



Nick Armstrong
City of Victoria
Transportation Division
1 Centennial Square
Victoria, B.C. V8W 1P6

Feb 27, 2015

Dear Mr Armstrong ,

RE: Crossing Guard Program Sites for City of Victoria

Many thanks once again for the opportunity to partner in support of safety for children and their respective community. The Crossing Guard Program under the Beacon umbrella of services presently exists within five municipalities of the CRD including Oak Bay, View Royal, Saanich, Esquimalt/McCauley and City of Victoria.

At present there are 11 crossing guards dedicated to City of Victoria Schools. These sites include; George Jay, Margaret Jenkins, Oaklands, Quadra, Sir James Douglas, and South Park.

I have included a copy of all site locations and the assigned number of crossing guards for each site, including the City of Victoria. We have been successful in filling all site locations with the exception of a couple of sites in the Saanich SD for this term.

The sense of community and safety offered by crossing guard services is noted daily as guards attend to their sites in aid of ensuring children and drivers alike arrive safely to their respective learning and workplace locations. We greatly value our partnership in this outcome and as mentioned the costs to run the program have come with increases. The service, as you know, is offered twice a day, five days a week for 10 months of the year at a cost of 37,500.00. We greatly appreciate your consideration of the attached and willingness to continue to partner in aid of this valuable and much needed service.

Many thanks for your time. Should you have additional questions I can be reached at evenables@beaconcs.ca or 250 655-5300.

Yours respectfully

A handwritten signature in black ink, appearing to read "Elaine Venables", is written over the typed name.

Elaine Venables MA - Director
Children's Programs and Counselling Services

Cc: Bob Boulter – CEO

CITY OF VICTORIA
PROGRAM GRANT APPLICATION

Name of Organization: Beacon Community Association

Address of Organization: 9860 Third Street Sidney, BC V8L 4R2

Phone: 250-655-5300 Fax: 250-655-4357

Contact Person: Elaine Venables

Amount Requested: \$37,500 Total Program Budget: \$136,675

Have you applied before? Yes When? 2014 Grant Received \$30,000

Have you submitted a final report? YES

Incorporation number and date of this incorporation: 5-47958 August 12, 2004

Describe your organization, its mandate and program(s):

Beacon Community Services is a community based non profit, social, health, employment and housing services agency, serving residents of the Capital Regional District. We offer a wide variety of programs and services designed to suit the needs of the thousands of clients we serve each year. Our strong family of employees and volunteers is committed to meeting the social, emotional and physical needs of our community. We provide support in an atmosphere of respect, understanding and compassion. Beacon Community Services provides programs and services designed to address the community's social and physical needs in the areas of: early years 0-6, children, youth and families; counselling and outreach, Shelter and housing along with employment, volunteering, home support; assisted living and affordable housing for seniors.

Our guiding principles are:

1. We contribute to a strong vibrant and diverse community.
2. We ensure that a wide range of services are available and accessible to our communities.
3. We advocate for the needs of our community.
4. We celebrate and promote volunteerism and commit to providing volunteer opportunities.
5. We provide sensitive, efficient and accountable client focused services.
6. We embrace the philosophy of continual quality improvement.
7. We form partnerships that facilitate a comprehensive service delivery network.
8. We communicate who we are and what we do.
9. We provide a workforce that supports excellence, respects diversity and values people.
10. We are fiscally responsible.

Describe the program for which funds are being sought. Feel free to use additional sheets of paper.

Program description:

The Adult Crossing Guard Program ensures the safe crossing of children at crosswalks and intersections around elementary schools and one middle school within the geographic area of the Victoria School District. There are currently 40 adult crossing guard positions serving 21 different schools, eleven of these guards serve schools within Greater Victoria. These dedicated individuals perform their duties twice a day for \$10.00 per shift equating to a 20.00 per day honorarium. Their presence ensures the safety of children and drivers alike as high density traffic intersections are safely attended to in aid of ultimate safety for children and drivers.

Purpose of program:

The purpose of the Adult Crossing Guard Program is to ensure a safe method for children to cross streets on their way to and from school. By providing additional safety measures, such as the Adult Crossing Guard Program, it encourages parents to allow their children to safely walk to and from school, be a part of their community and exercise in a manner that is natural and cost effective.

The names of those involved in carrying out the program:

Elaine Venables, Director of Children's Programs & Counselling Services

Denise Phillips manages the day-to-day activities of the crossing guards ensuring crossing guards have essential equipment and connecting schools and the community as necessary. Beacor Community Services provides the honorariums for the guards. Partners in the program include each school's Parent Advisory Council, The Victoria Confederation of PAC's, participating school districts, Police Liaisons at each school and the municipalities where the program is offered. Historically funders such as Victoria Foundation and the Autoplan Brokers Association have provided funds for replaced equipment.

Community benefits:

Safety of the community's children is the primary benefit resulting from the program. Many other citizens also cross at the same time as the children with guards ensuring their safety i.e., parents, elderly persons and those persons with mobility challenges. Studies have proven that a guard

provides a greater safety factor than a traffic light or lighted intersection. The presence of the guards encourages more people to walk which leads to a healthier population and a decrease in pollution. Guards also provide safety to the numerous motorists who engage in their daily transit to and from work.

If applicable, describe community partnerships:

Beacon Community Services is in partnership with the Victoria Confederation of Parent Advisory Councils, the schools, the Parent Advisory Council of each school and the funders of the program. There is a committee for which members of all these groups are invited to participate to discuss issues relevant to the program such as traffic concerns at various intersections, the effects of school closures, need for new equipment, etc. Beacon Community Services is always available to receive calls from schools, PAC's parents and the community to address concerns. Crossing guard openings are advertised through school newsletters and PAC websites.

BUDGET Please give detailed revenue projections and indicate which revenue is speculative.

Revenue Source
Municipal Funding

Saanich	\$60,000.00	
Victoria	30,000.00	
View Royal	18,825.00	
Oak Bay	7,200.00	
Macaulay Pac	14,000.00	
Total		130,025.00

Expenses

Crossing Guards	122,616.00	
Coordinator	7,500.00	
Program Costs	450.00	
Admin	700.00	
Total		131,266.00 (1,241.00 deficit)

Please enclose your last annual financial statement and any supporting material which would assist the City of Victoria in assessing your program.

Mail this application to:

City of Victoria
Nick Armstrong
Engineering Department
Transportation Division
1 Centennial Square
Victoria, B.C. V8W 1P6

Fax: 361-0311
Email: narmstrong@Victoria.ca

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List the staff or volunteer positions involved in carrying out the project: One program coordinator who ensures guards are attached to each site and program runs smoothly. Also provides linkage for the guards and schools they are attached to. Guards are provided at the following site locations and are overseen by a program facilitator who also covers one of the sites.

School	No.	Funded By	Location of Guard
Arbutus/Frank H	0	Saanich	Gordon Head & Feltham
Braefoot	1	Saanich	Cedar Hill & Braefoot
Campus View	1	Saanich	McKenzie & Gordon Head
Cloverdale	2	Saanich	Cook & Linwood
		Saanich	Cook & Quadra
Craigflower	1	Saanich	Admiral & Gorge
Doncaster	2	Saanich	Cedar Hill & Rowan
		Saanich	Shelbourne & Cedar
Eagle View	2	View Royal	Watkiss Way & Burnside Rd E
		View Royal	Burnside & Talcott
George Jay	1	Victoria	Cook & Princess
Gordon Head	1	Saanich	Shelbourne & Kenmore
Hillcrest	1	School Board	Kenmore & Tyndall
Lansdowne	2		Lansdowne & Richmond
			Hillside & Shelbourne
			Lampson & Lyall
			Esquimalt & Lampson
			Wychbury & Lampson
Margaret Jenkins	1	Victoria	Fairfield & Irving
Marigold	2	Saanich	Burnside & Grange
		Saanich	Burnside & Marigold
Oaklands	4	Victoria	Hillside & Doncaster
		Victoria- 3 Saanich -1	Hillside & Gosworth
		Victoria	Shelbourne & Ryan
Quadra	2	Victoria	Quadra & Finlayson
		Victoria	Quadra & Finlayson
Shoreline	2	View Royal	Craigflower & Island Hwy
		View Royal	Shoreline & Old Island Hwy
Sir James Douglas	1	Victoria	Moss & Fairfield
South Park	0.7	Victoria	Michigan & Douglas
	0.3	Victoria	Michigan & Douglas
Tillicum	2	Victoria	Tillicum & Maddock
		Saanich	Seaton & Burnside
View Royal	1	View Royal	Helmken Road
Willows	2	Oak Bay	Musgrave
		Oak Bay	Richmond Elementary

Mission

Helping People - Improving Lives

Vision

Healthy, mobilized communities where
people's needs are met

Values

Dependability

- Financial accountability
- Sustainable services and organization
- Ensure Client, worker, and volunteer safety
- Practice prudence

Responsiveness

- Responsive to all stages of life
- Engagement of staff and volunteers
- Assess Needs
- Forward thinking
- Consistent and responsive
- Innovative
- Decisive
- Client centred

Integrity

- Ethical actions
- Equity and fairness
- Open governance
- Trust
- Judiciousness

Volunteerism

- Community responsibility
- Community engagement
- Value of volunteerism to volunteers, complemented by excellent staff
- Value of volunteerism to community

Excellence

- Premier quality services and supports
- Committed and engaged staff
- Continuous quality improvement
- Environmental stewardship
- Measured and recognized for quality



Engineering & Public Works
City of Victoria
417 Garbally Road
Victoria, BC V8T 2J9

May 21st, 2015

Re: Compost Education Centre City of Victoria \$13,530 Annual Fee for Service Grant Request for 2015

To Whom It May Concern,

Thank you for your grant of \$13,530 in 2014 and continued support of the Victoria Compost Education Centre's composting, conservation and urban agriculture education programs. We feel that education in these areas helps to strengthen local food systems while empowering community members to become environmental stewards. Promoting the practice of composting helps to build and conserve our city soils and is integral to the shared goal of reducing food waste and diverting organic material from the landfill. Thanks to your funding support, we continue to deliver high quality educational programs in these target areas, building on successes of recent years. We are proud to have been an urban resource centre for environmental education in Victoria for the past 23 years.

In 2015 your funding will assist us in the following program areas:

❖ **School and Youth Programs**

Our school programs continue to be in high demand. We offer a series of exciting and hands on programs for grades K-12. Topics include worm composting in the classroom, interactive garden tours, and exploring the importance of our soil systems from a local food security and ecological health point of view. Our workshops take place both in schools and in our vibrant teaching gardens.

❖ **Community Outreach Events and Sustainability Workshops**

We offer weekly community workshops on a variety of topics including basic and advanced composting methods, soil science and rainwater harvesting. Funding enables us to offer these educational workshops for free or at an accessible cost to reach a broader demographic and assist residents with financial barriers. We attend over 45 community outreach events each year, the majority of which are within the City of Victoria, and reach an average of 35,000 residents each year with our message of backyard composting, organic gardening and sustainable living.

We are pleased to continue to recognize the City of Victoria as a supporter of the Compost Education Centre and look forward to working with you in the coming year.

