



Giving
Hope
Today

Territorial Guide for Community Services

The Salvation Army

Canada & Bermuda Territory

Community Services

focused on mission impact

Welcome to The Salvation Army Canada & Bermuda Territorial Community Services (CS) Guide, created to inspire, equip, and support local ministries in staying mission-focused and rooted in dignity, compassion, and hope.

Our Mission is:

To share the love of Jesus, meet human needs and be a transforming influence in the communities of our world.

Rooted in:

The Salvation Army was founded in London, England in 1865 by William and Catherine Booth, who believed in preaching the gospel while meeting people's physical needs. By 1867, The Salvation Army was offering soup kitchens, education, and practical relief.

The Salvation Army arrived in Canada in 1882 and in Bermuda in 1896. From the beginning, Booth's philosophy was rooted in holistic support, leading to the concept of "soup, soap, and salvation."



William & Catherine Booth, founders of The Salvation Army

The Salvation Army is an international Christian movement, whose goals include promoting Christianity, education, poverty relief, and other charitable activities that benefit society.

COMMUNITY SERVICES TODAY

Across the Territory, Community Services (CS) reflect the creativity and compassion of our staff and volunteers. While addressing immediate needs, many foster meaningful connection and community transformation; one person, one family at a time.

Crisis Interventions

**Meeting immediate needs
(Transactional)**

Food bank
Thrift store vouchers
Seasonal assistance

Building Connections

**Programs & Services that Foster
Relationships and Connections**

Community meals
Budgeting support
ESL and life skills classes
Messy Church
Summer camps
Community gardens

Lasting Transformation

**Supports that Create an Impact
(Transformational)**

Pathway of Hope
Alpha Course
Anger Management Classes
Clinical Counselling
Faith-based programs
Supportive housing
Addictions counselling



**Programs may begin with crisis intervention,
but they often open a door to developing a connection,
building trust, and supporting transformation.**



Did you Know?

- The Salvation Army is active in over 134 countries.
- On January 16, 1981, the Edmonton Gleaners Association received its official charter of incorporation and Canada's first food bank was born.
- The Salvation Army has more than 260 community church locations across Canada and Bermuda.
- The Salvation Army operates 8 summer youth camps across the Territory.
- Through long-term care homes, hospices, and emergency shelters, The Salvation Army provides thousands of beds for people in our community.
- The Salvation Army has over 500 active Officers, nearly 9,000 employees and over 95,000 volunteers across Canada and Bermuda.

Our Vision is:

We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

Our Values:

Support our mission and vision, and demonstrate what we look like.

Hope

Service

Dignity

Sterwardship

Partnerships

The Salvation Army has strong partnerships at the Local, Provincial and Federal level.

Some examples

- Christians Against Poverty (CAP)
- Corrections and Justice
- Emergency Services
- Food Banks Canada
- Local businesses
- Local service providers
- Municipal, County and Provincial governments
- National Society on Aging
- Not-for-profit agencies
- Provincial Food Bank Associations
- Service Clubs
- Social and Educational organizations
- United Way
- Volunteer Income Tax Program



Mission Impact

The Salvation Army's mission statement focuses on transformation for both the individual and the community.

Community Service programs must focus on a person-centered approach, where the supports provided, goals achieved and outcomes can be measured.

Some examples

- **Pathway of Hope** helps people break the cycle of poverty by addressing root causes. It offers personalized support to reach both short- and long-term goals.
- **Alpha** is a series of sessions exploring the basics of the Christian faith in a relaxed, friendly setting. Often this includes food, a short talk, and discussion, helping people connect and talk about life, faith, and God, no matter their background.
- In some locations, The Salvation Army provides clinical counselling and support for mental health, addiction, and family challenges through individual and group sessions.

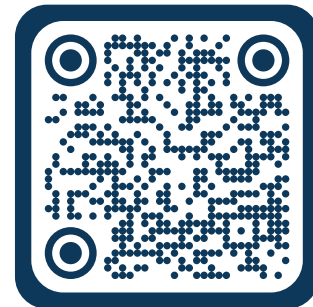
A Strategic Opportunity

Food banks now play a key role in Canada's social safety net, helping those facing food insecurity. According to Food Banks Canada, there are more than 700 food banks and 3,000 food programs across Canada.

The Salvation Army is a purpose-driven movement. As new organizations expand their efforts to address the food crisis, Community Services (CS) has a strategic opportunity to evolve and enhance its mission impact.

The call to enhance mission impact starts with the words of The Salvation Army's General Lyndon Buckingham as he launched the Global Strategic Framework.

"This is a framework that gives direction to the mission and the Ministry of The Salvation Army into the future. So we have crafted this framework in a way that will allow every level of our movement to be involved in the strategic advancement of our mission. My vision is for every part of The Salvation Army to be, by God's grace, clear about its mission in the world and unapologetic about its confidence in the gospel of Jesus Christ to transform lives..."



To better realise this vision, watch the video from General Lyndon Buckingham



This vision invites Community Services to redevelop and refocus on mission impact, strengthening programs for lasting transformation.



The key to embracing this new future is to accept General Buckingham's challenge to focus on the essential work that achieves the mission.

Mission Matters

Community Services must prioritize mission impact by expanding supports that address root causes in our communities. Regular needs assessments, such as the Community Compass, are essential to guide this work.

The table below, part of the Community Compass, highlights the importance of resource allocation: ideally, no more than 25% should go to crisis intervention, while at least 40% should support activities that drive lasting impact.

CATEGORIES	CRISIS INTERVENTIONS (TRANSACTIONAL)	PROGRAMS & SERVICES THAT FOSTER RELATIONSHIPS AND CONNECTIONS	SUPPORTS THAT CREATE IMPACT WITH OUTCOME MEASUREMENTS (TRANSFORMATION)
Current % of resource allocation* <i>(out of 100)</i>	Ideal Example 25% <i>Foodbanks</i>	Ideal Example 35% <i>Community Meals Messy Church</i>	Ideal Example 40% <i>Pathway of Hope Alpha Spiritual and Religious Care</i>

* resources are people and finances.

IMPACT & OUTCOMES

The Salvation Army uses Link2Feed (L2F) and the Salvation Army Management Information System (SAMIS) as its official data systems. L2F captures real-time client and service data, while SAMIS records key statistics to support accountability and informed decision-making across the Territory.



As we continue to improve our practices and services, engage in our communities, and intentionally build relationships, we all have a role to play in living out the Mission, Vision, and Values of The Salvation Army.

Regardless of your role, each of us shares the responsibility of stewarding our resources with purpose. We work toward the world we believe is possible and together, we move the mission forward, one decision, one relationship, one act of service at a time.

Further Resources



Community Compass

A dynamic tool central to The Salvation Army's mission to uplift communities. It goes beyond identifying needs by fostering deep connections and partnering with communities to uncover key challenges and opportunities. This tool helps leaders make informed decisions for lasting transformation. A community needs assessment is recommended every five years.



Community Services Program, Policy and Procedure Manual

The manual offers templates to help you develop and tailor policies for the Community Services programs within your ministry unit.



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Scan for more resources



salvationist.ca/community-services

To access these and other resources, visit the Community Services site or connect with the **Community Mission Department** for support and guidance. We are here to walk alongside you as you focus on mission impact.

Contact Us

community.mission@salvationarmy.ca