



Pacific Centre

Family Services Association

Annual Report
September 2024

Land Acknowledgement

Pacific Centre Family Services Association acknowledges and gives thanks to the Lkwungen peoples, also known as the Songhees and Esquimalt First Nation communities, for allowing us to live, work, and play on their lands. We also respectfully recognize other surrounding nations Scia'new (Beecher Bay) First Nation, T'Sou-ke (Sooke) Nation, and Pacheedaht First Nation (Port Renfrew).

2024 Executive Director and Board Chair Report

As Pacific Centre Family Services Association (PCFSA) celebrates over 55 years of service to the community, we are proud and grateful for the incredible achievements our organization has realized thanks to the unwavering support of our dedicated team, generous donors, and committed partners.

This year, we reached several significant milestones, including celebrating two years of operation of the Westshore Community Health Centre. This year we attached 289 new patients to a family physician, for a total of 2500 and provided counselling services to 2629 individuals. As we continue to recruit family physicians and nurse practitioners to our Centre, we expect to attach a further 3500 patients over the next 2 years. We recently updated and modernized our policies and procedures and have worked on adapting processes to integrate all the services we offer at the Centre. These accomplishments are a testament to the hard work and passion of everyone involved. We also faced challenges such as funding shortfalls for some programs, and recruitment challenges for some positions. This required innovative solutions and resilience of our team.

Financially, our organization has remained stable, with a 2% operational surplus (1% deficit with accounting adjustments for amortization). We are committed to ensuring our financial health, enabling us to sustain and grow our impact.

Looking ahead, our strategic goals include:

1. Collaboration and working better together
2. Operational stabilization and sustainability
3. Organizational development

We would like to express a special thank you to all our dedicated staff, leadership team, and contracted primary care providers who have continued to demonstrate excellent skill and heart in their work and supported the changes to our organizational structure with the continued integration of an entirely new service area. We would also like to thank the volunteers in our Better at Home program, who have been continuing to support vulnerable older adults to remain in their homes throughout a global pandemic.

We are excited about the future and confident that, with your continued support, we will achieve even greater success. We extend our heartfelt thanks to all who have contributed to our journey this year. Your support has been invaluable, and we look forward to continuing this work together. For those who wish to become more involved, through volunteering, donating to our programs, or participating in our fundraising events, please contact us for more information.

Thank you for being an essential part of our community. Here's to another year of positive impact and shared success.

With gratitude,

Liz Nelson, Executive Director

Larry Stevenson, Board Chair



PCFSA Treasurer's Report

PCFSA has made substantial progress towards ongoing sustainability, as can be identified in the 5-year historical review of net income from operations. In the 2023-2024 fiscal year, PCFSA had revenues of \$6.457 million, while net expenses, less amortization, totaled \$6.314 million, resulting in a surplus from operations of \$143k. After accounting adjustments for amortization (\$229k), the Association ended the year with a deficit of \$86k. This represents three years in a row the Association has had a surplus from operations after many years of deficits.

Year	2020	2021	2022	2023	2024
Net Income	(-) \$457,693	(-) \$287,800	(+) \$84,213	(+) \$115k	(+) \$143k
% Change from previous year	+56%	+39%	+118%	+37%	+24%

In just three short years the Association has made up tremendous ground. In 2021, when financial stability and ability to operate as a going concern was in question, the Board of Directors, Management and Executive teams came together to create a new vision for the Centre. The goal was to create a model of care that would service the complicated needs of the Westshore Communities while creating a financially stable future and viable long term operating model. Considering the financial outlook for the Centre at the time, the vision was ambitious to say the least. Through complete perseverance and determination, the Westshore Community Health Centre (WSCHC) was born. This program was to run alongside the existing counselling services offered at the Centre and would provide a progressive wrap around health care and mental health support for the community. The WSCHC would offer primary health care services and was set to become PCFSA's largest program, and currently accounts for more than 50% of revenues. From a strictly finance perspective, the model was built to help share the fixed operating costs with other service programs which had been too high relative to funding for several years.

