

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



SOURCES
COMMUNITY RESOURCE CENTRES



re·sil·ience

noun capacity to recover quickly from difficulties, toughness

2019
2020
ANNUAL REPORT



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, PARKSVILLE AND BEYOND SINCE 1978.

We touch the lives of thousands of people from across the Lower Mainland, Northern BC and Vancouver Island each year. 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.

OUR MISSION

**To promote social wellness
for our community**



LOWER MAINLAND



NORTHERN BC



VANCOUVER ISLAND

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MESSAGE FROM THE PRESIDENT

As I reflect on another busy and challenging year – and as we grapple with a world changed by COVID-19 – I’m struck by the perseverance and resilience of the people in the communities we serve and in the much-needed support and leadership that SOURCES continues to provide for them.

Every year brings unique milestones and challenges as we work to meet growing needs and the SOURCES team has worked hard to strengthen our presence throughout the communities we serve. In Langley, we acquired a hard-sought-after location for the SOURCES Langley Food Bank. In Surrey, we opened a community resource centre in the Panorama neighbourhood, where three new Empowered for Employment skills training programs are based. In Prince George, we completed the purchase of a new building to help facilitate future growth. And, perhaps the greatest growth of all, was the Family Resource Association’s merger with SOURCES which expanded our community reach to Vancouver Island. Now renamed to the SOURCES Oceanside Resource Centre, we welcomed close to 40 staff and 15 professional services that address the positive development of children, youth and families on Vancouver Island.

With so much growth happening, we still managed to be successfully re-accredited by the Council on Accreditation (COA) for human and social service providers as well as achieve accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) for our programs in Parksville.

As a board, we developed a strategic plan with five focus areas to guide SOURCES into the future: developing our team; leveraging technology; realizing our potential; connecting with community and investing in infrastructure. We also initiated a plan to develop and diversify the board, with representation throughout our communities. We were pleased to welcome Felix Zhang from Surrey and Tom Davies from Parksville to the board. As well, two board members are stepping down - Randy Taylor who has been a director since 2014 and Archie Johnston who has served as treasurer since 2018. Thank you both for your commitment to serving community.

The incredible leadership from the directors, the perseverance of management and employees, the selfless dedication from volunteers and the kindness from donors ensures that people in our communities continue to be served now, during this difficult time, and into the future.

You are the heroes of our communities and the reason SOURCES continues to make a successful and positive impact.

Thank you.

Bryan

BOARD OF DIRECTORS



BRYAN SOMMER
PRESIDENT

*PORTFOLIO MANAGER,
CIBC WOOD GUNDY*



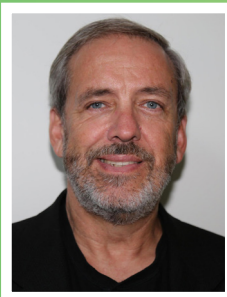
SARA FORTE
VICE PRESIDENT

LAWYER



ARCHIE JOHNSTON
TREASURER

*RETIRED SENIOR
AUDIT PARTNER*



MARC BURCHELL
SECRETARY

MARKETING



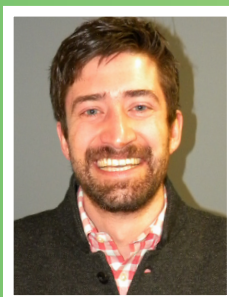
TOM DAVIES
DIRECTOR

*RETIRED DIRECTOR OF HR
AND LABOUR RELATIONS
CONSULTANT*



RUPINDER KHUNKHUN
DIRECTOR

LAWYER



LEIGH SULLY
DIRECTOR

*PRESIDENT, ELKAY
DEVELOPMENTS*



RANDY TAYLOR
DIRECTOR

LAWYER



FELIX ZHANG
DIRECTOR

FINANCIAL ADVISOR

MESSAGE FROM THE CEO



Greetings, everyone:

It has been quite a year and one that has unfolded in ways that I could not have imagined. Beset with a world-wide pandemic, we have been challenged as individuals, families and communities to respond to and manage the impact of COVID-19 on our lives, our livelihoods and our services. Like many of you, I am both encouraged and comforted by how we have all responded. We have demonstrated amazing resilience in the face of daunting and uncertain times.

SOURCES is a community service agency that provides a range of programs and supports to individuals and families with unique needs and strengths. With close to 400 staff and 300 volunteers, we share a common purpose – to promote social wellness for our community. In addition to that shared mission, each and every member of our team is focused on three common themes in our work – to instill hope, to strengthen fortitude and to build resilience. It is personal, familial and community resilience that provides us with the capacity to withstand and overcome the challenges that life brings our way. It is a critical foundation for child development, personal growth and community building.

Indeed, this past year, our organizational resilience has been tested in ways we have never seen before. Faced with the conflicting challenges of keeping ourselves and our families safe in the midst of a pandemic, we also endeavored to continue to serve people who counted on us – to put a meal on the table, to keep a roof overhead and to support them through a variety of challenges and struggles. We have innovated and expanded how we work as a team. How we serve clients has changed along with how we connect to community. We have remained calm. We have communicated well. We have been a source of comfort to others. It has indeed strengthened us in many ways.


