

Appendix B

	2013 GRANTS PAID	2014 GRANTS PAID	2015 GRANT REQUESTS
<u>Fee-for-service</u>			
Greater Victoria Development Agency	50,000	50,000	50,000
Vancouver Island South Film and Media Commissions	45,000	45,000	45,000
SportHost Victoria	7,500	7,500	7,500
Tourism Victoria	47,500	47,500	47,500
Victoria Advanced Technology Council (VIATeC)	22,500	22,500	22,500
Community Social Planning Council	16,590	16,590	16,590
NEED2	20,103	20,200	20,200
St John Ambulance	2,221	2,250	2,250
Volunteer Victoria	11,439	11,500	11,500
Beacon Community Services (School Crossing Guards)	30,000	30,000	30,000
Compost Education Centre	13,530	13,530	13,530
Victoria Youth Council	20,000	20,000	20,000
Downtown Victoria Ambassadors	15,000	15,000	15,000
Greater Victoria Bike to Work Society	2,500	2,500	2,500
Greater Victoria Coalition to End Homelessness	100,000	100,000	100,000
Maritime Museum	20,000	20,000	20,000
Victoria AM Association	2,000	2,000	2,000
Victoria Youth Empowerment Society (Summer Opportunities)	2,000	2,000	2,000
Burnside Gorge Community Association (Youth)	10,000	10,000	10,000
Fairfield Gonzales Community Association (Youth)	15,000	15,000	15,000
James Bay Community Project (Youth)	10,000	10,000	10,000
Our Place Society (Adult)	25,000	25,000	25,000
Victoria Youth Empowerment Society (Youth)	15,000	15,000	15,000
	502,883	503,070	503,070



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:

Greater Victoria Development Agency (via Greater Victoria Chamber of Commerce;
BN#: 000425-1-M)

Mailing Address:

100-852 Fort Street
Victoria, BC V8W 1H8

Phone: (250) 360-3478

Fax: (250) 385-3552

Email Address: dgislason@gvda.ca

Contact Person(s): Dallas Gislason, Economic Development Office; Linda Kitchen, Operations Manager

Contract fee: \$50,000

PART 2. ORGANIZATION DESCRIPTION

Greater Victoria Development Agency mandate:

- Facilitate and promote development of a strong economic base in Greater Victoria, BC
- Ensure that the Greater Victoria region remains a vibrant place to live and work

Since 2007, the Greater Victoria Development Agency (GVDA) has been the central organization responsible for high-level economic development services to the capital region. This does not mean serving as a consultant to municipalities on their specific development needs; rather, the GVDA works across all local boundaries to ensure that the short- and long-term needs of the region's economy are being assessed and appropriately addressed.

This mandate is achieved through five areas:

1. Retention and expansion of existing businesses/employers: keep what we have and grow it.
2. Creation and growth of new businesses/employers: support and nurture entrepreneurs.
3. Attraction of external businesses and investors to the Greater Victoria marketplace: diversify the tax base and increase stability.
4. Progression of regional competitiveness: make the region a better place to do business over time and relative to competing cities and regions.
5. Regional integration and stakeholder engagement: bring the region's institutions, agencies, municipal partners, businesses, citizens and the CRD together around common economic sustainability goals.

PART 3. DELIVERABLES

With effective practice of economic development taking place within and on behalf of an “economic region” the GVDA will continue to deliver this mandate for the Greater Victoria region in its entirety. This means the GVDA deliverables are based on annual GVDA activities at a regional level.

Economic development must be viewed from a broad perspective across these categories: organizational inputs, activities undertaken, outputs (measured over a specified time period), and overall metrics of regional economic health. A sample of this measurement framework is offered below:

Figure i) measurement framework for a regional economic development office:

Inputs	Activities	Outputs	Outcomes
Money / Leverage input from Provincial/Federal Gov't	Workforce Recruitment	Inquiries & Online performance	Employment Rate
Staff/Volunteers	Business Recruitment	Inquiries & In-bound missions	Capital Investment
Facilities	Retention Activities	Project Files Opened	Jobs Retained/Secured
Equipment/Supplies	Expansion Activities	Corporate visitations	Building permits/ Assessments
Municipal engagement	Small Business Advisory	Clients Served	Business Start-ups

The GVEDA will also collaborate with the City's Executive Director of Economic Development as required.

Please return your contract by April 2, 2013 by email to
Kimberley Stratford
Grant Manager
City of Victoria
kstratford@victoria.ca



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:

Vancouver Island South Film and Media Commissions

COI# 0035847

Mailing Address:

PO Box 34-794 Fort Street V8W 1H2

Phone: (250) 386-3976

Fax: (250)

Email Address: admin@filmvictoria.com

Contact Person(s): Kathleen Gilbert , Film Commissioner

Contract fee: \$45,000

PART 2. ORGANIZATION DESCRIPTION

Organization History and Description

The Vancouver Island South Film and Media Commission (formerly the Greater Victoria Film Commission) was established as a non-profit organization devoted to economic development on September 12th, 1996. The re-branding of our name was decided by our Board of Directors and our voting members at our last AGM in an effort to better reflect the region that we serve. Since its inception, the film commission has focused on promoting southern Vancouver Island as an international filming destination, thereby attracting film and television productions and significantly contributing to the economic development of the region.

