



nelson
CARES
society

Annual Report

2018-2019



nelson
CARES
society

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Welcome



In 1974 a group of dedicated Nelson residents came together with a single vision: create a fairer, safer, and socially just community. They were activists, volunteers, politicians and service providers with a common commitment to a caring, civil community. More than four decades later the organization they created, now called Nelson CARES Society, continues to work towards that goal. We have grown into one of Nelson's largest and most diverse non-profit organizations. We act as a catalyst for community and program development, and advocate for people living in poverty.

Nelson CARES Society is funded through government, private foundations, and the generous donations of countless individual Nelson residents. Today Nelson CARES Society provides hundreds of jobs and generates many millions of dollars in economic activity in the community. But our goal remains the same, work to build a healthy and inclusive community where 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, affordable housing, employment, support services, and environmental stewardship. Nelson CARES Society aims to be a reflection of the community it envisions.

Organizational Ends

1. Everyone has adequate and safe housing
2. Everyone has access to support and representation when they need it
3. Everyone has adequate means and resources to participate fully in community life
4. Everyone takes responsibility for environmental stewardship

respect
integrity
transparency
accountability
collaboration
diversity
equality

Executive Report

Message from Executive Director and President of the Board

At Nelson CARES Society we want to live in a community where we care for each other. We reach out to the most vulnerable people in our community supporting adults with diverse disabilities, guiding individuals and families through bureaucratic and legal difficulties, developing and sustaining safe affordable housing and providing at-home supports to seniors living with limited resources.

Nelson CARES Society marked 2018-2019 with milestone achievements in affordable housing, support services and the launch of a new residential site for our Services for Community Living program. As well, NCARES Custom Fit Inclusion and Employment service moved to a new location at 518 Lake Street. This relocation marked the tremendous program growth CFIT has experienced. With over 50 participants the CFIT program offers employment and social inclusion opportunities. These programs are funded through Community Living BC.

Overall Nelson CARES Society services reached 2,409 people this year. We had 201 active employees throughout the year and had a combined operating and capital budget of just over \$7.7 million.

Nelson CARES Society met several important affordable housing strategic goals. In fall of 2018, we negotiated with BC Housing and developer Culos Group Ltd to build a 43-unit four story apartment block at 205 Hall Street in Nelson. It is scheduled to be complete in the winter of 2020-2021.

We also made progress on the redevelopment of the Lakeside Place site at 805 Nelson Avenue. This project, once complete, will offer 47 units of housing to seniors and persons with disabilities. We received municipal approval and successfully rezoned the property; completed the technical planning documents and received the development permit for the site. Construction is currently underway, and it will be complete by early winter of 2021.

Nelson has had a 0% vacancy rate for five years and this has a devastating impact on the most vulnerable people in our community.

These two new housing projects will bring relief for many individuals. We look forward to celebrating the opening of these two new buildings and providing 90 new units of rental housing in Nelson.

We continued our work to revitalize Ward Street Place. Built in (c. 1912), the final phase of this 10-year project will see the completion of the heritage restoration of the commercial frontage and conservation of the site. We have received two grants through a partnership with Columbia Basin Trust and BC Heritage to complete this work by 2021. We are also wrapping up the interior room renovations. This would not have happened without the generous support of this community and our funding partners.

Our fifth "Coldest Night of the Year" walk in February raised over \$40,000 which funded our Ready for Home support worker at Ward Street Place. This program works to support and house people who have experienced homelessness.

Every year input from the community, staff and participants helps to guide Nelson CARES Society strategic planning. The management team and staff reached or exceeded the organization's goals and commitments to meet the needs of those most vulnerable in our community.

NCARES has an amazing staff team that works with great dedication to achieve incredible results. We are guided by a client centered focus to meet our CARF Accreditation standards every year. We are thankful to our funders and community partners for all their contributions that support the most vulnerable in the community.

Our Board members continue to provide stability and strength. They were instrumental in creating an ambitious affordable housing plan and supporting the vision for our numerous community services.

This year was filled with gratitude for our caring community, our amazing staff, volunteers, community partnerships and funders.



Jenny Robinson
Executive Director



Ron Little
Board President

Community

Our programs are defined by people of this community, for this community, and with their support and participation.

Advocacy

for people trying to navigate through the complexities of the government and legal systems to exercise their rights, and to support victims of violence.

Residential

for people without a home, those struggling to afford one, and those who need support to live independently.

Employment

creating opportunities so people facing barriers to work can find a job that enriches their lives.

Services

designed to empower people who want support to make a better world for themselves and their families

Board of Directors

Ron Little It was my background as a Chartered Professional Accountant that brought me to Nelson CARES but it is my interest in building capacity for caring and healthy living in the community that has kept me engaged. Ensuring the continued health of the Society, its clients and employees is the most important aspect of my role on the Board.



