

# 24 Hour PEACE Program Census Report 2021

A one day snapshot of the Prevention, Education, Advocacy, Counselling and Empowerment (PEACE) Programs for Children and Youth in BC

A large, stylized graphic of the word "PEACE" in a white, cursive font. The letters are filled with a dark teal, textured pattern. The word is set against a dark teal, irregularly shaped background that resembles a splash or a drop. The entire graphic is centered on the page.

BC Society of  
Transition Houses



Table of Contents

Introduction ..... 3

In 24 Hours ..... 5

PEACE Program Support Services ..... 7

Standing Beside: Support and Advocacy ..... 10

Sharing Knowledge: Violence Prevention and Public Education ..... 13

Unmet Needs ..... 14

Continuing Impacts of Covid-19 on PEACE Program Service Delivery... 19

Supporting PEACE Programs ..... 22

Appendix A: Regional Comparisons of Census Results ..... 24



## Introduction

The BC Society of Transition Houses (BCSTH) is a member-based, provincial umbrella organization that, through leadership, support and collaboration, enhances the continuum of services and strategies to respond to, prevent and end violence against women, children and youth. The Prevention, Education, Advocacy, Counselling and Empowerment (PEACE) Program for children and youth experiencing violence, (formerly the Children Who Witness Abuse Program) is a free, confidential program across BC for children and youth aged 3 to 18 who have experienced domestic violence.

BCSTH surveys PEACE Programs annually to document a snapshot of services provided in a single 24 hour survey period through an annual 24 hour census. BCSTH conducted this 24 hour census survey on December 1<sup>st</sup> & 2<sup>nd</sup>, 2021. This census is a snapshot count of a 24 hour period where children and youth with experiences of violence and their non-offending caregivers were served by PEACE Programs. This census provides a provincial picture of how many people were seeking services for their experiences of violence, how many were unable to be served, and the scope of the current PEACE Program support services. Last year, additional questions were added to the 24 hour census survey to assess the impact of COVID-19 on PEACE Programs service delivery and demand for services.

While most PEACE Programs submit their data to the Ministry of Public Safety and Solicitor General (MPSSG) that data may include duplicate information (e.g., a child or youth may have been served by two of the same Programs in one quarter). The 24 hour census data aims to eliminate duplication by capturing all individuals served within the same 24 hour time frame. This year, regional comparisons of the results have also been included in this report – please see Appendix A.

## 24 Hour PEACE Program Census Report 2021



The PEACE Program is a psycho-educational program that provides age-appropriate individual and group counselling services to children and youth to:

- Label and express the feelings they have experienced in relation to the violence they have encountered;
- Understand healthy ways of dealing with anger and expressing anger;
- Understand that they are not at fault for the violent actions of others;
- Teach safety skills, strategies and develop safety plans;
- Encourage open communication;
- Acknowledge loss and separation issues;
- Facilitate understanding of abuse and myths about violence against women;
- Explore other violence issues such as violence in the media; and
- Encourage self-confidence.

For more information about BC's PEACE Programs and to find a PEACE Program in your community, visit our website at <https://bcsth.ca/support/>.



## In 24 Hours

68 of the 86 PEACE Programs participated in BCSTH's 2021 24 Hour Census. Thank you to all of the PEACE Programs who took time out of their busy days to participate in the 2021 Census.

On December 1<sup>st</sup> & 2<sup>nd</sup>, 2021, over a 24 hour period, **450** children and youth who have experienced violence and their non-offending caregivers were supported by PEACE Programs across BC. Of those, **301** were supported in-person and **149** were supported remotely i.e., by phone or online due to COVID-19.

Also, during this 24 hour period, PEACE Programs in BC:

- Responded to **455** service-related calls, emails and texts by providing information and support; and
- Educated **60** people about the dynamics and impacts of violence against women through training and public presentations.

During the same period, an additional **602** children and youth and their non-offending caregivers were unable to be served and there were a total of **789** children and youth on waitlists for PEACE Program services in BC.

*“Making the PEACE part-time position into a full-time position would provide an opportunity for more children and youth to seek services and reduce the risk of children falling through the cracks.” (PEACE Program Counsellor)*

Program waitlists was identified as the most relevant factor affecting the ability to provide PEACE Program services during the 24 hour reporting period. Waitlists were also identified as a



key barrier to PEACE Program services in the 2018, 2019 and 2020 24 Hour Census surveys. This was followed by reduced program capacity in order to meet COVID-19 Public Health mandates (e.g., physical-distancing requirements), and insufficient resources to support children or youth with varying levels of mental wellness and/or substance use needs.

