



Building community.
Inspiring hope.



We are a non-profit registered charity providing social services in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

We envision a healthy community as a safe and clean environment where we all have a sense of belonging. It is a place where each of us has the opportunity to work and learn and to develop and realize goals that are meaningful and fulfilling.

Effective April 1, 2009, two Societies merged to create Options Community Services Society (OCS). Surrey Community Services Society had been providing services in response to the needs of Surrey residents since 1969 and OPTIONS: Services to Communities Society had been building services in Surrey since 1971. The merger allowed the new organization to be even more responsive to the needs of a rapidly growing community.

DIVERSITY STATEMENT

The diversity of our community takes many forms OCS is committed to celebrating the rich diversity of our community. We are guided by the principle that celebrating diversity enriches and empowers the lives of all people.

OUR VISION

We inspire hope and belonging for all.

OUR MISSION

We are a diverse organization, united in the purpose of helping people to help themselves, and promoting safe, healthy, vibrant communities.

OUR VALUES

Diversity

At Options, everyone has a voice. We are inclusive, respectful and fair.

Integrity

We are accountable, honest and compassionate.

Resourcefulness

We are creative, flexible and innovative.

Collaboration

We work collaboratively as partners and teams within the organization and broader community.

Excellence

We go above and beyond ordinary and strive towards the exceptional and extraordinary.

Options Community Services Society is accredited by the Council on Accreditation (COA) demonstrating that our programs and services meet or exceed internationally recognized standards of best practice.



Options is a "Scent Aware" workplace.

Volunteering at Options

We welcome people interested in volunteering at Options Community Services. Volunteers can support others in their community, learn new skills, share their time or expertise and explore career options. If you are interested in volunteering, please call us for more information.

Phone...... 604.584.5811 or 604.596.4321

Fraser Health Crisis Line

We provide immediate, free, confidential emotional support, crisis intervention and community resource information to people of all ages 24 hours a day - every day. Our services, which include response to those who call 1800SUICIDE and 310Mental Health Support, are delivered by skilled volunteers who have successfully completed a rigorous training program.

Phone	604.951.8855
Toll-free	1.877.820.7444
1800SUICIDE1.800.SUICIDE /	1.800.784.2433
310Mental Health Support	310.6789

Volunteers are recruited on an on-going basis. If you are interested in learning more about this challenging and rewarding opportunity, please visit our website and follow the links for the crisis line.

Information and Referral

We provide free and confidential information and referral for individuals and families in the Surrey, North Delta, White Rock and Langley area.

Phone......604.584.5811 or 604.596.4321

Welcoming self-referrals or drop-ins

Bridgeview Child Care Centre

Licensed community child care for of caren aged 30 months to 5 years located at angevice community. Centre in partnership with the community of Supply 1 book accepted

- Part-time application
- Hours: 30 n 3.00 pm

Child Care Options Resource and Referral

Linking families to child care and early childhood services in Delta, Surrey and White Rock.

- Child Care Referrals
- Training and Workshops
- Job Postings
- Resource Library
- · Child Care Subsidy Assistance
- Early Years Learning Store
- Family Child Care Drop-in Sessions
- · Car Seat Clinics

Early Years Learning Store offers high quality early learning materials for everyone in the community.

Located at the Newton Early Years Centre.

Phone	604.572.8032
Email	childcareoptions@options.bc.ca
Website	www.childcareoptions.ca
Address	100 6846 King George Boulevard
	Surrey, BC V3W 4Z9

Newton Early Years Centre (NEYC)

At the NEYC you will find information and referrals for families with children (prenatal) to six years old, including: Drop-in programs, parenting programs, child care subsidy assistance, child care information and referral, prenatal programs, recreation program information and much more.

The NEYC is one of the 47 provincial Early Years sites and is working with all ECD service providers to plan, integrate and deliver a better quality, more accessible, responsive, co-ordinated range of services for children 0-6 and their families.