We have developed a broad and mature base of support and services, consisting of skilled professionals, crews and companies dedicated to the industry. The Film Commission has focused on developing the infrastructure required to provide necessary services and talent to the international film and television industry.

PART 3. DELIVERABLES

Production / Location Services

The Production/Location Services Department is the area of service within the Commission most familiar to film companies and producers. Commission staff and contractors provide assistance with the following:

Script Breakdown

Using the photo library as a base resource, we provide complete script breakdown services for features, MOWs, series and pilots. Photo files are sent using FilmPilot to producers and location managers to convince them to bring their projects to Greater Victoria and Southern Vancouver Island.

Scouting and Surveys

Based on production and script requirements, we scout and photograph specific locations that may not be on file in the digital library. The Commission may provide location scouts to accompany producers and directors around Greater Victoria and Southern Vancouver Island in search of suitable locations.

Crew Database

We maintain an up to date local crew database that is available for producers.

Ongoing Support

Producers and Location Managers use the Production/Location Services Department for production research and information, location expertise, and assistance with other support and technical services. Staff provides assistance with contacting appropriate agencies regarding immigration/work permits and city filming permits, as well as information regarding trade unions, guilds, labour rates, studio facilities, post-production facilities, hotels, and suppliers.

Photo Library

The library is continually being updated and expanded and consists of key images from all over Greater Victoria and Southern Vancouver Island used in script breakdowns, commercial requests and ongoing production and location support. It is used internally by Commission staff and contractors, and externally by producers, location managers and other industry personnel.

Education and Training

Our programs also include training of local crew, and information seminars for local business and people interested working with the film industry, as well as networking events for the local film industry people, which include over 20 local independent producers. As part of our education program and community outreach we will hold the following events:

- Information Seminar for local businesses: "Doing Business with the Film Industry".
- Information seminar for the general public: "Registering your Property as a Film Location".
- Annual "Screen Based Industries Education & Youth Career Fair".

Fundraising & Events

- In our on-going attempt to be more self sufficient we hold one major fundraising event a year. The last three years we have held an "Oscar Viewing Gala" which raises approximately \$7,000.00.
- Every year we hold two Industry mixers. These mixer afford Industry workers, members and local business owners a chance to network and share information.

Economic Benefits

Film dollars support a wide range of services on Southern Vancouver Island and the CRD– helping to foster a vibrant local economy. The film industry not only provides jobs for our local crew and income for their families, but offers training and future opportunities for young people to work on Vancouver Island. We aim to generate a minimum of 7 million dollars a year of direct spending into the Greater Victoria economy.

The following are just some of the businesses that benefit directly from film production.

hotels	coffee services	office space
catering	computer rentals	recycling
car rentals	couriers	restaurants
equipment rentals	BC Ferries	sign & graphics
florists	sound	office supplies
airlines	laundry	video stock
art supplies	legal	special events
building supplies	limo	equipment rental
cell phones	locksmith	taxi
cleaners	locations	bottled water

Marketing/Public Relations

The Film Commission delivers a marketing and public relations campaign consisting of active social media communication and development of the Film Victoria website. Through continual optimization and expansion of our web and social media presence, the Film Commission maintains communication with domestic screen based industry and community partners and attracts international producers to the region.

The Film Commissioner's participation in the annual AFCEI Locations trade show in Los Angeles helps establish the region's international presence by delivering a welcoming message to film producers on the world stage.

Community Partnerships

In addition to the aggressive corporate sponsorship campaign we launched in 2010, we have also organized The Red Carpet Gala as our main fundraiser each year. We raised almost \$7,000.00 last year.

The Film Commission has also taken other measures and approached members in the community to partner with us and help us further reduce our operating costs. For example, the Thrifty's Smile Card Fundraising Program has allowed us to purchase a new camera and photocopier.

We also registered with Tech Soup Canada which provides services to non-profits through donor agencies on their website. This year we registered with them to be able to purchase greatly-needed software programs at a discounted rate.

Our connection with Volunteer Victoria provides us with volunteers. Ranging from administrative support to special events, we have been able to benefit greatly from the extra help. They have also set up a program with Dial-a-Geek to provide highly-reduced rates for tech and computer support.

These are just some examples of how we have strategized to reduce our costs. The Film Commission will continue to seek out opportunities to create partnerships with local community members in an effort to continue to promote a vibrant film industry on Southern Vancouver Island.

Grant Benefits

Since 1996, Vancouver Island South Film and Media Commission (VISFMC) has been the go-to agency for film productions doing business on Southern Vancouver Island and the Capital Regional District. As a non-profit film commission providing free services to production companies, we play an indispensable role in the economic development of the region. Over the last 12 years the Film Commission has contributed in excess of \$180 million film dollars in direct spending to the local economy.

In order for Film Commission to remain open, continue to provide free services to film production companies, attract film productions to the region, and continue to foster the economic development of the region, we require full support from the provincial government and the municipalities in the Capital Regional District.

Without the financial assistance this grant provides, the Film Commission would have to significantly reduce its working hours and services, which would translate into fewer film productions in the CRD, less direct film spending, and fewer jobs for local crew. It would also reduce our region's viability as a potential location for future filmmaking since the area would "fall off the radar" of the film industry.