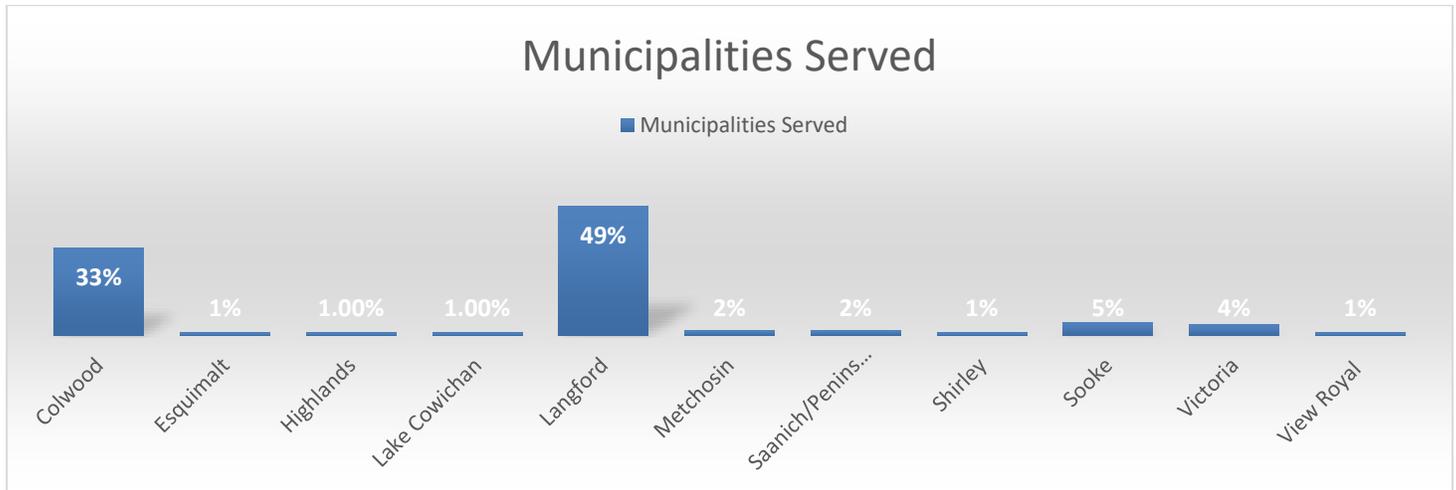
The Westshore Community Health Centre (WSCHC) has been in operation since the June 2022 and has proven to be a very rewarding endeavor. PCFSA has increased its operating budget from \$1.843Mil (2020-2021) to a \$6.4Mil (2023-2024), an increase of 3.4 times, over a span of three years. Through the many learning opportunities, the Association has faced in the early years of operating a new Centre, we are proud of the amazing service we are offering to the community and humbly recognize the increased service to the community as a huge success.

As PCFSA continues to distance itself from the financial instability of recent years, we are continuing to focus our efforts on making proactive changes to the operating model as needed to ensure long-term financial viability and growth. We strongly believe we have the right team in place across all levels of the Association to carry the momentum for years to come. It is my pleasure to continue to serve as Treasurer on the PCFSA Board and contribute to the financial health of an amazing organization. I am grateful to be part of this amazing team!

Adam French, Treasurer

Community Context

While PCFSA serves the whole of South Vancouver Island, we have a particular focus on the Westshore and Sooke communities, which are among the fastest growing communities in Canada. The Canada Census report (2021, reported February 2022) highlights this rapid growth, with Langford seeing a whopping 31.8% increase in population since the last census in 2016, compared with a national average of 5.2% growth. Sooke saw a 16% growth in population, and other Westshore municipalities also had higher than average increases with Colwood at 12.5%, View Royal 11.2%, and Metchosin at 7.6%. Statistics Canada projects this growth trend will continue over the next 10 years. It is not surprising that we continue to experience significant pressure on our community services, even though there has been very little increase in funding for our sector.



As a growing community with less costly housing than Victoria and Saanich, the Westshore comprises a largely younger demographic. This means more working families with children and the accompanying stressors such as childcare concerns, finances, job stability, healthcare, housing, etc. An increased population of young families in the Westshore represents an increased population that are vulnerable to mental health, domestic violence, parenting and family dynamic challenges, and other concerns. Support services in the Westshore are continually challenged to respond in a timely manner to the demand for service. Due to the population growth, this demand will continue to grow in future years.

