



COMMUNITY CONNECTIONS

COMMUNITY CONNECTIONS REVELSTOKE



Our Achievements

Annual report

2019

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.

Role of the 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 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 increasing needs of the people of Revelstoke.

Directors

Chairman	Rob Lamont
Treasurer	Carol Palladino
Vice Chair	Michelle Gabriele
	Aimee Schalles
	Donnelle Lang

Board Report 2019-2020

The past year was another very productive one for Community Connections with over 2000 local residents receiving services from the organization. This represents a significant proportion of the local population and indicates the important role that Community Connections plays in meeting the many needs of the people of Revelstoke.

For our new Executive Director, Sheena Bell, it was quite the first year! Sheena has provided strong and stable leadership for the organization, our staff and our programming, during times of uncertainty and major change over the past year. We are proud to continue to work and grow with Sheena in the year to come, and beyond.

ORGANIZATIONAL

We are continually impressed by the programs and services delivered by Community Connections - it is truly amazing. Newborns, children, youth, families and seniors all benefit from the services offered.

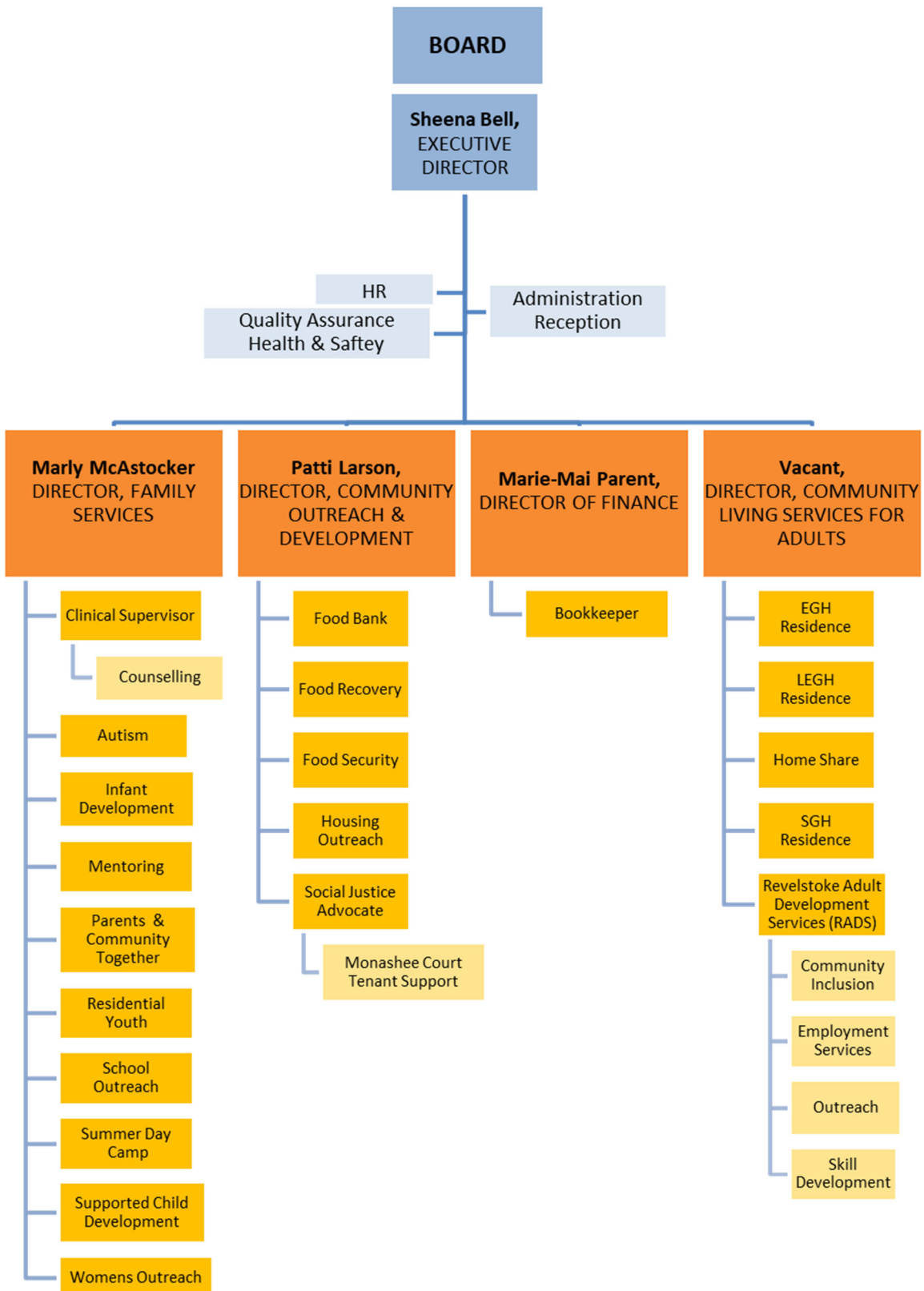
Many of the people receiving services comment on the high quality of the programs and the staff, and of the important role these services play in enhancing their lives. This is a direct reflection of the skill, passion, and commitment of our wonderful staff, who remain of highest priority to us.