At the same time, we recognize that some of the most vulnerable and less resilient individuals and families we serve are more at risk. Families become fractured. Domestic violence increases. The number of deaths by overdoses are now at a record high while the incidence of social isolation and mental wellness is a concern. Sadly, racism has also revealed itself in the midst of this very uncertain and disquieting time.

Our work as an agency and as part of community is not done. We will approach it with hope, fortitude and resilience.

It is important to note that our organizational resiliency is built upon the support that we continue to receive to do our job. This includes individual donors and volunteers, local businesses, large corporations, charitable foundations and government funders. The relationship we have with all of you, as partners in caring for others, has never been more important and more rock solid. You continue to walk with us every step of the way as we navigate this pandemic. Thank you all for being there with us.

Warm regards,

David



“The dedication of our staff makes me passionate to support them to be creative, to solve unique problems, to serve our clients better and, most of all, to love their work.”

[HOWARD SCHEIN, EXECUTIVE DIRECTOR OF COMMUNITY SERVICES]

“People, with or without a disability, need more than just care. We need compassionate care delivered with dignity and respect. The priority of the work we do is not about the cost of the service, it’s about the quality of the service and doing what is right for the person.”

[KELLY RIDDING, CHIEF OPERATING OFFICER/DIRECTOR OF COMMUNITY LIVING SERVICES]

“It is the satisfaction of knowing that the work we do is making a difference in the lives of other people that keeps me motivated and fuels my perseverance.”

[MINAKSHI BAGAI, EXECUTIVE DIRECTOR OF COMMUNITY AND EMPLOYMENT SERVICES]

“Frequently, I have the incredible privilege to hear someone’s life story – often about how their experiences have caused them pain – but, more importantly, how they developed resiliency to overcome complex insurmountable obstacles.”

[DENISE DARRELL, EXECUTIVE DIRECTOR OF COMMUNITY SERVICES]

“For the past 23 years (most of my adult life), I have had the privilege of working alongside hundreds of people who genuinely care about others.”

[SANDRA GALBRAITH, EXECUTIVE DIRECTOR OF ORGANIZATIONAL DEVELOPMENT]

MESSAGE FROM THE CFO



Through prudent financial management and strategic investment, SOURCES has maintained reserves to enable it to weather unexpected financial demands. Diversity in funding has made SOURCES financially strong and well prepared to protect its services during uncertain times.

In 2019, through hard work and perseverance, SOURCES secured new contracts funded by the Ministry of Advanced Education, Skills and Training as well as Service Canada, which have gone a long way in offsetting the loss in funding from our two employment centre contracts during the previous year. SOURCES is recognized as a leader in the provision of employment services and continues to be a strong player in the field.

Last year, SOURCES began the process of integrating the operations of District 69 Family Resource Association (FRA), a Vancouver Island non-profit, with contracts primarily with MCFD and the Ministry of Public Safety and Solicitor General. We have had a great year working along side the FRA team and welcomed them under the SOURCES umbrella officially on April 1!

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 enhanced our reputation which aids in our ability to communicate with new and existing funders. Our size and presence throughout the region has raised general awareness about social issues in the communities we serve.

In 2019, SOURCES purchased a building in Prince George, secured rental space in Panorama to accommodate our new employment programs, secured new rental spaces for the Langley Food Bank and Food Hub and repurposed Cloverdale rented space for a life skills program expansion. Growth and change have allowed us the opportunity to strengthen our presence throughout British Columbia.

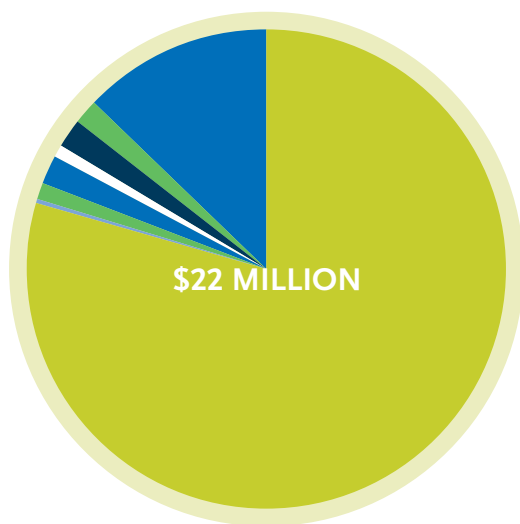
As part of our strategic plan, SOURCES turned its focus to information technology. This was a fortunate and fortuitous decision given our new world of virtual service delivery in 2020! In the fall, we hired an IT professional to secure in-house expertise. Since that time, we've moved forward on some much-needed upgrades to our electronic equipment and software. In particular, the adoption of Office 365 with Microsoft Teams functionality has put SOURCES on the forefront of the latest technology and has had a significant positive effect for all, from front line staff to board members.

By being innovative, we have been able to enhance services while coping with an ever-changing funding environment. I am particularly proud of the efforts made by our communities to support SOURCES during the COVID-19 pandemic. Many thanks to our volunteers and to all our donors and funders. Your contributions allow us to serve the most vulnerable.

In the words of Dr. Bonnie Henry – be kind, be calm, be safe.

