

# ANNUAL REPORT

2020-2021  
RE|FOCUS





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For the most up to date information about our programs and stories go to:

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

Phone: **778-441-4227**

Email: **[info@iccare.ca](mailto:info@iccare.ca)**

#3-1200 Princess Royal Ave  
Nanaimo, BC V9S 3Z7

# WHY RE|FOCUS?

*The past year was unexpected for all of us – a global pandemic ravaged our lives and our expectations for the future, and the ongoing need globally and within our own community impacted our hearts and minds on a daily basis as we did our best to adjust to our “new normal”.*

Yet at the same time, this year allowed a time of new reflection, of new perspectives, and of new hope. Communities came together like never before, rallying in new ways, and even while isolated, our collective vision went outwards to others.

For Island Crisis Care Society, the past year has been one of similar reflection, of response and of **Re-Focus** on the clients and the community we serve.

While we at ICCS like to think systemically, seeing the possibilities and the big picture for our clients, for individuals within our programs the focus is on their personal journeys, their stories and their own personal choices. For ICCS staff who work on the front lines of our programs, the year has been about recommitment, despite uncertainties, to the work we do and the people we serve.

In the last two years, we have had a reflective moment in each of our Annual Reports. In 2018-2019 we took a moment to **Re-Frame**, highlighting efforts to reassess perceptions about the people whose lives and realities lie behind the issues of mental illness, homelessness, and trauma.

The 2019-2020 report took a stance of **Re-Design**, seeking to move beyond new insights from the year before to examine what we need to do to continue thriving with existing and new projects in our future.

Now in our 2020-2021 Annual Report, ICCS is going back to our roots with a **Re-Focus** on who we are, the people we serve whose stories are the reason we go on working every day, and the community that we are a part of.

*“Covid, obviously, has been the greatest difficulty this year. The staff have really worked together not only for the clients but for each other. Everyone is feeling anxious about it in regard to work and home life. When will it end? Will I get Covid? Will I bring it home to my children? Am I doing enough to keep these clients safe? Does this client present symptoms? How do I respond to this client who is feeling alone during these times? Staff and management have been able to take all of this on as a team. When I walk in the door for a shift I am confident that staff has taken the proper precautions for themselves, clients and me to keep everything clean and sanitized. I am confident that they have been aware of clients presenting any possible symptoms. There is an open line of communication between staff and management to talk about any kind of struggles. We are all in this together.”*

FROM A STAFF MEMBER AT PRIDEAUX PLACE

# EXECUTIVE DIRECTOR'S REPORT

**W**hat a year we have had! When 2020 began, we could never have imagined the ups and downs this year would hold. It was a year of great challenge for people around the world and in our own community, a time of uncertainty and loneliness. Yet at the same time it was a moment of renewal and hope, and a great opportunity to refocus our energies at ICCS.

As an essential service, our programs needed to continue to serve our clients all the way through the pandemic and we had to adapt so that everyone was safe during such uncertain times. I am happy to report that our staff were amazing and resilient and took great care of our clients and residents, and of each other as together we waded through the complexities of this year.

Despite the difficulties of a COVID year, exciting changes continued to happen, bringing our theme of 'refocus' into a concrete reality. After several years of seeking "More Room" for our Samaritan House program, 2020 saw a great leap forward. With the sale of the Samaritan House building at 355 Nicol Street to BC Housing, Samaritan House moved over to 285 Prideaux which is their temporary location until they move into the new building at 702 Nicol. It will be so exciting to see the fruition of so many years of work to ensure that we have a shelter for women in an appropriate building where we can provide supports and life skills for the women who need us. The new building will have one floor for women only and the building includes a family unit that we have hoped for through many years. In total the building will have 51 studio units, 1 family unit and 14 shelter beds for women.

We were unsure of what would happen with Coldest Night of the Year this year. Due to the COVID restrictions there was no event held but the community really came out in full support, both in Nanaimo and in Parksville. We made more money and had more support than ever before and were affirmed in the power of community coming together in support of one another to make change.

One thing that really has not changed is the need for our services and we have also recognised the need for next steps. Once we house people and they get stabilized, then what is next? How can we help them to gain the required skills to move forward? With some time spent in strategic planning we have come up with some exciting plans to help us as an organization to be more self sufficient and innovative and our year of refocusing has given us great hope for the future.

I am reminded of the words of Jesus who, after telling the story



**VIOLET HAYES**  
*EXECUTIVE DIRECTOR,  
ISLAND CRISIS CARE SOCIETY*

of the Good Samaritan, said **"Go and do likewise"**. The Samaritan gave so much, not just a few coins from his plenty, but he got involved personally and provided lodging, food, and healthcare, expecting nothing in return. May we be able to do likewise.

*Violet*



# VISION

*To provide shelter and care for those in need, reflecting the love of God in loving one another.*

# MISSION

Being hands of care in the heart of the Island we will endeavour to:

- Help meet the immediate physical needs of those who come to our doors.
- Provide affordable housing for low and moderate income households.
- Provide counsel, guidance and prayer to aid those in need.
- Develop and provide programs to improve the quality of life of those who seek our help.
- Recognize that the whole person (body, soul and spirit) needs care.
- Bring comfort through provision of quality care.

# SPECTRUM OF SUPPORT

## A Synopsis of ICCS Programs

ICCS aims to provide a spectrum of support for our clients, meeting the needs of people where and as they are with support for their growth and development and a potential trajectory for their long-term recovery and well-being.

When people come to our programs, they arrive with different needs. Some are in crisis and need just a safe place to recover. Programs like **Crescent House** in Nanaimo and **Hirst House** in Parksville provide a space for ‘stabilization’ for clients in substance or mental health crisis who need a short-term safe place and care. Crisis stabilization is also offered through **Safe Harbour**, where clients have private rooms and home cooked meals to help them recover and heal.

Emergency shelter is focused on meeting the immediate needs of people who have lost their home or suffered trauma, offering a bridge to more focused housing. **Samaritan House** has filled this need in the past. This foundation program has now transitioned into the temporary **Emergency Response Centre (ERC) at Prideaux Place** which offers referral beds to both men and women and supportive housing beds for women (Martha’s Place). The whole program will move again into a new facility on Nicol Street in Nanaimo in the fall of 2021, which will be equipped to house up to 50 men and women with supportive housing and

“bridge to housing” crisis beds for women. Other people are in need of more complex care in a place like **The Bridge** which provides a space for supportive recovery. There, specialized services are provided for people diagnosed with mental health challenges, including substance use disorder.

**Martha’s Place** (now part of the Prideaux Place program), **Orca Place** and **Newcastle Place** offer short to long term supportive housing for people not yet quite ready to live independently, with on site staff support. As clients become more able to re-develop independence, transitional housing like **Mary’s Place** can meet their needs. ICCS also provides **Outreach** support in both Nanaimo and Oceanside and access to Subsidized Housing for those who are just starting to live independently. For clients that are ready to start taking steps back into the community, lifeskills and work experience programs like **Handmade for Hope** have been created to offer specialised support.

Across this array of programs, clients are at the centre. Some clients may move across the spectrum as they move forward in their own journeys, others may stay in one program for a short or a longer time. Wherever they meet us, ICCS programs aim to provide a place of hope.

# MESSAGE FROM THE BOARD CHAIR

“Now is a good time to refocus on what matters most” wrote Dieter Uchtdorf. How applicable that quote is to this past year! Oftentimes when we hear the word “refocus”, we assume that it means to focus on something else, but at it’s simplest, the word means “to focus again”. To bring into focus or alignment.

This has been a confusing and wearying year for many people. Our focus has been threatened by distraction, separation, mandates, politics, and health. From as small as shifting to Zoom meetings, to larger issues such as how best to keep our staff and clients safe, the focus of the Society has had to be laser sharp.

Times of trauma, especially as widespread as we have experienced this year, tend to bring clarity to the important things. Through it all, ICCS stayed the course in their focus to their values and mission statement, never wavering in their service to the vulnerable in our cities.