Over the past 3 years, PCFSA has seen a 250% increase in requests for service for our counselling programs, particularly in our child and youth counselling programs. Individuals requesting service are reporting higher levels of mental health symptoms such as depression and anxiety, more harmful substance use, and increased family violence, leading to trauma symptoms. Individuals and families are feeling a higher financial burden, in addition to loneliness and isolation. Previous mental health concerns have escalated, leading to higher than ever reports of suicidal ideation. The need for mental health support in our community is much greater than the services available.

PCFSA has been working with partners and funders to increase funding so that we can expand our services to best serve the needs of individuals and families in our community and reduce wait times for service. In addition to the funding from the Ministry of Health to open a Community Health Centre, we have received additional funding from United Way Southern Vancouver Island, the Community Action Initiative (CAI), Victoria Foundation,

Island Health, and others, to expand our programming. In addition, the Municipalities of Langford and Colwood have both increased their contributions to PCFSA's Community Outreach Prevention and Education (COPE) program, to allow expansion of the program and to account for increased cost pressures.

Strategy

With the addition of the Community Health Centre to PCFSA's array of services 2 years ago, PCFSA is continuing to work on adapting our strategic goals, while continuing to maintain high operational standards and fulfilling new opportunities. PCFSA continues to reinforce its position as an agency of choice for donors, partners, students, staff, and the community members we serve.

We continue to routinely complete reviews of key strategic components, such as our communications and resource development plan, IT and database systems, diversity plan, Occupational Health and Safety committee, risk management plan, volunteer plan, youth engagement plan, Business and Operations plan, succession plans, as well as our funders' table. We annually prepare a summary of our Strategic Plan and make it available to the public.

During this past year we have continued to prioritize the integration of the new Westshore Community Health Centre and the development of a sustainable business model that will allow us to continue to provide service excellence for the communities we serve.

Program and Community Development

PCFSA continues to demonstrate its commitment to community development and collaborative activities across South Vancouver Island. The staff works regularly with colleagues and community partners to enhance our collaborative approach to serving families. PCFSA has been an active member of The Village Initiative (TVI) and has participated in working groups to address significant concerns affecting our community (mental health and substance use, suicide prevention, reconciliations, integration, delays in service, etc.).

Training and Professional Development

PCFSA continues to provide clinical supervision and training for all our staff. PCFSA also supports trauma informed practices for staff by hosting staff wellness days and Community of Practice (COP) meetings for staff to have opportunities for a safe space to "unpack their backpacks". By providing opportunities for COP meetings, staff can feel supported so they can better support the community.

In addition, PCFSA offers and supports the professional development of staff. Some events are attended only by one or two program staff and may address specialist content. Other sessions are provided for most staff to attend and include transferable knowledge and skills.

Volunteers

PCFSA has always had a volunteer Board of Directors, who set the strategic direction of the Association. The Board Directors also participate in fundraising and other activities as required. As our implementation and integration of the Community Health Centre is well underway, PCFSA's Board of Directors have focused their energies on governance and strategy development.

We also continued our partnership with the Colwood and Westshore branches of the Royal Bank of Canada, whose dedicated volunteers assisted us with providing holiday hampers for some of the families we work with. We continued our collaboration with Our Place Society for a successful Westshore Coldest Night of the Year walk which attracted more volunteers, participants, and fundraising dollars than ever before.

PCFSA's Better at Home Program also has 20 dedicated volunteers who have been in providing support and transportation for isolated and vulnerable seniors in our community.

Volunteers are known to bring vitality, motivation, wisdom, and ideas into agencies, and can take on roles that paid staff are not able to accomplish. This approach to volunteering has matured and developed over several years, and it is well established that volunteers deserve clear expectations, feedback, and recognition in their roles.

We currently have about 25 volunteers in addition to our Board Directors. The profile of our volunteers is broad and diverse across dimensions of age, gender, culture, geographical locality of residence, and ethnic origin. We now benefit from over 3,000 hours of volunteer time each year from these valued individuals. Volunteer hours are increasing as our Better at Home program continues to expand.

Learners

PCFSA has always had a great reputation for offering excellent placements for learners in the mental health field. We have offered internship opportunities for over 100 master's level students over the past ten years. After a few years of having to reduce our internship program due to the Covid 19 pandemic and building renovations, we were able to increase the number of students we could support again this year. This year we supported 9 counselling students in their learning and professional development, as well as 5 medical residents.

