



LADYSMITH RESOURCES CENTRE ASSOCIATION

*Heart on the Hill*

# 2020 2021 ANNUAL REPORT



# Ladysmith Resources Centre Association 2020-2021 Annual Report

For fiscal year April 1, 2020 to March 31, 2021

*The Annual Report is produced  
by the communications, graphics  
and leadership team at Ladysmith  
Resources Centre Association.*





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# President's Message



I think it's safe to say that this past fiscal year has been full of challenges and growth for the LRCA. Much like growing pains, there were painful moments; however, our association has made some successful strides towards becoming a more effective support for our community.

Upon the departure of our past Executive Director, the board had to temporarily fill in and take on some operational roles and responsibilities. If anything, this experience highlighted for the board the vast needs of our local community and the incredible amount of work it takes to successfully manage our association. After months of prescreening and interviews, the LRCA board were delighted to officially welcome our new Executive Director, Karen Laing, to our association in March of 2021. Ms. Laing brought with her many years of non-profit experience. The board would like to thank staff and volunteers for the tremendous work they have done for the LRCA and for our community this past year, successfully navigating COVID restrictions.

The LRCA board's focus continued to be on the LRCA serving the needs of our community through housing, food security and community health and wellness. Our affordable housing project continued to move forward, despite staffing changes, COVID restrictions and initial project timeline delays. Upon entering into a partnership with Loaves and Fishes, our food security programs were running more efficiently and best of all, our community has had access to a variety of food. Our ability to meet and deliver our programs were impacted by COVID restrictions and this required us to employ the use of virtual platforms where possible. The board hoped to work with staff on the development of the strategic plan later this year.

Looking forward to better days ahead.

Sincerely,

**Jennica Graham**

LRCA President

Prior to March 31, 2021

# LRCA Board of Directors

April 2020 to March 2021

## Board Members

**Jennica Graham**  
President

**Vicky Stickwood-Hislop**  
Vice-President

**Stewart Johnson**  
Secretary-Treasurer

**Christy Wood**  
Director  
(June 2020 to March 2021)

**Roger Kimmerly**  
Director  
(retired from board)

**Linda Mix**  
Director  
(elected November 2020)

**Karen Love**  
Director  
(elected November 2020)

## Executive Directors

**Christy Wood**  
Executive Director  
(April 2020 to June 2020)

**Marsh Stevens**  
Executive Director  
(June 2020 to October 2020)

**Karen Laing**  
Executive Director

*LRCA Board of directors conducted an executive director search from November 2020 to February 2021.*

**Karen Laing** hired as executive director in March 2021.

# Executive Director's Message



We are living through an unprecedented time where no words can accurately describe the challenges of this past year.

As the world closed and the COVID-19 pandemic swept through our community, taking lives and stoking fear, it is staggering to me at how community members, governments and local businesses opened their hearts and wallets with such generosity and came together to meet this tragedy.

Funds had flooded into the LRCA. Expanded space was secured for our homeless population to provide much greater safety and comfort. Food security services were modified, and a telephone “check-in” service offered support to our most vulnerable citizens.

It was rare to meet in person. Office hours were reduced, and masked staff members briefly popped in and out to say hello. I quickly learned that Zoom was no longer a term used to describe how cars raced around the Vancouver Island Motorsport Circuit, and Teams was more than a group of baseball or football players. Logging on to a Zoom or Team meeting needed to be mastered with as little frustration as possible.

It was in this context that I stepped into the role of Executive Director of the Ladysmith Resources Centre Association last March. I had only an inkling of the challenges that faced me. There was financial confidence to re-establish with funders, bridges to build in the community and a staff to reinvigorate.

I am privileged to lead this organization which has such a profound history in our community. I am honoured to be a part of a dedicated and passionate team, doing great work serving our community every day. We found innovative ways to solve the many challenges facing us in a very short time. With our combined ingenuity and experience we continue to build a strong organization.

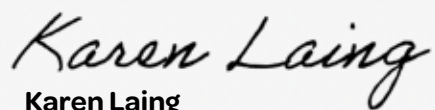
I owe gratitude to our dedicated volunteers who stepped forward in very challenging circumstances to take leadership roles at our food centre, in our senior's department and in our community wellness programs. Our funders have been patient and I acknowledge them for their continued confidence in the LRCA to provide valuable services in our community.

