



2016-2017

Annual Report

April 1, 2016 - March 31, 2017

nelson
CARES
society



WE WANT TO LIVE IN A COMMUNITY THAT CARES

...

That's why we support those most vulnerable



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<<< Our Vision >>>

A healthy and inclusive community where complete respect for all individuals is an ordinary, everyday occurrence.

<<< Our Mission >>>

Through community collaboration and service excellence, Nelson CARES Society works toward a socially just society by providing programs and initiatives in advocacy, housing, employment, support services, and environmental stewardship. Nelson CARES Society aims to be a reflection of the community it envisions.

<<< Our Organizational “Ends” >>>

Our Mission includes the following ends:

Everyone has safe and adequate housing;

Everyone has access to support and representation when they need it;

Everyone has adequate means and resources to participate fully in common life;

Everyone takes responsibility for environmental stewardship.



Funders 2016-17

ANKORS

BC Association of Community
Response Networks

BC Housing

Catherine Donnelly Foundation

Columbia Basin Trust

Community Living British Columbia

Homelessness Partnering Strategy -
Employment and Social
Development Canada

Kootenay Boundary Community
Services Co-op

Law Foundation of British Columbia

Legal Services Society

Ministry of Justice

Osprey Foundation

Regional District of Central Kootenay

Vancouver Foundation

Board of Directors 2016-17

Ron Little, President of the
Board

Sarah Crookshanks, Vice-
President of the Board

Daphne Powell, Secretary

Phyllis Nash, Treasurer

Chuck Bennet, Director

Allison Edgar, Director

Barb Billingsley, Director

Jack Olsen, Director

Nick Toner, Director

Message from Board Chair and Executive Director

Nelson CARES Society continues to build the fabric of social inclusion in our community one brick at a time.

In 2016-2017 Nelson CARES Society met a number of significant strategic goals. We received a major commitment from BC Housing to start the redevelopment process of our Lakeside Property (805 Nelson Avenue); the community came up big with donations for the Room-to-Live campaign to revitalize Ward Street Place and we overcame some significant funding challenges for The Advocacy Centre.



Jenny Robinson,
Executive Director

On March 29th, 2017 we received provisional project approval to redevelop 805 Nelson Avenue into a four story affordable housing block. The redevelopment will see the removal of 20 units which are functionally and physically obsolete and replace them with 47 new rental units. The target clients will be seniors and adults with disabilities. In 2016 NCARES had 49 seniors, 80 disadvantaged adults and 35 families on our housing wait list. This new building will not end the need for affordable housing in our community but it will go a long way to address the urgent needs for seniors and those living with disabilities.

“Room to Live,” our community capital campaign to raise \$690,000, is nearing the finish line thanks to the generous donations from the community! The funds are being used to revitalize Ward Street Place, a 102-year-old building that contains 45 units of affordable housing and 7 commercial storefronts in downtown Nelson. The third benefit concert held November 4, 2016 raised almost \$14,000 and was followed by our second *“Coldest Night of the Year”* walk in February 2017 which raised just over \$53,000. Corporate donors have given us a solid base of funding- Nelson and District Credit Union, Home Hardware, and Kootenay Country Food Coop have paved the way for this campaign. It’s the individuals in the community that have really stepped forward to help us reach our goal, amazing us every day with their generosity. We are on track to meet our goal of completing the campaign by December of 2017.

Our Board members have contributed to the ongoing stability and strength of NCARES but they haven’t stopped there. While working on getting Ward Street Place into a condition that will ensure its utility for the next 50 years, Board and Staff, following our strategic plan are now looking to create more affordable housing by redeveloping Lakeside Place. Stay tuned for continued progress on this project.

Our community development work continued with a focus on improved capacity of senior services through the Age Friendly Initiative, supporting the Nelson Committee on Homelessness and a renewed commitment to Social Planning Action Network. Through these networks we worked broadly with our partners on issues related to poverty that face so many living in our community.

Every spring the Board, Executive Director, and Managers meet as a team for the annual Strategic Planning Session. This event is used to both review and update the Society's four-year continuous strategic plan and to set new goals for the following year. The strategic plan was communicated to all the staff at meetings held on June 1, 2017. The management team and staff reached the organization's goals and commitments to ensure that the needs of those most vulnerable in our community are being met. Achieving a high standard of operations is our common leadership goal; NCARES has an amazing staff team that works with great dedication to achieve life changing results; we achieved another 3 year accreditation status with CARF international in December 2016.

Many in our community continue to struggle under the pressure of deep poverty and they find themselves at the homeless shelter or seeking support from another one of our programs. We are grateful to be able to offer these services to those in need. Here are a few quotes from our clients to describe the tremendous struggles people are facing and how our community supports them.

"It was the greatest day of my life when I was offered a hot shower, then provided a hot meal and given a bed with fresh blankets and a pillow. If this community resource did not exist, I would, in all honesty, not be here to tell this story, for the human spirit can only endure so much until being extinguished...My stay at Stepping Stones was extraordinary. I am forever grateful that this service is provided in our community!"

We have seen an increasing number of seniors come through our doors this year:

"I turned 75 while I was here (Stepping Stones) and I felt totally appreciated by all. Thank you!"

