

# LANGLEY

COMMUNITY SERVICES SOCIETY



# 50

Years of  
*Enriching  
Lives*



Langley Community Services Society Magazine





## Langley Community Services Society Magazine

50th Anniversary Edition  
1971-2021

### Our Vision

Enriching lives.

### Our Mission

United we empower and inspire individuals and families to enhance their lives and build inclusive, healthy communities.

### Acknowledgement

We acknowledge we are on the traditional, ancestral and unceded territories of the Katzie, Kwantlen, Matsqui, and Semiahmoo First Nations. We thank them for having cared for these lands and waters since time out of mind, and look forward to working with them in partnership as we continue to build this great community together.

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1995 Crisis Line photo (p.18) by  
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# LETTER FROM THE EXECUTIVE DIRECTOR



**L**CSS is the longest serving multi-service agency in the Township and City of Langley, and after 50 years of making our community a better place to live, it is time to celebrate and reflect. This special edition, anniversary magazine captures five decades of grassroots activism – ordinary people doing extraordinary things. Prepare to meet the heroes who drive our organization forward and get

ready to re-live the significant historical moments in the evolution of LCSS. Perhaps you will be inspired by our hopes and dreams, and join us in our quest to help others.

As one of the earliest local non-profits, we humbly acknowledge that our work takes place on the traditional and unceded territories of the Kwantlen, Katzie, Matsqui and Semiahmoo First Nations. LCSS is a pioneering agency, and many of its programs and services were new to this area. Today, the agency continues to be a pillar in the community, a pathway of hope and a voice for the most vulnerable. Social justice, equal opportunity and client centered services enable us to live and breathe our mission. That mission is to empower and inspire individuals and families to enhance their lives, while building inclusive communities. To meet this goal, we draw upon LCSS' core values of respect, integrity, inclusion and diversity, and a commitment to excellence and collaboration.

The ensuing pages will take you on a journey from our early beginnings as a grassroots agency to the present, where we continue to reflect our changing community. Along the way, you will meet the many partners and donors who have supported LCSS, including the various levels of government, and especially the City of Langley and Township of Langley, which have been integral to the agency's success since its inception in 1971.

LCSS is proud to serve a community with such diverse ethnicities, cultural backgrounds, gender identifications, ages and religious affiliations. We recognize that change is constant and LCSS will continue to be on the forefront to ensure that social justice and equality are part of the conversation, as we strive to build a stronger and more just society.

**Sanjeev Nand**  
*Executive Director*



# LETTER FROM THE BOARD DIRECTORS

**I**N 1971, a church pastor and a small group of volunteers, rented a tiny office space above a drug store and confronted the social challenges in our town. Guided by altruism, these volunteers came from various backgrounds. They just wanted to help people. Onlookers applauded their efforts, but inwardly they must have wondered if the project was sustainable, especially after the group decided to move their operation to a barn. (See our history, page 7).

Flash forward 50 years and today the Langley Community Services Society (LCSS) is a bustling multi-service agency. The society still welcomes volunteers, but it also has a full contingent of professionals who run its many

programs, led by Executive Director Sanjeev Nand. Together, with a strong socially conscious board of directors, the agency addresses poverty, substance use, immigrant services, early childhood, family support, youth employment and mental health.

The agency has changed names over the years, from Langley Family Life Services to Langley Family Services to LCSS, but the commitment to better living is unwavering. The agency continues to represent the best of Langley and what the community has to offer its citizens. LCSS is also quick to meet residents' changing needs. We were the first non-profit in the area to offer a food bank, the first to launch a crisis line, the first to have a youth centre and the first to run a volunteer bureau.

LCSS is resilient. In 2005, when its main building, the aforementioned barn, fell victim to arsonists, the community rallied to rebuild and the society emerged stronger and larger, with a new slate of programs and a fresh strategic plan.

LCSS continues to thrive and passed its last accreditation review with flying colours, because of the agency's exceptional administration and program service delivery.

The board looks forward to serving Langley for the next 50 years. We know that programs and services will be different, the city will evolve, but LCSS will continue to be a reflection of this dynamic, caring community.



Bev Dornan  
Board of Directors Joint Chair



Dimliri Kosturos  
Board of Directors Joint Chair



Ewan McLeod  
Vice Chairman



Heather Newport, CPA, CGA  
Treasurer



Edna Schuerhaus  
Director



Tarel Swansky  
Director



Calthy Wall  
Director



Judi Webb  
Secretary



Wayne Wiebe  
Director



# Congratulations from the Prime Minister



PRIME MINISTER • PREMIER MINISTRE

## Message from the Prime Minister of Canada

It is with great pleasure that I congratulate Langley Community Services Society (LCSS) on its 50th anniversary.

Since its establishment in 1971, LCSS has helped individuals and families by providing a variety of essential services and a range of programs that enable people to adapt and integrate into the community and become financially self-sufficient. These services and programs have greatly benefitted the lives of youth, adults, and families.



Over the years, our government has been proud to support various initiatives by LCSS such as the Skills to Success Youth Employment Program and their Local Immigration Partnership, both of which have helped to service the community and meet critical needs. It is important that we also acknowledge the wonderful work that the staff, volunteers, and community partners at LCSS have done to make their community a better place, each and every day. Their hard work and resilience, especially during this difficult period has enriched many lives.

As we look back at the past 50 years of LCSS with pride and joy, let us also look towards its future with joy and optimism. I know the same passion and drive that the organization has had for five decades in providing services for the community will continue to guide its direction.

Please accept my best wishes for a memorable celebration.

A handwritten signature in blue ink, likely of Justin Trudeau.

Ottawa  
2021



# City Support



## OFFICE OF THE MAYOR

Langley City Hall, 20399 Douglas Crescent, Langley, BC Canada V3A 4B3  
mayor@langleycity.ca

### Congratulations on Celebrating 50 Years



On behalf of Mayor and Council, it is my pleasure to extend sincere congratulations to the Langley Community Services Society (LCSS) as it celebrates its milestone 50<sup>th</sup> anniversary!

LCSS has been an integral part of our community since its inception in 1971. We recognize and fully appreciate the research and hard work that go into developing a wide range of ever-expanding programs to meet the needs of our citizens. Our community is grateful to LCSS for the work that they do and their commitment to supporting families, newcomers, and those facing many diverse challenges

We would like to thank the Board, Staff, and volunteers, both past and present, for their meaningful contributions to the success of the organization; their ongoing efforts to support our citizens and enrich our community are sincerely valued and appreciated.

Congratulations once again and best wishes for many more years to come!

Yours truly,  
City of Langley

A handwritten signature in black ink that reads "Val van den Broek".

Val van den Broek  
Mayor

THE PLACE TO BE



# Township Support

Township of  
Langley



Est. 1873

OFFICE OF THE MAYOR JACK FROESE



September 20, 2021

File No. 0220-02

Langley Community Services Society  
c/o Sanjeev Nand, Executive Director  
5339 - 207 Street  
Langley BC V3A 2E6

Dear Langley Community Services Society:

**Re: 50<sup>th</sup> Anniversary Congratulations!**

On behalf of Township of Langley Council, I would like to extend our sincere congratulations to everyone at Langley Community Services Society (LCSS) on your milestone anniversary. It takes hard work and dedication for an organization to thrive, and to have LCSS flourish for 50 years is a wonderful accomplishment.

For half a century, LCSS has provided residents with much needed programs and information through their many valuable services. An extremely valuable organization, LCSS has touched countless lives and given families the support and assistance they need to succeed. We recognize and value LCSS's ongoing commitment to our Langley residents.

The Township is grateful for your decades of dedication and your passion for what you do. LCSS sets a fine example for other organizations and we appreciate all you do for our community.

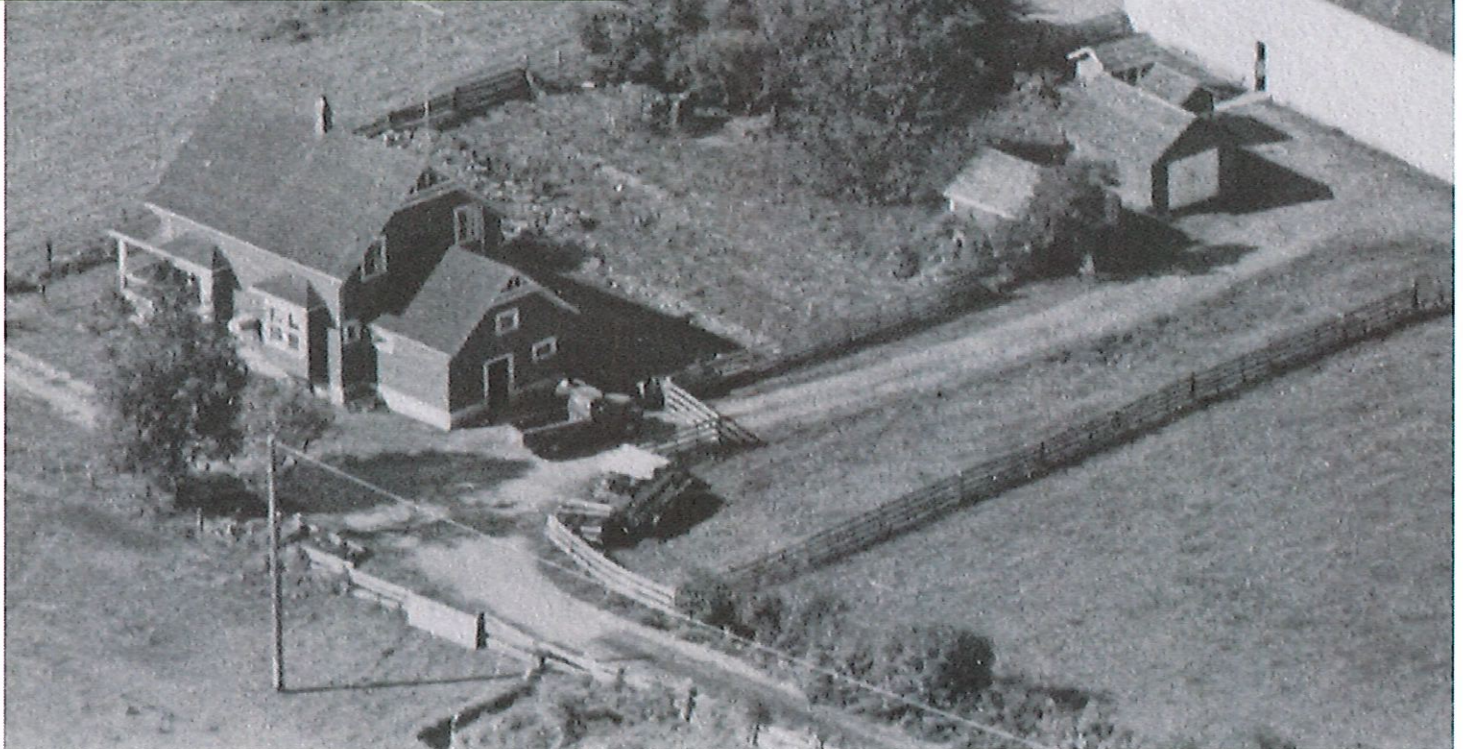
Once again, congratulations on reaching this impressive milestone and for 50 years of commitment, collaboration, and compassion. We wish you continued success in the years ahead.

