

# Nelson CARES Society



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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**  
OF THE YEAR . 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

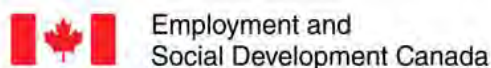


# Financial Summary

|  | 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<br>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<br>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<br>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                         | Sherallyn Stedmann                    |
| Brian and Carly Hughes           | Inland Allcare                    | Nelson Cannabis<br>Compassion       | Sherry Nicholson                      |
| Carol Ross                       | Interior Vacuum                   | Nelson Home Building<br>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<br>Maccharles | Terence Buie                          |
| Debbie Babakaiff                 | John Ward Coffee                  | Petra Lehmann                       | Thierry Brionne                       |
| Deborah Creaser                  | Kat McGlynn                       | Phyllis Nash                        | Trevor Janz                           |
| Derek Murphy Helen<br>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<br>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         | Loeppky, 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  
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www.nelsoncares.ca