

# Nelson CARES Society

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ANNUAL REPORT  
2020-2021



# Community Advocacy Residential Employment Services



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# 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.

## End 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



Phyllis Nash,  
Treasurer



Nick Toner,  
Director



Shirley Winning,  
Director



Steve Thompson,  
Director



Sarah Crookshanks,  
Vice Chair



Jack Olsen,  
Director

# LETTER FROM THE BOARD CHAIR

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 by supporting adults with physical and developmental disabilities, by guiding individuals and families through bureaucratic and legal challenges, by developing and sustaining affordable housing and by providing at-home supports to seniors living with limited resources. This is how we bring our vision, mission and values to life in the community. It takes the passion, dedication, and focus of all the Nelson CARES staff, managers, Executive Director and Board of Directors to make it happen.

***Thank you to the individuals who represent our community as volunteer Directors.***

Ron Little, President and Chair of the Board  
Sarah Crookshanks, Vice-President and Vice-Chair  
Daphne Powell, Secretary - resigned in 2021  
Phyllis Nash, Treasurer

Jack Olson, Director  
J Stewart, Director  
Steve Thompson, Director  
Nick Toner, Director  
Shirley Winning, Director

The Board and organization made a commitment to the process of Truth and Reconciliation this year. The first of which was to understand the impact of colonialization and to ensure that the organization identifies steps to address racism and inequality in every aspect of our daily lives.

As a singer songwriter, Jenny Robinson, loves to express herself by performing with small groups. As Executive Director of NCARES, she expresses herself by conducting a 150-piece orchestra and she is a true 'maestra'. Over 12 years at the NCARES podium, Jenny has honed her skills as a leader, coach, mentor, communicator and above all, a champion for the people we serve. She has never lost sight of the fact that the health of our most vulnerable citizens is the true indicator of the health of our community and the health of the staff is the true indication of the health of NCARES.



Jenny will be leaving NCARES soon and I feel a bit apprehensive, but in succession planning for the ED position, the best approach is to leave the organization in a strong and healthy position. Jenny has taken this approach to heart. New projects, new programs, new housing, robust finances and a strong capable and inspired staff is Jenny's succession legacy.

I will miss working with Jenny. I will miss her humour, her unrelenting optimism, her determination, her impeccable tact, her collaborative spirit and the patient support she has given me as a director. I have no doubt that Jenny will eventually re-emerge as a champion of the vulnerable. Thank you, Jenny, for all you have done for Nelson CARES and, perhaps more significantly, for Nelson.



**RON LITTLE**

Board Chair



# LETTER FROM THE EXECUTIVE DIRECTOR

With the support of our funders, community partners and donors, Nelson CARES Society was able to take our service delivery to the next level during the fiscal year of 2020-2021. With a team of dedicated staff, volunteers, and supporters the organization moved major housing projects forward; secured funding for a community access service hub for those experiencing homelessness; expanded emergency shelter services and kept residents, program participants and staff safe from the impacts of COVID-19.

This was a difficult year with many moving parts. The pandemic continued to present challenges and barriers. The sector experienced unprecedented staff shortages and we all worked under circumstances that we hope will truly be a once in a century experience. COVID-19 made us dig deeper than we thought was possible and we prevailed!

Despite the challenges Nelson CARES Society continued to serve the community. In 2020-2021 we reached 1,419 people with our work. We had 157 active employees throughout the year and had a combined operating and capital budget of just over \$7,973,000 million.

Nelson CARES Society marked this year with significant progress on two affordable housing developments and two major renovation projects.

The first, Hall Street Place, was completed in May of 2021. It provides 41 new units of affordable housing to the community. As well, we relocated our West Houston Residential Service to Hall Street; this will be a demonstration site for the province, showing that social inclusion in housing is an achievable goal.

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

The next is Lakeside Place, which will come online in the winter of 2021/22 and will offer 47 units of housing for seniors and persons with disabilities.

The two major renovation projects; one at Cedar Grove Estates and the other at Ward Street Place (Annable Block) will both be substantially complete in the fall of 2021.

These projects represent Nelson CARES Society's commitment to creating and maintaining affordability in our community. These are important steps taken to respond to the detrimental impact of a near 0% housing vacancy for over 7 years.

Nelson CARES will continue to work on future projects that will meet the housing needs of the most vulnerable.

Our seventh "Coldest Night of the Year" walk in February raised over \$94,643 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. We are so grateful to the generosity of our community.

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. 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.

To every member of our Nelson CARES team and our community partners and funders, thank you!



