

Our Mission

Thrive Community Support Circle is a diverse agency dedicated to offering services that are inclusive to all persons, in all stages, to cultivate life, provide opportunities for empowerment, and to grow the community we serve.

Our Vision

Thrive believes in the potential of people and communities to grow and create change in a positive way. Through our community services including the programming, therapeutic counselling, drop in, thrift shop and child care, we provide opportunities and support to individuals to create this change in themselves and the community as defined in their personal journey. By working in cooperation with partnerships of other community agencies; recruiting qualified, caring and like-minded staff, volunteers and donors, and by respecting each person's individuality, we provide community members with professional and supportive service within the context of our resources.



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Administrative Office:

- 5-505 Sargent Avenue Winnipeg, MB R3B 1V9
- Phone: 204-772-9091
- Fax: 204-774-2161
- Executive Director: rhondaaliaspinner@thrivewpg.com
- Executive Assistant: cynthiamoon@thrivewpg.com
- Facebook: @thrivewpg
- Web: thrivecommunitysupportcircle.com

Classroom * Therapy Department:

- 5-505 Sargent Avenue Winnipeg, MB R3B 1V9
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Thrive Resource Centre:

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Thrive Child Care :

- 100-475 Sargent Ave Winnipeg, MB R3B 2V7
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- E-mail: jesssmith@thrivewpg.com

Thrive Thrift Shop:

- 555 Spence Street Winnipeg, MB R3B 2R9
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- Like us on facebook

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49th AGM REPORT



Together We Thrive

thrivecommunitysupportcircle.com

204.772.9091

49th ANNUAL GENERAL MEETING

GREETINGS FROM THE BOARD

While 2020 was a year marked by unprecedented changes to the world around us, making 2021 was a year of healing and growth. Thrive stepped up to the plate and serviced more clients than ever and provided supports to those in need. Punching above its weight, Thrive successfully served meals to the community, gathered in celebration for the first Day of Truth and Reconciliation, provided counselling services to those struggling and continued to operate with our mission and vision in mind.

2021 proved that we had done more than just adapt to the world around us; we thrived!

The lessons learned in 2020 helped prepare us for 2021, when the world slowly started to open again, and things got back to a more “normal” routine for many. Unfortunately, many others continued to struggle with the effects of the pandemic, the isolation and financial constraints. Thrive programming continued to support these community members, despite additional challenges and less government funding.

Throughout the year, the safety for our team members and clients was balanced against the need to continue to provide support to the community – and Thrive met the challenge head-on. Mask mandates helped protect the most vulnerable in our society and allowed us to continue to provide essential services to the community.

Throughout all this, a major initiative is in the works to help bring all Thrive services under one roof. In addition to the construction of a new kitchen at the Resource Centre (which was completed in 2021), the Thrive Board is pleased to share an exciting new initiative – to build a second story onto Thrive’s building at 555 Spence, bringing all our services under one roof. This new expansion will provide accessible space for additional programming and provide overall cost savings as Thrive will no longer need to rent space for the administrative offices and program centre. We look forward to continuing financial support from our Winnipeg donors as we embark on this new journey together.

The Thrive Board of Directors has seen many changes over the last year; what has not changed is the unwavering dedication to Thrive’s Mission: a diverse agency dedicated to offering services that are inclusive to all persons, in all stages, to cultivate life, provide opportunities for empowerment, and to grow the community we serve. Welcoming new Board Members has allowed us to carry this messaging beyond our current circle of support and will help us to continue to thrive in the years to come.

With all that said, I want to say a very heartfelt thanks to all Thrive staff and volunteers; 2021 would not have been as successful without your hard work and dedication. Through trying times, you stayed the path with our community members’ needs in mind. Thank you for your work over the last year, and your continued support throughout 2022 and 2023.

I would also like to thank all our donors, large and small, for your efforts to help Thrive continue to its mission during a tumultuous time. While grants and government funding help to support us, it is the individual donors who give of themselves regularly to ensure our programming and services are available to those in need.

Looking forward to 2022 and 2023, I am excited for the future of Thrive. With continued support from agencies like United Way, gifts from our donors, the support of our staff and volunteers, and the direction provided by our Executive Director, Thrive is on the road to success. We will continue to fulfill our mission and vision by advocating day-to-day for those we serve and helping the community to thrive.

