



Community
Connections

REVELSTOKE
SOCIETY

ANNUAL REPORT

2021
Edition

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OUR BOARD OF DIRECTORS

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

Chairperson	Aimee Schalles
Treasurer	Robert Lamont
Vice Chair	Michelle Gabriele
	Donnelle Lang
	Gill MacLachlan
	Peter Dixon



INTRODUCTION BY THE BOARD OF DIRECTORS

Although 2021 was another year of challenges as the pandemic surged into its second year, we also welcomed new opportunities to support the community in meaningful ways that recognize all people as experts in their own lives. Through the peaks of the pandemic in particular, our staff worked tirelessly to find safe, progressive ways to deliver programs that were accessible to people in non-traditional formats. This shift was crucial during these restrictive times, as we continued to see a rise in those accessing our services: over 5,400 local residents received services from Community Connections, representing approximately 67% of the local population. We are continually impressed by the programming offered for newborns, children, youth, families, and seniors, and often hear from the people receiving services commenting on the high quality of the programs and the staff, as well as the important role these services play in enhancing their lives during a vulnerable time.

Our downtown location also saw a lot of exciting change inside and out this year, as staff worked intently to design spaces that embody the values of Community Connections and the diverse needs of the community. Renovations are well under way with the Food Bank taking on a new look and feel and the vision of supporting more youth and adult services in this meaningful space. We look forward to watching it all come together!

This year's many successes would not have been possible without the great work done by

the Community Connections staff, who brought their endless energy and passion to work each and every day, pushing us forward. We appreciate their unending drive to find empowering ways to serve our clients safely and address their needs in meaningful ways. Their grit and resilience continue to thread through their work as they ensure these programs continue to thrive. We thank our staff for their continued commitment and service; they remain of highest priority to us.

The Board would also like to thank the community of Revelstoke for recognizing the growing need for accessible social services and supporting their delivery through organizations like Community Connections. We continued to see a generous surge in donations, which allowed us to more than meet the increased demand. We are fortunate and thankful for the strong relationships we have with community members.

We welcomed two new Board members this year, Peter Dixon and Gill MacLachlan, and the unique experiences and perspectives they bring to enhance the organization. The year ahead will be all hands on deck with a strong focus on preparing for the future, as we update our strategic plan for the next five years. It is our continued privilege to serve the community of Revelstoke and we look forward to doing so in new and dynamic ways in the year ahead and beyond.

Community Connections Board of Directors
COMMUNITY CONNECTIONS (REVELSTOKE)
SOCIETY | ANNUAL REPORT 2021

MESSAGE FROM EXECUTIVE DIRECTOR

Closing out another year of wading (and sometimes just treading) through uncharted waters, what again comes to mind is the inspiring capacity for adaptation and response. We are always committing acts of resistance to injustices in our lives, and I am continually grateful to get to work alongside the amazing staff here that show up every day, around the clock with this commitment. As well, the depth of appreciation we have for stakeholders cannot go unspoken as we have seen an amount of community care, compassion, and generosity that continues to astound us.

It is always held at the top of my mind that the work we are committed to do across all services is funded by systems that are responding to struggle. We take this responsibility very seriously as we carry out our work in response to the people we serve, and join them in their own work in navigating those struggles as the experts in their lives.

Hearing their stories, carrying out agreements of belonging, and always locating problems as separate from people is our commitment.

There were a number of events and natural disasters, amongst the pandemic, that gave us pause. Most resoundingly, the atrocities committed against Indigenous peoples. We continue to consider our role and how we can take action in our practice and contribution to truth and reconciliation; the discovery of

the children who were killed in the Residential school system and never made it home to their families and communities continues to inform our service delivery on this land, in this place that has always been cared for by the indigenous peoples.

As a team, Community Connections staff continuously come together to reflect and support one another to keep listening, learning, and growing as we respond to community need and face the injustices of our past and present. As a member of the community, we want to encourage everyone to listen and take action and responsibility for the collective response to the injustices coming to light, as well as to listen to the stories of ongoing marginalization and injustice shared by any or all groups; to listen to understand and to learn to do better as a society, as neighbours, and as settlers on this land.