**JENNY ROBINSON**

Executive Director



# Affordable Housing



## Highlights

- CGE Building Envelope Project started October 2020
- Received funding approval for install 3 accessible doors at CMC, entry to apartment building, and 2 unit doors.
- November 2020 received funding approval for new roof at 813 Nelson Avenue
- Completed water/drainage issues at CMC.



# Affordable Housing

Ward Street Place

## Highlights

- Successful long-term housing for many of the most vulnerable in our Community with on-site support through our Housing Support Worker with fundraising through the Coldest Night of the Year and Ready for Home program
- Fundraising through the Room to Live Campaign and renovations to provide safety and dignity for our tenants.
- Completion of the Heritage restoration of the Ward Street Place and the 7 commercial store fronts.
- Osprey Foundation funding to provide food security to the Ward Street Community.
- Created and maintain 3 units for Kootenay Boundary Support Recovery Bed Program. A 6-month supported housing program for community members in recovery.

"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

**New tenants = 6**

**1 - 5 yrs = 20**

**5 - 10 yrs = 10**

**10 - 20 years = 6**

**20+ yrs = 3**

**10 TAP Clients**



More tenants are retaining their housing, due to additional housing supports, at the highest level in 5 years.

# Stepping Stones

Providing emergency shelter to people facing homelessness.

## Highlights

- Securing and operating an alternate emergency housing site (NSI)
- Continued services at Stepping Stones with lower numbers due to COVID-19
- Implementing COVID-19 safety plan and protocols for both sites
- Providing dinner delivery service to all NSI residents 7 days a week
- Providing meal service to Villa when presumptive COVID-19 cases present and are transferred to Villa to isolate and get tested
- Red Cross PPE training for all staff
- Explore the development of Supported Housing
- Revised Harm Reduction policies to reduce stigmatizing language
- Revised Restriction Policy and the development of a Matrix to assess and manage risk
- Non-Crisis Intervention training is ongoing when available
- Application for site improvements approved by BC housing current review of site needs and actions to implement



Pictured: Stepping Stone Staff preparing food for the clients.

92

*unique client stays*

"Thank you for being so helpful and helping me with housing and food"  
-Stepping Stones client

# Stepping Stones

Providing emergency shelter to people facing homelessness.

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## Relevant Statistics

- A total of 92 unique individuals stayed at Stepping Stones Emergency Shelter for at least one night between April 1, 2020 to March 31, 2021.
- This number is lower than previous fiscal years (e.g. 188 unique individuals in 2019 - 2020 fiscal year), in large part because of the pandemic. Specifically, people were able to stay at the shelter for longer periods of time, and the number of available beds per night was lower than usual (9 beds instead of the usual 17 beds) in order to follow COVID-19 safety protocols such as physical distancing.
- Stepping Stones also operated an extreme weather shelter for a few nights when it was very cold outside.
- Despite challenges securing housing with low vacancy rates and during a pandemic, at least 6 individuals who stayed at Stepping Stones between April 1, 2020 to March 31, 2021 found housing. (Some individuals chose to be anonymous and therefore data on their housing status at discharge was not available).

Pictured: Stepping Stones back yard.

92

*unique client stays*

# The Advocacy Centre

## Legal Advocacy Clinic

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

*supported clients with*

**958**

*separate legal issues*

## Community Based Victim Services

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

**47**

*clients supported through the Community Based Victim Services*

**80**

*ongoing clients per month*

## Highlights

- Continued to provide legal advocacy and Community Based Victim Services during the pandemic remotely and in person as needed.
- Delivered first virtual presentation on Persons with Disabilities applications. The Advocacy Centre was pleased with it's first attempt and look forward to expanding it's capacity to offer more of virtual presentations.
- Received funding from the Canadian Women's Foundation to help increase access to counselling for people who have experienced relationship and sexual violence and to increase staffing hours to meet the demand for Community Based Victim Services.

***"I got personally taken care of with kindness and understanding. By educated staff who volunteered all their energy to help difficult processes to move forward with more ease. And offering so much unknown (to me) resources...I would not have been able to move out of the complicated situation I was in. I really am forever grateful for your services."***