Janet Weber

Revenue from Operations 2020



78.7%	Gov't Contracts and Subsidies
0.2%	United Way
1.3%	Law Foundation
3.3%	Grants
1.0%	Gaming
1.9%	Sources Foundation
4.2%	Donations
9.3%	Other

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



SOCIETY FUNDERS

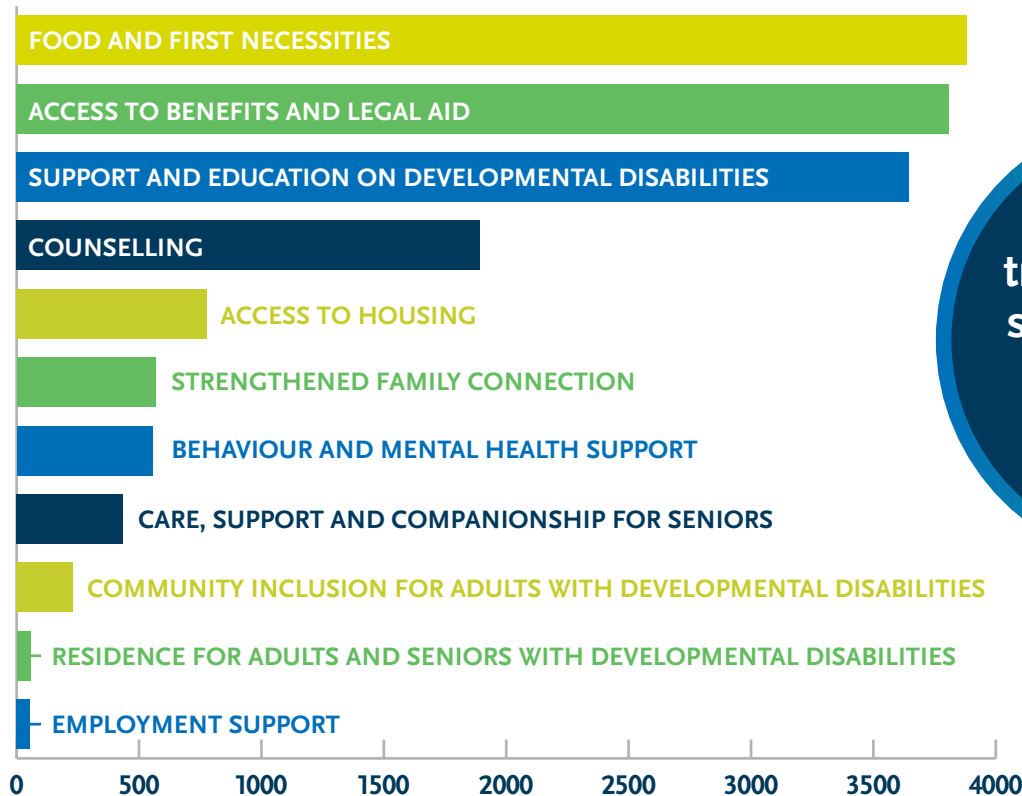
BC Community Gaming Grants
 BC Dental Association
 BC Housing
 Canadian Mental Health Association
 City of Surrey
 City of White Rock
 Community Living BC
 Elizabeth Fry Society
 Employment and Social Development Canada
 Food Banks British Columbia
 Food Banks Canada
 Fraser Health Authority
 James B Wallace Foundation
 J.W. McConnell Family Foundation
 Law Foundation of BC
 Metro Vancouver
 Ministry of Advanced Education, Skills and Training
 Ministry of Children and Family Development
 Ministry of Public Safety and Solicitor General
 Peace Arch Hospital Foundation
 Province of British Columbia
 The Block Family Foundation
 The Bosa Family Foundation
 United Way of the Lower Mainland
 VanCity Community Foundation
 Victim Services & Crime Prevention Division
 Walmart Foundation

...and all the various donations and grants we received from individuals, businesses, service clubs, churches and others. We can promote social wellness for our community thanks to you.

WHAT YOU HELPED US ACHIEVE

By number of individuals

These statistics are a sample of our client base and only cover the information they agreed to share.



“My post-traumatic stress symptoms have decreased.”

78% (72/93) OF TRAUMA COUNSELLING CLIENTS

“I like the types of jobs I do.”

90% (9/10) OF CROSSROADS COMMUNITY INCLUSION CLIENTS

“I get valuable information that helps me make parenting decisions.”

100% (98/98) OF INFANT DEVELOPMENT CLIENTS



96% (24/25) OF HOMELESS CLIENTS THAT WERE SUPPORTED IN FINDING HOUSING STAYED HOUSED 6-12 MONTHS AFTER DISCHARGE

“I feel happy, comfortable and safe in my home share.”

97% (34/35) OF HOME SHARE RESIDENTS



“THE WISDOM OF OUR CLIENTS” – FROM THE FAMILY CONNECTIONS CENTRE (FCC)

An evaluation of our Family Connections Centre found that 77 per cent (31/40) of the youths in conflict with their families who attended the program between 2016 and 2019 were reunited or stayed with their family at the end of the program.

Here are some of the success factors they mentioned:

- **Learning communication skills**

“I was aggressive before coming to FCC. They helped me to have positive influences in my life and show me how to have healthy interactions.”

- **Caregivers being loving despite challenges**

“I feel like it helped me a lot with my sense of value. I had a lot of trouble continuing on with my life but, as soon as I got there and realized so many people cared about me, I realized that it’s pointless to think like that.”

