



Community Connections
Community Connections Society of Southeast BC

2023 - 2024 Annual Report



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food



201,220 lbs
of food diverted
from the landfill
73,480 lbs
of food provided
for animal feed
474 hampers
of recovered
food given

235,976
kg of CO2
emissions saved
\$450,573 value
donated to
charities

seniors



161 aging clients
received avg. 15
services each
housekeeping
provided for
68 seniors

27 program
volunteers

221 Angel Tree
gifts given

APR '23 TO MAR '24

YEAR-AT-A-GLANCE

women

900+ times
help provided
40 repeat
service recipients

6 workshops
+ 3 support
groups



legal

110 clients
assisted with
Legal Aid/info

520 family
law issues

540
poverty
law issues



housing & poverty reduction

20,828
shelter nights
for the
unhoused

+1560 additional
meals given

604 requests
for hygiene
items

165 families
housed

137K in
rental
subsidies



children & family

1343 people
borrowed items

315 referrals
for child care

431 applicants
supported for
Affordable Child
Care Benefit

89 pregnancies
supported

60 postpartum
families
supported

24 kids
attended
after school
care

52 families
in parenting
programs

191 children with
diverse abilities
supported

25 families
attending CAPC
Kimberley
programs

2518 attendances
at CAPC Cranbrook
Programs

198 families
served
by Infant
Development
Program

Families
attended
Early Years
programs
3564 times



Community Connections

Community Connections Society of Southeast BC

Board Chair/Vice Chair AGM Report: Sept 2024

As we put together this message for CCSSEBC's Annual Report and AGM, the board members, admin team and senior staff have just met for some strategic thinking and planning sessions.

"Inspiring," "invigorating," "clarity," "empowering" and "confident" are just a few of the words shared to express what we were feeling at the close of the final session.

Our strategic process was led by Christina Benty of Strategic Leadership Solutions. Earlier in the summer, Christina had gathered input from staff, and their contributions helped the board and admin team work together to identify the society's current and future needs. We're excited to share the strategic areas of focus that will take us to the end of 2026:

- Ensuring robust and resilient organizational capacity
- Fostering effective governance
- Elevating community engagement and advocacy
- Cultivating greater inter-organizational connection

Leading up to our strategic planning sessions, the senior management team and two board members participated in an organizational assessment done by Columbia Basin Trust's Non-Profit Advisors Program. The report gave CCS a very positive review, while recognizing that recent growth in our programs and services brings the need for capacity building, especially at the senior management level. This point became one of our key focus points when we met with Christina Benty, and the board looks forward to supporting Nancy and her team in finding solutions—we're fortunate to have such strong leadership!

Something impressive that came up time and again during our strategic planning meetings was that at the core of our society are the passionate and dedicated people who work within it—they are the roots of our success. We applaud everyone at CCS for your hard work and appreciate everything you do!

As for our board member team, we are grateful to have a strong, supportive and engaged group. Paul Knipe, our board chair, will be leaving the board at the end of December 2024—but he'll continue to volunteer at CCS in some capacity. Vice chair Colleen Osiowy will be stepping down after this year's AGM, but also plans to volunteer. Scott Manjak, who joined our board at last year's AGM, resigned in March due to time constraints. Continuing on the board are Susan Vollmer, Bob Kennedy, Rachel Freitag, Ryan Gibbard and Melissa Scott; they are joined by Katie Lacey, who came on as a director in June. Thanks to each of you for your energy and contributions!

Looking back at some of the year's highlights, we're proud to recognize:

- Another successful Coldest Night of the Year campaign in February
- A fun, well-attended Staff Appreciation BBQ in June—a great opportunity for connecting
- The new What's on Wednesdays (WoW) programming has been well received
- Lots of great fundraising events and successful grant funding acquisitions
- Numerous increases to program and service offerings throughout CCS

It's certainly been an impressive year, and we look forward to seeing what the year ahead brings!

Paul Knipe, Board Chair,
and Colleen Osiowy, Vice Chair

During the 2023-2024 fiscal year, as we have in the last few years, CCS grew and changed. We had several key staffing changes this year. We gained Margo Dick as finance manager, Tara Beal took on duties in the finance department, Tracy Pound and Rita Romeo retired and Rebecca Mitchell left our Supported Child Development team. Frankie Seitz took the lead at SKCCRR and Jenny Wilmot relocated to lead the SCD team.

We had four staff attend leadership training at College of the Rockies. Our Coldest Night of the Year fundraiser brought us \$23,000 to support our community.

The much-anticipated shelter opening is likely to happen in January.

Possible and/or confirmed projects in the works for next fiscal year include:

- Cozy bear housing – 30 units for adults at risk of homelessness
- Urban farm – hydroponic infrastructure to feed locals fresh greens each week
- Agriculture hub – a community of resources connecting agriculture industry proponents
- Panorama ridge/30thAve. land purchase for housing/childcare
- Organizational review and strategic planning – undertaken with a consultant
- Social enterprise opportunities
- Digital transformation
- Interior painting at CCS Hub
- Funding for additional admin capacity to match growth.