I am thankful to the Board of Directors for placing their confidence in me. Their tireless work brought us into focus and working together to be true to our vision ***"to be the centre of social change in Ladysmith."***

It was Mahatma Gandhi who told us that ***the difference between what we do and what we are capable of doing would suffice to solve most of the world's problems.*** Gandhi would never tolerate the excuse that this is the way we've always done it. He would challenge us constantly to always be the best we can possibly be. I agree with him.

As a social service leader in Ladysmith and as we reach out to rebuild our bridges, I feel confident we are on the right path. We will continue this journey, joining hands with other community organizations and leaders to strengthen the network of support for each other in our community by the sea.

Respectfully submitted by,



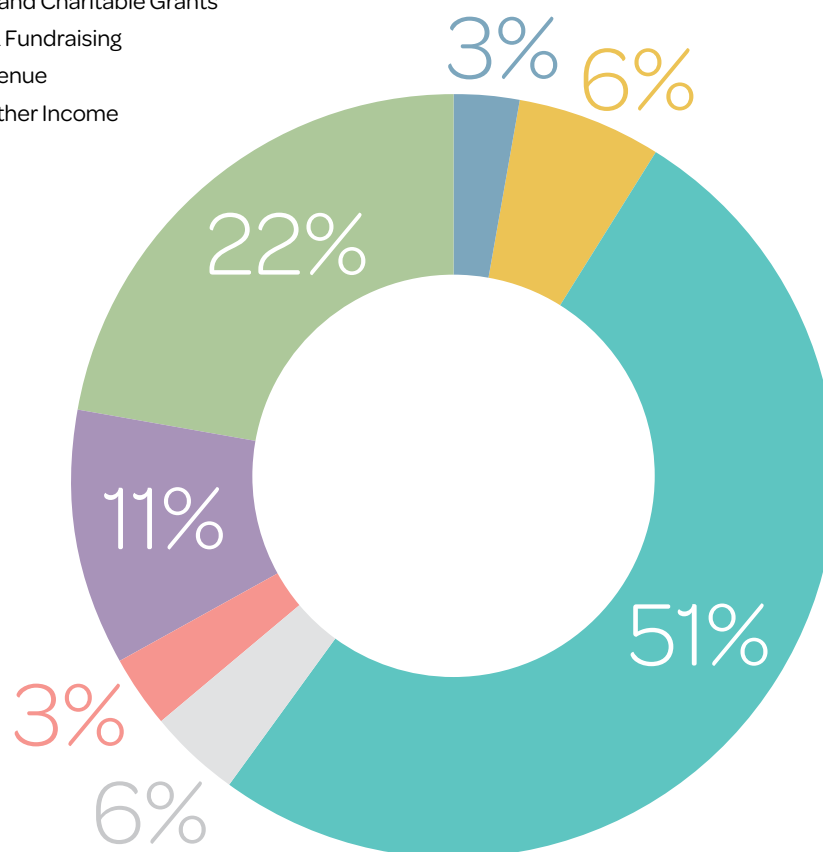
**Karen Laing**  
Executive Director

# 2021 Financial Highlights

*For year ending March 31*

## Revenue by source

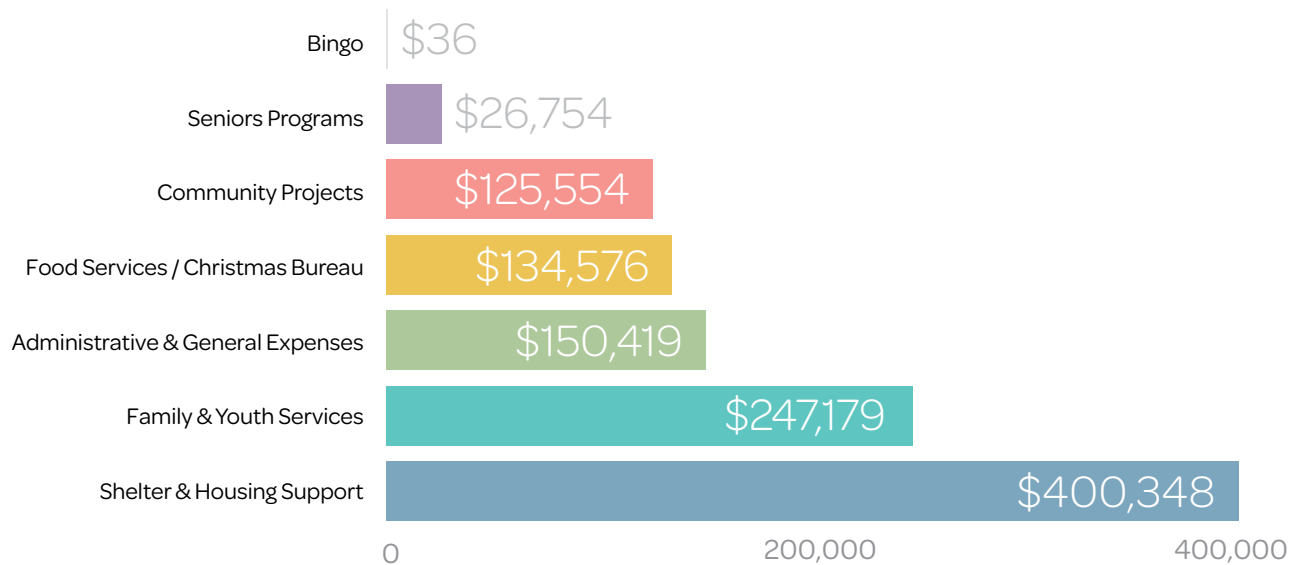
- BC Government Grants
- Federal Grants
- Municipal Grants
- Foundation and Charitable Grants
- Donations & Fundraising
- Gaming Revenue
- Interest & Other Income







## Resource Allocation



# 2021 Financial Report

For year ending March 31

## Assets

|                                     | 2021             | 2020             |
|-------------------------------------|------------------|------------------|
| Cash and restricted cash            | 910,692          | 597,202          |
| Other current assets                | 191,551          | 112,464          |
| Capital assets, net of amortization | 1,216,318        | 752,301          |
| Deposit - Township of Ladysmith     | 236,678          | 241,586          |
| Long Term investments               | -                | 25,567           |
|                                     | <b>2,555,239</b> | <b>1,729,120</b> |

## Liabilities & Deferred Contributions

|                             |                  |                |
|-----------------------------|------------------|----------------|
| Payables and other accruals | 219,589          | 185,338        |
| Deferred contributions      | 1,326,332        | 672,480        |
| Gaming prize liability      | 7,603            | 7,603          |
|                             | <b>1,553,524</b> | <b>865,421</b> |

## Net Assets

|                       |                  |                  |
|-----------------------|------------------|------------------|
|                       | 1,216,318        | 752,301          |
| Invested in capital   | 278,440          | 278,440          |
| Internally restricted | (497)            | 34,309           |
| Externally restricted | (492,546)        | (201,351)        |
| Unrestricted          | <b>1,001,715</b> | <b>863,699</b>   |
|                       | <b>2,555,239</b> | <b>1,729,120</b> |