For those of us on the Board of Directors, it was affirmed yet again how vital the work that ICCS does is in the community. We have watched an immensely professional and at the same time, always caring, effort be made to adapt to the sudden new challenges thrown at the staff of every level of the Society. Although we as Directors rarely get involved in the everyday operations of the Society, we do keep our focus on the long-term direction and how it fits into the wider region of Nanaimo and Oceanside. It is our honour to support and uphold ICCS in a broad and strategic way.

The impact and success of the hard work of the Society is always boosted by donors, volunteers, local businesses, and local media. Despite the challenges of a pandemic to these supporters, we appreciate that ICCS has continued to be in the focus of each of them, individuals and groups alike.

As you find yourself in a place of refocusing this summer, perhaps you might consider Board membership as something in your future. Please do not hesitate to reach out to the team with any questions you may have. It is our ongoing mission to ensure that our Board of Directors is both diverse and robust, and we welcome your interest in joining us in this important and rewarding work.

Pause... Breathe... Refocus.



**SUSANNE LEE**  
*ICCS BOARD CHAIR*



**RICK SEVENHUYSEN**



**WILLIAM CROFTON**



**TOM SEMPER**



**BARBARA WAINE**



**RON GOERZ**



**AMANDA WAGNER**

# PROGRAM SUMMARY

*At Island Crisis Care Society, we're not just providing shelter and food, we're providing care so that people know they're valued and that they have the support they need to recover and grow.*

## SHELTER AND SUPPORTIVE HOUSING

### Newcastle Place

Temporary Supportive Housing - 77 beds

### Orca Place

Supportive Housing - 52 beds

### Mary's Place

Transitional Housing for women - 6 beds

### Martha's Place

Supportive Housing for women - 6 beds

### Samaritan House/ Prideaux Place

29 Emergency Response beds

## OUTREACH

### Nanaimo Outreach

15 Rent Subsidies

### Oceanside Outreach

15 Rent Subsidies

## ASSISTED LIVING AND SPECIALIZED SERVICES

### Safe Harbour

Assisted Living/Crisis Stabilization - 5 beds

### The Bridge

Supportive Recovery House - 6 beds

### Hirst House

Assisted Living/Crisis Stabilization for the Oceanside community - 6 beds

### Crescent House

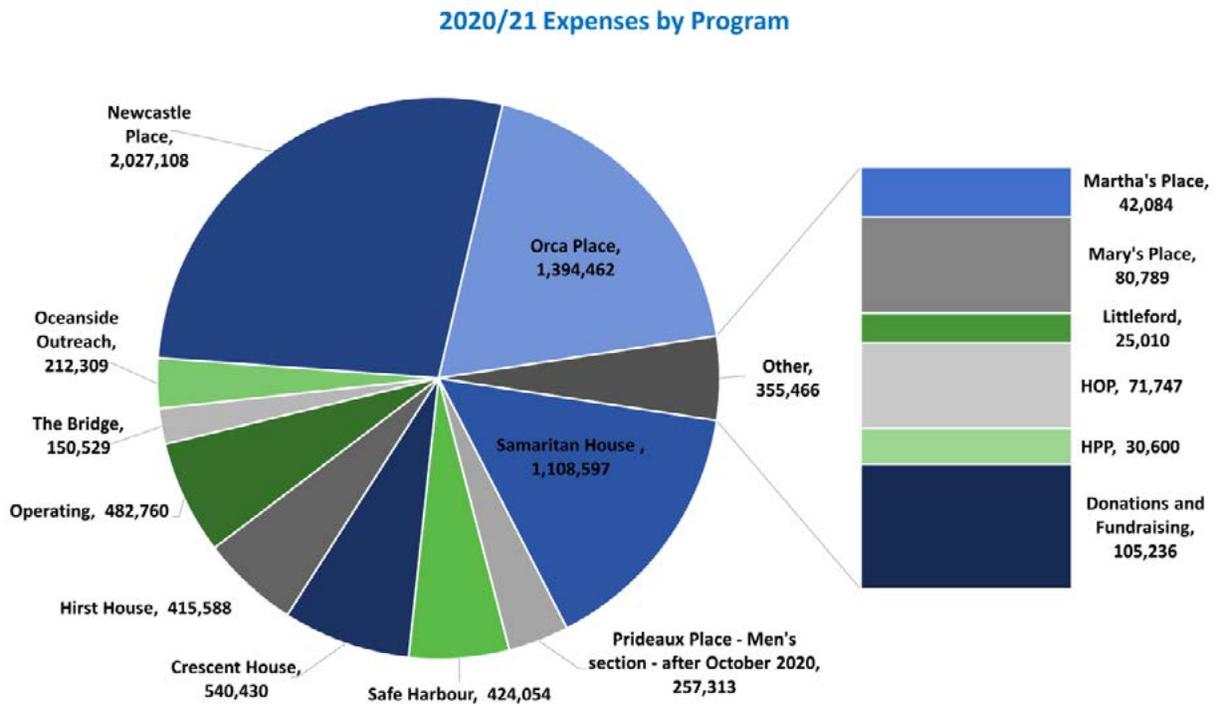
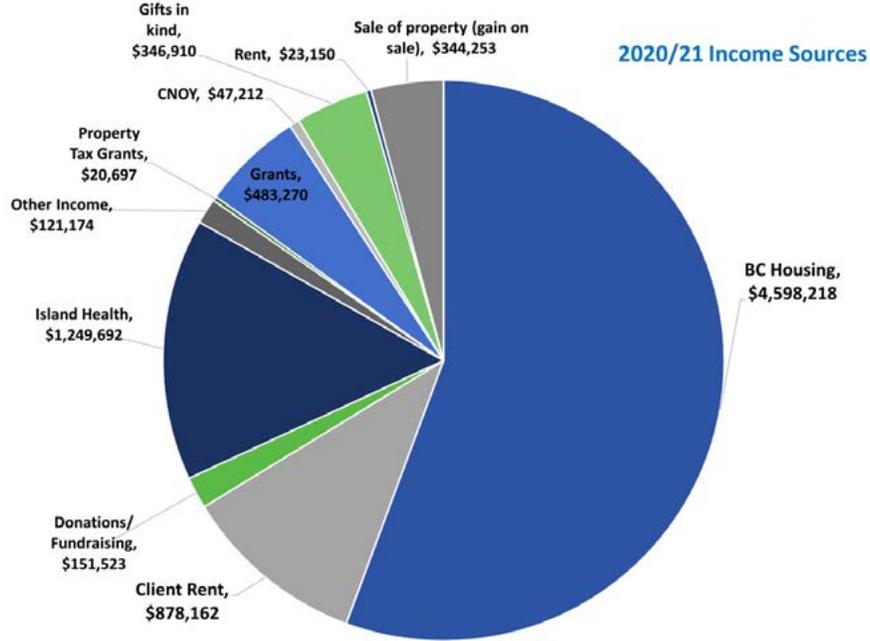
Sobering and assessment beds and crisis stabilization - 6 beds

## LIFESKILLS & RECOVERY

### Handmade for Hope

### Project Rise

# FINANCIALS



**Note:** CNOY revenues reflected are from CNOY 2020 as revenues from CNOY 2021 arrived after the end of the fiscal year

# THE STAFF OF ICCS



**DENNIS AÑO**  
*HUMAN RESOURCES  
MANAGER*

**A**t the heart of all that we do are the staff members of ICCS. Theirs are the ears that listen and the hands that care.

ICCS staff have increased from 73 in April of 2020 to 131 as of March 31st, 2021. As our staff complement has grown, and management structures widened, ICCS has worked to ensure that every team member understands the core mission and mandate of our organisation and knows how important they are in fulfilling it.

Part of this has been the reinforcement of traditional and on-going staff orientation sessions under the leadership of Human Resources Manager, Dennis Año. On a regular basis, sometimes twice a week, Dennis has brought new staff together in a socially distanced gathering to learn about the fundamentals of the ICCS mission and vision, programs and operations, and embrace the foundations of client centred caring, recovery and hope.

At the outset of each session, Dennis plays the theme from Mission Impossible and challenges each participant, saying: "Your mission, should you choose to accept it, is to make a difference in the lives of the marginalized, under our care."

