



encompass
support services society



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.

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Our Vision

Empowering Individuals

Connecting People

Enriching Lives

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 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.

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

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.

Contact our Program Leadership Team

Alison Nicol
Senior Programs Manager
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Clinical & Foundry Manager
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Clinical Coordinator
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Taylor Saayman
Foundry Program Coordinator
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(604) 546-2700 ext. 401

Directory of Programs and Services

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
- Community Outreach
Phone: (604) 856-1664
- Early Years Family Navigation
Phone: (604) 856-1664
- Spanish Family Programs
Phone: (778) 808-1478
- Langley Education Centre Childcare
Phone: (778) 980-2120

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) 534-8802
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 Langley Education Centre Childcare
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

Message from the Board President



Hattie Hogeterp

At Encompass, no year is without its challenges and no year goes by without meaningful progress to address the needs of the Langley communities. This year, we are especially proud of the great work, and coming together of the community that supported the development of Foundry Langley, which opened its doors July 19. The concerted effort of so many partners proved the adage that “it takes a village.” On behalf of the Encompass Board of Directors, we especially want to thank our construction partner, Caliber Projects Ltd., and our fundraising partner, Langley Memorial Hospital Foundation, who spearheaded Foundry Langley’s capital campaign.

As we moved forward into the “new normal” and adjusted to balancing the need for personal safety with the desire for in-person contact, we continued to look for ways to improve and enhance our programs. This year, Encompass hosted CARF (Commission on the Accreditation of Rehabilitation Facilities) for our re-accreditation survey. This process, requiring a significant amount of staff time and effort, recognizes Encompass’ commitment to provide quality services and programs. We are proud of the organization in achieving another three years of accreditation and being recognized by CARF as an organization with many strengths.

Encompass’ Strategic Plan is a living document guiding the direction and the work done by the agency. In collaboration with the Co-Executive Directors, we enhanced our Strategic Plan to include a fifth theme focusing on Inclusion, Diversity, Equity and Accessibility. Supported by Encompass leadership and the Board of Directors, goals and strategies addressing this theme will be applied across the organization as we commit to turning intention into action.

This year, our Board expanded from seven to eleven members. Six of those eleven, were brand new to the Board – Douglas Baldry, Vanessa Jaggi, Lindsay Kaminsky, Mike Pue, Heidi Schwartz and Vivian Smith. All have enthusiastically embraced the job and have added new ideas and new energy to our discussions. It’s been a pleasure to work with everyone including, of course, ongoing Board members Rob Bittner, Kim Davies, Diane Fox, and Lisa Meneghello. We will be saying goodbye to Diane and Lisa who have decided to retire from the Board. We will miss you both for your steadfast support. A heartfelt thanks to you both.

This report wouldn’t be complete without recognizing and thanking our amazing staff who, under the leadership of Co-Executive Directors Christine McCracken and Loren Roberts, work so hard to make Encompass what it is. This was reflected in comments made by the CARF surveyors, who described Encompass services as being “participant driven,” and our organizational culture as “value based, inclusive, culturally sensitive, transparent, accommodating, [and] outcomes focused”. Our staff truly work and live the vision, mission and values of Encompass, serving the community to enrich the lives of all.

Message from the Executive Directors

Christine McCracken
Executive Director of Programs

Loren Roberts
Executive Director of Operations



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 q^wa:ńł'əń (Kwantlen), ǫ́i'ćáý (Katzie), Máthekwi (Matsqui) and Se'mya'me (Semiahmoo) First Nations, and are now home to many diverse First Nations, Métis and Inuit 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 are honoured to have been a part of multiple projects and events that are a testament to what community can do when we work alongside one another. Encompass has been able to expand our services and programs as a result of innovation, collaboration and comradery with our partners, individuals, businesses and donors, who share the goal of strengthening the community. Together, we are stronger in service to the community, and in support of one another.

As we reflect on the last year, we have so much to celebrate and are humbled by the opportunities for knowledge-sharing and the remarkable relationships within our community; and we look forward to what the next year brings.

Thank you to our Board of Directors for continuing to stand beside us, holding strong to our agency's vision and mission and believing in us and our community. Your unwavering support is the backbone of organization, and it allows us to be flexible and innovative in our approach to meet community needs.

Last but not least, we want to celebrate our staff team, inclusive of our employees, contractors, volunteers and students. The COVID pandemic, heat waves, floods and global events have emphasized the need to prioritize our own personal wellness. In this field of work, we often put others' needs before our own, which makes it essential that those providing services be well supported in order to best serve the community. The Encompass staff team has shown incredible resiliency and adaptability through challenging times; and their steadfast passion and commitment to Encompass make us stronger as an agency. We are proud and humbled to have such an incredible staff team who make a difference in lives every day.

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.



Hattie Hogeterp (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.



Rob Bittner (Vice 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 <http://docrob.ca>.



Kim Davies (Director) Board Member since 2018

Kim currently works for Surrey Public Libraries as a Manager 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.



Diane Fox (Director) Board Member since 2018

Diane is a long standing resident of the Langley's and taught in the Langley School District for 33 years. She has sponsored numerous school activities including sports, grad and LGBTQ2S+ events. She is very dedicated to family and the community. Diane has been volunteering with a variety of organizations with a special interest in Literacy.



Lisa Meneghello (Director) Board Member since 2019

Lisa is currently the Manager for Victim Services Client Support with the Langley RCMP. Lisa has worked with Victim Services in Langley since 2005, and has her Bachelor of Arts degree from Trinity Western University. She is an active member of the Langley community supporting many community initiatives and tables both professionally and personally.