Financial Sustainability

The Film Commission has implemented aggressive measures to ensure financial sustainability for our organization. These measures include changes to our membership structure, fundraisers, sponsorships, alternative staff and volunteers, as

well working with local community partners.

Membership fees

The Film Commission has increased its membership fee from \$5 per year to \$25 per year (per voting member). This will cover our costs for managing and processing memberships as well as some business networking events.

Red Carpet Gala

As mentioned above, to further assist us in raising funds we have organized a gala which will take place every year in February. This event is our main fundraiser of the year and will essentially be the most glamorous Oscar-viewing party north of Hollywood. In addition to dinner, drinks, and entertainment, the evening will feature a silent auction.

Expanded Corporate Sponsorship campaign

Our three-tier Corporate Sponsorship campaign focuses on obtaining financial support from businesses that regularly provide services to production companies on southern Vancouver Island. In addition, we will also be adding business memberships for those commercial establishments that want to be a part of the program but cannot afford to commit to a full sponsorship.

Staffing

Canada Summer Jobs/Camosun College Co-op Program

Thanks to the Canada Summer Jobs initiative we were able to hire a student during the May-September term. The student was enrolled in the Camosun College Co-op program.

University of Victoria English Language Centre Work Program

The Film Commission provided three volunteer internships in 2011 for ESL students in the ESL/Work Experience program.

Volunteer Victoria

Our membership with Volunteer Victoria has allowed us to provide volunteer opportunities to members in the community seeking to increase their work experience and learn more about the film industry. In fact, a number of our volunteers including our have been able to land jobs as Production Assistants in MOW's.

Please return your contract by April 2, 2013 by email to
Kimberley Stratford
Grant Manager
City of Victoria
kstratford@victoria.ca



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:

SportHost Victoria (Victoria Sport Tourism Partnership)

Incorporation Number S-0042832

Mailing Address:

100-4636 Elk Lake Drive, Victoria, BC V8Z 5M1

Phone: (250) 744-5528

Fax: (250) 744-3542

Email Address: hmacdonald@sporthostvictoria.com

Contact Person(s): Hugh MacDonald

Contract fee: \$7,500

PART 2. ORGANIZATION DESCRIPTION

Please provide a brief overview of the mandate of your organization.

SportHost Victoria is a non-profit society incorporated March 12, 2001. The Greater Victoria Sport Tourism initiative has become a leader in fostering partnerships to attract sport related events to enhance the economy and quality of life in Victoria.

SportHost Victoria represents the community of Greater Victoria as a Sport Tourism destination, increasing the number and quality of sport related events and activities hosted in Victoria. Hosting sport related events is a major source of visitors and travel activity to Victoria and it has been confirmed by studies that these events contribute significantly to Victoria's economic development, creates national and international attention and at the same time increases the quality of life for youth and all citizens of our community.

Sport Tourism has become a large and very competitive industry. It continues to grow in Victoria and SportHost Victoria has developed a comprehensive strategy for Victoria that is achieving outstanding results annually. The strategic plan identifies:

- The benefits and opportunities associated with sport tourism.
- The best practices that can assist Victoria's sport associations and organizations including tools to assist in bidding for and successfully hosting sport related events.
- Developing facility and program legacies.
- Provide opportunities to showcase Victoria's facilities, athletes, coaches, officials, and volunteers.
- Highlight Victoria via it's website www.sporthostvictoria.com

PART 3. DELIVERABLES

Fee for service contracts deliver or extend a service or program on behalf of the City on an ongoing basis. Please provide a short description of your program or service and the specific measurable deliverables your organization will provide.

The SportHost Victoria strategic plan will provide the city of Victoria with the following deliverables:

- Maintain a data base of available events
- Maintain a calendar of events
- Provide promotional collateral support
- Develop and maintain a catalogue of templates for bid proposals
- Develop and maintain a catalogue of accommodation availability
- Develop catalogue of travel services for visitors with partners
- Develop an economic impact measurement model
- Develop presentations to promote Victoria as a superior sport destination
- Maintain a catalogue of available sports facilities
- Attend sport related conferences, trade shows and meetings to promote Victoria
- Pursue leads and secure new sport related events and meetings for Victoria

Note: As a membership driven community partnership, SportHost Victoria's key partners include Tourism Industry agencies and businesses. As an example Tourism Victoria is a Gold level member of SportHost and is represented on its Board of Director's. Tourism Victoria directs all inquiries around potential and confirmed sporting events in Greater Victoria to SportHost for vetting and consideration.