Phone	604.572.8032 ext. 1650)
Address #100	6846 King George Boulevard	
Email	paula.church@options.bc.ca	a

Family Resource Programs (FRP) and Parent Education & Peer Support (PEAPS)

These programs offer a friendly and welcoming dropin program for parents, caregivers and children aged 0-6 years. Children can play and make new friends and parents/caregivers will find support and resources related to parenting, child development, early literacy and health and safety of young children.

Drop-in: \$1/child.

CloverValley FRP

Monday/Wednesday: Clayton Hall
18513 - 70 Ave., Surrey
Phone

Emailclovervalleyfrp@options.bc.ca

Guildford EDD

Guitalora FRP	
Tuesday to Saturday	
10310 - 154 St., Surrey	
Phone	604.583.3844
Email	guildfordfrp@options.bc.ca

Monday to Friday: Early Years Centre 100 6846 King George Blvd., Surrey

Whalley FRP

Parent Education and Peer Support (PEAPS)

Monday: Early Years Centre

100 6846 King George Blvd., Surrey

Wednesday: Clayton Hall 18513 - 70 Ave., Surrey

Thursday and Friday: Oak Avenue Neighbourhood Hub

12740 - 102 Ave., Surrev

Welcoming self-referrals or referrals from Community Agencies

First Steps - Early Years Refugee Settlement Program

First Steps offers parent-child drop-in and support for government assisted refugees and their young children aged 0-6 years, enabling them to gradually transition into mainstream services and resources. This is a partnership with DIVERSEcity Community Resources Society, Options Community Services Society and Umoja Operation Compassion Society, and is offered at two sites - DIVERSEcity and Umoja.

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Services for Families and Children

Growing Together Daycare

A program to support teen mothers to return to school and complete Gr. 12. The daycare for children aged 0-3 years is located at Guildford Park Secondary School.

Phone......604.584.1181

United Way Avenues of Change

Avenues of Change is a bold, five-year (2013-2018) early childhood project that is bringing the community of Guildford West together to help children age 0-6 reach their full potential. If you are a parent with a young child, local service provider interested in partnering or resident keen on making a difference in your neighbourhood, this initiative is for you!

Healthiest Babies Possible

Healthiest Babies Possible offers individual and group sessions focused on pregnancy, healthy eating, general physical health, emotional well-being, breastfeeding and infant care. Our service lasts from pregnancy until your baby turns 6 months old. All services are free and confidential. Self-referrals accepted.

Referrals from the Ministry of Children and Family Development (MCFD) only

Quick Response Program

An intensive 4-6 week service for high risk families. Interventions are solution-focused and supportive including information sharing, assistance to find housing, access to community resources and assistance with the individual needs of families in crisis and transition. MCFD referral only.

Phone.......604.596.4321

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Services for Families and Children

Family Strengthening and Development Program

The Family Strengthening and Development (FSD) Program is a strength-based approach that is based on non-judgemental interventions, and build on children and families' strengths to enhance the well-being in the home. This program offers one-to-one visits and groups. MCFD referral only.

Phone604.596.4321

Family Support Outreach Program

One-to-one outreach for parents with children under 13. The program focuses on parenting, child development, family communication and household management. MCFD referral only.

Phone......604.584.5811

Supervised Access Program

Supervised Access is provided to facilitate safe and positive visitation between non-custodial parents and their children. MCFD referral only.

Phone...... 604.596.4321

Welcoming self-referrals or referrals from Community Agencies

Support for Parents of Young Children

One-to-one outreach support and education groups for parents with children under age 6. The program focuses on parenting and life skills.

Nobody's Perfect Parenting Program

Education and support groups for parents with children aged 0-5 years.

Phone.......604.583.3852

Referrals from the Ministry of Children and Family Development (MCFD) only

Special Services to Children and Their Families

One-to-one services for children aged 3-18 years who have autism and/or developmental disabilities. The program focuses on community integration, family support, appropriate behaviour and development of communication, social and life skills. MCFD referral only.