Vivian A. Smith (Director) 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 (Director) Board Member since 2021

Lindsay currently works at BDO Canada LLP as an Assurance and Accounting 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.



Douglas Baldry (Director) Board Member since 2021

Douglas currently works as an Assistant Branch Manager at the Vancity Savings, Langley Community Branch leading a team of account managers who specialize in mortgage and personal lending. Outside of the branch, Douglas facilitates financial literacy seminars covering topics like budgeting, saving and managing debt. When Douglas is not working, his time is usually spent with his husband and two dogs, relaxing at home on a small hobby farm in rural Langley.



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.



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.





Acknowledgement

Encompass' offices and spaces, and the work that we do, are on the sacred, ancestral territories of the Coast Salish people, specifically the q̓w̓a:ń̓'əń̓ (Kwantlen), ḡíćəý (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 peoples. 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.

This land acknowledgement was developed with the members of the Indigenous Advisory Council, and we thank them for their generosity and collaboration.

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



Inclusion, Diversity, Equity and Accessibility

Committed to creating inclusive and equitable services and spaces that are reflective of those we serve and employ.

As an organization, we have always advocated for inclusion and diversity, and we are committed to educating ourselves and strengthening community. This year, our Agency's Strategic Plan was updated to include a 5th theme; Inclusion, Diversity, Equity and Accessibility (IDEA). Along with this change, an IDEA plan was developed and a committee established to help carry out its goals.

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 for ESSS is a tool to help the organization in providing and operating well-informed, inclusive services and spaces that are adaptable and effective in meeting the needs of those we serve. Our plan also helps us to provide an inclusive and equitable workplace where employees feel they belong, where our diversity is celebrated and seen as an asset to our services and organization.

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



Inclusion
all feel welcomed and valued



Diversity
all the ways we differ



Equity
all having the opportunity to fully participate



Accessibility
of any and all abilities

The IDEA plan includes COMMITMENTS:

- For example, Encompass will identify areas of development and/or improvement.
- A proposed intervention: The Leadership Team & IDEA Committee (newly formed 2021) will meet regularly to review and discuss areas identified as areas for growth, potential training and professional development.

The plan includes A YEAR IN REVIEW:

- Trainings in 2021-2022
- Actions taken in our Community.
- Ways Encompass supported employees to further their inclusion & cultural humility and safety practices in the past year.

The plan includes steps to take LOOKING FORWARD:

- Update Policies.
- Update hiring process reflecting IDEA.
- AND MORE!

Thank You for Your Years of Service

Service Awards for
October 1, 2021 - September 30, 2022



Susan Iverson

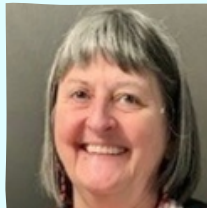


Aleta Sarchet

Congratulations on
your Retirement!

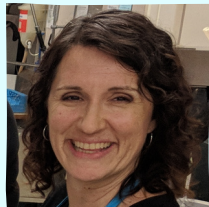


Amy Caddick



Chris Thrasher

15 years



Alison Nicol

10 years



Nikki Middleton



Gagan Darer



Jeffrey Tilkin

5 years

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!





• FOUNDRY • LANGLEY



Foundry Langley

Welcoming a New Program

This year, the Langley community was busy working towards the development of Foundry Langley. Foundry is an integrated health, wellness and social services centre for youth aged 12-24 years and their family members / supporters.



The five core services offered within a Foundry centre are: mental health services, substance use services, primary care (physical and sexual health), peer support, and social services.

The Foundry Langley site is located at 20616 Eastleigh Crescent, the former main office of Encompass. Foundry Langley is a collaborative effort with community partners coming together in order to determine what the service delivery model at our local centre will be. Encompass has partnered with the Langley Memorial Hospital Foundation to complete a fundraising campaign to make this vision a reality. Alongside our Youth Advisory Committee, Family Advisory Committee, Indigenous Advisory Council and our Service Provider Committees, as well as construction and trades partners, work has been focusing on designing and constructing the physical space and developing services.



This Centre aims to bring existing services together to simplify service access for young people and their families, to address some gaps in service and to offer drop-in supports to youth and their supporters. Foundry Langley officially opened on July 19, 2022!



**Drop-in Monday, Tuesday & Wednesday
2pm - 7pm (Last counselling session will start at 6pm)
For appointments outside of our drop-in hours; please call to book.**

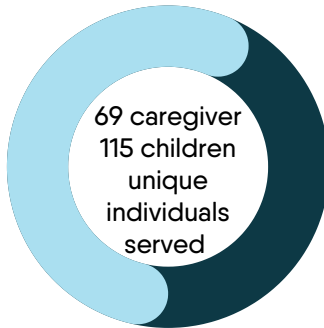
Family Place

Children & Family Programs and Services



“Family Place has been such a warm and welcoming place. It is a great place to meet other moms and allow my son to socialize and interact with other children. My son has learned many new skills since attending the program. We are so glad we found Family Place.” -FP Participant

This is the heart and home of our programs available for parents with young children. We offer an environment where parents can engage their children in developmentally-appropriate activities; plus learn about child development, great parenting techniques and services available to them in their community.



242 group sessions were run



62 seasonal activity bags distributed



100 Christmas activity bags distributed



120 Mother's Day activity bags distributed



meals distributed to seniors from Langley Meals on Wheels



nonperishable food bags distributed to families



Family Place

Children & Family Programs and Services

With lots of families struggling financially we were able to offer weekly non-perishable grocery bags which were donated by Sources for families, we also had our weekly Costco donations. We also received donations from a local church, which we picked up and were able to make food boxes for families who were in need. We served about 15-20 families each week. Staff had more personal connections with the parents and the children as we had smaller groups with registration in place. Many more dads and multicultural families are attending the program with lots of families who are very new to the country. Staff are able to help them connect with the right resources they need.