Please return your contract by April 2, 2013 by email to
Kimberley Stratford
Grant Manager
City of Victoria
kstratford@victoria.ca



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:

Greater Victoria Visitors and Convention Bureau (Tourism Victoria)

Society Number: S-0010782

Business Number: 12234 0896 BC0001

Mailing Address:

Suite 200 – 737 Yates Street, Victoria, B.C., V8W 1L6 (Corporate Office)

812 Wharf Street, Victoria, B.C., V8W 1T3 (Visitor Centre)

Phone: 250-414-6999

Fax: 250-361-9733

Email Address: jaclyn.fogelkou@tourismvictoria.com

Contact Person(s):

Jaclyn Fogelkou, Visitor Centre Manager

Contract Fee: \$47,500

PART 2. ORGANIZATION DESCRIPTION

Tourism Victoria (Greater Victoria Visitors & Convention Bureau) is the official not-for-profit destination marketing organization that works in partnership with over 750 business members and municipalities in Greater Victoria and surrounding communities in British Columbia, Canada. The organization operates in the areas of Visitor Services, Travel Trade, Meetings & Incentive Travel, Travel Media Relations, Destination Marketing, Member Services and Finance & Corporate Services.

Mission

We inspire the world to experience our destination.

Vision

Tourism Victoria will be internationally recognized as a leader in sustainable tourism development, ensuring Greater Victoria remains one of the top destinations in the world.

Brand Promise

Victoria is where old-world tradition meets new-world experiences. Our guests are rejuvenated by fresh ocean air and are inspired by our warm, island welcome and year-round, natural beauty.

PART 3. DELIVERABLES

Tourism Victoria Visitor Centre Information

Visitor Services is a fundamental function of Tourism Victoria's overall sales and marketing strategy. We

provide visitors and potential visitors with much needed knowledge about the destination to maximize the economic impact of each visit and extend length of stay. With a strong team of certified visitor service professionals we are poised to provide excellent customer service year after year.

The Visitor Centre mission is to apply superior destination knowledge and outstanding customer service to provide visitor information and booking services that help create an unforgettable travel experience and extend length of stay.

Hours

Tourism Victoria's Visitor Centre is open daily from 9 a.m. to 5 p.m. from mid-September to the end of April. In our peak tourism season, May through August, the Visitor Centre is open from 8:30 a.m. to 8:30 p.m. During this period, from 6 p.m. to 8:30 p.m., only the Visitor Centre Ticket Window is open. This is generally to serve the growing numbers cruise ship passengers.

Employees

Tourism Victoria employs a permanent staff of approximately seven individuals, including a Manager, Assistant Manager, Supervisors and Visitor Information Counsellors. In the peak tourism months, an additional seven seasonal employees are employed.

Services Provided

The Visitor Information Counsellor (VIC) is responsible for providing travel information to the public (both on the counter, the call centre), making accommodation reservations, selling tickets, assisting in the processing of mail requests, stocking brochure racks and assisting with our Social Media accounts i.e. Twitter, Going Local Blog submissions and Facebook.

The following sales outline Tourism Victoria's 2012 year end numbers

- Total Ticket Sales: \$814,638.75
- Special Events Ticket 2012 Sales Totals:
 - Be a Tourist in your Own Hometown: \$16,706.89
 - Pacific Tattoo: \$3,638.92
 - Royal BC Museum Dinosaur Exhibition: \$7,751.32

The Victoria Harbourcats will begin play in early June 2013 at Royal Athletic Park in Victoria; Tourism Visitor Centre is excited to be selling tickets to this sporting event.

Knowledge Sharing

We provide visitors and potential visitors with much needed knowledge about the destination to maximize the economic impact of each visit and extend length of stay. With a strong team of certified visitor service professionals we are poised to provide excellent customer service year after year. Every year we directly counsel hundreds of thousands of visitors and many more use the Centre as a self-serve information facility to gather guides, maps and brochures Independent of direct staff involvement.

Tourism Statistics

Tourism is an estimated \$1.9 billion industry in Greater Victoria through direct, indirect and induced spending. Greater Victoria averages three million overnight visitors each year that contribute to our local economy and enhance the vibrancy of our region.

The following statistics outline Tourism Victoria's 2012 year end numbers specific to Visitor Services for the organization:

- Number of Parties: 77818
- Number in Parties: 144336
- Direct Mail: 5273
- Phone calls: 5423
- Unique Website Visits: 1,060,818 (85.14 per cent new visits)
- Website Pageviews: 3,520,280

City of Victoria Economic Strategy Plan

Tourism Victoria is excited to support the City of Victoria's Economic Development Strategy and is committed to supporting the following objectives and focus areas, along with our own organization's Three Year Strategic Plan (as noted below):

COV Objectives:

- Build on Victoria's existing strengths in high technology and tourism
- Promote Victoria as a capable and unique destination for arts, culture, entertainment and sporting events
- Enhance the vibrancy, economy and safety of downtown Victoria

COV Focus Areas:

- Hub of the Region: maintain and enhance downtown Victoria's role as the government, business, entertainment, arts, culture and specifically, retail hub, of the region
- Strong Tourism Benefits the Community: strengthen the tourism sector in ways that also enhance the community

Greater Victoria, as a destination, is as effective as the sum of its parts. Tourism development is a continuous joint effort and we will continue to work with the City of Victoria, among other municipalities, and our members for the economic benefit of the region. This includes hosting informative workshops on customer service and tourism issues, conducting FAM sites of member businesses to increase product knowledge and generally continuing with our award-winning efforts in sales and marketing initiatives.

