



COMMUNITY CONNECTIONS

COMMUNITY CONNECTIONS REVELSTOKE



# Annual

*Our Achievements*

# report

2018



Community Connections is fully accredited by CARF (Commission of Accreditation of Rehabilitations Facilities). We are a not-for-profit agency providing a broad range of services to the community of Revelstoke and the surrounding area.

## Board

The Board of Directors is appointed by the members of the Society and is responsible for ensuring that Community Connections works toward achieving the goals and objectives established in the agency's Strategic Plan, which is aligned with the Mission and Vision of the organization. The Board works closely and collaboratively with the staff of Community Connections to make sure programs and services are operated effectively and efficiently and benefit the local community. A critical role of the Board is to ensure that there is good communication between the organization and the community, particularly as this relates to identifying new and emerging needs of the residents of Revelstoke.

The Board would like to acknowledge the contributions of two long-time senior staff, Diana Gadbois and Kelly Beagle, who both retired from their positions during 2018. These two individuals had a major impact on the operations of Community Connections for many years, and the Board would like to extend their appreciation to these individuals for their work. With these retirements, the Board has decided to return to a management structure that includes the position of Executive Director. While the Board appreciated the efforts of senior staff to manage the organization under an Executive Team structure, the Board now believes a return to a more traditional management model is in the best interests of the organization. The Board looks forward to the hiring of a new Executive Director to provide leadership for the organization going forward, but remains committed to encouraging a cooperative and collaborative style of management which is in keeping with how the agency operates and provides services to its clients.

## Directors

Chairman

Treasurer

Vice Chair

Rob Lamont

Carol Palladino

Michelle Gabriele

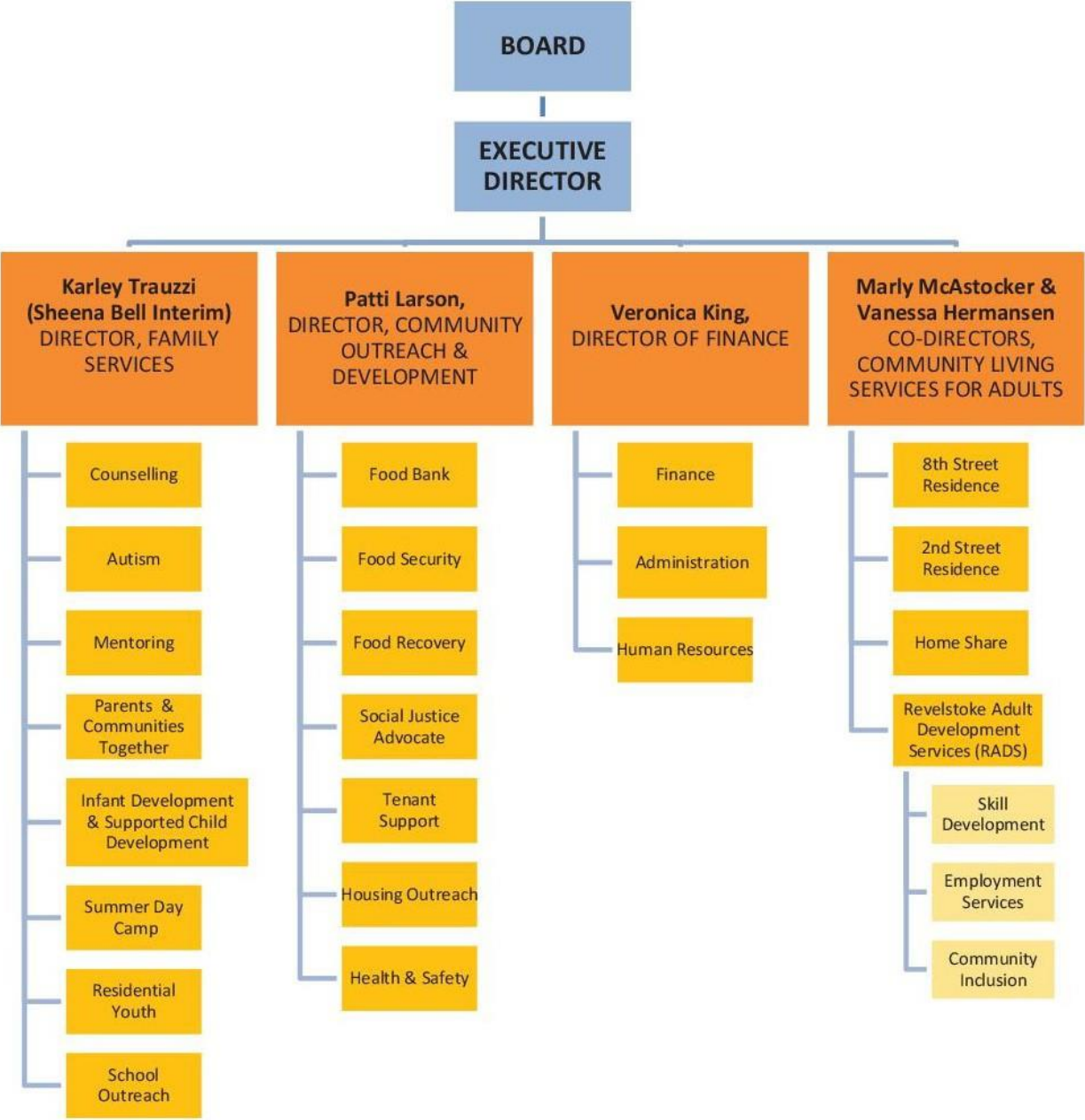
Aimee Schalles

Jim Cook

Shaun Aquiline

# ORGANIZATIONAL

## Chart



## Mission Statement

The Mission of Community Connections (Revelstoke) Society is to support individuals and families in our community by providing and advocating for accessible, responsive Social Services.

