

STRENGTH
ENDURANCE
NERVE
BRAVERY
COURAGE
FEARLESSNESS
INTREPIDITY
STRONG-MINDEDNESS
RESILIENCE
SPIRIT



SOURCES
COMMUNITY RESOURCE CENTRES



for·ti·tude

/ˈfôrdə,t(y)ood/

noun strength and resilience

2018
2019
ANNUAL REPORT

OUR MISSION

To promote social wellness for our community.



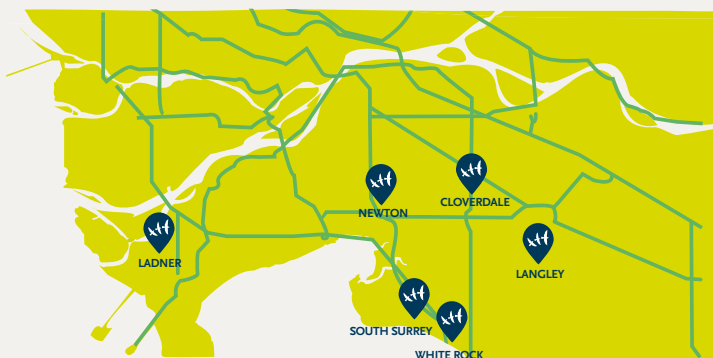
SOURCES

COMMUNITY RESOURCE CENTRES

SOURCES COMMUNITY RESOURCES SOCIETY (SOURCES) IS AN INTERNATIONALLY-ACCREDITED, COMMUNITY-BASED, NOT-FOR-PROFIT AGENCY THAT HAS SERVED AS A DEPENDABLE SOURCE OF HELP, ENCOURAGEMENT AND HOPE FOR INDIVIDUALS AND FAMILIES IN WHITE ROCK, SURREY, DELTA, LANGLEY, PRINCE GEORGE AND BEYOND SINCE 1978.

Last year, we touched the lives of 56,000 people from across the Lower Mainland and Northern B.C. To serve them, we offer a variety of social wellness programs and services through more than 20 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, LGBTQ2S+ individuals, and others who are coping with isolation, addiction, mental illness, poverty, disability and conflict.



LOWER MAINLAND



NORTHERN BC

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MESSAGE FROM THE PRESIDENT

The ability to turn a challenge into an opportunity is essential to SOURCES' work, and is also one of our strengths. This past year presented a number of challenges for our organization and our community. One struggle in particular has been the overdose crisis.

SOURCES is active in engaging with local health authorities, working with schools and participating in community action teams to reduce the stigma and change the conversation around mental health and substance use. We have heard too many stories of lives lost to suicide and overdose, and too often these are young lives. In addition to offering trauma counselling to those affected by these tragedies, we knew we had to find a way to reach out and help young people before they hit a crisis point.

With support from the community and funding from several Foundations, we were able to launch a new program last fall. DiscoverY would provide no-barrier, short-term counselling to youth and young adults at no cost, assisting those who might otherwise not qualify for any funded mental health services in the community. The uptake was immediate and feedback from the community has been immensely positive. This is just one example of what SOURCES aims – and with the right supports in place, is able – to do to support our community. Beyond delivering dozens of different programs and services, we are nimble enough to be able to create new ones to respond to current needs and make our community stronger.

Last September, SOURCES celebrated 40 years of helping individuals and families find hope, strength and wellness. I have been fortunate to serve on the Board of Directors for the past six of those years. The Society has steadily grown – our presence in communities across the province, the variety of programs and services we offer, and the number of lives we touch have all evolved. I'm tremendously proud of SOURCES and the highly impactful work our employees and volunteers undertake in the communities we serve.

As my time on the Board comes to a close, I leave with confidence that the Society is in good hands and is well positioned to achieve its goals. SOURCES is now a province-wide agency – how far we have come! It has been an honour to be part of this incredible organization, and I hope you are excited, as I am, to see what amazing things SOURCES will accomplish next.

Marlyn Graziano, President

“Building community is no small feat, especially when we are facing issues of affordability, homelessness, mental health and addiction. Fortitude helps us meet those challenges head on, and we do so with determination, compassion and empathy.”

[MARLYN GRAZIANO]

BOARD OF DIRECTORS



MARLYN GRAZIANO
PRESIDENT

VICE PRESIDENT, EXTERNAL
AFFAIRS – KWANTLEN
POLYTECHNIC UNIVERSITY



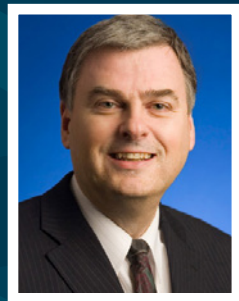
BRYAN SOMMER
VICE PRESIDENT

PORTFOLIO MANAGER,
CIBC WOOD GUNDY



SARA FORTE
SECRETARY

LAWYER

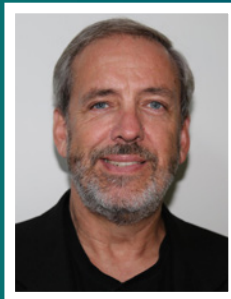


ARCHIE JOHNSTON
TREASURER

RETIRED SENIOR
AUDIT PARTNER

“I am really proud and honoured to serve on the SOURCES board. The unwavering strength and commitment demonstrated by all of the staff and volunteers has put SOURCES in a great position to grow and serve more people in need well into the future.”

[BRYAN SOMMER]



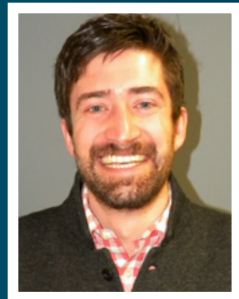
MARC BURCHELL
DIRECTOR

MARKETING



CATHERINE FERGUSON
DIRECTOR

FORMER WHITE
ROCK MAYOR



LEIGH SULLY
DIRECTOR

PRESIDENT, ELKAY
DEVELOPMENTS

“Community builds strength. Whether it is raising a family, learning new skills, or starting over, we all face situations where the support of others around us helps us find our confidence to take that first step.”