Sincerely,

Marika Smith
Executive Director
Compost Education Centre
1216 North Park Street
Victoria BC V8T 1C9
Tel: 250-386-9676
www.compost.bc.ca





2014 Annual Report

The Compost Education Centre (CEC) is a project of the Victoria Compost and Conservation Education Society, a not-for-profit, charitable organization. It is located in Victoria at 1216 North Park Street.

Started in 1992 by the Fernwood Community Association, the CEC provides composting and conservation education to City of Victoria and Capital Regional District (CRD) residents with the goal of reducing waste and improving local soils through the use of compost. The CEC promotes organic gardening as a means of reducing the negative health and environmental effects of gardening with chemicals as well as promoting the health, environmental and social benefits of local food production



2014 Highlights

Rainy Days Open House

In April we hosted our first in a series of open-house style educational days, called 'Rainy Days'. This super fun day encouraged participants to learn more about rainwater harvesting systems and practices in our community and was so popular we repeated it in September!

In partnership with the CRD's Integrated Watershed Management (IWM) department and with generous in-kind assistance from Van Isle Water Systems, these events brought community and municipal groups involved in rainwater management together in our beautiful demonstration gardens.

Residents attended free workshops about watershed processes, rainwater harvesting methods and were introduced to the City of Victoria's Stormwater Rebate Program.



'Just Eat It' Victoria Premiere Screening

We were proud to be invited to speak on the discussion panel at the Victoria Premiere of **Just Eat It: A Food Waste Story**. This new documentary from the makers of **The Clean Bin Project** looks at food waste and the billions of dollars worth of good food that is tossed away each year in North America.

The film is based around filmmakers Jen and Grant's pledge to quit grocery shopping cold turkey and survive only on foods that would otherwise be thrown away for six months. Powerful images and stories of commercial and residential food waste intertwine with the filmmakers' passion and excitement over the discovery of how well they could eat using only discarded or 'expired' food.

Sponsored by Open Cinema, the CRD and reFUSE Resource Recovery, the discussion that followed drew on-line viewing of over 80,000 people and addressed the gaps and opportunities which exist in our own region regarding food waste and food insecurities.



2014 Highlights



Launch of Soil Science 101

To get ready for 'International Year of Soils' in 2015, we created a new workshop called Soil Science 101. Soil is capable of supporting plant life and is vital to life on earth, yet we understand very little about its complexities.

This workshop offered in the spring and fall aimed to highlight soil properties and processes and relationships to plant growth, environmental quality and society. All sessions were sold out, proving how excited our community is to learn about the foundations of our earth and how that understanding can improve garden health and food production.

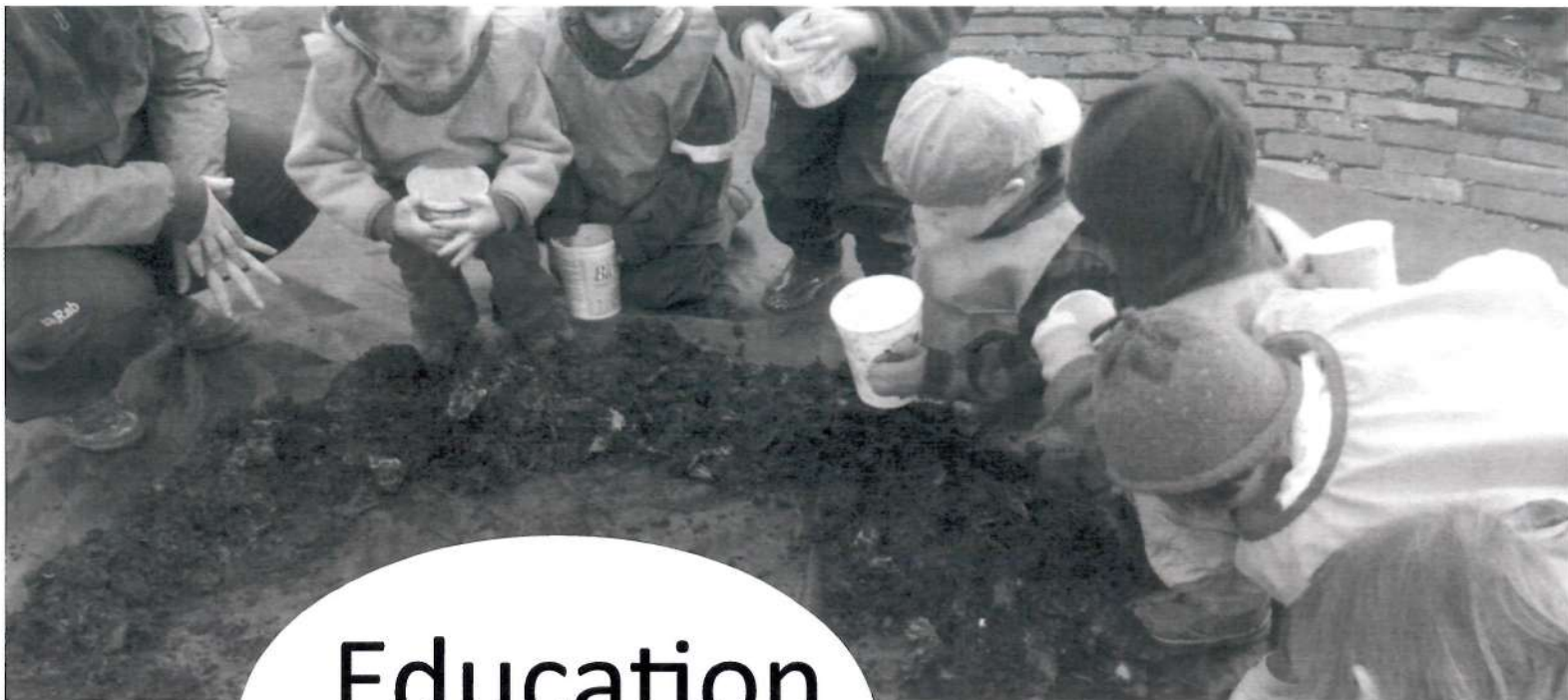
Exciting Upgrades to the Site and Garden

The site went through many exciting changes in 2014. We built a new, larger greenhouse to accommodate our interactive site tours and we transformed our Straw Bale teaching classroom into a more welcoming learning space by painting the inside with eco-friendly paint, installing efficient lighting and adding an updated heating system.

We introduced new plants and shrubs into our demonstration gardens to increase pollinator habitat and complement the existing array of native plants, berry bushes and seasonal vegetables.

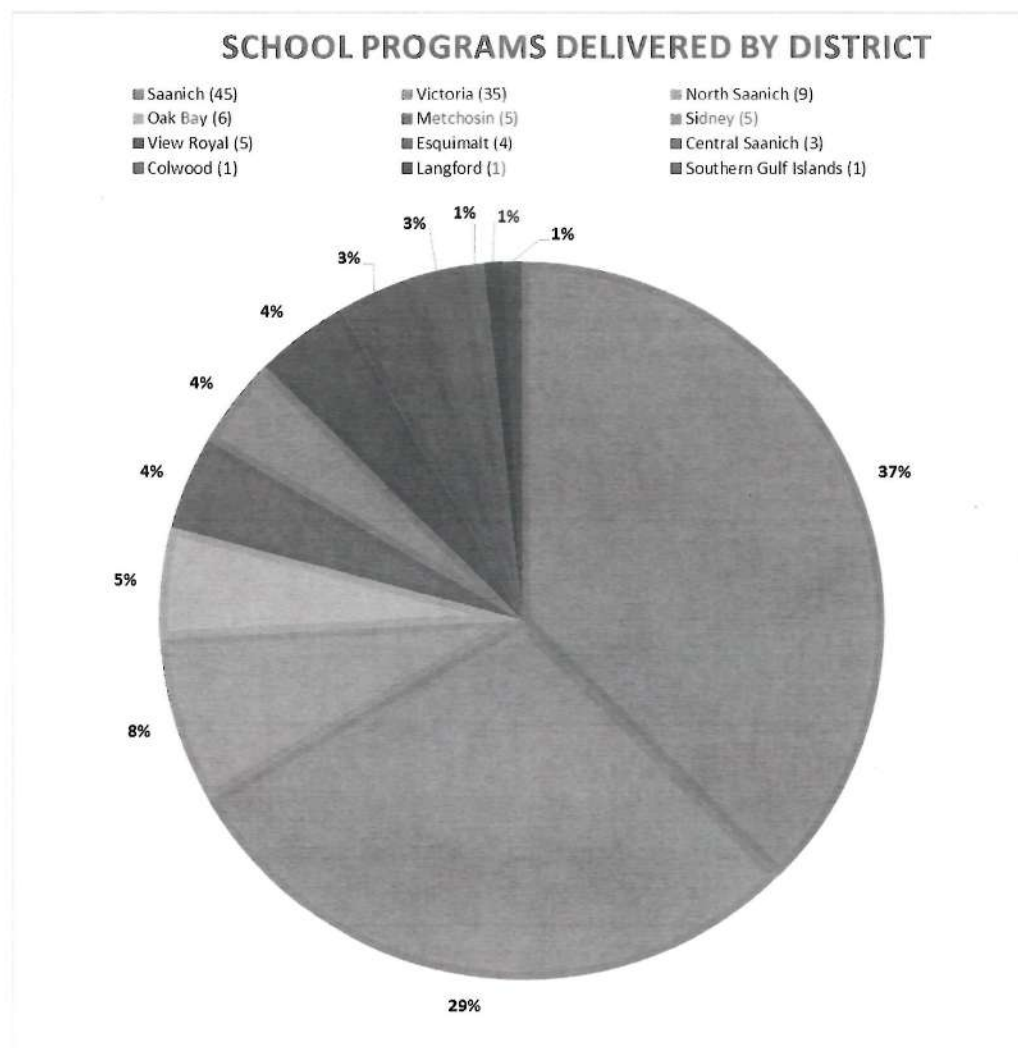
Rebuilding our raised veggie beds and inoculating the woodchip pathways with Garden Giant mushrooms completed our fall series of hands-on skills training workshops. Finally, the installation of a new 400 gallon rain cistern allowed us to increase both our rain-water harvesting capacity and ability to teach about this important conservation technique.





