



Pacific Centre

Family Services Association

Annual
Report
2025-2026

ENCOURAGING
POSSIBILITIES

Territory Acknowledgement

Pacific Centre Family Services Association (PCFSA) acknowledges with deep respect that we provide services on the traditional and unceded territories of the **Ləkʷəŋən Peoples**, specifically the **Songhees** and **Esquimalt (Xwsepsum) Nations**. We also recognize and honour the deep and enduring relationships that the **WSÁNEĆ**, **Sc'ianew (Beecher Bay)**, **T'Sou-ke**, and **Pacheedaht** Peoples maintain with these lands and waters.

We are grateful to work with communities on these territories and honour the histories, cultures, and enduring contributions of the First Peoples who have cared for this land across generations.

PCFSA is committed to reconciliation through respectful relationships with Indigenous communities, culturally safe and trauma-informed care, Indigenous-informed practice, and ongoing learning from Elders, Knowledge Keepers, and community partners.

We recognize reconciliation as a shared and ongoing responsibility and remain committed to meaningful action, accountability, and continued learning.

Reflections from our Executive Director and Board Chair

It is a privilege to step in as Acting Executive Director during Liz Nelson's absence and to offer these reflections on her behalf as we close another meaningful year at Pacific Centre Family Services Association. What stands out most is the trust our community places in us. This year, more than 5000 people turned to our programs from primary healthcare and mental health counselling to youth outreach, violence prevention, and family support and met a team determined to respond with care, accessibility, and respect. Equity and inclusion remained at the heart of that work. Our commitment to reconciliation with Indigenous communities continued to deepen, anchored in the everyday practice of listening, learning, and walking alongside one another toward care that is genuinely safe and culturally responsive. None of it happens in isolation. I am grateful beyond measure to our staff, volunteers, Board of Directors, and community partners, and to the funders and donors whose steady generosity keeps these doors open. Their belief in this mission reminds me that every person who comes to us deserves dignity, support, and a real chance to thrive.

With gratitude,

Sara Radford, Acting Executive Director on behalf of Liz Nelson, Executive Director

Congratulations to the PCFSA team on another remarkable year! Celebrating 58 years of operations, PCFSA remains a cornerstone of our community, a trusted presence offering critical supports to individuals and families across the region. Over the past year, we have continued to deepen our commitment to accessible, trauma-informed services while responding thoughtfully to evolving community needs. Looking ahead, the Board has made financial sustainability a central strategic priority, recognizing that a resilient financial foundation is what ensures we can continue showing up for our community for generations to come. We are proud of PCFSA's continued ability to adapt, innovate, and remain grounded in its core values. On behalf of the Board, sincere thanks to the staff, volunteers, donors, and partners whose dedication makes this work possible.

Warmly,

Maria Weaver, Board Chair



About PCFSA

Since 1968, Pacific Centre Family Services Association (PCFSA) has provided compassionate, equitable, and trauma-informed care to individuals and families across South Vancouver Island. Our vision is to build healthy, inclusive communities where everyone has the opportunity to thrive.

From our community-based locations, we offer a broad range of services, including primary health care for people facing barriers to access, support for seniors, youth and family services, adult mental health and substance use counselling, violence prevention and trauma support, email counselling, outreach, and group programs.

Grounded in person-centred, holistic, and culturally responsive care, PCFSA supports individuals and families to build resilience, strengthen wellbeing, navigate complex challenges, and connect with the services and resources they need. We are equally committed to addressing the systemic barriers that affect health, safety, and access to care.