***- Advocacy Centre client***

# Nelson Committee on Homelessness

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



## Highlights

- Nelson Committee on Homelessness (NCOH) partners worked together to open the HUB at 521 Vernon Street seven days per week to address the basic needs of people experiencing homelessness. By March 31st, 2021, planning was in process for people to come onsite for food and water, clothing, housing and homelessness prevention help, employment, income assistance help, harm reduction and overdose prevention, and other health and well-being supports. Referrals will be made to other services, and street outreach workers will engage people.
- NCOH partners have begun work on Coordinated Access to Housing for people experiencing homelessness. Partners are engaged together, and with BC Housing in the development of a By-Name list, procedures and protocols in order to provide access to housing on a coordinated basis.
- The 12th Annual Report Card on Homelessness in Nelson was completed in June 2020. In February 2021, work began on the 13th Annual Report Card. The Report Card describes the housing situation in Nelson, which continues to have a 0% vacancy rate. It includes information about local efforts to prevent and respond to homelessness, in the context of no available housing and high numbers of people in need.
- A key role for NCOH is to connect organizations so that partners are working with the best available information about community needs and organizational responses. The NCOH group meets every month, and shares information as needed between meetings. Additional meetings are held to plan on particular issues, such as development of the HUB, Coordinated Access, and the Report Card.

# Nelson Committee on Homelessness

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

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- NCOH responds to community needs as they arise. For example, in response to service changes due to COVID-19, NCOH partners provided information for a regular update bulletin, the State of Services in Nelson.
- NCOH joins with organizations locally and across the province to share information on issues related to housing and homelessness. For example, NCOH participates in the City of Nelson's Housing Committee, the BC Coalition to End Youth Homelessness, and other groups.

# Custom Fit Inclusion & Employment Services

Supporting - 54 Adults with diverse abilities received services to achieve their personal development goals

Pictured: Aisha Gatrell (right) Summer Clement (left) and Darleen Elliott (far right)

## Highlights

- Received employment funding through Inclusion BC to assist individuals who lost their jobs due to COVID-19 return to work
- Received Work Experience Grant Funding from WorkBC to assist job seekers entering the workforce gain skills through paid work experience
- Transformed and adapted services to a successful online model in response to the pandemic

*"I enjoy getting to spend time with trustworthy and respectful people. Nelson CARES provides me with many options for work."*  
- Mark Knapik

**60+**

*employment and volunteer partnerships in the community*

**100%**

*of individuals with outreach needs are satisfied with supports*

**95%**

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



Pictured: Mark Knapik (right) and Carrie Clark (left) hiking pulpit

# Services for Community Living - Residential

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

14

*of individuals  
receiving  
individual care*

## Highlights

- Moved Residents into new Hall Street Place building
- Sold West Houston Residence
- Bought a new wheelchair van for transporting residents

*"My new (home) is the coolis 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*



# Kootenay Seniors

Working to connect seniors to the services they need in Nelson and area.

## Highlights

- Conducted two surveys: one for senior serving agencies, one for seniors.
- Hosted Community Conversation meeting with community agencies via zoom
- Published four magazines of Old Growth for intergenerational program
- Coordinated intergenerational events: Songs for seniors, Seniors' Gigglefest, Seniors' Matter TV show, radio and newspaper promotions
- The Home Support Program provided light housekeeping, meal prep and other services, allowing seniors to stay in their homes
- Conducted check in calls (over 800) during COVID-19 crisis
- Provided free delivery of groceries and pharmacy items during COVID-19 through VDP
- Connected seniors with resources and advocacy around transportation, health, etc.
- Updated website, created social media platforms – Facebook, Instagram, and Twitter
- KS Featured in COVID-19 Rapid Response Report

12

*volunteer drivers*

25-30

*clients accessing drivers monthly*

4

*Intergen program magazines*

4

*hosted events for seniors*

51

*home support clients  
4-5 home support workers*

100%

*clients would recommend KS to a friend*

# Kootenay Seniors

Working to connect seniors to the services they need in Nelson and area.



Pictured: Maggie Murphy and home support worker

"You gals take such good care of me and I really appreciate all the work you do"  
- Maggie Murphy, age 85

"Sometimes you were the only one I talked to all week"  
- Paul

"God has brought you to my life and I am so grateful for all the help you give me"  
- Ralph Russell, age 87

Without my driver, I would be missing my medical appointments"  
- Sherry



# Reaching Home

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.

## Highlights

- Provided pandemic response to vulnerable populations during the COVID-19 pandemic including hygiene, harm reduction, technology, information, outreach coordination, shelter, food access
- Provided emergency housing for isolation at Civic Encampment, Winter Emergency Beds at the Salvation Army and Villa Motel COVID-19 site.
- Increased community collaboration through interagency coordination and resource sharing
- Opened a Warming Centre drop-in program throughout the winter of 2020-2021

**18**

Individual clients at  
Civic Encampment

**64**

People vaccinated at  
Vulnerable Population  
Drop-in Vaccine Clinic



Pictured: Andree Patenaude  
at Civic Camp

“

I might have been in a lot of trouble this year. I probably wouldn't have made it this year. Not with my psyche issues. I think its safe for mental health patients. It's a good thing. You guys got first aid, you got everything here, you can check in people... especially with the street people, its beautiful. You're really helping a lot. You guys make a difference. Very cool. Can i ask you a question man, how many kids did you lose to fentanyl in BC last year?