It is a mission that all staff embrace, accept and live.



# SAMARITAN HOUSE MARTHA'S PLACE/ PRIDEAUX PLACE

ICCS established Samaritan House as its flagship program more than 30 years ago, providing a safe, warm, tolerant shelter environment for women in crisis. Built on principles of care before judgement, Samaritan House provided a much-needed haven of stability for women entering its doors in crisis and changed many lives in the process.

Housed within the Samaritan House program, Martha's Place provides supportive housing to women who are not able to maintain stable housing elsewhere in the community – a temporary home as a first step towards longer term stability. Stays can last from a few days to a few months to allow women to catch their breath, refocus and make plans for the future.

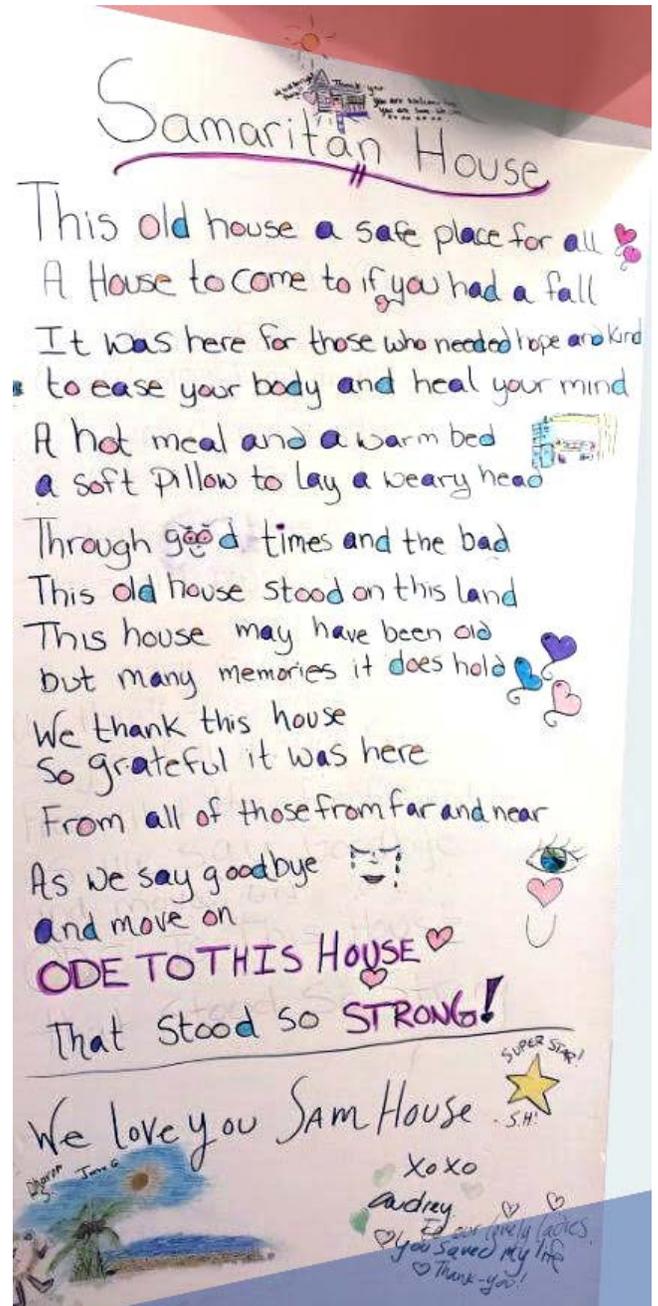
These programs are slated to move to new premises in 2021. As a first step, the program moved to a temporary site in the community services building at 285 Prideaux Street in October 2020 where a total of 35 people have found a temporary home.

## HIGHLIGHTS FROM THE YEAR

*FROM RONELL BOSMAN, PRIDEAUX PLACE MANAGER*

We moved from Samaritan House on Nicol Street to Prideaux Street partway through the year, and function now as an Emergency Response Center. During the lock down time, we extended our residents' length of stay to provide them with more stability and safe housing. In the new space we have many more people but also more space, and clients have more privacy.

COVID safety has become a daily normal. We received amazing support from the ICCS maintenance team with the move and help with getting the building ready and support with the transition challenges. Once we arrived in the new space, we were blessed with a lot of gifts and treats during Christmas by community members and were able to give all the women and men a gift on Christmas day as we all settled into the new building. The program is now running smoothly, and our residents are safe and secure, with many showing pride in their new home.



**FAREWELL POEM**  
AT THE OLD SAMARITAN HOUSE

Partnerships have been vital to make this new temporary space a success. An ongoing collaboration exists between Prideaux Place and other programs in the community like Tillicum and Haven House to follow up on client well-being. A nurse has been assigned by Island Health who is an amazing support to clients with complex medical needs, and Health Matters (a Nanaimo Clinic) are visiting our residents every second week for tests and support. An Outreach worker from John Howard has been a great support to us once a week and has been supporting us with transportation. The VIHA Primary Care Team has been visiting us when needed to support our residents with medical needs. The food programs from the 7-10 Club and the Salvation Army have also been very helpful. As one of our staff members says, "I think that having these partnerships speak volumes about ICCS's care and drive to help clients. Reaching out to other agencies in the community who can help them where we cannot... and do what's right for our clients in a respectful and empathetic way."

Another staff member says: "A highlight for me working at Samaritan House/Prideaux Place is knowing that it can be a place that removes someone from immediate danger and is ultimately a space where someone can feel safe. One client repeatedly mentioned that she felt grateful to have her [immediate] needs met so that she could now try and work on some other things that were affecting her well being. "

I have learned a lot about the resilience of our residents, how our hope for them gave some of them the courage to take another step forward every day. I have seen how our staff committed to support very challenging people in a challenging work environment daily, how their caring hearts helped them pull together when things got tough. I am proud of each of them. Our focus is giving people hope, making them feel that they matter and reminding them of their strengths. I am also glad to work for ICCS and to be part of a Team that is making a difference in people's lives.

## AT A GLANCE:

### *SAMARITAN HOUSE*

- 100% Women
- Unique clients served FY 20/21: 105
- 34% Clientele age 50+

### *MARTHA'S PLACE*

- 100% Women
- Unique clients served FY 20/21: 13
- 54% Clientele age 50+

### *PRIDEAUX PLACE*

- 100% Men
- Unique clients served November 2020 - March 2021: 22
- 100% Clientele age 50+

Island Crisis Care Society began a call for support to expand Samaritan House in 2017, to bring “More Room” for women in crisis. The aim was to not just expand the existing premises, but to build a new space to house more women, more comfortably. Samaritan House was over 100 years old and extremely outdated, only able to accommodate 14 emergency beds, and 6 supported units. On most nights, it operated over capacity. Donors across our community responded and built the More Room for Hope campaign into a voice for change for our community.

In 2020 this project took a grand leap ahead. Through a collaboration with BC Housing, the City of Nanaimo and partners, a commitment was made to create up to 300 units of new, affordable and supportive housing across the city in coming years - including a new Samaritan House, bringing even more “room for hope” than initially imagined.

BC Housing has purchased a new, larger lot on Nicol Street in Nanaimo and has worked with ICCS and the neighbouring community through the latter half of 2020 and early 2021 to design and build a new facility. This facility will incorporate an enhanced shelter space for women which will follow a new “Bridge to Housing” approach, over 40 units of supportive housing for both men and women and a space to house a family in need. A teaching kitchen, dining room and other program spaces will ensure that we are able to support each person’s individual needs and work together to build a stable and supportive community. The facility is due to be completed in September 2021.

In the meantime, the ‘old’ Samaritan House closed its doors in October of 2020, with staff and clients moving to a new, temporary location in the Emergency Response Center on Prideaux Street in central Nanaimo, where staff serve up to 35 men and women in need of care each day.

