

# BUILDING COMMUNITY

2014-2015  
ANNUAL  
REPORT

# INSPIRING

# HOPE





**Executive Director**  
**Christine Mohr**

In November OCS experienced a great loss with the unexpected passing of Darrell Ferner, Deputy Executive Director. Darrell was undeniably central to our foundation.

While the year has been overshadowed by this loss, we are resilient and have accomplished much. Quality improvement processes were refined; we successfully bid to become one of B.C.'s Early Years Centres, and we worked closely with partners to provide services under the Housing First Model.

A new strategic plan was completed charting three key directions –

- Growth relevant to communities we serve,
- Community engagement
- Continued collaboration

My most sincere thank you goes to our staff and volunteers for the talent and inspiration that they bring to their work every day. As described by one of our clients, "you are the warm blanket that wraps people when they need it most". To our Board of Directors, community partners, funders and donors, a heartfelt thank you for your support and contributions.



**CHAIR**  
**Tim Beachy**

OCS is very resilient. As Chair I see resilience throughout the organization – from the committed work of the Board to the program operations. We are grateful and thankful for our leadership team and the very special OCS volunteer and staff workforce.

This past year we experienced the unfortunate passing of Darrell Ferner, one of our founding staff members. Darrell was sometimes referred to as "Mr. Options" because he typified the best of the character of OCS.

That spirit of resilience is alive and well. In the last year we have:

- Deepened the services we offer throughout the community;
- Achieved a superb accreditation outcome;
- Developed dynamic strategic and operational plans designed to influence significant change;
- Revitalized diverse membership and community participation in our planning;
- Invested in infrastructure, program development, training and program growth;
- Been led by a dynamic, adaptable Executive Team who know how to lead and navigate change.

Every single day our management, leaders and staff exemplify OCS core values, with character and resilience that stands the test of time and will anchor us in the years ahead.

## Board of Directors

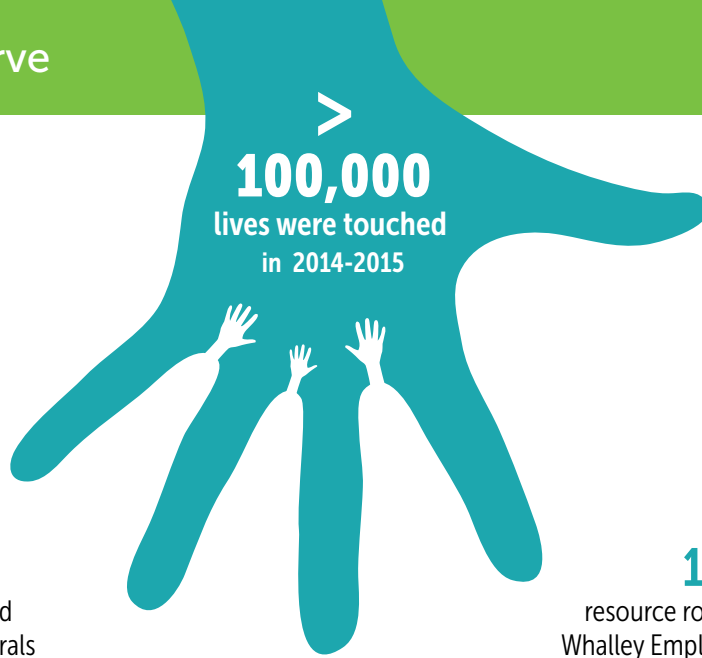
**Executive Chair**  
**Vice Chair**  
**Treasurer**  
**Secretary**

