

# Nelson CARES Society



---

ANNUAL REPORT  
2019-2020



Pictured: 205 Hall Street is one of our two major development projects which will provide 41 units of affordable housing.

# Community Advocacy Residential Employment Services

## 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.

## Ends Statements

1. Everyone is adequately and safely housed.
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.

## Board of Directors



Ron Little,  
Board Chair



J Stewart,  
Vice Chair



Daphne Powell,  
Secretary



Phyllis Nash,  
Treasurer



Nick Toner,  
Director



Shirley Winning,  
Director



Steve Thompson,  
Director



Chuck Bennett,  
Director



Jack Olsen,  
Director

# Board President's Message

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 physical and developmental disabilities, guiding individuals and families through bureaucratic and legal difficulties, developing and sustaining affordable housing and providing at-home supports to seniors living with limited resources.

I feel this message encapsulates our vision, mission and values in a simple to understand statement. But how is it realized? It takes the passion, dedication, and focus of all the Nelson CARES staff, managers and in particular our Executive Director, Jenny Robinson.

Jenny's foresight and preparation has made it possible to respond to opportunities when they appear. The success of Ward Street Place, Lakeside Place and Hall Street Place are some visible results of Jenny's ability to look to the long-term and plan strategically. Her hard work has

resulted in the trust of significant funders—in particular BC Housing and the Columbia Basin Trust.

Her clear communication, honesty, encouragement and unflagging positivity have earned her the respect of funders, colleagues in the social service sector, and the staff and Board of Directors here at Nelson CARES Society. COVID-19 has been an acid test for our organization and this community. But Jenny was prepared with a plan and had been since 2012.

On behalf of the Directors, I want to express our gratitude to everyone who makes Nelson CARES such an integral part of living in a community where we care for each other. In particular, I want to thank Jenny Robinson for making this statement come to life.

**RON LITTLE**

Board Chair and Society President



**coldest\*night**  
OFTHEYEAR.ORG

Our caring community raised **\$58,090**

**THANK YOU!**

**350**  
walkers

**760**  
donors

**87**  
volunteers

# Executive Director's Message

During the fiscal year of 2019-2020, the staff and volunteers of Nelson CARES Society once again demonstrated our dedication and commitment to supporting the most vulnerable in our community.

Nelson CARES Society marked this year with significant progress on two major affordable housing developments. Both Lakeside Place and Hall Street Place will be completed in 2020-2021. They will provide a total of 88 new units of housing to the community. As well, we will relocate our West Houston Residential Service to the Hall Street site in 2021; this site will be a demonstration to the province that social inclusion in housing is an achievable goal.

Hall Street Place will also become the central office for Nelson CARES Society. After 47 years of service to the community we will have a purpose-built space that will be owned by the society. This is a remarkable achievement!

This work is monumental for our community and credit is due to a great team of staff, volunteers, and development professionals. A special thank you to Daphne Powell, Board Director, who has been the Chair of the Affordable Housing Committee for Nelson CARES Society since the inception of these projects. Hundreds of hours have been dedicated by our Board of Directors, staff and consultants. We are making a difference. Tenanting of Hall Street will begin in January of 2021 and Lakeside in the summer of 2021.

Nelson has been in a near 0% housing vacancy position for 6 years. This has eroded housing access and affordability in our community for all renters. These two projects will not satisfy the pent-up need in our community but will offer new mixed market housing for seniors and those in the workforce. This will not meet the needs of those in deep poverty or struggling with mental health and substance use issues. Nelson CARES will continue to work on future projects that will meet the housing and support needs for this specific population.

The last few weeks of March 2020 marked a moment in history that will not be forgotten in our lifetimes. On March 11, 2020, a worldwide pandemic was declared. This event tested our mettle and we withstood the early challenges of the pandemic. Our teams rapidly worked to ensure our essential services remained intact. Thank you to all our staff who pulled together to protect the most vulnerable people in our service and in our community under extraordinary circumstances. It has been an honour to work with our staff and the many community members that stepped forward to support us.

Every staff member did their part to keep everyone in our care safe. At the time of writing this report, we are now headed into what will be another chapter in the COVID-19 journey. Nelson CARES Society demonstrated clear leadership and we will continue to do so until the pandemic is declared over.





Pictured: 205 Hall Street Place (L) and Lakeside Place (R)

COVID-19 clearly revealed many inequities we already understood. It shone such a bright light on these gaps that many joined with us in our work. A team of savvy sewers made 250 hand made masks for us in April and May when there was no personal protective equipment to be found; Nelson Brewing Company donated the proceeds of a specialty beverage called “Essential”; and all of our staff held together. It is impossible to share the depth of gratitude for our teams that worked the front line in the early days when there were so many unknowns.