Education Programs

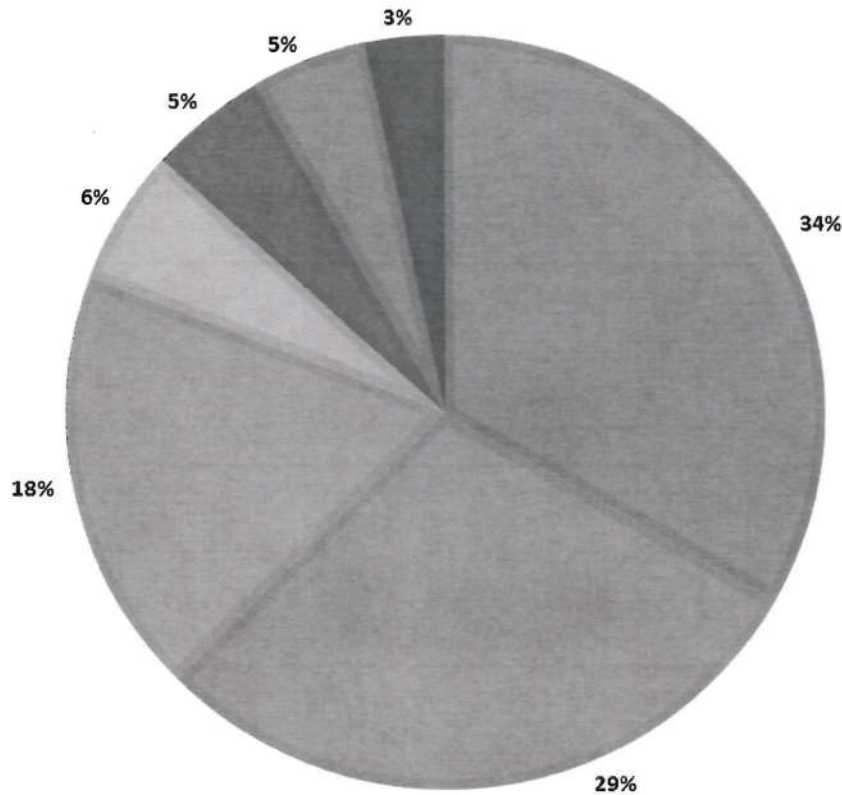
In 2014 we continued to teach thousands of children and adults about composting, soil, and growing food. We taught a total of 523 adults in 64 workshops and presented 120 school programs to 2,645 students and teachers.



Education Programs (cont'd)

SCHOOL PROGRAMS DELIVERED

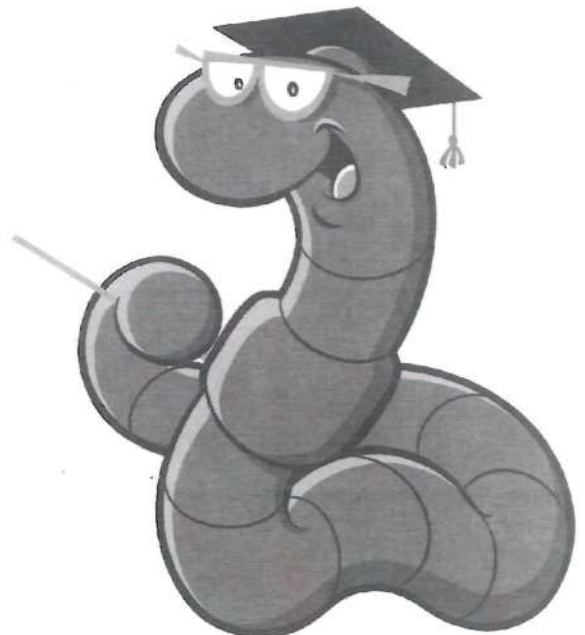
■ Wrigglers at Work (40) ■ Interactive Site Tour (35) ■ Custom (22) ■ Corey's Compost Story (7)
■ Soil Sleuths (6) ■ Wonderful Wastes (6) ■ Worms Eat My Garbage (4)



What teachers are saying about our programs:

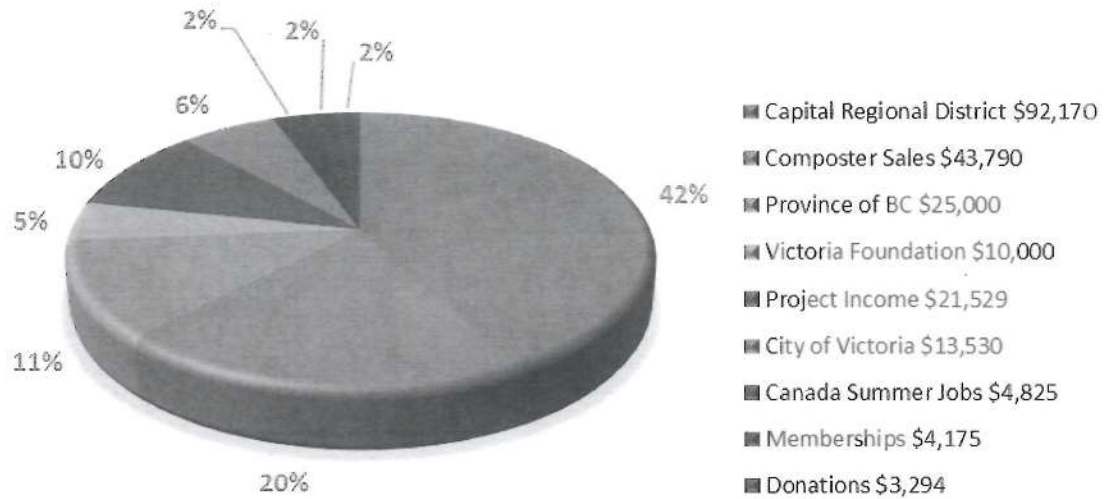
"The preschoolers learned a lot about waste, compost, and red wigglers! We had a lot of conversations in the days and months following the workshop about healthy and unhealthy foods for worms. The kids look forward to "Feeding Friday" each week and have begun to ask what happens with the rest of our waste, opening us up to some interesting conversations."

"The students learned a lot about soil and soil stewardship and were very engaged with the workshop! It also fit right in with what we were learning in science class."

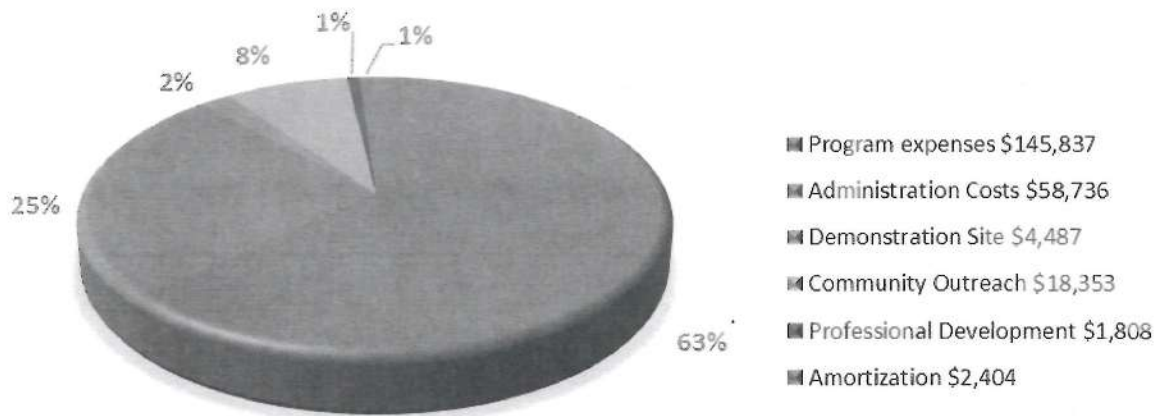


2014 Financials

2014 TOTAL REVENUE \$218,313



2014 TOTAL EXPENSES \$231,625



To request a full copy of the CEC's unaudited Financial Statements please email info@compost.bc.ca



Fundraising and Donor Recognition

We gratefully acknowledge the financial support from our funders, community partners, and Compost Club members who help us to deliver high quality educational programming within our vibrant Capital Regional District. In addition to funds received from the Capital Regional District and the City of Victoria, the following sources of funding were obtained in 2014:

Funders

- Capital Regional District
- City of Victoria
- Province of British Columbia
- United Way Greater Victoria
- 1% For The Planet Foundation Flow Through Fund
- Horne Coupar Law
- TD Friends of the Environment
- Hummingbird Foundation
- Victoria Foundation
- HRDCS (Canada Student Summer Jobs Program)
- RBC Bluewater Fund

Individual Donors

- Kyle Ostman
- Nelda Turner
- Dale Gordon
- Claude Moreau
- Karla Wagner
- Chris Broadbent
- James Buchanan
- Hally Hofmeyr
- Faye Carter
- Connie Charnell
- Sarah Zimmermann

Cash and In-kind Donations

- Black Press
- Monday Magazine
- Chatterblock
- D.I.Y Fungi
- Hoyne Brewery
- Pedersons' Rentals
- Big Barn Garden Centre
- Borden Mercantile
- Ellice Recycle
- Danica Nursery
- Dig This
- Fernwood NRG
- Fernwood Coffee
- Fernwood Community Association
- Garden Works
- Little Elf Garden Centre
- Meadow Oak Nursery
- Soap Exchange
- Thrifty Foods
- Mason Street City Farm
- Van Isle Water Systems
- CANARM

Additional Revenue

- Organic Plant Sale
- Sales of composters
- Event Fundraising
- School programs
- Community workshops
- Documentary nights
- Memberships
- Donations



Summary of Programs and Services

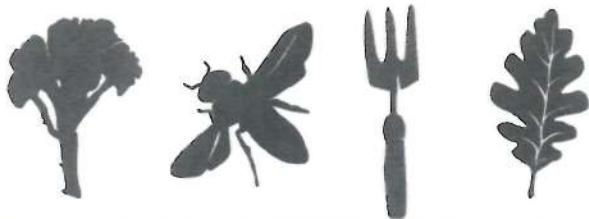
In 2014, the Compost Education Centre (CEC) delivered 120 school presentations to 2,645 children from Pre-school to Grade 12, and facilitated 64 community workshops on topics from Composting Basics to Soil Science 101 and Mushroom Garden Pathways. Over 90,000 Capital Regional District (CRD) residents visited the CEC's demonstration site or participated in one of its 32 educational community events, documentary nights and compost demonstrations.

The CEC hosted six core community events in 2014, including a spring and fall Organic Plant Sale, Pollination Education Day and Mushroom Education Day. The CEC expanded its programming in 2014 to include a spring and fall rainwater harvesting educational series called Rainy Days in partnership with the CRD's integrated Watershed Management department. The CEC reached a total of 250,392 residents in 2014 through all avenues of our educational mandate, an increase of 210% from 2011! Since 1992, the GVCEC has made over 832,073 contacts with CRD and City of Victoria residents.



Staff

Executive Director: Marika Smith
Site Manager: Alysha Punnett
Education Coordinator: Clare Pepper
Site Intern: Emily Bellinger



Board of Directors

Chair: Nik Hill
Vice Chair: Marion Wylie
Treasurer: David Neate
Secretary: Janet Hockin
Member at large: Tamara Chirovsky
Capital Regional District Representative: Wendy Dunn
Fernwood Community Association Representative: Bill McKechnie

Message from the Executive Director

The Compost Education Centre has been operating for 23 years and during that time we have grown into a trusted and valuable community resource hub for urban food production, soil conservation and on-site composting. Together with our dedicated staff, Board of Directors and fabulous volunteers, we annually reach over 250,000 CRD residents with our educational mandate and practical solutions for living more sustainably.

In 2014 we added new workshops on topics such as Grow Your Own Mushrooms, Soil Science 101 and Residential Rainwater Harvesting. We were also invited to participate in several research projects about food waste reduction and community-scale composting programs. One such project is called the Solutions Agenda and will be presented in Ottawa to Parliament in the spring of 2015.

We believe that we can grow the seeds of community through accessible and valuable education programs that empower community members to become more self-sufficient and lower their carbon footprint. The CEC is proud to be an educational resource for composting, organic food growing and teaching children to be stewards of our beautiful and diverse natural resources. We look forward to another fruitful year and welcome everyone to our beautiful urban oasis in the heart of Fernwood in Victoria BC.