## Values Statement

In providing our services we value:

- ◆ Diversity
- ◆ Individuality
- ◆ Respect
- ◆ Human Dignity
- ◆ Relationships
- ◆ Connections to Community
- ◆ Skills and Abilities of Individuals & Families

## Vision Statement

By 2018, Community Connections will be recognized by our community, the region and the province as a leader for the provision of quality and responsive social services.

# INTERIM EXECUTIVE DIRECTOR

The past year was another very successful one for Community Connections with over 1,500 local residents receiving services from the organization. This represents approximately 20% of the local population and indicates the important role that Community Connections plays in meeting the many needs of the people of Revelstoke.

The variety and breadth of the programs and services delivered by the agency is truly amazing. Newborns, children, youth, families and seniors all benefit from the services offered by Community Connections. Many of the people receiving services comment on the high quality of the programs and the staff, and of the important role these services play in enhancing their lives. Community Connections continues to expand program delivery in response to the needs of the community.

**Respectfully,  
Alan Mason, Interim Executive Director**

## Staffing Milestones

Cathy Edmondson	25 years
Raymond Peterson	20 years
Stacy Sanchez	10 years
Andrew William Moores	5 years
Jenna Thomsen	5 years
Marly McAstocker	5 years

Family Services offers a wide range of programs to the community of Revelstoke. The report below will provide a glimpse into the programs and services being provided and give a picture of the great work being done at the organization.

## **Counselling**

The counselling program provides free and accessible individual, couple, family and group counselling to the community of Revelstoke. We have a group of skilled and competent counsellors who are able to provide support to individuals and families who may be responding to a range of challenges. In an effort to make services accessible to the community, individual and group counselling opportunities have continued to be offered at Revelstoke Secondary School as well as all of the elementary schools in our community.

Community Connections counselling program received over 250 referrals in the year 2018. Referrals are received from community partners, including health care professionals, Revelstoke Women's Shelter, MCFD and family and self-referrals. Through our intake process clients are responded to promptly and are provided with information about our counselling services, as well as other applicable services to individual needs throughout Community Connections and community. This process ensures clients have an opportunity to ask any questions about the services they are accessing and engage in the therapeutic process in their preferred way. The intake worker acts as a point of contact to support clients until they are connected with a counsellor. New in 2018, the clinical team offers a weekly consultation clinic every Tuesday from 11:00 – 1:00 pm. Consultation Clinic is an opportunity for clients to access service on a drop in basis, with the intent of directing clients to services to best respond to their needs. The drop in service removes barriers for some clients and has become highly utilized by new and former clients.

## **Youth Services**

The Youth Services and School Outreach Programs provide accessible services for youth aged 5 to 18 years old. Services include community-based and school-based supports, activities and groups. Activities and services are inclusive, intentional and respond to the changing needs of youth and the community. We continue to work in collaboration with the Ministry of Children and Family Development, School District #19 and other partners to ensure youth have access to the services and supports they need. Direct services include one to one counselling, and intentional lunch and afterschool groups.

In addition, this past year we have offered support with high school transition, the facilitation of healthy relationship presentations for grade 8 through 11 students and continue to offer a school-based mentoring program. The school-based mentoring program pairs an elementary school aged student with a high school student to participate in both lunch and after school activities. We also work in partnership with the City of

# FAMILY SERVICES

Revelstoke and the Stoke Youth Network to support the administration of the Youth Access Fund; helping to remove financial barriers for youth to participate in sports, recreation, arts and cultural activities.

We continue to actively participate on a number of local committees including: the Revelstoke Youth Advisory Committee and the Child and Youth Mental Health and Substance Use Collaborative. Supporting local youth and families continues to be a priority for our organization.

## Mentoring

The Mentoring Program provides opportunities for youth to develop and strengthen a continuum of skills and to experience healthy and fun activities with their mentor and their community. The two components include the community based mentoring program and school-based mentoring program, combined there are currently 50 matches. Both programs provide individual and group opportunities for youth where they are matched with a mentor based on interests, goals, needs and past experiences. The program works towards building a strong foundation of skills for youth identified in the community of Revelstoke as potentially benefitting from a role model and from connections with their community. Possibilities may include outdoor activities or games, indoor projects, crafts, cooking/baking, or just casual conversation. The community-based mentoring program recruits, trains and supports adults in the community who wish to volunteer their time as a mentor to youth. The school-based mentoring program recruits, trains and supports youth from Revelstoke Secondary School to be mentors and matches them with youth from the three elementary schools.

## Parent Support

The Parents Support program offers a number of group experiences for parents where they can bring their children with them. The intent of the groups are to provide an opportunity for parents to connect with other parents as well as receive support and information about parenting and their child's development from group facilitators. Over the past year the Parent Support program has provided a safe play space to over 7000 participants! Healthy snacks are provided and families have access to information and referral resources such as IDP and the Food Connect Program as well as an ongoing children's clothing exchange which also sometimes includes diapers and formula.