Despite the pandemic, Nelson CARES Society continues to serve the community. In 2019-2020 we reached 2694 people with our work. We had 204 active employees throughout the year and had a combined operating and capital budget of just over \$11.4 million.

We continued 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. 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 sixth “Coldest Night of the Year” walk in February raised over \$58,090 which funded our Ready for Home support worker at Ward Street Place. This program works to support people who have experienced homelessness to stabilize their housing.

All our work is driven by person-centred planning. Every year, input from the community, staff and participants helps to guide Nelson CARES Society strategic planning. In 2019-20, 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.

This year we once again completed our accreditation process in November 2019. CARF International awarded the organization another full accreditation certification. We are grateful 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. This year was filled with gratitude for our caring community, our amazing staff, volunteers, community partnerships and funders.

**JENNY ROBINSON**

Executive Director



*"I can't tell you how much we will miss living here. Cedar Grove Estates is a great community, great neighbours, wonderful for children."*

- Former Tenant

# Affordable Housing

Providing 88 units of affordable housing to seniors, families, individuals and people with disabilities.

- Successfully housed 16 new families and individuals
- In the process of acquiring a Property Management Software "Arcori" to manage NCARES properties, clients and tenants.
- Ongoing building upgrades including the continuation of the CGE Building project, to be tendered in Spring 2020; and, completion of the CMC Drainage project for summer 2020

## Ward Street Place

Providing 45 units of semi-supportive housing to individuals and people with disabilities.

- 94% of the units completely renovated thanks to the Room to Live Campaign and fundraising
- Ongoing restoration of the commercial store fronts
- Providing long term housing for the most vulnerable in our community with support services for our tenants through the Ready for Home program's Housing Support Worker, made possible by our community fundraising event: Coldest Night of the Year

Thanks!



*"Ward Street Place is a place where people can reside in peace. A place where individuals get the help they need. All in all a great and caring place with fairness and reason. A place I am happy to call home."* -WSP Tenant

*"Thank you for being so kind to my dad. You were more than a worker and he referred to you as a friend. You made a big difference in his life."* - Client Family Member



# Nelson Committee on Homelessness

Collaborating with government, business, and service providers to address homelessness and housing insecurity as a community.

- At Community Connect Day 2019, 266 individuals in need accessed free health and wellness services, information and resources on local agencies and services, winter outerwear, and delicious food
- Built and maintained collaboration between 40+ community partners committed to addressing homelessness as well as volunteers and community members
- Planted seeds for Coordinated Access in Nelson—a collaborative, systems-based approach to reducing homelessness and better connecting vulnerable people to services



**40+**

*Community Partners  
committed to  
Coordinated Access*



Pictured: Sandra Bernier (L) and Althea Kettlewell (R) Stepping Stones staff and top fundraisers for Coldest Night of the Year. *Photo credit: Bobbi Barbarich.*

## Stepping Stones

Providing 17 beds of emergency shelter to people facing homelessness with 24/7 support, 365 days a year.

- Operated another season of the Temporary Winter Shelter—November 1 - March 31, 2020
- The Stepping Stones Superstars were a top fundraising team at Coldest Night of the Year
- Managed to cook and serve an amazing Christmas dinner even through major kitchen renovations at the Shelter

**5,010**

*drop ins for food,  
drinks, clothing and  
referrals*

*"The staff have been so supportive; I have my life back on track"*  
—Stepping Stones client



Pictured (R): Howie von Howie, Stepping Stones' long standing mascot, in his COVID PPE mask

**88.5%**

*average occupancy*

**207**

*unique clients*

# The Advocacy Centre

## Legal Advocacy Clinic

Providing legal advocacy related to financial benefits, tenancy, debt, family law, for individuals with low incomes.

*"I think this is a VITAL service for those that need help with the often complex process of communicating their needs and issues with government agencies. Reduces stress of the process."*

*-Advocacy Centre client*

*supported clients with*  
**1,371**  
*separate legal issues*

## Community Based Victim Services

Supporting victims of sexual and relationship violence with information, referrals and justice system assistance.

**73**  
*clients supported through the entire criminal law process*

**60**  
*ongoing clients per month*

- Restarted our Family Law Advocacy program with 3 year funding from the Law Foundation of BC
- Opened a new monthly advocacy clinic in Salmo and continued to staff a legal advocacy clinic in Castlegar twice monthly

## Kootenay Seniors

Providing advocacy, information, and support to seniors, and contributing to service coordination in the region.