In particular, we appreciate the efforts of Community Connections staff over the past several months to ensure continued service delivery throughout the pandemic. Our community needs our help now, more than ever, and this is evidenced through the increased need we have seen in people accessing the food bank and other direct support services. We appreciate the creative and resilient attitude that all our staff has demonstrated. Because of you, we have been able to continue operating in safe (albeit new!) ways and continue to meet the needs of our community.

Staffing Milestones

Marydell Allain	15 years	Brittany Palasz	5 years
Christina Davidson	5 years	Andree Rioux	10 years
Patricia Larson	20 YEARS!		

ORGANIZATIONAL CHART



ORGANIZATIONAL

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
- ♦ Belonging
- ♦ Individuality
- ♦ Respect
- ♦ Human Dignity
- ♦ Relationships
- ♦ Connection to Community
- ♦ Individuals & Families

Vision Statement

By 2022, Community Connections will continue to be recognized by our community, the region and the province as a leader for the provision of quality, responsive and socially just social services

EXECUTIVE DIRECTOR

In review, the year at Community Connections was very dynamic in that there were many internal shifts and developments. The services we provide have remained responsive and reflective of the Community Connection's values and mission. It is impressive the way the teams come together to develop and deliver services, which are multi-faceted and multi-disciplinary, with integrity, locating persons served as experts in their lives, while staff take on the worthy challenges of critical reflection and responding to structural constraints in the lives of the individuals, groups, and families we support. Seeing people as separate from the problems they experience is fundamental to the work being done here.

2019 was my first year as ED, coming on in April into the role. It was a year of settling in and learning the full scope of the work we do as an organization. Having come from 12 years on the Family Services team, I was well oriented to services being delivered from the Main Office; however I was new to the Admin role and had a new team to get to work alongside. Having started with our Strategic Plan review and re-development for the coming 3 years, I was able to connect with what was important to all of the departments' right from the onset of my work in this role. Addressing internal culture, external relations, and supporting staff to provide ongoing services, while re-establishing a single ED leadership model at the Board's direction were some of the themes. It has been my focus to provide a steady presence and a relational and collaborative leadership approach to the work being done across all staff, programs, and services.

Community Connections has an important role in the community of Revelstoke and in the lives of the people who live here. As you have seen in the department and program reports, we connect with all aspects of people's lives and respond to the needs they highlight from their lived experiences. There are many invaluable community partnerships we are a part of, and we could not do what we do without the other various service providers and businesses with whom we collaborate with, and receive support from. I would like to extend my formal gratitude to our partners from all sectors, our community and regional relationships are essential to the work we do. And to the people of Revelstoke, we are honored to work with you, and committed to providing accessible, respectful and socially just service development and delivery. To the staff and volunteers, you are the organization; you continue to show up and put yourselves into every part of what you do in all aspects of service delivery and as a staff team. You have my complete respect and it has been a privilege to get to play a part in where Community Connections is today, and where we are heading.

Respectfully,

**Sheena Bell MSW, RSW
Executive Director**

FAMILY SERVICES

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 Services

The counselling program provides free and accessible individual, couple, family and group counselling to the community of Revelstoke. We have a group of skilled counsellors who provide support to individuals and families who may be responding to a range of challenges. Within the counselling team, it is always a priority to offer responsive and meaningful services to individuals by working collaboratively with them toward their preferred way of living their life.

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 230 referrals in 2019. Referrals are received from community partners, including health care professionals, Revelstoke Women's Shelter, MCFD, schools and family, as well as 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 throughout Community Connections or in the 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.

We are constantly trying to adjust our service delivery to better serve the needs of our community. After offering our Consultation clinic in 2018, we modified the way we offer drop-in services by adding a Women Outreach Worker to our team. The Women Outreach Worker is available during drop-in hours as well as scheduled hours to support and have meaningful conversation with women living in Revelstoke. Also new in 2019, we started offering a 10-week parent group called Connect. This group is aimed to support parents of teens and pre-teens in our community by having conversations about growth and changes within relationships.

Respectfully,

**Mariane Porlier
Counsellor**

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. Youth Services received 59 referrals for individual youth counselling this year. In the year 2019, Youth Services took a more intensive role with supporting children involved with the Ministry of Child and Family Development, offering one on one support both individually and within their classroom or homes.

In addition, this past year we have offered support with high school transition, peer to peer groups and facilitated Healthy Relationships presentations to RSS grades 8-11. We also work in partnership with the City of 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.

New this year, Youth Services has begun to consider the consistent feedback and need for a youth dedicated space in the community. Together, with the Stoke Youth Network, youth services has begun research assessing community need, goals of programming, building options, funding opportunities and youth centers across Canada with the intention of pursuing this as a future project.

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.

Respectfully,

**Kerstin Bell and Megan Shandro
Youth Services Workers**

FAMILY SERVICES

Parent Support Programs

The Parent Support programs offer a number of group experiences for parents where they can bring their children with them. The intent of the groups is 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/SCDP, Counselling, and the Food Connect Program as well as an ongoing children's clothing exchange which also sometimes includes diapers and formula.