Currently group experiences include:

Bellies and Babies 1: a drop in group for expectant moms and families with babies from birth to 12 months. As the birth rate in Revelstoke grows so does the number of participants and we see more fathers attending group as well.

Bellies and Babies 2: a drop in group for expectant moms and families with babies from birth to 24 months. This group is facilitated by volunteers who are often previous Bellies and Babies 1 participants; that being said we currently have a grandmother helping as well.

Women's discussion group: We invite women to come together to share experiences they have had and are having in relationships. Through sharing we hope to create space to explore issues of power and control, identity and self, feelings of value and



worth and respect and communication. This group runs for six week sessions and is facilitated by two Family Services team members.

Parents and Community Together (PACT) is a drop-in group for parents and caregivers of children ages 0-5 in a fun, relaxed and safe atmosphere. For children, our program offers an age-appropriate play environment with dramatic play, imagination toys, and a gross motor play area. For parents and caregivers, we offer a welcoming setting where adults can connect and share their experiences and concerns around the demanding job of raising children. PACT is offered two mornings a week at the Community Connections office.

### **Infant Development (IDP)**

The IDP continues to offer support and developmental consultation, monitoring and assessment to families with infants birth to three. IDP is also a way for families connected to the program to access consultation with physiotherapy and occupational therapy. IDP visits can take place either in families' homes or the office of Community Connections. There is an average of twenty families connected to IDP per month. IDP is augmented by our drop-in parent support programs, B&B 1, B&B2, and PACT.

### **Autism Program**

In collaboration with families and community professionals we continue to provide programming and support for children diagnosed with Autism Spectrum Disorder. Our work with children and their families begins shortly after diagnosis. The focus of individual and group programming is on the development of critical social and life skills. Services are provided in the community as well as in the schools to ensure accessibility.

### **Supported Child Development (SCDP)**

The Supported Child Development Program (SCDP) is a community-based program that assists families of children with extra support needs to access services that meet family needs. The Revelstoke SCDP program is intended to serve children from birth to 19.

SCDP operates under the principles of inclusion and family-centered practices and uses a multi-disciplinary team approach. SCDP provided support to children attending Jumping Jacks Preschool and Corner Stones Childcare Centre and Preschool during this past year. The SCDP Coordinators offer children and families developmental screening and monitoring. The Coordinators support the family in developing Family Service Plans, access to physiotherapy and occupational therapy, parent support and education, and support in kindergarten transition.

### **Temple Street House (Staffed Youth Residential)**

Over the past three years, Temple Street House has provided a safe and supportive environment to three youth in the community.

Family Services Staff have worked hard in creating not only a safe space, but a warm and home environment that is responsive to the needs and desires of these growing young people, providing them the opportunities to learn, grow and become more independent in a space where they truly feel comfortable.

# FAMILY SERVICES

This program and the services we are able to offer would not be possible without the collaboration of the families, the hard work of all the staff, as well as the support of the Ministry of Children and Family Development, the Provincial Assessment Center of Community Living in Vancouver, Psychiatrists and Occupational and Behavioural Therapists.

## Summer Day Camp

This will be the 19th year for Summer Day Camp. We offered weekly camps to children 6-10 years old. Each week the events and activities were organized around a theme such as culture, explore the arts, sports, wet 'n wild water, outdoor exploration and science.

Summer Day Camp is known throughout the community as a fun program for children during the summer. It is a vital component to the community because it provides active, inclusive activities for children, and another child care option for working parents.

## Family Services Staff

Karley Trauzzi (leave)	Director Family Services
Lindsay Legebokoff	Counselling
Amanda MacIntosh	Clinical Supervisor, Infant Development and Counselling
Sheena Bell	Interim Director Family Services and Counselling
Kelly Silzer	Mentoring/Volunteer Coordinator and Parent Support Program
Andree Rioux	Autism Support and Supported Child Development Program
Erin Maclachlan	Autism Support and Supported Child Development Program
Megan Shandro	Youth Services and School Mentoring Program
Stacy Sanchez	Family Support and Parent Support Program
Kerstin Bell	Intake, Youth Service, Counselling and Parent Support Program
Chris Froehlich	Supported Child Development Program
Christina Davidson	Parent Support and Infant Development Program

## Temple Street Staff

Mariane Porlier	Temple Street House Supervisor
Shezza Malik	Temple Street House
MaryAnn Richards	Temple Street House
Sidanny Bennet-Thomas	Temple Street House
Patricia Beaulieu	Temple Street House
Kristy Cameron	Temple Street House
Farah Shawaf	Temple Street House
Megan Leitch	Temple Street House
Erin Buchanan	Temple Street House
Zaaven Forest	Temple Street House
Ainslee Arthurs	Temple Street House
Matthew Hemelik	Temple Street House

### Worked in 2018 – but not here anymore

Deborah Summers	Temple Street House
Jessica Knopf	Temple Street House
Mitch Kovacs	Temple Street House
Emily Federico	Temple Street House
Danica Schiller	Temple Street House
Marie-Ève Gingras	Temple Street House
Chantelle Cumiskey	Temple Street House
Anna Collingridge	Temple Street House

### Current employees - but hired in 2019

Rayne Kramer	Temple Street House
Marina Rachinski	Temple Street House
Nicole Spinks	Temple Street House
Natalie Gibb	Temple Street House

**Respectfully,  
Sheena Bell, MSW, RSW  
Interim Director Family Services**

# COMMUNITY OUTREACH & DEVELOPMENT

## Food Bank

Community Connections is the recognized agency for providing food assistance programs in our community. The Food Bank has coordinated services for over 18 years for those who struggle with food insecurity. The people we help are local community members, your family, friends and neighbors. Whoever they are, our Food Bank is there to help those who are in need. While the need for our help has not changed, the face of who uses the food bank has. We continue to see more and more working families, those with disabilities and seniors who are struggling with small pensions to meet their basic needs. The cost of food is increasing, the high cost of housing means people are spending a huge percentage of their monthly income just to have a home to live in.