Vision, Mission and Values

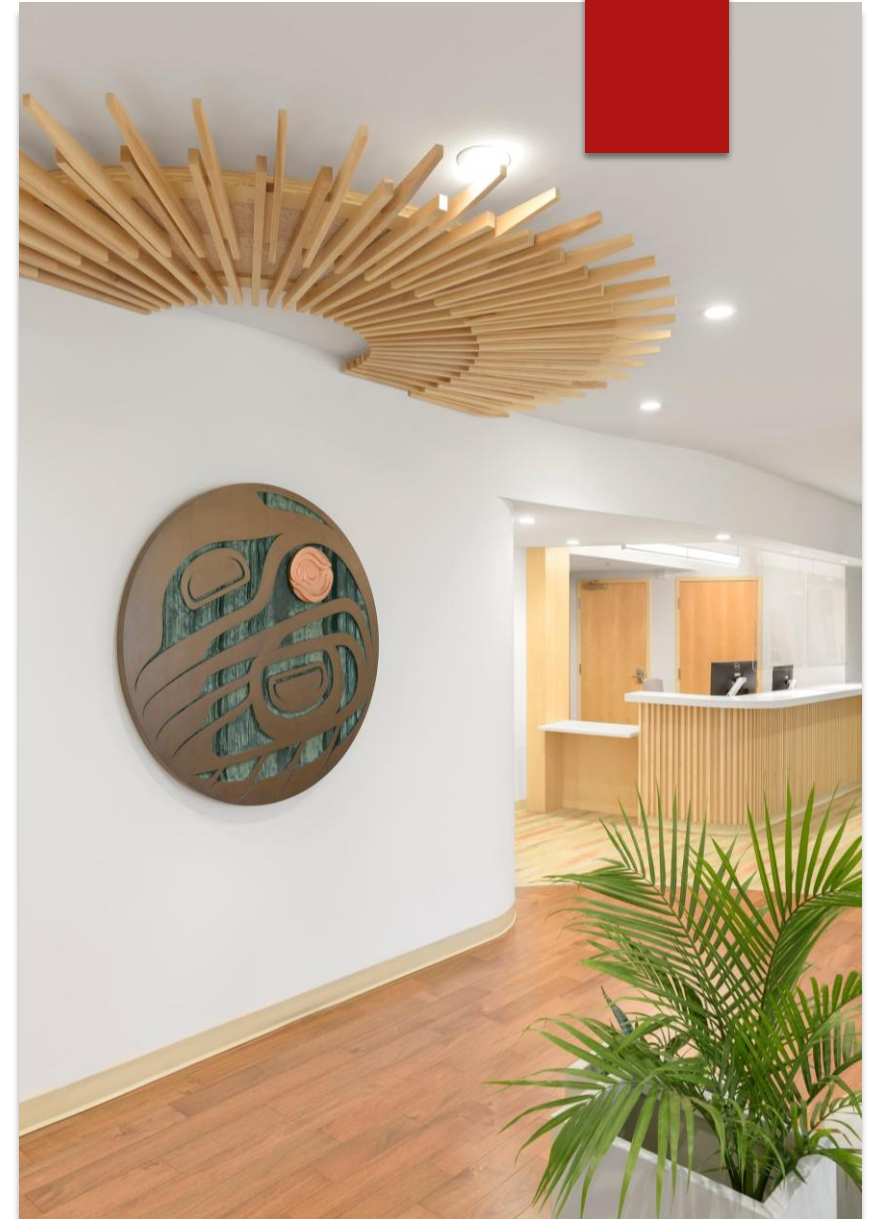
Vision:

PCFSA is the community leader in providing services that facilitate equitable access to physical, emotional, and culturally appropriate care.

Mission:

PCFSA provides equitable access to team-based, trauma-informed, culturally safe, and holistic care for individuals and families within the diverse communities we serve.

Values:



Strategic Plan 2024-2027

Key Priorities

1. Operational Stabilization and Sustainability

- ▶ Sustainable In-term funding for all core programs.
- ▶ Increase capacity of core programs to decrease wait times.
- ▶ Focus on recruitment and retention of current staff, as well as succession planning for all roles.
- ▶ Support staff, board, and volunteers with development opportunities to succeed and grow .

2. Focus on Collaboration and Working Better Together

- ▶ Integration of all PCFSA programs and services through enhanced collaboration and communication.
- ▶ Streamline policies, processes, and systems.

