

encompass

support services society



2023 ANNUAL REPORT

Strengthening Community

www.encompass-supports.com

#103 - 20230 64TH AVENUE, LANGLEY BC

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Encompass Support Services Society (ESSS) is a grassroots, non-profit agency that provides a wide range of enriching and essential programs, and support services to the communities of Langley and Aldergrove. We offer a variety of free, accessible community programs and activities for all ages with a primary focus on children youth and families.

Activities and supports are designed to build new skills, foster healthy, productive lifestyles and improve access to services within our community. Services are low-barrier, all-inclusive and are free to participants. Specific programs have been adjusted to accommodate community needs and are focused on enhancing access for all participants.

Commitment to Strengthening Community

Our Mission

As a neighbourhood-based organization, our purpose is to strengthen the health and vitality of community by:

- Identifying and responding to community needs
- Collaborating to enhance the lives of those we serve
- Cultivating effective, sustainable partnerships

Our Vision

Empowering Individuals

Connecting People

Enriching Lives

ESSS has administered community-based services to the Langley communities since 1995, and provides services to over 2220 unique individuals and families annually.

Our Values

Community

We keep informed of ongoing and emerging trends in our community and respond to community needs.

Excellence

We are committed to delivering effective, professional, quality services for children, youth, families and individuals.

Integrity

We are dedicated to maintaining the trust of our community by being a stable, responsibly-managed organization.

Accountability

We are accountable to our clients, staff, funding bodies, and the community for the quality and outcomes of our programs, through continuous assessment and improvement, including accreditation.

Diversity

We appreciate the diversity of our participants, employees and community. We treat everyone with dignity and respect; and foster an accepting, inclusive, and welcoming environment for all.

Advocacy

We advocate for the needs of our community and our participants. We empower our participants to advocate for themselves.

Collaboration

We are committed to working together with honesty, integrity and team-work to foster innovation, relationships and partnerships.

Empowerment

We believe that children, youth, families, and individuals grow and develop best in an atmosphere that is accepting and emphasizes their strengths. We encourage participants and employees to build on their strengths, give their best and to take initiative.

Dynamic Leadership and Culture

We take a leadership role as a dynamic, forward-thinking organization that creates innovative responses to the emerging needs of individuals and families in our community. We encourage employees to participate in seeking new opportunities to learn, to improve, to share knowledge and to add value.

Directory of Programs and Services

Contact our Program Leadership Team

- Alison Nicol
Senior Programs Manager
anicol@encompass-supports.com
(604) 546-1130 ext. 206
- Kirstie Strange
Youth and Family Services Program Manager
kstrange@encompass-supports.com
(604) 546-1130 ext. 105
- Adrienne Barnett
Bridges Program Manager
abarnett@encompass-supports.com
(604) 534-2171 ext. 101
- Kristin Coyne
Clinical & Foundry Manager
kcoyne@encompass-supports.com
(604) 534-2171 ext. 104
- Liliana Ornelas
Children & Family Programs and Services Coordinator
lornelas@encompass-supports.com
(604) 530-2772 ext. 301
- Amy Caddick
Children & Family Programs and Services Coordinator
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(778) 808-1805
- Chris Thrasher
Integrated Youth and Family Services Program Coordinator
cthramer@encompass-supports.com
(604) 534-2171 ext. 111
- Kendra Kulchiski
Langley Youth Resource Centre Program Coordinator
kkulchiski@encompass-supports.com
(604) 546-1130 ext. 201
- Jesslyn Linden
Clinical Coordinator
jlinden@encompass-supports.com
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- Taylor Saayman
Foundry Program Coordinator
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- Jeffrey Tilkin
Specialized Home Support Services Program Coordinator
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(604) 534-2171
- Rosealee Plowman
Specialized Home Support Services Program Coordinator
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(604) 534-2171
- Sabrina Simpson
Specialized Home Support Services Program Coordinator
ssimpson@encompass-supports.com
(604) 534-2171

Child and Family Programs and Services

- Family Place
Phone: (604) 856-1664
- Pregnant and Parenting Youth
Phone: (604) 532-2772 ext. 302
Fax: (604) 530-2734
- Best Babies of the Langleys
Phone: (604) 530-2772 ext. 301
Fax: (604) 530-2734
- Nobody's Perfect Parenting Program
Phone: (604) 856-1664
- Parent Support Outreach
Phone: (604) 866-6896
- Early Years Family Navigation
Phone: (604) 856-1664
- Spanish Family Programs
Phone: (778) 980-2081
- Bright Beginnings Childcare Centre
Phone: (604) 308-7043

Youth and Family Programs and Services

- Langley Youth Resource Centre
Phone: (604) 546-1130
Fax: (604) 546-1132
Website: www.langleyyouthhub.com
- Integrated Youth and Family Services
Phone: (604) 534-2171
Fax: (604) 534-8802
- Specialized Home Support Services
Phone: (604) 534-2171
Fax: (604) 534-8802
- Bridges to Employment Program
Phone: (604) 534-2171
Email: employment@encompass-supports.com

