



Community Connections

Community Connections Society of Southeast BC

A large teal rectangle with a thin yellow border is centered on the page. It is surrounded by several large, solid-colored circles: a red circle at the top, a dark grey circle on the left, a lime green circle at the bottom, and a yellow circle on the right.

Annual General Meeting
Report
2022-2023

June 26, 2023

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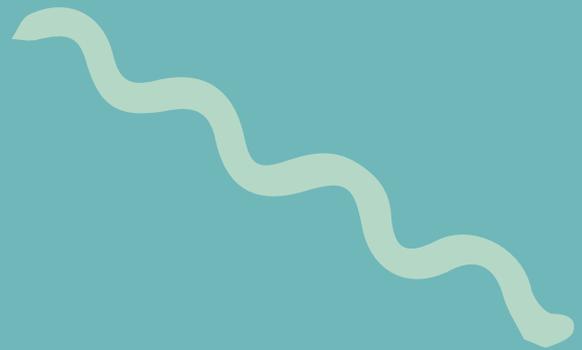
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2022/23 Year at-a-Glance

April 2022 To March 2023



Adult Program Highlights

1200 # of Times Women Were Helped

856 # of Taxi Vouchers Given

96 # of Seniors Who Received Housekeeping

883 # Personal Care Items Given

44 # of Grants Received

Housing Program Highlights

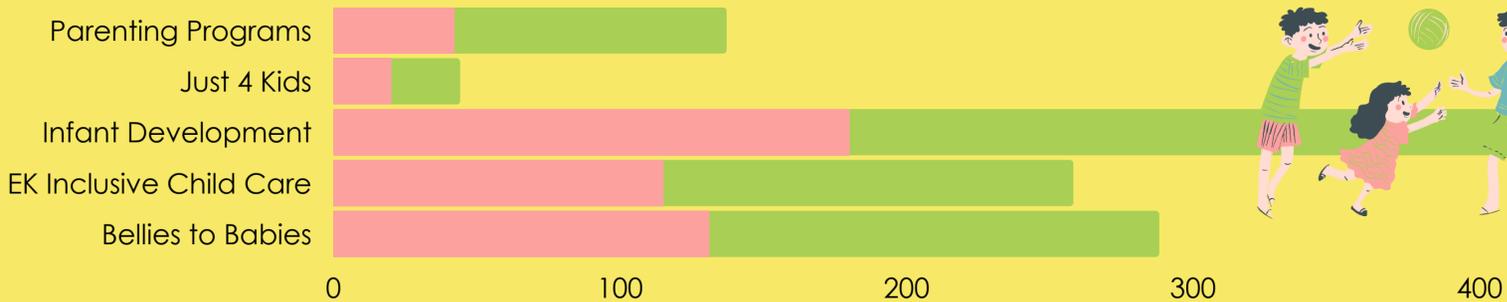
19,291 # of Stays at the Shelter

267 # of Individuals Who Received Shelter

53K \$ Raised at Coldest Night of the Year

KCDC Program Attendance Highlights

2021/22 2022/23



Food Program Highlights



310,286 Lbs of Food Diverted from Landfill

20,000 # of Meals Cooked and Distributed

1,250 # of Volunteer Hours

144,405 Lbs of Food Distributed to Organizations and Community Members



Event Highlights

- Coldest Night of the Year
- 8 Community Garden Events
- Sold-out IWD Event



Items of Note

- CARF renewed for 3 Years
- Donations more than Doubled



Staffing

103 Current Staff (12% increase)

Board Chair/Vice Chair AGM Report: June 2023

It's been a remarkable year of accomplishments at CCS, thanks to the hard work and dedication of staff at every level.

As a board, we've been proud and impressed to see CCS staff continuing to be difference makers in our community, bringing creativity and passion to the work they do.