We are continuing to expand our model to become a learning site for not only counselling interns and medical residents, but social work and nursing students as well. We are committed to maintaining high standards of learning for all students and excellent service for our clients and patients.

Health and Safety

PCFSA meets high standards to ensure optimal working conditions and promote health and safety in all aspects of our work. PCFSA adheres to CARF standards, requirements of the Collective Agreement, as well as BC legislation. PCFSA has an Occupational Health and Safety (OHS) committee comprised of staff and management that meets monthly. We have an annual plan of drills and inspections that are completed and recorded. In addition, items that arise during the year are addressed as needed. Items raised by staff members are collated by the committee and responded to. As tenants in multiple locations, we also attend OHS committee meetings for each location to address common concerns and best practices.

Critical Incidents

This year our staff attended to one toxic drug overdose on site. Naloxone was administered, and emergency services were called. The person recovered and declined transport to hospital.



Finance

PCFSA finances are audited professionally and independently on an annual basis. Financial Statements are published and made available to the public and stakeholders.

Diversity – Inclusivity – Trauma-Informed Practice – Decolonization

PCFSA is committed to the highest standards of diversity and inclusivity. We have a detailed plan and position statement that is reviewed every year. Each year we build on our commitment, and we are leaders in the community promoting these values. We are focused on building long lasting meaningful relationships with local Indigenous communities by inviting them to special events and attending and participating in Indigenous events.

In January 2023, we hired an Indigenous Liaison, who's role helps create a culturally safe environment for Indigenous community members to receive team based healthcare and cultural supports. By working in Community and at the Centre, the Indigenous Liaison works to bridge gaps and barriers to accessing care by providing advocacy, education, and support for Indigenous individuals and families and acts as an intermediary between those accessing care and other healthcare staff. This role is also instrumental in improving the cultural competence of our staff, which ultimately improves trust with Indigenous community members who access our services.

This year we also established a Decolonization and Reconciliation Council with a goal to address historical injustices, promote healing, and foster equitable and inclusive practices PCFSA. The purpose of the Decolonization and Reconciliation Council is to facilitate meaningful dialogue, implement actionable strategies, and advocate for policies that promote reconciliation, decolonization, and social justice within PCFSA and the community.

Program Highlights

Counselling and Social Services

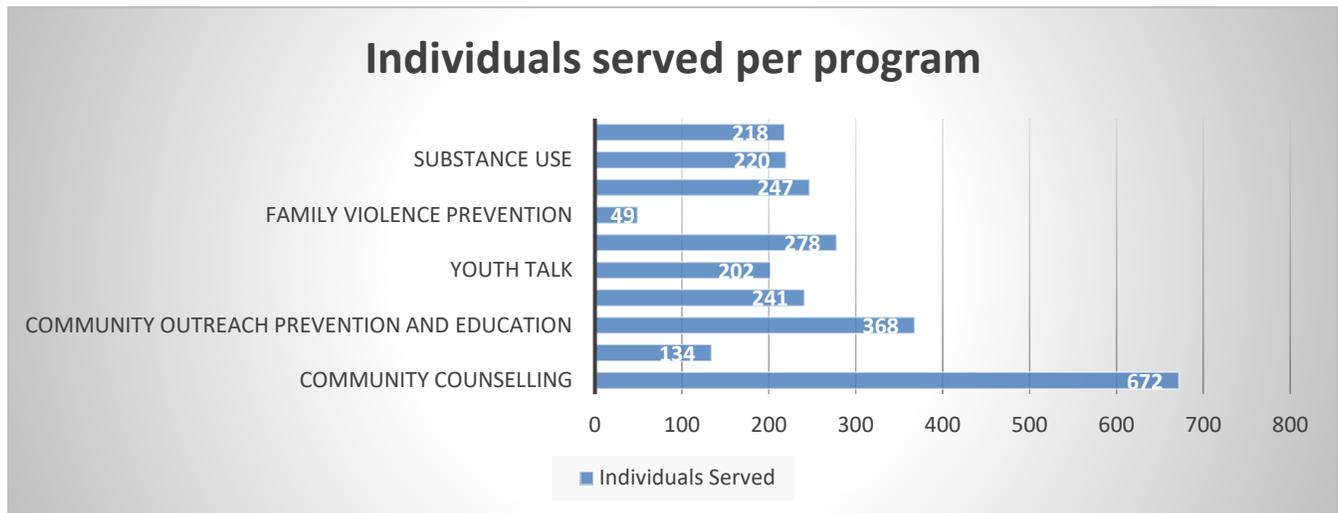
Annual reports are prepared for all Counselling and Social Services programs and are available to all stakeholders. This report presents a summary of all PCFSA programs. The trend of increasing need and complexity continues and has resulted in increased pressure on our programs, as well as delays between referral and allocation to counsellors. This high level of complexity across all programs must again be contextualized in rapid population growth, without the supporting increases in services in the Westshore.