Nick Toner I've been on the Nelson CARES Board of Directors since 1995. I love watching the Nelson Leaf's hockey games. I wish there was more housing for people with disabilities and better wheelchair accessibility in Nelson.



Daphne Powell I joined the Board of Nelson CARES in 2012. I am the recording secretary as well as the chair of the Affordable Accommodation Committee. I have 2 young girls and enjoy spending my time outside playing with my family. I hold a Bachelor of Arts from UVic, and a Master of Arts in Planning from UBC.



Shirley Winning From an early age, I have been fully engaged with children with disabilities. As an adult I worked supporting adults with developmental support needs, in seniors living, and in the criminal justice system. I have worked at Nelson CARES in varying capacities, and am now pleased to continue to be a part of this organization as a member of the board.



Steve Thompson A resident of the Nelson area for 35 years, I am a 63 year old, semi-retired soils consultant specialized in forest land management and research. My community involvement has been as a volunteer and activist in electoral politics for 20 years. An avid gardener, I enjoy skiing, kayaking and cycling.



Sarah Crookshanks I have lived in Nelson for ten years. My day job is a geoscientist with the provincial government, but I spend my free time biking and skiing in the mountains. I have been a director on the Board of Nelson Cares since 2013 and strongly believe in the community vision of this organization.



Jack Olson I have been a resident of Nelson since 1987 where I raised 2 children. Spent 15 years working at the high school in Nelson helping students explore career opportunities. I volunteered on the Board of Nelson Community Services from 2003- 2008. I currently work as a Home Inspector.



Phyllis Nash I have a strong background in governance and community development. I currently sit on: Nelson CARES Society; as well as many other boards. I have worked in the field of social housing since the early 1970s. I value my work with Nelson CARES housing projects and Nelson Committee on Homelessness.



Chuck Bennett I was raised in Nelson and returned in 2007 with my wife Karen to raise our three children. I served as President of the Nelson and District Chamber of Commerce and Chair of Nelson Soccer Association. After a 25 year community newspaper career, I switched to becoming a real estate agent, and currently work at Nelson Coldwell Banker office. I enjoy playing soccer and skiing.



J Stewart spent a decade working at CTV Globe media and Corus Entertainment before transitioning into the not-for-profit sector. He worked in Vancouver's Downtown Eastside doing development, community engagement and communications at Union Gospel Mission Pivot Legal Society. He currently serves as Senior Director, Executive Communications at BC Women's Health Foundation.



The Coldest Night of the Year Fundraiser

Fund Development Coordinator: Stephanie Myers

This was my first year as the Coldest Night of the Year coordinator but the 5th time that Nelson CARES has participated. Luckily for me those who came before me did some great work and laid down some awesome systems. The support I received from my coworkers, volunteers, and the national organization was invaluable.

The total raised was \$45,498 this is 130% of our \$35,000 goal. Nationally we were 49 out of 133 teams. We beat out locations that are much bigger than us, locations like Winnipeg, Kelowna, and Montreal Downtown! These donations are invested into our “Ready for Home” program that supports individuals transitioning from homelessness to housing.

We had 32 teams, 269 walkers, 762 donors, and 104 volunteers. This is the first year that we brought in cash sponsorships with Valhalla Pure Outfitters coming on as our Lead Sponsor for \$3000 and Urban Legends, Leaf Cross Health Society and Shambhala Music Festival coming on as Supporting Sponsors at \$500 each.

I am absolutely looking forward to finding ways to improve and grow this event this coming winter.



\$45,498

Raised this year, %130 of our goal



32 Teams walked

762 Generous donors

104 Amazing volunteers

The Advocacy Centre

Manager: Amy Taylor

Funders: Law Foundation of BC; Legal Services Society; Ministry of Public Safety and Solicitor General; Kootenay Boundary Community Services Co-op; Province of British Columbia; Anonymous Donor

From April 2018 to March 2019, the Advocacy Centre continued to provide our core services: Poverty Law Advocacy and Specialized Victim Services. We also continued in our role as a Legal Services Society Commu-

1272

separate legal issues

“A valuable service for suffering humanity that is a necessity in our community for all kinds of people. People go through hard times and such support as the Advocacy Centre is an essential service.”



Legal Advocacy Program

Advocates: Amy Taylor, Becky Quirk, Zoe Langlois

Students: Roxanne Sproule, Kaden Fellman, Tianna Sikora

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, tenancy, debt, etc.). Additional funding comes from the Province of British Columbia and an anonymous donor. We serve clients in the West Kootenay/Boundary area and staff two clinics per month in both Castlegar and Trail.

This fiscal year the program dealt with 1272 separate legal issues, including everything from simple referrals to other resources, to representation at hearings and court accompaniment.

2. Legal Services Society Community Partner

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 other legal advocacy 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.