"When the opportunity arose to be a volunteer at the Food Bank where I received my weekly food from, I was elated! Not only would I be able to access food for myself and daughter but I was able and capable of helping which in turn helped rebuild my self-esteem. Not only was I getting the healthy food we really needed but I felt a sense of belonging."



The Food Bank has not seen a reduction in demand for over five years and the need for food continues to come from individuals and families facing an emergency that resulted from a crisis. By the time families are food insecure they face much more than a lack of food. They are likely behind on bill payments, rent and other basic necessities. If they are also dealing with chronic illness, they may be foregoing critical expenses like medication too.

During 2018 we provided services to 252 separate households that included 312 adults and 89 children. We also assisted 32 seniors (65+) last year and had 56 new registrations. More than 38% of our households live with some type of disability or on a pension while 30% are employed with most working more than one job.

The Food Bank follows a Client Choice Model and this provides opportunities for volunteers, clients and staff to interact while allowing more social and supportive relationships. We offer a self-serve breakfast program with muffins, fruit, yogurt and coffee as

"The BDO Revelstoke team had the honour of helping Patti and her team assemble hampers for the families of Revelstoke this past holiday season. The experience was nothing short of extraordinary: being able to take an afternoon to help the community was the perfect way to kick start the holiday spirit in our office."

many people have not had the opportunity to have a nutritious breakfast. We work closely with Food Connect (Food Recovery Program) to ensure that food that is re-directed from grocery stores and restaurants is distributed at the Food Bank. This food has greatly enhanced what we can provide. Weekly we now have a variety of meat products, fresh vegetable and dairy products. We purchase vitamins for distribution during the peak cold and flu seasons.



# COMMUNITY OUTREACH & DEVELOPMENT

We provide nutrition education resources, clothing and household items, personal hygiene items, diet specific foods, on site annual diabetes and blood pressure testing, flu shots, the Volunteer Tax Program and the annual Christmas Hamper Program. As well, we offer pool passes to community members who meet the required criteria on behalf of the City of Revelstoke. Bus tickets donated by City of Revelstoke are also provided through this program to assist participants with accessing the food bank,



medical appointments and other local agencies/resources. We receive generous ticket donations from the Arts Council, Railway Museum and other venues for community social and cultural activities. We continue our long standing partnership with the local farmer markets and deliver the Nutrition Coupon Program. The purpose of this program is to increase access to fresh BC produce for low income seniors and families and during 2018 we assisted 84 families of 200 people including 41 seniors and 80 children. Families and seniors received \$21.00 of market coupons each week from June – October and redeemed over \$18,000.00 worth of coupons at our two weekly local markets.



We support individuals and families with quality food and time and in this regard our volunteers deserve special recognition. We could not provide the services we do without the amazing individuals who spend more than 5000 hours each year at the Food Bank and also those who participate in the food drives and other fundraising events.

The AGM report is an opportunity to acknowledge and thank the Community Outreach & Development team for their support and professional service during this past year; Cathy Girling, Social Justice Advocate and Housing Outreach; Kimberley Bishop, Tenant Support Worker, Melissa Hemphill; Food Security Coordinator and Jenna Fraser; Community Food and Outreach Coordinator. In January 2019 we welcomed Mason Blackmore to our team to cover Jenna's leave.

**Respectfully,  
Patti Larson  
Program Director**

"In the past several years the cost of living in Revelstoke has placed increasing pressure on our most vulnerable individuals and families and without the Food Bank many people would have nowhere to turn. The Community Connections Food Bank is our greatest community asset to help those in need. I personally have patients who rely on assistance from the Food Bank on a weekly basis. The ability of the Food Bank to stretch every dollar and donation to do the maximum is nothing short of amazing."

# COMMUNITY OUTREACH & DEVELOPMENT

## Food Security

2018 was another productive year for our Food Security Coordinator, Melissa Hemphill. She continued to implement the recommendations from the Revelstoke Food Security Strategy with the funding from Interior Health's Community Food Action Initiative, the Real Estate Foundation of BC and CBT's Community Initiatives program. She continued to focus on increasing our capacity to grow more food locally, as food production is a key element to achieving food security.

Several workshops and events were created to support and grow local farmers. The Revy-Set-Grow event highlighted that Revelstoke has a high number of young people that are interested in entering farming, with access to land being their biggest barrier. The Farmers Networking Group hosted two sessions; on climate change and cold storage. Initial steps were taken to form a Chef Networking Group to bring together these practitioners for shared learning opportunities and resources. We published two articles in local media about food security as well as the *Low Cost & Free Food & Meal Guide* and the *Local Agriculture Learning Guide*.