Tim Beachy  
Ken Holmberg  
Kevin Kilgour  
Rosy Manhas

**Directors**

Craig East  
Doug Neale  
Louella Matthias  
Kamaljit Lehal

Michael Kendler  
Dave Woods  
Hema Shrestha  
Angela Rai  
Amber Thompson



**37,023**  
calls to Fraser  
Health Crisis Line

**10,012**  
visits to Family  
Resource Programs

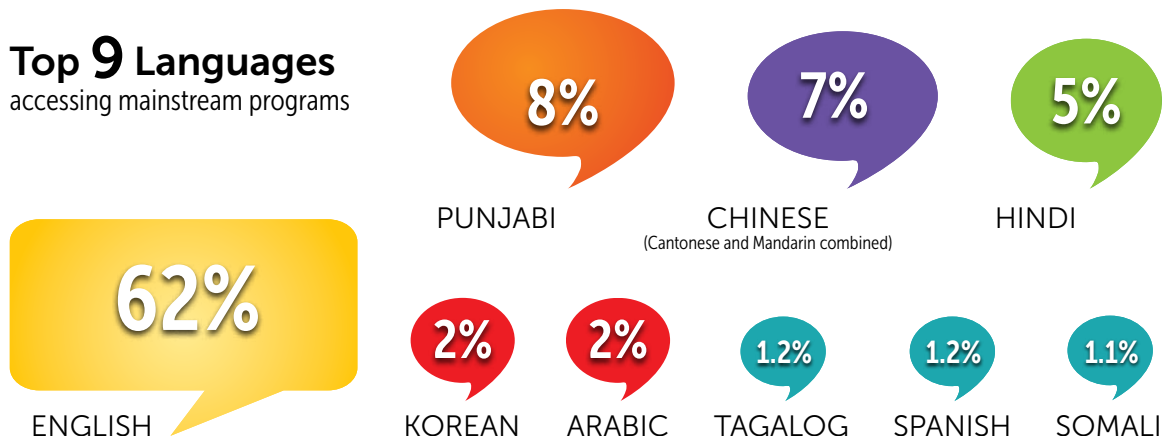
**6,860**  
child care and  
subsidy referrals

**16,680**  
resource room visits at  
Whalley Employment Ctr

**5,168**  
information / orientation sessions provided by  
Immigrant Settlement Program

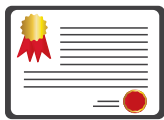
<b>Stopping the Violence</b> 1,097 individuals	<b>Mental Health/Housing</b> 763 individuals	<b>CCRR Toy Library</b> 1,946 childcare providers
<b>Immigrant Settlement</b> 3669 individuals	<b>Counselling Services</b> 565 children/families	<b>Crisis Line Training</b> 217 volunteers
<b>Healthiest Babies Possible</b> 673 vulnerable pregnant women	<b>Employment Services</b> 16,680 drop-ins 1350 case-managed	<b>Hyland Shelters/Outreach</b> 865 people sheltered 1102 outreach contacts

**Top 9 Languages**  
accessing mainstream programs





**955**  
applicable  
standards in full  
compliance



Quality services are of utmost importance at OCS. Our services are evidence-based, continuously measured, evaluated, and improved.

To ensure we comply with the highest industry standards, we maintain accreditation status with the Council on Accreditation.

In June 2015 we were reviewed by a team of experts and peers from across North America, receiving an expedited certification because we are in full compliance with 955 applicable standards. This was our fourth successful review, and 12th year being fully accredited.

Your feedback matters. Please visit our website or email [info@options.bc.ca](mailto:info@options.bc.ca) to let us know how we are doing.

## Volunteers



Volunteers are essential to the fabric of OCS, and participated in every corner of the organization in 2014-2015.



**415** Volunteers  
↓  
**>240** worked  
Fraser Health Crisis Line



**>32,000**  
Hours of service  
by volunteers



**>\$622,000**  
Value of donated  
services and wages

## Key Donors



Donors make a difference to everyone we serve in so many ways. We couldn't do it without you!!