Community Based Victim Assistance Program

Coordinator: Krysta Aronson (until October 2018), Alana McDowell (starting October 2018)

Victim Services Worker: Alana McDowell (until October 2018), Zoe Langlois (starting October 2018)

Funded by the Ministry of Public Safety and Solicitor General, 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.

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 66 new clients through the entire criminal law process, including safety planning, court accompaniment, and coordination with Crown and police. It dealt with another 78 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 had 57 ongoing clients in any one month.

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.

“When I came to the Centre I was starving and a few months homeless. Very sick and no hope. Now I eat, pay bills and try to take care of myself because of the help I received from the Advocacy Centre.”

57

Ongoing clients per month

66

New clients helped through the entire criminal law process

78

Other issues not involving the entire criminal law process

Nelson Committee on Homelessness

Coordinator: Anne Harvey

The Nelson Committee on Homelessness (NCOH)

is a volunteer community table of community members, people with lived experience, business owners, municipal government, non-profit and public services and other stakeholders working to prevent, alleviate and find long-term solutions to homelessness and poverty by investing federal funding in new initiatives, leading community research and sharing information, and by developing community partnerships to address homelessness. NCOH is the Community Advisory Board for the federally-funded Homelessness Partnering Strategy, choosing Nelson CARES to administer the contract. Nelson is the smallest of 61 communities funded across the country.

The 10th Annual Report Card on Homelessness

released in June 2018 reported PiT Count results and how they reflected pathways into and out of homelessness for youth and issues of housing instability, poverty and supports needed and offered through the incredible work of service providers in the Nelson community. It highlighted the need to address youth homelessness and the precariousness of housing situations for many Nelson residents who were housed. The Annual Report Card tracks Community Indicators from year to year that have a bearing on homelessness, from vacancy and rental rates, to food bank and meal service use, unemployment rates, waiting lists for affordable housing and more. The 10th Annual Report Card can be found at <https://nelsoncares.ca/10th-annual-report-card-on-homelessness-in-nelson/>



The 2nd Point in Time Homeless Count

for Nelson was conducted over 24 hours in April 2018. 65 volunteers helped conduct a count and anonymous survey of people who were experiencing some type of homelessness in 17 different outdoor, service, college, shelter and transitional housing locations. Further surveys were gathered from youth services in town during the week. People who were not homeless were asked about their risk of homelessness. The results of the 2018 PiT Count provide a better understanding of the current state of homelessness in Nelson. 725 people were approached; 132 were experiencing some type of homelessness.

101 WERE ABLE TO BE SURVEYED WHO WERE EXPERIENCING HOMELESSNESS:

- 32%** were YOUTH under 24 years old
- 31%** had identified as having INDIGENOUS ancestry
- 20%** had NO shelter
- 37%** were HIDDEN Homeless (couch-surfing, house-sitting or being put up by Ministry at a motel)
- 39%** were Chronically Homeless (for more than 6 months in the past year)
- 56%** first experienced homelessness before the age of 19
- 40%** of all surveyed and 50% with Indigenous ancestry had been in Care or a Group Home
- 30%** or 107 of 360 people who were not homeless had concerns over losing their housing in the immediate future (financial, end of lease, conflict with parents/ housemates/ landlords)

Thanks to Dylan Griffith, Coordinator of the PiT Count and Natasha Edmunds, PiT Count Data Entry and Events Coordinator and to the Government of Canada's Homelessness Partnering Strategy.



Homelessness Action Week

Homelessness Action Week (HAW) 2018

saw NCOH host a public forum on **At-Risk and Homeless Youth** drawing over 100 people to the Adventure Hotel Ballroom to learn about the realities of paths into homelessness for youth, what services are available, and to explore what we can do as a community to address these issues. Municipal candidates, Chamber of Commerce members and board members, other business people and professionals, employees of School District 8, Selkirk College, MCFD and IHA, service providers and youth attended. It was an informative, impactful and inspiring evening with guest speaker **Katherine McParland** from **A Way Home Kamloops** & the **BC Coalition to End Youth Homelessness**, indigenous speaker Nipawi Kakinoosit, and panellists from the Ministry of Children & Family Development (MCFD), the Nelson & District Youth Centre, Nelson Community Services Youth Services, ANKORS, Freedom Quest Youth Services, Nelson Police Department, SD8's REACH Program, Stepping Stones Emergency Shelter and the Selkirk Students' Union. Thanks to all of them for sharing their important time, insights, knowledge and experience and to HAW Honourary Chair for this year, Tim Mushumanski, who did an incredible job, from personally inviting guests to doing interviews, writing an editorial, gathering financial support, spreading the word and being a stellar MC the night of the forum. Great thanks also for the important financial contributions from the Columbia Basin Trust Sponsorship Program, Nelson Rotary Noon Club, LV Rogers Secondary School Grad Class, Nelson & District Chamber of Commerce, Nelson CARES, Nelson Community Services, Salvation Army, ANKORS, Selkirk Students' Union, The Adventure Hotel, Mountain Hound Inn, Nelson Branch of Roy-

al Bank of Canada and the people who left contributions at the door. We couldn't have done it without you! All of this collaboration helped to hold this important community conversation and learning from each other, as we explore next steps to addressing this issue as a community.

