



VICTORIA  
ARC

# VICTORIA ARC IMPACT REPORT

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JANUARY 2026

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## TURNING HOLIDAY GIVING INTO LASTING CHANGE



Christmas is a season of hope, generosity, and renewed compassion—and this year, that spirit was felt more deeply than ever. Through the kindness of donors, volunteers, and community partners, The Salvation Army - Victoria ARC was able to meet people at their point of need, offering practical support, dignity, and hope during what can be a challenging time of year for many.

This Christmas Impact Report tells the story of lives touched and communities strengthened. From warm meals and safe shelter to gifts under the tree and moments of human connection, each outcome reflects a collective effort to ensure no one felt forgotten this season. We are grateful to everyone who made this report possible and proud to share what your support helped achieve.

CRF residents were deeply appreciative of the Christmas dinner hosted by our dedicated kitchen staff. With parole officers and residents' employers in attendance, the evening reflected the shared commitment we all have toward rehabilitation and positive change.

To add to the spirit of the season, gifts were placed for residents on Christmas Eve, creating a joyful surprise on Christmas morning. Small gestures like these serve as beacons of hope for our residents and their future.

On behalf of everyone at The Salvation Army ARC, we wish you a safe, healthy, and happy 2026.

**Jason Gregory**  
Asst. CRF Manager



# NEWS

December was a season of connection, care, and community at The Salvation Army Victoria ARC. Building on the momentum from Project Reconnect and the Hope in the City Luncheon in November, our team and volunteers continued to show up in meaningful ways throughout December to support residents and neighbours with compassion and practical care.

Throughout the month, volunteers came together to pack Sunshine Bags filled with essential items and messages of encouragement. Our Community Christmas Lunch brought people together around warm meals and welcoming conversation.

We also took time to recognize and celebrate those who make this work possible through our Volunteers' Appreciation Lunch. Our heartfelt thanks to those who served throughout the year!

For our residents, the Christmas season included moments of reflection, celebration, and joy. The Christmas Eve Service offered space for spiritual care and connection, followed by a Christmas Eve Dinner shared in community. Residents received Christmas gifts which brought holiday cheer. On Christmas Day, we gathered once again for a special dinner.



**NOV 05** PROJECT RECONNECT



**NOV 17** HOPE IN THE CITY  
LUNCHEON



**DEC 02** SUNSHINE BAGS PACKING



**DEC 11** COMMUNITY CHRISTMAS  
LUNCH



**DEC 11** VOLUNTEER APPRECIATION  
LUNCH



**DEC 24** RESIDENT CHRISTMAS EVE  
SERVICE



**DEC 24** RESIDENT CHRISTMAS EVE  
DINNER



**DEC 25** RESIDENT CHRISTMAS  
GIFT DISTRIBUTION



**DEC 25** RESIDENT CHRISTMAS  
DINNER







# PROJECT RECONNECT 2025

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On November 6, The Salvation Army Victoria ARC was grateful to be able to participate in Project Reconnect, an annual service fair coordinated by the Downtown Service Providers. The event helps reduce barriers for people experiencing homelessness and poverty – the emphasis is on connection, dignity and practical support.

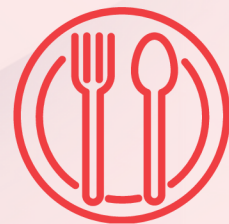
Through our participation, our team had the privilege of serving warm meals and engaging with over 300 guests. Our representatives were grateful for the chance to build relationships, offer encouragement, and share moments of genuine human connection.

We are deeply thankful to our community partners and organizers who made this event possible. Together, we continue to work toward strengthening our community and walking alongside our neighbours with compassion, dignity, and hope.

NOVEMBER 6, 2025

**300**

**MEALS SERVED**



# THE BIGGER PICTURE

In December, we continued to see the strength of community shine through in meaningful ways. Together, we provided 4,110 safe and welcoming stays through our accommodations-based programs, shared 600 nourishing community lunches with the wider community, and served 9,072 meals to individuals living at the ARC. We are also grateful for the dedication of our volunteers, who contributed 87 hours of their time to support and uplift others. Each number represents real moments of connection, compassion, and hope made possible by our community coming together.

## DECEMBER ACHIEVEMENTS OVERVIEW

**600**

**COMMUNITY  
LUNCHES**

**4110**

**STAYS**

**9072**

**MEALS**

**87**

**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.

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**96 %**  
**OCCUPANCY**

We hit 96% capacity in December, providing accommodations and support to individuals transitioning from correctional facilities to the community.