- **Caregivers letting go of control**

“I learned that [my youth] is going to do what he’s going to do. I need to be able to manage my reaction to what’s going on instead of trying to manage his behaviour.”

“My neurologist has not wanted me to leave my apartment in case I end up in ICU. This program has been the way I can ensure myself that I don’t starve.”

[SHOP-BY-PHONE CLIENT]

“I don’t think I’d have toilet paper without this service!”

[SHOP-BY-PHONE CLIENT]



CHILDREN, YOUTH AND FAMILIES

“Without this program, our family would have not been able to come back together.”

[FAMILY CONNECTIONS CENTRE CLIENT]

We offer 20 programs that serve families, children and youth from birth to age 19. By supporting caregivers and parents with their children’s behavioural challenges including working with infants at risk of developmental delays, we help families to work through conflict and acquire practical skills to manage their relationships with each other and themselves.

IN THE LOWER MAINLAND: Family services hired a play therapist to more effectively meet the needs of younger clients. A youth worker was also hired, allowing all four child and youth mental health offices in Surrey (Newton, Guildford, Cloverdale and North Surrey) to now have a dedicated youth worker. The Family Connections Centre developed an opioid response policy and we are now recognized by Fraser Health as a Take Home Naloxone distribution site. Our Infant Development program succeeded in reducing its waitlist time for families to receive support and also began a partnership with the Early Years Hub which has helped families to overcome barriers in accessing services such as childcare, housing and developmental support for children.

IN PARKSVILLE: We provided a wide range of child development services via home and centre visits, groups, parent and professional trainings as well as our very own Dolphin Tales Preschool. We also began providing supervised visitation and support within the Oceanside community.

IN PRINCE GEORGE: We moved into a bigger building while managing little to no impact on services provided to our families. We also collaborated with an advocacy group serving northern BC as well as other service providers, professionals and school boards to provide resources and support.





CHILDREN, YOUTH AND FAMILIES

"I've experienced an increase in social connection in my life and to my community and I now have knowledge of where to go if I need help."

86%

of clients in the Behaviour Intervention and Mental Health Services program (North)

"I believe I have all the skills necessary to be a good parent to my child."

88%

of caregivers who received service from the Behaviour Analysis and Consultation program (North)

Our positive behaviour support teams in the Lower Mainland and Northern BC came together virtually during COVID-19 and began meeting regularly over topics relating to applied behaviour analysis and to address clinical challenges their colleagues were facing.

"You guys go above and beyond, do more than just the minimum. It is nice to feel like you guys really care. You listened to me about stuff and gave me good advice."

[YOUTH FROM THE INDEPENDENT LIVING SKILLS PROGRAM - PRINCE GEORGE]

WOMEN'S SERVICES

“As a newcomer in Canada, the Women’s Place is helping me in receiving free clothing exchange without stigma and discrimination. Thank you so much and keep it up.”

The SOURCES Women’s Place is a space for self-identified women to access the support and services they need in a safe and non-judgemental way. As a drop-in centre, we provide free essential services such as access to clothing, laundry and shower facilities and a lunch program. Our staff and volunteers strive to create a warm atmosphere where women’s experiences, confidentiality and dignity are respected.

This fiscal year, we partnered with the Ministry of Social Development to bring a community integration specialist onsite weekly to provide support to clients that may otherwise be unaware of services that they are entitled to access to improve their lives.

We also began to incorporate skills training for our clients. Gardening field trips to A-Rocha Farm led to interest in gardening onsite. Clients learned how to make soup starters, refrigerated pickles and more. We held crafts workshops which engaged clients to connect with new people, learn a skill and create something memorable to take home – all of which provided an amazing confidence and social boost.

“I love everything here with the care/compassion/empathy and the safety of empowerment of us and I as a woman. It has helped me to feel better about my life and safety and rights. Connections are amazing. Love it here!”





WOMEN'S SERVICES

6,194
HOT LUNCHES
SERVED

**"I feel more
resilient to handle
life situations."**

96% OF 135
SURVEYED CLIENTS

"Women's Place helped me to be stronger, understand myself, love better, learn that there is always help available and made me more active and get out of my house and interact with people. Thank you very much!"



TRAINING AND EMPLOYMENT SUPPORT

“The program has allowed me to be a strong individual with confidence to pursue all of my dreams.”

[PAM, SKILLS FOR TODAY'S WORKPLACE]

Our employment services are located at the Panorama Resource Centre. Last year, we received funding for three employment programs that work in collaboration with each other at this new site. These programs are for youth under 29 years of age, survivors of violence and individuals over 55 years of age.

They are modelled on empowering people to overcome barriers and are aptly called the Empowered for Employment programs. Clients go through empowerment workshops to gain self-confidence, understand their own values and gain tools to handle situations that might have hindered their journey to employment. Skills training, job search training and practical hands-on experience are all integral parts of these programs.

The SOURCES Concierge program experienced a challenging but pivotal year. On the heels of the retirement of the program's long-time leader and greatest supporter, came the disappointing completion of the Empowered for Employment (EE) Building Service Worker program. This program had provided a much-needed source of trained staff for the concierge program and addressed our long-standing recruitment challenges. Thankfully, the effects of this loss were tempered by the adeptness of the program's new leadership and the

EE program's positive impact on the concierge team's skills and stability. Little did we know, as we emerged from these challenges, that we would close the year with the greatest challenge of all – the COVID-19 pandemic.