# THANK YOU

Telus

Starbucks

Soroptomists

Southridge

Lafarge Concrete

Knights of Columbus

Surrey Urban Mission

Global Change for Children

Peace Arch Hospital Foundation

Royal LePage Shelter Foundation

Xcess Consulting

Toskan Casale Foundation










Blackstone Capital Partners

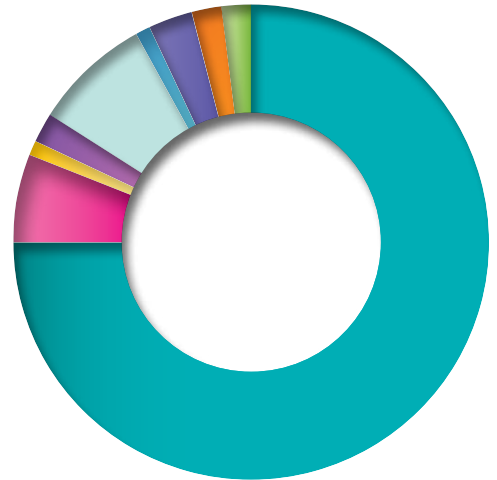
Canadian Women's Fdn.

And many more...



## Revenue for the Year Ending March 31, 2015










	Provincial	76.45 %
	Federal	6.53 %
	Municipal	.25 %
	United Way	1.83 %
	Other Funding Agencies	7.94 %
	Donations	.30 %
	Client Rent/Rentals	3.21 %
	Sales and Fees	1.56 %
	Miscellaneous	1.83 %

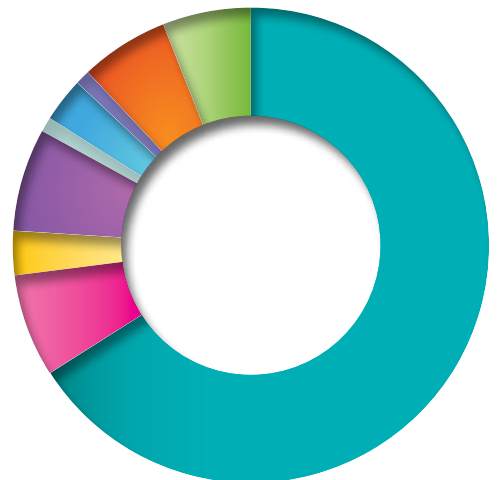


## Highlights

The Society's 2014-2015 total revenue, before internal allocations, decreased year-over-year by approximately \$288,000, to \$24.7 million. This represents a decrease of approximately 1.15% over the previous year.

## Expenses for the Year Ending March 31, 2015

	Wages and Benefits	65.93 %
	Building Occupancy	7.37 %
	Office	3.11 %
	Program Costs/Training	6.74 %
	Food Service & Supplies	1.03 %
	Fees to Clients	3.22 %
	Bank Charges & Interest	.33 %
	Contracted Services	5.9 %
	Client Housing	6.37 %



## Highlights

Total expenses, before internal allocations, decreased year over year by approximately \$581,000, to \$23.2 million. This represents a decrease of approximately 2.44% over the previous year. The decrease in revenues and expenses produced a net increase in operating surplus of approximately \$293,000 or 24.25%, over the comparable surplus amount in the previous period. Once again OCS had a very good financial year and remains in excellent financial condition.



OCS has been increasing services to Cloverdale to meet the growing needs of the community. Cloverdale program locations include:

## Cloverdale Shelter:

This year we continued moving forward with our plans for a new homeless shelter in Cloverdale to replace our existing ten-bed house. The new "Bill Reid Emergency Shelter" will increase capacity ensuring the community's needs are met.

**>300** received housing and supports from Cloverdale Shelter

**>102%** shelter occupancy throughout last year



## Clover Valley Family Resource Program and PEAPS

(Parent Education and Peer Support Program) are drop-in programs operating out of the Cloverdale Recreation Centre for parents/caregivers with children 0-6 years of age.

## S.T.A.R.R. Program in Cloverdale:

STARR has been supporting elementary students for years in Surrey and is moving into two Cloverdale schools the fall of 2015. S.T.A.R.R helps kids develop relationship and leadership skills through daily support, after-school activities, and day camps.