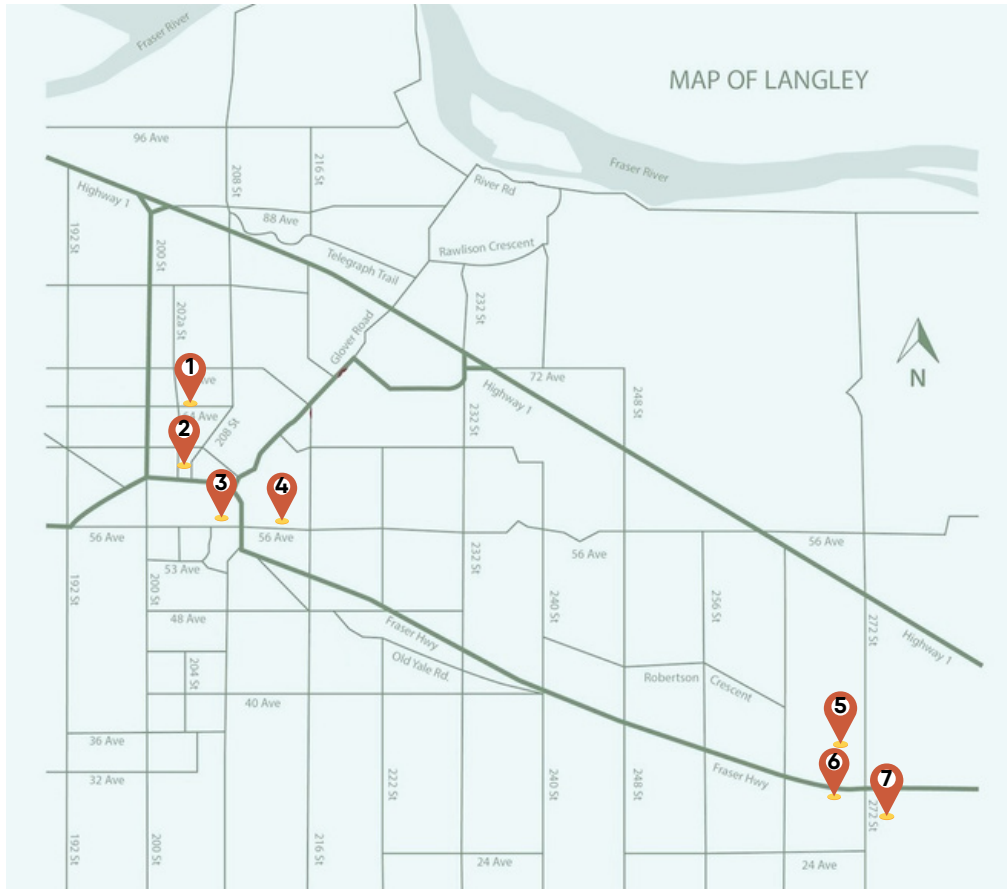
Clinical Counselling

Phone: (604) 534-2171
Fax: (604) 534-8802
Email: counselling@encompass-supports.com
Website: www.encompasscounsellingservices.com

Foundry Langley

Phone: (604) 546-2700
Fax: (604) 546-2708
Email: foundry@encompass-supports.com
Website: www.foundrybc.ca/langley

Map of Encompass Locations



1 Encompass Main Office

#103 - 20230 64th Ave, Langley

2 Langley Youth Resource Centre

6275 203 St, Langley

3 Foundry Langley

20616 Eastleigh Cres, Langley

4 Bright Beginnings Childcare Centre

21405A 56th Ave, Langley

5 United Way School's Out

3300 270 St., Aldergrove

6 Aldergrove Office

26970 Fraser Hwy, Aldergrove

7 Family Place

27330 28th Ave, Aldergrove

7 United Way School's Out

27330 28th Ave, Aldergrove

Acknowledgement

Encompass' offices and spaces, and the work that we do, are on the sacred, ancestral territories of the Coast Salish people, specifically the q^wa:ńł'əń (Kwantlen), ńíćăý (Katzie), Máthekwi (Matsqui) and se'mya'me (Semiahmoo) First Nations, who are the traditional stewards and protectors of this land and its generous resources. These territories are now home to many diverse First Nations, Métis and Inuit. Our work does not start and end with this land acknowledgement; it is one important action towards Reconciliation, honouring the land and Indigenous heritage, which dates back since time immemorial.

Visit us online for the full version of our Statement of Reconciliation,
www.encompass-supports.com/statement-of-reconciliation



Encompass is grateful for the reciprocal relationships that we have with Indigenous partners and community. We see the fruits of this in our continued learnings and in our work towards providing better informed services, and influencing change in the systems that continue to marginalize and oppress those we work alongside and are in service to.

We are grateful to the members of the Indigenous Advisory Council for supporting the development of Encompass' Acknowledgment and for guiding the work that we do. We thank them for their generosity and continued collaboration.

Message from the Board President

Robert Bittner

Another year has gone by, and in that time, Encompass has continued to grow and adapt to the changing needs of populations we serve. The lasting effects of the pandemic have brought forward numerous opportunities to build up and strengthen our programming and services. This has mainly been due to the incredible staff who always go above and beyond to bring much needed care and support to our Langley community. We have also had the opportunity to build new partnerships, reinforce existing ones, and find innovative ways to address complex issues that inevitably emerge when we least expect.

Our Board grew this year with the addition of Nick Hosseinzadeh, and as we look to the coming year, we are excited to bring new folks with a diverse range of voices and perspectives into the fold. Though we love seeing new faces at the table, it also means that there are inevitably going to be some people moving on to other endeavours. This year, those individuals are Kim Davies and Hattie Hogeterp. Kim has been an energetic contributor to the work of the Board for five years, and Hattie has been a steadfast supporter and leader during her almost ten years on the Board. Thank you both for all your hard work over the years.



On behalf of the Board, I would also like to say thank you to all of you, members of Encompass, donors, community partners, volunteers, and supporters. We could not take on this important work without your help. We are grateful for your participation and input that allows us to keep growing and developing new ways to support people in the community.

I started by thanking our amazing staff, including the leadership of Christine McCracken and Loren Roberts, and I will end by thanking them again. They truly bring our mission and vision to life and the Langleys would not be the same without their enthusiasm and passion for children, youth, and families. I look forward to continuing this work with you all over the next year!

Message from the Executive Directors

Encompass Support Services Society is grateful to learn and support the community through services and spaces hosted on the the ancestral and traditional territories of the Coast Salish people, who have been the stewards and protectors of these lands since time immemorial. These territories include the q̓ʷa:ń̓'əń̓ (Kwantlen), q̓íćáý (Katzie), Máthełkwí (Matsqui) and Se'mya'me (Semiahmoo) First Nations, and are now home to many diverse First Nations, Inuit, and Métis peoples. We feel fortunate to have strong relationships with our Indigenous community partners and friends. We extend our gratitude to them for their continued support, teachings and wisdom that keep us accountable as an organization and as community members to remain focused on our commitment to Reconciliation.



We recognize and acknowledge the colonial and oppressive systems and mindsets that continue to influence our practices, policies, procedures and approaches. Many areas of our agency need to improve in order for us to provide equitable and inclusive services, spaces and employment for our community. We are committed to work towards actionable and transformative change so that Encompass is truly reflective of the key outcomes of our Strategic Plan, our Inclusion, Equity, Diversity and Accessibility Plan and our commitment to Truth & Reconciliation. We are grateful to the community, participants and employees for holding us accountable and calling us in to the learning that we, as an organization and as people, need to do. We will continue to listen, learn and advocate.

We feel privileged for the guidance from four advisory committees. Our Indigenous, Rainbow, Youth and Caregiver Advisory Committees help to inform us and keep us accountable to all that we say and do in the community. With their knowledge, insight, and lived experience, we are stronger. Our committees support adaptations to services and spaces, which better strengthens our organization and enables us to be intuitive to what the community needs.

Christine McCracken
Executive Director of Programs



Loren Roberts
Executive Director of Operations

Our Board of Directors also guide us with a focus on upholding Encompass' Vision and Mission. We want to thank our Board for engaging with events, fundraising, representing the organization, and continuing to support community first. You are all hands-on, open to learning, and volunteering beyond the boardroom. We are so grateful for your time, questions, creativity, and willingness to show up. Thank you for walking alongside us to do better for the community.

Langley partners, businesses and members continue to show what a community can do when we work together. With this support, we are able to enhance our services and sites to meet the needs of the community, such as increased outreach into every high school in Langley, supporting specific populations through our 0-12 services, and the development of integrated resource sites where multiple services and partners come together to meet participants where they are at. We continue to be thankful to work in such a collaborative, caring, and engaged community.

The growth of our volunteer program has increased substantially this past year and has enhanced the impact of Encompass. We are grateful to all of the volunteers who show up to support our programs, services, and participants; and because of your own passions, commitment to community, and belief in Encompass, we are able to reach further, do more, and meet the ever-evolving needs of the community. Furthermore, the support and partnership from the community of social service agencies who we work alongside every day humbles us. This is an exciting time for Langley!



