

## **REPORT TO THE CITY OF DELTA ON SERVICES PROVIDED BY BGC SOUTH COAST BC**

**JANUARY TO DECEMBER 2023**

BGC South Coast BC has been providing prevention programs for children, youth, and families in Delta since the early 1960s. The funding and facilities contributed by the City of Delta are a key factor in our ability to provide services to the residents of Delta. The funding is directed towards three distinct service areas: Family Resource Centres, Club Services, and Options.

### **Family Resource Centres**

BGC has two Family Resource Centres (FRC) – one in North Delta, and one in South Delta (Ladner), where parents/caregivers and their children under 6 years of age can access drop-in programs. The FRCs provide opportunities for new parents and caregivers to meet their neighbours while their children play in a safe, developmentally appropriate, and stimulating setting. Referrals and advice are provided by BGC staff and other community partners such as public health nurses, librarians, and Special Needs and Child Care Resource staff. The aim of the FRCs is to support and inform families, enhance parenting skills, and provide resources. Coaching and role-modeling of positive interactions are provided to parents to assist them in improving their child’s development and emotional health.

Offering a variety of drop-in programs and workshops, the FRCs are open to the community five days per week.

Funding received from the City of Delta (\$22,500) was allocated as follows:

- Ladner FRC: \$11,250
- North Delta FRC: \$11,250

#### North Delta FRC

- Total families served: 534
- Average weekly parent contacts: 41
- Average weekly child contacts: 51

#### South Delta FRC

- Total families served: 560
- Average weekly parent contacts: 48
- Average weekly child contacts: 56

#### **Highlights:**

- Participation in programs at the FRCs has gradually increased over the past year and is now close to pre-pandemic levels with many returning families.
- At the North Delta FRC, one of the weekly sessions has been dedicated to serving Punjabi-speaking parents/caregivers and their children.

## **Club Services**

During the school year, children and youth aged 6 to 18 can access Club services at our three Delta locations until 6 PM, five days a week. In addition, full-day programs are offered when school is closed – Pro-D days, winter break, spring break, and during the summer. The after-school programs at the Clubs are licensed through the new Recreational Care category established by the BC Ministry of Health.

Our Club services are led by professional staff and trained volunteers and include a variety of pro-social programs such as homework help and other educational activities, cooking and nutrition programs, sports-based programs, and social-recreational activities. Club programs are “strengths-based” and build on the individual assets of the Club members. All staff receive diversity training, and all programs are designed to be culturally inclusive (e.g., different ethnocultural foods are prepared in the cooking/nutrition programs and multicultural games are introduced for physical activity).

The Clubs serve diverse populations, including Black, Indigenous, and newcomer families, as well as families who are facing a variety of challenges (e.g., poverty, food insecurity, unstable living conditions, and limited access to social recreational activities). We estimate that between 15% and 50% of the participants are racialized, depending on the Club. Many of our staff and volunteers come from culturally diverse communities and/or are multilingual and are able to speak with kids and their parents/caregivers in languages other than English.

Statistics are compiled quarterly to measure memberships, attendance, hours of service, and programs delivered. We monitor participant and parent satisfaction through regular check-ins and staff feedback.

BGC participates annually in the Learning and Impact Project (initiated right here by BGC South Coast BC) with other BGC Clubs across Canada. This project is the largest dual mode, shared evaluation study of its kind in Canada, using quantitative surveys and qualitative interviews of Club members to measure individual changes in positive relationships, healthy living, lifelong learning, and leadership through Club membership. We use this data to prove and improve outcomes for participants.

At BGC we are committed to ensuring that any child who wants to participate in our programs is able to, regardless of their financial situation. A Club membership costs \$1,200 per year, which provides unlimited access to the after-school drop-in program. No means testing is involved – conversations between BGC staff and each family are held to work out payment details. Many families pay less than \$200 per year.

### **PRETEEN/TEEN PROGRAMS**

The three Clubs in Delta offer a variety of programs specifically targeted at preteen and teen members (kids aged 10 to 18). Some are evening programs, while others take place during the after-school hours (3 to 6 PM). The programs provide a safe space for youth to go where they can be with their peers, connect with positive adult role models, and receive support.

Programming integrates a variety of social recreational activities, planning and cooking a meal or snack, and specific discussions and activities related to the participants’ needs and interests. Trained staff provide mentorship and support to make the environment safe and comfortable for participants to discuss issues that are affecting their lives. Research has shown that providing a supportive place for youth reduces the chances of them becoming involved in gangs, crime, and antisocial, street-based behaviour.

Funding received from the City of Delta (\$113,000) was allocated as follows:

- Hillside Club (North Delta): \$35,000
- Winskill Club (Tsawwassen): \$25,500
- Wintemute Club (Ladner): \$30,000
- Preteen/teen programs at all three Clubs: \$22,500

Hillside (North Delta)

- Total Club membership: 158
- Average daily attendance: 35

Winskill (Tsawwassen)

- Total Club membership: 99
- Average daily attendance: 33

Wintemute (Ladner)

- Total Club membership: 118
- Average daily attendance: 33

Preteen/Teen Programs

- Total numbers served: 171
- Average attendance: 49

**Outcomes:**

Statistics are compiled quarterly to measure memberships, attendance, hours of service, and programs delivered. We monitor participant and parent satisfaction through regular check-ins and staff feedback.