**Many more OCS Programs** are available to the community of Cloverdale.

- Youth Services
- Family Counselling
- Moving Ahead Program
- Supported Living (adults)
- Sexual Abuse Counselling
- Healthiest Babies Possible
- Growing Together Daycare
- Women's Transition Houses
- Immigrant Settlement Program
- Child Care Resource and Referral
- Homeless and Housing Outreach
- Special Services to Children & Families
- Suicide Prevention, Education and Counselling



OCS also provides services that extend beyond Surrey to support people across the Fraser Health Region and the province of BC. Some key examples are:

**Fraser Health Region Crisis Line:** provides a free 24 hour service, 365 days a year for people throughout the Fraser Health Region – from Burnaby to Boston Bar and everything in-between. OCS Crisis Line also supports callers throughout the province through the provision of 1800SUICIDE and the 310Mental Health Support Line (310 - 6789).

**37,023**

calls taken



**>4,800**

were seniors



**2000**

more calls  
than last year



## The Crisis Line Needs You — Volunteer — You'll Be Glad You Did

No previous experience needed as extensive training and ongoing support is provided. If you are interested in this rewarding and challenging opportunity please visit [options.bc.ca](http://options.bc.ca) for:

- qualifications
- tasks and responsibilities
- application process



*"I chose to volunteer because I had heard that it offered superb training for its prospective call takers. This turned out to be 100% true as staff and volunteers really provided training worth a million bucks and it didn't cost us trainees a single dime."*

## Children: The Heart of the Matter Conference

For 18 years this popular annual conference has brought together individuals from across BC who are involved in the care and education of young children, including parents and ECD professionals. The two-day educational event is held in Surrey and is presented in collaboration with OCS, City of Surrey, the School District, and a group of community volunteers. 650 people participated in 2015.

CHILDREN  
the Heart of the  
MATTER



**Most OCS Programs** are available in the neighboring communities of White Rock, Langley and Delta. Check our website [www.options.bc.ca](http://www.options.bc.ca) for more information.



OCS's **Newton Early Years Center** was selected by B.C.'s Office of the Early Years in 2015 as one of 26 provincially designated sites. This designation allows us to enhance existing services to a community with many vulnerable children.



**33%** Surrey's children live in Newton .....



**48%** Newton's families are foreign born .....



**39%** Newton's children identified as vulnerable .....



## Services Offered:

### Child Care

#### Resource and Referral:

promotes healthy development of children by educating child care providers and helping parents locate quality child care in Surrey, Delta and White Rock.

**69**  
training events  
attended by 1300  
professionals



### Healthiest Babies Possible:

helps vulnerable mothers to have healthy birth-weight babies and offers a range of emotional and health-related supports.

**89%**  
born with  
optimum  
birth weights



**80%**  
reduction  
tobacco use  
in pregnancy

### Family Resource Programs:

Newton FRP is one of five drop-in early-learning and parenting programs run by OCS in Surrey. Other locations include Guildford, Whalley, and Cloverdale.

**> 4500**  
adults and children  
participate in Family  
Resource Programs



### Support to Parents of Young Children:

provides one-to-one and group support to parents with young children.

**90%**  
fewer crisis  
and disruptions  
in their lives







Since 1986, **Growing Together Daycare** has assisted young moms to finish high school while raising healthy children.

Quality childcare, nutritious meals, parent education and housing supports are a few of the many supports offered to families in this unique program.

**90%** of children in GTD met key developmental milestones



*"The staff really care about me here"*

## *"Amazing Child Care"*



**Affordable  
New Building  
Highly Skilled Staff**

*" – my daughter doesn't want to leave at the end of the day! Lovely, knowledgeable staff and a clean, safe and stimulating environment"*

**Licensed group childcare for  
children age 2 ½ to 5 years  
Full and Part Time Spaces**

**BRIDGEVIEW  
Child Care Centre**  
11475-126A Street, Surrey

**Open 7:30am to 6:00pm**

**Accessible To Commuters:**

- King George Boulevard
- Hwy 17 close to Patullo Bridge
- Scott Road Skytrain Station

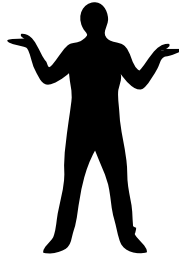
*Operated by Options Community Services  
in partnership with the City of Surrey*

**604.592.7086**  
[www.bridgeview@options.bc.ca](http://www.bridgeview@options.bc.ca)



## Whalley WorkBC

provides cost-free services for Whalley job-seekers. Highly skilled professionals inform, support and empower clients during the stressful time of joblessness.



