



sources

COMMUNITY RESOURCE CENTRES

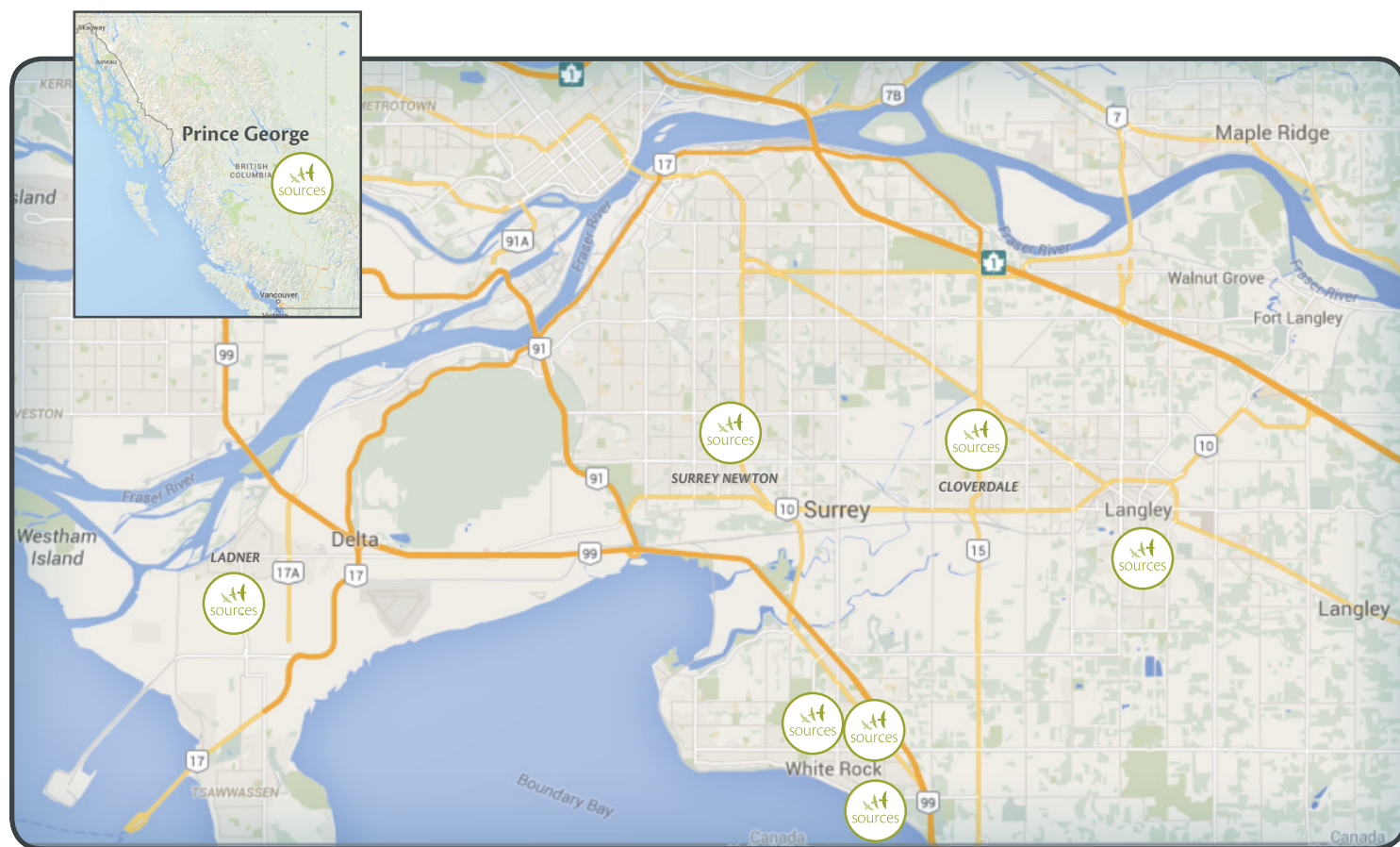
ANNUAL REPORT

APRIL 1, 2015 - MARCH 31, 2016



“social  
wellness  
for our community”

# Our Community Resource Centres at a Glance



## PEACE ARCH RESOURCE CENTRE

WHITE ROCK, BC

882 Maple St.  
White Rock, BC  
V4B 4M2  
T: 604-531-6226  
F: 604-531-2316

## WOMEN'S PLACE RESOURCE CENTRE

WHITE ROCK | SURREY

15318 – 20th Ave.  
Surrey, BC  
V4A 2A2  
T: 604-536-9611  
F: 604-536-6362

## PRINCE GEORGE RESOURCE CENTRE

NORTHERN BC

1596 3rd Ave.  
Prince George, BC  
V2L 3G4  
T: 250-561-1194  
F: 250-561-1195

## NEWTON RESOURCE CENTRE

SURREY, BC

102 - 13771 – 72A Ave.  
Surrey, BC  
V3W 9C6  
T: 604-596-2311  
F: 604-596-2319

## LADNER RESOURCE CENTRE

DELTA, BC

4807 Georgia St.  
Delta, BC  
V4K 2T1  
T: 604-946-0401  
F: 604-946-8429

## FOOD BANK RESOURCE CENTRE

WHITE ROCK | SOUTH SURREY

2343 – 156 St.  
South Surrey, BC  
V4A 4V5  
T: 604-531-8168  
F: 604-541-8188

## FOOD BANK RESOURCE CENTRE

LANGLEY

United Church  
5673 – 200th St.  
Langley, BC  
V3A 1M7  
T: 604-531-8168

## EMPLOYMENT SERVICES CENTRE

WHITE ROCK | SOUTH SURREY

208 - 1461 Johnston Rd.  
White Rock, BC  
V4B 3Z4  
T: 604-542-7590  
F: 604-531-6740

## EMPLOYMENT SERVICES CENTRE

CLOVERDALE

101 - 5783 – 176A St.  
Cloverdale, BC  
V3S 6S6  
T: 604-576-3118  
F: 604-576-3119



*Café & Catering*  
14601 20 Ave.  
Surrey, BC  
V4A 8P7  
T: 604-541-4823

For more information on Sources Community Resource Centres, please visit:

[www.sourcesbc.ca](http://www.sourcesbc.ca)



/SourcesCommunityResourceCentres



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## Social Wellness through Social Innovation

### MISSION

To promote social wellness for our community.