**Legislative and
Regulatory
Services
Department**

Legislative Services

#1 Centennial Square

Victoria

British Columbia

V8W 1P6

Tel (250) 361-0571

Fax (250) 361-0348

www.victoria.ca

October 28, 2014

Ms. Jodi Mucha, Executive Director
British Columbia Healthy Communities
525 Government Street
Victoria, BC V8V 0A8

Dear Ms. Mucha:

Re: Renewal of Memorandum of Understanding

I am writing to confirm the renewal of the Memorandum of Understanding originally dated October 6, 2011 between The Corporation of the City of Victoria and British Columbia Healthy Communities (attached).

I confirm that the renewal is for a further three years from the date of signature, with an annual review. This will extend our agreement to the end of 2017. At the end of the second 3 year term, the two parties will meet to review the host organization's ongoing willingness to host the Youth Council, and the ongoing commitment of all three organizations to continue to work together.

Please confirm acceptance and agreement with the renewal of the Memorandum of Understanding dated October 6, 2011, by signing, dating and returning a copy of this letter below.

Yours truly,

A handwritten signature in black ink, appearing to read "R. Woodland".

Robert G. Woodland
Corporate Administrator

ACCEPTED AND AGREED TO this: 6 day of November 2014

BRITISH COLUMBIA HEALTHY COMMUNITIES
by its authorized signatory:

A handwritten signature in black ink, appearing to read "Jodi Mucha".

Jodi Mucha, Executive Director

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is made the 6 day of OCTOBER 2011

BETWEEN:

THE CORPORATION OF THE CITY OF VICTORIA

#1 Centennial Square
Victoria, BC V8W 1P6

(the "City")

AND

BRITISH COLUMBIA HEALTHY COMMUNITIES

(an initiative of the Union of BC Municipalities)

525 Government Street
Victoria, BC V8V 0A8

("BCHC")

It outlines the roles of the City and BCHC with regard to the City of Victoria Youth Council (Youth Council).

Background

On April 14, 2005, the City of Victoria Council approved the establishment of the City of Victoria Youth Council (Youth Council). The mission of the Youth Council is to be a diverse group that offers a voice for youth of Victoria. The objectives of the Youth Council are to act as a positive advocate for youth, and initiate and encourage opportunities for action and dialogue to make Victoria a friendlier place for youth. The Youth Council will address, foster discussion and make recommendations on youth issues to the City of Victoria municipal government and strive to be representative of different youth voices in the community. Terms of Reference for the Youth Council are attached as Schedule A. An excerpt from the Council Minutes (January, 2008) are attached as Schedule B.

Role of the City

- Support from an identified Council Liaison which will include participation, as required, in Youth Council meetings, mentoring and support.
- Based on an annual approval from Council, provision of an annual program grant in the amount of \$20,000 with not more than 10% of this funding allocated to the host organization for enhanced financial administration, and the balance allocated for the Coordinator's wages and project expenses;
- Provision of a staff liaison to both the Youth Council and the host organization to ensure smooth relationships between both parties and be the administrative contact for the host organization and youth coordinator;

Role of BC Healthy Communities:

- Provide supervisory support for the Youth Council coordinator including guidance, mentoring and contribution to the Youth Council vision, action plans and reporting requirements to the City. The Youth Council coordinator will be an employee of, or paid on contract for BCHC;
- Provide administrative support and physical space for the Youth Council including a work space for the coordinator, meeting space for Youth Council activities, access to photocopying, printing and other administrative functions;
- Provide financial oversight for the initiative including payroll for the coordinator and management of the funds for Youth Council projects;
- Hire, evaluate and mentor the Youth Council coordinator and any of Youth Council program staff, contractors and volunteers. BCHC agrees to be in communication with the City staff liaison regarding any changeover in the coordinator's position.
- Complete the annual grant application form to obtain the program grant from the City; and

- Ensure the Youth Council is accountable in accordance with the City Council direction (see Schedule B).

The Youth Council may determine their own internal operating procedures and will act as spokesperson for all issues pertaining to the Youth Council.

The term of this MOU is three years from the date of signature, with an annual review. At the end of the three year term, the two parties will meet to review the host organization's ongoing willingness to host the Youth Council, and the ongoing commitment of all three organizations to continue to work together.

In signing this MOU, the City and BCHC agree to provide the Youth Council with the support and guidance required to ensure the mentoring, growth and success of the City of Victoria Youth Council.

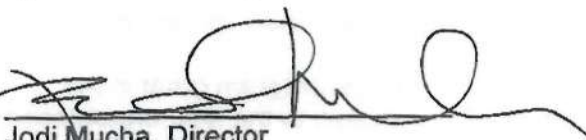
THE CORPORATION OF THE CITY OF
VICTORIA by its authorized signatories:



Mayor Dean Fortin

Corporate Administrator Robert Woodland

BRITISH COLUMBIA HEALTHY COMMUNITIES
by its authorized signatories:



Jodi Mucha, Director

SCHEDULE A

CITY OF VICTORIA YOUTH COUNCIL TERMS OF REFERENCE

(Taken from Section 1.0 Sustainability Plan, Fall 2006 - A Description of the Youth Council)

Our Vision: To be the "go-to" group on municipal youth issues, anti-oppressive leadership, and participatory youth engagement.

Our Mandate:

The Youth Council is a grassroots youth-driven project that strives to build a bridge between youth and the municipal government in order to increase each other's capacity to engage in meaningful ways.

Our Objectives:

- Listen to and communicate regularly with youth;
- Offer youth information and tools for engaging in the municipal political process;
- Train City staff and official in practices that are anti-oppressive and inclusive of youth;
- Take action and raise awareness of pressing issues that are important to youth in coalition with stakeholders;
- Make recommendations and lobby municipal government with and on behalf of youth.

Our Core Values:

We believe:

- Victoria is not a "level playing field" where everyone has equal opportunity. Oppressions (ageism, racism, sexism, colonialism, heterosexism, classism, disablism...) and privileges (oppressions' often invisible opposites) play-out in our lives in many different ways, including in relationships with our friends and family, the laws that govern our City, and even the ways we understand our own identities and experiences.
- The Youth Council must work hard to recognize and address injustices and inequities. We strive for inclusion with influence, not tokenism, within the Youth Council and in our relationship with the municipal government.

This means:

- The Youth Council is committed to reflecting the diversity of Victoria's youth. We are committed to learning and being challenged, and to collaborate whenever possible. We strive to create a space that is respectful, affirming, and fun for all participants.

Our Definition of "Youth"

Those who are eligible for membership, participation or advocacy are any "self-identified" youth who live, go to school, work, access services, or spend some aspect of their lives in the municipality of Victoria.

Terms of Reference *(from the Youth Council website, April 12, 2007)*

- To make the City a more youth-friendly place and to represent different youth in the community
- To make recommendations to the municipal government on behalf of the local youth
- To initiate and encourage opportunities for action and dialogue in the community

SCHEDULE B

EXCERPT FROM COUNCIL MINUTES JANUARY 2008

Recommendation:

That Council approve the following recommendations related to the City of Victoria Youth Council:

- 1) That \$20,000.00 in funding for the Youth Council be allocated for 2008 immediately upon approval by City Council with 10% of this funding allocated to the host organization for enhanced financial administration and the balance allocated for the Coordinator's wages and project expenses.*
- 2) That the Youth Council be included in the City's regular Program Grant process for 2009 requiring it to complete an application for operating funding.*
- 3) That the Supervisory and Evaluation Committee (SEC) evaluate the Youth Council Coordinator's request for a review of the coordinator's salary along with hours and report back to Council with recommendations and impacts.*
- 4. Recommend the Youth Council operations be modified as follows:*
 - a) Bi-monthly activity reporting to Mayor, Council, management and staff changed to semi-annual reporting including consolidating summary notes from community events.*
 - b) Supervisory and Evaluation Committee meetings be changed to annual as the Youth Council is stabilized and the Community Advisory Committee (CAC) is now in place,*
 - c) To ensure plans for financial sustainability, outreach and partnership goals are met, the majority of the Community Advisory Committee be experienced members of the community and past members or coordinators be in the minority and that this be outlined in the upcoming Policy and Procedures Manual.*



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:
Victoria Attractions Association DBA Downtown Victoria Ambassadors

Mailing Address:
PO Box 39047 James Bay Postal Outlet, Victoria, BC V8V 4X8

Phone: (250) 881-5275

Fax: (250) 385-5275

Email Address: attractions@shaw.ca

Contact Person(s): Krista Larsen Alternate: David Roberts (250) 508-0075

Contract fee: \$15,000

PART 2. ORGANIZATION DESCRIPTION

The purpose of the Downtown Victoria Ambassador program is to improve the quality, safety and experience of both visitors and residents while visiting Victoria. Through their service as mobile information sources, the Downtown Ambassador volunteers increase visitors' knowledge of things to do and place to see in Victoria while suggesting longer and best quality stays.

With a thorough appreciation for all area events, attractions, accommodations and activities, ambassadors, through the provision of information, directions and assistance, embrace the opportunity to create, share and enhance the enjoyment, safety and visitor experience for tourists and residents.

Ambassadors are well trained and well-travelled and add to the comfort of new visitors with a smile, a friendly hello and the availability to help if visitors require. Many of them speak 2nd and 3rd languages, which also increases a visitor's sense of welcome and delight.

The Downtown Ambassadors daily presence enhances actual and perceived reality of pride, safety and comfort in the downtown community. Ambassadors are trained in basic safety and emergency 911 calls and can facilitate assistance for anyone requiring it.

Above all, the Downtown Ambassadors work with all community stakeholders including retailers, transportation providers and locals in adding to the safety and vibrancy of the downtown core.

In 2012 the Downtown Ambassador program celebrated 20 years. There are currently 5 ambassadors who have worked all 20 years. Mayor Fortin attended our 2012 orientation and delivered the opening remarks.

(Links to major policy documents: CSP – Our Economy; OCP – Section 14, Economy; Economic Development Strategy- Enhance the4 vibrancy, economy and safety of downtown Victoria).

PART 3. DELIVERABLES

The program has over 70 volunteers ranging in ages 18 – 84! Each year we actively recruit through Volunteer Victoria, ambassador referrals, and various volunteer notice boards. Ambassadors work from approximately mid-May through to early September, annually. The program operates 7-days a week, two shifts a day, with approximately 6 ambassadors per shift and walk routes from Douglas St. to Wharf St; lower Belleville St. (Clipper Ferry Terminal) to upper Government, up to an including China Town. The ambassadors also man a portable kiosk located at Yates and Government approximately 5 shifts a week from 1:00 – 4:00p.m. An ambassador will work one or two shifts a week (three to six hours total) All told; ambassadors will meet approximately 30,000 visitors each season.

At the beginning of the season, the ambassadors attend a training and orientation program that includes basic safety and 911 emergency call procedures delivered by the Victoria City Police. Other training may include World Host, partner familiarization programs and the Victoria Guest Services Network trade show featuring many of Victoria's tourism partners. The ambassadors are also required to complete a criminal record check.

Throughout the season, the Downtown Victoria Ambassadors track and record # of visitors met, question types (i.e.: attractions, accommodation, transportation, etc.) and visitor place of origin. The quality of these exchanges is often noted in visitor's comments.



