



LADYSMITH RESOURCES CENTRE ASSOCIATION

We Help Build Our Thriving Community

2023 2024 ANNUAL REPORT

Executive Summary

The 2023-2024 fiscal year was a period of significant achievements and transitions for the LRCA. Key highlights include the search for and hiring of a new Executive Director, Carmen Barclay, in January 2024, and the support provided during the transition through an interim Executive Director. The completion of the Heart on the Hill subsidized housing project marked a major milestone, alongside the rapid growth in the number of people using the food bank, which led to an additional opening day to meet these needs.

The organization also made strides in updating the LRCA Human Resources Manual and other documents, engaged a new auditor (Johnston and Johnston), and partnered with community organizations and the Town of Ladysmith to provide the Concerts in the Park. Initial steps were taken towards the accreditation of the LRCA food bank, and a new Programs Manager, Alan Jones, was hired. Additionally, the counselling program saw revitalization and expansion.

For more detailed information, the full annual report provides an in-depth look at these highlights and many other activities and achievements of the LRCA.



Ladysmith Resources Centre Association 2023-2024 Annual Report

For fiscal year April 1, 2023 to March 31, 2024

The Annual Report is produced by the leadership team at the Ladysmith Resources Centre Association.

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President's Report



The year 2024 marks the 32nd anniversary of the Ladysmith Resources Centre Association (LRCA). There is much to be proud of as we reflect upon those years. The LRCA provides 17 programs that are designed to meet the needs of vulnerable people in Ladysmith and the surrounding community. These programs range from the shelter, to counselling to early years education and senior's programs. The LRCA does this work in partnership with a large number of donors, community partners, volunteers and provincial, municipal and federal government funders. Please see our list of partners and donors in our 2023/2024 Annual Report. It is these people and organizations plus our dedicated staff and volunteers that make the LRCA what it is today.

Highlights of the 2023-2024 fiscal year include:

- Searching for and hiring a new Executive Director. Carmen Barclay was hired in this role in January 2024
- Support of the transition of the Executive Director position through an interim Executive Director to the new Executive Director
- Completion of the Heart on the Hill subsidized housing
- Rapid growth in the numbers of people using the food bank resulting in an additional opening day to meet these needs
- Work on updates to the LRCA Human Resources Manual and other documents
- Engagement of a new auditor (Johnston and Johnston)
- Partnerships with community organizations and the Town of Ladysmith and various sponsors to provide the Concerts in the Park
- The initial steps in the process of accreditation of the LRCA food bank
- Hiring a new Programs Manager (Alan Jones)
- Revitalization and expansion of the counselling program

For more details, please read about these highlights and the many other activities and achievements of the LRCA in the Annual report.

We look forward to continued growth and development of the LRCA as the organization, in partnership with many others, continues to meet the needs of vulnerable people in the community.

Sandra Marquis

President

Board of Directors

Ladysmith Resources Centre Association

LRCA Board of Directors

April 2023 to March 2024

Board Members

Sandra Marquis

President (since November 2022)

Sandra Reder

Director (June 2023 - November 2023)

Vice President (since November 2023)

Candi McNeil

Secretary (since November 2022)

Anita McLeod

Director (since June 2023)

Ryan Milne

Treasurer (November 2023 - May 2024)

Penny Crosby

Director (November 2023 – April 2024)

Mary-Ethel Audley

Vice-president (November 2022 - November 2023)

John Potts

Treasurer (November 2022 – October 2023)

Guido Weisz

Director (November 2022 – October 2023)

Jen Aker

Director (June 2023 – October 2023)

Vicky Stickwood-Hislop

Past President (November 2022- October 2023)

Executive Director

Karen Laing

(Resigned August 2023)

Maeve O’Byrne

(Interim ED September 2023 to December 31, 2023)

Carmen Barclay

(January 2, 2024, to present)



Food Infrastructure and Gleaning Program

This initiative is all about helping the community get better access to nutritious food through various projects.



Fruit Rescue: The Fruit Rescue program collected about 5,500 pounds of surplus fruit and garden produce in 2023, thanks to 37 rescue events and over 110 volunteer hours, benefiting local organizations and the Stz'uminus First Nations.



Soup Tastings: Soup Tastings at the Ladysmith Food Bank provided homemade soups and recipes, fostering community spirit and promoting healthy eating during the cold winter months.