### ABOUT SOURCES

Sources Community Resources Society is an internationally-accredited, community-based, not-for-profit multi-service agency that has served as a dependable source of help, encouragement and hope for individuals and families in the communities of White Rock, Surrey, Delta, Langley, Prince George and beyond for over 35 years.

Nearly 30,000 clients from across the Lower Mainland and Northern B.C. come to us for help each year. To serve them, we offer a variety of social wellness programs through 18 locations, including community resource centres, that are continually expanding to meet individual and community needs.

We strive to create more vibrant and resilient communities by offering support to children, youth, families, persons with disabilities, seniors, and others who are coping with isolation, addiction, poverty, disability and conflict. We also support our communities through leadership, education and volunteerism.

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# Board of Directors & CEO



## Gary Hollick President

Gary is the President of SOURCES' Board of Directors and CEO of Red Frog Media. He is recognized as being the Publisher of the Now Newspaper, Past President of both the Surrey/White Rock Chamber of Commerce and Surrey Board of Trade. He was named Business Person of the Year and Ambassador of the Year for the City of Surrey in 2008. Gary, his wife of 34 years and their two sons moved to the Lower Mainland 18 years ago. Gary joined the Board of Sources in 2011.



## David Young CEO

David is Chief Executive Officer of SOURCES and executive leader of affiliates Sources Foundation and Cornerstone Care Society. He is also the current President of the board of the Federation of Community Social Services of BC (Victoria) and participates on the Board of the Community Social Services Employers Association (Vancouver). In 2016, he received a B.C. Community Achievement Award.



## Harry White Past President

Harry is retired from a career in Transportation and Supply Chain Management. A graduate in Metallurgical Engineering from UBC, he furthered his education with an MBA in order to get a job somewhere other than Kitimat, Trail or Hamilton. Only a 30-year resident of White Rock/South Surrey, he is married to a born and bred White Rock original. His community service includes Rotary Club of White Rock, Community Brokerage Service Society, REC for Kids Society, Big Brothers and the Sources' Board since 2009.



## Bryan Sommer Treasurer

Bryan is an investment advisor at CIBC Wood Gundy and has over 10 years of experience in the financial services industry. He is a Chartered Professional Accountant (CPA, CA), Certified Financial Planner (CFP) and Chartered Investment Manager (CIM). Dedicated to helping his community, he has volunteered with CPA Canada's Financial Literacy Program and was a voting member on the White Rock Economic Investment Committee. Bryan was born and raised in White Rock/South Surrey and lives in the community with his wife and daughter. He joined the Sources Board as treasurer in 2015.



## Judy Forster Secretary

Judy is a former mayor and councillor of the City of White Rock. She works in special education in the Surrey School District and consults at Silver Forest Enterprises. Judy has extensive community and board involvement at the local, regional and provincial levels including health and library boards, regional sustainability and housing and intergovernmental affairs. She has been a consultant with Semiahmoo House Society and was on the Gateway Society and Sources boards prior to their merger. Judy has been a resident of White Rock for 40 years and married to husband Brad for 39 of them. They have two adult sons.



## Steve Dumouchelle Director

Steve is manager of the Scotiabank branch in Grandview Corners, Surrey. He is actively involved in a number of fundraising activities at Scotiabank throughout the year, including for BC Cancer Society, Paws for a Cause, Heart and Stroke Foundation, Peace Arch Hospital Foundation and more. Steve is a UBC graduate with a Bachelor of Commerce degree, major in Marketing, minor in Transportation & Logistics. A proud Scotia banker for 13 years, Steve is married to fellow Scotia banker Sandra, and father of two, Ray and Cora.



## Catherine Ferguson Director

Catherine has been involved in the community of White Rock since 2005. She has engaged in the community as a City Councillor, the City's Mayor, and as Executive Director of the White Rock South Surrey Hospice Society. Catherine is a long-time resident of White Rock and an active community member through the numerous boards, committees, associations and clubs she engages with.



## Marlyn Graziano Director

Marlyn is Executive Director, External Affairs at Kwantlen Polytechnic University, where her main focus is community engagement, alumni relations and government relations. Marlyn is passionate about community building and is a proud Sources ambassador. She is actively involved with organizations in Surrey, Delta, White Rock, Langley and Richmond.



## Bruce Hayne Director

Bruce is an accomplished business owner and elected Municipal Councillor with the City of Surrey. In his capacity with the City, he chairs the Investment and Innovation Committee as well as Parks, Recreation & Sport Tourism. As a business owner in Surrey for the past 23 years, Bruce also served as President of the Surrey Board of Trade. He attended Ryerson Polytechnic University and is also a life long musician. He has lived with his wife and family in Cloverdale since 1993.



## Jay Minhas Director

Jay is the CEO and President of Elegant Development Inc. In 2013, Jay won the GVHBA Award of Excellence for Community Service and Times of Canada Award for Excellence in the Business Category. He is also Co-Chair of Canada India Foundation, Past President of PICS, Past President of Rotary Club Vancouver Fraserview, and Past Chair of The Heart & Stroke Foundation. Jay came to Canada in 1983, is married and has two daughters. Jay joined the Board of Sources in 2014.



## Lynne Morgan Director

With an MBA from Queens University, Lynne specialized for numerous years for Warner Lambert Canada prior to setting up a consulting company, initially specializing in New Product Development for companies such as Seagrams and L'Oreal, then expanding into general business development consulting. She spent several years in Europe, living in England and Italy, which greatly broadened her perspective on many aspects in life. She is married with 3 adult daughters and 1 grandson.



## Randy Taylor Director

Randy has practiced as a lawyer in a private firm in White Rock since 1978. He is married to Joanne and has three adult sons. His charitable activities on the peninsula began in 1980 with Semiahmoo House Society. He joined Rotary in 1985, is a past president of White Rock Rotary Club, is currently on the committee for SASSY Awards sponsored by the Semiahmoo Rotary Club and continues to be active in his own club. Randy joined the Board of Sources in 2014.