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**3**  
**ADMISSIONS**

We welcomed 3 individuals to the CRF program.

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**150**  
**OUTREACH HOURS**

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

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**3**  
**PROGRAM COMPLETION**

We had 3 CRF program participants successfully move out.

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**205**  
**CLIENT SERVICE HOURS**

Our staff dedicated 205 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.

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**61%**  
**OCCUPANCY**

We reached 61% occupancy, providing individuals in recovery with high-intensity programming, supportive housing, and casework services.

**2**  
**PROGRAM GRADUATES**

2 individuals successfully completed our program.

**20**  
**OUTINGS & ACTIVITIES**

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

**26**  
**PROGRAM VOLUNTEER HOURS**

Volunteers devoted 17 hours of their time to workshops and talks for participants. Residents gave 9 hours of their time volunteering in the community meals program feeding downtown.

**105**  
**CLIENT SERVICE HOURS**

Staff invested 105 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.

**85 %**  
OCCUPANCY

| Emergency Shelter | HEARTH Shelter | Transitional Housing |
|-------------------|----------------|----------------------|
| 87%               | 86%            | 83%                  |

We reached 85% occupancy across all three of our housing programs.

**8**  
OVERFLOW  
CHAPEL STAYS

We were able to provide overnight shelter to 8 individuals.

**14**  
RESIDENT  
ACTIVITY HOURS

Our residents enjoyed 14 hours of various client-centered activities.

**191**  
CLIENT SERVICE  
HOURS

Staff invested 191 casework hours assisting individuals experiencing housing insecurity.



# STRAIGHT FROM THE SOURCE

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## MY NAME IS ROBIN.

My substance use started about 8 years ago and I lost everything that first year - my family, my house, employment, my hope - all of it.

In my late 40's with three degrees (English, History and Education) including an MA in Education and Leadership.

Addiction hit me hard and fast.

Illegal issues soon followed, and I found myself in jail with nothing but the clothes on my back. I was in and out of jail, using drugs, homeless and struggling day to day.

*I overdosed 11 times in 3 months.*

At one point, I was living in a north Vancouver Island city where I had moved to make a fresh start to be near family. This didn't last, and I was arrested and jailed again.

I was released in Victoria, where my addiction continued. Remaining homeless and using in Victoria, it wasn't long before I was arrested again in the spring of 2025.

I applied to the Salvation Army ARC Recovery Program while I was in jail and met with the Intake Coordinator Claire to see if I would be a good fit. The Salvation Army being not for profit I was expecting it to be “bare bones” compared to what I had heard about other private places. When I was accepted into the program took stock that first night in my room at the ARC and knew this was it for me.

I was completely alone with no friends or family to support me. I was nervous and filled with dread and regret. I was essentially a blank slate with no purpose, and it was up to me to get out what I put in.

The classroom component was unexpected. I thought it would be meetings like NA or AA. Although meetings are a component of the program, it was the structure – the routine of the classroom and skills I learned in the classes from the facilitators. I was now a part of something supportive. I had a sense of community and friendship that I was not expecting. I started to have hope.

The participants in the Recovery Program share an invisible bond. We have all been through the trenches and it is up to us to do the work. Now that my time as a program participant is ending in January 2026 it feels bitter-sweet. I want to give back and provide the support that I have received. I can look back and see that I was a different man when I started and I am proud of the work I have done here. Who am I? What is my purpose? These are the big questions.

I am a teacher and a writer who is reestablishing his life, a man who wants to help others.



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# TO LOOK FORWARD

These upcoming February activities reflect our ongoing commitment to creating safe, welcoming, and supportive spaces for those we serve. Each gathering is designed to build community and provide meaningful moments of care and encouragement. Through shared meals, group programs, or special events, every activity is an opportunity to affirm dignity, foster belonging, and support continued growth and recovery.

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- **03** FEB TUE **FREE TB TESTING**      **05** FEB THU **RESULTS READING**

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  - **04** FEB WED **VICPD SCAM & FRAD PRESENTATION**

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  - **04** FEB WED **UBRELLA SOCIETY GUEST WORKSHOP**

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  - **09** FEB MON **MENTAL HEALTH RECOVERY PARTNERS SOUTH ISLAND GUEST WORKSHOP**

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  - **12** FEB THU **MEN'S THERAPY CENTRE GUEST WORKSHOP**

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  - **17** FEB TUE **CRF BBQ**

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  - **24** FEB TUE **DOWNTOWN SERVICE PROVIDERS MEETING**

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  - **24** FEB TUE **FREE TB TESTING**      **26** FEB THU **RESULTS READING**