While it caught most of us off guard as it turned from a concern to a pandemic, the concierge team had already regrouped – adapting their cleaning supplies and methods to ensure effective disinfection. They stepped up sanitizing services so that our essential services could continue to operate safely and, in the early days, they shared their supply of sanitizer and gloves with programs.

Today, we have a renewed and intense appreciation for our concierge program and our dedicated team of staff. They not only weathered their own storm of change but they have protected the rest of the SOURCES' teams and our community by keeping our resource centres safe.

“I had a lack of confidence and always told myself I'm too old to change my career in my sixties. This program gave me strength and confidence and I'm moving on with my new life without fear.”

[JEAN, ADMIN AND ACCOUNTING WORKS]





TRAINING AND EMPLOYMENT SUPPORT

30 clients completed
Empowered for Employment
programs with

70%
FINDING A JOB



“I found myself in a slump and unable to have the confidence to get back in the job market. The facilitators were able to guide me back into the workforce, they were supportive and caring and made me feel valuable.”

[ANDREA, SKILLS FOR TODAY'S
WORKPLACE]



The SOURCES Legal Resource Centre has many programs under its umbrella including poverty law advocacy, mental health consumer advocacy, legal information and assistance (family law) and our new community legal clinic.

After a long wait of more than 14 months for renovations, we were able to bring these programs together under one roof in Newton. This created synergy and efficacy between these programs that help clients by providing free advocacy on matters related to income support, mental health concerns, divorce, guardianship and tenancy. We were excited to finally complete the co-location of these services. To add to this excitement, we received funding for the community law clinic – one of eight in BC – which started providing services in January 2020 to enhance access to justice for low-income individuals. The clinic provides advocacy, legal advice and representation in many areas of the law including social assistance, income assistance, tenancy, employment (which includes employment insurance and employment standards), workers compensation, human rights, debt and disability and mental health.



**100% OF PEOPLE STATED
THEY RECEIVED THE
INFORMATION REQUESTED
AND WERE ABLE TO ACCESS
THE SERVICES THEY NEEDED
AND SOLVE ISSUES ON
THEIR OWN.
(ASK AN ADVOCATE)**

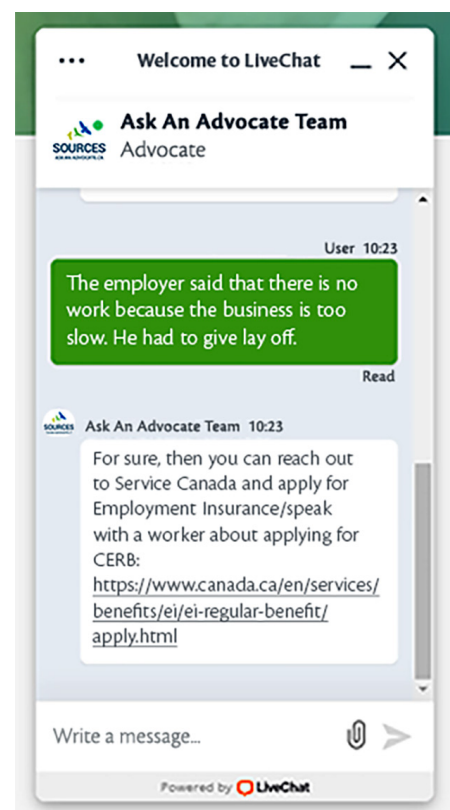
**“Having the assistance to deal
with legal issues on life is a real
big help for an ordinary person
like me. Thank you for your free
and useful help.”**



LEGAL RESOURCES



Ask an Advocate, a one-of-its-kind program in the province, provides information on many topics through a free-to-access online platform. The website is regularly updated by staff to provide information on income assistance, residential tenancy and other income support. Visitors to askanadvocate.ca can also ask questions and access training on these topics. Last year, the website was visited by more than 20,000 users and received more than 60,000 page views. Staff also responded to 1,000+ questions via emails. In addition, hundreds of staff and community service providers were trained online in a variety of topics. This program is seen as a main go-to resource by other service providers when they have questions regarding income support, disability assistance as well as tenancy and housing.



HOMELESSNESS PREVENTION



Homelessness prevention services consist of three programs: Housing First, Essentials to Housing and the Rent Bank. Throughout the year, these programs provide services to community members who are either homeless or on the verge of becoming homeless.

In January, we applied for funding renewals and received the disappointing news that we were not successful in securing funding at the same level as before. This meant a change in staff and their duties. Around the same time, in March, we were faced with COVID-19 and it became apparent that our services were needed more than ever before. We are very thankful for the funding support of the Vancity Community Foundation, the Lu'ma Native BCH Housing Society, the Social Planning and Research Council of BC and the Surrey Homelessness and Housing Society during these unprecedented times. With their support, we could continue to provide services to our vulnerable clients.