Our current strategic plan is focused on a four-part strategic direction, and when we look back at the past year, it's easy to see how these four objectives are guiding initiatives, programs and operations throughout CCS. The objectives are: Foster a positive view in our communities of who we are and what we do; Diversify financial resources; Recruit and retain qualified and engaged staff; and Continue to provide quality programs and service while adapting to changing service needs within available financial resources and contractual obligations. We'd like to recognize and applaud Nancy and her team for their excellent leadership and mentorship in these areas.

To highlight some of the year's major successes:

- The permanent location for the homeless shelter was secured through the hard work of Nancy and her team
- Another very positive CARF accreditation review
- Being selected to host Coldest Night of the Year, which was a great success!
- The announcement of the Urban Farm project, with CCS as one of the participants in this collaborative social enterprise
- Great fundraisers such as the Women's Day concert and Burger Month, along with so many more!
- The development of a Social Media Strategy for CCS

These highlights and others clearly demonstrate the continued focus on our strategic direction, with outcomes that include an increased awareness of our programs and services; important financial gains; and the advancement of projects that address needs in our communities.

As a way of showing our appreciation to everyone at CCS for all the amazing work this past year, the board is once again set to host a Staff Appreciation Barbecue at KCDC on June 23 (yet to happen at the time of writing). We look forward to seeing everyone there!

At our April board meeting we added two new directors to fill vacant seats on the board. Welcome, Melissa Scott and Ryan Gibbard! We're pleased to have another new board member, Scott Manjak, joining us at the AGM.

Big thanks to Doug McLachlan and Mark Spence-Vinge for their valuable contributions to CCS. Doug and Mark both stepped down from the board earlier this year.

With our current and new board directors, we have a strong team of individuals who bring a variety of strengths and backgrounds to the board. We're looking forward to the year ahead, to lending our support and assistance where we can to ensure staff at CCS have what they need to continue doing good work in our communities. We appreciate the opportunity to be part of this wonderful organization.

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



The 2022-2023 fiscal year concluded with the CARF survey and Audit just around the corner.

With COVID restrictions no longer impacting service delivery, staff have returned to in person groups and services, but we have kept the ability to work remotely as needed. We appreciate our new digital skills which bring greater work flexibility.

The Finance team went through significant changes with the addition of Dana and Carrie and the return of Tina plus the transition to quick books online and

Nethris payroll. This team did an excellent job of navigating the union wage lifts to get those out to staff in a timely way. Repayments to MCFD for unearned revenue have been a large expenditure but it feels good to be proactive about it, and not have it as a potential problem looming in the future.

There are too many accomplishments to name them all, but to note a few:

- ✓ Successful CARF survey preparations
- ✓ Coldest Night of the Year raising \$48, 426.00 for the hungry hurting and homeless
- ✓ Facelift to KCDC building
- ✓ Technology grants to facilitate new smart boards, laptops, etc.
- ✓ Increased Community Knowledge of our programs through social media and regular radio spots/interviews.
- ✓ Navigating the Knights Hall displacement of vulnerable individuals
- ✓ Team engagement through Christmas Party, BBQ /years of service, door decorating, this year's red hoodies, etc.

As I look towards a fourth year leading this amazing team, I continue to be excited and hopeful about the future of Community Connections and our contributions to our community.

A handwritten signature in blue ink that reads "Nancy Reid". The signature is written in a cursive, flowing style.

Nancy Reid, MSW

Executive Director



Reception Year at a Glance

- **205** Food Recovery Hampers given
- **137** LAP Passes issued
- **52** Memberships processed
- **2** Harm Reduction Supplies given
- **883** Hygiene Supplies given
- **428** Taxi Vouchers utilized

Directing
calls &
messages

JOHS
Committee

Program
Referrals

Cultural
Tracking

Union &
Job Board

Monthly
Newsletters

Holiday
Hoopla



LAY COUNSELLING - ADVOCACY - REFERRALS - INFORMATION ACCESS
MEETINGS & PROGRAMS - LAW SUPPORTS - CLOTHING & HYGIENE PRODUCTS



“Each time a woman stands up for herself, she stands up for all women.” –Maya Angelou

For 47 years the Cranbrook Women’s Resource Centre has been a leader in supporting women in our community. Although, many of those years we struggled to keep our doors open we are grateful to the many grants and community donations we have received.