Last but not least, we want to celebrate our staff team, inclusive of our employees, contractors, and students. Your experience, diversity and expertise shine through all of our services, and you work so diligently to create inclusive and welcoming sites for the community. Encompass' strength and reputation comes from you. Thank you for giving so much of yourselves to Encompass and the Langley community each and every day. Your commitment has impact across the community and beyond.

Board of Directors

Our organization is governed by a voluntary Board of Directors whose role is to approve policy, provide strategic direction and financial stewardship on behalf of the organization, and provide support and direction to the Executive Director(s) of the organization.



Rob Bittner (President) Board Member since 2019

Rob (PhD) is an educator and literary consultant, working with LGBTQ2S+ literature for young people. Along with teaching courses, giving talks, and writing educator guides, Rob enjoys working within the local community to find ways of supporting LGBTQ2S+ youth and families, including through engagement with the Youth Hub and other local groups and initiatives. You can find out more about him and his work at docrob.ca.



Hattie Hogeterp (Past President) Board Member since 2014

Hattie has held seats on a number of community partnerships and tables. Hattie has an MA in Early Childhood Education from the University of Michigan and was a member of the Board of Trustees for the Langley School District. An advocate for Literacy in the Langley's, Hattie has supported Encompass programs for over 15 years.



Vivian A. Smith (Vice President) Board Member since 2021

Vivian's flexibility, insight and more than 30 years of experience has led her to become one of the most respected and sought-after consultants in western Canada. Vivian has served charities and not-for-profits throughout British Columbia, has held the position of executive director for two Hospital Foundations, and currently leads her own consulting firm. A true believer in giving back, Vivian also lends her energy and expertise as a volunteer, trainer and mentor in the charitable sector.



Lindsay Kaminsky (Treasurer) Board Member since 2021

Lindsay currently works at Rise CPA as a Senior Manager. She is a Chartered Professional Accountant and holds a BBA from Simon Fraser University. She is a mental health advocate and community supporter and has been a volunteer for multiple organizations throughout the lower mainland.



Kim Davies (Director) Board Member since 2018

Kim currently works for Surrey Public Libraries as a Manger of Philanthropy. Kim holds a BBA in Finance and Economics from Simon Fraser University and has a vast knowledge of services within Lower Mainland. Kim has been involved in Langley through volunteering and providing expertise in community engagement through community foundations.

Board of Directors



Mike Pue (Secretary) Board Member since 2021

In 2001, Mike started his teaching career in Langley and made the decision to live here as well. Mike currently resides in the Walnut Grove area with his wife and their daughter. As a long-time employee of the Langley School District, Mike has worked as a teacher and school-based administrator in a number of neighbourhoods throughout the Langley area. Currently, Mike is the District Principal of Aboriginal Education.



Nick Hosseinzadeh (Director) Board Member since 2022

Nick has spent his career in the public sector, working with government and political organizations. Currently, Nick works for Township of Langley Mayor Eric Woodward. Nick has a Bachelor's in Arts from the University of British Columbia and a Master's in Public Administration from the London School of Economics.



Douglas Baldry (Director) Board Member since 2021

Douglas has worked with Vancouver City Savings CU for 23 years in sales, leadership, and management roles. This work experience, along with his education in Learning Design, Financial Planning and Co-operative Management (MMCCU) has helped him develop the skills necessary to facilitate engaging discussions, manage complex situations, and to collaborate effectively with stakeholders. Douglas finds great value in participating in the systems and services that support youth and help to create healthy and vibrant communities. In his spare time, Douglas is often doing chores around his family farm in Langley, spending time with his husband and dogs in the garden, or searching for bike trails around the Fraser Valley.



Heidi Schwartz (Director) Board Member since 2021

Heidi has over 15 years of leadership experience with RBC where she currently works. She holds her Financial Planning designation from Canadian Securities Institute and is passionate about financial literacy for everyone. She is known for being an authentic coach and mentor, as well as being an advocate for women and youth in the Langley community.



Vanessa Jaggi (Director) Board Member since 2021

Vanessa Jaggi has been an educator in the public school system for 25 years and an administrator in the Langley School District for the past 15 years, currently holding the position of Principal at Topham Elementary. Most of Vanessa's teaching and admin experience have been in inner city settings, seeing the need and value that agencies like Encompass offer families in need.

Inclusion, Diversity, Equity and Accessibility

As an organization, we have always advocated for inclusion and diversity, and we are committed to educating ourselves and strengthening community. This year, our IDEA Committee has continued working to carry out our 5th theme from our Agency's Strategic Plan, as well as our Inclusion, Diversity, Equity and Accessibility (IDEA) Plan.

Encompass' strategic plan represents a roadmap. It sets out our collective vision, purpose, goals and strategies for the years ahead. It guides our decisions and actions to provide a wide range of enriching and essential programs and support services to the communities of Langley.



The IDEA plan includes
COMMITMENTS
A YEAR IN REVIEW
steps to take
LOOKING FORWARD

View our full Strategic Plan for 2021-2023 on our website, www.encompass-supports.com/about

- Inclusion** Were all feel welcomed and valued
- Diversity** In all the ways we differ
- Equity** All having the opportunity to fully participate
- Accessibility** Of any and all abilities

Committed to creating an inclusive and equitable services and spaces that are reflective of those we serve and employ. Where employees and community members feel they belong, our diversity is celebrated and seen as an asset to our services and organization.

Thank You for Your Years of Service

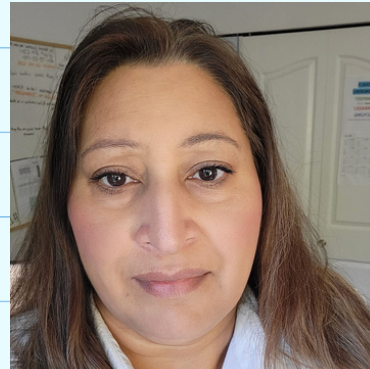
Service Awards for
October 1, 2022 - September 30, 2023

20
YEARS



Cathy Dunn

15
YEARS



BJ Parmar

10
YEARS



Tamara Wilkinson

10
YEARS



Kristin Coyne

05
YEARS



Sabrina Simpson

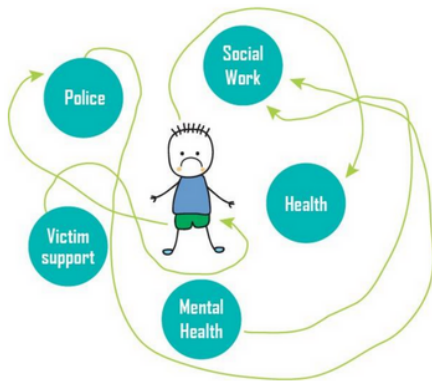
Through the years, your talents and efforts have helped our success. Together, we take pride in your accomplishments and your commitment to strengthening our community.