[SARA FORTE]



RUPINDER KHUNKHUN
DIRECTOR

LAWYER



RANDY TAYLOR
DIRECTOR

LAWYER

“Fortitude—is very important because, it allows us to stand up for what we believe in and make the right decisions in difficult situations.”

[ARCHIE JOHNSTON]

Leading with Fortitude



In November of last year, we had the honour of hosting a KAIROS Blanket Exercise at Kwomais Lodge in South Surrey. Facilitated by two Elders of the Katzie First Nation, SOURCES staff and volunteers were joined by other community members as we took part in an exploration of Canada's history in regards to Indigenous peoples. It was a small but not insignificant step in our ongoing journey of truth and reconciliation that is taking place in Canada. This was not

my first experience with this exercise – nor will it be my last. At this event, and at others I have participated in, I came away with a profound reverence for the incredible fortitude demonstrated by our Indigenous leaders and their people.

It is a similar fortitude that we as staff and volunteers have encouraged, fostered and witnessed in the people that we engage with in our work in community. Our role is to instill hope, build on strengths, and sustain wellness and resiliency. Yet, so often it is we ourselves who are inspired by the courage and fortitude of those overcoming adversity.

Such inspiration guided and comforted us as we faced two key challenges and disappointments over the course of the past year.

After several decades of providing employment services to the communities of White Rock, South Surrey and Cloverdale we learned that we were not successful in our proposals to continue these services.

Additionally, after much review and deliberation we also made the difficult decision to end our Cornerstone Care services. Within the context of staff recruitment and retention challenges and a very competitive service environment, we found that we had exhausted our efforts to sustain these services.

While these events created change for clients, communities and our agency, perhaps the greatest impact was felt by our staff who had to deal with the uncertainty and insecurity associated with job loss.

I have been inspired and encouraged by the hope, strength, and resilience the staff in these programs demonstrated as they parted ways with our agency and secured new opportunities elsewhere. They, in fact, embodied the same fortitude that they had encouraged and nurtured in so many individuals that they had worked with over the course of their careers with SOURCES.

MESSAGE FROM THE CEO

In the pages of this report you will learn much about our efforts to facilitate and promote social wellness in the communities we serve. You will learn of the growth of our programs for children and families in Northern BC; of the expansion of our food security and recovery programs in Surrey and Langley; of the introduction of new free counselling services for young people in White Rock and Surrey; of the extension of our inclusion services to Cloverdale; and of the augmentation of our advocacy and homelessness services in Newton. We have recently received new support from the provincial government for our long-standing and self-funded rent bank and dental clinic. And we are in the process of opening a new employment and training centre in the Panorama neighbourhood.

In addition to all of this – I am pleased and honoured to announce a new expansion of our SOURCES team. The Family Resource Association of School District 69 (FRA) has joined our agency. This is another truly remarkable milestone in the history of SOURCES. Based in Parksville and Qualicum Beach on Vancouver Island, the knowledge and expertise of the FRA staff and board further strengthens and enhances our efforts to promote the social well-being of the people who live in our province.

SOURCES is alive and well. This past year we celebrated our 40th anniversary. My thanks to all the staff and volunteers who have helped us fulfill our mission. We approach the next 40 years with fortitude and determination.

Together let us build hope, strength, and wellness for our community.

Warm regards,

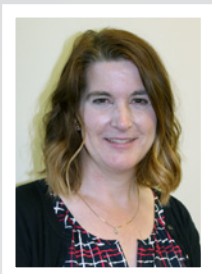
David Young, Chief Executive Officer



Blanket Exercise at Kwomais Lodge

“May the stars carry your sadness away, may the flowers fill your heart with beauty, may hope forever wipe away your tears. And, above all, may silence make you strong.”

[CHIEF DAN GEORGE]



