Impact Report 25 26

ISLAND CRISIS CARE SOCIETY

Rooted in Community focused on *People*

artwork by ICCS Client

WHO We Are

150+ Staff
9 Housing Sites
15 Programs
276 Bed Capacity

OUR 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 the provision of quality care.

OUR Values

Humanity
Excellence
Accountability
Respect
Trust

info@iccare.ca
250-585-5505
#3-2025 Bowen Road
Nanaimo BC V9S 5W6

www.islandcrisiscaresociety.ca

ICCS Executive Team

Ted Pahl
Executive Director

Michelle Authier
Director of Operations

Gail Magee
Director of Finance

Steven Glemnitz
Director of HR & Admin

Thank you to Violet Hayes, Corrie Corfield and Richard Powell for their significant contributions to the Executive Team in 25/26

ICCS Board Members FY 25-26

Susanne Lee
Board Chair

Angie Beynon
Vice Chair

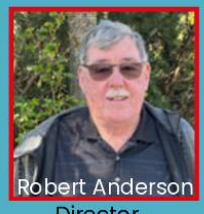
Larissa Juren
Secretary

Diane Danley
Treasurer

Rev. Jeremy Bellsmith
Director

Malcolm Rogers
Director

Joanna Richards
Director


Robert Anderson
Director

With Gratitude

Violet

As I reflect on this past year, our theme, Rooted in Community, Focused on People, feels especially meaningful. As I prepare to retire after 16 years with ICCS, one program stands out in my mind above all others: The Drop In Hub.

We worked incredibly hard to make the Hub a success. While its location on a busy road presented significant challenges, the staff served with remarkable dedication and compassion. Because of their commitment, we were able to provide meals, connect people with vital resources, and help many individuals find housing. I was saddened when we were unable to find a new location before my retirement. I would be remiss if I didn't thank the many community partners we worked with through this project, the collaboration was inspiring.

One of the things I have always loved about ICCS is our ability to adapt and respond to the changing needs of our community. Our goal has always been to show the love of Jesus to everyone who walks through our doors, and I am deeply grateful to have been part of that mission.
The work of ICCS has never been easy, but my prayer is that we will always remain innovative, compassionate, and willing to respond with courage as new challenges arise.
I leave knowing ICCS is in excellent hands with Ted as the new Executive Director, and I have every confidence in the future of this organization.

Finally, thank you to our Board of Directors, staff, volunteers, donors, and community partners. You have made the past 16 years one of the greatest privileges of my life. For me, this has never been just a job, it has been a God-given calling and mission.

Sue

If the Board of Directors is anything, it is "rooted in community, focused on people." Our Board is a robust group of individuals deeply rooted in their families, churches, community groups, neighbourhoods, jobs, and of course, Island Crisis Care Society. We love Nanaimo, and have a heart for the people who call the Hub City home. As Directors, we know how important it is to stay connected in ways that extend beyond the Boardroom, from the work of our amazing staff, to partnering with government and other non-profits, to appreciating our volunteers, donors, and sponsors.

Most of the Board can be spotted at the annual Coldest Night of the Year fundraiser, a mainstay of the Nanaimo and Oceanside communities each February, one way we support our community hands-on, not just at the governance level. It is our honour to be involved with ICCS, an exemplary organization doing meaningful work with the people who need it most. If joining the mission interests you, we have Board committees that need diverse members, please reach out.

25/26 Highlights

Supportive Housing

- HEARTH Newcastle
- Samaritan Place
- Orca Place

Crisis Stabilization & Supportive Recovery

- The Bridge
- Hirst House
- Safe Harbour
- Crescent House
- David's Place

Women's Support Services

- Bridge to Housing
- Mary's Place

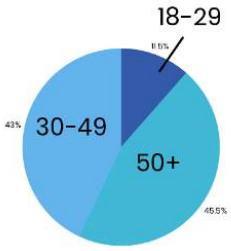
Community Programs

- LifeSkills
- Drop-In Hub
- Oceanside Outreach
- Rent Subsidies
- Rising Hope Kitchen

644
clients provided with housing

9
housing sites in operation

131,616
overnight stays



age demographic

396,316
meals served in housing

69
rent subsidies

32
Community Partners at the Drop-In Hub

114,000+
food items served at the Drop-In Hub

31,908
visits to the Drop In Hub

2000+
volunteer hours

381
life skills workshops

64
cultural workshops

A Legacy of Leadership

After 16 remarkable years with Island Crisis Care Society, Violet Hayes retired as our Executive Director; and it's impossible to overstate what her leadership has meant to this organization and this community.