## Message from the President

This report's theme, "social innovation," is about collaboration, creativity and change; it is the story of how SOURCES has braved uncertainty, overcome challenges and championed neverbefore seen workshops, programs and services to improve the lives of the 30,000 individuals and families who come to us for help each year.

It takes a truly great team to continually develop new ways to combat complex social problems without losing inspiration or momentum. I am proud that SOURCES is well equipped with a diverse and talented board, staff and volunteers who are passionate about the work they do to promote social wellness in the communities we serve.

With renewed funding for homelessness prevention services, our Advocacy team was able to provide over 900 people with support to keep their homes. Our Food Banks, beyond distributing food to clients, accept Rent Bank applications, host a hearing clinic and provide food items to Women's Place, the First United Community Dinner and more. Our 300-plus volunteers donated over 3,489 hours of their time to programs offered by SOURCES and our partners, including new services like the Volunteer Assisted Discharge Program and existing services like Shop-By-Phone, Income Tax Clinic and Dental Clinic.

These are only a few examples of how we have used social innovation techniques to enhance the work we are doing to make our community more healthy and resilient. By continuing to develop new approaches, strategies and collaborations, I am confident in SOURCES' ability to respond to the changing needs of the communities we serve.

## Message from the CEO

Those of you who know me will well understand my enthusiasm for social innovation. I have had the opportunity to represent our agency as co-lead on a Provincial Table on Sustainability and Innovation and on the planning committee for the 2015 and 2016 Social Innovation Summits. Most recently, I attended a Social Innovation Residency with the Waterloo Institute for Social Innovation and Resilience in Banff. I am both intrigued and inspired by the opportunities for all of us to identify, test, develop and scale new approaches that have greater collective impact on resolving social issues. Over the course of the coming years, the community can expect to see SOURCES identifying and exploring more innovative to serve you.

However, social innovation isn't just about learning – it is also about doing. This agency has been involved in a number of innovative service approaches of which I would like to highlight a few. Under the leadership of Denise Darrell, and with funding from the Block Family Foundation and in partnership with Come Share Society and Peace Arch Hospital, we are prototyping a Volunteer-Assisted Discharge Program to make sure seniors return home safe and, once there, are supported and cared for. We have collaborated with Don and Cora Li-Leger on two art projects in Newton – the Encyclopedia House and The PLOT – that have shed light on issues of poverty, homelessness and food security and sprouted new grassroots approaches to strengthening community. Also, under the leadership of Soraya VanBuskirk and with support from Fraser Health and Simon Fraser University co-op student Stuart Lord, we launched AskAnAdvocate.ca, a mobile-friendly website to assist individuals dealing with issues related to disability, income supports and housing. There are many more innovations that are introduced, tested and refined every day by our staff and volunteers as we seek to serve community. We need to continually try new approaches, evaluate them and, if appropriate, scale them up so that we can – as is our mission – improve the social wellness of our community.

Our team continues to pay close attention to ongoing quality assurance efforts. In early 2016, we were visited by a team of five international reviewers and I am pleased to report we either met or surpassed all service and organizational standards. Of note is that this year, as we had no out-of-compliance ratings, the peer review team made no recommendations for improvement and we were expedited for approval. They described our work as "exemplary, exquisite, and ethical" and praised our "teamwork, leadership, quality, and passion" for community. I would like to specially recognize Sandra Galbraith, who with assistance from Kelly Ridding and Tammie Schellekens, led our re-accreditation work. My congratulations to the whole SOURCES team – board members, volunteers and staff – on this achievement.

Equally important in our efforts to be good stewards of the resources provided to us as we serve community is our financial management. I am very pleased with our results this fiscal year. Our auditors recognized our sound financial practices by issuing no recommendations for improvement. Hats off to Treasurer Bryan Sommer, CFO Janet Weber and her team.

We are firmly engaged in moving forward with our projects and plans for this year, but as I look back on the past fiscal year I am truly inspired at the way our team, both staff and volunteers, are engaged with our community and the people we serve – thank you.

**842 CHILDREN**  
IN INFANT DEVELOPMENT  
PROGRAM ACTIVE CASELOAD



**100%** OF HOME SHARE CLIENTS  
FEEL SAFE IN THEIR PLACEMENT

CROSSROADS PROGRAM STAFF LOGGED  
**343 HOURS OF TRAINING**  
TO PROVIDE QUALITY THERAPEUTIC SERVICES



**5,741**  
CLIENTS ACCESSING  
ADVOCACY, HOUSING &  
PREVENTION SERVICES

**27 PAID JOBS AND  
3 VOLUNTEER JOBS**  
HELD BY CROSSROADS CLIENTS



MORE THAN **900** PEOPLE RECEIVED  
SUPPORT TO PREVENT HOMELESSNESS:  
**365** PEOPLE WERE AT IMMINENT RISK  
OF HOMELESSNESS, AND AN ADDITIONAL  
**46** HOMELESS INDIVIDUALS WERE  
ASSISTED TO OBTAIN & MAINTAIN HOUSING

*"CUTTING EDGE  
KNOWLEDGE AND  
RESOURCE RICH!"*

**1,539** PARTICIPANTS  
IN CAREER PLANNING AND  
JOB SEARCH WORKSHOPS

**28**  
FAMILIES AVOIDED  
HOMELESSNESS  
AFTER RECEIVING  
RENT BANK LOANS



2ND ANNUAL SURREY  
WORKBC HIRING FAIR  
ATTENDED BY

**34** EMPLOYERS  
**530** JOB SEEKERS



*"I AM FINALLY ON THE  
PATH TO WELLNESS."*

**1,087**  
COUNSELLING SESSIONS  
PROVIDED

SUBSTANCE USE SERVICES DELIVERED  
**25** EDUCATIONAL PRESENTATIONS  
AT LOCAL SECONDARY SCHOOLS TO  
**836** YOUTH



**46 FAMILIES**  
RECEIVED POSITIVE  
BEHAVIOUR SUPPORT  
SERVICES IN NORTHERN B.C.

**100% OF FAMILIES**  
IN THE FAMILY CONNECTIONS CENTRE  
RESIDENTIAL PROGRAM SHOWED IMPROVEMENT  
IN FAMILY THERAPY GOALS AT DISCHARGE

