

Community Connections Society of Southeast BC

Annual Report 2020-2021



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Message from Nancy Reid, Executive Director



The 2020-2021 fiscal year was successful despite the ongoing nature of the pandemic. The creativity, resiliency and perseverance of the entire CCS team continues to amaze me and keep me in a place of gratitude.

Our pursuit of accreditation kept us all very busy this past year and our efforts have paid off with very few recommendations and a three-year accreditation. We commit to remaining accreditation ready.

Every year brings some changes...this year brought the retirement of Beth Carter from Supported Child Development and the addition of Tina White to the Management team as KCDC Receptionist and Manager.

After passionate public debate, the rezoning application to accommodate a shelter next door went through and we look forward to opening that facility in the early fall. This service has been sought after around community tables for a couple of decades and CCS is proud to be the operator. We continued to offer the COVID response shelter which was managed by Nicole Pierce until the end of March, when Sam Liboiron joined as Shelter Manager.

Our strategic goals sought transparency, communication, accreditation success, and financial stability. These areas have been fulfilled yet remain commitments moving forward.

I have truly enjoyed my first year leading this skilled and passionate team offering so many vital community programs and I remain excited about our future together. Looking forward with anticipation of good things...



Board Chairperson Report

Board Chair: Laura Wilson

Community Connections began this past fiscal year in April 2020 with the realization that it was going to be a year full of change, challenges and opportunity. And while it has only been nine months since our last AGM (2020's AGM delayed due to Covid 19), there is much to celebrate and acknowledge.

The most significant change involved the formation of a new management team under the direction of our recently hired executive director, Nancy Reid. This new team included current staff and others joining CCS for the first time. Under Nancy's thoughtful, compassionate and skilled leadership the management team has supported our staff and negotiated our way through some unprecedented challenges.

The biggest challenge in the past year has been finding our way through the "new normal" of living with and working with Covid-19. The overarching goal of the society was how best to position our organization to adapt and evolve during a rapidly changing and unpredictable external environment, all the while building resilience and remaining resolute in providing services and programs to our clients. So many aspects of program delivery had to be redesigned and adapted. This adaptability and flexibility of all staff and the management team has to be commended and acknowledged.

Opportunities, while exciting and energizing, provide their own whirlwind of work and activity. The collaboration between CCS and BC Housing on the shelter proposal has generated new funding, new positions and a new program to deliver. The Food Recovery and Farm Kitchen programs have worked hand in hand with the Food Bank to deliver a new space and delivery systems. Community Connections is known for its ability to pivot, collaborate and produce workable solutions within our community and we should all be proud of our contributions to these successful outcomes.

Accreditation of the MCFD programs also took place during these turbulent times and once again our management team and society staff worked tirelessly to meet and exceed the CARF standards and the society was awarded a three-year accreditation. It is hard to put into words the amount of time, effort and endless document checking that was required to achieve this, but the board of directors congratulates everyone for a job well done!!

Community volunteers are the lifeblood of non-profit governance and the current board will welcome three, possibly four, new directors at the AGM.Ongoing board member turnover and renewal helps to ensure effective oversight, stewardship and new perspectives and ideas. In the past fiscal year the directors have continued to work on board development, fine tuning the committee work and monitoring compliance with governance policies. Updating the society's strategic plan will be addressed in the fall of 2021.

Last, but not least, as I will be retiring from the board at the AGM, I would like to acknowledge and thank the board members and CCS staff I have had the pleasure of working with over the past several years. Working together with everyone to fulfill our mission and vision has been both inspiring and deeply satisfying. I cannot say enough about all the generous and compassionate people I have had the privilege of meeting and working with – thank you.

Laura Wilson Board Chair June 1, 2021





Board of Directors

Laura Wilson (Chair), Brenda Blair (Vice Chair), Rene Boileau, Paul Knipe, Doug McLachlan, Patricia Taylor, Colleen Osiowy

FOUNDATION STATEMENTS

Our Mission

Enhancing the well-being of the diverse people of our region.

A recognized leader in providing a vide spectrum of services that support individuals and families.

Guiding Principles

·Inclusion

·Collaboration

·Transparency

Strategic Priorities

Achieve three-year accreditation with Commission on Accreditation of Rehabilitation Facilities (CARF).

·Reduce uncertainty with CCS operations

·Create Balanced budget, beginning with the 2021/22 budget

Thank you to our funders

BC Gaming

BC Housing

Columbia Basin Trust

Community Foundation of the Kootenay Rockies

Federal Government of Canada

Interior Health Authority

Legal Aid Society

Province of British Columbia

[–] Public Health Agency of Canada

Regional District of East Kootenay

The Law Foundation of BC

United Way

Look for us at:

Website: www.ccscranbrook.ca/

Facebook:

www.facebook.com/CommunityConnectionsSociety/



Nancy Reid (Executive Director), Tesha Head (Quality & Assurance Office Manager), Tina White (KCDC Reception and Office Manager), Katherine Petersen (Bookkeeper and Payroll Administrator)

Accomplishments Worth Mentioning

- Navigating the Pandemic
- 3 Year accreditation
- Trainings for Cyber, OHS, & Outcomes Management
- · Adding the shelter service
- Restructure of Management team
- Adding two team members to finance
- · A balanced budget
- Recovered from deficit of prior year losses
- Improved Human Resources Processes including the onboarding power point
- Hosting 3 Practicum students
- New Website
- Updated logo and signage
- Started "Employees in the Know Newsletter"
- Organization wide "Operational Calendar"
- · Our Zoom into Christmas Event
- Safe meeting space
- Moving Child serving programs over to KCDC
- Swag CCS hoody or t-shirt
- Improved Workplace Safety and Security





2020/21 Year at a Glance 40 PROGRAMS | 110 STAFF



60,000 Community Action Program Virtual Visits

400 Counselling Sessions



600 Early Years Clients Served



14,000 Nights of Safe Shelter 209 Individuals



13,123 Hours of Child Development Support

1,177

Child Care

Resources



2,800 Days of After School Care



Grants Totalling \$450,000





1.709 Better at Home Seniors Helped



and Referrals \$200,000 Housing Support Funds 100

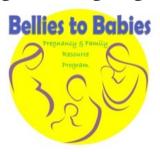


Individuals or Families



105 Bellies to Babies Clients Served

Program Highlights



Annual Report 2020-21 Pregnancy and Family Resource Programs at Kootenay Child Development Centre (KCDC)