Current 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 3: Formerly known as Bellies and Babies 2 is a drop in group for expectant moms and families with babies from birth to 36 months. This group is facilitated by a volunteer who is a grandmother of a child who has participated in our groups since birth. The age range was increased to 36 months as we identified a need for families who have two children ages 3 and under to attend a group where they could bring both children, but weren't ready to attend PACT as it is a much busier group.

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.

Respectfully,

Stacy Sanchez
Family Support and Parent Support Coordinator

Youth Respite House

Over the past year, Temple Street House got renamed to the Youth Respite House when one of the youth got transferred to the adult program. However, the mission of the respite house remains the same – providing a safe and supportive environment for youth with diversabilities and their family in the community.

The Family Services team has worked hard to maintain a safe and welcoming space that is responsive to the needs of the families and their children. The house itself got revamped and modified according to the needs of the future participants. Moreover, the program has followed the same trajectory by providing these young people the opportunities to acquire different life skills, grow as an individual and become more independent in a space that respects their different needs.

This program and thus these services would not have been possible without the collaboration of the families, the hard work of all the team members, as well as the support of the Ministry of Children and Family Development, Psychiatrists and Occupational and Behavioural Therapists.

Respectfully,

Patricia Beaulieu
Working Supervisor of the Youth Respite House

Summer Day Camp

We have been offering Summer Day Camp for 20 years now. It is a consistent, inclusive and much enjoyed summer program. In 2019, camp ran for 7 weeks, from 9am to 4pm, Monday to Friday, with extended hours to accommodate working parents (8:30am-5pm). In July/August of 2019 we had a total of 140 Revelstoke children attend. The science and water themed weeks were a huge hit, each encompassing a trip to Vernon; one to the waterslides and one to the science centre!

The Summer Day Camp program works to ensure that every child in Revelstoke that would like to attend camp has that opportunity. The program is facilitated by local youth pursuing post-secondary education. This program offers the youth and children of Revelstoke the chance to be involved in a local community based summer activity that fosters social relationships in children and leadership skills in youth.

Respectfully,

Andree Rioux
Supported Child Development Coordinator

FAMILY SERVICES



COMMUNITY CONNECTIONS

Summer Day Camp 2019



Family Services Staff

Karley Trauzzi	Director of Family Services and Counselling
Lindsay Oberg	Counselling
Amanda MacIntosh	Clinical Supervisor, Infant Development and Counselling
Sheena Bell	Interim Director Family Services and Counselling
Kelly Silzer	Women's Support Services
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 Services, and Counselling
Chris Froelich	Supported Child Development Program
Christina Davidson	Parent Support and Infant Development Program
Mariane Porlier	Counselling
Emily Inston	Supported Child Development Program
Amy McGiven	Parent Support Program

Neighbourhood Respite House Staff

Patricia Beaulieu	Neighbourhood Respite House Supervisor
Ali Pilon	Neighbourhood Respite House
Natalie Gibb	Neighbourhood Respite House
Matthew Hemelik	Neighbourhood Respite House
Ainslee Arthurs	Neighbourhood Respite House
Isabelle Gallant	Neighbourhood Respite House
Josianne Langois	Neighbourhood Respite House
Tobias Schulz	Neighbourhood Respite House
Steven Welch	Neighbourhood Respite House
Kristen Avery	Neighbourhood Respite House
Daniela Sablinskas	Neighbourhood Respite House
Kristy Cameron	Neighbourhood Respite House
Tatana Kosarova	Neighbourhood Respite House

Youth Respite House Staff

Mariane Porlier	Youth Respite House Supervisor
Marina Rachinski	Youth Respite House
Zaaven Forest	Youth Respite House
Maryann Richards	Youth Respite House
Shezza Malik	Youth Respite House
Sidanny Bennet-Thomas	Youth Respite House
Erin Buchanan	Youth Respite House
Patricia Beaulieu	Youth Respite House
Daniela Sablinskas	Youth Respite House
Natalie Gibb	Youth Respite House
Matthew Hemelik	Youth Respite House
Rayne Kramer	Youth Respite House
Ainslee Arthurs	Youth Respite House
Kristy Cameron	Youth Respite House
Megan Leitch	Youth Respite House
Nicole Spinks	Youth Respite House
Farah Shawaf	Youth Respite House

**Respectfully,
Marly McAstocker
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 19 years for those who struggle with food insecurity. The people we help are local community members and 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 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.



The Food Bank has not seen a reduction in demand for many years and during 2019 we provided services to 268 separate households that included 329 adults and 91 children. We also assisted 34 seniors (65+) last year and had 80 new registrations. This is an increase of 30% more new applicants for 2019 compared to 2018! 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 Client Choice Model is our standard way to distribute food and this provides opportunities for volunteers, clients and staff to interact while allowing more social and supportive relationships. We offer a self-serve light breakfast program and work closely with the Food Recovery Program to ensure that food that is redirected from grocery stores and restaurants is distributed at the Food Bank. Weekly we have a variety of meat products, fresh vegetables and dairy products. We purchase vitamins for distribution during the peak cold and flu seasons. We provide 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 each week from June – October and redeemed over \$15,000.00 worth of coupons at our two weekly local markets.