Similar to last year, it is clear that COVID-19 continues to impact waitlists for PEACE Program services due the following issues:

- Increased need for services
- Reduced ability to offer group sessions
- Reduced access to schools
- Space restrictions
- Increased time required for sanitizing between appointments
- Difficulties for some families to attend sessions remotely e.g., due to difficulties accessing or using technology, internet connectivity problems, and challenges engaging younger children remotely.
- Increased cancellations due to sickness i.e., potential COVID-19 symptoms
- Reluctance from families to attend in-person support services when COVID-19 cases are noted locally

*“The pandemic has increased need but our funding has not increased, therefore there are people who have been waiting to access services for far longer than should be acceptable.” (PEACE Program Counsellor)*

BCSTH sincerely thanks the PEACE Programs for the difference they are making in the lives of children and youth experiencing violence each day.



## PEACE Program Support Services

*“We feel so safe here - It's the only time I really get to breathe.”*

*(PEACE Program Participant)*

Since the outbreak of COVID-19, PEACE Programs have been offering services remotely (i.e., by phone or online) when providing in-person services is not possible e.g., due to social distancing requirements. Over a 24 hour period, **450** children and youth with experiences of violence and their non-offending caregivers were provided support services either remotely or in-person through 60 of the 68 PEACE Programs that participated in the census. Eight of the responding PEACE Programs noted that their program was closed during the 24 hour census period, largely due to the part-time hours on which most PEACE Programs are funded to operate. During the 24 hour period, **293** children and youth and **157** adults were supported to respond to the impacts of violence (Table 1).

# 24 Hour PEACE Program Census Report 2021



**TABLE 1: NUMBER OF CHILDREN, YOUTH AND NON-OFFENDING CAREGIVERS SERVED BY PEACE PROGRAMS IN-PERSON AND REMOTELY DURING THE CENSUS PERIOD**

|   | # Supported in-person | # Supported remotely | TOTAL      |
|---|-----------------------|----------------------|------------|
| Female Older Adults (55+)               | 2                     | 6                    | 8          |
| Male Older Adults (55+)                 | 1                     | 0                    | 1          |
| Female Adults (19-54)                   | 60                    | 70                   | 130        |
| Male Adults                             | 6                     | 12                   | 18         |
| Female Youth (16-18)                    | 13                    | 11                   | 24         |
| Male Youth (16-18)                      | 4                     | 1                    | 5          |
| Trans-Identified Youth (16-18)          | 4                     | 0                    | 4          |
| Female Children (11-15)                 | 46                    | 20                   | 66         |
| Male Children (11-15)                   | 37                    | 7                    | 44         |
| Trans-Identified Children/Youth (11-15) | 6                     | 3                    | 9          |
| Female Children (6-10)                  | 39                    | 10                   | 49         |
| Male Children (6-10)                    | 55                    | 7                    | 62         |
| Female Children (0-5)                   | 11                    | 1                    | 12         |
| Male Children (0-5)                     | 17                    | 1                    | 18         |
| <b>TOTAL</b>                            | <b>301</b>            | <b>149</b>           | <b>450</b> |

*"This is a safe place and I feel safe talking with you" (Program Participant, Age 13)*

## 24 Hour PEACE Program Census Report 2021



PEACE Program counsellors continue to report facing more challenges when working with very young children during the pandemic, due to difficulties adhering to COVID-19 restrictions when in-person, and a lack of attention span to engage in remote sessions. In these situations, many PEACE Program counsellors are providing support to the non-offending caregiver to support their child, instead of working with the child directly. This may explain why, similar to last year, fewer children between the ages of 0-5 were supported during the 24 hour period this year, compared with pre-pandemic times. In 2021, a total of 30 children between the ages of 0-5 were supported, compared with 21 in 2020, 36 in 2019 and 83 in 2018. There were also more adults supported in 2021 and 2020 compared with 2019 (157 in 2021, 163 in 2020 and 104 in 2019).<sup>1</sup>

*“Overall, waitlist for younger children is higher as they cannot be seen in-person due to COVID-19 restrictions, and group work in schools is impacted due to space issues.” (PEACE Program Counsellor).*

IN THE 24 HOUR PERIOD, PEACE PROGRAMS RESPONDED TO **455** SERVICE RELATED CALLS, EMAILS AND TEXT MESSAGES: AN AVERAGE OF **19** CALLS, EMAILS AND TEXTS EVERY HOUR.