Bellies to Babies (B2B): Through combined and integrated funding and programming between Interior Health, United Way, and Community Connections Society (Public Health Agency of Canada (PHAC) funding), B2B offers support, information, and resources to pregnant women and families with babies to 1 year of age in Cranbrook/Kimberley area. These services are provided through: individual connections with participants on site and in outreach, through group programming and weekly group drop-ins, and through community development projects. In 2020-2021, 105 participants were enrolled in the Bellies to Babies program. Several priority areas were addressed and highlights of this work includes:

Pandemic Funding/Move to our new location

- ❖ Bellies to Babies has moved! Our new location is #22-12th Ave. at the Kootenay Child Development Centre. We have now settled into our new space. Thank you for all that help us during this transition.
- ❖ With the help of Executive Director, Nancy Reid, we secured funding to help with increasing needs of the



- population we serve during the pandemic. These funds were used for additional outreach hours, as we are visiting clients individually versus in-group settings, activities for young children in isolation, and wages for facilitation of a substance use in pregnancy group called 'Moms matter'.
- ❖ We have transitioned to doing more 1:1 sessions with clients, zoom sessions, and phone sessions. We are doing more delivery of supports to limit traffic into our shared space at the Kootenay Child Development Centre.
- We received several generous donations from our community and we will use these funds to provide support for our clients during labour and delivery.

Collaboration with Cranbrook Family Navigator (Cranbrook Early Years):

- During the 2020-2021 fiscal year our collaboration between B2B and the Cranbrook Family Navigator to transition families with children over 1 year of age to new programs and supports continued.
- Once transitioned, the Cranbrook Family Navigator continues to offer families early years drop in-group programs, car seat clinics, referral to child development professionals, and outreach supports.

- Through a grant from the Auxilium Foundation we were able to were able to purchase 8 breast pumps, diapers, wipes, formula, car seats, and other baby essentials to support women and families in needs this fascial year. This came at an opportune time due to many losing employment due to the pandemic.
- ❖ The funds through the above grant also allowed for travel support for our clients who had to travel out of town for diagnostic and/or medical specialist appointments

during their pregnancy, or in the postpartum period.

❖ Bellies to Babies, in partnership with Early Years Programs in Cranbrook and Kimberley, has continued to support the community by providing car seats to those in need and offering car seat checks by certified car seat technicians.

Mental Health/Trauma:

- Collaboration with IHA Adult Mental Health provides individual counselling sessions for women dealing with perinatal mood disorders. This continues to be easy to access via zoom or phone.
- 'Moms Matter' program was an 8-week group session for women with substance use issues. The program supports women to develop healthy relationships in their lives, and create a peer-to-peer support network.



Increased Food Support for families in need

- ❖ B2B collaborated with Kimberley and Cranbrook Food Recoveries to deliver recovered food, and prepared, frozen meals to our clients in need. This includes weekly deliveries of nutritious food and meals.
- ❖ B2B continues to participate in the Farmer's Market Nutrition Coupon Program (FMNCP) again this year in Cranbrook and Kimberly for pregnant women and families with young children. We have applied for funding to hire a FMNCP coordinator to help this year as we are anticipating an increase in coupons. We are hoping for a return of a summer student to help with coupon distribution and food literacy components of the program.

Nobody's Perfect Parenting Program:

- Nobody's Perfect parenting Program provides parents of children from birth to age 5 with:
 - A safe place to build on their parenting skills
 - An opportunity to learn new skills and concepts
 - A place to interact with other parents who have children the same age
- ❖ 3-4 online group sessions were offered in Cranbrook and Kimberley. Each session offers participants 2 hours of group time each week for 6-8 weeks.

Program Highlights Better at Home Senior's Program

Coordinator: Laurie Harris



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CRANBROOK BETTER AT HOME: Supporting the Non-Medical Needs of Older Adults

The Better at Home program (BH) helps seniors with simple non-medical day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. Our "basket of services" includes: light housekeeping, snow shoveling, light yard work, transportation to appointments, grocery shopping assistance," odd jobs" around the home and social connections programs.

The program is funded by the Government of BC, managed provincially by United Way Lower Mainland and delivered in Cranbrook by Community Connections Society of Southeast BC. We begin our eighth year of operation on July 15, 2021. This year has been far from "typical" because of the COVID-19 pandemic.Provincially, United Way Lower Mainland experienced significant change. BH is now one of a growing number of programs offered throughout BC by Healthy Aging by United Way (HAUW). HAUW currently supports upwards of 80 non-profit organizations to deliver BH to their communities. The Kootenay Region is home to nine programs: Arrow Lakes (Nakusp), Castlegar, Columbia Valley (Invermere), Cranbrook, Creston, Golden (new this year), Grand Forks, Lower Columbia (Trail) and Nelson. For more information, and to view the latest provincial news and reports, visit www.betterathome.ca.

COVID RESPONSE: Safe Seniors, Strong Communities (SSSC)

SSSC is a new initiative funded by the provincial government in partnership with the United Way Better at Home program, bc211, the Office of the Seniors Advocate, and community agencies throughout the province. This free program, offered in response to the effects of the COVID-19 pandemic on older residents, matches people who want to help with seniors who need it.

While SSSC was more highly utilized in other areas of the province (notably the lower mainland, where bc211 has existed for years), significant and positive steps were made to provide timely respond to Pandemic needs and to improve collaboration between Community Based Senior Services (CBSS) and the people we serve. As COVID-19 becomes history, the expectation is that SSSC will phase out, and we will return to "a new normal" with an abundance of lessons learned that will impact and improve future services. Through this experience, our CBSS sector has been recognized as an essential service in a way that it has never been recognized before. Although they have paid perhaps the largest price in our nation, Canadian seniors will ultimately be better served as a result of COVID-19.















United Way helping seniors remain independent.



30 Farmers' Market Nutrition Coupon



Our SOCIAL CONNECTIONS PROGRAM was postponed indefinitely after two socially distanced "Picnics In The Park" this year. To date, group activities have not resumed, by order of the Provincial Health Authority/CDC.

Two practicum students contributed to Better at Home's success this year from College of the Rockies/Human Service Worker and Thompson Rivers University/Social Work Programs.

I was pleased to continue with Kootenay C.A.R.P., Cranbrook Age Friendly Seniors In Partnership Committees, and in reduced capacities with BC CRN, and Safe Communities Cranbrook.