As a response to the high level of demand, we have continued to employ a dedicated Intake Coordinator position and continue to collaborate and triage with partner organizations and services to ensure timeliness of service.

Most of our services are free, except for our Community Counselling program which is a fee-based enterprise, offering clinical counselling services on a sliding scale. The funding sources and support for each program differ; details are available in our financial statements. While many of our programs target Westshore and Sooke communities (our locations are based in both regions), we serve families and individuals across Southern Vancouver Island.

PCFSA's Counselling and Services programs served a total of 2,629 individuals with direct service this year. In

addition, our intake counsellor responded to 60-100 inquiries for service and information each week.



Child, Youth and Family Counselling and Social Services Programs

Community Outreach Prevention and Education (COPE)

PCFSA's COPE program is funded primarily by the municipalities of Langford and Colwood. It is also supported by PCFSA fundraising and other grants. COPE has the following three overall aims:

1. To provide individual and group counselling to youth and their families who are living in the Westshore.
2. To offer outreach services to youth in the community.
3. To refer youth to other services specific to their needs.

The COPE Youth and Family Counsellors (YFCs) are responsible for individual case management, group work programming, and community engagement activities. The youth who are referred to the program have individual plans designed to address their unique needs. The average length of time youth engage in this service is approximately 3-6 months. We continually assess and respond to common trends identified by the youth, delivering creative group programming based on need and feedback from the youth themselves.

Crime Reduction and Exploitation Diversion (CRED) Program

The CRED Coordinator and Youth and Family Counsellor, in this program, provide targeted intervention and support for youth at high risk of gang involvement, youth displaying gang-related behaviours and youth who are gang-entrenched.

Often by the time youth come to the attention of law enforcement, they are more deeply entrenched in substance use and criminal activity. As the CRED program creates community relationships with families, schools, health providers and other helping agencies, youth are often referred for support earlier in their trajectory. This enables CRED to spearhead wrap-around care at a time when it is most likely to be effective before youth become fully entrenched. The project has made it clear that to support early intervention, CRED needs to focus on relationship building in the community with at-risk youth and their families over time.

Funding for this reporting period was from a one-time grant from MPSSG to continue this important work for an additional year. We received a substantially lower one-time grant to continue this program at reduced capacity

for an additional year.

Sexual Abuse Intervention Program (SAIP)

The Sexual Abuse Intervention Program (SAIP) is a Ministry of Children and Family Development (MCFD) funded community-based program providing specialized services to children and youth up to the age of 19, and their families. Service participants include children and youth who have been sexually abused, and children under 12 who exhibit sexually intrusive behaviours. The program is offered to families living in Sooke and the Westshore communities.

West Shore Community Prevention and Youth Services

This MCFD funded contract addresses the continuum of needs in the community from early years through youth to young parenthood. PCFSA's Youth Services are designed to provide a continuum of early intervention and prevention services, with individual, family, and community outreach models. Services are provided on a universal basis to the public within the community in the West Shore with priority being determined according to assessed need. Our community-based youth services are intended to promote healthy development, increase resilience and family harmony, reduce high risk behaviours, and maintain youth's connections with their community.

Youth Talk

The Youth Talk email counselling program continues to grow and remains an extremely popular service. Common issues among the youth served were depression, suicidal ideation, self-injury, anxiety, gender identity, family conflict, school issues (academic success and transition to college/university), relationship issues and sexual abuse.