Specific Measurables: Tourism Victoria 2013 – 2015 Strategic Plan

As the destination marketing and management entity for Greater Victoria, Tourism Victoria sets the strategic direction with our industry, for our industry. This plan reflects a move towards destination management as we look at how we can positively influence decisions that affect tourism. Our destination brand will continue to strengthen under this plan as we strive to maintain Greater Victoria as a destination of choice.

In order to unite our strategic direction for the next three years, Tourism Victoria will have three overarching goals. These goals represent the areas of being recognized by our potential consumers as a must-see destination, growing overnight visitation and contributing to the positive evolution and development of our destination.

- Be recognized as a destination of choice to visit in Canada and the Pacific Northwest, as determined by consumer-driven metrics
- Increase average hotel occupancy rate by 1.5 per cent in each of 2013, 2014 and 2015
- Realize a tangible and measurable plan for the protection and development of an effective working Inner Harbour

We have focused on providing the above specific measurables for this grant application as they apply

greatly to our activities at the Visitor Centre and all of our staff are focused on these goals in their work with Tourism Victoria.

To achieve the overarching goals, we will improve the destination and our organization in the following Key Strategic Areas: Knowledge, Partnership, Influence, Technology and Consumer-Focus.

- Knowledge
 - Ensure that Tourism Victoria has complete knowledge and data in order to guide its decisions and measure its effectiveness
 - Collect and share this knowledge with stakeholders in Greater Victoria and the industry at large
 - Be data and research driven
 - Acquire and share knowledge in forums across the world
 - Continue to invest in best yield markets as they emerge and change
- Partnership
 - Seek effective relationships that support and deliver on our mission and our brand promise
 - Not be limited to tourism industry partnerships
 - Seek to explore opportunities that maximize our resources and provide true value and benefit to our partners
 - Structure Tourism Victoria operationally to deliver on this strategy through 2015
 - Ensure that Tourism Victoria is prepared for potential further economic hardship
- Influence
 - Engage with relevant groups and organizations to tell our tourism story
 - Be part of the solution in issues that are fundamental to the visitor experience including infrastructure, access and the general state of our destination
 - Be involved as a key stakeholder in the management of this destination
 - Liaise and engage with municipal, provincial and federal bodies of relevance to the protection and growth of the tourism industry
- Technology
 - Expand our understanding of how consumers use technology
 - Concentrate on finding new digital solutions for our operations
 - Endorse effective technologies and communication strategies
 - Continue to leverage and grow our social media audiences with a focus on listening, stimulating and converting
- Consumer-Focus
 - Make decisions based on our consumers' needs
 - Structure our organization to best serve our consumers
 - Direct sales and marketing tactics based on consumer research
 - Communicate with our consumers using the most effective channels

Key Initiatives and Performance Indicators have been developed for each of our Key Strategic Areas. Combined, the Key Initiatives in each area will support the achievement of our Overarching Goals and their progress will be measured by the Key Performance Indicators. A copy of the 2013 – 2015 Strategic Plan is available upon request.

Tourism Victoria is confident that our overarching goals, combined with our Key Initiatives will grow Victoria's economy in a healthy and sustainable manner in the coming years. We believe our efforts are in-line with those of the City of Victoria's Economic Development Strategy and continue to look forward to servicing our destination and visitor needs through our activities at the Visitor Centre.



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Victoria Advanced Technology Council (VIATeC)
S-27100

2659 Douglas St, 2nd Floor
Victoria BC V8T 4M3

Phone: (250) 483-3214

Fax: N/A

Email Address: dgunn@viatec.ca or mgaetz@viatec.ca

Contact Person(s): Dan Gunn or Michelle Gaetz

Contract fee: \$22,500

PART 2. ORGANIZATION DESCRIPTION

VIATeC (Victoria Advanced Technology Council) is the conduit that connects people, knowledge and resources to grow a successful technology sector in Greater Victoria. The organization was founded in 1989 to promote and enhance the development of the local advanced technology sector. VIATeC is a not-for-profit, member based association that currently has a membership of 370 technology companies, associates, and individual members.

VIATeC is intended to be the first place that people contact for information or assistance related to advanced technology in Greater Victoria.

VIATeC has 4 key strategic focus areas:

- **Sector Information and Promotion**
Serve as the primary promoter and definitive source of information on the local technology sector.
- **Talent**
Raise awareness of the career opportunities available within local technology companies by targeting experienced workers and recent graduates while also promoting technology careers and innovation to students.
- **Networking and Connections**
Offer top quality networking and community building opportunities by connecting members through events and introductions along with topic specific information as requested.
- **Education and Mentoring**
Provide timely, valuable information through seminars and connect interested members with experienced, volunteer mentors and advisors.

PART 3. DELIVERABLES

Fee for service contracts deliver or extend a service or program on behalf of the City on an ongoing basis. Please provide a short description of your program or service and the specific measurable deliverables your organization will provide.

VIATeC's strategic focus & core values correlate well with the City's Economic Development Strategy and we will continue our efforts to grow the region's technology sector and attract firms to locate to Greater Victoria. VIATeC remains collaborative with organizations, agencies, educational institutions & companies to foster a sense of community among technology companies, their employees and the City. Services we aim to provide in 2013 will strengthen this community network & collaboration.