When Violet joined ICCS, the organization looked very different than it does today. Under her guidance, ICCS grew into the organization we are now: a network of housing sites and programs spanning the full continuum of care, from crisis stabilization to supportive housing to independent living, reaching hundreds of people across Nanaimo and Oceanside every single day.

But growth in numbers only tells part of the story. Violet led with compassion, conviction, and an unwavering belief that every person who walked through our doors deserved dignity, support, and a chance to rebuild. That belief shaped not just our programs, but our culture, one rooted in community and focused on people, in every sense of the word.

Healing Through Art

Being back in our Bowen Road office also gave us a new opportunity: displaying and selling client art. Healing Through Art now lives at our head office, with rotating pieces on display throughout the year. Every sale is split 50/50 between the client artist and the organization, supporting both the individual and our ability to keep providing art supplies. It's a simple way to celebrate creativity, healing, and the incredible talent within our community.

ICCS Clients Showcase Art at the Nanaimo Artwalk

For the second year in a row ICCS clients and volunteers participated in the Nanaimo Artwalk. Thanks to the Nanaimo Art Gallery ICCS client art was on display at the Gallery for the community to view, purchase, and ask questions.

Up and Running at 2025 Bowen Road

In 2025, we moved back into our Bowen Road offices after extensive repair work following a 2024 flood. The rebuild gave us the chance to come back better, creating a space that works well for our staff and provides room for more of our community programs teams to work under one roof. It's a small but meaningful example of turning a setback into an improvement for the whole ICCS team.

Resident Green House at Safe Harbour

Thanks to the dedication of our staff, clients at Safe Harbour and The Bridge now have a new way to grow - literally. With a new-to-them greenhouse and generous soil donations from ShareCost, clients are getting their hands dirty and watching things take root. It's a small space making a big difference in daily life.

Supportive Housing

Everyone deserves a door they can close and a space that's truly their own. Supportive housing offers exactly that - safe, private housing paired with the everyday support people need to stay housed and rebuild their lives. Staff onsite around the clock. Help with basic needs, mental health, and substance use. A harm reduction, trauma-informed approach that meets people where they are, without judgment. For adults who've experienced homelessness, housing instability, or complex health needs, this kind of steady support can be hard to come by elsewhere. Supportive housing gives people the time and stability to build trust, work toward their own goals, and move forward at their own pace. Delivered in partnership with BC Housing and other community partners, our supportive housing programs play a vital role across the region, reducing homelessness, easing pressure on emergency services, and helping neighbours find their footing again.

> *I cannot remember the last time I was given a Christmas Present!*
>
> - Hearth Resident

HEARTH Newcastle
50 unit capacity
Clients served: 66
Bed stays: 16,698

Orca Place
50 unit capacity
Clients served: 59
Bed stays: 18,785

Samaritan Place
52 unit capacity
Clients served: 67
Bed stays: 18,142

Carol

Carol has called the Oceanside community home for most of her life. When her husband passed away unexpectedly, everything changed, she could no longer afford her home, and soon found herself living out of her van. Determined not to stay stuck, Carol became an advocate for the building of Orca Place, and went on to become one of its very first residents.

Once she finally had a safe, secure place to sleep, Carol could turn her attention to what mattered most: her health and her future. With support from staff and volunteers, she found joy in art workshops and other activities Orca Place had to offer, slowly rebuilding her confidence along the way.

After a few years at Orca Place, Carol successfully found housing of her own. Today, she's enjoying something she once feared she'd lost, summers spent with her grandchildren.