There continues to be a significant number of youths who access the service to discuss suicidal ideation, reinforcing that this model of service delivery is a safe outlet for youth to address their painful feelings. It appears that some youth have an easier time expressing their issues through this media--as opposed to face to face--indicating the high need to continue and perhaps expand upon this service.

We continue to work in collaboration with Youth Space to ensure the forum is working without issue to provide the best possible service to youth as well as to promote and grow the services we already provide.

Youth Groups

Youth Groups were still on hold for most of this reporting period, except for our Lego Group, which was offered in collaboration with Westshore Parks and Recreation. The Lego Group provides a safe place for LGBTQIA2S+ youth to receive support and resources.

Parenting Support

During this reporting period, we have continued our family model of providing parent or other caregiver support, as it provides families with counselling and resources which are integral to ensuring better outcomes all around. We are exploring parenting groups and presentations based on community interest.



Adult Counselling and Social Services Programs

Better at Home

The intent of the Better at Home program is to support seniors to remain in their homes, offering support in the form of friendly visits and transportation to appointments, offered by volunteers, as well as subsidies for professional services such as light housekeeping.

Community Counselling

During this 12-month period, in addition to the Fee for Service component of this program, the Community Counselling Program was fortunate to receive an extension of a temporary grant from the Community Action Initiative (CAI), which enabled us to continue to provide short-term, low cost, reduced-barrier supports for individuals who were impacted by the effects of isolation as a result of Covid-19. The most significant impact of this funding has been for vulnerable individuals, who do not meet the mandate of other funded programs and cannot afford private counselling fees, to receive much needed mental health support. We were able to recruit experienced counsellors, who are trained in trauma therapy, to provide vital counselling for those who need it the most and can afford it the least. Though this is a significant, ongoing, and underserved community need, this was particularly salient during these past 4 years of a global pandemic. Mental health crises are continuing to be on the rise, without enough services to support all those in need. This funding has been crucial in providing timely support for many of these individuals.

Stopping the Violence (STV)

Gender-based violence is violence that is committed against someone based on their gender identity, gender expression, or perceived gender. It can be physical, emotional, psychological, or sexual in nature. Gender-based violence disproportionately impacts women and girls, Indigenous peoples, and other diverse populations. The Stopping the Violence Program at PCFSA provides counselling for women, trans women and gender fluid individuals who currently experience or have previously experienced abuse in an intimate adult relationship and/or who were sexually abused as children.

As the demand for STV counselling services continues to increase at an exponential rate, the main challenge has been to provide service in a timely manner for the number of referrals we receive. Prompt service is particularly crucial when a high level of safety risk is identified, especially when children are also at risk. Approximately 60% of our STV referrals are rated as priority 1, high safety risk.

While managing the waitlist and supporting program participants to transition out of service is an important component of effective service delivery, addressed through regular review, people coming to see us are often seeking services for long term counselling regarding complex trauma. While we address these service requests within the context of the STV mandate of medium-range counselling, it is of concern that there are no funded resources that will support women and trans persons on limited income who require long term counselling for complex trauma. There is nowhere to refer persons who cannot cover private fees for longer term counselling.

Family Violence Prevention (FVP) Program

PCFSA's FVP program supports the delivery of individual and group counselling for adults, within and outside of the criminal justice system, to address their abusive or violent behaviour within intimate

relationships. To enhance assessment of the program participants, and to prioritize safety, we also provide services for intimate partners. Partner services aim to increase safety through education on the dynamics of abuse and offer support for safe and healthy choices. Partners are contacted as part of the assessment and may receive ongoing support or intervention if required.

The program enables program participants to understand the nature of domestic violence, to take responsibility for their actions and to develop alternatives to abusive behavior. We work from a variety of perspectives (including feminist, cognitive, narrative, solution-focused, trauma-informed, polyvagal, and trans-theoretical) recognizing past traumas as influencing current behaviour, while still maintaining accountability as a primary focus. The persons served are expected to take responsibility for their behaviour and develop tools for building healthy relationships.

This program is a regional service and is unique in its model of holding individuals accountable for their violence and engaging the whole family safely and with care.