We welcome our community to reach out to us to keep the conversations open. We offer a safe place for stories to be shared. And we encourage community partners to connect and share resources to shoulder each other up in our response to the injustices and to help each other learn and grow for a better future.

-cont.

MESSAGE FROM EXECUTIVE DIRECTOR



As always, we invite you all to reach out for connection, support, solidarity, and community building. In closing, my appreciation and thanks to the people we serve, above all else, thank you for sharing with us and showing us the way we can respond and do better for the greater good. We look forward to continuing to work with and for this amazing place and all of the people living here.

Some key thoughts in looking ahead are continual practices of solidarity, enacting and critically reflecting on our practices of collective ethics. For me this means we as a team across the organization continue to invite each other to connect the barriers people experience to their preferred lives to the systems of oppression that benefit from enacting those barriers. To continue to reflect, consider each other, and to hold each other accountable to the values and practice principles that are constantly being tested and stretched, as it is our responsibility in our positions to do so. Some key thoughts in looking ahead are The re-imagination and creation of safe spaces is ongoing and will continue to be a part of our next steps as we begin to set our next 3 year strategic plan; we will be privileged to have you join us in these endeavors.

Sheena Wells
MSW, RSW

EXECUTIVE DIRECTOR

OUR STAFF

Community Connections (Revelstoke) Society is a non-profit organization and is Revelstoke's central provider of integrated, accessible social service programs. To respond to community needs, Community Connections delivers quality services both directly and through community partnerships. There are over 50 full-time staff, multiple service sites and over 20 social service programs offered to adults and children alike through this well respected and valued organization



OUR STAFF MILESTONES

Celebrating our Retirees

Marianne Marolf is retiring after 35 years with Community Connections. Thank you for all you have contributed over the years - we will miss your dedication and enthusiasm. We wish you a long, happy retirement. - Vielen Dank für all Deine harte Arbeit und Hingabe, Marianne!

Cathy Edmonson is retiring from 28 years of service at Community Connections! Cathy, we all wish you a wonderful retirement. Enjoy this new chapter of your life, and we hope it is filled with good health, relaxation, and fun, Cathy!

Milestones

Elyse Poitras – 5 years

Jake Sloots - 5 years

Sheena Wells – 15 years

Erika Holmes – 15 years

Dayna Donovan – 25 years

Mariane Marolf – 35 years



Marianne Marolf

"To know even one life
has breathed easier
because you have lived.
This is to have
succeeded."
- Ralph Waldo Emerson

FOOD OUTREACH PROGRAM

In the fall of 2020, we moved into the new Outreach Building and began establishing our now regular Food Outreach Programming. Throughout 2021 we delivered the Food Bank hour pickup three times weekly (Monday, Wednesday and Friday), and in November we moved into the newly renovated space where the food bank will live permanently.

Accessibility

Our new food bank space is more physically accessible through wheelchair accessible doors, large isles, an awning to protect clients in line from harsh weather and to keep our entrance way clear, and volunteers at the ready to assist with shopping. We can provide clients with an emergency hamper anytime that our building is open.

Local Purchasing, Donations and Food Recovery

In 2021 we made an effort to expand our food purchasing to include more locally sourced products directly from Wild Flight Farms, First Light Farms, Greenslide Cattle Co., B.A. Sausages, Dolan Delivery and Save On Foods.



FOOD OUTREACH UPDATES



VOLUNTEERS

Increased our number of volunteers, now contributing a total of 90-100 hours per week! We have local businesses donating volunteers from Baker-Tilly, Eagle Pass Heli-Ski, and Cronometer.

LINK 2 FEED DATABASE

In May, we transitioned to a new database, improving our ability to register and track clients, as well as acknowledge trends in access.