Program Funders









PROJECT SPONSORS

- Save-On-Foods
- Kootenay C.A.R.P.
- WorkBC
- Knox Church Women's Ministry
- McDonald's
- The Hearing Loss Clinic

- Auntie Barb's Bakery Bistro
- Kimberley Bread & Butter Bakery
- Kimberley Community Paramedic
- The Bean Tree
- Healthy Seniors Helping Seniors
- Caregivers Network for East Kootenay Seniors



CCS Shelter at the Travelodge



April marked the 1-year anniversary of The Temporary Homeless Shelter, located at the Travelodge. The Temporary Covid Response Shelter funded by BC Housing, was created to support our most vulnerable community members, at a time of Global uncertainty, and undoubtedly a litany of firsts for many of our generations.

Although viewed by many as temporary, our Shelter has become a Community, and a home, for many who have come to access our services. We currently have a staff compliment of 1 Shelter Manager, 2 Team Leads, 6 Full Time Housing Support Team members, 6 additional Support Team members on-call, and 1 Kitchen staff.

Our Shelter is supported by many programs not only within Community Connections, but within our community. To mention a few:

- Tara Fiedler-Graham, a Licensed Nurse Practitioner from the Ktunaxa Health Clinic, visits our site once a week. Tara is able to connect with our mutual individuals in a location that is safe, convenient, and without compromising their privacy.
- Julie Free from the Ministry of Social Development and Poverty Reduction (MSDPR) supports our individuals on-site with obtaining ID, Crisis Grants, Income Assistance, as well as traversing the steps through all things MSDPR.
- Jill Irving from the Episodic Overdose Prevention Services (eOPS), is available to our Travelodge Individuals, on an on call basis, 3 days a week, providing education, safe supplies, and support to ensure that our individuals are safely using their street drugs.
- ANKORS Team has been pivotal in assisting our individual's with providing safe supplies, drug testing, education and on-call support.

As we move forward, we are continuing to build new relationships with other community services, presenting our most vulnerable population with resources they may not be aware of, in our community.

Over the course of a year, Staff have assisted our Individuals with obtaining permanent housing, detox and treatment facilities, and numerous other referrals to our community partners. Staff provide safe supplies daily and have used the Naloxone kit 7 times on our Individuals when they were nonresponsive, due to an overdose. **14000 Nights of shelter were provided to 209 individuals.**

Due to the temporary status of our program, we did not initiate formal data collection for reporting purposes but when we move towards our new location, further statistics will be kept.

SAM



Community Action Program for Children & Family Resource Program, Cranbrook (CAPC and FRP)



Coordinator: Niki Sinhart

Due to the pandemic, almost all CAPC/FRP groups this year were either outside or online.

Here are some ways we stayed connected during the pandemic:

- ❖ Baby & Me online via Zoom
- ❖ Wiggle, Giggle & Grow online via Zoom
- ❖ Hold on To Your Kids Book Club online via Zoom
- Groups in the park when permitted by health regulations
- Facebook Live Songs & Stories
- Special guests/topics online
- ❖ Partnering with CCRR to have a Charlotte Diamond Concert online via Zoom
- ❖ Special Event at ARQ Mountain Centre in person, adhering to Covid protocol
- Craft deliveries to families
- Creating a group collage for Baby & Me, printing it and delivering it to families as well as a song booklet
- Partnering with Breastfeeding Mamas to distribute baby board books that were purchased by CAPC
- Posts on Facebook to: inform families; fun posts for children; and shared posts from other agencies
- One on one talks online with families who needed extra support

We spent less money on programming this year and instead bought swim passes and ARQ Mountain passes for families to be used in the new fiscal year.

CAPC/FRP moved to the Kootenay Child Development Centre (KCDC) with Bellies to Babies. The space for child minding has been painted, received new flooring and lighting and a new back door with windows in it to brighten up the space. The shelving has been changed to fit our needs and a washer/dryer have been installed. Everything has been moved and sorted. Once in person programming is possible again, we will be ready to go.

FRP was involved in the CARF process which was a great opportunity to ensure we provide the best services for our families, while adhering to our polices.

Many professional development opportunities were available online which were inspirational and informative.

Due to many online meetings, even though programming happened from home, there was always a connection with other professionals from our agency as well as community partners.



CAPC and Bellies to Babies received another generous donation this year.

Community Action Program for Children; Kimberley – Coordinator: Verena Tarves



Community Connections Kimberley CAPC at a Glance

Program Highlights 2020-21

The Community Action Program for Children (CAPC) provides funding to community groups that promote the healthy development of young children from birth to age 6, who face challenges that put their health at risk.

Goals of the Community Action Program for Children

Improve healthy child development by:

- Improving parenting skills and parent-child relationships
- Decreasing social isolation
- · Increasing child self-esteem
- Providing child-focused activities, such as preschool programs and play groups

CAPC sites adapt their activities to meet the needs of the people they serve. Programs may include:

- Nutritional support and collective kitchens
- · Family resource centres
- Parenting classes and drop-in groups
- Child health and development activities
- Outreach and home visiting programs
- Specialized programs, such as support for mothers dealing with substance abuse

Due to the COVID-19 pandemic, our program delivery shifted in order to support the Kimberley community. At the onset of the pandemic, the priority was maintaining connection with families and supporting them to ensure their basic needs were being met. Throughout the fiscal year, we had to pivot and adapt as in person programming was not feasible. Here is a summary of our program highlights:

We strengthened our partnerships with Kimberley Food Recovery and the Food Bank



TreeHouse Family Drop In program went virtual! (Sept-Dec)



Our social media pressence increased to share child development information at a



Our in person Supper Program shifted to weekly meal



596 meals provided since Sept!

We created a **Tuesday Soup** program targeting tamilies with children < 18 months







Cranbrook Women's Resource Centre



Coordinator: Denise Stewart Assistant Coordinator: Lyndsey

Santos Nunez

COVID-19 has affected the Women's Centre in many ways, as like many we have had to adapt to having new protocols when seeing clients. Prior to COVID we saw clients either by appointment or drop-in and now we are strictly by appointment only. Due to COVID we have seen a decline in the number of women accessing the Centre although the clients we are seeing are mostly new clients.

Last spring, we renovated the old resource library/common area into a dedicated Women's Centre space. We now have the free clothing store, resource displays, and computer area all in one location. Not only is our new space a safer environment for clients it allows them to access the Centre in a more discreet manner. We are eagerly waiting for the day when we can show it off to our clients.

