



VICTORIA
ARC

IMPACT REPORT

SEPT
2025

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Good day,

Another month has passed, and we are heading into a new season of supporting our community members as they continue to thrive. Hosting our Open House event in September was a humbling and inspiring experience. We were fortunate to have an excellent turnout from a diverse group of stakeholders, and I am deeply grateful for everyone's participation. Our team worked incredibly hard to put together such a wonderful event. I am always impressed by how we come together to make moments like this happen. The food was outstanding, the space was welcoming, and our staff did an impeccable job speaking about the noble work that takes place at the ARC each day.

What moved me most were the heartfelt testimonies from our program participants. It took great courage for them to stand before more than 40 people and share such intimate, personal stories of transformation. Hearing how their time at the ARC has helped them rebuild their lives was a profound reminder of why we do this work—challenging as it often is.

In this month's Impact Report, we are highlighting our Emergency Weather Response (EWR) program. It is that season again. Beginning in November and running through March, we will once again open our doors to provide warmth and safety to those escaping the coldest nights of winter. As we prepare for this important work, it's worth reflecting on the difference the EWR program made last year for so many in need.

Have a wonderful month, and many blessings,


Jonathan Hopkins
Executive Director

NEWS

In recent months, the ARC has been actively engaged in key organizational developments and community events. From strategic updates and program planning to meaningful gatherings and cultural celebrations, these moments reflect our ongoing commitment to mission, collaboration, and community impact.



➤ **SEP 9 ARC COMMUNITY COUNCIL MEETING**

This meeting provided organizational updates on program leadership, strategic plans, upcoming initiatives, and capital projects, including the Director of Programs appointment, community safety plans, Local Action Plan updates, EWR preparations, innovation grant feasibility, capital improvements, and financial reports.



➤ **SEP 18 ARC OPEN HOUSE**

The ARC Open House in September gathered over 40 stakeholders for a warm, inspiring event featuring excellent food and powerful testimonies that highlighted the impact of the ARC's mission.



➤ **SEP 20 SOUL OF VIETNAM**

ARC's participation in the Soul of Vietnam Festival was a joyful and engaging event that celebrated culture, connection, and community.

EWR 2024-2025 BY THE NUMBERS

From November 2024 to March 2025, the Emergency Weather Response (EWR) program was a powerful example of community care. Over 38 nights, we welcomed 997 individuals seeking warmth and safety and served 1,994 nourishing meals during the coldest months of the year.

Thanks to the dedication of our staff, volunteers, and community partners, we were able to offer comfort, stability, and hope when it mattered most. This program shows the difference we can make when we come together with compassion and purpose.



GUESTS WELCOMED

997



NIGHTS OPEN

38



MEALS SERVED

1994

THE BIGGER PICTURE

In September, we were humbled to witness the power of community in action. Together, we provided 3,862 safe and welcoming stays through our accommodations-based programs, shared 600 nourishing community lunches with the wider community, and served 9,085 meals to individuals living at the ARC. None of this would have been possible without the generous support of our volunteers, who gave 47 hours of their time to care for and uplift others. Each number reflects real moments of connection, hope, and shared humanity.

SEPTEMBER ACHIEVEMENTS OVERVIEW

600

**COMMUNITY
LUNCHES**

3862

STAYS

9085

MEALS

47

**VOLUNTEER
HOURS**

COMMUNITY RESIDENTIAL FACILITY

The CRF is a halfway house and public safety program that provides a supportive and structured environment for individuals transitioning back into the community.

The program focuses on community reintegration, helping residents develop the skills and stability needed for a successful return to independent living. Working closely with community partners, CRF staff offer case management, mental health support, life skills development, counselling, employment readiness, and outreach services. The goal is to empower residents to become active, responsible members of the community.

92 %
OCCUPANCY

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

8
ADMISSIONS

We welcomed 8 individuals to the CRF program.

150
OUTREACH HOURS

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

5
PROGRAM COMPLETION

We had 5 CRF program participants successfully move out.