REVV HELPS

We have partnered with Revv Helps, a local program, to assist with 15-20 weekly hamper deliveries to clients who cannot make it to the Food Bank.

INCREASED STAFFING

More staff in the building has allowed to offer extended hamper and food pick up services outside of Food Bank hours.



Fundraising campaigns:

- First Light Farms crowdfunded = \$7000 in fresh local produce
- Fall Food Drive = 5,000lbs of food donations and \$12,000 in cash donations
- Powder Rentals Food Drive = 4,000lbs of food donations
- "Save to Shave" campaign = \$8000 for food purchasing
- RMR Locals' Days = \$10,020 for food purchasing

FOOD OUTREACH PROGRAM

Throughout the year we recovered 142,812lbs of food from food retailers, bringing the program's recovery total to 630,000lbs. We experienced a severe decline in food donations in November due to the catastrophic road closures which seriously diminished what we were able to provide for clients to choose from. This illustrated the heightened vulnerability that food insecure households experience in the face of climate change.

Other Programs

We continued to support community groups with food recovery throughout the year. Those groups include: school breakfast programs, Mount Begbie Manor, Childcare Society, Second Street Group Home, Soup and a Smile, Moving Forward Program and other school programs such as the resource room, chill program and food class.

The Farmers Market Nutrition Coupon Program supported 75 clients receiving \$21 in coupons once a week to spend at our local

Farmers Markets for 16 weeks. The program provides access to high quality locally grown produce and groceries to those who it would otherwise be unaffordable.

Our December Holiday Program distributed over \$87,000 in gifts and gift cards to 130 households to support their holiday celebrations.

Thanks

We would like to thank and acknowledge the community it takes to run and maintain a program like this. The Food Outreach Program is only successful because of the many people and organizations that value and support it. We are lucky to be on the team that sees that support in action on a daily basis.

Hannah Whitney & Bailey Elizabeth

*Community Food & Outreach Coordinator;
Food Coordinator*



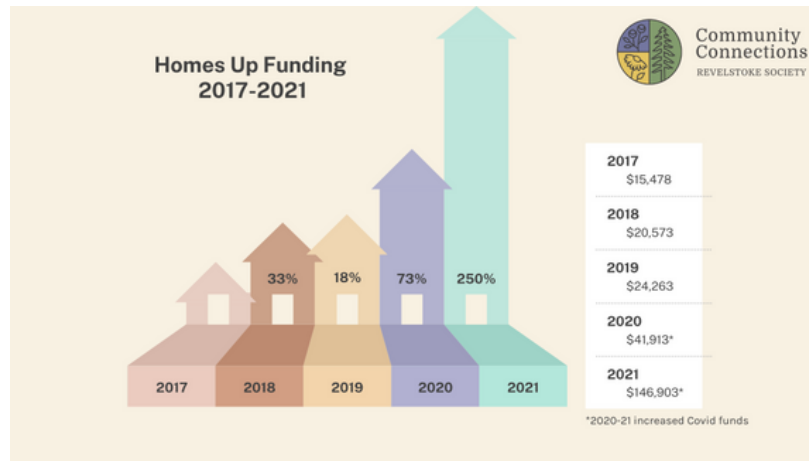
Hannah moved to Revelstoke in 2017 and took on her adaptive and evolving role in 2019. This, in tandem with the enriching people she gets to work for and with everyday, is what sustains her role. Hannah sits on the board for the Local Food Initiative, endeavors to own some chickens and plans mountain bike excursions for the summer.



Bailey started out as a volunteer, becoming an employee 2.5 years ago. She has found family at Community Connections, she loves to work, and works a lot! In her spare time she can be found on the lake, hanging with her dog or meal prepping.



OUTREACH PROGRAM



Mural created by Hunter Powell



Food Recovery Donors



Garage-era Food Bank ready for distribution.