\*6 month period  
for year ending  
March 31

|  | 2021             |       | 2020           |       |
|--|------------------|-------|----------------|-------|
| <b>Revenue</b>                         |                  |       |                |       |
| BC Government Grants                   | 624,771          | 51.1% | 316,610        | 47.3% |
| Donations and fundraising              | 273,821          | 22.4% | 134,578        | 20.1% |
| Federal grants                         | 50,871           | 4.2%  | 25,485         | 3.8%  |
| Foundation and charitable grants       | 136,213          | 11.1% | 38,901         | 5.8%  |
| Gaming revenue                         | 34,796           | 2.8%  | 92,687         | 13.8% |
| Municipal grants                       | 30,007           | 2.5%  | 41,225         | 6.2%  |
| Other revenue                          | 26,784           | 2.2%  | 8,922          | 1.3%  |
| Recovered costs                        | 44,313           | 3.6%  | 9,932          | 1.5%  |
| Interest income                        | 1,304            | 0.1%  | 1,619          | 0.2%  |
|  | <b>1,222,880</b> |       | <b>669,959</b> |       |
| <b>Expenses</b>                        |                  |       |                |       |
| Personnel and related costs            | 799,544          | 73.7% | 380,747        | 58.8% |
| Facility costs                         | 28,649           | 2.6%  | 15,276         | 2.4%  |
| Program support costs                  | 141,080          | 13.0% | 150,501        | 23.2% |
| Contracted services                    | 18,801           | 1.7%  | 18,136         | 2.8%  |
| Amortization of building and equipment | 14,646           | 1.4%  | 3,952          | 0.6%  |
| Professional Fees                      | 26,634           | 2.5%  | 23,275         | 3.6%  |
| Gaming prizes and advertising          | 13,589           | 1.3%  | 29,214         | 4.5%  |
| General and administrative costs       | 41,921           | 3.9%  | 26,855         | 4.1%  |
|  | <b>1,084,864</b> |       | <b>647,956</b> |       |
| <b>Excess of revenue over expenses</b> | <b>138,016</b>   |       | <b>22,003</b>  |       |







# LRCA Programs and Services



# Food Security

Food  
provided to  
**362**  
families

## LRCA Food Bank

LRCA food bank provides its members with the most nutritious food possible in the safest and most welcoming way it can. In April 2020, the method of distribution was reorganized to provide a way of supplying food to our members that was Covid safe.

Between April 1, 2020 and March 31, 2021, LRCA Food Bank provided food to 362 unique families, 2,943 times, representing 6,421 individual visits. Hours of distribution are 4 p.m. to 9 p.m. every Tuesday, and 9:30 a.m. to 11:30 a.m. every Wednesday, said coordinator Paula Masyk.

In addition to weekly food distribution, the LRCA Food Bank provides daily snacks, fruit, and bread to walk in clients and supplies food to other LRCA programs including the Shelter and Born Healthy.

In January 2021, the Food Bank entered into an agreement with Loaves and Fishes, Nanaimo, and Save-On-Foods Ladysmith to participate in a joint food recovery initiative. At the end of the last fiscal year, in only three short months, the initiative resulted in the Food Bank receiving and distributing 7,036 kg of recovered food, of which 4,012 kilograms was produce.

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LRCA Food Bank was able to distribute **1,955 kilograms** of fresh, organic produce to clients grown by the volunteers at the Charity Garden at Kiwi Cove.

## Gather Around Fruit Project

The Gather Around Gleaning program continued in a minimal way during the pandemic, said LRCA food security coordinator Paula Masyk. Many homeowners were reluctant to have volunteers visit their homes, especially in the first months of the pandemic and volunteers were reluctant to visit properties to pick fruit.

**150kg** 

of fruit picked in the community.  
**65 kg** of that distributed  
to **Food Bank** clients.

# Cold Weather Shelter

LRCA temporary emergency shelter services include meals, laundry, showers, transportation (bus and taxi), warm clothing and of course the distribution of food.

Typically, LRCA shelter fed between seven and 10 guests dinner and an average of five people spent the night in the dorm room. Between five and seven guests were served breakfast at the shelter daily.

A home-style environment is created for shelter guests. They can watch movies, talk amongst each other, read, do their artwork, are nourished, and most importantly they are not judged.

Guest said they feel comfortable in the shelter and this was evident when they opened up to shelter staff, allowing them to know more about their personal lives.

The shelter team said it is gaining the trust of their guests in the community. For some this means baby steps and lots of nurturing.

During the pandemic, shelter staff and management worked collaboratively to enhance cleaning of the shelter space, limiting access to the inside space to those staying overnight, and offering take-out meals to those who were sheltering elsewhere.

Staff also implemented a drop-off laundry service, with pick-up the following day.

Guests are dear to shelter staff committed to compassionate work as part of the Heart on the Hill.



546  
bed stays

at the shelter from October 2020  
to end of March 2021.

512 snack bags

230 showers

1,596 meals served

23 first-aid treatments

were recorded by staff at the Rialto shelter site from  
October 2020 to end of March 2021.

# Housing Support Services

When the pandemic hit, the LRCA Housing Support Services office continued operating with reduced hours, but maintained contact in the community to help with needs.