Staff demonstrated great flexibility amid uncertainty, working collaboratively within teams and with empathy for our clients. They all joined hands in creating new methods to provide services to keep our clients and team members safe. When other service providers were closed, we helped clients receive income assistance or other sources of income, stay housed and quarantine, when needed. Many had lost their immediate source of income and we received 14 applications for rent bank loans over one weekend. We also received funding from the Greater Vancouver Community Assistance Foundation, through the BC Rent Bank, to extend our services to Langley in addition to our existing service area of Surrey, Delta and White Rock.





HOMELESSNESS PREVENTION



OUR 14TH ANNUAL HOMELESSNESS AWARENESS MARCH WAS A SUCCESS - MORE THAN 500 CANS OF FOOD WERE COLLECTED FOR THE LOCAL FOOD BANK.

“[Staff] have helped my roommate and I so much. Words can’t say how much we appreciate all you have done.”

FOOD SECURITY



The COVID-19 pandemic forced both of our food banks, deemed essential services, to remain open while adopting new protocols to ensure safe access using minimal resources.

With the temporary loss of approximately 70 volunteers, who, although willing, were asked to remain at home for their own personal safety, staff from other programs stepped up to help us deliver uninterrupted services and continue the extremely challenging undertaking of distributing food to our marginalized populations while adhering to all health and safety protocols.

A SPECIAL THANK YOU TO THESE SOURCES STAFF:

Antoinette Parker	George Passmore	Micah Berlow	Roxanne Liu
Ashley McLellan	Heba Moftah	Nate Cruz	Sandy Paul
Dale Villajuan	Jai Chand	Nicole Tait	Satwinder Singh
Denise Darrell	Katelyn Reid	Pavan Gill	Tiffany Poon
Elaina Van Zyderveld	Katherine Clark	Pooja Syal	Tracey McKenzie
Elizabeth Colbourne	Kathy Masih	Prab Chahil	Ward Cooper
Fernando Bustos	Kirsten Loukas	Ramneet Dhesi	Wendy Teeple
Frozan Taziz	Lyn Unger	Reza Honarjoo	Yumiko Henry
Gabriel Cotolan	Mahan Karimi	Ricky Singh	

SOURCES White Rock/South Surrey Food Bank entered its 36th year. While we saw an increase in clients from all age categories, the greatest change was in children – an increase of 21 per cent to 525 children registered, of which infant and preschool ages made up most of the growth. This is quite a reversal for this food bank, which speaks to struggling younger families now accessing our services.

This food bank continues to work with community partners to ensure those who need support are receiving it. We participated in 35 events and engagement activities. We also continue to work with Fraser Health and Seniors Come Share Society to identify community members isolated at home as well as with Options Community Services Society and the Peninsula Homeless to Housing Task Force to provide support to those living on the street. Through this initiative, we provided 122 hampers to people in our community who are homeless or have no fixed address.

31,213
HAMPERs DISTRIBUTED
this year compared to
26,155
the previous year



COMMUNITY SUPPORT



The SOURCES Langley Food Bank, now in its fifth year of operation, continues to provide services to registered clients as well as to the homeless and continues to support various groups in the community including the Encompass Youth Hub, Ishtar, Best Babies and several elementary and high schools in the Langley School District. This food bank saw an increase of 26 per cent in the number of registered clients. Of the 1,481 registrants, children account for 42 per cent – which is eight per cent higher than the national average and an increase of two per cent over last year.

The SOURCES Food Hub redistributes edible recovered and gleaned food to people in need and other community agencies based in Surrey and Langley. We also provide kitchen space for businesses and community groups. Staff completed a Food Waste Redistribution Handbook, available for download on our website, to assist other food rescue programs in navigating the early stages of development.

“Thank you very much to all the staff, volunteers and supporters! Always very nice and friendly, love how they are open late one day in case of something. Excellent, satisfying food. Look forward to our weekly visit, always have a variety of selection. These people are an incredible blessing. I don’t know where our family would be without them.”

More than 113,600 kg of food rescued, valued at over \$614,000 – the equivalent of more than 208,900 meals.



SOURCES FOOD HUB supports new and small food businesses through a commissary kitchen. One is Terracotta Tummy, a small vegan food business, who we connected with at a farmers’ market. Using our commissary kitchen, they have expanded their business and we’ve helped them connect with new opportunities such as their first catering job and an ongoing contract with a catering company that had more clients than they could handle!

THE ROTARY SAVE-ON-FOODS GIFT CARD program raised more than \$72,000 last year for our White Rock/South Surrey Food Bank! Since inception to date, the program has brought in \$220,000 to purchase fresh, healthy food. How does it work? When you shop with these special gift cards, 22 per cent of its value is donated to our White Rock/South Surrey Food Bank while you still get full value. This is possible because of our “Food Bank Friends” – generous local businesses and organizations that sponsor the program. Learn more at sourcesbc.ca/fundsforfood

VOLUNTEER SERVICES



At many locations throughout Surrey, White Rock, Delta and Langley, SOURCES volunteers provide direct services to our program clients. Volunteers acquire knowledge and skills through their work with SOURCES which contributes substantially to the social and economic health of our communities.

In the past year, volunteers have participated in training to complete income taxes for low-income families, to provide advocacy services for seniors and people with disabilities and to assist in de-escalating challenging situations.

Our Shop-by-Phone program celebrated its 25th year of grocery delivery services. Volunteers took orders by phone, shopped for 1,464 orders and delivered them to 120 isolated individuals or couples unable to leave their homes due to their disabilities.