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:

Greater Victoria Bike to Work Society
Incorporation Number: S-37679

Mailing Address:

PO Box 8837
Victoria, BC V8W 3S3

Phone: (250) 920-5775

Fax: (250) 920-5773

Email Address: frank@biketowork.ca

Contact Person(s): Frank Hudson, Executive Director

Contract fee: \$2,500.00 annually

PART 2. ORGANIZATION DESCRIPTION

The Greater Victoria Bike to Work Society is a registered non-profit society governed by a volunteer board of directors. Its mandate is to encourage and promote the use of the bicycle as a viable transportation option to and from work.

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 Greater Victoria Bike to Work Week is an opportunity for individuals to try using cycling for transportation to and from work for one week. As a result of their positive experience – cultivated by fun events, prizes, peer and employer support – many people who take up cycling during GVBTTWW continue and become regular cycle commuters.

People discover that cycling to work is a great way to fit exercise into their day. In the workplace, employees who commute to work by bicycle report feeling significantly healthier, happier, more productive, and less likely to change employers. The average commuter cyclist travels an average distance of 5-7 km; or 20-30 minutes in each direction. This is directly in-line with Health Canada's recommendation that people undertake a minimum of one hour of exercise per day to attain optimal health. The community at large benefits as well, from reduced health care costs and fewer vehicle emissions.

The launch of the 19th annual Greater Victoria Bike to Work Week is taking place Wednesday, April 10, 2013 at Victoria City Hall, with the week itself going from Monday May 27 to Sunday June 2, 2013. Locations of event "celebration stations" are throughout Greater Victoria. Events are held each day during the Greater Victoria Bike to Work Week. All aspects of the event are free to registered participants and members of the community.

To ensure participants and the community at large learn the proper skills to safely commute by bicycle, the Greater Victoria Bike to Work Society continues to run its highly successful and effective Bike Skills and Safety courses as well as one-hour workshops. These educational courses are for all skill levels and emphasize safety and knowledge to help make cycling a safe and enjoyable choice for commuting.

The Greater Victoria Bike to Work Week helps the City of Victoria realize its vision of being the most livable city in Canada. The number of people cycling for transportation is a barometer of livability. Our surveys show that 33% of last year's participants started their commute in the City of Victoria.

By supporting the Greater Victoria Bike to Work Week, the City will be benefiting and encouraging three of its constituents:

- Its staff
- The residents of Victoria
- People from Greater Victoria who travel into Victoria to work

This will also tie in with two of the City's strategic areas and goals in its 2013-2015 Strategic Plan. These include: Our Community - the City of Victoria is an outstanding place to live, work, play and visit; and Our Environment – the City of Victoria is home to a natural environment that is celebrated and stewarded for current and future generations.

Additionally, the Greater Victoria Bike to Work Week enhances community well-being, which directly aligns with City of Victoria's 2013-2015 priorities.

Deliverables:

- The City of Victoria will receive designation as Official Bronze Level Funder of the "Greater Victoria Bike to Work Week";
- The City of Victoria will receive priority recognition with primary logo location on all the "Greater Victoria Bike to Work Week" promotional materials including:
 - Approx. 1,500 posters
 - Ads in Newspaper (pending)
 - Approx. 2,200 T-Shirts
 - Home page of website for Greater Victoria Bike to Work Week
 - Feature/photo in Year book
- The Greater Victoria Bike to Work Society will host a Celebration Station at Victoria City Hall during Greater Victoria Bike to Work Week;
- Identification of the City of Victoria at related media conferences and special events including Kick-Off Launch, Commuter Challenge Race and Wrap-up event; and

- Provision of Bike Skills and Safety Courses, and one-hour Bike Safety Workshops. Scheduled courses are available to City of Victoria staff, and upon request, for specific staff groups. (nominal participant fees will apply)

Please return your contract by March 31, 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 Coalition to End Homelessness
84261-5221 BC 0001

Mailing Address:

941 Pandora Ave, Victoria, V8V 3P4

Phone: (250) 370-1516

Fax: (250) 250-380-1590

Email Address: awynn-williams@victoriahomelessness.ca

Contact Person(s):

Andrew Wynn-Williams, Executive Director

Contract fee: \$100,000

PART 2. ORGANIZATION DESCRIPTION

The Greater Victoria Coalition to End Homelessness is a partnership of local service providers, non-profit organizations, all levels of government, business and the faith community located in Greater Victoria, British Columbia. The Coalition's mission is to end homelessness by 2018. We do this by bringing together the right partners for each housing and support project.

PART 3. DELIVERABLES

The Greater Victoria Coalition to End Homelessness (The Coalition) has a business plan for 2014-2015 that will focus its activities in seven core areas. These are Housing Development, Communications, Research, Prevention, Aboriginal Homelessness, Economic Inclusion and Business Operations. One third of the contribution from the City of Victoria will be funding for general operations while other deliverables will come in four of the core priority areas. These are in Housing, Communications, Research, and Aboriginal Homelessness. They are as follows:

- A. Housing: Assist with New Project Development** – the Coalition will work collaboratively with municipalities, housing providers and others to assist in the development of affordable, supportive and supported housing units within the region. The focus will be on the projects on the Priority Housing Project List and will include the development of project tools.

- B. Communications: Anti Stigma** - The Coalition will develop a communications campaign that combats stigma and challenges myths around homelessness.
- C. Research: Data Trend Analysis** – Coalition staff will work with the Community and Social Planning Council to produce trended data on a number of regional housing and homelessness indicators for the 2014-2015.
- D. Aboriginal Homelessness:** The Coalition will support the establishment of an Aboriginal Coalition to End Homelessness which would include representation from the entire of Vancouver Island.

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

THE
MARITIME
MUSEUM OF BC

Mayor and Council
The Corporation of the City of Victoria
City Hall
1 Centennial Square
Victoria, BC V8W 1P6

December 22, 2014

Re: Community Operating Grant Request from the Maritime Museum of BC

Dear Mayor Helps and Council Members,

The Maritime Museum of BC is requesting a 2015 Community Operating Grant from the City for \$ 20,000. It is my great pleasure to update you on the Museum's achievements and activities in 2014 as a direct result of the City of Victoria's ongoing support and to share with you our exciting plans for the upcoming year including our move from Bastion Square.

Transition to a New Model and New Locations

The Museum is in the midst of a promising transition to a new operating model and new locations. The planned new exhibit space in the Steamship Terminal on Belleville Street will be a destination attraction capable of attracting substantially more visitors based on contemporary, interactive experiences led by Museum volunteers and thus capable of contributing to the economic development of the Inner Harbour.

Shared Services of BC, our landlord in the Bastion Square former Courthouse, informed us in June that the building would be have to closed to the general public as of late October because of structural issues. Together, with the Ministry of Community, Sport and Cultural Development, Shared Services have been working with the Museum to find new exhibit space and storage for the collection. The plan is to minimize our closure to the public while preparing new exhibits. Shared Services is currently negotiating a lease for the museum with the Greater Victoria Harbour Authority for the causeway level of the former Steamship Terminal. Shared Services is also providing storage space at 4000 Seymour Street. This temperature and humidity controlled facility will house collection items not on display on Belleville Street at any given time and the Reference Library. Opening on Belleville Street is planned for December 2015.

Meanwhile packing and moving the collection is a challenge being met by over 30 volunteers under supervision by core staff. Planning for the new exhibit facility, with emphasis on providing enhanced visitor experiences, is underway.

The Society Board sees the transition as an exciting opportunity to re-vitalize the Maritime Museum as a community-supported collaborative, not for profit self-sufficient social enterprise. A rigorous new business plan has been approved which aims at a self-sufficient operation. A new facility on the Inner Harbour will strengthen the area's position as a hub of cultural tourism, will help to make the waterfront a destination for locals and visitors and will spur the economic development of the area.

Adding Value to Our Community

The Maritime Museum holds historically significant collections and stories in public trust so our community memory bank is preserved and remains accessible for current and future generations. The Museum also plays an important role in making Victoria an outstanding place to live and visit: it contributes to the city's distinctive sense of place by welcoming local and visiting guests, sharing stories and experiences of our rich maritime history and heritage, and connecting them to the culture of the city through an exciting line up of permanent and temporary exhibits and programs. These programs are held both within the Museum and out in the community to engage with a broad and diversified range of audiences. They include children's activities, adult lectures, workshops, historical tours, artistic performances, and cultural celebrations. While the Museum has been closed, we are still reaching into the community with offsite programming for children and seniors to promote our mandate.

The Maritime Museum is committed to sharing our maritime stories and history with as many south island residents as possible. We currently support various community groups with free passes for fundraisers and have offered "free admission" days not only to the Museum but also to our lecture series. We are currently exploring models for our new location which would provide more accessibility to locals and school groups.

Expanding Our Partnerships

This year, we committed to expanding our outreach efforts and building new partnerships with various community groups to celebrate Victoria's cultural diversity. Our well-received *Field Trip Project* exhibit, which ran through the summer 2014, brought the stories of the 2011 Japanese tsunami to life through beautiful artwork. We engaged with the local arts community having 8 BC artist produce their own works for the show inspired by the tsunami.

We were also pleased to continue our partnership with the Victoria Symphony. The Museum organized a choral concert of contemporary Great War music in November which was one of a series of commemorative public events staged under the umbrella of the Symphony Society.

Achieving Positive Outcomes

Our team of very committed and passionate professionals, along with a strengthened board of trustees, is working hard to ensure the Museum's long-term sustainability. Our efforts over the last year have been rewarded and the Museum has continued to grow. Admissions numbers

increased significantly with over 20,000 people visiting and participating in our programs this year. We believe this number will at least double in our new location. More importantly, we are committed to broadening access to this vibrant city's cultural and heritage assets which are important contributors to its social and economic well-being and quality of life. We are proud to tell the stories of the foundation of our beautiful city to locals and visitors alike.

Confronting Our Biggest Challenge

Like most cultural and heritage institutions, the Maritime Museum faces the ongoing challenge of inadequate funding. While we continue to work hard to build relationships with corporate sponsors and increase revenues through admissions, donations, memberships, and sponsorships, we are also looking to all levels of government for continued support. The Museum is not eligible to apply for operating or project funding from the CRD Arts Development Fund which is why ongoing operating support from local municipalities is so important. This issue is compounded at present because the Museum is not receiving admission and gift shop revenue during the transition to a new operating model and location.

The City of Victoria's past support through the Community Operating Grant has been a significant part of the Maritime Museum's operating budget. To support our transition to a new waterfront location which should facilitate a greater reach into the community we request a grant of \$20,000 for 2015. These funds will be used to support ongoing community outreach while the museum is closed and support preparations for opening in the new Inner Harbour facility.

During last year's grant deliberations by council, it was mentioned the Museum could be put on a three year granting plan. We would be very interested to discuss this with you and your staff.

The Maritime Museum contributes significantly to Victoria's cultural tapestry and economy, providing employment opportunities, and volunteer experience. The new facility on the Inner Harbour with its contemporary exhibits optimised to provide visitor experiences will be a wonderful enhancement to the Inner Harbour and destination attraction which will encourage tourists and locals to spend more time in Victoria's vibrant downtown core.

You will find attached a detailed description of the Maritime Museum's 2014 activities. Please contact me should you have any questions or wish to further discuss our application.