Backpacks Program: The Backpacks program delivered weekly bags of non-perishable food to children and families through local schools, ensuring they had enough to eat over the weekends.



5,000 lbs
of surplus fruit and garden
produce collected with
110 volunteer hours

These projects have made a big difference in our community, but there's always more to be done. If you're interested in volunteering or supporting these initiatives, please reach out and get involved. Together, we can continue to make a positive impact!

Special thanks to LRCA Food Infrastructure and Gleaning Program Coordinator Shannon Crowards for her dedication and hard work in making these projects fun, tasty and successful.

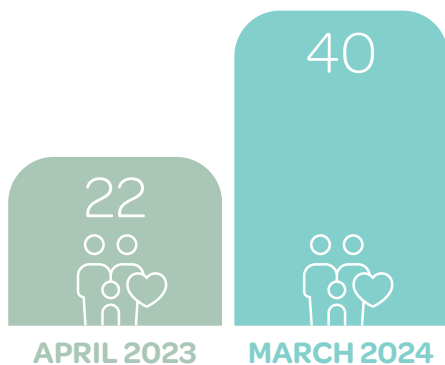
Food Bank



Here at the Ladysmith Food Bank, we do our best to provide our guests with nutritious food in the most welcoming environment as possible. We have an amazing team of 35 volunteers who make our food bank possible. A combined total of 1700 hours has been given for food pick up, sorting, distribution, and special events.

Our food bank operates with generous donations and support from Save on Foods, Country Grocer, Loaves and Fishes, The Old Town Bakery, Michelletti's, Canada Helps, Bosley's, For Pets Sake, The BC SPCA, The Dainard Family, our local churches and numerous other donations from businesses and individuals throughout the year, as well as grants through Food Banks BC and Canada.

We also receive fantastic donations from individual clubs choosing to do fundraisers to support us, such as Stuff The Truck, Brits on the Beach, The Eagles, The Rotary Club, The Free Masons, The Canadian Legion, The Victoria Corvette Club, With out the support of all of these people we couldn't provide food the way we do.



We grew from serving approximately **22 families** in April 2023 to seeing approximately **40 families** by March 2024

Loaves and Fishes supplied over

200,000 lbs

of perishable and nonperishable food through food recovery from local mid island grocery and food stores

The volunteers and Kiwi Cove grow and donate approximately

3000 lbs

of organic produce for our guests every year

April 2023, we had

184 guests

able to attend weekly distribution sessions equalling

735 people receiving food.

March 2024, we had

315 guests

able to attend weekly distribution sessions equalling

1260 people receiving food.

1700

volunteer hours by **35 volunteers** who make our food bank possible

Food Bank Hours:

Tuesday 4:00PM – 6:00PM

Wednesday 9:30AM - 11:30AM

Thursday 9:30AM - 11:30AM (by appointment)

calendly.com/ladysmithfoodbank/thursday

Shelter Services

BC Housing's Rialto building on First Avenue in Ladysmith is where the LRCA offers shelter services. The shelter staff are passionate about providing a welcoming, safe, respectful, and professional base for people in our community who need shelter. The LRCA shelter is open 24/7 and has 10 sleeping pods.

BC Housing's Rialto building



Services include:

Meals: Nutritious meals are provided to all shelter clients.

Laundry: Laundry facilities are available for residents to use.

Showers: Shower facilities are provided to ensure clients can maintain personal hygiene.

Seasonally Appropriate Clothing: Clothing suitable for the current season is available to clients.

Hygiene Products: Access to essential hygiene products is provided.

Harm Reduction Items: Harm reduction items are available to support the health and safety of clients.

4,213 snack bags

2,625 showers

1,465 accessed harm reduction

1,353 clothing provided

1,204 laundry provided

123 first aid administered

5 turned away

1,762
bed stays

9,159
meals served



Affordable Housing Apartments on Buller Street

The LRCA's 36-unit apartment building began tenancing in May 2023. Initially, the tenancing process was managed by a contractor. Upon the completion of the contractor's engagement, LRCA appointed staff members to continue with the tenancing of the apartments.

Independent Living Policy:

The apartments are designed for independent living, and anyone who is able to live independently is welcome to apply. This policy ensures that the apartments are accessible to a diverse range of individuals who can manage their daily activities without extensive assistance.