Community Connect Day 2018 was another huge success! A warm welcome was given to over 350 guests by over 70 people representing small businesses, professional services and providers of community services, with over 70 additional community volunteers and service club members -who shared their time, skills and goodwill on November 17 at Central / Wildflower School. Community Connect Day offers free resources, services, information and support for people in our community who need them yet find it difficult to afford them and who may also lack the knowledge or ability to secure these services and resources. Guests connected with health consultations, dental and vision screening, physios and a chiropractor as well as multiple community and government services offering advice and assistance. Valhalla Pure's annual *Coats for the Koots* drive offered lightly-used winter coats, Shoebank Canada offered winter boots and Nelson Covenant Church provided hundreds of pairs of socks. MANY local businesses and clubs also contributed door prizes as well and food for the free café operated by Nelson Daybreak Rotary, their student partners, and Our Daily Bread. Hair stylists and body workers offered gift certificates. Larger sponsors included Columbia Basin Trust, Nelson Hydro, Royal Bank Canada, Regional District of Central Kootenay, The Nelson Star, Royal Canadian Legion Women's Auxiliary, Nelson CARES, Nelson Credit Union, Nelson Community Services, Salvation Army, Kootenay Development Services, Nelson Daybreak Rotary, ANKORS, Covenant Church, Shoppers' Drug Mart, The Repair Factory, and Love of Shiva. A special thanks goes to Wildflower School and School District 8 for opening their space to host this amazing community event!



Community Connect Day

Stepping Stones

Manager: Marjie Hills

Funder: BC Housing

With the growing need for affordable housing and a 0% vacancy rate that has been held for 5 years, Stepping Stones Emergency shelter remains extremely busy. We are seeing people arrive to the shelter with very complex issues, some that are out of our scope of care and require significant medical attention. There is also an increase in the number of seniors needing shelter and looking for overall support. At the other end of the scale the shelter has seen many young adults seeking refuge from the streets or aging out of foster care.

With the new housing projects underway in the community there is hope that more of these folks will find home and the social issue of homelessness will lessen in Nelson.

Stepping Stones has a staff of 28 dedicated and skilled employees, 11 in permanent part time positions, 16 Casual staff and 1 program manager. The shelter operates 24 hours per day, is double staffed and rotates 3 shifts per day. Stepping Stones has become unionized this year and has joined with Nelson CARES Services for Community Living operating under the CUPE collective agreement.

Statistics

Total client stays	460
Unique clients	220
Female client stays	126
Unique female clients	77
Male client stays	334
Unique male clients	143
Oldest female client	79
Youngest female client	19
Oldest male client	84
Youngest male client	15



New countertops



Garden Abundance! The gardens are cared for by staff and clients.

Another grant from Columbia Basin Trust, Community Initiatives Program was given to continue the renovation of the kitchen to include new flooring. This project will see the kitchen with new shelving, cupboards and countertops. After all, the kitchen is one of our busiest areas as we serve over 20,000 meals per year!

Stepping Stones Garden

At Stepping Stones we strive to keep the building and yard looking its best, as we have great respect for all our neighbors. The yard is adorned with flowers and shrubs and has amazing vegetables and berries. Caring for the garden has become very popular with our residents as it gives people purpose and a sense of giving back. A win-win for all of us!

Winter Emergency Bed Program

The winter emergency bed program will begin again this November providing an additional 5 beds to the community. This program is funded through BC Housing and ends on April 1st.



Renovations

Stepping Stones received a grant from BC Housing to build a long-awaited vestibule at the front of the building.

The vestibule project is now complete, it provides a second door into the entry of the shelter allowing staff to screen people at the first entry point with a new intercom system, ensuring that staff are always aware of who is coming and going. This addition to the shelter includes a Harm Reduction area with lockers for each resident, a waiting area as people enter and a separate sitting area that includes a BBQ for staff to prepare meals.

BC Housing also provided funding for a new laundry area, this has allowed residents to launder their own clothes, a new life skill for some people and empowering for many.

Stepping Stones will celebrate it's 14th year this December!

"They're very receptive and welcoming. These are great people to deal with and the food was wonderful!"

Affordable Housing

Property Managers: Lori Camilleri and Leisa Talbot
Funder: BC Housing

Nelson CARES Affordable Housing assesses each applicants' need for housing. 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.

Affordable Housing presently manages a total of 134 units on 4 properties.

Three new basements units at Cedar Grove Estates were completed at the end of March 2019 increasing our housing stock at that property from 41 units to 44.