Sincerely,



Cassie Holcomb
Membership and Grants Coordinator

The Maritime Museum of BC's Highlights for 2014

Community Operating Grant Application

Background

The International Council of Museums defines a museum as "a non-profit, permanent institution in the service of society and its development, open to the public, which acquires, conserves, researches, communicates and exhibits the tangible and intangible heritage of humanity and its environment for the purposes of education, study and enjoyment." The Maritime Museum has been an important contributor to Victoria's cultural landscape since 1955 by ensuring our local and provincial history is preserved and accessible for current and future generations. We hold, protect, and care for a unique collection of historical artifacts and, through exhibits, displays, and programs, share the compelling maritime stories of our province with residents and tourists.

More specifically, we care for over 35,000 artifacts, 40,000 photographs, 1,000 pieces of artwork, 1,800 ship plans, an internationally recognized collection of 5,000 nautical charts, a research library with 6,000 volumes, and archives including unique historical documents and a fleet of three vessels all relating to the maritime culture of Canada's west coast. This rich collection is researched and interpreted by our knowledgeable staff and used as a centerpiece in our displays, exhibits, and programs which are designed to appeal to a wide and varied audience from youth and seniors groups, to local residents, tourists and other British Columbians.

Highlights From 2014

1. Projects

- a. **Charting a New Course:** The Maritime Museum has brought together the board of trustees, staff, volunteers, and members through consultations, surveys and dialogue to strengthen itself as an organization. This renewed energy has led to the creation of our strategic plan, a new brand, an operational plan, and a new business plan, all key pieces in helping the Museum move forward. The new facility will be planned to provide stimulating visitor experiences.
- b. **SS *Beaver* Medals:** The Maritime Museum's *Beaver* Medal recognizes outstanding contributions to our province's marine heritage and ocean sector. Nominations are solicited from the public and winner is selected by a blue-ribbon panel from across the Province's marine sector. This year's medal winners were maritime historian Dr. Barry Gough, former Curator of the Vancouver Maritime Museum Leonard McCann, and veteran hydrographer Captain Tom McCulloch. A special award was given to ROPOS (Remotely Operated Platform for Ocean Sciences), a unique submersible developed, built and operated out of Sidney. The Lieutenant-Governor presented two of the awards in Victoria as the Museum's Honorary Patron.

- c. **Dorothy Restoration:** Believed to be the oldest registered sailboat in Canada, *Dorothy's* Restoration is ongoing on Gabriola Island. Completion is planned in time for the 2015 Classic Boat Festival.
- d. **Ongoing Work on the Collection 2014 Projects:**
 - i. A complete inventory of our model ship collection of 800 items (including earmarking models of historic value as well as those that might be considered for de-accessioning)
 - ii. complete inventory of our art collection (including earmarking those which potentially could be de-accessioned)
 - iii. complete inventory of our collection of 502 ships' badges (including earmarking those which could be potentially be de-accessioned)
 - iv. entered 8,500 photographs in data base (being done primarily by a handful of very dedicated volunteers)
 - v. complete inventory of our ship plan collection of 1800 items
 - vi. managing the Treasures from Within exhibit project
 - vii. Complete verification of library catalogue of 6000 titles, de-accessioned 400 titles redundant to Reference Library mandate. Four items in our "Special Books" collection of historically significant volumes underwent conservation and a further 9 are currently undergoing conservation.
- e. **Research Request Program:** The Museum manages a robust research request program which saw over 110 inquiries from the public answered by our staff and volunteers. Topic areas of research requests can generally be divided into 3 categories:
 - BC History/Heritage refers to queries related to a specific or general maritime events, persons, vessels, or places in British Columbian history.
 - Ship Plans refer to a request for a scan or physical copy of ship plans.
 - Family History refers to research related to the history of an individual's family.

2. Programming

- a. **School and Community Programming:** The Maritime Museum continues to produce and execute first class curriculum- linked school and community programs. We reached over 1250 children this year through our nine school programs aimed at students from pre-school through grade 12. The In addition 1306 people participated in guided "drop in tours" in the museum. Our Director of Exhibits and Visitor Engagement has met with local teachers to improve our programs and better understand educational needs so more children may have the opportunity to learn about our maritime heritage. The Museum plans to secure sponsorship funding in 2015 so that we can deliver school programs without charge.

- b. **Maritime Memories Seniors Program:** This year, we developed a new program for seniors. Maritime Memories is a 90 minute opportunity to socialize while getting hands-on with some of the museum's artifacts. Our resident historian takes seniors through an engaging discussion of each artifact designed to spark memories and lively discussion, while allowing personal access to some of the museum's collection. Over 130 seniors have taken part in 2014 and several bookings have been received for 2015.
 - c. **Coast Capital Pirate School:** Our pirates invaded 13 local community events this year, bringing Coast Capital Pirate School to more than 16,500 people across the CRD. This summer our team taught young wannabe pirates how to be "the best of the worst!" through crafts and interactions with our skilled pirates. Events included: Margaret Jenkins Anniversary Fair, Boat for Hope, Oak Bay Tea Party (two days), Canada Day at the Inner Harbour, Canada Day at Fort Rodd Hill, Seaspan Family Day, Buccaneer Days, Saanich Strawberry Festival, Cadboro Festival, Saanich Fair (three days), CFB Esquimalt's Formation Family Fun Day and Lochside School's Halloween Pirate Bash.
 - d. **Adventures at Sea Children's Industrial Action Day Camp:** Providing child care during the teachers' strike in September, the Maritime offered day camps. Campers spent time discovering the treasures at the Maritime Museum and also enjoyed excursions to the Royal BC Museum, Beacon Hill Park, and Pirate Adventure
3. **Community Events:**
- a. **Discounted/Free Admissions:** This fiscal year, the Maritime Museum distributed over 250 free family passes to various community groups including scouts, cadets and community associations. These passes not only allow local groups to fundraise through raffles and silent auctions, they bring new visitors to the Museum. We will continue to support local groups through this program. The Maritime Museum has also hosted free admission days and events - including our lecture series and popular New Year's Day Levee. Free admission was offered on this and other occasions to allow those who may be financially inhibited from otherwise enjoying the Museum.
 - b. **Be a Tourist in Your Own Home Town:** Almost 500 Greater Victorians visited the Museum each day over the course of the 5 day event this past spring.
 - c. **Adult Lectures:** The Maritime Museum offered lectures to complement our temporary exhibits such as the *Empress of Ireland*. We also hosted two book launches and several other educational lectures on a variety of topics including a well-attended talk about Canadian naval aviators in the Great War and a three part lecture series by distinguished academics about the impact of the War of 1812 on the Pacific Northwest. A new book discussion program was also offered. We plan to continue our lecture series in our new location.

- d. **Classic Boats Festival:** The Maritime Museum has been an integral part of the Classic Boats Festival since its inception more than 35 years ago. Providing space, support, and programming for this three day celebration of our maritime heritage and traditional boats, the Maritime Museum was thrilled yet again to be one of the festival's major partners. Over Labour Day weekend, over 100 boats participated in races, a "sail past" and demonstrations to the delight of audiences both local and visitors alike.
- e. **Boats for Hope:** The Maritime Museum participated once again in the *Variety Children's Charity Boats for Hope* event. Special-needs children and their families were treated to a fun day out on the water with Pirate Adventures and a carnival atmosphere at the Huron Street Coast Guard station. We showed over 200 kids, many who remembered us from last year, how to make scrimshaw (pirate art).

4. Additional Museum Programming and Tours:

- a. **Hudson's Bay Company and Fort Victoria:** The original location of Fort Victoria is right outside the front doors of the Maritime Museum. Our educational staff developed a program which highlighted the importance of the Hudson's Bay Company to our origins as a city. Provided free with admission, visitors made connections to Victoria's dynamic history.
- b. **Vice Tours:** Summer students at the Maritime continued the tradition of evening tours through the summer of 2014. Dressed in period attire, a local tour guide imparted "gossip" from Bastion Square's colourful past based on historical facts. The tour took place inside the Museum as well as out and about through the square telling the forgotten stories of Fort Victoria.
- c. **Ghost Tours and Ghost Hunts:** Our extremely popular and very spooky October programming was once again a success in 2014. Eight ghost tours offered not only the history of our building but well-documented tales of ghostly inhabitants.
- d. **Franklin Expedition:** Staff are completing work on a new program highlighting the Franklin Expedition and its west coast connections.

5. 2014 Temporary Exhibits:

- a. **Convoy PQ-17: The Art of History:** *Convoy PQ-17: The Art of History* was a temporary exhibit which commemorated the tragic events of a doomed convoy during the World War II. This special exhibit had opened in 2013 and continued into March 2014.
- b. **The War of 1812 video installation** (March to April 2014) An interactive video display was added to the permanent exhibit about the importance of Fur Trading to highlight the role of the Pacific in the War of 1812.
- c. **The Empress of Ireland** (April to October 2014) This well-received exhibit explored the tale of Canada's *Titanic* – The *Empress of Ireland* which sunk on May 29, 1914 with

the loss of 1012 lives. This exhibit featured artefacts belonging to a local collector and interpretive panels telling the story of who was on board, BC connections, and how the collision came about. This ship carried thousands of immigrants to Canada, many of whom came to BC in the first decade of the 20th century her loss at sea was the largest Canadian maritime disaster.

- d. **Tsunami backpack exhibit – *The Field Trip Project*** (June to September 2014) Artists from Canada and Japan transformed Japanese elementary school backpacks into a mobile art exhibition to support Tsunami relief efforts. The project had traveled to several North American cities and inspired ideas about recovery from the Tsunami. Local artists were invited to create their own 'backpack art' which was displayed along with the traveling exhibit's featured pieces.
- e. **Activity Deck:** In 2014 the children's activity deck on the ground level was re-configured to offer more options for families. Space for interactive learning for children is planned for the new site.

The Maritime Museum has had a positive 2014. With continued support in 2015 from the City of Victoria, our transition to new locations and a new operating model will enhance our contributions to the local community. Should you have any questions regarding our grant application, please contact:

Cassie Holcomb
Membership and Grants Coordinator
250-385-4222 ext. 105
cholcomb@mmbc.bc.ca

Thank you for your continued support.



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:

Victoria AM Association S-19885

Mailing Address:

189 Dallas Road, Victoria, British Columbia V8W 2X2

Phone: (250) 381-1611

Fax: (250)

Email Address: victoriaam@shaw.ca

Contact Person(s):

Jeffrey D. Hayes
President

Contract fee: \$2,000.00

PART 2. ORGANIZATION DESCRIPTION

Victoria AM Association believes in and actively pursue the development of the commercial, civic and social well being of our community by showcasing our unique South Island lifestyle to all visitors and residents.

PART 3. DELIVERABLES

Ogden Point Meet & Greet Program:

Victoria AM Association runs the Ogden Point Meet & Greet program. For this program we dress in Victorian costumes and meet guests to our island arriving by cruise ship. Along with a friendly smile and an offer for a free souvenir pin we provide helpful (and non-commercially driven) advice and information to those visitors.

A reasonable estimate for "ships greeted" is 98%. In 2013 we are anticipating 210 arrivals which results in a predicted 205 ships being greeted. Historically, the only ships which are not greeted are those that arrive very late – typically induced by weather conditions. Each greeting, we take roughly 10 person-hours (2.5 hours @ 4 greeters) which results in 2050 total "greeter hours" being provided for this agreement.