Phone...... 604.596.4321

Adventurers Community Integration Program

Provides children aged 3-18 years, who have autism and/or developmental disability, with guided experiences in the community. Goals are to increase social skills, encourage friendships and explore the community. MCFD referral only.

Welcoming self-referrals

Private Intervention Program for Children and Youth with Special Needs

Contract directly with this program to provide professional Child and Youth Care Counsellors/ Interventionists to work with children aged 3-18 years who have autism, and/or developmental disability. This program works in consultation with parents on specific goals such as life, social and communication skills, appropriate behaviours and community involvement. Self-referral welcome.

Phone......604.596.4321

Youth Services

Generation Why

A youth television series airing on Shaw Cable. The series offers a forum for youth to present and discuss issues that interest youth.

Services To Access Resources and Recreation (STARR)

A school-based prevention program addressing the emotional, physical and social needs of school-age children. Leadership opportunities and after school recreation programs are offered at designated Elementary School sites. The program aims to enhance children's self-esteem and work on social skills while enjoying a fun recreation activity. Services are free of charge. The program is offered at Holly, Katzie, Martha Currie and K.B. Woodward Elementary Schools. STARR runs Spring Break and Summer Day Camps called Camp Kaleidoscope for children Grades 1-7. Some families can access the camp for little to no cost.

Welcoming self-referrals or referrals from Community Agencies

Options for Schools

TREK and Lee School programs operate in partnership with the Surrey School District to engage students who are disconnected from school and other community supports. Services include one-to-one outreach and vocational/educational programs. Referrals from the Surrey School District only. Consult with the counsellor or principal of your home school.

Phone	604	.584	5811	ext.	1350
Email		info	aopti	ons.	bc.ca

Supported Youth Independent Housing Program (SYIH)

Provides support and subsidized housing to Surrey youth (16-24 years old) who are homeless or are at a high risk of becoming homeless, in partnership between Options and BC Housing.

Surrey Youth Resource Centre (SYRC)

Provides support to youth through two Resource Centres in Surrey: Guildford (604.587.8100) and Newton (604.592.6200). Services are delivered in partnership with Pacific Community Resources Society.

MCFD referrals only (604.660.4927)

Intensive Support and Supervision Program

Phone	604.418.4736
Email	info@options.bc.ca

Outreach

Supports youth who are involved with the Youth Justice system by helping them set and achieve goals as well as meet their probation or bail conditions.

Evening Curfew Monitoring

Monitors youth on probation by checking that they are complying with curfew restrictions and reporting back to probation officers.

Youth Transitioning Program

Phone	604.418.4736
Email	info@options.bc.ca

Outreach

Provides one-to-one support in the community, setting goals and developing competencies.

Youth Life Skills Prep Zone ("The Zone")

Assists young people with life skills for their transition into independence.

Stopping the Violence Services

Welcoming self-referrals and referrals from Community Agencies

Children and Youth for Domestic Peace/Children Who Witness Abuse

Provides psycho-educational counselling for children and youth who have been exposed to family violence, as well as individual support and information for caregivers. Offers presentations to the community about the impact of domestic violence on children and youth. Free and confidential.

Phone......604.584.5811

Evergreen and Virginia Sam Transition Houses

These programs offer a safe, secure and confidential refuge for single women, women with children and transgender women who are at risk of, or are fleeing from, abusive and/or violent intimate relationships. Services include temporary accommodation, support, advocacy and referrals. Free and confidential.

Evergreen

Phone......604.584.3301

Virginia Sam

Threshold Multicultural Outreach

Outreach services for women who are experiencing relationship violence. This service provides emotional support, information, advocacy and referrals. Free and confidential

Phone......604.572.5883

Employment Services

Whalley WorkBC Employment Services Centre

For Job Seekers

Our employment program has helped individuals find work since 1987. Options has been proudly serving WorkBC clients since 2012. Fifteen hundred clients are served through our resource room on average per month, and approximately 1,300 new clients are registered for case management per year. All services are cost-free and tailored to Whalley residents who are unemployed and legally entitled to work in Canada.