3. Organizational Development

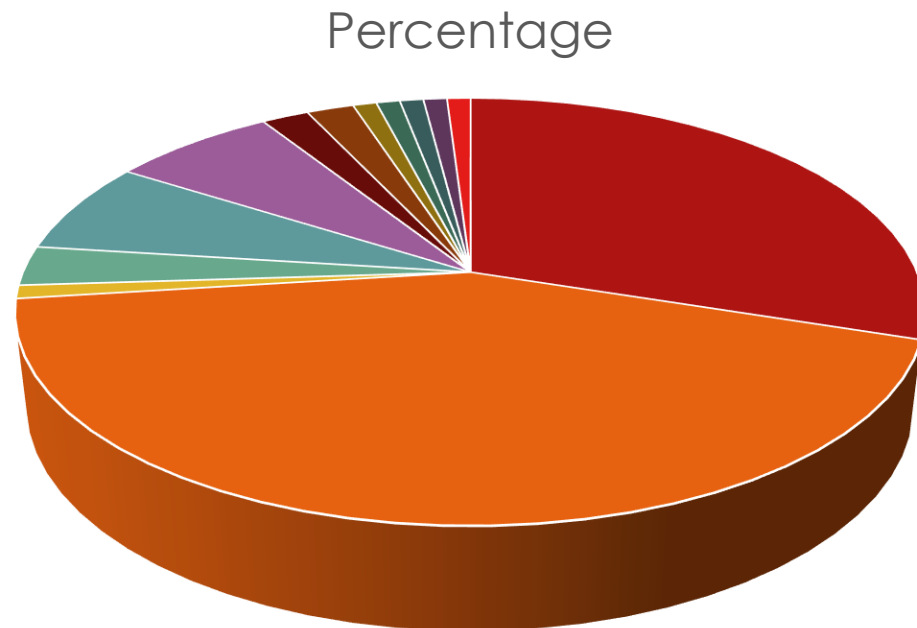
- ▶ Ensure that our external communications, marketing, fundraising and resource development activities are impactful in supporting our vision.
- ▶ Seek out regular feedback from persons served and stakeholders to improve services.
- ▶ Increase outreach and prevention and wellness services across all programs.

Community Context

PCFSA serves the Westshore and Sooke rapidly growing communities where demand for health and social services continues to outpace available capacity. Population growth has intensified pressure on primary care, counselling, mental health and substance use services, family supports, housing, and other community resources.

Governments and public-sector partners are working within increasingly complex demands and limited resources, and we value their continued investment in community-based care. At the same time, many people still face significant barriers to getting help, including cost, long waitlists, limited access to family doctors, and a shortage of free or low-cost services.

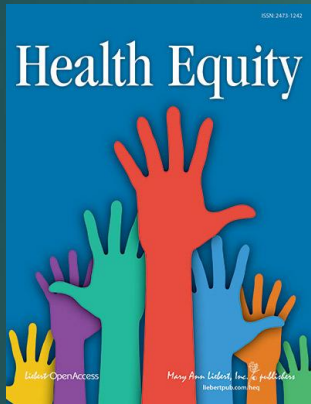
PCFSA works alongside government and community partners to fill critical gaps across primary care, counselling, outreach, prevention, and community support. As demand continues to grow, sustained collaboration and responsive public investment will be essential to maintain access and ensure services can keep pace with the needs of the Westshore and Sooke.



- | | | |
|-----------------|---------------------|-------------|
| ■ Colwood | ■ Langford | ■ Highlands |
| ■ Metchosin | ■ Sooke | ■ Victoria |
| ■ View Royal | ■ Esquimalt | ■ Shirley |
| ■ Port Renfrew | ■ Saltspring Island | ■ Duncan |
| ■ Lake Cowichan | | |

Municipalities
Served

Westshore Community Health Centre



The Westshore Community Health Centre is PCFSA's largest program, providing team-based, longitudinal primary care for individuals and families who have experienced barriers to accessing health care. WSCHC represents a major investment in primary care access, health equity, and community-based health services in the Westshore.

Patients are supported by an interdisciplinary team that includes family physicians, nurse practitioners, a pharmacist, registered nurses, social workers, community health workers, an Indigenous Liaison, and clinical and operational leadership.

The Community Health Centre model allows PCFSA to provide care that is patient-centered, relationship-based, and responsive to the realities of people's lives. By bringing medical care, social support, advocacy, and community connection together, WSCHC provides comprehensive and accessible care for people who may otherwise fall through the cracks.

This year, WSCHC continued to strengthen access to team-based primary care in the Westshore. A key focus has been increasing physician capacity, allowing the Health Centre to attach more patients, improve access to longitudinal care, and better respond to the growing need for primary care in the community.