Substance Use (SU) Program

The SU program goal is to improve the health and functioning of individuals affected by substance use in the community, thereby enhancing well-being and public health and reducing the impact on the health service. The SU counsellors recognize the links between the experience of violence and trauma, mental health problems and substance use issues and are committed to following the principles of Trauma Informed Care. Priority is placed on individual safety, providing choice and control in treatment planning, welcoming trauma survivors, minimizing the possibility of re-victimization and supporting individual empowerment and skill development.

Group Counselling

This year we offered several group counselling options for those seeking our support. They included:

- YMIND - a seven-week mental wellness program for young people who are aged 18 to 30 and struggling with mild-to-moderate anxiety or stress.
- Substance Affected By - An 8-week, closed group for individuals over 19 affected by a loved one's substance use.
- Stopping the Violence - A six-week group for women, trans women, and gender-fluid individuals over 19 who are currently facing or have experienced abuse in an intimate adult relationship or childhood sexual abuse.
- Suicide Loss Support Group – A monthly drop-in group that offers a safe and welcoming space for individuals over 19 who have experienced the loss of a loved one to suicide.
- Tools for Change Group - A closed, weekly group for people over 19 who are struggling with their anger, communication, and conflict behaviour in relationship with their intimate partner.

Westshore Community Health Centre

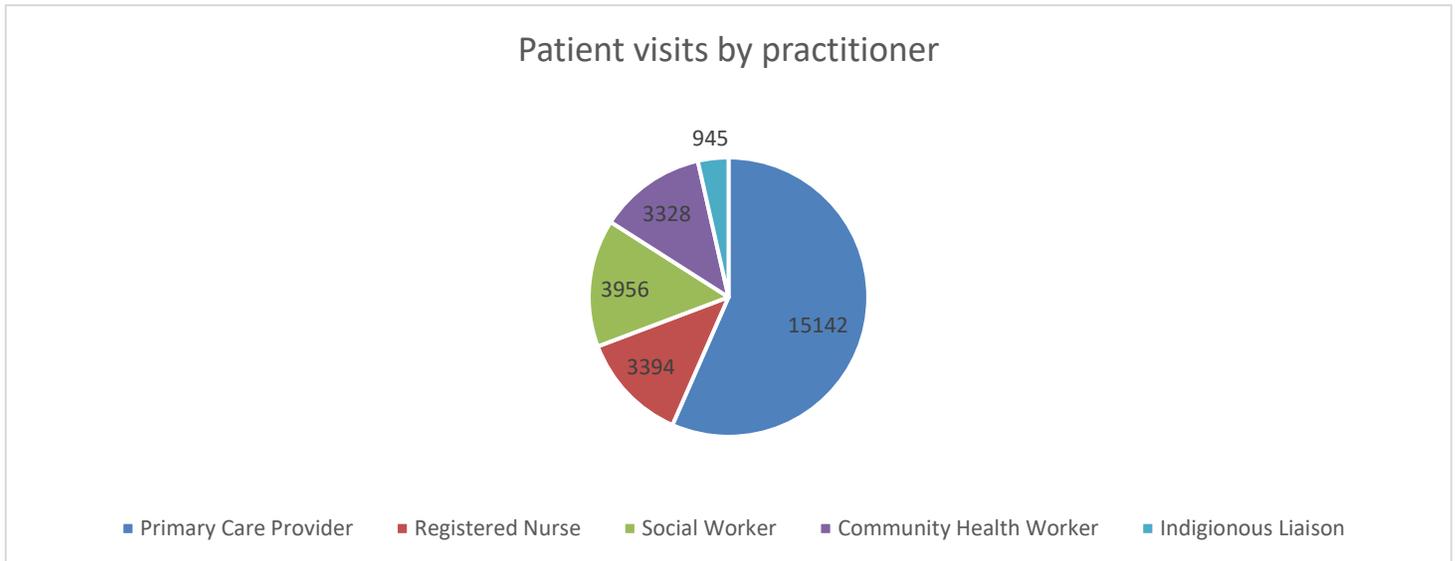
The Westshore Community Health Centre (WSCHC) has been operating at PCFSA since June 2022 and provides team based longitudinal primary health care for individuals, and their families, who have experienced inequities to accessing health care due to the social determinants of health. This includes factors related to income, employment and working conditions, education/literacy, childhood experiences, built environment, lack of social supports, gender/race/class-based discrimination, and the intersection of same.