Congratulations on your Anniversary!

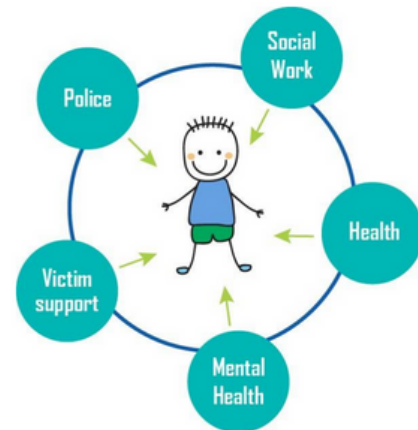
Langley service providers have been working quietly behind the scenes for years discussing the possibility of having a Child and Youth Advocacy Centre (CYAC) in Langley.

We received funding from Justice Canada this year to support the initial development of a CYAC in our community. This year, the Project Team met regularly and we have started to work to increase awareness of this project within our community. We have started to more clearly define our service delivery model and have done significant work towards developing formal partner agreements. The team also worked to determine a site for our future CYAC and to build a fundraising partnership to support this project.

Before CYACs



After CYACs



Further, another funding proposal was approved for the next 5 years (2023-2028) to complete the development of the Centre, and then to move into a piloting phase and finally to enter into being operational. We believe this is a collaborative community project that will significantly improve the experience of children and youth after a disclosure of abuse, the families who support them, the professionals involved, and result in more favourable outcomes.

BOOST Centre for Kids in Toronto (2019) describes a CYAC as both a place and a process: “As a place, a CYAC is a single location that provides a child-friendly, safe setting for a child to talk about abuse. As a process, the CYAC brings together a multidisciplinary team of professionals involved in child abuse investigation, intervention, and treatment. Professionals work together as a team and share information to achieve the best and most accurate outcomes in child abuse cases.”

Family Place

Children & Family Programs and Services

Aldergrove's Family Place

We offer an environment where parents can engage with their children (ages 0-6) in developmentally appropriate activities, learn about child development, great parenting techniques and services available to them in their community. Most programs are free or have a small subsidized cost, please call for details.

130	Unique Adults served last year
1309	Contacts with caregivers
146	Unique Children served last year
1671	Contacts with children
23	Dads participated in programs
86	New caregivers last year
128	New children last year
1134	Families served last year



Highlights of the year:

- The affordability grant we received was super helpful for our program. This allowed us to purchase lots of fresh fruits and veggies for the families to enjoy during snack time. Since covid we had a lot of pre packaged foods and the families were so excited to see fresh foods again.
- We received food donations from the Cloverdale Community Kitchens. Each week we picked up fruits, vegetables, dairy products and various meats. This was a great connection for families as we saw a large increase in food security needs.

“Family Place has been life changing for my family. The space allows for my 2.5 year old to explore new toys, meet new friends and interact with kids. As a COVID baby he did not have the opportunity to experience such spaces like Family Place. Now with a 5 month old, we are able to attend as often as we like. FP not only provides a place for my children but also for me to interact with other caregivers. There is a sense of community and I am grateful that my boys and I are taken care of by the staff and other caregivers.” - Program Participant

Young Parents Program

This program offers a variety of support services to pregnant and parenting youth age 25 and under.

Outreach Services

Offering support and resources to parents in Aldergrove and Langley looking for information on life skills, finding employment and community resources, attending school, parenting and understanding child development and more. Our outreach staff can meet parents at home or in the community and assist parents in accessing community resources.

Young Parent Support Groups

Outreach staff offer weekly groups for young parents to attend. Different activities and topics of discussion are offered at these groups. We also offer special evening activities and field trips on occasion.

5	Guest speakers
7	Special events
46	Groups facilitated
569	Direct client contacts
40	Participants
16	New referrals

Field Trips:

- Castle Fun Park
- Aldor Acres pumpkin patch
- Easter celebration and egg hunt at Langley Education Centre
- Story Walk at McCloud Park
- Christmas Celebration at Douglas Park Rec Centre
- Chuck E Cheese
- Greater Vancouver Zoo

Highlights of the Year:

- Returned to pre-COVID practices. This includes transporting participants to weekly groups, providing transportation to community services during outreach visits and doing home visits.
- Built a partnership with Bez Arts Hub and was able to offer participants a monthly group where participants learned and practiced different dance styles.
- Incorporated starting each weekly group with a land acknowledgement. This has ignited discussions among participants about Indigenous culture and their own Indigenous heritage.

“K. has been such a support for me and my daughter. She is so knowledgeable and always seems to know what to do and where to go for anything I need. She has helped me to become financially stable and just live a better life than I could have had if I didn’t have her support. I am so thankful.” - Program Participant

Best Babies of the Langleys

Children & Family Programs and Services

Best Babies offered two weekly lunch clubs in-person for 11 months of this year (May-March); our group sessions were well attended by new mothers craving connection after three long years of pandemic isolation. Our service delivery included a nutritious lunch, vitamins/mineral supplements, bus tickets, food supplementation through grocery gift cards as well as healthy food donations from partners in the community. Our weekly groups included presentations to cover topics related to pregnancy and post-partum up to 1 year, with the addition of speakers to present on specific topics.



Providing one-on-one support to women up to 3 months post-partum, one-on-one outreach support to pregnant women continued to be offered in person, as well as through virtual and phone support. Our outreach workers offered individualized nutrition and lifestyle counselling, breastfeeding preparation and support, monitored maternal and infant health, provided safety information and made appropriate referrals to community resources.

- 47 Weekly sessions**
- 54 Prenatal participants served**
- 25 Post-natal participants served**
- 102 Outreach contacts**
- 5 Guest speakers**
- 2 Cooking Clubs**
- 22 Participants receiving Farmer's Market Coupons for a total of \$9,500**

“I have been a part of many groups & enjoy them, I appreciate all that goes into this program and love how supportive and empowering it is, this is a pretty special program & community to be a part of. I had a chance to meet some spectacular women, make friends and gain some valuable knowledge.” – BB Participant

Nobody's Perfect Parenting Program is an educational program designed for parents to learn more about their child's health, safety and behaviour; build on parenting skills; build self-esteem and confidence and build social networks with other parents. The overall goal of the program is to improve parents' understanding, ability and confidence in caring for their children and to facilitate the development of mutual support systems.

This year, we delivered two groups. The first was with Encompass's Pregnant and Parenting Youth program, for both current and former participants. The second group was done in partnership with the Langley School District, and it was offered to newcomer families with children attending Douglas Park Elementary School. The District provided a translator to work with the facilitators to ensure the materials were delivered effectively.