Our Income Tax Clinic served 1,310 clients, of which some had not filed their taxes for multiple years resulting in 1,815 income tax returns completed. Many clients are reliant on having their income taxes completed in order to access government benefits such as the Guaranteed Income Supplement, Income Assistance and the Child Care Tax Benefit.



"I appreciate your services so much. It gives me a sense of independence as a senior. Many thanks."

"The people that work there are so kind, caring and patient and always greet you with a smile. SOURCES is awesome due to the amazing staff! I would be lost without them! I really appreciate all that they do."



COMMUNITY SUPPORT

The SOURCES Volunteer Dental Clinic celebrated its tenth anniversary! Since 2009, volunteer dentists – led by Dr. Ken Stones – have provided free and low-barrier access to essential dental care for White Rock and South Surrey residents living in poverty. The volunteer dentists focus on relief from dental pain and preventative hygiene which has led to improved overall health and self-esteem for approximately 3,000 patients over the decade. Thank you!

“Noah’s favourite book is ‘Good Night Gorilla’... he got it as one of his first books sent when he was one or so and still asks me to read it to him today. This program was the start of us reading every night together. Thank you so very much!”

125
clients used the dental
clinic for a total of
216
free appointments
this fiscal year



Dolly Parton’s Imagination Library is an international book gifting program that mails free, high-quality books to children from birth until their fifth birthday, no matter what their family’s income. The purpose is to educate and inspire children to love reading, learning and dreaming. SOURCES has been operating the White Rock and Surrey affiliate since 2010 and have 505 young readers registered.

Volunteer Wheels provides much-needed support to individuals who are unable to reach their essential healthcare appointments.

The Community Seniors Hub, a new partnership with the Progressive Intercultural Community Services Society, aims to strengthen relations between seniors and other intergenerational and intercultural groups in the community as well as improve their access to resources, programs and services. This service includes form completion related to benefits, assistance with internet searches for housing, connections to events and volunteer opportunities plus more.

MENTAL HEALTH

COUNSELLING

General and specialized counselling services are offered in Parksville as well as in the Lower Mainland through our Oceanside Resource Centre, Peace Arch Resource Centre, Panorama Resource Centre and Women's Place.

With the arrival of the COVID-19 pandemic, our counsellors transitioned to providing sessions virtually (through phone or video conferencing) as an option for clients. The option of in-person sessions remained available for clients in crisis, with staff setting up safe-distance spaces and protocols to reduce any risk of transmitting the virus.

The Trauma Counselling program began offering fee-for-service counselling for clients that have resources available through the First Nations Health Authority, Pacific Blue Cross, ICBC and other private insurance providers. We also added an art therapist to our team and have completed additional training on sensorimotor skills to help clients process trauma held in their body.

In Parksville, we saw a steady flow of referrals over the course of the year and have been able to deliver many services with only short waitlists. During COVID-19, we increased waitlist consultation for our clinical counselling and Stopping the Violence programs to ensure that clients have resources to manage their mental health during this difficult time.



More than
90%
of clients would
recommend the trauma
counselling program's
group counselling
process to others

"This group was so valuable to me. I learned so much about my own boundaries and changing unhelpful patterns. Counselling has turned my life around."



In its first year of operation, DiscoverY served 150 young people, between the ages of 15 and 25 years, who would not otherwise have been able to access counselling. We also launched Connections, a therapeutic group for young people who identify as transgender.

SUBSTANCE USE

Within the context of a tragic, ongoing overdose crisis and clients presenting with an increasing complexity of trauma, mental health and problematic substance use, our team has been able to remain a stable and reliable presence, helping 686 individuals and families make changes in their lives to reduce the harmful impact of substance use.

We increased involvement with local high schools and provided groups and outreach services.

SOURCES brought the community together in a meaningful dialogue about the overdose crisis – an impactful event that started the momentum towards the formation of the South Surrey-White Rock community action team called “Tides of Change.”

“I am now one year sober. I want to thank you for helping me get there in a mindful way. The journey will continue, every day, and I have you to thank for putting me on the right course, pointing me towards clear skies and seeing me off.”



Substance use services delivered

68

PRESENTATIONS
TO HIGH
SCHOOLS

COMMUNITY INCLUSION

COMMUNITY INCLUSION

The community inclusion programs of Crossroads (Ladner), Life Skills Centre (Newton) and Enrichment Services (Cloverdale) all had positive and impactful services for individuals identifying with having marginal to significant intellectual and/or developmental barriers.

We continued to deliver structured and planned programming that allows for individualized and group-based functional activities that target a variety of quality of life indicators. Highlights include the annual much-anticipated live theatre performance through the life skills program, multiple summer camping trips, several supported employment initiatives and the successful deliverance of two “Healthy Relationships” courses which were also open to all interested Community Living BC (CLBC) eligible clients outside of SOURCES.

Client turnover was minimal and, as a result, there were capacity issues faced. To address this issue, in May 2019, the Cloverdale Enrichment Services location was opened. This location was updated with a fresh coat of paint along with the creation of a dedicated art studio and a sensory Snoezelen room. Along with

these exciting updates, the enrichment services location became a multi-service hub with the addition of the Specialized Employment Services program as well as the base for the South Fraser chapter of the innovative program “Kudoz” (a collaborative partnership initiative between Semiahmoo House Society, SOURCES and CLBC). With these additions, the opportunity to create meaningful outcomes, through a diversification of services, has greatly expanded.

