learning Through Loss Web site. (n.d.). Retrieved May 13, 2011 from <http://www.teenloss.com>

Luther Court Society Web site. (2011). Retrieved May 29, 2011, from <http://www.luthercourt.org/>

M E (Myalgic Encephalomyelitis) Victoria Association Web site. (n.d.). Retrieved May 21, 2011 from <http://members.shaw.ca/me.victoria/>

M'akola Group of Societies Web site. (n.d.). Retrieved June 9, 2011, from <http://www.makola.bc.ca/index.html>

- Marlowe, H.A., & Arrington-Marlowe. (2005). Homeless Services in Pinellas County: A system gap analysis. Retrieved from http://www.pinellascounty.org/homeless-policy-group/pdf/deliverable_5.pdf
- Mary Manning Centre Web site. (n.d.). Retrieved April 17, 2011 from <http://www.marymanning.com/>
- McKnight, J., & Kretzmann, J. (1993). *Building communities from the inside out: A path toward finding and mobilizing a community's assets*. Chicago, IL: ACTA Publications. Retrieved from <http://www.centerforurbanstudies.com/documents/service/BuildingCommunitiesInsideOut.pdf>
- Men's Trauma Centre Web site. (n.d.). Retrieved May 13, 2011 from <http://www.menstrauma.com/>
- Metchosin Community House Web site. (n.d.). Retrieved May 14, 2011 from <http://www.metchosincommunityhouse.com/>
- Metchosin Preschool Society Web site. (n.d.). Retrieved May 31, 2011 from <http://www.islandnet.com/~victourism/mall/daycare.htm>
- Metis Community Services (Island Metis Family & Community Services Society) Web site. (n.d.). Retrieved April 11, 2011 from <http://metis.ca/>
- Michigan State University. (1998-1999). The several forms of community mapping - 1. *Best Practice Briefs, 3* Retrieved from <http://outreach.msu.edu/bpbriefs/archive.asp>
- Mikkonen, J. & Raphael, D. (2010). Social determinants of health: The Canadian Facts. Retrieved from http://www.thecanadianfacts.org/The_Canadian_Facts.pdf
- Ministry of Children and Family Development Web site. (n.d.a). *Community Youth Justice Services*. Retrieved May 3, 2011, from http://www.mcf.gov.bc.ca/youth_justice/community.htm
- Ministry of Children and Family Development. (n.d.b). *Child care search*. (Search criteria: 'Victoria', 'Langford', 'Saanich', and 'Colwood'). Retrieved May 7, 2011, from <http://childcareinfo.gov.bc.ca/childcaresearch/search.aspx>.
- Ministry of Children and Family Development. (n.d.c). *Child Care Resource & Referral Program*. Retrieved July 27, 2011, from http://www.mcf.gov.bc.ca/childcare/cc_resource.htm
- Ministry of Health. (2011). REVISED 2011/12 – 2013/14 Service Plan. Retrieved from <http://www.bcbudget.gov.bc.ca/2011/sp/pdf/ministry/hlth.pdf>
- Mood Disorders Association of BC Web site. (n.d.). Retrieved May 14, 2011 from <http://www.mdabc.net/>
- Mount St. Mary Hospital Web site. (n.d.). Retrieved June 9, 2011 from <http://mtstmary.victoria.bc.ca/bath.htm>
- Movie Monday Society Web site. (n.d.). Retrieved May 28, 2011 from <http://www.islandnet.com/mm/>

Multiple Sclerosis Society of Canada, South Vancouver Island Chapter Web site. (n.d.). Retrieved May 30, 2011 from <http://chapters.mssociety.ca/default.aspx?ChapterID=701&L=2>

National Union of Public and General Employees. (2007). The underfunding and accountability crisis in Canada's community-based social service sector. Retrieved from http://www.nupge.ca/files/publications/Underfunding_and_Accountability_Crisis_Community-based_Social_Service.pdf

National Union of Public and General Employees. (2010). *B.C. cuts Southern Vancouver Island social services*. Retrieved May 11, 2011, from <http://www.nupge.ca/content/3456/bc-cuts-southern-vancouver-island-social-services>

Nova Pacific Care Web site. (2011). Retrieved June 22, 2011 from <http://www.novapacific.ca/page119.htm>

Oak Bay Pre-School Web site. (n.d.). Retrieved May 31, 2011 from <http://www.oakbaypreschool.com/index.html>

Oak Bay Sea Rescue Society Web site. (1999-2011). Retrieved May 28, 2011 from <http://obsr.ca/>

Oak Bay Volunteer Services Web site. (n.d.). Retrieved May 18, 2011 from <http://www.oakbayvolunteers.bc.ca/>

Oaklands Community Centre & Association Web site. (n.d.). Retrieved April 16, 2011 from <http://www.oaklandscommunitycentre.com/>

Options Pregnancy Centre Web site. (n.d.). Retrieved May 28, 2011 from www.optionspregnancy.org

Our Children's Centre Web site. (n.d.). Retrieved May 31, 2011 from <http://www.ourchildrenscentre.com/>

Our Place Web site. (n.d.). Retrieved March 30, 2011 from <http://www.ourplacesociety.com/>

Pacific Centre Family Services Association Web site. (n.d.). Retrieved March 31, 2011 from <http://www.pacificcentrefamilyservices.org/>

Pacific Montessori Society Web site. (n.d.) Retrieved May 31, 2011 from <http://www.selkirkmontessori.ca/pms>

Pacifica Housing Advisory Association Web site. (n.d.). Retrieved March 31, 2011 from <http://www.pacificahousing.ca/>

Parent Support Services Society of BC Web site. (n.d.). Retrieved March 28, 2011 from <http://www.parentsupportbc.ca/index.html>

Parents, Families, and Friends of Lesbians and Gays (PFLAG) Web site. (2009). Retrieved May 28, 2011, from <http://www.pflagcanada.ca/en/index-e.asp>

Pauly, B., Jackson, N., Thompson, D., & Kerr-Southin, M. (2010/11). Hungry and homeless in Greater Victoria: Fitting the pieces together. Retrieved from http://www.solvehomelessness.ca/content/file/GVCEH_Report_on_Housing%20single%20pages.pdf

PEERS Victoria Resource Society Web site. (2011). Retrieved March 31, 2011 from <http://www.peers.bc.ca/>

Phoenix Human Services Association Web site. (n.d.). Retrieved April 18, 2011 from <http://phoenixhumanservices.org/>

Power of Hope Web site. (n.d.). Retrieved March 31, 2011 from <http://www.powerofhope.org/>

Queralt, M. & Witte, A.D. (1999). Estimating the Unmet Need for Services: A Middling Approach. *Social Service Review*, 73(4), 524-559. Available from <http://www.jstor.org/>

READ Society, Victoria BC Web site. (2009). Retrieved June 11, 2011 from <http://www.readsociety.bc.ca/>

Recreation Integration Victoria Web site. (n.d.). Retrieved April 9, 2011 from www.rivonline.org

Restorative Justice (RJ) Web site. (n.d.). Retrieved May 19, 2011 from http://www.rjvictoria.org/Restorative_Justice_Victoria/Home.html

Retirement Concepts Web site. (2009). Retrieved June 22, 2011 from <http://www.retirementconcepts.com/homes/overview.htm>

Rock Solid Foundation Web site. (n.d.). Retrieved May 19, 2011 from <http://www.rocksolid.bc.ca/>

Royal Conservatory of Music Web site. (n.d.). Retrieved May 19, 2011 from <http://www.vcm.bc.ca>

Saanich Neighborhood Place Web site. (n.d.). Retrieved April 1, 2011 from <http://www.saanichneighbourhoodplace.com/>

Saanich Police Dragster Program Web site. (n.d.). Retrieved May 23, 2011 from http://www.saanichpolice.ca/index.php?option=com_content&view=article&id=247&catid=34&Itemid=134

Saanich Volunteers Services Society Web site. (2011). Retrieved May 27, 2011, from <http://www.saanichvolunteers.org/>

Salvation Army Victoria Community & Family Services, The Web site. (n.d.). Retrieved April 14, 2011 from <http://www.salvationarmycfs.com/>

Santa's Anonymous Web site. (2011). Retrieved May 27, 2011 from http://www.cfax1070.com/index.php?option=com_content&view=article&id=109&Itemid=121

Search and Rescue Society of British Columbia Web site. (n.d.). Retrieved May 27, 2011 from <http://www.sarbc.org/sarbc/index.html>

Selkirk Place Web site. (n.d.). Retrieved June 22, 2011 from <http://www.selkirkplace.ca/aboutus.html>

Seniors Serving Seniors Association Web site. (n.d.). Retrieved April 1, 2011, from <http://www.seniorsservingseniors.bc.ca/>

Shekinah Homes Society Web site. (n.d.). Retrieved May 27, 2011 from <http://shekinahhomessociety.org/>

Silver Threads Services Web site. (2009). Retrieved April 1, 2011, from <http://www.silverthreads.ca/>

Society of St. Vincent de Paul Vancouver Island Web site. (n.d.). Retrieved May 21, 2011 from <http://www.svdpvictoria.com/>

Sooke Family Resource Society Web site. (2010). Retrieved April 11, 2011 from <http://www.sfrs.ca/>

South Island Centre for Counselling and Training Web site. (n.d.). Retrieved May 20, 2011 from <http://www.southislandcentre.ca/>

South Island Dispute Resolution Centre Web site. (n.d.). Retrieved April 4, 2011 from <http://www.disputeresolution.bc.ca/>

South Island Pride Community Centre Web site. (n.d.). Retrieved May 20, 2011 from <http://southislandpridecentre.ca/>

Special Olympics British Columbia Victoria Web site. (n.d.). Retrieved May 20, 2011 from <http://www.victoriaspecialolympics.com/index.html>

Spectrum Job Search Centre Web site. (n.d.). Retrieved April 10, 2011, from <http://www.spectrumjobsearch.com/>

Springridge Early Childhood Centre Society, The Web site. (n.d.). Retrieved May 31, 2011 from http://www.canadachildcaredirectory.com/Springridge_Early_Childhood_Centre.htm

St. Aidan's United Church Web site. (n.d.). Retrieved May 26, 2011 from <http://staidansunited.com/>

St. John the Divine Web site. (n.d.). Retrieved May 26, 2011 from www.stjohnthedivine.bc.ca

Statistics Canada Small Business and Special Surveys Division, Business and Trade Statistics Field. (2004). *Cornerstones of community: highlights of the national survey of nonprofit and voluntary organizations* (Minister of Industry Catalogue No. 61-533-XIE). Retrieved from <http://www.statcan.gc.ca/pub/61-533-x/2004001/4200353-eng.pdf>.

Stroke Recovery Association of BC, Victoria Branch Web site. (n.d.). Retrieved May 23, 2011 from <http://strokerecoverybc.ca/branch/victoria-branch/>

Surrounded by Cedar Child & Family Services Web site. (n.d.). Retrieved May 21, 2011 from <http://www.surroundedbycedar.com/>

Tetra Society of North America, Victoria Chapter Web site. (n.d.). Retrieved May 21, 2011 from <http://www.tetrasociety.org/community/chapters/victoria.php>

The Cridge Centre for the Family. (June 2010). *The Messenger*. Retrieved from <http://www.cridge.org/UserFiles/file/Cridge%20Newsletter%20July%202010.pdf>

Threshold Housing Society Web site. (n.d.). Retrieved May 22, 2011 from <http://thresholdhousing.ca/>

Together Against Poverty Society Web site.(n.d.). Retrieved April 4, 2011 from <http://tapsbc.baremetal.com/>

Tourette Syndrome Foundation of Canada, Victoria Chapter Web site. (n.d.). Retrieved May 22, 2011 from <http://www.tourette.ca>

Transition Youth Employment Services Web site. (n.d.). Retrieved May 22, 2011 from <http://tyes.ca/>

Umbrella Web site. (n.d.). Retrieved April 4, 2011 from <http://www.umbrellasociety.ca/web/>

United Ostomy Association of Canada, , Victoria BC Chapter Web site. (n.d.). Retrieved May 23, 2011 from <http://www.ostomycanada.ca/>

Vancouver Island Addiction Recovery Society, The Web site. (n.d.). Retrieved May 26, 2011 from <http://foundationhousevictoria.blogspot.com/>

Vancouver Island Autistic Homes Society Web site. (n.d.). Retrieved March 28, 2011 from <http://www.viah.ca/home.html>

Vancouver Island Autistic Homes Society Web site. (n.d.). Home. Retrieved August 18, 2011 from <http://www.viah.ca/home.html>

Vancouver Island Human Rights Coalition Web site. (2008). Retrieved May 26, 2011 from <http://vihrc.org/>

Vancouver Island Kidney Patients Association Web site. (n.d.). Retrieved May 23, 2011 from <http://www.vikpa.org/>

Vancouver Island Multiple Myeloma Web site. (n.d.). Retrieved May 23, 2011 from <http://www.myelomavancouverisland.ca/>

Vancouver Island Persons Living With HIV/AIDS (VIPWAS) Society Web site. (n.d.). Retrieved May 23, 2011 from www.vpwas.com

Vancouver Island Safety Council Web site. (n.d.). Retrieved May 26, 2011 from <http://www.visafetycouncil.com/>

Vancouver Island Society of Disabled Artists Web site. (2010). Retrieved May 26, 2011 from <http://web.mac.com/soda.studio/v.i.s.o.d.a/Welcome.html>

Victoria AIDS Resource & Community Services Society Web site. (n.d.). Retrieved May 23, 2011 from <http://www.varcs.org/>

Victoria Brain Injury Society Web site. (n.d.). Retrieved April 4, 2011 from <http://www.vbis.ca/>

Victoria Cardiac Rehabilitation Society Web site. (n.d.). Retrieved April 28, 2011 from <http://islandhearttoheart.ca/>

Victoria Cool Aid Society Web site. (n.d.). Retrieved April 5, 2011, from <http://www.coolaid.org/>

Victoria Chapter of the Canadian Celiac Association Web site. (2011). Retrieved May 25, 2011 from <http://www.victoriaceliac.org/>

Victoria Child Care Resource and Referral Web site. (n.d.). Retrieved April 10, 2011 from <http://www.childcarevictoria.org/>

Victoria Disability Resource Centre Web site. (n.d.). Retrieved May 23, 2011 from <http://www.drcvictoria.com/>

Victoria Epilepsy & Parkinson's Centre Web site. (n.d.). Retrieved April 5, 2011 from <http://www.vepc.bc.ca/>

Victoria Hospice Society Web site. (2010-2011). Retrieved May 25, 2011 from www.victoriahospice.org

Victoria Human Exchange Society Web site. (2005-2009). Retrieved May 25, 2011 from <http://www.humanx.org/>

Victoria Immigrant and Refugee Centre Society (VIRCS) Web site.(n.d.). Retrieved April 5, 2011, from <http://www.vircs.bc.ca/>

Victoria Lesbian Seniors Care Society Web site. (n.d.). Retrieved May 23, 2011 from <http://vlscs.ca/>

Victoria Miracle Centre Web site. (2008). Retrieved May 26, 2011 from <http://www.miraclecentre.org/>

Victoria Native Friendship Centre Web site. (n.d.). Retrieved April 6, 2011 from <http://www.vnfc.ca/>

Victoria Rainbow Kitchen Web site. (2011). Retrieved May 25, 2011 from <http://www.rainbowkitchen.ca/>

Victoria Single Parent Resource Centre Web site. (n.d.). Retrieved April 6, 2011 from <http://www.singleparentvictoria.ca/>

Victoria Society for Children with Autism (VSCA) Web site. (n.d.). Retrieved April 6, 2011 from <http://www.victoriaautismsociety.com/>

- Victoria West Community Association* Web site. (n.d.). Retrieved April 16, 2011 from www.victoriawest.ca
- Victoria Youth Clinic* Web site. (n.d. c-2010). Retrieved April 9, 2011 from <http://www.victoriayouthclinic.ca/>
- Victoria Youth Empowerment Society* Web site. (n.d.). Retrieved April 7, 2011 from <http://www.vyes.ca/>
- VIHA. (2010a). Addictions Outpatient Treatment. Retrieved May 3, 2011, from http://www.viha.ca/mhas/locations/victoria_gulf/addictionsoutpatient.htm
- VIHA. (2010b). *Child care facilities*. Retrieved May 7, 2011 from http://www.viha.ca/mho/licensing/child_care_facilities.htm
- VIHA. (2010c). Assisted Living. Retrieved June 22, 2011 from <http://www.viha.ca/hcc/assisted/>
- VIHA. (2010d). *Assisted Living Location -Heritage House*. Retrieved August 22, 2011 from http://www.viha.ca/hcc/assisted/locations/heritage_house.htm
- VIHA. (2010e). *Assisted Living Locations-Parry Place* . Retrieved August 22, 2011 from http://www.viha.ca/hcc/assisted/locations/parry_place.htm
- VIHA (2010f). Residential Care Locations. Retrieved June 22, 2011 from <http://www.viha.ca/hcc/residential/locations/>
- VIHA. (2010g). *Auxiliaries*. Retrieved August 19, 2011 from http://www.viha.ca/about_viha/auxiliaries.htm
- Victoria Women in Need Community Cooperative* Web site. (2009-2010). Retrieved May 25, 2011 from <http://www.womeninneed.ca/>
- Victoria Women's Sexual Assault Centre* Web site. (2009). Retrieved April 6, 2011 from <http://www.vwsac.com/>
- Victoria Women's Transition House Society* Web site. (n.d.). Retrieved April 7, 2011 from <http://www.transitionhouse.net/>
- Volunteer Victoria* Web site. (n.d.). Retrieved August 10, 2011, from http://www.volunteervictoria.bc.ca/programs_tovolunteers.html
- Volunteer Victoria. (2009/2010). Annual Report 2009/2010: *Celebrating 35 Years of Community Service*. Retrieved from http://www.volunteervictoria.bc.ca/_pdfs/annual_report_2010.pdf
- WCG International HR Solutions* Web site. (2010). Retrieved May 25, 2011, from <http://www.wcginternational.com/>

We Rage, We Weep Alzheimer Foundation Web site. (n.d.). Retrieved May 22, 2011 from www.werageweweep.com

Wear 2 Start Society Web site. (n.d.). Retrieved May 25, 2011 from <http://www.wear2start.com/>

West Shore Lodge Web site (n.d.). Retrieved June 22, 2011 from http://www.westshorelodge.com/services_amenities.shtml

Western Communities Montessori Society, The Web site. (n.d.). Retrieved May 31, 2011 from www.westmont.ca

Worklink Employment Society Web site. (n.d.). Retrieved April 10, 2011, from <http://www.worklink.bc.ca/>

YMCA-YWCA of Greater Victoria Web site. (n.d.). Retrieved April 7, 2011 from <http://www.victoriay.com/>

Young Parent Support Network Web site. (n.d.). Retrieved April 7, 2011 from <http://www.ypsn.ca/>

APPENDIX A: PHASE I RECOMMENDATIONS

The following list contains the eight recommendations made in Phase 1.

Recommendation 1: Target parenting support services and early education and child care to neighbourhoods and populations with high levels of need, including areas with high levels of child vulnerability, low-income families, young parents and lone-parent households.

Recommendation 2: Provide work- and life skills-related supports to youth, with particular attention to vulnerable groups, particularly youth aging out of the foster care system and youth with children.

Recommendation 3: Provide supports to Greater Victoria's large senior population, including outreach to connect with socially isolated seniors and those suffering from disabilities and chronic disease.

Recommendation 4: Provide a range of integrated mental health and substance abuse services targeted at a variety of stressors and population groups, as well as services that deal with related social, economic and financial stressors.

Recommendation 5: In addition to comprehensive services for homeless individuals in Greater Victoria, provide outreach services to the large population of 'hidden homeless' and unstably housed, with particular attention to the needs of families.

Recommendation 6: Ensure that victims of domestic violence have access to both family-oriented emergency services and long-term supports to enable self-sufficiency and community reintegration.

Recommendation 7: Locate community social services for at-risk women, children and youth so that they are close to the target populations, particularly with regard to the growing population in the Western Communities.

Recommendation 8: Further focus this research by assessing available services and gaps, sharing the results with other researchers and service providers and identifying specific service types and needs. (Casault, 2011, p.2)

APPENDIX B: COMMUNITY RESOURCE DATABASES AND LISTS

The following is a reference list of the various databases used to create the Greater Victoria community social service inventory for this project.

Bridges for Women Society. (n.d.). Bridges Community Directory. Searched: Victoria, Langford, Colwood, Saanich, Esquimalt, View Royal, Oak Bay Retrieved May 8, 2011, from <http://bridgesforwomen.ca/mod/resource/view.php?id=26>

Canada Revenue Agency. (2008). Charities Listings (Searched "Victoria", "Esquimalt", "Oak Bay", "Saanich", "View Royal", "Colwood", "Langford", "Metchosin" & "Highlands"). Retrieved from <http://www.cra-arc.gc.ca/ebsi/haip/srch/advancedsearchresult-eng.action?n=&b=&q=&s=registered&d=&e=+&c=Victoria&v=BC&o=CA&z=&g=+&t=+&y=+&p=1#pageControl>

Fairfield Gonzales Community Association (n.d.). Community resources. Retrieved April 7, 2011, from <http://www.fairfieldcommunity.ca/news/links.html>

HealthLinkBC. (n.d.). Searched: "Community Social service" & "Victoria"
<http://find.healthlinkbc.ca/search.aspx?q=community+social+service&pc=Victoria>

Greater Victoria Coalition to End Homelessness. (March 2011). Victoria Community Organizations Revised March 4, 2011. Retrieved April 19, 2011, from <http://solvehomelessness.ca/content/file/Victoria%20Community%20Organizations%20update%20for%20pdf%20rev%20March%204%202011.pdf>

Greater Victoria Coalition to End Homelessness. (December 2010). Food In Victoria (free unless otherwise specified) Updated December 13, 2010. Retrieved April 19, 2011, from http://solvehomelessness.ca/content/file/Food%20in%20Victoria%20Dec%202010_2010.pdf

Greater Victoria Coalition to End Homelessness. (December 2010). Victoria Shelter Beds (Updated December 16, 2010). Retrieved April 19, 2011, from <http://solvehomelessness.ca/content/file/Shelter%20beds,%20Dec%202010,%202010.pdf>

Seniors Serving Seniors. (n.d.). Seniors' Services Directory. Retrieved April 1, 2011, from <http://www.seniorsservingseniors.bc.ca/directory.asp>

United Way of Greater Victoria. (2009-2011). Community partners: 2010 funded community partners. Retrieved March 8, 2011, from <http://www.uwgv.ca/index.php?module=community-partners>

Victoria Native Friendship Centre. (2011). Links. Retrieved May 14, 2011, from <http://www.vnfc.ca/about-us/our-partners/links>

Victoria Cool Aid Society.(2007). Online Resource Guide. Retrieved April 15, 2011 from
http://www.coolaid.org/index.php?option=com_wrapper&view=wrapper&Itemid=180
All

Victoria Disability Resource Centre.(2009-2011). Community resource (Searched: “Non-profit”; “Non
profit”; “Charity Non-profit”). Retrieved May 24, 2011, from
<http://www.drcvictoria.com/resources>

Youthcore (n.d.). Searched All Places & All Programs. Retrieved April 29 2011, from youthcore.ca

APPENDIX C: COMMUNITY SOCIAL SERVICES OF GREATER VICTORIA

The following table is a comprehensive list of the 256 inventoried community social service agencies. The agencies which are highlighted blue were registered charities with the Canada Revenue Agency (CRA), the green highlighted agencies were also listed with the CRA but as religious charities, and the purple highlighted agencies were identified as either a non-profit organization or a private organization receiving public funding.

Table 6. *List of Greater Victoria Community Social Services*

Agency Name	Phone Number	Contact Email address	Website
848 Royal Roads Air Cadet Squadron	N/A	NormS@support848.com	http://www.support848.com/index.html
9-10 Club	250-884-4459	standrewscathedral@gmail.com	http://www.standrewscathedral.com/index.php?option=com_content&view=article&id=46&Itemid=55
Abbeyfield Heritage House Society	N/A	N/A	http://www.viha.ca/hcc/assisted/locations/heritage_house.htm
Action Committee for People with Disabilities	250-383-4105	acpdcoordinator@shaw.ca	http://www.actioncommittee.ca/
AIDS Vancouver Island	1-800-665-2437	info@avi.org	http://avi.org/
Al-Anon, Victoria AIS Office	250-383-4020	alanon1@telus.net	http://www.bcyukon-al-anon.org/
Allegro	250-381-8666	atrinder@residencesallegro.com	http://www.residencesallegro.com/en/british-columbia/victoria-residences
Alliance for Equality of Blind Canadians, Chapter Victoria	1-800-561-4774	N/A	www.blindcanadians.ca
ALS Society of British Columbia, Victoria Chapter	1-800-708-3228	victoriawalk@alsbc.ca	http://www.alsbc.ca/
Alzheimer British Columbia, Greater Victoria Alzheimer Resource Centre	250-382-2052	info@alzheimerbc.org	www.alzheimerbc.org
Anawim Companion Society, The	250-382-0283	anawimhouse@shaw.ca	http://www.anawimhouse.com/
antidote: Multiracial & Indigenous Girls and Women's Network	N/A	info@antidotenetwork.org	http://www.antidotenetwork.org/
Arbutus Grove Children's Centre (Goosey Gander Kindergarten Association)	250-477-3731	arbutusgrove@telus.net	http://www.arbutusgrove.ca/
Artemis Options Society	250-598-5183	artemisplace@telus.net	http://www.artemisplace.org/Artemisplace.org/Welcome%20to%20Artemis%20Options%20Society.html
Arthritis Society, BC/Yukon, The	250.519.4000	info@bc.arthritis.ca	www.arthritis.ca/bc
Baptist Housing	604-940-1960	inquiry@baptisthousing.org	http://www.baptisthousing.org/
BCAA Traffic Safety Foundation	604-298-5107	trafficsafety@tsf-bcaa.com	http://www.tsf-bcaa.com/home.aspx
BC Families In Transition	250-386-4331	info@bcfit.org	http://www.bcfits.org/
BC Hands & Voices	N/A	info@bchandsandvoices.com	http://www.bchandsandvoices.com/
BC Lung Association, Victoria Better Breathers	604.731.LUNG (5864)	info@bc.lung.ca	www.bc.lung.ca
Bc Aboriginal Network On Disability Society (BCANDS)	250-381-7303	bcands@bcands.bc.ca	http://www.bcands.bc.ca
BC Paraplegic Association	250-812-0773	vancouver@bcpara.org	http://www.bcpara.org

BC Pulmonary Hypertension Society	250.391.9703	www.bcphs.org	http://www.bcphs.org/
BC Schizophrenia Society, Victoria Branch	250-384-4225	admin.bcsc@shaw.ca	http://bcssvictoria.ca/MainFirst%20Page.htm
Beacon Community Services	250.656.0134	admin@beaconcs.ca	http://www.beaconcs.ca/
Bipolar Disorder Society of British Columbia	N/A	N/A	http://www.bipolarbabe.com/
Big Brothers Big Sisters of Victoria	250-475-1117	main.victoria@bigbrothersbig sisters.ca	http://www.bbbsvictoria.com/en/Home/default.aspx
Birthright International (Victoria Location)	250-380-0305	N/A	http://www.birthright.org
Blanshard Community Centre	250-388-7696	N/A	http://www.blanshardcc.com/
Boys & Girls Club Services of Greater Victoria	250-384-9133	info@bgcvic.org	http://www.bgcvic.org/
Braefoot Community Association	250-721-2244	info@braefoot.ca	http://www.braefoot.ca/home.htm
Breastfeeding Matters, South Vancouver Island	N/A	bfminfo@breastfeedingmatters.ca	http://breastfeedingmatters.ca/
Bridges for Women Society	250-385-7410	careers@bridgesforwomen.ca	http://bridgesforwomen.ca/
British Columbia Neurofibromatosis Foundation (BCNF), The	250-743-2678	N/A	http://www.bcnf.bc.ca/
British Columbia Search and Rescue Association	N/A	N/A	http://www.bcsara.com/
Broadmead Care Society	250-658-0311	leslie.carter@broadmeadcare.com	www.broadmeadcare.com
Burnside Gorge Community Association	250-388-5251	bgca@shaw.ca	http://www.burnsidegorge.ca/
Canadian Diabetes Association, Victoria and District Branch	250-382-5454	N/A	www.diabetes.ca
Canadian Hard of Hearing Association, Victoria	250-388-6854	chhanational@chha.ca	http://chha.ca/chha/
Canadian Mental Health Association, British Columbia Division, , Victoria Branch	250-389-1211	info@cmha.bc.ca	http://www.cmha.bc.ca/
Canadian Red Cross, BC Coastal Region	1-800-661-9055	victoria@redcross.ca	http://www.redcross.ca/article.asp?id=2940&tid=080
Capital City (Victoria) Volunteers	250-380-0660	info@capitalcityvolunteers.org	www.capitalcityvolunteers.org
Capital Families Association (end of April-some services may be transferred to Pacific Centre Family Services)	N/A	N/A	http://www.capfamilies.org/
Capital Mental Health Association	250-389-1211	cmha@miravictoria.ca	http://www.miravictoria.ca/
Canadian Cancer Society, Victoria Unit	250-592-2244	vanisland@bc.cancer.ca	www.bc.cancer.ca
Canadian Coast Guard Auxiliary, Pacific Region	250-480-2798	operations.assistant@ccga-p.ca	http://www.coga-pacific.org/ccga-p/
Canucks Autism Network (CAN)	604.685.4049	info@canucksautism.ca	http://www.canucksautism.ca/
Capital Regional Housing Corp.	N/A	N/A	http://www.viha.ca/hcc/assisted/locations/parry_place.htm
CARE (Career Assistance and Resources for Employment)	250-658-4222 250-656-4330	caressgsupport@careonline.ca	http://www.careonline.ca/ssgindex.html
CARTS Outreach	250-595-2038	cartsvictoria-at-yahoo.ca	http://www.cartsvictoria.ca/

Cascadia	250-590-7050	info@cascadiaconsultation.com	http://www.cascadiaclinic.com/
Centennial Day Care Centre	250-386-6832	centennialdaycare@yahoo.ca	http://www.centennialdaycare.ca/
Central Baptist	250-385-7786	central@shaw.ca	www.centralbaptistchurch.ca
Child-Find B. C.	250-382-7311	childvicbc@shaw.ca	http://www.childfindbc.com/index.html
Children's Respite Support Society	250-477-3767	friends@crss-victoria.ca	http://www.crss-victoria.ca/
CHOICES: Futures and Families Society of British Columbia	250 479-9811	choices@choicesadoption.ca	http://www.choicesadoption.ca/home/index.php
Christmas Spirit Community Dinner	250-472-1040	N/A	http://www.christmasspiritdinner.ca/
CISV Victoria (Childrens International Summer Villages Vancouver Island)	N/A	secretary@CISVvictoria.ca	http://www.cisvvictoria.ca/
Citizens' Counselling Centre	250-384-9934	info@citizenscounselling.com	http://www.citizenscounselling.com/
Cloverdale Child Care	250-995-1766	cloverdalechildcare@shawbiz.c	http://www.cloverdalechildcare.com/
CNIB (Canadian National Institute for the Blind)	250-595-1100	info@cnib.ca	http://www.cnib.ca/en/bc-yukon/programs-services/
Coats for Kids Victoria	N/A	N/A	http://www.coatsforkidsvictoria.com/
Community Living Victoria	250-477-7231	N/A	http://communitylivingvictoria.ca/communityservices.php
Community Micro Lending Society	250-590-4515	vu@communitymicrolending.ca	http://www.communitymicrolending.ca/
Community Options for Children and Families	250-380-6363	info@communityoptions.bc.ca	http://www.communityoptions.bc.ca/
Compassionate Friends of Canada, Inc., The	1-866-823-0141	NationalOffice@TCFCanada.net	http://tcfcanada.net/
Connection to Freedom Jail and Street Outreach Society	N/A	steve.bradley@shaw.ca	http://connectiontofreedomministry.com/Legal.html
Conversation Works	250-213-5340	info@conversationworks.ca	http://www.conversationworks.ca/community-school-interviews/
Cook Street Village Activity Centre (Formerly Fairfield Activity Centre)	250-384-6542	csvac@shaw.ca	http://www.cookstreetvillageactivitycentre.ca/
Cordova Bay Pre-School	250-658-3441	N/A	WWW.CORDOVABAYPRESCHOOL.ORG
Cordova Bay 55 Plus Association	250-658-5558	N/A	http://cordovabay55plus.org/
Cridge Centre for the Family, The	250-384-8058	swhissell@cridge.org	http://www.cridge.org/
Crisis Intervention and Public Information Society of Greater Victoria - NEED2: Suicide Prevention Education & Support	250-386-6328	admin@need2.ca	http://www.need2.ca/
Crystal Meth Prevention Society of BC	250-589-1001	info@crystalmethbc.ca	http://crystalmethbc.ca/
David Foster Foundation	250-475-1223	info@davidfosterfoundation.com	http://www.davidfosterfoundation.org/default.aspx
Dawson Heights Housing Ltd.	250-477-4850	seniors@dawsonheights.ca	http://www.dawsonheights.ca/
Environmental Health Association of British Columbia	250.658.2027	info@ehabc.org	http://www.ehabc.org/index.html
Esquimalt Military Family Resource Centre	250-363-2640	mfrcc@shawcable.com	http://www.esquimaltmfrcc.com/relocating/index.php

Esquimalt Neighbourhood House Society	250-385-2635	N/A	http://www.enh.bc.ca/
Extreme Outreach Society	250-384-2064	cliff@extremeoutreach.com	www.extremeoutreach.com
Fairfield Gonzales Community Association (Fairfield Community Place)	250-382-4604	place@fairfieldcommunity.ca	http://www.fairfieldcommunity.ca/
Family Caregivers' Network Society	250-384-0408	fcns@telus.net	http://www.fcns-caregiving.org/
Federation of Invisible Disabilities	250-370-9974	coordinator@fidsbc.ca	http://www.fidsbc.ca/
Fernwood Neighbourhood Resource Group	250-381-1552	info@fernwoodnrg.ca	www.fernwoodnrg.ca
Firefighters Burn fund Victoria, BC, The	250-370-BURN (2876)	firefightersburnhouse@shaw.ca	http://www.burnfundvictoria.com/about/about_main.htm
First Metropolitan United Church	250-388-5188	office@firstmetvictoria.com	http://firstmetvictoria.com/
First Open Heart Society	250-595-2123	admin@fohs.bc.ca	http://www.fohs.bc.ca/
Foster Parent Support Service Society	778-430-5459	admin@fpsss.com	http://fpsss.com/
Friends of Music	250-592-5114	fom@pacificcoast.net	http://www.friendsofmusic.ca/
Friends of Path Spinal Cord Injury Society	N/A	N/A	http://friendsofpathspinalcordinjurygroupsociety.com/
Friends Uniting for Nature Society	250 386 9978	info@funcamps.ca	http://www.funociety.ca/Home.html
Garth Homer Society	250-475-2270	N/A	http://www.garthhomersociety.org/
Girl Guides of Canada	604-714-6636	info@bc-girlguides.org	http://www.girlguides.ca/
Glad Tidings Pentecostal Church	250-384-7633	gtidings@gtvictoria.com	http://www.gtvictoria.com/
Goldstream Food Bank Society	250-474-4443	N/A	http://www.islandnet.com/~foodbank/
Goldstream Pre-School Association	250-474-3011	president@goldstreampreschool.org	http://goldstreampreschool.org/
Gonzales Pre-School Group	250-727-1003	dder_00@hotmail.com	http://www.gonzalespreschool.com/
Greater Victoria Child and Family Counselling Association	250-595-4423	mail@cafca.ca	http://www.cafca.ca/
Greater Victoria Compost Education Centre, The	250-386-9676	info@compost.bc.ca	http://www.compost.bc.ca/
Greater Victoria Crime Stoppers	1-800-222-TIPS	crimestoppers@police.victoria.bc.ca	http://www.victoriacrimestoppers.com/
Greater Victoria Down Syndrome Society	250-479-7450	info@gvdss.ca	http://www.gvdss.ca/
Greater Victoria Housing Society	250-384-3434	info@greatervichousing.org	http://www.greatervichousing.org/
Greater Victoria Police Victim Services	250-995-7351	info@gvpvs.org	http://www.gvpvs.org/web/
Greater Victoria Public Library	250-382-7241	N/A	http://www.gvpl.ca
Greater Victoria Women's Shelter Society	250-995-0058	program@margaretlaurencehouse.org	http://www.margaretlaurencehouse.org/
Habitat for Humanity Victoria	250-480-7688	info@habitatvictoria.com	http://habitatvictoria.com/
Haliburton Community Organic Farm Society	250-658-0758	info@haliburtonfarm.org	http://haliburtonfarm.org/wp/
Hands on Summer Camps	250-995-6428	contact@handsonsummercamp.com	http://www.handsonsummercamp.com/registration.html
Heart and Stroke Foundation of British Columbia and Yukon,	250-382-4035	N/A	http://www.heartandstroke.bc.ca/site/c.kpIPKXOyFmG/b.3644309/k.BEB6/Home.htm

Victoria Office			
Help fill a Dream Foundation	250-382-3135	info@helpfilladream.com	http://www.helpfilladream.com/
Hepatitis C Education & Prevention Society (HEPCBC)	250-595-3892	info@hepcbc.ca	www.hepcbc.ca
Highgate Lodge	250-472-0077	info@highgatelodge.com	http://www.highgatelodge.com/
Hulitan Family and Community Services Society	250-384-9466	mcharlie@hulitan.ca	http://www.hulitan.ca/index.html
islandbreaststokers	N/A	islandbreaststokers@gmail.com	http://www.islandbreaststokers.com/index.html
Independent Living Housing Society Of Greater Victoria	250-383-2524	ilhs@shaw.ca	http://www.ilhs.ca/
Inter-Cultural Association of Greater Victoria	250-661-7811 250-388-4728	westshore@icavictoria.org saanich@icavictoria.org	http://www.icavictoria.org/
Island Deaf and Hard of Hearing Centre	250-592-8144	victoria@idhhc.ca	http://www.idhhc.ca/
Island Montessori House Society	250-592-4411	mhs@telus.net	http://www.islandmontessori.com/
Island Sexual Health Society	250-592-3479	info@islandsexualhealth.org	http://islandsexualhealth.org/
James Bay Child Care Society	250-388-9144	infantplus@victoria-daycare.com	http://members.shaw.ca/infantplus/index.html
James Bay Community Project (James Bay Health and Community Services Society)	250-388-7844	askus@jbcp.bc.ca	http://www.jbcp.bc.ca/
James Bay Community School Centre (THE JAMES BAY COMMUNITY SCHOOL SOCIETY)	250-389-1470	programs@jamesbaycentre.ca	http://www.jamesbaycentre.ca/
James Bay New Horizons Society	N/A	N/A	http://www.jamesbaynewhorizons.ca/
James Bay United Church	250-384-5821	jbuc@pacificcoast.net	http://pages.pacificcoast.net/~jbuc/
John Howard Society of Victoria	250-386-3428	jhs@johnhoward.victoria.bc.ca	http://www.johnhoward.victoria.bc.ca/
Juan De Fuca Hospitals Auxiliary	N/A	N/A	http://www.viha.ca/about_viha/auxiliaries.htm
Kardel Consulting Services Inc.	250-382-5959	info@kardelcares.ca	http://www.kardelcares.ca/
Kidcarecanada Society	N/A	info@kidcarecanada.org	http://www.kidcarecanada.org/about
Kids Klub	250-881-1223	registration@kidsklub.ca	http://kidsklub.ca/index.htm
Kidsport Greater Victoria	250-380-1518	info@kidsportvictoria.ca	http://www.kidsportvictoria.ca/
Lakehill Pre-School Association	250-477-4141	enrollment@lakehillpreschool.org	http://www.lakehillpreschool.org/
La Leche League Canada, Victoria Group	250-727-4384	Uschi.Leslie@shaw.ca	http://www.llc.ca/
Lambrick Park Preschool	250-477-8131	N/A	http://www.lambrickparkpreschool.ca/
Lansdowne Preschool	250-595-5223	N/A	http://www.lansdownepreschool.com/preschool/
Laren Society, Journey from inside out	250-381-7949	mudgecrf1@shaw.ca	http://www.laren.ca/
Learning Disabilities Association of BC, South Vancouver Island Chapter	250-370-9513	info@ldasvi.bc.ca	http://www.ldasvi.bc.ca/home.asp
Legal Services Society	250-388-4516	N/A	ww.lss.bc.ca
LifeCycles Project Society	250-383-5800	info@lifecyclesproject.ca	http://lifecyclesproject.ca/
LifeRing Secular Recovery (Society Canada)	1-888-920-2095	info@liferingcanada.org	http://www.liferingcanada.org/LifeRing_Canada.html
Lifetime Networks Victoria	250-477-4112	info@lnv.ca	http://www.lnv.ca/

Literacy Victoria	250-381-3755	info@literacyvictoria.ca	http://www.literacyvictoria.ca/
Living & Learning Through Loss	N/A	info@teenloss.com	http://www.teenloss.com
Luther Court Society	250-477-7241	N/A	http://www.luthercourt.org/
M'akola Group of Societies	250-384-1423 250 474-1524	jodim@makola.bc.ca	http://www.makola.bc.ca/
Mary Manning Centre (CHILD ABUSE PREVENTION AND COUNSELLING SOCIETY OF GREATER VICTORIA)	250-385-6111	admin@marymanning.com	http://www.marymanning.com/
M E (Myalgic Encephalomyelitis) Victoria Association	250-370-2884	me.victoria@shaw.ca	http://members.shaw.ca/me.victoria/
Men's Trauma Centre	250-381-MENS (6367)	info@menstrauma.com	http://www.menstrauma.com/
Metchosin Community House	250-478-5155	mcahouse@telus.net	http://www.metchosincommunityhouse.com/
Metchosin Preschool Society	250-478-9241	N/A	http://www.islandnet.com/~victourism/mall/daycare.htm
Metis Community Services (Island Metis Family & Community Services Society)	250-391-9924	N/A	http://metis.ca/
Mood Disorders Association of BC	604-873-0103	info@mdabc.net	http://www.mdabc.net/
Mount St. Mary Hospital (THE MARIE ESTHER SOCIETY)	250-480-3100	mism@mtstmary.victoria.bc.ca	http://mtstmary.victoria.bc.ca/
Movie Monday Society	250-595-3542	N/A	http://www.islandnet.com/mm/
Multiple Sclerosis Society of Canada, South Vancouver Island Chapter (VANCOUVER ISLAND MULTIPLE SCLEROSIS SOCIETY)	250-388-6496	victoria@mssociety.ca	http://chapters.mssociety.ca/default.aspx?ChapterID=701&L=2
Mustard Seed Street Church, The	250-953-1575	inquiries@mustardseed.ca	http://mustardseed.ca/
Native Courtworker and Counselling Association of BC	250-386-6717	nccabc@nccabc.net	http://www.nccabc.ca/
Nova Pacific Care	250-737-1435	info@novapacific.ca	http://www.novapacific.ca/page127.htm
Oak Bay Parent Owned Pre-School	250-592-1922	president@oakbaypreschool.com	http://www.oakbaypreschool.com/index.html
Oak Bay Volunteer Services	250-595-1034	obvs@oakbayvolunteers.bc.ca	http://www.oakbayvolunteers.bc.ca/
Oak Bay Sea Rescue Society	N/A	recruiting_officer@obsr.ca	http://obsr.ca/
Oaklands Community Centre & Association	250-370-9101	facilities@oaklandscommunitycentre.com	http://www.oaklandscommunitycentre.com/
Operation Trackshoes Society	250-472-6270	info@trackshoes.ca	http://www.trackshoes.ca/
Options Pregnancy Centre	250-380-6883	info@optionspregnancy.org	www.optionspregnancy.org
Our Children's Centre	250 475-6227	manager@ourchildrenscentre.com	http://www.ourchildrenscentre.com/
Our Place	250-388-7112	admin@ourplacesociety.com	http://www.ourplacesociety.com/
Pacific Centre Family Services Association	250-478-8357	pacificcentre@pcfsa.org	http://www.pacificcentrefamilyservices.org/
Pacifica Housing Advisory Association	250-385-2131	pacifica@pacificahousing.ca	http://www.pacificahousing.ca/
Pacific Montessori Society	250-384-3414	N/A	http://www.selkirkmontessori.ca/pms
Parents, Families, and Friends of Lesbians and Gays (PFLAG),	250-592-0305	victoriabc@pflagcanada.ca	http://www.pflagcanada.ca/en/index-e.asp