Sincerely,

Jack Froese  
MAYOR



# History of LCSS



*Blacklock farm in the 1960s (Langley Centennial Museum). Langley Centennial Museum Photo #3459.*





L

angley contains the traditional overlapping territories of the Kwantlen, Katzie, Semiahmoo, Matsqui,

Stó:lō and Tsleil-Waututh First Nations. Indigenous people have been in this part of the valley for over 12,000 years and despite attempts by colonizing forces to destroy their culture, the First Nations presence continues to resonate throughout the area.

European settlers began farming the land in the 1850s. For decades Langley had a lot of cows and a scattering of ranchers, but few social services. It was a good place for those who needed a barn built – neighbours would come from miles around to help raise it – but if someone struggled with alcoholism or had a child with behavioural problems, the options for help were limited. People could make the long drive to New Westminster in search of professional assistance or appeal to a local church. There was no other grassroots initiative to provide aid.

By the 1960s, as Langley's population grew, it became apparent that the region needed more social services. Reverend Gordon Holtby of Murrayville's Sharon United Church, was a member of The Provincial Family Courts Committee, which was concerned about the number of local families unable to cope with the stresses of society. The committee envisioned a community organization that could offer help to families before they became embroiled in the courts and before juveniles became too alienated from their parents.

Gordon and 25 other volunteers – many of them from the United Church – formed Langley Family Life Services (LFLS) – the forerunner to LCSS. Start-up money came from Langley Township and the City of Langley, as well as charitable groups, such as the Canadian Legion Branch 21 and the Vancouver Foundation. It was enough cash to rent an office above Rexall Drugs at 20458 Fraser Highway. The group only had one



phone and a few desks, but within the first year of operation, they answered 903 calls from people in distress; 331 calls requesting information about legal and community resources; 294 inquiries regarding Christmas hampers and conducted 118 counselling interviews.

And the phone kept ringing. In the early 1970s, the two Langleys were among the fastest growing municipalities in B.C. Subdivisions sprang up in the neighbourhoods of Brookwood, Fernridge and Belmont. The government could not build schools quickly enough to absorb the influx of kids. The new communities had the shiny exterior of blissful suburbia, but

## **"Everything from transactional analysis to weight loss workshops took place in the barn."**

many people hiding personal problems turned to LFLS for help. The agency outgrew its facilities and scrambled for more office space. A former Buckerfield's fertilizer plant near Glover Road and Fraser Highway was considered, but the deal fell through.

In 1977, LFLS streamlined its name to Langley Family Services (LFS), while continuing to add

resources such as volunteer-led parent study groups; and a drug and alcohol counsellor. A

new home for the organization became available in 1981, when the Langley Youth Centre ran out of funds. The teen centre had opened the previous year,

and was created by moving a barn from the former Beaulieu Farm at 204th Street and 53rd Avenue to a five-acre site at 207th and 53A – which was once the Blacklock farm. A wing was built to connect the twin-level barn to the 1916 Blacklock farmhouse providing 8,000 square feet of activity and administrative space. LFS modified the interior to suit its needs, including removing the youth group's spacious disco floor, and opened the facility on LFS' 10th anniversary with Reverend Holtby on hand to cut the ribbon.

The increased space allowed the number of programs to flourish. Everything from transactional analysis to weight loss workshops took place in the barn and the farm house. Community gardens spread across the Nicomekl River's flood plain next to the complex. LFS continued its tradition of programming firsts for Langley that it started in



*Langley Family Life Services ribbon cutting. Langley Advance Times.*





*Young ladies at the Youth Centre barn. Langley Advance Times.*

1971 with the Christmas hamper service. The agency launched the Lower Mainland's first food bank in 1983, Langley's first crisis line in 1992 and first volunteer bureau in 1998.

The organization was so established, that by 2005, when the LFS lost its beloved barn to fire (page 11) it was able to rally its supporters to begin anew. New building. New name. Langley Community Services Society (LCSS) was ready for a whole new era of helping people. The organization still welcomed volunteers, but also relied on 42 professional staff members.

Today's LCSS responds to problems that didn't even exist in Langley in 1971. For instance, the agency's Intensive

Case Management Team supports those suffering from homelessness, mental illness and drug use in the streets. LFLS' founders addressed those problems in their day, but would have been shocked to see them unfolding on the sidewalks. Langley is also much more culturally diverse than it was 50 years ago. No one in the Fraser Valley had heard of the Karen people until some members of the group fled human rights abuses in Myanmar and came to Canada via crowded refugee camps in Thailand in 2006? LCSS created programs to help settle 257 Karens in Langley, successful learning programs that continue today.

The city and township continue to grow, while the world seems a smaller place.

Lynda Brummitt began working at LFLS in 1988 as a part-time supervisor of the Family Advancement program, and was the society's Executive Director from 1996 to 2005. She looks back on the group's 50-year journey and is reminded of the famous quote by Margaret Mead: "Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has."

LFLS began with the motto Families Helping Families and, today, the agency includes people from all walks of life helping people with all types of challenges. Collectively, LCSS remains a family. ■



# GRACE UNDER FIRE



Photo by Stephen Radford

The story of LCSS is a real barn burner – literally. On the evening of June 23, 2005, the society's flagship building – a century-old barn that had been converted to a multi-use community facility – burned to the ground. LCSS board chair Rebecca Darnell got the call and rushed to the site at 207th Street and 53A Avenue where the society still has its head office. She watched as firefighters managed to save the Blacklock farmhouse, which continues to serve as the Family Connections Building, but the barn – the agency's heart and soul where so much helpful programming had taken place – was completely gutted. A reporter shoved a microphone in her face and asked, "What's next?" Rebecca had served with LCSS for less than two years. She blurted out the first thing that popped into her head. "Like a phoenix, we will rise from the ashes." But no one had any idea how that was going to happen.

The fire happened at a critical time in LCSS' evolution. The growing organization had just received accreditation in 2003. The board was adopting a new governance model and a strategic plan had just been enacted. The barn's insurance settlement was less than expected. And although LCSS was led by acting executive director Allan Billingsley, the agency was in the process of recruiting a new leader.

The board and staff swung into action. One of Rebecca's first calls was to Dougal Shewan of Realty World Wolstencroft, Langley, who promptly found them a building to rent on Langley Bypass at 200 Street. (Dougal was so impressed by the agency's good work, he later joined its board.) LCSS staff piled into their new, temporary home. Programs started there and at Douglas Park Community Elementary. Bill Dartnell was hired



as executive director and led the charge to fundraise and build a new structure. LCSS was forced to carry a small mortgage, but money began to flow in from the City of Langley, the public and some gaming funds.

While all this was happening, there was the lingering question of how the fire started.



## **"Like a phoenix, we will rise from the ashes."**

A tip led the police to two teens who confessed to the crime. The young man, accompanied by the young woman, used gasoline to start a fire in a shed beside the barn and the flames spread. Damages exceeded a million dollars. The crown pushed for prison sentences, but Rebecca, a lawyer, knew that hard time was not going to rehabilitate the young man, who had mental health issues, nor the young woman, who was a first-time offender. Rebecca convinced Judge K.W. Ball to consider a community reconciliation approach, based on native healing circles she had first seen applied to parole

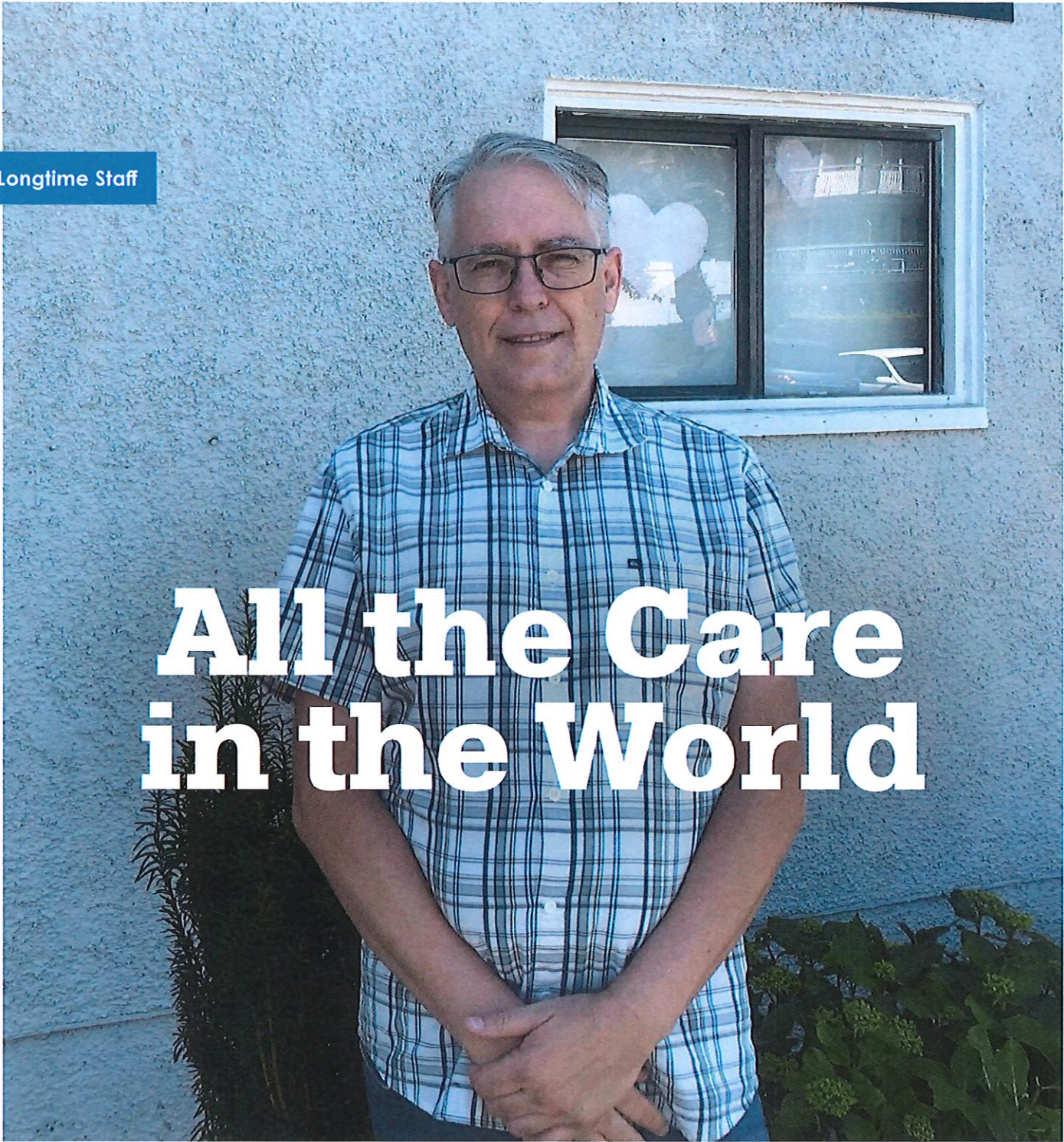
hearings in the 1990s. She obtained a manual from a Native Elder and a circle assembled at the Provincial Court Boardroom in Surrey. In attendance: the two youths, their parents, the defendants' lawyers, and representatives from the City of Langley, the fire dept, the RCMP and LCSS. It was an emotional gathering that allowed all parties to be heard. When the two youths later appeared in court, the young man pled guilty to arson and was sentenced to house arrest and community service, with an order to stay away from drugs, alcohol and weapons, and to continue to stay on his required medication. The young woman pled guilty to mischief and provided 100 hours of community service, including time helping the very people she had harmed – the staff and clients of LCSS.

