



VICTORIA  
ARC

# IMPACT REPORT

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MARCH 2026

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# LOCAL COMMITMENT STATEMENT

From the ancestral territories of the  
Lekwungen peoples,  
the Victoria ARC is a diverse, recovery-oriented  
community.

We are dedicated to providing a dignified,  
safe space where people can heal and  
reconcile their lives.



# THE ARRIVAL OF SPRING

Spring is a time of renewal. It is abundant when you stroll downtown Victoria. Cherry blossoms are in full bloom; the sun is breaking through the dark clouds that have been lingering since November. The days feel longer and brighter. For many program participants at the ARC who are in the process of reclaiming their lives, finding purpose, and remaking their identity, renewal never pauses. But with the season changing and flowers showing their colours, residents are reminded that our environment is also subject to cycles of change that reveal its beauty and complexity. It translates into a widely felt joy and anticipation around the facility.



I would be remiss, with all the change in the air, if I did not mention how excited the ARC team is for the addition of 13 beds to our shelter programs. In partnership with the City of Victoria, these beds will be made available April 1 to individuals seeking supportive housing. They will receive nutritious meals, access to hygiene and laundry, as well as activities, programming, and gateway services, and, most importantly, support from a dedicated team of exceptional, caring staff. I am truly grateful for this news and for all our neighbours, friends, and partners who helped make it possible.

May this Easter season bring you peace and joy.

**Jonathan Hopkins**  
Executive Director

# COLLABORATION IN SERVICE



**"The strength of the team is each individual member. The strength of each individual member is the team." -Phil Jackson**

On February 26, ARC staff from the CRF, Housing and Support Services, and Recovery met for an all-staff meeting focused on mission alignment and interdepartmental collaboration.



The time together generated meaningful conversations on The Salvation Army's mission, vision, and values. Team building is key to ensuring we deliver impactful, dignified services that operate smoothly. Members of each program formed teams that considered how their respective work contributes to community building.



Feedback from each team served as a reminder of what drives our work.

The exercises highlighted the ARC's strategic plan goals to improve internal communication. It was also an opportunity to appreciate each other and share some laughter.

*We are stronger together!*

# THE BIGGER PICTURE

**470**

COMMUNITY LUNCHESES



**3428**

STAYS



**9075**

MEALS



**96**

VOLUNTEER HOURS



We continue to see the fruit of our dedicated frontline staff and volunteers' commitment. In February, we provided **3,428** stays through our accommodation-based programs, shared **470** nourishing lunches with people in need downtown, and served **9,075** meals to individuals living at the ARC. We are grateful for the hard work of our volunteers, who contributed **96** hours of their time to uplift others. Each number tells a story, capturing moments of connection and hope in our community.

# COMMUNITY RESIDENTIAL FACILITY

*Because our past does not define us.*

The CRF is a halfway house program that provides individuals released from correctional institutions a safe, hopeful place to live as they readjust to life in the community. We maintain an environment that is supportive and structured to assist incarcerated people as they restore their place in society. Our goal is to facilitate their efforts to become empowered citizens and good neighbours. CRF staff work closely with our partners at Victoria Parole to offer casework, mental health care, life skills, substance abuse counselling, employment readiness, and community-based outreach.

**92% OCCUPANCY RATE**

We hit 92% capacity in February, providing accommodations and support to individuals transitioning from correctional facilities to the community.

**CLIENT SERVICE HOURS 162**

Our staff dedicated 162 hours of casework to assist clients on their reintegration journey-helping them set goals, secure housing and development, and connect with partner agencies.

**PROGRAM COMPLETION 2**

We had 2 CRF program participants successfully move out.

**▶ 150 OUTREACH HOURS**

We delivered 150 outreach hours. This includes counselling, employment services, housing support, ID assistance, and community activities.

**ADMISSIONS 6**

We welcomed 6 individuals to the CRF program.

# RECOVERY PROGRAM

*Because recovery is possible.*

The Recovery Program provides long-term, recovery-oriented residential substance abuse programming. It aims to equip and empower individuals to manage their sobriety and reclaim their lives from problematic substance use. The multiphase program helps participants build essential skills, strengthen personal resilience, and prepare for life beyond treatment. Using evidence-based approaches and community support, the program combines group work, skill development, and meaningful activities to help individuals thrive.

**67%** OCCUPANCY RATE

We reached 67% occupancy, providing individuals in recovery with high-intensity programming, supportive housing, and casework services.

PROGRAM VOLUNTEER HOURS **32**

Volunteers devoted 20 hours of their time to workshops and talks for participants. Residents gave 12 hours of their time volunteering in the community meals program feeding downtown.

CLIENT SERVICE HOURS **162**

Staff invested 162 casework hours supporting clients on their recovery journey.

**21** OUTINGS & ACTIVITIES

21 various outings and activities that brought connection, joy, and new experiences to our residents.

**1** PROGRAM GRADUATE

1 individual successfully completed our program.