Self Serve Resource Area

 Access to internet, computers, photocopiers, fax/phones, job postings, business directories, newspapers and job search and community resources

Employment Related Workshops

- Career assessments to help you succeed in finding suitable occupation
- Job search workshops like résumé writing, interview skills, cover letter, networking, calling cards, online job searching, computer and email basics

Employment Counselling and Connections

- Qualified counsellors available to coach and guide you through work search processes
- Job placement services available through valuable community and employer contacts
- Work experience opportunities for eligible participants

Self-Employment Services

 Business plan development and management support for eligible participants

Referral to Community Resources

- Low cost food
- Clothing for work and interview
- Community voice mail

Employment Services

Financial Supports

(based on funding eligibility and financial assessment)

- Job start supports
- Wage subsidy support
- Short term certifications
- Apprenticeship programs
- Program participation support
- Project based labour market trainingLong term occupational skills development training

Specialized Services

- Customized services available for persons with disabilities
- One-to-one job coaching and maintenance support
- Specialized services available for Aboriginals, Francophones, New Immigrants, Survivors of Violence, Youth and Mature workers

For Employers

Finding and hiring new employees can be a challenge. Under WorkBC program, we offer free Employment Services to help reduce the risks and challenges of hiring. Our employment specialists help find new employees that are a right fit and able to meet evolving business needs.

- Free job posting services
- Pre-screened applicants for job openings
- Organize hiring fairs tailored to company's needs
- Job coaching: on-the-job training and support for eligible candidates
- Wage Subsidy program to offset hiring and training costs

Phone	604.584.0003
Email	.contactwesc@options.bc.ca
Website	www.whalleyesc.ca
Address	#105 13655 - 104 Avenue
	Surrey, BC V3T 1W3

Counselling Services

Counselling Services Program

A team of professional therapists with Masters degrees in counselling psychology, social work or a related field, and extensive training and experience in our specialities of Family Counselling, Sexual Abuse Counselling and/or Suicide Prevention, Education and Counselling. There is no charge to clients for our services.

Family Counselling

This program provides individual, couple and family counselling to residents of Surrey. Areas addressed include: building healthier relationships; working through childhood trauma; overcoming anxiety and depression; coping skills for separation and divorce; parent-child conflict resolution, and increasing self-esteem.

For referral to Family Counselling

Intake Office - Ministry of Children and Family Development (MCFD)

Phone		604	660	.4927
Toll-free (BC)	1	800	663	9122

Counselling Services

Welcoming self-referrals or referrals from parents, school counsellors, the Ministry of Children and Family Development, or other community agencies

Suicide Prevention, Education and Counselling (SPEAC)

SPEAC provides risk assessment and short-term counselling to children and adolescents who are experiencing thoughts of suicide, or who have made a recent attempt. We serve children and youth up to and including 18 years of age, who live in Surrey, White Rock or Langley. We also present suicide prevention workshops in schools and to the community upon request.

Phone......604.584.5811

Sexual Abuse Counselling Centre (SACC)

SACC provides both short and long-term counselling to children and youth (ages 3-18) from Surrey and White Rock who have disclosed sexual abuse or where sexual abuse is suspected. We also offer support and psycho-educational information to non-offending family members in relationship to the effects of the sexual abuse.

Phone......604.584.5811

Mental Health Services

Clubhouses

The Clubhouses are based on a Psychosocial Rehabilitation (PSR) approach to wellness and offer programs in which members can participate in low stress work units, seek volunteer and employment opportunities, make friends, enjoy recreational activities and learn new skills. All activities and services are designed to promote personal health and wellness while increasing independence and facilitating recovery.

Whale House Clubhouse

Referrals from White Rock Mental Health and Substance Use Services and private practitioners.

Surrey Clubhouse - Central (The Roost)

Referrals from Surrey Mental Health and Substance Use Services and private practitioners.

Surrey Clubhouse - North (New Frontier)

Referrals from Surrey Mental Health and Substance Use Services and private practitioners.