Our specific "hours of greeting" begin at 8:00am. We find that few passengers tend to disembark before that time. End time for greeting is somewhat flexible but at a minimum is 8:00pm. Many times last year greeters were present into the 9:00pm range.

Please return your contract by April 2, 2013 by email to
Kimberley Stratford



FEE FOR SERVICE CONTRACT

PART 1. ORGANIZATION INFORMATION

Organization Name & Incorporation Number:
Victoria Youth Empowerment Society
29717 (May 9, 1986)

Mailing Address:
533 Yates Street, Victoria B C, V8W 1K7

Phone: (250) 383-3514

Fax: (250) 383-3812

Email Address: pat.griffin@vyes.ca

Contact Person(s): Pat Griffin

Contract fee: **\$2,000**

PART 2. ORGANIZATION DESCRIPTION

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

The Mission Statement of Victoria Youth Empowerment Society (YES) is twofold: First, to assist youth to remove themselves from the high risk environment of the street and make the transition to healthier and more constructive life situations and Second, to help youth and families make positive choices, which will prevent involvement in at risk behaviour or connection with the street scene.

YES offers day and evening drop-in services that connects youth/families to healthier opportunities. Services offered by YES include: youth and family counselling, community outreach with after-hours access, referrals, assessments, specialized interventions, a missing youth system, assistance with general health issues, advocacy, meeting basic needs (an evening meal, access to showers and laundry facilities, hygiene products, clothing, and recreation/leisure activities), emergency shelter services, specialized youth detox, community development, life skills training, mental health counselling/liaison, independent living support and transitional planning, employment development and assistance with issues related to housing, education, etc.

For additional information please visit our website: www.vyes.ca

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.

PROGRAM: SUMMER OPPORTUNITIES PROGRAM (SO)

The Summer Opportunity Program (SO) was developed in 1995, in response to the growing need for an alternative to youth "hanging out" in the downtown core. Further it was recognized

that there was a large number of youth who could not afford the summer experiences that many others typically enjoyed.

Now in its fifteenth year, SO provides a daytime drop-in program for Victoria's at-risk and street involved youth who gravitate to the downtown core over the summer. The program offers youth from the ages of 13 to 19 an opportunity to engage in healthy options by providing an alternative from the street or "hanging out". SO also serves as a connection point for youth to access other community resources and provides basic necessities such as healthy meals, showers, clothing, hygiene products and laundry facilities for youth in need.

SO runs 5 days a week (Monday through Friday). Recreational, social and cultural activities are developed for the program in consultation with the youth participants. The activities are provided at no cost to the participants and vary from educational to entertaining. Leisure activities may include: swimming, bowling, trips to the beach, painting, cooking, beadwork, candle making and outings to various Victoria attractions. Educational sessions are provided in areas such as: alcohol and drugs, yoga, anger management, healthy relationships, etc. Using this approach activity workers are able to develop trusting and supportive relationships with the youth and challenge them to engage in teamwork, problem solving, planning and conflict-resolution practices.

Many of the youth who access SO are struggling with issues involving substance misuse, lack of secure housing, unemployment, health concerns and poor nutrition. The Summer Opportunities Program is designed to integrate these needs into healthy options for youth. Youth are given assistance with housing, job searches, resumes, and connection to school/educational options. SO staff also collaborates with youth to facilitate assistance with mental health issues, addiction services, and family counselling.

Funding and in-kind partners include: Service Canada and a broad cross section of the business community, over 20 local schools, professional potters, entertainers, local celebrity servers, corporate sponsors, and numerous volunteers who assist with the Souper Bowls of Hope fundraiser.

SO staff is comprised of two post-secondary students funded in part by Human Resource Service Development Canada, who's wages are enhanced with funds from the Souper Bowls fundraiser.

Measurable deliverables that the program will provide include

Build community capacity and address the needs of diverse citizens particularly those who are vulnerable or marginalized [OCP 15 Objective (d)]

- Downtown partners are provided with an alternative to the frustration of shuffling youth from street to street and a referral target for the business community, outreach workers, police officers and other social service agencies for youth that may be at risk of involvement in the street scene or have no place to go during the summer.
- The program acts as a summer access point for youth in need of assistance with issues such as family conflict, homelessness, unemployment, etc.

Enhance social inclusion for people of all socio economic levels (OCP 15.15)

- To provide a program for youth with very limited financial resources, who cannot afford to participate in the other summer activities/programs that may be available in the community.

Enhance sense of personal and public safety [OCP 15 (Goal G)]

- To provide a healthy option for youth who have a tendency to gravitate to the downtown core in the summer and an alternative to 'hanging out' on the streets.
- To provide safe, supportive and supervised activities/outings that enhance a youth's future likelihood of making healthier and safer choices.

Ensure diverse and accessible opportunities to engage in arts, culture, sports and recreation (OCP 15.2)

- To expose youth to a range of social, educational and recreational activities, that will broaden their positive connection to the community.

Funding from other governments, corporate sponsors and in-kind contributions (OCP 15.15)

- Funding and in-kind partners include: Service Canada, the business community, over 20 local schools, professional potters, corporate sponsors, and numerous volunteers.

Appropriate services for those facing issues of mental illness and addictions issues (OCP 15.24):

- Youth receive support and education on coping with their mental health concerns and connection to mental health services
- Youth will be connected to alcohol and drug detox, long term counselling and residential treatment programs.

Support to attain basic needs (OCP 15.16.1):

- Youth are connected to services that can address their immediate basic necessities (i.e. food/laundry/hygiene products/emergency shelter)
- Assistance to access medical services prior to acute health problems

It is projected that over the summer the SO Program will be utilized by over 100 individual youth. (Last summer 120 individual youth accessed this program). The Summer Opportunities Program will collect data that will provide measurable interventions (most often dealing with youth that present with multiple issues) for over 80% of the youth who utilize the program.

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:
Burnside Gorge Community Association
BC Society Number: S-27918
Registered Charity Number: 135261972RR0001

Mailing Address:
471 Cecelia rd
Victoria, BC
V8T 4T4

Phone: (250) 388-5251

Fax: (250) 388-5269

Email Address: Correen@burnsidegorge.ca

Contact Person(s):
Correen Coons

Contract fee: \$10,000

PART 2. ORGANIZATION DESCRIPTION

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

The purpose of the BGCA is: To lead, promote and support prevention and intervention based initiatives which encourage healthy, inclusive, and socially just living. This is accomplished through community engagement, providing a continuum of high quality programs and supports that strengthen the lives of children, youth and families in Greater Victoria, fostering community connections and ensuring a representative voice for all of those we serve.

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.

Program Description:

The Youth Outreach services at Burnside Gorge Community Centre provide intake, assessment and support services to at risk and vulnerable youth. In addition BGCA collaborates with other youth serving government and community agencies to provide appropriate referrals for youth requiring additional services and resources. Maintaining effective and strong relationships with other service providers ensures responsive support for youth and a reduction in duplication of service.

The Youth Outreach worker targets youth aged 12 to 18 who attend our Youth Center programs as well as those youth who are isolated and not connected to their community. Youth workers strive to form positive, healthy, trusting and proactive relationships with both youth and their families. Referrals are received from other BGCA programs and community agencies, such as, Ministry of Children and Family Development, Child and Youth Mental Health, and various schools in the Victoria area. Youth are supported through a variety of activities depending on individual needs identified during assessment and through the relationship building process. Activities may include: one to one counselling, group support, program support in the Youth Center, family mediation, mentorship by staff, advocacy with other agencies, support to build community connections, and referrals to specialized resources. The Youth Outreach Worker supports youth in the context of their family. Intensive support will be given to parents through one to one support, family support and parent education.

Measureable Deliverables:

- Youth will reduce risk factors impacting their health and wellbeing
- Youth will experience an increased sense of personal safety
- Youth will build capacity and competencies to become self-reliant, contributing members of the community
- Youth will have opportunities for the development of social, emotional, cultural, recreational and academic skills
- Youth will recognize and develop their capacity for leadership and community engagement
- Increase strengths and reduce risks to family members of at-risk youth through parent education as well as individual and family support services

How Youth Outreach relates to/enhances the City of Victoria's Sustainability Action Plan:

Social Well-being & Livability

- At risk youth are an untapped asset in our community. They possess skills they are largely unaware of and have a great deal to contribute. Over time, support to youth through outreach services allows youth to recognize and value their capacity to contribute and strengthen community connections.

Environmental Integrity

- Environmental integrity is not possible or realistic without first addressing personal integrity in at-risk youth. Outreach provides opportunities for at-risk youth to participate in, and feel safely connected to, community life, allowing them to develop their capacity for stewardship.

Economic Vitality

- Outreach and support to at-risk youth provides them with opportunities to build their skills and capacity in order to contribute economically to the community.

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: Fairfield Gonzales Community Association
S11840

Mailing Address: 1330 Fairfield Rd, Victoria BC, V8S 5J1

Phone: (250) 382-4604

Fax: (250) 382-44613

Email Address: recreation@fairfieldcommunity.ca executivedirector@fairfieldcommunity.ca

Contact Person(s): Thomas King (Community Recreation Coordinator), Joan Kotarski (Executive Director)

Contract fee: \$15,000.00

PART 2. ORGANIZATION DESCRIPTION

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

Mission Statement: To enhance the quality of life in Fairfield and Gonzales by involving community in identifying and acting on the needs of area residents. The Fairfield Community Place is a community centre that offers a variety of recreational activities and programs for individuals and families in the community. Staff and volunteers strive to reflect and respond to community needs. The resources presently offered are the result of the hard work of a number of Fairfield residents.

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 Jump N Start program is delivered in partnership between the Fairfield Gonzales Community Association and Central Middle and George Jay Elementary Schools. We provide an opportunity for youth to spend time after school on Tuesdays and Wednesdays with a small group of their peers and supportive staff. The Program supports 8-10 youth at George Jay Elementary and 10-12 youth at Central Middle School. The program includes trips to local attractions (e.g. radio stations, museums, community gardens)

and City of Victoria recreational facilities (e.g. Crystal Pool, SOFMA, Public Library, Beacon Hill Park), as well as on-site recreational activities, arts & crafts, games, and cooking. All participants are referred into the program by the schools' Youth and Family Counselors.

The Jump N Start program aligns with the City of Victoria's Strategic Plan 2013-2015 and its first priority to "enhance community well-being" and specifically speaks to the City's Official Community Plan as this program is an "innovative opportunity to sustain, enhance, and deliver community-based recreational, educational, cultural and social programs" (9.13/15.15 Official Community Plan).

The group has four goals/deliverables: (1) build a community of youth in a safe environment; (2) expose youth to community activities where they have an opportunity to try new things; (3) promote self-esteem, social interaction and become a place for youth to develop their "voice"; and (4) identify community resources that youth can access themselves or with their families.

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:
James Bay Health and Community Services Society S19431
(DBA James Bay Community Project)

Mailing Address:
547 Michigan Street, Victoria BC V8V 1S5

Phone: (250) 388-7844

Fax: (250) 388-7856

Email Address: kkennish@jbcv.bc.ca

Contact Person(s): Kaye Kennish, Executive Director

Contract fee: \$10,000

PART 2. ORGANIZATION DESCRIPTION

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

The mandate of the James Bay Community Project is to build healthy, inclusive community in James Bay and beyond by operating and facilitating programs and services that support families, youth, seniors and other community members.