Food Recovery Donors



Food Recovery with new branding



The new Food Bank space

FOOD SECURITY

Our food security work over the past six years has centered on building a more robust and resilient food system that serves the community of Revelstoke in the present and future. A strong local food system enhances a community's ability to support the well-being of every resident, including those experiencing household food insecurity. The Revelstoke Food Security Strategy serves as the guiding document for this work, and an update to the strategy was initiated in 2021.

In 2021, the focus of the work became the planning and construction of the new food bank and community kitchen spaces in our Outreach Building. These legacy food assets will serve the community long into the future.

The other food security projects of the year included:

- Food policy development for the OCP
- School Lunch Program
- Farmers Market
- Bee City Revelstoke
- Farmer Support
- Community Farm development

Revelstoke's food security work continues to be a model often called upon to provide support and guidance for other communities that recognize the value of attending to their local food system.

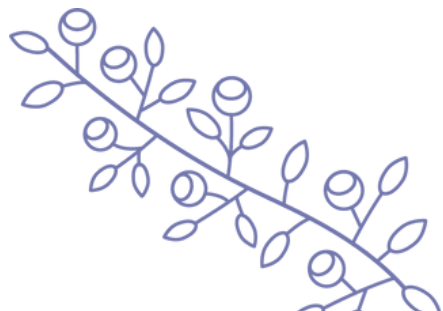
The pandemic shone a spotlight on current and future challenges to food security, yet our local food system demonstrated resilience and strength throughout. Small grocers maintained their stock of regionally local products, the farmers markets provided access to small-scale food businesses, and the food bank remained well funded and therefore stocked with nutritious and often locally-produced foods. The past two years have shown that investment into proactive food security work is worthwhile and necessary. I feel grateful for the support that this work has received from Community Connections, our funders and partners over the past six years. I look forward to continuing the work under an updated food security strategy.

Melissa Hemphill

Co-Director Community Development & Outreach



Melissa is passionate about all things food and environment. She is a board member with the Revelstoke Local Food Initiative and Community Futures Revelstoke. When she isn't working on our food system, she is likely tending her honey bees and garden, spending time in the mountains with her family or reading enlightening books by the fire.



SOCIAL JUSTICE ADVOCATE

The Social Justice Advocate has continued to play an important role in supporting the community throughout the pandemic. This program, along with Housing Outreach, support each other with a shared goal of assisting people to access government social welfare services and secure housing.

The ongoing pandemic has widened the gaps in basic services and supports that many folks in our community rely on. The changing landscape of real estate has made many long-term renters homeless with very limited, if any, affordable options in Revelstoke.

Through regular Drop-In hours, the Outreach team offers support and resources to those looking to access federal and provincial benefits, looking for housing, navigating tenancy issues, and accessing digital based services.

The pandemic and Public Health Orders have significantly reduced access to in-person support and services. The move online of even more services has created more barriers to service for those who may have already been isolated. Supporting folks to navigate online services has become an even larger part of the work done by the Outreach team.

The Drop-In program has enabled the team to support more individuals in person and has shown the increased need to access health and other resources.

The Emergency Resource Fund offers the ability to connect people with services they need. This has included dental, optometry, prescriptions, medical aids, utilities, laundry services and bus tickets. The Emergency Resource Fund relies on grants, donations and grants-in-aid from the City of Revelstoke and has dispersed over \$16,000 in 2021.

Siobhan O'Connor

Social Justice Advocate



Siobhan is originally from Australia and has called Revelstoke home for 7 years. She may have moved for the snow, but now stays for the glorious (non-smoky) summers. As much as she loves her job, she loves getting outside with her pup, Archer, the most.

HOUSING & HOMELESS OUTREACH

The Housing and Homeless Outreach Program has remained an essential service for the Revelstoke community. Due to the pandemic and its associated impacts, Community Connections has experienced heightened demand for assistance from individuals experiencing, or at risk of, homelessness.