Farmers gather at Terra Firma Farm to learn about heating greenhouses using heat generated from compost. Farmers travelled from throughout the Columbia Basin to attend. Photo by Melissa Hemphill

### Farmer Training Events

- Revy-Set Grow: Community Farming and Land Linking Workshops
- Compost-heated Greenhouse Field day
- Farm Business Planning Workshop
- Irrigation Workshop
- Farming Capital Workshop
- Screening of *The Market gardener's Toolkit* film.

Our Food Security Coordinator presented project and food security information to the CSRD Board of Directors and City Council, in addition to grade 10 RSS students and the Social Justice class. She took part in both the North Okanagan Food Forum, the Future Stoke event and the SILGA Conference. While attending the CBT Agriculture Forum, the Columbia River Treaty local meeting, and the Place-Based Food System Conference, Melissa represented the Revelstoke food system and made important connections with academics, funders and regional leaders.

While awaiting the opportunity to participate in the OCP process, Melissa drafted an *Urban Agriculture Bylaw*, which is now being reviewed by City Planning Department staff. To inform the provincial government's revitalization of the Agricultural Land Reserve, an open house was hosted to gather local input. To build relationships with our regional government, meetings were held with the CSRD Planner, Emergency Planner and Area B Director.



# COMMUNITY OUTREACH & DEVELOPMENT

As the Chair of the Local Food Initiative's Farmer's Market, Melissa oversaw the second successful season of this local food access point. A strategic alliance was built with Community Futures, who have the ability to financially support burgeoning farmers and the farmer's market. This relationship grew to include partnering with StartUp Revelstoke in the vein of supporting new food producers and processors. Melissa is currently working with Community Futures to build a community farm to incubate new farmers.

Partnerships are key to food security work, both locally and regionally. By working with an informal *Mountain Town Food Security Network* and the formal *BC Food Security Gateway Community of Practice*, Melissa is able to learn from other practitioners as well as share the story of Revelstoke's growing food security. Over the summer a team of provincial food security practitioners convened to create a *Municipal Election Toolkit for Food Security Advocates*, with Melissa leading that effort. In the fall, the BC Ministry of Agriculture invited Melissa to be one of ten members of the *New Entrant Advisory Committee* to influence supports for new farmers across the province. Continued partnership with the Young Agrarians brings information and resources to our local farmers.

The third annual SOUPALICIOUS Revelstoke was held during Welcome Week again, this year raising \$2914 for the food bank and engaging many local restaurants and volunteers, with over 355 people attending.



Photo: The 3rd annual SOUPALICIOUS Revelstoke community food event took place during Welcome Week in November 2018. Photo by John Morrison

The Food Security Team works together to ensure the success of our food access programs. Together we continued membership as a Canada Food Centre's *Good Food Organization*, which has helped us with learning opportunities and access to funding. We worked together to run the food recovery program during the holiday season, the fall's Emergency Services Food Drive and the Food Explorers Program for vulnerable youth.

The number of new food entrepreneurs, attendees at food events, sales at the farmer's market, and individually-led food initiatives indicate that there is strong momentum in Revelstoke's local food movement. Local programs, events and opportunities that strengthen our local food system build our resiliency and ability to adapt to a changing world. We are currently awaiting funding decisions to know how we can move forward with this important work.

**Respectfully,  
Melissa Hemphill**

# COMMUNITY OUTREACH & DEVELOPMENT

## Food Recovery (Food Connect)

2018 was yet another strong year for the Food Connect program. The program recovered a total of 110,000lbs of food during 2018, and in total the amount of food recovered via Food Connect was 265,650 lbs. Originally, only collecting five days a week but in the latter half of the year that was changed to collecting recovered food seven days a week!

Along with our increase in recovered food, so has our need for volunteers.

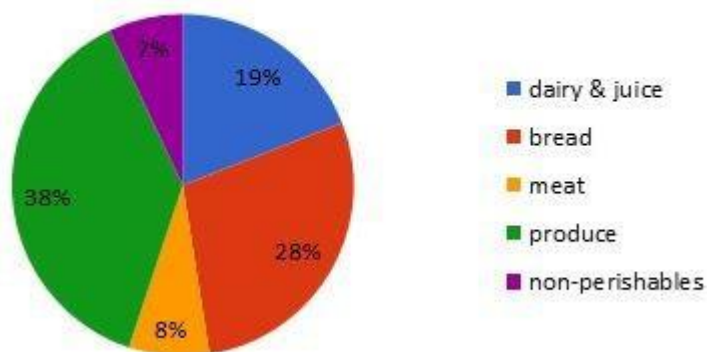
Around twenty volunteers were helping with the sorting and

distribution of the food. In 2018, the program was able to hire a driver who

picked up food for us five days a week, with another volunteer driver picking up on the weekends. Due to this, the program was able to receive funding via Food Banks BC for a new refrigerated van. The amounts received were \$74,725 for the van, \$1,800 for



### 2018 Recovered Food Totals



the decals and \$1,545 for tires. Along with this funding, the program also received funding for a new portable-sustainable sink totaling \$5,229. Overall, we received \$83,299 which was extremely generous and has helped the program achieve so much more. A big thank you to Food Banks BC for their generous and continued support.

Along with picking up food seven days a week, the program is distributing food five days a week to twenty-five different programs and agencies regularly including: Community Connections programs (Food Bank, Mentoring, Youth Outreach, family support groups, three group homes and a supported cooking group), three school breakfast programs, the Women's Shelter, Revelstoke Childcare Society, two subsidized housing complexes and the Seniors' Association. In addition to our 25 regular agencies, we have supplied food to: Coffeehouse Music Nights, School PAC groups, Nordic Ski Club, Aqua Ducks Swim Club, Soupalicious Revelstoke, Church group events such as the Pasta Feed and Soup & a Smile.