# HOUSING & SUPPORT SERVICES

*Because everyone deserves a place to lay their head.*

Our Housing & Support Services department provides a range of emergency shelter and transitional housing options for individuals experiencing housing insecurity. Our programs focus on meeting people's basic needs while upholding their dignity. We offer safe and supportive spaces where individuals can work toward long-term housing and independence with the guidance of caring staff. Our experienced casework team helps community members overcome barriers through client-centered advocacy and connection to critical gateway services.

**CLIENT SERVICE HOURS** **176** ◀

Staff invested 176 casework hours assisting individuals experiencing housing insecurity.

▶ **300** **PACKED MEALS**

300 bags of meals were handed out to those in need.

▶ **36** **RESIDENT ACTIVITY HOURS**

Our residents enjoyed 36 hours of various client-centered activities.

**85%** **OCCUPANCY RATE**

Emergency Shelter	98%
Transitional Housing	68%
HEARTH Shelter	90%

We hit 85% capacity in February, providing accommodations and support to individuals transitioning from correctional facilities to the community.

**OVERFLOW CHAPEL STAYS** **3** ◀

We were able to provide overnight shelter to 3 individuals.

# STRAIGHT FROM THE SOURCE



**MICHAEL HASLAM**

Before I came to The Salvation Army, I had been living in Mexico for nearly ten years. In the last few years, I was getting by on my pension, which didn't stretch very far. Over time, my physical health began to deteriorate. I was diagnosed with cataracts and macular degeneration, and things became increasingly difficult.

My vision was deteriorating so much that I had to leave my life behind in Mexico and risk coming back to Canada. I had never been to Victoria before. I had nowhere to live, no Canadian paperwork, no BC health card—nothing in place. After landing at Victoria airport, I went straight to Saanich Hospital, and from there, I was told about The Salvation Army, and they offered me a taxi to Johnson Street. I remember feeling incredibly anxious, exhausted, and cold. I had never stayed in an emergency shelter before, and I didn't have many clothes. I recall thinking to myself, "Wow, I've fallen a long way down, and it's going to take me a while to get back up." At the time, my motto was "ride it out." At first, I was guarded. But slowly, I began to open up and through the support of the staff I felt taken care of.

At The Salvation Army, I was assigned a case worker, who has supported me through these difficulties. The food was nutritious, and the building was clean.

More importantly, I was supported in ways I truly needed. I was facing many barriers—my vision made it difficult to read, and I struggled with mobility. Staff patiently helped me read documents, apply for my health card, and organize my paperwork. They connected me with healthcare and other essential supports.

Along the way, I met many kind and compassionate people—both staff and other residents. One former resident asked if I had ever served in the Canadian Forces. Through that conversation, I realized I qualified for additional support because of my time in the Canadian Reserves and my work in correctional services. I also began attending regular counselling sessions. There were many frustrating moments, but having someone to talk to made a real difference.

This past year has been a period of growth. I've learned to accept my limitations—with encouragement—and to work with them in constructive ways. My background as a therapist has helped me navigate difficult situations, but I could not have done this alone. I deeply appreciate the support and sense of security The Salvation Army has provided me. I will always remember my time here—not just for the services, but for the people. The staff and residents have been supportive, caring, and genuinely compassionate.

I feel that I've changed. I'm more mellow now, and more confident in myself and my abilities. I've reconnected with family and friends, which means a great deal to me.

And I still have dreams. I look forward to having a place of my own, playing drums again, and continuing to work on my artwork.



# TO LOOK FORWARD

## APRIL 2026

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		<b>01</b> Guided Journaling	<b>02</b>	<b>03</b>	<b>04</b>	<b>05</b> Church Shuttle Service Worship Service
<b>06</b>	<b>07</b> Living Hope Bible Study ID Clinic NA Meetings	<b>08</b> Umbrella Society Presentation Guided Journaling	<b>09</b> Men's Therapy Centre Presentation	<b>10</b>	<b>11</b>	<b>12</b> Church Shuttle Service Worship Service
<b>13</b> Art Therapy @ CHRC	<b>14</b> Motivational Interviewing Training Living Hope Bible Study NA Meetings TB Testing	<b>15</b> Guided Journaling	<b>16</b> TB Results Reading	<b>17</b>	<b>18</b> Clinical Supervision On-Site Visit	<b>19</b> Church Shuttle Service Worship Service
<b>20</b>	<b>21</b> Motivational Interviewing Training Living Hope Bible Study NA Meetings	<b>22</b> Living Hope Bible Study Guided Journaling	<b>23</b> EWR Thank You Dinner	<b>24</b> Volunteer Appreciation	<b>25</b>	<b>26</b> Church Shuttle Service Worship Service
<b>27</b> Art Therapy @ CHRC	<b>28</b> Motivational Interviewing Training Living Hope Bible Study NA Meetings	<b>29</b> Guided Journaling	<b>30</b> NVC Training			



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## THE SALVATION ARMY VICTORIA ARC



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