We received grant money from Columbia Basin and Trust to host a women's group called Women being Social and Connected. We started the group last fall, but because of the COVID restrictions we have had to postpone it for now. The groups consisted of weekly 2-hour groups to bring women together while offering fun and educational activities. We have 7 women signed up waiting for the group to start up again once COVID restrictions allow.

In the Fall we had two nursing students who completed two practicum placements with us. They were very involved in the planning and facilitating of the women's group, as well as the developed a community pocket guide. This guide is a list and map of all the Cranbrook Community Resources. The students went above and beyond for us and we were so grateful for all their hard work. Kootenay Kwik Print gave us a great price to print the pocket guides and have agreed to continue to do so. (Picture of the guide follows on next page

We received funding again from BC Gaming and the United Way and we have started to brainstorm about fundraising ideas for when the COVID restrictions are over. As always funding is a concern especially this year since community donations are down because of the pandemic. One of our fundraising ideas is to feature local women photographers by placing their work in a calendar. We will then sell the calendar and buyers will be entered in a draw to win prizes throughout the month of March 2022 to honor international women day. We look forward finding to new and innovated ways to connect our clients with supports and resources in our community during COVID 19, as well as continuing to serve the women as we have for many years before.

Denise & Lyndsey



Early Years Services - Karin Fraser, Coordinator



Our in person Supper Program shifted gears and expanded!

Historically, Kimberley Early Years hosted a supper program in person every Wednesday. We were still able to offer this invaluable service in a Covid-friendly manner. We even expanded to offer a lunch program targeting caregivers with children under 18 months! We serve on average between 25–30 families each week!





Food Recovery in Cranbrook

Cranbrook Early Years has taken an active role in offering food support to families that can benefit from a fuller fridge! Each month, we make approximately 40+ deliveries! This has allowed us to build and maintain relationships with families while we anticipate in person programming returning while enhancing food security in our community.



We created a weekly Early Years News Bulletin

Every Monday, we send out a news bulletin to our mailing list advertising our programming and community events. We also include a range of child development activity ideas and kid-friendly recipes!





~ Funded by Government of British Columbia ~ ~ Sponsored by Community Connections Society of Southeast BC ~



Colleen ~ Rita ~ Frankie ~ Stephanie (absent Laura Peddle)

April 2020 – March 2021

East Kootenay Child Care Resource and Referral (EKCCRR) provides child care information, referrals, resources and support to East Kootenay Child Care Professionals, Families, and Community Partners.

EKCCRR Memberships throughout the East Kootenay region include:

- Child Care Provider Members: Total child care facilities in our region is 87: 5 Registered License Not Required Child Care Providers, 12 Licensed Family Child Care, 29 Licensed Group Child Care (Infant/Toddler & 3-5 years), 14 Licensed Multi-Age Child Care, 14 Preschools, 12 Out of School Child Care, 1 Occasional Child Care (Ski Hill).
- Family Memberships: 68
- Community Partner Memberships: 1
- The COVID-19 pandemic reduced our community partner and family membership numbers drastically this past year. Community partners were not offering in person sessions so did not need to access the toy/resource library, although they accessed workshops, referrals, laminating, and the Affordable Child Care Benefit program for support. Family membership was also reduced by ½ from last year due to the pandemic and their uncertainty in borrowing resources (although all borrowed resource items are thoroughly cleaned and disinfected before being loaned out and quarantined when returned).
- We had a total of 156 registered members throughout the East Kootenay, although we continue to support many other non-members who either call/email and/or drop-into the office.

Workshops/Networking Meetings:

Outreach training to all outreach communities did not happen due to the pandemic and social distancing protocols since March 2020. We offered the following virtual training sessions that were available to child care professionals, families, and community partners: Supporting Families (LGBT+ info.), What Could Child Care Look Like in a Pandemic, Parenting in a Pandemic, Teacher Tom, To Celebrate or Not to Celebrate, Engaging with the Early Learning Framework, Superhero Play, ABC of Childhood Mental Health, Charlotte Diamond, and Disconnect to Reconnect. We were also fortunate enough to financially support 53 child care professionals in attending the West Kootenay Early Years Conference (April 10/21) for free.

Affordable Child Care Benefit Support:185 people including families, child care professionals and community partners were supported through the Affordable Child Care Benefit process.

Bulletin: 340 bulletins were circulated monthly via email; with hard copies distributed to community partners for families to view while they wait for appointments.



Lending Library: 1100+ items are available to borrow from the lending library and are available to view at http://ccrr.ccscranbrook.ca/

Crafty Creations: An assortment of non-toxic craft supplies is available to purchase and are available to view at http://ccrr.ccscranbrook.ca/

Laminating: Laminating service is available every Tuesday; Cost is .75 cents a linear foot for registered members and \$1.00 a linear foot for non-members – we hear this is a great price/service ©

Community Partnerships: EKCCRR partners with several community tables to bring forward information on Early Childhood Care and Learning through information sharing and by supporting projects. CCRR staff attend the following community meetings: EK Supported Child Development Local Advisory Committee, Community Social Planning Society of Cranbrook & Area (includes Safe Communities Cranbrook), Early Years Committees (Cranbrook, Kimberley, Elk Valley, Creston Valley, & Columbia Valley), COTR - Child, Youth, and Studies Program - External Advisory Committee, Cranbrook Age Friendly Committee, Poverty Reduction Committee, East/West Kootenay Early Years Conference and the Joint Occupational Health & Safety Committee.

Your community's **best** source of child care information and resources





And Instagram

EKCCRR Staff without their COVID-19 pandemic masks:









Colleen



EKCCRR Celebrates 30 Year Anniversary 1990 - 2020













East Kootenay Infant Development Program









Coordinators: Jackalin Lightfoot, Charlene Stropky and Greta Joy

The Infant Development Program serves children from birth to three years old who are at risk for, or who already have, a delay in development. IDP Consultants work with parents to provide a range of services to help children overcome developmental challenges. These are usually home-based services and participation in the program is voluntary and family centered. IDP works closely with other pediatric therapy services including Speech and Language Pathology, Physiotherapy, Occupational Therapy, and Pediatricians. Three consultants (2.3 FTE's) provide service throughout the East Kootenay region. Jackalin Lightfoot (35 hours/week) serves Cranbrook, Kimberley and north to Canal Flats. Charlene Stropky (35 hours/week) serves Cranbrook, and east to Elkford. Greta Joy (10 hours/week) serves Invermere and the Windermere Valley north to Brisco and south to Canal Flats.