“Staff knows what I like at Discovery (Life Skills Centre). They help me everyday for my daily routine. They were all very nice to me. Thank you all so much.”



"I feel safe and
respected."
100%
OF RESIDENTS AT
STAYTE HOUSE

83%
of our home share
clients are happy about
their achievements and
hopeful for the future



RESIDENTIAL

Home Share program arrangements involve a provider willing and able to share their home and provide support to an adult with a developmental disability. Individuals can live as part of the family or, if independent, may live in a private suite with support from the provider. Our goals over the past year have been about safety, support and stability.

We increased our contacts, seeing 94 per cent of clients on a quarterly basis. As a result, we saw an increase in stability of placements (95 versus 85 per cent). Additionally, we increased our advocacy for support services as well as our personal and emotional support to both clients and caregivers. We also introduced extra safety precautions dependent on individual needs and external support, with higher risk clients seen more often by home share coordinators.

"The best in the world care is what you provide for our son. He looks and appears happy every time I see him. We cannot thank you enough for all you do."

[PARENT OF RESIDENT AT ARCHWAY HOUSE]

SOURCES operates five group homes for adults with a developmental disability. As a result of COVID-19, staff have introduced safe practices and set up designated visiting times and areas, so that residents could continue to visit with families on a regular basis.

ARCHWAY HOUSE residents experienced an increase in community-based activities and are actively involved in swimming, Adopt-A-Street cleaning, music therapy and more.

CHESTNUT HOUSE continues to work on health within the home, building creative menus and researching nutritious recipes. Client participation and interest in sport and exercise have been greater than ever.

GEORGIA HOUSE introduced new therapeutic activities within the home including weekly music therapy.

PRIMROSE CENTRE residents enjoyed more individualized programming this past year. Music therapy was introduced and has been extremely well received by both residents and families.

STAYTE HOUSE focused on health and exercise as clients age. Every week, 75 per cent of clients are participating in 150 minutes of physical activity.

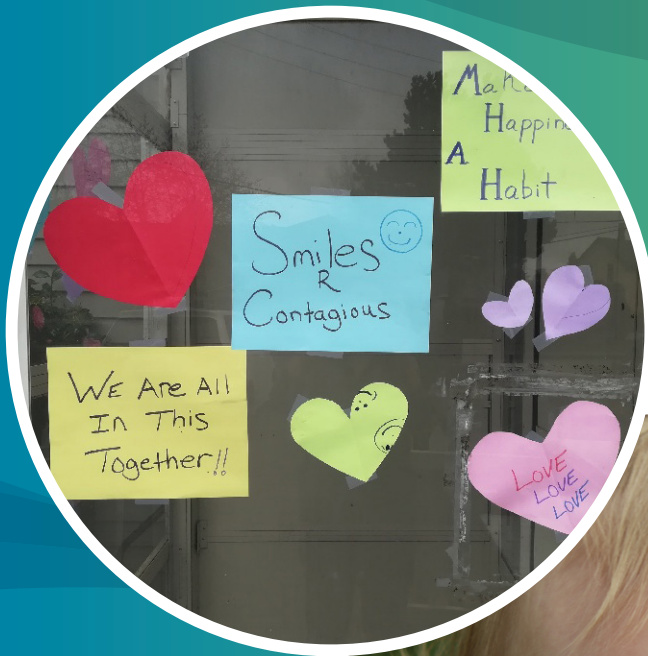


Accreditation is the ongoing process we undertake to evaluate and to continuously improve our services to meet (and, in some cases, define) best practice standards.

This year was a benchmark year in our history of accreditation. We not only achieved another four-year certification with the Council on Accreditation (COA) but we also attained a three-year certification with CARF International for our newly merged services at SOURCES Oceanside Resource Centre (formerly, the District 69 Family Resource Association) in Parksville.

After many months spent working through the accreditation process, we were rewarded with some overwhelmingly affirmative feedback which attests to the quality of our services and the dedication, compassion and competence of our team:

- “The staff provide an impressive array of special programs focused on advocacy, specific resources and support services. It is a tribute to the organization’s management philosophy that creative social entrepreneurship ideas are explored, implemented and supported to meet diverse service population needs. Mission-driven staff, with extensive expertise, serve individual needs and build community in ways that leverage resources to maximum effect.” (COA peer reviewer)
- “The culture of the Sources Community Resources Society promotes high expectations for ethical practice at all levels within the organization. This results in open and transparent operations that effectively support its mission and are carried out in both the organization’s and stakeholders’ best interests.” (COA peer reviewer)
- “It is evident throughout the program service areas that persons served are listened to and their rights, opinions, dreams and desires are honoured by the staff. When asked what made FRA special, a person served replied, “They never gave up on me.”” (CARF surveyor)
- “Staff members are tenured, dedicated and professional. They are also collaborative, supportive and effective. Staff members extend themselves beyond assigned responsibilities and are always available to the persons served. The staff members believe in the organization’s mission and the organization is truly person driven.” (CARF surveyor)



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