Our Board members continued to achieve positive results for the organization, strong fiscal management and forward thinking strategies that have led to expanded housing services; community development efforts and well-being for our community. We continue to be grateful for the dedication of Board members at the table.

Board Members 2016-2017

Ron Little, President of the Board
Sarah Crookshanks, Vice-President of the Board
Daphne Powell, Secretary
Phyllis Nash, Treasurer
Chuck Bennet, Director
Barb Billingsley, Director
Allison Edgar, Director
Jack Olson, Director
Nick Toner, Director



Ron Little, Board Chair

We end this year with a sense of achievement and energy for the year ahead. On behalf of the Board of Directors and staff, thank you to the community of Nelson and our funders for your support and for giving for those who need it most!

Programs & Services



The Advocacy Centre

Manager: Amy Taylor

Funders: Law Foundation of BC; Legal Services Society;
Ministry of Justice; Columbia Basin Trust; Kootenay
Boundary Community Services Co-op

From April 2016 to March 2017, the Advocacy Centre continued to provide our core services: Poverty Law Advocacy (funded by the Law Foundation of BC) and Specialized Victim Services (funded by the Ministry of Justice.) We began the fourth year of our Family Law Support Project (funded by Columbia Basin Trust). We also continued in our role as a Legal Services Society Community Partner, facilitating access to Legal Services programs and information for local community members.

SPECIALIZED (COMMUNITY-BASED) VICTIM ASSISTANCE PROGRAM

Coordinator: Sarah Bolton (on leave June 2016 – March 2017)

Victim Services Workers: Krysta Aronson, Stephanie Meitz

This program provides support to victims of family violence, sexual assault and abuse, child abuse, criminal harassment and stalking. Its primary focus is to assist victims of these crimes through the criminal law process and to provide safety planning and support. Staff also coordinate the local Safe Kids and Youth (SKY) program, formerly called the Coordinated Response to Child and Youth Victims of Crime.

A key focus of this program continues to be increasing coordination between victim-helping service providers, to minimize trauma and maximize consistency for the victims. In addition to the work with SKY, staff also sit on the Nelson Violence Against Women in Relationships (VAWIR) Committee and the



Nelson & Area Integrated Case Assessment Team (ICAT), which identifies and coordinates high risk situations and includes representatives from all sectors who might be involved (i.e. police, police-based victim-assistance, Ministry of Children and Family Development, medical services, Transition House, etc.).

The program assisted 57 new clients through the entire criminal law process, including safety planning, court accompaniment, and coordination with Crown and police. It dealt with another 126 issues within its mandate (some of which involved lengthy service, but not the whole criminal law process). This does not include those who were already ongoing clients. On average, the program has 65 ongoing clients in any one month.



LEGAL ADVOCACY PROGRAM

Advocates: Amy Taylor, Becky Quirk, Matthew Hillman, Stephanie Meitz

Summer Student: Hanno Southam

1. Poverty Law Advocacy

This program has been funded by the Law Foundation of BC since 1989 and provides advocacy and legal information in areas of law that generally affect people living in poverty (e.g. disability, welfare, EI, tenancy, debt, etc.). We serve clients in the West Kootenay/Boundary area and staff two clinics/month in both Castlegar and Trail.

Due to financial constraints, the Law Foundation was forced to reduce our funding for this program by approximately 40%. This has meant a reduction in our ability to respond to all requests. All advocates are part time.

This fiscal year the program dealt with 946 separate legal issues, including everything from simple referrals to other resources, to representation at hearings and court accompaniment. We served an average of 72 clients per month.

**946 separate
legal issues were
dealt with this
fiscal year.**

**On average, the
program served
72 clients per
month.**



Family Law Information and Child Protection Programs served 200 people this fiscal year.

2. Family Law Information and Child Protection Advocacy Program

Funded by the Columbia Basin Trust, this program provides legal information in the area of family law as well as support and advocacy in the area of child protection law. We serve residents of the West Kootenay region and staff monthly clinics in Salmo and Kaslo. From April 2015 to the end of March 2016, the program served 200 people.

3. Legal Services Society Community Partner/LINKS

Since 2011, Legal Services Society (LSS) has funded the Advocacy Centre to be a Community Partner. Community Partners provide information to local communities about resources available through LSS and help individuals to access those resources. This work is integrated with our Poverty Law and Family Law Information and Child Protection Advocacy Program work.

COMMON PROGRAM CHALLENGES

Staff continue to cope with meeting a high demand for service with limited resources. We will continue to expand our ability to meet the needs of the community in a timely way.

THANK YOU!

We are fortunate to have a dedicated team who support each other on a constant and invaluable basis. We are grateful for the assistance of: Lamourah Perron, who provided reception and was the first point of contact for our clients, our 3 long time volunteers; Janette Mulloy, Karen Rymal and Susan Groves , who provided reception and administrative support, and for the work of our volunteer Board.

What our clients say...

"I gave up because I didn't know what to do. My contact person was patient with me and made me feel comfortable enough to express everything that I needed to say but that I was unable to write in a letter myself."

"Having help from you people made my life easier. To know someone is out there to help the little guy out."



Ward Street Place

Manager: Leisa Talbot

Funder: Nelson CARES Society, Catherine Donnelly Foundation

Ward Street Place provides basic housing to those most in need; people living in poverty and those who have escaped the cycle of homelessness.