We enjoyed a lively game of music bingo at our Christmas Party and many moments of collegial laughter and celebration.

I am continually proud and amazed by our team who do hard things every day to make our communities better for the people who live here.

Nancy Reid, Executive Director



Finance

&

Administration

1225 Instances of Help Total

Bus pass application support

146 clients

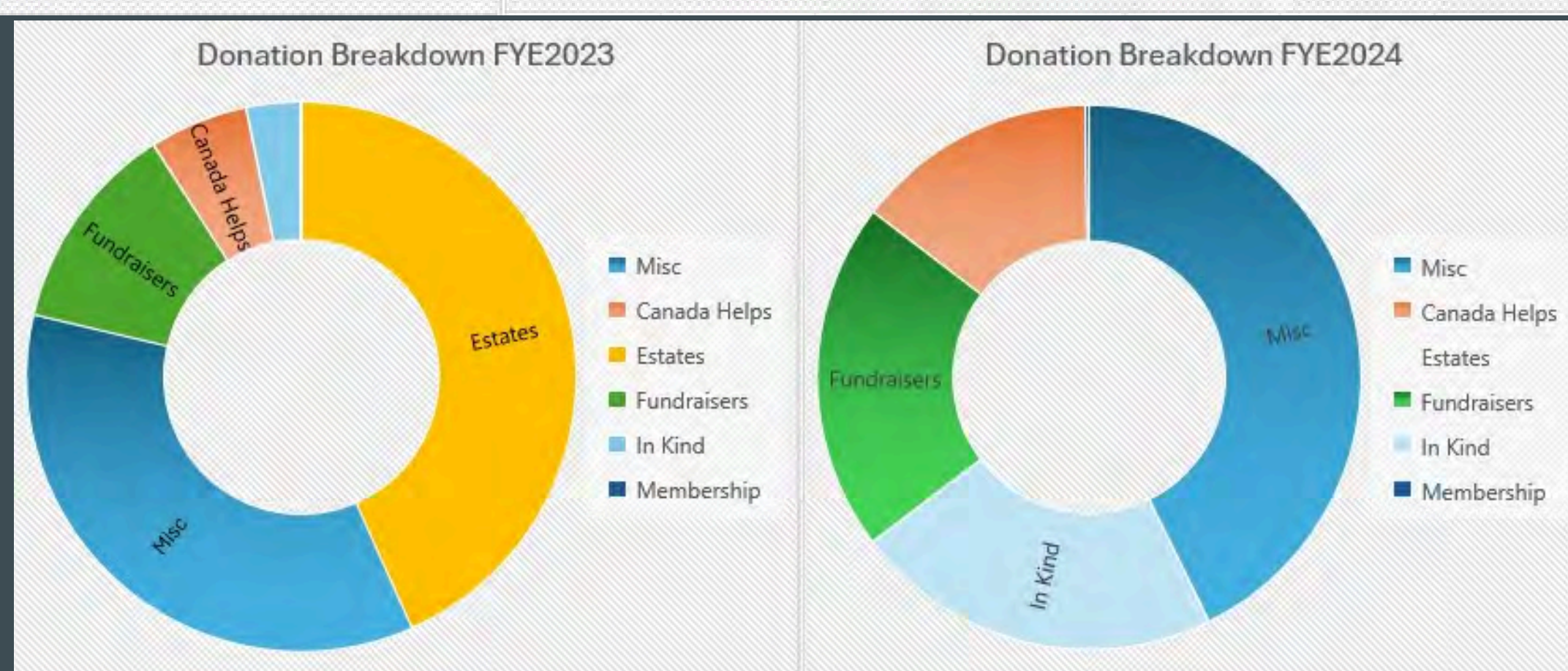
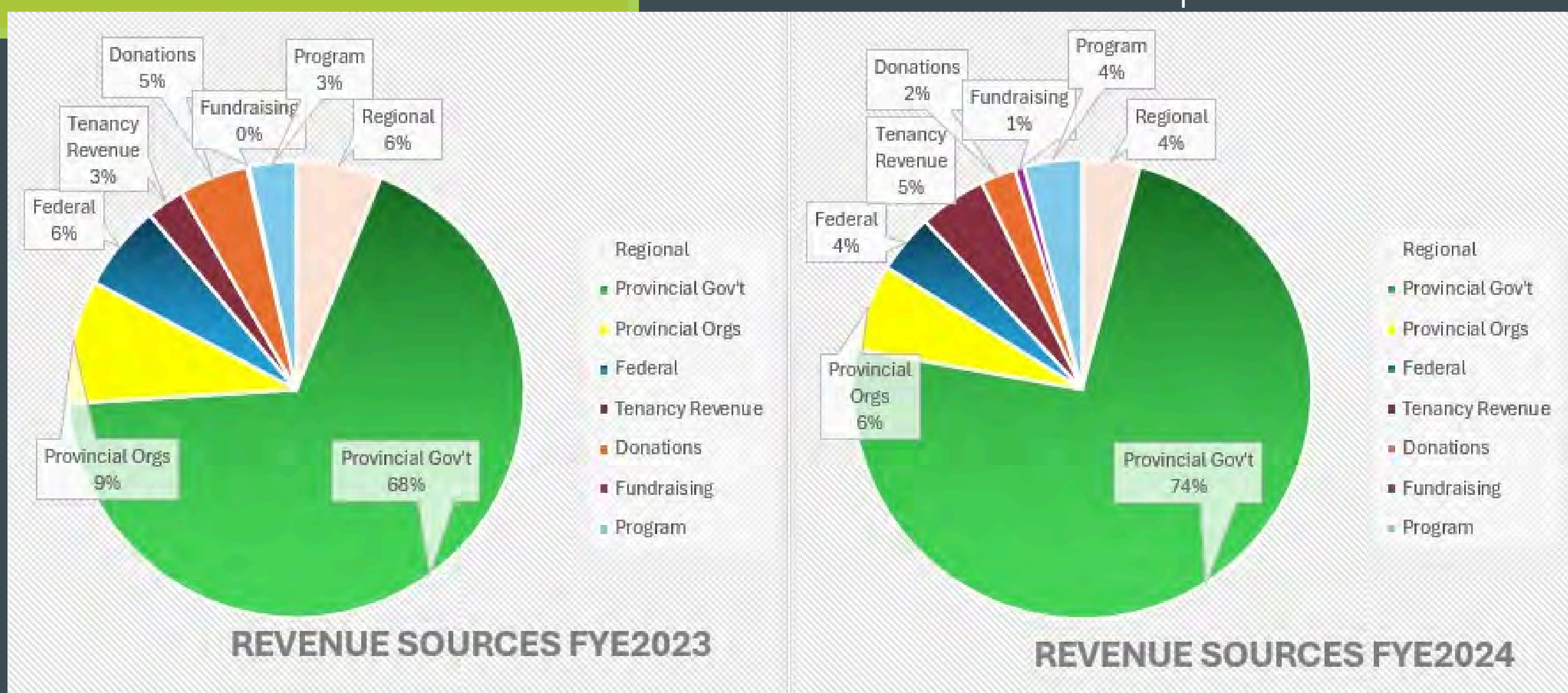
Hygiene and other items