Topics Covered:

- Potty training
- Sleep schedules
- Nutrition/healthy eating
- Emotional regulation
- Handling anger towards children
- Validating a child's emotions
- Anger management
- Positive parenting
- Building self esteem
- Stranger danger
- Appropriate touch
- Communicable disease
- Developmental stages
- Co-parenting
- Self-care
- Parenting styles
- Consistency
- Routines
- Emotional regulation
- Screen time
- Positive discipline
- Natural consequences
- Alternatives to spanking
- Building self-esteem
- Reasons MCFD might become involved
- What to do if you receive a call from MCFD
- Child development/realistic expectations

Facilitators work actively with participants to engage them in meaningful conversation, activities and opportunities to draw on the experiences of the group as a whole as parents learn from one another in a safe and supportive environment.

Parents leave the program with increased confidence and understanding of their children's health, safety and behaviour as well as improved coping skills and support networks. This voluntary program supports parents with children up to the age of five, from diverse backgrounds.

One-On-One Support

The Early Years Family Navigation is a partnership between Encompass and Inclusion Langley. Navigators assist families with young children to connect caregivers with resources and services they are seeking. Information and supports are provided to meet the needs of each family. Navigators can meet in the community, at one of the Early Years Hubs or at the home of a family.

Supports Available:

- Finding programs to attend
- Assist with finding childcare
- Filling out paperwork and/or referrals
- Finding early intervention supports for your child with extra needs
- Help with access to food and housing needs
- Services for emotional and physical health
- Assist with connecting to other community agencies, programs, workshops and events

Highlights of the Year

- Connected a refugee family with multiple services.
- Connected a family with the Reaching Home program to support one month's rent and secure funding for a developmental assessment.
- Helped Best Babies return to in-person groups after 2 years of zoom meetings.
- Hosted our first post-COVID Christmas brunch.

218 NEW families connected
283 Adults supported
322 Children supported
780 Visits with families

88 Groups Attended:

- Best Babies
- Aldergrove Family Place
- Family Place North
- Family Place South
- Early Learning Program
- Come As You Are

How We Supported Families:

- Food boxes
- Snack bags
- Baked items from Costco and COBS
- Diapers
- Formula
- Baby items
- Baby clothing
- Breast pumps
- Over \$500 worth of groceries and gift cards

“We appreciate your support and encouragement. Finally we have a peace of mind at the new place and can concentrate on the children.” - Program Participant

Spanish Family Programs

Children & Family Programs and Services

Spanish Family Power

Our parenting group for Spanish-speaking families has been serving the community for over 17 years with the purpose of sharing positive parenting experiences, as well as learning new parenting skills and creating social connections in Canada..

We welcomed participants from eight countries including Colombia, Peru, Bolivia, Mexico, Venezuela, Guatemala, Spain, and the Dominican Republic.

31	Group meetings
8	Summer gatherings in Langley parks
3	Field trips
9	Speakers
215	Parents served
201	Children served



Spanish Family Time

This is a playgroup where Spanish-speaking parents can connect and play with their children focusing on different areas of development.

Free play, arts and crafts, and songs and stories in Spanish are part of this weekly program.

44	Group meetings
166	Parents/caregivers served
196	Children served
44	Gathered to sing songs, tell stories and reinforce children's heritage and language

“Family Power makes me feel at home. I can express myself, share, learn, and laugh a lot. It is a space that holds me, embraces me, respects me, cares for me, and sustains me. Those who work with the heart make us feel loved and never abandoned. Two hours per week doesn't seem to be enough for something as nourishing as Family Power.” - Parent

“The facilitator is very knowledgeable about the children's needs, and her thoughtful and experienced approach has made the environment at Family Time fun, caring and rich for the families that attend.” - Parent

Childcare Programs

Children & Family Programs and Services

Bright Beginnings Childcare Centre

As of this year, this program is now a Licensed Multi-Age Childcare Centre regulated by Fraser Health Authority. This centre supports young parents 25 and under who want to complete their Grade 12 education or upgrade their courses while they are in class at the Langley Education Centre.

- 14 Children April-June 2022**
- 9 Children Sept-Dec 2022**
- 8 Children Jan-March 2023**

Highlights of the Year:

- We received an affordability grant from the Langley School District and were able to purchase additional snacks to feed the children. This grant made it possible to support families in need and help the parents by providing nutritious snacks for the children.
- Many upgrades were completed to prepare for licensing the program. Upgrades included safety features and an additional napping space.



United Way School's Out Program

An afterschool club for grade 4 and 5 students which runs out of two local elementary schools in Aldergrove- Parkside Centennial Elementary School and Shortreed Elementary School. The club runs 5 days a week for 2 hours after school with 3 sessions per year.

149	Unique students enrolled
84	New students
65	Returning students
2565	Snacks were provided
238	Sessions were held

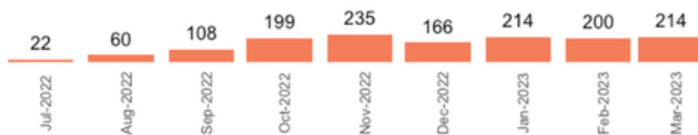
“I appreciate and love the hands on activities and crafts that they do with the kids. Not only are the children proud of their art work, but the artwork itself allows parents to start conversations about what their kids have learned at the centre.” - Parent Feedback

Foundry Langley officially opened on July 19, 2022!

Foundry Langley is an integrated health, wellness and social services centre for youth aged 12-24 years and their family members. The five core services offered within this centre are: mental health services, substance use services, primary care (physical and sexual health services), peer support, and social services. Foundry Langley is a collaborative effort with community partners coming together to provide a coordinated community response to support youth in their wellness.



Number of Services Accessed:



408 Unique youth visited Foundry Langley this fiscal (starting at opening in July)

1229 Visits to Foundry Langley this year since opening

1418 Services provided during these visits

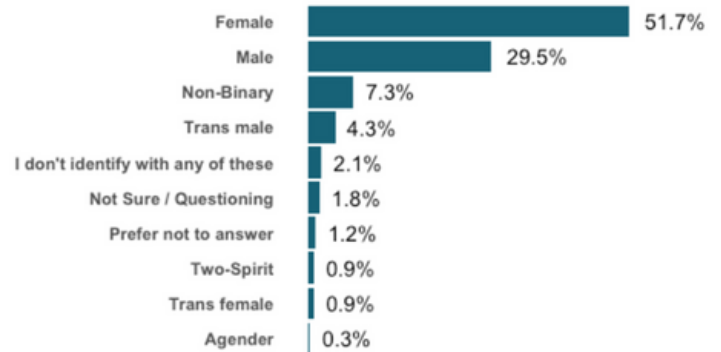
There was a steady increase in visits for the few months after we opened, with the greatest number of unique youth attending programming in March 2023 (111). The average number of unique youth in one month from January to March was 107. While we saw fewer unique youth than anticipated this year, we were not open for an entire year, and have been actively developing and creating awareness of our programming this year. Should these numbers remain consistent, we are on track to exceed our original projections next fiscal year.