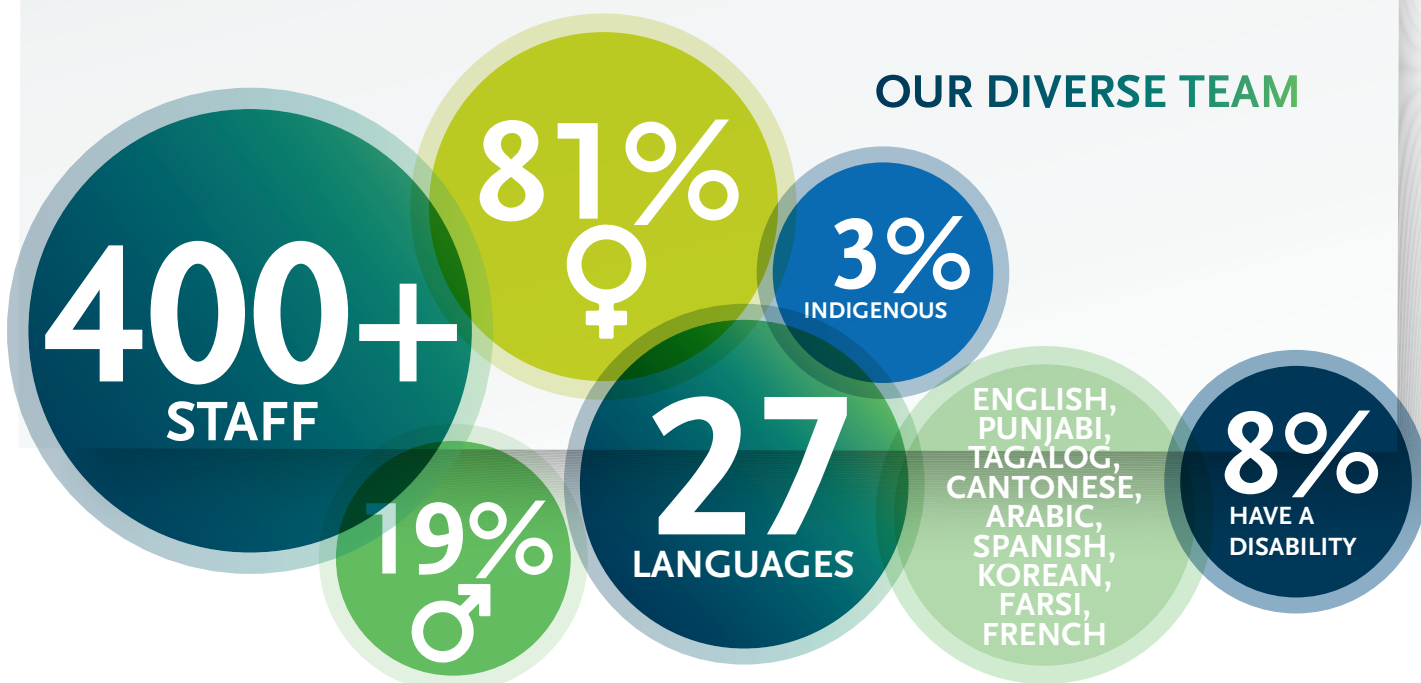
Overseeing the day to day operations of SOURCES covers a wide variety of duties. Perhaps most significantly, overseeing the human resources activities of the organization. After all, our workforce of over 400 people is what drives our operations. From recruitment, retention, and recognition to payroll and training, the “to do” list in operations is endless. Some items at the top of the list were addressed this year, advancing our systems forward to keep pace with the growth of our services and the people delivering them.

In the Fall of 2018, a web-based payroll system was implemented across SOURCES. Moving paper to an online system our employees can access from anywhere was no small feat, but it was a necessary one. Keeping up with the times means change, and change can be hard for many. By the end of this year, the move to paperless personnel files will be complete and electronic tracking of required training will be in place.

In addition to annual training requirements and external professional development opportunities, we held three in-house training events. Nearly thirty people attended training on Gender Diversity and fifty more were certified in Mental Health First Aid. SOURCES also hosted the KAIROS Blanket Exercise, open to staff, volunteers and community members. A moving experience, the Blanket Exercise provides a unique lesson in the history of Indigenous people in Canada. There was a theme of inclusiveness and diversity across the training events held this past year; however, we know there is more to do in order to include all underrepresented groups within SOURCES. We look forward to continuing this work in the coming year.

Kelly Ridding, Chief Operating Officer

OUR DIVERSE TEAM



MESSAGE FROM THE COO



AT OUR STAFF RECOGNITION BANQUET IN NOVEMBER, WE PRESENTED LONG SERVICE AWARDS TO 34 STAFF, WHO WERE RECOGNIZED FOR THEIR 5, 10, 15, 20 & 30 YEARS OF EMPLOYMENT.

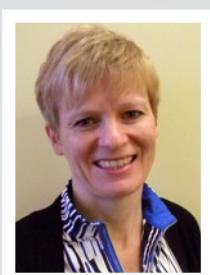


Also, three scholarships were awarded to staff pursuing further education in a field related to services provided by SOURCES.

Judith Desjarlais from the Family Preservation program in Prince George received the **Yale Shap Scholarship**. Judith is working on a Masters of Social Work with a concentration on Indigenous communities in the North.

Christine Diamond from the Life Skills Resource Centre in Surrey received the **William Fraser Scholarship** to assist her in completing her Non-Profit Management Certificate at SFU.

Christina Kunz from the Empowered for Employment program in Surrey received the **Mavis Holm Scholarship** and is also working on her Non-Profit Management Certificate.



“Fortitude is the marshal of thought,
the armour of the will, and the fort of reason.”

[FRANCIS BACON]

It has been an eventful year. One of change, and one of renewal. It's fair to say we've all learned a little about our ability to rally in the face of adversity!

The Society remains in very good financial health. Through prudent financial management and strategic investment, the Society has maintained reserves to enable it to weather unanticipated financial demands. Diversity in funding has made SOURCES financially strong and well prepared to protect services during uncertain times.

In 2018, SOURCES' two Employment Programs (White Rock and Cloverdale locations) came up for tender. After a rigorous RFP process, SOURCES was not successful in renewing either contract. Both service programs were wound up on March 31, 2019. Assistance was provided to program staff in securing employment elsewhere, and within SOURCES wherever possible.

In fiscal year 2020 and forward, it is anticipated that growth in programs funded by the Ministry of Advanced Education, Skills and Training as well as Service Canada will go a long way in offsetting the loss in funding from our two Employment Centres. SOURCES is recognized as a leader in the provision of employment services and continues to be a player in the field, recently securing three employment contracts for target populations.

The management team at SOURCES is proactive in its approach to seeking out new funding sources as well as enhancing existing program funding. SOURCES' diversity of funding has made us strong financially and has enhanced our reputation, which aids in our ability to communicate with new and existing funders. Our size and presence throughout the region have raised general awareness in the communities we serve.