- Home Support provided light housekeeping, meal prep and other services to over 40 seniors
- Hosted a Seniors Fair connecting seniors with resources and community services
- Coordinated intergenerational events to connect seniors with high school students and published 4 editions of Old Growth, a submission based intergenerational magazine

**40+**  
*seniors received support to stay in their homes*

***"What you guys are doing is absolutely everything to me. I don't know what I'd do without the services you are providing to us."***

***- Trish Paugh, age 68***

**250+**  
*participants at the 2019 Seniors Fair*



# Custom Fit Inclusion & Employment Services

Supporting 51 adults with diverse abilities to achieve their personal and employment goals

- Created new group activities: Movie Nights and a Dungeons and Dragons role playing group started in fall 2019
- Attained Service Provider Status for Outreach Support/ Cluster Living/ Supported Living for Developmental Disability and Personalized Supports Initiative
- Developed an Inclusive Employer Business Excellence award in partnership with the Chamber of Commerce

*"I like working for NCARES and learning new skills. The staff are very nice. I'm looking forward to working at my new job with the Nelson City Police Department."*  
~ Tyler McKnight



**60+**

*employment and volunteer partnerships in the community*

**97%**

*of individuals are satisfied with their jobs and/or activities*

**100%**

*of individuals with outreach needs are satisfied with supports*

# Services for Community Living Residential

Supporting 14 adults with diverse abilities in 4 group homes to live full lives with respect, dignity, and care.

- With a change in demographics, SCL has successfully shifted its care protocols from geriatric-based to more behavioral-based approaches
- Received another 3-year CARF accreditation.
- SCL staff have risen to the early challenges of providing care to our residents in light of the COVID-19 pandemic

*"My new (home) is the coolest place. The staff love me and love the(m) too. There no home like my new home. There nothing like in world. My Nelson Car(e) home is best."*  
- SCL resident



Three of our long-time residents passed away between April 2019 and March 2020. They are dearly missed. From top: Finlay Millar, Zita Joseph, Mary Lou Henson

# Financial Summary

	2020	2019
<b>From the Audited Statements of Financial Position</b>		
<b>Assets</b>		
Current Assets	\$ 2,555,424	\$ 2,054,960
Replacement Reserve Cash	354,674	369,382
Capital Assets	13,931,797	11,476,332
	<u>16,841,895</u>	<u>13,900,674</u>
<b>Liabilities and Fund Balances</b>		
Current Liabilities	7,194,483	4,281,266
Long-Term Debt	6,281,867	6,630,023
Deferred Contributions Related to Capital Assets	1,950,500	1,821,273
Replacement Reserves	314,477	314,138
<b>Fund Balances</b>		
Invested in Capital Assets	(130,722)	(220,522)
Internally Restricted Net Assets	1,031,656	544,917
Unrestricted Net Assets	172,634	529,579
	<u>1,073,568</u>	<u>853,974</u>
	<u>\$ 16,814,895</u>	<u>\$ 13,900,674</u>
<b>From the Audited Statements of Operations</b>		
<b>Revenue</b>		
Grants	\$ 5,353,951	\$ 4,671,266
Rent Contributions and subsidies	1,075,073	1,048,365
Donations	81,698	88,924
BC Housing Loan Forgiveness	59,713	-
Fee for Service	54,575	49,301
Interest and Sundry	28,330	30,231
	<u>6,653,340</u>	<u>5,888,087</u>
<b>Expenses</b>		
Wages and Employee Benefits	4,253,579	3,551,148
Telephone and Utilities	342,121	333,968
Repairs and Maintenance	294,118	431,191
Interest	245,296	252,944
Program Costs	197,247	170,424
Rent	97,658	81,329
Special Projects	94,864	94,871
Professional Fees	88,951	62,351
Insurance	82,700	72,919
Replacement Reserve Expenditures	69,117	109,936
Office and Administration	65,582	54,149
Travel and Staff Development	46,131	42,189
Property Tax	44,207	45,630
Vehicle Costs	30,557	21,227
Licenses and Dues	5,669	4,294
	<u>5,957,797</u>	<u>5,328,570</u>
<b>Net Operating Surplus</b>	695,543	559,517
Amortization of Capital Contribution (non-cash)	123,490	249,900
Amortization Assets (non-cash)	(565,004)	(550,559)
<b>Excess (Deficiency) of Revenue Over Expenditures</b>	<u>\$ 254,029</u>	<u>\$ 258,858</u>

# Our Funders



## Coldest Night of the Year Major Sponsors



# Our Donors

Thank you to our generous donors for making our work possible!