The office builds capacity for core housing needs, supporting individuals and families looking to secure and sustain healthy and appropriate housing.

The program was able to house a single woman who had been living in her vehicle for two years and has become a valuable member of the community because she has stability and security.

Most of the gas cards the office distributed were for people to get to ministry, job and medical appointments in Nanaimo, said program coordinator Wendy Radcliffe.

2

people were housed following homelessness



3

**people** were aided in securing personal ID needed to receive money and other benefits.

17

**people** were helped to acquire basic needs like beds, tents, tarps, dental work and medical supplies.

7

**people** were aided to successfully apply and receive government financial assistance, both federally and provincially.

105

vouchers for food, fuel, laundry and clothing given out

**10 people**

**5 of whom were seniors**, received funding to help pay rent and damage deposits to help keep them housed.

This also benefitted **8 children**.

**3 people**

**2 of whom were seniors**, received help with Hydro to keep from being disconnected.

This also benefitted **2 children**.

**1 person**

benefitted from filling out an application with the **Brain Injury Program** in Duncan and now has a support worker.

**1 person**

who was homeless was helped to get into **transitional housing**.



11  
applications  
were filed with  
BC Housing

## LRCA Affordable Housing Project

Several crucial stages of the LRCA affordable housing project at 314 Buller Street were completed within this fiscal year.

The project, targeted for completion in fall of 2022, will provide a mix of studio, one and two bedroom rental housing units for low-income seniors, families and people with developmental disabilities. The need for this housing is even more critical since the availability of Ladysmith rentals hit an all-time low.

Working closely with Checkwitch Poiron Architects, Kinetic Construction, the Building Committee, and the LRCA board, CitySpaces Consulting was hired as the project's development consulting service provider.

During this reporting period, Kinetic Construction closed final tender submissions on March 2, 2021.

The Town of Ladysmith approved the building permit application on March 15, 2021. And on March 24, BC Housing granted the LRCA final project approval.

While it has been a difficult, unprecedented time in the face of the pandemic and its resulting uncertainties, the commitment is strong to provide in a timely and effective way the 36 affordable rental housing units, a commercial-style kitchen and community hall available to residents and the Ladysmith community.

# Family and Youth Services

## Youth 6-18 Years

Fifty-five children and youth between the ages of six and 18 were served by the Family and Youth Service (FYSS) program from April 1, 2020 to March 31, 2021. During the pandemic the delivery of services changed to protect the health and safety of clients, but it was still aimed at meeting the needs of clients.

Sessions were offered online, and in large outdoor spaces when weather permitted. FYSS workers continued to engage youth and families by finding new and innovative ways to interact through technology. This gave both clients and the workers the ability to reflect on change, ability to adapt, ability to grow, learn in new environments and find new ways to offer or gather support from one's support network.

During any given time of the year, the average waitlist was between two and eight youth. Those in charge said this does not reflect the support offered to parents and caregivers, and the positive effects such support had on additional members of each household, encompassing help for an extra 100 parents and siblings.

FYSS program ran two Rainbows programs in early 2021, supporting 11 youth and their families. This group focuses on grief and loss in various forms including death, separation and was a fit for the pandemic year to help children deal with the vast changes and loss in their lives.

55  
children  
and youth  
served



Rainbows Grief Support Groups





## Rainbow programs support 11 youths and families

Our contract target aims to reach up to 30 youth with a specified time frame for service, which can and often is extended due to the youth and families need for ongoing support.

The workers regularly communicate and collaborate with referral sources to determine goals and needs for ongoing service extension, thus working on average with clients for six to eight months. The program aims to reduce and eliminate waitlists and take many factors into consideration when extending services.

Referrals for family and youth services were made by Ministry of Children and Family Development, Child and Youth Mental Health, Child and Youth Special Needs, Ladysmith Secondary School, Ladysmith Primary School, Ladysmith Intermediate, North Oyster and several family or self-referrals.



Practicum Students Scavenger Hunt Event



Online baking with FYSS clients

## Early Years 0-6 Years

### Mother Goose

Through the magic of Zoom, the Mother Goose program facilitated by Tatiana Paul reached families not only within Ladysmith, but new families outside of the area during the 2020-21 fiscal year. The format allowed program continuity for families compelled to stay home during the pandemic lockdowns.