We were chosen to be the recipient of Burger of the Month this year which raised \$37,000. This surpassed our expectations, and we are very grateful for the community support.

For the second year in honor of International Women’s Day we hosted a fundraiser at the Stage Door. The event-built awareness, raised money, and offered performances from talented women. It was a huge success and because it was a sold-out event, we are considering moving to a larger venue next year.

Lyndsey returned from Parental Leave in November, and Kristen continues to be the mastermind behind the International Women’s Day concert and other fundraising events.

Throughout the year we had the pleasure of having a Human Service Worker Practicum Student as well as Nursing Students work with us. They were enthusiastic to take on any task and were a great help.

Last Fall we received money from the BC Office of the Human Rights Commission to do a series of focus groups. For one of the groups, we partnered with ANKORS and included both men and women, and the other was a women’s only group facilitated by the Women’s Centre. The purpose of the focus groups was to bring people together to discuss issues that mattered to them. For example, homelessness, addiction, healthcare, discrimination, income security etc. Once the focus groups are completed, we reported the results to the BCOHC.

For the past couple of years, we have been participating in the Period Promise Campaign funded by the United Way. This campaign supplies us with menstrual products that we distribute to the community. During the summer months of 2022 the campaign encouraged community participation by asking for donations of products which some businesses became involved in.

FAMILY LAW

ADVOCATE

FUNDED BY THE LAW FOUNDATION

423
clients
served

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

Legal Issues Include:

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



Travelling **POVERTY** Advocate



Noelle Goodfellow

- Information and advice in relation to income support programs
- Assistance with income support applications, reconsiderations and appeals
- Information, advice and assistance with residential tenancy concerns
- Connections to information, resources and services to help with a variety of legal issues

391
income security issues,

203
issues relating to housing

33
family and child protection matters

33
debt concerns

87
other legal questions

Food Recovery:

(partnership with Creston and Kimberley)

- 310,286 lbs of food diverted from landfill
- 144,405 lbs distributed as food support to 29 organizations and multiple community members
- 90,079 lbs given to 13 farmers to feed livestock
- 20,000 meals cooked and distributed
- 1250 volunteer hours



Farm

Kitchen:

Kitchen serving 7 unique producers and 3 community organizations



CFAC

(Garden + advocacy work)

