THE SALVATION ARMY VICTORIA ARC

IMPACT REPORT

SEPTEMBER & OCTOBER 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.



HOUSING: THE FOUNDATION FOR STABILITY, HEALTH, AND OPPORTUNITY

By Aditee Newaj



September and October marked a period of change and reflection for me as I transitioned from Caseworker to Assistant Manager of Housing and Support Services. Having worked directly with residents, I have had the privilege of hearing their stories, understanding their challenges and supporting them as they work towards greater stability.

One thing that has become increasingly clear to me is how fundamental housing is to overall well-being. Having a safe and stable place to call home can influence every aspect of a person's life, from their physical and mental health to their sense of security, dignity and independence. Housing is more than a roof over one's head; it is the foundation from which people can begin to rebuild, access support and work towards a more positive future.

The individuals who walk through our doors come from all walks of life. Some have experienced years of homelessness and street entrenchment; others are navigating relationship breakdowns, financial hardship, mental health challenges or substance use. Every story is different, and each deserves to be met with dignity and compassion, without judgement.

As I step into this new role, I look forward to building on the work of our dedicated team, strengthening our housing and support services, and continuing to develop meaningful partnerships within our community. I am particularly excited about the opportunities ahead to improve how we support residents as they work towards greater stability and independence.

Ultimately, the impact of our work is found not only in the services we deliver, but in the opportunities we help create and the lives we support along the way.

Thank you to our dedicated staff, volunteers and community partners for the care, commitment and compassion you bring to this work. As we head into the holiday season, I hope everyone takes the time to look after themselves, enjoy some well-deserved rest and spend time with those who matter most.

Wishing everyone a safe and happy holiday season.

NEWS!

















Our community members accessing recovery services know that the journey does not end with treatment. Aftercare is a critical part of navigating life after leaving the ARC. To maintain these connections, the ARC hosted its first Recovery Alumni Dinner. Participants shared a meal, caught up on life since completing the program, and reminisced about their time at the ARC. It was wonderful to see everyone and hear about what they've been up to. The dinner was followed by a large NA gathering, bringing together family and friends to celebrate important recovery milestones.

At the WorkBC Job Fair, job seekers had the opportunity to speak directly with ARC representatives, ask what a typical workday looks like, and explore roles they might like to pursue. At the Volunteer Fair at Camosun, the conversation started from a different place, with people interested in giving their time. We're grateful for the opportunity to talk about volunteering and help people consider where their interests and skills might be put to good use.

The ARC was proud to host volunteers participating in Victoria's Point-in-Time (PiT) Count. The count helps decision-makers, service providers, and community members understand the extent of homelessness in our community and assess the need for services and supports. We are grateful to everyone who spent time late at night connecting with people experiencing homelessness and contributing to a better understanding of their circumstances.

The ARC was honoured to assist with Project Reconnect. The event gave community members an opportunity to meet local service providers face to face, discuss their needs, and learn more about available resources and supports.

We appreciate all the agency partners who made time for these important conversations.

Back at the ARC, the Accommodations Staff Meeting gave colleagues an opportunity to share observations from their day-to-day work and discuss how best to support residents.

THE BIGGER PICTURE

Stays

8,233

Community Lunches

1,315

Residential Meals

18,181

Client Service Hours

1,195

Volunteer Hours

282

Looking back on September and October, we're filled with gratitude for the care and kindness shared throughout our community.

Together, we provided 8,233 safe and welcoming stays through our accommodations-based programs, served 18,181 meals to individuals living at the ARC, and delivered 1,195 client service hours to support individual needs.

We also shared 1,315 nourishing community lunches, including over 360 meals at Project Reconnect in September. These meals brought opportunities to gather, enjoy a warm welcome, and connect with our neighbours.

Our wonderful volunteers contributed 282 hours of their time, bringing helping hands and caring hearts to everything they did. We're so thankful for the warmth they bring to our community.