Foundry Langley

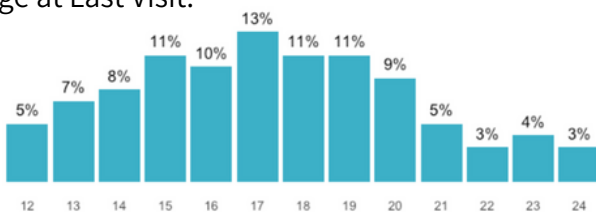
Youth Programs and Services

- 28.8%** Found out about the Centre from a family member.
- 19.3%** Found out about the Centre from a staff at school.
- 12%** Found out about the Centre from a friend.
- 32.3%** Of youth stated that if Foundry Langley was unavailable they wouldn't have gone anywhere for services.

Gender Identification:



Age at Last Visit:



- 34.1%** Accessed Drop-In Counselling
- 23.8%** Accessed Groups
- 11.9%** Access Social Services

Drop-in services are currently available Mondays, Tuesdays and Wednesdays from 2-7pm with some additional scheduled groups and appointments offered outside of these hours.

Youth Hub Outreach Services

The Langley Youth Hub delivers outreach services to youth in the community, providing access to basic needs, connection to community resources, finding safe housing, and access to substance use supports. Often connecting in areas where youth congregate, the outreach team builds positive connections with youth by engaging in a variety of activities, increasing the overall well-being of youth. Since the addition of the new Youth Hub Outreach van, Youth Hub services have been able to reach the broader community and as we move forward, we look to continue to expand these services and connections with youth.



Youth Hub Outreach Van *New this last fiscal year*

With the introduction of our Youth Hub Outreach van, we are taking a proactive approach to ensure that youth in our community have the support they need. The Youth Hub Outreach van brings our services to neighborhoods, schools, and community hubs where young people gather. By being mobile, we adapt to the changing needs of the youth, ensuring our presence is visible wherever it is needed most. We actively seek partnerships with local schools, non-profits, and other neighbouring agencies to create a collaborative network of support. By working together, we can expand our resources and ideas, maximizing our impact and creating stronger connection for youth in our community.

“I am grateful for the opportunity to guide and mentor youth as they navigate this time in their lives. In my role as a Youth Hub Support Worker, I have witnessed first hand the development of youth’s self-esteem, achieving their personal goals, and ability to build a trusting relationship with me. I get the privilege of significantly impacting their lives, their families, and the community as a whole. In my role, I aim to inspire young people to reach their full potential by providing them with the tools and resources they need to succeed.” – Youth Hub Staff

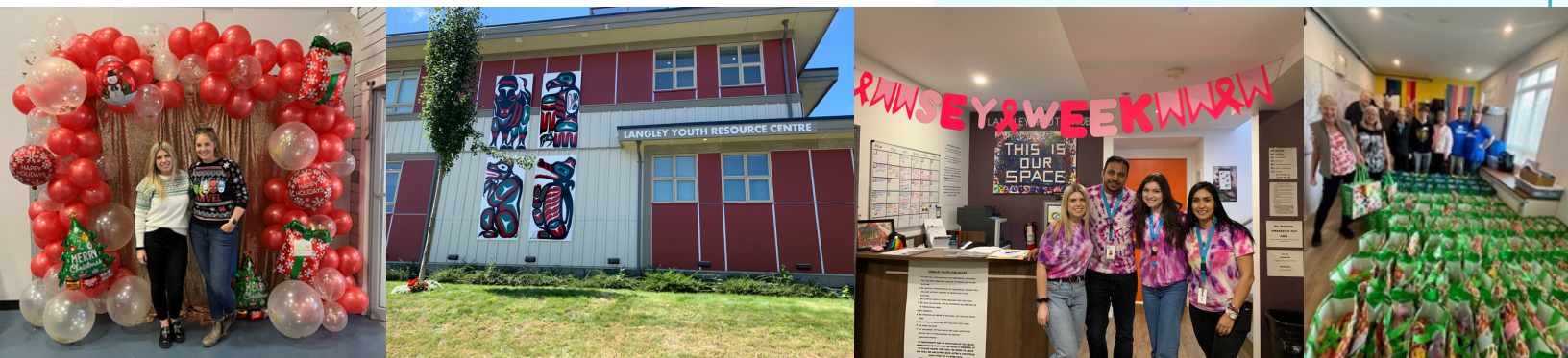
Langley Youth Resource Centre

Youth
Programs and Services

Whole Health for Youth Clinic (WHY) Clinic

In partnership with the Langley Division of Family Practice, Fraser Health Authority and Langley School District 35. This program connects students in remote areas to a Nurse Practitioner and runs every Friday from October – June, rotating between Brookwood Secondary, D.W. Poppy Secondary, and Aldergrove Community Secondary School.

55 Youth supported
690 Hours of outreach
1700 Youth contacted



School Outreach *new this last fiscal year*

During the 2022-2023 school year, our outreach team at the Langley Youth Resource Centre began providing additional outreach support in both middle and high schools in the Langley/Aldergrove areas. While working closely with the Langley School District and school staff, outreach workers connect with students to understand their unique circumstances and offer both guidance and resources to support young people to overcome their challenges. Their proactive approach and engagement with students helps to build meaningful relationships based on trust and understanding. Outreach workers act as a bridge between school and community and provide support and additional referrals when needed. This service is currently offered in 5 high schools, and 4 middle schools, with the demand continuing to grow for these services.

“The Langley Youth Hub supports youth at a pivotal time in their lives, as they begin to experience many changes and challenges in their lives. As a Youth Hub worker for the Langley Youth Hub, I am given the opportunity to make a positive impact on some of these youth through conversation, activities and programs. I look forward to work each day because I get to grow alongside these youth and build lasting relationships, helping them become better prepared and confident in themselves and their future.” – Youth Hub Staff

Langley Youth Resource Centre

Youth Programs and Services

Youth Street Outreach

The Youth Street Outreach program offers outreach services to youth throughout Langley who are in need of connection to community resources, at risk of homelessness or those at risk of sexual exploitation.

30 Youth in program
17 New referrals
15 Average age of youth accessing services



Youth Housing Placement and Support/ Youth Housing Outreach Support *expanded program this past fiscal year*
The Youth Housing Placement and Support Program through Reaching Home offers support to youth who are experiencing any barriers to housing, are at risk of being homeless, or are currently homeless. The outreach worker works with youth aged 12-24 and their support network, which can include family members, school officials, court officials when necessary, peers, and other service providers. Youth, families, schools, community partners, social workers, probation officers, or any other service provider can make referrals to this program.

83 Youth in program
47 New referrals
19 Average age of youth accessing services

“You have been helping me with the one goal I have in my life right now and something that is very important to me. Thank you for putting so much work in to this and guiding me along the way.” -YSO Client

Youth Justice Programs

Provides services and outreach support for any youth in conflict with the law and subject to a youth court order including Curfew Checks, Community Work Service, and Intensive Supervision and Support (ISSP), and ISSP Modules.

28 Youth in program
18 New referrals
17 Average age of client

Youth Transition Programs

Provides outreach, pro-social, and life skill development to youth, with the goal of seeking independence by the age of 19. Includes Pre-Transition Support, Independent Living and Youth Agreements.