AFTER PARTICIPATING IN THE  
MENTAL HEALTH THERAPY & SUPPORT GROUP:  
**95%** OF CHILDREN SAID IT HELPED THEM  
**89%** OF PARENTS FELT MORE CONFIDENT

**PRIMROSE  
CENTRE  
RESIDENTS**  
PARTICIPATED  
IN TRIPS TO  
PLAYLAND, CULTUS  
LAKE, HOCKEY  
GAMES, STANLEY  
PARK AND MORE

**7,201**  
HOT LUNCH VISITS



*"SOURCES LANGLEY FOOD BANK  
STAFF AND VOLUNTEERS ARE LOVELY  
AND VERY WELCOMING. THEY EVEN  
REMEMBER MY NAME!"*

**24** CONCIERGE STAFF  
COMPLETED **3,548**  
APPOINTMENTS



**12** VOLUNTEER DRIVERS  
TRANSPORTED **112** CLIENTS TO  
**391** HEALTHCARE APPOINTMENTS  
AROUND THE LOWER MAINLAND

FAMILY LAW ADVOCATES  
ASSISTED **812** WOMEN  
WITH ACCESS TO JUSTICE

**AN ARTS, CULTURE  
& MUSIC PROGRAM**  
WAS ESTABLISHED TO  
PROVIDE AN ARTISTIC &  
THERAPEUTIC OUTLET FOR  
**VENTURES** CLIENTS



**38,514**  
FOOD HAMPER  
DISTRIBUTED TO  
FOOD BANK CLIENTS

*"REMARKABLE  
SERVICES. THE  
WELL-BEING  
OF INDIVIDUAL  
IS BEING  
ATTENDED TO."*



**208**  
CRISIS CALLS  
ANSWERED  
BY TRAUMA  
COUNSELLORS

**Social Wellness  
Fast Facts**



*"MY CHILD WAS EXCITED  
TO USE THE EXERCISES AND  
LEARNED TO MANAGE HER  
EMOTIONS BETTER."*

# Child, Family & Counselling Services

## Director's Message



## Howard Schein

*The past fiscal year has been an exciting one in the division of Child, Family and Counselling Services. We have grown! A new contract with the Ministry of Children and Family Development has allowed us to introduce the Family Preservation Program in Prince George, to provide service to families whose children are at risk of being removed from home.*

*Also in the Prince George area, we are now offering Positive Behaviour Support Services to families who have children with Autism or other developmental conditions, through the B.A.S.I.C. program. This is a fee-for-service program and families can self-refer. Not to be outdone, we are offering the same service in the Lower Mainland called ACCESS.*

*We are also working collaboratively to increase accessibility to, and education about services. Our staff are involved in the Child and Youth Mental Health and Substance Use Local Action Team, a province-wide initiative that brings together doctors, mental health service providers, schools and service users. This working group brought an education series to the community and is working on ways for youth to access a continuum of services seamlessly. We also sit on a Child and Youth Committee in South Surrey and White Rock that was a runner-up in a RFP to create an integrated youth hub. We are hopeful that such a hub can be a reality in the not-so-distant future.*

**"MY DOCTOR RECOMMENDED SOURCES - I DIDN'T EVEN KNOW IT EXISTED BEFORE BUT I AM VERY GLAD I DO NOW. I WAS AT A VERY DIFFICULT PLACE IN MY LIFE AND NEEDED A CONFIDENTIAL PLACE TO PUT THINGS TOGETHER. THANK YOU." – CLIENT, COUNSELLING SERVICES**

## What We Provide ...

### COUNSELLING SERVICES

Provides affordable, confidential, professional-calibre clinical counselling for a wide range of issues including anxiety, depression, stress, relationship difficulties, anger, grief and more.

### SUBSTANCE USE SERVICES

Offers individual and group services for anyone exploring their relationship to substances and for their impacted family members. Focuses on prevention services, community capacity building and harm reduction awareness initiatives.

### FAMILY SERVICES

Offers specialized services to families, children and youth, including mental health therapy, family reunification and preservation, outreach support and supervised visitation.

### FAMILY CONNECTIONS CENTRE

A family reunification program that helps families to identify and implement solutions to problems created by ongoing conflict, often between parent and child.

### FAMILY PRESERVATION SERVICES

Provides an intensive support service to families whose children have been identified as at risk; it also serves as an alternative to removing children from their families.

### YOUTH SERVICES

*Youth Justice Program* works closely with troubled youth to assist them to successfully meet the terms of their probation order. *Child and Youth Mental Health Programs* serve children and youth aged 6 to 18 who have behavioural, social, emotional, or mental health challenges.

### POSITIVE BEHAVIOUR SUPPORT SERVICES

Supports families of children who have an Autism Spectrum Disorder or severe behavioural challenges through family-centred planning at home, in schools and in the community. Services are offered throughout the Lower Mainland and in Northern B.C.

We also offer fee-for-service Positive Behaviour Support programs. The *ACCESS Program* serves the Lower Mainland and the *B.A.S.I.C. Program* serves the North.

### KEY WORKER SERVICES

Provides family, caregiver and community training supports to families who have a child with a diagnosis or suspected diagnosis of FASD or other Complex Developmental Behavioural Conditions.





## A Social Wellness Story

***“Trauma counselling service for men is ‘transformative’”***

Sources Counselling Services received a *Because People Matter* grant from the Peace Arch Hospital and Community Health Foundation to fill a gap in services to provide trauma counselling for men. Since April 2015, three series of eight group sessions and 28 individual counselling sessions have been provided. Group participants have reported a significant decrease in the severity of their Post-Traumatic Stress symptoms and an increase in mindful coping strategies, capacity for trust and connection to others and strengthened self-esteem. “I am profoundly thankful,” said one group participant. “There needs to be more of this great and precious service for men like myself who have survived sexual abuse and profound violence growing up.”

**Sources Prince George Resource Centre has a new office!**

**Visit us | 1596 3rd Avenue**

**Contact us | 250-561-1194**



Our Northern B.C. programs serve communities from Quesnel, north to the Yukon boundary, and from Haida Gwaii east to the Alberta boundary.