605 instances

(not number of items)

Food Recovery Hampers

474 hampers



The Agency went through CARF Accreditation in Spring of 2023, earning another 3 year Accreditation. Work towards continued quality improvement and CARF compliance continued throughout the fiscal.

April 2023 -
March 2024



Diverted
201,220 lbs
of food from the landfill



Provided
73,480 lbs
of animal feed

Cooked and distributed
24,960
meals



Donated
\$450,573
in value to charities



Logged
1,316 hrs
of Volunteer time



food to
**19 community
programs and
7 schools**



14
volunteers
5 staff

Collected from
**6 retail
partners**



saved
235,976
kg of CO2
emissions



United Way helping seniors remain independent.

***2381 unique services
provided to 161
individuals to help
Cranbrook seniors stay
in their homes!!***



***Thank you to our
volunteer Superheroes!!***

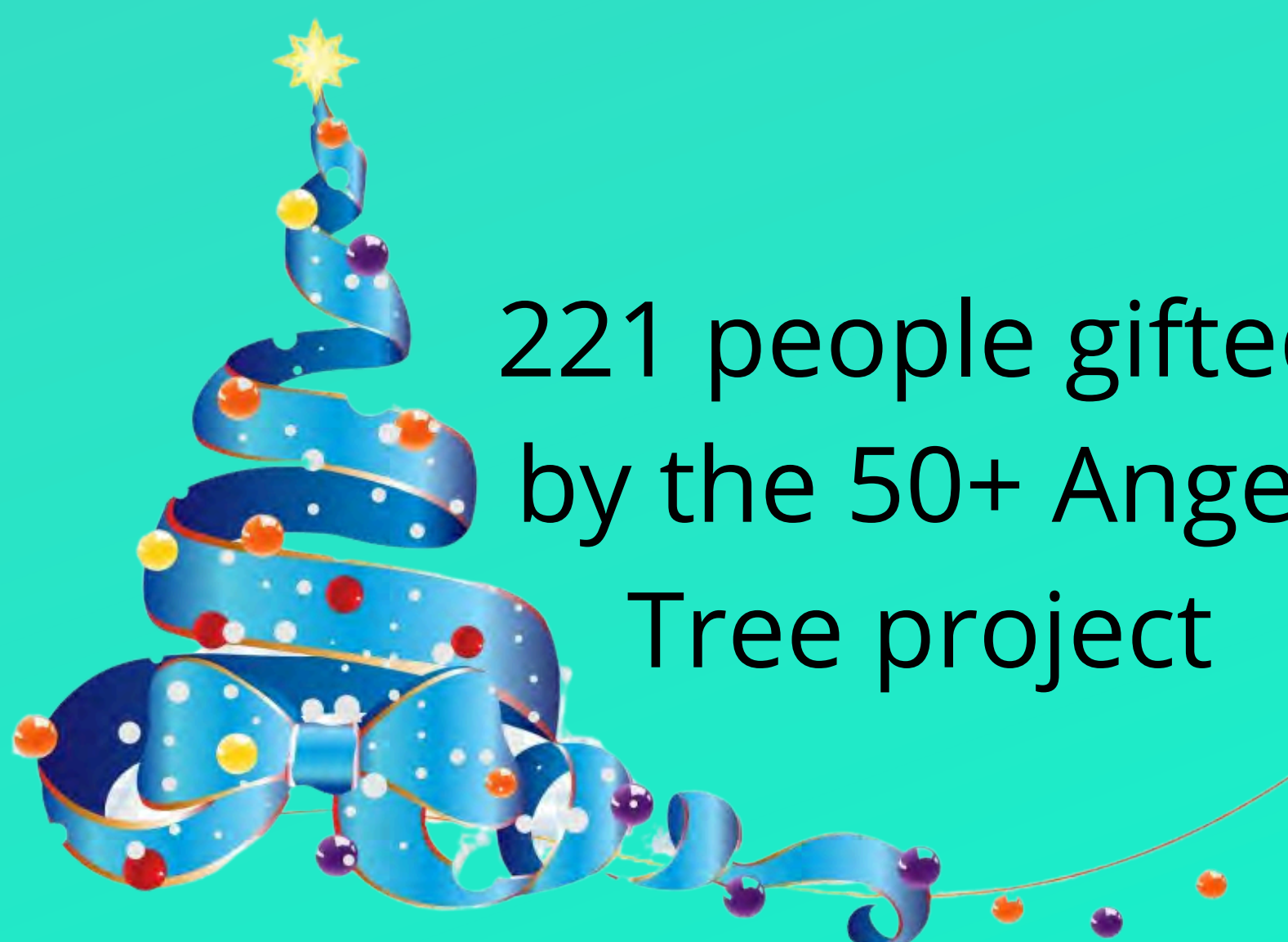
27 Volunteers supported
our program over the
course of the year.



79 local seniors received
BC Farmers' Market
Nutritional Coupons this
year

Offering:

- Transportation Assistance
- Light Housekeeping
- Grocery Shopping
- Yard work/snow
- Gift Cards
- Odd jobs
- Information and Referrals
- Meals
- ...and more!



221 people gifted
by the 50+ Angel
Tree project

LAY COUNSELLING
ADVOCACY
INFORMATION
REFERRALS
CRISIS SUPPORT
WORKSHOPS
SUPPORT GROUPS
HYGIENE PRODUCTS
MENSTRUAL PRODUCTS
CLOTHING

Cranbrook Women's Resource Centre



Our Mission & Services

The Cranbrook Women's Resource Centre (CWRC) works to improve the status of women and their families through direct service provision and by advocating for social and systemic change. We have been a leader in supporting women in our community since 1982. The CWRC's support services include advocacy, lay counselling, information, referrals, crisis support, workshops, peer support groups, free hygiene products, free menstrual products, and free clothing to women in our region. The CWRC is funded fully by donations, grants, and fundraisers. Staff host yearly events to increase awareness about the challenges women face, build community, and raise funds to continue providing programming.