Children and Youth Counselling Programs



Youth Services: Community Outreach Prevention and Education (COPE)

A community-based mental health and emotional well-being program for children and youth ages 5–18 who live in Langford and Colwood. The program provides free, early intervention and prevention-focused support for mild to moderate mental health concerns that affect relationships, school, and daily life. Services are offered in child- and youth-friendly settings, including counselling offices, playrooms, schools, and community locations.

COPE is funded by the City of Langford and the City of Colwood.

COPE saw record-high demand this year, as children, youth, and families continued to seek support for anxiety, depression, school refusal, family struggles, emotional regulation, and stress. Despite growing pressure on the program, COPE remained focused on early intervention: helping young people build coping skills, strengthening family connection, and providing support before concerns escalate.

Youth Services: COPE-Justice Support

A community-based, trauma-informed service for youth ages 10–18 in the Westshore region who are at risk of criminal involvement, sexual exploitation, or other high-risk situations, as well as youth who have experienced violence or sexual assault.

Delivered in partnership with RCMP Community Policing, the program operates within a non-judgmental, harm-reduction framework and provides early intervention by connecting youth and families to mental health, social, community, and justice-related supports.

This year, the Justice Support Program strengthened coordinated responses for youth at risk in the Westshore.

Working closely with school advocates, RCMP Community Policing, families, and community partners allowed youth to be identified earlier, connected to care without wait times, and supported with clearer pathways to counselling and community referrals.

Children and Youth Counselling Programs



Youth Services: Youth and Family Program

The Youth and Family Program is an MCFD-funded, community-based service for youth ages 12–18 living in Colwood, Langford, Metchosin, Sooke, View Royal, and Highlands. The program provides counselling, case management, outreach, family support, group programming, and life-skills development for youth experiencing family conflict, mental health concerns, school disengagement, housing instability, and other life stressors. Services are youth-driven and relationship-based, with a focus on safety, belonging, emotional regulation, healthy relationships, resilience, and connection to community supports.

The Youth and Family Program helped keep youth connected during periods when they were at risk of becoming further isolated from family, school, and community supports. The strength of the program was continuity: staff were able to stay involved through instability and help youth and families move from crisis or disconnection toward more stable support.

Youth Services: Groups

LEGO Group is an inclusive LGBTQ2S+ peer support group for youth 13–18 hosted at Westshore Parks and Recreation. The group help youth build connection, access resources, and support self-discovery, confidence, and personal growth.

For a second year, Youth Services offered gender-specific psychoeducational groups at Westshore Secondary School's Colwood Campus for youth facing mental health, family, and safety concerns. Groups focused on emotional regulation, communication, conflict management, healthy relationships, decision-making, and connection to positive supports.

Youth Services: Youth Talk Email Counselling

An email counselling program that provides low-barrier support for youth struggling with depression, suicidal ideation, self-injury, gender identity and other concerns. The program was paused in 2025 following the unexpected closure of Youthspace, PCFSA's referral partner, sadly due to funding instability. A new partnership has since been formed with Crisis Centre BC, creating a pathway to rebuild this popular service.

Children and Youth Counselling Programs



Crime Reduction and Exploitation Diversion (CRED) Program

Through two-and-a-half-year federal Department of Justice funding, PCFSA was able to pivot CRED to focus only on supporting youth survivors of sexual exploitation and sexual assault. Youth over 13 could connect with the Coordinator before making a police report to better understand the process, make informed choices, access advocacy, and remain supported through investigation and court. This funding allowed the Program Coordinator to continue working in partnership with a Mobile Youth Services Team police officer funded by the Greater Victoria Police Integrated Units.

Demand for CRED remained high this year, with increasingly complex safety needs arising for youth.

With current funding set to lapse and the need remaining high, youth are at risk of losing a critical pathway to support. PCFSA's priority is to restore the full CRED model: early identification, wrap-around support and justice-system navigation for youth impacted by or at risk of sexual exploitation, gang involvement, and criminal exploitation.

Sexual Abuse Intervention Program (SAIP)

The Sexual Abuse Intervention Program is an MCFD-funded therapeutic service for children and youth under 19 who have experienced sexual abuse or sexual exploitation, and for children under 12 who are displaying problematic sexual behaviours. SAIP also provides support and psychoeducation to non-offending caregivers. The program serves the West Shore and Sooke communities.