Crisis Stabilization

Sometimes what someone needs most isn't a long-term plan, it's a safe place to land, right now. That is when Crisis Stabilization is needed the most: a short-term bed, a private room, home-cooked meals, and caring staff around the clock, for people in the middle of a mental health or substance use crisis. Referrals come through Island Health, and stays can range from overnight to a couple of weeks, giving people space to stabilize before deciding what comes next, whether that's returning home, moving into further support, or avoiding a hospital stay altogether. It's a small window of care, but it matters. In our community, crisis stabilization helps prevent unnecessary hospitalizations, eases pressure on emergency services, and makes sure no one has to face their worst moment completely alone.

> *"Knowing I was somewhere safe and someone was making sure I was okay"*
>
> – Hirst Resident

One resident came to Crescent House back in May, referred through Geriatric Specialty Services after being evicted from his apartment. He was hoping to eventually join his wife at her care home, though the waitlist was long, so in the meantime, he made the most of his days; visiting her almost daily, attending church, and going for walks around the neighbourhood. He even celebrated his birthday with us, and staff got him a cake he happily shared with the whole house. Always quick with a joke and just as quick to help with chores, he was a favourite among staff and fellow residents alike. With support from staff and his case management team, he eventually secured market housing. On his way out, he shared his gratitude, admitting he'd once thought he might end up on the street.

Crescent House
6 unit capacity
Clients served: 71
Bed stays: 1,319

Hirst House
6 unit capacity
Clients served: 18
Bed stays: 1,893

Safe Harbour
6 unit capacity
Clients served: 64
Bed stays: 1,226

Supportive Recovery

Getting through detox or treatment is one thing. Staying well after is another. Supportive recovery gives people the time, structure, and support to rebuild their lives once the hardest part is behind them; stable housing, good food, and a team of people in their corner as they work on their mental health and sobriety. Support workers, mental health specialists, and even volunteers become part of a resident's everyday life, offering the kind of steady, caring community that recovery really depends on. Stays can last months, sometimes longer, giving people real time to rebuild habits, relationships, and confidence, not just get by. In our community, supportive recovery helps break the cycle of relapse and crisis, and gives people a genuine shot at a life they're proud of.

David's Place	**The Bridge**
6 unit capacity	6 unit capacity
Clients served: 20	Clients served: 18
Bed stays: 1,579	Bed stays: 1,381

> *"For the first time ever I was able to stay sober during a time of grief with my family"*
>
> - Davids Place Resident

In the best way possible, David is no longer a resident at David's Place. When he arrived, he was lost, working hard to hold onto his sobriety and figure out what came next. He leaned into the program fully, connecting with staff, getting caught up on his taxes, and enrolling in the Canadian Dental Plan. He also took part in a work experience program through United Way, building skills and confidence as he moved toward independence. With years of experience working on boats, David recertified his Captain's License and purchased a live-aboard boat of his own. Today, he's sailing the North Island, sober, capable, and finally living the life he'd worked so hard to reach.

David

David's journey is a reminder of what's possible when someone is given real support, not just a bed, but people who believed in him and helped him rebuild piece by piece. He didn't just leave David's Place, he sailed into a future entirely his own, and that's exactly what this program is here to help people do.