- Continue to brand & promote Victoria Tech Sector through our existing Tectoria campaign
- Serve as the industries spokesperson and go to source for media outlets & other interested parties including the City of Victoria
- Broadcast sector news and information via
 - Weekly email bulletin
 - Website
 - External Social Networks
 - Tectoria Chronicle – Developed for the annual Tech Awards Gala but will be available after & will include:
 - Profile articles on all Tech Award finalists & sponsors
 - Articles on the Tech Sector and the Imagination Economy
 - Annual report from VIATeC and Accelerate Tectoria
- Explore options to create an online resource map
- Hold Thinklandia/Discover Tectoria
 - An opportunity to engage tech, arts, culture & community in a series of seminars, open houses and exhibits.
 - Providing information, knowledge and opportunities to students, emerging companies and community in general.
 - Attendees include local tech entrepreneurs, out of town VC's & entrepreneurs, students, local community
- Represent the region and local tech industry by attending career fairs of local post-secondary institutions to share information & answer questions
- Manage and promote VIATeC's online job board on viatec.ca as well as VictoriaTechJobs.com
- Continue to support Accelerate Tectoria by providing
 - Physical space for startup and early stage tech entrepreneurs in Greater Victoria
 - Access to coaches, mentors, service providers & community partners
- Use of Accelerator facility space free of charge including boardroom, lounge & studio for events or meetings for local tech companies and community partners including the City of Victoria.
- Provide support and is a resource to the Victoria Conference Centre (VCC) through the VCC's Business Ambassador Familiarization Tour programs.

Please return your contract by April 2, 2013 by email to
Kimberley Stratford
Grant Manager
City of Victoria
kstratford@victoria.ca



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:
Community Social Planning Council of Greater Victoria
S-7300
BN 106961683RR0001

Mailing Address:
#203-4475 Viewmont Avenue, Victoria, BC V8Z 6L8

Phone: (250) 383-6166 ext 107

Fax: (250) 479-9411

Email Address: rupert@communitycouncil.ca

Contact Person(s): Rupert Downing, Executive Director

Contract fee: \$16,590

PART 2. ORGANIZATION DESCRIPTION

OUR VISION

Sustainable and inclusive communities, creating their own social, economic, cultural and environmental futures.

OUR MISSION

The Community Social Planning Council leads social planning in BC's Capital Region, and creates innovative programs, resources and opportunities that contribute to sustainable social, cultural, economic and environmental conditions for all residents, particularly those who are most disadvantaged. We lead collaborative action to create solutions to community needs based on engagement with those most affected.

PART 3. DELIVERABLES

The proposed Social Services Grant in 2013/14 will support the Community Social Planning Council's programs to improve the quality of life of Victoria residents, and enhance the sustainability of their neighbourhoods. The Council tracks socio-economic issues and develops programs to address them in collaboration with stakeholders most affected. Priorities in the coming year include: Poverty reduction and prevention; community economic development; housing affordability, and; enhancing community sustainability and resilience. The Council provides an open access service to residents and community groups who want to develop their own initiatives and access resources for them to contribute to community resilience and sustainability.

The Community Council has operated for the last 75 years as a resource for local governments

and residents to address emerging socio-economic issues as our communities and our region grows and becomes more diverse.

Initiatives in the coming year supported by this grant will include:

HOUSING (OCP Section 13 – Housing and Homelessness)

- An engagement strategy with planning, community and housing development stakeholders on implementing identified best practices in the 2012 Community Council report on "Affordable Housing: Tools for the Future"
- Facilitating efforts by Faith Based Groups to repurpose church land to meet affordable housing needs.

POVERTY REDUCTION AND PREVENTION (OCP Section 15 – Community Well-Being)

- Coordination of the Community Action Plan on Poverty for the region that unites local government, faith based, business and community groups in action on reducing and preventing poverty within their ability to contribute. Also supporting a common voice to senior levels of government on how they can act. www.caponpoverty.ca
- Providing an annual analysis of affordability challenges faced by residents, including the calculation of the 2013 "Living Wage". This year we will be launching an accreditation program for employers supported by business, non profit and government stakeholders in the region to support their efforts to address affordability for their employees. ([2012 Living Wage Calculation](#))

COMMUNITY ECONOMIC DEVELOPMENT (OCP Section 14 - Economy)

- Implementing a Community Investment Fund to leverage RRSP eligible contributions to a pooled fund for investment in affordable housing and community economic development managed by local residents and organizations.
- Expanding the Youth Entrepreneurship Program "Launch" to assist a wider range of young people to develop community, micro, green and social enterprises.

COMMUNITY SUSTAINABILITY (OCP Section 15 – Community Well-Being)

- Expansion of the pilot program in neighbourhood resilience attended by many Saanich residents in 2012 to mentoring of a broader range of neighbourhoods, addressing social, economic and environmental sustainability.
(<http://www.communitycouncil.ca/initiatives/RN2013.html>)
- Managing the programs of the Capital Region Roundtable on Food and Agriculture, and supporting sustainable food and agriculture initiatives in the District, inclusive of community agriculture initiatives in Saanich (e.g. Panama Flats)
(<http://www.communitycouncil.ca/initiatives/crfair/index.html>)
- Developing an "It Takes a Village" strategy for planning and development of children and family services supported by the BC Representative for Children and Youth.
- Promotion and expansion of an on-line tool, My Green Plan, for use by households to reduce their carbon impact.