### **PROGRAMS & SERVICES:**

- B.A.S.I.C. (INTERVENTION, BEHAVIOUR ANALYSIS, CONSULTATION AND SUPERVISION)
- FAMILY PRESERVATION SERVICES
- POSITIVE BEHAVIOUR SUPPORT SERVICES
- KEY WORKER SERVICES - NORTH PEACE PROGRAM



# Employment & Community Services

## Director's Message



## Sandra Galbraith

*I am pleased to report a year of growth in Advocacy and Employment services.*

*Advocacy started the year with the introduction of Housing First services and the renewal of our Essentials to Housing program. Funds from Coldest Night and Gala allowed us to expand Rent Bank services. Support from the Peace Arch Hospital and Community Health Foundation (PAHCHF) allowed us to offer advocacy training for volunteers, with the goal of increasing community capacity to support people living in poverty. Funds from Fraser Health and PAHCHF also allowed us to develop [www.AskAnAdvocate.ca](http://www.AskAnAdvocate.ca) – a website on income support, residential tenancy, disability benefits and more.*

*I would like to acknowledge Minakshi Bagai as Acting Director of Employment Services while I prepared for re-accreditation. The employment team demonstrated exceptional client service as new initiatives for single parents brought increased complexity; the team also ran a project for women survivors of violence to develop their independence and employability. We hope to expand this work in the future.*

*This year has made it increasingly clear that innovation is integral to how we operate in a social climate of ever-increasing needs. With this in mind, I would like to thank our advocacy and employment service teams for their hard work, flexibility, creativity and dedication in addressing the needs of our community.*

**"THANK YOU VERY MUCH FOR YOUR GENUINE CONCERN AND EVERYTHING ELSE. I AM A MESS WHEN IT COMES TO THESE KINDS OF THINGS AND IF IT WASN'T FOR PEOPLE LIKE YOU AND THE REST OF YOUR TEAM, I WOULDN'T SEE ANY EID WHILE IN SCHOOL OR ANY OTHER FINANCIAL AID. SO, THANK YOU FOR THE EXTRA WORK." - CLIENT, APPRENTICE SERVICES, EMPLOYMENT CENTRE**

## What We Provide ...

### ADVOCACY, HOUSING & PREVENTION SERVICES

Serves individuals and families who have low or no income, assisting them to access income supports, medical benefits, disability benefits, affordable housing, and short-term loans (from our Rent Bank). In doing so, we assist all of our clients to maximize their income and other resources; we prevent many of our clients from becoming homeless; and we assist individuals who are homeless to obtain and maintain housing.

### EMPLOYMENT SERVICES

Our two WorkBC Employment Services Centres in White Rock and Cloverdale offer free, client-centred and integrated assistance to unemployed individuals who are seeking to obtain and maintain employment, including self-serve and case management services, career planning and job search workshops and specialized services for youth, persons with disabilities, new immigrants, survivors of violence, francophones, aboriginals, and people with multiple barriers to employment.

We also work with employers through wage subsidy and apprenticeship programs and by promoting inclusive hiring practices. **Visit our dedicated website: [www.SourcesWorkBC.ca](http://www.SourcesWorkBC.ca).**

### EMPOWERMENT SERVICES

Offers group and individual workshops to survivors of violence and clients with multiple barriers to empower them towards becoming employed and self-sufficient.

### COMMUNITY ENGAGEMENT

To enhance awareness, increase referrals and grow employer connections, we participated in over 200 job fairs, employer forums, roundtable discussions, community events and meetings and more. Our partners include:

- Community Living BC
- Human Resources Management Association
- Industry Training Authority
- Kwantlen Polytechnic University
- Rotary Clubs
- Service Canada
- Surrey Board of Trade
- White Rock Chamber of Commerce
- Women's Valley Network

...and the other Surrey WorkBC Centres in:

- Fleetwood/Guildford (Pacific Community Resources Society)
- Newton (Avia Employment Services)
- Whalley (Options Community Services)





## A Social Wellness Story

### *"Helping a highly barred client find home"*

A young refugee who spoke very little English, had no income and had not paid his rent in over a month was at risk of becoming homeless. Despite the language barrier, we were able to determine his legal status and that he qualified for income assistance.

We contacted the Ministry and arranged an intake interview, but the meeting was cancelled because the Ministry was not able to secure an interpreter. Days drifted by and the client became homeless. Our housing worker secured him a bed at a shelter while navigating housing options and discovered an ideal shared accommodation with people who spoke a similar dialect. While our advocate continued to work with the Ministry to pursue a damage deposit and rent, our housing worker worked to keep the landlord on board. The client was able to move in, and after a couple days' delay, the cheque was finally released.

### Encyclopedia House at The Grove



South Surrey artists Don and Cora Li-Leger brought Encyclopedia House to life in Surrey's Newton community in October. For four months, the temporary art installation stood as a commentary on housing, fundamental needs, neighbourhood development, changing sources of knowledge and recycling. It was also a focal point of Sources' 10th annual Homelessness Awareness March.



# Community Living Services

## Director's Message



## Kelly Ridding

*SOURCES covers a lifetime of support for children and adults living with developmental disabilities in Surrey, Delta, White Rock and Abbotsford: from newborns to five-year-olds through our Childhood Development Services, to seniors living in home share arrangements, and all ages in-between via our community inclusion services.*

*With a wide range of knowledge and expertise across a staffing complement of approximately 130, opportunities for internal collaboration frequently arise.*

*Participants in Crossroads join performing arts activities at the Life Skills Centre, regularly participating in rehearsals and performances.*

*Home share residents without social contact with peers attend the Social Club in Newton, where they are supported to make friends.*

*A young man living in Georgia House is benefiting from a new collaboration established this year between staff of Ventures and the Infant Development Program to improve his small motor skills.*

*These collaborations demonstrate that together we can make a greater impact on those we serve versus working in isolation. There are no doubt additional opportunities awaiting discovery in the future.*

**"I AM LUCKY AND THANKFUL THAT I WAS ABLE TO SPEND TIME WITH (CONSULTANT) AND FEEL COMFORTABLE. I AM SO HAPPY FOR THIS PROGRAM AND HAPPY WITH THE PROGRESS MY SON HAS MADE. I WOULD RECOMMEND THEM TO EVERYONE ANYTIME! THANK YOU." - PARENT OF A CHILD IN IDP**

## What We Provide ...

### COMMUNITY INCLUSION PROGRAMS

Sources Life Skills Centre in Newton offers program modules for adults with intellectual and/or physical challenges, including 1-1 life skills training, employment support, human relations course, social club, Self Advocates Group, community kitchens and our popular musical production group, Events Unlimited.