150
CLIENT SERVICE
HOURS

Our staff dedicated 150 hours of casework to assist clients on their reintegration journey-helping them set goals, secure housing and development, and connect with partner agencies.

RECOVERY PROGRAM

The Recovery Program is a residential, recovery-focused substance use treatment program designed to support individuals on their healing journey. It follows a structured process that 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 reclaim their lives.

72%
OCCUPANCY

We reached 72% occupancy, providing individuals in recovery with high-intensity programming, supportive housing, and casework services.

4
PROGRAM GRADUATES

4 individuals successfully completed our program.

15
OUTINGS & ACTIVITIES

15 hours of outings and activities that brought connection, joy, and new experiences to our residents.

32
PROGRAM VOLUNTEER HOURS

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.

229
CLIENT SERVICE HOURS

Staff invested 229 casework hours supporting clients on their recovery journey.

HOUSING & SUPPORT SERVICES

Housing & Support Services provide a range of shelter and transitional housing options for individuals experiencing homelessness or housing instability. In partnership with community and government agencies, these services focus on meeting immediate needs, offering safe and supportive spaces, and helping individuals work toward long-term housing and independence.

Support includes basic needs assistance, case management, and housing navigation, as well as access to specialized programs during extreme weather. Through a combination of emergency shelter, transitional housing, and temporary housing initiatives, the program aims to provide safety, stability, and clear pathways toward sustainable housing.

86 %
OCCUPANCY

Emergency Shelter
95%

H.E.A.R.T.H.
94%

Transitional Housing
68%

We reached 86% occupancy across all three of our housing programs.

11
OVERFLOW
CHAPEL STAYS

We were able to provide overnight shelter to 11 individuals.

10
RESIDENT
ACTIVITY HOURS

Our residents enjoyed 10 hours of various client-centered activities.

185
CLIENT SERVICE
HOURS

Staff invested 185 casework hours assisting individuals experiencing housing insecurity.

STRAIGHT FROM THE SOURCE



***My name is Jeff Hughes.
I'm 43 years old, and I've lived in
Victoria for the past 32 years.***

I came to The Salvation Army at the start of September 2024. When I first got here, I was a wreck. My caseworker, Adi, helped me with getting counselling, and sort out my financial issues. Within 2 months, she helped me get into the Voyager Program at the John Howard Society. I got into a 3-week hospitality program and within a week and a half I already secured a job at Swans Pub while I still attended classes for the remaining week and a half in the Voyager Program. I am happy to say I am still at Swans Pub and have been for over 8 months.

I volunteered at The Salvation Army Thrift Store for 3 months before it closed. I also volunteered in late 2024 to early 2025 in the residence's cafeteria preparing food for about 3 months, 2-5 days a week.

My plans are to get into housing by February 2026. My caseworker and I have started the housing applications with BC Housing.

I want the public to know The Salvation Army Victoria ARC is amazing. All the caseworkers and front staff are caring, sympathetic, and understanding with everything I and anyone at ARC are going through. Without The Salvation Army Victoria ARC, I don't know where I would be in life. ARC is for everyone in need of help like food, and housing. They will help you guide you to your goals in life.

TO LOOK FORWARD

These gatherings create a vibrant and purposeful week filled with opportunities to strengthen partnerships, exchange knowledge, and celebrate community impact. From engaging discussions and collaborative planning to meaningful connections and shared learning, each event plays a key role in advancing our collective mission. We look forward to the energy, insights, and relationships that will emerge throughout this exciting series of activities.

➤ **21** **OCT**
TUE **CRF BBQ**

➤ **28** **OCT**
TUE **CAREER FAIR 2025**

➤ **28** **OCT**
TUE **DOWNTOWN SERVICE PROVIDERS MEETING**

➤ **29** **OCT**
WED **RECOVERY PROGRAM COMMUNICATIONS WORKSHOP**

➤ **30** **OCT**
THU **GREATER VICTORIA ADVISORY BOARD MEETING**

GALLERY

Photos from the ARC Open House capture a warm and inspiring gathering, showcasing meaningful conversations, shared meals, and powerful testimonies that highlight the heart of the ARC's mission.