Behind every number are people who make this work meaningful. To our staff, volunteers, and community members, thank you for showing up for one another and making Victoria ARC a place of care, hope, and belonging.

We're happy to share these moments with you!

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.

Occupancy Rate

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

100%

Outings & Activities

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

57

Program Graduates

12 individuals successfully completed our program.

12

Client Service Hours

Staff invested 262 casework hours supporting clients on their recovery journey.

262

Volunteer Hours

Volunteers devoted 28 hours of their time to workshops and talks for participants. Residents gave 27 hours of their time volunteering in the community meals program feeding downtown.

55

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.

Occupancy Rate

We reached 90% occupancy across all four of our housing programs providing accommodations and support to individuals.

90%

90% TRANSITIONAL HOUSING | 84% EMERGENCY SHELTER | 96% STEP | 90% HEARTH

Activities

There were 81 hours of activities available for HSS residents.

81

Overflow Chapel Stays

We welcomed 22 individuals through our overnight chapel stays.

22

Client Service Hours

Our staff dedicated 514 hours of casework to assist clients on their reintegration journey-helping them set goals, secure housing and development, and connect with partner agencies.

514

Adults Assisted

We were able to help 244 individuals by providing food, clothing, transportation, and referrals to other services as needed.

244

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.

Occupancy Rate

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

100%

Outreach Hours

We delivered 300 outreach hours for this period. This includes counselling, employment services, housing support, ID assistance, and community activities.

300

Program Completion

6 individuals successfully completed our program.

6

Client Service Hours

Our staff dedicated 419 hours of casework to assist clients on their reintegration journey-helping them set goals, secure housing and development, and connect with partner agencies.

419

Admissions

We welcomed 20 individuals to the CRF program.

20

STRAIGHT FROM THE SOURCE

By Stephen Kennedy and Mike (ARC Client)

Early on a crisp Thursday morning in late September, ten men loaded two vans with enough food and gear for a weekend adventure at camp – a rare opportunity to step away from the routine of daily life. The Salvation Army's Camp Sunrise, nestled among the majestic coastal mountains of the beautiful Sunshine Coast, was our destination.



Men's Camp is an annual retreat that brings together men from across British Columbia for a time of relaxation, fun and fellowship. This year's gathering did not disappoint.

Thanks to a donation earmarked specifically for this event, the Victoria ARC was able to participate in Men's Camp for the first time in several years.



Our men travelled a considerable distance, including four ferry sailings, to take part in what proved to be a memorable experience that each participant will cherish for years to come. We are deeply grateful to our donor for this kind and generous gift!

Our special guest speaker, Captain Justin Gleadall, a Salvation Army officer for the past 13 years, travelled from Oshawa, Ontario, to share a series of messages entitled Follow Me: The Call That Changes Everything. His messages were based on John 1:39, where Jesus invites his new followers to "Come, and you will see."

Justin posed a number of thought-provoking questions during the opening session. As he guided us through God's Word in the subsequent sessions, we explored how Jesus challenges us to respond.

At the closing session, after examining Scripture with Justin's guidance, we were left with one final question to ponder: Who is Jesus asking me to be?

We were blessed to have several talented musicians lead us in worship. The acoustics of the circular auditorium brought together the voices of all the men in harmonious songs of praise. Words cannot do justice to the sound of that room filled with men's voices united in song. It was absolutely awesome!

The messages, the music, the outdoor activities and the conversations over morning coffee, during meals and in small-group sessions all contributed to making the weekend a meaningful time of connection and spiritual renewal. Many new friendships were formed along the way.

Our Victoria ARC group was assigned to Maple Cabin, which had several bedrooms with bunk-style accommodations, a spacious front porch and private washroom facilities. And trust me, those showers were greatly appreciated by everyone in our cabin!

It was my privilege to share a room with Mike, one of our CRF residents. I invited him to share some reflections on his weekend experience.

O taste and see that the Lord is good!