Please return your contract by April 2, 2013 by email to
Kimberley Stratford
Grant Manager
City of Victoria
kstratford@victoria.ca



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:

Crisis Intervention and Public Information Society of Greater Victoria
DbA NEED2 Suicide Prevention Education and Support

Mailing Address:

1524 Fort Street, Victoria. BC V8S 5J2

Phone: (250) 386-6328

Fax: (N/A)

Email Address: admin@need2.ca

Contact Person(s): Jane Arnott, Executive Co-Director jarnott@need2.ca
Chris Holt, Executive Co-Director cholt@need2.ca

Contract fee: \$20,103

PART 2. ORGANIZATION DESCRIPTION

Over the past fifteen years NEED2 developed suicide prevention and community education services and a web based support service, and continues to offer these services in the Victoria area. Currently our focus is on youth.

MISSION AND MANDATE: "NEED promotes emotional wellness by providing crisis and suicide prevention education, community support and connections to related resources, within the Capital Regional District."

PART 3. DELIVERABLES

In 1996 NEED developed a Community Education Program, which has a mandate to deliver suicide awareness and prevention programs, crisis education and communication skills workshops to the community. The main focus has been Suicide Awareness for Youth (SAY) which is delivered primarily by volunteers in middle and high schools in the CRD. We also do Gatekeeper¹ Training, including a skill based training for youth and school based adults who may come into contact with youth who are at risk of suicide. This program gives gatekeepers confidence and competence to do risk assessments and get help for a suicidal person. We are the only agency in the CRD that has a focus on crisis education and suicide prevention. In 2012 NEED2 presented to 121 students at Vic High and an additional 645 students at schools

¹ a gatekeeper is defined as any individual who typically comes into contact with a target population (e.g., youth, seniors, street involved) as part of a daily routine. They have the knowledge and information required to intervene effectively and compassionately and get the person at risk help.

bordering Victoria that include areas of Victoria in their catchment areas.

NEED2 also continues to offer emotional support and crisis intervention through Youthspace.ca, a web-based, direct to client, locally focused on-line service for youth. It provides the options of one-to-one on line chats, email follow-ups, forum support for youth and information about local resources and services. In 2012, the agency responded to 401 chats from youth in the Greater Victoria area, and over 5,300 people from the immediate Victoria area visited the web site. The numbers continue to grow. Through Youthspace.ca users may also choose to connect to e-counselling, a professional service provided by a Youthspace.ca partner agency,

Currently both these programs provided by NEED2 Suicide Prevention Education and Support target youth and young adults. As a cohort, youth are identified as being vulnerable and a high risk group for a number of harmful behaviours and activities.

- suicide remains the second leading cause of death among youth ages 15-24
- locally, according to the 2008 McCreary Centre adolescent health survey (a self reporting tool) 1 in 4 girls and 1 in 8 boys indicated that they had self-harmed with the intention of killing themselves; almost 1 in 10 students reported seriously considering suicide within the past year; and 5% of students (1 in 20) reported suicide attempts; and 1 in 5 had experienced sexual or physical abuse at some point in their lives
- as many as 1 in 5 Canadian children and adolescents (20%) -- more than 1.2 million people -- will suffer from mental health issues before their 18th birthday

The goals of NEED2's Youth Suicide Prevention Education and Support Programs include helping youth, young adults, gatekeepers, parents and community members:

- Recognize stressors that contribute to depression / suicidal behaviors
- Explain adaptive and maladaptive behaviors in response to these stressors
- Identify signs and symptoms of depression and warning signs and risk factors of suicide
- Find ways to help and support youth in general and specifically youth and young people who may be suicidal/depressed/anxious
- Provide a safe online space, Youthspace.ca, where area youth, particularly youth in crisis, can go for support and information
- Challenge the stigma and silence that surround suicide and mental illness

This specific outputs/deliverables for the coming year include

- Delivering at least 90 in-class suicide awareness presentations, of which at least 10 will be in Victoria schools, and 30 additional in class presentations in schools which include parts of Victoria in their catchment areas.
- Partnering with at least eight schools to undertake the whole school approach and delivering in each school presentations to at least 80% of all students of the targeted grade, 50% of teachers and administrative and support staff and at least one parent group
- Partnering with at least 2 community agencies/groups in Victoria to present to staff gatekeepers and groups of youth
- Training at least six additional presentation volunteers from Victoria
- Assess and report on the efficacy of school based presentations
- Increasing the traffic to the youthspace website by 50%
- Increasing the chats taken by at least 30%
- Expanding the chat service by at least one additional hours from 6-11 nightly to 6-12—to continue be available when many agencies are closed
- Training at least 35 additional Youthspace.ca volunteers



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:

St. John Ambulance Brigade

10802250RR0009

Incorporated under BC Society Act Registration number S - 17387

Mailing Address:

63 Gorge Road East, Victoria, BC V9A 1L2

Phone: (250) 388-5505

Fax: (250) 388-3100

Email Address: staci.mcintyre@bc.sja.ca

Contact Person(s):

Staci McIntyre, Victoria Branch Manager

Contract fee: \$2,221

PART 2. ORGANIZATION DESCRIPTION

The mission of St. John Ambulance is to improve their health, safety and quality of life of Canadians by providing first aid training and community services. The Victoria Community Services Brigade meets this mandate by providing medical first response at public gatherings and in emergency situations, developing youth leadership and first aid skills, and providing comfort therapy to residents of senior and chronic care facilities.