Through continued support from the community and the Room-to-live Capital Campaign much needed renovations are systematically being completed to continue to make living at Ward Street Place healthy and safe, while giving people a home that they are proud to call their own. The building tenants are supportive and patient through the process and are benefiting from the amazing support of the community.

This 105 year old building is seeing new life. Staff work with tenants to assist them to maintain housing and establish goals to leave homelessness behind and move forward in their lives. Nelson CARES Society has been more successful in helping these individuals with the newly developed Housing Support Worker funded through the Catherine Donnelly Foundation and we have noticed a significant increase in housing retention due to this in-house support model.

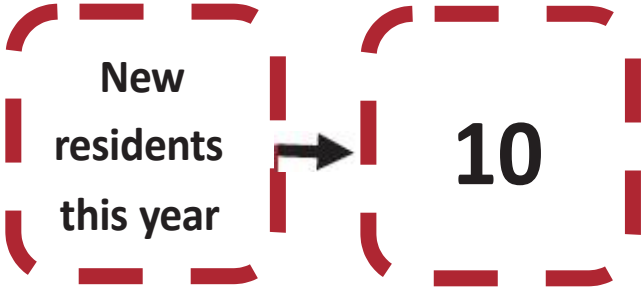
We look forward to the year ahead and continued success in helping those in need, be it poverty, mental health or addition issues positive opportunities to thrive and grow as members of our community.





Occupancy Rate:
93%

Length of WSP Residency

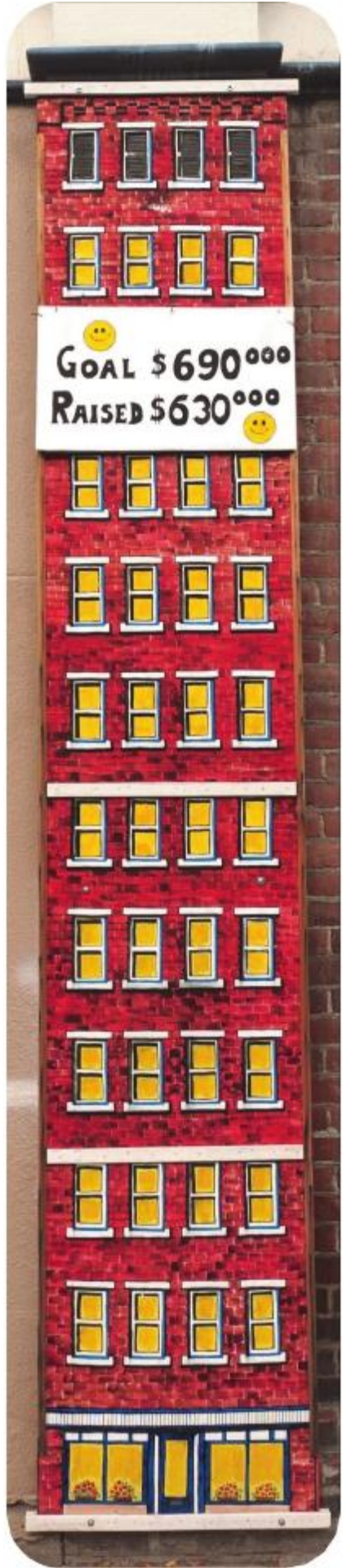


1—5 yrs:
21

20+ yrs:
8

10+ yrs:
8

5-10 yrs:
5





Coordinator: Lisa McGeady

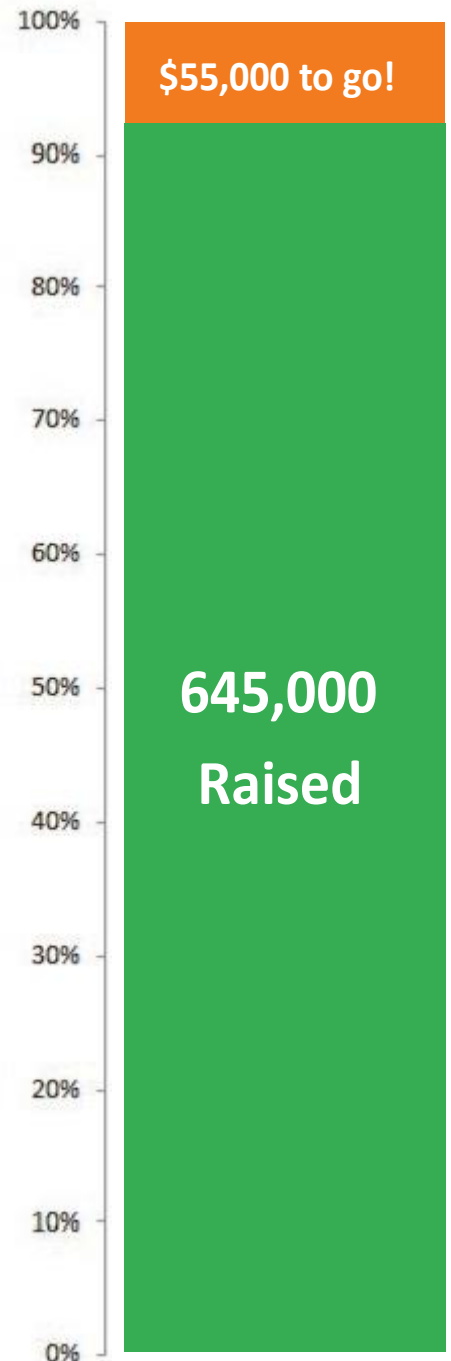


The Room to Live campaign is heading into the third and final year of a three year campaign. Last year was again a huge success. Thanks to all the support from businesses and individuals in our region.