The young offenders expressed their remorse and earned the opportunity to work for a better future. The community was spared the emotional and financial expense of a contested trial.

The new, \$1.5-million LCSS building opened on the former site of the barn two years after the fire. The modern structure featured more services for the physically challenged and children, an improved backyard and more security. LCSS had a new look in more ways than one. The agency had dropped its old name – Langley Family Services – and re-branded as Langley Community Services Society.

LCSS did indeed rise like a phoenix from the ashes. ■





Longtime Staff

# All the Care in the World

## **BENEATH HIS GENTLE EXTERIOR IS 37 YEARS OF GIVE-FROM-THE- GUT SOCIAL WORK**

**L** CSS's longest serving employee, and one of its most beloved, had no intention of working in the Community Social Services field when he finished High School in 1981. He enrolled in BCIT's broadcasting program thinking that he might become a television camera operator. Instead, he landed on the frontlines of community care in Langley, in the thick of the action,

helping people with serious problems live their best lives.

It was a phone call in 1984 that set him on that path. While working at Western Cablevision in Surrey, Langley Family Services called and was looking for someone to teach a summer video program for kids. "I didn't know how I would like working with kids," Greg explains, "but I needed the extra



employment. It turns out that the youths really related to me and I enjoyed the work. When the summer ended, LCSS' Manager of Special Services for Children hired me full-time."

He worked with kids individually and in small groups, and taught them life skills. The kids felt heard, seen and important. That little bit of care at that critical time in their lives seemed to nudge them onto positive pathways. They did not return later on as clients.

## **The work you do now may be the spark that creates positive outcomes.**

When his program's focus expanded to include entire families in 1999, he rolled with the changes. While working with adults wasn't as rewarding as child-centered work, the experience was valuable and challenging. By 2008, he was the manager of the Family Connections Program, supervising a team of family counsellors and working closely with the Ministry of Children and Family Development.

Along the way, Greg struck up a particularly close relationship with his fellow youth worker, Rosemary Brown, who led the Brookwood Youth Project – a joint venture between LCSS and the Township of Langley. The program addressed serious problems involving young people in and around Brookwood. Rosemary formed relationships with many of the at-risk individuals and helped them plan and run their own youth activities.

Greg and Rosemary married in 1988 and cared for foster children before raising their own two daughters. One daughter is a teacher and the other works in a residential substance treatment program. Rosemary became a Youth Worker for the Langley School Board and the couple are now grandparents, still regarded as a remarkable duo when it comes to connecting with youth. In 2019, they won a Community Leadership Award for their service to the community.

When Greg looks back at his career, he is astonished by the amount of change that has occurred, not only at LCSS, but throughout Langley. "This community has gone from ranch country to a thriving suburbia. And it is remarkable to see how culturally diverse it has become. When I started here, it was the least diverse in the Fraser Valley and then we started to see different waves of immigration: South Asians, Vietnamese, the Karen from Myanmar. There's always that moment when you wonder, 'Are they going to be able to cope with the cultural and language differences? Will they find their place in the community?' Fortunately LCSS has so many support programs that come alongside and help with this transition. We all celebrate when we run into them later on and see them thriving."

Today, in addition to being LCSS' Family Connections Program Manager, Greg also oversees several other programs. He has long, tiring days when it is easy to get discouraged and that is when he thinks of another key phone call in

his journey. He was sitting at his desk after everyone else had gone home and he answered the ring. It was the voice of a man he had not seen in 30 years. "I knew him as a brilliant kid from an abusive background, but he was full of potential. No other service was able to work with him successfully. He called to say that I was the only man in his life that had treated him properly when he was young and that I was the only positive interaction he had as a child. We chatted a bit about his new family and his job. He is happily married with a young son with whom he has an amazing relationship. Then we said goodbye and I turned out the lights, feeling very pleased about my former client's journey. As I often remind my staff, you may not always think you are making a difference, but the work you do now may be the spark that creates positive outcomes for people we serve.





Longtime Volunteer

# OUR "GREET" GRAND MOTHER

## MARION WELLS' STORY



**T**he first building that visitors encounter, as they enter the LCSS hub off 53A Avenue, is the Marion Wells Centre, which is appropriate given that, for so many years, the tireless community activist was the first point of contact for the organization. In 1976, after Marion retired from her 33-year nursing career, she joined LCSS as a volunteer receptionist. So many clients noted her compassion and enthusiasm that the society asked her to join the

board. She served as president for 10 years, overseeing an organization that went from two full-time employees to 28. The group expanded its services dramatically and much of the fundraising needed to meet the annual \$2-million budget was done with her guidance. When a new building was added to the complex in 1991, the board insisted it be named after her. Marion retired from LCSS in 2001 because of her failing vision, but she continued to volunteer with a support group for the blind.

United Way honoured her with the W.J. VanDusen Community Service Award for her 22 years with LCSS. She passed in 2008. Today the Marion Wells Centre houses LCSS' Substance Use Services – Langley's largest and most established outpatient counselling program, which, for over 30 years, has provided free help to individuals attempting to create change regarding their personal substance use, as well as providing support for those affected by a loved one's substance use. ■



# Hire Education

**Y**oung job seekers always face the big hurdle of lack of work experience, but when additional challenges are added, such as being new to the country, having left high school early or being disabled, suddenly employment seems beyond reach. LCSS' Skills to Success Program or S2S was created specifically to address these obstacles. Funded through Service Canada's Youth Employment and Skills Strategy, the program began in 2017 and helps young people aged 15 to 30 overcome employment barriers. S2S boasts an impressive record of helping 86 per cent of its clients find work or pursue further education.

One of its success stories is Steven. When he approached LCSS, he needed a lot of help. Difficulties at home meant that he was sometimes living in an RV. He was visibly fatigued and struggling to focus. S2S assisted him in finding work, food and counselling. His first job was at Tim Hortons, but despite having a kind manager, he was frustrated by some of the customers. He quit and S2S helped

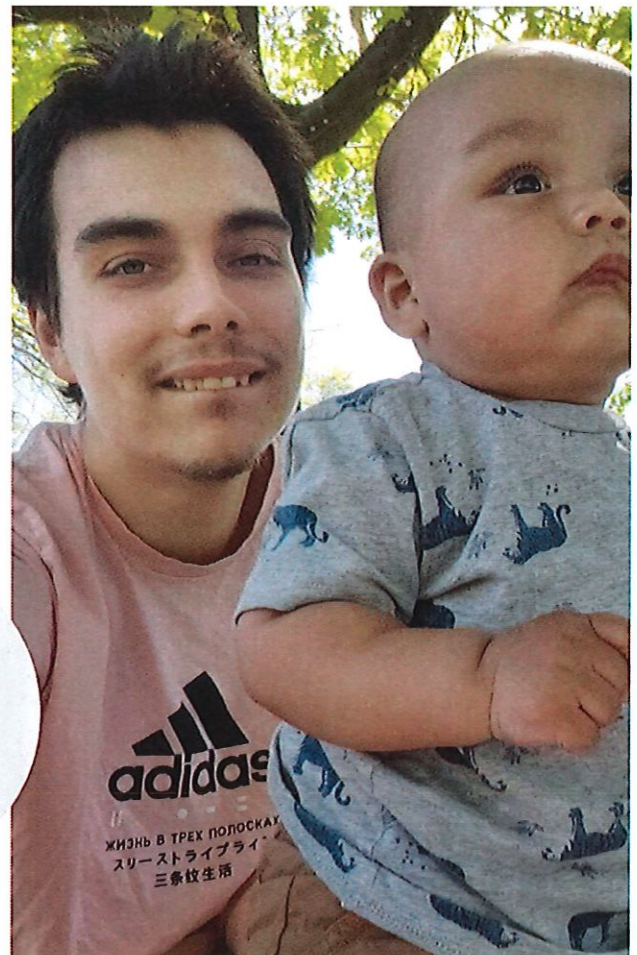
him get first aid certification and fork lift training so that he could work at Loblaws. "The program strengthened me to believe that I have value," says Steven. "I have renewed confidence and the tools to handle problems in the workplace. I am happy to be living with my family in a good home."

Another successful S2S graduate is Pana. He originally came to LCSS to study English and was encouraged to join the employment program. S2S found him work with CKF Inc., which makes food service products and disposable tableware. "I worked long hours and varied shifts and

almost gave up," says Pana, "but the LCSS staff motivated me to continue."

The hard work paid off. He had been living with his parents in a basement suite. His earnings helped the family move to a better home and, as his wages increased, he was able to help his parents start a restaurant business.

"I gave myself a \$200 allowance," explains Pana, "and the rest of my earnings went to my family. Eventually, I bought myself a blue Subaru Impreza and lot of video games, too. Now, I look back at all the steps it took to get here, and it all started with Skills to Success." ■





# LCSS HISTORY TIMELINE

1970

**Early 1970s** First paid positions created for an executive director, volunteer coordinator, secretary and part-timer bookkeeper. Programs include a single parents' group, legal aid service, a family planning clinic and training for lay counsellors.



*Young ladies at the Youth Centre barn.*

**1977** Name changed to Langley Family Services (LFS).

1980

**1980s** Programming expands to include all types of services – everything from problem solving for teens to free photocopying.



*Boys group gardening.*

**1984** Social service agencies are hit hard by the global recession but LFS thrives with a team of 20 employees, 200 volunteers and a \$500,000 budget.

**1983** Langley Community Services folds and two of its programs – Special Services to Children and Employment Outreach – are absorbed by LFS.

LFS opens the Lower Mainland's first food bank, as a short-term, emergency solution to hunger and poverty.