With us limiting capacity due to COVID-19, parents were wanting to find things to do with their children so we found it challenging to accommodate everyone. Some parents really liked the limited programming while others were seeking more connections with other children and families as they were feeling isolated. Staff spent a lot of time out of the building, delivering resources and picking up donations. The change was a huge adjustment for our staff teams and it was important to make sure we supported our staff to prevent burn out. As program delivery pivoted, we were able to upgrade some of the facilities and purchase more program materials such as new children's tables and chairs, a new reading corner with new beanbag chairs, bookshelf and fairy lights, new blocks for our building centre, new outdoor toys for our playground and more art supplies for the children to use. Time that staff were unable to support programming due to Provincial Health Orders, was then spent on training and providing resources for the staff team to better support families.

Guest Speakers and Activities at Family Place:

- Infant Development
- CCRR
- Dental Hygienist Visits
- Baby CPR
- Eye Health with Optometrist
- Storytime with FVRL
- Make and Take Flannel Stories
- Make and Take Sensory Bottles
- Scavenger Hunts at the Park
- Storybook Walks
- Aldor Acres Field Trip
- Vancouver Zoo Field Trip
- Car Seat Safety with BCAA
- Saturday Pancake Breakfast
- Cultural Cooking
- Making Jam
- Making cookies
- Crafts and Sensory Activities

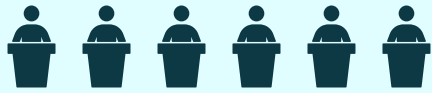


“I just want to say that the quality and skills the staff at family place has is excellent! I have been bringing my girls here on regular basis; they love the place as well as the staff. The work the staff put in on weekly basis is incredible as every day there is a new craft for kids! Honestly, through our time so far; it has been great! I just want to thank the management and mostly importantly THANK the staff for having the professional skills and ability interact with our kids!” - FP Parent Participant

Pregnant & Parenting Youth

Children & Family Programs and Services

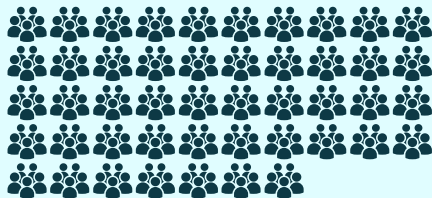
Our Pregnant and Parenting Youth (PPY) supports offer a variety of programs and services to pregnant and parenting youth up to age 25.



6 guest speakers hosted



7 events and outings



47 groups facilitated



634 direct client contact appointments

This past year PPY celebrated and reminisced as a number of long time participants aged out of the program. The majority of these participants stated that they were graduating feeling empowered with a comprehensive understanding of the community resources available to them and the confidence to access them independently. Several participants were able to attend post-secondary education utilizing funding through the Single Parent Initiative, Adult Youth Agreement and Apprentice Incentive Grant for Woman. Along with this we saw an increase in the number of participants who obtained employment. This has empowered participants and allowed them to become self-sufficient.



While we celebrated the success of participants and the program, we also faced challenges. Weather, transportation and provincial restrictions were a barrier to meeting in person. With the safety and health of our staff team and participants in mind, we have been able to provide some limited transportation and home visits to participants strictly adhering to COVID & Communicable Disease Prevention Plans. Group programming shifted back to online format for the months of May, June, January, February and March. We saw a decline in attendance at this time. Attendance for virtual groups tends to be lower than in person for this programs demographic. However, in-person groups and transporting participants to field trips and weekly groups were safe and successful in April and from July until December.

“When [my PPY worker] came into my life 3 years ago I was skeptical, but she has proven to be an amazing support and I wouldn’t be where I am today. [my PPY worker] has been great at being an emotional support and helping me with my mental health and parenting skills. She has helped advocate for me with the 17 new social workers I have had. I wouldn’t have made it this far if it wasn’t for her.” - PPY Participant

Best Babies of the Langleys

Children & Family Programs and Services



97 virtual groups offered



28 prenatal clients served



19 postnatal clients served



5 topics on nutrition covered



4 months of activity bags

Best Babies provides individualized support during pregnancy and up to three months after baby’s birth; and group support up to one year postnatal. Support is specific to the needs of each woman, by providing information about health and lifestyle, assistance during this transitional time, home visits and access to community resources.

Not being able to return to in-person groups at the beginning of 2022 and limited support from public health nurses to new moms in our program was a challenge felt by the team. As a result, our staff has now become proficient in delivering our program virtually with enhanced visual presentations and our access to reliable online resources has increased significantly. Maximizing the use of Zoom features to improve interaction and participation has kept our program attractive and our participants engaged.

However, our virtual group delivery still offers some challenges to those participants who are unfamiliar with technology, have a language barrier, or simply face additional demands at home that prevent them from participating. We have made sure that our outreach workers keep a consistent one-to-one connection with prenatal women and address the educational topics offered in our groups. In response to changes in access to care and Public Health Guidelines, we have incorporated new online resources and partnerships to gain knowledge about how other pregnancy outreach programs in the province are facing similar challenges.