In November we held our third annual **benefit concert at the Capitol Theatre** and once again **Clinton Swanson and the Kootenay DIVA's** packed the house for another sold out performance!

Heading into the New Year we began preparations for our third **Coldest Night of the Year** walk for homelessness. This year's event was our biggest walk yet, surpassing all expectations. We raised \$53,534, enough money to renovate and preserve almost **6** rooms at Ward Street Place. That means that **6** people living in deep poverty in our community will have a safe and affordable home for years to come.

To date we have raised \$2.6 million dollars! We are on the home stretch now with just **under \$100,000 of our \$690,000 goal left to raise**. You can still help us finish this important work by making a donation or participating in one of our annual fundraising events. Don't miss our final gala event with the **Kootenay Diva's at the Capitol on November 3, 2017**. Join us as we celebrate our success and wrap up the campaign. If you would like to learn more about the campaign, join our campaign team, volunteer for an upcoming event, or make a contribution go to www.roomtolive.ca.





Stepping Stones for Success

Manager: Marjie Hills

Funders: BC Housing, Service Canada, Regional District of Central Kootenays, Columbia Basin Trust

Stepping Stones continues to offer 17 beds with 2 emergency beds for people experiencing homelessness. The Shelter supports both men, women, and transgender people to stay up to 30 days.

As Stepping Stones is a 24-7, double staffed emergency shelter. Poverty, lack of affordable housing, and high unemployment rates are contributing factors for the high demand of shelter use.

The home to Stepping Stones is a heritage building, originally built in 1921, it continues to be upgraded as funding permits. Most recently Columbia Basin Trust, Community Lakeside Project has provided a grant to replace all the upstairs windows, this will ensure security and energy efficiency throughout the building.

Staff and clients have invested their time into planting a beautiful garden that contributes vegetables and herbs to the three daily meals served at the Shelter.

As vacancy rates in Nelson and area diminish, the need for emergency shelter increases, keeping the 25 employees on staff very busy. Stepping Stones meets established health and safety standards and program needs.





of unique female clients: 60

of unique male clients: 175

Males (Clients of Mental Health): 99

Females (Clients of Mental Health): 39

Female Average Age: 40

Male Average Age: 40



Turnaways	
Reason	#
Full	35
Mandate (Did not meet program criteria)	43
Restricted	12
Behaviour	0
Youth	2
Total	92



404
Clients Served

235
Unique Clients

12 Nights
Average
Length of Stay

1860
Drop Ins



Nelson Affordable Housing

Manager: Lori Camilleri

Funder: BC Housing

Cedar Grove Estates

22 one bedrooms

8 two bedrooms

8 three bedrooms

2 four bedrooms



Nelson CARES Affordable Housing provides quality, affordable housing to 56 families and 51 single adults at three properties totalling 107 units. The demand for affordable housing in Nelson is great. Nelson CARES Affordable Housing assesses each applicants need for housing based on requirements set out by BC Housing which includes the applicants' income, current living situation and personal and family requirements. Long term housing with rent geared to low income serves those most in need including seniors, people with disabilities, individuals who are at risk of homelessness, low income singles and families, and, women and children at risk of violence.

Nelson CARES Affordable Housing manages and administers subsidized housing in partnership with BC Housing. BC Housing provides financial, administrative and technical support as well as administering operating agreements and funding.



Copper Mountain Court

12 three bedrooms

23 two bedrooms

2 four bedrooms



Lakeside Place
 2 bachelor units
 24 one bedrooms
 2 two bedrooms

Our maintenance team consists of two part time employees, one on call employee and 2 contractors. Together they maintain our units and complete the turnovers when we have tenant changes. During the last fiscal year we had a total of 30 turnovers.

We continue to strive to assist individuals and families to live independently in stable and cost effective housing. Affordable housing not only improves the lives of our residents, it also has a positive effect in our community.

At the end of this fiscal year, we received provisional approval for a project to redevelop our Lakeside Place property. Over the next few years, we will transform the current site into a four story, 47-unit affordable housing apartment building.