Supported Independent Living Program

The Supported Independent Living Program provides a variety of community living support services and rent subsidies. Referrals from White Rock and Surrey Mental Health and Substance Use Services.

Phone.......604.596.4321

Congregate Housing Program

Provides support and housing in a shared living situation. Supports include assistance with community integration and life skills training. Referrals from Surrey Mental Health and Substance Use Services.

Phone.......604.596.4321

Mental Health Services

Nichol House

Assisted Living Program provides supports for individuals living with a mental illness to live in a shared living situation in the community. Supports include: meal supports, medication and psychosocial supports in addition to individualized supports to increase community integration and foster life skills training. Referrals from Surrey Mental Health and Substance Use Services.

Phone......604.596.4321

Sutton Apartment Program

Two and 3 bedroom apartments located in Surrey that are linked with support services. Participants live in a shared living setting with limited one-to-one or shared support services. Referrals from Surrey Mental Health and Substance Use Services.

Phone.......604.596.4321

Sandell House

Fourplex for adults living with a mental illness. Referrals from Surrey Mental Health and Substance Use Services.

Phone......604.596.4321

Community Living Support Program

Individual support services assisting adults with mental illness to live more independently. Services include: community integration, budgeting, cooking and nutrition, recreation and social skills. Referrals from White Rock and Surrey Mental Health and Substance Use Services.

Phone......604.596.4321

Mental Health Services

Surrey Bridging Program

Supported housing program focusing on assisting individuals to make the transition from community residential programs to independent living. The program has capacity for 9 clients and can provide more supports than our other supported housing programs. A rental subsidy is also provided to assist participants to find and maintain affordable, safe housing. Referrals from Surrey Mental Health and Substance Use Services.

Phone......604.596.4321

Transitional Living Program

Provides individualized supports to assist adults with a mental illness living in the White Rock/South Surrey area. The program provides housing opportunities for independent living via a rental subsidy. Individual support services promote independence, life skills development and are recovery focused. Referrals are accepted from White Rock Mental Health and Substance Use Services only. Enquiries may be directed to program staff at the number below.

Phone......604.560.1353

Youth Supported Independent Living Program

A supported housing program that supports youth aged 17-21 with serious mental illness to live independently in safe, affordable housing and receive services. Outreach workers collaborate with youth to create a treatment plan and work towards their goals. Referrals come through the local Child and Youth Mental Health Teams. This program is part of the Clubhouse Without Walls continuum of services.

Phone......604.596.4321

Homeless and Housing Services

Hyland House

A 35-bed emergency shelter for homeless men and women. The facility is wheelchair accessible and offers individual rooms, laundry, showers and meals. In addition, there are 20 self-contained transitional housing suites for longer stays. Self-referrals welcome.

Cloverdale Shelter

A 10-bed emergency shelter for homeless men and women. Single and double rooms, laundry, showers and meals. Self-referrals welcome. Pet friendly.

Homeless Outreach Service

Mobile homeless outreach to people living on the street. Outreach workers advocate for clients and link them with shelters and other service providers. The program collaborates with the RCMP and the City of Surrey.

Community Housing Services

The program provides housing listings to individuals who are looking for available, affordable rental housing in Surrey, White Rock, Langley and North Delta. Provides housing search services. The program also provides information and applications for co-operative and subsidized housing for families, seniors and people with disabilities, listings for motels and hotels and information on the Residential Tenancy Act. Self-referrals welcome

Homeless and Housing Services

Habitat Housing Society

Develops and builds affordable housing complexes in the South Fraser region.

Hazel Villa

A 12-unit apartment complex of self-contained 1-bedroom apartments for adults living with a mental illness. Referrals through White Rock Mental Health and Substance Use Services.

Phone	604.584.5811 ext. 1351
Email	info@options.bc.ca

Sunset Grove

A 25-unit affordable housing complex for families. Self-referrals welcome.