Future Plans for Tenant Feedback:

The LRCA plans to conduct a tenant satisfaction survey during the next fiscal year to gather feedback from residents. This survey will help identify areas for improvement and ensure that the needs of all tenants are met effectively.

Housing Support Services

We have **assisted 23 families this year with rent and utilities**, which includes support for 25 children. While providing this assistance, we also ensure that families are aware of and can access other services they might need.

Increased Demand for Assistance

The demand for various forms of assistance has increased exponentially. This year, we have seen and helped 99 new individuals.



During the year we gave out:

484 \$15 gas vouchers

601 \$10 thrift vouchers

+ a significant increase in requests for grocery, laundry, and shower cards



23 families

helped with rent and utilities, including **support for 25 children**



4 people were able to get Social Assistance



4 individuals successfully housed



Housing and Applications

We continue to help people fill out BC Housing applications, as the need for stable and secure housing remains critical. This year, we have successfully housed 4 individuals.

Social Assistance and Outreach

Social Assistance Applications: We have assisted with 4 applications, including one for a client fleeing an abusive relationship. With the help of the Ministry Outreach worker, she is now housed, and her children are attending school.

Disability Applications: An outreach doctor was brought in to assist 2 individuals applying for disability, as neither had a regular doctor. So far, one application has been successful.

Senior Support: We have helped 2 senior men apply for their Old Age Security (OAS) and Guaranteed Income Supplement (GIS), significantly increasing their monthly income. We also ensure their taxes are filed on time to avoid any impact on their GIS.

Helped
2
seniors apply for
OAS and GIS

Additional Support

Dental Bills: Assistance provided for 2 dental bills.

Clothing and Essentials: We have acquired much-needed clothing items such as shoes, socks, and blankets.

Community and Landlord Relations

Maintaining strong relationships with local landlords is crucial, as every day someone comes in needing housing. These relationships have been instrumental in securing housing for many individuals. However, with rising rents, it is becoming increasingly difficult for people to afford higher rental costs.

Family and Youth Support Services (FYSS)

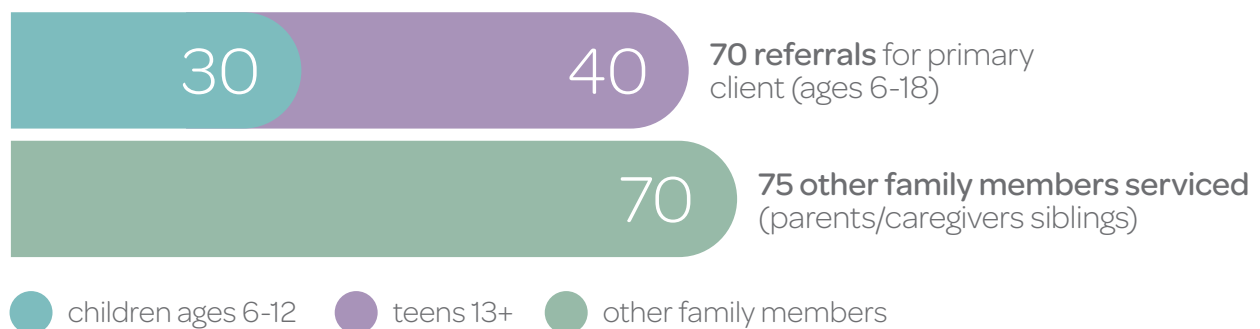
Group Work / Youth Drop-In Events

“Redefine and Shine” therapeutic art group for Youth ages 11+:

Art supplies generously sponsored by Ladysmith Art Council. Co-facilitated by Farrell Elliott, who volunteered their time as a registered Art Therapist, as well as volunteers Joanne Barwise and Francesca Rosales as special guests who offered additional art classes. This group continued throughout 2023-2024 using different modalities of art to help youth connect with self and each other, building new friendships, practice self-expression, supporting mental and emotional wellness, and having a safe, brave landing place to discuss LGBTQIA+ topics and lived experiences.

Wellness Group:

A youth group, targeting female-bodied individuals but accepting of gender-queer and non-binary teens as well. Focusing on the 8 interconnected areas of the wellness wheel (physical, emotional, intellectual, social, spiritual, financial, environmental, occupational), to learn about holistic health/wellness. This program offered education and activities to practice mindfulness, coping strategies, self-reflection and self-compassion, body-love and acceptance, and nervous system regulation.