Cedar Grove Estates

Subsidized Units 22 one bedrooms

Non-Subsidized Units

3 one bedrooms

8 two bedrooms

8 three bedrooms

2 four bedrooms

Cedar Grove Estates also had remediation work completed to address the site drainage issues.



Copper Mountain Court

23 two bedrooms – 2 of these units are accessible

12 three bedrooms

2 four bedrooms

Adjacent to the City of Nelson Skate Park and a short walk to Rosemont Elementary School, Copper Mountain Court has a total of 37 units.



Lakeside Place

Lakeside Place is being redeveloped into a four story, 47-unit apartment building, increasing the number of units from the original 28 to 55 affordable housing units.



Ready For Home is funded through Nelson CARES's *Coldest Night of the Year* fundraising. This position supports individuals to stabilize and maintain tenancy at Nelson CARES' housing sites. Housing Support Worker Dylan Griffith offered a range of supports, helping to advocate for benefits and for navigation in the healthcare system. Reminding people of appointments, assisting with groceries or food cards, and providing transportation. As well, he helps to bring a sense of community to the buildings through social and life-skill programming.

“It’s a clean place, and they take care of us. They take me to the hospital and they’re kind. I’ve never had a lot of security like this most of my life, so it’s really nice.”

“I’ve lived in this building for 20 + years and I find Nelson CARES is hope, help and home. The hope is affordable housing so people can look into themselves and look at what they need and know they don’t have to worry about rent because it’s covered, so they can think about themselves. Second is help. There’s always somebody within the building around that you can lean on, that you can reach out to if you need help and they will come and help you. And the third one is home. It’s your own sanctuary, a place that you can walk in, you can put your key in the door, you walk in, close your door, lock it and you leave the rest of the world out if you like.”

Coldest Night of the Year - Over \$45,000 raised, which funded our Ready for Home support worker at Ward Street Place

Ward Street Place offers 45 units of safe affordable housing in the hub of downtown Nelson. Ward Street Place has 39 single room occupancy units, 3 self-contained studio apartments, 3 self-contained 1-bedroom apartments of which 2 are fully accessible. Ward Street Place provides safe, affordable and inclusive housing to those in need within our community. Nelson CARES Society strives to offer support and to continue to keep rents affordable and within the shelter amounts provided by the Ministry of Social Development & Poverty Reduction to this vulnerable population.

In the Fall of 2017 we saw the conclusion of the Room-to-live Capital Campaign. Nelson CARES Society continues to renovate housing units and we are at 90% completion. These much needed renovations continue to make living at Ward Street Place healthy and safe, while giving people a home that they are proud to call their own. Be it poverty, mental health or addiction issues; we will continue to offer housing, supports and positive opportunities to assist individual to thrive and grow. Thank you to the community for supporting the Ward Street Place community through their generosity.

Heritage Build Project We continue our work to revitalize Ward Street Place. Built in 1912, the final phase of this 10-year project will see the completion of the heritage restoration of the commercial frontage and conservation of the site. We have been successful in receiving two grants through a partnership with Columbia Basin Trust and BC Heritage to complete this work by 2021.



WSP Length of Residency

New Residents	11
1 – 5 years	17
5 – 10 years	4
10+ years	8
20+ years	2

Custom Fit Inclusion & Employment

Manager: Zhenia Salikin

Funder: CLBC

CFIT provides 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, life skills, education, recreation, health, volunteerism, and employment.

CFIT also facilitates a monthly Self-Advocacy Group which currently has over 20 members. Meetings are educational and focus on empowerment, rights and responsibilities. We run monthly inclusive dances which have been a great success! The dances are themed and average 45-50 attendees. CFIT also hosts monthly mental wellness groups. In the fall of 2019, we will be hosting movie and games nights. The program continues to grow and expand its services.

CFIT operates two social enterprises:

Earth Matters Recycling
Kootenay Direct Paper Services



Community education
Job coaching
Job club
Social recreation
Job trials and training
Person centered planning
Community partnerships
Outreach
Life skills Education
Social enterprises
Health and personal care
Customized employment
Empowerment
Disability awareness
Volunteer opportunities
Discovery process
Paid employment
Community inclusion
Community supports
Employment partnerships
Community access
Employer recognition



48

Adults with diverse abilities received service to achieve their personal development goals

vol-

16

Community unteer partnerships

45

Community employment partnerships



95%

Of individuals with community-based goals are satisfied with their activities

100%

Of individuals working report they are satisfied with their work



77%

Of people served in-creased employment, hours of work, or pay

Services for Community Living—Residential

Manager: Julie Lepine

Funder: CLBC

The Services for Community Living (SCL) Residential Program has been providing housing and support services since 1982. SCL can accommodate a maximum of 16 residents funded and referred by Community Living British Columbia as a staffed residential model. Currently there are 14 residents in the program.