**1981** Move to current location at 207th Street and 53A Avenue. The Blacklock farmhouse is connected to the Beaulieu barn to create a busy, community service hub.



**1989** Langley Planned Parenthood, which was based at LFS since 1981, moves into its own building on the same site.



**1991** A new building is added to the LFS complex and is named after board president Marion Wells who began volunteering at the agency in 1976. The centre houses immigrant services, crisis line operators, parental support and daycare.

**1995** Crisis Line closes after 12 years of proud service, without ever having received government funding.

**1997** B.C. govt restructures its services and creates Ministry for Children & Families.

# 1990

**1993** LFS declared a No Smacking Zone in accordance with U.N.'s Convention on the Rights of the Child.

**1998** City of Langley funds new roof for The Barn.

**1996** Sunrise Community Gardens opens at LFS as a partnership with Langley Sunrise Rotary Club.



*LCSS group photo, 1990.*

**1990** Immigrant Services program launched to help newcomers learn English and find employment. Clients include political refugees from Guatemala and Hong Kong.



# 2000

**2003** Receive thumbs up from Commission on Accreditation of Rehabilitation Facilities (CARF).

# 2010



**2011** LCSS switches to Council On Accreditation (COA).

**2017** As Langley's homeless count reaches 206, the Intensive Case Management Program is launched to help those on the street and those in danger of losing their homes.

Youth Employment Skills (YES) program is launched and proves so helpful to job seekers age 15 to 30 that a spin-off program, Skills to Success, debuts in 2019.



**2007** LFS changes name to Langley Community Services Society (LCSS) to better reflect the programs and services being provided.



New building opens to replace The Barn which was destroyed in arson fire.



**2017** LCSS joins the Resilience BC Anti-Racism Network (formerly Organizing Against Racism and Hate) and begins hosting community discussion forums and workshops.

**2016** LCSS provides settlement support to 160 Syrian immigrants who fled civil war.





**2018** LCSS gets a new playground thanks to sweat equity from its staff, \$15,000 from On Line Collision and some expertise and materials from Home Depot.

**2020** Local Immigration Partnership (LIP) – LCSS joins the more than 60 LIPs in Canada to create a community planning table in Langley to develop and implement plans to improve immigrant and refugee settlement and integration.



**2021** Prime Minister Justin Trudeau, along with Minister of Employment Carla Qualtrough, make a virtual visit to LCSS and praise the organization as a pillar of strength during the COVID-19 crisis.

## 2020

**2019** Poverty Law Program advocates explain legal rights, outline options for legal problem solving, assist with dispute resolution and represent clients at board and tribunal hearings.

**2020** The COVID-19 global pandemic forces suspension of most in-person LCSS programs. The agency is forced to pivot programming to virtual services, while still meeting the unique needs of the vulnerable populations served. Many new technologies were needed to support this transition and staff rose to the occasion in learning to adapt.



**2021** Education Assistant (EA) Training – The project provides an EA diploma and work experience to those who are having difficulty finding employment and wish to work in the education field.

New Employment Program and opening of Welcome Centre in Township of Langley.



Substance Use Services Client

# Clarity First

“ I was highly functional on heroin”, says Daniel. “It was the days I didn’t have it that people asked me what was wrong.” The recovering addict is in his 40s. He started using alcohol and marijuana in his teens, and began using harder drugs in his 20s. The cycle of daily use inevitably caught up to him – physically, emotionally and financially. He would detox, get some sobriety and relapse again. For an entire decade he continued to relapse, despite attending a handful of detox and residential treatment facilities. Eventually, he reluctantly walked through the doors of LCSS’ Substance Use Services, an outpatient counselling resource he had avoided throughout his active addiction.

“I never thought I’d get enough support with counselling once a week,” he says, “but I was just really tired of the repetition of the pattern.” After meeting with a clinical counsellor, he was amazed to learn that the approach at LCSS was not what he expected. “I was actually asked what my goals



were, rather than a professional telling me what they should be!” Daniel found that the harm reduction approach was encouraging, in comparison to years of experts giving him advice, and being disqualified from programs when he would relapse. He describes his counselling experience as refreshing and openminded. He experienced a shift in what he thought recovery should look like. “I learned to advocate for my own recovery. I discovered I could learn from my relapses, rather than feeling like a failure.”

Years later, Daniel is now pursuing a diploma in Social Work, continues

to run his own business, and is a coordinator for the Langley Community Action Table and Overdose Response Project. He is also a passionate speaker who feels he has a responsibility to share his story. “I survived an overdose,” he explains, “and if I had been in active addiction when the drug supply changed and became more toxic a few years ago, I don’t think I would have survived.” He believes he has a moral obligation to share his story with the community at large, to help people rethink how they view those who struggle with substance use.

■



## Substance Use Services Staff

# Love is the Drug



Over 20 years ago, Ceiliah was living and working in Prince Albert, Saskatchewan. She had recently completed her schooling in youth care and substance use, and was working as a street outreach worker, when her mom saw a posting online for a temporary job as a youth addictions counsellor. It seemed like a great opportunity and was based on the West Coast with LCSS (then named Langley Family Services). After two phone interviews and locating Langley on a map, Ceiliah got the job.

She describes the agency as cozy and friendly, which was much

appreciated since she had moved from three provinces away and did not know anyone when she arrived. She loved her job and, when the contract expired, her supervisor restructured the program to hire her permanently for Substance Use Services (SUS).

Almost 22 years later, Ceiliah still loves working with the youth she sees every day. She is mindful that this is often her clients' first experience with counselling. "I want them to be unafraid of coming to counselling both now, and in the future. I try to open them up to new ideas of who they could be, helping them explore why they're turning to substances, educating them on how to stay safe, and giving them someone they can talk to and trust." She also adds that since she often does not get to hear what happens in a client's life once they leave LCSS, even the occasional encouraging story motivates her to pursue this challenging work. She recalls one of

the most significant conversations she had was years ago, when a parent of one of her former clients called to update her on how the client's life had turned around. The young woman was in school and studying to become a counsellor herself.

Looking back at over two decades of providing guidance, Ceiliah is thankful for her position. She loves working at LCSS because it offers a great team atmosphere, a refreshing work-life balance and the opportunity to constantly learn new things. She appreciates the SUS' autonomy and the agency's flexibility. "The agency has grown so much since I've been here and it's done a great job of adapting to the community's changing needs." She is eager to help many more people in the years to come. ■



## POVERTY LAW CLIENTS

# Know Your Rights



LCSS' Poverty Law Program has helped hundreds of people gain fair access to income support and services through plain-speaking information, referrals and one-on-one advocacy. The program offers BC Housing workshops and pro bono legal clinics, as well as assisting with a host of financial challenges, including student loan problems, debt repayment plans, Canada Revenue hurdles, Workers' Compensation claims and Employment Insurance.

JJ's story is typical of the kind of results that the program can achieve. When her landlord announced that JJ had to move out of her home by New Year's Eve, the tenant was paralyzed with fear. She contacted a legal aid organization, but was told to just give up. "I was so filled with shame," says JJ, "because I was a realtor. I knew what to do, but I was unable to function because of my PTSD." LCSS helped her negotiate the extension of her tenancy and gave her the confidence to stand on her own. Some money from a family

inheritance has also helped JJ and she says she will never have to face homelessness again.

Richard is another client who praises the work of the Poverty Law Program. He was a welder, but when his employer wanted him to move to Fort McMurray, he was unable to because he had to care for his parents. He worked as a security guard for a year, but hurt his back and had to quit. Richard needed income assistance and a Person with Disabilities (PWD) designation, but found it challenging to apply for the benefits. LCSS helped him apply for Income Assistance and his PWD benefits.

Today he is unable to stand or walk far, but he has the assistance he needs to live a decent life. He thanks the Poverty Law Program for that. ■



# Above and Beyond Outreach



**I** imagine someone special in your life has been given a diagnosis of cancer and a limited amount of time to live. For Charlene (not her real name), who had already experienced a great deal of loss and trauma in her life, reality meant she was about to lose her best friend to the disease. Fortunately, Charlene was supported by LCSS' Intensive Case Management Team (ICMT). The team works at the street level to help clients in freefall create a plan to improve and stabilize their lives. They are staffed with a variety of experts including nurses, an addiction specialist, a housing specialist, and a psychiatrist.

Charlene was already addicted to crystal meth at the time of her friend's diagnosis. She did her best to care for him during his last nine months. She provided solace to him, advocated on

his behalf, took care of the daily chores and accompanied him to various appointments. The ICMT supported her by giving her a space to talk as needed and process what was happening.

Six months after her friend died, the ICMT helped Charlene attend a three-month treatment program and then find a new home. Finding a home after treatment posed a variety of challenges and the first home turned out to be an unhealthy choice. Charlene had a few slips, yet remained engaged with the recovery process. She often talked about deliberately choosing her

thoughts and the self-honesty needed to remain abstinent from substances. Charlene was able to find different housing, which provided the stability to continue with the recovery process. As a result, Charlene attended trauma counselling for a year and started volunteering.

Now, there are a lot of positives in her life, such as reconnection with family members, a greater ability to trust others, a sense of pride in her accomplishments, less shame and more compassion for herself. Although she still struggles with depression and anxiety, Charlene keeps taking small steps in her path forward. She has signed up for a Work BC course and eventually hopes to train as an Early Childhood Educator. With the assistance of ICMT, Charlene has gained the knowledge, skills and ability to build a brighter future. ■





# Care Package

**S**ue and Laura are a resourceful mother-daughter duo who started working in the LCSS Child Care Resource & Referral (CCRR) program within a few months of each other in 2006. The program began in 1989 and has helped shape the childcare community in Langley.

Sue and Laura are the face of this program and have supported thousands of childcare providers in their mission to raise the quality of childcare provided. In the last 10 years alone, Langley CCRR has hosted 502 professional development opportunities to 7,943 participants. Sue says, "It all started with CCRR staff presenting education sessions for free to care providers, but I had dreams of bringing experts in the childcare field to my community. We started charging a small fee to cover the cost of hiring presenters and were unsure if we could get people to participate." As it turned out, the care providers attended in droves. The child

development workshops addressed cognitive development; social and emotional learning; risky play; and multiculturalism support.

As Langley has grown and developed, so too have the needs of families and childcare providers across the Township and City. "Fewer people can afford to provide childcare in their homes," says Laura, "and there is a huge shortage of qualified early childhood educators. CCRR staff have to work hard to support newcomers entering the field. This is where we now need to focus, to ensure our children have qualified people nurturing them throughout their development."