Range of **8-20 youth participants** at each youth group event/holiday gathering

Drop-in Youth Events:

- Pride Month tie-dye party
- Halloween cupcake making party
- Holiday cookie baking party
- Valentines Day crafting party



145

individuals
supported directly
through FYSS

Staff highlights and Client Wins:

- Teen youth new to Ladysmith seeking service after discharged from a hospital, moved a province, being acutely suicidal and self-harming, and dealing with preparing for a parent getting diagnosed with progressive cancer. Our Workers got this youth/family connected to proper clinical support to adjust medications, receive therapy, and supportive care planning and a wellness plan to take place, helping this youth be more resilient and cope during such traumatic situations. This youth stopped self-harming, re-built positive peer connections, succeeded with attending high school, and navigated immediate grief with the death of their parent, with a full support team in place.
- Supporting 2SLGBTQIA+ youth 'coming out' and feeling safe to share about their identities, their curiosities and questioning themselves, with some whose peers, families or teachers may not know about yet. The program has been a landing place for many non-binary youth, and we are proud to be an ally in community as a safe haven to feel welcomed, a sense of belonging, and acceptance.
- Supporting youths/families with navigating different medical /health care routes to attain diagnosis inquiries and other priority resources that they may not have otherwise known about or been able to access without guidance and helping navigate systems.
- Clients come to us with very limited school attendance/success, risk of being kicked out/suspensions due to behaviors/aggression/destruction/safety, or high anxiety making it difficult to cope. The FYSS program supports the family to advocate for an individualized approach to opportunities, inclusion, collaborative meetings to happen with school teams to wrap clients with support, assisting with in-school service to re-integrate into school environments, improving attendance, and problem solving along the way to determine root causes and recover from any incidents.



Partnerships and Sponsors:

- **Nanaimo Brain Injury Society** donated helmets from the “Helmets for Kids Initiative” in hopes of reducing financial barriers and promoting safety.
- **Cowichan Women Health Collective for Period Poverty** initiative, providing feminine hygiene products, education, and having youth participate in a research project by sharing their lived experiences and having an opportunity for Youth Voice.
- **Kerri Isham from Power Up Education**, offering support at LRCA for clients with intellectual disabilities and requiring 1-1 individualized sexual health and safety education.
- **Beyond The Usual Boardshop (Chris)** and **Four One One Apparel (Samantha)** for donating brand new skateboards, gear, and tools to our Summer Skateboarding Sponsorship party.
- **Toy Drive 2023 business sponsorships:** Save On Foods staff and family, Ladysmith Fire Hall, Burgess Photography, Level Up Fitness, Vancouver Island Construction Association, Little Otters Den, Honey Willow Consignment, Pharmasave, Serendipity Spa, Ladysmith Primary PAC. Countless anonymous community members and volunteers with the gift wrapping.
- **Nishant from Hillside Family Pharmacy** for donating 30 back-to-school kits, and Shabnam from Whole Health Pharmacy providing a back to school gift basket.
- **Tim Hortons** for the Holiday Smile Cookie fundraiser for \$1920 was raised. FYSS Program had an information booth set up to engage with customers and share about LRCA.
- **Nanaimo Women Helping Women** for winter boots, compassion kits, and urgent needs for women experiencing homelessness and/or fleeing domestic violence.
- **Ladysmith Art Council** providing ongoing art supplies for “Redefine and Shine” LGBTQIA+ art therapy Youth Group.
- **Island Queers and Allies Who Care** delivering a cheque to support the Art Therapy program.
- **VI Binders** providing gender-affirming clothing, at no cost, with delivery to LRCA, to support youth who have disclosed experiencing body dysmorphia/gender dysphoria and where there may be a financial/social support barrier to accessing gender-affirming care.

“

I want to thank you for going above and beyond with my family. Truly, you did more than anyone and I mean this...honestly, every time there was in issue I messaged you. I would always recommend you to anyone in community and appreciate everything. I'm working on me!"

~ Single Mom of 3 children



Community Involvement, Events, Team-Building:

- **BC Youth Week:** FYSS collaborated with Ladysmith Parks Recreation and Culture in the Rec Room youth zone to host a Paint Night Party, supplies generously sponsored by Ladysmith Art Council.
- **Community Together to End Poverty** community dinner and dialogue events. Provided children's entertainment activities while parents got to eat an uninterrupted, nourishing meal and engage in the discussions and research gathering.
- **RiseBridge Conference:** FYSS Team participated in this important training on brain injury resulting from the impacts of gender-based intimate partner violence and coercive control.
- **Inclusion BC Conference:** Information, education, networking and community awareness on how to best be supporting individuals with intellectual and developmental disabilities across all ages and stages of life.