8 community garden events

Food Asset Map developed

Food Summit hosted





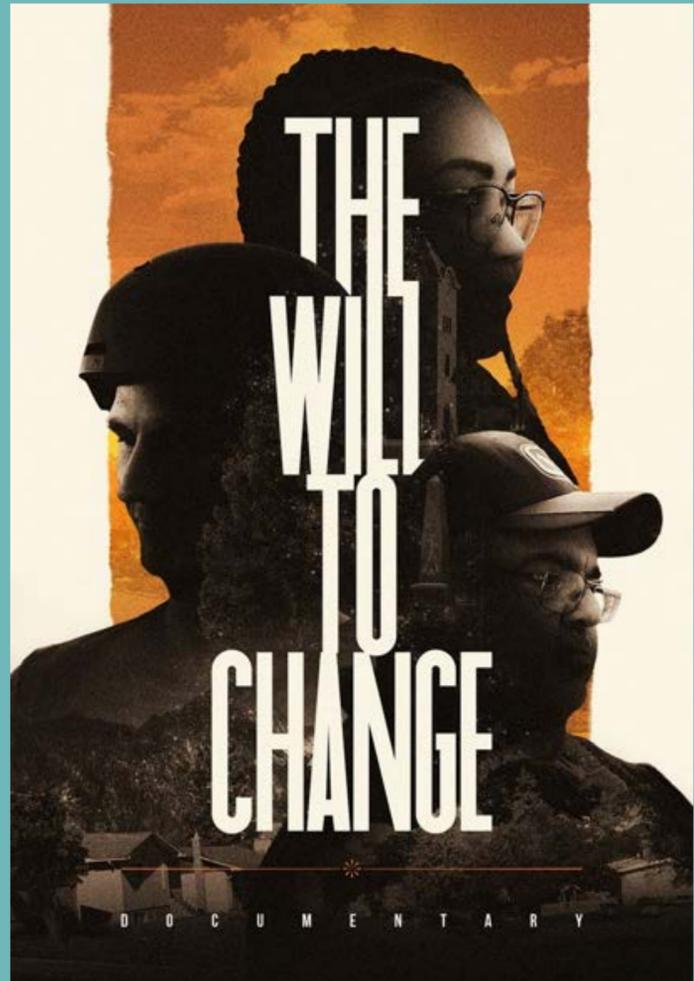
Homeless Outreach & Prevention



Who we Serve:

- People of all ages on a case by case basis
- Homeless by crisis, unstably housed ie. couch surfing or at a high risk of homelessness

A perspective on homelessness in Cranbrook



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



Homeless Outreach & Prevention



2022 at a Glance

- We fielded over 360 phone calls per month
- The documentary film "The Will to Change" was released in June 2022 through a social media campaign and on YouTube alone received over 5,000 views.
- We met with 129 new people.
- We provided service to 397 individuals and families.
- Over 100 people received rental subsidies through our program

Travelodge Homeless Shelter

What do we do?

279 unique Individuals enjoyed their stay with us this past year!
19,291 beds were filled throughout the year- that's a lot of laundry, and bed making!
48,582 meals were provided to these individuals – as well as an approximate
additional 4,732 meals to folks who were not staying with us – these folks get hungry!

What do we do when we are not making beds and re-heating meals?

We have staff who support our vulnerable community members connecting our Individuals or working together with our many hard-working community partners!

-Our CCS Family -ICM / IH -Ktunaxa -ANKORS -Nexus -CMHAK

Not to mention our supportive community members, who are generous with all their donations!

Who is accessing the Homeless Shelter?

Since they are not being bussed here from Vancouver, where are they coming from?

**Of the 279 unique Individuals that we supported this past year
157 are our Cranbrook community members!**

**Creston area – 22 Elk Valley area – 16 Columbia Valley – 14
Nelson area – 9 Lower Mainland - 16
Out of province – 43 Out of country - 2**

Thank you, Cranbrook, for helping us support our neighbors!!

Of these 279 unique Individuals 56 individuals have left the community, 31 individuals' locations are unknown. 49 Individuals continue to live rough in our community and access our rooms when they are needing a warm bed, and a hot shower.

**62 individuals were newly housed or returned to their prior living situation.
7 of these Individuals were able to afford market rent through a monthly rental subsidy**

Our Shelter staff team works hard 24/7 to provide support, hope and encouragement to the Individuals who are accessing our services. Whether it is for a room and a meal, a coffee and a friendly smile, a connection to other supports and a tireless cheering squad, we have made some terrific relationships with our most vulnerable community members! As a team we look forward to another successful year of growth, learning, and our never-ending objective; supporting these folks achieve their individual and unique goals.



1580 unique services provided to help Cranbrook seniors stay in their homes!!



66 Clients received light housekeeping services

Thank you to our volunteer Superheroes!!



18 Volunteers
35,685 minutes of service
= 2.75
hours/volunteer/month



186 people gifted by the 50+ Angel Tree project



78 seniors received Farmer's Market Nutritional Coupons



COMMUNITY PARTNER & JUSTICE NAVIGATOR *Legal Aid*

Community Partner helps individuals and community organizations with information and resources related to legal aid and various legal information brochures. Connects people to legal aid intake offices to apply for legal aid, refers people to other community partners, raises awareness of legal aid services; and promote and provide law-related community development and/or public legal education activities and information. Ensures that courthouses and community access points in outlying communities (Creston, Invermere and Kimberley) have a variety of publications on legal matters.