Canada, Victoria BC (Chapter/Section)			
Parent Support Services Society of BC	250-384-8042	parent-support@shaw.ca	http://www.parentsupportbc.ca/index.html
PEERS Victoria Resource Society	250-388-5325	info@peers.bc.ca	http://www.peers.bc.ca/
Phoenix Human Services Association	250-386-7142	admin@phoenixhumanservices.org	http://phoenixhumanservices.org/
Power of Hope	250-381-4673	gita@powerofhope.org	http://www.powerofhope.org/
Power To Be	250-385-2363	info@powertobe.ca	http://powertobe.ca
Prostate Centre, The	250-388-0214	tpc@theprostatecentre.org	http://www.theprostatecentre.org/
Rainbow Express Daycare Society	250-382-2314	RainbowExpress@telus.net	http://www.rainbow-express.bc.ca/whoweare.html
READ Society, Victoria BC	250-388-7225	info@readsociety.bc.ca	http://www.readsociety.bc.ca/
Recreation Integration Victoria	250-477-6314	information@rivonline.org	www.rivonline.org
Restorative Justice (RJ)	250-383-5801	office@vrjs.org	http://rjvictoria.org/
Retirement Concepts	250-383-9099	N/A	http://www.retirementconcepts.com/homes/wellesley.htm
Rock Solid Foundation	250-386-7625	info@rocksolid.bc.ca	http://www.rocksolid.bc.ca/
Royal Conservatory of Music	250-386-5311	info@vcm.bc.ca	http://www.vcm.bc.ca
Royal Jubilee Hospital Auxiliary	N/A	N/A	http://www.viha.ca/about_viha/auxiliaries.htm
Saanich Neighborhood Place	250-360-1148	rita@saanichneighbourhoodplace.com	http://www.saanichneighbourhoodplace.com/
Saanich Police Dragster Program	250-884-2085	N/A	http://www.saanichpolice.ca/index.php?option=com_content&view=article&id=247&catid=34&Itemid=134
Saanich Volunteers Services Society	250-595-8008	susan@saanichvolunteers.org	http://www.saanichvolunteers.org/
Salvation Army Victoria Community & Family Services, The	250-386-852	info@salvationarmycfs.com	http://www.salvationarmycfs.com/
Santa's Anonymous	250-920-4644	cfax.santas@chumradio.com	http://www.cfax1070.com/index.php?option=com_content&view=article&id=109&Itemid=121
Scouts Canada	604-879-5721	pacifcoast@scouts.ca	http://www.scouts.ca/dnn/
Search and Rescue Society of British Columbia	250-384-6696	sarbc@sarbc.org	http://www.sarbc.org/sarbc/index.html
Selkirk Place	250-940-1028	info.selkirk@selkirkplace.ca	http://www.selkirkplace.ca/
Seniors Serving Seniors Association	250-382-4331	info@seniorsservingseniors.bc.ca	http://www.seniorsservingseniors.bc.ca/
Shekinah Homes Society	250-595-1014	admin@shekinahhomessociety.org	http://shekinahhomessociety.org/
Silver Threads Services	250-382-3151 250-388-4268	suemccauley@silverthreads.ca susanbrice@silverthreads.ca	http://www.silverthreads.ca/
Sooke Family Resource Society	250-591-4324	nlogins@sfrs.ca	http://www.sfrs.ca/
South Island Centre for Counselling and Training	250-472-2851	info@southislandcentre.ca	http://www.southislandcentre.ca/
South Island Dispute Resolution Centre	250-383-4412	office@disputeresolution.bc.ca	http://www.disputeresolution.bc.ca/
South Island Pride Community Centre	N/A	executivedirector@southislandpridecentre.ca	http://youth.southislandpridecentre.ca/

Spare the Cold	N/A	leah@sparethecold.org	http://sparethecold.org/
Special Olympics British Columbia Victoria	250-298-7536	specialosoccer@gmail.com	http://www.victoriaspecialolympics.com/index.html
Spectrum Job Search Centre	250-381-9074	spectrumjsc@gmail.com	http://www.spectrumjobsearch.com/
Springridge Early Childhood Centre Society, The	250-384-2132	Springridgedaycare@shaw.ca	http://www.canadachildcaredirectory.com/Springridge_Early_Childhood_Centre.htm
St. Aidan's United Church	250-477-2089	bettyanne@staidansunited.com	http://staidansunited.com/
St. John the Divine	250-383-7169	admin@stjohnthedivine.bc.ca	www.stjohnthedivine.bc.ca
Society of St. Vincent de Paul Vancouver Island	250-727-0007	N/A	http://www.svdpvictoria.com/
Stroke Recovery Association of BC, Victoria Branch	250-383-2623	zoefriesen9@gmail.com	http://strokerecoverybc.ca/branch/victoria-branch/
Surrounded by Cedar Child & Family Services	250-383-2990	assistant@sccfs.com	http://www.surroundedbycedar.com/
Tetra Society of North America, Victoria Chapter	250-688-0449	jad@uvic.ca	http://www.tetrasociety.org/community/chapters/victoria.php
Threshold Housing Society	250-383-8830	admin@thresholdhousing.ca	http://thresholdhousing.ca/
Together Against Poverty Society	250-361-3521	info@tapsbc.ca	http://tapsbc.baremetal.com/
Tourette Syndrome Foundation of Canada, Victoria Chapter	250-658-0506	victoriats@pacificcoast.net	www.tourette.ca
Transition Youth Employment Services	250-381-7582	N/A	http://tyes.ca/
Umbrella	250-380-0595	wecanhelp@umbrellasociety.ca	http://www.umbrellasociety.ca/web/
United Ostomy Association of Canada	250-743-0744	maxwood@shaw.ca	http://www.ostomycanada.ca/
Vancouver Island Addiction Recovery Society, The	250-480-1342	foundationhouse@shaw.ca	http://foundationhousevictoria.blogspot.com/
Vancouver Island Autistic Homes Society	250-475-2566	info@viah.ca	http://www.viah.ca/home.html
Vancouver Island Human Rights Coalition	250-382-3012	contactvihrc@gmail.com	http://vihrc.org/
Vancouver Island Kidney Patients Association	250-595-3650	contact@vikpa.org	http://www.vikpa.org/
Vancouver Island Multiple Myeloma	250-743-2693	N/A	http://www.myelomavancouverisland.ca/
Vancouver Island Persons Living With HIV/AIDS (VIPWAS) Society	250-382-PWAS (7927)	support@vpwas.org	www.vpwas.com
Vancouver Island Safety Council	250-478-9584	visc@islandnet.com	http://www.visafetycouncil.com/
Vancouver Island Society of Disabled Artists	250-472-2917	N/A	http://web.mac.com/soda.studio/v.i.s.o.d.a/Welcome.html
Victoria AIDS Resource & Community Services Society	250-388-6220	info@varcs.org	http://www.varcs.org/
Victoria Brain Injury Society	250-598-9339	admin@vbis.ca	http://www.vbis.ca/
Victoria Cardiac Rehabilitation Society	778-678-8423	coordinator@islandhearttoheart.ca	http://islandhearttoheart.ca/
Victoria Chapter of the Canadian Celiac Association	250-472-0141	victoriaceliacs@hotmail.ca	http://www.victoriaceliac.org/
Victoria Child Care Resource and Referral	250-382-7000	referrals@childcarevictoria.ca	http://www.childcarevictoria.org/
Victoria Children's Centre Society	250-380-2484	vcsc@telus.net	http://www.victoriachildrencentre.ca/

Victoria Cool Aid Society	250-383-1977	N/A	http://www.coolaid.org/
Victoria Disability Resource Centre	250-595-0044	reception@drcvictoria.com	http://www.drcvictoria.com/
Victoria Epilepsy & Parkinson's Centre	250-475-6677	help@vepc.bc.ca	http://www.vepc.bc.ca/
Victoria General Hospital Auxiliary	N/A	VALSMITH@ISLAND.NET	http://www.viha.ca/about_viha/auxiliaries.htm
Victoria Hospice Society	250-370-8715	N/A	www.victoriahospice.org
Victoria Human Exchange Society	250-658-0170	vhesvic@victoria.tc.ca	http://www.humanx.org/
Victoria Immigrant and Refugee Centre Society (VIRCS)	250-361-9433	info@vircs.bc.ca	http://www.vircs.bc.ca/
Victoria Lesbian Seniors Care Society	250-383-5144 Ext. 3087	info @ vlsc.ca	http://vlscs.ca/
Victoria Miracle Centre	250-370-1974	vmcoffice@shaw.ca	http://www.miraclecentre.org/
Victoria Native Friendship Centre	250-384-3211	temp01@vnfc.ca	http://www.vnfc.ca/
Victoria Rainbow Kitchen	250-384-2069	victoriarainbowkitchen (at) gmail.com	http://www.rainbowkitchen.ca/
Victoria Single Parent Resource Centre	250-385-1114	info@singleparentvictoria.ca	http://www.singleparentvictoria.ca/
Victoria Society for Children with Autism (VSCA)	250-818-4662	N/A	http://www.victoriaautismsociety.com/
Victoria West Community Association (Victoria West Community Centre)	250-590-8922	N/A	www.victoriawest.ca
Victoria Women in Need Community Cooperative	250-480-4006	N/A	http://www.womeninneed.ca/
Victoria Women's Sexual Assault Centre	250-383-5545	vwsac@vwsac.com	http://www.vwsac.com/
Victoria Women's Transition House Society	250-592-2927	info@vwth.bc.ca	http://www.transitionhouse.net/
Victoria Youth Clinic	250-388-7841	office@victoriayouthclinic.ca	http://www.victoriayouthclinic.ca/
Victoria Youth Empowerment Society (YES)	250-383-3514	office_manager@vyes.ca	http://www.vyes.ca/
Volunteer Victoria	250-386-2269	volvic@volunteervictoria.bc.ca	http://www.volunteervictoria.bc.ca/
WCG International HR Solutions	250-389-0699	communications@wcginternational.com	http://www.wcginternational.com/
Wear 2 Start Society	250-472-WEAR (9327)	wear2@telus.net	http://www.wear2start.com/
We Rage, We Weep Alzheimer Foundation	250-920-9573	N/A	www.werageweweeep.com
Western Communities Montessori Society, The	250-474-2626	info@west-mont.ca	WWW.WEST-MONT.CA
West Shore Lodge	250-508-6665	westshore.lodge@shawlink.ca	http://www.westshorelodge.com/index.html
WorkLink Employment Society	250-478-9525	N/A	http://www.worklink.bc.ca/
YMCA-YWCA of Greater Victoria	250-386-7511	memberservices@victoriay.com	http://www.victoriay.com/
Young Parent Support Network	250-384-0552	petra@ypsn.ca	http://www.ypsn.ca/

APPENDIX D: CHILDREN, YOUTH, AND PARENTS

This appendix contains the following tables: Children Agencies (Non Daycare), Children Programs (Non Daycare), Youth Agencies, Youth Programs, Families Agencies, Families programs, Parents and caregivers agencies, Parents and caregivers programs, Pre/post natal and breastfeeding agencies, Pre/post natal and breastfeeding programs, Child care referral agencies, Daycare/Preschool Agencies and Daycare/Preschool Programs. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 7. *Children Agencies (Non Daycare)*

Agency	Agency Description	Program	Target Population	Location
Big Brothers Big Sisters of Victoria (<i>Big Brothers Big Sisters of Victoria Web site, 2004</i>)	"At Big Brothers Big Sisters an adult "Big" is matched with a child or youth "Little" based on similar interests. Together they build a friendship based on respect and trust" (<i>Big Brothers Big Sisters of Victoria Web site, 2004, "About us"</i>)	Community Based Mentoring Program		Victoria
		Site Based Programs		
CISV Victoria (Childrens International Summer Villages Vancouver Island) (<i>CISV Victoria Web site, n.d.</i>)	"CISV is a volunteer organization with representation in over 45 countries worldwide. The organization was formed in 1951 by Dr. Doris Allen, a psychologist at the University of Cincinnati. Her premise was that teaching children to live together as friends could create true and lasting global peace." (<i>CISV Victoria Web site, n.d., "About"</i>)	Junior Branch	local CISVers between the ages of 11–25	Victoria (with representation internationally)
		Mosaic		
Friends Uniting for Nature Society (<i>Friends Uniting for Nature Society Web site, 2010</i>)	"FUN Society is a dynamic, youth-driven organization dedicated to making learning about the environment and becoming an agent for positive change a fun and rewarding experience." (<i>Friends Uniting for Nature Society Web site, 2010, "About FUN"</i>)	FUN Camps Victoria	Campers 6-12 Peer Leaders 13 -16	Victoria (Operates in Vancouver as well)
Girl Guides of Canada (<i>Girl Guides of Canada Web site, n.d.</i>)	"Girl Guides of Canada-Guides du Canada, the organization of choice for girls and women, makes a positive difference in the life of every girl and woman who experiences Guiding so she can contribute responsibly to her communities." (<i>Girl Guides of Canada Web site, n.d., "Mission, Vision, Values, Promise & Law"</i>)	Sparks	For girls ages 5 to 6	All across the province with regional clubs
		Brownies	For girls ages 7 to 8	
		Guides	For girls ages 9 – 11	
		Pathfinders	For girls ages 12 – 14	
		Rangers	women ages 15 – 17+	
Help fill a Dream Foundation (<i>Help fill a Dream Foundation Web site, n.d.</i>)	"We provide hope, help and happiness for Vancouver Island children under the age of 19 with life-threatening conditions by fulfilling their dreams, improving their quality of life and assisting their families with care and financial support." (<i>Help fill a Dream Foundation Web site, n.d., "About Us"</i>)	Fill a Dream	children under the age of 19 with life-threatening conditions	Victoria (Service Area: Vancouver Island)
		Give a Gift		
		Help a Family		
Kids Klub (<i>Kids Klub Web site, n.d.</i>)	"Kids Klub Centre is committed to offering quality Preschool, Daycare, Before and After School Care, Before and After Kindergarten Care, Christmas, Spring Break and Summer	Before & After Kindergarten Care	Kids	Langford, Colwood, Victoria and
		Before & After School Care		

	Day Camps, and the Brown Bag Lunch Programs. Our programs offer a healthy, safe, and moral environment with fun, adventure and learning." (<i>Kids Klub</i> Web site, n.d., "About")	Summer Day Camps Christmas & Spring Break Camps Day Care Little Spartans Daycare Little Beavers Daycare Preschool Brown Bag Lunch Program	0-5 0-5 pre-school aged children needy children	Saanich
Kidsport Greater Victoria (<i>Kidsport Greater Victoria</i> Web site, n.d.)	"There are now more than 150 local community chapters that have raised in excess of \$5 million dollars and provided a season of sport to more than 45,000 Canadian children in 65 different sports." (<i>Kidsport Greater Victoria</i> Web site, n.d., "About Us")		children between the ages of five and eighteen	Victoria (chapters operating across Canada)
Mary Manning Centre (<i>Mary Manning Centre</i> Web site, n.d.)	"The Child Abuse Prevention and Counselling Society (CAPCS), through the Mary Manning Centre, is the primary provider of therapy and victim services for children and youth in Greater Victoria who have experienced abuse." (<i>Mary Manning Centre</i> Web site, n.d., "Who we are")	Referrals Victim Services Counselling Prevention	children and youth in Greater Victoria who have experienced abuse	Victoria
Rock Solid Foundation (<i>Rock Solid Foundation</i> Web site, n.d.)	"Through the generosity of individuals, foundations and corporations we endeavour to provide a violence prevention program to all Canadian children." (<i>Rock Solid Foundation</i> Web site, n.d., "About")	WITS WITS LEADS	children aged 5-7 grades 4-6	Esquimalt (Service Area: Victoria Area)
Scouts Canada (<i>Scouts Canada</i> Web site, n.d.)	"Scouts Canada, the country's leading youth organization, offers seven challenging programs for boys, girls and youth age 5-26 in thousands of individual groups in most cities and towns across Canada." (<i>Scouts Canada</i> Web site, n.d. c-2010, "About Us")	Beaver Scouts Cub Scouts Scouts Venturer Scouts Rover Scouts SCOUTSabout Extreme Adventure	Girls and boys 5 to 7 years of age Girls and boys 8 to 10 years of age Girls and boys 11 to 14 years of age. (with option to remain until age 16) men and women 14 to 17 years of age Men and women 18 to 26 years of age Girls and boys 5 - 10 years of age 14 - 17 years of age	
Total number of agencies: 10				

Table 8. Children Programs (Non Daycare)

Agency	Program	Target Population	Location
BC Schizophrenia Society, Victoria Branch (<i>BC Schizophrenia Society</i> Web site, n.d.)	Kids In Control	children aged 8-13 who have a family member (mom, dad, brother or sister) who has a mental illness	Victoria

Beacon Community Services (<i>Beacon Community Services</i> Web site, n.d.)	FLOW group	Girls aged 12-14 years	Sidney (Service Area: Capital Regional District) Saanich Peninsula
	Roots of Empathy	elementary-school aged children	
	1000 X 5 (books)	children	
Boys & Girls Club Services of Greater Victoria (<i>Boys and Girls Club of Greater Victoria</i> Web site, n.d.)	Rite of Me	Age 10-14	Victoria (Locations across Canada)
	Earth Adventures Day Camp	children aged 6 - 12 years old;	
	Youth Leadership Camps	either 13-14 years olds or 15-16 years old	
	Urban Adventures Summer Camp	children aged 6 - 12 years old	
	Yates Street Programs (formerly City Central)	Ages 10-14	
Braefoot Community Association (<i>Braefoot Community Association</i> Web site, 2010)	Sportball Multi-Sport	Ages 3-5yrs	Victoria (Service Area: Braefoot Community)
Burnside Gorge Community Association (<i>Burnside Gorge Community Association</i> Web site, n.d.)	Camps	aged 5-11 and youth aged 12-15	Victoria
	Children, Youth & Teens: Comedy Training; Comedy Training; Sportball Multi-Sport	(5-9 years); (10-14 years); (4-6 years)	
Central Baptist (<i>Central Baptist</i> Web site, n.d.)	George Jay School	K to 5	Victoria
Community Options for Children and Families (<i>Community Options for Children and Families</i> Web site, n.d.)	Sibshops & Sibteen	children with mental, physical, or developmental disabilities and adults with mental disabilities	Victoria
Cridge Centre for the Family, The (<i>Cridge Centre for the Family, The</i> Web site, n.d.)	Summer Fun	kids who are going into Kindergarten through grade 7	Victoria
Crisis Intervention and Public Information Society of Greater Victoria - NEED2: Suicide Prevention Education & Support (Crisis Intervention and Public Information Society of Greater Victoria Web site, 2011)	www.Youthspace.ca online forum	under 25 years	South Vancouver Island and Gulf Islands
Esquimalt Military Family Resource Centre (<i>Esquimalt Military Family Resource Centre</i> Web site, n.d.)		military families	Esquimalt and Colwood
	Be the Boss - Stress Solutions	children between the ages of 6 to 8	
	Kindergarten Countdown	children registered for Kindergarten in September 2011	
	Rainbows Program	children who have suffered a significant loss in their life by death, divorce, separation or any other painful transitions such as moving or long deployments	
	Social Thinking Group	6-9 year olds	

	Summer Fun for 3-5 Year Olds	3-5 Year Olds	
Extreme Outreach Society (<i>Extreme Outreach Society Web site, n.d.</i>)	SuperKids Saturday Program	children and families in need	Victoria
	SuperKids Camp		
	Extreme Adventures		
Fairfield Gonzales Community Association (Fairfield Community Place) (<i>Fairfield Gonzales Community Association Web site, n.d.</i>)	Recreation	individuals and families in the community	Victoria (Service Area: Fairfield)
	Camps		
Greater Victoria Compost Education Centre, The (<i>Greater Victoria Compost Education Centre, The Web site, n.d.</i>)	Kids and Schools	CRD residents	Victoria
	Green Spring Break Camp!		
Greater Victoria Child and Family Counselling Association (<i>Greater Victoria Child and Family Counselling Association Web site, n.d.</i>)	Family Development program	Families with children and youth (<19 years) referred by MCFD	Victoria
	Children and Youth with Special Needs (CYSN) program	children and youth who are connected to the Ministry of Children and Family Development's CYSN program.....the young person must have a cognitive disability	
	Autism Services Program (fee for service program)	Parents of children and youth between 6 and 19 years of age	
Greater Victoria Public Library (<i>Greater Victoria Public Library Web site, n.d.</i>)	Children's & Tween Programs	All residents	Central Saanich (Service Area: Greater Victoria)
	Children's Storytimes		Saanich
	Reading Buddies		Langford
	Tween Programs		Saanich
James Bay Community School Centre (<i>James Bay Community School Centre Web site, n.d.</i>)	Programs for Children and Youth	Children and Youth	Victoria (Service Area: James Bay)
	Preschool Programs	Pre-school aged children	
John Howard Society of Victoria (<i>John Howard Society of Victoria Web site, 2010</i>)	KidStart Mentoring Program	troubled children and youth who are at risk of criminal involvement	Victoria
Metchosin Community House (<i>Metchosin Community House Web site, n.d.</i>)	Pearson College Outreach	young and elderly residents	Metchosin
	Homework Buddies	children who may benefit from receiving extra help or encouragement in reading or arithmetic.	
Oaklands Community Centre & Association (<i>Oaklands Community Centre & Association Web site, n.d.</i>)	Pro-D Day Camps	School age children	Victoria (Service Area: Oaklands Community)
	Spring Break Camp		
	Piano For Preschoolers	3-5 years	
	Creative Dance & Movement	3-5 years	
	Little Artists	3-5 years	
	Parent & Tot Crafty Club	3-5 years	
Sportball - Junior	16 - 24 mos		

	Sportball - Parent and Tot	2 - 3.5 years	
	Sportball - Multi-Sport Drop Off	3-6 years	
	Tiny Tykes Playgroup		
	Day Care Provider Playgroup		
	Hip Hop	Ages 6 - 7 years & Ages 8 - 10 years	
	Star Performers	7-12 years	
	Sportball	7-12 years	
	Yoga For Kids	6-10 years	
	Drawing & Painting Workshop For Teens	12-15 years	
	Mail Art Workshop For Teens	12+	
	Floor Hockey Drop-In		
Pacific Centre Family Services Association (<i>Pacific Centre Family Services Association</i> Web site, n.d.)	Community Outreach Prevention & Education Program (C.O.P.E.)	youth (aged 5-18) & their families.	Langford, Colwood and Sooke
	Sexual Abuse Intervention Program	children who have been sexually abused or have sexual behavior problems...Children and youth under 19	
Phoenix Human Services Association (<i>Phoenix Human Services Association</i> Web site, n.d.)	Mental Health Outreach Team	high risk, emotionally troubled children/youth who present a significant challenge to their family or caregivers....Referred children/youth must be under 19 years of age.	Victoria
	Community Living Services For Children	children and youth, under the age of 19, who have been diagnosed with a developmental disability, as well as the needs of their family	
READ Society, Victoria BC (<i>READ Society, Victoria BC. Web site, 2009</i>).	Child and Youth Programs	Ages 6 to 18	Victoria
	Tuition Assistance	Children and Youth – Ages 6 to 18	
	Noisy Kids Reading Club		
Salvation Army Victoria Community & Family Services, The (<i>Salvation Army Victoria Community & Family Services, The Web site, n.d.</i>)	Summer Camps	Ages 7-19	Victoria (Locations across BC and Canada)
Search and Rescue Society of British Columbia (<i>Search and Rescue Society of British Columbia Web site, n.d.</i>)	Lost in the Woods	students, cubs, guides, parents and interest groups	Victoria (Service Area: BC)
Tetra Society of North America, Victoria Chapter (<i>Tetra Society of North America, Victoria Chapter Web site, n.d.</i>)	Children	Children with disabilities	Victoria)
Surrounded by Cedar Child & Family Services (<i>Surrounded by Cedar Child & Family Services</i>	Guardianship	urban Aboriginal children in Continuing Care...Involving natural parents, extended family, Nation and delegated First Nations, Urban or Metis agencies and MCFD	Saanich (Service Area: Greater Victoria)

Web site, n.d.)	Child and Youth Counselling	urban Aboriginal children [and youth] in care, their caregivers and families	
	Cultural Services	children	
Tourette Syndrome Foundation of Canada, Victoria Chapter (<i>Tourette Syndrome Foundation of Canada, Victoria Chapter Web site, n.d.</i>)	customized assistive devices	Children and Youth with a disability	Victoria
Victoria Epilepsy & Parkinson's Centre (<i>Victoria Epilepsy & Parkinson's Centre Web site, n.d.</i>)	Students with Epilepsy - Tools for Success	For Teens & Families	Saanich (Service Area: Greater Victoria)
	School Programs		
Victoria Immigrant and Refugee Centre Society (VIRCS) (<i>Victoria Immigrant and Refugee Centre Society (VIRCS) Web site, n.d.</i>)	Enable Program	children and youth under 25 years old	Victoria
Victoria Native Friendship Centre (<i>Victoria Native Friendship Centre Web site, n.d.</i>)	South Vancouver Island Aboriginal Supported Child Development Program (ASCDP)	1. Age: Between 0—12 years of Age 2. Evidence of a developmental delay. 3. Looking to participate in a community program such as pre-school, daycare, Head Start Program.	Victoria (Southern Vancouver Island and other parts of Canada)
Victoria West Community Association (<i>Victoria West Community Association Web site, n.d.</i>)	Highland Dance	Youth and adult	Victoria
	Sportball Multi-Sport *registration still open	3-5 yrs	
	Roller Skating Level 2	Ages 5-10 years	
	FitKids Fitness *registration still open	ages 6-10 years	
	Tennis	6-9 years; 10 – 12 years:	
	SportsBLAST	ages 10 - 15 years	
Victoria Women's Transition House Society (<i>Victoria Women's Transition House Society Web site, n.d.</i>)	Children's Shelter Program	children who witness abuse	Victoria
	Children Who Witness Abuse Program	children who have witnessed abuse	
	Violence is Preventable Project	Children	across British Columbia
	Children's Summer Camp Program	children and youth who have witnessed abuse at home	
Total number of agencies: 32			

Table 9. Youth Agencies

Agency	Agency Description	Program	Target Population	Location
848 Royal Roads Air Cadet Squadron (<i>848 Royal Roads Air Cadet Squadron Web site, n.d.</i>)	Regular parade nights are Tuesday nights. Many other activities such as Range, First Aid, Band, Flying Scholarship, Drill Team and sports will happen on other nights and will be listed in our online calendar. (<i>848 Royal Roads Air Cadet</i>)	Gliding	12-19 years old	
		Flying		
		Band		
		Biathlon		
		First Aid		
		Exchange Trips		

	<i>Squadron</i> Web site, n.d., "Home")	Summer Camps		
		Survival Training and Exercises		
Artemis Options Society (<i>Artemis Options Society</i> Web site, n.d.)	"Artemis Place is an integrated counselling and educational program which provides a unique alternative to traditional school for at-risk girls in our community who are overlooked by existing programs." (<i>Artemis Options Society</i> Web site, n.d.)	Artemis Place	for girls aged 15-19	Victoria
		Options Child and Family Centre	pregnant and parenting teens	
Big Brothers Big Sisters of Victoria (<i>Big Brothers Big Sisters of Victoria</i> Web site, 2004)	"Big Brothers Big Sisters of Victoria positively affects our community by providing mentoring programs for children and youth." (<i>Big Brothers Big Sisters of Victoria</i> Web site, 2004, "About us")	Community Based Mentoring Program	matches children and youth between the ages of 7 and 17 years old with caring volunteers	Victoria
		Site Based Programs		
Braefoot Community Association (<i>Braefoot Community Association</i> Web site, 2010)	"Enable youth to participate in activities that promote positive lifestyles which contribute to healthy communities The Braefoot Community Association strongly believes that the more positive activities our youth are involved in, the less time they are exposed to potentially negative influences. Braefoot's efforts to enable and encourage youth to be more active will ultimately lead to healthier communities beyond just the physical benefits." (<i>Braefoot Community Association</i> Web site, 2010, "About Us")	EcoQuest	youth	Victoria (Service Area: Braefoot Community)
		Roller Hockey Skills Camp		
		Sportball Summer Camps		
		Braefoot Summer Camp		
		Braefoot Soccer Camp		
		Braefoot Business Club Camp		
		Weekly Parent - Tot Drop-In		
		Braefoot Running Clinic		
		Braefoot Business Club		
		Sportball Junior Multi-Sport		
		Sportball Parent & Tot Multi-Sport	Ages 2-3yrs	
		Sportball Multi-Sport	Ages 3-5yrs	
		Braefoot Futsal Soccer League and Summer Camps		
		Westcoast Academy of Performing Arts		
		Eli Pasquale Summer Basketball Camps		
		Lakehill Soccer		
		Saanich Lacrosse Association		
CISV Victoria (Childrens International Summer Villages Vancouver Island) (<i>CISV Victoria</i> Web site, n.d.)	"Her premise was that teaching children to live together as friends could create true and lasting global peace." (<i>CISV Victoria</i> Web site, n.d., "About")	Local Community	children around the world	(representation in over 45 countries worldwide)
		Junior Branch		
		Mosaic		
Conversation	"ConversationWorks is a set of	Community School	youth	Victoria

Works (<i>Conversation Works</i> Web site, n.d.)	tools designed to re-frame our own experiences, and our attempts at daily connection with the people we meet and spend time with..." (<i>Conversation Works</i> Web site, n.d.)	Interviews		
Crisis Intervention and Public Information Society of Greater Victoria - NEED2: Suicide Prevention Education & Support (<i>Crisis Intervention and Public Information Society of Greater Victoria</i> Web site, n.d.)	"Youthspace.ca is an online support service which extends preventative mental health support to children and youth under 25 years of age. While the site itself is accessible to anyone, services are directed at children and youth residing in South Vancouver Island or Gulf Islands. At Youthspace.ca, youth can anonymously reach out to professionally trained volunteers and staff. Volunteers and staff are able to provide: supportive "listening", help exploring options, risk assessment (for suicide, self-injury, mental health crises, child abuse, and harm to others), collaborative safety planning, and connection to resources in the community or online." (<i>Crisis Intervention and Public Information Society of Greater Victoria</i> Web site, n.d., "Our Services")	www.Youthspace.ca	children and youth under 25 years of age	South Vancouver Island and Gulf Islands
		Suicide Awareness for Youth (SAY)	youth 13 - 18 years old	
		Peer Gatekeeper Training		
Friends Uniting for Nature Society (<i>Friends Uniting for Nature Society</i> Web site, 2010)	"FUN Society is a dynamic, youth-driven organization dedicated to making learning about the environment and becoming an agent for positive change a fun and rewarding experience." (<i>Friends Uniting for Nature Society</i> Web site, 2010, "About FUN")	FUN Camps Victoria	Campers 6-12 Peer Leaders 13 -16	Victoria and Vancouver
Girl Guides of Canada (<i>Girl Guides of Canada</i> Web site, n.d.)	"Girl Guides of Canada-Guides du Canada, the organization of choice for girls and women, makes a positive difference in the life of every girl and woman who experiences Guiding so she can contribute responsibly to her communities." (<i>Girl Guides of Canada</i> Web site, n.d., "Mission, Vision, Values, Promise & Law")	Sparks	girls ages 5 to 6	All across the province with regional clubs
		Brownies	girls ages 7 to 8	
		Guides	girls ages 9 – 11	
		Pathfinders	girls ages 12 – 14	
		Rangers	women ages 15 – 17+	
Help fill a Dream Foundation (<i>Help fill a</i>	"We provide hope, help and happiness for Vancouver Island children under the age of 19 with life-threatening conditions	Fill a Dream	children under the age of 19 with life-threatening conditions	Victoria (Service Area: Vancouver Island)
		Give a Gift		
		Help a Family		

<i>Dream Foundation</i> Web site, n.d.)	by fulfilling their dreams, improving their quality of life and assisting their families with care and financial support.” (<i>Help fill a Dream Foundation</i> Web site, n.d., “About Us”)			
Living & Learning Through Loss (<i>Living & Learning Through Loss</i> Web site, n.d.)	“Living and Learning Through Loss is a free program designed to help you, young adults between the ages of 13 and 18, through experiences of significant loss.” (<i>Living & Learning Through Loss</i> Web site, n.d., “Home”)	eight-week grief and loss support group	young adults between the ages of 13 and 18	Victoria Area
Mary Manning Centre (<i>Mary Manning Centre</i> Web site, n.d.)	“The Child Abuse Prevention and Counselling Society (CAPCS), through the Mary Manning Centre, is the primary provider of therapy and victim services for children and youth in Greater Victoria who have experienced abuse.” (<i>Mary Manning Centre</i> Web site, n.d., “Who we are”)	Referrals Victim Services Counselling Prevention	children and youth in Greater Victoria who have experienced abuse	Victoria
Men’s Trauma Centre (<i>Men’s Trauma Centre</i> Web site, n.d.)	“The Men’s Trauma Centre exists to provide treatment and support services to adult and late adolescent males who are survivors of physical, emotional or sexual trauma as well as support for our clients’ significant others.” (<i>Men’s Trauma Centre</i> Web site, n.d., “Home Page”)	Victim Services Counselling Services Individual Counselling Group Counselling Support for Partners/Significant Others	males sixteen years and older	Victoria
Power of Hope (<i>Power of Hope</i> Web site, n.d.)	“In the USA and Canada, we offer programs for youth and adults who want to take an active role in creating a positive future, develop their leadership skills, build stronger communities and have a great time in the process!” (<i>Power of Hope</i> Web site, n.d.)	8-Day Summer Camps (Retreat) Weekend Camps (Retreat) Hip Hop Hope (Retreat) School-Year Programs (In your school or community) Across the Lines: Learning from Difference HIP HOP HOPE	teens ages 14 to 18 youth youth youth youth youth	Victoria
Scouts Canada (<i>Scouts Canada</i> Web site, n.d.)	Scouts Canada, the country’s leading youth organization, offers seven challenging programs for boys, girls and youth age 5-26 in thousands of individual groups in most cities and towns across Canada. Over 74,000 young people enjoy Scouts Canada’s programs, which are provided by 23,000 caring and dedicated volunteers. Scouts Canada’s national office is located in	Beaver Scouts Cub Scouts Scouts Venturer Scouts Rover Scouts	Girls and boys 5 to 7 years of age. Girls and boys 8 to 10 years of age. Girls and boys 11 to 14 years of age. (with option to remain until age 16) Young men and women 14 to 17 years of age. Men and women 18 to 26 years of age.	

	Ottawa. (<i>Scouts Canada</i> Web site, n.d. c-2010, "About Us")	SCOUTSabout	Girls and boys 5 - 10 years of age.	
		Extreme Adventure	Young men and women 14 - 17 years of age.	
Victoria Youth Clinic (<i>Victoria Youth Clinic</i> Web site, n.d. c-2010)	"The Victoria Youth Clinic is a not-for-profit CONFIDENTIAL FREE Health Care Service for youth 12 to 24 years." (<i>Victoria Youth Clinic</i> Web site, n.d. c-2010, "Welcome")	Downtown and James Bay	youth 12 to 24 years	Victoria (service Area: James Bay)
Victoria Youth Empowerment Society (YES) (<i>Victoria Youth Empowerment Society</i> Web site, n.d.)	"The Mission Statement of YES is twofold: First, to assist youth to remove themselves from the high risk environment of the street and make the transition to healthier and more constructive life situations and Second, to help youth make positive choices, which will prevent involvement in at risk behaviour or connection with the street scene." (<i>Victoria Youth Empowerment Society</i> Web site, n.d., "Mission Statement")	YES Office [533 Drop-In]	youth	Victoria
		Aliance Club	youth from 13 to 19 years of age....youth who may be spending their free time on the downtown streets	
		Kiwanis Emergency Youth Shelter [KEYS]	youth between the ages of 13 and 18 who have no safe place to stay	
		Youth and Family Support Services [YFSS]		
		Youth Outreach Team [YOOTs]		
		Specialized Youth Detox [SYD]		
		Liaison Worker for Sexually Exploited Youth Program [SEY]		
		Summer Opportunities Program [SOP]	youth 13-19 years of age	
		Victoria Youth Clinic [YVC]		
		Youth Hospitality Training Centre	youth aged 16-24	
		Mental Health Liasion		
Total number of Agencies: 17				

Table 10. Youth Programs

Agency	Program	Target Population	Location
Beacon Community Services (<i>Beacon Community Services</i> Web site., n.d.).	Out of the Rain Youth Shelter	homeless youth aged 15 to 25	Sidney (Service Area: Capital Regional District)
	Community Action Supporting Youth (CASY)		
BC Families In Transition (<i>BC Families In Transition</i> Web site, n.d.)	Individual and Family Counselling	helps children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure	Victoria
	Teen Life Counselling (TLC)		
Bipolar Disorder Society of British Columbia (<i>Bipolar Disorder Society of</i>	Teens 2 Twenties	youth who live with bipolar	Victoria

<i>British Columbia Web site, n.d.)</i>			
Blanshard Community Centre (<i>Blanshard Community Centre Web site, n.d.)</i>)	Youth Drop-In		Victoria (Service Area: Blanshard Community)
	Teen Drop-In		
	Youth & Family Counseling		
Boys & Girls Club Services of Greater Victoria (<i>Boys and Girls Club of Greater Victoria Web site, n.d.)</i>)	Youth Leadership Camps	either 13-14 years olds or 15-16 years old	Victoria
	Coastline Challenges Camp	male and female youth on probation aged 13 to 18	
	Turnabout	male, female, and transgender youth, aged 12 to 18, who are on probation and experiencing difficulties with their family or Ministry placement	
	Connections	males and females aged 12 to 18, which provides an effective alternative to the incarceration of youth	
	Intensive Support & Supervision Program (ISSP)	youth involved in the Criminal Justice System	Saanich, Victoria and Sidney
	Praxis	13-18	
	Supportive Recovery	ages of 13 and 19, male, female, or transgender, and have voluntarily asked to be in this program	
	Withdrawal Management	youth between the ages of 13 to 19 years old who are in need of detox services.	
Turning Point	youth between the ages of 12 to 19, male, female or transgendered, who are dealing with issues of personal safety		
Burnside Gorge Community Association (<i>Burnside Gorge Community Association Web site, n.d.)</i>)	Camps	aged 5-11 and youth aged 12-15	Victoria
	Friday Night Drop-in	youth	
	Youth Outreach	youth under the age of 19	
	Camp Survivor	Ages 11-15	
	Children, Youth & Teens: Comedy Training; Comedy Training; Sportball Multi-Sport	(5-9 years); (10-14 years); (4-6 years)	
Community Living Victoria (Community Living Victoria Web site, 2011)	Youth Programs	children and adults with developmental disabilities and their families	Victoria (Service Area: Vancouver Island)
Community Options for Children and Families (<i>Community Options for Children and Families Web site, n.d.)</i>)	Sibshops & Sibteen	children with mental, physical, or developmental disabilities and adults with mental disabilities	Victoria
Crystal Meth Prevention Society of BC (<i>Crystal Meth</i>	Be Crystal Clear Show	youth	Victoria (Service Area: Vancouver Island)

<i>Prevention Society of BC Web site, n.d.)</i>			
Fairfield Gonzales Community Association <i>(Fairfield Gonzales Community Association Web site, n.d.)</i>	Chill Zone	grades 5-8	Victoria (Service Area: Fairfield)
	Skill Zone		
	Youth Events		
	Youth Outreach Programs	youth	
	Jump 'n' Start	youth	
Fernwood Neighbourhood Resource Group <i>(Fernwood Neighbourhood Resource Group Web site, n.d.)</i>	Youth Recreation	youth	Victoria (Service Area: Fernwood Neighborhood)
First Metropolitan United Church <i>(First Metropolitan United Church Web site, n.d.)</i>	Youth Basketball	Youths	Victoria
	Out of the Rain Night Shelter		
Greater Victoria Compost Education Centre, The <i>(Greater Victoria Compost Education Centre, The Web site, n.d.)</i>	Kids and Schools	CRD residents	Victoria
	SLUGS		
Greater Victoria Child and Family Counselling Association <i>(Greater Victoria Child and Family Counselling Association Web site, n.d.)</i>	Family Development program	Families with children and youth (<19 years) referred by MCFD	Victoria
	Children and Youth with Special Needs (CYSN) program	children and youth who are connected to the Ministry of Children and Family Development's CYSN program.....the young person must have a cognitive disability	
	Autism Services Program (fee for service program)	Parents of children and youth between 6 and 19 years of age	
Greater Victoria Public Library <i>(Greater Victoria Public Library Web site, n.d.)</i>	Teen Programs		Saanich (Service Area: Greater Victoria)
Inter-Cultural Association of Greater Victoria <i>(Inter-Cultural Association of Greater Victoria (ICA) Web site, 2011).</i>	Multicultural Youth Group	Youth	Victoria (Service Area: Greater Victoria)
John Howard Society of Victoria <i>(John Howard Society of Victoria Web site, 2010).</i>	KidStart Mentoring Program	troubled children and youth who are at risk of criminal involvement	Victoria
Learning	Youth Workshops and Support	children and youth with Learning	Victoria

Disabilities Association of BC, South Vancouver Island Chapter (<i>Learning Disabilities Association of BC, South Vancouver Island Chapter</i> Web site, n.d.)		Disabilities (LD) and or Attention Deficit Disorders AD/HD and their families	
LifeCycles Project Society (<i>LifeCycles Project Society</i> Web site, n.d.)	Skills Link Youth Food & Agriculture Youth Employment Project.	Youth between the ages of 15-30 years Who are not working or in school full-time Legally eligible to work in Canadian Not on Employment Insurance	Victoria
Oaklands Community Centre & Association (<i>Oaklands Community Centre & Association</i> Web site, n.d.)	Drawing & Painting Workshop For Teens	12-15 years	Victoria (Service Area: Oaklands Community)
	Mail Art Workshop For Teens	12+	
	Floor Hockey Drop-In		
Pacific Centre Family Services Association (<i>Pacific Centre Family Services Association</i> Web site, n.d.)	Community Outreach Prevention & Education Program (C.O.P.E.)	youth (aged 5-18) & their families.	Langford, Sooke
	Email Youth Counselling	youth	
Phoenix Human Services Association (<i>Phoenix Human Services Association</i> Web site, n.d.)	Child/Youth:		Victoria
	Mental Health Outreach Team	high risk, emotionally troubled children/youth who present a significant challenge to their family or caregivers....Referred children/youth must be under 19 years of age.	
	Community Living Services For Children	children and youth, under the age of 19, who have been diagnosed with a developmental disability, as well as the needs of their family	
READ Society, Victoria BC (<i>READ Society, Victoria BC</i> Web site, 2009)	Adult Learning	adults and youth	Victoria
	Child and Youth Programs	Ages 6 to 18	
Restorative Justice (RJ) (<i>Restorative Justice (RJ)</i> Web site, n.d.)	Girls' Circle	marginalized teenage females	Victoria
South Island Dispute Resolution Centre (<i>South Island Dispute Resolution Centre</i> Web site, n.d.)	PeaceMakers	Our broad range of services allow us to assist: individuals, families, organizations and community groups create resolutions for all manner of conflict.	Colwood (Service Area: Greater Victoria)
Spectrum Job Search Centre (<i>Spectrum Job</i>	Youth Project	youth aged 15 to 30	Victoria