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<sup>1</sup> It is important to note the difference in the number of survey respondents when comparing findings across years: In 2021, 68 PEACE Programs responded to the 24 Hour census survey, compared with 69 programs in 2020; 79 programs in 2019 and 80 programs in 2018.



### Standing Beside: Support and Advocacy

*"Wednesdays are my favourite day. I love coming to see you."*

*(Program Participant, Age 8)*

Individual support services was by far the activity PEACE Programs most frequently reported engaging in over the 24 hour period at 96.7%. This is not surprising given that COVID-19 has drastically impeded the ability for PEACE Programs to run group support sessions. Group support sessions were the fifth and sixth most common activity that PEACE Programs reported engaging in during the 2018 and 2019 24-hour census respectively. By comparison, group support sessions were ranked 11<sup>th</sup> in 2021, demonstrating how this contributes to increased waitlists and emphasizing the need to fully fund PEACE Programs to enable staff to tackle them.

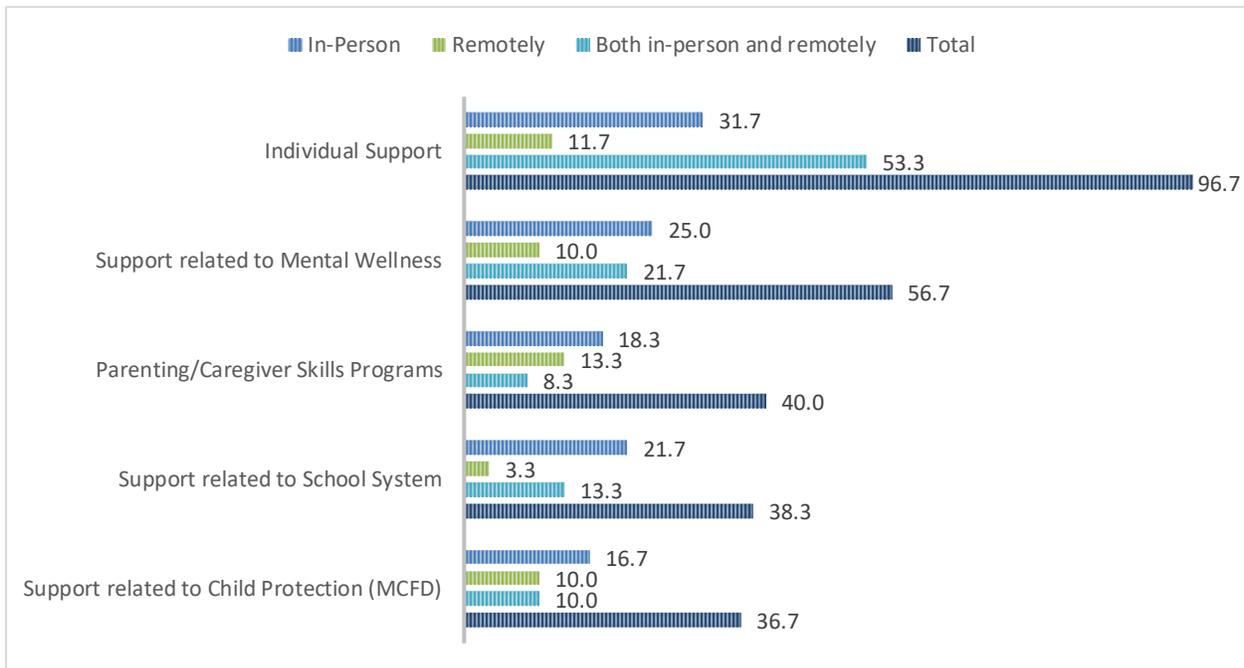
*"A 200 day waitlist is pathetic, that's nearly a year! What are we meant to do in the meantime?" (Parent)*

Support related to mental wellness was the second most common activity reported by PEACE Program Counsellors at 56.7% (Table 2).

*"There is an ongoing, underlying stress in staff, our clients and the community that we are all feeling." (PEACE Program Counsellor)*



**TABLE 2: PERCENTAGE OF PEACE PROGRAMS WHO REPORTED PROVIDING EACH ACTIVITY AND MODE OF SERVICE DELIVERY DURING THE CENSUS PERIOD**



During the 24 hour period, PEACE Programs provided:

- **243** individual counselling sessions to children and youth, including **194** in-person and **49** remotely;
- **16** group counselling sessions to children and youth, including **15** in-person and **1** remotely;
- **114** sessions to parents or caregivers, including **47** in-person and **67** remotely.