# MARY’S PLACE

Mary’s place provides support to women who are seeking an environment that supports sobriety while they transition from homelessness to independent living. Up to six women at any one time can live at Mary’s Place each with their own private room but sharing communal cooking and living space, learning, growth and community life. While the women live essentially on their own, an Outreach worker visits daily to ensure that they are on track and have all they need.



## HIGHLIGHTS FROM THE YEAR

*FROM RONELL BOSMAN,  
MARY’S PLACE MANAGER*

A lot of positive movement happened in Mary’s Place (MPT) during the year. Three residents moved on to market housing and live now independently, and two moms got their kids back after years without them. They have truly turned their lives around. We were able to support three new women in our MPT program that were at risk of homelessness. We are full at the moment. We have also added 10 more rent subsidies to support women in Market Housing. That brings us to 13 extra women we support in the community.

### AT A GLANCE:

#### MARY’S PLACE

- 100% Women
- Unique clients served FY 20/21: 14
- 57% Clientele age 50+

# NEWCASTLE PLACE

In late 2018, BC Housing purchased property at 250 Terminal Avenue to provide temporary supportive housing for people experiencing and at risk of homelessness in the community. The focus at Newcastle Place is to provide an affordable, safe, secure home for people who have a low income, have been or are at risk of homelessness, and require supports with mental health and/or substance use. At Newcastle, program clients have their own small room, and have access to washrooms, laundry, and a dining room to meet their basic needs – things that many did not have for years before their stay at Newcastle Place. They also have the opportunity to interact with a variety of trained staff and visiting health professionals each day, with efficient and direct referrals to treatment options, onsite health and medical services, and employment and life skills programming.



## HIGHLIGHTS FROM THE YEAR

*FROM SANDRA FOX,  
NEWCASTLE PLACE  
MANAGER*

We noted a need for increased programming and activities this year due to the restrictions of COVID. Several staff came forward with excellent ideas and we now have a Newcastle Writing Group, a meditation group, and a clay works group along with papercrafts. Most of our programs are facilitated by our support staff, sometimes together with clients. This has resulted in excellent connection and has really cemented the feeling of community for our clients here. We've also been able to add a hearing clinic and are working on an eye testing clinic onsite. Bringing these programs and services to our clients has greatly mitigated substance use and has been helpful in terms of harm reduction: when our clients are engaging with staff, they are using less. The programs and the engagement of staff and residents together has greatly reduced negative client behaviours and has definitely had a positive impact on both the outside community and the inside community in terms of harm reduction and well-being.

This year my focus as Manager was on team building with support staff. The entire team have really come together, and I am proud of the unique ideas they have put forth and of how they are so positive and encouraging with our clients. I introduced a morning team meeting called SNAPS which is really staff appreciating staff.

It has made a huge difference in how we all relate to one another. Now staff are constantly having to look for all the good characteristics of their co-workers for SNAPS and it has spread to daily interactions between them and made for a very positive, supportive team which is so necessary during these times. We have built a team culture of supporting each other.

Support staff have really taken the initiative this year. They have developed a clean crew to do fire inspections, they have developed and facilitated workshops and programming. They have organized basketball and other outside physical activities with the clients. The clients, in turn, have given several thank you cards and have demonstrated pride in their community by sanding down the picnic tables and re-staining them, coming up with an outside blackboard for clients to leave positive messages about each other and, daily showing pride in this community through their gardening club and clean team efforts. We have received so many comments that this is 'home' to them and that many feel they are cared for through the efforts of support staff and outreach staff to include them in programming and workshops and to make sure their health needs are addressed. I'm also very proud of our new outreach team who work so well with support staff to deliver the best service, referrals and compassion to our clients. Through hard work and determination, we have made sure that our clients health is taken care of in all areas: physical, spiritual, mental and emotional. This is one of the best teams I've ever had the privilege of working with.

### AT A GLANCE:

#### NEWCASTLE PLACE

- 46% Women, 54% Men
- Unique clients served FY 20/21: 109
- 34% Clientele age 50+
- 3% Clientele age 25 and under



## Newcastle Art Show and Exhibit

Dec. 10, 1 pm  
Recreation Room

The exhibit will include pieces curated from clients and staff.

Guest Judge: Eispeth Erickson, ICCS Resource Coordinator.  
Newcastle judges: Marcia and Hailey, Support Staff

All types of art eligible including chalk art. If you are doing chalk art, please submit a photo for the exhibit. Sculptures, textiles, carvings, mobiles and dream catchers also eligible.

Prizes to be awarded



# NEWCASTLE ART

ICCS clients need more than just shelter; they need support to adapt, move forward, and find activities that can help them towards recovery. Thoughtful entry points to positive activity and connection, offered in a timely and appropriate way, can bring clients a step closer to community connection, well-being and independence.

There have been many activities across programs, this year, which have brought smiles, laughter and even tears as clients and staff have come together for fun, for learning and for sharing as a small sliver of community. These have been even more meaningful in the times of COVID, when that sense of nearness and participation has been limited for so many.

One of the highlights of 2020 was an Art Show and Exhibit at Newcastle house in December, highlighting visual and written word art by clients and staff alike. Incredible works of art were displayed, showing the skill and creativity of many client artists. Several of the artists later took time to hold mini in-house workshops to share techniques with their peers in skills as diverse as dream catcher weaving and drum making.



# CRESCENT HOUSE

Crescent House supports individuals who were previously trapped in cycles of crisis and relapse take their first steps towards recovery. It is a place where people who are in need of a place to lay their head can find shelter for a night, a place to sleep off substances, if that is needed, without judgement – and a chance to see that there are people who care, and, just maybe, other options for their future than what they have known today. Crescent house also offers an assisted living and a crisis stabilization bed, providing longer stabilization for individuals seeking additional services.



## HIGHLIGHTS FROM THE YEAR

FROM JOHN HELPS,  
CRESCENT HOUSE  
MANAGER

Despite changes and transitions in staffing, the Crescent House team not only survived but thrived through a year of COVID-19, not missing a beat and continuing to provide excellent service to clients. The challenges of accommodating people in need of sobering increased with the onset of the Covid 19 pandemic, including the need to ensure that both clients and staff felt safe while remaining flexible to the unique realities of a walk-up service. Many staff changes happened through the year, but staff continue to inspire. What has been most memorable to me is how blessed I am to be working with staff who can adapt to changes like these while maintaining a professional, compassionate perspective.

We had a number of practicum students come through the program this year. Back in March I received a call from a VIU student who nervously wanted to know about completing a practicum with us. He had started his own recovery a few years earlier and eventually returned to school where he is completing the first half of his Bachelor of Social Work. As we confirmed the dates and times he would be starting he thanked me multiple times and I could hear him doing his best to contain that excitement. On his first day he was nervous and enthusiastic. He jumped in and looked more excited than anyone I have ever seen to clean floors and wipe down toilets. He will be completing his practicum in two weeks and already staff have been asking me whether we can get him to work with us.

He is enthusiastic, has lived experience, shows initiative, works hard, brings theory into the work environment and throughout all of this expresses nothing but compassion and grace to the clients we serve. Whether or not he works with ICCS in the future, it's wonderful to know we get to have a hand in mentoring folks who have the potential to go out and touch lives.

As for me, I am extremely happy to have found my way to ICCS. I am consistently astounded by the positive attitudes maintained by so many of our staff who deal with some gross circumstances and how rare it is for any of them to complain about it. I have never worked in an organization where I am so inspired by the people I work with every day.

### AT A GLANCE:

#### CRESCENT HOUSE

#### CRISIS STABILIZATION BEDS

- 21% Women, 79% Men
- Unique clients served FY 20/21: 52
- 21% Clientele age 50+
- 14% Clientele age 25 and under

#### SOBERING BEDS

- 25% Women, 75% Men
- Unique clients served FY 20/21: 128
- 30% Clientele age 50+
- 6% Clientele age 25 and under

# SAFE HARBOUR/ THE BRIDGE

Safe Harbour House provides assisted living under the provincial government’s supportive recovery classification. It also provides safe housing and psychosocial support to people experiencing a mental health or substance-use related crises. The program has a recovery focus and referrals are triaged and managed by Island Health’s Community Outreach Response Team.