If you are a parent looking for childcare in Langley, you can be sure that Sue and Laura and the rest of the CCRR staff will do their best to help you find what you are looking for. As they have been for the last 15 years, this mother-daughter duo is here to support the childcare needs in our community, whatever those needs may be. ■





# Kindred Spirit

Carly first became connected to the Family Place program in 1996 after the birth of her first child. She had just turned 22 and had no friends or family in the area, having just moved from Vancouver Island. "This group was literally my lifeline during my first 5 years of parenthood, as I navigated the early years of being a mom. The group facilitators and participants provided me with the extended family that I did not have access to, living so far away from all my friends and relatives. I really needed the support more than any other time in my life."

The Young Parent Program at Family Place was a support group that met weekly and offered activities, education, and field trips. Carly explains that the most important aspect of Family Place services, was the supportive space for parents to build the connections and support to be



resilient as parents. "It helps lift every parent and every child up by providing education and creating a support network for any parent who needs it."

Twenty years later, Carly is still friends with some of the girls she met through this program; and their children also remain friends. "I would say that the Family Place Young Parent Program made me go from feeling isolated and alone, to feeling supported and connected. I cannot express enough the gratitude I have for this program, and the community

they built for me when I did not have one and needed it the most."

These days, LCSS is still operating free Family Place drop-in programs to Langley residents, creating connections, and making memories for the next generation of parents and young children. ■





# Gift from the Gab

**J**eannie Morgan was looking for something to fill her days during retirement. Little did she realize that volunteering at LCSS was also going to fill her heart.

She had been a trainer for government staff; and was accustomed to a busy schedule and constant social interaction. She worried that retirement was going to be challenging. After leaving her career, she considered her options. She was aware of community service organizations like LCSS having once sought help from a similar organization in Surrey. Three years ago, she decided to volunteer with LCSS Conversation Circles, because helping newcomers practice their English resembled her training work. Jeannie immediately found the sessions to be rewarding and she has amassed a mountain of fond memories of her clients.

"When I think of all the students I have worked with," says Jeannie, "one woman in particular comes to mind. She was well established in her career in her country and was anxious to find employment in Canada – but it seemed she had lost herself somewhere along the way, as she left her life and

everything familiar, to come to a new country and start all over. I helped her with her English and, as her confidence increased, she started applying for jobs. When she received a job offer from Winners retail chain, she was so excited she could hardly contain herself and she kept hugging me! Her sense of self came back and she was so proud of herself. It was wonderful to see."

**'From you, I saw the fairness, help and no judgment of Canadians. I am starting to like this country.'**

Of course, not all the stories that Jeannie encounters in the Conversation Circles are happy ones.

She explains how one man who had been in Canada for two weeks told her how his family lost their sprawling pomegranate farm in Syria. "The land was bombed in the war and it all burned away. His family was devastated and lost their means of earning a living.

He was in tears as he relayed the story. Another couple told me of the husband's brother who was shot dead because he snuck out at night against curfew, to work, so he could feed his family. We should celebrate the courage that these people show as they build new lives here."

Jeannie says it is so easy as a lifelong Canadian to take stability and justice for granted. Her clients do not always encounter that when they get here. "One of the students came to me with a personal problem. She felt that she was being unfairly treated and ignored in another school. She began to shrink away from the situation and wished that she hadn't come to Canada, as this was happening to her a lot. We talked about it and I helped her to find the courage to speak up and ask for a solution. The following week she gave me a thank you card. In it, she wrote, 'From you, I saw the fairness, help and no judgment of Canadians. I am starting to like this country.'

Moments like these are the reason I volunteer." ■



Early Learning Program

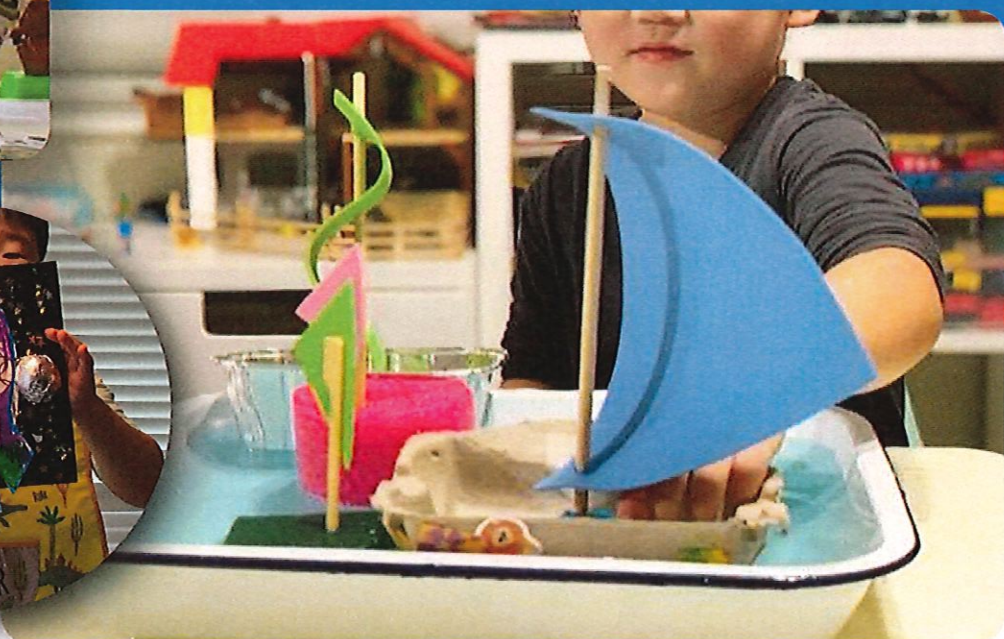
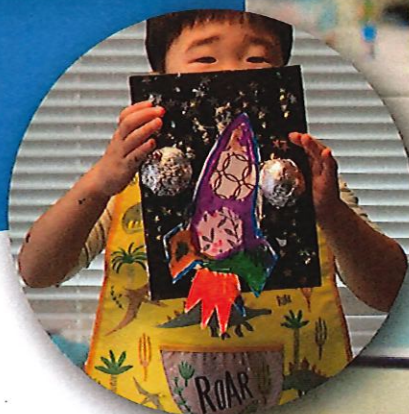
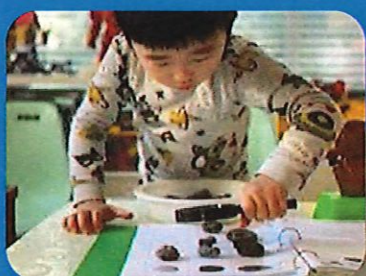
# ALL THE *ELP* YOU NEED

**P**eople who speak two languages often outperform monolinguals on general measures of executive function, but what happens when a child is raised in a tri-lingual household? For five-year-old Hugo, it all seemed too much.

His mother, Mayuko, who is from Japan, noticed that he was having behavioural problems. She was struggling to care for him and her two-year-old daughter, Leila, while her husband, who is from Hungary, was often at work.

Mayuko was relieved when she discovered LCSS' Early Learning

Program (ELP). The program is designed for refugee and newcomer parents and caregivers with children under the age of seven who have multiple barriers to integration. Participants meet at the early childhood center, which provides a welcoming and relaxed atmosphere five days per week. Hugo was introduced to a counsellor who helped him develop better social and behavioural skills. The boy thrived in the supportive environment and began living a more joyful life. He attended kindergarten and made new friends. Mayuko and her family are grateful for the help they received at LCSS. ▀





# The Family That Reads Together

**F**ive-year-old Ivy calls it Mama School, but on the LCSS website it is called Bond to Literacy. Whatever you want to call it, the 12-week literacy program is the perfect opportunity for child and parent to share quality time, while learning to read and prepare the tot for school. Ivy's mom, Kathie, loves the program because it provides all the tools and support needed for parent-child engagement. During the sessions, Ivy read six books carefully chosen for her reading level, including Caramba – which is about a cat that

yearns to fly, but instead discovers a different hidden talent — and Ancient Thunder, which explores the relationship between horses and First Nation's cultures.

The program is about more than just developing language skills. Fun activities also help develop math, science and motor skills. Mother and daughter made puppets that were inspired by the books' contents. They also danced together

and created soccer balls. Ivy excitedly anticipated each session, which is exactly what Kathie wants to see in her young reader. ■



## Fresh Start

### GHAZALA'S STORY



**M**y name is Ghazala and I have four children. I was born and raised in the city of Al-Hasakah, Syria, but when the civil war began, my family fled to a refugee camp in Iraq. There was no school in the camp, so I knew that it was time for us to move. We decided to come to Canada, because it is a safe place. There was a group of people in Langley who decided to sponsor us here. Some of the greatest challenges in Canada were learning a new language and meeting new friends, but now that I am learning, everything is getting easier. LCSS' English conversation circles have helped me with my communication skills and

encouraged me to take my first step to become a volunteer at LCSS. If I had not heard about or discovered LCSS, I would have had a much longer journey, and I would not have integrated into Canadian society.

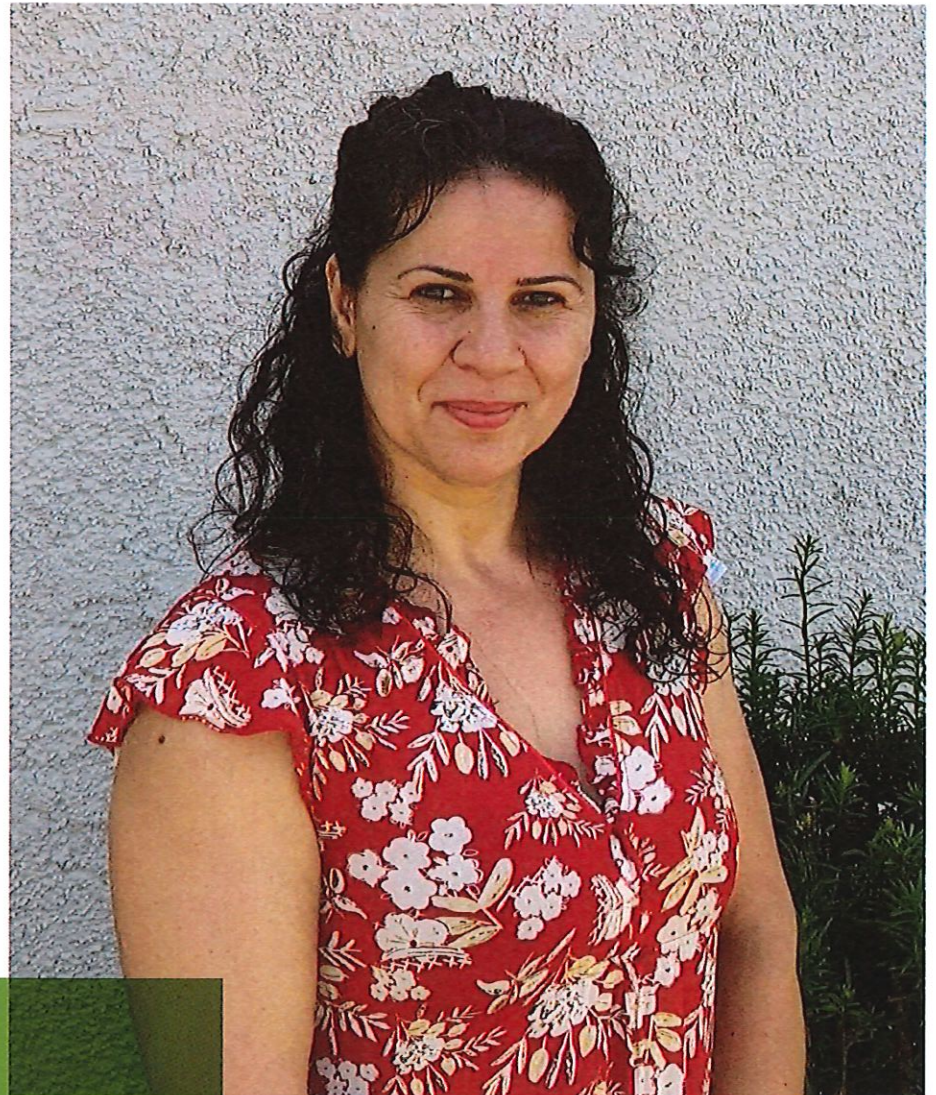
LCSS helps us to renew our goals, and it is a safe place for families, seniors, youth and children. I am happy that I have been able to go from being a client to a volunteer to a staff member. My job is Arabic Settlement Worker. I help those who are struggling to adapt to a new life, as I once did. My hope is to help the families who are still trapped in the refugee camp in Iraq. ■