With thanks,
Sarah Mann,
Chairperson, Thrive Board of Directors



THANKS TO ALL THOSE WHO HAVE HELPED THRIVE:

FUNDING SUPPORT

United Way
Province of Manitoba- Department of Families
Province of Manitoba- Early Learning and childcare
Winnipeg Foundation
Anonymous Donor
Federal Government
SEED Winnipeg
Communities for Families
Healthy Together Now
Canadian Women’s Federation
West Central Women’s Resource centre
Manitoba Federal and Provincial Justice Departments

DONORS

GW Architecture
Victoria General Hospital Foundation
United Fire Fighters of Winnipeg
Canadian Bridge Federation
Catholic Women’s League
Dr. and Mrs. Ross
Dr Christopher Adams
Catholic Health Foundation
Knights of Columbus
Dorais Charities – Sisters
Provincial Judges of Manitoba
Local Churches and organizations
Harvest MB
Victoria General Hospital Foundation
Good Food Canada
Henderson Highway Seventh Day Adventist Church
Corporations and businesses who have donated supplies and financial contributions
Our very generous Individual donors

PARTNERS

Volunteer Manitoba
Job skills placement organizations- for work placements
Educational facilities- for practical experience
RAY- Resource Centre for Youth
New Directions
Manitoba Trades and Technologies
YESS- Nor West Community Co-op youth employment program
Manitoba Metis Federation
Red River College
University of St. Boniface
Brandon University Psychiatric Nursing students
Community Financial Counselling Services
Community Works
Yorkville University
Jonah Counselling Services
University of Manitoba
Community non-profit agencies

Our Incredibly dedicated Volunteers from Thrift Shop, Child Care, Resource centre and Administration
The Thrive team - without their dedication and care for the community we could not this critical work!
The Board of Directors who define the vision of Thrive and are committed to.



Thank you for your continual support

TREASURER REPORT

The 2022 financial statements present an overall decrease in total funding compared to the previous year. It is important to note that significant amounts have been received over the last two years which specifically relate to Covid-19. This funding has skewed the results.

Excluding any Covid-19 funding, the 2021 year had experienced a decrease of 10% in overall funding. This was expected as that year ran from April 1, 2020 to March 31, 2021, during the peak times of mandated closures and restrictions places on the daycare which reduced provincial funding and the thrift store, reducing sales.

In 2022, the non-Covid-19 funding increased 20% as operations returned to normal and the organization sought out and found additional funding to further expand the operations.


Comparing back to pre-pandemic, the result is a net 10% increase in funding over that two-year period.

The building expansion project took a further step forward in 2022. A kitchen renovation was completed, designed with the future second floor addition in mind. Up-front work began on the addition, items such as architectural designs, environmental study and permits have all be paid for during the year. Additionally, staffing positions were adjusted to allow for time to be spent on the project.

Theses costs were paid for from the Capital Reserve Fund. From an accounting perspective, many of these items were not capitalized as part of the building project and flowed through the statement of revenue and expenditures for the organization. As a result, excluding these costs specific to the building expansion, the overall deficiency of revenue over expenses for the organization is approximately \$31,000, compared to the \$125,516 as presented in the financial statements.

The organization is continuing to seek out new funding and efficiencies and is budgeting to bring that balance back to a surplus for 2023.

Travis Malkoske,
Treasurer



2021 / 2022 AGM Minutes
Date: September 21, 2021
Time: 5:00 PM
Location: Thrive Administration Office
505 Sargent Avenue

AGM Call to Order: 5:10 pm by Rhonda

Welcome by Rhonda Elias-Penner / Sean Rauch

Board Member Attendance:

Board Member	Role	Present	x	Regrets	x
Sean Rauch	Chair	Present	x		
Morgan Vespa	Secretary				x
Travis Malkoske	Treasurer	Present	x		
Brian Wall	Member	Present	x		
Barry Walker	Member	Present	x		
Rhonda Elias-Penner	Executive Director	Present	x		

Approval of 48th AGM Minutes: September 21, 2021
Motion: Sean
Second: Brian
Carried: All in favor