2023/2024 Snapshot

900+

Women Served
Directly

100+

Menstrual Products
Distributed

COUNTLESS

items of clothing and
hygiene products were
donated and distributed

The Women's Centre introduced expanded hours this fiscal year, hosting drop-in hours on Wednesday evenings from 6pm-8pm for CCS's new offering, What's On Wednesdays (WOW). The WRC also offered a drop-in peer support group on Wednesday evenings, hosted in partnership with Summit Community Services Society's Sexualized Assault Support Program.

The WRC has continued to partner with United Way BC for the Period Promise campaign, which provides free menstrual products to girls and women who need them. We also continue to provide free clothing and hygiene products for any woman who needs them.

We also continued collaborations with the BC Office of the Human Rights Commissioner, and collaborated with other community agencies to assess human rights related issues in Cranbrook.

Staff transformed the WRC space to highlight trauma-informed design principles, with the goal of increasing safety, security, and support for women facing difficult situations.

Staff coordinated two fundraisers over this period, raising \$1000.00 in partnership with Purcell Golf for their annual Our Course Your Cause event, and over \$350.00 was also raised with the Women for Women Curling Bonspiel.

The WRC implemented a number of new programs this year. Staff began hosting Wellness Workshops, free for women to attend. We had internal and external skilled facilitators teach participants practical tools for enhancing well-being. Workshop topics included Pre and Postpartum Anxiety, Reflexology, Stress Management, Pelvic Floor Health, and Grief and Loss. We also introduced peer support groups on various subjects including Single Mom's Mental Health, Separation and Divorce, and an ongoing, general peer support group.

We are excited to continue serving our community and introduce new programming in the year to come!