Women's Support Services

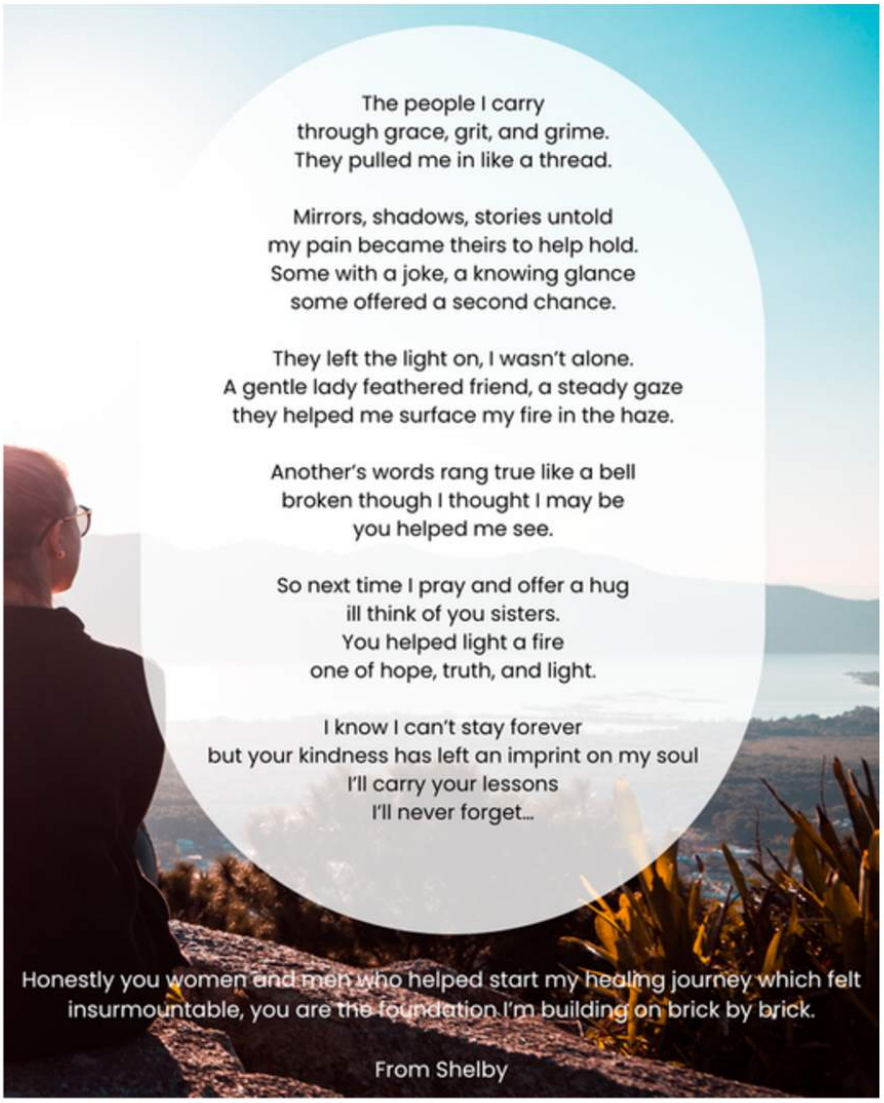
For women facing homelessness, a safe space matters, one where they don't have to watch their back, and can start to believe things might get better. Our Women's Support Services offers exactly that, through two connected programs. Our 14-bed emergency shelter provides immediate safety, a warm bed, and a starting point for women in crisis. From there, Mary's Place offers 6 beds of transitional housing, giving women the time, space, and support to build the skills and confidence needed for healthy, independent living. Together, these programs walk alongside women at two different points in their journey, meeting them in crisis, and helping them move toward a stable, independent future they can be proud of.

Bridge to Housing	**Mary's Place**
14 unit capacity	6 unit capacity
Clients served: 182	Clients served: 8
Bed stays: 4,897	Bed stays: 2,116

> *Thank you for believing in me when no one else would*
>
> - Mary's Place resident

<u>A Story of Relentless Advocacy</u>

Two women arrived at our shelter in December, one of them living with significant mobility challenges and complex needs. Staff worked hard to make it work, but her needs soon went beyond what the shelter could safely provide. With nowhere else willing to take her in due to her higher needs, she made the heartbreaking choice to sleep outside in her wheelchair, night after night, through the freezing cold. No one on our team could accept that as the end of her story. Staff fought tirelessly, pushing past red tape and closed doors, refusing to let her be forgotten. Their persistence paid off, shortly after Christmas, she was finally housed at Samaritan Place, safe and warm at last.



Drop-In Hub

A warm meal. A washroom. Somewhere to sit down that isn't the sidewalk. For people experiencing homelessness, these small things can be hard to come by, and the Drop-In Hub made sure they didn't have to be. Operated in partnership with Nanaimo Family Life Association, the Hub was open seven days a week, year-round, offering a consistent, judgment-free space for some of our community's most vulnerable neighbours, many of whom weren't accessing other services at all. Beyond a meal and a place to rest, the Hub became a bridge to healthcare, housing applications, and other supports people needed to move forward. In our community, the Drop-In Hub meant fewer people facing extreme weather alone, and more people finding a first, trusted connection to the help they needed.