Two programs operate in Ladner: Crossroads takes a vocational focus and includes work experience, volunteerism, recreation and community integration. Ventures serves individuals with behavioural, communicative and/or physical challenges and involves recreational, social, vocational, and health and fitness activities.

### RESIDENTIAL PROGRAMS

Five programs operate in Surrey and Delta. Provides full-time care to adult residents, emphasizing a comfortable and safe environment adaptable to changing needs. Residents are supported to achieve personal goals, make choices, connect with family and friends, and experience their community.

### HOME SHARE PROGRAM

Matches individuals to caregivers willing to share their home while providing support to maintain as much independence as possible.

### EARLY CHILDHOOD DEVELOPMENTAL SERVICES

Works with families of children with, or at risk of, developmental delays. The *Infant Development Program* (IDP) assists children zero to three years of age and their families via in-home visiting and groups. The *Early Childhood Development Program* focuses on filling the gap of support after children age out of IDP and before they enter kindergarten.

### COMMUNITY SUPPORT/PARTNERSHIPS

Sources Infant Development Program staff provide high-demand consulting support to community programs in 24 locations throughout Surrey and White Rock:

- Family Resource Programs (Family Place)
- Public Health Postnatal Programs
- Diversity/Umoja (immigrant/refugee support)
- Healthiest Babies Possible (pregnancy support)
- Growing Together (young moms in school)
- Camp Alexandra (baby times)
- Maxxine Wright
- Right From the Start
- Early Years Tables
- Infant Mental Health Table





## A Social Wellness Story

***“Community connections help home share client flourish”***

In the fall, our home share program began working with a middle-aged man who was not previously known to our funders until an abusive incident incited him to flee his family home. We matched this man to an experienced home share and, over time, established the supports he needed including diet, medication management, hygiene, money management and positive social connections. The home share provider worked on getting him involved in community social activities like Special Olympics, while we worked on accessing day program supports and employment. We successfully set up all areas of support for him and he is flourishing. He reports that he loves his day program and is so happy to have a part-time job where he can make money.



“social wellness for our community”



# Women, Seniors & Community Services

## Director's Message



## Denise Darrell

*Our poverty-related programs strive constantly to find ways to work with entrenched and complex social issues in more effective, impactful and sustainable ways. This year, three new initiatives took a socially innovative approach to assist with the growing complexity of care and gaps in services.*

*The Family Law program, through the Modified Legal Representation Project funded by the Law Foundation of BC, worked with family law lawyers to provide women who had no other form of legal aid with access to justice.*

*The Volunteer-Assisted Discharge Program, with funding from the Block Family Foundation and in partnership with Peace Arch Hospital, provides transportation and follow-up supports to isolated, eligible seniors discharged from hospital.*

*Women's Place partnered with Embrace Clinic to have a nurse practitioner on site one day per week to see women in a safe and confidential environment free from fear of stigmatization.*

*Our programs assist people who have related issues around poverty, violence, mental illness and addictions. To address these complex social challenges we need to transform the way we do our work. Applying social innovation strategies and cross-sector collaborative approaches will create a greater impact on a person's ability to be resilient and thrive, creating social wellness.*

**"WORKING FOR SOURCES CONCIERGE HAS ALLOWED ME TO GAIN MUCH NEEDED CONFIDENCE. I HAVE ALSO LEARNT A LOT ABOUT MYSELF AND MY PERSONAL WORK EXPERIENCES. THIS OPPORTUNITY HAS LED ME TO EXPLORE OTHER WORK OPPORTUNITIES, AND AS A RESULT OF THIS JOB, I HAVE REALIZED HOW COMFORTABLE I AM INTERACTING WITH SENIORS. I AM NOW WORKING WITH SENIORS IN A RETIREMENT RESIDENCE!" - STAFF, SOURCES CONCIERGE**

## What We Provide ...

### WOMEN'S PLACE

A safe and confidential place for women to connect with others and access free programs and resources, including crisis peer support, hot lunch, showers, laundry, clothing, facilitated support groups and referrals.

### SOUTH SURREY/ WHITE ROCK FOOD BANK

In its 33rd year of operation. Provides food and support to low-income residents in South Surrey and White Rock. Also raises awareness on issues of poverty and food security as a member of the Peninsula Homelessness to Housing Task Force & Food Action Coalition.

### LANGLEY FOOD BANK

In its second year of operation. Provides food, household and personal items to low-income residents in Aldergrove, Langley Township and City of Langley.

### LEGAL INFORMATION & ADVOCACY

Assists women with family law matters such as custody, divorce, property division, child and spousal support and more. Also assists with court preparation and accompaniments.

### TRAUMA COUNSELLING

Individual and group counselling provided by master's level counsellors for women who have experienced childhood trauma, abuse, rape, assault, and/or intimate partner violence.

### VOLUNTEER SERVICES

Engages volunteers in opportunities that help them reach their personal goals and those of the organization, such as Shop-by-Phone, Volunteer Wheels, Income Tax Clinics, Dental Clinic, Imagination Library, Women's Place, our two Food Banks and various community events and fundraisers.

## Social Enterprises

Net profits fund our programming. Be our customer and give back to our community.



*Doing the work for you.*



*Café & Catering*

### SOURCES CONCIERGE SERVICES

Provides stable employment for women with multiple barriers, while offering premium services including Better at Home senior support, house and office cleaning, auto detailing, errands and more.

### SOURCES CONNECTION CAFÉ & CATERING

Located in the South Surrey Recreation & Arts Centre, the café employs seniors and youth from our community.