Adjacent to Safe Harbour House, The Bridge provides long term supportive stays to clients who have reached a level of stability in their recovery but benefit from continuing support. The program is designed to continue the stabilization process and provide assistance with life skills and relearning independent living – literally a “bridge” to a more stable and hopeful future.

## HIGHLIGHTS FROM THE YEAR

*FROM JOHN HELPS, SAFE HARBOUR/THE BRIDGE MANAGER*

Safe Harbour was marked this year by new faces replacing long time workers. Staff and residents alike were sad to see former manager Ruth Adam retire, as Ruth had been the “heart” of the program for many years, having served first as a support worker when the program first opened, and later as it’s manager. Along with Ruth completing 15 years of service, two other long-time workers retired. These changes, along with changes in the health authority teams put extra pressure on the remaining staff. Yet all did admirably well – and continued to support clients in an effective and caring way. In fact, several to the team warrant recognition, including 2 staff members who through the year of COVID and transitions worked their shifts and more. They didn’t ask for a day off and never complained. Both could have requested time off and deserved it, but neither of them did. Because of the faithfulness, experience, and hard work of these individuals, we have made it through this difficult time and not only maintained but continued to improve our programs. I highly doubt that we would have been able to do this without these two seasoned staff.

Our long-term residents remained content for another year, and program funders consistently expressed gratitude for our work. Despite all of the challenges we continue to see clients move through ICCS programs along the continuum of care we provide.

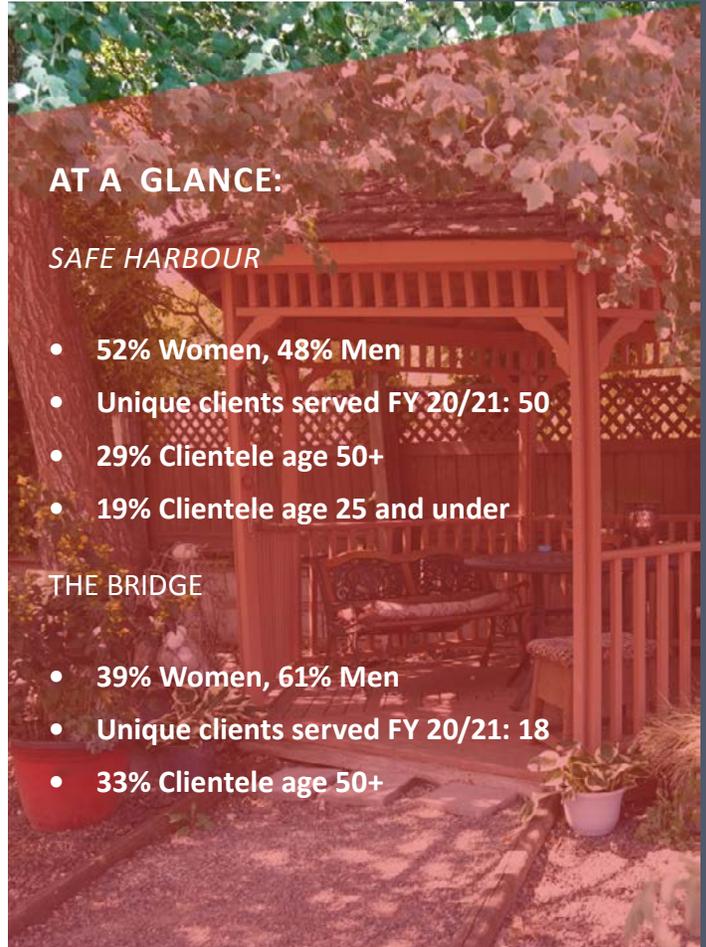
### AT A GLANCE:

#### SAFE HARBOUR

- 52% Women, 48% Men
- Unique clients served FY 20/21: 50
- 29% Clientele age 50+
- 19% Clientele age 25 and under

#### THE BRIDGE

- 39% Women, 61% Men
- Unique clients served FY 20/21: 18
- 33% Clientele age 50+



# A DAY IN THE LIFE AT SAFE HARBOUR

The front-line work in ICCS programs can be difficult to describe. To get a better appreciation of what goes into a shift at one of ICCS's 24-hour programs, we sat down with Program Manager John Helps to get "day in the life" look at what staff do each day at Safe Harbour.

**7am:** The staff person arrives at Safe Harbour to get a shift exchange from the Overnight (Sleep) Staff, reviewing the events of the past eight hours before putting on a fresh pot of coffee.

**7am - 9am:** The house begins to wake up. Breakfast is made for all who are hungry, with some residents visiting the office for their morning medications or just a chat to start their day.

**9am - 12pm:** As the morning unfolds, some clients might leave the house to go for a walk or run errands. Case Managers will regularly stop by for updates or client meetings. Breakfast dishes are washed, floors are swept, bathrooms are cleaned, and common spaces are sanitized. As afternoon approaches, food preparation for a homemade lunch begins.

**12pm - 1pm:** Food is served to residents of Safe Harbour and the Bridge, who can choose to take their lunch at the dining room table, or the patio set outside. Once everyone is fed, John sits down to eat and enjoy a short break.

**1:30pm - 2pm:** Another staff member arrives, and a shift exchange is given to update them on the morning's events: including client wellbeing and whereabouts, and any important events scheduled for the next eight hours.

**2pm - 3pm:** Time is devoted to finishing paperwork and starting supper, as well as catching up on any lapsed activities before going home for the day.

On top of the routine, throughout the day, staff answer phone call and email; order office supplies or take inventory for groceries, handle scheduling, review files, and deal with client needs and conflict de-escalation. Central to all is responsiveness to staff and to clients, responding to needs in the minute and ensuring on-going positive support and connections. It isn't easy.

Others are mature students, coming from different educational backgrounds making a lateral move into the field. Still others have come with lived experience as their driving force, looking to make a difference and give back to a community they're familiar with. No matter the background, it can be easy to look at all that needs to be done and feel stressed.

"It can be overwhelming, but once you have the routine down it's just crisis intervention." John assures us, "We encourage our new staff and students to get a coffee, to sit down and chat with our clients."

"When you see someone at their worst, struggling... it's hard to plan for that." John says, "We try to choose our staff based on where their heart is. We look for those people who can be a calm presence in the chaos."



# ORCA PLACE

Orca Place is a site for people from the Oceanside area who have experienced housing and health challenges. Situated in a bright, modular style apartment building built by BC Housing on land owned by the City of Parksville, Orca Place contains 52 studio and one-bedroom suites, including 6 accessible units. Opened in August of 2019, the building provides housing, support, and programs to oceanside residents who have been assessed and recommended by the local Housing and Outreach Support Team (HOST).



## HIGHLIGHTS FROM THE YEAR

*FROM LISA CLASON,  
ORCA PLACE MANAGER*

We have learned a great deal from our staff during this incredibly difficult pandemic, about resiliency and compassion. Their ability to contribute to residents' sense of belonging, trust and build genuine interdependence is inspiring. Staff have gone above and beyond with their time, compassion, and patience for one another and their co-workers. They have made sure to support residents who were feeling exceptionally vulnerable and isolated, and during these most challenging of days, I hear laughter and comradery in the office.

Staff warmly engage residents, rush out to greet them during their day and truly listen to how they are doing. They also continually came up with ideas and contests to keep them involved and feel less isolated – a frequent reality as Covid restrictions in place meant that residents were not able to have guests visit and could not partake in meals together – a foundation for connection. We have all of the residents' birthdays listed on a calendar in the office and staff always made sure to have a birthday card written. Even in hard times the staff have shown their courage and care.

A moment of connection this year was during Christmas, when COVID restrictions limited interactions and celebration. Staff had to think outside of the box to make it special for the residents, creating a 'present room' where residents were able to choose from a variety of items that had been donated for Christmas.

A staff member guided them through the process and made it very memorable. The Teachers Association took the lead on gathering up 52 coffee mugs and goodies to stuff the mugs in place of stockings and donated many other items for our present tables. Our outstanding kitchen staff made a spectacular Christmas meal with all the trimmings that could be delivered to the residents' rooms. All in all, Christmas 2020 was very successful.