COMMUNITY OUTREACH & DEVELOPMENT

We support individuals and families with quality food and time and in this regard our volunteers always 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 retired in January after 30+ years with our organization and not only do we miss her historical perspective but she could also be a bit of prankster when least expected! Erin Maclachlan has stepped into Cathy's role and is providing dedicated support and resources for our most vulnerable population. Mason Blackmore left our team to return to bookkeeping and we were fortunate to have Hannah Whitney come aboard with great energy! She keeps the food moving on a daily basis and is a great support at the Food Bank, fundraisers such as Soupalicious and the Christmas Hamper Program. I would also like to extend my gratitude to Kimberley Bishop, Tenant Support Worker at Monashee Court who provides countless hours of assistance to the tenants and to Melissa Hemphill, Food Security Coordinator who works on multiple projects in a year with such great enthusiasm.

Respectfully,

Patti Larson
Program Director



COMMUNITY OUTREACH & DEVELOPMENT

Food Security

The work of the Food Security Coordinator, centers on implementation of the recommendations for building our community's food security in the Revelstoke Food Security Strategy. The strategy organizes the work into five goals, which will be used to describe the 2019 work.

Goal 1: Access to Food - Promote and support dignified access to nutritious, safe, affordable food as a basic human right for all residents.

Melissa serves as the chair of the Revelstoke Local Food Initiative Farmers' Market Advisory Committee, leading this group to provide a food-focused market with broad community support. The market is a member of the Farmers' Market Nutrition Coupon Program, providing the ability for low-income citizens to access healthy fresh foods, while also supporting local producers.

To address food access, Melissa helped to organize the Emergency Services Food Drive, publishes the *Low Cost Food Guide*, developed the *Chef Meal Program*, manages the *Revelstoke Garden Sharing* Facebook page, and has worked with the Community Outreach team to explore equitable food distribution through our programs. In 2019, we were able to partner with Community Food Centres of Canada to interview citizens for the national food insecurity survey, providing valuable insight to our client's struggles and successes. This information informed a presentation to local physicians about recognizing the signs of food insecurity and referring patients to the services we offer.

As access to food is mostly an income issue, a resolution was drafted for the Union of BC Municipalities, which was supported by the Revelstoke City Council, and adopted by the UBCM, framing food insecurity as an income-based problem that requires income-based solutions. The provincial government has committed to working on this issue as a result of the resolution.

Early in 2018, Melissa became a part of the Collective Impact project leadership team, working with the community to find solutions to Revelstoke's affordability challenges. Melissa works with the Food Insecurity Action Team for this project, providing background and clerical support.

Goal 2: Environmentally Sustainable Food Production - Increase access to local and regional food that is sustainably and ethically produced through personal, business and municipal government actions.

By convening a *Farmer Network* and organizing farmer training events, Melissa supports local producers. But there are far too few local producers. The concept of an incubator farm, to train new entrant farmers while ensuring access to reasonably priced farm land, was explored extensively this year, with several partners and experts coming together to inform the project.

Melissa is a member of the *City of Revelstoke Advisory Planning Commission*, providing a food security lens to upcoming developments and buildings.

COMMUNITY OUTREACH & DEVELOPMENT

Goal 3: Food Culture - Promote the significance of food quality, cooking and preserving skills, food traditions and the importance of eating together to our health and wellbeing.

In 2019, the *Chef Collective* was established, a networking and learning group to bring together local chefs. From this initiative, the *Chef-to-Chef* peer learning workshops were developed, and three workshops were held through the fall and winter. Several Chef Collective members were involved in community food events such as the *Harvest Hootenanny* and *Soupalicious*, where this year ten vendors provided soups to over 600 attendees, raising over \$3700 for the food bank. Working in partnership with Tourism Revelstoke and the Local Food Initiative, the concept of food tourism events were explored to highlight our local food culture.



Melissa concluded over ten years of membership on the City of Revelstoke Healthcare Advisory Committee, where she brought food security issues to the attention of city staff and city councilors. She continued with her seat on Okanagan College's *Welcoming Community Committee*, bringing food programming information to new residents. A *temporary food permit workshop* was hosted to help event organizers understand the process of obtaining permits.

COMMUNITY OUTREACH & DEVELOPMENT

Goal 4: Economic Sustainability - Support economic development opportunities related to local food production such as food production business, cooperatives, or partnerships through policy, education and networking.

With an eye on longevity, incorporation of food security language into a revised Official Community Plan remains a key priority of our food security work. As the City prepared to initiate this process, extensive research about food policy was conducted, in addition to the *Urban Agriculture Bylaw*, drafted in 2018. Melissa hosted a *Visioning Survey* for the City, at a winter farmers' market, collecting valuable information to inform the OCP review process. Additionally, a variety of stakeholders in the community were brought together to draft a *Bee City Application* for the City of Revelstoke, which will form a platform for pollinator protection initiatives. The application is currently under review by city staff and committees.