Approval of 48th AGM Agenda: September 21, 2021
Motion: Sean
Second: Barry
Carried: All in favor

Approval of 48th AGM Audit Statement and Treasurer Report: September 21, 2021
Motion: Travis
Second: Sean
Carried: All in favor

Approval of Reinstating Cheryl J Reid CPA, CGA
Reid & Miller, Chartered Professional Accountants Inc.
1741 Portage Avenue, Winnipeg, Manitoba R3J 0E5 : September 21, 2021
Motion: Travis
Second: Brian
Carried: All in favor

Summary of Annual report and Highlights: Sean Rauch
Agency Highlights: Rhonda Elias-Penner

Guest Speakers: Sanda Samarakone – Counselling Program with updates
Sam Sharma – Community Development through job skills - history

Approval of New Policies to be ratified into the Thrive Policy and Procedure Manual:
New Policies: No-Work-Along Policy, Land Acknowledgement, Amended: September 21, 2021
Motion: Sean
Second: Travis
Carried: All in favor

Approval of New By-laws to be ratified into the Thrive Board of Directors Corporation :
Amended: September 21, 2021
Motion: Sean
Second: Travis
Carried: All in favor

Endorsement of 2021 / 2022 Board of Directors; Designations: September 21, 2021

Board Member	Role
Sean Rauch	Chair
Morgan Vespa	Secretary
Travis Malkoske	Treasurer
Brian Wall	Member
Barry Walker	Member
Sarah Mann	Member – Fundraising Committee

Motion: Barry
Second: Sean
Carried: All in favor

Closing Remarks: Sean Rauch/ Rhonda Elias-Penner

Motion to Adjournment – 6:30 pm: Sean
Second: Travis
Carried: All in favor

Minutes of AGM Motions Certification: Approved by the Board of Directors on

Proposed Minutes respectfully submitted and signed by:

Cynthia-Moon Weidl
Executive Assistant
Date: September 21, 2021

Chair signature
Date: September 21, 2021



GREETINGS FROM THE EXECUTIVE DIRECTOR

While our Thrive team has continued to navigate the challenges and impact of the pandemic this year, I am humbled and proud to be part of a team that has continued to work through such difficult conditions with grace and grit to put the needs of community ahead of their personal fears and concerns.

In 2021-22 there was more people in need of food and essential needs, mental health and counselling supports, higher number of people experiencing family violence, substance abuse, overdoses and suicide, elevating the need of Thrive’s services to new height. Thanks to our generous funders, and extremely committed team, we were able to rise to the needs of community, ensuring that everyone who came to our doors was supported. This year saw another significant jump in new faces coming to the agency and seeking help and Thrive responded with new programs and expanded services made possible through new grants, collaborations, and partnerships. Our newly installed kitchen allowed us to meet the increasing challenge of food insecurity, including adding a hot lunch program, which has been very welcomed by community, this coupled with our food hamper program and daily snacks, we provided almost 17000 people with daily sustenance.

The mental health programming has continued to grow and thanks to new funding we added a second full time counsellor and were able to add new programming or extend programs addressing critical issues like gender-based violence, LGBTQ2IA+, Women’s and Men’s support groups, play therapy, mindfulness, and stress management, managing big emotions, and social anxiety. This has provided our community with key strategies, networks, and resources to help them manage their daily mental health and feel empowered in their mental wellness.

While these basic needs were at the forefront of our work this year, the work in empowerment, whether it was through our financial services like access to ID, benefits and income tax preparation, our family liaison position, or job skills training and leadership development, Thrive continued to ensure the holistic, wrap around approach at health and healing continued, even with the new environment the world is experiencing. Our childcare centre also worked tirelessly to manage additional screening and sanitizing, while continuing to provide that same level of care and individualized attention to children and their families in the centre. I would like to again say a huge thank you to each and every team member who showed up each and every day to help make the lives of so many a little brighter bring health and unity to our wonderful community.

With the changing landscape of social services and in looking at how Thrive does our work, myself, the Board of Directors and the management team turned our attention to how we can look at the structure of the organization to streamline services, ensuring that we constantly evaluate the needs of community and participants have barrier free access as they move from one area of support to meeting their next goal towards their own personal empowerment. We continue working on a collaborative model of partnering with other agencies to improve the system of helping our community, rather than duplicating services. As we move through this next year, we have a clear path to achieving this goal, including an expansion of our building on Spence to encompass all programs and services in one building, right beside our childcare site.