51 Youth in program
39 New referrals
16 Average age of client

Family Mediation & Reunification Programs

Provides short-term, conflict resolution support to youth, parents, and families as a whole experiencing conflict within the home and their relationships. Includes Parent Support Program, Connect Parent Group, Parent-Teen Mediation, and Family Strengthening Program.

42 Participants in program
44 New referrals

“My worker was amazing. Very, very professional, open and approachable, but at the same time, clear, knowledgeable and experienced. Very structured advice was given, detailed, sometimes written and continuous support and follow up.” - Program Participant

Specialized Home Support Services

Youth Programs and Services

Long Term Supportive Housing Resource: Fox House

Fox House, settling into its second year in its current form, is a 24/7 staffed, 2-bed supportive home that serves youth aged 12-19. This vital program accommodates youth at all stages of their transition to adulthood, with a priority given to those who identify as part of the 2SLGBTQIA+ community. The environment fosters safety, inclusivity, and support. The staff at Fox House are dedicated to meeting the youth where they are at. They work within a supportive, anti-oppressive, client-centered, and trauma-informed framework. Their primary goal is to empower the youth by assisting them in developing life skills, exploring employment and education opportunities, and more.



<p>Fox House</p>	<p>25 Youth were referred to Cardinal and Topham House</p>
<p>3 Youth supported:</p>	
<p>1 Remained in residence for the entire duration of the year</p>	<p>80% Full-bed days at Topham House</p>
<p>1 Resided and was discharged</p>	
<p>1 Began their journey with us during this fiscal year</p>	<p>71% Full-bed days at Cardinal House</p>

Youth Emergency Receiving Homes: Cardinal House and Topham House

Both of our two-bed emergency receiving homes are designed to provide short-term housing for youth ages 12-19 who are referred to us by the Ministry of Family Development. These homes are fully staffed 24/7 and provide client-centred support to youth who require stabilization, assessment, or short-term housing. Staff help support the youth by advocating for them, connecting them to resources, working on goals and/or goal setting, and developing life skills.

The Bridges to Employment Program (Bridges) is a Youth Employment and Skills Strategy funded through the Ministry of Employment and Social Development Canada. The objective of this program is to support youth (aged 15 to 30) who experience barriers to employment to navigate the labour market and to successfully transition into employment. Our program aims to support youth to reduce or eliminate their barriers and to learn the skills needed in employment.

The Youth Employment Outreach Support Workers / Facilitators (YEOSW/F), Carly and Steve, provide engaging workshops on a range of topics that will enhance the participants' knowledge of the workplace as well as life skills. Topics include, but are not limited to, resume and cover lettering writing, interview skills, career exploration, professionalism, budgeting, healthy relationships and self-care. Through these in-person workshops and working one-on-one with the YEOSW/Fs, program participants build their confidence and find guidance to explore different career options and to navigate community supports to address their barriers.

April 1, 2022 – March 31, 2023:

- 4 Cohorts were hosted**
- 26 Youth have gone through the program**
- 18 Youth found employment**
- 2 Youth helped to build the planter boxes outside of Foundry Langley**
- 21 Youth received First Aid and CPR/AED Level C**
- 3 Youth received First Aid Basics**
- 24 Youth received their WHMIS Certificate**
- 3 Youth completed FoodSafe Level 1**
- 2 Youth completed Counterbalance Forklift Training**

The Bridges program could not be as successful as it is without the ongoing support and engagement of community service providers and local employers, who provide informational workshops on various subjects and industries and who provide employment opportunities to the youth from the program.

Clinical Counselling

Sexual Abuse Support Services (SASS)
 The SASS program provides one-to-one counselling, education and support for children and youth up to the age of 19, who have experienced sexual abuse or assault. Support and education can also be provided for participant’s non-offending family members. We also serve children under the age of 12 who exhibit sexualized behaviour.

1253.25 Hours of client service provided
35 Participants in program
44 New referrals

Age at Referral:
11% Were 0-6
23% Were 7-12
40% Were 13-15
26% Were 16-18

		Age at Referral:	
		5%	Were 7-12
		16%	Were 13-15
		33%	Were 16-18
		21%	Were 19-29
Funding:		25%	30 years or older
4%	Xyolhemeylh		
2%	Metis Nation BC		
8%	School District 35		
2%	MCFD Autism Funding		
45%	BC Crime Victim Assistance (CVAP)		
12%	Were partially or fully funded by an anonymous donor		
20%	Paid privately for at least a portion of their service		
4%	Extended health benefits		
4%	Through Lower Fraser Valley Aboriginal Society		

Trauma Therapy Program (TTP)
 ESSS’ Trauma Therapy Program (TTP) provides counselling, education and support to people of any age who would like to receive therapy to support them following the experience of a traumatic event. TTP is a fee-for-service program. Most participants in this program access service with support of a funding source.

43 Participants in program
30 New referrals

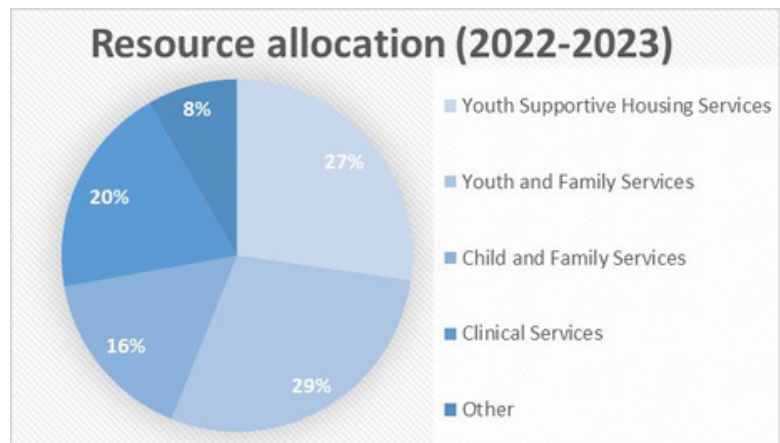
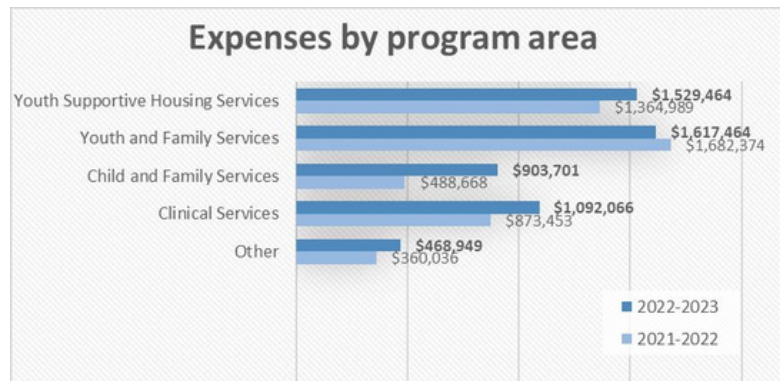
As an agency, we honour and celebrate the fundamental value and dignity of all individuals. We aim to create and maintain a safe space that respects diverse traditions, heritages and experiences.