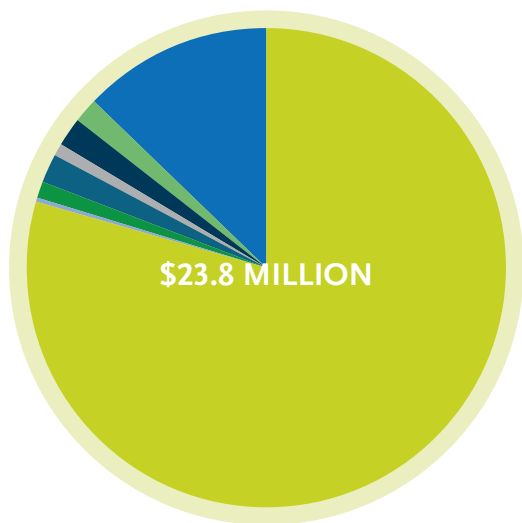
In 2019, the finance department was restructured, redistributing duties, and adding a Team Lead position. This has allowed for succession planning and career growth opportunities for accounting staff. This is particularly important given the considerable recruitment and retention issues throughout the region. I am particularly proud of the Finance Team this year. We have several new staff, and together the entire team rose to the challenge during our busiest time.

By being innovative we have been able to enhance services while coping with an ever-changing funding environment. Many thanks to our volunteers and to all our donors and funders. Your contributions allow us to serve the most vulnerable in our communities.

Janet Weber, Chief Financial Officer

MESSAGE FROM THE CFO

Revenue from Operations 2019



79.5%	Gov't Contracts and Subsidies
0.5%	United Way
0.9%	Law Foundation
2.0%	Grants
0.9%	Gaming
1.8%	Sources Foundation
1.8%	Donations
12.6%	Other

See the full Audited Financial Statements
on our website or scan the QR code below.



SOCIETY FUNDERS

BC Community Gaming Grants
BC Housing
Block Family Foundation
Bosa Family Foundation
City of Surrey
City of White Rock
Community Living BC
Corporation of Delta
Food Banks British Columbia
Food Banks Canada
Fraser Health Authority
Government of Canada
Law Foundation of BC
Ministry of Advanced Education, Skills & Training
Ministry of Children and Family Development
Ministry of Public Safety & Solicitor General
Ministry of Social Development & Poverty Reduction
Peace Arch Hospital Foundation
Province of British Columbia
Service Canada
United Way of the Lower Mainland
Vancity Community Foundation
Walmart Foundation

...AND ALL THE VARIOUS DONATIONS
AND GRANTS WE RECEIVED FROM
INDIVIDUALS, BUSINESSES, SERVICE
CLUBS, CHURCHES AND OTHERS.

THANK YOU.

HOW, WHERE & WHO WE SUPPORT

By number of individuals

4373

ADVOCACY,
LEGAL AID
& POVERTY
REDUCTION



2855

FOOD & FIRST
NECESSITIES

536
LITERACY



503

INCREASE FAMILY
CONNECTION

2050

EMPLOYMENT
SUPPORT



1061

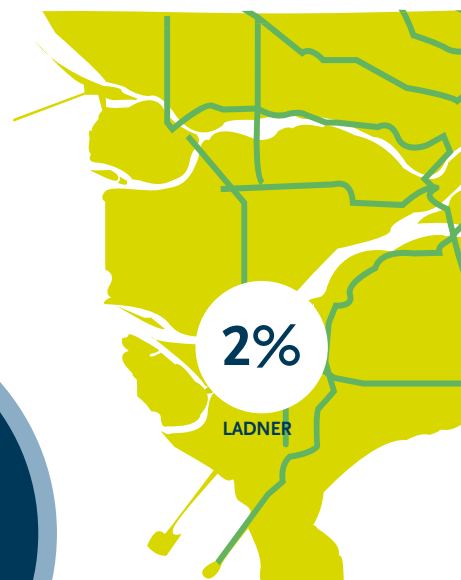
SUPPORT &
EDUCATION ON
DEVELOPMENTAL
DISABILITY

1034
ACCESS TO
HOUSING



2%

LADNER



839

CARE SUPPORT &
COMPANIONSHIP
FOR SENIORS



These statistics are a sample of our client base; are mostly representative of our case-managed clients; and only cover the information they agreed to share.

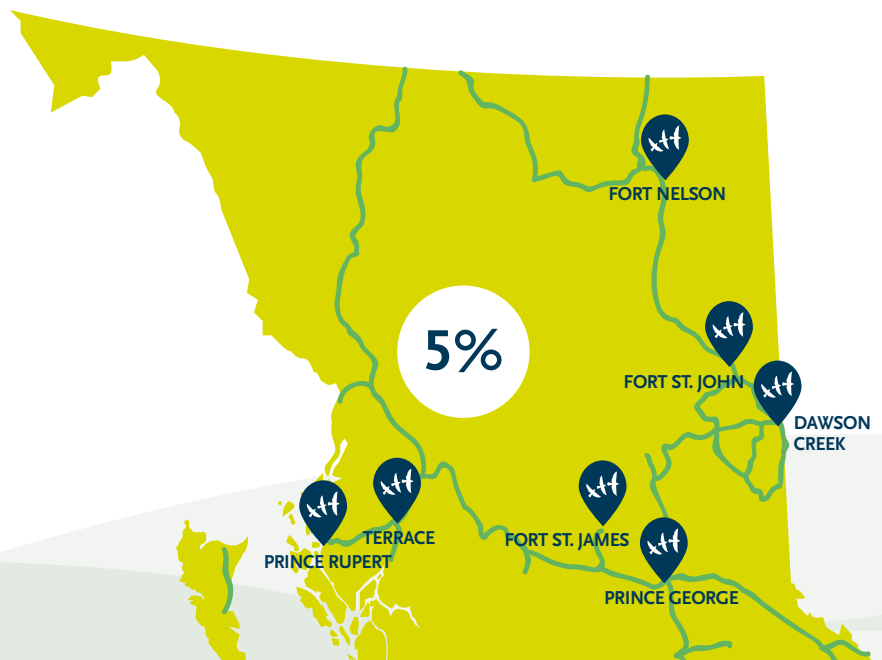
WE “TOUCHED THE LIVES” OF OVER 56,000 PEOPLE LAST YEAR.