At the heart of the IDP family-centred practice model is our strength to "be with" a family face-to-face to establish, develop, and maintain relationships. Due to Covid-related restrictions, we have had to adapt our relationship building skills to reading and responding to parents' and childrens' needs through an on-screen communication. This new way of "being with" has demonstrated that we must continue to learn more about technology and the true meaning of supporting vulnerable families.

The shift to virtual service delivery has provided benefits as well as challenges. For example, it has increased program accessibility to outlying areas where we may not be able to visit in person as frequently as a family would like, particularly during winter months when travel is not feasible.



2020/2021 Program Highlights:

- > 70 new referrals
- Total average # of children on caseload is 114.

Reduction in number of referrals from 2019/2020 can be attributed to referral on to other therapies that have smaller wait lists, as well as Early Years Family Navigation starting to do some initial screenings and support of families. It is also a reflection of reduction of direct service hours we have available to provide support.

- Participated on Early Years Community Committees, and the At Home Program Review Committee
- Provided virtual visits to groups such as Bellies to Babies in Cranbrook, Kimberley and Fernie.
- ➤ Distributed 3 Tablets to families with limited access to the technology required for virtual service provision.
- Provide Toy Lending service to Windermere area, in cooperation with Child Care Resource and Referral
- The CARF accreditation process led us to complete our transition to electronic child files (Nucleus Labs) and to review and revise all program forms, policies and procedures.
- Attended BC Association of Child Development and Intervention quarterly meetings
- Assisted with hiring of new Early Years Coordinator/Family Navigator, and EY Program Facilitator
- ➤ Lead role in continuing the Cranbrook Early Years collaborative. The purpose of this group is to streamline practices in order to increase communication among intervention services, provide case management for shared families, and create a system that is more efficient and supportive for families, while helping to address the overwhelming caseloads of the Early Intervention Therapies involved.
- Accessed many of the new virtual trainings that have become available, from as far away as Australia.



SCD Program Highlights 2020-21

- Like many things this year, our annual in-service went virtual! Although the team missed the in-person connection, it was great to gather online to share information and to honour Beth's retirement.
- We welcomed new staff to our strong team:
 - o Ronda: Golden Consultant
 - o Karin: Regional Coordinator
 - o Shae: Support Worker, Cranbrook/Kimberley
 - o Dusty: Support Worker, Cranbrook/Kimberley
 - o Carley: Support Worker, Cranbrook/Kimberley
 - Billi-Jo: Support Worker, Cranbrook/Kimberley
 - o Yvette: Support Worker, Cranbrook/Kimberley
 - o Janine: Support Worker, Cranbrook/Kimberley
 - o Adebusola: Support Worker, Cranbrook/Kimberley
- Jen Atchison expanded her role at the regional office as our administrative assistant
- Korri, our Consultant based in Creston co-facilitated a parenting book studying *Rest Play Grow* by Dr. Deborah MacNamarah. Korri also co-facilitated a 6 week Moe the Mouse language articulation program and a 4 week Hanan program called ROCK focusing on regulation and referencing.
- · We had countless opportunities for professional development over this past fiscal year. Staff favourites include:
 - o Rolling with ADHD
 - o Virtual Play First Summit
 - o Children's Mental Health Symposium 2021













Retrement

Dear Beth,

Congratualtions on a long, successful career with Supported Child Development! Your passion and dedication built such a strong foundation for the program moving forward. You will be missed dearly!

All the best as you ease into a well-deserved

retirement!









2020-2021 Annual Report Family Law Program OF BRITISH COLUMBIA

Coordinator: Denise Stewart and Gary Eisele

2021 Family Law Advocate

The Family Law Advocate Program remained active throughout the past year. Denise and Gary continue to support low income families with self-representation in Provincial and BC Supreme court.

The Family Law Advocate Program provides family law advocacy services to individuals with assets under \$20,000.00. The advocates work with a Supervising Lawyer who provides support, options, and direction to the advocates. Both advocates work with clients to identify legal issues in the areas of guardianship, parenting time, parental responsibilities, child and spousal support, divorce/separation agreements, protection orders, FMEP, relocation, emergency asset restraint and child protection.

The advocates also refer to community programs and Legal Aid as needed, liaise with community programs and legal counsel; and provide legal information workshops to community.

Both Advocates attended provincial training via Zoom across a three-month period (September to November 2020) continue to participate in various Zoom training sessions on a monthly basis. The advocates are normally required to attend yearly conferences (except for this year due to COVID19) in Vancouver.

The Family Law Advocate Program is seeing approximately 25 to 35 clients per month, and we have been seeing a slow but steady increase since the New Year. COVID-19 had affected our numbers in the past year. Total clients seen was 235 for both advocates. Although we are based in the Creston and Cranbrook area the clients accessing the program range from throughout BC and Alberta. Similar to our training, we've been seeing clients via Zoom as well as on the telephone and for those clients in Cranbrook, they can access Denise in person in the "Safe Meeting Space" at the front of the CCS building.

Coordinators: Erin Pan & Tracy Pound



The Homeless Outreach Program (H.O.P.) has been operating in Cranbrook since November of 2008 & in October of 2014 the Homelessness Prevention Program (H.P.P) was added to Community Connections Society. H.O.P & H.P.P are a conduit to housing, income assistance and support services. We serve individuals, couples and families that are experiencing some level of homelessness or are at risk of homelessness. We also connect street involved, marginalized, transient and new Cranbrook residents to community services and programs. H.P.P & H.O.P provide monthly rental supplements with support services enhancing access to rental housing in the private market. H.P.P targets its subsidy support specific to those in marginalized positions in society such as; youth transitioning out of care, women fleeing abuse, people leaving treatment, detox, corrections or the hospital systems and individuals of First Nations or Metis descent. H.O.P has an open eligibility criterion. This year, due to COVID19 we were given a one-time rental subsidy increase by way of a partnership between our funder, BC Housing and the Canadian Mortgage and Housing Corporation. The "extra" rental subsidies were specified to help address the adverse effects to individuals and families impacted by job loss and housing insecurity due to COVID19.