Other partnerships as well, have made the year positive. Forward House has continued to come in and provide programming despite COVID, and volunteers have supported staff and clients to make Orca Place beautiful. One very dedicated volunteer that has taken on a new garden program, teaching residents to do landscaping (apple trees and such) and planting and caring for garden beds that have been put in. He works with a few residents and so wonderfully supports them in learning about gardening and fulfilling their goals of being productive and creative. Many residents have enjoyed being given the opportunity to have their own bed. Some are growing vegetables, others are growing flowers. It is so essential that residents feel a sense of pride in where they reside, and this caring gardener certainly has contributed to this well-being.

### AT A GLANCE:

#### ORCA PLACE

- 28% Women, 72% Men
- Unique clients served FY 20/21: 69
- 47% Clientele age 50+
- 8% Clientele age 25 and under

# LOOKING TO THE FUTURE: HELPING CLIENTS MOVE TOWARDS LEARNING AND INDEPENDENCE

**M**any clients in supportive housing are ready to move on towards more independence, but lack the skills necessary to do so on their own. The ICCS team is working hard to help fill this gap. The Handmade for Hope program is one such innovation, offering pre-employment and crafting skills training for interested Orca Place clients. Another new area of development has been the launch of a Kitchen Program, aimed to allow residents the opportunity to learn culinary and kitchen management skills which may be marketable in the future.

Still in preliminary stages, the kitchen program will support participants to take online training, career preparation, goal setting, and gain hands-on experience. Two of the first participants to register have already leveraged their enthusiasm in the initial stages of the program to gain new jobs. ICCS hopes to build on lessons learned from these programs in the future, helping clients to bridge the gap towards independence and employment.



# HIRST HOUSE

Hirst House provides stabilization beds to clients from Oceanside and surrounding communities – people who may have experienced a mental health or substance use crisis and need a place to recover and be cared for. Supported by a caring in-house team, the Oceanside Integrated Community Primary Care Team assess and refer clients to Hirst House and provide clinical support and case management.



## HIGHLIGHTS FROM THE YEAR

FROM JULIE LAWRENCE,  
HIRST HOUSE MANAGER

Another success this year has been how our team and staff have managed to cohesively get through the pandemic. Our staff have been incredibly resilient and have offered calmness, reassurance and hope to our clients regardless of the challenges they were faced with. By having a safe space to live, and the ability to share their worries with staff and to be reassured, our clients have felt a sense of security during such difficult times.

COVID-19 has certainly been the greatest challenge this year, for clients and staff alike. It has created additional angst, confusion and isolation for clients. It has also created a challenging environment for staff and clients with the limitation of group activities. Clients and staff have missed the opportunity of sharing in meals, crafts and group activities – things that bring healing and a sense of community. Clients eat two at a time at the table, missing out on valuable connection time. Despite this, I have been in awe of our staff's resiliency during this past year. On top of the exceptional support they provide clients, they have adapted to a new way of life during this trying pandemic. They have adjusted to rigorous cleaning routines, additional protocols to ensure safety around the house and being an ear and shoulder for clients in distress as a result of the times. Our clients are incredibly vulnerable, but staff have ensured that support and safety is in place. They continue to make the house feel like a home, to foster a sense of belonging and community.

### AT A GLANCE:

#### HIRST HOUSE

- 38% Women, 62% Men
- Unique clients served FY 20/21: 24
- 12% Clientele age 50+
- 17% Clientele age 25 and under

One of the many successes at Hirst House this year was witnessing clients get on their feet again. There have been many who have done so. It is always a blessing to be able to welcome vulnerable folks to a warm and safe environment during what is often the most difficult time in their lives. It is just as rewarding when we witness folks getting well and moving on to their next stepping stone.

*ICCS lost a beloved team member, Patricia Anderson, in February 2020. She left a legacy of care and love across many programs, including Hirst House, where she was a friend, a mentor for many, and an incredibly compassionate woman. She had an uncanny skill in finding a person's strengths and encouraging them to blossom. Patricia ensured that Hirst exemplified warmth, solace and faith. The posters she hung on the wall still speak to us, inspirational posters, many that bring fun and laughter. Patricia was an advocate, her drive and passion for supporting clients continues to motivate me, and others, to follow in her footsteps.*



SAFE HARBOUR



ORCA PLACE



CRESCENT HOUSE



MARY'S PLACE

# HOW DOES YOUR GARDEN GROW?

One of the most profound impacts we see in any program is the chance for clients to reconnect with others – with people, with the community, and with nature. Being in a garden space, and connecting with living, growing things can have an enormous impact on well-being and recovery.

**BY KATIE COLE, COMMUNICATIONS INTERN**

As diverse as the programs whose yards they inhabit, no ICCS garden grows quite the same.

The flowers that grow at Mary's Place are fragrant pink and yellow roses, their bushes trimmed and poised to better frame the property's gazebo and front lawn. In many ways, a powerfully symbolic reflection of the strength and beauty exhibited by this program's resilient women.

Crescent House's lawn grows wild: vines mat an overgrown arbor, providing cool shade to the chairs set underneath the frames' wooden boughs as small wildflowers peek through the grass to frame the painted rocks staged in the backyard beds.

The garden at Hirst House takes the form of potted plants scattered across its patio. As some planters showcase multicoloured flowers with decorative metal butterflies, a pair of painted flamingos stand guard over a bed of lettuce while three pots dutifully grow tiny orange tomatoes.

Orca Place's gardens are on proud display: The front showcasing a blinding array of bright red flowers in the afternoon sun, while the back garden is shaded with luscious green vegetable plants, pastel poppies, and a kaleidoscopic array of flowers amidst decorative Tōrō lanterns.

The garden that grows in the backyard between Safe Harbour and The Bridge is tended to faithfully by bees who work under the lazy eye of the neighbourhood tomcat sprawled out on the cushioned bench of the backyard gazebo; with climbing vines inching up the stone bird bath.

At Newcastle Place, behind the wooden fence that runs parallel the highway, the gardens are as diverse as their caretakers. Some are practical vegetable gardens, with meticulously planted straight rows of kale, tomatoes, and lettuce. Some overflow with flowers, while others have been transformed into rock gardens. Others still have been allowed to grow untamed, a reflection of nature in all of her glorious chaos.

To many ICCS clients, these spaces are an oasis: a quiet place where residents can go to nurture, recenter, and escape. One Newcastle resident, a former greenhouse worker, is able to reconnect with his roots and use skills he had in a former life... while another young woman (who recently lost her mother) will come out to the gardens to simply sit for hours on end. Humans are much like the gardens they tend, if ignored for too long, even the heartiest among us will struggle to survive the seasons of life. Connecting with nature is a powerful thing... as is connecting with each other.



NEWCASTLE PLACE



HIRST HOUSE



NEWCASTLE PLACE

# NANAIMO AND OCEANSIDE OUTREACH

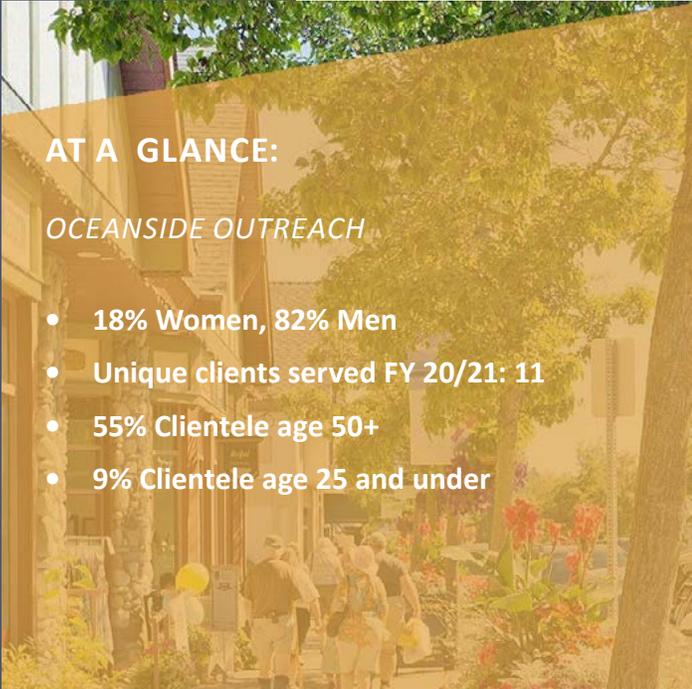
## WHAT IS OUTREACH?