In addition to connecting new farmers with available land, consulting new food and farm businesses, being involved in regional food hub planning, and speaking at StartUp Revelstoke's *Food Innovation Night*, Melissa currently sits on the *BC Ministry of Agriculture's New Entrant Advisory Committee*, providing input to the creation of new programs and supports. Melissa also brings a food security lens to the *Community Futures Revelstoke Board of Directors*, and serves as their representative on the *Revelstoke Community Foundation Board of Directors*.

Goal 5: Education - Increase knowledge of food security, local food systems and actions that can strengthen food security by public officials, community agencies, business owners and residents of Revelstoke.

In addition to providing information booths at *NCES' Sustainability Expo*, *RSS' Environment Expo*, and the *Climate Change Rally*, Melissa serves on the *Local Food Initiative Board of Directors*, supporting their multiple food education programs. To further develop food curriculum and programming for our local students, ideas were presented to the *School District 19 Board of Trustees* and *school garden* concepts were explored with administrators. Public resources such as the *Community Kitchen Directory* and *Local Agriculture Learning Guide* continue to be available at our main office and at the Recreation and Aquatic Centre.

Our food security work is generously funded by the City of Revelstoke, Columbia Basin Trust's Community Initiative Program, and the Real Estate Foundation of BC. At the end of March 2019, we finished up the three year funding program with Interior Health's Community Food Action Initiative.

The position of food security coordinator not only allows our community to address household food insecurity and community food security in diverse ways, it also allows representation at regional conferences such as the *Basin Food Summit*, *BC Association of Farmers' Markets Annual Conference*, and the *Columbia Basin Transboundary Conference* dealing with Columbia River Treaty issues. Our food security coordinator is a member of a provincial community of practice, which meets online monthly for education and collaboration on a broad range of food security topics.

COMMUNITY OUTREACH & DEVELOPMENT

In 2019, Melissa also took on the task of chairing Community Connections' space committee, working on opportunities for building out our main office or relocating some programs in an off-site location. We were able to secure funding from Columbia Basin Trust to retrofit our main office with some energy sustainability measures. The space committee continues to explore opportunities in our changing community to best serve our clients and programs.

As someone who is passionate about the importance of nutritious food as a basic human right, I am honoured to serve our community as Food Security Coordinator. I am thankful for the continued funding support that this work receives and for the collaborative home that this work has found with Community Connections. I predict that the year 2020 will be one for the record books in terms of food security initiatives!

Respectfully,

Melissa Hemphill

Food Security Coordinator

Food Connect (Food Recovery Program)

2019 was yet another strong year from the Food Connect program. The program recovered a total of 130,530 lbs of food, in total the amount of food recovered since 2016 via Food Connect was 396,528 lbs. We passed the 400,000 lbs mark not long into January 2020. We picked up six days a week with the help of our Saturday weekend volunteers and our Farmers' Market volunteer. The Monday to Friday pickups were carried out by the Food Recovery Coordinator, first Mason Blackmore until Hannah Whitney took over for him in September to continue Jenna Fraser's maternity leave. We have about twenty volunteers helping out with Food Recovery each week. Many of our volunteers are dedicated to the program and there was not much turn over from month to month, however it was not difficult to find eager new volunteers when needed. A big thank you to Community Connections employee Chris Froelich and her two youth volunteers Colten Hollenberg and Morgan Kerr, whose weekly help with the program has to be recognized.

The program collects food six days a week and in the latter half of the year increased its distribution pick up times to six, with the new Monday Evening Public Pickup time slot. This public pick up time slot was well attended and had great feedback from users as a great "after work hours" food access point. The program is also distributing food to twenty-five different programs and agencies regularly including: Community Connections programs (Food Bank, Mentoring, Youth Outreach, family support groups, three group homes and disabled persons' support group), three school breakfast programs, the Women's Shelter, Revelstoke Childcare Society, two subsidized housing complexes and the Seniors' Association.

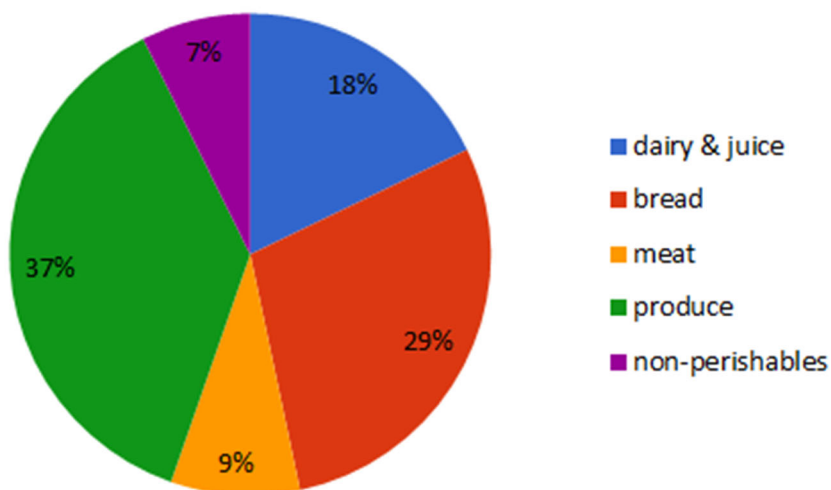
COMMUNITY OUTREACH & DEVELOPMENT

Over the Christmas Holidays Food Connect continued holding pickups to fill the need for food access while our office was closed. For five days over the holiday break we handed out food recovery under the Legion overhang. The program was a success in that all the food was handed out every day, the public received the program very well and it alleviated some of the food insecurity felt by the users over the holidays. Between 40-80 individuals came to the pick up each of the five days we ran the program.