Covid19 caused and continues to cause many challenges to how we perform our work but has also created may opportunities for us to collaborate with other projects such as the Travel Lodge, the Extreme Weather nightly, which continue even now as we wait on the 24/7/365 shelter to come to fruition in the fall. We also successfully applied for funds to and created a COVID19 safe office space for use by the public and staff to reduce the communication barriers presented to vulnerable folks by Covid 19.

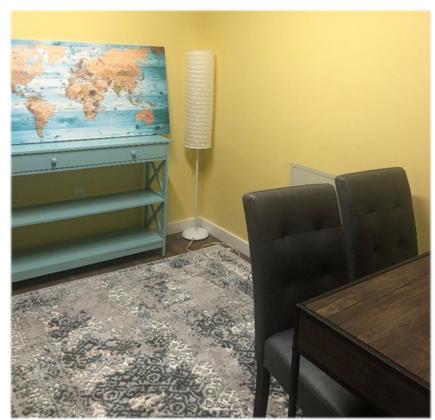
In addition to client centered services, we build relationships and work closely with other community service providers, government agencies, and landlords to ensure services to clients are streamlined. Another important piece of this program is educating the public, raising awareness about homelessness, and advocating for more housing options in our community.

The following is a snapshot of activity from January 1st, 2020 to December 31st 2020.

- We met 15 new people a month on average.
- We had telephone meetings with over 100 clients and service providers every month.
- We saw an 18% increase in clients who were homeless when they contacted us.
- We responded to 4,000 phone calls, an increase of nearly 1001 calls.

(This number only reflects the individual we met with not the total family unit)





Safe Meeting space photo's

(Funding applied for by HPP/HOP and Decorating by "Erin")



COMMUNITY PARTNER (Legal Aid)

Lyndsey Santos Nunez



I started in the Community Partner program June 1st, 2020.

The Community Partner program runs 7 hours per week and works closely with the Family Law Advocate program and the Poverty Law Advocacy program.

Legal Aid BC has recently changed its name from Legal Services Society to Legal Aid BC. I am currently making an order for new publications to reflect this change. I will be making up packages of new publications for Cranbrook supports and resources and distributing them with-in the community. Surrounding areas will also receive them as COVID restrictions allow.

The Community partner program has helped connect over **250 people to over 1200 Legal Aid BC** services and publications during the 2020/2021 fiscal year. The program continues to be run from the Community Connections building but will expand to include travel and visits to other communities once COVID restrictions allow.

Just 4 Kids After School Program



Coordinator: Candice Bennett

We continue to provide our much needed after school program at Amy Woodland School and are running with 4 part time staff and 13 children. We have a waiting list of 8 that would like to start September 2021.

We have continued following all Covid protocols and have been successful so far. Our program is still running out of the school gymnasium with plans to get back into the Strong Start room for September 2021.

Our kiddos are enjoying spending as much time outside as possible.

COVID has eliminated the field trips we normally do and eliminated provision of snacks. We are looking forward to re-establishing a few of our regular routines again in September.

Kitchen Programs

Coordinators: Meredith

Funston

PROGRAM HIGHLIGHTS AND SUCCESSES

June 2019 - May 31 2021















4 grocery
stores and one bakery



COMMUNITY IMPACT

Here's what community groups have to say about our program:

8 schools

Laurie Middle School, Gordon Terrace, Kootenay Orchard, Highland, Parkland, and Amy Woodland "Amazing program! Cranbrook Food Recovery has made such a positive difference to our school cooking program.

Thank you, thank you, thank you!"

- Irene Bischler, Amy Woodland School

"Food Recovery has gifted Bellies to Babies resources beyond our hopes! It has been wonderful to encourage families to try new foods, like Quinoa Burgers. We are feeding approximately 37-42 people each week. We are saving financially and this gives us the ability to purchase other needed items.

Cranbrook Food Recovery is amazing!"

- Jenn Betts, Bellies to Babies

Community Partners

Food Bank, Salvation Army, Street Angels, Bellies to Babies, Better at Home, Women's Resource Centre, Infant Development Program, Family Connections, ANKORS, Ktunaxa Nation, Jaffray Pub

10 Local Farmers:

We send food to pigs, chickens, cows, horses, dogs and cats! "The food from Cranbrook Food Recovery helps families offset food costs and access therapies for their children. The nutritious produce, dairy, and meat is important for optimal development."

-Jackalin Lightfoot, Infant Development Program

"WE ARE OVERWHELMED WITH THE QUALITY, QUANTITY AND CONSISTENCY OF THE FOOD WE RECEIVE."

-DEANNA KEMPERMAN, CRANBROOK FOOD BANK



2017-2021

Farm Kitchen is moving! We are sharing space with Cranbrook Food Bank and Cranbrook Food Recovery at its new location - **1624 Industrial Rd 2**. The move will help offset operating costs, while continuing to provide a rentable commercial kitchen space to food-focused entrepreneurs, community groups and individuals.

Served 19 Entrepreneurs and community groups







Community Connections Society of Southeast BC 2020-2021 Annual Report
Traveling Advocate Program





Coordinator: Noelle Goodfellow BSW RSW

East Kootenay Traveling Poverty Law Advocate Program

Poverty law describes the spectrum of legal areas and legal needs which arise because of an individual's or a group's poverty. The legal needs of the poor include housing law; income-maintenance law (employment insurance, the Canada Pension Plan, welfare, family benefits, workers' compensation, etc); work-related issues (including employment standards, and occupational health and safety); and consumer and debt problems.

One objective of the Traveling Poverty Law Program is to assist with issues that can be overwhelmingly important to the individuals and groups affected. The resolution of a poverty law issue may have serious consequences for the ability of persons to feed, clothe, and shelter themselves and their dependants. This includes the interpretation of the complex and frequently changing statutory and regulatory schemes of government bureaucracies or administrative tribunals.

Another objective of the program is to provide the economically disadvantaged with information about their rights and entitlements. Socioeconomic discrimination is a silent barrier which can prevent people from bringing forward their legal claims for reasons like the destabilization of their lives by abuse or homelessness; because of illiteracy or a lack of education; discrimination based on markers of social location like race, gender and different-ability; or because they often do not speak English as a first language, if at all.

Here in its 18th year in operation, the program has been opening fewer disability assistance files and opening more residential tenancy files, particularly manufactured home park tenancy disputes. In total, Noelle Goodfellow, advocate and program coordinator has closed at least 40 full representation files, provided advice or summary service on at least 132 separate issues and provided information or given referrals on at least 457 issues.

