

A thick, light pink wavy line that starts near the top right, curves down and left, then curves down and right, ending near the bottom right. It has a soft, hand-drawn feel.

The Salvation Army
VICTORIA **ARC**

Impact Report

July & August 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.



Making Space for Recovery



I am often asked how I define recovery—and, perhaps more importantly, what successful recovery means to me. Success cannot be measured simply by admission or graduation numbers. Behind every number is a real person working very hard to rebuild their life and regain their health. The impact of that work extends far beyond the individual to their families and our broader community. Each person engaged in recovery is someone's son, brother, friend, or loved one, not simply a statistic.

At the ARC, we view recovery as a process of learning, growth, and development that extends far beyond abstaining from a substance or managing symptoms. At its heart, recovery is about wellness—and about creating the conditions for people to build lives in which they can experience connection, purpose, and hope. That kind of process takes time.

Recovery can be challenging and painful because it asks people to imagine and pursue a different way of living, while navigating the realities of what has been lost.

Relationships may have changed and familiar routines or ways of coping may no longer fit.

There can be grief in leaving parts of the past behind, even when those changes are a part of moving forward. Recovery is therefore not just about what a person stops doing; it is also about rediscovering what can come next.

There is no single path to recovery. It is deeply personal and shaped by each person's circumstances, strengths, goals, and experiences. A person-centered approach recognizes that individuals are the experts in their own lives. Recovery is something people participate in and define for themselves, with support from the people, services, and communities around them.

As an abstinence-based facility, we see abstinence as a means to an end—not the destination. Our hope is not just that people will learn to survive without substances. We want them to have opportunities to strengthen relationships, pursue meaningful goals, and participate in their communities.

Research describes recovery as holistic, recognizing that wellness encompasses the physical, mental, psychosocial, and spiritual dimensions of a person's life. These parts of our lives are deeply interconnected. Supporting recovery means making space for the whole person and recognizing that lasting wellness involves changes across all areas of life. It also means recognizing that people should not have to do this work alone. Recovery is strengthened by access to appropriate support and resources in the community. Most importantly, recovery is rooted in possibility. It asks us to see people not through the lens of illness, substance use, or past experiences, but through their strengths, choices and potential.

Our commitment to recovery is grounded in evidence-based practice and, equally importantly, in a deep belief in the potential of each person we serve. We do not approach care as a cold, clinical process of prescribing solutions to people; instead, we work alongside individuals to understand what matters to them. Meaningful change rarely happens in a straight line. Recovery is worth the time it takes, and difficult transitions can make room for new possibilities. People may need to try, pause and begin again before finding what works best for them. Mistakes and setbacks are not failures, they are important parts of learning, growth, and discovering these new possibilities. Success is less about perfection and more about slow and steady improvement. Recovery isn't something you "complete"—it's ongoing changes in how a person lives, thinks, and relates to themselves and to others.

Ultimately, the goal of recovery is not simply to help someone survive a difficult period, but to support them in building a meaningful life rooted in their own choices, relationships, and aspirations—a life in which they can truly thrive.

Ivana Bekavac, Recovery Program Manager



NEWS!

July and August were busy months at ARC, with clients and staff coming together for programs, summer outings, and community celebrations. Alongside opportunities for fun, the summer schedule continued to support clients' recovery, wellbeing, and sense of belonging.

Spiritual and recovery supports remained available throughout both months. Clients participated in the Sunday Church Shuttle Service and ARC Worship Service, Living Hope Bible Study, and The Way, Truth, Life Growth Group. NA, AA, and SMART Recovery meetings also continued, offering opportunities for peer support and connection along each person's recovery journey.

Clients had access to TB testing and readings, as well as a Hearing Clinic. Yoga, gym visits, and art therapy provided opportunities for movement, self-expression, and looking after personal wellbeing. A new addition to programming is the Sharing Circle with Elder Skye, offering clients another space to share experiences and connect.

Summer outings gave clients time to enjoy the outdoors, explore Victoria, and spend time together beyond their daily routines. Destinations included Clover Point, Willows Beach, Beacon Hill Park, Dallas Road, and Saxe Point and Macaulay Point parks. Visits to the library, Beacon Hill Petting Zoo, the Bug Zoo, and Capitol 6 were also part of the schedule, along with a Parliament Building tour, downtown walks, and Soberfest. The variety of activities offered different ways for clients to participate and stay connected with the wider community.

Sharing food was another welcome part of the summer. Monthly client barbecues brought people together for a meal and conversation. On July 30, ARC hosted its annual Summer Community BBQ, serving 378 burgers, along with chips, fruit, cookies, and drinks, to the greater community. It was an opportunity to welcome neighbours and strengthen connections over a shared meal.

Staff also made time for learning and reflection. Team members participated in ASIST and NVCI training to strengthen their capacity to support people experiencing distress or crisis. An All-Staff Meeting provided space to acknowledge what was working well, share feedback, and clarify shared priorities. The management team also took part in team-building activities.

During these two months, much of the value came from everyday moments: a conversation over lunch, support from a peer, or time spent outdoors together. Thank you to everyone who took part and contributed to a summer of connection at ARC.



The Bigger Picture

18,171



MEALS

207



VOLUNTEER HOURS

1,417



CLIENT SERVICE HOURS

8,589



STAYS

1,203



COMMUNITY LUNCHES

Throughout the months of July, and August we saw our community come together in meaningful ways. We provided 8,589 safe and welcoming stays through our accommodations-based programs, distributed 1,203 nourishing community lunches downtown, and served 18,171 meals to individuals living at the ARC.

We are also grateful for the dedication of our volunteers, who contributed 207 hours of their time to support and uplift others. Each number represents real moments of connection, compassion, and hope made possible by our hardworking staff, volunteers, and community members.