We look forward to sharing more in the coming months, but in the meantime, I want to express my gratitude for our existing supports, as well as our new friends who are committed to making us grow and THRIVE as we celebrate 50 years serving the community!

Rhonda Elias-Penner
Executive Director

THRIVE TESTIMONIAL

One of our regular participants who is experiencing homelessness always came to the resource centre during her pregnancy. She would come for hygiene supplies, clothing, water and food to eat. Since she did not have a place to cook, the staff always gave her snacks and bagged lunches that contained sandwiches, a container of freshly made pasta and dessert. The staff helped to make sure that she did not go without having something to eat for the day. She was always so grateful for the services and for the help that she received. She told staff that Thrive was the only place that she liked to go because other places were rude to her and she felt judged by the staff, she said that Thrive staff never judged her.



THRIVE RESOURCE CENTRE



Thrive Resource Centre had 12 members on the team throughout the year 2021-2022. From Resource drop in staff, to Therapy staff, each team member worked from a trauma informed approach to help serve the Community and be a support to anyone in need and meet people where they are at. We work from a non-judgemental approach and are here to help people from all walks of life. Due to covid, our drop in area remained closed, but all staff worked hard to keep the door services running, even when the weather was -40. All staff remained committed to making sure that all services were accessible.

Practicum Students: We always welcome students to Thrive! They bring so much new ideas and always show eagerness to learn. We saw a lot of Master students come through Thrive this year to gain experience in the Therapy department. In total, we had **5 students** finish their practicum with Thrive, and we appreciate every single one!

"It was a great experience to finish my practicum at Thrive, I enjoyed working with the community."

– Former practicum student



Drop In: Our drop-in services continued to look different this year with Covid still around. Staff continued to help Community members through door services and continue to help support everyone's needs during this difficult time. Thrive staff have seen firsthand the negative impact that covid had on individuals and their families and staff worked hard to continue to help support the community. This year, the Resource Centre had a total of **19,384 visits**. This was the highest number of visits yet. People came by for many reasons, some for tea/coffee/hot chocolate, some for free clothing, hygiene, foot kits or baby supplies. Our staff was also able to hand out different resources and supports to anyone in need.

First Time Visits: Our staff are thankful that this year we were able to help **1,665 new participants** with a variety of resources and supports. We understand how difficult it has been since

Covid has been around, so we are always grateful to know that we are doing our best to help support people during difficult times.

"My family told me to start coming here, they said you guys help with so much, I will definitely come back again"

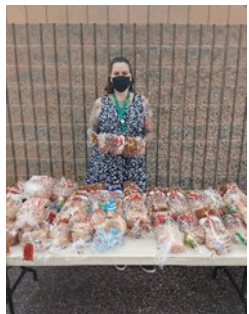
– New Participant

Kitchen: In the summer of 2021, our Resource Centre had renovations done to have a commercial kitchen built. In October of 2021, we hired someone from the community to come in and start making hot lunches to be handed out. Our cook was able to make things like Bannock and soups. It became a huge hit with the community, and it was a great feeling for staff knowing that we were able to provide at least one hot meal a day to people. We are able to hand lunches out 4 days a week!

Lunches: Thanks to the kitchen renovations and our cook, we were able to hand out **5,596 lunches** to our community members from October 2021 – March 2022. Our kitchen is equipped with a stove, commercial fridge, and freezer. We make lunches every Monday, Wednesday, Thursday, and Friday. Bannock is something that everyone in the community can't get enough of.

"Its good that you guys serve good lunches, at least I know that I will get a good meal"

– Community Member



Free Clothing Giveaway: This year, we had to continue to do things differently due to covid but still being able to help our community members in a safe manner. During warmer weather, staff from the Resource Centre sat outside with bins of clothing for our free clothing giveaways. So many participants were grateful for still being able to receive free clothing. In total - **1,029 people** received free clothing, jackets, winter wear, shoes, and boots.