Services include individual, family, and group therapy; assessment; consultation; and referral.

This year, SAIP reduced wait times so children, youth, and families could access specialized support sooner, when timely care matters most.

Referrals continued to be complex, often with broader mental health or developmental concerns. Building on last year's identified need for stronger pathways to diagnostic and mental health support, SAIP increased collaboration with other community systems and care providers to help children and youth access the right additional support.

Adult Counselling Programs



Affordable Community Counselling

Low-cost individual counselling for adults provided by Master's-level practicum interns completing graduate training in counselling psychology or social work. Interns are supervised by experienced Registered Clinical Counsellors to ensure ethical, effective, and high-quality care. The program supports adults experiencing anxiety, depression, grief, trauma, relationship concerns, parenting challenges, life transitions, and other mental health or wellness concerns. Services are offered at a set rate of \$30/session in person, virtually, or by phone to reduce barriers to care.

This year, Affordable Community Counselling continued to provide accessible mental health support for adults who may otherwise face financial barriers to counselling. The program strengthened both sides of its purpose: increasing access to care for the community while providing meaningful clinical training, supervision, and mentorship for emerging counsellors.

Fee-for-Service Counselling Program

Individual counselling for adults delivered by experienced Registered Clinical Counsellors. Fees are set at 65% of the BCACC recommended counselling rate, creating a more accessible option for individuals who may not qualify for funded services but still face barriers to private counselling. Counselling may support concerns such as anxiety, depression, grief, trauma, relationship challenges, life transitions, coping skills, and emotional well-being. Services are available in person, virtually, or by phone. Sessions may be paid privately or covered through third-party funding sources such as extended health benefits, CVAP, ICBC, or FNHA, where applicable.

This year marked a significant transition with the retirement of the program's primary counsellor, a meaningful loss for PCFSA and the broader community.

Looking ahead, PCFSA plans to expand the scope of this program so more adults can access affordable, professional counselling.

Adult Counselling Programs

The Stopping the Violence Counselling Program

Free, confidential counselling for women, women, non-binary people and gender diverse people aged 19 and older who have experienced intimate partner violence, sexual assault, or childhood sexual abuse. The program is trauma-informed, feminist, strengths-based, and safety-focused. Counselling supports participants to understand the impacts of violence and trauma, strengthen safety and coping, rebuild personal empowerment, and connect with community and system supports as needed.

Demand for STV counselling remained high this year, reflecting the ongoing need for timely, confidential, trauma-informed support for survivors of gender-based violence in BC and in our local communities.

Safer Families Program

A community-based therapeutic service for individuals who have used violence, control, or abuse in intimate relationships. The program supports accountability, emotional regulation, non-violent coping strategies, and the development of safer, more respectful relationships.

Services include individual and group therapy, consultation, and referral. The program is accessed primarily through referrals from the Ministry of Children and Family Development and the Regional Domestic Violence Unit, and serves individuals in Colwood, Langford, Sooke, and Sidney.

This year, Safer Families continued to strengthen its role as an intervention point for families experiencing risk related to intimate partner violence by refining referral pathways, deepening coordination with MCFD, the Regional Domestic Violence Unit, and other partners involved in family safety.

Adult Counselling Programs



Community Mental Health and Substance Use Program

The Community Mental Health and Substance Use Program, funded by Island Health, provides trauma-informed, evidence-based counselling for transition-aged youth and adults in the Western Communities. The program supports individuals experiencing moderate mental health concerns, substance use challenges, co-occurring mental health and substance use concerns, and those affected by someone else's substance use.

This year, the Community Mental Health and Substance Use Program continued to provide essential support to many people as one of the only free adult community counselling services in the CRD. A significant funding shortfall resulted in the loss of the program's master's-level clinical counsellor positions, representing a major loss of clinical capacity and expertise. We remain committed to working collaboratively with Island Health to sustain the program, protect continuity of care, and preserve access to this essential service.

Adult Group Counselling

YMIND – A seven-week mental wellness program for young people aged 18–30 experiencing mild-to-moderate anxiety or stress.

Affected By – An eight-week closed group for adults aged 19 and older who are affected by a loved one's substance use.

Stopping the Violence – A six-week group for women, trans women, and non-binary individuals aged 19 and older who are currently experiencing or have previously experienced intimate partner violence or childhood sexual abuse.