Search Centre Web site, n.d.)			
Surrounded by Cedar Child & Family Services (<i>Surrounded by Cedar Child & Family Services Web site, n.d.</i>)	Child and Youth Counselling	urban Aboriginal children [and youth] in care, their caregivers and families	Saanich (Service Area: Greater Victoria)
Threshold Housing Society (<i>Threshold Housing Society Web site, n.d.</i>)	Holly House	females aged 16-21	Victoria
	Mitchell House	young men aged 16-21	
Tourette Syndrome Foundation of Canada, Victoria Chapter (<i>Tourette Syndrome Foundation of Canada, Victoria Chapter Web site, n.d.</i>)	Children and Youth	Children and Youth	Victoria
Victoria Epilepsy & Parkinson's Centre (<i>Victoria Epilepsy & Parkinson's Centre Web site, n.d.</i>)	Students with Epilepsy - Tools for Success	For Teens & Families	Saanich (Service Area: Greater Victoria)
	School Programs		
Victoria Immigrant and Refugee Centre Society (VIRCS) (<i>Victoria Immigrant and Refugee Centre Society (VIRCS) Web site, n.d.</i>)	Immigrant youth employment steps - I-YES	twelve immigrant youth-at-risk in the age group of 15-30 years old	Victoria
	Enable Program	children and youth under 25 years old	
	I Plan It program		
	Be Friends Program (ages 19-30)		
Victoria Native Friendship Centre (<i>Victoria Native Friendship Centre Web site, n.d.</i>)	<i>At Risk Youth & Families:</i>	Urban Aboriginal People	Victoria
	<i>Cedar House</i>	Aboriginal youth 16 - 18 years of age	
	Victoria Youth Custody Centre	youths in care	
	Youth Department	Aboriginal Youth	
Victoria West Community Association (Victoria West Community Centre) (<i>Victoria West Community Association Web site, n.d.</i>)	Highland Dance	youth	Victoria (Service Area: Victoria West)
	SportsBLAST	ages 10 - 15 years	
Victoria Women's Sexual Assault Centre (<i>Victoria Women's Sexual Assault Centre Web site, 2009</i>)	Project Respect - Youth Prevention Program	women who are survivors of sexualized violence and childhood sexual abuse and works to end this violence	Victoria
Victoria Women's	Children's Summer Camp	children and youth who have	Victoria

Transition House Society (<i>Victoria Women's Transition House Society</i> Web site, n.d.)	Program	witnessed abuse at home	
Volunteer Victoria (Volunteer Victoria We site, n.d.)	Youth Volunteer Connections Program	Youth	Victoria
WorkLink Employment Society (<i>Worklink Employment Society</i> Web site, n.d.)	Youth	Out of work/school youth between 15 and 30	Colwood (Service Area: West Shore, Sooke and area)
YMCA-YWCA of Greater Victoria (<i>YMCA-YWCA of Greater Victoria</i> Web site, n.d.)	Pandora Youth Apartments	youth aged 15-19 years	Victoria, Sooke
	Medical Mobile Unit (Street Outreach)	youth aged 12-21	
Total number of agencies: 38			

Table 11. Families Agencies

Agency	Agency Description	Program	Target Population	Location
BC Families In Transition (<i>BC Families In Transition</i> Web site, n.d.)	"BC Families in Transition helps children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure. Our highly qualified staff, working with other community agencies, provides information and practical and emotional support so people facing these challenges can make the decisions that are best for everyone. BCFIT believes all individuals can find ways to move forward in their lives when family relationships have changed or are changing." (<i>BC Families In Transition</i> Web site, n.d., "Individual and Family Counselling")	Individual and Family Counselling	helps children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure	Victoria
		Information and Referral		
		Legal Support		
		Balancing the Budget Handling Family Finances		
		Caught in the Middle		
		Caught in the Middle - Grandparents Group		
		Evolutions		
		Parenting After Separation		
		Parenting With a New Partner		
		Single Again		
		Putting the Magic Back into the Holidays		
Teen Life Counselling (TLC)				
Braefoot Community Association (<i>Braefoot Community Association</i> Web site, 2010)	"Enable youth to participate in activities that promote positive lifestyles which contribute to healthy communities..." (<i>Braefoot Community Association</i> Web site, 2010, "About Us")	Sportball Parent & Tot Multi-Sport	Ages 2-3yrs	Victoria (Service Area: Braefoot Community)
Child-Find B. C. (<i>Child-Find B. C.</i> Web site, n.d.)	"Child Find is established across Canada as a network of charitable, non-profit organizations that deliver services to families whose	Poster and Flyer Distribution	families whose children go missing unexpectedly.	Victoria (also satellite centres across BC)
		National Toll Free Line		
		Media Roll Calls		
		Networking		

	children go missing unexpectedly." (<i>Child-Find B. C. Web site, n.d., "Welcome to Child Find British Columbia"</i>)	Case Management Photo Distribution All About Me, ID program Child Find Online		
Compassionate Friends of Canada, Inc., The, Victoria Chapter (<i>Compassionate Friends of Canada, Inc., The, Victoria Chapter Web site, n.d.</i>)	"The Compassionate Friends offers support in the grief and trauma which follows the death of a child at any age and from any cause." (<i>Compassionate Friends of Canada, Inc., The, Victoria Chapter Web site, n.d., "Welcome"</i>)	Meetings	bereaved parents, grandparents and siblings	Victoria (one of many chapters across Canada)
Extreme Outreach Society (<i>Extreme Outreach Society Web site, n.d.</i>)	"Extreme Outreach Society reaches and serves our Victoria community by training and equipping the leaders of tomorrow in a drug-free, positive and non-discriminatory environment. We teach principles in children that create and develop healthy, productive lifestyles." (<i>Extreme Outreach Society Web site, n.d., "Restoring hope through acceptance and compassion"</i>)	BBQ Ministry SuperKids Saturday Program SuperKids Camp Extreme Adventures Extreme Christmas Dinner Computer Training Centre	children and families in need	Victoria
Greater Victoria Child and Family Counselling Association (Greater Victoria Child and Family Counselling Association Web site, n.d.)	"CAFCA is staffed by more than 50 staff comprising of management, administration, counsellors, autism interventionists, behavioural consultants, and a music therapist to serve children, youth and families in Greater Victoria. CAFCA was formed in 1986 to assist the Ministry of Social Services (now called the Ministry of Children and Family Development) in their work with child protection and children with mental handicaps." (Greater Victoria Child and Family Counselling Association Web site, n.d., "About Us")	Family Development program Children and Youth with Special Needs (CYSN) program Autism Services Program (fee for service program)	Families with children and youth (<19 years) referred by MCFD children and youth who are connected to the Ministry of Children and Family Development's CYSN program.....the young person must have a cognitive disability Parents of children and youth between 6 and 19 years of age	Victoria
Pacific Centre Family Services Association (<i>Pacific</i>	"Pacific Centre Family Services Association is dedicated to maintaining outstanding services for the people we work with through education, counselling	Alcohol & Other Drugs Program (Counselling and Referrals for Adults)	individuals and families 19 and over	Colwood, Langford, Sooke West Shore, Metchosin or Sooke

Centre Family Services Association Web site, n.d.)	and creative programming.” (Pacific Centre Family Services Association Web site, n.d., “About Us”)	Community Outreach Prevention & Education Program (C.O.P.E.)	youth (aged 5-18) & their families.	Colwood and Langford
		Youthtalk (Email Youth Counselling)	youth	
		Employee Assistance Program (EAP) Counselling		
		Family Violence Project	men and women	
		Project Break Through (family mediation)	parents and youth (aged 10 to 19)	West Shore area
		Sexual Abuse Intervention Program	children [<19] who have been sexually abused or have sexual behavior problems	
		Stopping the Violence Program (Counselling)	Women Dealing with Abuse	
Surrounded by Cedar Child & Family Services (Surrounded by Cedar Child & Family Services Web site, n.d.)	“Surrounded By Cedar Child and Family Services will provide child and family services rooted in cultural values and beliefs to restore and enhance the strength and resiliency in the urban Aboriginal community.” (Surrounded by Cedar Child & Family Services Web site, n.d., “Vision”)	Guardianship	urban Aboriginal children in Continuing Care...Involving natural parents, extended family, Nation and delegated First Nations, Urban or Metis agencies and MCFD	Saanich (Service Area: Greater Victoria)
		Resources (ongoing support)	Caregivers of urban Aboriginal children in care	
		Child and Youth Counselling	urban Aboriginal children [and youth] in care, their caregivers and families	
		Cultural Services	children	
Total number of Agencies: 8				

Table 12. Families programs

Agency	Program	Target Population	Location
Beacon Community Services (Beacon Community Services Web site, n.d.)	Mother Goose Rhymes that Bind	Toddlers	Sidney Service Area: Capital Regional District)
	Community Action Supporting Youth (CASY)		
	One Child at a Time		
BC Schizophrenia Society, Victoria Branch (BC Schizophrenia Society Web site, n.d.)	Strengthening Families Together Education Course	those affected by schizophrenia and psychosis	Victoria
	Family Counseling		
	Family Peer Support		
	Monthly Support Groups		
Blanshard Community Centre (Blanshard Community Centre Web site, n.d.)	Parents & Tots Drop-In	Children 6 years and younger and their parents/caregivers	Blanshard Community Victoria (Service Area: Blanshard Community)
	Family Drop-In		
	Family Advancement Worker		
	Youth & Family Counseling		
Burnside Gorge Community	Parent and Child:	families	Victoria
	Toddler Art	2-5 years	

Association (Burnside Gorge Community Association Web site, n.d.)	KinderGym	under 5	
	Parent & Tot Time	birth - 5 years	
	Sportball Junior	16-24 months	
	Sportball - Parent & Tot	2-3 years	
	Mother Goose	birth-3	
	C'NEX	families in Burnside Gorge whose children are in the care of the government or at risk of being taken into care	
	Families Working Together	families	
	Homeless Family Outreach	families who are homeless or at risk of becoming homeless	
Cascadia (Cascadia Web site, n.d.)	Counselling Clinic	children, youth, adults, couples and families	Victoria
CNIB (Canadian National Institute for the Blind) (CNIB (Canadian National Institute for the Blind) Web site, n.d.)	CNIB Specialist, Children & Youth Services	children and their families	Victoria (Services available across Canada)
	Toll-Free Children's Line	parent, youth, or professional	
	Early Intervention Camps	children five years of age or younger with vision loss + parents	
Community Living Victoria (Community Living Victoria Web site, 2011)	Family Support	children and adults with developmental disabilities and their families	Victoria (Service Area: Vancouver Island)
Esquimalt Neighbourhood House Society (Esquimalt Neighbourhood House Society Web site, n.d.)	Best Families	Parents And Their Babies Up To 6 Months Of Age	Victoria (Service Area: Esquimalt and Victoria)
	Baby Play & Learn	parents and their babies up to 12 months of age	
	Smart Families: Change for Success	parents and their babies up to 12 months of age	
	Everyone Welcome Parent	parents with children 12 months to 5 years of age	
	Mother Goose Play & Learn	parents with children 18 months – 5 years	
	Youth and Family	youth (13-18 years)	
Esquimalt Military Family Resource Centre (Esquimalt Military Family Resource Centre Web site, n.d.)	Emergency Services	military families	Esquimalt and Colwood
	Short-term Counselling		
	Family Networks		
	123 Music & Me	for parents and their babies/toddlers	
	Comfort, Play & Teach	parents and infants	
Fairfield Gonzales Community Association (Fairfield Gonzales Community Association Web site, n.d.)	Parent & Tot Drop-in	Birth-5 yrs	Victoria (Service Area: Fairfield)
	Kindergym	Walking-4 yrs	
	Youth and Family Counselling (The FGCA administers and Youth and Family Counsellors (YFC) contracts for the Victoria and Esquimalt family of schools.)	Youth and Family	
Fernwood Neighbourhood Resource Group	Parent & Tot	caregivers with children birth to 6 years old.	Victoria (Service Area: Fernwood Neighborhood)
	Parent & Babe	For caregivers with children under 36	

(Fairfield Gonzales Community Association Web site, n.d.)		months.	
	Mother Goose		
First Metropolitan United Church (<i>First Metropolitan United Church Web site, n.d.</i>)	George Pringle Memorial Camp	Children, Youth, Families, Parents & Children, Adults & Seniors and Leadership Development	Victoria
Hulitan Family and Community Services Society (<i>Hulitan Family and Community Services Society Web site, n.d.</i>)	Aboriginal Child & Youth Mental Health Program	Aboriginal children ages 6 to 12, and their families,	Victoria
	Journeys of the Heart Cultural Learning Program	aboriginal children 2-5 years and their caregivers	
Island Sexual Health Society (<i>Island Sexual Health Society Web site, n.d.</i>)	Community sexual health education program	children, youth, and parents	Victoria Saanich and Westshore
James Bay Community Project (<i>James Bay Community Project Web site, n.d.</i>)	Family Dinner Drop In	Parents of Children from Birth to 6	Victoria
	Creative Play Drop In		
	Toddler Time Drop In		
	The Baby Group		
	Counselling for Families	families	
Metchosin Community House (<i>Metchosin Community House Web site, n.d.</i>)	Parent & Tots	young families	Metchosin
Metis Community Services (Island Metis Family & Community Services Society) (<i>Metis Community Services (Island Metis Family & Community Services Society) Web site, n.d.</i>)	Family Support Services	Metis People of Vancouver Island	Langford (Service Area: Vancouver Island)
	Family Group Conferencing		
	Collaborative Practices/ including Traditional Dispute Resolution Support		
	Cultural Support		
	Family Visitation and Cultural Programme		
Mood Disorders Association of BC (<i>Mood Disorders Association of BC Web site, n.d.</i>)	Family Self-Care and Recovery from Mental Illness	people living with mood disorders or other mental illness	Victoria
Oaklands Community Centre & Association (<i>Oaklands Community Centre & Association Web site, n.d.</i>)	Music Together	children from birth to age five and their parent/caregivers	Victoria (service Area: Oaklands Neighborhood)
	Mama & Co. Groove	Adults	

Phoenix Human Services Association (<i>Phoenix Human Services Association</i> Web site, n.d.)	Family Development	parents who require support, guidance, feedback and skill development to improve family functioning and ensure safe and healthy living environments for their children.	Victoria
Recreation Integration Victoria (<i>Recreation Integration Victoria</i> Web site, n.d.)	Community Respite Service for Families	people with disabilities	Saanich (service Area: Greater Victoria and the Westshore)
Saanich Neighborhood Place (<i>Saanich Neighborhood Place</i> Web site, n.d.)	Parent-Child Mother Goose Program	parents and their babies and young children	Saanich
	Parent and Tot Drop In	parents and children ages 0-5 years old	
	Dad's Drop In	super dads, grandpas, uncles, male caregivers, and kids	
	Parent and Tot Drop-in Orientation sessions for New Canadians families	New Canadians families	
Sooke Family Resource Society (<i>Sooke Family Resource Society</i> Web site, 2010)	Parent and Tot Drop-In	Children Ages: Birth – 6 years	Sooke (Service Area: Colwood and the western communities)
South Island Dispute Resolution Centre (<i>South Island Dispute Resolution Centre</i> Web site, n.d.)		individuals, families, organizations and community groups create resolutions for all manner of conflict.	Colwood (Service Area: Greater Victoria)
	Parent Teen Mediation		
	Family Mediation		
	Elder Care Resolutions		
	New Ways for Families TM		
	Parent Co-ordination		
	Coaching		
PeaceMakers			
Tourette Syndrome Foundation of Canada, Victoria Chapter (<i>Tourette Syndrome Foundation of Canada, Victoria Chapter</i> Web site, n.d.)	Families		
Victoria Brain Injury Society (<i>Victoria Brain Injury Society</i> Web site, n.d.)	Case Management		
	VBIS Family Support Group		
Victoria Immigrant and Refugee Centre Society (VIRCS) (<i>Victoria Immigrant and Refugee Centre Society (VIRCS)</i> Web site, n.d.)	Family Friendship Program (for parents)	immigrants, refugees, new Canadian citizens, and visible minorities	Victoria
Victoria Native Friendship Centre	Aboriginal Infant Development Program (AIDP)	families where there is a child from birth to age three years who is showing	Victoria (Service Area: Victoria and

(Victoria Native Friendship Centre Web site, n.d.)		developmental delays or is at risk of developmental concerns	Canada Wide)
	FASD	0 -19 years who have a diagnosis or there is possibility of Fetal Alcohol Spectrum Disorder	
Victoria West Community Association (Victoria West Community Association Web site, n.d.)	Parent and Tot Drop-in Playgroup	0-5 yrs	Victoria (Service Area: Victoria West)
	Music in the Morning - Parent & Tot	Ages 9 months to 5 years, Parent participation	
Victoria Youth Empowerment Society (YES) (Victoria Youth Empowerment Society Web site, n.d.)	Youth and Family Support Services [YFSS]	youth	Victoria
Total number of agencies: 30			

Table 13. *Parents and caregivers agencies*

Agency	Agency Description	Program	Target Population	Location
CHOICES: Futures and Families Society of British Columbia (CHOICES: Futures and Families Society of British Columbia Web site, n.d.)	"CHOICES Adoption & Counselling Services is a nonprofit, non-sectarian licensed adoption agency. We offer a range of services to birth parents and adoptive parents throughout British Columbia. We have been involved in adoptions and family counselling since 1989. CHOICES is committed to providing a comprehensive, client centered adoption service which best meets the needs of everyone in the adoption constellation with paramount consideration given to the best interests of the child. Whether you wish to adopt a child born in British Columbia or a child from another country, our experienced professionals will help you through the process. We also assist adoptive families from several provinces with inter-country adoptions." (CHOICES: Futures and Families Society of British Columbia Web site, n.d., "About Us")	International Adoption	birth parents and adoptive parents	Victoria (Service Area: BC)
		Domestic Adoption		
		Expectant Parents		
		Birth Parent Support Group		
Family Caregivers' Network Society (Family Caregivers' Network Society Web site, n.d.)	"We are a not-for-profit society established in 1989 whose mission is to inform, support and educate on issues of concern to family caregivers. FCNS is governed by a volunteer Board of Trustees, 60% of who are or have been family caregivers themselves. FCNS promotes the significance of the family caregiver's role and contribution in the healthcare system." (Family Caregivers' Network Society Web site, n.d., "Who we are")	Tele-Workshop Podcasts	caregivers	Victoria
		Workshops and Events		
		The Reluctant Caregiver	"reluctant" or "resentful" caregiver	
		Empathy: An Essential Skill for Family Caregivers Teleworkshop	family caregivers	
		Preventing Compassion Fatigue: A Tele-workshop for Family Caregivers	family caregivers	
		Resource Guide for Family Caregivers 2nd	family caregivers	

		edition		
		Resource Lending Library	family caregivers and healthcare professionals	
Foster Parent Support Service Society (<i>Foster Parent Support Service Society</i> web site, n.d.)	"The FPSS Foster Parent Support Services Society is a CARF Accredited non-profit grassroots organization whose purpose is to administer support and education services to family care network caregivers within the Vancouver Island Region." (<i>Foster Parent Support Service Society</i> web site, n.d., "About")	Education	family care network caregivers	Langford (service Area: Vancouver Island)
		BC Foster Care Education		
		Advanced FASD Caregiver		
		Safe Babies Program		
		Services		
		Protocol Support		
		Mentoring Program		
Kidcarecanada Society (<i>Kidcarecanada Society</i> Web site, n.d.)	"KidCareCanada takes the science of Early Childhood Development and brings it to new parents in a visual format that is easy-to-understand and quick to watch." (<i>Kidcarecanada Society</i> Web site, n.d., "About Kidcare Canada")			
Parent Support Services Society of BC (<i>Parent Support Services Society of BC</i> Web site, n.d.)	"To realize our vision and mission we create opportunities for parents and grandparents that foster independence and personal responsibility, and by creating cost-effective and comprehensive community based services in cooperation with public and private partners." (<i>Parent Support Services Society of BC</i> Web site, n.d., "About Us")	Parent Support Circles	Parents	Victoria (Service Area: South Island)
		Grandparent Raising Grandchildren Support Circles	Grandparents	
Victoria Single Parent Resource Centre (<i>Victoria Single Parent Resource Centre</i> Web site, n.d.)	"In a relaxed and supportive house-like setting, the Centre offers a wide selection of programs and free services that assist custodial and non-custodial parents in meeting the needs of their families....The Centre provides up to ten free counselling sessions on a one-to-one basis for single parents." (<i>Victoria Single Parent Resource Centre</i> Web site, n.d., "Services")	counselling sessions	single parent families	Victoria (Service area: Greater Victoria)
		clothing room		
		bread pantry		
		a furniture and household goods exchange.		
		Courses		
Young Parent Support Network (<i>Young Parent Support Network</i> Web site, n.d.)	"Young Parents Support Network (YPSN) is a small, non-profit organization whose mission is to support and empower young parent families." (<i>Young Parent Support Network</i> Web site, n.d., "Home")	Family Support	young parent families	Victoria
		Prenatal Outreach		
		Parenting Education		
		Prenatal Education		
		Drop-In/Craft Group		
		Future Planning		
		Naturopath Clinic		
		Free Store		
On-Site Respite Program				
Total number of agencies: 6				

Table 14. *Parents and caregivers programs*

Agency	Program	Target Population	Location
ALS Society of British Columbia, Victoria Chapter (<i>ALS Society of British Columbia, Victoria Chapter Web site, n.d.</i>)	Workshops for Caregivers	caregivers of ALS Patients	Victoria
BC Families In Transition (<i>BC Families In Transition Web site, n.d.</i>)	Individual and Family Counselling	helps children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure	Victoria
	Parenting After Separation		
	Parenting With a New Partner		
BC Schizophrenia Society, Victoria Branch (<i>BC Schizophrenia Society Web site, n.d.</i>)	Respite	those affected by schizophrenia and psychosis	Victoria
Beacon Community Services (<i>Beacon Community Services Web site, n.d.</i>)	Parenting Programs	Parents	Sidney (Service Area: Capital Regional Sistrict)
Blanshard Community Centre (<i>Blanshard Community Centre Web site, n.d.</i>)	Support Group for Parents of Children with Invisible Disabilities	Parents of Children with Invisible Disabilities	Victoria (Service Area: Blanshard Community)
	Family Outreach Worker	children 0 to 6 years old	
	Nurturing Families Program	children up to 12 years old	
	"How To Talk So Kids Will Listen, & Listen So Kids Will Talk"	parents	
Boys & Girls Club Services of Greater Victoria (<i>Boys and Girls Club of Greater Victoria Web site, n.d.</i>)	Parents Together	Parents of teens	Esquimalt
	Parenting Without Power Struggles	parents of pre-teens age 9-12	Victoria
Burnside Gorge Community Association (<i>Burnside Gorge Community Association Web site, n.d.</i>)	Triple P: Positive Parenting Program	Parents	Victoria
Community Living Victoria (Community Living Victoria Web site, 2011)	Parent Support Program (PSP)	children and adults with developmental disabilities	Victoria (Service Area: Vancouver Island)
Community Options for Children and Families (<i>Community Options for Children and Families Web site, n.d.</i>)	Moms' Support Group	children with mental, physical, or developmental disabilities and adults with mental disabilities	Victoria
	Just for Fathers Group		
	Parent & Family Education		
	Parent to Parent Connections		
Cridge Centre for the Family, The (<i>Cridge Centre for the Family, The Web site, n.d.</i>)	Cridge Young Parent Program	Supported Care at Vic High School	Victoria
	The Cridge Respitality Service		
CNIB (Canadian National Institute for the Blind) (<i>CNIB (Canadian National Institute for the Blind) Web site, n.d.</i>)	Toll-Free Children's Line	children five years of age or younger with vision loss	Victoria
	Early Intervention Camps		
Esquimalt Military Family Resource Centre (<i>Esquimalt Military Family Resource Centre Web site, n.d.</i>)		military families	Esquimalt and Colwood
	Emergency Child Care Plan		
	Family Care Plan		
	Imagination Library	Military families with a baby born in 2011 to a serving regular force member or class	

		B/C reservist at CFB Esquimalt	
	Group Teen Triple P		
	How to Talk so Kids will Listen - How to Listen so Kids will Talk		
	Infant and Toddler CPR and Safety		
	Kids Have Stress Too!		
	Parenting the Military Child Forum		
	Triple P - Consultations		
	Triple-P Seminar: The Power of Positive Parenting		
Esquimalt Neighbourhood House Society (<i>Esquimalt Neighbourhood House Society Web site, n.d.</i>)	Right from the Start	parents with children up to 2 years of age	Esquimalt
	Individual Parenting Support	parents with children newborn to 12 years of age	
	Triple P Parenting Seminars	parents with children 12 months to 12 years of age	
	Triple P Group	parents with children 12 months to 12 years of age	
Fairfield Gonzales Community Association (<i>Fairfield Gonzales Community Association Web site, n.d.</i>)	Lunch, Laugh & Learn	parenting young children	Victoria (Service Area: Fairfield)
Federation of Invisible Disabilities (<i>Federation of Invisible Disabilities Web site, n.d.</i>)	Invisible Disabilities Parent Support Group	families, professionals and other interested community members who want to learn more about Invisible Disabilities	Victoria
Hulitan Family and Community Services Society (<i>Hulitan Family and Community Services Society Web site, n.d.</i>)	Kwen'an'latel Intensive Parent Support Program	The program is for any Aboriginal parents who may: Be involved with MCFD Be at risk of having their child(ren) removed into MCFD care Have had or are planning to have, their child(ren) returned to them from MCFD Have a parenting program as part of their risk reduction service plan	Victoria
Inter-Cultural Association of Greater Victoria (<i>Inter-Cultural Association of Greater Victoria (ICA) Web site, 2011</i>)	Holding on to Your Kids: Parenting Across Cultures	parents from diverse cultures	Victoria and Sooke
James Bay Community Project (<i>James Bay Community Project Web site, n.d.</i>)	Counselling for Families	families wanting to work on parenting or family concerns	Victoria (Service Area: James Bay)
	Triple "P" Parenting Group		
	Nobody's Perfect		
Learning Disabilities Association of BC, South Vancouver Island Chapter (<i>Learning Disabilities Association of BC, South Vancouver Island Chapter Web site, n.d.</i>)	Parent Education/Support Events	children and youth with Learning Disabilities (LD) and or Attention Deficit Disorders AD/HD and their families	Victoria
	Parent Workshops and Support		

Lifetime Networks Victoria (<i>Lifetime Networks Victoria Web site, n.d.</i>)	Parent Meetings	for those isolated and vulnerable, due to disability	Saanich
Oaklands Community Centre & Association (<i>Oaklands Community Centre & Association Web site, n.d.</i>)	The Parent Child Connection with Dr. Allison Rees	Adults	Victoria (Service Area: Oaklands Community)
Saanich Neighborhood Place (<i>Saanich Neighborhood Place Web site, n.d.</i>)	Families C.A.N. (Families Connect And Nurture)	parents	Saanich
	Group Triple P	parents of children 3-10 years old	
	Mom's Group at SNP	Moms	
Sooke Family Resource Society (<i>Sooke Family Resource Society Web site, 2010</i>)	Parent Discussion Group	Children Ages: Birth - 6 years	Colwood, Langford, Metchosin
South Island Dispute Resolution Centre (<i>South Island Dispute Resolution Centre Web site, (n.d.)</i>)	New Ways for Families TM	individuals, families, organizations and community groups	.Colwood (Service Area: Greater Victoria)
	Parent Co-ordination		
Surrounded by Cedar Child & Family Services (<i>Surrounded by Cedar Child & Family Services Web site, n.d.</i>)	Resources (ongoing support)	Caregivers of urban Aboriginal children in care	Saanich (Service Area: Greater Victoria)
Victoria Native Friendship Centre (<i>Victoria Native Friendship Centre Web site, n.d.</i>)	Aboriginal Nations Education Liaison	Aboriginal Nations Students, Parents And Guardians	Victoria (Service Area: Vancouver Island and Canada)
	Slaheena & Aboriginal Parenting (Parent Support Group; Triple P Parenting; Story time; Fit in Fitness; Playgroup; Father and Tot time; Health Talk; Craft and/or Outdoor Activity; Seasonal Craft Activities; Drop In:)	newborns and mothers [+ fathers] in the urban Aboriginal community	
Victoria Women's Transition House Society (<i>Victoria Women's Transition House Society Web site, n.d.</i>)	Helping Children Heal	parents/mothers focused on addressing the needs of children who have witnessed parental abuse	Victoria
YMCA-YWCA of Greater Victoria (<i>YMCA-YWCA of Greater Victoria Web site, n.d.</i>)	Kiwanis House Program	single mothers and their child under 5	Victoria, Sooke
Total number of Agencies: 28			

Table 15. *Pre/post natal and breastfeeding agencies*

Agency	Agency Description	Program	Target Population	Location
Birthright International, Victoria Birthright Society (<i>Birthright International, Victoria Birthright Society Web site, n.d.</i>)	"Birthright provides caring, non-judgmental support to girls and women who are distressed by an unplanned pregnancy.....All Birthright services are free, absolutely confidential, and available to any woman regardless of age, race, creed, economic or marital status" (<i>Birthright International, Victoria Birthright Society Web site, n.d., "About Birthright"</i>)	Completely confidential help Friendship and emotional support Free pregnancy testing Medical referrals Legal referrals Educational assistance and referrals Maternity and baby clothes Housing referrals Referrals to social agencies Referrals for professional counseling Information on: Prenatal development Job search/career development Adoption Pregnancy & childbirth Child care options Child safety issues	any girl or woman... who feels distressed by an unplanned pregnancy.	Victoria (400 Locations internationally)
Breastfeeding Matters, South Vancouver Island (<i>Breastfeeding Matters, South Vancouver Island Web site, n.d.</i>)	"To fund, facilitate and carry out activities which promote, protect and support breastfeeding including: developing and delivering breastfeeding education events both for health care professionals as well as mothers and the community at large. paying shipping costs of donated breastmilk between the Greater Victoria area and the Milk Bank in Vancouver for families who need assistance." (<i>Breastfeeding Matters, South Vancouver Island Web site, n.d., "Purpose & History"</i>)	Milk Bank	families who need assistance	Victoria (Service Area: South Vancouver Island)
Options Pregnancy Centre (<i>Options Pregnancy Centre Web site, n.d.</i>)	"We are committed to helping both women and men before, during, and after unplanned pregnancies. Our hope is that people would come to know us as a safe place where you can go when life takes an unexpected turn. We offer a number of free and confidential services." (<i>Options Pregnancy Centre Web site, n.d., "Welcome"</i>)	Unplanned Pregnancy Counselling Post-abortion Counselling for Women and Men Client Resource Advocate Prenatal Classes Doula Services Family Support Group Practical Helps Room School and Community Presentations	women and men before, during, and after unplanned pregnancies	Victoria
Total number of agencies: 3				

Table 16. *Pre/post natal and breastfeeding programs*

Agency	Program	Target Population	Location
Artemis Options Society (<i>Artemis Options Society Web site, n.d.</i>)	Options Child and Family Centre (life-skills, academics and personal growth. Options Daycare)	pregnant and parenting teens	Victoria
Blanshard Community Centre (<i>Blanshard Community Centre Web</i>)	Building Healthy Families	pre- and postnatal	Victoria (Service Area: Blanshard Community)

site, n.d.)			
Esquimalt Military Family Resource Centre (<i>Esquimalt Military Family Resource Centre Web site, n.d.</i>)	Get Ready for Baby - Prenatal Classes	military families	Esquimalt and Colwood
	Pregnancy and Labour Companion Program		
Esquimalt Neighbourhood House Society (<i>Esquimalt Neighbourhood House Society Web site, n.d.</i>)	Best Babies Prenatal Program	pregnant women.... You can attend until your infant reaches 6 weeks of age.	Esquimalt
	Best Families	parents and their babies up to 6 months of age	
Fernwood Neighbourhood Resource Group (<i>Fernwood Neighbourhood Resource Group Web site, n.d.</i>)	Best Babies	pregnant women facing conditions of risk	Victoria
Inter-Cultural Association of Greater Victoria (<i>Inter-Cultural Association of Greater Victoria (ICA) Web site, 2011</i>)	Pre-Natal Classes for Immigrant Expectant Mothers	Newcomers to Canada	Victoria; Colwood; Saanich
La Leche League Canada, Victoria Group (<i>La Leche League Canada, Victoria Group Web site, n.d.</i>)		mothers	Victoria
Saanich Neighborhood Place (<i>Saanich Neighborhood Place Web site, n.d.</i>)	Best Babies Day	Pregnancy until 6 months post-partum	Saanich
Victoria Native Friendship Centre (<i>Victoria Native Friendship Centre Web site, n.d.</i>)	Slaheena & Aboriginal Parenting (Prenatal Group)	newborns and mothers [+ fathers] in the urban Aboriginal community	Victoria (Service Area: Vancouver Island and Canada)
YMCA-YWCA of Greater Victoria (<i>YMCA-YWCA of Greater Victoria Web site, n.d.</i>)	First Reach	young pregnant women	Victoria, Sooke
Young Parent Support Network (<i>Young Parent Support Network Web site, n.d.</i>)	Prenatal Outreach	young parent families	Victoria
	Prenatal Education		
Total number of agencies: 11			

Table 17. *Child care referral agencies*

Agency	Agency Description	Program	Target Population	Location
Victoria Child Care Resource and Referral (<i>Victoria Child Care Resource and Referral web site,</i>	Victoria Child Care Resource and Referral, in partnership with the community, strives to enhance the availability and accessibility of a range of quality child care options and services to meet the needs of children, families, and child care providers.	referrals	families...registered child care providers	Victoria (Service Area: Greater Victoria, the Saanich Peninsula, and Southern Gulf Islands.)
		information about child development and quality child care,		
		internet access to child care-related websites		
		information about and assistance with child care subsidy		
		information about community resources		

n.d.)				
Sooke Family Resource Society (<i>Sooke Family Resource Society Web site, 2010</i>)	“We are dedicated to caring for families and individuals of all ages in the greater Sooke community by providing services in parenting support, child, youth and family development, and mental health and addictions.” (<i>Sooke Family Resource Society Web site, 2010, “Home”</i>)	Sooke/Westshore Child Care Resource and Referral	Child Care Providers	Colwood, Langford, Metchosin (Service Area: Sook and Westshore)
Total number of agencies: 2				

Table 18. *Daycare/Preschool Agencies*

Agency	Target Population	Location
Arbutus Grove Children’s Centre (<i>Arbutus Grove Children’s Centre Web site, n.d.</i>)	Children under 5	Victoria
Centennial Day Care Centre (<i>Centennial Day Care Centre Web site, n.d.</i>)	children aged 2½ -5 years	Victoria
Cloverdale Child Care (<i>Cloverdale Child Care Web site, n.d.</i>)	children k-5	Victoria
Cordova Bay Pre-School (<i>Cordova Bay Pre-School Web site, n.d.</i>)	Pre-school aged children	Saanich
Goldstream Pre-School Association (<i>Goldstream Pre-School Association Web site, n.d.</i>)	children	Langford (Service Area: Westshore)
Gonzales Pre-School Group (<i>Gonzales Pre-School Group Web site, n.d.</i>)	children	Oak Bay
Island Montessori House Society (<i>Island Montessori House Society Web site, n.d.</i>)	school for children aged 30 months up through to grade one	Saanich (Service Area: Greater Victoria)
James Bay Child Care Society (Infant Plus Daycare Centre) (<i>James Bay Child Care Society (Infant Plus Daycare Centre) Web site, n.d.</i>)	children between the ages of 18 months and 3 years	Victoria
Lakehill Pre-School Association (<i>Lakehill Pre-School Association Web site, n.d.</i>)	children	Victoria
Lambrick Park Preschool (<i>Lambrick Park Preschool Web site, n.d.</i>)	3 and 4 year olds	Saanich (Service Area: Gordon Head)
Lansdowne Preschool (<i>Lansdowne Preschool Web site, n.d.</i>)	pre-school aged children	Victoria (Service Area: Oaklands)
Metchosin Preschool Society (<i>Metchosin Preschool Society Web site, n.d.</i>)	3-5 year olds	Metchosin
Oak Bay Parent Owned Pre-School (<i>Oak Bay Parent Owned Pre-School Web site, n.d.</i>)	three and four year olds	Oak Bay
Our Children’s Centre (<i>Our Children’s Centre Web site, n.d.</i>)	kids aged 6 months to 5 years	Saanich
Pacific Montessori Society (<i>Pacific Montessori Society Web site, n.d.</i>)	Ages 3 to grade 8	Victoria
Rainbow Express Daycare Society (<i>Rainbow Express Daycare Society Web site, n.d.</i>)	Children aged 2.5 years to 5 years	Victoria
Springridge Early Childhood Centre Society, The (<i>Springridge Early Childhood Centre Society, The Web site, n.d.</i>)	children aged 18 months to 5 years	Victoria
Victoria Children’s Centre Society (<i>Victoria Children’s Centre Society Web site, n.d.</i>)	Infants 3 months to 20 months	Victoria
Western Communities Montessori Society, The (<i>Western Communities Montessori Society, The Web site, n.d.</i>)	preschool to grade 8	Metchosin (Service Area: Western Communities)
Total number of agencies: 19		

Table 19. *Daycare/Preschool Programs*

Agency	Program	Target Population	Locatio
Artemis Options Society (<i>Artemis Options Society Web site, n.d.</i>)	Options Child and Family Centre	Infants and toddlers of young moms	Victoria
Boys & Girls Club Services of Greater Victoria (<i>Boys and Girls Club of Greater Victoria Web site, n.d.</i>)	Harbourside (Esquimalt) Boys & Girls Club:	Group Child Care-School Age (Licensed): children aged 5-12; Boys & Girls Only Programs: aged 8-12; Torch Club: age 10-12; Keystone Club: ages 13-17	Victoria (Locations across Canada)
	Millstream Boys & Girls Club	Group Child Care-School Age (Licensed): children aged 5-12; Boys & Girls Only Programs: aged 8-12; Torch Club: age 10-12; Keystone Club: ages 13-17	
Burnside Gorge Community Association (<i>Burnside Gorge Community Association Web site, n.d.</i>)	Preschool	aged 3.5-5 years	Victoria
	Out-of-School Care	aged 5-12	
Cridge Centre for the Family, The (<i>Cridge Centre for the Family, The Web site, n.d.</i>)	Daycare	Preschoolers Ages Three to Five	Victoria
	Preschool		
	School Age Care	going into Kindergarten through grade 7	
	Infant Care	infant	
Esquimalt Military Family Resource Centre (<i>Esquimalt Military Family Resource Centre Web site, n.d.</i>)	Casual Child Care:	military families	Esquimalt and Colwood
	Age 18 months to 5 years	Age 18 months to 5 years	
	Babies up to 18 months	Babies up to 18 months	
	MFRC Daycare		Colwood
	Out of School Care		
	Pre school Age 3, 4 and 5 years	Age 3, 4 and 5 years	
	Pre-school Age 4 and 5 years	Age 4 and 5 years	
Fairfield Gonzales Community Association (<i>Fairfield Gonzales Community Association Web site, n.d.</i>)	Out of School Care	children 5-12 years of age	Victoria
	<i>Family and Support Services:</i>	children from birth to six years	
	<u>Five Points Pre-School</u>	children ages three to five	
	<u>Moss Rock Preschool</u>	2 ½ -5 yrs	
Fernwood Neighbourhood Resource Group (<i>Fernwood Neighbourhood Resource Group Web site, n.d.</i>)	Infant and toddler	8 months to 35 months	Victoria (Service Area: Fernwood)
	3-5 Daycare	3-5 yrs	
James Bay Community School Centre (<i>James Bay Community School Centre Web site,</i>	Wonderclub	children ages 5 to 7 years.	Victoria (Service Area: James Bay)
	Kindercare		
	Bluezone	children ages 7 to 9 years.	
	Kidzone	children ages 9 to 12.	

n.d.)			
Kids Klub (<i>Kids Klub</i> Web site, n.d.)	Before & After Kindergarten Care	kids	Langford, Colwood, Victoria and Saanich
	Before & After School Care		
	Little Spartans Daycare	0-5	
	Little Beavers Daycare	0-5	
	Preschool	pre-school aged children	
Oaklands Community Centre & Association (<i>Oaklands Community Centre & Association</i> Web site, n.d.)	Before & After School Care	K/1 in Room 104 Grade 1-3 in the OOSC Room Grade 3-5 in the Community Room	Victoria (Service Area: Oaklands Community)
	Little Acorn Child Care	children aged 2.5 years (30 mos.) - 5 years	
Victoria Native Friendship Centre (<i>Victoria Native Friendship Centre</i> Web site, n.d.)	Little Paws Preschool	Children	Victoria (Service Area: Vancouver Island and Canada)
YMCA-YWCA of Greater Victoria (<i>YMCA-YWCA of Greater Victoria</i> Web site, n.d.)	LICENSED CHILD CARE » DOWNTOWN Y CHILD CARE CENTRE	children ages 3 to 5 years	Victoria, Sooke (Locations across Canada)
	LICENSED CHILDCARE » OUT OF SCHOOL CARE (OUTS)		
Total number of agencies: 12			

APPENDIX E: SENIORS

This appendix contains the following tables: Senior Agencies and Seniors Programs. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 20. *Senior Agencies*

Agency	Agency Description	Program	Target Population	Location
Broadmead Care Society (<i>Broadmead Care Society</i> Web site, 2008)	"The Broadmead Care Society is a non-profit society working in partnership with the Vancouver Island Health Authority and Veterans Affairs Canada to meet the health care needs of Veterans, seniors and members of our community." (Broadmead Care Society, 2008b, "About Us")	Veterans Health Centre ("A centre providing health, social, recreational and bath programs for Veterans living in the community" (Broadmead Care Society, 2008, "About Us")	Veterans, Seniors and members of the community	Victoria (Service area: Vancouver Island)
Capital City (Victoria) Volunteers (<i>Capital City Volunteers</i> Web site, 2004-2001)	"The purpose of this Society is to enhance the quality of life for the citizens of Victoria by providing services to the elderly, adults with disabilities, and others who are experiencing difficulty coping with their daily activities. The Society will recruit and provide training to its staff and volunteers to meet this objective." (Capital City Volunteers, 2004-2010, "How to become a client")	On-Call Driver Dog Walker Gardener Handyman Income Tax Preparer Reader & Writer Telephone Reassurance Visitor Walker	elderly, adults with disabilities, and others who are experiencing difficulty coping with their daily activities	Victoria (Service area: Victoria)
Cook Street Village Activity Centre (Formerly Fairfield Activity Centre) (<i>Cook Street Village Activity Centre</i> Web site, 2010)	"The Cook Street Village Activity Centre is a non-profit organization offering social, educational and recreational activities for persons of all ethnic and cultural backgrounds 50+ years of age. Follow the links on the top navigation bar to find out more about the daily happenings at our centre." (<i>Cook Street Village Activity Centre</i> Web site, 2010, "About us")	Bridge Beyond Basics Meditation Minds In Motion - Alzheimer Society of BC - Greater Victoria Simmering Supper! Hearty Soups and Nutritious Quick Breads. Tai Chi Beginner/intermediate. What is the Web Anyway? Yoga for EVERY Body Blood Pressure Clinic Diabetes Support Group Foot Care Clinic Scooter Service 5 Simple Rules: Being A Smart Consumer African Village Tradition With William Goldiet From Southern Sudan Book Lovers Group Bridge Tournament	persons of all ethnic and cultural backgrounds 50+ years of age	Victoria (Service area: Fairfield Area)

		<p>Cedar Bark Weaving Workshop - Cedar Rose.</p> <p>Cedar Bark Weaving Workshop - Six Strand Bracelet</p> <p>Creative Writers Group</p> <p>Cribbage Tournament</p> <p>Day-Trip to Coombs, BC</p> <p>Easter Dinner</p> <p>Easy & Essential Actions You Can Do To Boost Your Health, Starting Now!</p> <p>Fun and Fitness</p> <p>Grandparents Raising Grandchildren</p> <p>Indonesian Shadow Puppets with Master Puppeteer Sutrisno Hartana</p> <p>January & February Birthday Social</p> <p>March / April Birthday Social</p> <p>Multicultural Food Fair</p> <p>November and December Birthdays</p> <p>Robbie Burns Day Event</p> <p>St. Patrick's Day Lunch</p> <p>Stretch and Strength</p> <p>Valentine Tea and Show</p> <p>West Coast Expedition: Nature Walk in East Sooke Regional Park</p>		
<p>Cordova Bay 55 Plus Association (Cordova Bay 55 Plus Association Web site, n.d)</p>	<p>"Cordova Bay Community Place Hours: Monday – Friday, 9:00 – 4:00 CB 55+ Office Hours: Monday to Friday, 9:00 – Noon Come and take advantage of all CB55+ has to offer! We are currently accepting payment for 2011 memberships. The annual fee for membership is still \$40.00, cash or cheque, made out to the Cordova Bay 55+ Association. Just come into CB Place between 9 am and noon any day of the week to renew your membership for 2011!" (Cordova Bay 55 Plus Association Web site, n.d, "About")</p>	<p>Tuesday Drop-In Schedule</p> <p>Bridge Group</p> <p>Pistol Group</p> <p>On The Go Again</p> <p>Walking Group</p> <p>Singers Group</p> <p>Garden Group</p> <p>Studio Group</p> <p>Handy Grandies</p> <p>Genealogy Group</p> <p>Canadian Institute Discussion Group</p> <p>Stretch & Strength</p> <p>Qigong</p> <p>Tai Chi (Yang Style)</p>	55+	Saanich (Cordova Bay)
<p>Dawson Heights Housing Ltd.</p>	<p>"Dawson Heights offers a range of housing options. Our fully independent Cottages and apartments at the Dawson</p>	<p>The Cedars</p> <p>Social Programs</p>	Seniors	Saanich (Service area)