"I was introduced to the Best Babies through a public health nurse and it was the best thing that happened to me during my pregnancy. The staff is so friendly and I can talk about anything without any hesitation. I was so comfortable sharing my thoughts with my outreach worker during one-to-one sessions as she was a good listener, she cleared my doubts, and provided me informative guidance. The online zoom group sessions were a great way to meet and communicate with other moms during Covid times. Sharing ideas, listening to other moms’ journey, playing fun games was a stress relief during pregnancy. " - BB Participant

Nobody's Perfect

Children & Family Programs and Services

Facilitators work actively with participants to engage them in meaningful conversations, activities and 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 targets parents with children up to the age of 5, who may have low income, low education, are single parents, are young parents or those feeling socially, culturally or geographically isolated.

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.



12 parents participated in May 2021



5 parents participated in Nov 2021



7 parents participated in Feb 2022

As we look forward, the hope is that we will be able to return to in-person programming, which provides some great opportunities for increased social connections. Varying activities can be done that were not an option virtually and parents are able to access childminding so they can actively participate. With these opportunities; some parents may not feel comfortable attending program in person. Facilitators will have to navigate these pieces carefully and thoughtfully, doing their best to ensure engagement with any family is not impacted negatively.

Typically delivered in person with free childminding available, this year saw the format move to online delivery via Zoom to stay within COVID-19 Safety Protocols. While this did pose some challenges, through creative planning, group facilitators were able to successfully run three groups in this virtual format. This included one Spanish-speaking group who were ready to jump in and practice their English-speaking skills with the support of an additional facilitator to ensure all involved had full understanding.

Topics Covered:
Experiential Learning Cycle
Nutrition
Screen Time
Independent Play
Parenting Styles
Consistent Parenting
Boundaries and Rules
Bedtime Routines
Sleep Training and Co-Sleeping
Behaviour
Emotional Regulation
Building Self Esteem and Resiliency
Transitions for Changes
Safety Skills for Children
Parent Tools
Community Resources
Brain Development

Community Outreach

Children & Family Programs and Services

Outreach workers attend community-based programs to provide resources, info and education to parents in the community.



10 clients served



30 family residents provided short-term support

This past year, Community Outreach set a number of goals intended to better support the needs of families. These goals included being able to support families with housing, finding stable food support and accessing food banks, supporting application completion, sourcing support for community programs such as BC Housing, Jumpstart, KidSport, & sourcing subsidies for fee reductions at recreational centres and Kids Up Front programming. These goals have been met and surpassed thanks to the dedication of our outreach workers.

Our outreach workers support clients with child development and parenting information and connecting and accessing other parent support programs such as Best Babies, Aldergrove Family Place and Langley Family Place, Head Start, Early Years Centre, StrongStart programs and Pregnant and Parenting Youth programs.



We typically work with clients accessing and applying for parenting programs in person and online. We provided emotional support to families who have limited local family or friends for support, transportation to participate in community programs, and to attend appointments. We also deliver food donations to families who could not otherwise access healthy food options regularly.

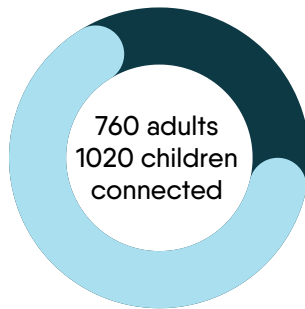
It has been a consistent challenge this year to find available BC Housing units for rent and affordable housing in general as rent fees are so high. However, we are glad to see a good number of referrals coming in from families reaching out for support and being able to reduce the limitations regarding in-person visits due to the pandemic. It has also been a benefit being able to connect with participants from other programs before they transition out of the program and potentially seek support with Community Outreach.

A client mentioned how thankful she is for the delivery of weekly food donations. She does not drive or live near public transportation so getting to a store is a difficult task for her on a weekly basis. This client has 3 children and mentioned that the food being delivered was very much appreciated.

Early Years Family Navigation

Children & Family Programs and Services

One-on-one support is done with families to provide information and supports to meet the needs of each family. Support is offered for families with young children to connect parents with resources and services they are seeking. The Early Year Navigator is a collaborative partnership between Encompass and Inclusion Langley.



634 families connected

67 referring agencies



During this past year, we continued to reach out to families by providing meals, food boxes, and activity packs in order to connect with families and form connections. It is through these connections that the family's needs were uncovered, relationships formed and referrals can be made. An important component of the Navigation program is the work put into community relationships and developing referral pathways and resources to refer to our clients. Some of these relationships include school districts and hubs, the BC network of navigators, local nonprofits, immigration supports and more.

"When I have a question about anything or whether it's programs or helpful tips or just reaching out to have someone to talk to [my Navigation worker] is there! Every time we do talk I learn more about different places I can go to help my child thrive: Websites, school programs, programs that benefit my child. I wouldn't have known about a lot of these things if it wasn't for [my Navigation worker] and Navigation!" - Program Participant

During these changing times we are seeing an increase in the amount of people seeking support, longer wait times for services and a decrease in affordable housing and community connection. We are continuing to offer and attend virtual groups to keep families engaged and connected, while still making sure to reach out and call families more frequently to check-in and to let them know about virtual offerings, as well as changes to in-person programming. These trends show us that this type of programming is needed in the community and we hope to continue to provide the support families in Langley need.

Spanish Family Programs

Children & Family Programs and Services

Servicios de Apoyo a la Familia
Nuestros programas de Apoyo a la Familia sirven a la creciente comunidad de habla hispana en Langley. Proveemos una variedad de servicios gratuitos para familias con niños de 0-6 años que son respaldados por nuestro excelente servicio de guardería.



Our Family Resource programs serve the growing Spanish-speaking community in Langley. We host a variety of free services for families with children 0-6 years old.