Financial Report

Financial Highlights

	March 31	2023	2022		year ending March 31	2023	2022
Assets				Revenue			
Cash and short-term investments	\$	886,237	\$ 943,179	Provincial contracts	\$ 3,842,512	65%	\$ 3,457,460 58%
Other current assets		299,285	437,619	Federal contracts	911,307	15%	738,821 12%
Capital assets, net of amortization		5,594,058	4,782,481	Other contracts and grants	232,006	4%	253,201 4%
Other long-term assets		205,065	1,813	Donations, fees, interest and other	758,790	13%	279,777 5%
		<u>\$ 6,984,645</u>	<u>\$ 6,165,092</u>	Deferred capital contributions realized	205,282	3%	68,279 1%
Liabilities & Deferred Contributions					<u>5,949,897</u>		<u>4,797,538</u>
Payables and other accruals	\$	503,867	\$ 945,357	Expenses			
Deferred contributions				Personnel and related costs	4,055,711	72%	3,564,837 64%
Provincial contracts		156,403	157,466	Occupancy costs	394,234	7%	359,146 6%
Federal contracts		146,534	168,545	Program and client support costs	273,999	5%	219,016 4%
Other contracts and grants		104,496	61,672	Subcontracted agencies	255,836	5%	237,100 4%
Donations		207,031	95,734	Participant allowances	57,046	1%	40,531 1%
		<u>614,464</u>	<u>483,417</u>	Office costs, fees, dues and insurance	214,118	4%	130,528 2%
Long-term debt		1,403,642	1,442,020	Amortization of capital assets	228,870	4%	96,514 2%
Deferred capital contributions		3,512,840	2,682,718	Travel and vehicle	58,935	1%	44,386 1%
		<u>6,034,813</u>	<u>5,553,512</u>	Interest on long-term debt	55,823	1%	57,295 1%
Net Assets				Advertising and promotion	16,323	0%	13,437 0%
Internally restricted		6,294	15,680	Gifts to qualified donees	750	0%	6,730 0%
Invested in capital		677,576	657,744		<u>5,611,645</u>		<u>4,769,520</u>
Unrestricted		265,962	(61,844)	Excess of revenue over expenses	<u>\$ 338,252</u>		<u>\$ 28,018</u>
		<u>949,832</u>	<u>611,580</u>				
		<u>\$ 6,984,645</u>	<u>\$ 6,165,092</u>				

As a non-profit organization, we pride ourselves on fiscal responsibility and utilizing community dollars to provide free, accessible programs to the community. Many of our programs are considered outreach or person-centred, and we allocate the majority of dedicated funds to support participants in our programs via staffing, food, and other activity costs. Financial statements are audited by Chartered Professional Accountants on an annual basis.



Supported by Encompass

Funny Farm

A beautiful facility that is home to barnyard animals that have been adopted from various situations...they all have come to the Funny Fun Farm to live a life of respect and dignity. The Farm is not open to the public. In concert with the Langley School Foundation, specific opportunities to be part of The Funny Fun Farm are available for kids in the Langley School District as well as other special interest groups .

Community Happy Fund

The purpose of the Community Happy Fund is to promote the overall well-being (physical, social, emotional, health etc.), of children, youth, families and/or individuals. The fund is supported through an anonymous donor, and referrals come through community partners & Encompass program referrals.

Canadian Tire Jumpstart Charities

Founded in 2005, Jumpstart Charities help kids overcome financial and accessibility barriers to sport and recreation in an effort to provide inclusive play for kids of all abilities. As collaborators, Jumpstart allows Encompass to assist parents/guardians with their application process and help families overcome financial barriers.



Seamus Gee Legacy Project

In an effort to keep his memory alive, the SGLP looks into different ways to do so and in a way that would be meaningful to Seamus. The Seamus Gee Legacy Project supports local students to access trades programs, as well as community and school sports programs.

CAPC Coalition

Community Action Program for Children (CAPC) provides long-term funding to community coalitions to deliver programs that address the health and development of children (0-6 years) who are living in conditions of risk.

Aldergrove Starfish Backpack Program

The Starfish Pack Program started as a pilot project as a response to kindergarten students who were coming to school on Monday hungry. Starfish provides backpacks with 2 breakfasts, 2 lunches, 2 dinners, and snacks to these students each weekend of the school year.

Partners & Donors

Thank you for your continued support and collaboration!

- Anonymous Donors
- Aldergrove Credit Union
- BCAA
- Bee Fun Women's Society
- Caliber Projects
- Camo Friday
- Community Foundations of Canada
- Canadian Tire Jumpstart Charities
- Children's Foundation
- City of Langley
- Coast Capital Savings
- Costco Wholesale Langley
- Envision Financial & Envision Financial Community Endowment
- FamilySmart
- First Nations Health Authority
- First West Foundation
- Foundry BC
- Foresters Financial
- Fraser Health Authority
- Fraser Valley Aboriginal Children & Family Services Society (Xyolhemeylh)
- FreshCo. Aldergrove
- Gateway of Hope
- Government of Canada
- Home Depot Canada Foundation: The Orange Door Project
- Home Depot Langley
- Inclusion Langley
- Indigenous Child and Youth Mental Health
- JD Farms Turkey
- Jewish Foundation
- Kwantlen First Nation
- Langley Animal Protection Society
- Langley Child Development Centre
- Langley Community Services Society
- Langley Division of Family Practice
- Langley Environmental Partners Society
- Langley Literacy Network
- Langley Meals on Wheels
- Langley Memorial Hospital Foundation
- Langley RCMP
- Langley School District #35
- Langley School District Foundation
- Langley Youth and Family Services
- Living Waters Church Fort Langley
- Lower Fraser Valley Aboriginal Society
- Lu'ma Native Housing Society
- MacBros Construction Inc.
- Marcon Construction Ltd.
- Ministry for Children and Family Development
- Ministry of Social Development and Poverty Reduction
- Options for Sexual Health
- Otter Co-op Aldergrove
- Pacific Community Resource Society
- Parish of St. George
- Public Health Agency of Canada
- Royal Bank of Canada Foundation
- Royal Bank of Canada Langley
- Service Canada
- Soroptimist International of the Langleys
- Sources Food Bank
- Stepping Stone Community Services Society
- SurreyCares Community Foundation
- The Candyman
- The Funny Farm
- The Vancouver Foundation
- Township of Langley
- United Way British Columbia
- Vancity Credit Union
- Vancity Community Foundation
- WorkBC
- YWCA

Thanks for the Support!



Community support is an integral part to our programs. Many of our programs are unique in nature and one of a kind within our community. These services are made possible through a variety of funding sources, donations of time, materials, resources, and financial contributions by the community.

We would like to extend a huge THANK YOU to our volunteers, advisors and donors. Thank you for being involved and supporting our goal to strengthen community!



contact us @nd connect with us!

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