ICCS programs provide housing, support and skills for re-connection to the wider community for people who have experienced homelessness or precarious housing. However, even when clients enter programs, their stories do not end. Many clients lack the coping skills to maintain housing, or to step forward towards recovery and independence. Others benefit from engaging in activities that build their confidence and capacity to regain independence. ICCS has dedicated outreach and support staff to help clients with these skills and has seen success when they are able to come alongside clients and build support relationships – being there for clients where and as they are, to help them move forward.

## WHAT DO OUTREACH TEAMS DO?

Outreach workers assist people to maintain their housing and find new housing and services. In Nanaimo, Outreach staff are based out of Samaritan House/Prideaux Place and at Newcastle Place. For clients within these programs, an ICCS outreach worker visits regularly to provide support such as coaching, connection to services, accompaniment to appointments, and other assistance. For clients in our rent subsidy program, ICCS outreach workers perform monthly check-ins.

In Parksville, as an integral part of the Oceanside HOST (Homelessness Outreach Support Team), ICCS provides weekend outreach support to clients. Building relationships with local landlords, ICCS holds leases on several rental suites in the community to ensure accessibility for clients who may not have references. Clients can then have an occupancy agreement with ICCS and build a record of successful tenancy.



### AT A GLANCE:

#### OCEANSIDE OUTREACH

- 18% Women, 82% Men
- Unique clients served FY 20/21: 11
- 55% Clientele age 50+
- 9% Clientele age 25 and under



### AT A GLANCE:

#### NANAIMO OUTREACH

- 100% Women
- Unique clients served FY 20/21: 15
- 80% Clientele age 50+

The past year has presented numerous challenges associated with the COVID-19 pandemic for the Oceanside Outreach Program, however, outreach workers have continued supporting 7 HOST clients living in market housing with weekend (socially distanced) visits helping with groceries, providing connections to community resources, working through housing/tenancy challenges, and providing social support.

Our outreach team has been active in the community assisting some of our most vulnerable community members with housing applications and walking through The Orca Place application process. This includes conducting VAT (Vulnerable Assessment Tool) interviews as required by BC Housing.

At Orca Place the outreach team regularly connects with residents helping with paperwork and forms, connecting with local services, ensuring resident suites are kept in good repair and assisting when there are challenges, and providing transportation to medical appointments. Recently our new casual outreach worker Nicole has been updating resident care plans and goal plans to ensure they are current.

Says an outreach staff member in Nanaimo: "I feel the successes have been working alongside women to find secure and permanent housing. Housing seems like so much more than just shelter. It is freedom, security, but also can be a scary and overwhelming prospect, especially with such high housing costs and scarcity of available places, and particularly for someone living with addictions or experiencing mental health issues. It truly seems like a team effort that requires a lot of work from the clients themselves as well as the outreach team and support staff to keep the clients motivated and believing in themselves."



## STRATEGIC DIRECTIONS

*As part of our Re-Focus in 2020, ICCS has started to contemplate how we can support our clients even better, ensuring that our spectrum of programming meets their real needs in a sustainable way. How can we support clients holistically along their trajectory to wellness and independence?*

*How can we break the cycle of loneliness and isolation that many clients face and bring them back into connection in the community?*

*How can we make sure that our programs are sustainable, ensuring that clients who need it can have long term and holistic support?*

*As these questions have percolated our discussions and planning, successes in building client confidence through participation in new and unique programs including Handmade for Hope and the Orca Place Work Experience pilot under development have planted seeds for future thinking, planning and refocus on possibilities to support clients in new ways.*





**AT A GLANCE:**  
*HANDMADE FOR HOPE*

- 50% Women, 50% Men
- Unique Participants FY 20/21: 12
- 33% Clientele age 50+
- Items Sold to Date: 246
- Sales/Year: \$3,700 (35% paid to participants in stipends/grocery gift cards)

# HANDMADE FOR HOPE

**H**andmade for Hope commenced in early 2020 working with clients to create handcrafts for the local market, and at the same time learn valuable lifeskills and pre-employment skills that can prepare them for the future. Operating out of Orca Place, the project is intended to support ICCS clients in their trajectory towards independence through learning artisan skills, small scale business management and – most importantly – the soft skills of confidence and of connections with the community through volunteers and local artists. Through volunteer-led training, program participants have gained hands-on skills in art and crafting. Initial revenues from product sales have been re-invested into project inputs, with a small proportion distributed directly to program participants as a milestone of success.

As with all programs, Handmade for Hope has been significantly impacted by the onset of COVID-19. COVID has been isolating for all, but the ICCS client population was already isolated, in many cases having lived through significant trauma, and in nearly all cases having experienced significant loss. The Handmade for Hope project has, in many ways, offered a respite to this, allowing a sense of normalcy for participants in the tasks of crafting and preparation for handcraft sales, and a safe space to socialize with peers, volunteers and staff.

Though COVID has impacted the numbers of people participating, there has been positive growth and enthusiasm from all. Clients have learned new skills and produced new products including sewing, wood working, crochet, knit, and hand-crafted items. According to Volunteer Coordinator, Sara Schreider, who also coordinates the Handmade for Hope program, since the start of the program, almost 80 different products have been put on the product list, and close to 60 products have been created.

As they continue as a part of the program, participating clients have become its advocates, sharing their experiences with other clients to encourage them to participate. Those clients who have continued as a part of the program during COVID have expressed a satisfaction in the experience of creating something from start to finish and being modestly compensated for their efforts.

*For clients to have the ‘win’ of creating something, coupled with the recognition of its sale can be life changing.*

# ORCA PLACE RESIDENTS LEARN NEW SKILLS

ORIGINALLY PUBLISHED ON [BCHOUSING.ORG](http://BCHOUSING.ORG)



**W**hen Carol moved into Orca Place, a supportive housing building in Parksville, she went from homeless to housed. Now, she's learning new skills.

Carol is a participant in Handmade for Hope, a social enterprise and skills training program for Orca Place residents. Run by Island Crisis Care Society, the non-profit

operator of Orca Place, the program teaches participants to craft and sell handmade items.

"I've learned how to use a sewing machine, how to do resin work, how to knit. I'm 55, and I never thought I'd ever be able to knit," Carol said.

Participants gain real-world experience by selling items, from quilts to wind chimes, at local markets and in the Handmade for Hope online store. Proceeds go to participants and Island Crisis Care Society. For Carol, having a safe place to live has made focusing on other things, like skills training, possible.

"Now that I have a safe place to live, I can start improving myself and getting new skills so that I can be marketable in the future. I'm dealing with money and dealing with people. It's helped me get back into the idea of working again, to getting a normal life," Carol said.

"When you don't have a home, all you can think about is, 'What am I going to eat next? Where am I going to sleep safely tonight and how am I going to protect my stuff?' There's nothing beyond that."

While Handmade for Hope is for Orca Place residents, the program is a community affair. Sara Schreider, Volunteer Coordinator for Island Crisis Care Society, said community members donate craft materials, provide skills instruction, and promote the program to family and friends.

"The community has been incredibly supportive. It's been really inspirational," Sara said. "We have one gentleman who does all of our wood cutting for us because we're not able to do wood cutting on site. So, he preps wood packages with pre-drilled holes that participants use to make items."

Initially, many community members were opposed to the supportive housing building when it opened in 2019. Carol said Handmade for Hope has helped change minds.

"When we first moved in, there was a lot of opposition. People would yell things out the window as they drove by. And then there was a change. We started a clean-up program in the neighborhood, and we started Handmade for Hope," Carol said.