# COMMUNITY OUTREACH & DEVELOPMENT



Our delivery system was implemented using CLSC staff member Chris Froelich and a team of youth volunteers who were looking for work experience. Each week, our program is delivering food to 10 agencies, including the local schools' breakfast programs and the Revelstoke Child-care Society. Another big thank you to Community Connections employee Chris Froelich and her two youth volunteers Colten Hollenberg and Morgan Kerr.



A big thank you to Jenna Fraser for all of her hard work over the past two years getting this program to where it is now, she recently went on maternity leave and Mason Blackmore will be running the program until she returns. Food Connect will continue to grow and 2019 will be yet another amazing year for the program.

**Respectfully,  
Mason Blackmore**

# COMMUNITY OUTREACH & DEVELOPMENT

## Social Justice Advocate

This part-time program assisted community members to access services regarding family law, health, housing, identification, pensions, and disability. In the past year increasing costs of housing, food, and fuel have placed added pressures on our clients. Some inquiries for service came from surrounding communities (Nakusp, Malakwa, etc.) but the program was unable to provide service except for brief phone consultations. The program did not receive requests for service from Golden, as that community has established its own Advocate Program.

This year the advocate addressed several letters to our MLA and MP regarding our concerns about the cancellation of Grey Hound bus services; the loss of Grey Hound had a serious impact on our clients trying to get to other communities to see family, access health services and access emergency housing options.

During the past year the SJA continued to work with the Family Services Team to support families with children who were transitioning to adult services. The Advocate also worked closely with other professionals, both within our agency and with community partners such as Mental Health and Addiction services, the Employment Center, Ministry of Children and Family Development and local Medical Professionals. The SJA program continued to provide outreach advocate services once weekly at the food bank. We were successful in receiving funds from the provincial government (through SPARC BC) to host consultations with people living in poverty and submit a report to the Provincial Poverty Reduction consultations. Facilitating the groups provided an opportunity to talk to our clients about their lives in a context of them offering some expertise to us, which we all enjoyed. We worked closely with Access Pro-Bono to adopt their new legal advice services.

With the support of the Columbia Basin Trust, B.C. Gaming Commission and the United Way we will continue to respond to community social concerns.

## Homeless Outreach Program

The HOP program supports individuals with complex housing needs to access income security, health services, education about tenancy, and potential housing units.

The HOP worker used a number of activities that ensured clients could interact with her informally in the community; outreach at the Food Bank every week, checking in with clients on the street, visiting the library and community center, and offering predictable drop-in office hours that do not require an appointment.

Helping clients to find appropriate and affordable housing was increasingly difficult this year as there were very few affordable units available and high competition. Most of our clients can only afford a room in a house but even rooms are being priced well beyond their total incomes. The waiting lists for social housing continued to grow, but we were successful in housing several clients at the local BC Housing site. When a client is housed there the HOP worker works in partnership with the Tenant Support Worker to support the individuals in creating successful tenancies.

The HOP worker assisted a number of clients to complete the City of Revelstoke Housing Needs Assessment, and provided the needs assessment team with specific housing concerns of Community Connections clients and staff.

Developing and maintaining relationships with community service providers was an important part of supporting our clients; HOP worked with Interior Health, Work B.C., Mental Health and Addictions, Victim's Services, the RCMP, and Service BC among others. In addition to community services the HOP program worked within Community Connections to deliver coordinated services including the Food Bank, Food Connect, Social Justice Advocate, Tenant Support Worker, and Family Services.

# COMMUNITY OUTREACH & DEVELOPMENT

The HOP worker took part in a community meeting that discussed the need for an extreme weather shelter.

Addressing the underlying, complex reasons for homelessness can be time intensive; our focus on the needs of the individual and our strong team work within the community has led to many clients being successfully housed, and maintaining housing for longer periods of time.

The Homeless Outreach program is pleased to be financially supported by B.C. Housing.

## Tenant Support Worker

The Tenant Support Worker (TSW) program assists tenants of B.C. Housing buildings to overcome the various challenges that may arise when living in social housing. The ultimate goal for the individuals is to be successful in their tenancies, and in their lives. The TSW forms relationships with most tenants in the building and helps them with tasks that they have identified.

The TSW assisted tenants with understanding and solving tenancy issues, accessing appropriate medical care, applying for pensions, accessing education and employment, managing conflict, addressing household cleanliness, and acquiring household resources. The TSW meet with all new tenants to orient them to the building and to the program. Support was provided to tenants to access community resources such as the food bank, food recovery, counseling, seniors programs, the volunteer tax program, employment programs, health services, and recreation programs. A number of tenants experienced serious health concerns this year, and the TSW went above and beyond her job description to ensure tenants had coordinated health care.

In addition to individual interactions the support worker hosted group activities such as coffee mornings, group meals, a summer barbeque, balcony gardening, attending the Seniors Christmas Party, and a monthly birthday celebration. All of these activities had good attendance and this facilitated positive interactions and a decrease in isolation.

The TSW program also continued to work with the building property managers to coordinate services and interactions with the tenants, supporting tenants in the annual rent review and unit inspections.