1013
COUNSELLING

429
BEHAVIOUR &
MENTAL HEALTH
SUPPORT

225
COMMUNITY
INCLUSION FOR
ADULTS WITH
DEVELOPMENTAL
DISABILITIES

62
RESIDENCE
FOR ADULTS &
SENIORS WITH
DEVELOPMENTAL
DISABILITIES





CHILD, FAMILY & COUNSELLING SERVICES



The SOURCES Division of Child, Family and Counselling Services provides a range of services across a wide geographical area. We work closely with families, troubled youth, at-risk children and children with an Autism Spectrum Disorder, FASD or severe behavioural challenge, to identify and implement solutions.

This year saw the expansion of some of our services to families of children with Autism and other developmental disabilities in our Northern programs. We are pleased that we are able to provide more comprehensive and professional services to these northern cities, towns and remote communities which often lack similar services.

Our activities to reduce the risk and harm of overdose continued this past year. We were part of the creation of two Community Action Teams on Overdose Prevention. Our Substance Use Services team also delivered three well-attended community events titled “Stop Overdose Surrey: Connection Saves Lives.” We continue to be a naloxone distribution centre and provided 45 naloxone kits this past year.



3000+

COUNSELLING
SESSIONS CONDUCTED

“I felt like I always had a say, and control of situations, with my SOURCES worker - and I always felt safe.”

[CLIENT, YOUTH SERVICES]



80%

OF YOUTH REPORTED
INCREASED RESILIENCY
AFTER COMPLETING
THE FCC PROGRAM

A new initiative we are most excited about is called DiscoverY. Launched in December of 2018, this service provides free short-term counselling for youth and young adults (ages 15-25) who might otherwise not be eligible for funded services in the community. By providing up to eight free counselling sessions, our goal is to help young people build resilience and explore new ways of communicating, coping and relating with both themselves and those around them.

Between December and the end of March, our session numbers increased steadily as word spread about DiscoverY. Thirteen youth sought assistance – ranging in age from 16-24 and approximately evenly split between males and females. Anxiety and depression have been the two most common reasons cited for seeking counselling. Parents have expressed thanks for the availability of the service, while young people have expressed appreciation that they were seen almost immediately.

As you read this report, you will find more information about our programs, and how we have strived to help our clients overcome challenges, survive and thrive.

Howard Schein, Executive Director



FISCAL YEAR PROGRAMS

ACCESS PBS

B.A.S.I.C. North

Counselling Services

DiscoverY

Family Connections Centre (FCC)

**Family Preservation & Reunification -
North**

Family Services

**FASD Key Worker -
Lower Mainland and North**

**Positive Behaviour Support -
Lower Mainland and North**

Substance Use Services

Youth Justice

**Youth Services - Mental Health Child
and Youth Program**



"It is nice to get personal help and time to focus on my goals." [LIFE SKILLS PARTICIPANT]

COMMUNITY LIVING SERVICES



As the Executive Director of Community Living Services, I am responsible for the Infant Development Program (IDP), five staffed residential programs, three community inclusion programs, and nearly forty people in home share arrangements. It's a big job so fortunately I don't do it alone. A small army of front-line support workers, IDP consultants, program coordinators, and managers are responsible for the daily work with individuals, families and the community. It is fast paced and demanding work, but also rewarding and impactful.

100%

PARENTS AGREED THEY
RECEIVE VALUABLE
INFO TO HELP WITH
PARENTING DECISIONS



The strength and resilience of the individuals and families we serve is inspiring. Progress doesn't always come easily, and it takes a determined person and a skilled staff team to provide care, encouragement and support for overcoming the barriers of disability. Challenges with communication, physical abilities, behavioural issues, and acceptance by community are sizeable roadblocks to success—nonetheless, we see frequent successes.

~~~~~

*"I find SOURCES operates a high-quality home share program partly due to ongoing close monitoring."*

[HOME SHARE PROVIDER]

~~~~~



“I love that I can have open conversations
with the staff that work at Primrose.”
[RESIDENT AT PRIMROSE]

When a friendship flourishes out of the social club, occurrences of behavioural incidents drop, communication emerges using sign language, or when a child “graduates” from the infant development program with caregivers who feel confident to support their child, we know our work has made a difference.

High demand for our services is a strong indicator of the top quality of our services. This past year we saw increased interest for admission to the Life Skills Centre in Newton, which led to expanding the program to Cloverdale and securing



funding to provide specialized employment services in that community. In addition, a need to increase the specialized supports to individuals in our Ventures Day Program led to dismantling it into two more manageable groups. Furthermore, a growing wait list for infant development services prompted a shift in our intake procedures to ensure timely contact with those families.

This demand comes from our successes and these successes bring gratification to all of us who work in community living. It’s part of what bring us back to work each day. Thank you to all the hard-working people who support individuals and families to live their best lives. May you continue to return to work each day knowing your work makes a difference in the lives of others.

Kelly Ridding, Executive Director

FISCAL YEAR PROGRAMS

- Community Inclusion
- Infant Development Program
- Home Share Program
- Residential Programs

- Archway House
- Chestnut House
- Georgia House
- Primrose Centre
- Stayte House



CORNERSTONE CARE & COMMUNITY SERVICES

Last year, I noted a healthy mixture of successes and challenges – enhancements in services for our homeless and at-risk populations and difficulties in meeting the demand for senior home support. This year, we have seen the same trends, however, magnified.

Despite having to adapt to the departure of our long-time and valued Manager, Soraya VanBuskirk, our housing support services continued to grow. Once again, we were successful in obtaining additional funds to improve supports for our community members who are homeless or at imminent risk of homelessness. We also secured funds to improve our Ask An Advocate website. Planned upgrades to our live chat feature and the addition of webinar training will allow us to provide better support for service providers who require advocacy expertise to assist their clients.