The struggles surrounding housing security stem from lack of available work, lack of local affordable and supportive housing, and resulting effects from the province's social isolation requirements. Folks in need of housing experienced great difficulty securing anything local, and a high proportion of our client base required a rental supplement to afford the slim provision of rentals. Thanks to BC Housing, more rental supplements were able to be distributed to those in need. In January 2021, a total of 25 rental supplements were provided to members of the community.

In conjunction with the BC Housing Homeless Outreach and Homeless Prevention Programs (HOP/HPP), a grant offered through the City of Revelstoke from the Union of BC Municipalities has allowed the Outreach Department to trial an Emergency Shelter Program (ESP). This 1-year pilot project will continue until December 2022, providing emergency shelter services to those living outdoors or anyone in crisis and without shelter. This program connects emergency service providers (i.e. the Women's Shelter, Interior Health and the RCMP) to the ESP in order to provide a more appropriate form of support that does not exhaust other emergency services. The data collected through this program will assist in more clearly depicting Revelstoke's housing and shelter needs.

Laurence Chanut

Homeless & Housing Outreach Coordinator



Laurence takes her medicine in the form of laughter. Never overlooking the beauty or absolute ridiculousness of life. Her strength in her convictions rival her strength in her physical form. She is not one to back down from a challenge or a meal. She's an expert at spinning discs, both frisbee and turntable - which have gathered her a cult like following in certain circles. She's been with Community Connections for just over one year.

TENANT SUPPORT

BC Housing contracts Community Connections to provide the Tenant Support Worker position that assists people living in subsidized housing.

Many of the tenants living in subsidized housing require some support to be successful in their tenancy. The Tenant Support Worker creates relationships with the tenants and learns what will support them to be most successful in their tenancy. The Tenant Support Worker creates relationships with all the tenants in the building by advocating for their various needs. Tenant needs often include 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.

Erin MacLachlan has worked for Community Connections for the past 13 years. Erin and her two children love to read and enjoy the outdoors.

Our current Tenant Support Worker works hard to ensure the needs of all the tenants are met. She continues to advocate for tenants with complicated health care needs despite many of their health care needs being over the phone, or through telehealth. We had many deaths in the building over the past year and the Tenant Support Worker has managed the unit turnovers and grieving process with other tenants with compassion and grace. The weekly coffee social began again this year, along with a Thanksgiving dinner and a Christmas dinner.

The ongoing support of this vulnerable population continues to align with the mission and values of Community Connections.

Erin MacLachlan

Co-Director of Community Outreach and Development



FAMILY SERVICES

Family Services is a group of 12 dedicated professionals who provide quality services to the community of Revelstoke. The services provided are grounded in the principles of a collaborative approach to working with individuals, families, groups and professionals in the community. There are five components that make up Family Services and they include: Clinical Services, Youth Services, Supported Child Development Program, Youth Respite House and Parent Support Services.

Clinical Services

Clinical Services provides free and accessible individual, couple, family and group counselling. Our group of skilled counsellors provide support to individuals and families who may be facing a number of challenges. These challenges may include: anxiety/depression, sexual, physical and emotional abuse, parent-child conflict, addictions, stress, grief/loss, separation/divorce and violence. The Clinical Services team continues to collaborate with community organizations with the goal of meeting the needs of individuals and families in the community.

During the last year we have adjusted our services to ensure that they are accessible to our clients; this included online, over the phone/in-person, indoor/outdoor services. We received over 280 referrals in 2021 with the majority being self-referrals. In 2021 we saw 183 females access services compared to 100 males. Clinical Services referrals continued to be received from community partners, including health care professionals, RCMP, MCFD, schools and families, as well as from individuals themselves.

In response to the needs of the community the Clinical Services team facilitated many groups; including a COVID support group where individuals could drop in and discuss their fears and worries around COVID. Cook and Connect, a drop in lunch group for women who desired connection and support, Call and Connect, a support provided to community members who felt they didn't need counselling but wanted to connect with someone for support and conversation, and lastly the Women's drop in group which ran weekly and provided Women with a safe space to connect as well as discuss a wide range of women issues.