The program plans for continued growth into 2020. We would like to see more education and outreach integrated into the program, as well as growing the access to the food we are distributing.

Respectfully,

Hannah Whitney
Community Food and Outreach Coordinator



COMMUNITY OUTREACH & DEVELOPMENT



COMMUNITY OUTREACH & DEVELOPMENT

As a part of the Community Outreach and Development team, the Homeless Outreach Program and Social Justice Advocate provide essential services to Revelstoke's most vulnerable populations.

Social Justice Advocate and Homeless Outreach Program

The Social Justice Advocate and Homeless Outreach Program have been essential services for the Revelstoke community since their inception. These programs support each other with a shared goal of assisting people to access government social welfare services and secure housing.

The population of Revelstoke has grown, and with that come new challenges for some citizens. For many people, finding affordable housing is the biggest challenge. The Homeless Outreach Program works with individuals to help them find housing, or keep housing. Through weekly attendance at the food bank, regular drop-in hours, and word-of-mouth, this position successfully supports those who are most at risk of experiencing homelessness, or who are currently experiencing homelessness. Along with direct client support, this position also informs BC Housing on the housing needs of Revelstoke, and works with stakeholders to advocate for more affordable housing in Revelstoke.

Once a person secures housing, the next challenge is maintaining it. The Social Justice Advocate position supports people to navigate the different processes for applying for social welfare services like, employment insurance, income assistance, pensions, or disability assistance. Once people have established secure monthly social welfare they are more likely to be able to maintain their housing. The Social Justice Advocate also supports people that experience challenges to their human rights. The Social Justice Advocate supports people to access the human rights tribunal, the residential tenancy branch, or with any other inquiry they may have.

As a part of the Community Outreach and Development team, the Homeless Outreach Program and Social Justice Advocate provide essential services to Revelstoke's most vulnerable populations.

Tenant Support Worker

The Tenant Support Worker (Kimberley Bishop) supports people living in subsidized housing managed by BC Housing. Many of the tenants living in subsidized housing require some support to be successful in their tenancy. This support is offered through the relationship that is built between the tenants and the Tenant Support Worker. The Tenant Support Worker often knows all the tenants in the building and their various needs.

COMMUNITY OUTREACH & DEVELOPMENT

These needs can be some of the following: understanding tenancy rules and regulations, accessing government social welfare supports, managing conflicts with other tenants, and supporting tenants to maintain their housing by abiding by the BC Tenancy Act. The Tenant Support Worker also connects tenants to other community supports like the Social Justice Advocate, Interior Health, the food bank, the volunteer tax program, the seniors program, and/or counselling.

Our current Tenant Support Worker assists many tenants with complicated health care needs. These tenants are supported to attend doctors' appointments, take their medication, and request additional supports from Interior Health when needed. The Tenant Support Worker also provides recreational activities to encourage relationships between tenants and reduce isolation.

The Tenant Support Worker works closely with the property management team to ensure the building is safe, and follows up on requests for repairs from the tenants. In addition, the Tenant Support Worker helps tenants to understand the requirements of their yearly unit inspections and rent reviews.

Respectfully,

Erin MacLachlan
Homeless Outreach and Social Justice Advocate

COMMUNITY LIVING PROGRAM FOR ADULTS

Community Living Service for Adults provides programs for adults with disabilities within Revelstoke. CLSA has three residential programs with seven individuals residing. This past year our residential programs have grown with a new space being renovated at Eighth Street Group Home to service one of our individuals. CLSA also runs the RADS program which provides inclusion and employment services for our individuals. This program continues to grow as we expand our services to more individuals in the community. Although this year our programming has been modified due to COVID concerns, the past year there have been many fun events that our individuals have participated in. RADS ran a camping trip last year that was a success and many individuals attended. Many of our individuals have taken up skiing and snowboarding weekly and participate in the Special Olympics programs.

The past year has seen a lot of growth with an increase in individuals accessing our services and an increase in staffing. The CLSA team looks forward to continuing to expand our services, while working with the community to support the lives of the individuals so that they can live their lives to the fullest.

Respectfully,

**Jenna Thomsen
Program Manager**

RADS—Community Inclusion

At the Revelstoke Adult Development Services Program we aim to support and enrich the lives of the people we work with and help build their best quality of life. We provide inclusion services, activities and outreach to our individuals.