The announcement of plans for a Provincial Rent Bank has us feeling similarly optimistic about the future of our Rent Bank and its

ability to make a more substantial impact on efforts to prevent homelessness. The prospect of stable financial support and the recognition of the value of this service model are most welcome but long overdue.

While we also saw increasing need for services from our senior home support population, our struggles to deliver these services only worsened. Despite our best efforts, we could not contend with the forces of a rapidly growing senior population, a shortage of health care professionals, and the recruitment leverage of publicly-funded home support programs. As a result, we made the difficult decision to discontinue the Cornerstone Care program as of June 30, 2019.

306

SENIORS RECEIVED
HOME SUPPORT
SERVICES

43,524

HOME VISITS
BOOKED
(AVERAGE OF 119
VISITS PER DAY)



“Sources Concierge has been a huge help [and] gave me my first opportunity to work in Canada... It was so challenging to come to a new country, but SOURCES helped me find the strength to move on.”

[CONCIERGE STAFF]

I am extremely proud of the strength and professionalism our team has demonstrated through this transition process and – even more so – of the work performed by the Cornerstone Care team over the last 16 years. They have supported hundreds of seniors to remain safe and comfortable in their homes, and they have given families piece of mind that their loved ones are receiving the care and attention they need.



While we end this year formally concluding our delivery of senior home support services, I am pleased that our Concierge Program will continue to assist seniors to remain in their homes by providing house cleaning services. Thanks to the Empowered for Employment Building Services Worker (BSW) Program, our Concierge Program has a continuous supply of skilled workers to deliver these services – addressing a near decade of recruitment challenges and offering the opportunity to expand this support for seniors.

This year has brought us both disappointing loss and unexpected stability and hope in service areas which have been chronically under-supported. As another year passes (too quickly), I am reminded that our ability to grow and flow with change inspires the capacity to see a promising future despite the challenges of today. With this in mind, and with heartfelt thanks for the outstanding efforts of our team, I look forward to the coming year.

Sandra Galbraith, Executive Director

FISCAL YEAR PROGRAMS

Ask An Advocate
Cornerstone Care
Essentials to Housing
Housing First
SOURCES Rent Bank
SOURCES Concierge



EMPLOYMENT SERVICES

This year has been among the most challenging in SOURCES' long history and among the most taxing of many of our careers. While I am pleased to report on some significant triumphs in SOURCES' employment services, I must start with the sad news that our two WorkBC Employment Services Centres closed on March 31, 2019.

In February 2018, the Ministry put out a Request for Qualifications for WorkBC services. As the current WorkBC contracts (for all WorkBC Centres in BC) were expiring at the end of the fiscal year, we were anticipating this call – and so began the many hours, days, and months of work preparing for and responding to this competitive bidding process. Step two of this process was the Call for Proposals in July 2018 - to which we responded in September of last year.

Early in December – after months of anticipation – we received the upsetting news that we were not successful and that our delivery of WorkBC employment services would cease at the end of March 2019. With the holiday season upon us, we were forced to deliver the devastating news to our community and to our employment services team of 30 staff including our own and our partners' – all of whom would be losing their jobs in only a few short months. While most were shocked and all were left to cope with their personal losses, our teams at the two Centres did not miss a beat. They quickly – and more

“I have learned so much about myself and about the importance of self-compassion, self-esteem, self-love and self-acceptance. Most importantly, I felt there were no judgments.”

[WORKBC CLIENT]



19



At Women's Place, we increased our educational workshops, offering more topics such as emergency preparedness, financial literacy and public health nurse seminars, so that our clients would be better able to self-advocate.

Our Trauma Counselling Services continues to provide free counselling for women who have experienced emotional, mental, physical, sexual or spiritual abuse. We now offer several Fee for Services, including Work Safe and Insurance claims and Crime Victim Assistance Counselling.

Our Family Law program mandate expanded to address an identified gap in service for low-income men dealing with family law cases. Due to the success of our pilot Modified Legal Project, we secured additional funding from the Law Foundation of BC for another advocate.

Our Dental Clinic, Volunteer Wheels and Hospital-to-Home services continue to be relied on by our most vulnerable populations. These services are delivered by our dedicated and experienced volunteers—many of whom have been volunteering for over 20 years.

I thank the many outstanding volunteers and staff who conscientiously work and strive to improve the lives of those that access our resources. You help to build resilient communities.

Denise Darrell, Executive Director

FISCAL YEAR PROGRAMS

- Food Bank – Langley
- Food Bank – White Rock/South Surrey
- Legal Resources and Information
- Mental Health Consumer Advocacy
- Poverty Law Advocacy
- SOURCES Connection Café
- SOURCES Food Hub
- SOURCES Women's Place
- Trauma Counselling Program

VOLUNTEER SERVICES:

- Dental Clinic
- Dolly Parton's Imagination Library
- Hospital to Home (H2H)
- Shop By Phone
- Volunteer Wheels

SUCCESS STORIES



GIVING BACK TO WOMEN'S PLACE AFTER YEARS OF DESPERATE NEED

One day, Tessa came into the reception area at Women's Place with a big bag of matching bedding: duvet cover, sheets, pillowcases and shams. When we told her kindly that we did not take donations of bedding for hygienic reasons, she said it was so important for her to "give back because I understand first-hand how difficult it is." She told us what a difference Women's Place made for her when she needed help.

When Tessa was at a difficult point in her life, she bought all her groceries at the Dollar Store, plus a couple of bananas a week from a veggie mart. She would cut the fruit in half so that she would have some for the next few days. When she had canned tuna, she would split the contents and have half for breakfast and half for supper. For lunch, she relied on the four meals she could get at Women's Place every week. She emphasized how grateful she was that Women's Place was there for her then.