Community Partner - 97 clients assisted with Legal Aid/info in 2022

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.

Justice Navigator - 40 clients assisted since September with legal aid applications/info

Housing Connect Coordinator

Year in Review

Funded by
CBT
Columbia
Basin Trust

My Mission:

To provide respectful client centered outreach support to people living on their own so they are successful and self supportive in sustaining their housing. Provide clients with information on community supports available to them.

- Program was up and running by Nov 1 2022
- 65 home visits completed
- 6 clients saved from eviction
- 4 rent subsidies found to help clients
- 4 Food Bank visits and 2 Salvation Army visits started
- 1 client registered for Salvation Army's weekly meal delivery service
- RentSmart Courses: two courses taken and taught one-3 day course

"Michelle, Thank you for helping me & supporting me. Thank you for phoning me. I truly appreciate it!"

"You are a blessing in my day today. Thank you for your patience with me."

Kootenay Child Development Centre



Welcome to the
Kootenay Child
Development Centre
Home to 15 Programs

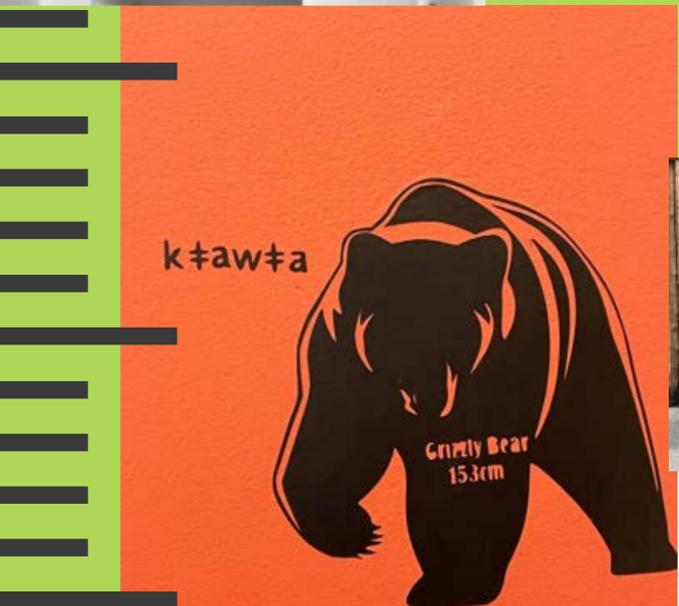
2022-2023



Fresh new look! With the removal of the pergolas (which became a safety concern), the building got a much needed makeover!
Before and After



Section 1 saw some renovations upstairs to create 2 new offices for our tenants which allowed for the addition of a 5th Pediatrician.

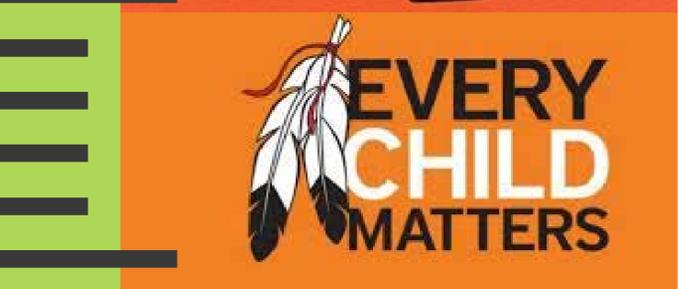


Staff took part in several local events and initiatives such as Sam Steele Days and Red Shoe Campaign



2022 Truth and Reconciliation Day

KCDC focused on #13-17 of the 94 calls to action. "Aboriginal languages are a fundamental and valued element of Canadian culture and society, and there is an urgency to preserve them."
We included Ktunaxa language in our signage.





Est. 1979 - 2023
"walking with families
on their journey"



Survey Comments:

"This is a wonderful program, I truly appreciate the support I was provided with"

"Circle of Security is really amazing stuff!"