# Change for the Better

**W**ar and oppression can crush the human spirit and yet many individuals find ways to persevere. Suaad Sharif lived her first 41 years in the tumultuous Kurdistan Region of Iraq. She could have spent that time hiding in a bunker, but instead she became a social worker helping NGOs like WADI empower women and youth in the Middle East. "There were many layers of dysfunction where I grew up," says Suaad. "Sometimes it was bullets and bombs flying, sometimes vicious politics and corruption. I chose to fight gender inequality – to end the so-called honour killings, domestic violence and female genital mutilation that exist where ignorance and apathy rule." She counselled female prisoners, organized field workers to raise awareness in rural areas and coached a girls' soccer team.

Progress was made, but in 2014, ISIS overran 40 percent of Iraq and declared the city of Mosul the capital of its caliphate. The Sharifs lived just 150 kilometres away, and Suaad and her husband realized that they could no longer raise their two children in such chaos.



The family was greatly relieved when they moved to the relative stability of B.C. The Sharifs spoke some English and so were spared the huge language hurdle that many immigrants face, but they still wrestled with financial and cultural challenges. "It was tempting," says Suaad, "to solely interact with family and Iraqi ex-pats, but we didn't want to cut ourselves off from the larger community. My husband found work as a courier, our kids made friends at school and my breakthrough came when we googled 'community services' and found LCSS."

She volunteered with the organization in 2017 and then worked part-time helping Syrian refugees. In 2019, she was hired full-time as a LCSS Family Connections counsellor. Her Arabic and Kurdish language skills come in handy when helping Middle Eastern immigrants. She provides in-home counselling, support and advocacy to families with a focus on reducing risk factors and keeping children safe. LCSS has proven to be a life saver for Suaad, helping her find her way in her new home – and Canada has gained an exceptional activist. ■



# Adventure Therapy

**D**orothy is a single grandparent who raised her grandchild from a toddler to an adult. She worked full-time and money was tight. When her granddaughter turned 11, Dorothy realized that she needed assistance with raising the girl. She turned to LCSS' Family Connections Program, which provides in-home counselling, support, and advocacy, with a focus on reducing risk factors and keeping children safe.

The granddaughter was assigned a counsellor to help her develop social and life skills, and deal with the challenges she faced growing up without her parents' care. The counsellor was able to take the granddaughter out in the community to work on goals through activities and also met with Dorothy while the granddaughter was in school. "It was incredible how much time the counsellor was able to spend with her," says Dorothy. "And when issues arose within the home or community, they were dealt with promptly."

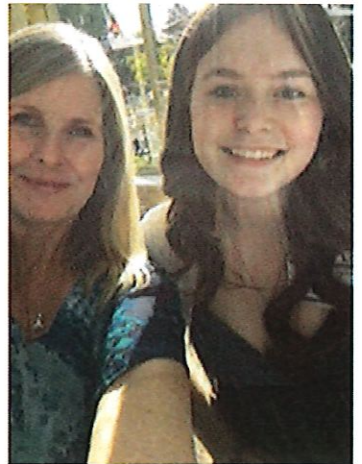
The activities-based program included introducing adventures such as flying in a helicopter, riding a hovercraft

and hiking. She was also connected to sports, leadership resources, career ideas and educational programs – but the granddaughter's favourite memories of the experience were the times she was simply hanging out with the counsellor. "It was the time in the car that I enjoyed the most," says the granddaughter, "jamming out and having

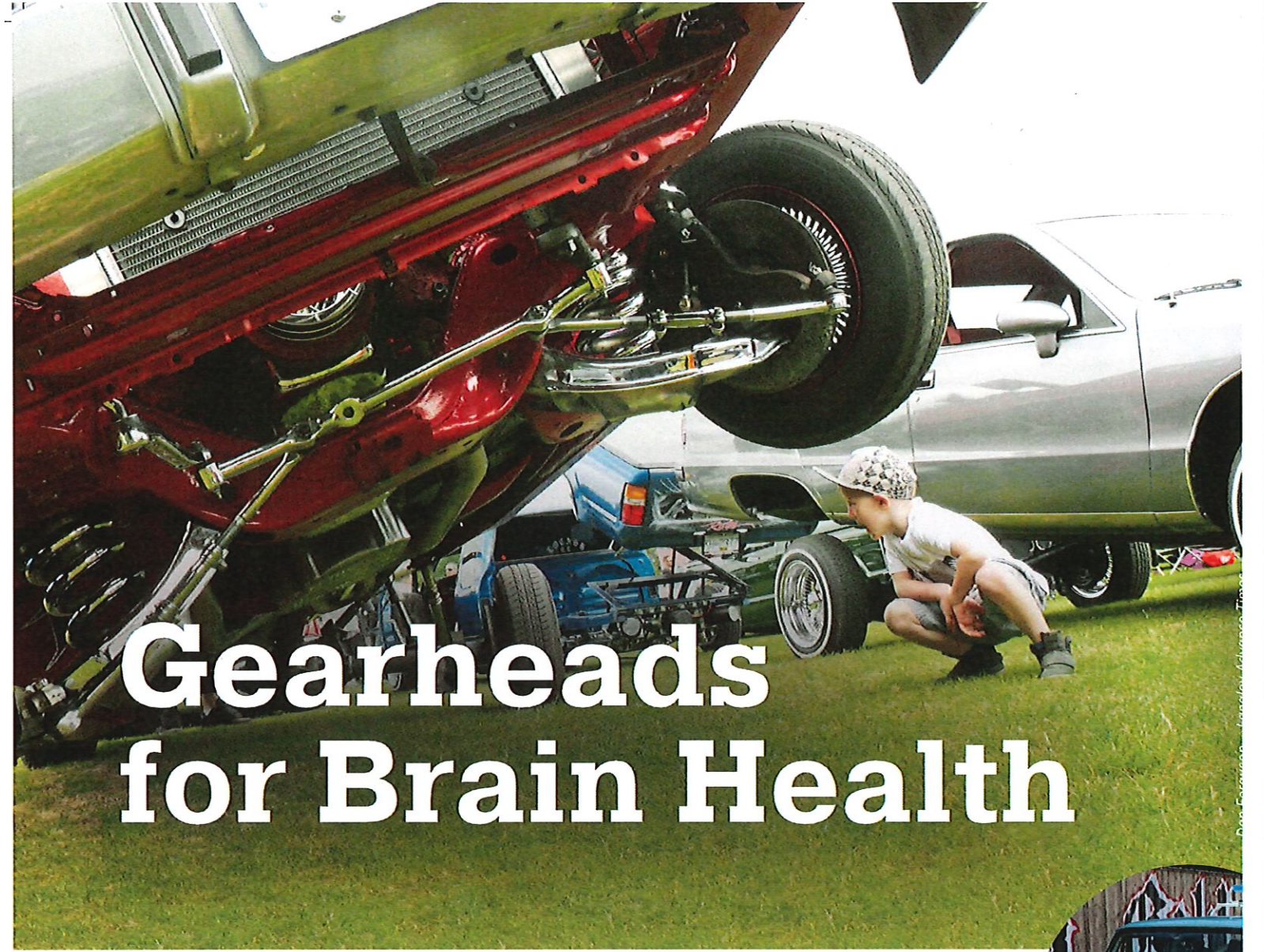
conversations on the way to doing something fun. I didn't feel like I was sitting in an office being poked and prodded. It was like a friend checking in on me."

Reflecting on her time with the LCSS Family Connections program, "It gave me my first sense of adventure therapy." It was a huge help for me setting my own boundaries, just being my own person and learning what I could and could not control; and that I could separate myself from other people's problems. It all contributed to my confidence and abilities, and pushing through with the things that I'm interested in."

She came full circle when, as a young adult, she was invited back to LCSS and volunteered as a peer leader for a group of children at Family Connections. With her extensive community service and volunteer work, she won scholarships and a community leadership award in overcoming adversity. Today she studies adventure leadership at university. "Sharing my experience with others to give them hope, to let them know that they are not alone, has helped me immensely – and so has LCSS and my amazing counsellor Maura Sheehan." ■







# Gearheads for Brain Health

## WHEN ONE CAR'S SLAMMED, A NEW DOOR OPENS.

**F**or the past 3 years the grass field at H.D Stafford Middle School was transformed into a glittering mosaic of automotive art as the Stay Gold Custom Car Show unveiled its annual fleet of awesome machines. The event is organized by the Strong Car Club, which began in the early 1990's as a young tribe of skateboarders. Ken, a prominent member of the group, expanded their interests to painting cars and tricking them out with hydraulic

suspension. The group ebbed and flowed with members, but always held a solid core of individuals. They continually worked on each other's cars throughout Langley. The club became a place for individuals to connect and share the joy of slick wheels.

Sadly, in 2017, the club lost Ken, their friend and leader, to suicide. He passed away after a lengthy battle with debilitating back pain, the cause of which doctors were unable to diagnose. Devastated

by his death, the members sought a way to honour his life, but were unsure how to proceed. One Strong member turned to his best advisor – his mom.