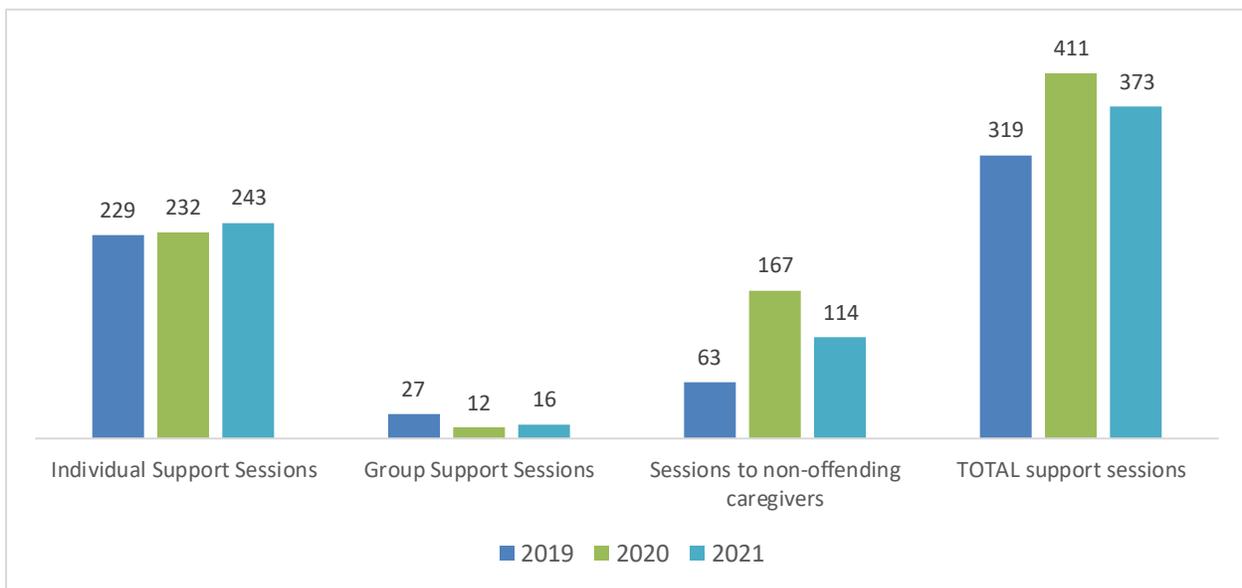
IN THE 24 PERIOD, PEACE COUNSELLORS DELIVERED **373** SUPPORT SESSIONS, INCLUDING **256** IN-PERSON SESSIONS AND **117** REMOTE SUPPORT SESSIONS.

# 24 Hour PEACE Program Census Report 2021



Despite additional barriers to accessing PEACE Program services that have resulted from the COVID-19 pandemic, as in 2020, the overall number of sessions provided during the 24 hour census period was higher in 2021 (373) than in 2019 (319). This is despite the fact that fewer PEACE Programs were able to complete the 24 hour census survey (68 in 2021 vs 79 in 2019). Table 3 illustrates the continued shift towards offering more individual support and more sessions with the non-offending parent or caregiver that was observed in 2020, due to the challenges to offering group support and direct sessions with younger children at this time.

**TABLE 3: COMPARISON OF PEACE PROGRAM SUPPORT SESSIONS PROVIDED DURING THE 24 HOUR CENSUS PERIOD OVER THE PREVIOUS 3 YEARS**



\*Response rates: 2019 = 79 respondents; 2020 = 69 respondents; 2021 = 68 respondents

*“Smaller sized groups means all children and youth have to wait longer to receive services.” (PEACE Program Counsellor)*



### Sharing Knowledge: Violence Prevention and Public Education

Violence prevention and education that PEACE Programs provide includes reaching out to children and youth in schools through the [Violence is Preventable \(VIP\) Program](#). Through VIP, PEACE Program counsellors educate young people and school staff about healthy relationships and the resources that are available regarding domestic violence.

Since the outbreak of COVID-19, access to schools has been severely restricted. PEACE Program Counsellors have had to pivot to offering the VIP Program remotely when delivering presentations in-person is not possible, and via other community-based services where possible. These challenges were reflected in the 2021 24 Hour Census. During the 24 hour census period, PEACE Programs offered two in-person trainings and public education sessions, which reached 60 people. This number is comparable to last year, where PEACE Programs reached 59 people through public education and training events during the 24-hour period. Prior to the pandemic however, the reach was much greater, for a total of 156 people in 2019 and 343 people in 2018.