Psalm 34:8

Special thanks to Captain David Hickman for driving one of our vans, to Captain Justin Gleadall for the inspiring messages, and to the Men's Camp organizers for a wonderful and well-planned weekend.

Stephen Kennedy

Mike (ARC Client), shares his experience:

First, let me tell you...I had a Great Time!!!!

It was such a positive experience to be part of our group from the Victoria ARC, spending time together in one cabin. I shared a room with the Spiritual Care Coordinator, Stephen, which gave me the opportunity to get to know him much better. I also became more acquainted with the other men in our group as we cooked, ate meals and spent time relaxing together.





Dinner on the evening we arrived at camp was amazing! We invited a group of men from Victoria Connection Point Church to join us on the front porch of our cabin for barbecued burgers and chicken. Everyone pitched in to help set things up and prepare the meal. There were close to 30 people altogether. We were all getting to know each other and beginning to build new friendships.



We arrived at Camp Sunrise a day ahead of the official start of Men's Camp, which gave us an extra morning to spend together. The following morning, we enjoyed a barbecued breakfast with the same group of men. Since it was raining after breakfast, we all travelled by van into the town of Gibsons and then up the coast to Sechelt to do some exploring.



Even with the fog and rain, it was a beautiful place to be. It felt so good to get away from the city for a few days. The food throughout the four days was plentiful and delicious. We enjoyed early morning coffee, regular mealtimes and an evening snack each day. I also enjoyed the chapel services, and the talks from the keynote speaker were inspiring and really helped encourage me in my walk of faith.

I really enjoyed travelling to and from Camp Sunrise – especially the ferry rides. If we're able to go to Men's Camp next year, I hope to be invited to join the group again!

With sincere appreciation,

Mike (ARC Client)

TO LOOK FORWARD

NOVEMBER 03
- EWR Staff Training

NOVEMBER 04
- CRF Outing
- Strings Concert

NOVEMBER 05, 06
- Recovery Program Intake Interview

NOVEMBER 10
- CPABC Session
- Hope in the City Luncheon

NOVEMBER 17
- Recovery Community of Practice Inaugural Meeting
- CRF BBQ

NOVEMBER 19
- Community Council Meeting

NOVEMBER 24
- DSP Meeting

NOVEMBER 27
- CRF Outing

DECEMBER 01
- Sunshine Bags Packing

DECEMBER 08
- Sunshine Bags Distribution

DECEMBER 10
- CDL Christmas Lunch

DECEMBER 15
- CRF Christmas Dinner

DECEMBER 17
- ARC Christmas Party

DECEMBER 18
- ARC Clients Holiday Gift Fair

MONDAYS
- Emotional Sobriety AA

TUESDAYS
- Living Hope Bible Study
- Primary Purpose NA

WEDNESDAYS
- CRF & RP Sharing Circle
- The Way, Truth, and Life Growth Group
- SMART Recovery

THURSDAYS
- SRP Yoga

SATURDAYS
- Downtown NA Meeting

SUNDAYS
- Church Shuttle Service
- ARC Worship Service

Each December, our team at The Salvation Army Victoria ARC packs Sunshine Bags, small Christmas care packages for people incarcerated on Vancouver Island. We make every effort to deliver the bags in person so we can spend a moment with each recipient, wish them happy holidays, and leave them with a message of hope.

Back at the ARC, we'll welcome neighbours downtown who utilize our Community Meals Program to our Christmas Lunch for a hot meal, fresh fruit, and something sweet. There'll be time to linger over a warm drink and enjoy the company around the table.

This year, ARC residents have something new to look forward to. At our Holiday Gift Fair, each resident can browse, choose something they'd love, and take it home as a Christmas gift.

And for the staff and volunteers who spend the year welcoming others, it's our turn to host. Our Christmas gathering will give us a chance to thank them for the kindness and talents they share throughout the year, and to enjoy an evening of good food, festive activities, and laughter together.

VICTORIA ARC

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TO DONATE

TO VOLUNTEER