WorkBC Employment Services Centre



## Services Offered:

### Staffed Resource Area

- equipped with computers, internet, scanners, copiers, phones/faxes.
- information and staff to assist

### Planning, Workshops and Training

- assistance with employment plans and career assessments.
- range of workshops, training support and apprenticeship programs.

### Connections to Employers and Community

- affiliations with employers and resources for wage subsidies, job creation partnerships, paid and unpaid work experience.

### Specialized Services

- for Aboriginal and Francophone people, new immigrants, survivors of violence, youth and mature workers.
- customized services to persons with disabilities, physical or mental health barriers to employment.

### Self Employment Services

- referrals to Self Employment Programs based on eligibility.

*"It has not always been easy from start to finish throughout my experience but the people at WorkBC have always had a kind ear and moral integrity to guide me through every obstacle I have faced"*

**16,680** resource room visits recorded for 2014-2015



**1356** clients employed more than 6 months since WESC opened in 2012



**1350** new clients; one-to-one support





**SSCF** provided opportunities for 220 children with special needs to participate fully in the community, experience meaningful friendships and learn new skills.

This year, thanks to a Chapman and Innovation Grant (UBC), we added a multi-sensory room, where children can experience self-control, autonomous discovery, and exploration to enhance self-esteem and reduce anxiety.



## Family and Children's Intervention Services



OCS offers many programs and groups to assist families experiencing crises and disruptions in their lives. All of these services focus on keeping children safe and supporting families to regain harmony and stability.

**Family Strengthening and Development/ Family Support Outreach:** Individualized family outreach and groups such as: Nobody's Perfect Parenting and Men's Owning My Anger.

**100%** of participants experienced fewer crises and disruptions after 3 months of service

### Supervised Access:

Supervised and supportive visiting program for parents whose children are in the care of MCFD.

**100%** of parents learned new parenting skills during visits

**100%** of parents would recommend service to a friend

### Quick Response Program:

Short-term intensive supports for families in immediate crisis.

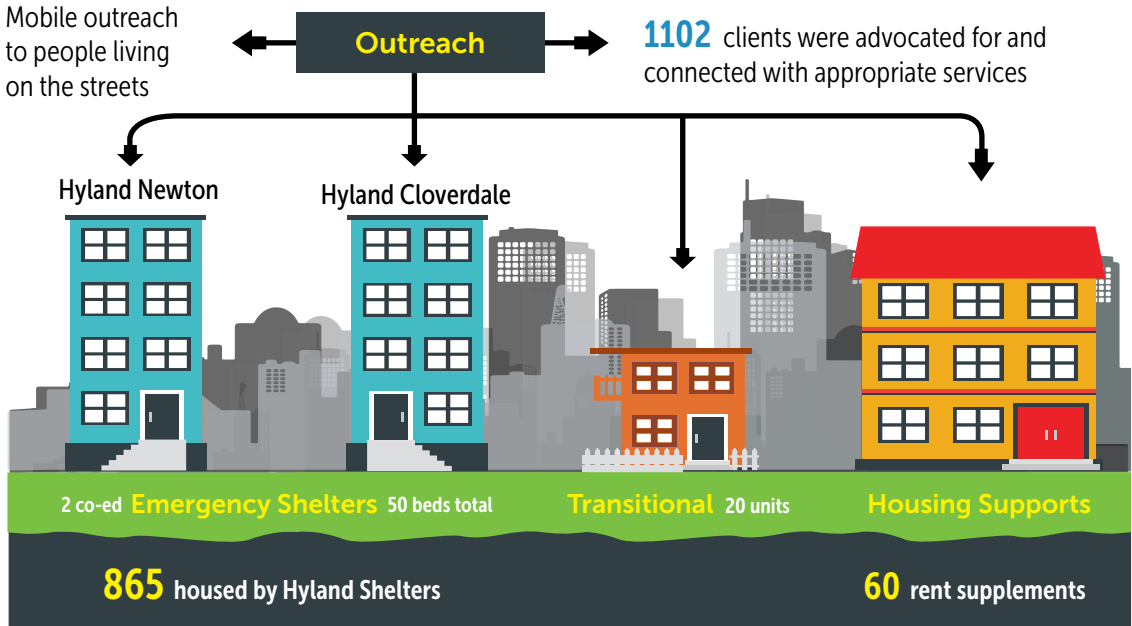
**96%** of families in QRP stabilize within 4 weeks