We do this by providing:

- a Family Resource Centre (parent education, programs for children and youth, counselling for families and individuals, family and youth outreach)
- Community Services (health and wellness programs, free phone and computer access, free computer training, public library, free emergency food, community kitchens, help with income tax submissions)
- Seniors Services (seniors outreach worker, free medical drives, help with grocery shopping and home repairs, home visits)
- Volunteer Program (over 300 volunteers, including many from Community Living organizations)
- Victoria Youth Clinic (medical and mental health services to youth aged 12 to 24)

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.

Description of *Outreach to Youth and Young Families Program*

The *Outreach to Youth and Young Families Program* is a prevention and early intervention program that provides basic resources, informal supports as well as more formal program and counselling interventions for two target groups:

- youth who are young parents
- youth and their families who are struggling with family dynamic issues - relationship conflicts, behavioural issues, substance abuse issues, cultural differences, and/or various mental health concerns

Our Youth and Family Outreach Worker connects with very young parents (ages 16 – 24) who require support regarding parenting concerns and challenges. These young parents are often hesitant to seek support through mainstream family resource programs and need additional resources, support and trust-building to facilitate their inclusion. Working collaboratively with Youth Clinic staff, we encourage the young parents to participate in our day-time family drop-in programs, or if more appropriate, we provide referrals to specialized young parent programs run by other agencies. Through enhanced nutritional dinners/snacks and the distribution of donated food and clothing, we are also able to provide additional basic living supports. For some young parents, use of our free telephone, newspaper, public access computers and information/referral services are very important. The Youth and Family Outreach Worker can also provide one-to-one consultation and counselling regarding positive parenting strategies and/or support with child development concerns. More intensive counselling is available as part of the MCFD contract, if needed.

Our Youth and Family Outreach Worker also provides outreach support and counselling to youth (12 – 19) and their parents. Access to time-limited youth-focused family counselling support is important, while it is ascertained whether other school and/or community assessments and/or services may be more appropriate.

A final aspect of our *Outreach to Youth and Young Families Program* is collaboration and connection with other community agencies to ensure information sharing, collaboration and coordination of services. Through established networks like the James Bay Interagency Committee and the Coalition of Neighbourhood Houses, we are able to make effective referrals and connections for families and youth. The Youth and Family Outreach Worker participates in the Shared Assessment Committee with other community agencies and the Ministry of Children and Family Development. This collaboration has facilitated initiatives like the Coldstar Community Food Project which provides high quality food donations for use in our food programs to partially address food security issues. Additionally the *Outreach to Youth and Young Families Program* benefits from the many hours of multi-generational volunteer time deployed in these programs, and it is particularly gratifying to see some of the youth who have been helped in the past, start to engage in volunteer activities with others.

**Deliverables of Outreach to Youth and Young Families Program
(OCP Sections 15.3.4, 15.16.1, 15.16.2, 15.16.5)**

- 1) Individual counselling, support and advocacy for youth and/or families (*approximately 18 youth/ families*)
- 2) Informal/basic needs supports (emergency food; computer, newspaper and telephone access; resource information, referral and advocacy) to youth and young families (*approximately 25 youth/young families*)
- 3) Opportunities for youth volunteer placements within the agency, where they work with and alongside people of different generations (*approximately 10 youth*)
- 4) Participation of young families in our Family Resource Centre programs including community kitchens, Playgroup Drop-Ins, Baby Group (with a registered nurse), Mother Goose and Triple P Parenting programs (*approximately 5 young families*)
- 5) Connection of young parents and children to communities of interest and opportunities for social interaction (*approximately 15 young families*)
- 6) Access to the medical and mental health resources of JBCP's Victoria Youth Clinic (*approximately 25 youth/ young families*)
- 7) Opportunities for participation in health and wellness programs such as Yoga, Qui Gong, meditation, etc. with other community members (*approximately 25 youth/ families*)
- 8) Referrals of youth and young parents to other appropriate community service providers (*approximately youth/young families*).

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:
Our Place Society Registration # 82709 8344 RR0001

Mailing Address:
919 Pandora Avenue, Victoria, BC V8V3P4

Phone: (250) 388-7112

Fax: (250) 220-4026

Email Address: alf@ourplacesociety.com / gail@ourplacesociety.com

Contact Person(s):
Alf Eamer for finance / Gail Snider for operations

Contract fee: \$25,000.

PART 2. ORGANIZATION DESCRIPTION

Our Place Society is an inclusive community that offers hope and belonging to people in the Greater Victoria area who are homeless or living in poverty. We provide programs and services that nourish spiritual, physical, social, emotional and educational needs. These services include serving over 1200 meals - 5 days per week and 250 lunches on Saturdays and Sundays, a transitional housing program that supports the needs of 45 of Greater Victoria's hardest to house citizens, hygiene services, free clothing, pastoral care, advocacy and a wide range of programs aimed at assisting with educational, recreational and work related pursuits. Our internal outreach team serves our "family" by supporting them with housing referrals, counselling, telephone calls, mail service, identification replacement, computer access, bus tickets, rental housing support and, most importantly, unconditional love and acceptance that they might not receive elsewhere.

PART 3. DELIVERABLES

The success of our internal outreach team is contingent upon people coming into our facility and our workers developing trusting relationships based upon the persons needs and personal circumstances. Building upon our internal programs and services, our Community Outreach worker will offer 15 hours per week of on the street support to marginalized individuals who may not come into our building or who may be better served outside of the facility. Our outreach workers are best positioned to offer this service because of their extensive experience with connecting people with appropriate support services within the community. Through connecting with the street community on a regular basis, the community outreach worker will be able to refer and support these individuals with access to services that will improve their basic quality of life including, but not limited to, health services, educational programs, locations for access to meals, detox services, recreational opportunities, employment opportunities, places of worship culturally appropriate to the individuals and, perhaps most importantly, access to housing. (OCP Section 15.16.1 and 15.16.5)

The success of this service will be measured by tracking the number of contacts made while on

the street, the number of successful referrals to support services and longitudinal monitoring of the number of contacts made as a result of the support received through the outreach team. Anecdotal evidence as well as specific numbers will be gathered from those persons willing to share their experiences with the outreach worker and how their connection with this service has benefited their life situation.

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:
Victoria Youth Empowerment Society
29717 (May 9, 1986)

Mailing Address:
533 Yates Street, Victoria B C, V8W 1K7

Phone: (250) 383-3514

Fax: (250) 383-3812

Email Address: pat.griffin@vyes.ca

Contact Person(s): Pat Griffin

Contract fee: **\$15,000**

PART 2. ORGANIZATION DESCRIPTION

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

The Mission Statement of Victoria Youth Empowerment Society (YES) is twofold: First, to assist youth to remove themselves from the high risk environment of the street and make the transition to healthier and more constructive life situations and Second, to help youth and families make positive choices, which will prevent involvement in at risk behaviour or connection with the street scene.

YES offers day and evening drop-in services that connects youth/families to healthier opportunities. Services offered by YES include: youth and family counselling, community outreach with after-hours access, referrals, assessments, specialized interventions, a missing youth system, assistance with general health issues, advocacy, meeting basic needs (an evening meal, access to showers and laundry facilities, hygiene products, clothing, and recreation/leisure activities), emergency shelter services, specialized youth detox, community development, life skills training, mental health counselling/liaison, independent living support and transitional planning, employment development and assistance with issues related to housing, education, etc.

For additional information please visit our website: www.vyes.ca

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.

Program: YOUTH OUTREACH SERVICES

The Youth Outreach Team consists of three workers who provide accessible and responsive

outreach services throughout Core Victoria. The Youth Outreach program provides initial and immediate contact to youth and their families in an attempt to resolve current and emerging issues, facilitate prevention/diversion, and advance early identification and crisis intervention to reduce risk to youth and their families. The target population for the Outreach Team is at risk youth (and their families) who predominately fall between the ages of 12-19, but allowances are made to accommodate certain individual cases and situations beyond these ages. The profile of each youth varies considerably and includes downtown street entrenched youth, transient youth from out of Victoria, students, youth from family homes, foster placement settings, group homes, etc.

The Youth Services Outreach program is a short term intervention program with the aim of connecting youth and their families with longer term support. The Team provides services that include: assessment and stabilization, counselling, family mediation, conflict resolution, referrals, and assistance to access appropriate services. Some of the issues that they address include: mental health and addictions, sexual exploitation, repatriation, transitioning to adulthood, legal issues/criminal activity, family conflict and connection to services such as housing, education, employment etc.

The Team is a direct access point/outreach support for various systems dealing with youth and families such as: MCFD social workers and probation officers, teachers, various VIHA services etc. who can be connected to outreach counsellors 24 hours a day, 7 days a week. The Team works in collaboration with community partners to provide a continuum of services for youth and families to enhance their chances to succeed and thrive. They work in partnership with the outreach workers from the various Neighbourhood Houses and in unison with the Victoria Police to provide outreach functions throughout Victoria. The Outreach Team is also a crucial part of the Greater Victoria High Risk Reconnect System that has developed an integrated approach to assist parents/caregivers, MCFD and the Police in locating missing youth or those deemed to be at extreme risk.

The Youth Outreach Team is accredited through CARF (Commission on Accreditation of Rehabilitation Facilities) under the Child and Youth Service Standards, Prevention & Diversion. The program ensures quality service and optimal outcomes by keeping informed of the current best practices and up to date on any new accreditation standards.

Measurable deliverables that the program will provide include:

Support in difficult times [OCP 15 (D)]:

- Outreach to youth that otherwise may be hard to reach because they are homeless or couch surfing with no fixed addresses,
- Youth are provided with supports to transition from youth to adult services.

Appropriate services for those facing issues of mental illness and addictions issues (OCP 15.24):

- Youth receive support and education on coping with their mental health concerns and connection to mental health services
- Youth will be connected to alcohol and drug detox, long term counselling and residential treatment programs.

Support to attain basic needs (OCP 15.16.1):

- Youth are connected to services that can address their immediate basic necessities (i.e. food/laundry/hygiene products/emergency shelter)
- Assistance to access medical services prior to acute health problems

Enhance downtown safety (OCP 15.20):

- Outreach workers monitor downtown and regularly "check in" with youth, in an attempt to prevent youth from congregating on the streets or in unsafe locales and becoming progressively "street entrenched".

Encourage people to make healthier choices (OCP 15 Overview):

- Youth and families are identified prior to crisis and assisted in cultivating improved family relations

- Youth are assisted to secure safe housing prior to resorting to inappropriate alternative housing.
- Youth will be provided with tools to recognize signs of sexual exploitation and the skills to make positive choices
- Youth are provided with assistance to remain in school.

Providing skills training to build individual capacity (OCP 15.3.4):

- Youth will be connected to the YES Life Skills Program that offers a supportive environment to work on both practical and developmental life skills.

It is projected that over the year the Outreach Team will make contact with over 250 individual youth. Of these youth the Team will provide measurable interventions (most often dealing with youth and families that present with multiple issues of varying degrees) for over 150 youth.

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