**128**

unique clients at  
Warming Centre  
with 2118 unique  
visits

“

There was a lot of cooperation of everybody, the support that we were getting from staff and volunteers. Being able to have a shower here, you know, really helped a lot. Overall, just having, the staff put up with me, I'm quite the heavy load sometimes, I realize that.

# Our Funders



# Coldest Night of the Year Sponsors



Kootenay Coop, Buddy's Place, Studio 9,  
Urban Legends, Derek Diener & Melanie Ward,  
Dominion Lending Ltd, Ellenwood Homes,  
Bowick Electric, North Mountain Construction,  
Mistiso's place Vacation Rentals, Nelson Ford,  
Kootenay Glass and Mirror, Maglio Building Centre  
Cover Architecture, The Blind Man, Cartolina,  
NSDA ARCHITECTS, Inland AllCare

# Financials

## 2020 - 2021 Financial Statement Summary

|                                                          | 2021                | 2020                 |
|----------------------------------------------------------|---------------------|----------------------|
| <b>From the Audited Statements of Financial Position</b> |                     |                      |
| <b>Assets</b>                                            |                     |                      |
| Current Assets                                           | \$ 3,344,087        | \$ 2,555,424         |
| Replacement Reserve Cash                                 | 382,436             | 354,674              |
| Capital Assets                                           | 21,289,399          | 13,931,797           |
|                                                          | <u>25,015,922</u>   | <u>16,841,895</u>    |
| <b>Liabilities and Fund Balances</b>                     |                     |                      |
| Current Liabilities                                      | 15,648,633          | 7,194,483            |
| Long-Term Debt                                           | 5,875,770           | 6,281,867            |
| Deferred Contributions Related to Capital Assets         | 1,854,742           | 1,950,500            |
| Replacement Reserves                                     | 282,608             | 314,477              |
| <b>Fund Balances</b>                                     |                     |                      |
| Invested in Capital Assets                               | 47,929              | (130,722)            |
| Internally Restricted Net Assets                         | 1,017,917           | 1,031,656            |
| Unrestricted Net Assets                                  | 288,323             | 172,634              |
|                                                          | <u>1,354,169</u>    | <u>1,073,568</u>     |
|                                                          | <u>\$25,015,922</u> | <u>\$ 16,814,895</u> |
| <b>From the Audited Statements of Operations</b>         |                     |                      |
| <b>Revenue</b>                                           |                     |                      |
| Grants                                                   | \$ 6,697,386        | \$ 5,353,951         |
| Rent Contributions and subsidies                         | 1,081,042           | 1,075,073            |
| Donations                                                | 139,949             | 81,698               |
| BC Housing Loan Forgiveness                              | 59,713              | 59,713               |
| Fee for Service                                          | 28,006              | 54,575               |
| Interest and Sundry                                      | 23,292              | 28,330               |
|                                                          | <u>8,029,388</u>    | <u>6,653,340</u>     |
| <b>Expenses</b>                                          |                     |                      |
| Wages and Employee Benefits                              | 5,060,768           | 4,253,579            |
| Telephone and Utilities                                  | 346,626             | 342,121              |
| Repairs and Maintenance                                  | 409,246             | 294,118              |
| Interest                                                 | 216,797             | 245,296              |
| Program Costs                                            | 378,487             | 197,247              |
| Rent                                                     | 186,217             | 97,658               |
| Special Projects                                         | 218,445             | 94,864               |
| Professional Fees                                        | 121,313             | 88,951               |
| Insurance                                                | 90,823              | 82,700               |
| Replacement Reserve Expenditures                         | 99,859              | 69,117               |
| Office and Administration                                | 79,092              | 65,582               |
| Travel and Staff Development                             | 20,063              | 46,131               |
| Property Tax                                             | 43,844              | 44,207               |
| Vehicle Costs                                            | 30,669              | 30,557               |
| Licenses and Dues                                        | 3,452               | 5,669                |
|                                                          | <u>7,305,701</u>    | <u>5,957,797</u>     |
| <b>Net Operating Surplus</b>                             | <u>723,687</u>      | <u>695,543</u>       |
| Amortization of Capital Contribution (non-cash)          | 127,415             | 123,490              |
| Amortization Assets (non-cash)                           | (597,501)           | (565,004)            |
| <b>Excess (Deficiency) of Revenue Over Expenditures</b>  | <u>\$ 253,601</u>   | <u>\$ 254,029</u>    |