Bread giveaway: This year, Thrive has partnered up with Second Harvest to get weekly bread donations from BIMBO bread. Every week, staff go and get upwards of 200lbs of bread, buns, wraps and bagels to giveaway in food kits and anyone else who asks.



THRIVE CHILDCARE CENTRE



Due to Covid restrictions we were unable to offer opportunities for families to come into the centre. All our parent meetings were through Zoom until May 2022. Opportunities to involve the families were limited. One highlight was receiving a Literacy for Life grant through The Winnipeg Foundation that enabled us to make book bags for 22 families and to buy a set of the same books to use for conversational reading at the centre. The books covered the topics of inclusion and diversity. It was heartwarming to hear how the books were enjoyed both at the centre and at home. Frequent exclamations of how the subjects in the books looked like themselves or others in the community were heard.

Another highlight of our year was having Todd De Chateauvert, Thrive's Cultural Liaison at the time, come to teach the children and staff indigenous teachings. Everyone loved to have him come and do some drumming and singing with us. Conversations were started amongst staff about Canada's role in Truth and Reconciliation. September 30th, 2021 we all wore matching orange shirts and offered stew and bannock to the community to mark Canada's first National Day for Truth and Reconciliation. We started becoming more aware of our responsibility to expose the children to books and experiences about indigenous people and their history. We received some books through Bookmates and participated in diversity training. We also started 2022 participating in Circles for Reconciliation with Dr. Raymond Currie. We have much to learn and look forward to opportunities to deepen our understanding in the future.



Thrive Child Care would not be what it is without the support of the rest of Thrive and the many community partnerships we have developed over the years. We continue to be proud of our small centre that feels like a family and community. We often have new families come by looking for spots due to a referral from a past family. We also hear how our support has benefited children and families, and the children who have attended are now doing well in school and even winning awards. We have a team of Totally Terrific Thrivers!

THRIVE TESTIMONIAL

Being in the community has a tremendous impact:

- * A community member who we have been supporting for quite some time came to see staff and let them know that it has been 2 weeks since using street substances and wanted to thank everyone for "always supporting him".
- * "I like to come and have conversations here; it helps with the day. It's like when you water a dying flower and then you see if grow again" – A community member who comes to the centre daily for coffee and lunch and talks with staff about how his day is.
- * "I am so grateful for you girls for being here for me" – A community member who came for support from staff after nearly losing her eyesight from an accident. This community member came back 2 weeks later to let staff know that her eyesight was slowly coming back.
- * "This is awesome, I love it" – A community member who got a pair of shoes after letting the staff know that the shoes that he was wearing were too small for his feet and causing a lot of discomfort.
- * In September of 2020, a lady came to the Resource Centre to make a monetary donation. She started to tell the staff that Thrive was able to help her nephew with food and other supports 5 years ago. She said with the help that he received through Thrive, he was able to get back on his feet and was doing really good now. She said she wanted to make a donation to help keep Thrive going. She said without places like Thrive, so many people would suffer. She donated that day for \$700.
- * One summer afternoon, a lady knocked on the front door and asked if this used to be the pregnancy place. When staff informed her that it is and then changed its name to be able to include everyone for support, she began to tear up. She told staff that years ago she accessed services through the pregnancy centre and they helped give her courage and strength to carry on in her pregnancy and also help to support her after her baby was born. She said that her and her son utilized our services for years and she also recommended the services to other family members. She said she was very happy that this place is still around to help others with strength and courage in their journey.



THRIVE CHILDCARE CENTRE



This year was a year of changes and through it all the Thrive Child Care team put on a brave face. They managed to adapt, do their best and provide the best quality care possible to the children and their families.

Jess Smith, ECE 111 (director) was diagnosed with Pulmonary Hypertension in spring 2021 and started working from home for health reasons. Jolly ECE 11 (supervisor) and Alem CCA were on maternity leave returning April 2022. Karen ECE 111 became Acting Supervisor. Last summer our team consisted of Haifa ECE 11, Shannon ECE 11, Soraya CCA, Maya CCA, Milashu CCA, Raechel CCA and Sadia CCA. The team worked together to support each other and especially Jess who did her best to provide the leadership needed to run an excellent centre through Zoom, phone calls and emails.