Things changed for Tessa when she got her pension early; she was thrilled that she now had more money to support herself. She still comes to Women's Place for Hot Lunch and free clothing, but now she donates what she doesn't need to others.

**Client's name has been changed to protect her privacy*



OVERCOMING SUBSTANCE USE: A CLIENT'S JOURNEY TO SOBRIETY

I was referred to SOURCES by a trauma and addiction counsellor after failed attempts to get and stay sober.

My counsellor gained my trust, so she could understand the root causes of my addiction and guide me on my path to sobriety. It has not been an easy path and there have been very dark days where I could not see a way forward.

Overcoming addiction is the most difficult thing I have ever done, and I am proud to say I have been sober since the beginning of 2018. I understand relapse is possible, but I have no plans to go back to the addiction that almost took me from my family and all the great things that I know are in store for me now that I am living my best life.

I have reflected on and spoken to my counsellor about what seemed to be turning points or critical advice or support along the way, so we can both learn from this experience. It's hard to summarize because I believe what happened needed to happen when it did until I was ready and able to make changes.

I attribute much of my sobriety to my counsellor's kindness, patience, expertise and perseverance. I have new strength and perspective that took time to build. I will be eternally grateful and always be an advocate and a supporter of the work SOURCES does for individuals and in the community.

SUCCESS STORIES

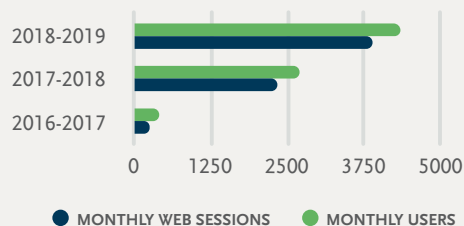
ASK AN ADVOCATE

Each year, SOURCES' Advocacy and Housing Support Programs assist more than 5,500 economically disadvantaged individuals with issues related to income supports, tenancy, and other basic needs. Due to limited service capacity, however, we are only able to provide in-person 1-1 support to about 1,200 individuals (21%). For the other 79%, the best we can do is to offer a brief needs assessment followed by summary advice, information, or referral.

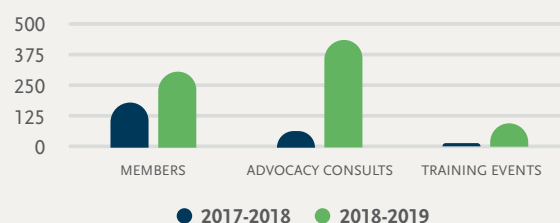
Ask An Advocate started in 2016 as a pilot project intended to provide a web-based solution to this overflow of clients as well as a means to enable access to our services for clients outside of our geographic range – where disadvantaged community members are equally under-supported.

Since the formal launch of Ask An Advocate, we have experienced striking increases in all measures of the use of our website. We have also seen a remarkable growth in uptake of our advocacy support – including training and consultation – for service providers. The following charts and testimonials speak to the growth and success of this program.

WEBSITE ACTIVITY



ADVOCACY TRAINING & CONSULTATION



“INFORMATION WAS VERY CLEAR TO THE POINT... VERY HELPFUL FOR US [AND] FOR CLIENTS.”

“THE TRAINING WAS DELIVERED IN A WAY SO EASY FOR NEW PRACTITIONERS TO FOLLOW.”

In a social service climate where demand will seemingly forever exceed capacity – and where needs will always overwhelm resources

– Ask An Advocate has boosted our strength to pursue social justice for so many individuals who are marginalized due to poverty. It has also allowed us to imagine a future where we can work together as a community to support one another.

www.AskAnAdvocate.ca



DiscoverY [discover-WHY] is a short-term counselling program for youth and young adults between the ages of 15 and 25 who are feeling stuck and lost but do not fit into a traditional mental health or substance use lens.

With the age of social media, many youth and young adults underestimate the challenges their peers face and feel isolated in their own experience; believing that everyone has it figured out and they are alone in feeling “stuck.”

We want youth and young adults to feel heard, understood and seen, in order to move forward in their lives and improve their overall wellbeing. Our professional team of counsellors can help address:

- Improving mood and anxiety
- Learning basic stress management techniques and coping strategies
- Building resilience and finding joy
- Developing healthy communication skills and boundaries in relationships
- Navigating the transition into adulthood
- Improving self-esteem and learning assertiveness skills
- Understanding and exploring gender identity and sexual orientation



This can be a very confusing and tumultuous time for many and we often need someone to come alongside us and help us explore who we are and who we want to become.

**Contact us at 604.538.2522
or discoverY@sourcesbc.ca**

Self-referrals are welcome!



COMMITMENT TO TRUTH & RECONCILIATION

Fifty people, including SOURCES staff, board members, local politicians and community members, participated in a KAIROS Blanket Exercise (KBE) at Kwomais Lodge on November 30, 2018. We acknowledge that the KBE took place on the ancestral and unceded territory of the Semiahmoo First Nation and Coast Salish peoples.

The KBE was facilitated by KAIROS BC, represented by two Elders of the Katzie First Nation. Sources Community Resources Society organized the event with the help of the Federation of Community Social Services of BC.

The KBE is a unique, participatory workshop that covers over 500 years of Canada's history

as it pertains to Indigenous peoples. It was developed in collaboration with Indigenous Elders, knowledge keepers and educators. The goal of the KBE is to foster truth, understanding, respect and reconciliation among Indigenous and non-Indigenous peoples, and is part of SOURCES' ongoing commitment to Truth and Reconciliation.



THE ROTARY SAVE-ON-FOODS GIFT CARD PROGRAM ACHIEVED A HUGE MILESTONE THIS YEAR!