“

I haven't seen [my son] be this open in a year! He was sooo engaging when I picked him up. I have to thank you. You are already helping! He didn't speak about what you discussed. He said he enjoyed his time with you. When he got into the car he was excited to chat with me, and he hasn't done that to any of us in about 1 year. It was the sweetest thing.”

~ Mom of a teen boy

Born Healthy

Born Healthy is a free and inclusive support and education program for pregnant women, parents/caregivers and their infants from birth to crawling. It is funded by the Public Health Agency of Canada through the Canada Prenatal Nutrition Program. The aim is to improve the health and wellbeing of those populations.

Born Healthy is a place for conversation, connection and a community of people on a similar journey. A fundamental component of the program is a weekly fresh lunch. Each week we enjoy a delicious, nutritious meal together prepared by our volunteer kitchen staff. We model nutritious, easy-to-make, affordable meals that utilize local produce when possible. We also go on field trips in the community to other early years programs, and organize regular skill building days in the kitchen where participants learn how to make a healthy meal for their family.

Jessica Raymond and Beverly Boese facilitate with Jessica in the role of coordinator and Beverly the outreach worker.

Every week we are visited by a local professional who share their knowledge. Topics covered include dental health, eye care, sexual health, financial health, infant massage, infant sleep, infant feeding, vaccinations, car seat safety, infant and child safety around the home, summer safety, infant CPR and choking, infant development, speech and language, literacy, local resources, parental health and wellbeing, positive parenting, birth control and much more.

Born Healthy is grateful for the support from the Ladysmith Health Care Auxiliary, which donates baby layettes to all our families. We are also grateful for the food bank, without which we wouldn't be able to offer a weekly meal.



Increased intakes (28 more from last reporting period) with **regular attendance** (5 visits or more) **from 45% of participants**

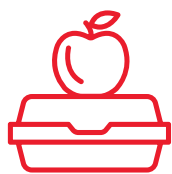
“

I'm so glad someone recommended this program to me. Bev and Jessica have been so helpful in my journey. They were really welcoming from the start, and have shown me lots about babies and how to be the best mom I can be. They have provided lots of resources and support, and are quick to lend a hand. I cannot recommend this program enough to new moms!"



Benefits to participants and community

We provided a safe, supportive, welcoming, judgment-free and inclusive space for families and their babies. Participants reported feeling welcomed, well supported and cared for while they attended. We provided space and intentional programming that encouraged parents/caregivers to connect, socialize and build community. Participants connected through sharing experiences every week, building bonds with other parents and caregivers that will benefit them throughout their parenting journey. We encouraged connection outside the group, and participants exchanged contact information and many met up throughout the week. We brought in local professionals and experts in their fields to share the latest in education and information to support families in taking care of their babies and themselves. We provided a wealth of resources and made many referrals to support families in their varied needs (primarily lactation support, mental/emotional support and counselling, sleep support, food bank referrals, developmental support, etc.).

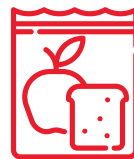


170

made-fresh frozen meals, hundreds of loaves of bread and fresh fruit and vegetables donated to participating families

Client challenges

A number of our families experienced challenges in the areas of finances (being able to afford groceries), housing (limited affordable housing), daycare/childcare (very limited spaces available), relationships/solo parenting.



377

Healthy Lunches provided for 37 weeks

(an increase of 168 servings from last year)

Education covering many and varied topics related to:

- infant and child care and safety
- infant sleep
- feeding and nutrition
- lactation & breastfeeding
- infant development
- maternal wellbeing
- literacy
- dental hygiene
- eye/vision care
- postpartum health
- positive parenting
- coping strategies

Adventures In Early Literacy

Storybook Walk

In February of 2021, with the help of the Rotary Club of Ladysmith, Ladysmith and District Credit Union and the Town of Ladysmith, Adventures in Early Literacy was able to create a Storybook Walk at Brown Drive/Kinsmen Park.