Brandon Veenstra of VK Law corporation has taken the role of legal supervision for the program. We are pleased with the expertise and guidance he has brought to the program. Noelle has advanced her skill and confidence, and extended her practice capacity as a result.

COMMUNITY **CONNECTION SOCIETY**











Cranbrook Food Recovery to get \$40,000 for emergency



Cranbrook, Kimberley organizations team up to turn excess bread into ethanol





Angel tree program underway

Continued from 44

"There is certainly increased in the county of more from the card from the tree. Th



IN THE HEADLINES.

THE REZONING FOR SHELTER CREATED **PUBLICITY AND PUBLIC DIALOGUE**



The next steps for proposed homeless shelter

Continued from A1

The initial plan is to including cooks, team would be available. The building and spaces, each with a bed staff for 247 operaspaces, each with each staff to said per staff for an interview with the form nearly a year moved in approached him about each staff for the proposal took handley decade and pony with the form the provincial time homeless count for plyswaid distancing. Housing officials who there have done a really, real-with the form of the proposal staff, and the proposed space as a variety of individuals as with different and seventy mice of the proposal staff, which will be fore CCSBIC operations. Segarty said Reid proposal took and proposal took house a local bingo on the proposal took and proposal space and provided proposal swith different and seventy with the forward party, which used the proposal took house a local bingo on the proposal took and provided proposal swith different and seventy with the foremsman. Segarty said Reid provided proposal took and provided proposal swith different and seventy would be available.

Segarty, and interview that the fore CCSBIC on an approached him about enting the vacated and provided provided

The next steps for proposed Cranbrook homeless shelter

Mayor Lee Pratt's comments during discussions on the zoning amendment that he had an agreement in place with BC House in the had an agreement in place with BC House in the had an agreement in place with BC House in the had an agreement in place with BC House in the had an agreement in place with BC House in the first of the proposed from 16th Avenue North.

That could not be such as a spirit of the such as the province. Once the end of the day, the proposed from 16th Avenue North.

To me, BC House in the same spirit of the such as the province. Once the end of the day, the proposed from 16th Avenue North.

To me, BC House in the such its many in the same space there moloking at the molocing at the implication we would make this tome truth. Segarty said.

The such is the such is the such is such as the province. Once the end of the day, the information we would make this tome truth. The such is the proposed from 16th Avenue North.

To me, BC House in the such is the such is such as the province. Once the end of the day, the proposed from 16th Avenue North.

To me, BC House in the such is the such is the province. Once the end of the day, the proposed from 16th Avenue North.

To me, BC House in the such is a spirit of the such is the proposed from 16th Avenue North.

To me, BC House in the such is a spirit of the such is a spirit

and anim de

Operator to meet with architect to firm up details Once details are finalized, rectly beside the proposed **Trevor Crawley** BC Housing is looking to

Details for a homeless shelter in Cranbrook are still rezoning of a property near the downtown core earlier this

With the property's land-use approved for homeless shelter operations, the Community Connections Society of Southeast BC and BC Housing are working out logistical details for the shelter space and an operational budget.

with the CCSSBC to facilibeing finalized, following the tate shelter operations, with options for two one-year term need for more washers, dry-

> me is to meet with an archi- will be repurposed for the need to get out of that build- require further architectural the executive director of the building. CCSSBC

The CCSSBC office is di-

shelter space, which was previsign a three-year agreement ously utilized as a commercial fitness centre.

Reid adds there will be a ers and shower stalls, while "Right now, the next step for the kitchen in the CCSSBC tect and go through what we shelter kitchen, which will ing and what changes need to decisions in order to maintain be made," said Nancy Reid, a single point of access for the

Continued on A4

EXTRA! EXT READ ALL ABOUT

BC Housing holding online information session on proposed homeless shelter

BC Housing is holding a virtu-

BC Housing is holding a virtual forum for a proposed homeless shelter at 209 16th Avenue North on Jan. 13 at 6 p.m.

The proposal of a 40-bed temporary shelter has come before city council in the form of a property zoning amendment, however, council recently voted for a delay in the process until BC Housing could provide more information in a public forum.

The proposed temporary shelter, a partnership between BC Housing and Community Connections Society of BC, would operate 24 hours a day, seven days a week to provide housing for anyone over the age of 19, according to a BC Housing fact sheet.

As a temporary shelter, the pro-

Housing fact sheet.
As a temporary shelter, the proposed site will operate 24/7 for the term of the property's lease, according to BC Housing, however, it is meant as an interim housing solution and will not operate in that location permanently.
BC Housing will fund the prop-

or the building and the operating budget for housing, while Commu-nity Connections Society of South-east BC will operate the shelter and provide support services. The proposed site must be re-zoned by municipal government in

order to permit the property to be used for a homeless shelter, howev-er, the province is responsible for funding social housing programs and projects and partnering with local governments, non-profits and housing stakeholders through BC

housing stakeholders through BC Housing.
The proposed site replaces a 12-hour-per-day temporary winter shelter operated by the Salvation Army that could not open this year due to COVID-19 restrictions.
A 2020 point in time homeless count found that 63 people in the city are experiencing or at risk of experiencing homelessness. More information available at the BC Housing website. Or go to this story at www.cranbrooktownsman.com.

townsman.com.

Minutes from 2020 AGM

COMMUNITY CONNECTIONS SOCIETY of SOUTHEAST BC ANNUAL GENERAL MEETING Family Connections Building and via Zoom MINUTES OF MEETING September 24, 2020

IN ATTENDANCE in person:

Nancy Reid (Executive Director)
Laura Wilson (Board chair)
Brenda Blair (Vice chair)
Maggie Schrader (board member/secretary)
Paul Knipe (board member)
Doug McLachlan (board member)
Mike Adams (Apex Accounting)
Colleen Osiowy

Via Zoom:

Tesha Head

Tracy Pound

Erin Pan

Beth Carter

Rita Romeo

Frankie Seitz

Kim Levie

Kyle Bennett

Charlene Stropky

Karin Fraser

Niki Sinhart

Noelle Goodfellow

Dean Nicholson

1. Call meeting to order

The meeting was called to order at 5:05 pm by Laura Wilson, Chair.

Laura Wilson acknowledged that we are meeting on the territory of the Ktunaxa people.