Suicide Loss Support Group – A monthly drop-in group offering a safe and welcoming space for adults aged 19 and older who have lost a loved one to suicide.

Tools for Change – A closed weekly group for adults aged 19 and older who want support managing anger, improving communication, and building healthier relationship skills.

Healthy Aging Programs



Better at Home

The Westshore Better at Home program supported seniors aged 65+ in Colwood, Langford, and Metchosin to live independently with dignity and connection. Over the past year, it expanded its reach through volunteers delivering transportation, grocery shopping, meal delivery, light housekeeping, and friendly visits. Navigation and peer support services provided information, referrals, and guidance to help seniors access community and health resources. As a result, more older adults were able to remain safely at home while staying connected and engaged.

Social Meals Program - (Sharing Meals, Sharing Experiences (SMSE)

Taking a senior-centered approach, the Social Meal Program expanded over the past year, welcoming new participants and strengthening partnerships across the Westshore community. The program increased social outings, shared meals, and coffee socials, incorporating fun, hands-on activities such as planting flowers, crafting, and guest speaker sessions. Transportation to and from activities reduced barriers and enabled broader participation through collaboration with community partners.

Community Connector – Social Prescribing Program

The Westshore Community Connector and Social Prescribing program strengthened support for older adults by expanding community navigation, personalized care, and access to non-clinical services. Through tailored social prescriptions and resource guidance, the program connected individuals to activities, healthcare, housing, and volunteer opportunities that supported their overall well-being. Collaboration with healthcare providers and community organizations enhanced coordination of care and built stronger partnerships across the sector. These efforts promoted social engagement, reduced isolation, and supported more older adults to age well within their communities.

Aging In Motion – Seniors' Ride Connect

Improved mobility for older adults by reducing transportation barriers. The program provided subsidized rides to medical and social appointments, including coordinated volunteer driver support. It also delivered in-classroom driving refresher training and support for using transportation apps, enhancing safety, confidence, and independence. Together, these services helped seniors stay connected, independent, and engaged in their communities.