It has since become a treasured destination for many families, schools and various organizations looking to get outside and read a book at the same time. Every two weeks, a new book along with engaging questions and physical literacy prompts are spread out over 20 signs along a meandering trail through the park for readers to enjoy.

This free, self-guided experience runs year-round, rain, snow or shine.

Throughout the year, exciting and worthwhile special events are held at the park where a variety of community organizations come together to celebrate literacy.



Adventures in Storytime

An 8-week in-person class geared to children ages 3-5 along with their families and caregivers.

Each week, a new book and its theme are celebrated and explored via songs, hands-on activities, crafts, and gross motor play.

Adventures in Storytime is an extremely fun and popular class designed to foster family and community connections as well as a life-long love of reading!





Holiday Storybook Walk

Each December a fun, festive and illuminated Holiday Storybook Walk is spread out along First Ave in downtown Ladysmith.

In partnership with the Festival of Lights and thanks to the hard work and talents of the Ladysmith High School art students and other local volunteers, the Holiday Storybook Walk is a remarkable sight!

Approximately 20 illuminated, hand-painted, life-size Christmas-themed characters hold the pages of a story for readers to enjoy, day or night! This free, self-guided experience has turned into an exciting holiday tradition attracting readers from far and wide.



“

This is amazing! The amount of support and creativity that goes into early literacy in our community continually warms my heart!



Mother Goose

The Parent-Child Mother Goose program came into being because of the simple truth that rhymes, songs and stories can enrich and make smoother the lives shared by babies and adults.

During a session of the program, parents sit in a circle on the floor with their babies on their laps and we do rhymes together. "Doing a rhyme" means combining the saying of the rhyme with actions that fit the meaning and rhythm of the words, bringing great enjoyment to everyone involved.

At home, moms and dads find that the rhymes are a pleasure and a help in many situations:

- 1 Comforting a tired baby.
- 2 Distracting a fussy or mischievous one.
- 3 Getting through necessary chores such as diaper changing and face washing.
- 4 In a doctor's office or a bank lineup, or on a long car trip, a few rhymes and songs that the parent and baby both enjoy are more valuable than fistfuls of cookies.

No baby is too young for rhymes, songs and stories. The youngest respond to a rhythmic voice, a cuddle, a touch and a smiling face. By the age of four or five months, babies wait with a delighted expectation for the climax of a rhyme - a tickle, hug or gentle bounce.

Older babies will ask for their favorites by bouncing or waving a foot. Early words often come from beloved rhymes, songs and stories, and parents learn quickly what is wanted when a small person says: zoom zoom.. or Too-rah look-rah!

You will find that the way you use any particular rhyme will change depending on the situation and the age of your child. A rhyme may start out as something to say to a baby who is too little to speak, and become any or all of the following: familiar words to comfort in hard times, a rousing game, delightful language to share with a child on the brink of speech, a short but satisfying story. Most important a rhyme or song is an always available source of enjoyment for both baby and adult, requiring no equipment, suitable for use anywhere... done in the voice your baby loves best!

There are no rules for using songs, stories and rhymes correctly. Words can be changed to be more appropriate to you and your child, so that up goes baby...becomes up goes Meghan! As for actions, every parent knows that their babies have definite preferences. Most love to be bounced, but some don't care for it. Some are pleased to be tickled, others don't like it at all. It is the best to start gently, watching your baby to see what he or she most loves and responds to. Together you will probably come up with completely new ways to do our favorites. Just find a song or rhyme that appeals to you and make it your own. Chances are that you and your child will be doing that song or rhyme for months and years to come, and may be passed along in your family for generations to come. Enjoy!



Dad's Drop-In Program

The Dad's Drop-In program restarted in late 2023. With the help of Bev and Darren, the program met every Saturday morning and followed the school calendar. During these sessions, breakfast is provided for all participants.

The program offers dads a chance to practice new ways of relating to their children, meet other new dads, and share information about fathering and parenting in a very low-pressure format. The Dads' Drop-In Program was founded on the belief that skilled father involvement improves outcomes for children and provides valuable support for mothers, regardless of the current relationship between mother and father.



The Dads' Drop-In Program was founded on the belief that skilled father involvement improves outcomes for children

Seniors Support Services

The LRCA Seniors Office provided advocacy, information, education, support, and a willing ear to **434 seniors, their families, and friends** this year. This number represents an increase in seniors seeking help or information.