*“We don't have the space to do group sessions. We have also continued to not visit other establishments like schools.” (PEACE Program Counsellor)*

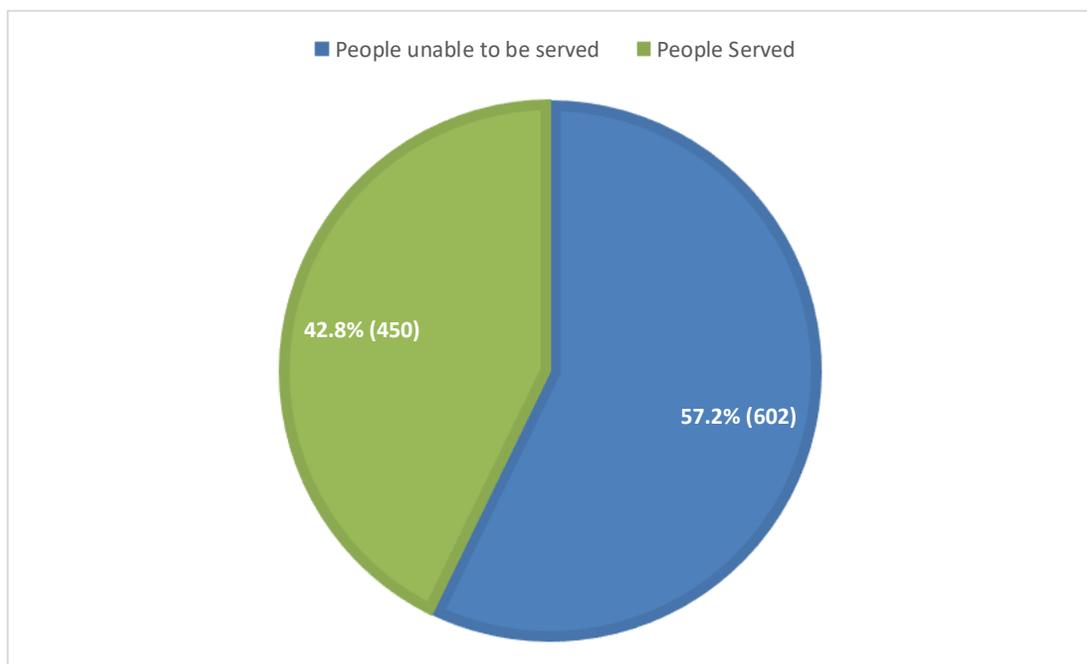


## Unmet Needs

*"The cases coming in are more severe and we are getting many more requests for service so we are simply not able to meet the community demand." (PEACE Program Counsellor)*

Over the 24 hour period, **602** children, youth and their non-offending parents or caregivers could not be served by PEACE Program services (Table 4).

**TABLE 4:** CHILDREN, YOUTH AND NON-OFFENDING CAREGIVERS SERVED AND UNABLE TO BE SERVED BY PEACE PROGRAMS DURING THE 24 HOUR PERIOD





*“I usually have a waitlist as it is only a part-time contract.” (PEACE Program Counsellor)*

The top factors identified by PEACE Programs as a barrier to providing services during the 24 hour reporting period was waitlists for programs (55% of respondents identified this as very or somewhat relevant) (Table 5). The number of children and youth on waitlists for PEACE Program services during the 24 hour census period was far greater than the number of children and youth served (789 vs 450). Waitlists for services have been identified as a key barrier to PEACE Program services in the 24 Hour Census every year for the last four years. Many PEACE Program counsellors stated that increased funding for PEACE Programs is vital to help reduce long waitlists.

*“Typically [COVID-19] has made our waitlist very large, with waits for in-need kids and families up to 18 months. Currently we have the smallest waitlist I have seen since the beginning of the pandemic and that is due to a student intern we have taken on from a local university to do their practicum placement here. Without that help we would have a handful more families on the waiting list.” (PEACE Program Counsellor).*

Reduced program capacity in order to meet COVID-19 public health mandates (e.g., physical-distancing requirements) and insufficient resources to support children or youth with varying levels of mental wellness and/or substance use needs were the next most relevant barriers identified to providing services (45% identified these barriers as very or somewhat relevant).



Similar to last year, the following combination of factors continue to contribute to reduced program capacity:

- not being able to offer as many group sessions
- having limited access to schools
- space restrictions
- increased time required for sanitizing between sessions
- challenges to delivering support remotely such as a lack of technology and unreliable connectivity.

Depression and anxiety symptoms have doubled in children and adolescents compared to pre-pandemic times<sup>2</sup>. This is a trend that BC's PEACE Programs are observing as they continue to report increased numbers of children and youth requiring support for mental health and substance use concerns. While these cases may fall outside of the PEACE Program mandate, appropriate services are non-existent or also carry extensive waitlists in many communities.