PART 3. DELIVERABLES

1. First aid services – Public health is safeguarded by attendance at community, cultural and sporting events with mobile first aid posts and the necessary equipment, supplies and trained personnel to treat minor injuries, medical conditions and prepare for transport to hospital as required. The Brigade plans to enable and support approximately 120 events in 2013 (in 2012, 580 patients were treated at 116 events). Events include Canada Day, Victoria Good Life Marathon, Times Colonist 10K, Symphony Splash, Festival de la Francophonie, Family day, Dragon Boat Races, Centennial Square events as well as numerous smaller and lower profile activities around town. (OCP 15.23, and 16.22 and CSP – Enhance Community Well-Being, CSP Goal 12)
2. Emergency and Disaster Response – The Brigade is equipped and staffed (by volunteers) to respond to requests from VEMA, ESS or other first response organizations to provide pre-hospital care at disaster reception centers or on-site at emergencies as required. Division 176 actively participates in VEMA simulation exercises (one was held in 2012 and at least one is already scheduled in 2013) and monthly CRD ESS coordination meetings. (OCP Section 18)
3. Improving community capacity - Youth aged 8 to 18 years are taught leadership skills and a variety of competencies including emergency management and first aid in the Cadet program (current enrolment is 12). An outreach program is available for schools and summer camps to teach first aid skills to build the capacity of young people to care for themselves, their families and the public in emergencies. The activity level is not

planned, but depends on requests received (14 schools were visited in 2011; 9 in 2012).
(CSP Goal – Our Community).



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:
Greater Victoria Volunteer Society (Volunteer Victoria) S00-11268

Mailing Address:

306-620 View Street, Victoria BC V8W 1J6

Phone: (250) 386.2269

Fax: (250) 386.2279

Email Address: lisa@volunteervictoria.bc.ca

Contact Person(s): Lisa Mort-Putland, Executive Director

Contract fee: \$11,439

PART 2. ORGANIZATION DESCRIPTION

Please provide a brief overview of the mandate of your organization.

Providing leadership to the non profit community since 1974, Volunteer Victoria is the primary recruitment and referral centre for the Greater Victoria Region. Guided by the principles of civil society we enrich the quality of life in our community through volunteer involvement.

Volunteer Victoria's Mission is to advance the value of volunteerism in Greater Victoria by providing leadership and training in volunteer and non-profit management.

Our Vision is to build healthy communities enriched by volunteers.

PART 3. DELIVERABLES

Fee for service contracts deliver or extend a service or program on behalf of the City on an ongoing basis. Please provide a short description of your program or service and the specific measurable deliverables your organization will provide.

Volunteer Victoria serves our community through four distinct pillars:

- **Volunteer Recruitment, Referral, and Advising**—16,300+ diverse volunteers are connected to local non profit agencies annually
- **Training and Development** —1,100 individuals from 350+ organizations build skills and knowledge in volunteer and non profit management and governance annually
- **Recognition, Awareness, and Celebration** – weekly promotions advance the value of volunteerism and recognize the contributions of volunteers
- **Capacity Building** – Specialized services are provided to individual organizations and response to issues that impact the sector as a whole e.g. policy and funding issues

During the term of this agreement, Volunteer Victoria will deliver the following services on behalf of the City of Victoria:

- **Volunteer Recruitment, Referral, and Advising**
 - Recruit and refer volunteers to a minimum of 150 non profit organizations located within the geographic boundaries of the City of Victoria
 - Dedicate a minimum of 200 advising appointments to citizens living in the City of Victoria
 - Recruit and refer volunteers to events/activities hosted by the Corporation of the City of Victoria
 - Host a minimum of 3 volunteer recruitment activities (fairs, workshops, presentations etc.) targeted at youth citizens in the City of Victoria in order to connect youth to positive engagement options, build and enhance work-related skills and confidence, and reduce negative risk taking.
- **Training and Development**
 - Host a minimum of 30 workshops per year in the geographic boundaries of the City of Victoria. A minimum of 25% will be offered to participants at no charge.
- **Recognition, Awareness, and Celebration**
 - Provide priority promotions to events/activities hosted by the Corporation of the City of Victoria
 - Provide volunteer recognition certificates to individuals/organizations referred by the Corporation of the City of Victoria
 - Include the City of Victoria amongst the agencies thanking volunteers during National Volunteer Recognition Week promotions and activities. Includes inclusion in the Times Colonist and Black Press promotions.
 - Host a minimum of 12 outreach activities to build volunteer capacity within the City of Victoria
- **Capacity Building**
 - Provide grant writing orientation and support to any organization located in the City of Victoria (with or without membership status)
 - When directed by the City of Victoria, assist the City in emergency planning and preparation

Please return your contract by March 31, 2013 by email to

Kimberley Stratford
Grant Manager
City of Victoria
kstratford@victoria.ca