EAST KOOTENAY POVERTY LAW ADVOCATE PROGRAM

257

RELATED TO INCOME
SECURITY

100

RELATED TO
HOUSING

16

RELATED TO DEBT

13

FAMILY & CHILD
PROTECTION

74

OTHER LEGAL
QUESTIONS

460

Total
Issues
Supported
2023/24



Community Connections

Community Connections Society of Southeast BC

THE  LAW
FOUNDATION
OF BRITISH COLUMBIA

FAMILY LAW ADVOCATE

FUNDED BY THE LAW FOUNDATION

**Providing advocacy services throughout the Kootenays
to individuals with assets under \$20,000**

Legal Issues Include:

- guardianship
- parenting time
- parental responsibilities
- child and/or spousal support
- divorce/separation agreements
- protection orders
- FMEP
- relocation
- emergency asset restraint
- child protection

**30 - 40
clients
served per
month**



**2023-2024 has seen significant client base growth through
community outreach and information workshops.**

**Brandon Veenstra, Kimberley Law has assumed the role of
our supervising lawyer and has proven to be a great asset
to our advocates and the program.**



COMMUNITY PARTNER & JUSTICE NAVIGATOR *Legal Aid*

The Community Partners Program and the Justice Navigator assists with Legal Aid applications, attending the Cranbrook and Creston courthouses on remand and family law days to assist individuals who do not yet have legal aid or representation.

provides free legal information, assistance with legal aid applications, and help clients access legal resources online. We assist clients in person, over the phone, or through email. Over the past year, the programs reputation has grown and is now receiving referrals from the Cranbrook courthouse, probation, lawyers, and the Native Court Worker. Being present in the courthouse on family and criminal Remand days has helped this process significantly.

Throughout the year, the advocate attends monthly CP meetings. These meetings keep the advocate up to date on any changes within LABC, helping to deliver the best support to clients. Working alongside LABC also allows the programs to speed up time sensitive legal aid applications.

Programs have assisted 72 clients with Legal Aid/info in 2023-2024

HOMELESS OUTREACH & PREVENTION



What we do:

- Provide info about housing including tenant and landlord rights
- Connect people with housing when available
- Help with housing applications
- Advocate and refer individuals to available resources
- advocate for more housing in Cranbrook
- Provide short term rental subsidies or one time assistance
- Work with other community agencies to help maximize support systems

What we don't do:

- Provide housing
- Help home owners
- Provide assistance outside of Cranbrook/Kimberley
- Subsidize those who are subsidized in their housing
- Be a persons only source of income
- We are short term helpers not long term financial support

Who we serve:

- People of all ages on a case by case basis
- Homeless by crisis
- Unstably housed
- Couch surfing or at a high risk of homelessness

2023 at a Glance

Fielded 350+ phone
calls per month

Met with 151 new people

Provided service to 400+
individuals and families

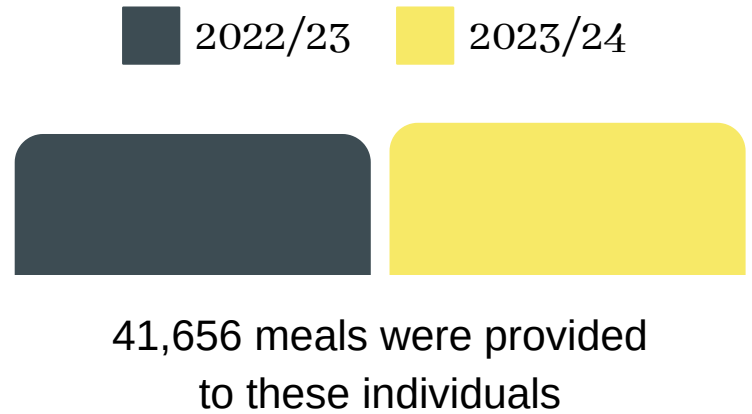
186 people received rental
subsidies through our
program

236 individuals and families were housed
through our programs

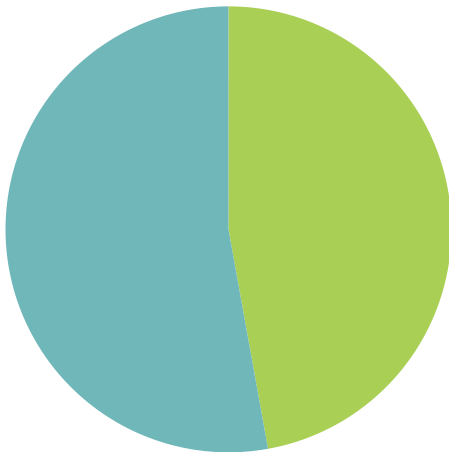
Homeless Shelter

2023/24 Traffic

20,828 beds were filled throughout the year- that's a lot of folks! Up 1,537 from last year (19,291). We had 9 additional rooms for 4 months as part of our cold weather plan. We doubled up some of the rooms when it made sense to!