“When we started the Program on June 30, 2016, our initial goal was \$100,000 in sales raising \$16,000 for the Food Bank. I never imagined it was possible to sell one million dollars worth of cards in 2.5 years, raising over \$160,000 for the Food Bank.”

[JOHN BLOCK, SOURCES COMMUNITY HERO 2018
AND FOOD CARD CHAMPION]

When you shop with these special Gift Cards, 17% of their value is donated to our White Rock/South Surrey Food Bank while you still get full value!



TRIBUTE TO DON LI-LEGER (IN MEMORIAM)

Our community lost a great man this year. Don Li-Leger was a generous and kind-hearted artist, social activist and friend. Don and his wife Cora have given much to SOURCES and the Surrey community over the years, including creating a powerful video of our Food Bank (“Balancing Act”), building the Encyclopedia House, starting up the PLOT community sharing garden, and much more. Don will always be remembered fondly as a friend of SOURCES and someone who truly cared about promoting social wellness for his community.

CONNECT WITH US!

HOW CAN WE HELP YOU?

Do you or someone you know need help?

Call 604-531-6226 or email info@sourcesbc.ca

Do you have a media inquiry or question about our communications?

Call 604-542-7593 or email communications@sourcesbc.ca

Work With Us

Join our talented, hard-working and compassionate team!

Visit sourcesbc.ca/careers to view our current opportunities.

Volunteer With Us

SOURCES Volunteers give back to our community in many ways.

Go to sourcesbc.ca/volunteer-opportunities to learn more
or call 604-542-4357 or email volunteerservices@sourcesbc.ca

Support Us (Donate)

You can make a difference in your community by making a donation
to the Sources Foundation through one of the following options:



ONLINE

www.sourcesfoundation.ca



IN PERSON

882 Maple St. White Rock, BC V4B 4M2



BY PHONE

604-531-6226



BY MAIL

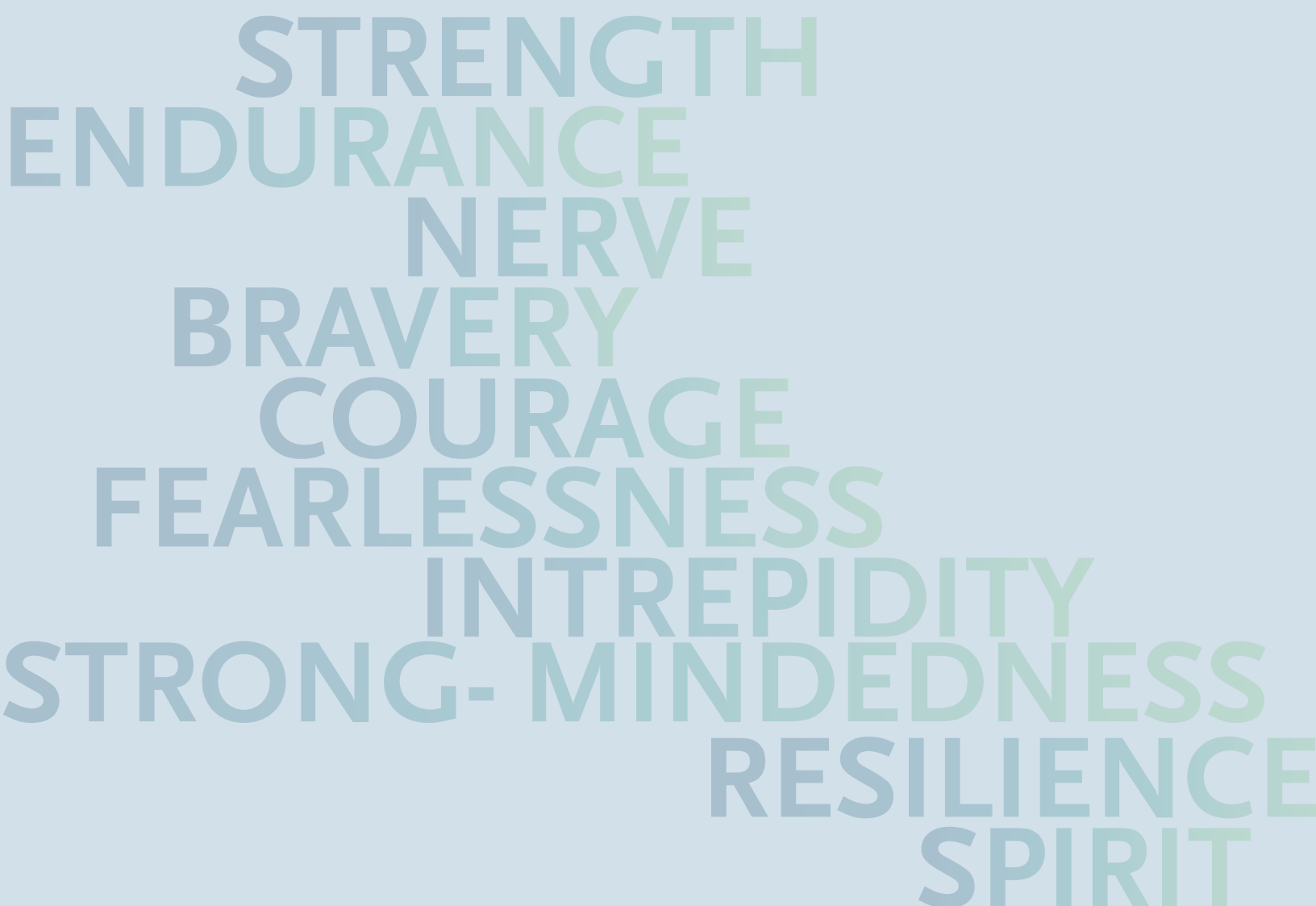
201-15252 32 Ave. Surrey, BC V3Z 0R7

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Sign up for our e-newsletter on our website.

www.sourcesbc.ca



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