*"My worker helped me get my family together and she changed my life in the best way. I thank her for my happier life"*



Hyland Newton and Cloverdale Shelters and our Homeless Outreach team offer a continuum of services designed to break the cycle of homelessness.



Hyland Shelters serve an increasingly elderly and fragile population. Average age of residents is 50, and in 2015 the oldest resident was 96 years old.

*"There's a lot of strength in homeless persons. I know that I'm valued here"*

-Shelter Resident 2014

## Supported Community Living

provides support and housing services for older youth and adults living with a mental illness.

The continuum of services includes:

- rental subsidies
- supported independent living
- congregate and supported housing transitional living
- psychosocial and recreational groups one-to-one support

**91-100%** report housing is more safe, comfortable and secure.

**92%** report increased health and stability

*"I wouldn't be alive if it weren't for these people"*  
Really.

## Clubhouses

OCS's three Clubhouses are based on a Psychosocial Rehabilitation approach to wellness and provide a supportive environment to adults living with a mental illness. Members participate in a wide range of groups and activities focused on employment, leisure, basic living skills and wellness.

Impact of Clubhouses:

**>50%** work in supported, paid or volunteer jobs

**75%** report quality of life has improved

*"Outside in the real world there's too much pain sometimes. I like it here, the staff makes it safe for me and now I do that for others"*



OCS provides several services to assist women, children and families to find physical and emotional safety and break the cycle of domestic violence.