As summer turned to fall Jess went on medical leave to focus on her health. Karen left for 2 months for another job returning in November as Acting Director. Rhonda, Thrive's executive director, took over the leadership of the centre and the team took over the daily running of the centre. The team learned new skills and supported each other while assisting Rhonda in the many jobs that are required to run a quality child care centre. Noime, CCA, returned during this time and Nasinet, CCA, was hired to support the team. We took on a YESS (Youth Employment Support for Success) student to provide the best possible support for the team during this challenging time. Rorie, ECE 11, had just finished her last practicum at Thrive and was hired to take on the term position Karen had left.



While all these changes were taking place the team continued to support the children and families using the cornerstones of our curriculum. With the base of strong support and mentoring in Circle of Security, the Abecedarian Approach and Second Step the team continued to follow our curriculum. We received funding through ELCC to hire staff to enhance our ratio for our inclusion program. As well we had funding from

United Way to support our Abecedarian program and to hire a team member to allow us to focus on our groups of 6 primaries each. Despite the challenges of this year which included most of us getting Covid and having to limit services from time to time the team continued to follow the Abecedarian Approach. Over the year our enrollment slowly increased and we provided programming for approximately 50 children in 2021/22. Thrive Child Care continued to receive praise and recognition for the quality of our curriculum, and had requests from therapists and the community to enroll children in our centre.



At the end of March 2022 the funding from United Way was no longer available to support a team member to enhance our ratios. We are so appreciative of the opportunity we had through the funding to firmly learn the Abecedarian Principles. We will continue on with the Abecedarian Approach and are seeking support from Melanie D'Souza, Red River College, to help us problem solve in the best way to practice the principles with full child care ratios.

As spring approached professionals were able to come to the centre for in person visits, and once again we had the input of speech therapists, child development specialists and resources such as Family Dynamics. Practicums were available again for MITT students and we were happy to take on the role of mentoring students who are becoming future ECEs. We took on volunteers again. It was uplifting to hear that despite the challenges of this year we

still are providing a quality program using the pillars of our curriculum.

Jess Smith returned to Thrive and took on a new leadership role as Director of Programming and Family Support for Thrive. Karen Bryce has become Director of Thrive Child Care. With her past experience and training with the Abecedarian Approach, Circle of Security and Second Step the curriculum that Thrive values will continue on. With Jess' new role and past experience with Thrive Child Care we will be able to provide more support and programming opportunities for our families.

This year has been an exciting year to be in Early Childhood Education with the federal and provincial government putting money towards childcare. The best news was that operating grants will be increased and we can continue to value our educators that work so hard in providing an excellent program. At present our team consists of Jolly, Supervisor, Haifa, ECE 11, Rorie ECE 11, Milashu CCA, Soraya CCA, Maya CCA, Alem CCA, Sadia CCA and Nasinet who subs for us when staff are away. Raechel, Noime and Shannon are on leave presently. We congratulate Sadia and Raechel in completing their 40 hour course this past year.



COUNSELLING THERAPY

Over the past year, the counselling and therapy department has undergone numerous positive changes and we would like to explore some of the highlights with you. We were delighted to able to welcome back of our resident full-time therapist after her maternity leave, and due to the considerable uptake in clients, we brought on the interim counselor as our second full time therapist. We are extremely grateful to have received the funding for this in order to expand the counselling and therapy department and cater to the needs of our clients. We are also pleased to announce that that we were able to host our first Masters Student, opening the door for future students interested in developing their skills and choosing Thrive Community Support Circle for a practicum.