2. Introductions

Laura Wilson introduced the Board members and Nancy Reid, Executive Director. (Absent with regrets: Rene Boileau, board member)

3. Recognition

 Laura Wilson acknowledged Maggie Schrader who is resigning from the board following the AGM -Maggie joined the board in September 2014 and has served as secretary for the past 1.5 years.
 Everyone involved with CCS thanks Maggie for her commitment and service to the organization.

4. Adoption of Agenda

Moved by Erin Pan and seconded by Rita Romeo to adopt the agenda as presented. Carried.

5. Adoption of Minutes

Moved by Erin Pan and seconded by Paul Knipe to adopt the September 18, 2019 AGM minutes as circulated. Carried.

6. Audited Financial Statements for year ended March 31, 2020 - Mike Adams

- 6.1 Mike Adams of Apex Accounting, Chartered Accountants, presented the Society's audited Financial Statements and answered questions relating to the financial picture of the Society. The board reviewed the audited financial statements at a regular board meeting on September 14, 2020 and passed a motion to receive and accept the statements as presented.
- 6.2 MOTION: To appoint Apex Accounting, Chartered Accountants to conduct a financial audit for the next fiscal year ending March 31, 2021

Moved by Erin Pan, seconded by Tracy Pound. Carried.

7. Annual Report - Executive Director, Nancy Reid

Nancy Reid, Executive Director presented her written report.

MOTION: To accept the Executive Director's report as presented.

Moved by Erin Pan, seconded by Jackalin Lightfoot. Carried.

8. Report - Board Chair, Laura Wilson

Laura Wilson presented her Board Chair report.

MOTION: To accept the Board Chair's report as presented.

Moved by Erin Pan, seconded by Maggie Schrader. Carried.

9. Nomination and election of Board members

- There are four vacant positions on the board of directors.
- Laura Wilson, Chair, called for nominations from the floor (three times).
- Paul Knipe nominated Colleen Osiowy.

Brenda Blair nominated Patricia Taylor.

Colleen Osiowy accepted the nomination and is thereby appointed to the board by acclamation. Patricia Taylor (absent with regrets) had informed Brenda Blair of her wish to accept the nomination and is thereby appointed to the board by acclamation.

10. The meeting adjourned at 5:35 pm

Financials

COMMUNITY CONNECTIONS SOCIETY OF SOUTHEAST BC STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31, 2021

		2021		2020
ASSETS				
Current				
Cash	\$	1,158,973	\$	336,019
Accounts receivable Inventory		34,630 6,988		30,072 7,151
Prepaid expenses		18,920		8,810
		1,219,511		382,052
Tangible capital assets (Note 2)		2,066,508		2,027,114
,g	\$		\$	
	ф	3,286,019	Φ	2,409,166
LIABILITIES AND NET ASSETS				
Current	\$	264 220	\$	207.007
Accounts payable and accrued liabilities (Note 4) Deferred contributions (Note 5)	Ф	364,228 478,102	Ф	207,087 166,047
Current portion of long-term debt		478,597		846,531
Z.		1,320,927		1,219,665
Long-term debt (Note 7)		337,115		_
Deferred contributions related to tangible capital assets (Note 6)		818,019		815,764
A		2,476,061		2,035,429
NET ASSETS		F07 754		E40.00=
Invested in tangible capital assets Unrestricted surplus (deficit)		567,751 242,207		542,087 (168,350)
Office dictions (deficit)	_	242,207		(100,330)
	_	809,958		373,737
	\$	3,286,019	\$	2,409,166

See accompanying notes to the financial statements

On behalf of the Board:	 Director
	 Director

Financials

COMMUNITY CONNECTIONS SOCIETY OF SOUTHEAST BC STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2021

	2021	2020
REVENUE		
Provincial funding and subsidies	\$ 3,232,988	\$ 2,694,685
Private funding	290,171	348,418
Law Foundation of BC	192,438	193,629
Columbia Basin Trust	178,008	111,831
United Way	143,733	115,050
Rental income	113,558	100,831
Donations	73,747	56,130
Fundraising and miscellaneous	46,069	21,111
Federal funding	36,013	31,856
Daycare fees	24,835	54,724
Wage subsidy	15,761	9,239
Craft sales	12,303	31,203
Home services	7,530	51,627
Interest income	1,275	522
Membership dues	86	149
Bingo operations	-	35,673
	4,368,515	3,856,678
EXPENDITURES Accounting and legal Advertising and promotion Bad debt Bank charges Bingo prizes Coalition Food nutrition Insurance		
Accounting and legal	37,739	51,062
Advertising and promotion	12,756	22,992
Bad debt		13,204
Bank charges	1,705	4,610
Bingo prizes	-	26,945
Coalition	-	390
Food nutrition	106,082	72,226
Insurance	29,351	25,539
Interest on long-term debt	43,782	44,011
Meeting expense	350	8,600
Membership, dues and subscriptions	16,726	34,439
Office and miscellaneous	89,491	97,313
Participant costs	30,208	38,181
Projects and supplies	246,829	200,372
Rent	138,077	126,110
Repairs and maintenance	58,855	65,417
Security	72,962	873
Telephone and utilities	96,307	75,315
Training and seminars	24,640	50,838
Travel and vehicle expenses	33,425	49,686
Wages and employee benefits	2,797,407	2,610,637
,	3,836,692	3,618,760
Excess of revenue over expenditure from operations	531,823	237,918
Amortization of restricted tangible capital asset contributions	37,626	30,936
Amortization	(100,034)	(93,275)
Gain on disposal of capital assets	6,500	(93,273)
	(55,908)	(62,339)

"Connection is the energy that exists between people when they feel seen, heard, and valued; when they can give and receive without judgement; and when they derive sustenance and strength from the relationship."

Brene Brown



209A 16th Avenue North Cranbrook, BC V1C 5S8 Phone: 250.426.2976

Fax: 250.426.2978

~ Membership Form ~

First Name	
Last Name	
Company	Address Contact Fields
	Phone Numbers
The Society will not distribute or sell membership or donor lists at anytime	
_	E-Mail Address
Check this box if you give permission to use your photograph	Memberships
publicly to promote the activity of	20
Community Connections Society. I understand that the images may be	Other; Description
used in print publications, online publications, presentations,	
websites, and social media	
	Annual Society Membership
	Personal/Individual
	Partner Agency
	Business
	Membership Active From:
	Society AGM to Society AGM, renewable annually