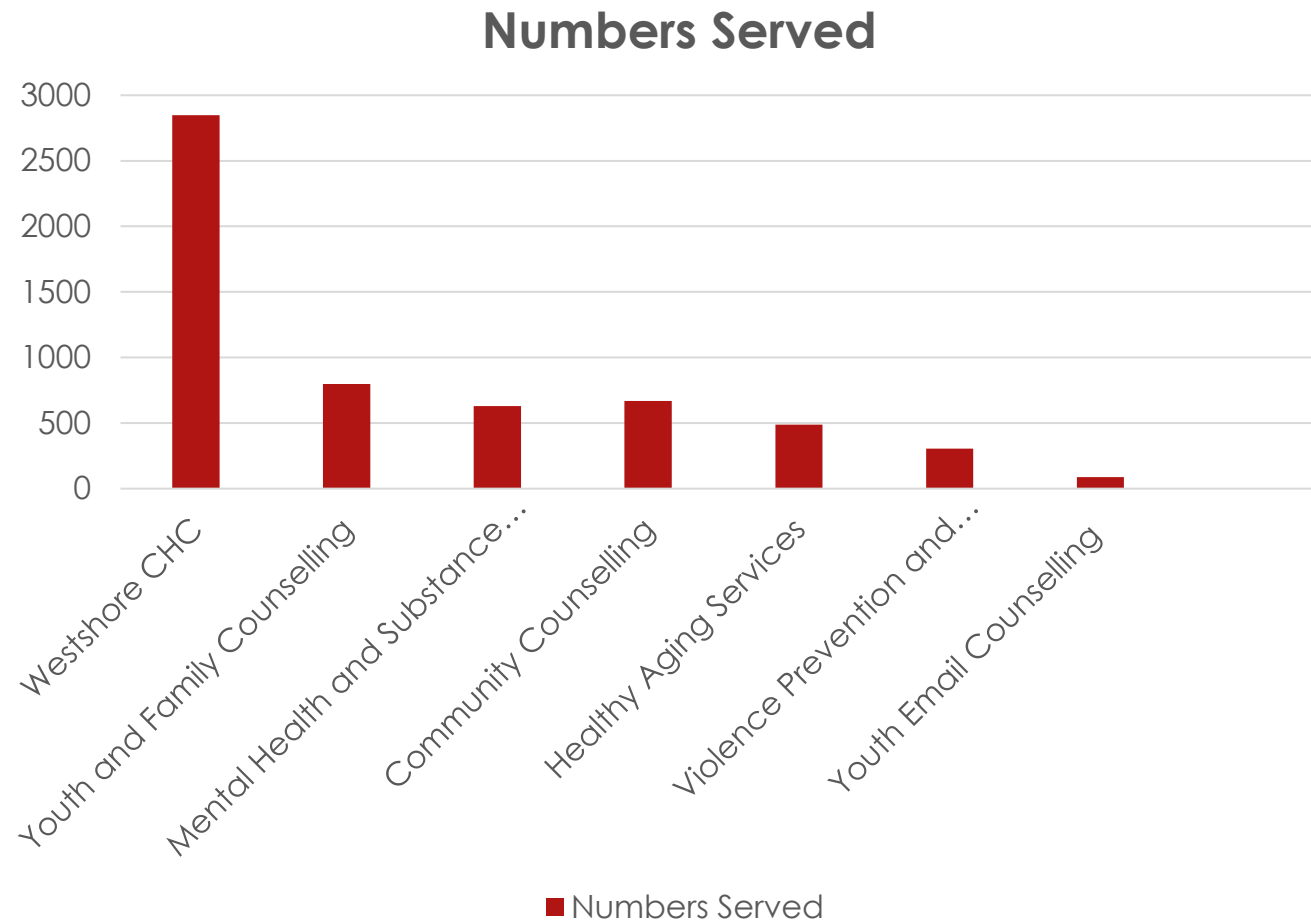
Our Reach

Total Individuals Served: 5863

Attached to Primary Health Care
Provider: 2847

Total Counselling Sessions: 9204

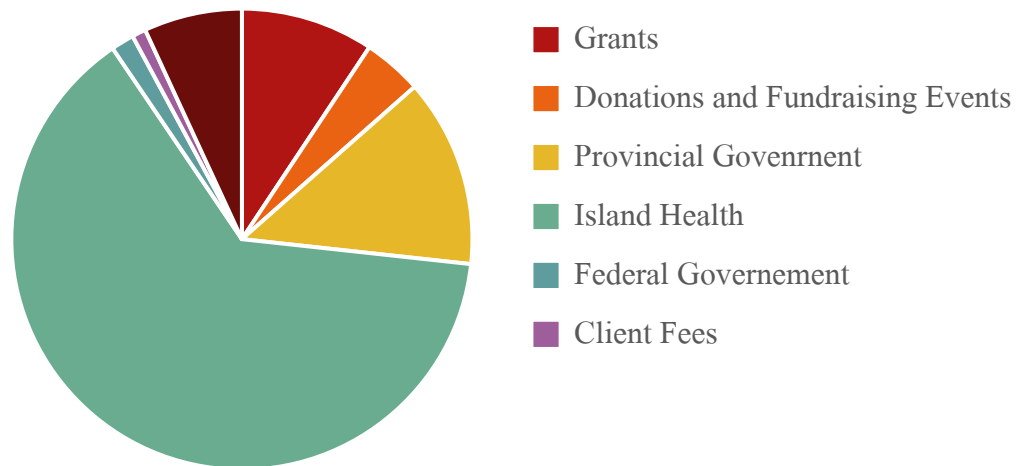
Primary Health Care Clinic Visits:
18,563