*"...lots of services in the community are shutdown [and] as a result, there is a longer waiting time for lots of community programs including the PEACE Program. Also, cases are more complex than before and we receive more referrals that are outside of the PEACE mandate due to a lack of resources in the community." (PEACE Program Counsellor)*

DURING THE 24 HOUR PERIOD THERE WERE **789** CHILDREN AND YOUTH ON WAITLISTS FOR PEACE PROGRAM SERVICES.

<sup>2</sup> University of Calgary (2021) COVID-19: [Depression and anxiety symptoms have doubled in youth, help needed, warn UCalgary clinical psychologists](#)



**TABLE 5: TOP 5 REASONS PEACE PROGRAMS WERE UNABLE TO SERVE WOMEN, CHILDREN AND YOUTH**

|   | Very Relevant | Somewhat Relevant | Not Relevant | Unanswered |
|---|---------------|-------------------|--------------|------------|
| Waitlist for programs   | 18 (30%)      | 15 (25%)          | 25 (41.6%)   | 2 (3.3%)   |
| Reduced program capacity in order to meet COVID-19 public health mandates   | 11 (18.3%)    | 16 (26.7%)        | 22 (36.7%)   | 11 (18.3%) |
| Insufficient resources to support children or youth with varying levels of mental wellness and/or substance use needs | 10 (16.7%)    | 17 (28.3%)        | 29 (48.3%)   | 4 (6.7%)   |
| Limited access to schools impacting ability to deliver PEACE and VIP Programs in schools                              | 10 (16.7%)    | 15 (25%)          | 32 (53.3%)   | 3 (5%)     |
| Clients have Internet connectivity issues that impact their ability to access services remotely                       | 9 (15%)       | 18 (30%)          | 29 (48.3%)   | 4 (6.7%)   |

\*TOTAL RESPONDENTS = 60

Limited access to schools affecting the ability to deliver PEACE and VIP Programs in schools was another reason identified by PEACE Counsellors for being unable to serve children, youth and their non-offending caregivers.

*“[There is] A reduction in available spaces to see clients, interruption to consistent services due to COVID exposure in school/community, less access to schools and no possibility for groups.” (PEACE Program Counsellor).*



Finally, internet connectivity issues affecting PEACE Program participants' ability to access services remotely continues to be one of the top five reasons PEACE Counsellors identified for being unable to serve children, youth and their non-offending caregivers. There is a stark digital divide in Canada that disproportionately affects rural communities, limiting their participation in all things needed to manage their lives, and which is of particular importance during this time of isolation<sup>3</sup>.

*"We don't have the usual number of clients as our remote access in the outlying community is unreliable." (PEACE Program Counsellor)*

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<sup>3</sup> [Municipal World \(2019\) Impact of COVID19 on Rural and Indigenous Communities](#)



### Continuing Impacts of Covid-19 on PEACE Program Service Delivery

*“The mental health effects and repercussions of COVID have been reflected in [the] referrals we've been receiving as well as the level of stress and crisis clients are experiencing...: lack of finances, isolation, stress, domestic violence, etc.” (PEACE Program Counsellor)*

The 2021 24 hour census responses demonstrate the myriad of ways in which COVID-19 continues to impact PEACE Program service delivery. As in 2020, the combination of restricted access to schools in many communities, challenges around offering group support, difficulties engaging younger children in remote sessions and increased cancellations when either program participants or staff may be exhibiting potential COVID-19 symptoms have all made it harder for PEACE Program counsellors to stay connected with children and youth experiencing violence. As reflected in this report, this continues to result in more sessions offered to non-offending parents and caregivers, more individual support sessions and the offer of remote support where possible. Increased time for sanitization between sessions and fear among families of catching COVID-19 also continue to make it harder to offer supports in-person.

*“We have to do extra cleaning before and after the session. In addition, if clients or counsellors show similar symptoms of COVID, the sessions have to be rescheduled. Lots of cancellation due to sickness.” (PEACE Program Counsellor).*



These barriers to service are co-occurring with a spike in rates of domestic violence, which has been seen globally since the outbreak of COVID-19<sup>4</sup>, a spate of natural disasters including fires, floods and heat domes that have occurred in BC during the past year, and the uncovering of hundreds of unmarked graves at former residential school sites in BC and across Canada. PEACE counsellors are reporting increasing rates of poor mental health and substance use challenges among children, youth and families.

