



Citizens COUNSELLING CENTRE

Dear Paul and the remarkable HeroWork team,

I have been meaning to write this letter for weeks but it has taken me this long to really process the extent of all the amazing work that each and every one of you did for our centre at Citizens' Counselling. It truly was astonishing to walk in there the day of the grand reveal and be moved to tears by the beauty of all that was done. But it has been the days since then, when I have been there at the centre working with clients that it really hit me. I am deeply moved by the time, the care, the love and the commitment that went into the renovation of our building. Each time I go to the centre, I notice something new that I didn't notice before. And each time, I stop to ponder the number of people who dedicated their time, their efforts and resources to make this all happen and I am touched at a heart level. Our space feels so much more professional and has such a warm, inviting, comforting atmosphere now. But more importantly, our clients have noticed and commented on the changes. Here are some of the words from clients:

"The place feels so much bigger, brighter and the energy is so good now. The blue color in this room is so comforting and uplifting. I feel really good in this environment now. It was so dark and depressing before. What a lot of work they did!"

Another client said, *"Wow! This place has been transformed. Love the color scheme. The beautiful artwork is a really nice touch."*

Before the renovation, I felt I often had to apologize for the space that we were in, for the lights that didn't work, for the old, ugly furniture, for the darkness of the room, lack of inspiring decor etc. I would bring my own little things in to try and create a more positive energy in the rooms. I would carry from home, flowers in vases, seashells, colorful scarves to drape over the tables etc. Thanks to HeroWork, now I can just walk into the building with nothing in hand and have gorgeous, uplifting, professional rooms to walk into and work in.

Our staff lounge room was so small and depressing that I would usually find a coffee shop to go do my paperwork in or sit outside in the park. Now, I can make myself a cup of tea in our real kitchen, and work in our lovely lounge on a comfy couch with proper tables, lights etc. I feel inspired working in that room!

There are truly no words adequate to describe the gratitude that I have for you, the outstanding team of volunteers and people in the community who contributed to this renovation. You have no idea the capacity of the lives that are touched in a positive way because of your selfless, generous acts of community giving. You are an inspiration to us all and may we all continue to give and be the best that we can be!

Sincerely and with huge gratitude,

Shannon
Volunteer Counsellor for the Citizens' Counselling Centre



A Registered B.C. Non-Profit Society

VICTORIA BRANCH

941 Kings Road
Victoria, B.C. V8T 1W7
Phone: (250) 384-4225
Fax: (250) 388-4391
Email: admin.bcsc@shaw.ca
Website: www.bcscvictoria.ca

Paul LaTour
HeroWork
1720 Fairfield Road
Victoria, BC, Canada V8S 1G3

July 10, 2015

Dear Paul,

RE: 941 Kings HeroWork Radical Renovation

On behalf of all of us at British Columbia Schizophrenia Society, Victoria Branch (BCSS Victoria), I want to express our most heartfelt gratitude for the amazing transformation of our building. My colleagues and I had the opportunity to work beside many of the professional and lay-person volunteers to witness the kind, generous and selfless dedicated work to transform the much loved but worn out 941 Kings office space. Not only is the building now up to fire code, it is GORGEOUS!

At BCSS Victoria, we help hundreds of people per year, often at the darkest points in their lives as family caregivers or as people with serious mental health issues such as schizophrenia (1:100people) , bipolar, and major depression or psychosis. We provide in house support and respond to 7000 phone and email contacts per year. One of the biggest things people need when they come to BCSS Victoria is to seek a sense of hope to keep going on in their journey. The space offers a boost to the spirit of all those who attend and work in the space. We could not be more thrilled to offer some light in their journey....and HEROWORK MADE THIS JOURNEY LIGHTER for all those who are seeking HOPE and help through our service. It does indeed take a community! The modern day barn-raising has lifted drywall, tools AND SPIRIT!!

Here are some of the comments we have heard:

Core Office Volunteers: *"BCSS Victoria now reflects the openness and genuine warmth of the staff. Clients have thanked us over the weeks since we moved back for providing a safe warm and bright space where they can be themselves. It is a joy to be part of that. Thank you so much!"* *"In all my years of volunteering here, I cannot believe how fortunate we are to have such a beautiful work place. I can't believe my eyes! People will be so happy coming here!"*

Clients *"It's so bright and fresh"* *"WOW!"* (we have heard countless times!) *"It makes me feel so good!"* *"I feel like I matter."* *"The community did this for us? It makes me feel cared about."* *"People really do care!"*

Volunteer board members had their first board meeting in the new space this week and they were overwhelmed at the change, especially done in such a relatively short amount of time. The staff walk with a bounce in their step and showcase the space with a flourish and real sense of pride! From the bottom of our hearts, thank you so much for the tangible difference you have made to our place of HOPE. We could not have done this without you and your incredible team.

Should you have any questions, please do not hesitate to contact me at (250) 384-4225 or email at execdir.bcsc@shaw.ca.

Yours truly,

Hazel Meredith, Executive Director