Some 44 unique attendee caregivers, and 40 families participated in Mother Goose, with grandparents attending with children when their parents were unable to sign on.



Since many schools were also on lockdown, the participating age groups ranged from small infants (under six months) to older siblings up to the age of eight.

Tanya of the Adventures in Early Literacy (AEL) program provided invaluable assistance with her knowledge of video transfer and editing. Some families were unable to view the videos live, but instead enjoyed the weekly video recordings posted on the Ladysmith Mother Goose Facebook page, racking up as many as 55 views. Newer video had 15 views within a few weeks after posting.

This delivery system proved to be an excellent way of having some child safe 'screen time' to learn and socialize with other children. The goal is to create a group where parents and their child/children engage in nursery rhymes and sing songs interacting with one another and forming healthy bonds.

**31** participants **two years old** and under

**29** participants **three years old** and older



300  
visitors

## Adventures In Early Literacy

When AEL went online, facilitator Tanya Reid created an online class which ran March to May and had participation from 20 families.

Tanya created a new delivery method for AEL, which launched mid-February and was a tremendous success among participants and community supporters. As the group was no longer able to run in-person, Tanya created a storybook walk, to which every week a new book was dismantled and displayed within the community along Brown Park Drive for a period of 24 weeks. Each book engaged participants with thoughtful questions and invited them on a journey through nature while following along with the chosen book of the week.

The storybook walk received support from the Town of Ladysmith, Rotary, Credit Union, Vancouver Island Regional Library Ladysmith Branch, Bridges Church at Larosa Gardens, Pacific Care and Child Care resources, and numerous volunteers who spent many hours prepping books each week to be displayed.

Although it is hard to determine the exact number of participants who visited the storybooks, it is safe to say that each month there were upwards of 300 visitors including schools who took classes on fieldtrips, daycare centers, families, and the rest of the community. Additionally, the Storybook Walk Facebook page maintains 160 followers.

The success of the storybook walk and the ability to reach far more children and families has given LRCA a new format of delivering this program that is much more engaging to a broader range of participants.

  
**20**  
**families**  
participated

  
**160**  
**Facebook**  
followers

## Born Healthy

Maike Lammel and Beverly Boese facilitated the Born Healthy prenatal and nutrition group. Participation was opened to a wider age range since it was online and was able to connect with a larger audience. The program continued to provide educational information around lactation, nutrition, baby feeding, safety, sleep, child care, meal planning, positive parenting strategies, coping strategies and much more through this virtual format. Additionally, one on one support was offered to those who needed it via text, email and by offering contactless drop off of essential baby related products.

70  
volunteer  
hours

25  
visits by  
**pregnant  
moms**

279  
visits by  
**caregivers  
and babies**

## Dad's Group

Tyler Taulu was the facilitator for 2020-2021, and he also took to an online platform using Zoom to engage dads and their children during the pandemic. The group continued to run Saturdays at 10 a.m., and was attended by between four and six dads and their children per week. The group maintained consistent participation, but members were cautious for the gradual return to in-person meeting once restrictions eased up and the group began to meet in outdoor spaces.

211   
visits by dads with  
their children



# Seniors Support Services

LRCA Seniors Office provided advocacy, information, education, support and a willing ear to 150 seniors, their family and/or friends this year this year, a number representing a reduction due to the pandemic.

Seniors were assisted with government documents concerning benefits (GIS, SAFER, HAFI), housing problems, information about referrals, supports available in the community and a place to vent frustrations and grief.

The office typically helps seniors who no longer drive with medical appointments in Nanaimo or Duncan, grocery shopping, seniors educational sessions and weekly Seniors Coffee Drop-in. Eight volunteer drivers provide their time. The drop-in and education sessions were halted during COVID.

Without the programs provided by LRCA, many of our seniors would “feel lost” and have great difficulties with government forms and all the things that are more easily accessed online.

The 49th Parallel Grocery Shopping program filled 2,907 grocery orders (much larger number due to COVID). Six volunteers put in 541 hours taking phone orders.