At the end of March 2026, the Hub closed its doors due to funding and location challenges. We're actively working to find a new home for this important program, and will share updates as they become available.

> *"They helped me reconnect with my family and now I am working on getting home to them"*
>
> - Drop In Hub Guest

30 person capacity
Guests served: 207+
Open 7 days a week

Kevin started showing up at the Hub the way a lot of people do, quietly, a few days a week, taking things one day at a time. He was working hard on his sobriety and holding onto the hope of finding a place of his own someday. Staff got to know him over time, the way they do with regulars, and noticed something: Kevin didn't just need a warm space. He needed a reason to get up in the morning.

So when the team suggested he join the Clean Team, Kevin didn't hesitate. He started with the sidewalk right out front of the Hub, then kept going, down the block, around the corner, into the streets nearby. Broom in hand, he made it his own. For Kevin, keeping the sidewalks clean wasn't just a task. It was a way to give back to the community that had shown up for him, and a way to keep his hands and his mind busy while he worked toward something better.

That something better arrived. Kevin was successfully housed at Newcastle Place, and these days, he's a familiar sight around town smiling, pedaling his bike through the neighbourhood he once helped keep clean.

Kevin

LifeSkills for Community Connection

Not everyone is ready to jump straight into employment, and that's okay. Life Skills for Community Connection meets people where they are, offering a welcoming space to build the everyday skills and confidence needed to reconnect with community, at their own pace. Through social, cultural, communication, and creative activities, including our Art Heals program, clients build a sense of belonging, curiosity, and self-worth alongside practical life skills that help them cope, adapt, and move forward. For many, it's the first step toward feeling capable and connected again after a long period of isolation or hardship. The goal is simple but powerful: helping people re-enter community life as whole, positive-minded, and confident individuals, ready for whatever comes next.

Steel-Toe Boots, Same-Day Solution

When a resident's work boots split just before the steel toe, he feared he'd lose his job by morning. Rather than give up, he reached out to our Life Skills Coordinator, who secured him a voucher for new boots that very same day. That quick response kept him working and kept his life moving in a positive direction, proving that sometimes the smallest interventions make the biggest difference.

> "Elder Daniel gave me the tools to bring out my creativity onto paper through watercolour, and gave me another way towards sobriety"
> - LifeSkills Participant

Finding Sobriety Through Watercolour

For one client, healing didn't start in a treatment room, it started with a paintbrush. Elder Daniel gave them the tools to bring their creativity onto paper through watercolour, opening up a new outlet for expression they hadn't found before. What began as a simple painting session became something much bigger: another meaningful path toward sobriety, one brushstroke and one quiet moment of peace at a time.

Reconnecting Through a Computer Screen

After two years without access to a computer or phone, one client wanted to reconnect with their daughter, but first, they'd need to learn how. With housing secured and support from our Life Skills program, they pushed through the overwhelm with real persistence. Their determination paid off in the most beautiful way: their daughter surprised them by flying out from Ontario to visit, and they cried tears of joy.

Top Workshop per Site

HEARTH:
Healthy Eating

Orca Place:
West Coast Tea
,

Samaritan Place:
West Coast Tea

over 400 LifeSkills workshops in the last 12 months!

Rent Subsidies

Housing is easiest to protect before it's lost. Rent subsidies help people stay in their homes when costs threaten to push them out, and support those ready to move from one of our programs into a place of their own. An ICCS Outreach Worker checks in regularly, so independence doesn't mean going it alone. In our community, rent subsidies quietly do double duty, keeping people housed, and opening up beds for the next person who needs one.

Elena

After finding herself without housing, Elena turned to ICCS for support. Through the rent subsidy program, she gained more than a home, she gained choice. She was able to select a pet-friendly apartment in a neighbourhood she loves, while receiving help with groceries, bills, and furnishings along the way.

Rent Subsidies
Nanaimo: 49
Oceanside: 20

With that foundation of stability, Elena completed her Bachelor of Social Work, adopted a companion cat, and accessed a mobility walker that's been life-changing for her independence. She also received support connecting to trauma therapy and community resources that once felt out of reach.