The Community Health Centre model of team-based care has been extremely valuable in allowing us to provide patient centered health care services to individuals who have experienced significant barriers to accessing care. The model allows for service delivery that reflects the needs of the diverse community that we serve, which includes service providers being able to spend the time needed with patients who otherwise may not receive care.

The WSCHC has an ongoing annual budget of over 4 million and consists of a team of 7.26 Full-Time Equivalent (FTE) Family Physicians, 3 FTE Nurse Practitioners, .2 FTE Medical Director, 4 FTE Registered Nurses, 2 FTE Community Health Workers, 2 FTE Social Workers, 1 FTE Elder in Residence, and 1 FTE Operations Director.

This year we experienced some of our Primary Care Providers move to a different clinic or away from Vancouver Island. While one of these providers took their patients with them to a new clinic, we moved many other patients to a different provider within the clinic. This slowed down our attachment rate for a period during the transition. Despite this, we still attached almost 300 new patients to the clinic for a total of 2500 patients were attached to a primary care provider at the WSCHC.

This reporting period, there were a total of 22,765 patient visits at the Centre, with an additional 864 community visits by our outreach team for patients who had barriers to accessing care at the Centre.



In addition to the patient encounters, Primary Care Providers and Allied Health Staff have been working on refining intake and workflow procedures and developing outreach protocol and reporting systems. Our Medical Office Assistants and Allied Health Providers also distribute, on average 20-25 harm reduction kits and 5-10 Naloxone

kits per week, which contributes to the health and safety of community members who are not necessarily attached to the WSCHC as patients. We also provide education about the drug poisoning crisis and offer Naloxone training to the community at large.



Quality Improvement Planning

All program reports include quality improvement plans. In addition, we prepare a regular review of our table of performance indicators. We create an annual quality improvement plan in our operational business plan.

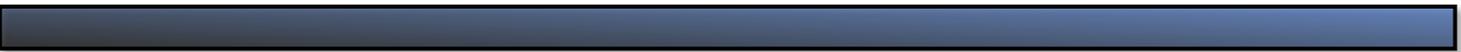
General themes that emerge across programs for improvement are:

- ✚ Effectiveness - maintain commitment to high quality standards.
- ✚ Accessibility - continue to collaborate and triage demands for service while looking at creative ways to increase the capacity of our services, including additional groups and engaging students and volunteers.
- ✚ Efficiency – continue to secure funding to maintain PCFSA’s Central Intake position which provides a streamlined intake and referral process and allows all providers to spend more time in appointments with persons served.
- ✚ Satisfaction – continue to seek feedback from persons served, as we work toward further building a ‘culture of feedback’.

Strategic Objectives – the year ahead

As PCFSA continues to grow and solidifies itself as the largest community social services and healthcare agency in the Westshore, we will continue to offer and expand upon our growing range of services that respond to the priority needs of the community. In addition to continuing to develop our model of team-based care and attaching patients to a primary care provider, the year ahead will be focused on collaborating with partner agencies in continued dialogue with current funders and all levels of government to advocate for additional resources to serve our rapidly growing community.

As we continue to recover from the impacts of Covid-19 and face global economic and political uncertainty, we will be proactive in supporting the health and wellness of our board, management, staff, and volunteers. Through professional development and leadership opportunities, we will make possible the development of skills and capacity to support the delivery of services and achievement of our vision.



Friends and Support

Thank you to our Funders, Community Partners, Sponsors and Donors:

AVI Community and Health Services
Ammolite Technology
Auxilium Mortgage Corporation
BC Association of Community Health Centres
BC Housing
Big Wheel Burger
Blue Sea Foundation
Canadian Mental Health Association - Community Action Initiative
Canadian Red Cross
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F45 Training Langford
First West Foundation/ Island Savings Community Endowment
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Island Corridor Foundation (Island Rail?)
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Julia Abraham Real Estate
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Maxxam Insurance
Metchosin Senior's Association
Ministry of Children and Family Development
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Sawmill Taphouse and Grill
School District 62/61/63/Francophone
Slegg Building Materials
Soroptimists International Victoria Westshore
Sooke Family Resource Society
The Home Depot Canada
The Shoebox Project
Times Colonist
Town of View Royal
United Way British Columbia
United Way South Vancouver Island
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Every individual donor, volunteer, and member of PCFSA