2 months of Program at the Park

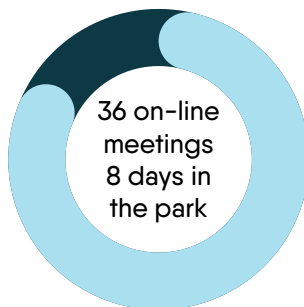
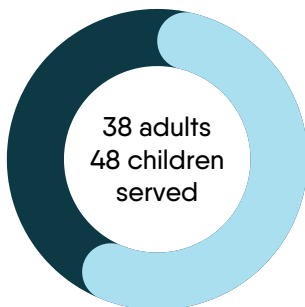


4 months of seasonal activity bags



3 field trips

This year our Spanish Family Programs celebrated 16 years serving the Spanish-speaking community in Langley. Programs continued virtually with outdoor meetings in the park during the warmer months. Groups plan to meet in-person once again, starting September 2022. Another popular parenting group offered at Encompass, the Nobody's Perfect Parenting Program, was able to be facilitated for 6 weeks, 13 families participated.



Servicios de Apoyo a la Familia: Family Support Services

- Family Power en Español
Spanish Family Power
- Family Time en Español
Spanish Family Time
- Apoyo Uno-a-Uno
Spanish One-on-One Support

"I am very fortunate to have found this group, during the pandemic, Family Power provided me with emotional support and made me feel that I was not alone in the hard times. Even our virtual meetings gave me with an opportunity to connect with others, but returning to in-person groups has the best! Thank you Encompass for continue to serve so many Spanish-speaking families in Langley." - Family Power participant

Childcare Programs

Children & Family Programs and Services



“So happy that at 28, I can come to school while bringing my child and further my education.” - LEC Parent

Langley Education Centre Childcare

Supports young parents (30 years and under) and their children (6 years and under) wanting to complete their Grade 12 education through Langley Education Centre. ESSS operates an accredited and free child care program on site for parents while they attend school.



28 children served



38 moms attended courses



1064.5 service hours

With numbers lower than pre-pandemic trends, the program still supported a good number of young parents wanting to upgrade their education and attendance is starting to increase. We have seen many more parents in the 25-30 year age range, as well as parents attending school to better their English skills for future employment and schooling.

We also had the opportunity to rearrange some areas and add some features that the children have really enjoyed. One of the biggest challenges this year was anticipating and adjusting to safety measures. Children often come in with a runny nose or a cough, but with new protocols, this meant having to call parents out of their classes to take sick kids home or having to refuse care to those with symptoms. We hope to continue building a relationship with the school to provide this needed resource to young parents in the community.

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.



434 children registered



118 sessions at each school



237 service hours

This program was able to offer 5 different clubs that students could sign up for. They included Cooking, Science and Games, Gym Games, Drama and Art, and Community Exploration. Each club saw children trying new things, gaining confidence, making friends and facing fears.

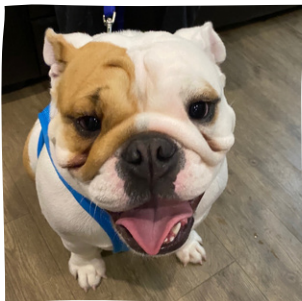


Donations Appreciated

The generous donations from the community help this program run. This program is looking for the donation of food items for the upcoming semesters.

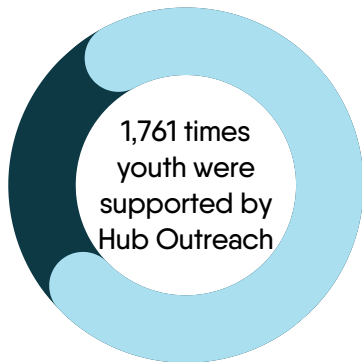
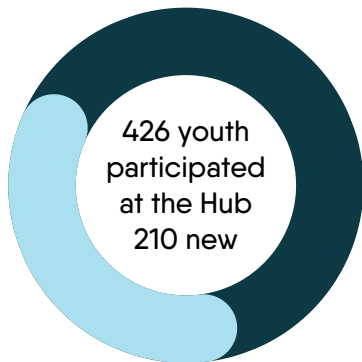
Langley Youth Resource Centre

Youth Programs and Services



Beginning of March 2020, the Langley Youth Hub had to close its doors for drop-in, and have pivoted its services since then. Staff at the Hub are committed to supporting not only the youth of our community, but the community as a whole. This past fiscal year saw the Hub take on a new identity in the community with new and innovative programming such as growing outreach services, going back into schools, creating partnerships with Elders, animal therapy programming, employment workshops, and much more.

The Langley Youth Hub worked closely with our Coalition and service provider partners to ensure that youth still had access to any services they needed, and we were able to continue supporting youth connecting to our doctors, drug and alcohol counselor, a mental health counselor and essential services at Hub. An exciting addition to the Langley Youth Hub services from previous fiscal year that saw exponential growth and success during this year was a partnership with Fraser Health to provide dental services to youth and families in our community.



Programs Offered:

- Hub Programs & Events
- Hub Outreach
- Friends of Dorothy
- Friends of Dorothy Junior
- Whole Health for Youth Clinic (WHY Clinic) within the Langley School District
- Giving Paws Animal Therapy
- Elder Joy & Fanny the Dog
- Employment Workshops
- Holiday Market
- Drop-in Naloxone Training
- Youth Summer Camps
- Partnership Programs with Lower Fraser Valley Aboriginal Society
- Pride Celebration



Langley Youth Resource Centre

Youth Programs and Services

Services delivered by outreach: information, services and handing out toiletry/hygiene items, food, vouchers, clothing, bus tickets and water.

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.