(Dawson Heights Housing Ltd. Web site, n.d.)	are for age 55 and up." (Dawson Heights Housing Ltd. Web site, n.d., "Home")	Physical Programs		Victoria)
		Intellectual Programs		
		Spiritual Programs		
James Bay New Horizons Society (James Bay New Horizons Society Web site, n.d.)	"We are a busy, active drop-in centre for James Bay and Greater Victoria Senior Citizens and their spouses. "(James Bay New Horizons Society Web site, n.d., "About us: Purpose")	ASEL (Active Seniors Enjoying Life) AEROBIC	Senior Citizens and residents	Victoria (Service area: James Bay area)
		C.U.U.C. Capital Unitarian Universalist Congregation		
		Tai Chi (Group B)		
		Walking Group		
Luther Court Society (Luther Court Society Web site, 2011)	"In compassionate Christian love, we sustain and improve the quality of life for seniors by providing care, shelter, support and community interaction.." (Luther Court Society Web site, 2011, "Home")	Assisted Living	seniors	Victoria
		Adult Day Centre		
		Activity Program		
Oak Bay Volunteer Services (Oak Bay Volunteer Services Web site, n.d.)	"Oak Bay Volunteer Services provides direct volunteer services to Oak Bay residents of all ages on a one-to-one basis. Clients have ranged in age from six weeks to 105 years old!" (Oak Bay Volunteer Services Web site, n.d. "What we do")	Driving	Clients live in the Municipality of Oak Bay, can be of any age, and are individuals in need of volunteer help because of health, financial or other needs.	Oak Bay (Municipality of Oak Bay)
		Visiting		
		Walking Or Wheelchair Pushes		
		Reading & Writing		
		Good Day Phone Calls		
		Income Tax Returns		
		Minor Repairs		
		Gardening		
Miscellaneous				
Saanich Volunteers Services Society (Saanich Volunteers Services Society Web site, 2011)	"The Society promotes independent living and enhances quality of life for Saanich residents by providing coordinated volunteer services."" (Saanich Volunteers Services Society Web site, 2011, "Home")	Supported Transportation	people of all ages; however, most of our clients are seniors who need help to remain in their own homes, apartments or condominiums	Saanich (Saanich residents)
		Companion Visiting		
		Income Tax Assistance		
		Minor Home Repairs		
		Telephone Visitation		
		Shopping Assistance		
		Walking Companion		
		Yard Work		
Seniors Serving Seniors Association (Seniors Serving Seniors Association Web site, n.d.)	"Seniors Serving Seniors Association began as a result of a meeting of seniors' agency representatives brought together on the invitation of Gretchen Brewin, then Alderwoman, City of Victoria, to discuss the needs of senior citizens in the Victoria area. "(Seniors Serving Seniors Association Web site, n.d., "About us")	Seniors' Link	senior citizens	Victoria (Victoria area)
		Seniors' Services Directory		
		Seniors Peer Councillors		
		Seniors in Stitches		
		Return to Health		
Silver Threads Services (Silver Threads Services Web	Silver Threads Service is a non-profit society administered by a volunteer Board of Directors, funded by the Municipalities of Victoria, Saanich, North Saanich and Central Saanich, the United	Saanich Centre	55 or older	Saanich
		Victoria Centre		Victoria
		Our Services:		
		Be Well Clinic		

site, 2009)	Way, donations and bequests, membership fees and fundraising events. If you are 55 or older, you are invited to join Silver Threads' programs. Annual memberships are available, non-members are more than welcome. Learning is a lifelong endeavour. We maintain traditional programs while developing new classes and workshops that will interest you. Volunteers are integral in building and sustaining a vibrant sense of community at Silver Threads. Discover how you can be involved and contribute as a Silver Threads' volunteer at the end of the Our Programs section." (<i>Silver Threads Services</i> Web site, 2009, "About us")	Podiatrist		Saanich
		Chronic Disease Self Management		
		Legal Assistance		saanich
		SWAP		
		L.I.F.E. Program (\$40 credit for eligible citizens for Seniors and Community Centres)		
		The Journey		
		<i>Our Programs:</i>		
		Enjoying My Community		Saanich
		Guess Who's Coming to Dinner		Saanich
		On the Go Again		
		Memory P.L.U.S. (Practice, Laughter, Useful Strategy)		Saanich, Sidney
		RSVP (regular reassuring phone calls)		
		Experience Works (an employment program)		Victoria
Grief and Loss	Saanich			
Total number of agencies: 11				

Table 21. *Seniors Programs*

Agency	Program	Target Population	Location
BC Families In Transition (<i>BC Families In Transition</i> Web site, n.d.)	Caught in the Middle - Grandparents Group	Grandparents	Victoria
BC Paraplegic Association (<i>BC Paraplegic Association</i> Web site, n.d.)	50+ Vintage Group	50+	Victoria
Beacon Community Services (<i>Beacon Community Services</i> Web site, n.d.)	Volunteer Services (includes Senior Peer Counselling)		Sidney (Service area: Capital Regional District)
	Home Support ⁹		
Burnside Gorge Community Association (<i>Burnside Gorge Community Association</i> Web site, n.d.)	Seniors Lunch & Learn	seniors	Victoria (Service area: families in the area)
	Tai Chi (seated)	seniors	
	Mature Drivers Seminar	seniors	
Capital Mental Health Association (Capital Mental Health Association Web site, 2009-2011)	Friendship Centre	seniors aged 55+ experiencing severe and persistent mental illness.	Victoria (Service area: Capital Region)
Fernwood Neighbourhood Resource Group (<i>Fernwood Neighbourhood Resource Group</i> Web site, n.d.)	Seniors' Recreation	seniors	Victoria (Service area: Fernwood Neighborhood)
Garth Homer Society (<i>Garth Homer Society</i> Web site, n.d.)	Pathways	seniors with developmental	Saanich (Service area: Victoria)

⁹ Beacon Community Services' Home Support program was included in this inventory because it is provided by a registered charity and it is a VIHA publicly funded program. Although seniors were not mentioned specifically in the program description, it was listed as the subsidized Home Support Service for Victoria in the Seniors Serving Seniors Association' Seniors' Services Directory (Seniors Serving Seniors Association, n.d.a).

		disabilities	
Inter-Cultural Association of Greater Victoria (<i>Inter-Cultural Association of Greater Victoria (ICA) Web site, 2011</i>)	Immigrant Seniors Group	55+	Victoria; Colwood; Saanich
	Seniors English Classes	immigrant and refugee seniors (55+)	
James Bay Community Project (James Bay Health and Community Services Society) (<i>James Bay Community Project Web site, n.d.</i>)	Seniors Outreach (includes: Volunteer Services)	seniors	Victoria
	Seniors Connections (a social group)	seniors	
James Bay Community School Centre (THE JAMES BAY COMMUNITY SCHOOL SOCIETY) (<i>James Bay Community School Centre Web site, n.d.</i>)	Seniors' Dinners	55+	Victoria
Metchosin Community House (<i>Metchosin Community House Web site, n.d.</i>)	VIHA'S Adult Day Program	seniors and people with disabilities	Metchosin
	Pearson College Outreach	young and elderly	
	Volunteer Drivers Program	senior residents	
Mount St. Mary Hospital (<i>Mount St. Mary Hospital Web site, n.d.</i>)	Bathing Program (note. Not an outreach service)	people living with extreme weakness, multiple sclerosis, dementia, paralysis, and older persons with special needs.	Victoria (clients who live in the James Bay, Fairfield-Beacon Hill and Esquimalt areas)
Oaklands Community Centre & Association (<i>Oaklands Community Centre & Association Web site, n.d.</i>)	Canasta, Cribbage & Coffee	Seniors	Victoria (representing the Oaklands neighbourhood)
	The Journey	Seniors	
Society of St. Vincent de Paul Vancouver Island (<i>Society of St. Vincent de Paul Vancouver Island Web site, n.d.</i>)	Seniors Group		Saanich (Greater Victoria Area)
Spectrum Job Search Centre (<i>Spectrum Job Search Centre Web site, n.d.</i>)	Spectrum's Work Wise (45+) Workshops	Unemployed experienced workers aged 45 +	Victoria (Serving Victoria, Oak Bay and James Bay)
Tetra Society of North America, Victoria Chapter (<i>Tetra Society of North America, Victoria Chapter Web site, n.d.</i>)	Seniors ("volunteers have created many devices for seniors, enabling people to maintain their independence")	Seniors with disabilities	n/a (Contact info only) (Service area: Victoria Area)
Victoria West Community Association (Victoria West Community Centre) (<i>Victoria West Community Association Web site, n.d.</i>)	Beginner Ballroom Dance	50 plus	Victoria (Service area: residents of the Victoria West neighbourhood)
	Conversational Cafe	50 plus	
	Osteofit	50 plus	
	Mah Jong Drop-In	50 plus	
Victoria Cool Aid Society (<i>Victoria Cool Aid Society Web site, n.d.</i>)	FairWay Woods seniors housing in Langford (houses 32)	"homeless and homeless-at-risk" seniors	Langford
Victoria Women's Transition House Society (<i>Victoria Women's Transition House Society Web site, n.d.</i>)	Senior Women's Programming	women age 50+	Victoria
	Safe Home	older women	
	Harrison Place	women 45- 65	
	Safe Home Outreach Program for Seniors	older women	
	Senior Women's Support Group	women 50+	
Total number of agencies: 19			

There are 12 other private pay (not a CSS) Home Support Services available to seniors in the Greater Victoria area:

- A1People Care Ltd;
- Alpha HomeHealth Care Ltd;
- Bayshore Home Health;
- Classic Caregivers;
- ElderSafe SupportServices Ltd;
- Harmony HealthCare Ltd;
- Home InsteadSenior Care;
- Nurse Next Door;
- Super Servicesfor Seniors;
- Victoria Personal HomeNursing Care Inc.;
- We Care Home Health Services; and
- Wilkes PacificEnterprises (Seniors Serving Seniors Association Web site, n.d., “Seniors’ Service Directory – Home Help”)

APPENDIX F: IMMIGRANTS AND REFUGEES

This appendix contains the following tables: Immigrant and Refugee Agencies, Other Immigrant and Refugee CSS Programs and Radicalized Minorities. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 22. *Immigrant and Refugee Agencies*

Agency	Agency Description	Program	Target Population	Location
Inter-Cultural Association of Greater Victoria (ICA) (<i>Inter-Cultural Association of Greater Victoria (ICA) Web site, 2011</i>)	“ICA offers services for newcomers, including settlement and integration counseling, translation and interpretation, English classes, mentoring, volunteer matching and peer support. We also provide outreach and education in the community through arts programming, as well as workshops on anti-racism, multiculturalism, diversity awareness, immigration and human rights. ICA’s arts programs celebrate the worth and potential of a culturally diverse community through artistic expression. Founded in 1971 as an organization to produce the long-running multicultural arts festival FolkFest, ICA has evolved over the years to encompass many different strategies for the creation and support of a welcoming community for newcomers to Canada.” (ICA, 2011b, “About Us”)	Immigrant Welcome Centre:	newcomers	Victoria; Colwood; Saanich
		Settlement Services	immigrants, refugees and refugee claimants residing in the Capital Region	
		Multicultural Youth Group	Youth	
		Immigrant Seniors Group	55+	
		Immigrant Women’s Group	Immigrant, refugee and live-in caregiver women who have come to Canada within the last 5 years	
		English Classes	newcomer 17 years old or older and approved for permanent residence, a Canadian citizen, or a refugee claimant	
		Seniors English Classes	immigrant and refugee seniors (55+)	
		Immigrant Professionals Mentorship Program	internationally trained professionals	
		Interpretation And Translation		
		Holding on to Your Kids: Parenting Across Cultures	parents from diverse cultures	
		Standard First Aid Training	All	
		Pre-Natal Classes for Immigrant Expectant Mothers	expecting and new immigrant mothers	
Citizenship Classes	Applicants...for the Citizenship Test			
Victoria Immigrant and Refugee Centre Society (VIRCS) (<i>Victoria Immigrant and Refugee Centre Society (VIRCS) Web site, n.d.</i>)	“The Victoria Immigrant and Refugee Centre Society (VIRCS) is a non-profit organization founded in November 1989 by three former refugees. The centre has 20 years of experience in helping immigrants, refugees, new Canadian citizens, and visible minorities settle and adapt into new lives in Greater Victoria. The multicultural staff annually serve an average of 3,000 clients	Services for newcomers (settlement workers)	immigrants and refugees who live in the Greater Victoria area	Victoria
		Services for English students	Adult.. immigrants, refugees, and international visitors	
		Employment Transitions and Coaching Program	unemployed residents who are: Immigrants New Canadians Visible Minority Canadians Refugee Claimants who have a valid work permit.	
		Immigrant youth employment steps - I-YES	twelve immigrant youth-at-risk in the age group of 15-30 years old	

<p>from all over the world. VIRCS provides a wide range of services to its target group, assisting them with everything from settling in Victoria to finding a job. Over the years, the centre has developed positive relationships with other organizations, service providers, the local business community, and the community at large. VIRCS gratefully acknowledges the funding support of the federal and provincial governments.” (VIRCS, n.d., “About VIRCS”)</p>	Skills connect	immigrants
	Enable Program	children and youth under 25 years old
	I Plan It program	youth 15-25 years old
	Be Friends Program (ages 19-30)	young adults new to Canada
	Family Friendship Program (for parents)	a newcomer family to a Canadian couple/family sharing same kids’ age, occupation, hobbies, and more
	Workshops	immigrants or new Canadians who have difficulty in finding or maintaining appropriate employment
Multicultural Activities		
Total number of agencies: 2		

Table 23. *Other Immigrant and Refugee CSS Programs*

Agency	Program	Target Population	Location
Central Baptist (in partnership with VIRCS) (<i>Central Baptist Web site., n.d.</i>)	ESL	English as a second language	Victoria
Cridge Centre for the Family, The (<i>Cridge Centre for the Family, The Web site, n.d.</i>)	Supportive Transitional Housing: Immigrants and Refugees	Families moving from crisis and instability to self-sufficiency	Victoria
Saanich Neighborhood Place (<i>Saanich Neighborhood Place Web site, n.d.</i>)	Parent and Tot Drop-in Orientation sessions for New Canadians families	New Canadians families	Saanich
St. John the Divine (<i>St. John the Divine Web site, n.d.</i>)	St. John’s Refugee Committee	Refugees	Victoria
Total number of agencies: 4			

Table 24. *Radicalized Minorities*

Agency	Agency Description	Program	Target Population	Location
antidote: Multiracial & Indigenous Girls and Women’s Network (<i>antidote: Web site, 2009</i>)	“We work with youth, multiracial families, schools, community groups, service providers, policy makers and researchers to promote the visibility and needs of racialized minority and Indigenous girls and women.” (<i>antidote: Web site, 2009, “antidote: Multiracial and Indigenous Girls and Women’s Network”</i>)		180 multiracial girls and women in Victoria	Victoria
		We’re Just Sayin’ is a group for girls, by gurlz	girls and young women	
		The Unlabel Fashion Workshop is antidote’s annual community event focusing on fashion deconstruction.	girls and women from racialized and Indigenous backgrounds	
		Multiracial Families Project	individuals, couples and families,	
		Monthly Intergenerational Gatherings & Workshops	Intergenerational	
Total number of agencies: 1				

APPENDIX G: ABORIGINAL INDIVIDUALS

This appendix contains the following tables: Aboriginal Agencies and Aboriginal Programs. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 25. *Aboriginal Agencies*

Agency	Agency Description	Program	Target Population	Location
BC Aboriginal Network On Disability Society (BCANDS) (<i>BC Aboriginal Network On Disability Society (BCANDS)</i> Web site, n.d.)	"The mandate of the BC Aboriginal Network on Disability Society is: "To Promote the Betterment of Aboriginal People with Disabilities." The organization was founded in July 1991, to deal specifically with the issues of Aboriginal People with special needs." (<i>BC Aboriginal Network On Disability Society (BCANDS)</i> Web site, n.d., "About Us")	Disability employment services	Aboriginal People with Disabilities	Victoria
		Health information / resources		
		E-Health videoconferencing / informational / educational / training events		
		Health / disability referrals		
		Individual case management		
		Health and disability client advocacy		
		Community and organizational consultation		
Hulitan Family and Community Services Society (<i>Hulitan Family and Community Services Society</i> Web site, n.d.)	"The purpose of Hulitan Family and Community Services Society is to provide social and emotional support to Aboriginal children, youth and their families living within the urban areas of Greater Victoria." (<i>Hulitan Family and Community Services Society</i> Web site, n.d., "About Us")	Aboriginal Child & Youth Mental Health Program	Aboriginal children ages 6 to 12, and their families,	Victoria
		Journeys of the Heart Cultural Learning Program	aboriginal children 2-5 years and their caregivers	
		Kwen'an'latel Intensive Parent Support Program	Those at risk of having children taken by MCFD	
M'akola Group of Societies (<i>M'akola Group of Societies</i> Web site, n.d.)	"To provide affordable and appropriate homes primarily for aboriginal people on vancouver island, and to enhance community partnerships." (<i>M'akola Group of Societies</i> Web site, n.d., "About Us")	M'AKOLA ILBC HOUSING SOCIETY (Also known as Jesken Aerie)	Low income aboriginals and seniors	Langford
		THE M'AKOLA BCH HOUSING SOCIETY		Houses across Victoria (Also located in Duncan, Nanaimo and Port Alberni)
Metis Community Services (Island Metis Family & Community Services Society) (<i>Metis Community Services (Island Metis Family &</i>	"The purpose and mandate of Metis Community Services (MCS) is to research, develop, deliver and evaluate human service programs for the approximately 8,000 Metis people who live on Vancouver Island." (<i>Metis Community</i>	Family Support Services	Metis People of Vancouver Island	Langford (Services available across Vancouver Island)
		Key Worker FASD Support		
		Family Group Conferencing		
		Collaborative Practices/ including Traditional Dispute Resolution		

Community Services Society) Web site, n.d.)	Services (Island Metis Family & Community Services Society) Web site, n.d.” Home”)	Support		
		Cultural Support		
		Family Visitation and Cultural Programme		
Native Courtworker and Counselling Association of BC (Native Courtworker and Counselling Association of BC Web site, n.d.)	“Our service is accomplished through access to counselling and referral services to clients with substance abuse and detox support issues; advocacy services for aboriginal family and youth; facilitating and enhancing access to justice by assisting clients involved in the criminal justice system; provides services to Vancouver community court; providing community outreach; networking and partnerships; advocacy services; and providing training and workshops.” (Native Courtworker and Counselling Association of BC Web site, n.d., “Home”)	NATIVE COURTWORKERS	aboriginal people	Office Located in Vancouver with Services available in Victoria
		?Aboriginal Alcohol And Drug Outpatient Services		
		?Family And Youth Services		
		?Community Outreach		
Surrounded by Cedar Child & Family Services (Surrounded by Cedar Child & Family Services Web site, n.d.)	“Surrounded By Cedar Child and Family Services will provide child and family services rooted in cultural values and beliefs to restore and enhance the strength and resiliency in the urban Aboriginal community” (Surrounded by Cedar Child & Family Services Web site, n.d. “Vision”)	Guardianship	urban Aboriginal children in Continuing Care...Involving natural parents, extended family, Nation and delegated First Nations, Urban or Metis agencies and MCFD	Greater Victoria Area.
		Resources (ongoing support)	Caregivers of urban Aboriginal children in care	
		Child and Youth Counselling	urban Aboriginal children [and youth] in care, their caregivers and families	
		Cultural Services	children	
Victoria Native Friendship Centre (Victoria Native Friendship Centre Web site, n.d.)	“We provide services to the estimated 15,000 Aboriginal people living off reserve in the greater Victoria area and southern Vancouver Island, as well as the 5,000 residents of First Nations communities from Sooke to Sidney and as far as Mill Bay. The Centre also provides temporary assistance to a sizeable population of Aboriginal individuals and families from First Nations and urban centres across Canada.” (Victoria Native Friendship Centre Web site, n.d., “Welcome”)		Urban Aboriginal People	Victoria (with services offered across Canada)
		Aboriginal Infant Development Program (AIDP)	families where there is a child from birth to age three years who is showing developmental delays or is at risk of developmental concerns	
		FASD	0 -19 years who have a diagnosis or there is possibility of Fetal Alcohol Spectrum Disorder	
		ASCDP	0—12 years of Age 2. Evidence of a developmental delay.	

	<i>Cedar House</i>	Aboriginal youth 16 - 18 years of age
	Aboriginal Nations Education Liaison	Aboriginal Nations Students, Parents And Guardians
	Elders	Elders
	Family Services Team (FST)	urban Indigenous families who are directly involved with the Ministry of Children and Family Development (MCFD).
	Aboriginal Homeless Outreach Program	Indigenous individuals and families who are homeless
	Slaheena & Aboriginal Parenting	
	Victoria Youth Custody Centre	youths in care
	Youth Department	Aboriginal Youth
	The EAGLE Project	Aboriginal residents of BC, who are: Unemployed non EI clients; Employed persons; but lack high school diploma, certification or workplace essential skills.
	Fernwood House Iy Ilen Hautw	Aboriginal Women and Children

Total number of agencies: 7

Table 26. *Aboriginal Programs*

Agency	Program	Target Population	Location
Big Brothers Big Sisters of Victoria (<i>Big Brothers Big Sisters of Victoria Web site, 2004</i>)	Community Based Mentoring Program	ages of 7 and 17 years old	Victoria (Service Area: Victoria Capital Region)
Literacy Victoria (<i>Literacy Victoria Web site, 2011</i>).	First Nations (Aboriginal Learning Program)	adult literacy programming within First Nations communities	Victoria
Our Place (<i>Our Place Web site, n.d.</i>)	Aboriginal Committee of Empowerment (ACE)	First nations people	Victoria
READ Society, Victoria BC (<i>READ Society, Victoria BC Web site, 2009</i>)	Aboriginal Community Learning	Aboriginal	Victoria

Total number of agencies: 4

APPENDIX H: LESBIAN, GAY, BISEXUAL, TRANSGENDER OR QUEER (LGBTQ) INDIVIDUALS

This appendix contains the following tables: LGBTQ Agencies and Other LGBTQ Programs. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 27. *LGBTQ Agencies*

Agency	Agency Description	Target Population	Location
Parents, Families, and Friends of Lesbians and Gays (PFLAG), Canada, Victoria BC (Chapter/Section) (<i>Parents, Families, and Friends of Lesbians and Gays (PFLAG) Web site, 2009</i>).	“Through our PFLAG Canada Chapter and Contact network, we actively assist in the recognition and growth of gay, lesbian, bisexual, transgender, transsexual, two-spirit, intersex, queer and questioning persons and their families and friends, within their diverse cultures and societies.” <i>Parents, Families, and Friends of Lesbians and Gays (PFLAG) Web site, 2009, “Learn About PFLAG Canada”</i>)	gay, lesbian, bisexual, transgender, transsexual, two-spirit, intersex, queer and questioning persons and their families and friends	Victoria
South Island Pride Community Centre (<i>South Island Pride Community Centre Web site, n.d.</i>).	“The South Island Pride Community Centre is a community resource providing support, health and social services, and public education for the well-being of people of all genders, gender identities, and sexualities, and their allies in the Capital Regional District of British Columbia.” (<i>South Island Pride Community Centre Web site, n.d., “Home”</i>)	all genders, gender identities, and sexualities, and their allies	Victoria (possibly others)
Victoria Lesbian Seniors Care Society (<i>Victoria Lesbian Seniors Care Society Web site, n.d.</i>)	“The purpose of Victoria Lesbian Seniors Care Society is to support lesbian health and social needs as we age by providing safe, accessible, welcoming spaces to build community through public education and social action. The society is open to lesbians of all ages.” <i>Victoria Lesbian Seniors Care Society Web site, n.d., “Home”</i>)	lesbians of all ages	Victoria
Total number of agencies: 3			

Table 28. *Other LGBTQ Programs*

Agency	Program	Target Population	Location
AIDS Vancouver Island (<i>AIDS Vancouver Island Web site, n.d.</i>)	Men’s Wellness Program	Gay men’s group for positive and negative guys	Victoria
Fairfield Gonzales Community Association (Fairfield Community Place) (<i>Fairfield Gonzales Community Association Web site, n.d.</i>)	Queer Parents Family Group	Queer – includes gay, lesbian, bi-sexual, and transgender individuals	Victoria
First Metropolitan United Church (<i>First Metropolitan United Church Web site, n.d.</i>)	Social Groups (QVC)	Gay, lesbian, bisexual and transgendered Christians and those wishing to explore their connection with God	Victoria
Total number of agencies: 3			

As listed on the South Island Pride Community Centre’s (n.d.) “Other Organizations” page there are also a number other community agencies in the Greater Victoria area which serve the LGBTQ community:

- Victoria Pride Society (<http://www.victoriapridesociety.org/>);
- Prime Timers Victoria Society (<http://www.members.shaw.ca/primetimersvic/>);
- Homospun Collective (<http://homospun.wordpress.com/>);
- Out of the Closet Renew Boutique.

APPENDIX I: INDIVIDUALS WITH A DISABILITY AND/OR CHRONIC DISEASE

This appendix contains the following tables: Disability Agencies (General), Disabilities (Blind), Disabilities (Deaf and hard of hearing), Disabilities (Spinal Cord), Disabilities (Children), Disabilities (Developmental/Intellectual Disabilities, Disabilities (Other targeted agencies), Disability Programs, Disease (HIV/AIDS, Hepatitis C, or other communicable diseases), Disease (Alzheimer's), Disease (Lung), Disease (Cancer), Disease Agencies (Other), Disease Programs (Other), (Health Agencies), Health Programs). The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 29. *Disability Agencies (General)*

Agency	Agency Description	Program	Target Population	Location
Action Committee for People with Disabilities (<i>Action Committee for People with Disabilities Web site, 2011</i>)	The Action Committee of People with Disabilities, or ACPD, is a charitable cross-disability society located in Victoria, British Columbia.	Home Support	people with disabilities	Victoria (Service Area: Victoria)
		Community Support		
		Recreation – Day Programs		
		Case Management		
BC Aboriginal Network On Disability Society (<i>BC Aboriginal Network On Disability Society Web site, n.d.</i>)	“The mandate of the BC Aboriginal Network on Disability Society is: "To Promote the Betterment of Aboriginal People with Disabilities."” (<i>BC Aboriginal Network On Disability Society (BCANDS) Web site, n.d. "About Us"</i>)	Disability employment services	Aboriginal People with Disabilities	Victoria (Service Area: British Columbia)
		Health information / resources		
		E-Health videoconferencing / informational / educational / training events		
		Health / disability referrals		
		Individual case management		
		Health and disability client advocacy		
Capital City Volunteers (<i>Capital City Volunteers Web site, 2004-2011</i>)	“The purpose of this Society is to enhance the quality of life for the citizens of Victoria by providing services to the elderly, adults with disabilities, and others who are experiencing difficulty coping with their daily activities.” (<i>Capital City Volunteers Web site, 2004-2011, "How to become a client"</i>)	On-Call Driver	elderly, adults with disabilities, and others who are experiencing difficulty coping with their daily activities	Victoria (Services Area: Victoria)
		Dog Walker		
		Gardener		
		Handyman		
		Income Tax Preparer		
		Reader & Writer		
		Telephone Reassurance		
		Visitor		
		Walker		
Community Options for Children and Families (<i>Community Options for Children and</i>	“We offer respite to children with mental, physical, or developmental disabilities and adults with mental disabilities. The funding for our respite programs comes from Community Living British	Respite Care	people with disabilities	Victoria (Service Area: Victoria)
		Moms' Support Group		
		Just for Fathers Group		
		Parent & Family Education		

Families Web site, n.d.)	Columbia. We also offer a variety of family support programs which are funded in part by United Way, grants, BC Gaming, donations and fundraising. Community Options is a United Way Member Agency." (<i>Community Options for Children and Families</i> Web site, n.d., "Historical Information")	Parent to Parent Connections Sibshops & Sibteen		
Independent living Housing Society of Greater Victoria (<i>Independent living Housing Society of Greater Victoria</i> Web site, n.d.)	"Founded in 1976, we provide group homes, a respite care home, and apartments. The organization consists of approximately 80 employees providing care to 24 clients and 20 respite guests." (<i>Independent living Housing Society of Greater Victoria</i> Web site, n.d., "What we do")	Obed Site Feltham Site Easter Road Site ("The B & B") The Heathers Site Hawthorne Site	people with physical and/or cognitive disabilities	Victoria (Service Area: Victoria) Victoria (Service Area: Saanich) Victoria (Service Area: Saanich)
Lifetime Networks Victoria (<i>Lifetime Networks Victoria</i> Web site, n.d.)	"We build and maintain networks of lifetime friendships to support people with disabilities in Victoria, BC." (<i>Lifetime Networks Victoria</i> Web site, n.d., "About Us")	Personal Support Networks Being a Citizen Post Secondary Program Independent Living Support Best Buddies Program Building Effective One to One Personal Supports Spinoza Bear Program Will & Estate Planning Seminars Parent Meetings Adult Fine Arts	for those isolated and vulnerable, due to disability 18 years or older with a disability	Saanich (Service Area: Victoria)
Oak Bay Volunteer Services (<i>Oak Bay Volunteer Services</i> Web site, n.d.)	"Oak Bay Volunteer Services provides direct volunteer services to Oak Bay residents of all ages on a one-to-one basis. Clients have ranged in age from six weeks to 105 years old!" (<i>Oak Bay Volunteer Services</i> Web site, n.d., "What we do")	Driving Visiting Walking Or Wheelchair Pushes Reading & Writing Good Day Phone Calls Income Tax Returns Minor Repairs Gardening Miscellaneous	Clients live in the Municipality of Oak Bay, can be of any age, and are individuals in need of volunteer help because of health, financial or other needs.	Oak Bay (Service Area: Oak Bay)
Operation Trackshoes Society (<i>Operation Trackshoes Society</i> Web site, n.d.)	"A sports festival for the citizens of British Columbia who have a developmental disability." (<i>Operation Trackshoes Society</i> Web site, n.d., "About Us")	Operation Trackshoes	people with and without disabilities	University of Victoria (Service Area: Victoria)

site, n.d.)				
Our Place (<i>Our Place</i> Web site, n.d.)	“Our Mission Our Place offers a sense of belonging to Greater Victoria's most vulnerable citizens. We provide a home, nourishment and hope through living, sharing, learning and worshipping together.” (<i>Our Place</i> Web site, n.d., “Mission, Vision and Values”)	Camosun Computer Class The Drop-in Centre Dining Room and Nutrition Bar Our Place – The Transitional Housing Program Hygiene and Clothing Foot Care Program Aboriginal Committee of Empowerment (ACE) Angel Gifts Cold Weather Strategy	the poor, disabled, and homeless of Greater Victoria [New Executive Director Hired for Our Place. Retrieved June 21, 2011, from http://www.ourplacesociety.com/node/402]	Victoria (Services Area: Greater Victoria)
Power To Be (<i>Power of Hope</i> Web site, n.d.)	“Power To Be provides dynamic outdoor education programs that enrich the health and quality of life of youth, adults and families facing significant life challenges.” (<i>Power of Hope</i> Web site, n.d., “Our Mission”)	Adaptive Recreation Program	youth, adults and families facing significant life challenges	Victoria (Service Area: Victoria)
Recreation Integration Victoria (<i>Recreation Integration Victoria</i> Web site, n.d.)	“RIV is designed to assist people with disabilities, in the Greater Victoria area, pursue active lifestyles.” (<i>Recreation Integration Victoria</i> Web site, n.d., “About Us”)	Leisure Planning and Referral Leisure Assistance Community Respite Service for Families Disabled Sailing Association of B.C., Victoria Branch (DSABC, Victoria) Equipment Loan Service Leisure Assistant's Pass Summer Leisure Assistance Program Summer Residential Camp Assistance Supported Child Development	people with disabilities	Saanich (Service Area: Greater Victoria, the Peninsula, and the West Shore)
Transition Youth Employment Services (<i>Transition Youth Employment Services</i> Web site, n.d.)	“T.Y.E.S. TRANSITION YOUTH EMPLOYMENT SERVICES SOCIETY is an employment service for individuals with disABILITIES who are in transition to work.” (<i>Transition Youth Employment Services</i> Web site, n.d., “About Us”)	Workshops Employment Services	individuals with disABILITIES	Victoria (Service Area: Victoria)

Vancouver Island Society of Disabled Artists (<i>Vancouver Island Society of Disabled Artists</i> Web site, 2010)	<ul style="list-style-type: none"> ◦ To support artists with disabilities by creating an art gallery in Victoria British Columbia so artists can showcase their art work. ◦ To support our members by providing a means to demonstrate their artwork in local and national art galleries. ◦ To research and develop new power-assisted equipment that will allow artists to increase their productivity. ◦ To support people with disabilities that would like to become professional artists and become financially independent. ◦ To give a voice to the experience of living with a disability.” (<i>Vancouver Island Society of Disabled Artists</i> Web site, 2010, “Welcome”) 		people with disabilities	Saanich (Service Area: Victoria)					
Victoria Disability Resource Centre (<i>Victoria Disability Resource Centre</i> Web site, n.d.)	“The Victoria Disability Resource Centre is a non-profit organization that assists people with all types of disabilities to lead independent lives.” (<i>Victoria Disability Resource Centre</i> Web site, n.d., “Home”)	<table border="1"> <tr><td>Parking permits</td></tr> <tr><td>Information and Referral</td></tr> <tr><td>Peer Support Services</td></tr> <tr><td>Access to Employment</td></tr> <tr><td>Assistive Technology Services</td></tr> </table>	Parking permits	Information and Referral	Peer Support Services	Access to Employment	Assistive Technology Services	people with all types of disabilities	Victoria (Service Area: Greater Victoria)
Parking permits									
Information and Referral									
Peer Support Services									
Access to Employment									
Assistive Technology Services									
Total number of agencies: 14									

Table 30. *Disabilities (Blind)*

Agency	Agency Description	Program	Target Population	Location
Alliance for Equality of Blind Canadians, Chapter Victoria (Alliance for Equality of Blind Canadians, Chapter Victoria Web site, n.d.)	“The Alliance for Equality of Blind Canadians is a national charitable organization, founded in 1992, that is dedicated to promoting the increased inclusion of blind, deaf-blind and partially sighted Canadians in all aspects of social life, from employment to participation in elections.” (Alliance for Equality of Blind Canadians, Chapter Victoria Web site, n.d., “About AEBC”)	Mentorship	those who are new to losing their vision, to parents of children who are blind, deaf-blind, or partially sighted	Victoria (Service Area: Victoria)
CNIB (Canadian National Institute for the Blind) CNIB (Canadian National Institute for the Blind) Web site, n.d.)	“CNIB is a registered charity, passionately providing community-based support, knowledge and a national voice to ensure blind and partially sighted Canadians have the confidence, skills and opportunities to fully participate in life. To do that, we work with clients in their own homes and communities, providing a range of programs and services that help people overcome the challenges of	CNIB Specialist, Children & Youth Services	Children and youth	Victoria (Service Area: BC Wide)
		Toll-Free Children’s Line		
		Early Intervention Camps	children five years of age or younger with vision loss	
		Independent Living Services		

	sight loss, increase their independence and achieve their goals. We also advocate for equal access and an inclusive society, and strive to reduce unnecessary vision loss by promoting the effective prevention, diagnosis and treatment of eye disease.” (Canadian National Institute for the Blind) Web site, n.d., “About Us.”)	Vision Odyssey I: Adjustment to Vision Loss		
		Vision Odyssey II: Adjustment to Vision Loss For Families		
		Career & Employment Services		
		Counselling		
		Independent Living:		
		Low Vision Services:		
		Orientation and Mobility:		
		Registration and Referral		
Total number of agencies: 2				

Table 31. *Disabilities (Deaf and hard of hearing)*

Agency	Agency Description	Program	Target Population	Location
BC Hands & Voices (BC Hands & Voices Web site, n.d.)	BC Hands & Voices is a parent-driven, non-profit organization dedicated to supporting families with children who are deaf or hard of hearing. (BC Hands & Voices Web site, n.d. “About Us”)		families with children who are deaf or hard of hearing	Victoria (Service area: BC Wide)
Canadian Hard of Hearing Association, Victoria (Canadian Hard of Hearing Association, Victoria Web site, n.d.)	“CHHA's mandate is to be active in all matters pertaining to hard of hearing people. Some of these are: Education...Access.....Public ...Awareness.....Technical Devices.....Self-Help” (Canadian Hard of Hearing Association, Victoria Web site, n.d., “About CHHA”)	Information on aids, assistive listening devices, and coping skills Peer counselling available Courses in speech, reading, and communication skills	hard of hearing and late-deafened persons	Victoria
Hands on Summer Camps (Hands on Summer Camps Web site, n.d.)	“It was founded in 1991 by a group of parents who found that their children, who happened to be deaf and hard of hearing, didn't have the same sport and recreational opportunities as other children.” (Hands on Summer Camps Web site, n.d., “About”)	Summer Camp	deaf and hard of hearing children aged 5-12	Victoria
Island Deaf and Hard of Hearing Centre (Island Deaf and Hard of Hearing Centre Web site, n.d.)	“We work with: Deaf individuals who use sign language Hard of Hearing individuals Late Deafened individuals who have lost their hearing late in life Families with Deaf or Hard of Hearing members	Family & Community Program Interpreting Services Technical Aids Program Aural Rehabilitation Program	Deaf individuals who use sign language Hard of Hearing individuals Late Deafened individuals who have lost their hearing late in life Families with Deaf or	Victoria (Service Area: Vancouver Island)

	Hearing individuals/groups who require information or training regarding hearing loss and deafness." (Island Deaf and Hard of Hearing Centre Web site, n.d., "Home")	Hearing Loss Support Group	Hard of Hearing members Hearing individuals/groups who require information or training regarding hearing loss and deafness.
		Employment Program for Persons with Disabilities	
		"Deaf Plus" Social Calendar	
		Library	
Total number of agencies: 4			

Table 32. *Disabilities (Spinal Cord)*

Agency	Agency Description	Program	Target Population	Location
BC Paraplegic Association (BC Paraplegic Association Web site, n.d.)	"The BC Paraplegic Association (BCPA) helps people with spinal cord injuries adjust, adapt and thrive by providing answers, information and community experiences. BCPA has two core services through which it serves the SCI community: Peer Support and Information Services." (BC Paraplegic Association Web site, n.d., "Welcome")	Peer Coffee Drop in	people with spinal cord injuries	Victoria (Service Area: BC Wide)
		Women's Only Group		
		50+ Vintage Group		
		IACDI Group		
		Education:		
		Nutrition II: Bowel and Nutrition		
Friends of Path Spinal Cord Injury Society (Friends of Path Spinal Cord Injury Society Web site, n.d.)	"The friends of Path Spinal Cord Injury Group Society has been registered as a charity because it benefits the community by: Assisting those with spinal cord injuries to participate in rehabilitation programs or facilities with specialized equipment that will aid in their recovery." (Friends of Path Spinal Cord Injury Society Web site, n.d. "Purpose")	The Wrist & Elbow Bone are Connected to the Backbone	those with spinal cord injuries	Langford (Service Area: Victoria)
		Path-Sci Gym		
Total number of agencies: 2				

Table 33. *Disabilities (Children)*

Agency	Agency Description	Program	Target Population	Location
Canucks Autism Network (CAN) (Canucks Autism Network (CAN) Web site, n.d.)	"To provide year round, innovative, high quality sports, recreational, social and vocational programs for individuals and families living with autism, and to build awareness and capacity through community networks across British Columbia." (Canucks Autism Network (CAN) Web site, n.d., "Mission, Vision and Values")	I CAN Play Soccer	children with autism	Victoria (Service Area: BC Wide)
		We CAN Be Friends	Elementary students	

Children's Respite Support Society (Children's Respite Support Society Web site, n.d.)	"CRSS was formally established in November of 2003 with a mandate to assist both the children and their families by fundraising for suitable projects and providing information about all aspects of respite care. Much of our current work is directed to the respite care provided at MiMi's House." (Children's Respite Support Society Web site, n.d., "Home")	Mimi's House	children with severe disabilities	Victoria (Service Area: Greater Victoria)
Learning Disabilities Association of BC, South Vancouver Island Chapter (<i>Learning Disabilities Association of BC, South Vancouver Island Chapter</i> Web site, n.d.)	"The Learning Disabilities Association of BC – South Vancouver Island Chapter (LDA-SVI) is a not for profit organization that educates supports and advocates for children and youth with Learning Disabilities (LD) and or Attention Deficit Disorders AD/HD and their families." (<i>Learning Disabilities Association of BC, South Vancouver Island Chapter</i> Web site, n.d., "Mission Statement")	Annual Professional Development Conference	children and youth with Learning Disabilities (LD) and or Attention Deficit Disorders AD/HD and their families	Victoria
		Resource Centre/Lending Library		
		Outreach Program		
		Displays/Presentations		
		Lead and Ad/Hd Workshops		
		Parent Education/Support Events		
		social development program		
		Academic Skills program		
		Reading/Writing Programs		
		Individual Support Programs for Parents and Children		
Parent Workshops and Support				
Youth Workshops and Support				
Victoria Society for Children with Autism (VSCA) (Victoria Society for Children with Autism (VSCA) Web site, n.d.)	"The Victoria Society for Children with Autism (VSCA) is a registered non-profit society established in 1970. VSCA's monthly meetings provide a forum for parents and professionals to communicate on the issues surrounding autism, and a network for parent support." (Victoria Society for Children with Autism (VSCA) Web site, n.d., "About us")		autism and related conditions	Victoria (Service Area: Victoria)

Total number of agencies: 4

Table 34. *Disabilities (Developmental/Intellectual Disabilities)*

Agency	Agency Description	Program	Target Population	Location
Community Living Victoria (Community Living Victoria Web site, 2011)	"Community Living Victoria supports people with developmental disabilities together with their families and support networks by promoting their full citizenship and inclusion	Family Support	children and adults with developmental disabilities and their families	Victoria (Service Area: Vancouver Island)
		Supported Employment Program (Sep)		
		Parent Support Program (Psp)		

	in the community.” (Community Living Victoria Web site, 2011 “Home”)	Youth Programs Host Agency And Individualized Funding Home Sharing Ralph Street Day Program Community Access Program And Satellite Program Supported Independent Living Supported Apartment Living Homes		
Garth Homer Society (Garth Homer Society Web site, n.d.)	“The Garth Homer Society (GHS) is a non-profit society that provides daytime services for more than 130 adults with developmental disabilities. Working with families and friends, GHS creates a plan of activities that meets the individual needs of the client.”(Garth Homer Society Web site, n.d., “About Us”)	Employment Services Artworks Community Access Team Discovery Dreams Pathways Computer Resource Centre Starr	adults with developmental disabilities individuals who have significant emotional, communication and behavioral support needs	Saanich (Service Area: Victoria)
Kardel Consulting Services Inc (Kardel Consulting Services Inc Web site, 2008)	“Kardel Consulting Services Inc (now known as "Kardel") was born in 1987, during the early days of institutional closures... Kardel is a CARF-accredited agency providing residential, day service, respite, home-share and other individualized supports through Host Agency Agreements. The desire to participate in the development of individualized community-based services is as vital today as it was when Kardel began.” (Kardel Consulting Services Inc Web site, 2008, “Home”)	Dustin Court, Victoria Hillside Home, Victoria Paskin Home, Victoria Tillicum Home, Victoria <i>Futures Club:</i> volunteer activities recreational activities personal development Individual Support Network Home Share Program Community Support Team	people with developmental disabilities	Outside of Victoria(Service Area: Vancouver Island)
Shekinah Homes Society (Shekinah Homes Society Web site, n.d.)	“Shekinah Homes Society purpose is to support adults with developmental disabilities as respected and valued members of society by ensuring they have opportunities for personal growth and self determination.” (Shekinah Homes Society Web	The Ark Happy Rock Bethesda The Keel	adults with developmental disabilities	Victoria (Service Area: Fernwood Neighborhood)

	site, n.d., "Home")			
Special Olympics British Columbia Victoria (Special Olympics British Columbia Victoria Web site, n.d.)	"We are a volunteer, non-profit organization providing sport, recreation training and competition to athletes with intellectual disabilities in the Capital Region." (Special Olympics British Columbia Victoria Web site, n.d., "About Us")	Summer Sports Winter Sports	athletes with intellectual disabilities	Victoria (Service area: Capital Region)
Total number of agencies: 5				