## Threshold Multi-Cultural Outreach Program



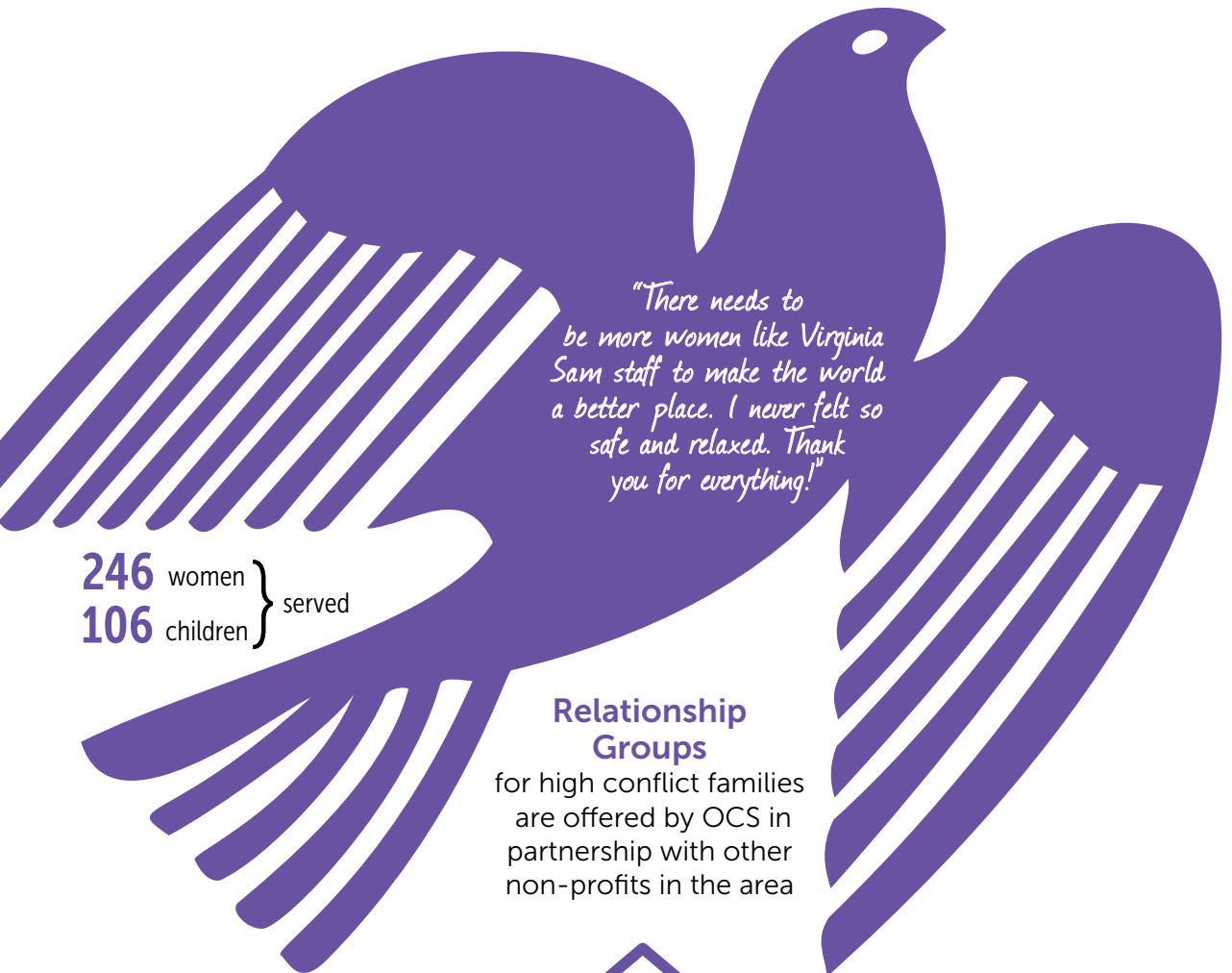
## Children and Youth for Domestic Peace

Counselling and groups for children who have witnessed violence and abuse



## Transition Houses

Virginia Sam and Evergreen



*"There needs to be more women like Virginia Sam staff to make the world a better place. I never felt so safe and relaxed. Thank you for everything!"*

246 women } served  
106 children }

## Relationship Groups

for high conflict families are offered by OCS in partnership with other non-profits in the area

**All** women leave with a safety plan in place



**88%** increase in children's self-esteem after CYDP counselling

This dedicated group of agencies also has a vision to develop a collaborative  
**Centre for Domestic Peace**



## Immigrant Settlement Program

OCS employs 21 settlement workers representing 11 languages to support immigrant and refugee newcomers in Surrey and North Delta.



**2988** newcomers received support

**2515** attended 267 group sessions

**83%** gained skills and connections related to the Canadian work environment

## Moving Ahead Program

MAP provides a full range of supports for vulnerable immigrants and refugees who have faced especially difficult challenges, and have survived extreme loss and trauma. Many originate from Syria, Burma, Somalia and Afghanistan.

The program emphasizes trust and building communities of support, and the MAP team works very hard to meet this need.

**11%**



**intake**

**75%**



**exit**

Clients satisfied with their experiences living in Canada



*"God bless you with your effort. In my life, I needed this program"*

## First Steps Early Years Refugee Program:

First Steps is a unique service that supports the growth and development of young refugee children and helps families to parent in the Canadian context.