Today, Elena is building a life rooted in purpose, independence, and hope.

Oceanside Outreach

Outreach means meeting people exactly where they are, on the street, in a park, wherever someone needs support that day. It's food, clothing, a listening ear, and a connection to the resources people need right now. But underneath every interaction is the same steady goal: building trust that leads to housing. In our community, outreach is often the first real connection someone has to help, the starting point of a much longer journey home.

> *Thank you for gas card! That help made sure I could keep my job*
>
> - Outreach Client

over 1000 Outreach Connections in the last 12 months!

- Food Hampers
- Shower Program
- Transportation
- Housing Connections
- Resource Support
- Personal Hygiene Products
- Budget Support
- and more!

Our team connected with a young man, just 18 or 19, living rough in Parksville, often left with nothing but a tarp and blanket after repeated theft. Through persistent outreach and trust-building, staff were able to provide him with a fully stocked backpack: weather protection, hygiene supplies, and food, giving him a way to protect his belongings and his dignity.

From there, the Outreach Worker helped him reconnect with family outside the region and are now completing a vulnerability assessment to nominate him for supportive housing. It's about more than immediate relief, it's a pathway toward stability, employment, and a future he can build on.

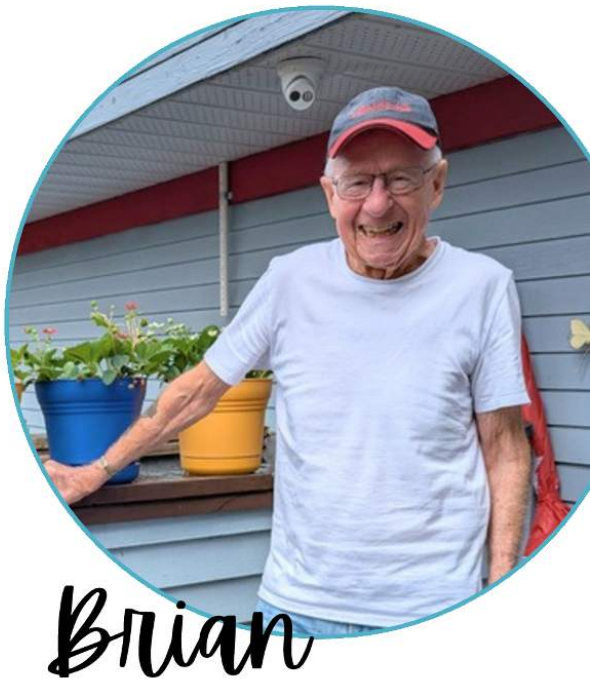
Rising Hope Community Kitchen

The Rising Hope Community Kitchen has quietly become a cornerstone of food security in Nanaimo. It's where the 7-10 Club prepares sandwiches and lunch bags for people in need, where Island Health runs one of its meal programs, and where every meal served at the Drop-In Hub was made — including special holiday sandwiches and full Thanksgiving and Christmas meals. Behind each of these efforts is a shared belief: everyone deserves access to a good meal, made with care. The kitchen continues to grow as a space where community organizations can come together to nourish our most vulnerable neighbours, one meal at a time.

> *Knowing that I helped spread some holiday cheer for the people at the Hub just filled my cup!*
>
> - Hub Volunteer

A Volunteers Journey

Not all heroes are loud. Some make their impact quietly, one conversation, one kind gesture, and one shared moment at a time. Brian is one of those people.



Whether he's helping package Christmas gift hampers for individuals experiencing homelessness, spending time with guests at the Drop-In Hub, or tending the gardens at David's Place while connecting with clients, Brian brings a calm presence and genuine compassion to everything he does. He is driven by a simple belief: helping others, especially those facing difficult circumstances, is one of the most meaningful things we can do.

For Brian, volunteering is about people. Some of his most meaningful moments have come from conversations with individuals who felt comfortable enough to share their stories. By listening without judgment and meeting people where they are, Brian creates space for dignity, connection, and hope.

Brian often says that volunteering is a two-way gift: "One will receive much more than you give." His own life journey, including being adopted into a loving family at the age of five after experiencing difficult early circumstances, has shaped his deep gratitude and desire to give back.