Seniors were assisted with government documents concerning benefits (GIS, SAFER, HAFI), housing problems, information about referrals, supports available in the community, and provided with a place to vent anger, frustration, and grief. Without the programs provided by the LRCA, many of our seniors would feel lost and have great difficulties with government forms and all the documents that are more easily accessed online. Comments on the help received include “so relieved, saved me” and “can’t thank you enough.”

The Seniors Office programs also helped seniors with transportation, income tax, educational sessions, phone visits, tablet instruction, yard and garden work, and a weekly Seniors Coffee Drop-in for socialization.

434
seniors sought
help or information
from the LRCA
Seniors Office



729
seniors income
taxes completed
by 3 volunteers



3 volunteers conducted
information sessions
for 49 seniors



2 volunteers spent an average of **10 hours per month** supporting our Coffee Drop-in Program, which serves up to **40 seniors per month**

2 volunteers provided **34 hours of instruction** to **9 seniors** on the **use of tablets**



9 volunteers provided rides to 120 seniors for **medical appointments** in Nanaimo or Duncan



3 volunteers spent **40 hours** contacting **24 seniors** by phone for visits and to provide information about LRCA programs

Comments from seniors include the words:

“grateful, glad, happy and appreciate”

Counselling Services

The Volunteer Counselling Program has seen a significant increase in the number of clients, resulting in a growing wait list. This led to a temporary pause on new intakes for several months. The wait list was not only due to the rising demand but also the limited capacity of the two part-time volunteer counsellors.

To address these capacity issues, the decision was made to explore adding more volunteer counsellors and student counsellors. The Volunteer Counselling Program offers low-cost sessions at a rate of \$20 per session.

Clients

Clients attending counselling sessions have been primarily seeking support for intimate relationship challenges, parenting difficulties, anxiety, depression, grief, and loss, among other concerns.

Supervision and Model Implementation

Each counsellor participates in at least one supervisory session per month, a process that is working very effectively. The program continues to implement a Solution-Focused Brief Therapy model.

319
counselling
hours provided
to 48 clients



18hrs of supervision

28hrs of training and meetings



Victim Services

Ladysmith Victim Services Program (Ladysmith VS) provides 24/7 on-call and in office crisis/trauma support to the communities of Ladysmith, Cedar, Cassidy, Stz'uminus, Thetis Island, Penelakut Island, Saltair, and Chemainus.

The VS team includes: Catherine O'Donovan- VS manager/case worker/on-call responder – has worked with the Ladysmith VS program for close to five years; Hilary Bell – going on 15 years as the most amazing victim services volunteer.

We are a passionate team that strives to ensure the community of Ladysmith and surrounding region receives the support they need when involved in the criminal justice system as a victim of crime or due to tragedy, loss and crisis. We support victims and advocate to ensure that victims rights are observed and enabled. We are determined to be there when individuals need support; we provide compassion, an empathetic ear, and education about resources and services that may assist people.

Our team works collaboratively with RCMP officers, schools, social workers and community members to respond to the needs of those who have experienced a trauma, been the victim of crime, lost a loved one, or are in crisis. We are called in to provide trauma/crisis intervention, follow up support and assistance with accessing supports and resources; such as counselling, groups, mental health, justice system assistance, grief and loss. In addition, VS workers will work with victims as they navigate through the justice system; providing court updates, explaining the criminal justice system and accompanying victims when they are called to testify.

The Ladysmith Victim Service team, work hard to advocate for victims and members of the community that need help during some of the most difficult times in their life. Victim Services also along side RCMP officers to assist them in best meeting the needs of the community they protect.

Ladysmith VS is available to anyone who may feel they or a loved one requires support, anyone can refer but the large majority of referrals come from the police officers through their interaction with the public.

222
new client referrals

Victim Services were requested by RCMP members to **attended 17 on-scene emergency call-outs.**

1,490hrs
of victim services were worked
with an additional **100 hours of volunteer work**, responding and supporting members of the community through **164 incidents** that required Victim Services.

Donors and Partners

We would like to give a heart felt shout out to all our donors and supporters, this list is a sampling of the amazing support we experienced this year! We would like to also acknowledge the support we received through Canada Helps, they have made supporting the LRCA programs simple and convenient for online donations.