## A Social Wellness Story

### *"A truckful of joy"*

Between December 10 and 13, thieves stole \$1,000 worth of gift cards, took our one-tonne delivery van from its parking spot, used its gas card to buy \$1,300 of diesel, then abandoned it wrecked beyond repair. To top that off, the transmission on our other van blew. We were living a nightmare before Christmas, our busiest time of year. We needed a truck to get food from our donors to neighbours in need. We asked the community for help and they responded. Countless individuals, organizations and companies called us, offering cash, vehicles and more. In less than 24 hours, more than \$20,000 came through our doors. We were overwhelmed with gratitude and brought to tears. We wished for a truck and the community made our wish come true. Thank you for being our Santa that Christmas.



# Our Finances

## Chief Financial Officer's Message



### Janet Weber

The Finance team strives to provide program managers and divisional directors with clear financial information to make informed decisions that result in the most beneficial outcomes.

Throughout this fiscal year, our team worked to further rationalize SOURCES' internal reconciliations, and reporting processes were introduced to ensure consistency of reporting to Managers, Senior Managers and the Board. This will ensure internal controls are maintained as well as make the annual audit as efficient as possible.

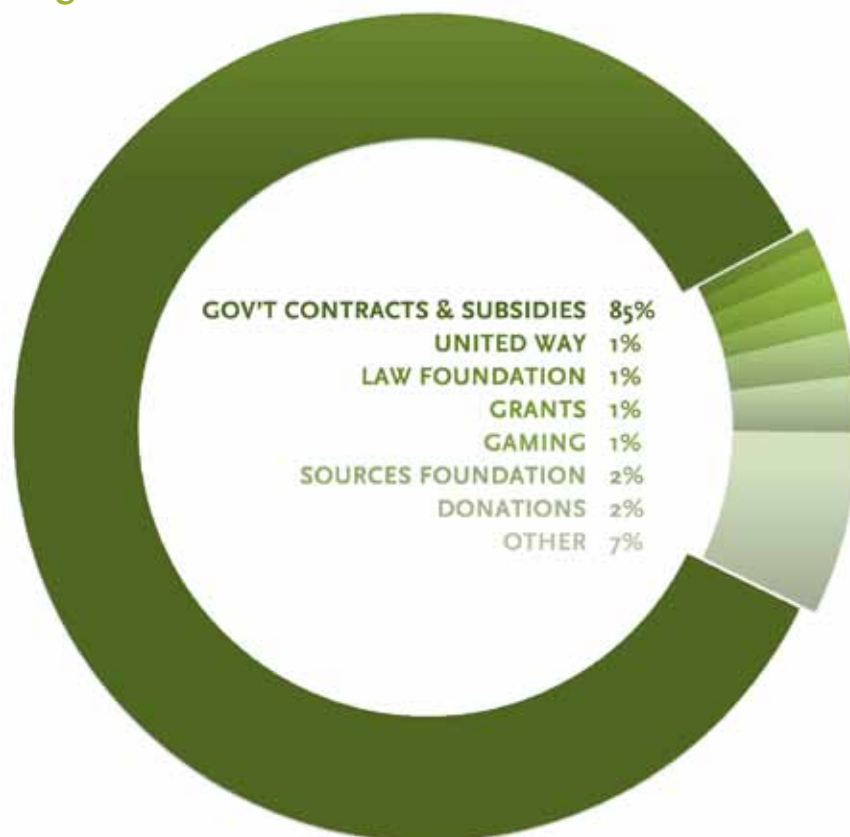
Following an RFP process, SOURCES transitioned to new banking providers: Scotiabank. A positive outcome has been significantly enhanced capability around cash management, resulting in higher interest earnings. In addition, Finance rolled out a new MasterCard program with Envision Financial.

In 2016, SOURCES took over the bookkeeping and payroll functions of Cornerstone Care Society in Langley. This is the first step in the process of transitioning Cornerstone permanently under the SOURCES umbrella.

The Society is in very good financial health. Through prudent financial management, strategic investment and a healthy balance between mission impact and financial sustainability, the Society is well positioned moving forward.

OUR GOAL IS TO ENSURE THAT THE SOCIETY MAINTAINS AN ADEQUATE LEVEL OF FUNDING TO ACCOMPLISH ITS MISSION, TO PRESENT FINANCIAL INFORMATION IN ACCORDANCE WITH GENERALLY ACCEPTED ACCOUNTING PRINCIPLES AND TO SEEK DIVERSITY IN FUNDING SOURCES TO MAINTAIN AN ACCEPTABLE LEVEL OF FINANCIAL INDEPENDENCE.

## Funding Revenue Sources



## FUNDING PARTNERS:

- BC Community Gaming Grants
- BC Housing
- City of Surrey
- City of Langley
- City of White Rock
- Community Living BC
- Corporation of Delta
- Fraser Health Authority
- Law Foundation of BC
- Ministry of Children and Family Development
- Ministry of Justice
- Ministry of Social Development and Social Innovation
- Peace Arch Hospital and Community Health Foundation
- Peninsula Community Foundation - White Rock/South Surrey
- Service Canada
- The Canadian Women's Foundation
- United Way of the Lower Mainland
- University of Victoria
- Vancity Community Foundation

... and all the various donations and grants we received from community individuals, businesses, service clubs, churches and foundations. **Thank You!**

# Audited Financial Statements

## For the year ended March 31, 2016

### BALANCE SHEET

#### CURRENT ASSETS

Cash and cash equivalents	\$2,082,477
Accounts receivable	660,287
Inventory	297
Government agencies receivable	14,427
Prepaid expenses	190,689
<b>Total current assets</b>	<b>\$2,948,177</b>

<b>Capital assets</b>	<b>6,559,036</b>
	<b>\$9,507,213</b>

#### CURRENT LIABILITIES

Accounts payable and accruals	\$1,044,704
Deferred contributions	354,888
Current portion of long-term debt	2,145,245
<b>Total current liabilities</b>	<b>\$3,544,837</b>

Deferred contributions related to capital assets	378,554
Long-term debt	66,250
	<b>\$3,989,641</b>

#### NET ASSETS

Net assets invested in capital assets	\$3,968,987
Unrestricted net assets	1,548,585
<b>Total Net Assets</b>	<b>\$5,517,572</b>

**\$9,507,213**

### PROFIT & LOSS

#### REVENUES

<b>Grant revenue</b>	
Sources Foundation	\$6,241
Law Foundation	185,631
United Way	120,779
Other	229,656