We believe improving social inclusion for people with diverse-abilities starts with increasing their independence and confidence-strengthening their support systems and establishing routines and life skills. Activities are based upon the individual's needs, wants, goals and preferences. Inclusion gives a sense of belonging, develops valued roles and creates social relationships in the community .

'We want a culture that is inclusive of everyone and where everyone who joins feels they have opportunity to succeed and grow'

-Nellie Borrero

Respectfully,

**Jesse Fowlie
Community Support Worker**

COMMUNITY LIVING PROGRAM FOR ADULTS

Employment

The Revelstoke Adult Development Services (RADS) Employment Program structure and strategy supports adult individuals with diverse abilities in securing and maintaining employment and develops inclusive workplaces in our community.

Our program structure provides individuals with: specialized job development, one to one job coaching, work skill development and individualized action planning in efforts to secure and maintain meaningful employment positions.

Our program strategy is to: create awareness and understanding about our program, to continue to connect and support inclusive workplaces and to increase employment capacity for individuals with diverse abilities in our community.

Inclusive employment benefits both the individuals and workplace. Employment offers individuals with diverse abilities a means to reduce poverty, decrease social isolation and provides a sense of identity. Employment offers inclusive workplaces new growth, a variety of perspectives and a committed workforce.

The RADS employment program aspires to secure and maintain employment for individuals and continues to build a more inclusive workplace culture in Revelstoke.

Eighth Street Group Home

This year at the Eighth Street Group Home has been an eventful one! One of our clients moved back to Salmon Arm, while another moved into the Eighth Street Home from the Second Street Group Home. This has done wonders for the clients in our home. It has given everyone a chance to build a strong relationship with one another.

Everyone at the home enjoys a variety of things. This past summer they enjoyed a camping trip with other clients in our organization up past the dam. The clients also spent the day at the IPE in Armstrong with the RADS group. Others enjoy their weekly coffee with their friends and family. The ladies of the house enjoy their spa days at the RADS inclusion, painting together and having a cup of tea while watching a movie.

We also have a few skiers in the house that enjoyed the adaptive ski program this winter. Special Olympics Bowling and Curling is a big part of one individual's life. These past few months have been a period of adapting to a different type of normal with the pandemic going on. We look forward to brighter times ahead!

Respectfully,

Michelle Chipman
Residential Care Worker

COMMUNITY LIVING PROGRAM FOR ADULTS

Lower Eighth Street Group Home

Lower Eight Street (LEGH) is a new program to CLSA that focuses its support on improving the quality of life of one energetic and caring young lady. This person is supported by two staff during the day and one staff overnight. Staff work with this person to help manage and overcome her daily challenges and unique fears by following a person centered behavior plan alongside an in depth daily schedule.

This person has overcome a variety of big transitions this year from finishing high school to moving to her own apartment. In the summer she can often be found swimming in a lake with a big smile on her face. She thrives in the outdoors and loves going on car rides with the windows down and the music on. When she's not found out and about it's safe to assume she's working on life skills with her staff. She completes a number of short activities that promote small/gross motor function, memory, focus, sensory, exercise and basic life skills.

LEGH will continue to facilitate this positive growth with person centered goals and consistent programming, so she can realize her full potential.

Respectfully,

Michelle Martin
Residential Care Worker

Second Street Group Home

2019 has been a Year with lots of changes for the Second Street Group Home. Residents. One of the Individual moved to the Eighth Street Group Home and another moved to Salmon Arm into a Home share with a great Family.

One of the Residents from the Second Street Group Home is enjoying his Retirement. He likes to walk uptown to visit different Businesses and stop in for a coffee at the local Restaurants.

Family visits and phone calls are also on top of the list for things to do.

The other Resident was busy working at a local Hotel. Her spare time was filled with Family visits. She also enjoys Biking, Skiing and Special Olympic Curling.

A big highlight was the summer Street music and going out to watch live Theatre at the Visual Arts Centre.

Respectfully,

Marianne Marolf
Residential Care Worker

COMMUNITY LIVING PROGRAM FOR ADULTS

Community Living Services Staff

Jenna Thomsen	CLSA Management Team
Brittany Palasz	CLSA Management Team
Emily Inston	CLSA Management Team
Marydell Allain	Home Share Coordinator/CLSA Management Team
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
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	Vocational Counselor
Phyllis Muirhead	Residential Care Worker
Maralee Faurot	Community Support Worker
Will Moores	Community Support Worker
Jesse Fowlie	Community Support Worker
Thelema Lord	Residential Care Worker
Lauren Condello	Residential Care Worker
Elyse Poitras	Residential Care Worker
Chantal Francoeur	Residential Care Worker
Michelle Martin	Residential Care Worker
Christina Griffith	Residential Care Worker
Erin Buchanan	Residential Care Worker
Megan Leitch	Casual
Julia Tattersall	Residential Care Worker
Lewis Thompson	Residential Care Worker
Breanne Wallach	Residential Care Worker
David Bickford- Smith	Casual
Brittany Martin	Casual
Tiffany Fowlie	Casual
Marc Reimer	Casual

FINANCE AND ADMINISTRATION

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.