106
Affordable
Housing
Units

Long term
housing for
those most in
need

Services for Community Living Residential

Manager: Julie Lepine

Funder: Community Living BC



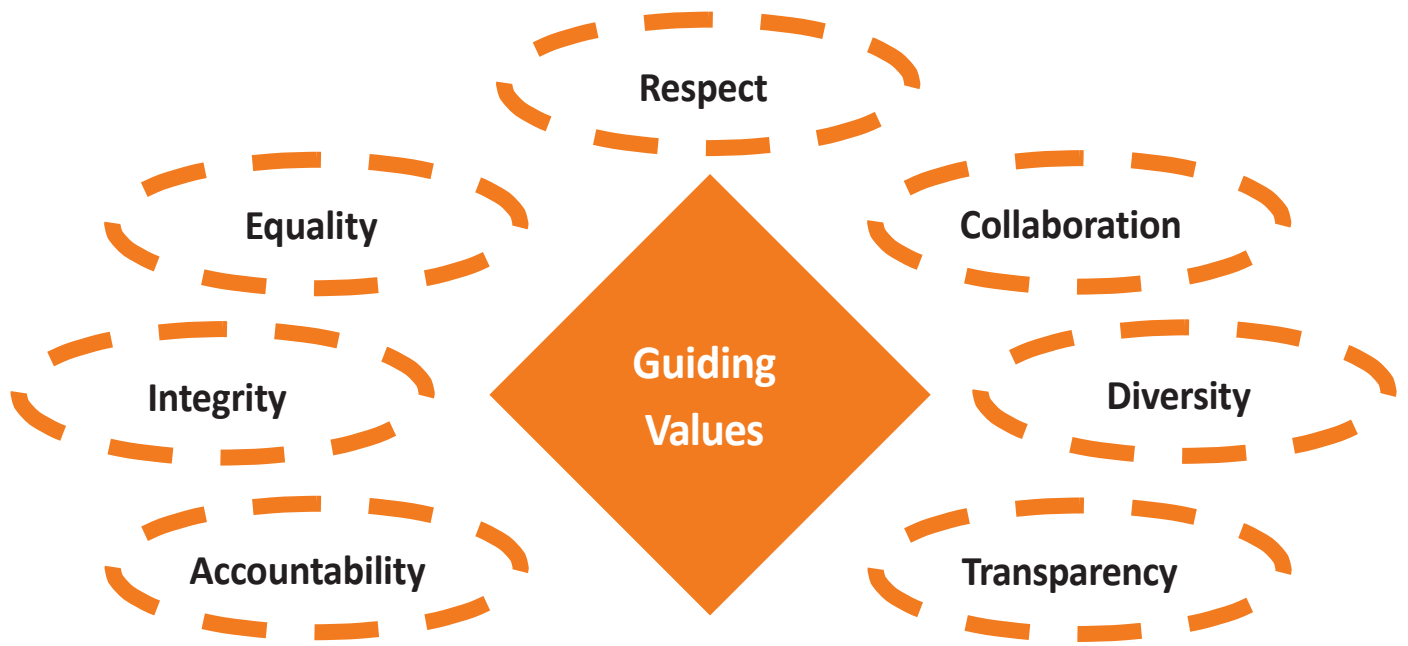
Services for Community Living (SCL) Residential Program have been providing housing and support services since 1982. SCL can support a maximum of 11 residents funded by Community Living BC through a staffed residential model. Currently there are 10 residents in the program. Most of the individuals supported through the program are aging in place or have complex health care needs.



More than 39 employees provide residents with daily supports including assistance with meals, mobility, personal care, community outings, hobbies, transportation, medication administration and the coordination of health care needs. A person-centered approach supporting individuals to live full lives, as independently as possible, is balanced with the need to effectively support people as they age. We have many experienced long-term staff whose dedication and familiarity with the clients we support continues to be a tremendous asset. A continued challenge is staff retention and ongoing training to meet the changing needs of the population.



**More than 35
employees
provide
residents with
daily supports**



**10 individuals
receive client-
centred
support**

The Program is operated out of one society-owned and two BC Housing-owned homes located in Nelson. We are very fortunate to offer stable, cost effective housing in a community where affordable housing can at times be a challenge.

The SCL Residential program continues to strive towards increased effectiveness and efficiency, with a focus on excellence in care. The program is licensed under the Adult Care Act Regulations and accredited by CARF (Commission on Accreditation for Rehabilitation Facilities).



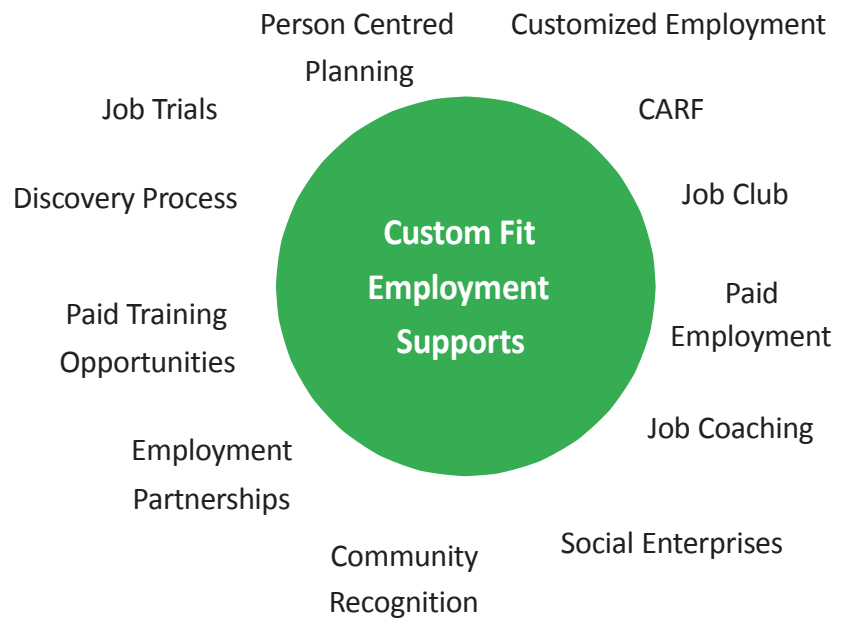
Custom Fit Inclusion & Employment

Manager: Zhenia Salikin

Funder: Community Living BC

Custom Fit Inclusion & Employment (CFIT), in partnership with community, provides quality individualized supports to enhance the lives of adults with diverse abilities in the Nelson area. Our person centered service assists individuals with their goals and needs for community access, life skills, education, recreation, health, volunteerism and employment.