"Circle of Security was life changing for our family"

"I feel safe here"

~Stakeholders

226 Families Served
77 New Referrals



NEW!
Developmental Communication Group
18 families attended a 6 week series

Team



Michelle



Ronda



Heather



Rebecca



Jackalin



Charlene

This fiscal we welcomed Ronda and Michelle to the IDP Team as well as Practicum student Heather.



A Glance at 2022/2023



CHILDREN SERVED

- 143 children were served within this fiscal, with 105 on caseload at the end of the fiscal. Referrals were accepted throughout the year and the average wait time for service was 48 days.

PROGRAM ENHANCEMENTS

- The addition of a part-time Child Development Consultant to Cranbrook/Kimberley plus additional hours to outlying Consultants for child development services. This enhancement allows our program to provide developmental services to families who either choose not to enroll their child in a licensed program, or who are not able to find a licensed space, as is the situation for many families.
- 5 Consultants are now registered Circle of Security Parenting Facilitators and providing programming in both group and individual formats. Through out the region 8 groups have been run servicing about 22 families. Approximately 6 families have received COSP individually.

CAPACITY BUILDING FOR INCLUSION AND QUALITY CARE

- Consultants are in community much more than in the past and are building a sense of collaborative teaming as well as putting a focus on universal supports in programs.
- EKICCS continues to provide center-based training and one of our champion consultants provided training to all programs in Cranbrook, Kimberley and Jaffray. She will be expanding this training to the outlying communities in the new fiscal. The focus of this training was understanding behaviours from a brain-body and relational perspective, enhancing both inclusion and quality care.

SURVEY FEEDBACK

- 91% reported that they were satisfied with the enhanced staffing support received by the program
- 88% reported satisfaction with the quality of training received

CAPC KIMBERLEY /FRP KIMBERLEY

Supported Families at Wednesday Family Supper night with Play time from 3-5pm and a meal to take home. Cooking meals on Thursday for families that are pregnant, with young babies, solo parenting, working parents that are frozen 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



KIMBERLEY/CRANBROOK

EARLY YEARS PROGRAM

AVERAGE OF 15 FAMILIES PER WEEK IN CRANBROOK WERE ABLE TO PICK UP FOOD RECOVERY FOOD

85 SPEECH KITS MADE FOR FAMILIES TO BORROW TO TAKE HOME TO PRACTICE SOUNDS

FAMILY NAVIGATION SUPPORTS FAMILIES TO ACCESS SERVICES WITHIN THEIR COMMUNITY

DROP IN PARK PROGRAMMING CONTINUED YEAR ROUND RAIN OR SHINE

SENSORY/CRAFT PROGRAM SUPPORTS 6 FAMILIES PER WEEK WITH REGISTRATION





Ministry of Education and Child Care



Community Connections Society of Southeast BC

Funding for the Community Connections Society of Southeast BC is provided by the Province of British Columbia

East Kootenay Child Care Resource and Referral Team



Rita



Frankie



Colleen



Shirley



Rachel



EKCCRR supported the 'Interior Early Years Conference: March 4, 2023'. Another great success with 265 attendees.

EK CCRR SERVICES

1200 + items in our free library

Laminating services every Tuesday

Assortment of non-toxic craft supplies

FISCAL HIGHLIGHTS

Affordable Child Care Benefit:

373 supported through application process

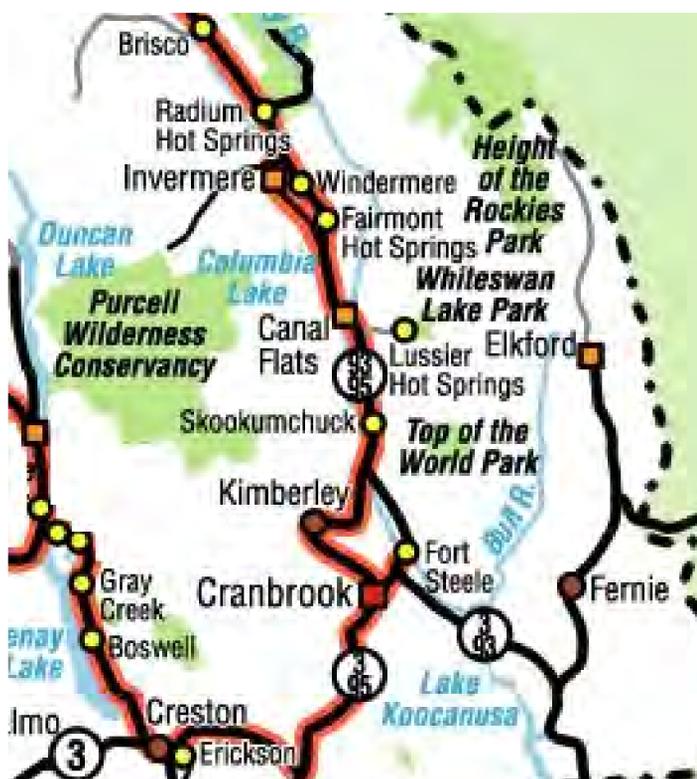
Memberships:

90 Child Care Providers 169 Families
21 Community Partners

Monthly Bulletins:

395 emailed out monthly

The East Kootenay Service Area



'Water Wall' Workshop Creations





An assortment of non-toxic craft supplies is available to purchase and are available to view at:

<https://www.flickr.com/photos/136469458@N07/albums/72157719629135450>

Laminating: Laminating service is available every Tuesday; Cost is .75 cents a linear foot (12" x 24") but can be longer than 24 inches on our continuous roll.



Community Partnerships: EKCCRR partners with several community tables to bring forward information on Early Childhood Care and Learning through information sharing and supporting regional projects. EKCCRR staff attend the following community meetings: 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 Family Studies Program - External Advisory Committee, Cranbrook Age Friendly Committee, Poverty Reduction Committee, Interior Early Years Conference, and Joint Occupational Health & Safety Committee.



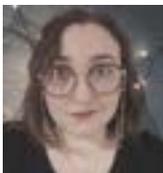
Car seat Inspections are completed by CCRR staff who are qualified Child Passenger Safety Technicians through the Child Passenger Safety Association of Canada. In the 2022-2023 fiscal year, 40 inspections were completed. Phone to book an appointment to have your car seats inspected.



EKCCRR supported 10 child care professionals in our region for 10 months of Communities of Practice (COP) sessions.



'Interior Early Years Conference: March 4, 2023'



Workshop Presenter: Ashleigh Davies
Critical Literacy: Inclusion on the Bookshelf



Workshop Presenter: Debbie LeeKeenan
Creating Inclusive Communities with Anti-bias Education



Keynote Speaker: Chief Willie Sellars
Williams Lake First Nation Chief
Award Winning Author of Dipnetting with Dad and Hockey with Dad



Keynote Speaker: Carol Garboden Murray
Illuminating the Care in Early Childhood Education and Care



Workshop Presenter: Christine Yu
Helping Young Children with Anxiety and Emotional Regulation: Connection Before Intervention



Workshop Presenter: Monica Maddison
Honouring the Journey



CAPC Cranbrook
(Community Action
Program for Children)



Cranbrook Family
Resource Program



This has been
our busiest
year with over
2372 children
and 1877
adults
attending our
groups!



Ball Play at the Soccer
Dome: Approximately
200 people attended Ball
Play in March and April,
which was our highest
turnout..



All CAPC/FRP
Cranbrook
programs were
offered in person
this year: Tumble
Time, Baby & Me,
Wiggle, Giggle &
Grow, Ball Play as
well as Parents in
the Park.



We received some additional
funding this year which enabled us
to hire a musician, a photographer,
a face painter, a first aid facilitator
as well as extra hours for cleaning.