- 37 youth in program; 28 new referrals
- 15; average age of youth accessing services

Youth Street Outreach Highlights:

- Partnered with Hub to support 95 street outreach days, seeing 1,761 youth.
- Returned to supporting the Whole Health for Youth Clinic with intakes, safety planning, and resource connection. This program saw 44 youth during this last fiscal year.

The WHY Clinic connects students in remote areas to a Nurse Practitioner. The WHY clinic runs every Friday from October – June in the Langley School District.

Youth Housing Placement and Support

The Youth Housing Placement and Support Program offers support to youth who are experiencing any barriers to housing, who are at risk of being homeless, or are currently homeless.

The outreach worker works closely with youth aged 12-24 and their support teams to reduce barriers and to help find safe and stable housing.

- 69 youth in program
- 35 new referrals
- 19; average age of youth accessing services

Friends of Dorothy

Friends of Dorothy is a drop in program for 2SLGBTQIA+ youth on a weekly basis. This program operates as a youth-led, peer support group to facilitate connection with peers, allies, and staff in an inclusive and safe environment.

- 71 youth in program

In the latter half of this year, Friends of Dorothy Junior was piloted, and targeted for youth 12-15, held on the first Thursday of every month.

Hub Outreach Services (NEW!)

The Langley Youth Hub collaborated with our Youth Street Outreach program to deliver as many of our services as we could in an outreach capacity, meeting youth in their home communities.

Our outreach services helped youth build positive connections, access basic needs, connect to community resources, find safe housing and access substance use supports.

This program has proven to be extremely valuable to the youth of our community; and as we move forward, we hope to continue to sustain and expand these services.

Integrated Youth & Family Services

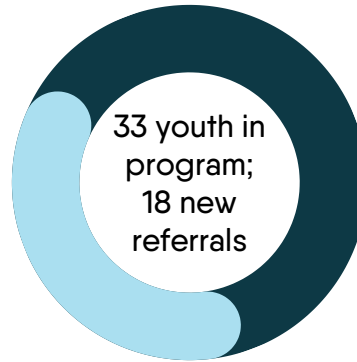
Youth Programs and Services

Youth Justice Programs

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.



Average age of client: 16.5



Over this last year, the ISSP Modules have been regularly implemented into all Youth Justice programming (with the exception of Curfew Checks). They provide the Youth and Family Support workers working with ISSP clients an opportunity to connect in a prosocial, engaging manner, while delivering services virtually and in-person.

Available modules include: Conflict Resolution, Healthy Relationships, Resume Building, Career Planning, Budgeting, Nutrition, Fitness, Stress Management, Substance Use, the Youth Justice System, Emotional Coping, Anger, and Trauma.

Youth Transition Programs

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

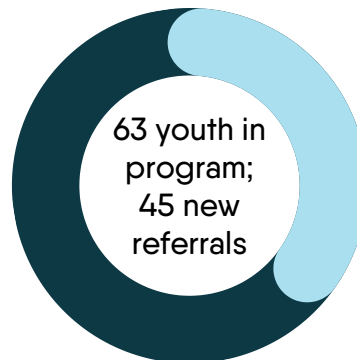


Average age of client: 16



Family Mediation & Reunification Programs

Short-term, conflict resolution support for 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.



“It was hard to remember times from before, everything was so chaotic. My home is now quiet and much more settled. You guys made a difference in our lives.” - Parent/Client of Parent-Teen Mediation

Specialized Home Support Services

Youth Programs and Services

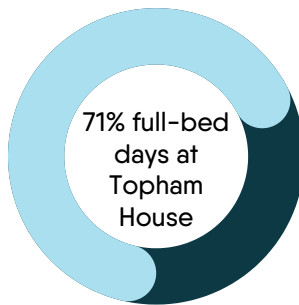


Youth Emergency Receiving Homes: Cardinal and Topham House

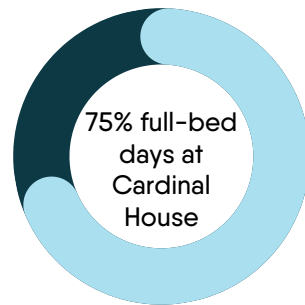
Both of our 2-bed, emergency receiving homes are designed to provide short-term housing to youth ages 12 – 19, referred to us by the Ministry of Child and Family Development. These homes are fully staffed 24/7 and provide client-centered support to youth who require stabilization, assessment or short-term emergent housing.



24 youth referred; 15 for Cardinal & 9 for Topham



71% full-bed days at Topham House



75% full-bed days at Cardinal House

Youth Specialized Housing Long Term Supportive Housing: Fox House

Originally a Transition to Independent Living Program, Fox House officially became a 24/7 staffed, 2-bed, long-term, supportive housing program in 2020. It is designed to provide a safe space and supports to youth who identify as part of the 2SLGBTQIA+ community, and who are between the ages of 12 -19. Staff work with youth from a supportive, client-centered and anti-oppressive practice framework to ensure youth receive the supports and learn the skills necessary to transition to adulthood. One youth resided in the program for the duration of the reporting period, 2 others were discharged over the span of the year.



2 bed capacity



24/7 staffed



3 referrals

Bridges to Employment

Youth Programs and Services

The Bridges to Employment Program is a 16-week, supportive program for youth between the ages of 15 and 30 who experience barriers to employment. Bridges provides workshops, training and support so that youth can successfully enter into the current labour market. Youth build their employment and life skills, and get certificates such as First Aid, WHMIS, etc.; and then, they are either placed with a local employer or supported to apply for jobs in their chosen industry.

From September, 2021 to July, 2022:



17 youth served



10 employed or self-employed



2 were connected with community supports (i.e. mental health/substance use counselling, application to Persons with Disabilities, etc.)