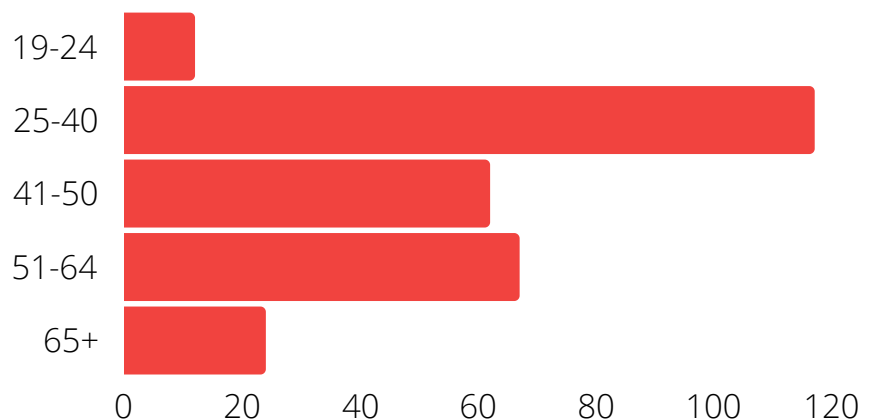


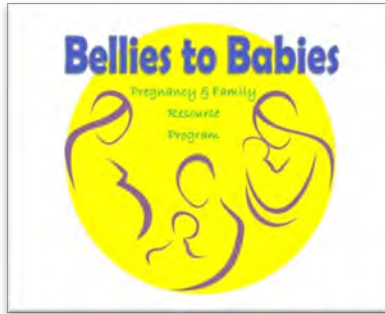
■ Cranbrook Community Members
■ Other



The majority of our vulnerable population are folks who have grown up here in the Kootenays, or in the smaller communities just outside of the Kootenays! Of the 282 unique Individuals that we supported this past year 133 are our Cranbrook community members!

34% of the Individuals who have accessed our service are seniors!





Bellies to Babies Pregnancy Outreach Program

Our Families Served

- Prenatal - 89
- Postpartum - 60
- Total Families - 149



Services Provided

- Nutritional support
- Prenatal/postpartum
Education
- Social Supports
- Transportation

Food Recovery Utilized

- Number of hampers to families
weekly = 10
- Number of meals provided
by the program = 104



Funding and support received from: Canadian Prenatal Nutrition Program CPNP, Interior Health, BC Pregnancy Outreach Program, Farmer's Market Nutrition Coupon Program, and Community Donations.



East Kootenay Infant Development Program

Est. 1979 - 2024

*"walking with families
on their journey"*

Survey Comments:

"It was over and above our expectations."

*"What a relief to have a professional tell me that
the way he was acting was in line with his age.
Incredibly helpful"*

*"Since starting the playgroup to help with speech
delays, my daughter has gone from saying 3 words to
100 and I can effectively communicate with her"*
~Parents

3 Circle of Security Parenting
Program TM
2 for families and 1 for service
providers

**218
Families Served
68 New
Referrals**



**Developmental
Communication
Group in
partnership with
Interior Health's
Speech and
Language Program
supported
20 families
participating in 6
week series sessions**



Michelle



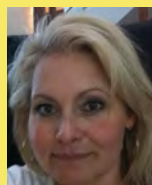
Ronda



Verena



Nancy



Jackalin



Charlene

**Colaboration with 3-5 year old
program and Early Years to
provide Circle of Security and
Reflective Practice.**



Annual Report 2023/2024

In partnership with families , childcare providers and community partners, Supported Child Development promotes quality inclusion for Children.

Program Enhancements

- Pilot project of collaborative and inclusive programing completed
- Pilot project was a success
- Preparing for a role out of change of service based on pilot project
- Supporting 32 more children than last year at fiscal end
- Consultants took the Six F-Words for Child Development.
- Three surveys sent out yearly.

191 children served

819 resources from the lending library used

32 Childcare Programs Supported

Averaging 2,500 qualified hours monthly supporting children in the East Kootneys

Survey Feed Back

“They are extremely knowledgeable and always willing to talk or meet”

“we feel very supported”

“They come along side parents and caregivers to really meet them where they are at”

“Everyone is welcome”

93% of parents felt their child is welcome and included in the program they attend

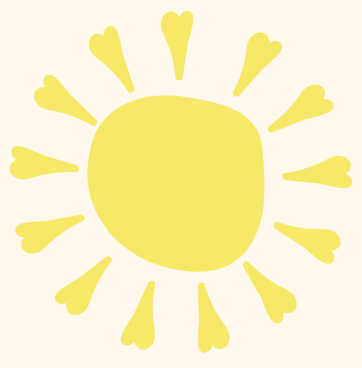
CAPC KIMBERLEY /FRP KIMBERLEY

Supported Families at Wednesday Family Supper night with Play time from 3-5pm and a meal to take home. Cooking and freezing meals on Thursday for families that are pregnant, with young babies, solo parenting, or working parents to take home. Wednesday for 32 weeks of programs has served 800 meals. Thursday frozen meals have served 250 families.

This program has been a life saver for our family during a very challenging time. To be able to come play together, connect with friendly staff and not worry about feeding my children is unbelievable.