<b>Donations</b>	
Sources Foundation	331,910
United Way	840
Other	400,968

<b>Federal contracts</b>	<b>212,557</b>
<b>Subsidies – B.C. Housing</b>	<b>23,547</b>
<b>Gaming income</b>	<b>213,247</b>
<b>Earned income</b>	<b>1,312,746</b>
<b>Provincial contracts</b>	<b>15,622,295</b>

<b>Total Revenues</b>	<b>\$18,660,417</b>
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#### EXPENSES

Amortization	\$321,519
Building occupancy	333,985
Employee benefits	2,549,000
Food and residential care costs	196,094
Interest on long-term debt	63,634
Office	559,068
Program furnishings and equipment	152,442
Program materials and activities	1,992,078
Public relations	35,671
Purchased services	1,751,728
Recruitment and staff development	108,438
Rent	709,762
Salaries	9,495,149
Travel	287,208

<b>Total Expenses</b>	<b>\$18,555,776</b>
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Excess of revenues over expenses before other items	<b>\$104,641</b>
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#### OTHER ITEMS

Gain (loss) on disposal of capital assets	(2,600)
<b>Excess of revenues over expenses</b>	<b>\$102,041</b>

**MNP**  
LLP

# Inside Sources



**VOLUNTEER BC PHOTO CONTEST**

**TOP:** Women's Place volunteers prepare and serve a free hot lunch to women and children in need during the holidays. This photo received **honourable mention** in Volunteer BC's 2016 Photo Contest, which had the theme: "Volunteers are the roots of strong communities."



**AWARENESS MARCH**

**TOP:** Sources Advocacy Programs organized the 10th Annual Homelessness Awareness March in Newton on October 16 to make a stand and statement against homelessness in our community.



**CHRISTMAS PARADE**

**TOP:** Volunteers and their families decorated our shiny new Sources Langley Food Bank truck for the City of Langley's Magic of Christmas Parade on December 5.



**VOLUNTEER APPRECIATION BBQ**



On June 11, we gathered at Campbell Valley Regional Park in Langley to celebrate our incredible volunteers! Thank you for giving your time, energy and talents to help others in our community throughout the year.



## IN THE NEWS OVER 90 TIMES!

*"Funds for homeless-prevention programs to be restored"* - Peace Arch News (Apr. 16, 2015)

*"It's Substance Use Awareness Week in Surrey"* - News 1130 (May 25, 2015)

*"Sources low-barrier food bank opens in Langley"* - The Langley Times (Jul. 16, 2015)

*"Surrey's problem with poverty"* - The Surrey Now (Oct. 1, 2015)

*"Encyclopedia House now an open book in Newton"* - Peace Arch News (Oct. 9, 2015)

*"Holiday spirit: donations pour in after food bank robbed 3 times"* - CTV News Vancouver (Dec. 15, 2015)

*"BC Ombudsperson open for complaints"* - Peace Arch News (Jan. 26, 2016)

*"Coldest Night raises \$62,000"* - Peace Arch News (Feb. 23, 2016)

*"Rotary ramping up fundraising efforts this spring"* - Peace Arch News (Mar. 8, 2016)



**EMPLOYEE RECOGNITION BANQUET**



In April we held our Employee Recognition Banquet at Elements Casino. It is one of the few times a year that staff from all our various programs and locations get together to mingle and celebrate each other's work in our communities. That evening, we honoured:



### 65 LONG-SERVICE EMPLOYEES

(5, 10, 15, 20, 25 AND 30 YEARS)



### 3 SCHOLARSHIP AWARD WINNERS

(STEPHANIE PRITCHARD, ELLIE BOLGAR, RUPI SAHOTA)



### 4 "YOU MAKE THE DIFFERENCE" LEADERS

(SARB BASRA, RUPI SAHOTA, CHLOE WANG, FRANK YANG)



### AND OUR CEO FOR HIS **B.C. COMMUNITY ACHIEVEMENT AWARD**

# "social wellness for our community"



## CONNECT WITH US ON SOCIAL MEDIA

**Facebook.com/SourcesCommunityResourceCentres**

**Twitter.com/SourcesBC**

**YouTube.com/user/SourcesCommunity**

**Instagram.com/SourcesBC**

**Linkedin.com/company/Sources**



## WANT TO BE A SOURCES VOLUNTEER?

For more information or to sign up, contact  
Carrie Belanger, Manager of Volunteer Resources:  
**T: 604-542-4357 | E: volunteerservices@sourcesbc.ca**



## SUBSCRIBE TO OUR EMAIL NEWSLETTER

Get Sources news and updates delivered to  
your inbox once every two months. Sign up:  
**<http://tinyurl.com/SubscribeResources>**

Have a media inquiry or question about our  
newsletter, website or social media? Contact  
Tiffany Kwong, Communications Coordinator:  
**T: 604-542-7593 | E: communications@sourcesbc.ca**



Since 1992, the Sources Foundation has supported the work of Sources Community Resources Society by working with the community to raise funds for programs that do not receive government funding, such as our food banks, dental clinic, hot lunch program and more.

You can support our work in the community by making a tax-deductible donation. Every donation has an impact and allows us to address current issues and demands, and have the flexibility to respond to the changing and growing needs in our community.

Our donors have the choice of how their money will help. When donating, you may choose to direct your funds to the area of greatest need or specify Community Support, Families & Children, Poverty Relief or one of our Food Banks.

## DONATE



### ONLINE:

**[www.sourcesfoundation.ca](http://www.sourcesfoundation.ca)**



### IN PERSON:

882 Maple St.  
White Rock, B.C. V4B 4M2



### BY PHONE:

604-531-6226



### BY MAIL

#208C - 1461 Johnston Rd.  
White Rock, B.C. V4B 3Z4

To learn more, visit:

**[www.sourcesfoundation.ca](http://www.sourcesfoundation.ca)**



FOR YOU  
OR SOMEONE YOU CARE ABOUT  
SEEK HELP | VOLUNTEER | DONATE

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CORPORATE  
OFFICE

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[www.sourcesbc.ca](http://www.sourcesbc.ca)