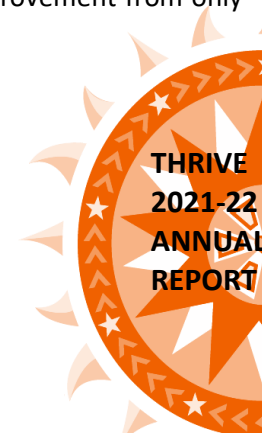
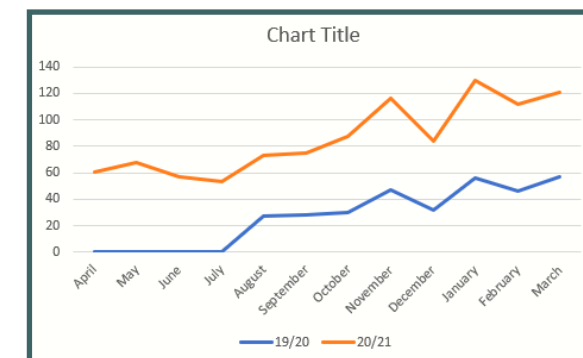
The diversity of our client base continues to grow as we find ourselves barraged with inquiries from various ethnic groups, genders and age groups. There has also been a steady increase in transgender communities accessing our services. Furthermore, the introduction of the Trauma Informed Care (TIC) approach have allowed Thrive to serve our clients more effectively.

We have continued to offer virtual/phone sessions as an alternative to the usual in-person ones. This flexibility has allowed us to manage the limited space we have while catering successfully to the rising demand while maintaining current safety protocols.

Due to the Coronavirus aka COVID-19 Pandemic we have observed many themes in the clients we serve. Common examples include an increase in clients struggling with their mental and physical health, loneliness and isolation, grief and loss, anxiety, depression, chronic stress, relationship issues, substance use, trauma, and suicidal ideation.

Figure 1 illustrates the increase of number of clients attending for counselling services. It was exciting to see the therapy department getting inquiries, in addition to receiving clients from all parts of Winnipeg, a marked improvement from only local clients in previous years.

	19/20	20/21
April	0	61
May	0	68
June	0	57
July	0	53
August	27	46
September	28	47
October	30	58
November	47	69
December	32	52
January	56	74
February	46	66
March	57	64
	323	715



Lastly, we were fortunate to have introduced a couple of online programs. The first one was in partnership with Brandon University Psych Nursing Students who facilitated a 6-week online program on Managing Wellness which turned out to be a tremendous success thanks to the hard work and dedication of the students. The other program was a Mind and Body bi-weekly online session to help individuals manage their physical movement and activity and reduce stress levels. There is nothing more rewarding for us than a testimony which goes a long way in validating the work we do:

THRIVE TESTIMONIAL

I came to meet Sandakala in January 2020. I was under duress and depressed from my infant son being withheld from me, among other life events at the time. I started and have continued to evolve and grow during my time and talks with Sandakala. I've learned so much about myself through Her. I'll be 51 this year and I am only now starting to realize how much I truly didn't know about myself on many levels. Sandakala is really great at helping me understand myself without out telling me how I think or feel. Not once have I been disappointed in the time she shares with me during our sessions, whether it's online or, my preference, in person. I have moved from the city where we first met in early 2019, to Selkirk where I lived for one year, to where I currently live in Steinbach. She is a very big part of my journey back to the light from the long dark tunnel I was stuck in for so long. She has helped me become a better person, friend, and father on many levels. And for that I am truly thankful again for any moment I get to spend with Mrs Samarakone. I look forward to our sessions as I truly do believe in her guidance. From the breathing techniques to mindful thoughts and understanding of what goes on in my world, I am more capable of dealing with situations better then I have in the past, and I contribute that to having being counselled by Sandakala. She is on my Mt Rushmore of people that I have the greatest respect for in my world. I look forward to continuing my sessions with Sandakala in the near and distant future.

Mr. Jeremy Vandale

2021-2022 HIGHLIGHTS

TOTAL NUMBER OF VISITS IN CENTRE
19,384

TAX & BENEFIT REFUND
\$2,928,863.62

Resources	
Health	67
Education	16
General/Community resources	74
Access to Technology	364
Referrals	1829

Parenting	
Nobody's Perfect- 2 sessions	16
Positive Discipline- 1 session	13
Dad's Parenting- 1 session	6
CFS Pre-Course	17
Family Liaison and advocacy	73
Early Years	
Prenatal Support	39
Postnatal Support	28
Family Literacy	47
Social Connections	
Reducing Isolation/Self-Care	73
Family Activities- # of outings	6
Special Events/Holidays/Celebrations	21
Cultural	
Cultural Programming	37
Christmas gifts/hampers	122
Special Events/Holidays/Celebrations	209