Table 35. *Disabilities (Other targeted agencies)*

Agency	Agency Description	Program	Target Population	Location
Arthritis Society, BC/Yukon, The (Arthritis Society, BC/Yukon, The Web site, 2011)	"The Victoria Community Group works out of the Victoria Arthritis Centre. The group serves the southern tip of Vancouver Island in and around Victoria." (Arthritis Society, BC/Yukon, The Web site, 2011, "About Us")	Arthritis Self-Management Program Pain Management Seminar Take Charge! Early Intervention for Osteoarthritis Program	people living with arthritis	Victoria (Service Area: Vancouver Island)
Federation of Invisible Disabilities (Federation of Invisible Disabilities Web site, n.d.)	"The Federation of Invisible Disabilities is a non-profit organization that provides resources for families, professionals and other interested community members who want to learn more about Invisible Disabilities." (Federation of Invisible Disabilities Web site, n.d., "Home")	Invisible Disabilities Parent Support Group	families, professionals and other interested community members who want to learn more about Invisible Disabilities	Victoria
Greater Victoria Down Syndrome Society (Greater Victoria Down Syndrome Society Web site, n.d.)	"The purposes of the Society (est. 1990) are: a) to provide educational, vocational, and life enhancement assistance to people with Down syndrome; b) to provide encouragement and support to families of persons with Down syndrome; c) to enhance public awareness and understanding of Down syndrome; to carry on such other activities as are consistent with the foregoing purposes." (Greater Victoria Down Syndrome Society Web site, n.d., "Who we are")	Music therapy Speech Therapy Ups Club gatherings (monthly) Self-advocate events	people with Down syndrome	Victoria
Tetra Society of North America, Victoria Chapter (Tetra Society of North America, Victoria Chapter)	"The Tetra Society of North America is a non-profit organization, founded in 1987 in Vancouver, BC that recruits skilled volunteers to create customized assistive devices for people with physical disabilities." (Tetra Society of North America, Victoria Chapter Web site, n.d., "About")	Children Students Adults Seniors	people with physical disabilities	(Service Area: Victoria area)

Web site, n.d.)				
Tourette Syndrome Foundation of Canada, Victoria Chapter (Tourette Syndrome Foundation of Canada, Victoria Chapter Web site, n.d.)	“The Tourette Syndrome Foundation of Canada is a national voluntary organization dedicated to improving the quality of life for those with or affected by Tourette Syndrome through programs of: education, advocacy, self-help and the promotion of research.” (Tourette Syndrome Foundation of Canada, Victoria Chapter Web site, n.d., “About”)	Children and Youth	individuals affected by Tourette Syndrome (TS) and its associated disorders.	Victoria
		Families		
		Adults		
		Everyone		
Vancouver Island Autistic Homes Society (Vancouver Island Autistic Homes Society Web site, n.d.)	“VIAH exists to enable and support adult persons with Autism Spectrum disorders to live in the community and to create opportunities for independence, growth and community participation.” (Vancouver Island Autistic Homes Society Web site, n.d., “Home”)	Residential Services	persons on the autism spectrum who are Adults (nineteen years or older).	Victoria
		Day Programs		
		Advocacy		
Victoria Brain Injury Society (Victoria Brain Injury Society Web site, n.d.)	“The Victoria Brain Injury Society provides support, education and advocacy to people on Southern Vancouver Island with acquired brain injuries, their families and friends to enable them to move toward emotional, economic and social self-reliance.” (Victoria Brain Injury Society Web site, n.d., “Home”)	Case Management	people on Southern Vancouver Island with acquired brain injuries, their families and friends	Victoria (Southern Vancouver Island)
		Personal Enhancement Program		
		Peer Support		
		Creative Arts		
		Acquired Brain Injury 101		
		Coping Strategies Course		
		VBIS Family Support Group		
		Education & Awareness		
Total number of agencies: 7				

Table 36. Disability Programs

Agency	Program	Target Population	Location
Beacon Community Services (<i>Beacon Community</i>)	Fetal Alcohol Spectrum Disorder (FASD) Program	for the community and those affected with FAS	Victoria (Service Area: Victoria)

Services Web site, n.d.)			
Cridge Centre for the Family, The (<i>Cridge Centre for the Family, The Web site, n.d.</i>)	Independent Housing with Community Support	survivors of brain injury	Victoria (Service Area: Greater Victoria)
	Mary Cridge Manor		
	Macdonald House		
	Community Based Supports:		
	Planned Lifetime Advocacy Network (PLAN)		
	Work Enclaves		
	The Clubhouse Model		
Greater Victoria Child and Family Counselling Association (Greater Victoria Child and Family Counselling Association Web site, n.d.)	Children and Youth with Special Needs (CYSN) program	children and youth who are connected to the Ministry of Children and Family Development's CYSN program.....the young person must have a cognitive disability	Victoria
	Autism Services Program (fee for service program)	Parents of children and youth between 6 and 19 years of age	
Metchosin Community House (<i>Metchosin Community House Web site, n.d.</i>)	VIHA'S Adult Day Program	seniors and people with disabilities	Metchosin (Service Area: Metchosin)
Metis Community Services (<i>Metis Community Services (Island Metis Family & Community Services Society) Web site, n.d.</i>)	Key Worker FASD Support	FASD affected children and their families	Langford (Service Area: Vancouver Island)
Mount St. Mary Hospital (<i>Mount St. Mary Hospital Web site, n.d.</i>)	Bathing Program	people living with extreme weakness, multiple sclerosis, dementia, paralysis, and older persons with special needs.	Victoria (Service Area Victoria [James Bay])
Phoenix Human Services Association (<i>Phoenix Human Services Association Web site, n.d.</i>)	Community Living Services:	people with developmental disabilities	Victoria (Service Area: Victoria)
	Community Living Services For Children	children and youth, under the age of 19, who have been diagnosed with a developmental disability, as well as the needs of their family	
	Community Living Services For Adults:	adults 19 years and older	
	Community Living Services Adult Day Programs	individuals beginning at the age of 19 years, who have been diagnosed with a developmental disability.	
Sooke Family Resource Society (<i>Sooke Family</i>	Respite	families and individuals of all ages	.Colwood (Service Area: Sooke, Westshore and surrounding areas)

<i>Resource Society</i> Web site, 2010)			
Victoria Native Friendship Centre (<i>Victoria Native Friendship Centre</i> Web site, n.d.)	FASD	0 -19 years who have a diagnosis or there is possibility of Fetal Alcohol Spectrum Disorder	Victoria (Service Area: Greater Victoria)
	ASCDP	"All children who possess Aboriginal Ancestry with evidence of developmental delay."	
WCG International HR Solutions (<i>WCG International HR Solutions</i> Web site, 2010)	Triumph	persons with disabilities	Victoria (Service Area: N/A)
Total number of agencies: 10			

Table 37. Disease (HIV/AIDS, Hepatitis C, or other communicable diseases)

Agency	Agency Description	Program	Target Population	Location
AIDS Vancouver Island (<i>AIDS Vancouver Island</i> Web site, n.d.)	"AIDS Vancouver Island serves the needs of people infected and affected by HIV and hepatitis C. We take evidence-based action to prevent infection, provide support, and reduce stigma." (<i>AIDS Vancouver Island</i> Web site, n.d., "About Us")	Infoline (1-800-665-2437)	individuals with HIV/AIDS and/or hepatitis C, tuberculosis and other communicable diseases.	Victoria (Service Area: Greater Victoria)
		HIV/HCV-related presentation	high-risk populations in prisons, social service organizations, and other community organizations.	
		materials	the public	
		Positive Wellness Program	people who are HIV+ and/or hepatitis C+	
		Street Outreach Services	people who use drugs by injection	
		Men's Wellness Program	gay men's group for positive and negative guys	
Hepatitis C Education & Prevention Society (HEPCBC) (<i>Hepatitis C Education & Prevention Society (HEPCBC)</i> Web site, n.d.)	"HepCBC strives to provide prevention, education and support for those who are affected by hepatitis C. HepCBC provides published educational materials that are available for free on the HepCBC website. HepCBC also participates in public health events and publishes a monthly newsletter to better inform those in the hepatitis C community as well as the general public." (<i>Hepatitis C Education & Prevention Society (HEPCBC)</i> Web site, n.d., p.1)	Peer Support Monthly Group Session	people with hepatitis C	Victoria (Service Area: BC Wide)
Vancouver Island	"Vancouver Island PWA Society is the ONLY	Peer Support	people living with	Victoria

Persons Living With HIV/AIDS (VIPWAS) Society (<i>Vancouver Island Persons Living With HIV/AIDS (VIPWAS) Society</i> Web site, n.d.)	peer based HIV/AIDS organization on Vancouver Island. We are a non-profit, member based organization made up of HIV+ and HepC co-infected people. A volunteer Board of Directors, all of whom are living with HIV/AIDS, governs our Society. This is to ensure the stability of our grassroots philosophy of 'By PWA's for PWA's', in keeping with our person supporting model of service." (<i>Vancouver Island Persons Living With HIV/AIDS (VIPWAS) Society</i> Web site, n.d. "The Society")	The Circle	HIV/AIDS	(Service Area: Vancouver Island)
		Positive+ Living Program		
		Community Referrals		
		Treatment Information		
		Computer Café		
		Movie Library		
		Social Events and Activities		
		Members Lounge		
Victoria AIDS Resource & Community Services Society (Victoria AIDS Resource & Community Services Society Web site, n.d.)	"Victoria AIDS Resource & Community Service Society (VARCS) is a non-profit group in Victoria, BC, Canada, providing practical, emotional, and social support to people living with HIV and their caregivers. Providing a drivers' program, home help, advocacy, referrals, home and hospital visits and the Mobile X needle exchange program." (Victoria AIDS Resource & Community Services Society Web site, n.d., "About Us")	Mobile X Outreach Van	people with AIDS and their caregivers	Victoria (Service Area: Victoria)
		Drivers' Program		
		Home Help		
		Referrals & Advocacy		
		Respite	caregivers	
		Illness Prevention & Health Promotion		
		Education		
Total number of agencies: 4				

Table 38. Disease (Alzheimer's)

Name	Agency Description	Program	Target Population	Location
Alzheimer British Columbia, Greater Victoria Alzheimer Resource Centre (Alzheimer British Columbia, Greater Victoria Alzheimer Resource Centre Web site, n.d.)	"For more than 25 years, the Alzheimer Society of B.C. has played an important role in the lives of people with Alzheimer's disease and other types of dementia, their families and caregivers. We're a leading voice for British Columbians whose lives have been impacted by dementia, and we're committed to a high standard of ethics that reflect our core values. We're also part of a national federation that's working to alleviate the personal and social consequences of the disease, while promoting research into the causes and the search for a cure." (Alzheimer British Columbia, Greater Victoria Alzheimer Resource Centre Web site, n.d., "About Us")	First Link	individuals and families affected by Alzheimer's disease or a related dementia	Victoria (Service Area: Greater Victoria)
		Minds in Motion	people experiencing early stage memory loss due to Alzheimer's disease or a related dementia and a friend, family member or care partner.	
		Resources and Information	people with dementia, their caregivers, family and friends	
		Dementia Education	people with dementia, their families and friends	
		Telephone Workshops	people with dementia, their families and friends	
		Support Groups	those with the disease and their care partners	
		Safely Home	person with Alzheimer's disease or another form of dementia	
We Rage, We Weep Alzheimer Foundation (We Rage, We Weep Alzheimer Foundation Web site, n.d.)	"The primary focus of We Rage We Weep Alzheimer Foundation is to help those with Alzheimer Disease or related dementia and their caregivers." (We Rage, We Weep Alzheimer Foundation Web site, n.d., "About")	Project Life Saver	those with Alzheimer Disease or related dementia and their caregivers	Saanich (Service Area: Victoria and Oak Bay)
		Art and Alzheimers	those with Alzheimer Disease or related dementia and their caregivers	
Total number of agencies: 2				

Table 39. *Disease (Lung)*

Agency	Agency Description	Program	Target Population	Location
BC Lung Association, Victoria Better Breathers (BC Lung Association, Victoria Better Breathers Web site, n.d.)	"A non-profit and volunteer-based health charity, The BC Lung Association depends on donations from the public to support lung health research, education, prevention and advocacy." (BC Lung Association, Victoria Better Breathers Web site, n.d.)	Support Groups:	Canadians who have breathing problems	Saanich (Greater Victoria)
BC Pulmonary Hypertension Society (BC Pulmonary Hypertension Society Web site, 2011)	"To be an advocate for those living with Pulmonary Hypertension." (BC Pulmonary Hypertension Society Web site, 2011, "Mission Statement")	Advocacy	patients, their families and health professionals	Victoria (Service Area: BC Wide)
		Education		
		Support		
Total number of agencies: 2				

Table 40. *Disease (Cancer)*

Agency	Agency Description	Program	Target Population	Location
Canadian Cancer Society, Victoria Unit (Canadian Cancer Society, Victoria Unit Web site, n.d.)	"We are a national, community-based organization of volunteers whose mission is to eradicate cancer and enhance the quality of life for people living with cancer." (Canadian Cancer Society, Victoria Unit Web site, n.d., "About Us")	Financial Support	people living with cancer	Victoria (Service Area: Vancouver Island Region)
		CancerConnection		
		Volunteer Drivers		
Islandbreaststokers (islandbreaststokers Web site, n.d.)	"To provide breast cancer survivors with an opportunity to participate in strenuous repetitive upper body exercise, to demonstrate in dragon boat competition the benefits of an active lifestyle and to raise public awareness of the disease." (islandbreaststokers Web site, n.d., "Home")	Paddling	breast cancer survivor	Victoria (Service Area: Victoria)
		Awareness		
Prostate Centre, The (Prostate Centre, The Web site, n.d.)	"The Prostate Centre, a self-supporting non-profit organization founded in 2000, sets the standard for easing the burden of prostate cancer by providing unbiased and understandable medical information, follow-up, psychological and peer counselling on prostate cancer and prostate health issues." (Prostate Centre, The Web site, n.d., "Home")	Community education and awareness	men and their families	Victoria (Service Area: Vancouver Island)
		Patient Counselling		
		Patient Follow-up		
		Annual Father's Day Walk		
Total number of agencies: 3				

Table 41. *Disease Agencies (Other)*

Name	Agency Description	Program	Target Population	Location
<p>ALS Society of British Columbia, Victoria Chapter (<i>ALS Society of British Columbia, Victoria Chapter Web site, n.d.</i>)</p>	<p>The ALS Society of BC is dedicated to providing direct support to ALS patients, along with their families and caregivers, to ensure the best quality of life possible while living with ALS. Through assisting research, we are committed to find the cause of, and cure for Amyotrophic Lateral Sclerosis (ALS). The ALS Society of BC has three principal objectives: To provide direct support to patients, their families, and caregivers. This includes an equipment loan program. To raise funds for patient services and research, and To increase public awareness and understanding of ALS.” <i>ALS Society of British Columbia, Victoria Chapter Web site, n.d., “Main Page”</i>)</p>	Equipment Loan Program	individuals with ALS	<p>Victoria (Service Area: Victoria)</p>
		People Living with ALS Transportation Support	individuals with ALS	
		Support Groups	ALS patients, family members, caregivers and friends	
		Caregiver Days	full-time primary caregivers of ALS Patients	
		Care Connections	ALS patients, family members, caregivers and friends	
		Camp Alohi Lani	child or teen whose parent has ALS	
		Research Updates	ALS patients, family members, caregivers and friends	
		Library	ALS patients, family members, caregivers and friends	
		Workshops for Caregivers	caregivers of ALS Patients	
		Medicum's Payer Access Assistance	individuals with ALS	
<p>British Columbia Neurofibromatosis Foundation (BCNF), The (British Columbia Neurofibromatosis Foundation (BCNF), The Web site, n.d.)</p>	<p>“The organization exists today because of one individual – Paul Ralfs. Paul Ralfs’ determination and belief that individuals with NF need not go through their journey alone, drove him to found The BC Neurofibromatosis Foundation. The BCNF continues its work today through the efforts of a Board of Directors, part-time staff and volunteers.” (British Columbia Neurofibromatosis Foundation (BCNF), The Web site, n.d., “About”)</p>		<p>individuals with NF and their families</p>	<p>Victoria (Service Area: BC Wide)</p>
<p>Canadian Diabetes Association, Victoria and District Branch (Canadian Diabetes Association, Victoria and District Branch Web site, n.d.)</p>	<p>“We deliver our mission by: providing people with diabetes and healthcare professionals with education and services advocating on behalf of people with diabetes supporting research translating research into practical applications.” (Canadian Diabetes Association, Victoria and District Branch Web site, n.d., “About Us”)</p>	<p>N/A</p>	<p>People with diabetes</p>	<p>Victoria (Service Area: Victoria)</p>

M E (Myalgic Encephalomyelitis) Victoria Association (M E (Myalgic Encephalomyelitis) Victoria Association Web site, n.d.)	"ME Victoria is a non-profit association created to help patients and their families cope with the physical and emotional strains arising from CFS (Chronic Fatigue Syndrome)." (M E (Myalgic Encephalomyelitis) Victoria Association Web site, n.d., "Mandate")		individuals and their families who are affected by this disease.	Langford
Multiple Sclerosis Society of Canada, South Vancouver Island Chapter (Multiple Sclerosis Society of Canada, South Vancouver Island Chapter Web site, n.d.)	"Our mission is to be a leader in finding a cure for multiple sclerosis and enabling people affected by MS to enhance their quality of life" (Multiple Sclerosis Society of Canada, South Vancouver Island Chapter Web site, n.d., "Welcome")	Client Services Social Events	people affected by MS	Victoria (Service Area: South Vancouver Island)
		Education		
		Living Well With MS Drop-In Support Group		
		Newly Diagnosed Support Group		
		Share and Support Group		
		Care Partners Support Group		
		Physiotherapy Services		
		Exercise Programs		
		Social And Recreational Programs		
		Library		
		Medical Equipment Loan Service		
Volunteer Legal Advocacy Program				
Vancouver Island Multiple Myeloma (Vancouver Island Multiple Myeloma Web site, n.d.)	"The Vancouver Island Multiple Myeloma Support Group was formed to offer awareness, education, and assistance to all those touched by myeloma, sharing information, concerns, and successes. "(Vancouver Island Multiple Myeloma Web site, n.d., "About Us")	Support Group/Education	all those touched by myeloma	Victoria (Service Area: Vancouver Island)
		Advocacy		
Victoria Chapter of the Canadian Celiac Association (Victoria Chapter of the Canadian Celiac Association Web site, 2011)	"The Canadian Celiac Association is a national organization dedicated to providing services to support persons afflicted with celiac disease and/or Dermatitis Herpetiformis through programs of Awareness, Advocacy, Education and Research." (Victoria Chapter of the Canadian Celiac Association Web site, 2011, "Who we are")	Shopping Tours	persons afflicted with celiac disease and/or Dermatitis Herpetiformis	Victoria (Service Area: Vancouver Island)
		Anti Panic Sessions		
		Chapter Events		
Victoria Epilepsy &	"VEPC is a vibrant and	<i>Epilepsy Program</i>	people with epilepsy	Saanich (Service

Parkinson's Centre (Victoria Epilepsy & Parkinson's Centre Web site, n.d.)	welcoming non-profit society whose purpose is to strengthen clients' and families' ability to manage the physical, psychological and social effects of Parkinson's and epilepsy." (Victoria Epilepsy & Parkinson's Centre Web site, n.d., "About Us")		and Parkinson's	Area: Capital Regional District
		Community Education		
		Students with Epilepsy - Tools for Success	For Teens & Families	
		School Programs		
		Parkinson's Program:		
		Group Meetings		Victoria and Sidney
		Exercise Programs		
		Education Events		
		Community Education		
Parkinson's Massage				
Total number of agencies: 8				

Table 42. Disease Programs (Other)

Agency	Program	Target Population	Location
Capital Mental Health Association (Capital Mental Health Association Web site, 2009-2011)	Pathways - Alzheimers and Dementia Day Program	Alzheimers and Dementia	Victoria Service Area: Capital Region)
Cook Street Village Activity Centre (Formerly Fairfield Activity Centre) (Cook Street Village Activity Centre Web site, 2010)	Diabetes Support Group	persons of all ethnic and cultural backgrounds 50+ years of age	Victoria (Service Area: Fairfield)
First Metropolitan United Church (First Metropolitan United Church Web site, n.d.)	Health and Wellness Group (formerly the Chronic Illness Support Group)	anyone living with a chronic illness	Victoria
Silver Threads Services (Silver Threads Services Web site, 2009)	Chronic Disease Self Management	55 or older	Located in Victoria and Saanich
	Memory P.L.U.S. (Practice, Laughter, Useful Strategy)		Saanich, Sidney
Total number of agencies: 4			

Table 43. (Health Agencies)

Agency	Agency Description	Program	Target Population	Location
Environmental Health Association of British Columbia (Environmental Health Association of British Columbia Web site, n.d.)	"Promote awareness among individuals, communities, schools, businesses and governments about environmental conditions, products and procedures that can be harmful to human health and well-being." (Environmental Health Association of British Columbia Web site, n.d., "Home")	EHA BC Support Meetings	those with Environmentally Sensitivities in the Victoria BC area	Victoria (Service Area: BC Wide)
Firefighters Burn fund Victoria, BC, The	"The Firefighters Burn fund Victoria, BC is a non-profit volunteer society dedicated to the treatment, support, prevention and education related to burn and fire	The Burn House	Families of burn patients	Oak Bay and Victoria
		Survivor Support		Victoria (Service Area: Oak Bay and

(Firefighters Burn fund Victoria, BC, The Web site, n.d.)	injuries. All donations are used exclusively to support the aims and projects of the Burn Fund, including the maintenance and upkeep of The Burn House.” (Firefighters Burn fund Victoria, BC, The Web site, n.d., “About”)	Prevention & Education	All	Victoria)
First Open Heart Society (First Open Heart Society Web site, n.d.)	“Supports open heart surgery patients and families before and after surgery. Operates the Victoria Heart House, a bed and breakfast facility for out-of-town guests visiting their loved ones going through heart related surgery.” (First Open Heart Society Web site, n.d., “Seniors Serving Seniors”)	Victoria Heart House	heart surgery patients and families	Victoria (Service Area: Victoria)
Heart and Stroke Foundation of British Columbia and Yukon, Victoria Office (Heart and Stroke Foundation of British Columbia and Yukon, Victoria Office Web site, 2011)	“Our mission is for life The Heart and Stroke Foundation, a volunteer-based organization, leads in eliminating heart disease and stroke and reducing their impact through: the advancement of research and its application, the promotion of healthy living, and advocacy” (Heart and Stroke Foundation of British Columbia and Yukon, Victoria Office Web site, 2011, “About Us”)		All british columbians	Victoria (Service Area: BC Wide)
Island Sexual Health Society (<i>Island Sexual Health Society</i> Web site, n.d.)	The Island Sexual Health Society is a non-profit agency that has served the Greater Victoria, Vancouver Island and Gulf Islands communities since 1969. ISHS was formerly a part of Planned Parenthood, and became an independent society in 1986.” (<i>Island Sexual Health Society</i> Web site, n.d., “About Us”)	sexual health clinics	all genders, orientations, identities, and ages in Greater Victoria, BC	Victoria Saanich and Westshore (Service Area: Greater Victoria, Vancouver Island and Gulf Islands communities)
		Community sexual health education program	children, youth, and parents	
United Ostomy Association of Canada, , Victoria BC Chapter (United Ostomy Association of Canada, , Victoria BC Chapter Web site, n.d.)	“The United Ostomy Association of Canada Inc. is a volunteer-based organization dedicated to assisting all persons facing life with gastrointestinal or urinary diversions by providing emotional support, experienced and practical help, instructional and informational services through its membership, to the family unit, associated caregivers and the general public.” (United Ostomy Association of Canada, , Victoria BC Chapter Web site, n.d., “Mission Statement”)	UOAC Visiting Program	persons facing life with gastrointestinal or urinary diversions	Victoria (Service Area: Victoria)
Stroke Recovery Association of BC, Victoria Branch (Stroke Recovery Association of BC, Victoria	“Its Mission is that through its local Stroke Recovery Branches, SRABC is committed to assisting stroke survivors and their caregivers throughout the province to improve their overall quality of life.” (Stroke Recovery Association of BC, Victoria Branch Web site, n.d., “Who we are”)	BC Stroke Strategy Community Reintegration – prototype project	stroke survivors	Victoria
		Fraser Health Authority:		

Branch Web site, n.d.)		Community Engagement Project		
Vancouver Island Kidney Patients Association (Vancouver Island Kidney Patients Association Web site, n.d.)	“The Vancouver Island Kidney Patients' Association is a volunteer organization working for the benefit of all renal patients, particularly those living on Vancouver Island. Our members consist of patients, health care workers, family members, friends and others interested in improving the well-being of those people facing the very real challenges of renal failure.” (Vancouver Island Kidney Patients Association Web site, n.d., “Home”)	Patient Comfort Items Patient Needs Patient Advocacy	renal patients	Victoria (Service Area: Vancouver Island)
Victoria Cardiac Rehabilitation Society (Victoria Cardiac Rehabilitation Society Web site, n.d.)	“The Island Heart to Heart (H2H) program operated under the auspices of the non-profit Victoria Cardiac Rehabilitation Society (VCRS), is an educational and support program for cardiac patients and their partners. It requires 7 weekly meetings.” (Victoria Cardiac Rehabilitation Society Web site, n.d., “Who we are”)	Island Heart to Heart (H2H) program	cardiac patients and their partners	Victoria (Service Area: Victoria)
Total number of agencies: 9				

Table 44. *Health Programs*

Agency	Program	Target Population	Location
BC Aboriginal Network On Disability Society (BC Aboriginal Network On Disability Society Web site, n.d.)	Health information / resources	Aboriginal People with Disabilities	Victoria (Service Area: BC Wide)
	E-Health videoconferencing / informational / educational / training events		
	Health / disability referrals		
	Health and disability client advocacy		
Cook Street Village Activity Centre (Cook Street Village Activity Centre Web site, 2010)	Blood Pressure Clinic	persons of all ethnic and cultural backgrounds 50+ years of age	Victoria (Service Area: Victoria [Fairfield])
	Foot Care Clinic		
	Diabetes Support Group	persons of all ethnic and cultural backgrounds 50+ years of age	
Glad Tidings Pentecostal Church (Glad Tidings Pentecostal Church Web site, n.d.)	Footcare Ministry	Those in need	Victoria (Service Area: Victoria)
James Bay Community Project (James Bay Community Project Web site, n.d.)	Victoria Community Health Co-operative	Community members	Victoria (Service Area: Victoria)
	Victoria Youth Clinic	youth aged 12-24, and have a focus on youth who may be at risk for poor health outcomes	
	Supplementary Practitioners		

Mustard Seed Street Church, The (Mustard Seed Street Church, The Web site, n.d.)	Public Health Nurse	families and singles; those in need, those who are underprivileged in our community and those struggling with addictions & destructive behavior	Victoria (Service Area: Victoria)
Our Place (<i>Our Place</i> Web site, n.d.)	Foot Care Program	vulnerable citizens	Victoria (Service Area: Greater Victoria)
PEERS Victoria Resource Society (PEERS Victoria Resource Society Web site, 2011)	"Female doctor; Support in getting to important appointments" (PEERS Victoria Resource Society Web site, 2011, "Who we are")	sex workers	Esquimalt (Service Area: Esquimalt)
Saanich Neighborhood Place (<i>Saanich Neighborhood Place</i> Web site, n.d.)	Meet Hope our Nurse Practitioner at SNP	Everyone	Saanich (Service Area: Saanich)
Silver Threads Services (Silver Threads Services Web site, 2009)	Be Well Clinic	55 or older	Victoria (Service Area: Victoria)
	Podiatrist		Saanich (Service Area: Saanich)
	Chronic Disease Self Management		Victoria (Service Area: Saanich and Victoria)
	Memory P.L.U.S. (Practice, Laughter, Useful Strategy)		Saanich (Service Area: Saanich, Sidney)
Victoria Cool Aid Society (<i>Victoria Cool Aid Society</i> Web site, n.d.)	Community Health Centre and Dental Clinic	adults experiencing marginalization in the Victoria area	Victoria (Service Area: Region)
Victoria Youth Clinic (Victoria Youth Clinic Web site, n.d. c2010)	Downtown and James Bay	youth 12 to 24 years	Victoria (Service Area: Victoria)
Victoria Youth Empowerment Society (YES) (Victoria Youth Empowerment Society Web site, n.d.)	Victoria Youth Clinic [YVC]	youth	Victoria (Service Area: Capital Region)
Young Parent Support Network (Young Parent Support Network Web site, n.d.)	Naturopath Clinic	young parent families	Victoria (Service Area: Victoria Area)
Total number of agencies: 13			

APPENDIX J: INDIVIDUALS WITH MENTAL HEALTH AND/OR ADDICTIONS ISSUES

This appendix contains the following tables: Mental Health (General), Mental health programs, Addictions (General) and Addictions Programs. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 45. *Mental Health (General)*

Agency	Agency Description	Program	Target Population	Location
BC Schizophrenia Society, Victoria Branch (BC Schizophrenia Society Web site, n.d.)	"The British Columbia Schizophrenia Society is a non-profit organization founded in 1982 by families and friends of people with schizophrenia. Since then, BCSS has grown into a province-wide family support system with 30 Branches, 11 Regional Coordinators, 3 Program Coordinators and over 1600 members. We are dedicated to supporting each other, educating the public, raising funds for research and advocating for better services for people with schizophrenia and other serious and persistent mental illnesses." (BC Schizophrenia Society Web site, n.d., "Home")	Peer Support	those affected by schizophrenia and psychosis	Victoria (Service Area: Victoria)
		Strengthening Families Together Education Course		
		Family Counseling		
		Family Peer Support		
		Monthly Support Groups		
		Respite	children aged 8-13 who have a family member ...with a mental illness	
		Kids In Control		
		Partnership Presentations	those affected by schizophrenia and psychosis	
Memorial Fund				
Bipolar Disorder Society of British Columbia (Bipolar Disorder Society of British Columbia Web site, n.d.)	"The Bipolar Disorder Society of British Columbia (BDSBC) is a charity that holds much promise for the mental health community and beyond. How did it all begin? The Bipolar Babe Project was created in March 2009 by Andrea Paquette, currently the Society's President. She wanted to share her personal story of living with bipolar disorder and the events that had taken place upon diagnosis in 2005. She didn't want others to suffer the same consequences and distress, so with the encouragement of friends and new friends from the non-profit world, she began sharing her story." (Bipolar Disorder Society of British Columbia Web site, n.d., "About BDSBC")	Teens 2 Twenties' Bipolar Peer Support Group	youth who live with bipolar	Victoria
		Stigma Stomp Program:	Members of the community	
		In the Classroom		
		In the Workplace		
In the Community				

Canadian Mental Health Association, British Columbia Division, Victoria Branch (Canadian Mental Health Association, British Columbia Division, Victoria Branch Web site, 2009)	"The Canadian Mental Health Association (CMHA), BC Division exists to promote the mental health of British Columbians and support the resilience and recovery of people experiencing mental illness. We do this through information resources, educational events, direct services, research and advocacy, as well as the support we provide to the 19 CMHA branches throughout BC. We're part of one of the oldest voluntary organizations in Canada, which provides direct service to more than 100,000 Canadians through the combined efforts of more than 10,000 volunteers and staff across Canada." (Canadian Mental Health Association, British Columbia Division, Victoria Branch Web site, 2009, "About Us")	Bounce Back: Reclaim Your Health	anyone facing low mood, stress, or anxiety	Victoria (Service Area: Victoria)
		Info and Referrals		
Capital Mental Health Association (Capital Mental Health Association Web site, 2009-2011)	"Operating since the 1970's, the Capital Mental Health Association is a non-profit organization that offers psychosocial rehabilitation services to people who live with a mental illness. We provide services to an estimated 600 adults in the Capital Regional District who experience serious mental illnesses such as schizophrenia and manic depression. The intent of this website is for informational purposes only; a licensed health care professional can diagnose and treat mental disorders or related conditions. Consult with your physician or health care provider if you wish to utilize our services." (Capital Mental Health Association Web site, 2009-2011, "About Us")	G.R.O.W.	adults aged 18 and above who are experiencing a mental illness	Victoria (Service Area: Capital Region)
		Networks Employment Solutions	people who are experiencing barriers to employment as a result of mental illness or addictions	
		Education Coach	Diagnosed with a mental illness Be connected with the health system Wish to pursue an educational course or upgrading	
		The Bridge (Build Respect, Inspire Dreams, Gain Energy) Centre	adults aged 18 and above who are experiencing a mental illness	
		Friendship Centre	seniors aged 55+ experiencing severe and persistent mental illness.	
		Pathways - Alzheimers and Dementia Day Program	Alzheimers and Dementia	
		Housing Program:	persons with disabilities and families with limited income.	
		Meerstille and Newbridge Apartments	single adults who are able to live independently with support from a life-skills worker	
		The Satellite Housing	tenants who are able to live independently in the	

			community with minimal support	
		Edith Gunning Court	mixed income family housing complex, primarily serving low-income families and individuals with special needs	
		Darwin Apartments	seniors and some individuals with special needs. These suites are available to adults 55+ and 45+ for those with a disability	
		McCauley Lodge	long term care for 21 adults with severe mental illness	
Cascadia (<i>Cascadia</i> Web site, n.d.)	“Since 1995, Cascadia has offered a full range of consulting, training and counselling services. We specialize in dealing with complex and challenging situations in workplaces and families as well as circumstances where anger, aggression and violence have taken place. Our consultants and trainers assist our clients to transform large systems, change hostile work environments, improve team performance and expand leadership capacity. Our consulting work is enhanced by the numerous training programs that we have authored. Our counsellors assist individuals, couples and families to manage life transitions, negotiate through crises and learn skills to meet adversity in healthy ways.” (<i>Cascadia</i> Web site, n.d., “Welcome to Cascadia”)	<i>Counselling Clinic</i>	children, youth, adults, couples and families	Victoria
Citizens' Counselling Centre (Citizens' Counselling Centre Web site, n.d.)	“The Greater Victoria Citizens' Counselling Centre assists adult community members in attaining socially and psychologically satisfying lives by providing quality, accessible, volunteer counselling services.” (Citizens' Counselling Centre Web site, n.d., “About”)	Counseling Services: relationship/communication changes in status or roles (grieving/loss, divorce, marriage, career changes) situational depression conflict resolution stress and anxiety management anger self esteem and assertiveness	adult	Victoria (service Area: Greater Victoria)

Crisis Intervention and Public Information Society of Greater Victoria - NEED2: Suicide Prevention Education & Support (Crisis Intervention and Public Information Society of Greater Victoria Web site, 2011)	"Youthspace.ca is an online support service which extends preventative mental health support to children and youth under 25 years of age. While the site itself is accessible to anyone, services are directed at children and youth residing in South Vancouver Island or Gulf Islands. At Youthspace.ca, youth can anonymously reach out to professionally trained volunteers and staff. Volunteers and staff are able to provide: supportive "listening", help exploring options, risk assessment (for suicide, self-injury, mental health crises, child abuse, and harm to others), collaborative safety planning, and connection to resources in the community or online." (Crisis Intervention and Public Information Society of Greater Victoria Web site, n.d., "Our Services")	www.Youthspace.ca	children and youth under 25 years of age	South Vancouver Island and Gulf Islands
		Suicide Awareness for Youth (SAY)	youth 13 - 18 years old	
		Peer Gatekeeper Training		
Friends of Music (Friends of Music Web site, n.d.)	"The Friends of Music Society is a non-profit, charitable association that utilizes music as the basis for its partnership between those people who have a mental illness and those who do not." (Friends of Music Web site, n.d., "About Us")	Moodswing Orchestra	Members with and without mental illness	Victoria (Service Area: Victoria)
		Minds At Work	Members with and without mental illness	
		Moodswing Chorus	Members with and without mental illness	
		The Fun-damentals	N/A	
		The Eclectics	Members with and without mental illness	
Mood Disorders Association of BC (Mood Disorders Association of BC Web site, n.d.)	"The Mood Disorders Association of BC (MDABC) is a non-profit organization dedicated to providing support, education and hope of recovery for those living with a mood disorder or other mental illness. We serve to build awareness and understanding in communities throughout the province, reaching out to as many people as possible." (Mood Disorders Association of BC Web site, n.d., "About")	Support Groups (Locations across the province – Victoria has two groups)	people living with mood disorders or other mental illness	Victoria (Service Area: Victoria)
		Mental Health Information		Online
		Family Self-Care and Recovery from Mental Illness		
		Ask the Professional		Email
Movie Monday Society (Movie Monday Society Web site, n.d.)	"The purpose(s) of the Society are: To use film/video to provide education about the issues of mental illnesses and recovery; To promote and encourage creative expression		What proportion of the audience are current patients? Only about 10%.	Victoria (Service Area: Victoria)

	<p>in film/video by providing a venue to present the artistic works of filmmakers, particularly those with mental illnesses; To encourage understanding of mental illnesses through the use of film/video and to provide outreach to the general public and to individuals and families struggling with mental illnesses by inviting them into Victoria's psychiatric hospital for a positive, educational purpose; To develop and advance cooperation between mental health service providers and mental health service consumers, their families and individuals who are living with mental illnesses within the community; To provide supportive opportunities for people recovering from mental illnesses to volunteer in the Society's activities; To advance accurate information, and to provide a forum for discussion, on mental health issues and, in particular, to advance such information from the perspective of those who have experienced mental illness; To provide our services to the public regardless of income or mental and physical conditions; To raise funds in order to carry out the above purposes –" (Movie Monday Society Web site, n.d., "Home")</p>			
<p>South Island Centre for Counselling and Training (South Island Centre for Counselling and Training Web site, n.d.)</p>	<p>"South Island Centre is a non-profit counselling and training agency serving Victoria communities since 1975. South Island Centre services include: Individual, couple and family counselling Workshops, courses and training programs Consultation for mental health professionals and clergy Career change and development programs" (South Island Centre for Counselling and Training Web site, n.d., "About Us")</p>	<p>Counselling</p>	<p>individuals, families and organizations</p>	<p>Saanich (Service Area: South Vancouver Island)</p>

Umbrella (Umbrella Web site, n.d.)	“The value of peer support The peer support model has been very well studied and has consistently been found to facilitate supportive interpersonal relationships and to foster increased resiliency. Our peer support workers, staff and volunteers alike, are uniquely able to help others by listening empathically and sharing invaluable coping strategies. We are not therapists, but the services we offer provide significant therapeutic value.” (Umbrella Web site, n.d., “About Umbrella”)	We can help you find your way.	people affected by substance use and mental health issues	Victoria (Service Area: Victoria)
		We can help to improve community understanding		
		We can help to create a better system		
Total number of agencies: 12				

Table 46. *Mental health programs*

Agency	Program	Target Population	Location
BC Families In Transition (<i>BC Families In Transition</i> Web site, n.d.)	Individual and Family Counselling	helps children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure	Victoria (Service Area: Victoria)
	Caught in the Middle		
	Evolutions		
Beacon Community Services (<i>Beacon Community Services</i> Web site, n.d.)	Laurel House	adults living with mental illness (Laurel House Brochure)	Victoria (Service Area: capital Regional District)
	Adult Counselling	adults concerned with their health and wellness.	
Boys & Girls Club Services of Greater Victoria (<i>Boys and Girls Club of Greater Victoria</i> Web site, n.d.)	Supportive Recovery	ages of 13 and 19, male, female, or transgender, and have voluntarily asked to be in this program	Victoria (Service Area: Greater Victoria)
Burnside Gorge Community Association (<i>Burnside Gorge Community Association</i> Web site, n.d.)	Youth Outreach	youth under the age of 19	Victoria (Service Area: Victoria)
Esquimalt Military Family Resource Centre (<i>Esquimalt Military Family Resource</i>)	Activities and Workshops:	military families	Esquimalt and Colwood (Service Area: Victoria Area)
	Be the Boss - Stress Solutions	children between the ages of 6 to 8	
	Kindergarten Countdown	children registered for Kindergarten in September 2011	
	Short-term Counselling		

Centre Web site, n.d.)	Women's Circle		
Esquimalt Neighbourhood House Society (<i>Esquimalt Neighbourhood House Society</i> Web site, n.d.)	Adults and Couples	Adults	Victoria (Service Area: Esquimalt)
	Youth and Family	youth (13-18 years)	
Hulitan Family and Community Services Society (<i>Hulitan Family and Community Services Society</i> Web site, n.d.)	Aboriginal Child & Youth Mental Health Program	Aboriginal children ages 6 to 12, and their families,	Victoria (Service Area: Greater Victoria)
Mustard Seed Street Church, The (Mustard Seed Street Church, The Web site, n.d.)	Counselling & Crisis Management	families and singles; those in need, those who are underprivileged in our community and those struggling with addictions & destructive behavior	Victoria (Service Area: Victoria)
Options Pregnancy Centre (Options Pregnancy Centre Web site, n.d.)	Counselling Services:	women and men before, during, and after unplanned pregnancies	Victoria (Service Area: Victoria)
	Post-abortion Counselling for Women and Men		
Our Place (<i>Our Place</i> Web site, n.d.)	The Drop-in Centre	Vulnerable Citizens	Victoria (Service Area: Greater Victoria)
	Our Place – The Transitional Housing Program		
Pacific Centre Family Services Association (Pacific Centre Family Services Association Web site, n.d.)	Email Youth Counselling	youth	Langford and Sooke
	Employee Assistance Program (EAP) Counselling	Families and individuals	
Phoenix Human Services Association (<i>Phoenix Human Services Association</i> Web site, n.d.)	Child/Youth:	Child and Youth	Victoria (Service Area: Victoria Area)
	Mental Health Outreach Team	high risk, emotionally troubled children/youth... under 19 years of age.	
Royal Conservatory of Music (Royal Conservatory of Music Web site, n.d.)	Music Therapy	children as young as 18 months old, to the elderly; those of all ages with exceptionalities, conditions, or illnesses, and to improve the quality of life for all	Victoria (Service Area: Victoria Area)

Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Counselling Department	clients who are facing immediate crisis as well as those requiring short term therapy	Victoria (Service Area: Greater Victoria)
Surrounded by Cedar Child & Family Services (Surrounded by Cedar Child & Family Services Web site, n.d.)	Child and Youth Counselling	urban Aboriginal children [and youth] in care, their caregivers and families	Saanich (Service Area: Greater Victoria)
Victoria Cool Aid Society (Victoria Cool Aid Society Web site, n.d.)	REES Program - Resources, Education, Employment & Support	people with mental illness and addictions	Victoria (Service Area: Capital Region)
Victoria Women's Sexual Assault Centre (Victoria Women's Sexual Assault Centre Web site, 2009)	Counselling – individual & group – crisis & longer term	women who are survivors of sexualized violence and childhood sexual abuse and works to end this violence	Victoria (Service Area: capital Region)
Victoria Youth Empowerment Society (YES) (Victoria Youth Empowerment Society Web site, n.d.)	Mental Health Liasion	youth	Victoria (Service Area: Capital Region)
	Specialized Youth Detox [SYD]		
Volunteer Victoria (Volunteer Victoria Web site, n.d.)	Volunteer Access Program	individuals who may be struggling with mental health or addiction difficulties	Victoria
	Recreation / Visiting Program	volunteers with adults who are living in mental health group homes	
Total number of agencies: 19			

Table 47. Addictions (General)

Agency	Agency Description	Program	Target Population	Location
Al-Anon, Victoria AIS Office (Al-Anon, Victoria AIS Office Web site, n.d.)	<p>“There are no dues for membership. Al-Anon is self-supporting through its own voluntary contributions.</p> <p>Al-Anon has but one purpose: to help families of alcoholics. We do this by practicing the Twelve Steps, by welcoming and giving comfort to families of alcoholics, and by giving understanding and encouragement to the alcoholic.” (Al-Anon,</p>	Al-Anon Family Groups	relatives and friends of alcoholics	Victoria (Service Area: Victoria Area)

