

**Sunshine Coast Resource Centre Society
Annual General Meeting
August 14, 2017**

Annual Report – April 1, 2016 - March 31, 2017

Celebrating 25 years!

At The Resource Centre we work with a *community development approach* so everything we do reflects needs that the community has identified and we continue to build strong relationships with other community partners to best meet those needs.

2016/17 continued to be a year of “**Informing, Referring, Educating and Empowering our Community**”. Between the Board, Staff/Contractors and Knowledge Philanthropists, our “little organization that could” **coordinated, collaborated and communicated**” with a variety of programs, projects and services.

Internal Work

We are happy to report that we met many of our strategic goals well ahead of schedule. Our three Strategic Directions:

- Information and Referral
- Volunteer Enhancement
- Sustainability

We continued to use the processes we put in place internally to support our work such as:

- Sync, an on-line filing system which allows us to share information more effectively.
- Rebranded marketing materials
- Website - www.resourcecentre.ca.

We underwent a board evaluation process that will have us focus some attention on exploring a Board structure and staffing model that best meets the changing needs of our organization and the community.

We gathered Resource Centre specific recommendations from all of the community plans that have been created on the Coast over the past few years. We are using these recommendations to help form the basis of our Information & Referral Strategy and operational plan as well as help guide us on future funding applications and on work with the SC Community Foundation on Belonging. We are excited about the opportunities we have to act on those recommendations and do our part in making the Coast the best place to live, work & play for all.

Program Updates:

Information and Referral (I&R)

Our core service continued to be funded by Direct Access (Gaming) with an additional small grant of financial support from the SC Literacy Coalition to host an I&R training for service providers.

As we continue to build relationships and enhance our presence as **THE I&R HUB** in the community, our ability to provide effective I&R coast-wide and amongst service providers also improves.

Our key activities:

- We provided over 500 direct information & referral requests by phone, drop-in or email
- We supported individuals with completing forms and applications including on-line
- We have become a drop off centre and support for the Community Volunteer Income Tax Program
- We keep a comprehensive directory of local community, government and social resources on our website and connect with bc211 whenever needed.
- We maintain an extensive database of individuals and service providers who have engaged with us in one of the many community events/dialogues we have hosted to keep the communication and information sharing on-going.
- We send out a monthly newsletter which provides an opportunity to share important community information, events and workshops.
- We provided training and networking opportunities for I&R service providers.

Exciting new activities:

- As part of a grant from the District of Sechelt to create important infographics to help navigate, improve awareness of and referrals to the many amazing services we have in our communities, our Canada Summer Jobs student has developed the first map focused solely on Community Resources (Gibsons, Sechelt and Pender Harbour will be included).
- We will be partnering with the Better at Home Program on a New Horizons Grant to develop a toolkit of resources for seniors.
- These resource tools will be helpful for a new Seniors Outreach Project thanks to funding from the SC Healthcare Auxiliary and the SC Community Foundation.
- The SC Community Foundation has asked us to partner with them on hosting a Vital Conversation on Belonging this fall.
- The SC Regional Economic Organization (SCREDO) has contracted us to begin work on a Regional Calendar of Events – combining sports, recreation, arts, culture, education, etc.
- We are happy to support our MOU partner, SC Community Services Society, to find an interim solution for some of the SC Volunteer Centre services. We will host the Non-Profit Organization Resource Directory on our website and include Volunteer Opportunities as part of our newsletter.

Over the past year some of our programs, projects & services changed slightly or have run their course.

Legal Information Program

Being the local community partner with the Legal Services Society, our Legal Information Program and Pro bono legal clinics have been a key resource and provided consistent and effective support to the community. We would like to thank Alison Sawyer for coming back to provide pro bono clinics to residents of the Sunshine Coast out of the Gibsons Public Library. Every session had a stand-by list. We are still hoping to have another lawyer provide sessions in Sechelt this fall.

Money Skills Financial Literacy Program

We would like to take this opportunity to thank the SC Credit Union for their on-going commitment to Financial Literacy. The Money Skills program has done its course with many sessions being offered throughout the community, to specific targeted programs and through the high schools. The SCCU will be launching a new program that will continue to meet the needs of the community.

Home Alone Program

The Home Alone Program funded by the District of Sechelt will no longer be coordinated by us. The individual local fire, ambulance, police and emergency response providers will continue to deliver prevention & awareness activities in the community.

Seniors Planning Table

With the completion of funding for the Seniors Planning Table (SPT) in 2016, the Resource Centre Board felt it was too important to risk losing the momentum and great work that was being accomplished so decided to make it a program of The Resource Centre. They worked tirelessly to find alternate funding and use existing staff time to support the SPT.

We were contracted by the District of Sechelt to develop an Age Friendly Intergenerational Community Plan, which provided many recommendations to community organizations and governments to make our community more age friendly.

The SC Community Foundation provided funds to help support the action groups of the SPT (Abuse of Older Adults, Housing, Safety, Dementia Support, Communications/Marketing and Sustainability) continue their work.

With the support from a New Horizons Grant, we were able to culminate the work of the action groups and the SPT with a 180 person Seniors Conference which provided information and education about topics that are important in people's lives. This highly successful event really showcased how effective a coordinated, collaborative approach can be. We certainly hope to work with the community to make this an annual event.

Connecting Self Employed Women for Success:

The 31 month project "Connecting Self-Employed Women for Success" funded by Status of Women Canada, which wraps up this fall, has been taking action to address different barriers including developing a self-employment resource directory, developing an Inclusion and Diversity workshop, working closely with SD 46 on increasing awareness of non-traditional roles and self-employment as options for girls, coding workshops for girls, supporting the Self-Employed

Women's Network and bringing the voice of women to the SC Regional Economic Development Organization table.

Our Team

Each of the individuals who work with or support us as volunteers and Knowledge Philanthropists, partners, organizations and funders deserve bouquets of flowers for helping the Resource Centre continue to offer excellent service. We wouldn't be where we are without this team.

Board of Directors 2016-2017

Anne Titcomb – Co-chair
Caroline Farley - Director
Hilary Estergaard – Treasurer
Hilary Griffiths – Secretary
Jane Gladman - Director
Marj McDougall – Director
Pat Hunt – Co-chair
Sue Elliott - Director

Knowledge Philanthropists

Lucie McKiernan & Sandy McBride

SPT/Steering Committee Members – Gloria Lifton, Adrienne Gadd, Rosemarie Blenkinsop, Sue Jackel, Vicki Dobbyn plus many Action group members.

Staff/Contractors:

Christabelle Kux-Kardos – Program Manager
Alick Troup – Legal Information Program Coordinator
Sherryl Latimer – Program Assistant
Alison Leaney - Seniors Planning Table Coordinator
Cheryl McNicol - Project Manager – Connecting Self- employed Women for success
Donna McMahan – CSEW, Communications
Jen MacParland - CSEW Coordinator
Alison Taylor – webmaster
Connie Hill – bookkeeper
Talia Walkey (2016) & Philip Fogarty (2017) – Summer students