We know this program has had a positive impact on the tenants; we will continue to deliver the program with the support of B.C. Housing.

**Respectfully,  
Cathy Girling  
Program Director**



# COMMUNITY LIVING PROGRAM FOR ADULTS

## Residential Programs

Community Connections' Residential Program's currently consisting of two group homes, combined are licensed to provide care for up to nine individuals. The residents have 24 hour staff to support them to complete both, daily living and self-care tasks, as well as meeting their own unique goals and being active members in the community.

Both group homes are standard, single-family houses. They have been adapted to meet the needs of the residents by adding in equipment like elevators, lift systems, hand rails and any other individually needed revisions. The residents have the opportunity to experience day to day home activities like meal prep, recycling, house cleaning, yard maintenance, and grocery shopping. By allowing them to take ownership within the home they have shown confidence in other areas of their lives.

The support staff will take in to consideration the residents' changing skills, abilities and goals and will assist each individual in creating and accomplishing meaningful objectives for themselves. These goals are reassessed regularly to measure individual growth and to determine whether a new goal is wanted. The staff will also encourage and support each individual in accessing the community. Residents and staff are able to plan group outings as well as have one to one support for attending community events. Our residents have had the opportunity to attend many events in the community.

**Respectfully,  
Vanessa Hermansen  
Co-Director of CLSA**



# COMMUNITY LIVING PROGRAM FOR ADULTS



## Community Inclusion

Inclusion means that all people, regardless of their abilities, disabilities, or health care needs, have the right to be respected and appreciated as valuable members of their communities. We continue to provide support services and access to inclusive programs, activities and volunteer work within the community for individuals with diverse abilities. Community inclusion is a highly anticipated program that embraces the opportunities that our community has to offer. More than just providing inclusive services, support staff work with individuals toward their goals, which reflect what is most important to the individual and their quality of life. This program offers support for individuals to attend events aimed to enrich their lives and promote independence. Loneliness can be profound and often times it can be a result of isolation, and not disability. When people are connected to networks, they are generally happier, healthier and have better coping skills. It has been apparent by the opportunities presented this past year and the increase in attendance that this is a meaningful program for many individuals in our community.

Trips to visit friends in our neighboring community have been an amazing opportunity to create and maintain meaningful relationships. Attending dances, BBQ's, and the fair have been well received this year.

We anticipate the continued growth of this program in the next year and would like to thank our community for embracing all members to achieve greatness and live meaningful lives.

**Respectfully,  
Jesse Fowlie & Will Moores  
Community Support Workers**

# COMMUNITY LIVING PROGRAM FOR ADULTS



## Employment Services

People with DiverseAbilities want to work. We know that people who have jobs have a better quality of life, as it helps foster **independence**, which increases personal development, self-determination, and **social participation**. This in turn aids to enhance interpersonal relationships, social inclusion and rights, and overall **well-being** (cognitive, emotional, physical and material). We want our community to experience the positive impacts that are associated with these Employment Services and employing a person with DiverseAbilities.

Employment Services through Revelstoke Adult Development Services (RADS) provides a person-centered service to our participants by identifying ways to enhance their quality of life. This is done through the process of person-centered planning and a discovery process which entails the analysis of an individual's inherent skills and talents, strengths and needs. We strive to meet the person's needs by connecting the individual to their community in supportive work environments.

There is a great value that this type of supportive employment brings to businesses. Employers may want to hire someone with DiverseAbilities but do not know how. Employment Specialists work alongside the local business community to identify specific and unique needs so that a successful match can be made. Opportunities can



# COMMUNITY LIVING PROGRAM FOR ADULTS

range from 1-40 hours per week of paid work and our staff can provide on-going check ins and evaluations. Employment Specialists will assist employers to establish routines, initial training, job training orientation and support. We work transparently alongside coworkers and community to educate and foster meaningful employment relationships. We need employers to take a little more time, and take a chance. We want you to see the opportunity for DiverseAbility, see the possibility, not the disability.

**Respectfully,  
Shannon Moorhead  
Former-Employment Specialist**



# COMMUNITY LIVING PROGRAM FOR ADULTS

## Community Living Services Staff

Marianne Marolf	Residential Care Worker
Cathy Edmondson	Residential Care Worker
Dayna Donovan	Residential Care Worker
Raymond Peterson	Residential Care Worker
Erika Holmes	Residential Care Worker
Shelley Hummelink	Residential Care Worker
Michelle Chipman	Residential Care Worker
Jaclyn Hughes	Residential Care Worker
Merry Ploeg	Residential Care Worker
Sandy Whitty	Residential Care Worker
Danica Shiller	Residential Care Worker
Michael Newbury	Residential Care Worker
Phyllis Muirhead	Residential Care Worker
Maralee Faurot	Community Support Worker
Will Moores	Community Support Worker
Jesse Fowlie	Community Support Worker
Marydell Allain	Community Support Worker
Brittany Palasz	Vocational Counselor
Thelema Lord	Casual
Robyn Conway	Casual
Deloros Court	Casual
Kathy Stuart	Casual
Lauren Condello	Casual
Elyse Poitras	Casual
Jenna Thomsen	Program Coordinator
Marly McAstocker	Co-Director
Vanessa Hermansen	Co-Director



# FINANCE AND ADMINISTRATION

## Finance

The Finance and Administration department provides support and financial guidance to the entire organization. We work in collaboration with Program Directors, Funding Partners, Community Partners and staff to ensure all reporting and contractual obligations are met and within funding guidelines. We provide staff with dedicated Human Resources, organized recordkeeping and all manner of financial and administrative support.