	Victoria AIS Office Web site, n.d., "Information")			
Crystal Meth Prevention Society of BC (Crystal Meth Prevention Society of BC Web site, n.d.)	"It aims to reduce the spread of crystal meth use in all communities through education and outreach support efforts. The Society is committed to the expansion of treatment options for community members, in particular youth, through fundraising efforts. The Crystal Meth Prevention Society is run by volunteers and composed of parents and other concerned people in the community." (Crystal Meth Prevention Society of BC Web site, n.d., "About the Crystal Meth Prevention Society of BC")	Be Crystal Clear Show	youth	Victoria (Service Area: South Vancouver Island)
		Crystal Meth Community Task Forces		
LifeRing Secular Recovery (Society Canada) (LifeRing Secular Recovery (Society Canada) Web site, n.d.)	"The main thing to remember is that the LifeRing process is strength-based; it works by positive reinforcement of qualities that you already have." (LifeRing Secular Recovery (Society Canada) Web site, n.d., "Mission, Vision and Values")		people looking to recover from addiction to alcohol and/or drugs, or who are in relationships where chemical dependency is a problem	Victoria (Service Area: Victoria)
Umbrella (Umbrella Web site, n.d.)	"The value of peer support The peer support model has been very well studied and has consistently been found to facilitate supportive interpersonal relationships and to foster increased resiliency. Our peer support workers, staff and volunteers alike, are uniquely able to help others by listening empathically and sharing invaluable coping strategies. We are not therapists, but the services we offer provide significant therapeutic value." (Umbrella Web site, n.d., "About Umbrella")	We can help you find your way.	people affected by substance use and mental health issues	Victoria (Service Area: ?)
		We can help to improve community understanding		
		We can help to create a better system		
Vancouver Island Addiction Recovery Society, The (Vancouver Island Addiction Recovery Society, The Web site, n.d.)	"The Vancouver Island Addiction Recovery Society is a Canadian registered charity that provides two supportive recovery homes for men healing from addictions to drugs and alcohol. "(Vancouver Island Addiction Recovery Society, The Web site, n.d., "About Us")	Foundation House	men healing from addictions to drugs and alcohol.	Victoria (Service Area: Vancouver Island)

Total number of agencies: 5

Table 48. Addictions Programs

Agency	Program	Target Population	Location
AIDS Vancouver Island (AIDS Vancouver Island Web site, n.d.)	Street Outreach Services	people who use drugs by injection	Victoria (Service Area: Greater Victoria)

Boys & Girls Club Services of Greater Victoria (<i>Boys and Girls Club of Greater Victoria</i> Web site, n.d.)	Supportive Recovery	ages of 13 and 19, male, female, or transgender, and have voluntarily asked to be in this program	Victoria (Service Area: Greater Victoria)
	Withdrawal Management	youth between the ages of 13 to 19 years old who are in need of detox services.	
Our Place (<i>Our Place</i> Web site, n.d.)	Our Place – The Transitional Housing Program	Vulnerable citizens	Victoria (Service Area: Greater Victoria)
Pacific Centre Family Services Association (Pacific Centre Family Services Association Web site, n.d.)	Alcohol & Other Drugs Program	19 and over,and: you are having difficulties with your own alcohol and/or other drug use and/or recovery processand/or you have a mental health issueand/or you are affected by someone else's alcohol and/or other drug use	Langford, Sooke (Serves people in the West Shore(including View Royal and the Highlands), Metchosin or Sooke)
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Addictions & Rehabilitation Centre	ARC has 53 rooms available for rent to men on a nightly or 30 day basis, as well as 56 emergency shelter beds for men in need.ARC also operates a 40 bed half-way house for men returning to the community on federal parole.	Victoria (Service Area: Greater Victoria)
Victoria Cool Aid Society (<i>Victoria Cool Aid Society</i> Web site, n.d.)	REES Program - Resources, Education, Employment & Support	people with mental illness and addictions	Victoria (Service Area: Greater Victoria)
Victoria Youth Empowerment Society (YES) (Victoria Youth Empowerment Society Web site, n.d.)	Specialized Youth Detox [SYD]		Victoria (Service Area: Greater Victoria)
Total number of agencies: 7			

Apart from these tables of CSS there are also a number of non government community supports available in terms of addiction supports in Greater Victoria. Apart from the Regional Addictions Advocacy Society, these agencies were not included in the inventory because they did not meet the selection criteria for the inventory in that they were not a registered charity or appear to be a registered non-profit society in Canada:

- Alcoholics Anonymous (www.aavictoria.ca)
- Narcotics Anonymous (<http://www.bcrna.ca./main/index.php>)
- Overeaters Anonymous (<http://www.oa.org/>)
- Regional Addictions Advocacy Society (no website)
- Sex Addicts Anonymous (SAA) (<http://www.sexaa.org>)
- Sex And Love Addicts Anonymous (SLAA) (<http://www.slaafws.org>)

APPENDIX K: COMMUNITY

This appendix contains the following tables: Community/ neighbourhood agencies, Multi-service agencies and Religious agencies. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 49. *Community/ neighbourhood agencies*

Agency	Agency Description	Program	Target Population	Location
Blanshard Community Centre (<i>Blanshard Community Centre Web site, n.d.</i>)	"We work together to nurture community well-being by providing services and programs to meet social, educational, health, employment, environmental and recreational needs of the people in our neighbourhood in a safe and welcoming environment" (<i>Blanshard Community Centre Web site, n.d., "Welcome"</i>)	Community Access Program (CAP)		Victoria (Service Area: Blanshard Community)
		Parents & Tots Drop-In	Parents with children <7	
		Family Drop-In	Families	
		Weekly Hot Lunch		
		Women's Support Group	Women	
		Rose-Blanshard Seniors Group	50 years and older	
		Movie Afternoon		
		Family Advancement Worker	children and families	
		Nobody's Perfect	children 0 to 5 years	
		Youth Drop-In Activities	Youths	
		Teen Drop-In Activities	Teens	
		Youth & Family Counseling	youth and their families	Victoria
		Toy Library	0-6 years	
		Building Healthy Families	pre- and postnatal	
		Good Food Box Program		
		Support Group for Parents of Children with Invisible Disabilities	parents of children with invisible disabilities such as ADD, ADHD, and autism.	
		Adult Coffee Time	Adults	
		Adult Drop-In	Adults	
		Family Outreach Worker	children 0 to 6 years old	
		Nurturing Families Program	children < 12 years	
"How To Talk So Kids Will Listen, & Listen So Kids Will Talk"	parents			
Blanshard Boutique	All ages			
Hillside-Quadra Community Garden Project				
Burnside Gorge Community Association (Burnside Gorge Community Association Web site, n.d.)	"The Burnside Gorge Community Association operates the Burnside Gorge Community Centre. The community centre is both a neighbourhood house and a recreation centre." (Burnside Gorge Community Association Web site, n.d., "About Us")	Community Access Program (CAP)	those people who might not have computers or internet access in their homes or workplaces	Victoria
		Community Hot Lunch		
		Community Dinner		
		Preschool	aged 3.5-5 years	
		Out-of-School Care	aged 5-12	
		Camps	aged 5-15	

		Toddler Art	2-5 years	
		KinderGym	under 5	
		Parent & Tot Time	birth - 5 years	
		Sportball Junior	16-24 months	
		Sportball - Parent & Tot	2-3 years	
		Mother Goose	birth-3	
		Family Self-Sufficiency Program	families with low incomes residing in subsidized housing	
		C'NEX Family Support	families in Burnside Gorge whose children are in the care of the government or at risk of being taken into care	
		Families Working Together	families	
		Triple P: Positive Parenting Program	Parents	
		Homeless Family Outreach	families who are homeless or at risk of becoming homeless	
		Youth Centre:	youth	
		Dinner Drop-in	youth	
		Friday Night Drop-in	youth	
		Youth Outreach	youth < 19 years	
		Camp Survivor	Ages 11-15	
		Seniors Lunch & Learn	seniors	
		Tai Chi (seated)	seniors	
		Mature Drivers Seminar	seniors	
		Children, Youth & Teens: Comedy Training; Sportball Multi-Sport	(5-9 years); (10-14 years); (4-6 years)	
		Adults: Power Yoga; Lunch Hour Yoga; Flow Yoga; Zumba; Sunset Yoga; Jazzercise Circuit; Spanish - Intermediate; Comedy Training	Adults	
Esquimalt Neighbourhood House Society (<i>Esquimalt Neighbourhood House Society Web site, n.d.</i>)	"Thank you for visiting our website! You will find information about Esquimalt Neighbourhood House and our programs and services for children, youth and adults in the Greater Victoria Area, and especially for people living in Esquimalt, British Columbia." (<i>Esquimalt Neighbourhood House Society Web site, n.d., "Home"</i>)	Adults and Couples Counselling	Adults and Couples	Victoria (Service Area: Esquimalt)
		Youth and Family Counselling	youth (13-18 years)	
		Best Babies Prenatal Program	pregnant women	
		Parenting Support and Education.	parents and babes/tots	
		Best Families	parents and their babies < 6 months	
		Baby Play & Learn	parents and their babies < 12 months	
		Smart Families: Change for Success	parents and their babies under 12 months of age	
		Everyone Welcome Parent	parents with children 1-5 years	
		Mother Goose Play & Learn	parents with children 18 months – 5 years	

		Right from the Start	parents with children up to 2 years of age			
		Individual Parenting Support	parents with children < 12 years			
		Triple P Parenting Seminars	parents with children 1-12 years			
		Triple P Group	parents with children 1-12 years			
Fairfield Gonzales Community Association (Fairfield Gonzales Community Association Web site, n.d.)	"The Fairfield Community Place offers a variety of programs and services for the individuals and families in the community. Staff and volunteers strive to reflect and respond to community needs. Our current programs are the result of the hard work of a large number of Fairfield residents and a dedicated staff." (Fairfield Gonzales Community Association Web site, n.d., "About Us")	Out of School Care	children 5-12 years	Victoria (Service Area: Fairfield)		
		Recreation	children and adults			
		Five Points Pre-School	children ages three to five			
		Moss Rock Preschool	2 ½ -5 yrs			
		Camps				
		Parent & Tot Drop-in	Birth-5 yrs			
		Kindergym	Walking-4 yrs			
		Family Clothing Swap	Families			
		Queer Parents Family Group	Queer individuals			
		Lunch, Laugh & Learn	parenting young children			
		Chill Zone	grades 5-8			
		Skill Zone	grades 5-7			
		Youth Events	Youths			
		Youth Outreach Programs	youth			
		Jump 'n' Start	youth			
		Youth and Family Counselling	Youth and Families	Victoria and Esquimalt Schools		
		Community Access Computers				
Fernwood Neighbourhood Resource Group (Fernwood Neighbourhood Resource Group Web site, n.d.)	"We operate a host of services and businesses around the 'hood from childcare, to affordable housing, to the Cornerstone Cafe, to our neighbourhood newspaper, and you can learn all about them through this site. We've tried to make the site friendly, accessible, useful, and beautiful. Let us know how you think we're doing by dropping us a line anytime or read our posts and leave a comment in our discussion forums." (Fernwood Neighbourhood Resource Group Web site, n.d., "Home")	Good Food Box	families	Victoria (Service Area: Fernwood Neighborhood)		
		Parent & Tot	caregivers with children birth to 6 years old.			
		Parent & Babe	For caregivers with children < 36 months			
				Mother Goose Music and Stories	Children	City of Victoria and adjacent municipalities
				Best Babies	pregnant women facing conditions of risk	
				Seniors' Recreation	seniors	
				Youth Recreation	youth	
				Wellness Services		
				Sports & Recreation:	Everyone	
				Adult floor hokey	18+	
				Internet Access	Everyone	
				Infant & Toddler	children 8-35 months	
				3-5 Daycare	3-5 yrs	
James Bay Community	"James Bay Community Project is a community	Information and Referral		Victoria (Service Area:		
		Public Computer Access	Everyone			

Project (James Bay Community Project Web site, n.d.)	centre which provides Health, Family, Community and Volunteer Services. Our programs and services are based on a broad definition of health, and seek to improve community, family and individual health through a variety of programs and services for all ages. JBCP also hosts the Victoria Community Health Co-operative, LifeLabs and other independent providers of health services." (James Bay Community Project Web site, n.d., "Home")	Food Cupboard	Local Residents	James Bay)
		Seniors Outreach	senior community members	
		Seniors Connections	senior community members	
		Family Dinner Drop In	Parents of Children < 6	
		Triple "P" Parenting Group	Parents	
		Creative Play Drop In	ages of 18 months and 3 years	
		Toddler Time Drop In	Toddlers	
		The Baby Group	Parents with Children <1	
		Nobody's Perfect	Parents with Children 0-5	
		Counselling for Families	Families	
		Victoria Community Health Co-operative		
		Victoria Youth Clinic	youth aged 12-24,	
		Supplementary Practitioners		
James Bay Community School Centre (James Bay Community School Centre Web site, n.d.)	"The James Bay Community School Centre is a non-profit organization, incorporated in 1977. The Centre's primary focus is to provide the community of James Bay with affordable programs and services designed to meet the diverse needs of our community." (James Bay Community School Centre Web site, n.d., "James Bay Community Centre")	Community Access Computers		Victoria (Service Area: James Bay)
		Leisure Involvement for Everyone (LIFE) Program	low-income individuals and families	
		Community Café		
		Seniors' Dinners	55+	
		Adult Programs	Adults	
		Programs for Children and Youth	Children and Youth	
		Preschool Programs	6 months to 5 years	
		Wonderclub	children ages 5 to 7 years.	
		Kindercare	children attending Kindergarten at James Bay Community School	
		Bluezone	children ages 7 to 9 years.	
		Kidzone	children ages 9 to 12.	
		Metchosin Community House (Metchosin Community House Web site, n.d.)	"The Metchosin Community Association (MCA) was formed in 1993, as a non-profit "community-building" organization, open to all members of the community, with the purpose of initiating, encouraging and organizing a variety of educational, recreational, cultural and other community activities within" (Metchosin Community House Web site, n.d., "Background")	
Pearson College Outreach	young and elderly residents			
Neighbourhood Response Program	local residents			
Homework Buddies	children who may benefit from receiving extra help or encouragement in reading or arithmetic.			
Guest Chef Series	members of the community of Metchosin			
Guest Speaker Series	the public			
Community Potluck Lunch	Metchosin seniors, plus the odd person from the other Western Communities			
Drop-in Art	MCA members			
Parent & Tots	young families			

		Internet Access	members of the community of Metchosin	
		Board Game Night	members of the community of Metchosin	
		Volunteer Drivers Program	senior residents	
Oaklands Community Centre & Association (Oaklands Community Centre & Association Web site, n.d.)	<p>“Oaklands Community Association Mandate: To manage the effective operation of our neighbourhood community centre which provides amenities and activities which benefit the Oaklands neighbourhood; To assist and actively support all members of the Oaklands neighbourhood in improving the quality of life in Oaklands, both as individuals and as a community; To promote community awareness of, and involvement in, issues that may impact the Oaklands neighbourhood; specifically, aspects of development and re-development; To actively promote and support awareness and programs in the areas of: health and wellness, recreation, education, family support, child care, culture, safety and community vitality; To solicit, acquire and manage funds and other assistance and to accept donations, and or real or personal property and to use such funds and donations in furtherance of the stated purposes of the Oaklands Community Association in a fiscally responsible manner; To establish new and enhance existing partnerships in order to actualize the vision and mission of the organization.” (Oaklands Community Centre & Association Web site, n.d., “Association Activities”)</p>	Before & After School Care	K-5	Victoria (Service Area: Oaklands Community)
		Little Acorn Child Care	children aged 2.5 years (30 mos.) - 5 years	
		Pro-D Day Camps		
		Spring Break Camp		
		MUSIC TOGETHER	0-5 and Parents	
		Piano for Preschoolers	3-5 years	
		Creative Dance & Movement	3-5 years	
		Little Artists	3-5 years	
		Parent & Tot Crafty Club	3-5 years	
		Sportball - Junior	16 - 24 mos	
		Sportball - Parent and Tot	2 - 3.5 years	
		Sportball - Multi-Sport Drop Off	3-6 years	
		Tiny Tykes Playgroup	family	
		Day Care Provider Playgroup	Children and Daycare Providers	
		Hip Hop	Ages 6 - 10 years	
		Star Performers	7-12 years	
		Sportball	7-12 years	
		Yoga For Kids	6-10 years	
		Drawing & Painting Workshop For Teens	12-15 years	
		Mail Art Workshop For Teens	12+	
		Floor Hockey Drop-In	Ages 9-17	
		Dance & Fitness:	Adults	
		Mama & Co. Groove	Adults	
		Nia Dance	Adults	
		Zumba Fitness	Adults	
		Tribal Community Dance	Adults	
		TC 10K Running Clinics	Adults	
		Adult Pottery Handbuilding Basics	Adults	
Fun with Drawing and Painting	Adults			
Adventures in Acrylic Painting	Adults			
Authentic Indian Cooking	Adults			
Gluten-Free Cooking Series	Adults			
Desserts from Around the World	Adults			
Risotto Three Ways	Adults			
Breadmaking 101	Adults			

		The Parent Child Connection with Dr. Allison Rees	Adults	
		Canasta, Cribbage & Coffee	Seniors	
		The Journey	Seniors	
		Oaklands Market		
Saanich Neighborhood Place (<i>Saanich Neighborhood Place</i> Web site, n.d.)	Established in 1993, Saanich Neighbourhood Place is a non-judgmental center that supports the well being of families and individuals while recognizing the diverse nature and needs of our community. (<i>Saanich Neighborhood Place</i> Web site, n.d., "Parenting Programs")	Parent-Child Mother Goose Program	parents and their babies and young children	Saanich
		Families C.A.N. (Families Connect And Nurture)	parents	
		Group Triple P	parents of children 3-10 years old	
		Community Kitchens		
		Food Skills for Families		
		Best Babies Day	Pregnancy until 6 months	
		Meet Hope our Nurse Practitioner at SNP	Everyone	
		Parent and Tot Drop In	parents and children ages 0-5 years old	
		Dad's Drop In	Dads	
		Clothing Exchange	Families	
		Food Security Programs	Families	
		Community Kitchens		
		Resource Library		
		Parent and Tot Drop-in Orientation sessions for New Canadians families	New Canadians families	
Mom's Group at SNP	Moms			
Sooke Family Resource Society (<i>Sooke Family Resource Society</i> Web site, 2010)	"Our mission... "We are dedicated to caring for families and individuals of all ages in the greater Sooke community by providing services in parenting support, child, youth and family development, and mental health and addictions." "(<i>Sooke Family Resource Society</i> Web site, 2010, "Home")	Sooke/Westshore Child Care Resource and Referral	Families	Colwood; Sooke Note. The location of the program was not always clear. Thus some of the programs listed may not be available in Colwood and therefore in the studied area of this report.
		Parent and Tot Drop-In	Birth – 6 years	
		Parent Discussion Group	Birth - 6 years	
		Young Parents' Group	Birth – 6 years	
		Early Learning Programs		
		Adult Outreach		
		Community Inclusion		
		Employment		
		Independent Living:		
		Home Sharing.	individual with special needs.	
		Respite		
		Parenting Support		
		Supported Access		
		Toy Lending Library		
Clothing Exchange and Resource Library (not sure of location)				
Counselling Services				

		Workshops and courses		
Victoria West Community Association (Victoria West Community Centre) (Victoria West Community Association Web site, n.d.)	"The VWCA is a non profit community group that promotes the interests of the residents of the Victoria West neighbourhood. This is accomplished mainly through the many hours of volunteer work by its membership, the community and funding support from the City of Victoria. Events like Vic West Fest, the annual corn roast and monthly meetings to discuss concerns of residents are just a few examples of community building." (Victoria West Community Association Web site, n.d., "About the Victoria West Community Association")	Boot Camp	adults	Victoria (Service Area: Victoria West)
		Celtic Combo for Adults	adults	
		Digital Photography	adults	
		Drop-in Floor Hockey	adults	
		Fusion	adults	
		Hatha Yoga I	adults	
		Italian	adults	
		Victoria West Cultural Series	adults	
		Malaysian Cooking	adults	
		Qi Gong	adults	
		Tennis	adults	
		Ultimate Core and Body Sculpt	adults	
		Urban Homesteading	adults	
		Watercolours for Beginners	adults	
		Zumba	adults	
		Zen Meditation	adults	
		50 PLUS PROGRAMS:	50 plus	
		Beginner Ballroom Dance	50 plus	
		Conversational Cafe	50 plus	
		Osteofit	50 plus	
		MAH JONG DROP-IN	50 plus	
		Highland Dance		
		Parent and Tot Drop-in Playgroup	0-5 yrs	
		Music in the Morning - Parent & Tot	Ages 9 months to 5 years, Parent participation	
		Sportball Junior -16 mos to 2 years	Ages 16 months to 2 yrs	
		Sportball Parent and Tot		
		Sportball Multi-Sport	3-5 yrs	
		Roller Skating Level 1	Parent and Tot (3-5 years)	
		Highland Dance	youth	
		Roller Skating Level 2	Ages 5-10 years	
FitKids Fitness	ages 6-10 years			
Tennis	6-12 years:			
SportsBLAST	ages 10 - 15 years			
Total number of agencies: 12				

Table 50. Multi-service agencies

Agency	Agency Description	Program	Target Population	Location
Beacon Community Services	"Beacon Community Services is a community-based, not-for-profit, social, employment,			Main office located in Sidney with
		Community Assistance Program (CAP)	Income Assistance Clients	

(Beacon Community Services Web site, n.d.)	health, recreational, housing and volunteer services agency, offering a wide range of programs and services to thousands of clients in the Capital Regional District. Our strongly knit family of employees and volunteers promotes independence and self-sufficiency with dignity, respect and compassion. We help people to help themselves, and it is a job that we have grown into over the past three decades." (<i>Beacon Community Services Web site, n.d., "About Us"</i>)	Specialized Community Assistance Pilot Program (SCAP)	Income Assistance Clients	service locations across the Capital Regional District.(Service Area: Capital Regional District)	
		Youth Employment Program (YEP)	between 14 and 18 years in School District #63		
		Flow	Girls aged 12-14 years		
		Crossing Guards			
		Fetal Alcohol Spectrum Disorder (FASD) Program	those affected with FAS	Victoria	
		Out of the Rain Youth Shelter	homeless youth 15-25 yrs	Victoria	
		Roots of Empathy	elementary-school aged children		
		Mother Goose Rhymes that Bind	toddlers		
		Car Seat Safety	Parents		
		1000 X 5 Community Literacy	Children	Saanich Peninsula	
		Community Action Supporting Youth (CASY)	teens and families		
		One Child at a Time	Families		
		Laurel House (Psychosocial Rehab services)	adults mental illness	Victoria	
		Adult Counselling	adults		
		Volunteer Services			
		Meals on Wheels	Thos living on the streets	CRD	
Home Support	those in need of home support	CRD			
Thrift Shops			Victoria		
Boys & Girls Club Services of Greater Victoria (<i>Boys and Girls Club of Greater Victoria Web site, n.d.</i>)	"The mission of Boys & Girls Clubs across Canada is to provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life." (<i>Boys and Girls Club of Greater Victoria Web site, n.d., "Our Mission"</i>)	Harbourside (Esquimalt) Boys & Girls Club	Group Child Care-School Age (Licensed): children aged 5-12; Boys & Girls Only Programs: aged 8-12; Torch Club: age 10-12; Keystone Club: ages 13-17	Esquimalt	
		Millstream Boys & Girls Club	Group Child Care-School Age (Licensed): children aged 5-12; Boys & Girls Only Programs: aged 8-12; Torch Club: age 10-12; Keystone Club: ages 13-17	Victoria	
		Parents Together	Parents of teens	Esquimalt	
		Parenting Without Power Struggles	parents of pre-teens age 9-12	Victoria	
		Rite of Me	Age 10-14	Victoria	
		Earth Adventures Day Camp	children aged 6 - 12 years old;		
		Youth Leadership Camps	either 13-14 years olds or 15-16 years old		
		Urban Adventures Summer Camp	children aged 6 - 12 years old		

		Yates Street Programs (formerly City Central)	Ages 10-14	Victoria
		Coastline Challenges Camp	male and female youth on probation aged 13 to 18	
		Turnabout	ages 12 to 18, who are on probation and experiencing difficulties with their family	
		Connections	ages 12 to 18, which provides an effective alternative to the incarceration of youth	
		Intensive Support & Supervision Program (ISSP)	youth involved in the Criminal Justice System	Saanich, Victoria and Sidney
		Praxis	13-18	
		Care Home Parenting Program (CHPP)	New and expecting parents	
		Supportive Recovery	ages of 13 and 19,	
		Withdrawal Management	13 to 19 years old in need of detox services.	
		Turning Point	12 to 19, years old and dealing with issues of personal safety	
Canadian Red Cross, BC Coastal Region (Canadian Red Cross, BC Coastal Region Web site, 1999-2011)	Canadian Red Cross disaster response in the BC Coastal Region is led by a network of dedicated volunteers with the training, skills and expertise to respond to difficult situations at a moment's notice." (Canadian Red Cross, BC Coastal Region Web site, 1999-2011, "Red Cross Response")	Disaster Management		Victoria (Service Area: BC Coastal Region)
		RespectED: Violence and Abuse Prevention	youth and adults who work with them	
		HELP: Health Equipment Loan Program	those recovering from surgery or injury, or living with mobility limitations	
Cridge Centre for the Family, The (Cridge Centre for the Family, The Web site, n.d.)	"The purpose of the society is to manifest the love of Jesus Christ by rendering aid and service to children, adults and families, to maximize their opportunities i) to participate and grow in the responsibilities and enjoyment of family life and loving relationships; and ii) to achieve spiritual, intellectual, emotional, physical and social potential The manner in which The Cridge Centre for the Family will pursue these purposes will include: a) offering support, counsel, education and training; b) receiving into its facilities or otherwise helping those who, for a time, have special needs; c) providing housing, residential and/or institutional care; d) being a resource to individuals or organizations who	Mary Cridge Manor	people living with the effects of a brain injury	Victoria
		Macdonald House	people living with the effects of a brain injury	
		Planned Lifetime Advocacy Network (PLAN)	Survivors of a brain injury	
		Work Enclaves	Survivors of a brain injury	
		The Clubhouse Model	people living with the effects of a brain injury	
		Daycare	Child Care for Preschoolers Ages Three to Five	
		Preschool		
		School Age Care	kids who are going into Kindergarten through grade 7	
		Summer Fun	kids	
		Infant Care	infant	
		Cridge Young Parent Program	Supported Care at Vic High School	
		Dovetail Services	women and children residing in The Cridge	

	minister to families, their members and those deprived of family relationships.” (<i>Cridge Centre for the Family, The Web site, n.d., “Purpose”</i>)		Supportive Transitional Housing.	
		The Cridge Respality Service	parents of a child with special needs	
		<i>Seniors' Services</i>	Seniors	
		Women and Children	Families in crisis	
		Single Women	Families in crisis	
		Immigrants and Refugees	Families in crisis	
		Specialized Supportive Counselling: Outreach Work	Those in abusive situations	
		<i>Transition House for Women:</i>	women with or without children who are escaping violent or abusive relationships	
		Outreach Service	Those in abusive situations	
Esquimalt Military Family Resource Centre (<i>Esquimalt Military Family Resource Centre Web site, n.d.</i>)	“To provide programs and services that serve, involve and advocate for the military community and their families, and which address the unique challenges of the military family lifestyle and will result in an enhanced quality of life.” (<i>Esquimalt Military Family Resource Centre Web site, n.d., “About Us”</i>)		military families	Esquimalt and Colwood
		Be the Boss - Stress Solutions	children between the ages of 6 to 8	
		Kindergarten Countdown	children registered for Kindergarten in September 2011	
		Rainbows Program	children going through a painful transition	
		Social Thinking Group	6-9 year olds	
		Summer Fun for 3-5 Year Olds	3-5 Year Olds	
		Child Care 18 months to 5 years	Age 18 months to 5 years	
		Child Care up to 18 months	Babies up to 18 months	
		MFRC Daycare	3-5 years old	
		Out of School Care		Colwood
		Preschool Age 3, 4 and 5 years	Age 3, 4 and 5 years	
		Preschool Age 4 and 5 years	Age 4 and 5 years	
		Social Thinking Group		
		Second Language Training	families of military members	
		Emergency Services	members and their families	
		Short-term Counselling	Individuals, couples and families	
		Create Your Own Vision Board		
		Giving Hope – Transitions through Grief and Loss	children with grief and loss	
		Making Connections	anyone who is new to the military lifestyle	
		Military 101	anyone who is new to the military lifestyle	
		Talk and Walk ... Walk and Talk		

		Time for Rebuilding (formerly Rebuilders)		
		Women's Circle	Women	
		123 Music & Me	for parents and their babies/toddlers	
		Comfort, Play & Teach	parents and infants	
		Emergency Child Care Plan	Military Families	
		Family Care Plan	Military Families	
		Imagination Library	Military families with a baby born in 2011	
		Get Ready for Baby - Prenatal Classes	the mother and her partner	
		Group Teen Triple P	Parents of teens 11-15	
		How to Talk so Kids will Listen - How to Listen so Kids will Talk	Parents	
		Infant and Toddler CPR and Safety	Parents and caregivers	
		Kids Have Stress Too!	Parents	
		Parenting the Military Child Forum	Parents	
		Pregnancy and Labour Companion Program		
		Triple P - Consultations	Parents	
		Triple-P Seminar: The Power of Positive Parenting	Parents	
		<i>Family Networks</i>	Families of Military members	
Phoenix Human Services Association (<i>Phoenix Human Services Association</i> Web site, n.d.)	"Phoenix offers a broad range of services to a diverse group of people. Despite the differences in people, their situations, and the services they receive, the commitment to enhance people's quality of living is embedded in all programs." (<i>Phoenix Human Services Association</i> Web site, n.d., "Mission")	Community Living Services For Children	children and youth, under the age of 19, who have been diagnosed with a developmental disability and their family	Victoria
		Community Living Services Adult Day Programs	19 years, who have been diagnosed with a developmental disability.	
		Family Development	parents who require support, guidance, feedback and skill development	
		Mental Health Outreach Team	high risk, emotionally troubled children/youth who present a significant challenge to their family or caregivers....Referred children/youth must be under 19 years of age.	
Salvation Army Victoria Community & Family Services, The (Salvation	"The purpose of Salvation Army Community and Family Services in Victoria is to bring help, hope and salvation, in the spirit of Christ, to all persons in need of our services without	Emergency Assistance Program		Victoria
		Christmas Hampers and Toys		
		Computer Literacy Training		

Army Victoria Community & Family Services, The Web site, n.d.)	discrimination.” (Salvation Army Victoria Community & Family Services, The Web site, n.d., “Mission and Values”)	Counselling Department	clients who are facing immediate crisis as well as those requiring short term therapy		
		Employment Services			
		Pro Bono	Clients with less than \$60,000 equity		
		Summer Camps	children		
		Income Tax Preparation Program	those who are on social assistance or have low income		
		Emergency Bed Program	individual and families who are in desperate need		
		Coats for Kids	needy children		
		Advocacy			
		Referrals	People with varying needs		
		Addictions & Rehabilitation Centre	men in need.		
		Thrift Stores			Saanich, Victoria, Burnside, Cedar Hill and Langford
Society of St. Vincent de Paul Vancouver Island (<i>Society of St. Vincent de Paul Vancouver Island Web site, n.d.</i>)	“The Mission of the Society of Saint Vincent de Paul implies that as Vincentians, we: See Christ in anyone who suffers Come together as a family Have personal contact with the poor Help in all possible ways” (<i>Society of St. Vincent de Paul Vancouver Island Web site, n.d., “Home”</i>)	Social Concern	those who are poor, needy or with disabilities.	Saanich (Service Area: Greater Victoria)	
		Food Hampers			
		Home visit Program	individuals with disabilities		
		Clothing and Household			
		Advocacy	People needing help with legal matters		
		Tax Preperation			
		Counselling			
		Women's Day	women who are poor, needy or with disabilities.		
		Housing	Homeless at risk Individuals		Victoria
		Employment Experience Group			
		Volunteering Group			
		Social Skills Group	clients who require assistance and training when interacting in their communities.		
		Drama			
		Seniors Group			
Retail Program		Multiple locations around Victoria			

<p>Victoria Human Exchange Society (Victoria Human Exchange Society Web site, 2005-2009)</p>	<p>To promote and support shelters and family type housing for homeless persons. To provide advocacy and support to marginalized persons who are working to solve their own legal, health, educational, employment and social problems. To assist families to improve their ability to nurture and support each other, arranging for therapy and / or counselling when requested. To include marginalized persons in the decision making capacity of the Society, and to support initiatives which they themselves identify, thus enabling the growth of self-esteem and self-direction. To network with downtown Agencies, City Social Planners, Churches, Social Service agencies and Government Ministries, without detriment to the grass roots nature of the Human Exchange.” (Victoria Human Exchange Society Web site, 2005-2009, “Mission Statement”)</p>	<p>VHES RETREAT HOUSES</p>	<p>those in need</p>	<p>Victoria</p>
<p>YMCA-YWCA of Greater Victoria (YMCA-YWCA of Greater Victoria Web site, n.d.)</p>	<p>“To work together to enhance individual and community potential through participation, learning and leadership.” (YMCA-YWCA of Greater Victoria Web site, n.d., “Home”)</p>	<p>Kiwanis House Program Pandora Youth Apartments FIRST REACH MEDICAL MOBILE UNIT (STREET OUTREACH) Supported Independent Living and Youth Internship Programs Community Councillng TPSN LICENSED CHILD CARE » DOWNTOWN Y CHILD CARE CENTRE LICENSED CHILDCARE » OUT OF SCHOOL CARE (OUTS) FACILITIES » DOWNTOWN Drop in schedule Programs schedule</p>	<p>single mothers and their child under 5 youth aged 15-19 years young pregnant women youth aged 12-21 children ages 3 to 5 years Families</p>	<p>Victoria, Sooke</p>
<p>Total number of agencies: 10</p>				

Table 51. *Religious agencies*

Agency	Agency Description	Program	Target Population	Location
Central Baptist (<i>Central Baptist Web site</i> , n.d.)	"Central Baptist has been in the heart of Victoria since 1927 and we are excited about what God is doing and will do in the years to come." (<i>Central Baptist Web site</i> , n.d., "About Central")	Care & Compassion		Victoria
		ESL		
		Breakfast Club Outreach		
		George Jay School		
First Metropolitan United Church (<i>First Metropolitan United Church Web site</i> , n.d.)	"Walk in our doors on any day of the week and you will find lots going on. Join us Sundays at a worship service or volunteer with our outreach activities. Enjoy one of the many spiritual development seminars or study groups, meditation groups, musical offerings, children's events, social events and clubs, educational or health and wellness activities that take place every week at First+Met." (<i>First Metropolitan United Church Web site</i> , n.d., "Welcome")	Out of the Rain Night Shelter	Homeless youth	Victoria
		Inner City Dinners	Inner city people	
		Youth Basketball	Neighborhood youth	
		George Pringle Memorial Camp	children, youth, adults and families	
		Social Groups		
		Support Groups	anyone living with a chronic illness	
		Summer Strollers		
Glad Tidings Pentecostal Church (<i>Glad Tidings Pentecostal Church Web site</i> , n.d.)	"We are a contemporary church in the heart of downtown Victoria of approximately 1,200 people." (<i>Glad Tidings Pentecostal Church Web site</i> , n.d., "Service Info")	Street Breakfast		Victoria
		Footcare Ministry	Those in need	
		Street Ministry	People who live on the street	
James Bay United Church (<i>James Bay United Church Web site</i> , n.d.)	"You will find a warm, friendly welcome awaiting you at this historic, intimate church, in the heart of the James Bay area, close to downtown Victoria, British Columbia." (<i>James Bay United Church Web site</i> , n.d., "Welcome to")	Thrift Shop	Needy families	Victoria
Mustard Seed Street Church, The (<i>Mustard Seed Street Church, The Web site</i> , n.d.)	The Mustard Seed has been involved in ministry in Victoria, British Columbia for over 25 years and continues to grow serving families and singles; those in need, those who are underprivileged in our community and those struggling with addictions & destructive behavior." (<i>Mustard Seed Street Church, The Web site</i> , n.d., "About: Our Mission")	Advocacy	families and singles	Victoria
		Barber Shop		
		Clothing & More...		
		Counselling & Crisis Management		
		Food Bank		
		Public Health Nurse		
St. Aidan's United Church (<i>St. Aidan's United Church Web site</i> ,	"St. Aidan's United Church has provided a spiritual home to many people since 1873." (<i>St. Aidan's United Church Web site</i> , n.d., "About Us")	Thrift Shop	"various community groups in the City"	Located in Victoria (Service Area: Saanich and Victoria)

n.d.)				
St. John the Divine (<i>St. John the Divine</i> Web site, n.d.)	"It is characterized by wide variety in worship, ranging from the solemnity of occasional full choral eucharists using traditional language, to the meditative and gentle style of ecumenical Taizé worhsip, to the delightful energy of family-oriented worship and the annual arrival of a live donkey and llamas at Christmas and Palm Sunday." (<i>St. John the Divine</i> Web site, n.d., "St. John's Refugee Committee")	Alliance Club Cooking	street youth	Victoria
		Cams - Community Adult Mentoring And Support	recently released federal offenders	
		Circles of Support and Vulnerablility	released men	
		Emergency Food Service (EFS)		
		St. John's Refugee Committee	Refugees	
Victoria Miracle Centre (Victoria Miracle Centre Web site, 2008)	"To proclaim the Good News of Jesus Christ with signs, wonders and miracles..." (Victoria Miracle Centre Web site, 2008, "Vision Statement")	Thursday Night		Victoria

Total number of agencies:8

APPENDIX L: HOMELESSNESS AND HOUSING

This appendix contains the following tables: Homelessness Agencies, Homelessness programs, Permanent Emergency Shelters, Extreme Weather Protocol Shelters, Out of the Rain Night Youth Shelter, Transitional Housing, Permanent Supportive Housing for people with a disability¹⁰, Permanent Supportive Housing for homeless/homeless at risk individuals and Seniors Assisted Living. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 52. *Homelessness Agencies*

Agency	Agency Description	Program	Target Population	Location
CARTS Outreach (CARTS Outreach Web site, n.d.)	“CARTS Outreach aims to help homeless people by listening, providing a meal, a drink, and some clothes if needed... Although the founders' motivation is Christian, there is no requirement that volunteers or clients share this faith. In our outreach work, help is freely given based simply on need.” (CARTS Outreach Web site, n.d., “About CARTS Outreach”)	Outreach	homeless people	Victoria (Service Area: Victoria Downtown)
Our Place (Our Place Web site, n.d.)	“Our Place is a social service agency in Victoria BC providing many things to the people who visit our building. We offer transitional housing and a hand up to the men and women who inhabit our 45 residential rooms. Our dining room and nutrition bar serve over 1,200 nutritious meals free of charge five days a week while our drop-in centre offers a multitude of programs as well as being a place of welcome and shelter. Our hygiene area is a place where 60 people take a hot shower each day. The list of what we do is extensive. More remarkable than	Camosun Computer Class	the poor, disabled, and homeless of Greater Victoria	Victoria (Service Area: Greater Victoria)
		The Drop-in Centre (Includes, Library, Literacy Program, Basic Computer Education, Computers, Message centre – Mailing Address, Volunteer Program, Job Training and Referrals, Peers Helping Peers, Bus tickets, Postage Stamps, Physical and Mental Health Services, Counseling		
		Advocacy, Housing location assistance, Referrals, Visits in Hospital/Prison, Mental Health Retreats, Recreational Programs, and Funeral Services) - 600 visits per day		
		Dining Room and Nutrition Bar		
		Our Place – The Transitional Housing Program		
		Hygiene and Clothing		
		Foot Care Program		
		Aboriginal Committee of Empowerment (ACE)		
Angel Gifts (Christmas gifts)				

¹⁰ It should be noted that due to restrictions with the available data on the agencies websites, it could not always be confirmed that the housing in this table were in fact designed to be permanent or temporary.

	our list of services, though, are the feel and atmosphere that exist at Our Place. Our Place is a place of hope and belonging, and the people who enter our doors, be they inner city family member, supporter, staff or volunteer, sense that.” (Our Place Web site, n.d., “Our Place – Hope and Belonging live here!”)	Cold Weather Strategy		
Pacifica Housing Advisory Association (PHAA) (Pacifica Housing Advisory Association Web site, n.d.)	“Pacifica Housing Advisory Association (PHAA) is a non-profit charitable organization, incorporated in 1988. PHAA is comprised of two divisions: the Property Management Division, owns and manages over 635 units of affordable housing in 25 complexes in the Greater Victoria region and 4 in the Nanaimo area for low income families and people with disabilities; as well as Pacifica Housing Services (PHS), which offers housing outreach and support services for individuals who are considered hard to house or homeless at risk.” (Pacifica Housing Advisory Association Web site, n.d., “Welcome”)	Stepping Stones Project (includes assisting families to obtain housing + accessing social/health services)	families with lower incomes	Victoria
		Housing Outreach Workers	homeless and hard-to-house individuals	Victoria
		Community Support Worker		Victoria
		Private Market Partnerships (“innovative agreements between PHS, BC Housing, VIHA Mental Health and the private landlord that encourages independent community living for those clients requiring on-going supports”)		Victoria
		Clover Place (open?)(supported housing)	chronically homeless and homeless at risk target populations.	Victoria
		Humboldt (open?) (supportive housing)		Victoria
		The Medewiwin Apartments (26 units)	hardest-to house	Victoria
		The Georgian Apartments (transitional housing) (5 units)	empty nesters” at risk of homelessness as well as homeless families in transition without ongoing government subsidies	Victoria
		The Pacifica Apartments (supportive housing) (31 unit)	15 units for people with significant physical disabilities + 16 units are low market rent suites available to the general public	Victoria
		The Pacifica Community Virtues Initiative (Family Virtues training & Pacifica Youth Groups)	the families we serve	Victoria
Shelter Outreach Project (helps clients find transition/permanent housing)	employed clients currently using shelter resources	Victoria		
Victoria Cool Aid Society (Victoria Cool Aid Society Web site,	“We act to end homelessness by working in partnership with others to develop community-based	<i>Supportive Housing for Adults:</i>		
		Queens Manor (37 units- former Travellers Inn)	adults (single or couples + pet ok) without a home	Victoria
		Olympic Vista seniors housing in Saanich (under construction)		

n.d.)	solutions. We are committed to working in a non-judgmental way with adults experiencing marginalization in Greater Victoria by advocating for and providing emergency shelter, supportive housing, integrated health care and other support services.” (Victoria Cool Aid Society Web site, n.d., “About Cool Aid Society”)			
		Desmond House (27 units)	Singles adults	Victoria
		Cedar Grove on the Gorge (21 homes)	Marginalized adults	Victoria
		Hillside Terrace seniors housing (45-unit – VIHA Assisted Living)	seniors 55+	Victoria
		FairWay Woods seniors housing in Langford (houses 32)	Seniors who are homeless and homeless-at-risk individuals	Langford
		Johnson Manor	Adults who have had the most difficulty in maintaining safe, affordable housing....individuals managing mental health and poly-substance abuse issues	Victoria
		Mike Gidora Place (45 units)	adults	Victoria
		Pandora Project: Pandora Apartments (32 units) (Note, the project also includes: The Downtown Community Activity Centre + (YMCA) Pandora Youth Apartments)	adults managing mental health and addictions	Victoria
		Swift House Apartments (26 apartment)	Hard to house adults	Victoria
		<i>Emergency and Transitional Shelters:</i>		
		Rock Bay Landing (84 permanent shelter spaces + 23 transitional housing units + 2 family shelter units)	All?	Victoria
		Sandy Merriman House - Emergency Shelter for Women (25 beds + daytime drop in services which include hot meals, laundry/shower, hygiene supplies/clothing, support/referrals from Shelter Support Workers + Client Support Workers)	Adult women	Victoria
		Next Steps Transitional Shelter (15 clients receive assistance with employment, mentorship, and physical/mental health services)	emergency shelter clients	Victoria
		Extreme Weather Shelters		Victoria
		Streetlink Emergency Shelter (Clients were moved to Rock Bay + “Streetlink will now be converted into 23 units of permanent, supportive housing for adults”)		Victoria
		Community Health Centre and Dental Clinic	many of whom suffer from mental health and addiction illnesses and/or other chronic health problems	Victoria
		REES Program - Resources, Education, Employment & Support	people with mental illness and addictions	
		Downtown Community Centre (offers recreational programs, Voice Mail Service;		Victoria

	computers)		
	Thrift Store		Victoria
Total number of agencies: 4			

Table 53. *Homelessness programs*

Agency	Program	Target Population	Location
Beacon Community Services (<i>Beacon Community Services</i> Web site, n.d.)	Community Assistance Program (CAP)	Income Assistance Clients	Victoria
	Specialized Community Assistance Pilot Program (SCAP)	Income Assistance Clients	
Burnside Gorge Community Association (<i>Burnside Gorge Community Association</i> Web site, n.d.)	Homeless Family Outreach	families who are homeless or at risk of becoming homeless	Victoria (Service Area: families in the area)
Glad Tidings Pentecostal Church (Glad Tidings Pentecostal Church Web site, n.d.)	Street Ministry	those who live on the streets	Victoria
Total number of agencies: 3			

Table 54. *Permanent Emergency Shelters*

Agency	Shelter	Target Population	Number of Beds	Location
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Addictions & Rehabilitation Centre	men	56 (BC Housing funds 21)	Victoria
Victoria Cool Aid Society (<i>Victoria Cool Aid Society</i> Web site, n.d.)	Rock Bay Landing	all?	84 + 2 family shelter units	Victoria
	Sandy Merriman House	women	25	Victoria
Victoria Youth Empowerment Society (YES) (Victoria Youth Empowerment Society Web site, n.d.)	Kiwanis Emergency Youth Shelter [KEYS]	“youth between the ages of 13 and 18 who have no safe place to stay”	10	Victoria
Total number of agencies: 3				

Adapted from “Victoria Shelter Beds: Updated December 16, 2010” by Greater Victoria Coalition to End Homelessness, 2010b, p.1.