3 youth continue to look for employment and training opportunities



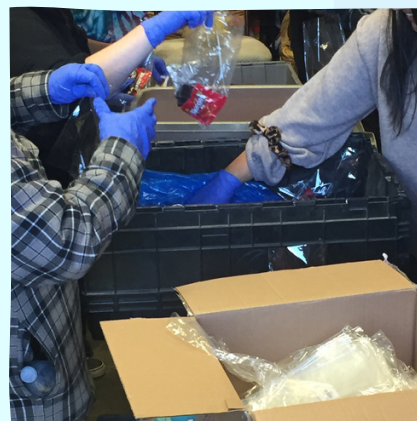
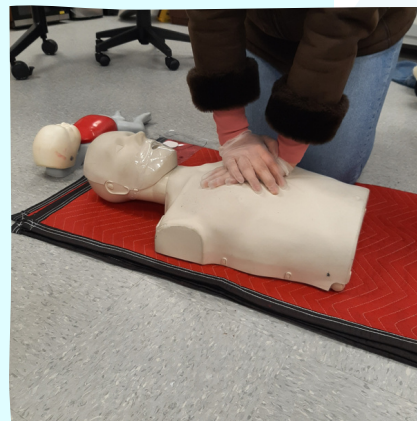
1 youth completed forklift training



17 youth completed Workplace Hazardous Materials Information Sheet (WHMIS) training



15 youth completed Emergency First Aid & CPR/AED Level A training

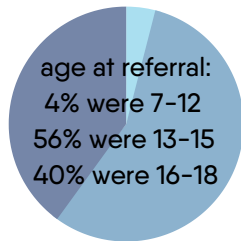




Clinical Counselling

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.

Clinical Counselling Services includes the Trauma Therapy Program and Sexual Abuse Support Services



25 participants in program

40 new referrals

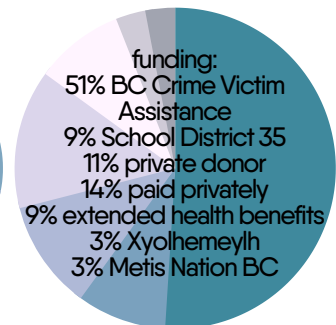
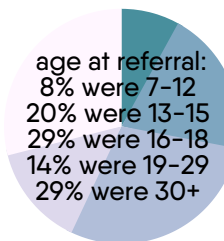
Sexual Abuse Support Services Program (SASS)

Professional counselling, education and support for children and youth, up to the age of 18, who have experienced sexual abuse and sexual assault. This program also provides counselling for individuals 12 years and under who display sexualized behaviours. The SASS program is a free, confidential service funded by the Ministry of Children and Family Development.

This year, we had some staff transitions and have directed our efforts to finding a counsellor that will be the right fit for this program. While we look, we were fortunate to have our skilled Trauma Therapy Contractors supporting the children and youth in this program. We look forward to introducing a new SASS therapist in the coming year.

Trauma Therapy Program (TTP)

This is a fee-for-service program. We work with individuals, of any age, who have experienced trauma. This includes, but is not limited to: abuse, assault/ violence, motor vehicle accidents, significant bullying, neglect, first responder experiences, natural disasters, and war.



35 participants in program

36 new referrals

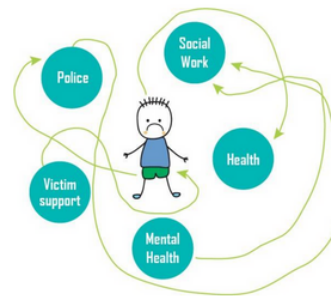
“[My trauma therapist] has helped me realize my own value more than I have in a long time. She has been a sense of stability I can trust as I am trying to navigate a lot of challenges alone.” - Program Participant

Langley Child and Youth Advocacy Centre

Working Together to Strengthen our Community

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. BOOST Centre for Kids in Toronto (2019) describes a CYAC as both a place and a process:

Before CYACs



“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.”

After CYACs



We officially received funding from Justice Canada this year to conduct a Needs Assessment and Feasibility Study for a CYAC in our community. The purpose of the study was to determine if there is a need in Langley for a CYAC, and whether the community has the interest and resources to successfully develop a CYAC.

The full report: Needs Assessment and Feasibility Study for a Child and Youth Advocacy Centre in Langley, BC, can be found on our website, www.encompass-supports.com/about

In summary, this study concludes that a CYAC is both needed and feasible in Langley. The full report from this study is available on the Encompass website. Further, another funding proposal was approved to begin the development of a Langley CYAC in the 2022/2023 fiscal year. Over the coming year, work on this project will continue and will focus on identifying a site for a Langley CYAC, and defining partnership agreements and a service model for this Centre.

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 case outcomes.

Langley Literacy Network

The Langley Literacy Network is a community literacy table made up of 30 literacy stakeholders and partners in Langley, and together we work towards creating literacy opportunities for Langley.

Phone: (604) 617-5140

Website: www.langleyliteracynetwork.com



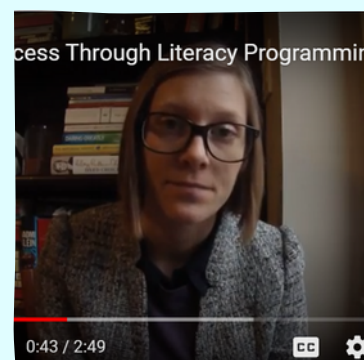
This year, Encompass began the process of transitioning the community Literacy contract over to the Langley School District Foundation. Supported by the community, this process was smooth and successful.