*“A highly isolated youth client said the phone call with the PEACE Program Counsellor was the only contact she had had with someone all day. It motivated her to go to school the next day.” (PEACE Program Counsellor)*

The social isolation that families are experiencing due to physical distancing requirements continues to be exacerbated by the digital divide and internet connectivity issues, especially in rural and remote areas where a lack of transportation is also a barrier. PEACE Program counsellors are required to travel to appointments in the community more, when they are unable to see families in-person at their office. This uses up a disproportionate number of the hours for which they are funded to work.

*“[It is] stressful meeting needs in a rural community with part-time hours as it can be time consuming to travel and internet connectivity is unreliable.” (PEACE Program counsellor)*

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<sup>4</sup> Usher et al., (2020) Family violence and COVID-19: Increased vulnerability and reduced options for support. *International Journal of Mental Health Nursing*

## 24 Hour PEACE Program Census Report 2021



All of these impacts are resulting in increased waitlists for PEACE Program services in BC, which in turn takes its toll on the wellness of frontline workers as well as the families in need of services.

*“It is tough having to be the bad guy and putting obviously hurting families on a waitlist despite working so hard and seeing so many people each day.” (PEACE Program Counsellor).*

*“The resources do not meet the demands and it causes stress in clients to have to wait.” (PEACE Program Counsellor).*



### Supporting PEACE Programs

*“Our community needs more hours to support women and children. The 18.5 hours is wonderful but only scratches the surface of the needs in our community, especially since COVID-19.” (PEACE Program Counsellor).*

BCSTH and the PEACE Programs are sincerely grateful for the funding commitment provided by the Ministry of Public Safety and Solicitor General to provide 17.5 hours of PEACE Program counselling services to most of the 86 PEACE Programs across BC. However, as reported here, and in previous 24 Hour Census reports, there is a need for increased hours for the PEACE Programs to enable them to meet the demand for services in their communities. This is particularly important given the increasingly complex needs of the families they are supporting during these challenging times. The 2021 24 Hour Census responses clearly illustrate that the ongoing impacts of the COVID-19 pandemic, coupled with the impacts of the natural disasters that have occurred in BC over the last year, continue to add significant strain to PEACE Programs, which were already operating at capacity.

*“This is a very needed and under-staffed program. More staff and more funds to support the programming are needed...More time is needed than the suggested 8-12 sessions - especially when our society is going through a global pandemic and natural disasters...”*  
*(PEACE Program Counsellor)*

It is vital that every child and youth in BC who is experiencing domestic violence, along with their non-offending caregiver, has timely access to appropriate supports to live safely and build

## 24 Hour PEACE Program Census Report 2021



PEACEful relationships. BCSTH and the PEACE Programs are committed to working collaboratively with the provincial government to ensure that these critical needs are met.

*“Every family we interrupt the cycle of violence with saves government millions of dollars a year by reducing homelessness, addictions and trauma related mental health. We are a preventative service and should be fully funded.”*

*(PEACE Program Counsellor).*

Please visit the BCSTH [Directory of Member Programs & Services](#) or the [Ministry of Public Safety and Solicitor General site](#) to find more information about a PEACE Program in your community.



## Appendix A: Regional Comparisons of Census Results

### Response rates

|  | Programs in region | Programs who responded | Programs who responded (%) |
|--|--------------------|------------------------|----------------------------|
| <b>Region 1: Vancouver Island and Powell River</b> | 13                 | 9                      | 69.2%                      |
| <b>Region 2: Lower Mainland</b>                    | 10                 | 8                      | 80%                        |
| <b>Region 3: Fraser Valley</b>                     | 11                 | 10                     | 90.1%                      |
| <b>Region 4: Kootenays</b>                         | 13                 | 11                     | 84.6%                      |
| <b>Region 5: Okanagan</b>                          | 14                 | 10                     | 71.4%                      |
| <b>Region 6: Cariboo</b>                           | 11                 | 9                      | 81.8%                      |
| <b>Region 7: Northern BC</b>                       | 14                 | 11                     | 78.6%                      |
| <b>TOTAL</b>                                       | <b>86</b>          | <b>68</b>              |                            |

A total of eight respondents reported that their program was closed during the 24-hour census period, as shown below:

| Region   | Program Closed |
|--|----------------|
| <b>Region 1: Vancouver Island and Powell River</b> | 0              |
| <b>Region 2: Lower Mainland</b>                    | 1              |
| <b>Region 3: Fraser Valley</b>                     | 1              |
| <b>Region 4: Kootenays</b>                         | 0              |
| <b>Region 5: Okanagan</b>                          | 4              |
| <b>Region 6: Cariboo</b>                           | 1              |
| <b>Region 7: Northern BC</b>                       | 1              |
| <b>TOTAL</b>                                       | <b>8</b>       |