Call-outs to seniors started in March to check on well-being, answer questions, give information and provide social time as many were locked down during the pandemic. The call-outs started with 133 seniors and tapered to 40, with four volunteers making calls once a month.

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One volunteer said:

*“I can’t tell you the number of people who tell me how grateful they are for the Resources Centre and how much they appreciate our calls.”*

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**541**  
**volunteer**  
**hours**  
for food  
phone orders

**2,907**  
49th Parallel  
**grocery**  
**orders**

**98**  
seniors  
received  
**medical**  
**rides**



# Volunteer Counselling

Under difficult circumstances created by the pandemic, the LRCA Volunteer Counselling Program was able to continue supporting members of the Ladysmith community, providing 800 hours of direct client support.

Given safety concerns, most of the sessions were conducted either through video (Zoom) or telephone connection. Everyone, including the clients adapted well to these changes.

Two of the program's senior volunteers stepped away out of health concerns, but three retired professionals stayed, along with two MA practicum students, all doing their best. Collectively the team supported over 68 clients; and of these 40 were new to our program during this time.



68

**clients supported**

40 of which were  
new to program

800  
hours of  
direct client  
support

# Victim Support Services

It was a year of change and adaptability for the Ladysmith Victim Services Program, as it was for most programs and organizations. The year began with a new hire, bringing the Ladysmith team up to full staffing just as the pandemic hit, however our long-standing volunteer of 12 years was forced to stand down her volunteer work throughout much of the pandemic for reasons of safety.

In June 2020, the program's manager was succeeded by new hire Catherine O'Donovan. The program went from detachment based to home based in March 2020, with staff returning to detachment-based services in June 2020. Victims Services were not permitted at call-outs for a number of months due to efforts to reduce Covid risk, therefore affecting the community's access to crisis/trauma focused interventions.

The program saw community growth with opportunities to build relationships with RCMP members, Stz'uminus and Penelakut First Nations. However, presence and involvement with the First Nations was used rarely in an abundance of caution with the pandemic.

The program focused its efforts on building effective working relationships with RCMP members after a significant period of flux within the detachment. With the pandemic opportunities for community education and proactive involvement were slim to none, so the program worked to build rapport as well as educate, and demonstrate benefits of Victims Services referrals to the members of the detachment, resulting in substantial growth in referrals and collaboration with officers.

With the change in personnel in 2020, it is difficult to make comparisons within the caseload and call-outs. Observations show that there was a high volume of family violence, sudden death and mental health calls over the 2020 year.

Many individuals were struggling with mental health and addiction, leading to conflicts within the home. Resources and services were not able to keep up with demand.

---

*"There is a clear issue with inadequate resources to help individuals and their families access mental health supports in any effective long-term capacity. Clients encounter long waitlists or no supports at all for mental health, domestic violence and sexual assault in particular. All this is further compounded by the ongoing overdose epidemic,"*

said O'Donovan

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In 2020 front line workers, like Victim Services, had to pivot and adjust to an ever-changing landscape to try and meet the needs of clients who were also having to constantly adapt and adjust their own expectations for support. Many lessons were learned, and the program is stronger and more flexible to ensure the community gets the support it needs in times of trauma, crisis or when victimized.

## Restorative Justice

The Restorative Justice Program, curtailed by the pandemic during this time frame, works to restore and strengthen relationships within the community that have been damaged by crime and conflict.

To do this, we typically provide opportunity for the harmed and those responsible for the harm to come together and talk, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way to move forward.

The LRCA is looking to build more capacity and develop partnerships for the program as it returns.



# Our Funders

The LRCA gratefully recognizes financial support from our Funders. Without their support, our work would not be possible.



Canada Prenatal Nutrition  
Program (CPNP)



IslandSavings  
COMMUNITY ENDOWMENT



save on foods







630 2nd Avenue, Ladysmith

250-245-3079 | [info@lrca.ca](mailto:info@lrca.ca) | [www.lrca.ca](http://www.lrca.ca)

 [facebook.com/ladysmithresourcescentre](https://facebook.com/ladysmithresourcescentre)



LADYSMITH RESOURCES CENTRE ASSOCIATION

*Heart on the Hill*