Services include:

- early learning and literacy
- outreach and screening
- parenting and family support
- community connections

**90%** of parents are more confident in their ability to parent children in Canada

**81%** of families feeling less isolated and more connected to community

**90%** of parents learned new ways to play and bond with their children





## Youth Services:

Positive things happen when skilled professionals partner to offer a variety of programs and services to youth struggling to overcome barriers. The OCS team provides life skills, curfew monitoring and housing supports to youth.

**76%** showed marked improvement in overall life skills

**87%** reported increased awareness of services available to them



**S.T.A.R.R.** is a prevention program in four elementary schools, building leadership skills and positive connections between children.

**100%** of children made new friends

**232** parents received extra support from STARR



## Counselling Services



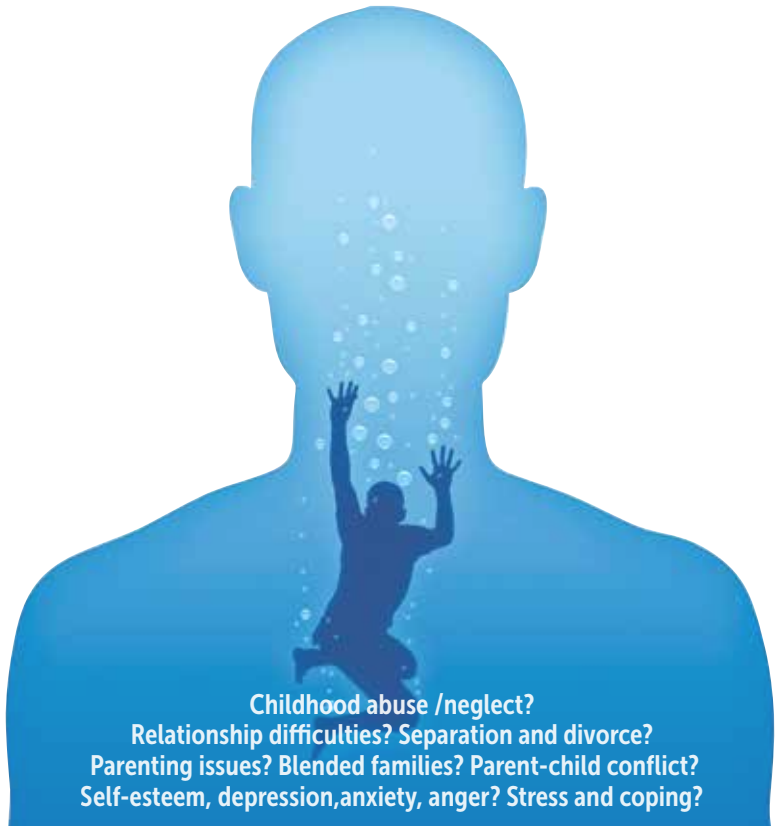
### Services Offered:

- family counselling
- sexual abuse counselling
- suicide prevention, education and counselling

All OCS counselling staff are Masters - level therapists

**589** clients & family members served 2014-15 } **41%** increase from 2013-2014

*"I felt very safe and like I could trust people. I felt like I was in a good place and felt excited to come back"*



Childhood abuse /neglect?  
Relationship difficulties? Separation and divorce?  
Parenting issues? Blended families? Parent-child conflict?  
Self-esteem, depression, anxiety, anger? Stress and coping?



**MAIN OFFICE:**

9815 – 140 St.  
Surrey, British Columbia Canada V3T 4M4  
Tel: 604.584.5811 Fax: 604.584.7628

**NEWTON OFFICE:**

13520-78 Ave.  
Surrey, British Columbia Canada V3W 8J6  
Tel: 604.596.4321 Fax: 604.572.7413



*"This place is like a blanket. It's welcoming, and then loosened and tightened sometimes when you need it, but it reminds you that you are a valuable person"*

**ACKNOWLEDGEMENTS**

Options gratefully acknowledges the commitment and support of government and private funders who made a significant financial contribution to our programs. For a complete list of our funders, community partners and supporters, please visit [options.bc.ca](http://options.bc.ca).



BC Housing

WorkBC



Community Partner

**United Way**  
of the Lower Mainland