Thank you, Brian, for the kindness, humility, and heart you bring to our community. Your quiet acts of compassion are making a lasting difference.

Fundraisers

Every February, our community bundles up and shows up, and this year was no exception. Coldest Night of the Year brought together hundreds of walkers across Nanaimo and Oceanside, all stepping out into the cold to support people in need and stand behind the work of ICCS. It's one of our favourite nights of the year, and one of the clearest reminders of just how much this community cares.

coldest night OF THE YEAR

Oceanside had a record-breaking year, raising an astounding $149,665, the best result in ICCS history. Nanaimo wasn't far behind, raising an incredible $121,941.

Every dollar raised goes directly into our Community Impact Fund, allowing us to respond in real time to the needs of our clients and community and to say yes when someone comes to us in crisis.

To our Team Captains, Walkers, Donors, Sponsors, and Volunteers: thank you. This night simply wouldn't happen without you.

Want to see the highlights? Check out our full 2025 CNOY Recap to read more stories, view photos, and celebrate the impact we've made as a community.

Grateful for Recovery

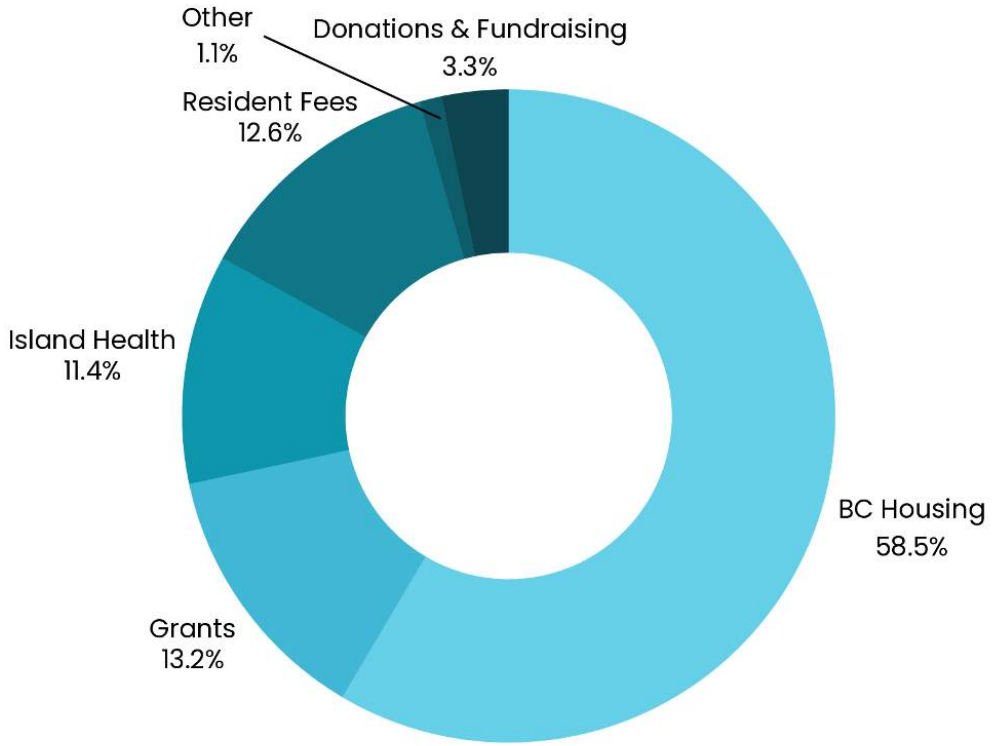
celebrating one year of David's Place

Rob Grey & Associates RE/MAX

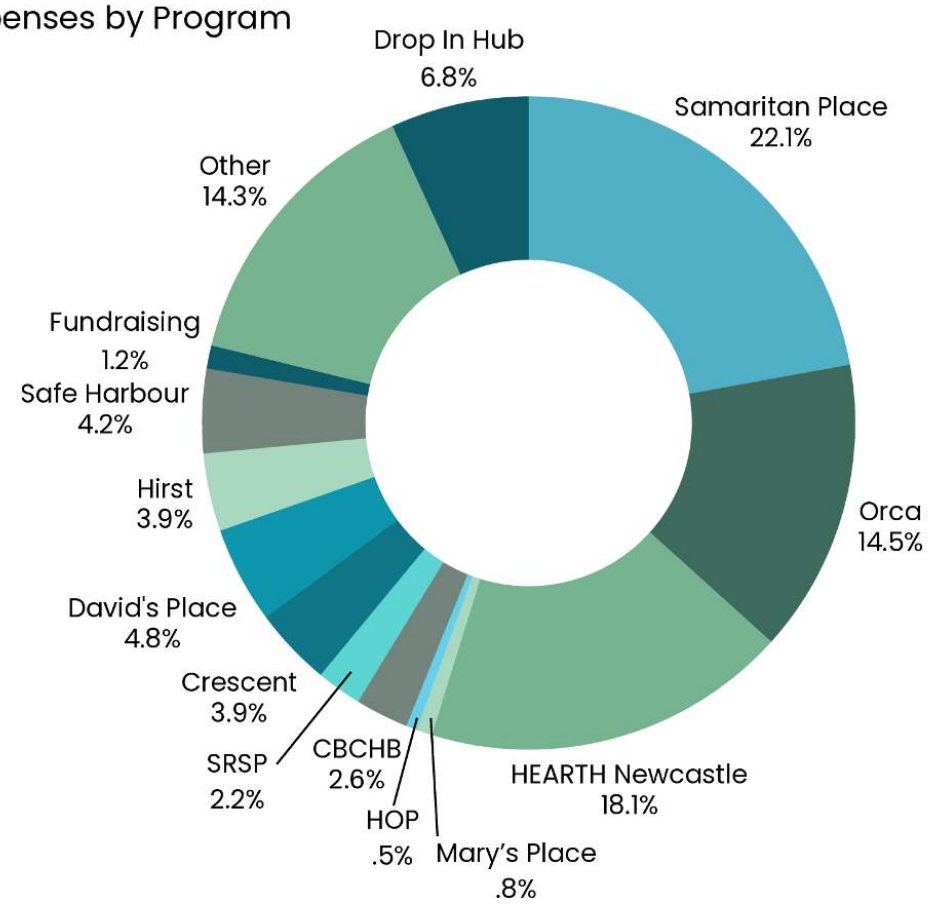
This September, we celebrated one full year of David's Place with our Grateful for Recovery campaign and our community showed up in a big way. Thanks to a generous matching pledge from Rob Grey & Associates, we raised over $20,000 to support the program. David's Place offers supportive recovery with no financial barrier to