VICTORIA
ARC

Recovery Program

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.

100%

OCCUPANCY RATE

We reached 100% occupancy, providing individuals in recovery with high-intensity programming, supportive housing, and casework services.

46

OUTINGS & ACTIVITIES

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

8

PROGRAM GRADUATES

8 individuals successfully completed our program.

422

CLIENT SERVICE HOURS

Staff invested 422 casework hours supporting clients on their recovery journey.

51

PROGRAM VOLUNTEER HOURS

Volunteers devoted 25 hours of their time to workshops and talks for participants. Residents gave 26 hours of their time volunteering in the community meals program feeding downtown.

Community Residential Facility

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.

100%

OCCUPANCY RATE

We hit 100% capacity in the months of July and August, providing accommodations and support to individuals transitioning from correctional facilities to the community.

450

OUTREACH HOURS

We delivered 450 outreach hours for this period. This includes counselling, employment services, housing support, ID assistance, and community activities.

6

PROGRAM COMPLETION

6 individuals successfully completed our program.

13

ADMISSIONS

We welcomed 13 individuals to the CRF program.

407

CLIENT SERVICE HOURS

Our staff dedicated 407 hours of casework to assist clients on their reintegration journey—helping them set goals, secure housing and development, and connect with partner agencies.



Housing & Support Services

The 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.

85%

OCCUPANCY RATE

79% TRANSITIONAL HOUSING

82% EMERGENCY SHELTER

88% HEARTH

94% STEP

We reached 85% occupancy across all four of our housing programs providing accommodations and support to individuals.

69

ACTIVITIES

There were 69 hours of activities available for HSS residents.

24

OVERFLOW CHAPEL STAYS

We welcomed 24 individuals through our overnight chapel stays.



588

CLIENT SERVICE HOURS

Our staff dedicated 588 hours of casework to assist clients on their reintegration journey—helping them set goals, secure housing and development, and connect with partner agencies.

169

ADULTS ASSISTED

We were able to help 169 individuals last quarter with food, clothing, and transportation.

Straight From The Source

Jessica McGrath
Practicum Student
Cambria College



My path to Social Services and Community Support work began with an unexpected change. I had originally planned to become a carpenter, following in my dad's footsteps, but a shoulder injury that resulted in permanent nerve damage made me reconsider my future. It took time to accept that change, especially because I didn't know what direction to take.

While working at a cleaning job for just over a year, I had time to reflect on my interests and explore schooling options. Finding the diploma program at Cambria College gave me a sense of direction. However, leaving work and adjusting to lectures and assignments was difficult. I missed having a practical, day-to-day objective. I was also temporarily living in Surrey, BC, where homesickness affected my motivation and ability to focus.

After returning to Victoria, BC, I began exploring volunteer opportunities and potential practicum placements. I first learned about The Salvation Army ARC through a class project on nonprofit organizations. Even after the project ended, I kept thinking about the ARC and what it offered. I decided to apply as a volunteer kitchen helper.

From the moment I walked into the building, I felt at home. The staff welcomed me warmly, and I quickly grew fond of the kitchen team. That experience made me want to complete my practicum at the ARC. I felt like the right environment to learn and begin a career in support work and casework. Although my instructor initially encouraged me to consider other placements, I advocated for the ARC because of the connection I had already formed there. When my practicum arrangements began moving forward, I felt excited about the opportunity and more confident in my chosen direction.

Throughout my placement, staff treated me with respect and made me feel welcome as a learner. They were willing to answer questions, offer guidance and support my growth. Their encouragement helped me feel comfortable and capable as I put my classroom learning into practice.

Through one-on-one client interactions, case notes, intakes, mealtime monitoring and front desk work, I gained practical knowledge that I can carry into my career. These experiences helped me connect what I had learned in school with the everyday responsibilities of supporting people.

In just three weeks, my practicum renewed my motivation and strengthened my sense of purpose. After the uncertainty of changing careers and adjusting to school, I could see a future that felt right for me.

I wanted a placement where residents and community members were treated with respect and given a chance. That is what I found at the ARC. I am grateful for the opportunity to learn in an environment that offered me that same respect and encouragement while helping me prepare for my future in this field.

To Look Forward

SEPTEMBER

- 01** • Recovery Program Poetry Workshop
- 10** • Sysco Food Show
- 11** • Community Residential Facility Outing
- 14** • Recovery Program Mental Health Wellbeing Workshop
- 15** • Community Residential Facility BBQ
- 15** • Downtown Service Providers Meeting
- 21** • Men's Therapy Centre Presentation
- 22** • Project Reconnect
- 23** • Community Residential Facility Outing
- 24-27** • Men's Camp
- 28** • Recovery Program Art Therapy
- 29** • Recovery Program Alumni Dinner
- 29** • WorkBC Job Fair

OCTOBER

- 06** • ID Clinic
- 06** • Programs Staff Meeting
- 08** • Point-In-Time Count
- 15** • Point-In-Time Count Debrief
- 20** • Vaccination Clinic

REGULAR

- Mondays**
 - Emotional Sobriety AA
 - SRP Outing
- Tuesdays**
 - Primary Purpose NA
 - Living Hope Bible Study
 - SRP Outing
- Wednesdays**
 - RP & CRF Sharing Circle
 - SMART Recovery
 - The Way, Truth, Live Growth Group
- Thursdays**
 - Recovery Program Yoga
- Saturdays**
 - Downtown Meeting NA
- Sundays**
 - Church Shuttle Service
 - ARC Worship Service



THE SALVATION ARMY VICTORIA ARC

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TO DONATE



TO VOLUNTEER



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