COUNSELLING THERAPY
1236

FIRST VISITS/ NEW INTAKES
1586

Programming- participants	
Total sessions	120
Total number of programs	14

Health	
Healthy Living Supports	28
Minds and Body programming	83
Vaccine clinics- Covid	34
Men's support group- October-March	38
Women's Circle/Support Groups- 1 session	23
Safer sex supplies	549
Cooking. Nutrition Class- N/A	0
Mental Health/Addictions	68
Financial Literacy	
Money Management	2
Income Taxes	783
Access to Benefits	323
Access to ID	362
Employment	
Volunteer/Employment Training-formal partnerships	6
Settlement	
Newcomer/Settlement Supports	74

CRISIS SUPPORT
179

VOLUNTEER HOURS
48

BUS TOKENS
12

Drop In Services	
Coffee/Snacks	16,872
Basic Needs Food kits / Supplies	1549
Basic Needs Baby Supplies	690
Pregnancy Test	18
Crisis Counselling/Support	741
Layette Program	65
Emergency Clothing/Free Clothing Giveaway	1029
Gift Certificates	125

THRIVE THRIFT SHOP

We trudged on!

The pandemic hit us in waves, with volunteers and staff playing tag with COVID! We were shut down at times as there were times when we did not have enough staff or volunteers. Our customers understood! The staff worked extremely hard with the skeletal team. Big round of applause for them!

Customers and sales began to increase as soon as the mask and vaccine regulations were no longer imposed.

Donations rose significantly in the spring of 2020 and have continued to increase as awareness about the store has widened, as well, people are still cleaning out their basements and garages!

We did not see our regular thrift shop trends during the last year. Sales petered in and out instead of the usual climb from September to Christmas.

We hired Jordon in the fall of 2021. He came to us as a volunteer from McDonald Youth Services (now, The Link). Jordon's presence at our front door has made a big impact for us. Crime has lessened due to his presence, as well, he has formed many great relationships with the community.

Due to the pandemic, we did not hold any special events. Restrictions were ever changing and COVID was spreading more quickly than ever. However, we were able to hold our annual Volunteer Appreciation Dinner for the first time in two years.



This year, we also included staff and had a great time having fun together while reminiscing of the last two years.

Our volunteer pool stayed small throughout the year and it has a bit challenging in finding new ones. Volunteerism has been slow and quiet throughout the city but we have still been able to maintain our monthly training days with a few newbies.

Furniture deliveries are constant as we are receiving new pieces on the regular. Our plan is to purchase a small truck as our van is on its last two feet.

A big change that happened closer to the end of the fiscal year was the change in roles. Danielle took on the position of store manager and Kristy moved into Director of Operations. We are still transitioning into both roles.

Kristy and Danielle

THRIVE TESTIMONIAL

Mike's story

Mike and his adult daughter both had been attending Thrive services for some time. Mike's daughter had been dating a new guy and soon after expressed some concerns about his need for control and temper. Her father and the resource centre staff encouraged her to speak with her counsellor on staff. One day she confided in staff that sometimes 'he is so frustrated with the covid issues 'that he had got angry and hit her' but she didn't think he meant to do it. Mike, had come many times and spoke with the resource staff about his concern for his daughter and asked for advice about how he can help her, knowing we could not divulge any personal information she had shared. Staff gave him resources and numbers to call if there was an urgent situation and shared with him some signs of abuse to watch for. Each time the daughter came and talked about the relationship, staff shared resources with her as well and provided her with suggestions about how to get out of dangerous situations, including what to do if she needs to get help. One weekend the boyfriend became very abusive, and she decided it was time to leave. She made a plan and notified her Dad, just as the staff had suggested. The next day when she told her boyfriend she needed to leave, he became violent, produced a weapon, and refused to let her leave. When she did not show up at her father Mike's house at the arranged time, he called police but without proof she was kidnapped, they said because she was an adult, there needed to be a 24 hour waiting period before they would look for her, so he went to the resource centre and informed them of what was happening. They were able to contact police with details of the situation and asked them to do a 'wellness check'. The police obliged based on the vital details and information provided and discovered that she was being held against her will and were able to extract her and arrested the boyfriend. Mike and his daughter were extremely grateful and hailed the information and support the resource centre provided to saving her life.