Once again, the Community Adult Learning Program (CALP) received funding from the Ministry of Advanced Education, and delivered the Community One on One Learning (COOL) program to 18 adult learners.

The Langley Literacy Network table continued to ensure the Wrap-a-Read event could successfully continue during the Pandemic. Every child in Langley registered with the Christmas Bureau received a brand new book for the holidays, with over 1100 books given to Langley children!

The Family Scavenger Hunt once again kicked off Family Literacy Week with 96 children participating! We were also pleased to introduce the Welcoming Library (a collaborative project with Langley Children's Committee) a pop-up conversation on welcoming and belonging.

Reading Buddies continued as a virtual program with 17 Big Buddies connecting with 34 Little Buddies in Langley. These buddy pairs formed strong connections and the Big Buddies gain leadership skills and volunteer hours, while the Little Buddies worked on their reading skills with a patient and understanding teen mentor.



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 .

Whole Health for Youth (WHY) Clinic

In partnership with the Langley Division of Family Practice, Fraser Health Authority and Langley School District 35.

The WHY Clinic runs on Fridays at multiple Langley schools.

Youth can connect with school counsellors or youth care workers to make an intake appointment for free & confidential access to a nurse practitioner & outreach worker.

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.

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.

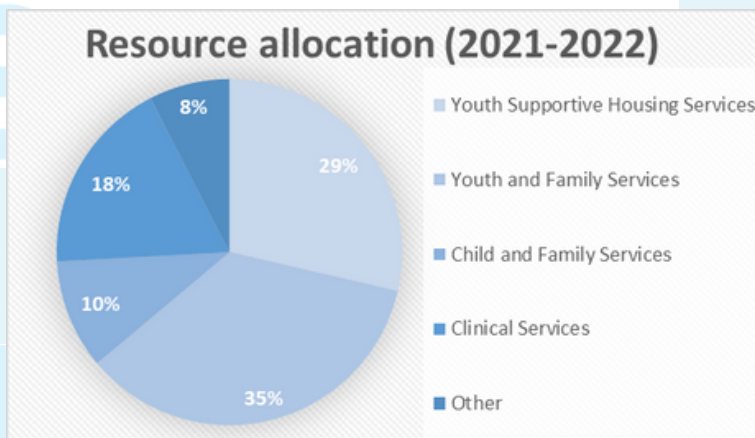
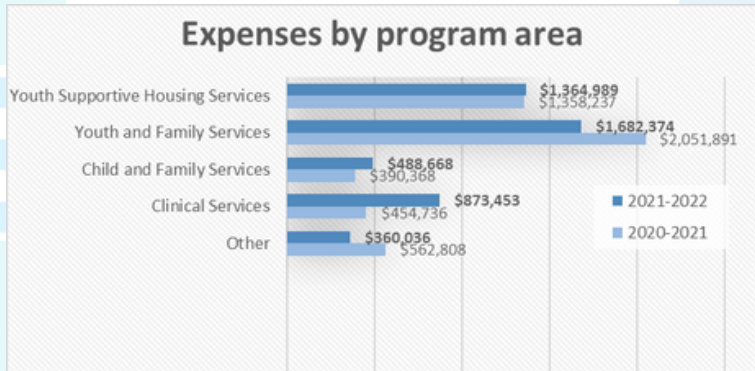
Community Happy Fund

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.

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.

Financial Report



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.

Financial Highlights *March 31	2022	2021	year ending March 31	2022	2021	
Assets			Revenue			
Cash and short-term investments	\$ 943,179	\$ 1,122,580	Provincial contracts	\$ 3,457,460	72% \$ 2,997,977	62%
Other current assets	437,619	124,899	Federal contracts	738,821	15% 1,035,546	21%
Capital assets, net of amortization	4,782,481	3,047,133	Other contracts and grants	253,201	5% 556,203	12%
Other long-term assets	1,813	3,690	Donations, fees, interest and other	279,777	6% 170,338	4%
	\$ 6,165,092	\$ 4,298,302	Deferred capital contributions realized	68,279	1% 72,468	1%
Liabilities & Deferred Contributions				4,797,538	4,832,532	
Payables and other accruals	\$ 945,357	\$ 544,140	Expenses			
Deferred contributions			Personnel and related costs	3,564,837	75% 3,547,962	74%
Provincial contracts	157,466	508,418	Occupancy costs	359,146	8% 294,829	6%
Federal contracts	168,545	11,486	Program and client support costs	219,016	5% 263,980	5%
Other contracts and grants	61,672	154,604	Subcontracted agencies	237,100	5% 221,570	5%
Donations	95,734	93,509	Participant allowances	40,531	1% 164,923	3%
	483,417	768,017	Office costs, fees, dues and insurance	130,528	3% 129,333	3%
Long-term debt	1,442,020	1,478,925	Amortization of capital assets	96,514	2% 100,552	2%
Deferred capital contributions	2,682,718	923,658	Travel and vehicle	44,386	1% 47,959	1%
	5,553,512	3,714,740	Interest on long-term debt	57,295	1% 33,875	1%
Net Assets			Advertising and promotion	13,437	0% 12,057	0%
Internally restricted	15,680	15,054	Gifts to qualified donees	6,730	0% 1,000	0%
Invested in capital	657,742	644,549		4,769,520	4,818,040	
Unrestricted	(61,842)	(76,041)				
	611,580	583,562	Excess of revenue over expenses	\$ 28,018	\$ 14,492	
	\$ 6,165,092	\$ 4,298,302				

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



encompass
support services society

contact us @nd connect with us!

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@FODLANGLEY

SUPPORT@ENCOMPASS-SUPPORTS.COM