Alain Ladouceur	Donna MacDonald	Margaret Stegman	Rebecca Martin
Alexander and Kathleen Nichol	D-Pace Inc.	Margaret Wood	Richard Dietrich
Alfred and Shaun Crossley	Dr. Deanna Teichrob Inc	Margot Waterer	Ron Talbot
Allyson Quince	Dr. Morgan and Patricia Dehnel	Maria Ravestein	Ron and Catherine Little
Andrea Goodison	Elliott HR Consulting	Marianne Walsh	Ronald and Jennifer Taylor
Andrew Leathwood	Erin Bruce	Mary Ann Zinkan	Roxanne McKay
Anne DeGrace	Erin Thomason	Merriene Duncan	Sante Holistic Health Centre
Anonymous	FortisBC	Michael Lazier	Secret Garden Toy's
Ashley Elliott	Fraser and Jacqueline East	Michelle Mungall	Shannon Shapvalov
Belinda Puttnam	Glennis and Joe Camilleri	Miriam Williams	Shara Sherk
Ben Portz	Greg and Patricia Smith	Nan Richardson	Sheila Ziola
Bincy Cherian	Greg and Patricia Smith	Nancy Rosenblum	Sharon Mackie
Blair Randall	Gwen Rasmussen	Nature's Health Products	Sheila and Dave Martin
Blair Weston	ILU Botanicals	Nelson Ames	Sheralyn Stedmann
Brian and Carly Hughes	Inland Allcare	Nelson Cannabis Compassion	Sherry Nicholson
Carol Ross	Interior Vacuum	Nelson Home Building Supply	SK Electronics
Charlotte Nelson	Jacqueline Smith	Nelson Nordic Ski Club	Slava Doval
Christopher Pollock	Jason Stewart	Nick Toner	Smokewood BBQ
Collen and Aldo Doratti	Jenny Robinson	Pagasis McGavley	Stefan Lehmann
Dave Kikosewin-Holden	Jesse Kinsman	Page Wasson	Strutters Boutique
David and Wendy Simpson	Jillian Harvey	Pamela Mierau and Len Maccharles	Terence Buie
Debbie Babakaiff	John Ward Coffee	Petra Lehmann	Thierry Brionne
Deborah Creaser	Kat McGlynn	Phyllis Nash	Trevor Janz
Derek Murphy Helen Dostaler	KC Restaurant	Positive Apparel	Tudor
Dey Stewart	Kootenay Blues Society	Rachel Chirico	Wesley Pilkington
Don Dozzie	Kristi Aasen		William Lander
	Lorraine Mackie		William, Taras, and Wendy Malechko
	Marcella Mugford		

# Our Staff

Thank you to our dedicated staff for your courage and caring in 2019-20

Adams-Helgren, Angela	Asch, Gregor	Bewcyk, Lindsay	Brown, Cameron
Albersworth, Maureen	Baldon, Kiye Ethan	Bieri, Milena	Brown, Nicolas
Albrechtson, Shannon	Ballance, Jaimie	Birch, Michael	Bryant, Holly
Allen, Tanya	Barre, Susan	Boutette, Elizabeth	Burgess, Dana
Anthony, Ervin	Batista, Jason	Bowman, Derek	Cameron, Patricia
Ariss, Bradley	Bearchell, Beth	Bowman, Jaymes	Camilleri, Lori
Arthur, Brianna	Beresford, Ana	Brideau, Lyne	Campeau, Ted
Arthur, Shane	Bernier, Sandra	Brown, Allison R	Cantwell, Dustin