Gale Frost was no stranger to helping people through turbulent times. She undertook a Bachelor's in Psychology in 1985 due to her own experiences with family, abuse, and the desire to help





## The show can shine light to people in their darkest hours.

others. In 1987, she began volunteering with what was then known as Langley Family Services Society (today's LCSS). Gale racked up 1400 hours of volunteer hours in four years, counselling individuals and couples; facilitating support groups; and working alongside a psychologist and psychiatrist to improve mental health. When she shifted her time and energy to raising her own family, she always ensured she took the opportunity to connect with her two sons and their friends, and to sit on committees around the Lower Mainland, supporting mental health in a variety of capacities.

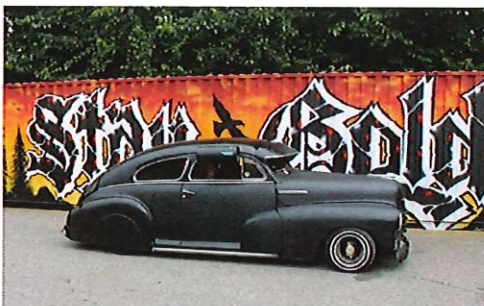


When the Strong Car Club sought strength in its time of need, the crew staged a car show in memory of their friend and mentor, Ken. Stay Gold was born. Through Gale's work with LCSS, it was decided that the funds would be donated to the Langley society, allowing for further funding resources to individuals who are unable to access supports or need additional mental health services. LCSS has been able to put the funds to good use supporting community members in need, with specialized counselling services, assessments and supports for basic needs.

The next time you peruse the dream cars at Stay Gold, remember that the show can shine brings light to people in their darkest hours.

Future events are unknown at this time, however, the Stay Gold webpage is alive and well, offering a place to browse for apparel or simply make a donation to future mental wellness. ■

Learn more about the Stay Gold Custom Car Show at [staygoldcustomcarshow.com](http://staygoldcustomcarshow.com)



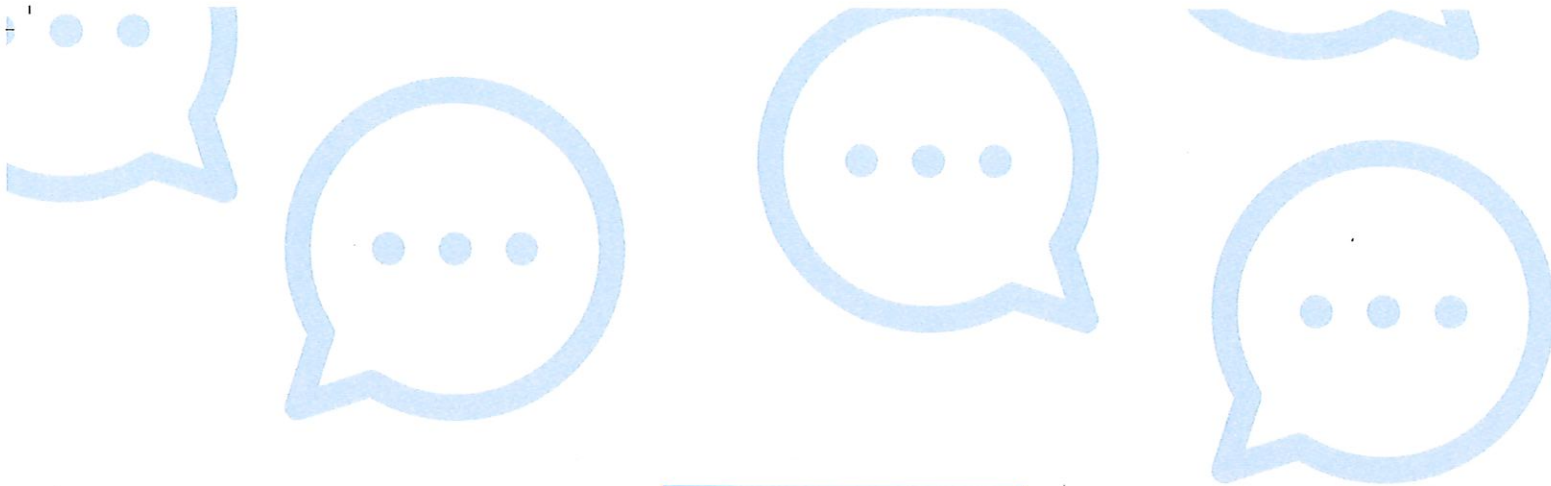












## Community Counselling

# Can We Talk?

“ For 50 years people have trusted us with their innermost secrets and personal problems,” says Gabriel Canal, LCSS Community Counselling Program Manager, “and, in exchange for their trust, our counsellors have given them the skills they need for their journey of recovery and well-being.” Gabriel supervises five university students who are completing their counselling practicums at the master’s level.

His highly motivated team helps LCSS clients with a host of issues. A personal crisis can be anything from someone who lost their job or has been cheated on by their spouse to the young people who cut themselves with a razor in an attempt to override mental anguish from a past trauma.

“Some of our clients feel broken”, says Gabriel. “Our counsellors listen empathically, and depending on the problem, they may re-frame the experience to help the client see their way on a new journey, or, if there has been trauma (for instance, sexual assault in childhood), the counsellor will help them train their brains to have a different response than the fight-flight-freeze in which they are stuck. Only then, can the client process those memories and emotions, and eventually leave behind the flashbacks and distress.” LCSS’ Community Counselling is available to

anyone, regardless of their skin color, sexual orientation or social status. The program is free and accepts self and community partner-referrals. Gabriel explains: “We help some of the most vulnerable clients to make it to the next day, the next week and beyond. We know that there is a spark in everyone. It may be buried beneath years of pain and depression, but we can see it and we want our clients to re-discover it so that they can live a healthy, meaningful life.” ■





LCSS Intern

# THE INTERN'S UPSWING

## MICHELLE'S STORY

**T**he LCSS Community Counselling program has provided practicum placements to over 700 Masters Level interns in the last 35 years. The program was the first of its kind in the Fraser Valley and attracted students from various schools, such as UBC, Trinity Western University, Vancouver's Adler University, New Brunswick's Yorkville University and Alberta's Athabasca University.

As a lifelong Langleyite, Michelle knew of the program from her work with Inclusion Langley, where, as a child development consultant, she referred many families to LCSS. When she needed a practicum placement to complete her Master's degree, she didn't hesitate to reach out to LCSS, because she knows that the society works tirelessly for the community she

loves. Michelle was impressed with the reach of the counselling program. Not only was it available to those who cannot afford private therapy, but the services are also available to people of all ages, from various cultures, who face all kinds of challenges.

Throughout her practicum, Michelle was supported by the staff and the agency. She felt encouraged to step outside of her comfort zone as both an individual and a clinician – creating friendships, connections and opening doors for future employment. After completing her practicum, she volunteered with LCSS to co-facilitate the Settlement Department's Playing

with Rainbows program, a play-based support group for kids from war-torn countries. That successful project led to a series of contracts with the society and culminated in her being hired permanently as a clinical counsellor in Substance Use Services.

Looking back at her time with LCSS, Michelle says, "The organization has such a respectful and caring atmosphere. It makes coming to work every day enjoyable. It is important to me that I be able to give back to my community and working at LCSS allows me to do that." ■





# The Elimination of Discrimination

**R**acism thrives on silence. When victims of hate do not report racist behaviour or witnesses fail to support victims, ignorance wins. That is why LCSS promotes dialogue and education through a number of initiatives.

"Our society is one of 36 organizations that belong to the Resilience BC Anti-Racism Network," says Mary Tanielian, LCSS' Senior Manager of Settlement and Employment. "The Network recently launched a new website – [resiliencebc.ca](http://resiliencebc.ca) – that not only helps people report racist actions, but also develops practical skills to resist racial prejudice on the streets and address inequitable practices at work."

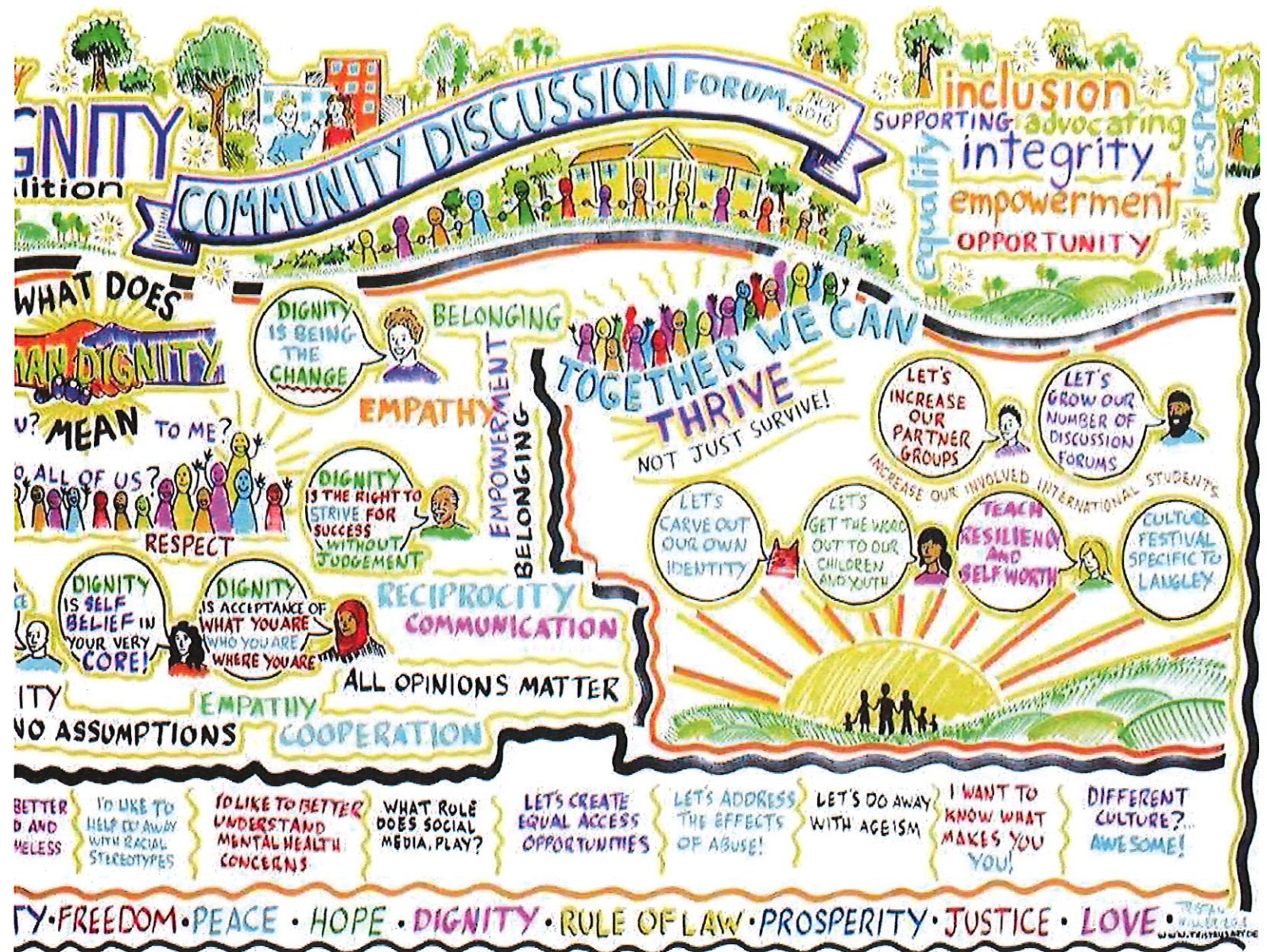
LCSS also promotes dialogue in the community by hosting events, such as 'Reconciliation, What is My Role?' exploring key questions on reconciliation and how to transition

to anti colonial systems in our work. Also, hosting the Organizing Against Racism and Hate (OARH) which drew a 100 people to the Langley Golf and Banquet Centre to increase awareness and address issues of discrimination in our communities. The launch of the Langley Local Immigration Partnership (LLIP) was highlighted at the event.