Human Resources

2019 was a dynamic year for Community Connections. Staffing needs were in constant movement across the Organization which reflected the evolution of the programs and services we provided. We welcomed 33 new hires and had a total of 101 individuals on payroll throughout the year. This high number reflects a number of factors; employees retiring, seasonal programs, programs starting/ending, and turnover. We continued to support our staff with permanent full time and part time positions, a Group Health Benefits Plan, and an optional Pension Plan to join when eligible. We will remain responsible and fair with our staff going forward, as we truly believe they are our greatest asset.

Finance

Community Connections posted a balanced year for 2019 and we fully used our funding. This year the Family Services Department welcomed back two staff members who were on leave. To meet increasing clients and community's needs, the Food Security, Food Recovery and Homeless Outreach Programs grew significantly during the year requiring full time staff with benefits. A new full time Community Living BC funded Group Home was created to replace the part time Ministry of Children & Family's Staffed Youth Residential Program as the client reached adulthood. At the end of 2019 there were 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

One of the Organization main focuses was the implementation of an online database to create, maintain and archive all client data. The organization will use this powerful asset as a tool to complete all necessary client file documents, utilize the confidential internal communications and schedule tools, and support the work of all staff working at all sites or remotely by providing safe access to files, forms, and communications regarding work with all persons served. The database is expected to be fully implemented and operational by end of the first quarter of 2020.

Community Connections also revisited its priorities and direction by updating its Strategic Plan for 2019 to 2022. This reflection process lead to the identification of four key objectives which are: our approach to service is unified, thoughtful, strategic and collaborative; we communicate clearly at all levels in the organization, with our clients, with our partners and within the community; we are a sustainable organization; our physical space is enhanced to better meet service needs.

FINANCE AND ADMINISTRATION

In 2019, the department welcomed a new staff; Marie-Mai Parent was appointed Finance Director. Furthermore, to better support the organization, the Bookkeeping position was expanded to a full-time role which is now fulfilled by Mason Blackmore.

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

Our team:

Franziska Widmer
Mason Blackmore
Human Resources Specialist

Administrative Assistant & Receptionist
Bookkeeper
Thomas Zuliniak

Respectfully,

Marie-Mai Parent
Finance Director

FINANCE AND ADMINISTRATION

Funders Contributions & Specific Program Expenses (unaudited)

Revenue Source	2019	2018
Community Living BC	2,004,106	1,507,658
Ministry of Children & Family	726,317	918,410
Rent - Monashee Court	205,741	215,466
Ministry of Public Safety & Solicitor General	176,161	181,158
Donations & Donations In Kind	132,113	139,935
Fees	57,753	59,267
CBT funding	109,000	113,350
BC Gaming	70,500	95,000
BC Housing	172,865	166,512
Rent Group Home Residents	73,177	80,374
City of Revelstoke	8,095	26,400
Subsidized child care	-	0
Other Contracts (Whitevalley - CapC)	20,611	31,167
Autism Revenue	32,468	20,547
United Way	7,777	9,903
Canada Summer Jobs	-	10,290
Grants - One Time Only	29,901	32,008
Revelstoke Community Foundation	4,500	6,000
Revelstoke Credit Union	4,000	0
Interest	4,465	4,776
BC Housing - 8th St	3,060	3,060
Other	30	85
Total Revenue	\$3,842,640	\$3,621,366
Program Expenses		
Residential Group Homes	1,543,975	1,084,905
Community Inclusion & Supported Employment	323,022	326,684
Staffed Youth Residential	98,550	317,288
Family Enrichment	262,643	195,277
Monashee Court	312,485	264,037
Outreach (Food Bank)	212,144	197,316
Homeshare	190,253	220,965
Respite Parent Support	60,433	0
Supported Child Development	189,607	147,489
CLS for children	71,667	98,599
Food Security	49,194	74,250
Housing Outreach	99,194	87,047
Stopping the Violence	72,671	65,807
Family Services (Youth Services Program)	39,939	50,449
Children Who Witness Abuse	56,086	50,756

FINANCE AND ADMINISTRATION

Infant Development	67,400	44,610
Summer Day Camp	49,957	39,770
Women's Outreach	46,781	43,237
One time only projects	-	41,060
Cap-C	25,619	25,998
Autism	23,647	14,900
Social Justice Advocate	14,873	19,910
Parents and Children Together	9,587	6,165
Parent Support Services	22,055	26,030
Residual Administration Costs	-	2,640
Total Expenses	\$3,841,782	\$3,445,190
Surplus (Deficiency) of revenues over expenses	\$858	\$176,176

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
- * Downie Timber and Selkirk Cedar
- * Take to Heart Sawmill
- * Revelstoke Baptist Church
- * Real Estate Foundation of BC
- * Community Food Centres Canada
- * Numerous community and corporate grants, and private donations from community members
- * Community Connections staff also sit as members on various steering and community planning committees



COMMUNITY CONNECTIONS (REVELSTOKE) SOCIETY

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Revelstoke, BC V0E 2S0

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Main Office Hours:

8:30am—4:30pm Monday - Thursday

8:30am—12:30pm Friday

Closed Statutory Holidays