I love to meet new friends when I come to play in the gym. I like riding in the cars because I don't have any cars at my house





EARLY YEARS

CRANBROOK/KIMBERLEY



Craft Program Weekly with up to 6 families
each week to practice fine motor and
connect with friends

Food Recovery pick up Weekly to support food
cost and connection to other resources
supports up to 20 families per week



Weekly Park program to support physical literacy,
socialization and community connections supports up
to 15 families per week



We have had weekly programs including Musical kids, Crafty
hands, Cooking class and outdoor explorers in Kimberley
supporting 6 families each week.



Family Navigation to support families to find resources
and support for their family. Visits to various programs
in Kimberley and Cranbrook as well as many events such
as Ready Set Learn.





East Kootenay Child Care Resource and Referral

2023 - 2024 year in review

East Kootenay CCRR hosted a variety of workshops and conferences in the 2023/2024 year. We had speakers such as Dr. Shelley Moore who spoke on the topic Supporting One, Supporting All: Collaborative Support Models for Inclusive Communities. Monica Maddison who spoke on the topic Creating Inclusive Programs. As well as topics such as BC Employment Law Basics, Deconstructing Circle Time, and Effective Supervision.

EKCCRR staff attended the National Outdoor Learning Conference in Banff, Alberta.

The Ministry of Education and Child Care BC put out a Call for Response resulting in all CCRR's provincially having to apply for funding. This resulted in changes to the EKCCRR program that went into effect April 2024.

On March 31, 2024 Rita Romeo, SKCCRR Coordinator for 30 years, retired. We thank Rita for her years of service and dedication.



Child Care
Referrals
315



People
Borrowing Toys
1343



Workshop
Attendees
1097



Affordable Child Care
Benefit Supports
431



Car Seat
Inspections
33



ECEBC Peer Mentoring
Program Participants
14



ChildCareBC

Funding for the CCRR is provided by the Province of British Columbia.

CAPC Cranbrook (Community Action Program for Children)

&

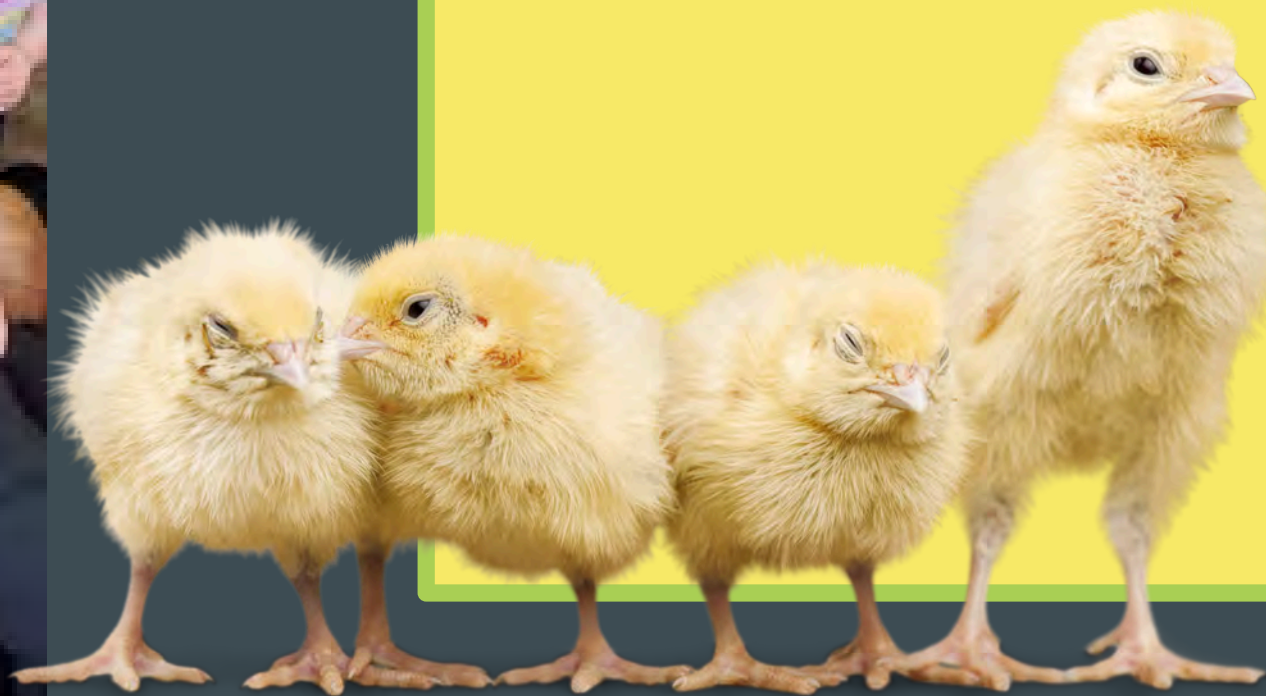
Cranbrook Family Resource Program



**2023-2024 was
again another
busy year
with over
2518 children
and 2010
adults
attending our
groups!**



**Wiggle, Giggle &
Grow had baby
chicks and a bunny
visiting the
program.**



**We received some additional
funding this year. Funds were
used to:**

- hire a musician
- hire a photographer
- hire a First Aid Instructor to teach Infant First Aid to families
- purchase some new toys