49th Parallel Grocery store	Cowichan Women Health Collective	Ladysmith Arts Council
ABC Recycling	Cram The Cruiser – RCMP Ladysmith Detachment	Ladysmith and District Credit Union
BC Association of Pregnancy Outreach	Dainard Family	Ladysmith Downtown Business Association
BC Gaming	Estate of Don Fourney	Ladysmith Dragon Boat Club
BC Housing	Food Banks BC & Food Banks Canada	Ladysmith Eagles
BC Ministry of Children & Family Development	For Pet’s Sake	Ladysmith Festival of Lights
BC Ministry of Public Safety and Solicitor General	Government of Canada	Ladysmith Fire Hall
BC SPCA	High Street Hair	Ladysmith Health Care Auxiliary
BC United Way	Hillside Family Pharmacy	Ladysmith Old Town Bakery
Bethel Tabernacle	Hillside Pharmacy – Nishant Patel	Ladysmith Pharmacy
Beyond the Usual Board Shop	H&M Auto Repair	Ladysmith Primary PAC
Bosley’s Pet Food	Home Hardware	Ladysmith Rotary Club
Broke Plus Insurance	Honey Willow Consignment	Ladysmith Secondary Arts Department
Brownlow & Sons Contracting	Huard Family Haunted House	Ladysmith Show & Shine Society
Burgess Photography	Island Health	Ladysmith Whole Health Pharmacy & More
Budget Blinds	Island Savings Chemainus	Level up Fitness
Canada Mortgage and Housing Corporation	Island Savings Credit Union	Little Otters Den
Canada Summer Jobs	Island Queers and Allies Who Care	Little Valley Restorations
Cedar Women’s Institute	Junction Bottle Depot	Loaves and Fishes
Community Volunteer Income Tax Program Grant	Kerri Isham – Power Up Education	Madill Office Supplies
Country Grocer	Kinsmen Club of Ladysmith	Make Space Inc
Cowichan Housing Association	Kiwi Cove Garden	Mark Koch & Associates
	Kiwi Cove Lodge	Men of Ladysmith Club



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|---|--|
| Michelleti's | School District 68
Nanaimo-Ladysmith |
| Mid Island Consumer Co-op | Save-On Foods |
| Mischa Weiz Foundation | Serendipity Spa |
| Nanaimo Brain Injury Society | Social Planning Cowichan |
| Nanaimo Foundation | Spuzzum Contracting Ltd. |
| Nanaimo Women Helping Women | St Mary's Catholic |
| Old English Car Club –
Central Island Branch | Womens' League |
| Panago Pizza Ladysmith | Stz'uminus Community School |
| Pet Valu | Stz'uminus First Nation |
| Pharmasave | Tim Hortons, Ladysmith |
| Prov. Employees Community
Service Fund | TOPS |
| Public Health agency
(Born Healthy) | Town of Ladysmith |
| Public & Private Workers
of Canada Loc 8 | United Steelworkers
Humanity Fund |
| RCMP (PVBS) | Vancouver Island
Construction Association |
| Regional District of Nanaimo | Van Isle Truck Tech |
| Remax | Vi Binders |
| Rhythm Dance Performing Co. | Victoria Corvette Club |
| Saltair Community Society | Western Forest Products |
| | Zombie Walk |



**Thank you to the events
that have raised funds
for our programs:**

- Brits on the Beach**
- Christmas Cheer**
- Concerts in the Park**
- Stuff the Truck**
- The Canadian Legion**
- The Eagles**
- The Freemasons**
- The Rotary**
- The Victoria Corvette Club**
- Tim Hortons Smile Cookies**
- Toy Drive**

We certainly try to capture everyone, big or small your contributions are gratefully received. This amazing amount of support allows the LRCA to provide food, programs and services at little to no cost for the people in our community! Thank you!!



Join Us in Making a Difference!

As we reflect on the accomplishments of the past year, we are reminded of the power of community and the impact we can make together. We invite you to join us in our mission to support and uplift the vulnerable members of our community. Whether through volunteering, donating, or partnering with us, your contribution can make a significant difference. Visit our website or contact us directly to learn more about how you can get involved. Together, we help build our thriving community.

630 2nd Avenue, Ladysmith
250-245-3079 | info@lrca.ca | www.lrca.ca

 facebook.com/ladysmithresourcescentre



LADYSMITH RESOURCES CENTRE ASSOCIATION

We Help Build Our Thriving Community