BGC participates annually in the Learning and Impact Project (initiated right here by BGC South Coast BC) with other BGC Clubs across Canada. This project is the largest dual mode, shared evaluation study of its kind in Canada, using quantitative surveys and qualitative interviews of Club members to measure individual changes in positive relationships, healthy living, lifelong learning, and leadership through Club membership. We use this data to prove and improve outcomes for participants.

Some of the 2023 results for BGC South Coast BC were as follows:

- 94% reported that they feel more comfortable being themselves
- 96% are more aware of the feelings of others
- 94% can bounce back after going through a hard time and are able to make better choices for themselves
- 96% are more physically active
- 96% are more excited to try new things

## **Highlights/Challenges:**

The Hillside Club has continued to grow and expand the programming offered through its Tech Centre. They are also working collaboratively with the Annex, BGC's youth counselling program (which is housed within the Club), to offer joint programming in the Club's youth-friendly spaces.

Although participation has increased since the COVID-19 pandemic, numbers have not yet rebounded to pre-pandemic levels. We experienced some challenging transitions in the lead staff person at Wintemute, but now have a solid leadership structure in place at that site, and we are keen to re-establish our numbers. We believe that with excellent, intentional, outcome-based programming, kids and youth will be drawn to our programs, and our numbers will increase to reflect that.

Like many other businesses in our communities, BGC experienced significant staffing shortages last year. Programming was reduced when we were not able to provide the staffing supervision levels required to ensure both quality programs, and safety for the children and youth. We have continued to struggle to find casual staff for roles, specifically in South Delta. We are getting creative and sharing staff from other Club sites in the Lower Mainland, so that we can continue to offer our programming, and not have to reduce our service levels. We are excited to share that we have some very new/recent hires, and we hope to continue to find more staff to build out our teams.

Our Delta Clubs supported 16 amazing youth volunteers (aged 14-17) across the 3 Clubs. These young people supported our program delivery, were fantastic role models for the younger members, and also gained valuable skills in the process.

## Options

Options is intended to serve some of the most vulnerable youth in the Delta community, including those who have committed their first minor criminal offence (numbers are lower this year as there have been no new referrals from Delta Police). A Counsellor meets with each youth and their family to discuss the motivation for the offence and to create a plan as to how the youth can give back and make meaningful connections in their community and make better choices in the future. BGC supports the youth in completing volunteer hours, engaging in group, learning about youth-related topics, reflecting on their learned experience, and writing apology letters.

### Highlights/Challenges:

- The Annex provides a supportive environment for youth to meet with their Counsellors to explore and reflect on their actions, as well as become involved in other activities with their peers.
- Although we have a strong relationship with Delta Police, for a variety of reasons, they referred no new youth to the Options program last year. They experienced significant staffing changes which did not effectively transfer information. We have now reconnected with them (March 2024) and feel that we are up to date moving forward into 2024.

## 2023 Service Results

Service	Location	2023 Targets	2023 Results
<b>Family Resource Centres:</b> Support for parents and children aged 0-6	North Delta FRC Gibson's Elementary 11451 90 <sup>th</sup> Avenue Delta	Total Families Served: 200 Average Weekly Contacts: ▪ 50 parents/caregivers ▪ 60 children Annual Participant Hours: 11,000	Total Families: 534 Average Weekly Contacts: ▪ 41 parents/caregivers ▪ 51 children Annual Participant Hours: 10,552
	Ladner FRC Ladner Early Childhood Hub #205-5000 Bridge Street Ladner	Total Families Served: 225 Average Weekly Contacts: ▪ 60 parents/caregivers ▪ 70 children Annual Participant Hours: 13,000	Total Families: 560 Average Weekly Contacts: ▪ 48 parents/caregivers ▪ 56 children Annual Participant Hours: 10,978
<b>Club Services:</b> Social development programs for children and youth aged 6-18	Hillside Club 11339 84 <sup>th</sup> Avenue North Delta	Annual Club Membership: 175 Average Daily Attendance: 55 Annual Participant Hours: 40,000	Annual Club Membership: 158 Average Daily Attendance: 35 Annual Participant Hours: 22,773
	Winskill Club 5555 9 <sup>th</sup> Avenue Tsawwassen	Annual Club Membership: 175 Average Daily Attendance: 40 Annual Participant Hours: 30,000	Annual Club Membership: 99 Average Daily Attendance: 33 Annual Participant Hours: 21,298
	Wintemute Club 4727 Arthur Drive Ladner	Annual Club Membership: 225 Average Daily Attendance: 65 Annual Participant Hours: 40,000	Annual Club Membership: 118 Average Daily Attendance: 33 Annual Participant Hours: 20,207
	Preteen/Teen Programs Hillside, Winskill, and Wintemute Clubs	Total Participants: 200 Average Attendance: 10 Annual Participant Hours: 10,000 (included in Club Services above)	Total Participants: 171 Average Attendance: 49 (across Delta Clubs, depending on program) Annual Participant Hours: included in Club Services above
<b>Options for Youth:</b> Early intervention and prevention programs for youth at risk	Annex at the Hillside Club 11339 84 <sup>th</sup> Avenue North Delta	Number of Referred Youth: 20 Annual Participant Hours: 500	Number of Referred Youth: 3 Annual Participant Hours: 50