Through employment initiatives, we help build mutually beneficial employment relationships between employers and job seekers. We develop individualized training opportunities and sustainable paid work placements. CFIT operates two social enterprises: Earth Matters Recycling and Kootenay Direct Paper Services.



Through community inclusion initiatives, we support individuals to have rich lives by connecting them to community and assisting them with their various goals and needs.

45

Adults with diverse-abilities received service to achieve their paid employment goals in 2016-2017.

45

Community employment partners

22

Individuals aged 19-40

13

New employment placements

23

Individuals aged 41-65+

42%

Persons served increased their employment, hours of work, or pay

15

Community volunteer partnerships

100%

Currently working persons served report they are satisfied with their paid work

92%

Persons served for community based goals are satisfied with their current activities

CFIT currently employs 12 support staff and 10 social enterprise workers.



Age Friendly Community Initiative

Coordinator: Corrine Younie

West Kootenay Seniors Transportation Coordinator: Dana Burgess

Funders: Osprey Community Foundation, Vancouver Foundation, Columbia Basin Trust, Regional District of Central Kootenay, Union of BC Municipalities, BC Association of Community Response Networks, Columbia Basin Rural Development Institute/Selkirk College/Teck Trail Operations



Nelson CARES' Age Friendly Community (AFC) Initiative is a community collaboration founded in 2012 to strengthen the community's capacity to meet the diverse needs of a growing seniors' population. Now in its second three-year phase, this successful community development initiative is supported by an Advisory Committee of committed community stakeholders. Having identified priority service gaps and barriers in phase one, the initiative now has a

number of services, programs and events under its umbrella:

- Kootenay Seniors Website (www.kootenayseniors.ca)
- West Kootenay Seniors Transportation Project
- West Kootenay Seniors Transportation Coordinator
- Kootenay Seniors Service Provider Group
- Annual Kootenay Seniors Fair
- Nelson Age Friendly Community Assessment & Action Plan

The 2016 Kootenay Seniors Fair was a rousing success, with 30+ vendor tables and attendance by over 300 seniors, family members and friends. A belly dancing lesson, rides in a vintage horse and carriage and onsite medical services like hearing tests and foot care were just some of the popular activities offered. The onsite café gave seniors a place to rest and visit with friends. There was great community support for the event including sponsors Prestige Lakeside Resort, Nelson & District Credit Union, Columbia Basin Trust, Nelson Community Response Network, Oso Negro Coffee, and Kootenay Co-op Radio.



“An age-friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them. And it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves.”

World Health Organization

West Kootenay Seniors Transportation Project

The West Kootenay Seniors Transportation Coordinator is into the second year of service at the Age Friendly Community Initiative’s store front at 709 Vernon Street. Accessing transportation for seniors in the West Kootenay region is complex. Transportation needs of seniors vary from community to community as well as from individual to individual. Services available in one community do not necessarily exist in another community. The project try's to fill those gaps. Presentations have been taking place throughout the region for seniors as well as service providers to introduce and explain available services and build awareness of the challenges seniors are facing around transportation and the larger issue of isolation and access to community. This project has highlighted gaps in services and barriers to existing services have become more evident. This has led to advocating for improvements to current services and is moving towards the development of new transportation services to help fill the gaps.

2016 – 2017 Outcomes & Activities

- *22 Presentations*
- *Attended by 144 seniors and 100 service providers*
- *70 Individual seniors served*
- *16 Home visits*
- *21 Individual service providers served*
- *9 Family members and caregivers served*
- *Events: Kaslo Seniors Fair, Kootenay Seniors Fair, World Elder Abuse Awareness Day, Salmo Age Friendly Round Table Forum, Seniors Branch #51 Transit Ride Along*





Nelson Committee On Homelessness

Community Coordinator: Ann Harvey

Funder: Homelessness Partnering Strategy, Employment and Social Development Canada

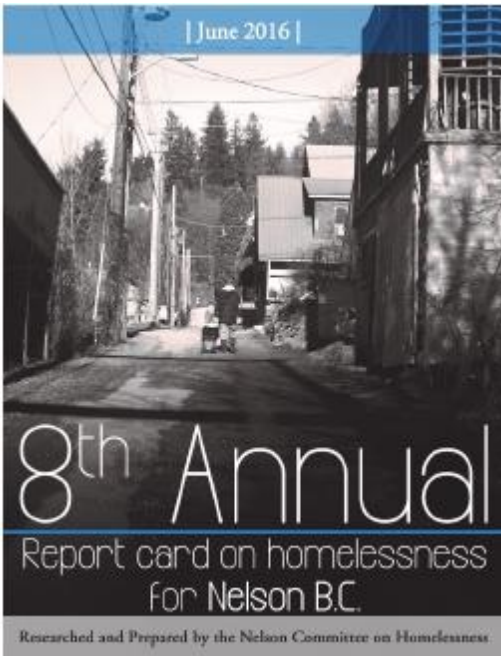
The Nelson Committee on Homelessness (NCOH) is a volunteer committee of community and government service agencies, with representation from the City, the federal government, concerned citizens and people with lived experience of homelessness. Since 2001 NCOH has worked with community members, businesses, governments and other stakeholders to help prevent and alleviate homelessness, enable a better understanding of the causes and realities of homelessness, share best practices and give the community an opportunity to participate in solutions. NCOH encourages collaboration, support for new initiatives, research and information sharing and community partnerships among all stakeholders.