Most of the individuals are aging in place or have complex medical needs and receive 24-hour 7 day a week support. A person-centered support philosophy enables individuals to enhance their lives and is balanced with the need to effectively support people safely with dignity of risk and also integrated in the community. We have many experienced long-term staff whose dedication and familiarity with the clients continues to be a tremendous asset.

The Program is operated out of 4 homes located in Nelson. We are very fortunate to offer stable and cost-effective housing in a community where 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).



Enjoying Canada Day festivities!



Out and about



Resident on vacation



Enjoying Canada Day festivities!

43 employees
provide daily supports to
14 residents

meals

hobbies

mobility

personal care

transportation

community outings

medication administration

coordination of health care



Kootenay Seniors

Manager: Corrine Younie

Funders: Columbia Basin Trust, Vancouver Foundation, United Way of Lower Mainland, Osprey Community Foundation, Regional District of Central Kootenay, West Kootenay Transit Service, New Horizons for Seniors

Kootenay Seniors provides supports that allow seniors to live with dignity and joy, participate in their communities, and remain in their own homes as long as possible.

The 4th Annual Kootenay Seniors Fair

was once again a great success. Held in late September/early October each year to celebrate National Seniors Day, the fair is a popular event and this year saw attendance of over 300 seniors and family members. With Program Assistant Andree Patenaude taking on coordinating the event day for the first time, a highly organized group of over 20 volunteers kept seniors engaged in the many activities offered including 33 vendor tables, chair yoga, a photo booth and free health services like hearing checks, foot care and acupuncture. An enduring favorite, the café area once again offered seniors a place to rest, enjoy a cup of coffee and visit with old friends.

Transportation Program

Coordinator: Dana Burgess (2018), Erica Spink and Lyne Brideau (2019)

The Seniors Transportation program is a direct service program, providing transportation information and support to seniors, including home visits, tele-

phone support and drop-ins. The coordinator helps seniors prepare for “life after driving”, assists with applications for services such as HandyDART, and conducts quarterly transit orientations.

A great deal of time and energy this year went into developing the *Kootenay Seniors Volunteer Driver Program*, set to launch this summer. An innovative model, the service will be affordable and accessible, taking advantage of the Kootenay Carshare wheelchair van and cutting edge scheduling software.

Funded by Vancouver Foundation since its inception as the Moving Together project, the program continues to have a stakeholder development aspect and we continue to work with partners like West Kootenay Transit and RDCK to strengthen existing services and develop new services that address transportation gaps and barriers for seniors throughout the West Kootenays. The need for accessible bus service to Kelowna continues to be a critical service need and we will continue working towards that goal in 2019-2020.

Statistics

Home Support Program

- Average # Clients: 50
- Client Calls: 826
- Home Visits: 212

Seniors Transportation Program

- Volunteer Driver Program Clients: 57
- Transit Ride-Alongs: 2

Growing Together Intergenerational Project

- 60 Participants
- Forum: 30 youth, 1 teacher, 10 agencies, 40 seniors

Annual Kootenay Seniors Fair

Attendees: 200



Transit Ride-Along



Home Support Program Coordinator: Lynn Goodison

In 2018, we continued working with the United Way of Lower Mainland to secure *Better at Home* funding for the Home Support program as well as the Seniors Transportation program, which we were successful in doing in early 2019. The Kootenay Seniors Home Support program provides housekeeping, light meal preparation, laundry and other home support services for seniors in Nelson and the surrounding area. We added Respite Care in early 2019. We hope to expand the program regionally in 2020, and to add Friendly Visits and Check-In Calls. The Coordinator also works with families to create care plans for aging parents, including information and referrals to a variety of care services.

Growing Together: Conversations with Seniors & Youth

Coordinator: Corrine Younie

Intergen Coordinator: Andree Patenaude

Kootenay Seniors undertook an intergenerational project in spring of 2018, in partnership with LV Rogers Secondary School and Mountain Lake Seniors Community. *Growing Together: Conversations with Seniors & Youth* brought together a diverse group of grade 11 students at LVR with a group of 30+ Nelson seniors for a series of guided conversations. These conversations were later transcribed into a beautiful and inspiring book written by Facilitator/Author: Lee Reid, which is being sold to support the Kootenay Seniors program. The project also included a community forum organized by Andree Patenaude, assisted by senior and youth project participants. The recommendations emerging from this formed the basis of a new project to begin in 2019: *Intergen* brings the generations together for a variety of social activities including an intergenerational picnic, a music jam series, and a quarterly magazine entitled *Old Growth*.



Growing Together Conversation Circle

Thank you to our staff

All-Staff Appreciation Day

Nelson CARES recognizes that self-care is an important part of community work. In June, our staff enjoyed a day of relaxing activities at the Adventure Hotel including ear acupuncture, yoga, art therapy and more.