# 24 Hour PEACE Program Census Report 2021



## People Served

| Region                                      | Supported In-person | Supported Remotely | TOTAL      |
|---|---------------------|--------------------|------------|
| Region 1: Vancouver Island and Powell River | 38                  | 32                 | 70         |
| Region 2: Lower Mainland                    | 37                  | 21                 | 58         |
| Region 3: Fraser Valley                     | 51                  | 25                 | 76         |
| Region 4: Kootenays                         | 45                  | 20                 | 65         |
| Region 5: Okanagan                          | 43                  | 12                 | 54         |
| Region 6: Cariboo                           | 45                  | 16                 | 61         |
| Region 7: Northern BC                       | 42                  | 23                 | 65         |
| <b>TOTAL</b>                                | <b>301</b>          | <b>149</b>         | <b>450</b> |

## Support Sessions Provided

| Region                          | Individual Support Sessions |           |            | Group Support Sessions |          |           | Caregiver Support Sessions |           |            |
|---------------------------------|-----------------------------|-----------|------------|------------------------|----------|-----------|----------------------------|-----------|------------|
|                                 | In-person                   | Remote    | Total      | In-person              | Remote   | Total     | In-person                  | Remote    | Total      |
| Region 1: Vancouver Island & PR | 22                          | 8         | 30         | 3                      | 1        | 4         | 7                          | 7         | 14         |
| Region 2: Lower Mainland        | 22                          | 4         | 26         | 2                      | 0        | 2         | 3                          | 15        | 18         |
| Region 3: Fraser Valley         | 35                          | 15        | 50         | 2                      | 0        | 2         | 12                         | 18        | 30         |
| Region 4: Kootenays             | 33                          | 4         | 37         | 2                      | 0        | 2         | 4                          | 5         | 9          |
| Region 5: Okanagan              | 25                          | 6         | 31         | 5                      | 0        | 5         | 10                         | 6         | 16         |
| Region 6: Cariboo               | 28                          | 5         | 33         | 1                      | 0        | 1         | 5                          | 10        | 15         |
| Region 7: Northern BC           | 29                          | 7         | 36         | 0                      | 0        | 0         | 6                          | 6         | 12         |
| <b>TOTAL</b>                    | <b>194</b>                  | <b>49</b> | <b>243</b> | <b>15</b>              | <b>1</b> | <b>16</b> | <b>47</b>                  | <b>67</b> | <b>114</b> |

# 24 Hour PEACE Program Census Report 2021



## Service related calls, emails or texts received

| Region                                      | Service related calls, emails or text messages |
|---|--|
| Region 1: Vancouver Island and Powell River | 66   |
| Region 2: Lower Mainland                    | 60   |
| Region 3: Fraser Valley                     | 125  |
| Region 4: Kootenays                         | 51   |
| Region 5: Okanagan                          | 79   |
| Region 6: Cariboo                           | 42   |
| Region 7: Northern BC                       | 32   |
| <b>TOTAL</b>                                | <b>455</b>                                     |

## People unable to be served

| Region                                      | Unable to serve |
|---|-----------------|
| Region 1: Vancouver Island and Powell River | 74              |
| Region 2: Lower Mainland                    | 61              |
| Region 3: Fraser Valley                     | 273             |
| Region 4: Kootenays                         | 7               |
| Region 5: Okanagan                          | 161             |
| Region 6: Cariboo                           | 7               |
| Region 7: Northern BC                       | 19              |
| <b>TOTAL</b>                                | <b>602</b>      |

# 24 Hour PEACE Program Census Report 2021



## Programs with a waitlist

| <b>Region</b>                                      | <b># of programs with a waitlist</b> | <b># of children and youth on waitlist</b> |
|--|--------------------------------------|--|
| <b>Region 1: Vancouver Island and Powell River</b> | 7                                    | 200  |
| <b>Region 2: Lower Mainland</b>                    | 6                                    | 67   |
| <b>Region 3: Fraser Valley</b>                     | 7                                    | 218  |
| <b>Region 4: Kootenays</b>                         | 6                                    | 25   |
| <b>Region 5: Okanagan</b>                          | 7                                    | 184  |
| <b>Region 6: Cariboo</b>                           | 4                                    | 32   |
| <b>Region 7: Northern BC</b>                       | 5                                    | 63   |
| <b>TOTAL</b>                                       | <b>42</b>                            | <b>789</b>                                 |