Nelson CARES Society is one of 61 designated communities that is funded through the federal Homelessness Partnering Strategy (HPS). A Service Canada staff person is our liaison with the program funder. Nelson CARES Society manages this funding on behalf of the Nelson CARES community.

STREET OUTREACH: A new Street Outreach Program in Nelson, administered by Nelson Community Services and the Salvation Army. In just the first 5.5 months it had connected with 179 people on the streets through 1450 interactions where 2201 services were provided. Street Outreach helps to connect people to services, address service gaps and systemic barriers to people accessing services and increases understanding among community stakeholders about street-related challenges. 72% of people helped have lived here 5 years or longer and 79% were on what some would argue are poverty-level government-supported incomes.

TRANSITIONAL HOUSING ASSISTANCE PROGRAM: Darren Thomason, Transitional Support Worker, worked with Stepping Stones Emergency Shelter and other outreach and service providers to refer people, all with histories of chronic homelessness or evictions. The Transition Support Worker moves people from shelter into transitional tenancies. Last year, TAP helped over 52 people with housing needs, including 13 people who obtained housing or were re-housed. All remained housed after 3 months – no small feat after chronic homelessness - and 2 graduated to Residential Tenancy Agreements. Housing support workers also provide outreach support to Nelson CARE residents with mental health issues. Mental health supports in the community continues to be a critical issue.





COMMUNITY COORDINATION: NCOH's Community Coordinator Ann Harvey helps coordinate and leverage resources and develop partnerships for a systems-wide approach to addressing homelessness – including improving supports to homeless people, undertaking data collection and research, measuring community indicators and raising awareness.

The 8th Annual Report Card on Homelessness for Nelson released in June highlighted stories and challenges of people facing mental health issues and addictions, how these are tied, and what services are offered and need to be offered to help improve individual and community health. The affordable rental housing crisis was also a theme. The report shared trends on vacancy and rental rates, use of food bank and meal services and other

community indicators and featured the work being done in the community to address homelessness and poverty. The Report Card can be found and downloaded from <http://homelesshub.ca/resource/9th-annual-report-card-homelessness-nelson>

Homelessness Action Week (HAW) October 2016 focused on raising awareness around the relationship between trauma and homelessness, hosting both a public forum and professional development workshop with Vikki Reynolds, PhD, RCC, a consultant, instructor, Adjunct Professor, and Clinical Supervisor whose work bridges the worlds of therapy and social justice. Over 45 people attended the public forum and community panel and over 70 service providers attended the workshop.



Community Connect Day 2016: Over 400 guests who were finding it difficult to make ends meet visited Wildflower School's gym for an array of free services and goods offered by over 70 service providers in over 35 booths, supported by over 40 community volunteers. This event could not happen without the amazing support of our sponsors and the over 50 local businesses donated items. Dental and eye exams, hair cuts, foot care, health check-ups and tests, free gently-used winter coats and boots, new socks, personal care and baby

packages were all available as people made connections with local service providers for information, supports, counselling and referrals. Definitely Nelson at its best!

Our Staff

Thank you to all our incredible employees for providing quality service and support in 2016-17!

Abel, Katie	Clark, Carrie	Hannah, Phoebe
Adams-Helgren, Angela	Clement, Summer	Hartman, Cindy
Albersworth, Maureen	Cline, Melissa	Harvey, Ann
Allen, Tanya	Cochrane, Judi	Hastings, Michael
Anderson, Gabriel	Cordes, Monique	Helewa, Tarek
Anthony, Ervin	Cormier, Alexander	Henao, Alejandra
Aronson, Krysta	Derby, Bev	Hepworth, Shannon
Asch, Gregor	Dimitriadis, Angela	Hernandez, Andrea
Banville, Andree	Doyle, Andrew	Hills, Marjie
Bateman, Jennifer	Dunnett, Bruce	Jaison, Rani
Batista, Jason	Elliot, Darleen	Jamwal, Anshulee
Benson, Elaine	Elliot, Karen	Janzen, Yvette
Beresford, Ana	Faust, Harmony	Johnson, Jennifer
Berland, Clair	Feenstra, Heather	Kantymir, Emily
Bernier, Sandra	Filiatreault, Sarah	Kassem, Courtney
Bieri, Milena	Fraser, Elaine	Kawshy, Najiba
Brooke, Frank	Garlow, Lesley	Keczan, Gabriel
Brown, Allison R	Garvin, Christina	Kelly, Jeremy
Burgess, Dana	Gass, Earl D	Kelly, Sherri
Camilleri, Lori	Gilbert, Jaime	Kielstra, John
Campeau, Ted	Girard, Jennifer	Kinsman, Carol
Cantwell, Dustin	Grants, Arvid	Kliparchuk, Kelsey
Carmichael, Lindsay	Guy, Temeeka	Knapik, Mark
Charron, Don	Haake, Steffan	Langlois, Zoe