Phone	604.584.5811 ext. 1351
Email	info@options.bc.ca

Immigrant Services

Immigration, Refugees and Citizenship Canada (IRCC) Settlement Program

Provides immigrant and refugee newcomers in Surrey and North Delta with tools, knowledge and confidence necessary to establish themselves in Canada.

Eligible clients include: permanent residents of Canada, protected persons, individuals who have been selected to become permanent residents, convention refugees and protected persons outside Canada who have been selected for resettlement in Canada and Live-in Caregivers.

Individual and group services are provided in various languages including Korean, Spanish, Mandarin, Cantonese, Punjabi, Hindi, Somali, Arabic, Tagalog, Ilocano, Malay, Taiwanese, French and English to assist newcomers in the following areas:

- Needs assessments and referrals
- Information and orientation
- Employment-related services
- · Community connections

Support Services

Newcomers have access to support services including childminding and transportation assistance to enable them to participate in all settlement services.

Volunteering

If you are interested in volunteering to help, or to gain experience, please give us a call.

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Immigrant Services

WelcomeBC Settlement and Integration Program

A program providing settlement and integration support to clients, including naturalized citizens and temporary foreign workers, in Surrey and North Delta. Services include orientation to their new communities as well as guidance and support to access necessary government and community services. Information, referral and support are provided in English, Korean, Punjabi and Vietnamese.

Translation & Interpretation Services

Document translation services provided by Society of Translators and Interpreters of British Columbia (STIBC) certified translators. Free cost estimate can be provided upon request. Interpretation services provided to individuals, the private sector, non-profit and government organizations. Cost is based on duration of the appointment.

Moving Ahead Program

Designed to assist high-needs and high-risk immigrant youth, adults, outreach service and in-home assessments. Services provided to:

- Help clients gain the capacity to cope with issues and barriers, and to acquire sufficient skills to participate in regular settlement or community services and programs
- Provide a co-ordinated support system across service sectors in communities with a large number of vulnerable immigrant populations

Services are available in English, Arabic, Karen (P'wo & S'gaw), Spanish, Somali, Farsi, Dari and Pashto.

Funders

Government of Canada

Canada Mortgage and Housing Corporation

Public Health Agency of Canada

Immigration, Refugees and Citizenship Canada

Government of British Columbia

Ministry of Children and Family Development
Ministry of Social Development
Ministry of Justice and Attorney General
Ministry of Education
Ministry of Jobs, Tourism and Skills Training
Ministry of Finance, Gaming Policy
and Enforcement Branch

BC Housing Management Commission

City of Surrey

Fraser Health Authority

Surrey School District

United Way of the Lower Mainland

Individual, Group and Corporate Donations









Help Us ...

Build a strong communityInspire hope for those who need it most
Yes! I want to help Options Community Services build community and inspire hope with a:
*Monthly gift One-time gift
\$35 \$50 \$100 Other: \$
I have included: a cheque a void cheque (monthly)
my VISA AMEX MC
Exp/
*monthly donations will be processed on the first business day of the month
Name:
Address:
City:
Province: PC: Phone #:
Email:
I am interested in volunteering
I have named Options Community Services in my will.
I am interested in learning about leaving a legacy gift to Options Community Services.
Mail to: 9815 - 140 Street, Surrey, BC V3T 4M4 or

Fax to: 604.584.7628 THANK YOU FOR YOUR SUPPORT!!

For more information, call 604.584.5811 ext. 1342 or email info@options.bc.ca.

You can also give online at www.options.bc.ca.

Charitable Registration #: 811786227 RR0001



Administration Office Carole Wahl Building

9815 - 140 Street Surrey, BC, V3T 4M4 Coast Salish Territories

p. 604.584.5811f. 604.584.7628

Newton Office

13520 - 78 Avenue Surrey, BC, V3W 8J6 Coast Salish Territories

p. 604.596.4321f. 604.572.7413info@options.bc.ca

Find out how you can join our team!

For job or volunteer opportunities, please call or visit our website at www.options.bc.ca.

November 2016

Building community.
Inspiring hope.