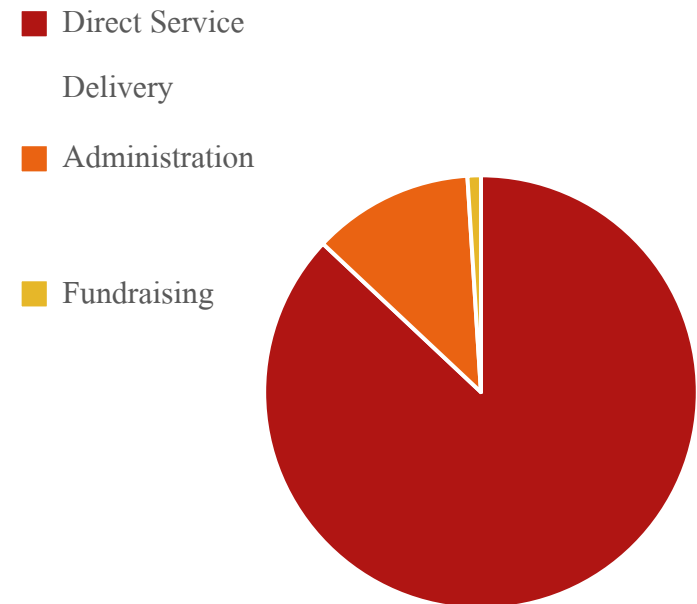
Our Reach by
Program

Financial

Where our Funding Came From



How we spent our funding



The Year Ahead

As PCFSA looks to the year ahead, we do so in a more challenging environment. Like many community social service and healthcare organizations, we are being asked to respond to growing need with fewer resources. This requires us to be thoughtful, focused, and practical in how we work. We will continue strengthening service delivery and making the best use of the resources available to us.

Partnership will remain central to this work. We will continue collaborating with community agencies, funders, municipalities, provincial partners, and other levels of government to work for the resources needed in the Westshore and surrounding communities. We will also continue investing in our staff so that PCFSA can remain responsive and effective through change.

No matter what changes around us, our commitment remains: to provide accessible, compassionate, and responsive care to the children, youth, adults, families, and communities we serve.



Client Feedback

“My counsellor was amazing, I loved working with them and learned so much and feel more confident in my parenting”



“My counsellor has been the most helpful person I have worked with in the past few years. She has given me many helpful tools and tips that I refer to them whenever I need – THANK YOU!”



“I am so grateful for the work we have done together and cannot thank you enough”

“When I received notice from ICBC that I needed to complete the Enhanced Road Assessment, I felt overwhelmed and worried about losing my licence, especially because the test would take place in an unfamiliar and busy area. With the support made possible through the United Way Grant—including a driving presentation, online simulation, and an in-person lesson—I felt much more prepared and confident. I successfully passed my assessment and was able to keep driving”

“Thank you to everyone at the center for your time, patience empathy and understanding”



“I didn’t think there was anything out there for me. I just needed something that fit how I am, and having support helped me feel more comfortable getting out and trying new things”

Thank you to our Supportive Partners and Funders

And every individual donor, volunteer, member, and supporter of PCFSA!

Government Contracts

- City of Colwood
- City of Langford
- Department of Justice
- Island Health
- Ministry of Children and Families
- Ministry of Health
- Ministry of Public Safety and Solicitor General

Grants

- BC Association of Charitable Gaming
- Civil Forfeiture Grant
- Community Action Initiative
- United Way of British Columbia
- Victoria Foundation
- YMCA/YWCA

Donors, Sponsors, and Partnerships

- 100 Men Who Care
- 100 Women Who Care Victoria
- Alpine Group
- Auxilium Mortgage Corporation
- Barter Pay and Associates
- BC Association of Community Health Centres
- Bisset-Covaneiro & Associates, IG Wealth
- Blue Sea Foundation
- Children's Health Foundation of Vancouver Island
- CIBC
- City Centre Park
- Collective Catering
- Cooperators Corcoran Financial Group Ltd
- District of Metchosin
- DJPTK
- Doane Grant Thornton
- F45 Training Langford

- Home Depot
- Island Savings Credit Union
- Julia Abraham Real Estate
- Keycorp Developments
- Maxxam Insurance
- Metchosin Seniors Association
- Pacific FC
- Pinon Cleaning
- Prosperity Planning
- Quality Foods
- Royal Bay Bakery
- Royal Canadian Legion (Langford Branch)
- Saanich Police Department
- Shoebox Project
- Simply Balanced Benefits
- Soroptimist International Victoria Westshore
- Starbucks Westshore
- Tasha Knight Photography
- The District, Langford
- The Village Initiative
- Thrive Community Services and Foundry Westshore
- Times Colonist
- Used Victoria
- Volunteer Victoria
- Victoria Royals Foundation
- Wellness news
- Westhills
- Westrek Geotech
- Westshore Chamber of Commerce
- Westshore Lions Club
- Westshore RCMP
- Westshore Rotary Club
- Worklink Employment Society