Art therapy workshop



Winner of a free manicure!



NADA ear acupuncture circle

Staff **152**

Angela Adams-Helgren	Martin Forget	Beate Liebenow	Heather Prochnau
Maureen Albersworth	Earl Gass	Pamela Loeppky	Damaris Pumar
Shannon Albrechtson	Jaime Gilbert	Amanda Logan	Rebecca Quirk
Tanya Allen	Stuart Gilroy	Taylor Lowe	Galen Reilly
Ervin Anthony	Jennifer Girard	Jessica Lupton	Jason Rempel
Gregor Asch	Dale Lynn Goodison	Sharon Mackie	Jenny Robinson
Kiye Baldon	Arvid Grants	Stacey Magas	Julie Robinson
Jason Batista	Coreen Gries	Amy Makortoff	Zhenia Salikin
Beth Bearchell	Christopher Dylan Griffith	Dianna Makortoff	Aylen Sanchez
Ana Beresford	Steffan Haake	Brooklyn Malakoff	Selena Scheschuk
Sandra Bernier	David Hall	Jaison Mampilly	Grace Scott
Milena Bieri	Shannon Hames	Eden Martin	Dana Seagram
Michael Birch	Phoebe Hannah	Rebecca Martin	Miliya Shaju
Deb Blenderman	Ann Harvey	Kyla Mason	Nicholas Shworob
Elizabeth Boutette	Michael Hastings	Verna Mason	Tianna Sikora
Derek Bowman	Tarek Helewa	Sonia Anna Mathew	Katri Skogster
Jaymes Bowman	Shannon Hepworth	Alana McDowell	Bradley Smith
Allison Brown	Marjie Hills	Jessica McFaul	Cheryl Smith
Dana Burgess	Laura House	Alexandra McGown	Michael Sookorukoff
Patricia Cameron	Rani Jaison	Virginia McGregor	Anthony St. Onge
Lori Camilleri	Anshulee Jamwal	Tyler McKnight	Lucas Standing
Ted Campeau	Yvette Janzen	Robert McLean	Shari Starling
Dustin Cantwell	Patrick Johnson	Amanda Miller	Karen Stothers
Cody Carlson	Najiba Kawshy	Samantha Moeller	Leisa Talbot
Lindsay Carmichael	Thomas Keaveny	Alyssa Moses	Amy Taylor
Carrie Clark	Jeremy Kelly	Stephanie Myers	Jifna Thomas
Summer Clement	John Kielstra	Robert Nagy	Darren Thomason
Judi Cochrane	Christopher Kling	Tammy Nygaard	Nadine Thompson
Katherine Conne	Mark Knapik	John O'Neill	Alita Tondou
Alexander Cormier	Adrian Kiala Kornelson	Denver Ong	Hannah Trimble
Bruce Dunnett	Tomiko Koyama	Lupa Pageau	Kristina VanVeen
Darleen Elliot	Marishka Kumar	Andree Patenaude	Jessica Veinotte
Karen Elliott	Rena Kundu	Cam Penner	Sarah Wasilenkoff
Grant Ettinger	Zoe Langlois	Lara Perras	Peter Whitbourn
Anisa Farhangi	Shilo Lennox	Christie Perreault	Matthew Wilson-Birks
Zoe Fee	Julie Lepine	Lamourah Perron	Amy Wood
Heather Feenstra	Gregory Letain	Tiffany Pisacreta	Matthew Wood
Kaden Fellman	Alex Lewis-DeSousa	Diana Potyok	Corrine Younie

Financial

Nelson CARES Society 2018 - 2019 Financial Statement Summary

	2019	2018
From the Audited Statements of Financial Position		
Assets		
Current Assets	\$ 2,054,960	\$ 1,908,575
Replacement Reserve Cash	369,382	383,973
Capital Assets	11,476,332	9,710,554
Deferred Development Costs (Lakeside Place)	-	338,938
	<u>13,900,674</u>	<u>12,342,040</u>
Liabilities and Fund Balances		
Current Liabilities	4,281,266	2,252,104
Long-Term Debt	6,630,023	6,966,350
Deferred Contributions Related to Capital Assets	1,821,273	2,148,132
Replacement Reserves	314,138	354,705
Fund Balances		
Invested in Capital Assets	(220,522)	(441,108)
Internally Restricted	544,917	598,934
Unrestricted	529,579	462,923
	<u>853,974</u>	<u>620,749</u>
	<u>\$ 13,900,674</u>	<u>\$ 12,342,040</u>

From the Audited Statements of Operations

Revenue

Grants	\$ 4,671,266	\$ 4,134,379
Rent Contributions and subsidies	1,048,365	1,014,387
Donations	92,344	175,906
Donations deferred for future capital expenditures	(3,420)	(126,456)
Fee for Service	49,301	39,810
Interest and Sundry	30,231	46,640
	<u>5,888,087</u>	<u>5,284,666</u>