Community Connections posted a solid financial year for 2018 and there are currently no significant plans in place that will financially impact the coming year. The programs we offer are stable and ongoing, with minimal changes from year to year. Our funding partners recognize the stability of the programs and services we offer and continue to commit to our success.

## Administration

Throughout 2018, upgrades were done to our server and we purchased several much needed workstations, as well as upgraded and optimized our website. This work was completed thanks to a tech grant we received in 2017 from CBT. Everyone in the organization is very satisfied with the upgrades.

The organization employed 65 staff at the end of 2018 including 26 union and 39 non-union employees (4 employees were on leave). This is an increase of 7 employees above the staffing levels at the end of 2017.

On behalf of the organization we take this opportunity to thank the Finance & Administration team for their dedication and hard work.

Our team:

Jenna Shepherd	Bookkeeper
Mason Blackmore	Interim Bookkeeper & Receptionist
Tom Zuliniak	Human Resources Specialist
Franziska Widmer	Administrative Assistant & Receptionist

**Respectfully,  
Veronica King  
Director of Finance**

# FINANCE AND ADMINISTRATION

## Funders Contributions & Specific Program Expenses (unaudited)

Revenue Source	2018	2017
Community Living BC	1,507,658	1,397,724
Ministry of Children & Family	918,410	873,796
Rent - Monashee Court	215,466	211,464
Ministry of Public Safety & Solicitor General	181,158	149,739
Donations & Donations In Kind	139,935	146,928
Fees	59,267	120,326
CBT funding	113,350	109,350
BC Gaming	95,000	95,000
BC Housing	166,512	88,585
Rent Group Home Residents	80,374	86,553
City of Revelstoke	26,400	31,699
Subsidized child care	0	30,836
Other Contracts (Whitevalley - CapC)	31,167	25,753
Autism Revenue	20,547	22,068
United Way	9,903	13,350
Canada Summer Jobs	10,290	11,987
Grants - One Time Only	32,008	8,716
Revelstoke Community Foundation	6,000	7,897
Revelstoke Credit Union	0	6,500
Interest	4,776	4,697
BC Housing - 8th St	3,060	3,060
Other	85	115
<b>Total Revenue</b>	<b>\$3,621,366</b>	<b>\$3,446,143</b>
<b>Program Expenses</b>		
Residential Group Homes	1,084,905	961,708
Community Inclusion & Supported Employment	326,684	385,190
Staffed Youth Residential	317,288	320,109
Family Enrichment	195,277	215,816
Monashee Court	264,037	197,244
Outreach (Food Bank)	197,316	171,366
Homeshare	220,965	157,591
Family Centre Daycare	0	139,175
Supported Child Development	147,489	136,193
CLS for children	98,599	87,954
Food Recovery/Security	74,250	85,593
Housing Outreach	87,047	83,932
Stopping the Violence	65,807	62,007
Family Services (Youth Services Program)	50,449	49,814
Children Who Witness Abuse	50,756	45,144
Infant Development	44,610	42,527
Summer Day Camp	39,770	41,591
Women's Outreach	43,237	40,222
One time only projects	41,060	28,330
Cap-C	25,998	23,991
Autism	14,900	21,738
Social Justice Advocate	19,910	20,230
Parents and Children Together	6,165	5,506
Parent Support Services	26,030	29,594
Residual Administration Costs	2,640	(20,863)
<b>Total Expenses</b>	<b>\$3,445,190</b>	<b>\$3,331,700</b>
<b>Surplus (Deficiency) of revenues over expenses</b>	<b>\$176,176</b>	<b>\$114,443</b>

# PARTNERS & CONTRIBUTORS

**Community Connections receives funding, community support and partners with various individuals, businesses and agencies, including but not limited to, the following:**

- \* BC Association of Farmer's Markets
- \* BC Gaming Grants
- \* BC Housing
- \* Canadian Pacific Railway
- \* City of Revelstoke
- \* Columbia Basin Trust
- \* Community Living British Columbia
- \* Food Banks BC
- \* Food Banks Canada
- \* Interior Health
- \* Ministry for Children and Family Development
- \* Public Safety & Solicitor General
- \* Revelstoke Community Forest Corporation
- \* Revelstoke Community Foundation
- \* Revelstoke Credit Union
- \* Revelstoke Early Childhood Development Committee
- \* Revelstoke Hospital Auxiliary Society
- \* Revelstoke Mountain Resort
- \* Royal Canadian Legion Branch #46
- \* School District #19 (Revelstoke)
- \* United Way
- \* Whitevalley Community Resource Centre
- \* Numerous community and corporate grants
- \* Community Connections staff also sit as members on various steering and **community planning committees**



## **COMMUNITY CONNECTIONS (REVELSTOKE) SOCIETY**

**314 Second Street East**

**PO Box 2880**

**Revelstoke, BC V0E 2S0**

**(Tel) 250-837-2920**

**(Fax) 250-837-2909**

**Email: [info@community-connections.ca](mailto:info@community-connections.ca)**

**[www.community-connections.ca](http://www.community-connections.ca)**

### **Main Office Hours:**

**8:30am—4:30pm Monday - Thursday**

**8:30am—12:30pm Friday**

**Closed Statutory Holidays**