"People's reactions are now very positive because they've seen that the crime rate hasn't gone up, the place is clean, and police aren't here all the time. It's a positive place. Handmade for Hope has really, really helped because it's allowed us to connect with the community."



"In the last year, things have been very isolating for a lot of people, especially the people in this building. Handmade for Hope gives residents an opportunity to come down from their rooms and socialize," Sara said. "Even if it's just working one-on-one with a volunteer, it gives residents more of a social outlet. It also helps them get a creative spin on their day."

While Carol is skilled at crafting a variety of items, she is known for crafting a particular one. "I'm queen of the dryer balls," she said.



# COLDEST NIGHT OF THE YEAR 2021

February 2021 marked Island Crisis Care Society’s 10th anniversary of participation in Coldest Night of the Year – a Canada-wide fundraiser supporting charities working in the homelessness sector – and what a celebration it was! The Island Crisis Care Society team were slightly nervous when the event had to go “virtual”, with face-to-face meetings not possible due to on-going gathering restrictions. How would people feel inspired to participate when we could not gather together? Nevertheless, the planning team went ahead with energy and commitment - and were deeply moved by what happened.

For the ICCS team, “virtual” meant participants walking alone or in small groups at any time during the month of February. This could have gone very badly, with the lack of an in-person event leading to less commitment from participants. What actually happened was an incredible demonstration of the power of community. More people than ever joined in, walking, running, rallying support and speaking out for the cause, the work and the moment of community that #CNOY21 represented. In fact, it was expressed by many that there was an enhanced desire to participate because of a feeling of isolation from community life due to COVID. (So, COVID actually helped CNOY2021 to be a success!)

At final tally, the Parksville Coldest Night raised 104% of its target and the Nanaimo coldest night a whopping 127% of its target; the total raised was 62% higher than revenues from Coldest Night 2020. Though we don’t know what next year will bring, we hope that this sense of community, of fun and of the desire to make a difference in a tangible way will continue in next year’s Coldest Night celebration, whether in person, virtual or a bit of both!



**BABS, AGE 100, OUR OLDEST CNOY21 WALKER**



# DONOR SUMMARY

## DONOR HONOUR ROLL

At Island Crisis Care Society, we are grateful to all of the donors that make our programs possible. Every donation, however large or small, makes a difference to our programs, our clients and their hope for the future. It also shows how a community, coming together, can make a difference to all.

The below mentions are only a few of the many donors who have made a difference through this year, donating funds to programs and making the work we do possible. The contribution of many others, often sacrificially given, have also worked together to make a difference. Although we cannot name each person individually, know that you have had an impact. Thank you all!

## DONORS WHO HAVE CONTRIBUTED \$500 AND OVER DURING THE YEAR

All Canada Moving, Brendan Barlow, Grant Bell/Oceanside Duplicate Bridge Club, James Bowen, George Briggs, Kathy Brown, Barbara E Clarke, Mike Donovan, Joy Duenas, Jemana Elsharkawi, Sandra Fox, Ron Goerz, Carol Harding, Sharon Hobenshield, Sheila Holmes, Alan Hutchinson, Chris Jaeger, Johanna Jamieson, Brian McCormack, Catherine McNeil, David Meale, Laurie Miller, Nanaimo Correctional Centre: Social & Wellness Committee, David Nelson, Oceanside Community Church, Nicole Paquette, Gail Price, Michael Rogers, Sheila Malcolmson, Tom Semper, Eleanor M Sinclair, Joan E Smith, Harriet Thom, Josie Vanderzee, Karen Wade, Donna Wright, Wayne Wolverton, Peter and Pam Woolgar

## \$1000 AND OVER

Buckin' Billy Ray's Tree Service, Calgary Foundation, Robert Cote, Anthonie den Boef, Ron Dmytruk, Ears to You Hearing, Riley Evad, Grant Thornton Foundation, Hammond Bay Baptist Church, Mary Catherine Harling, Hi-Tec Industries Ltd., Andrea Krabbe, Daniel Connolly, Wendy Lim-Connolly, Gordon Loudon, Beverley Martin, Darren Moss, Nanaimo Harbor Lites Lioness Club, Nanaimo Mitsubishi, Chris Nudd, Oceanside Church Nanaimo, Elizabeth Petrie, RBC Foundation, RBC Royal Bank, Parksville, Royal Canadian Legion #76, Larry Shaw, Shopper's Drug Mart, St Columba Presbyterian Church, St. Andrew's Presbyterian Church, Rita Stein, John and Ann Townesend, Unity Spiritual Centre of Nanaimo, Mike Vahrmeyer, Vancouver Island Real Estate Board, Orville Wagar, Walmart Canada Corp, Zonta Club of Nanaimo

## \$5000 AND OVER

Mid Island Co-op, Jared Slobodan

## \$10000 AND OVER

Nanaimo Alliance Church, Woodgrove Christian Community Church

## IN MEMORIAM

We are always moved when people in our community leave a legacy of giving and care. December 2020 marked the passing of Ian Johnsrude, a young man who cared about people and his community in a deep way. As a tribute to him after his passing, his family and friends donated over \$2500 in his name to ICCS programs. Through all, the impact that Ian had through his life was evident. In one comment accompanying a gift, it was said; "This gift is dedicated to the brief, but brilliant life of Ian Johnsrude." He has left a powerful legacy.

## HIGHLIGHTS OF IN KIND GIVING

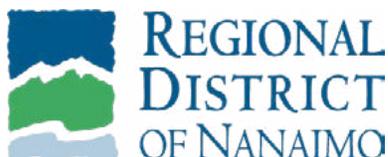
Each year we are overwhelmed with the care and support of many people who want to give material things to our work and our clients. We are touched by the generosity they show and by the often very heartfelt and thoughtful donations. Although we cannot accept all of the things offered, we remain grateful. Highlights and examples from the year – mentioning only a few of the creative and thoughtful gifts received – have included:

- Jeff Campbell of Ears to You Hearing – who did hearing tests for 42 clients and staff across all programs, furnishing many with hearing aids and the gift of sound.
- Brett Hayward – Donation of equity in Littleford Road house
- Paradise Island Foods Cheese who donated cheese to make wonderful meals for our clients
- The Society of St. Vincent de Paul who stepped forward to fill a need for milk – and other groceries – for our program at Safe Harbour, and has committed to continue on a monthly basis so long as the need exists.
- The staff and team at Eddie Bauer at Woodgrove Centre who donated boxes of coats with care through the One Warm Coat campaign
- Sandra Vichert who lovingly purchased warm clothes on a weekly basis for distribution to clients in need. Sandra exemplifies many such donors who demonstrate incredible care in purchasing items for clients to make them feel special.
- Altrusa International, Nanaimo, who gave "bus and park it" packages for clients in Nanaimo programs, to help them get out into the community.
- Nanaimo Mitsubishi, Nissan of Nanaimo and the Jim Pattison Broadcast Group/Nanaimo News Now for highlighting ICCS in its Helping Wheels campaign, and The Beach and The Wave radio stations for free advertising during this year's CNOY.
- Fairview Community School, who gave thoughtful Christmas packages to clients at Newcastle Place, after spending several weeks learning about issues of homelessness in the community. To see children learn about the issues in our community and raise thoughtful and interested questions about how we can address them gives us all hope for the future.

To these and so many others who donated to ICCS programs and clients in creative and thoughtful ways, **thank you!**

## COMMUNITY PARTNERS

ICCS collaborates with many partners in its work. The below list is necessarily incomplete but highlights a few of the vital collaborative relationships across our community that help our programs and together make an impact.



## MAJOR SUPPORTERS



**United Way**  
Central & Northern  
Vancouver Island



**COMMUNITY  
FOUNDATIONS  
OF CANADA**



## VOLUNTEERS

One of the greatest donations we see at ICCS is the donation of time by our cadre of caring volunteers. ICCS volunteers come in many shapes and sizes. Some offer skills and expertise, others provide transport or help in ICCS gardens, still others simply sit in quiet and caring with clients. ICCS had approximately 45 volunteers in the past year. Whatever they do, and however they share of themselves, we are grateful.