Table 55. *Extreme Weather Protocol Shelters*¹¹

Agency	Target Population	Number of Mats	
* Our Place (<i>Our Place</i> Web site, n.d.)	Men + women	50	Victoria
Salvation Army Victoria Community & Family Services (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Men	30	Victoria
St. John the Divine (<i>St. John the Divine</i> Web site, n.d.)	Men + women	40	Victoria

¹¹ The two agencies marked with an asterisk beside their names identify on their website that they provide mats as part of the extreme weather protocol. The other three agencies did not, although they were included in the master list of css as they meet the criteria as they provide other programs.

*Victoria Cool Aid Society (Rock Bay Landing) (Victoria Cool Aid Society Web site, n.d.)	Men + women	20	Victoria
Victoria Native Friendship Centre (Victoria Native Friendship Centre Web site, n.d.)	Men + women	25	Victoria
Total number of agencies: 5			

Adapted from “Victoria Shelter Beds: Updated December 16, 2010” by Greater Victoria Coalition to End Homelessness, 2010b, p.2.

Table 56. *Out of the Rain Night Youth Shelter*¹²

Agency	Day	Location
St. John the Devine (St. John’s Hall) (St. John the Divine Web site, n.d.)	Monday	Victoria
First Metropolitan United Church (First Metropolitan United Church Web site, n.d.)	Tuesday	Victoria
*St. Andrew’s Presbyterian	Wednesday	Victoria
Beacon Community Services (Beacon Community Services Web site, n.d.)	Thursday	Victoria
Boys’ and Girls’ Club (Boys and Girls Club of Greater Victoria Web site, n.d.)	Friday	Victoria
*Congregation Emanu-El	Saturday	Victoria
Victoria Cool Aid Society (Downtown Community Activity Centre) (Victoria Cool Aid Society Web site, n.d.)	Sunday	Victoria

Adapted from “Victoria Shelter Beds: Updated December 16, 2010” by Greater Victoria Coalition to End Homelessness, 2010b, p.1.

Table 57. *Transitional Housing*

Agency	Transitional House	Target Population
Anawim Companion Society, The (Anawim Companion Society, The Web site, n.d.)	Residential program	We invite our people [adults] to seek to change their self defeating behaviors, achieve 30 days of sobriety, and treat others with kindness and respect.
Boys & Girls Club Services of Greater Victoria (Boys and Girls Club of Greater Victoria Web site, n.d.)	Turnabout (3- 8 months support/supervision in a Community/Family Care Home)	male, female, and transgender youth, aged 12 to 18, who are on probation and experiencing difficulties with their family or Ministry placement
	Youth Supportive Recovery Care Homes	ages of 13 and 19, male, female, or transgender, and have voluntarily asked to be in this program” and are “dealing with drug and

¹² Two of these agencies (Beacon Community Services and First Metropolitan United Church) were profiled for the inventory as providing this service. The two agencies marked with an asterisk were not included in the CSS inventory specifically because their websites did not indicate that they provided this service. The other three were profiled because they provided other services.

		alcohol issues, including mental health challenges
	Youth Withdrawal Management Program (non-medical detox in a Care Home)	youth between the ages of 13 to 19 years old who are in need of detox services
	Turning Point (Care Home)	youth between the ages of 12 to 19, male, female or transgendered, who are dealing with issues of personal safety
Cridge Centre for the Family, The (Cridge Centre for the Family, The Web site, n.d.)	<i>Supportive Transitional Housing (max. 3 years):</i>	families moving from crisis and instability to self-sufficiency
	Women and Children	
	Single Women (45+ years)	
	Immigrants and Refugees	women with or without children who are escaping violent or abusive relationships
	Transition House for Women (Programming includes: Safe Emergency Shelter; Supportive Counselling; Connections to Community Supports; Support for Children + Peer Support)	
Greater Victoria Women's Shelter Society (Greater Victoria Women's Shelter Society Web site, 2009)	Margaret Laurence House (Services include: Housing, Support, Counselling + Advocacy)	women who have experienced abuse in their intimate relationships
John Howard Society of Victoria (John Howard Society of Victoria Web site, 2010)	Manchester House (15 residents) (Services Include: Narcotics Anonymous meetings, Nonviolent communication, Monthly residents house meeting, and Nutrition Program)	Twelve beds are contracted to the Correctional Service of Canada for parolees. A three-bed program also operates out of the House for individuals who have come in conflict with the law and have experienced psychiatric problems, but are stabilized and ready to return to the community.
Laren Society, Journey from inside out (Laren Society, Journey from inside out Web site, n.d.)	Bill Mudge Residence (11 individuals)	men on day parole
Our Place (Our Place Web site, n.d.)	Our Place – The Transitional Housing Program (45 units; 2 of which provide a home before and after detoxification centres) (Support workers and, if needed, mental health/addictions workers)	individuals committed to moving toward independent living
Pacifica Housing Advisory Association (Pacifica Housing Advisory Association Web site, n.d.)	The Georgian Apartments (5 units)	"empty nesters" at risk of homelessness as well as homeless families in transition without ongoing government subsidies
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Addictions & Rehabilitation Centre (40 beds dedicated to the half-way house)	half-way house, in partnership with Correctional Services Canada, for men returning to the community on federal parole
Threshold Housing Society (Threshold Housing Society Web site, n.d.)	Holly House	females aged 16-21
	Mitchell House	young men aged 16-21
Vancouver Island Addiction Recovery Society, The (Vancouver Island Addiction Recovery Society, The Web site, n.d.)	Foundation House (2 year program; 18 beds; +? 8 at the second stage)	men recovering from addiction

Victoria Cool Aid Society (<i>Victoria Cool Aid Society Web site, n.d.</i>)	Queens Manor (37 units- former Travellers Inn)	adults (single or couples + pet ok) without a home
	Rock Bay Landing (23 transitional housing units)	all?
	Next Steps Transitional Shelter (15 clients receive assistance with employment, mentorship, and physical/mental health services)	emergency shelter clients
Victoria Human Exchange Society <i>Victoria Human Exchange Society Web site, 2005-2009)</i>	VHES Retreat Houses (only those located in Victoria are listed below):	low income persons committed to being clean and sober
	Charlie Pyott House	
	McGivney House	males
Victoria Native Friendship Centre (<i>Victoria Native Friendship Centre Web site, n.d.</i>)	Edith Gulland House	women
	Cedar House (6 spaces)	Aboriginal youth 16 - 18 years of age. These youth will be aging out of care on their 19th birthday
Victoria Women's Transition House Society (<i>Victoria Women's Transition House Society Web site, n.d.</i>)	Fernwood House Iy Ilen Hautw (Transitional Housing)	Aboriginal Women and Children
	Shelter Services (30 day max. stay) (Services include: Advocacy, Information/Referrals to programs/services/Lawyers/Income assistance/low-income housing, Information on legal issues, Education and counselling, Developing a safety plan, Weekly support groups, Assistance with transportation, Library, and Programs for children who have witnessed abuse in their homes)	"women with or without children" leaving an abusive relationships
	Safe Home	older women
Victoria Youth Empowerment Society (YES) (<i>Victoria Youth Empowerment Society Web site, n.d.</i>)	Harrison Place (23 units; 3 year max. stay)	women between 45 and 65....for such women living alone
	Specialized Youth Detox [SYD] (non-medical detox) Under this program there are 2 options for youth:SYD Care Home (see above under Boys & Girls Club Services of Greater Victoria; or "Ashgrove Detox Service: Provides a 24 hour residential detox bed for 7 to 10 days. Basic needs including meals, laundry and a private room are provided. Services available include: assessment, 24 hour support, one-to-one counselling, outings and support and education to family/caregivers." Youth Hospitality Training Centre (Services include: 8 beds; 6 months max. stay; and Hospitality and Life Skills Training Program)	youth
YMCA-YWCA of Greater Victoria (<i>YMCA-YWCA of Greater Victoria Web site, n.d.</i>)	Kiwanis House Program (8 spaces)	single mothers and their child under 5
	Pandora Youth Apartments (8 spaces) (? Part of Victoria's Cool Aid Societies' Pandora Project)	youth (15-19 years of age)
Total number of agencies: 17		

Table 58. *Permanent Supportive Housing for people with a disability*¹³

Agency	Program	Target Population
Capital Mental Health Association (Capital Mental Health Association Web site, 2009-2011)	Housing Program:	persons with disabilities and families with limited income
	Meerstille and Newbridge Apartments (37 units)	single adults who are able to live independently with support from a life-skills worker
	The Satellite Housing ("provides rent subsidies...+ A life skills worker is available for assistance with mental health concerns and tenant/landlord issues.")	tenants who are able to live independently in the community with minimal support
	?Edith Gunning Court (33 unit)	mixed income family housing complex, primarily serving low-income families and individuals with special needs
	Darwin Apartments (45 unit)	seniors and some individuals with special needs. These suites are available to adults 55+ and 45+ for those with a disability
	McCauley Lodge (21 adults)	adults with severe mental illness
Children's Respite Support Society (Children's Respite Support Society Web site, n.d.)	Mimi's House	children with severe disabilities
Community Living Victoria (Community Living Victoria Web site, 2011)	Home Sharing (clients "live with a family, roommate, couple, or in their own suite within a family home")	adults with developmental disability
	Supported Independent Living ("provides assistance to people with a developmental disability the resources they need to live in their own homes successfully")	people with a developmental disability
	Supported Apartment Living	developmental disability who require regular access to support services in order to live independently in their own apartment
	Homes (15 homes with 24hr. support)	people with developmental disabilities
Cridge Centre for the Family, The (Cridge Centre for the Family, The Web site, n.d.)	Mary Cridge Manor	survivors of brain injury
	Macdonald House (10 beds)	
	Independent Housing with Community Support	
Independent Living Housing Society Of Greater Victoria (Independent living Housing Society of Greater Victoria Web site, n.d.)	Falmouth (4 clients)	people with physical and/or cognitive disabilities
	Obed Site (four adults)	
	Feltham Site (four clients)	
	Easter Road Site ("The B & B") (3 guests/night + 1 permanent client)	
	The Heathers Site (7 apartments)	
	Hawthorne Site (4 clients)	
Kardel Consulting Services Inc. (Kardel Consulting Services Inc Web site, 2008)	Dustin Court (5 bedroom home)	people with developmental disabilities
	Hillside Home	
	Paskin Home (5 bedroom home)	

¹³ It should be noted that due to restrictions with the available data on the agencies websites, it could not always be confirmed that the housing in this table were in fact designed to be permanent or temporary.

	Tillicum Home (4 bedroom home)	
	Home Share Program (screens/monitors family/private suite arrangements for individuals)	
Shekinah Homes Society (Shekinah Homes Society Web site, n.d.)	The Ark (4 members)	adults with developmental disabilities
	Happy Rock (3 members)	
	Bethesda (5 members)	
	The Keel (2 members)	
Vancouver Island Autistic Homes Society (Vancouver Island Autistic Homes Society Web site, n.d.)	Residential Services (4 residential facilities)	persons on the autism spectrum who are Adults (nineteen years or older)
Total number of agencies: 8		

Table 59. *Permanent Supportive Housing for homeless/homeless at risk individuals*¹⁴

Agency	Program	Target Population
Pacifica Housing Advisory Association (<i>Pacifica Housing Advisory Association</i> Web site, n.d.)	The Medewiwin Apartments (26 units)	hardest-to house
	Clover Place (open?)	chronically homeless and homeless
	Humboldt (open?)	
	The Pacifica Apartments (supportive housing) (31 unit)	15 one-bedroom units were designed and built incorporating extensive modifications to ensure fully accessible suites for people with significant physical disabilities. The other 16 units are low market rent suites available to the general public
	Private Market Partnerships (“innovative agreements between PHS, BC Housing, VIHA Mental Health and the private landlord that encourages independent community living for those clients requiring on-going supports”)	homeless and hard-to-house individuals
Society of St. Vincent de Paul Vancouver Island (<i>Society of St. Vincent de Paul Vancouver Island</i> Web site, n.d.)	Housing	homeless at risk men and women
Victoria Cool Aid Society (<i>Victoria Cool Aid Society</i> Web site, n.d.)	Desmond House (27 units)	Singles adults
	Cedar Grove on the Gorge (houses 21)	Marginalized adults
	FairWay Woods seniors housing in Langford (houses 32)	Seniors who are “homeless and homeless-at-risk individuals”
	Johnson Manor	Adults who have had the most difficulty in maintaining safe, affordable housing....individuals managing mental health and poly-substance abuse issues
	Mike Gidora Place (45 units)	adults
	Pandora Apartments (32 units)	Pandora Apartments: adults managing mental health and addictions
	Swift House Apartments (26 apartments)	Hard to house adults
Total number of agencies: 3		

¹⁴ It should be noted that due to restrictions with the available data on the agencies websites, it could not always be confirmed that the housing in this table were in fact designed to be permanent or temporary.

In addition to the supportive housing listed in tables 58 and 59 there are seven additional supportive housing facilities for people with mental health issues:

- Seven Oaks Tertiary Mental Health Facility
- Adanac House
- Blackwood Residential Facility
- Empress Bay Apartments
- Panama House
- Styles Street Residential Facility
- Wascana House (Greater Victoria Coalition to End Homelessness, 2011).

These services were not listed in the inventory because they are provided by VIHA.

Another type of long term supportive housing which was included in the inventory are publicly subsidized Assisted Living facilities for seniors and adults with disabilities. They were profiled as part of the inventory because they met the selection criteria in that they a) are either provided by a non-profit or are publicly subsidized b) they are a social service (in that they serve seniors but are not residential nursing homes, and c) they are located in Greater Victoria. They provide seniors (and sometimes adults with disabilities) with

- “Rental accommodation
- Hospitality services (meals, housekeeping, recreation supports, emergency response)
- Personal care assistance” (VIHA, 2010c, “Assisted Living”)

Table 60. *Seniors Assisted Living*

Agency	Facility	Publicly Subsidized Units (VIHA, 2010c)	Private Pay Units (VIHA, 2010c)	Target Population	Location
Abbeyfield Heritage House Society ¹⁵ (VIHA, 2010d)	Heritage House	10	0	55+	Victoria
Allegro (Allegro Web site, 2011)	Ross Place Retirement Resort	40	59	N/A	Victoria
Baptist Housing (Baptist Housing Web site, 2010)	Marrion Village	50	0	Seniors	Oak Bay
Capital Regional Housing Corp. ¹⁶ (VIHA, 2010e).	Parry Place	21	0	N/A	Victoria
Cridge Centre for the Family, The (Cridge Centre for the Family, n.d.)	Cridge Village Seniors' Centre (76 units)	40	36	Seniors	Victoria
Dawson Heights Housing Ltd. (Dawson Heights Housing Ltd. Web site, n.d.)	The Cedars	10	43	65+	Saanich
Greater Victoria Housing Society (Greater Victoria Housing Society, n.d.)	Grafton Lodge	12	27	55+ or individual with a disability	Esquimalt

¹⁵ Although Abbeyfield Heritage House Society does not appear to have a website (as required by the inventory methodology) the agency was profiled regardless because VIHA, the agency providing the subsidy, has a page dedicated to the facility.

¹⁶ Although Capital Regional Housing Corp. does not appear to have a website (as required by the methodology inventory) the agency was profiled regardless because VIHA, the agency providing the subsidy, has a page dedicated to the facility.

				(VIHA, 2010c)	
Highgate Lodge (Highgate Lodge Web site, n.d.)	Highgate Lodge	5	49	seniors	Victoria
Luther Court Society (Luther Court Society Web site, 2011)	Luther Court apartments	30	28	Seniors	Victoria
M'akola Group of Societies (<i>M'akola Group of Societies</i> Web site, n.d.)	M'akola Ilbc Housing Society (Also known as Jesken Aerie)	60	0	Seniors + adults with disabilities	Langford
Nova Pacific Care (Nova Pacific Care Web site, 2011)	Lions Cove	12	53	55+	View Royal
Retirement Concepts (Retirement Concepts Web site, 2009)	The Wellesley	40	24	Seniors	Victoria
Selkirk Place (Selkirk Place Web site, n.d.)	Selkirk Place	25	16	65+ (VIHA, 2010c)	Victoria
Victoria Cool Aid Society (<i>Victoria Cool Aid Society</i> Web site, n.d.)	Hillside Terrace seniors housing	45	0	55+	Victoria
West Shore Lodge (West Shore Lodge Web site, n.d.)	West Shore Lodge	6	44	Seniors	Colwood
Total number of agencies: 15					

Although they were not included in the inventory (as they do not meet the selection criteria), in addition to the 15 facilities who offer private pay units, there are at least 19 additional private pay Assisted Living and Independent Living facilities with support services in Greater Victoria (Seniors Serving Seniors Association Web site, n.d. , “Seniors’ Service Directory – Housing”).

Additionally, the following housing is available to seniors in Greater Victoria (they were not included in the inventory because they did not meet the selection criteria for various reasons):

- 23 VIHA Residential Care facilities (i.e. Residential Nursing homes) in Greater Victoria (VIHA, 2010f)
- 2 Abbeyfield Houses (Seniors Serving Seniors Association Web site, n.d. , “Seniors’ Service Directory – Housing”)
- 13 Private Pay Residential Licensed Care Facilities (Seniors Serving Seniors Association Web site, n.d., , “Seniors’ Service Directory – Housing”)
- 19 Subsidized Housing for Seniors and Adults (55+)with disabilities(Seniors Serving Seniors Association Web site, n.d., “Seniors’ Service Directory – Housing”)

APPENDIX M: AFFORDABILITY AND FOOD SECURITY

This appendix contains the following tables: Clothing, toys and furniture Programs, Clothing, toys and furniture agencies, Material Assistance (Programs), Material Assistance agencies (General), Christmas Material Assistance (Programs), Christmas Material Assistance (Agencies), Financial Planning (programs), Financial Support (Programs), Financial Support Agencies, Food Bank(Agency), Food Bank (Programs), Emergency Meals (Agencies), Emergency Meals (Programs), Non-Emergency/Social Meals (Programs), Christmas and other holiday meals/food hampers (Programs), Food Security Agencies and Other Food Security (Programs). The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 61. Clothing, toys and furniture Programs

Agency	Program	Target Population	Location
Anawim Companion Society, The (Anawim Companion Society, The Web site, n.d.)	Outreach day program (clothing)	Men and women in need	Victoria
Beacon Community Services (Beacon Community Services Web site, n.d.)	Thrift Shops	People in need	Victoria
Blanshard Community Centre (Blanshard Community Centre Web site, n.d.)	Blanshard Boutique		Victoria (Service Area: Blanshard Community)
	Toy Library	children up to six years of age	Victoria (Service Area: Blanshard Community)
CARTS Outreach (CARTS Outreach Web site, n.d.)	Outreach (clothing)	homeless people	Victoria
Fairfield Gonzales Community Association (Fairfield Gonzales Community Association Web site, n.d.)	Family Clothing Swap	individuals and families in the community	Victoria (Service Area: Fairfield)
James Bay Community Project (James Bay Community Project Web site, n.d.)	The Community Closet Thrift Store		Victoria (Service Area: James Bay)
James Bay United Church (James Bay United Church Web site, n.d.)	Thrift Shop		Victoria
Mustard Seed Street Church, The (Mustard Seed Street Church, The Web site, n.d.)	Clothing & More...	families and singles; those in need, those who are underprivileged in our community and those struggling with addictions & destructive behavior	Victoria
Our Place (Our Place Web site, n.d.)	Hygiene and Clothing		Victoria
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Emergency Assistance Program (clothing, furniture)	individual and families who are in desperate need	Victoria
	Coats for Kids	needy children	
	Thrift Stores		
Society of St. Vincent de Paul Vancouver Island (Society of St. Vincent de Paul Vancouver Island Web	Clothing and Household	those who are poor, needy or with disabilities.	Saanich (service Area: Greater Victoria)
	Retail Program		

site, n.d.)			
St. Aidan's United Church (St. Aidan's United Church Web site, n.d.)	Thrift Shop	many groups	Saanich
Victoria Cool Aid Society (<i>Victoria Cool Aid Society</i> Web site, n.d.)	Cool New Thrift Store in Downtown Victoria	adults experiencing marginalization in the Victoria area	Victoria
Victoria Hospice Society (Victoria Hospice Society Web site, 2010-2011)	Thrift Boutique	those facing advancing illness, death and bereavement	Victoria
Victoria Single Parent Resource Centre (Victoria Single Parent Resource Centre Web site, n.d.)	clothing room	single parent families	Victoria
	a furniture and household goods exchange.		
Sooke Family Resource Society (<i>Sooke Family Resource Society</i> Web site, 2010)	Toy Lending Library	anyone caring for young children	Colwood (Service Area: Sooke and Westshore)
Victoria Women in Need Community Cooperative (Victoria Women in Need Community Cooperative Web site, 2009-2010)	New Start Program (furniture, kitchen items, linens and other household needs)	women	Victoria
	Gift Certificate Program		
	Community Gifts in Kind Program		
Wear 2 Start Society (Wear 2 Start Society Web site, n.d.)	Outfits	unemployed women who are living in poverty	Victoria
YMCA-YWCA of Greater Victoria (<i>YMCA-YWCA of Greater Victoria</i> Web site, n.d.)	Medical Mobile Unit (clothing)	youth aged 12-21	Victoria, and Sooke
Young Parent Support Network (Young Parent Support Network Web site, n.d.)	Free Store	young parent families	Victoria
Total number of agencies: 20			

Table 62. *Clothing, toys and furniture agencies*

Agency	Agency Description	Program	Target Population	Location
Coats for Kids Victoria (Coats for Kids Victoria Web site, n.d.)	"We are a registered non-profit volunteer organization that recycles good condition, wearable donated coats to those that can use them." (Coats for Kids Victoria Web site, n.d., "About Us")	Coats for Kids	Those that need coats	Victoria, Langford and Oak Bay
Total number of agencies: 1				

Table 63. *Material Assistance (Programs)*

Agency	Program	Target Population	Location
AIDS Vancouver Island (<i>AIDS Vancouver Island</i> Web site, n.d.)	Materials regarding HIV/HCV- related issues (Education Information, resources, presentations and displays)	the public	Victoria (Service Area: Greater Victoria)
ALS Society of British	Equipment Loan Program	individuals with ALS	Victoria

Columbia, Victoria Chapter (<i>ALS Society of British Columbia, Victoria Chapter Web site, n.d.</i>)	Library	ALS patients, family members, caregivers and friends	
Anawim Companion Society, The (Anawim Companion Society, The Web site, n.d.)	Outreach day program (bath, laundry)	Men and women in need	Victoria (Service Area: Greater Victoria)
Blanshard Community Centre (<i>Blanshard Community Centre Web site, n.d.</i>)	Community Access Program (CAP) (internet)	everyone	Victoria (Service Area: Blanshard Community)
Broadmead Care Society (Broadmead Care Society Web site, 2008)	Veterans Health Centre (bath)	Veterans, Seniors and members of the community	Victoria (Service Area: Vancouver Island)
Burnside Gorge Community Association (<i>Burnside Gorge Community Association Web site, n.d.</i>)	Community Access Program (CAP) (internet)	families	Victoria (Service Area: Burnside Gorge)
Canadian Red Cross, BC Coastal Region (Canadian Red Cross, BC Coastal Region Web site, 1999-2011)	HELP: Health Equipment Loan Program		Victoria (Service Area: BC Coastal Region)
Fairfield Gonzales Community Association (<i>Fairfield Gonzales Community Association Web site, n.d.</i>)	Community Access Computers (internet)	individuals and families in the community	Victoria (Service Area: Fairfield)
Family Caregivers' Network Society (Family Caregivers' Network Society Web site, n.d.)	Resource Guide for Family Caregivers 2nd edition	family caregivers	Victoria
	Resource Lending Library	family caregivers and healthcare professionals	
Fernwood Neighbourhood Resource Group (<i>Fernwood Neighbourhood Resource Group Web site, n.d.</i>)	CAP computers program (Internet Access)		Victoria (Service Area: Fernwood Neighborhood)
Firefighters Burn fund Victoria, BC, The (Firefighters Burn fund Victoria, BC, The Web site, n.d.)	The Burn House	Families of burn patients	Victoria (Service Area: Oak Bay and Victoria)
	Survivor Support (Specialized Equipment)	burn and fire injuries	
Garth Homer Society (<i>Garth Homer Society Web site, n.d.</i>)	Computer Resource Centre (internet)	GHS Clients	Saanich
Glad Tidings Pentecostal Church (Glad Tidings Pentecostal Church Web site, n.d.)	Street Ministry (socks)	Those who live on the streets	Victoria
Help fill a Dream Foundation (Help fill a Dream Foundation Web site, n.d.)	Give a Gift (e.g. medical equipment, a computer so that they can do homework from the hospital, or a wheelchair ramp	children under the age of 19 with life-threatening conditions	Victoria (Service Area: Vancouver Island)

Habitat for Humanity Victoria (Habitat for Humanity Victoria Web site, n.d.)	Home Building	families in poverty	Langford (Service Area: Greater Victoria)
Island Deaf and Hard of Hearing Centre (<i>Island Deaf and Hard of Hearing Centre Web site, n.d.</i>)	Technical Aids Program	Deaf, Hard of Hearing and Late Deafened individuals	Victoria (Service Area: Vancouver Island)
James Bay Community Project (<i>James Bay Community Project Web site, n.d.</i>)	Public Computer Access	Everyone	Victoria (Service Area: James Bay)
James Bay Community School Centre (<i>James Bay Community School Centre Web site, n.d.</i>)	Community Access Computers	everyone	Victoria (Service Area: James Bay)
Metchosin Community House (<i>Metchosin Community House Web site, n.d.</i>)	Internet Access	members of the community of Metchosin	Metchosin
Mood Disorders Association of BC (Mood Disorders Association of BC Web site, n.d.)	Family Self-Care and Recovery from Mental Illness (resource manual)	families of people dealing with a mental illness	Victoria
Mount St. Mary Hospital (<i>Mount St. Mary Hospital Web site, n.d.</i>)	Bathing Program	people living at home who want to remain independent	Victoria (Service Area: James Bay, Fairfield, Beacon Hill and Esquimalt)
Multiple Sclerosis Society of Canada, South Vancouver Island Chapter (Multiple Sclerosis Society of Canada, South Vancouver Island Chapter Web site, n.d.)	Library	people affected by MS	Victoria (Service Area: South Vancouver Island)
	Medical Equipment Loan Service		
Mustard Seed Street Church, The (Mustard Seed Street Church, The Web site, n.d.)	Barber Shop	families and singles; those in need	Victoria
Our Place (<i>Our Place Web site, n.d.</i>)	The Drop-in Centre (computer access)		Victoria
PEERS Victoria Resource Society (PEERS Victoria Resource Society Web site, 2011)	Needle Exchange	sex workers	Victoria
Recreation Integration Victoria (<i>Recreation Integration Victoria Web site, n.d.</i>)	Equipment Loan Service	people with disabilities	Saanich (Service Area: Greater Victoria)
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Emergency Assistance Program (lodging, transportation, medicine, rent, or utilities)	individual and families who are in desperate need	Victoria
	Emergency Bed Program (Through our partnership with Sleep Country Canada, we are able to provide mattresses)		
Seniors Serving Seniors Association (<i>Seniors Serving Seniors</i>)	Seniors' Services Directory	senior citizens	Victoria

Association Web site, n.d.)			
Tetra Society of North America, Victoria Chapter (<i>Tetra Society of North America, Victoria Chapter Web site, n.d.</i>)	customized assistive devices	people with physical disabilities	Victoria
Vancouver Island Persons Living With HIV/AIDS (VIPWAS) Society (<i>Vancouver Island Persons Living With HIV/AIDS (VIPWAS) Society Web site, n.d.</i>)	Treatment Information	people living with HIV/AIDS	Victoria (Service Area: Vancouver Island)
	Computer Café (Computer access)		
	Movie Library		
Victoria Child Care Resource and Referral (Victoria Child Care Resource and Referral Web site, n.d.)	internet access to child care-related websites	families...registered child care providers	Victoria (Service Area: Greater Victoria, Saanich)
Victoria AIDS Resource & Community Services Society (Victoria AIDS Resource & Community Services Society Web site, n.d.)	Mobile X Outreach Van (clean equipment like needles, water, cookers and sterile wipes)	people with AIDS and their caregivers	Victoria
Victoria Cool Aid Society (<i>Victoria Cool Aid Society Web site, n.d.</i>)	Downtown Community Centre (internet)	adults experiencing marginalization	Victoria (Service Area: Capital Region)
Victoria Disability Resource Centre (<i>Victoria Disability Resource Centre Web site, n.d.</i>)	Assistive Technology Services (assistive technology that people with disabilities can try out)	people with all types of disabilities	Victoria
YMCA-YWCA of Greater Victoria (<i>YMCA-YWCA of Greater Victoria Web site, n.d.</i>)	Medical Mobile Unit (blankets, condoms)	youth aged 12-21	Victoria, and Sooke
Total number of agencies: 35			

Table 64. *Material Assistance agencies (General)*

Agency	Agency Description	Program	Target Population	Location
First Open Heart Society (First Open Heart Society Web site, n.d.)	“Supports open heart surgery patients and families before and after surgery. Operates the Victoria Heart House, a bed and breakfast facility for out-of-town guests visiting their loved ones going through heart related surgery.” (First Open Heart Society Web site, n.d., “Seniors Serving Seniors”)	Victoria Heart House	heart surgery patients and families	Victoria
Total number of agencies: 1				

Table 65. *Christmas Material Assistance (Programs)*

Agency	Program	Target Population	Location
Christmas Spirit Community Dinner (Christmas Spirit Community Dinner Web site, n.d.)	Secret Santas	needy during the Christmas season	Saanich (Service Area: Greater Victoria)
Extreme Outreach Society (<i>Extreme</i>	Extreme Christmas Dinner	children and families in need	Victoria

Outreach Society Web site, n.d.)			
Our Place (<i>Our Place</i> Web site, n.d.)	Angel Gifts (Christmas gifts)		Victoria
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Christmas toys	Children and families in need	Victoria
Total number of agencies: 4			

Table 66. *Christmas Material Assistance (Agencies)*

Agency	Agency Description	Program	Target Population	Location
Santa's Anonymous (Santa's Anonymous Web site, 2011)	"The board endeavors to make the Christmas "spirit of giving" continue throughout the year by making special grants available to projects dedicated to enhancing the lives of children in need." (Santa's Anonymous Web site, 2011, "Santa's Anonymous")	Toys, Games & Gifts Program	children and families in need	Victoria
		Food Hamper Program		
Spare the Cold (Spare the Cold Web site, n.d.)	"Spare The Cold is an annual initiative that provides those in need with backpacks full of necessities on Christmas Day!" (Spare the Cold Web site, n.d., "Home")	Backpacks	those in need	Victoria
Total number of agencies: 2				

Table 67. *Financial Planning (programs)*

Agency	Program	Target Population	Location
BC Families In Transition (<i>BC Families In Transition</i> Web site, n.d.)	Individual and Family Counselling	children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure	Victoria
	Balancing the Budget Handling Family Finances		
Young Parent Support Network (Young Parent Support Network Web site, n.d.)	Future Planning	young parent families	Victoria
Surrounded by Cedar Child & Family Services (<i>Surrounded by Cedar Child & Family Services</i> Web site, n.d.)	Child and Youth Counselling (Past groups have included:....budgeting)	urban Aboriginal children [and youth] in care, their caregivers and families	Saanich
Total number of agencies: 3			

Table 68. *Financial Support (Programs)*

Agency	Program	Target Population	Location
Alliance for Equality of Blind Canadians, Chapter Victoria (Alliance for Equality of Blind Canadians, Chapter Victoria Web site, 2011)	Scholarships	talented blind, deaf-blind and partially sighted Canadian postsecondary (college or university) students	? (Service area: Victoria)

Canadian Cancer Society, Victoria Unit (Canadian Cancer Society, Victoria Unit Web site, n.d.)	Financial Support	people living with cancer	Victoria (Service Area: Vancouver Island)
Canadian Hard of Hearing Association, Victoria (Canadian Hard of Hearing Association, Victoria Web site, n.d.)	CHHA Scholarship Program	hard of hearing and deafened students	Victoria
Community Living Victoria (Community Living Victoria Web site, 2011)	Host Agency And Individualized Funding	children and adults with developmental disabilities and their families	Victoria (Service Area: Vancouver Island)
Help fill a Dream Foundation (Help fill a Dream Foundation Web site, n.d.)	Help a Family	children under the age of 19 with life-threatening conditions	Victoria (Service Area: Vancouver Island)
James Bay Community School Centre (<i>James Bay Community School Centre Web site, n.d.</i>)	Leisure Involvement for Everyone (LIFE) Program	low-income individuals and families	Victoria (Service Area: James Bay)
Recreation Integration Victoria (<i>Recreation Integration Victoria Web site, n.d.</i>)	Leisure Assistant's Pass (provides caregivers "free admission to all municipal recreation facilities and some private sector venues")	people with disabilities	Saanich (Service Area: Greater Victoria)
Silver Threads Services (Silver Threads Services Web site, 2009)	L.I.F.E. Program	55 or older	Victoria (Service Area: Saanich and Victoria)
Victoria Immigrant and Refugee Centre Society (VIRCS) (<i>Victoria Immigrant and Refugee Centre Society (VIRCS) Web site, n.d.</i>)	Skills connect ("Financial assistance for training" & "Financial assistance for credential evaluation, skills & language assessment")	immigrants, refugees, new Canadian citizens, and visible minorities	Victoria
Victoria Women in Need Community Cooperative (Victoria Women in Need Community Cooperative Web site, 2009-2010)	Self Sufficiency Program (financial assistance to women who are transitioning to self-sufficiency)	Women	Victoria
Young Parent Support Network (Young Parent Support Network Web site, n.d.)	Future Planning (small grants)	young parent families	Victoria
Total number of agencies: 11			

Table 69. *Financial Support Agencies*

Agency	Agency Description	Target Population	Location
Community Micro Lending Society (Community Micro Lending Society Web site, n.d.)	"Lend By investing in Community Micro Lending, you are strengthening the fabric of the local economy and changing someone's life. To lend Borrow Community Micro Lending lends money to people who have a good small business idea but don't have the tools to get there." (Community Micro Lending Society Web site, n.d., "How you can act")	people who have a good small business idea but don't have the tools to get there	Victoria
David Foster	"The David Foster Foundation is dedicated to providing	children in need of life -	Victoria

Foundation (David Foster Foundation Web site, 2008-2009)	financial support to Canadian families with children in need of life - saving organ transplants." (David Foster Foundation Web site, 2008-2009, "Our Mission")	saving organ transplants
Total number of agencies:2		

Table 70. Food Bank(Agency)

Agency	Agency Description	Target Population	Location
Goldstream Food Bank Society (Goldstream Food Bank Society Web site, n.d.)	"It was launched by a number of service organizations to counter the affect of the recession on low-income residents. Hundreds of volunteer hours were devoted to starting the program." (Goldstream Food Bank Society Web site, n.d., "A brief history")	low-income residents	Langford (Service Area:Western Communities)
Total number of agencies: 1			

Table 71. Food Bank (Programs)

Agency	Program	Target Population	Location
James Bay Community Project (James Bay Community Project Web site, n.d.)	Food Cupboard	local residents	Victoria
Mustard Seed Street Church, The (Mustard Seed Street Church, The Web site, n.d.)	Food Bank	families and singles; those in need,	Victoria
Saanich Neighborhood Place (Saanich Neighborhood Place Web site, n.d.)	Food Security Programs	parents	Saanich
St. John the Divine (St. John the Divine Web site, n.d.)	Emergency Food Service (EFS)	People in need	Victoria
Society of St. Vincent de Paul Vancouver Island (Society of St. Vincent de Paul Vancouver Island Web site, n.d.)	Food Hampers	those who are poor, needy or with disabilities.	Victoria (Service Area: South Island)
Victoria Single Parent Resource Centre (Victoria Single Parent Resource Centre Web site, n.d.)	bread pantry	single parent families	Greater Victoria area
Total number of agencies: 6			

Table 72. Emergency Meals (Agencies)

Agency	Agency Description	Program	Target Population	Location
9-10 Club (9-10 Club Web site, 2010)	"It serves breakfast five days each week (Monday - Friday) for the unemployed, the poor and the hungry in the basement of St. Andrew's Cathedral" (9-10 Club Web site, 2010, "9-10 Club")	Breakfast	for the unemployed, the poor and the hungry	Victoria
Total number of agencies: 1				

Table 73. Emergency Meals (Programs)

Agency	Program	Target Population	Location
Anawim Companion Society, The (Anawim Companion Society, The Web site, n.d.)	Outreach day program	Men and women in need	Victoria (Service Area: Greater Victoria)

CARTS Outreach (CARTS Outreach Web site, n.d.)	Outreach	homeless people	Victoria
Central Baptist (<i>Central Baptist Web site</i> , n.d.)	Breakfast Club Outreach	those in need of a hot meal	Victoria
First Metropolitan United Church (First Metropolitan United Church Web site, n.d.)	Inner City Dinners	inner city people	Victoria
Glad Tidings Pentecostal Church (Glad Tidings Pentecostal Church Web site, n.d.)	Street Breakfast		Victoria
	Street Ministry	Those who live in the streets	
Kids Klub (<i>Kids Klub Web site</i> , n.d.)	Brown Bag Lunch Program (free lunches to schools)	kids	Saanich (Greater Victoria)
Our Place (<i>Our Place Web site</i> , n.d.)	Dining Room and Nutrition Bar	the poor, disabled, and homeless of Greater Victoria	Victoria
PEERS Victoria Resource Society (PEERS Victoria Resource Society Web site, 2011)	PEERS Street Outreach Program	sex workers	Esquimalt (Service Area: Greater Victoria)
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Beacon Bus (hot drinks and snacks)	homeless and disadvantaged, especially teens and young people	throughout Victoria
	Emergency Assistance Program (food)		Victoria (Service Area: Greater Victoria area)
St. John the Divine (<i>St. John the Divine Web site</i> , n.d.)	Alliance Club Cooking	street youth	Victoria
Victoria Cool Aid Society (<i>Victoria Cool Aid Society Web site</i> , n.d.)	Sandy Merriman House - Emergency Shelter for Women	women and adults experiencing marginalization	Victoria (Service Area: Capital Region)
Victoria Miracle Centre (<i>Victoria Miracle Centre Web site</i> , 2008)	Thursday Night @ 4:45 Pm Community Dinner		Victoria
Victoria Rainbow Kitchen (<i>Victoria Rainbow Kitchen Web site</i> , 2011)	The Kitchen	people from all walks of life and circumstances	Victoria
Victoria Youth Empowerment Society (YES) (<i>Victoria Youth Empowerment Society Web site</i> , n.d.)	Alliance Club	youth	Victoria (Service Area: Capital Region)
YMCA-YWCA of Greater Victoria (<i>YMCA-YWCA of Greater Victoria Web site</i> , n.d.)	Medical Mobile Unit (Street Outreach)	youth aged 12-21	Victoria, Sooke
Total number of agencies: 15			

Table 74. *Non-Emergency/Social Meals (Programs)*

Agency	Program	Target Population	Location
AIDS Vancouver Island (<i>AIDS Vancouver Island Web site</i> , n.d.)	Positive Wellness Program	people who are HIV+ and/or hepatitis C+	Victoria (Service Area: Greater Victoria as well as other parts of Vancouver Island)
Beacon Community Services (<i>Beacon Community Services</i>)	Meals on Wheels	We serve residents of Greater Victoria, the Saanich Peninsula, and	Sidney (Service Area: Capital Regional)

Web site, n.d.)		the Western Communities	District)
Blanshard Community Centre (<i>Blanshard Community Centre Web site, n.d.</i>)	Weekly Hot Lunch		Victoria (Service Area: Blanshard Community)
	Adult Coffee Time		
Burnside Gorge Community Association (<i>Burnside Gorge Community Association Web site, n.d.</i>)	Community Hot Lunch	families	Victoria
	Community Dinner		
	Dinner Drop-in	youth	
	Seniors Lunch & Learn	seniors	
Extreme Outreach Society (<i>Extreme Outreach Society Web site, n.d.</i>)	BBQ Ministry	children and families in need	Victoria
Fairfield Gonzales Community Association (<i>Fairfield Gonzales Community Association Web site, n.d.</i>)	Lunch, Laugh & Learn	parenting young children and individuals and families in the community	Victoria
Fernwood Neighbourhood Resource Group (<i>Fernwood Neighbourhood Resource Group Web site, n.d.</i>)	Seniors' Recreation	seniors	Victoria
James Bay Community Project (<i>James Bay Community Project Web site, n.d.</i>)	Seniors Connections	Seniors	Victoria
	Family Dinner Drop In	Families	
James Bay Community School Centre (<i>James Bay Community School Centre Web site, n.d.</i>)	Community Café	Parents of Children from Birth to 6	Victoria
	Seniors' Dinners	55+	
Metchosin Community House (<i>Metchosin Community House Web site, n.d.</i>)	VIHA'S Adult Day Program	seniors and people with disabilities	Metchosin
	Guest Chef Series	members of the community	
	Community Potluck Lunch	Metchosin seniors,	
Victoria Native Friendship Centre (<i>Victoria Native Friendship Centre Web site, n.d.</i>)	Slaheena & Aboriginal Parenting (Healthy Breakfast; Snack; Lunch)	newborns and mothers + fathers	Victoria
Victoria Women in Need Community Cooperative (<i>Victoria Women in Need Community Cooperative Web site, 2009-2010</i>)	Community Kitchen Program	women	Victoria (Service Area: Greater Victoria)
Saanich Neighborhood Place (<i>Saanich Neighborhood Place Web site, n.d.</i>)	Community Kitchens (plan and prepare meals for themselves to take home)	Families	Saanich
	Food Skills for Families		
Silver Threads Services (Silver Threads Services Web site, 2009)	Guess Who's Coming to Dinner	55 or older	Locations in Victoria and Saanich
Total number of agencies: 14			

Table 75. Christmas and other holiday meals/food hampers (Programs)

Agency	Program	Target Population	Location
Cook Street Village Activity Centre (Cook	Easter Dinner	persons of all ethnic and cultural backgrounds 50+ years	Victoria
	St. Patrick's Day Lunch		

Street Village Activity Centre Web site, 2010)	Valentine Tea and Show	of age	
Christmas Spirit Community Dinner (Christmas Spirit Community Dinner Web site, n.d.)	Christmas Spirit Community Feast	needy during the Christmas season	Saanich (Service Area: Greater Victoria & surrounding areas)
Extreme Outreach Society (<i>Extreme Outreach Society</i> Web site, n.d.)	Extreme Christmas Dinner	children and families in need	Victoria
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Christmas food hampers	children	Victoria (Service Area: Greater Victoria area)
Santa's Anonymous	Food Hamper Program	children and families in need	Victoria
Total number of agencies: 5			