LLIP's previous Program Coordinator, Mary Tecson, says the project is a community planning table that includes various local government, settlement and community agencies that develop and implement plans to improve immigrant integration. Anti-racism is an important component of the mission. When she was recently interviewed on OMNI News about the rise of anti-Asian violence during the COVID-19 pandemic, the Facebook post garnered 50,000 views.







"It is so crucial to have these programs," says Tecson. "Langley has the highest immigrant population growth rate in B.C. – according to Census 2016 data. We need to build communities that embrace change, champion respect and exude love."

LLIP has partnered with the Langley Human Dignity Coalition for the Langley Storytelling Project. The project pairs seniors with youths to share their perspectives and create art that depicts the changing faces in the Langleys.

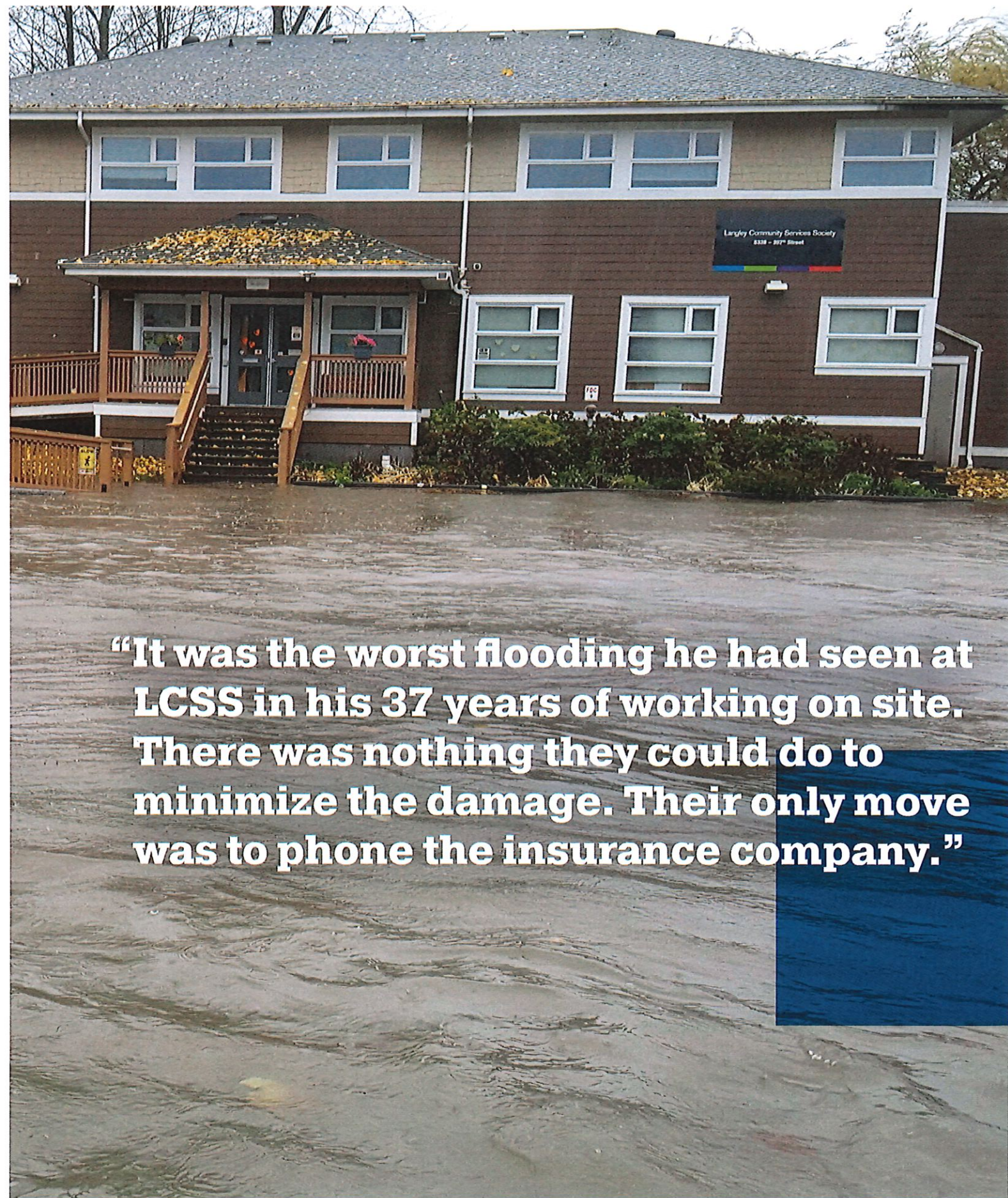
"Celebrating diversity while crisscrossing different generations is a great way to challenge ingrained racial stereotypes," says Tecson. ■





# THE GREAT OUTPOURING





**“It was the worst flooding he had seen at LCSS in his 37 years of working on site. There was nothing they could do to minimize the damage. Their only move was to phone the insurance company.”**



## THE FRASER VALLEY FLOOD OF 2022

**L**CSS executive director Sanjeev Nand did not panic when he heard that unprecedented November rains had flooded the agency's parking lot. He knew that the Nicomekl River which flows behind the LCSS complex could be cranky in wet weather. The little stream had burst its banks before, but the waters had never overrun the cluster of five buildings that form the society's main location. Sanjeev arrived

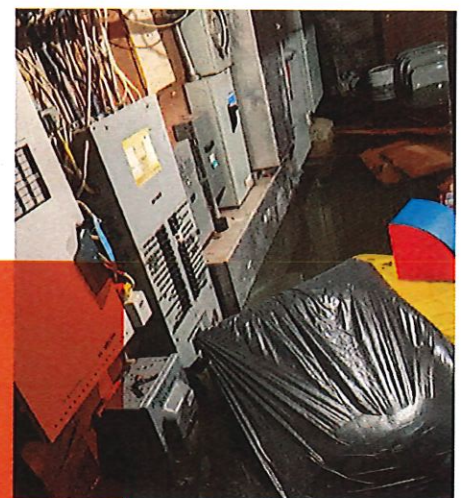
at the scene and his heart sank. The parking lot was a lake. The brown water enveloped the main building's steps and breached the entrance to the heritage home. The crawl spaces and basements were flooded. It was a punch-in-the-gut ending to 2021 – a year that had already delivered a global pandemic and a summer heat dome to B.C.

Greg Davis, Family Connections Program Manager, confirmed, it was the worst flooding he had seen at LCSS in his 37 years of working on site. There was nothing they could do to minimize the damage. Their only move was to phone the insurance company.

Fortunately, the waters receded quickly. Remediation work began almost immediately with a detailed inspection of the property. Significant repairs were needed. The site's flood-plain location meant that the



*The LCSS parking lot was a lake and the crawl spaces and basement were flooded.*







**“We have gone from standing in waist deep water to delivering services again in safe, dry buildings. The quick recovery proves that we live in a caring community.”**



insurance deductible was a hefty \$50,000. The call for help went out to community supporters and a GoFundMe page was launched. To everyone's relief, Langley rallied to the cause. (One donor, who had helped

LCSS recover from the 2005 barn fire, gave from the heart again.) The deductible was raised by many generous donors and the agency managed to continue delivering services with little interruption.

“It has been a difficult winter,” says Sanjeev. “We have gone from standing in waist deep water to delivering services again in safe, dry buildings. The quick recovery proves that we live in a caring community.” ■



Countries  
of Origin:

# WHERE LCSS STAFF ARE FROM



## Canadian Staff Birthplaces:



### British Columbia

Vancouver  
Burnaby  
Kamloops  
Langley  
Chilliwack

Nanaimo  
New Westminster  
Prince George  
Richmond  
Victoria



### Saskatchewan

North Battleford  
Swift Current  
Wawota





**Ontario**  
Kingston  
Ottawa  
Scarborough



**Alberta**  
Edmonton  
Spirit River



**Québec**  
Montréal



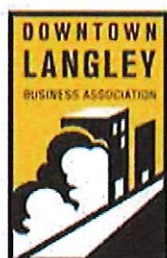
**Manitoba**  
Winnipeg



**Nova Scotia**  
Yarmouth



# Community Partnerships



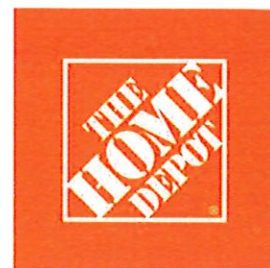
- BC Housing
- BCAA
- BC Liquor Store
- Benefits by Design Inc.
- Boston Pizza
- Canada Post Community Foundation
- Canadian Western Bank Group
- Children's Aid Foundation
- City of Langley

- Cobbs Bread
- Costco
- Downtown Langley Business Association
- Encompass Supports Services Society
- Envision Financial
- First Books Canada
- Fort Langley Lions Club
- Fraser Health Authority
- Gateway of Hope

- Home Depot Langley
- Immigration Refugee & Citizenship Canada
- Inclusion Langley
- Langley Community Corrections
- Langley Division of Family Practice
- Langley Literacy Network
- Living Waters Church



# and Donors\*



Canada Post  
**Community  
Foundation**



*Shewan*  
Est. 2009  
FOUNDATION

**envisior**  
FINANCIA  
A DIVISION OF FIRST WEST CREDIT UNION

- Loyal Protestant Association
- Ministry of Children & Family Development
- Ministry of Social Development and Poverty Reduction
- New Horizons Seniors Program
- Online Collision
- Province of British Columbia
- Rain City Housing
- RBC
- Rotary Club of Central Langley
- Rotary Club of Langley
- Scholastic Canada
- School district #35
- Service Canada
- Smart Savings – Willowbrook
- Soroptimists International of the Langley's
- Stay Gold Custom Car Show
- Stepping Stone
- TD Bank Group
- TD Friends of the Environment
- The Shewan Foundation
- Township of Langley
- United Way of the Lower Mainland





Enriching lives