JUST 4 KIDS

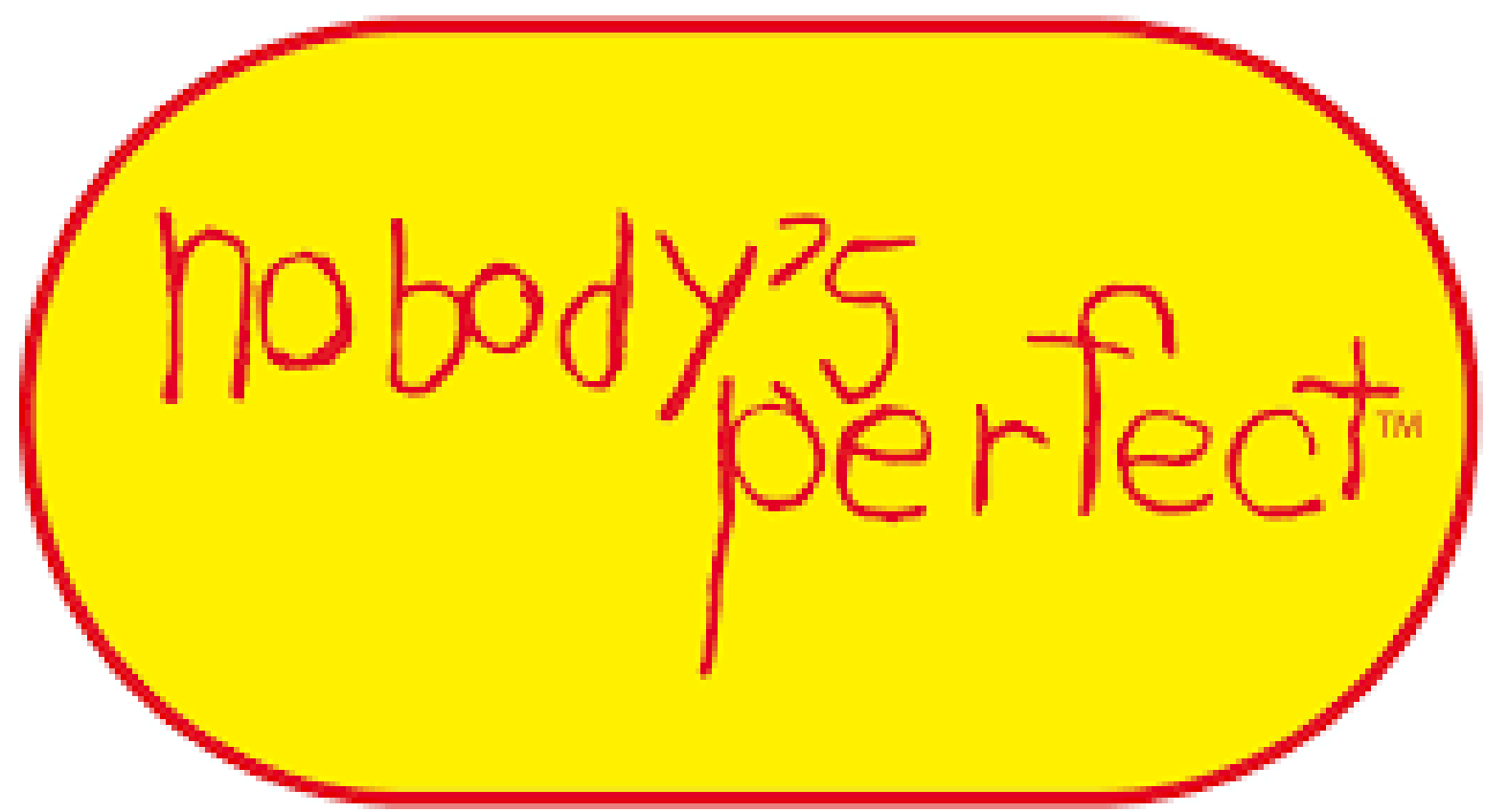


5 STAFF

OUR LICENSED AFTER SCHOOL CHILD CARE PROGRAM PROVIDED QUALITY CARE FOR 24 CHILDREN; AFTER SCHOOL, PRO-D AND NON-INSTRUCTIONAL DAYS



Thank you School District 5 for hosting our program at Amy Woodlands Elementary



Providing parents of children from birth to age 5 with:

- A safe place to build on their proactive parenting skills
- An opportunity to learn new skills and concepts
- A place to interact with other parents who have children the same age

We are currently offering both in person groups, online groups, and one-to-one sessions.



Quotes from parents include the following Survey comments

"I relate differently with my child because I understand where they are developmentally"

"I feel like I can talk about my issues without being judged"

"I made new friends"

"The activities were great"

"I feel more confident and better about myself and connections with my children"²³

2023- 2024
4 Group
Sessions
27 Families
Participating