# Our Staff (continued)

Carlson, Cody	Heckhausen, Mercedes	Martin, Eden	Rosborough, Jordan
Carmichael, Lindsay	Helewa, Tarek	Martin, Rebecca	Salikin, Zhenia
Caron, Tessa	Hepworth, Shannon	Mason, Kyla	Sanchez, Aylene
Chandran, Arun	Hills, Marjie	Mason, Verna	Sarenius, Tuula
Cherian, Bincy	Hornby, Steven	Mathew, Sonia Anna	Schechter, David
Clark, Carrie	House, Laura	McDowell, Alana	Scheschuk, Selena
Clement, Summer	Jaison, Rani	McFaul, Jessica	Scott, Grace
Coates, Hannah	Jamwal, Anshulee	McGovern, Liam	Seagram, Dana
Cochrane, Judi	Janzen, Yvette	McGown, Alexandra	Shaju, Miliya
Comeau, Lise	Jeffrey, Michael	McGrath, Gina	Shawaf, Farah
Conne, Katherine	Johnson, Patrick	McGregor, Virginia	Shworob, Nicholas
Cormier, Alexander	Jordan, Vona	McKnight, Tyler L	Sikora, Tianna
da Silva Jardim, Mariana	Kawshy, Najiba	McLean, Robert	Skogster, Katri
Davis, Lucas	Kelly, Jeremy	Miller, Amanda	Smith, Bradley
Doerksen, Darwin	Kelly, Karen	Moeller, Samantha	Smith, Cheryl
Doyle, Andrew	Kettlewell, Althea	Moses, Alyssa	Solmes, Tiffany
Dunnett, Bruce	Kielstra, Johan	Mulloy, Janette	Sookorukoff, Michael
Edl, Steve	Kling, Christopher	Myers, Stephanie	St. Onge, Anthony
Elliot, Darleen	Klok, Sarah	Nagy, Barbara	Standing, Lucas
Elliott, Karen	Knapik, Mark	Nagy, Robert	Starling, Shari
Ettinger, Grant R	Kornelson, Adrian Kiala	Nickolchuk, Kim	Stringer, Sindy
Farhangi, Anisa	Koyama, Tomiko	Nygaard, Tammy	Talbot, Leisa
Fee, Zoe	Kumar, Marishka	Oladunjoye, Bolanie	Taylor, Amy
Feenstra, Heather	Kundu, Rena	O'Neill, John	Thiessen, Jason
Fellman, Kaden	Lacoste Jeanson, Alize	Ong, Denver	Thomas, Jifna
Ferguson, Heather	LaMarre, Peter	Pageau, Lupa	Thomason, Darren
Forget, Martin	Langlois, Zoe	Patenaude, Andree	Thompson, Nadine
Gass, Earl D	Lennox, Shilo	Penner, Cam	Toering, Jessica
Gehr, Heidi	Lepine, Julie	Perciaspe, Annemarie	Tondu, Alita
Gilbert, Jaime	Letain, Gregory	Perreault, K Christie	Trimble, Hannah
Gilroy, Stuart	Lewis-DeSousa, Alex	Perron, Lamourah	Van Ee, Barbara
Girard, Jennifer	Liebenow, Beate	Pisacreta, Tiffany	VanVeen, Kristina
Goodison, Dale Lynn	Loepky, Pamela	Popoff, Lucas	Veinotte, Jessica
Grants, Arvid	Logan, Amanda	Potyok, Diana J	Ware, Kara
Gries, Coreen	Lowe, Taylor	Prochnau, Heather	Wasilenkoff, Sarah
Griffith, Christopher Dylan	Lupton, Jessica	Pumar, Damaris	Werner, Megan
Haake, Steffan	Lyster, Clark	Quirk, Rebecca J	Whitbourn, Peter
Hall, David	Magas, Stacey C.	Reilly, Galen	Whitney, Lora
Hames, Shannon	Makortoff, Amy	Rempel, Jason	Wickes, Kyle
Hannah, Phoebe	Makortoff, Dianna	Roberts, Allison	Wilson-Birks, Matthew
Hansen, Samantha	Malakoff, Brooklyn	Robertson, Brooklyn	Wood, Amy
Harvey, Ann	Mampilly, Jaison	Robertson, Jodi	Wood, Matthew
Hastings, Michael	Martens, Scott	Robinson, Jenny	Younie, Corrine

# Our Impact

**204**  
staff



**2694**  
people served

**100+**  
community  
partnerships

**133**  
units of affordable  
housing

with **88** more units  
coming soon!



"The staff are helpful and nice. They help me with my grocery shopping and bottle returns. We go for walks to stay healthy. Matthew helped me find a job and is helping me find another one." -Bev Johnson, CFIT client



"I enjoy getting to spend time with trustworthy and respectful people. NCARES provides me many options for work which allows me to seize opportunities when they reveal themselves." -Mark Knapik, CFIT client

"I felt support, compassion and kindness in your midst. Thank you! I did get Persons with Disabilities status and am so grateful. Wouldn't have happened without you!" -Advocacy Centre client



nelson  
**CARES**  
society

Nelson CARES Society  
250-352-6011  
info@nelsoncares.ca  
www.nelsoncares.ca