Parents in the Park ended with a
party at the end of the summer with
live music from Dean Smith and a
turnout of over 100 people.



Bellies to Babies Pregnancy Outreach Program

Our Families Served

- Prenatal 101
- Postpartum 56
- Total Families 157

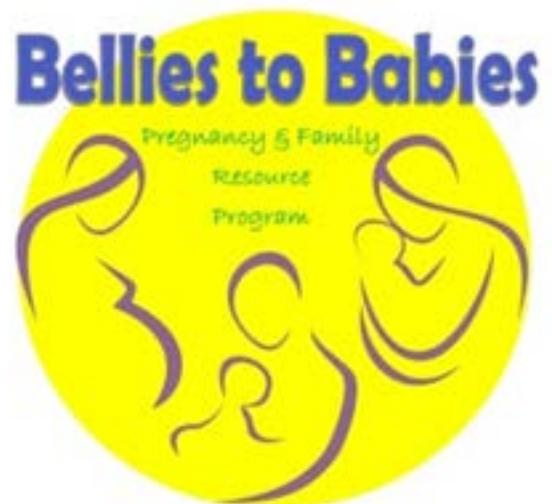


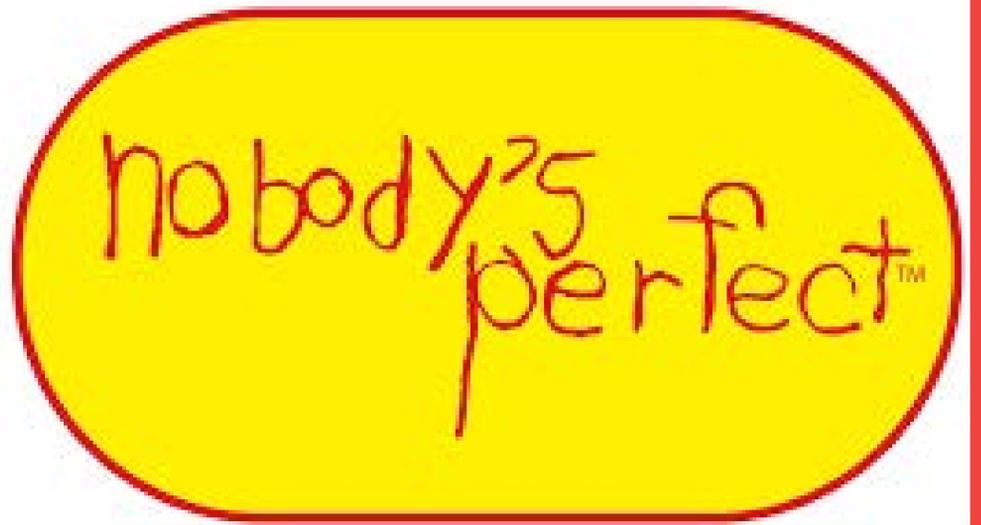
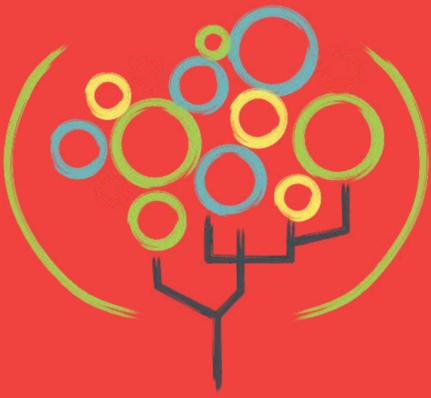
Services Provided

- 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





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.

2022- 2023
6 Groups
67 Families
Received a
supplemental grant
from BC Council for
the Family

opportunity
parents
birth build safe
new concepts Nobody's
proactive
interact
Parenting
age learn Program
skills
children
Perfect

JUST



4

KIDS

**AFTER SCHOOL CHILD
CARE FOR 23 CHILDREN**

**4 Staff
Members**



**THANK
YOU!**

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