entry, addressing a critical gap for many people in Nanaimo on their recovery journey. For so many, cost is the difference between getting help and going without. Because of this campaign, more people will have the chance to heal, rebuild, and move forward, free from that added weight. Thank you for being part of it.

Financials

2024/25 Income Sources



2025/26 Expenses by Program



Note: ICCS audited financial statements will be available following the Annual General Meeting in July 2026. The above figures represent the pre-audited financial statements, but are not expected to change substantially in the final audit report.

Community Partners

We couldn't do this work alone. These logos represent just a handful of the amazing partners who stand with us - offering support, sharing resources, and helping people in our community move forward. This isn't a full list, but it gives you a glimpse of the strong connections that make a real difference every day.

ALTRUSA International | Leading to a Better Community

Nanaimo 7-10 Club Society

VIU

Nanaimo Family Life Association

SNUNEYMUXW First Nation

THRIFTY FOODS

The Shoebox Project for women

bluesea

Regional District of Nanaimo

Kin Canada

Nanaimo Foundation

Rotary Nanaimo, Lantzville & Parksville

LOAVES & FISHES COMMUNITY FOOD BANK

Society of Organized Services

ZONTA CLUB OF NANAIMO BC CANADA

Mark's

Major Supporters

Employment and Social Development Canada

Canada

United Way Central & Northern Vancouver Island

BC HOUSING

PGNAETA

Canadian Mental Health Association Northern BC
Mental health for all

island health

CITY OF NANAIMO THE HARBOUR CITY

Funded by the Government of Canada's New Horizons for Seniors Program | Canada