Expenses

Wages and Employee Benefits	3,551,148	3,172,380
Repairs and Maintenance	431,191	342,857
Telephone and Utilities	333,968	336,326
Interest	252,944	255,187
Program Costs	170,424	147,015
Replacement Reserve Repairs	109,936	212,763
Special Projects	94,871	60,360
Rent	81,329	69,526
Insurance	72,919	67,378
Professional Fees	62,351	61,424
Office and Administration	54,149	51,862
Property Tax	45,630	51,710
Travel and Staff Development	42,189	39,608
Vehicle Costs	21,227	24,877
Licenses and Dues	4,294	4,407
	<u>5,328,570</u>	<u>4,897,680</u>

Net Operating Surplus

Amortization of Capital Contribution (non-cash)	249,900	95,808
Amortization Assets (non-cash)	(550,559)	(532,154)

Excess (Deficiency) of Revenue Over Expenditures

\$ 258,858	\$ (49,360)
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Our Funders



Ministry of
Public Safety and
Solicitor General



Legal
Services
Society



United Way helping seniors remain independent.

British Columbia
www.legalaids.bc.ca



BC Association of
Community Response
Networks



KOOTENAY BOUNDARY
Community Services Co-operative



COMMUNITY LIVING
BRITISH COLUMBIA



University
of Victoria



Interior Health
ANKORS



Thank you for supporting our vision!

Our Donors

Aaron Ander
 Abby Napora
 Abacus Beads
 Alex Berland
 Alexander Love
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 Andrea Goodison
 Anonymous
 Belinda Puttnam
 Bella Flora
 Benjiman Portz
 Bill Lynch
 Bill Steel
 Canadian Online Giving Foundation
 Carol Ross
 Carolyn Schramm
 Chamber of Commerce
 Charles Delacherois & Lisa Rezanoff
 Charles Zinkan
 Charlotte Nelson
 Christine McCarthy
 Cohen Boyer
 Columbia Basin Trust
 Community Yoga
 Conline Entr. LTD (Main Street Diner)
 Cowan's
 David & Susan Stryck
 David & Wendy Simpson
 David and Sheila Martin
 DeVito's Shoes
 Dig Garden Center
 Don Dozzi
 Donna McDonald
 Dr Deanna Teichrob Inc
 Edward Furrow & Sandra Setter
 Elshie Solomon
 Endy
 Fisherman's Market
 Gail Russell & Nelson Ames
 Glenda Miller
 Glennis & Joe Camilleri
 Greg & Miriam Keys
 Greg & Patricia Smith
 Heather Love
 Heather Stefanison
 Jack Olson
 Jacqueline Smith

Jane Byers
 Jennifer Tinholt
 Jenny Robinson
 John Schnare
 KC Restaurant
 Kenneth Muth
 Kootenay Advocacy Network/Task
 Kootenay Coop
 Larry Bickerton
 Larry Link
 Laureen Barker
 Leaf Cross Collective Inc.
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 Merriene Duncan
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 Michelle Mungall
 Mike Lazier
 Mike Vance
 Nancy Rosenblume
 Nelson Ames
 Nelson Civic Employees Association Local
 339
 Nelson District Community Complex
 Nelson District Credit Union
 Nelson Nordic Ski Club
 Nelson Rotary Club
 Niomi Starspires
 Organic Matters
 Page Wasson
 Pamela Kikosewin-Holden
 Patricia Harvey, Karl Koerber
 Patricia James
 Patricia Rose
 Pegasus McGauley
 P'Nina Shames
 RBC
 Rebecca Martin
 Repair Factory
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 Rob Norton

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 Robert & Patricia Malcomson
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 Ron Talbot
 Ronald & Jennifer Taylor
 Rosemary Cowan
 Royal Canadian Legion Branch (51)
 Sam Baio
 Sam Simpson
 Sandra Dupas
 Sarah Sherk
 Sebastian Sauvage
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 Selkirk College Students Union
 Shannon Shapovalov
 Sharon Mackie
 Shawn Morris
 Sheila Ziola
 Sherry Nicholson
 Shirley Moon
 Shirley Winning
 Shoppers Drug Mart Pharmacy
 Sophia Hurst
 Sprout
 Stefan Lehmann
 Steven Collens
 Strutters
 Susuki Music Students
 Nelson Story Telling Guild
 Tammy McLean
 The Kootenay Baker Café Cooperative
 The Salvation Army
 The Yardsale (Band)
 Tiffany Radcliffe
 Verna Strilaeff
 Vienna Café
 Voytech
 Wesley Pilkington
 William & Jacqueline Fehlner
 William & Tara Maslechko
 Zbigniew Zmuda

Thank you for supporting our community!