# Our Donors

James Simpsons Memorial Fund

True Earth Eco Strips

Allison Lutz

Nancy Corrin

Rebecca Martin

Dr. Deanna Teichrob

Michelle Mungal

Emily Gould

Shoreline

Ron and Catherine Little

Darrel Manchur

Bonnie Baker

Jason Stewart

Beth Campbell

Lucy Lopez

Glennis Camilleri

Kenneth Muth

Benjiman Portz

Susan Forster

Carloyn Beck

Brandon Cator

Richard and Lyne Banville

Meghan Hildebrand

Sheila Dixon

Ann Harvey

Adam Ekvall

Phyllis Nash

Sarah Breen

Charlotte Nelson

Candice Batycki

Ray and Bonnie Neumar

9763732 Canada Inc.

Linda Sawchyn

Gerry Held

Rick and Marg Dietrich

Nick Toner

Laureen Barker

Miriam Bishop

Aaron Korbacher

Nelson Nordic Ski Club

Sandra and Ed Setter/Furrow

Randi Jensen

Oso Negro

Spearhead Timberworks Inc.

Bincy Cherian

Allyson Quince

Michael Lazier

Jacqueline Smith

Thierry Brionne

Rob Norton

Gwendoylyn Tugwell

Don Dozzi

Alex Berland

Petra Lehmann

Trevor Janz

Cityspaces Consulting

Sarah Sherk

Sarah Crookshanks

Fisherman's Market

Sandra and Alexander England

Belinda Puttnam

Katherine Wright

Larry Bickerton

Miriam Williams

Morgan Dehnel

Patricia Rose

Terence Buie

Sheila Ziola

Bess Schuurman

Deb Smith

Pegasis McGauley

Deborah Babakaiff

Donna McDonald

Judy Cameron

Susan Anderson

Christine Sivell

Jan Biava

Brenda Bax

Laura Tiberti

Gregory and Patricia Smith

Tracy Rapanos

Cate Baio

Kathryn Woodward

Carol Ross

Taty Winnitoy

Sherallyn Stedmann

Roberta Maras

Margot Waterer

Morty Mint

0953659 BC Ltd.

Bridgit Vierheilig-Chart

Deirdre Collier

Kate Letizia

Jillian Harvey

Hotchkiss Family Foundation

Randy Horswill

Sophia and Doug Hurst

Simonne Leblanc

Rosemary Eberle

Holly Nimmons

William Lynch

Len MacCharles

Dave and Sheila Martin

Voytech Computers

Derek Murphy

Nelson District Credit Union

Don MacDonald

Duncan McDonald

Kevin Kornelsen

Stuart McKinnon

Benjiman Portz

Jennifer Lount-Taylor

Fortis BC

Elizabeth Clark

Sheila Haegedorn

Slava Doval

Strutters Boutique

Charles Zinkan

Jacqueline and Fraser East

Aldo and Colleen Doratti

Marcella Mugford

Merrienne Duncan

Susan Forster

Maria Ravenstein

Columbia Basin Trust

Ronald Talbot

Sherry Nicholson

Sandra and Ed Setter/Furrow

Lorrain Mackie

The Kootenay Bakery Café Cooperative

Michael Clyde

Cedar Court Club Inc.

Mike Smith

Sylvia J

Interior Vacuum Repairs and Sales

Jenny Robinson

Sharon Mackie

Pam Loeppky

# Our Staff

Susan JRee  
Jason Rempel  
Brendan Riley  
Allison Roberts  
Brooklyn Robertson  
Jenny Robinson  
Juliann Rossen  
Sarah Rowland  
Amy Ryder  
Zhenia Salikin  
Aylen Sanchez  
Kris Sanders  
Emilly Scott  
Grace Scott  
Dana Seagram  
Farah Shawaf  
Alanah Sheridan  
Nicholas Shworob  
Cheyanna Shypitka  
Katri Skogster  
Bradley Smith  
Michael Sookorukoff  
Robert Starling  
Jim Adams

Leisa Talbot  
Shelby Tapley,  
Alexander Taurins  
Amy Taylor  
Greg Taylor  
Jason Thiessen  
Jifna Thomas  
Darren Thomason  
Leah Thompson  
Nadine Thompson  
Alita Tondur  
Hannah Trimble  
Kristina VanVeen  
Jessica Veinotte  
Sarah Wasilenkoff  
Dorothy Weller  
Peter Whitbourn  
Lora Whitney  
Ann Wilson  
Matthew Wilson-Birks  
Jill Wood  
Amiah Paradine  
Shari Starling  
Heidi De Guglielmo  
Larry Brown