Table 76. Food Security Agencies

Agency	Agency Description	Program	Target Population	Location
Greater Victoria Compost Education Centre, The (Greater Victoria Compost Education Centre, The Web site, n.d.)	"We provide composting and organic gardening education to CRD residents. Read more about our organization HERE." (Greater Victoria Compost Education Centre, The Web site, n.d., "Home")	Green Spring Break Camp! SLUGS: Sustainable Living and Urban Gardening Skills Youth Workshop Series	CRD Residents	Victoria
Haliburton Community Organic Farm Society (Haliburton Community Organic Farm Society Web site, n.d.)	"Our mission, given our unique land arrangement with the District of Saanich is to: - practice and promote sustainable farming practices - involve the community in sustainable food production - support a local sustainable food system - demonstrate the viability of small-scale farming - restore and enhance biodiversity within farming systems - demonstrate a cooperative community farming system - educate about agroecology" (Haliburton Community Organic Farm Society Web site, n.d., "Mission")	Education and Community Involvement	Students	Saanich
LifeCycles Project Society (LifeCycles Project Society Web site, n.d.)	"Dedicated to cultivating awareness and initiating action around food, health, and urban sustainability in the Greater Victoria community. We work proactively to promote and create personal, shared and community gardens, research, and educational activities and youth skills development programs. Through partnerships we strengthen individual, community and global health." (LifeCycles Project	Growing Schools Program Sharing Backyards program	students, teachers, parents and school community members People with space to grow food	Victoria

	Society Web site, n.d., "Home")	Fruit Tree Project	Youth between the ages of 15-30 years	
		Skills Link Youth Food & Agriculture Youth Employment Project.		
Total number of agencies: 3				

Table 77. *Other Food Security (Programs)*

Agency	Program	Target Population	Location
Blanshard Community Centre (<i>Blanshard Community Centre Web site, n.d.</i>)	Hillside-Quadra Community Garden Project	All	Victoria
Fernwood Neighbourhood Resource Group (<i>Fernwood Neighbourhood Resource Group Web site, n.d.</i>)	Good Food Box (Fresh fruit and vegetables)	All	Various
Friends Uniting for Nature Society (Friends Uniting for Nature Society Web site, 2010)	FUN Camps Victoria (Growing your own food)	Campers 6-12 Peer Leaders 13 -16	Victoria
Lifetime Networks Victoria (Lifetime Networks Victoria Web site, 2006-2011)	Independent Living Support	for those isolated and vulnerable, due to disability	Saanich
Pacifica Housing Advisory Association (<i>Pacifica Housing Advisory Association Web site, n.d.</i>)	The Pacifica Community Virtues Initiative	low income families and people with disabilities...individuals who are considered hard to house or homeless at risk	Victoria
Surrounded by Cedar Child & Family Services (<i>Surrounded by Cedar Child & Family Services Web site, n.d.</i>)	Child and Youth Counselling (Past groups have included:...cooking)	urban Aboriginal children [and youth] in care, their caregivers and families	Saanich
Victoria Cardiac Rehabilitation Society (Victoria Cardiac Rehabilitation Society Web site, n.d.)	Island Heart to Heart (H2H) program	cardiac patients and their partners	Victoria
Victoria Chapter of the Canadian Celiac Association (Victoria Chapter of the Canadian Celiac Association Web site, 2011)	Shopping Tours	persons afflicted with celiac disease and/or Dermatitis Herpetiformis	Victoria
Total number of agencies: 8			

APPENDIX N: LABOUR AND EMPLOYMENT

This appendix contains the following tables: Employment Agencies and Employment Programs. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 78. Employment Agencies

Agency	Agency Description	Program/Service	Target Population	Location
CARE (Career Assistance and Resources for Employment) (CARE Web site, 2011)	"CARE Saanich, Sidney and Gulf Islands provide, at no cost to you, innovative, client-focused career solutions and essential tools to guide you back to employment. With onsite and online workshops, self-help resources, and career/employment counselling the CARE Team offers leading-edge, high quality employment services to all unemployed Canadians." (CARE Web site, 2011, "Welcome")	Resource Room	all unemployed Canadians	Saanich, Sidney and Saltspring Island (Services Saanich, Sidney and Gulf Islands)
		Counselling Services		
		Workshops		
Spectrum Job Search Centre (Spectrum Job Search Centre Web site, n.d.)	"HELPING PEOPLE FIND WORK!...Spectrum provides programs & services free of charge for eligible clients" (Spectrum Job Search Centre, n.d. "Spectrum services").	Job Search Resource Centre	EI, former EI, and the general public	Victoria (Serving Victoria, Oak Bay and Esquimalt)
		Youth Project	youth aged 15 to 30	
		Spectrum's Work Wise (45+) Workshops	Unemployed experienced workers aged 45 +	
Transition Youth Employment Services (Transition Youth Employment Services Web site, n.d.)	"T.Y.E.S. TRANSITION YOUTH EMPLOYMENT SERVICES SOCIETY is an employment service for individuals with disABILITIES who are in transition to work....For example, some of the topics covered include: resume writing, interviewing, understanding the meaning and value of work, effective communication, and personal presentation. Through federal funding, we have the opportunity to assist prospective employers apply for wage subsidies for the purpose of gaining employment for our clients. Once a wage subsidy has been secured for an individual, T.Y.E.S. continues to support this person by supplying a trained staff member to serve as a job coach for the new employee. When the employer, employee, and job coach all agree that the new employee has reached a point where he/she can effectively do the job independently, this	Workshops	individuals with disabilities	Victoria

	continuous support will be withdrawn. Regular monitoring will occur for the purpose of ensuring that everyone is satisfied and comfortable with the employment placement.” (<i>Transition Youth Employment Services</i> Web site, n.d., “About Us”)			
WCG International HR Solutions (<i>WCG International HR Solutions</i> Web site, 2010)	“We work with governments, businesses and community partners to help income assistance recipients and people with disabilities find long-term employment.” (<i>WCG International HR Solutions</i> Web site, 2010, “Home”).	JobWave	income assistance recipients	Victoria
		Triumph	persons with disabilities	
		CanVet Vocational Rehabilitation Services	eligible Veterans Affairs Canada clients	
		Job Options BC	>=18 yrs	
WorkLink Employment Society (Worklink Employment Society Web site, 2005-2011)	“We are the one-stop shop for all your Job Search, Career Planning, Self-employment and Training information needs in the West Shore, Sooke and surrounding areas. All our services are provided at no cost to the user. If you're on a job search, come in and meet with one of our Employment Advisors. We can give you information on a wide variety of programs and services to help you get where you want to go. We also have a staffed Resource Centre with computers, fax and photocopier access and resource materials. Our staff take on the role as your personal job search coach, keeping you on track, providing fresh ideas and helping you stay focused.” (Worklink Employment Society, 2005-2011, “Home”)	Job Options BC Program	>= 18 yrs	Colwood and Sooke (Serving Colwood, Langford, Metchosin, the Highlands, parts of View Royal, Sooke, East Sooke, Port Renfrew, Shirley, and Jordan River)
		Job Search Programs		
		Career Changers		
		Youth (e.g. Youth Coach & The PATHWAY Project)	youth	
Total number of agencies: 5				

Table 79. *Employment Programs*

Agency	Program	Target Population	Location
BC Aboriginal Network On Disability Society (BCANDS) (<i>BC Aboriginal Network On Disability Society (BCANDS)</i> Web site, n.d.)	Disability employment services	Aboriginal People with Disabilities	Victoria (BC)
Beacon Community Services (<i>Beacon Community Services</i> Web site, n.d.)	Community Assistance Program (CAP)	Income Assistance Clients	Victoria; Sidney
	Specialized Community Assistance Pilot Program (SCAP)	Income Assistance Clients	
	Youth Employment Program (YEP)	Youth Employment - between 14 and 18 years of age and	

		attending School District #63	
Bridges for Women Society (Bridges for Women Society Web site, n.d.)	bridges employability program	women with a background of abuse and trauma	Victoria (Mainly Victoria with remote work done with first nations communities across BC)
	bridges for women online		
	bridges mentoring programs		
Capital Mental Health Association (Capital Mental Health Association Web site, 2009-2011)	Networks Employment Solutions	(adults aged 18 and above) who are experiencing barriers to employment as a result of mental illness or addictions	Victoria (Capital Region)
CNIB (Canadian National Institute for the Blind) (CNIB (Canadian National Institute for the Blind) Web site, n.d.)	Career & Employment Services	blind and partially sighted Canadians	Victoria (Province wide but with local programs and services.)
Community Living Victoria (Community Living Victoria Web site, 2011)	Supported Employment Program (SEP)	children and adults with developmental disabilities and their families	Victoria (Vancouver Island)
Extreme Outreach Society (Extreme Outreach Society Web site, n.d.)	Computer Training Centre	children and families in need	Victoria
Garth Homer Society (Garth Homer Society Web site, n.d.)	Employment Services	adults with developmental disabilities	Saanich (Victoria)
Inter-Cultural Association of Greater Victoria (Inter-Cultural Association of Greater Victoria (ICA) Web site, 2011)	Immigrant Professionals Mentorship Program	internationally trained professionals	Victoria; Colwood; Saanich (Greater Victoria)
Island Deaf and Hard of Hearing Centre (Island Deaf and Hard of Hearing Centre Web site, n.d.)	Employment Program for Persons with Disabilities	We work with: Deaf individuals who use sign language Hard of Hearing individuals Late Deafened individuals who have lost their hearing late in life Families with Deaf or Hard of Hearing members Hearing individuals/groups who require information or training regarding hearing loss and deafness.	Victoria (Vancouver Island)
John Howard Society of Victoria (John Howard Society of Victoria Web site, 2010)	CATTS and BladeRunners	Men and women between the ages of 19 and 30 who: Want to work in the trades and construction Are physically healthy and have a positive attitude Enjoy working outdoors in all kinds of weather Have been unemployed or out of school Are not receiving or eligible for employment insurance Are not abusing drugs and/or alcohol	Victoria

	Employment Services	individuals who have obstacles to employment	
	Community Employment Program (CEP)	federally released inmates	
LifeCycles Project Society (<i>LifeCycles Project Society</i> Web site, n.d.)	Skills Link Youth Food & Agriculture Youth Employment Project.	Youth between the ages of 15-30 years Who are not working or in school full-time Legally eligible to work in Canadian Not on Employment Insurance	Victoria (Greater Victoria community)
Literacy Victoria (<i>Literacy Victoria</i> Web site, 2011).	Workforce Literacy and Essential Skills (WLES)	To be eligible, (adults) learners must face literacy and Essential Skill challenges that impact their employment opportunities.	Victoria
Our Place (<i>Our Place</i> Web site, n.d.)	The Drop-in Centre (e.g. Computers for job searches and preparing resumés, and job training and referrals)	most vulnerable citizens	Victoria (Greater Victoria)
PEERS Victoria Resource Society (PEERS Victoria Resource Society Web site, 2011)	Elements Program	those wanting to transition from the sex trade towards mainstream employment and/or education	Esquimalt
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Computer Literacy Training	all persons in need	Victoria (Greater Victoria area)
	Employment Services		
Silver Threads Services (Silver Threads Services Web site, 2009)	Experience Works	Seniors	Victoria
Society of St. Vincent de Paul Vancouver Island (<i>Society of St. Vincent de Paul Vancouver Island</i> Web site, n.d.)	Frederic Ozanam Center	those who are poor, needy or with disabilities.	Saanich (Greater Victoria Area)
	Employment Experience Group		
	Volunteering Group		
	Employment Services		
Victoria Cool Aid Society (<i>Victoria Cool Aid Society</i> Web site, n.d.)	REES Program - Resources, Education, Employment & Support	adults with mental illness and addictions	Victoria (Capital Region)
Victoria Disability Resource Centre (<i>Victoria Disability Resource Centre</i> Web site, n.d.)	Access to Employment	people with all types of disabilities	Victoria
Victoria Immigrant and Refugee Centre Society (VIRCS) (<i>Victoria Immigrant and Refugee Centre Society (VIRCS)</i> Web site, n.d.)	Job seekers	Unemployed residents who are: Immigrants New Canadians Visible Minority Canadians Refugee Claimants who have a valid work permit.	Victoria
	Immigrant youth employment steps - I-YES	twelve immigrant youth-at-risk in the age group of 15-30 years old	
	Skills connect	immigrants	
	Workshops	immigrants or new Canadians who have difficulty in finding or maintaining appropriate	

		employment	
	I Plan It program	youth 15-25 years old	
Victoria Native Friendship Centre (<i>Victoria Native Friendship Centre Web site, n.d.</i>)	Career, Employment & Education Resources	Urban Aboriginal People	Victoria (off reserve in the greater Victoria area and southern Vancouver Island, as well as the 5,000 residents of First Nations communities from Sooke to Sidney and as far as Mill Bay... centres across Canada.)
	The EAGLE Project	Aboriginal residents of BC, who are: Unemployed non EI clients; Employed persons; but lack high school diploma, certification or workplace essential skills.	
Victoria Youth Empowerment Society (YES) (<i>Victoria Youth Empowerment Society Web site, n.d.</i>)	Youth Hospitality Training Centre	youth	Victoria (Capital Region)
Wear 2 Start Society (<i>Wear 2 Start Society Web site, n.d.</i>)		unemployed women who are living in poverty	Victoria
Total number of agencies: 14			

APPENDIX O: EDUCATION AND LITERACY

This appendix contains the following tables: Literacy Agencies, Other agencies providing Literacy Programs and Education. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 80. *Literacy Agencies*

Agency		Program	Target Population	Location
Greater Victoria Public Library (Greater Victoria Public Library Web site, n.d.)	“We provide services in 10 libraries and through our website to almost 300,000 residents in 10 municipalities. Mission To Provide universal access to secure and safe library services, to foster the love of reading and to enhance the quality of life in our communities.” (Greater Victoria Public Library Web site, n.d., “About Us”)	Adult Programs	Adults	Victoria
		Children's & Tween Programs	school-aged kids	Saanich
		Children's Story times	babies, toddlers and preschool aged children	Central Saanich
		Computer Classes	all	Saanich
		Reading Buddies	Grades 1 to 4	Esquimalt
		Teen Programs	teens	Langford
		Tween Programs	tweens aged 10-12	Colwood
		Library	all	Saanich
Literacy Victoria (<i>Literacy Victoria</i> Web site, 2011)	“Welcome to Literacy Victoria, where adults of all ages improve their literacy skills. We are a community of learners, and respect the diversity of all individuals. Our services and programs are free of charge. They are provided in a nurturing and supportive environment without judgment or tests.” (<i>Literacy Victoria</i> Web site, 2011, “Home”)	Learners' Network	at least 18 years of age	Victoria
		First Nations (Aboriginal Learning Program)	adult literacy programming within First Nations communities	
		Literacy Outreach	marginalized adults	
		Workforce Literacy and Essential Skills (WLES)	To be eligible, learners must face literacy and Essential Skill challenges that impact their employment opportunities. This is not intended to be an ESL [English as a Second Language] program.	
READ Society, Victoria BC (<i>READ Society, Victoria BC</i> Web site, 2009)	“As a vibrant, community-based organization we help children, youth and adults gain literacy and essential skills, including reading, writing and mathematics. We respond to the emerging needs of our communities and collaborate to make literacy and essential skills accessible to all.” (<i>READ Society, Victoria BC</i> Web site, 2009, “About Us”)	Aboriginal Community Learning	Aboriginal	Victoria; Langford; Sidney
		Adult Learning	adults and youth	
		Child and Youth Programs: Education Outreach & Noisy Kids Reading Club	Ages 6 to 18	
		Community Outreach		
		Random Acts of Poetry		
		Workplace Learning		
Total number of agencies: 3				

Table 81. *Other agencies providing Literacy Programs*

Agency	Program	Target Population	Location
Beacon Community Services (<i>Beacon Community Services</i> Web site, n.d.)	1000 X 5 (recycling and redistributing books for children)	Children	(Service area is Saanich Peninsula)
Central Baptist (<i>Central Baptist</i> Web site., n.d.)	George Jay School	Children	Victoria

Cook Street Village Activity Centre (Formerly Fairfield Activity Centre) (Cook Street Village Activity Centre Web site, 2010)	Book Lovers Group	persons of all ethnic and cultural backgrounds 50+ years of age	Victoria (Service area is Fairfield)
Learning Disabilities Association of BC, South Vancouver Island Chapter (Learning Disabilities Association of BC, South Vancouver Island Chapter Web site, n.d.)	Reading/Writing Programs	children and youth with Learning Disabilities (LD) and or Attention Deficit Disorders AD/HD and their families	Victoria
Metchosin Community House (<i>Metchosin Community House</i> Web site, n.d.)	Homework Buddies	children	Metchosin
Our Place (<i>Our Place</i> Web site, n.d.)	The Drop-in Centre (Library, literacy program)	the poor, disabled, and homeless	Victoria
Total number of agencies: 6			

Table 82. Education

Agency	Program	Target Population	Location
Artemis Options Society (Artemis Options Society Web site, n.d.)	Artemis Place	for girls aged 15-19	Victoria
	Options Child and Family Centre		
Capital Mental Health Association (Capital Mental Health Association Web site, 2009-2011)	Education Coach	Criteria for admission Diagnosed with a mental illness Be connected with the health system Wish to pursue an educational course or upgrading	Victoria
Central Baptist (<i>Central Baptist</i> Web site., n.d.)	ESL		Victoria
Esquimalt Military Family Resource Centre (<i>Esquimalt Military Family Resource Centre</i> Web site, n.d.)	Second Language Training	military families	Esquimalt and Colwood
Greater Victoria Public Library (Greater Victoria Public Library Web site, n.d.)	Computer Classes	All	Victoria Saanich Central Saanich Saanich Esquimalt Langford Colwood? Saanich Oak Bay Saanich
Inter-Cultural Association of Greater Victoria (<i>Inter-Cultural Association of Greater Victoria (ICA)</i> Web site, 2011)	English Classes	newcomer 17 years old or older and approved for permanent residence, a Canadian citizen, or a refugee claimant	Victoria; Colwood; Saanich
	Seniors English Classes	immigrant and refugee seniors (55+)	
	Multicultural Youth Group	Youth	
Island Deaf and Hard of Hearing Centre (<i>Island Deaf and Hard of Hearing Centre</i> Web site, n.d.)	Family & Community Program	Deaf individuals who use sign language Hard of Hearing individuals Late Deafened individuals who have lost their hearing late in life	Victoria

		Families with Deaf or Hard of Hearing members Hearing individuals/groups who require information or training regarding hearing loss and deafness.	
LifeCycles Project Society (LifeCycles Project Society Web site. (n.d.).)	Growing Schools Program	students, teachers, parents and school community members	Victoria
Multiple Sclerosis Society of Canada, South Vancouver Island Chapter (Multiple Sclerosis Society of Canada, South Vancouver Island Chapter Web site, n.d.)	One-on-One Computer Training	people affected by MS	Victoria
Our Place (<i>Our Place</i> Web site, n.d.)	Camosun Computer Class	the poor, disabled, and homeless of Greater Victoria	Victoria
READ Society, Victoria BC (<i>READ Society, Victoria BC</i> Web site, 2009)	Aboriginal Community Learning	Aboriginal	Victoria (Service area: traditional territories, including Tsartlip, Tseycum and Tsawout)
	Adult Learning	adults and youth	
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Computer Literacy Training		Victoria
Victoria Epilepsy & Parkinson's Centre (Victoria Epilepsy & Parkinson's Centre Web site, n.d.)	Students with Epilepsy - Tools for Success	people with epilepsy and Parkinson's; For Teens & Families	Saanich
Victoria Immigrant and Refugee Centre Society (VIRCS) (<i>Victoria Immigrant and Refugee Centre Society (VIRCS)</i> Web site, n.d.)		immigrants, refugees, new Canadian citizens, and visible minorities	Victoria
	Services for english students		
	Enable Program	children and youth under 25 years old	
	I Plan It program	youth 15-25 years old	
Total agencies providing education programs: 14			

APPENDIX P: DOMESTIC AND SEXUAL VIOLENCE

This appendix contains the following tables: Violence Agencies and Violence Programs. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 83. *Violence Agencies*

Agency	Agency Description	Program	Target Population	Location
Bridges for Women Society <i>Bridges for Women Society</i> Web site, n.d.)	"Bridges for Women Society is a non-profit agency with over 20 years of experience in empowering women with a background of abuse and trauma. If you are looking for a way to move forward in your life, or looking for a forward-thinking place to make a contribution, we welcome you to Bridges and encourage you to read more about us. <i>Bridges for Women Society</i> Web site, n.d., "Welcome")	bridges employability program(Bridges for Women Society. 2011b)	youth between the ages of 12 to 19, male, female or transgendered, who are dealing with issues of personal safety	Victoria (Service Area: Victoria)
		bridges for women online(Bridges for Women Society. 2011c)		
		bridges mentoring programs(Bridges for Women Society. 2011d)		
Greater Victoria Police Victim Services(Greater Victoria Police Victim Services, n.d.a)	"Since 1983, the Greater Victoria Police Victim Services (GVPVS) has provided emotional and practical support to victims of crime and trauma." (Greater Victoria Police Victim Services, n.d.b, "About Us.")	Crisis Call Response	victims of crime and trauma	Victoria (Service Area: Greater Victoria)
		Emotional Support/Service Referral		
		Court Support		
		Victim Notification		
		Safety Planning		
		Emotional Support regarding Next of Kin Notification		
		Assistance with Victim Impact Statements		
		Assistance with Victim of Crimes Assistance Application		
Public Education				
Greater Victoria Women's Shelter Society (<i>Greater Victoria Women's Shelter Society</i> Web site, 2009)	"Since 1986, the mandate of the Greater Victoria Women's Shelter Society has been to overcome violence against women and to provide shelter and support for women in need. These needs may range from protection from violence and abuse, financial crisis, health problems or simply emergency, short-term shelter." (<i>Greater Victoria Women's Shelter Society</i> Web site, 2009, "About MLH")	Margaret Laurence House	Women who have experienced abuse	Victoria
		Outreach Program		
Mary Manning Centre (<i>Mary Manning Centre</i> Web site, n.d.)	"The Child Abuse Prevention and Counselling Society (CAPCS), through the Mary Manning Centre, is the primary provider of therapy and victim services for children and youth in Greater Victoria who have experienced abuse. Mary Manning Centre is Victoria's only non-profit agency dedicated to the treatment and support of child victims of abuse, and to the prevention	Referrals	children and youth in Greater Victoria who have experienced abuse	Victoria (Service Area: Victoria)
		Victim Services		
		Counselling		
		Prevention		

	of child abuse in all its forms.” (<i>Mary Manning Centre</i> Web site, n.d., “Who we are”)			
Men’s Trauma Centre (<i>Men’s Trauma Centre</i> Web site, n.d.)	“To provide psychological and practical support to males sixteen years and older who suffer from the effects of trauma, in order to facilitate their emotional healing. The Men’s Trauma Centre is a non-profit society based in Victoria, B.C. Canada” (<i>Men’s Trauma Centre</i> Web site, n.d., “Counselling Services”..	Victim Services Individual Counselling Group Counselling Support for Partners/Significant Others	males sixteen years and older	Victoria (Service Area: Victoria)
Rock Solid Foundation (<i>Rock Solid Foundation</i> Web site, n.d.)	Through the generosity of individuals, foundations and corporations we endeavour to provide a violence prevention program to all Canadian children. (<i>Rock Solid Foundation</i> Web site, n.d., “About us”)	WITS WITS LEADS	School age children	Esquimalt (Service Area: Esquimalt and Victoria)
Victoria Women’s Sexual Assault Centre (Victoria Women’s Sexual Assault Centre Web site, 2009)	With an annual operating budget of 1 million, each year WSAC provides services for over 2,500 people through our Sexual Assault Response Team (SART); Group and Individual Counseling programs; 24-hour crisis & information line; an award winning prevention and education program called Project Respect(tm); and workshops for parents and friends.. (Victoria Women’s Sexual Assault Centre Web site, 2009, “About Us.”)	Crisis & Information Line (250) 383-3232 SART – Sexual Assault Response Team Counselling – individual & group – crisis & longer term Victim Services Project Respect -Youth Prevention Program	women who are survivors of sexualized violence and childhood sexual abuse and works to end this violence	Victoria (Service Area: Victoria)
Victoria Women’s Transition House Society (<i>Victoria Women’s Transition House Society</i> Web site, n.d.)	Victoria Women’s Transition House Society, working collaboratively, provides shelter, support, counselling and education to women of all ages, with or without children, so that they can live free from the effects of abuse in intimate relationships. The Society strives to prevent and eliminate abuse through education, advocacy and partnerships. (<i>Victoria Women’s Transition House Society</i> Web site, n.d., “Mission and Vision.”)	24-Hour Crisis Line Shelter Services Stopping the Violence Counselling Program Spousal Assault Victim Support Program Domestic Violence Emergency Response System Senior Women’s Programming Safe Home Children’s Shelter Program Children Who Witness Abuse Program Helping Children Heal	women who are experiencing abuse now women with or without children women who are currently experiencing abuse or who have experienced abuse in the past victims of assault, threats or criminal harassment by an intimate partner or ex-partner women at greatest risk of serious injury or death women age 50+ older women children who witness abuse children who have witnessed abuse parents/mothers focused on addressing the needs of children	Victoria (Service Area: Victoria)

			who have witnessed parental abuse	
		Violence is Preventable Project	Children	
		Children's Summer Camp Program	women between 45 and 65....for such women living alone	
		Harrison Place	women between 45 and 65....for such women living alone	
		Safe Home Outreach Program for Seniors	older women	
		Senior Women's Support Group	women 50+	
		Community Education		
Total number of agencies: 8				

Table 84. *Violence Programs*

Agency	Program	Target Population	Location
Boys & Girls Club Services of Greater Victoria (<i>Boys and Girls Club of Greater Victoria</i> Web site, n.d.)	Turning Point	youth between the ages of 12 to 19, male, female or transgendered, who are dealing with issues of personal safety	Victoria (Service Area: Greater Victoria)
Canadian Red Cross, BC Coastal Region (Canadian Red Cross, BC Coastal Region Web site, 1999-2011)	RespectED: Violence and Abuse Prevention	Youth	Victoria (Service Area: BC Coastal Region)
Cridge Centre for the Family, The (<i>Cridge Centre for the Family, The</i> Web site, n.d.)	<i>Dovetail Services</i>	Women and Children	Victoria (Service Area: Greater Victoria)
	<i>Supportive Transitional Housing:</i>		
	<i>Women and Children</i>		
	<i>Single Women</i>		
	<i>Specialized Supportive Counselling: Outreach Work</i>		
	<i>Transition House for Women:</i>		
	<i>Outreach Service</i>		
John Howard Society of Victoria (John Howard Society of Victoria Web site, 2010)	Saanich Community Justice Initiatives	offenders, victims and affected community members	Victoria (Service area: Victoria)
Pacific Centre Family Services Association (Pacific Centre Family Services Association Web site, n.d.)	Family Violence Project	enhances and promotes the quality and dignity of life of individuals and families	Langford and Sooke (Service Areas: Colwood, Langford and Sooke)
	Sexual Abuse Intervention Program		
	Stopping the Violence Program		
Victoria Youth Empowerment	Liaison Worker for	youth	Victoria (Service

Society (YES) (Victoria Youth Empowerment Society Web site, n.d.)	Sexually Exploited Youth Program [SEY]		Area: Capital Region)
Total number of agencies: 6			

APPENDIX Q: NOT OTHERWISE CLASSIFIED

This appendix contains the following tables: Crime/Corrections Agencies, Corrections/Crimes Programs, Legal Agencies, Legal Programs, Safety Agencies, Safety Programs, Emergency Agencies, Emergency Programs and All other agencies. The information supplied in the tables is sourced from the website of each described agency. Where the information was available, the target population information was quoted directly from the corresponding websites.

Table 85. *Crime/Corrections Agencies*

Agency	Agency Description	Program	Target Population	Location
Connection to Freedom Jail and Street Outreach Society (Connection to Freedom Jail and Street Outreach Society Web site, n.d.)	"The Connection to Freedom meeting and the companion Bible based workbook began in 1987 when Jesus Christ transformed the life of Steve Bradley in a cell at VIRCC. With the help of twenty fellow inmates Connection to Freedom Group Ministry was born." (Connection to Freedom Jail and Street Outreach Society Web site, n.d., "About our Ministry")	Freedom Group Team Up	ex-offenders	Victoria
		Needle Exchange	Clients of the needle exchange	
Greater Victoria Crime Stoppers (Greater Victoria Crime Stoppers Web site, n.d.)	"Greater Victoria Crime Stoppers is a community, media and police cooperative program, designed to involve the public in the fight against crime....Each week we post a new Crime of the Week, as well as Mug Shots of individuals wanted by local law enforcement." (Greater Victoria Crime Stoppers Web site, n.d., "About Us")	Anonymous Tip Line	community members	Victoria
John Howard Society of Victoria (John Howard Society of Victoria Web site, 2010)	"The John Howard Society of Victoria is a self-governing, non-profit, community based organizations whose mission is: To provide service to people in conflict with the law; To understand and respond to the problems of crime; To work towards the prevention of crime; To review, evaluate and respond to needs and concerns related to the justice system; To make our community a safer place to live." (John Howard Society of Victoria Web site, 2010, "Who we are")	CATTS and BladeRunners	Men and women between the ages of 19 and 30	Victoria
		Employment Services	individuals who have obstacles to employment	
		Community Employment Program (CEP)	federally released inmates	
		KidStart Mentoring Program	troubled children and youth	
		Public Education	groups, schools and individuals	
		Drop In Referral Services	prisoners and ex-prisoners, their families and the general public.	
		Manchester House	people returning to our community from institutions	
		The William Head Visitors Group	William Head Federal Penitentiary	
Prison Services	William Head			

			Institution and the Vancouver Island Regional Correctional Centre (Wilkinson Road Jail)	
		Saanich Community Justice Initiatives	offenders, victims and affected community members	
Laren Society, Journey from inside out (Laren Society, Journey from inside out Web site, n.d.)	"The Laren Society: Journey from Inside Out is a non-profit organisation working with the criminal justice system to help people make a successful transition to a responsible life in the community."(Laren Society, Journey from inside out Web site, n.d., "Mission)	Chaplaincy Support Group	inmates	Victoria
		Interview Process	Federal Institutions on the lower mainland and Vancouver Island with prospective residents.	
		Citizen Escorts	men eligible for escorted temporary absences	
		Community Connections		
		Personal Development Reintegration		
		Bill Mudge Residence	men on day parole	
Restorative Justice (RJ) (<i>Restorative Justice (RJ)</i> Web site, n.d.)	The Victoria Restorative Justice Society (VRJS) provides restorative processes for youth and adults who are residents of the City of Victoria or Esquimalt in the aftermath of crime and other harmful behaviour. We are victim centred, offender focused and community driven." (<i>Restorative Justice (RJ)</i> Web site, n.d., "About")	Girls' Circle	marginalized teenage females	Victoria
Total number of agencies: 5				

Table 86. Corrections/Crimes Programs

Agency	Program	Target Population	Location
AIDS Vancouver Island (<i>AIDS Vancouver Island Web site, n.d.</i>)	HIV/HCV-related presentation	for high-risk populations in prisons, social service organizations, and other community organizations.	Victoria (Offices also located in Nanaimo, Comox Valley, Campbell River)
Boys & Girls Club Services of Greater Victoria (<i>Boys and Girls Club of Greater Victoria Web site, n.d.</i>)	Coastline Challenges Camp	male and female youth on probation aged 13 to 18	Victoria
	Turnabout	male, female, and transgender youth, aged 12 to 18, who are on probation and experiencing difficulties with their family or Ministry placement	
	Connections	males and females aged 12 to 18, which provides an effective alternative to the incarceration of youth	
	Intensive Support & Supervision Program (ISSP)	youth involved in the Criminal Justice System	Saanich, Victoria and Sidney

	Praxis	13-18	
Salvation Army Victoria Community & Family Services, The (Salvation Army Victoria Community & Family Services, The Web site, n.d.)	Addictions & Rehabilitation Centre	ARC has 53 rooms available for rent to men on a nightly or 30 day basis, as well as 56 emergency shelter beds for men in need. ARC also operates a 40 bed half-way house for men returning to the community on federal parole.	Victoria
St. John the Divine (St. John the Divine Web site, n.d.)	Cams - Community Adult Mentoring And Support	recently released federal offenders	Victoria
	Circles of Support and Vulnerability	released men	
Victoria Native Friendship Centre (Victoria Native Friendship Centre Web site, n.d.)	Victoria Youth Custody Centre	youths in care	Victoria (Service Area: Victoria, Southern Island and Across Canada)
Total number of agencies: 5			

Table 87. Legal Agencies

Agency	Agency Description	Program	Target Population	Location
Legal Services Society (Legal Services Society Web site, n.d.)	“Our mission is to provide innovative and integrated services that enable clients to effectively address their legal issues in a broad social context.” (Legal Services Society Web site, n.d., “Who we are”)	Legal advice	British Columbians with serious family, child protection, immigration, and criminal law issues	Victoria (Services Area: British Columbia)
		Legal information		
		Legal representation by a lawyer		
Together Against Poverty Society (Together Against Poverty Society Web site, n.d.)	“TAPS is the only organization in Victoria providing free, face-to-face legal advocacy for people with income assistance, disability benefits and tenancy issues.” (Together Against Poverty Society Web site, n.d., “About Us”)	Income Assistance Advocacy Project	persons on a low income	Victoria (Service Area: Victoria, Saanich and Western Communities)
		Tenant Advocacy Project		
		Volunteer Disability Advocacy Project		
		Public Legal Education		
		Income Tax Preparation		
Total number of agencies: 2				

Table 88. *Legal Programs*

Agency	Program	Target Population	Location
BC Families In Transition (<i>BC Families In Transition</i> Web site, n.d.)	Legal Support	helps children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure	Victoria (Service Area: Victoria)
Greater Victoria Police Victim Services (<i>Greater Victoria Police Victim Services</i> Web site, n.d.)	Court Support	victims of crime and trauma	Victoria (Service Area: Victoria)
Multiple Sclerosis Society of Canada, South Vancouver Island Chapter (<i>Multiple Sclerosis Society of Canada, South Vancouver Island Chapter</i> Web site, n.d.)	Volunteer Legal Advocacy Program	people affected by MS	Victoria (Service Area: South Vancouver Island)
Salvation Army Victoria Community & Family Services, The (<i>Salvation Army Victoria Community & Family Services, The</i> Web site, n.d.)	Pro Bono	Clients must first be ineligible for legal aid Clients must meet the financial criteria of total household income. To assess your financial eligibility, you may be required to provide a proof of income. Please contact our office for eligibility assessment. Clients cannot have equity in a home, or other, of more than \$60,000.00 Clients must have a legal problem	Victoria (Service Area: Victoria)
Silver Threads Services (<i>Silver Threads Services</i> Web site, 2009)	Legal Assistance	55 or older	Saanich and Victoria (Service Area: Saanich and Victoria)
Total number of agencies: 5			

Table 89. *Safety Agencies*

Agency	Agency Description	Program	Target Population	Location
BCAA Traffic Safety Foundation (<i>BCAA Traffic Safety Foundation</i> Web site, 2008)	"The BCAA Traffic Safety Foundation works with families, communities and business partners to reduce the number and severity of traffic crashes and injuries in BC. Just think about it for a minute. Over 50,000 are injured on BC's roads each year and over 400 are killed. The BCAA Traffic Safety Foundation is committed to preventing these tragedies that can change a family or a community forever. We are proud of our role as the leader of BC's Drive to Save Lives." (<i>BCAA Traffic Safety Foundation</i> Web site, 2008., "About Us")		Families and communities	Located in Burnaby, BC with services available across BC.
		<i>Living Well, Driving Well</i> works hop		Victoria
Saanich Police Dragster Program (<i>Saanich Police Dragster Program</i> Web site, n.d.)	"This Program has been supported by Community Policing. Community Policing is forming partnerships between the Police and the Community to provide services that both partners see as valuable. Financial support has come from sponsors and supporters as well as the Province of British Columbia. No Police Department money is used and all help is voluntary." (<i>Saanich Police Dragster Program</i> Web site, n.d., "Dragster Program")	Dragster Program	schools, summer camps, community and charity events, parades, car shows and many other events	Saanich
Vancouver Island Safety Council (Vancouver	"The Vancouver Island Safety Council specializes in traffic safety education for everyone, using many forms of transportation. We have been serving the South Island community for over 30 years, educating thousands of people to be safer pedestrians, bicyclists, motorists and	Motorcycle Training	pedestrians, bicyclists, motorists and motorcyclists	Langford (Serves the South Island)
		Class 5 & 7 Driver Training		

Island Safety Council Web site, n.d.)	motorcyclists.” (Vancouver Island Safety Council Web site, n.d., “About the Vancouver Island Safety Council”)	Experience d Driver Evaluation and Review		
Total number of agencies: 3				

Table 90. *Safety Programs*

Agency	Program	Target Population	Location
Beacon Community Services (<i>Beacon Community Services</i> Web site, n.d.)	Crossing Guards		Sidney (Service Area: Capital Regional District)
	Car Seat Safety	Parents	
Burnside Gorge Community Association (<i>Burnside Gorge Community Association</i> Web site, n.d.)	Mature Drivers Seminar	seniors	Victoria
Total number of agencies: 2			

Table 91. *Emergency Agencies*

Agency	Agency Description	Program	Target Population	Location
British Columbia Search and Rescue Association (British Columbia Search and Rescue Association Web site, n.d.)	“The British Columbia Search and Rescue Association enhances the provision of ground search and rescue services in the province by bringing together all SAR professionals in BC to discuss and resolve issues, by accessing funding for training, providing occupational health and safety support, educating the general public on outdoor safety and acting as a common link to information and resources for Search and Rescue practitioners’ across British Columbia.” (British Columbia Search and Rescue Association Web site, n.d., “Mission and Mandate”)	Saanich Search and Rescue		Victoria (Services available across BC)
Canadian Coast Guard Auxiliary, Pacific Region (Canadian Coast Guard Auxiliary, Pacific Region Web site, 1999, 2011)	“Station 35, a.k.a. Auxiliary 35, is a group of about 50 volunteers who dedicate their time to providing 24-hour year-round emergency search and rescue services on the Victoria waterfront and beyond.” (Canadian Coast Guard Auxiliary, Pacific Region Web site, 1999, 2011, “About Us”)	Marine Assistance	The boating community	Victoria (Serving the waters around Victoria)
		Education	Local Community	
Oak Bay Sea Rescue Society (Oak Bay Sea Rescue Society Web site, 1999-2011)	We are Station 33 of the Canadian Coast Guard Auxiliary, located in Oak Bay, British Columbia. We are members of your community, volunteers who are dedicated to saving lives at sea. We are here 24/7/365 if you should ever need us.” (Oak Bay Sea Rescue Society Web site, 1999-2011, “Home”)			Oak Bay
Search and Rescue Society of British Columbia (Search and	“An Operations Center is located in Victoria for all land and inland water requests. Assistance offered to SAR	The Special Services Unit - Divisions	missing persons	Office located in Victoria (Offices around
		Project Lifesaver /	Those with	

Rescue Society of British Columbia Web site, n.d.)	Groups, Law Enforcement agencies and Missing Childrens Organizations is provided by the Society through the Overhead Management Team, or by the Special Services Unit (SSU) for physical response.” (Search and Rescue Society of British Columbia Web site, n.d., “The society”)	Lojack SafetyNet	dementia	the province)
		Lost in the Woods	students, cubs, guides, parents and interest groups	
Total number of agencies: 4				

Table 92. *Emergency Programs*

Agency	Program	Target Population	Location
Canadian Red Cross, BC Coastal Region (Canadian Red Cross, BC Coastal Region Web site, 1999-2011)	Disaster Management		Victoria (Service Area: BC Coastal Region)
Metchosin Community House (Metchosin Community House Web site, n.d.)	Neighbourhood Response Program	local residents	Metchosin
Total number of agencies: 2			

Table 93. *All other agencies*

Agency	Agency Description	Program	Target Population	Location
Anawim Companion Society, The (Anawim Companion Society, The Web site, n.d.)	“Anawim House is an adult only facility and we offer two different programs: an outreach day program where those in need of companionship and sharing can drop by 6 days a week and also a residential program. We invite our people to seek to change their self defeating behaviors, achieve 30 days of sobriety, and treat others with kindness and respect. “(Anawim Companion Society, The Web site, n.d., “Who we are”)	Outreach day program	Men and women in need	Victoria
		Residential Program		
Broadmead Care Society (Broadmead Care Society Web site, 2008)	“The Broadmead Care Society is a non-profit society working in partnership with the Vancouver Island Health Authority and Veterans Affairs Canada to meet the health care needs of Veterans, seniors and members of our community.” (Broadmead Care Society Web site, 2008, “About Us”)	Veterans Health Centre	Veterans	Victoria Service Area: Vancouver Island)
Christmas Spirit Community Dinner (Christmas Spirit Community Dinner Web site, n.d.)	“To annually provide a compassionate, loving and joyous Christmas event utilizing only exceptional quality goods and services whereby the experience of Christmas is uplifted and transformed.” (Christmas Spirit Community Dinner Web site, n.d., “About”)	Christmas Spirit Community Feast	needy during the Christmas season	Saanich (Service Area: Greater Victoria and surrounding areas)
		Secret Santas	Needy children	
Juan De Fuca Hospitals Auxiliary	“Established in 1970 as the Women’s Auxiliary to St. Mary’s Priory, the Auxiliary has had		patients	Victoria

(VIHA, 2010g)	hundreds of volunteers raise funds for several projects, including buses for transporting patients, equipment and comfort items for residents and activities to help keep residents active" (VIHA, 2010g)			
PEERS Victoria Resource Society (PEERS Victoria Resource Society Web site, 2011)	"PEERS is a non-profit society established by former sex workers and community supporters and is dedicated to the empowerment, education and support of sex workers, by working to improve their safety and working conditions, assisting those who desire to leave the sex industry, increasing public understanding and awareness of these issues, and promoting the experiential voice." (PEERS Victoria Resource Society Web site, 2011, "Who we are")	Elements Program	those wanting to transition from the sex trade towards mainstream employment and/or education	Esquimalt
		PEERS Street Outreach Program	sex workers	
		Publications and Research		
Royal Conservatory of Music (Royal Conservatory of Music Web site, n.d.)	"Founded in 1964, the Victoria Conservatory of Music has enriched lives through music by fostering a thriving community of musicians and music lovers who celebrate the teaching, learning and performance of music at all levels." (Royal Conservatory of Music Web site, n.d., "About Us")	Music Therapy	children as young as 18 months old, to the elderly;	Victoria
Royal Jubilee Hospital Auxiliary (VIHA, 2010g)	" The RJH Hospital Auxiliary was formed on December 1, 1924 by a group of 13 women who wanted to improve conditions for patients at the hospital. Their first task was to decorate several wards for Christmas." (VIHA, 2010g)		patients	Victoria
Vancouver Island Human Rights Coalition (Vancouver Island Human Rights Coalition Web site, 2008)	"Our mission is to promote and strengthen local human rights in BC through advocacy, research, education and by connecting people with resources through referrals." (Vancouver Island Human Rights Coalition Web site, 2008, "Home")		people who believe they have experienced discrimination	Victoria (Service Area: Victoria, Gulf Islands and communities around Vancouver Island)
Victoria General Hospital Auxiliary (VIHA, 2010g)	"The aim of the Auxiliary is to raise funds for needed equipment for the general comfort and well-being of patients here." (VIHA, 2010g)		patients	View Royal
Victoria Hospice Society (Victoria Hospice Society Web site, 2010-2011)	"To enhance the quality of life for those facing advancing illness, death and bereavement through skilled and compassionate care, education, research and advocacy." (Victoria Hospice Society Web site, 2010-2011, "Mission, Vision and Values")	Home Care	those facing advancing illness, death and bereavement	Victoria
		Hospital Care	In-Patients	
		Counselling & Spiritual Care	Registered patients and their families	
		Thrift Boutique		

Victoria Women in Need Community Cooperative (Victoria Women in Need Community Cooperative Web site, 2009-2010)	"We believe women deserve equal voice and opportunity to provide healthy, financially sustainable lives for themselves and their families in vibrant and supportive community. WIN is organized as a cooperative in order to provide the employees and volunteers of WIN with an opportunity to shape the future of the organization, as well as to learn governance skills." (Victoria Women in Need Community Cooperative Web site, 2009-2010, "All about WIN")	Self Sufficiency Program New Start Program Gift Certificate Program Community Gifts in Kind Program Community Kitchen Program	women residents of local transition houses women and their children women	Victoria
Total number of agencies: 11				