Lawless, Darci	Nagy, Robert	Sharma, Kunal
Lennox, Shilo	Nygaard, Tammy	Shynkar, Kyla
Lepine, Julie	Ong, Denver	Sibilleau, Ken
Letain, Gregory	Pageau, Lupa	Smith, Bradley
Liebenow, Beate	Penner, Cam	Smith, Cheryl
Loeppky, Pamela	Perciasepe, Annemarie	Stoochnoff, Mariah
Logan, Amanda	Perreault, K Christie	Talbot, Leisa
Mackie, Sharon	Perron, Lamourah	Tanguay, Amos
Magas, Stacey C.	Pisacreta, Tiffany	Taylor, Amy
Malakoff, Brooklyn	Poole, Lorne	Thomason, Darren
Martin, Eden	Popoff, Lucas	Thompson, Nadine
Mason, Kyla	Potyok, Diana J	Tondu, Alita
Mason, Verna	Purdey, Bernice	Van Allen, Hazel
McGaw, Mike	Quirk, Rebecca J	VanVeen, Kristina
McGeady, Lisa	Rempel, Jason	Veinotte, Jessica
McGovern, Liam	Robinson, Jenny	Wasilenkoff, Sarah
McGown, Axel	Robinson, Julie	Watt, Marley
McKittrick, David	Roy, Hannah	Werner, Anita
McLean, Robert	Salikin, Zhenia	Wilson-Birks, Braden
Meitz, Stephanie	Sarenius, Tuula	Wilson-Birks, Matthew
Miller, Amanda	Schellenberg, Lauren	Witton, Micaela
Milne, Amy L	Scott, Grace	Wolinski, Tayler
Moeller, Samantha	Seagram, Dana	Wood, Amy
Moylan-White, Lynn	Seed, Beth	Younie, Corrine
Mulloy, Janette	Shaak, Randy	

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Our work is made possible by a community of generous contributors.

Kootenay Bakery	Nelson Brewing Company	Shana Rablah
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Nelson District Community Complex	Ruth Beck	Whitewater
Nelson & District Credit Union	Sam Baio	Zak Matieschyn and Michelle Mungal
	Sarah Sherk	
	Shambhala Music Festival	

Thank you for supporting our vision and mission!

Nelson CARES Society			
2016 - 2017 Financial Statement Summary			
		2017	2016
From the Audited Statements of Financial Position			
Assets			
Current Assets		\$ 1,588,099	\$ 1,552,519
Replacement Reserve Cash		607,599	915,445
Capital Assets		10,102,935	10,426,017
Deferred Development Costs (Lakeside Place)		51,919	-
		<u>12,350,552</u>	<u>12,893,981</u>
Liabilities and Fund Balances			
Current Liabilities		1,717,682	1,689,244
Long-Term Debt		7,290,963	7,611,664
Deferred Contributions Related to Capital Assets		2,117,484	2,009,297
Replacement Reserves		563,713	854,724
Fund Balances			
Invested in Capital Assets		(338,792)	(152,442)
Internally Restricted		617,879	611,674
Unrestricted		381,623	269,820
		660,710	729,052
		<u>\$ 12,350,552</u>	<u>\$ 12,893,981</u>
From the Audited Statements of Operations			
Revenue			
Grants		\$ 4,084,949	\$ 3,821,414
Rent Contributions and subsidies		981,947	976,902
Amortization of Capital Contribution		91,047	88,010
Donations		245,986	242,079
Donations deferred for future capital expenditures		(199,234)	(190,846)
CMHC Loan Forgiveness		-	49,834
Fee for Service		37,365	35,193
Interest and Sundry		37,296	26,029
		<u>5,279,356</u>	<u>5,048,615</u>
Expenses			
Wages and Employee Benefits		2,966,497	2,806,418
Repairs and Maintenance		359,781	345,371
Telephone and Utilities		306,259	287,166
Replacement Reserve Repairs		301,305	298,473
Interest		267,659	261,616
Program Costs		176,163	149,400
Professional Fees		100,792	80,777
Rent		72,156	66,971
Insurance		67,068	65,868
Office and Administration		56,246	52,641
Property Tax		52,526	42,707
Special Projects		45,173	16,045
Travel and Staff Development		40,128	34,918
Vehicle Costs		24,037	18,200
Licenses and Dues		3,916	4,478
		<u>4,839,706</u>	<u>4,531,049</u>
Excess of Revenue Over Expenses		439,650	517,566
Amortization		(510,887)	(496,426)
Net Operating (Deficiency) Surplus		<u>\$ (71,237)</u>	<u>\$ 21,140</u>

NOTES:



nelson
CARES
society

Serving the community since 1974

Main Office

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Nelson CARES Society is a client centered service charitable organization. Operating since 1974, we are accredited through CARF (Commission on Accreditation of Rehabilitation Facilities). Registration# 119053288RR0001