Clinical Services looks forward to providing continued support to our wonderful community during these uncertain times.

Lindsay Oberg

Clinical Counsellor

PARENT SUPPORT

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 many families! A light, healthy snack is provided and families have access to information and referral resources such as IDP/SCDP, Counselling, and the Food Connect Program as well as a limited (COVID-19) children's clothing exchange which also sometimes includes diapers and formula.

Current group experiences include:

Bellies and Babies:

A 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 wanting to attend. Due to COVID-19 we limited capacity to nine families per day and required families to register through an online booking system called Appointy.

Parents and Community Together (PACT):

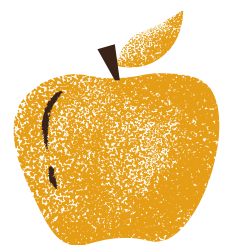
A group for parents and caregivers of children ages 0-5 in a fun, relaxed and safe atmosphere. For children, our program offers an age-appropriate play environment with dramatic play, imagination toys, and a gross motor play area. For parents and caregivers, we offer a welcoming setting where adults 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 main office. Due to COVID-19 we limited capacity to ten families per day and require families to register through Appointy, an online booking system. In January 2022, we will be increasing capacity to fifteen families for both Bellies and Babies and PACT.

Stacy Sanchez

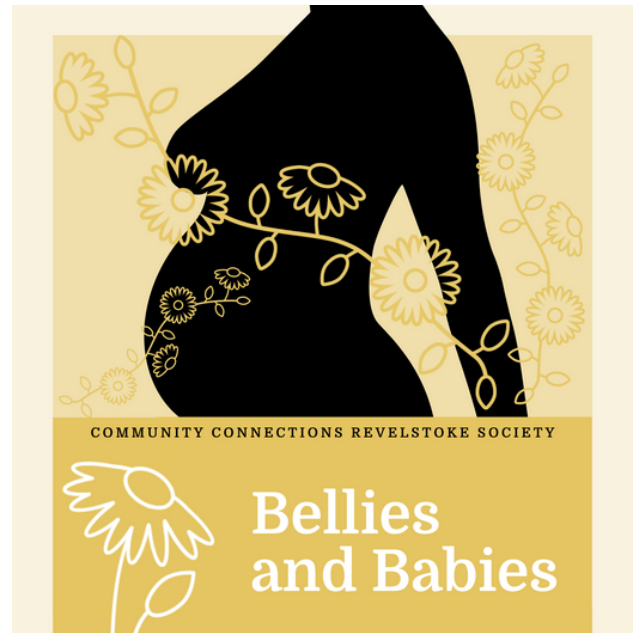
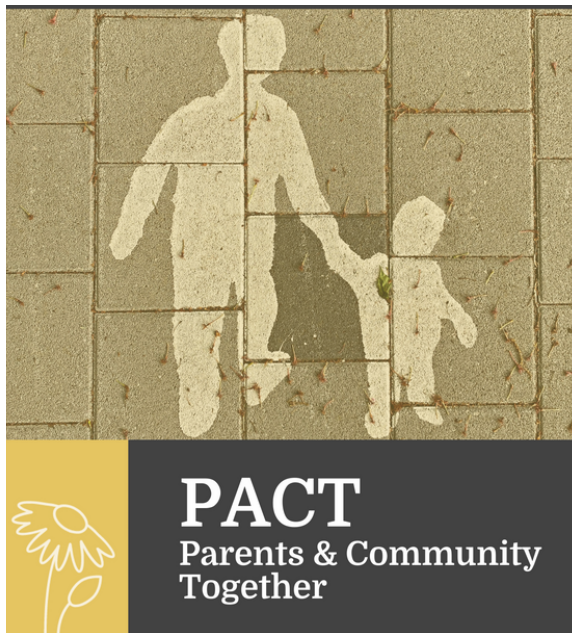
Family and Parent Support



"What a wonderful experience it is for a child to have a big person who knows how to listen. Not fix, not defend, not trample. But really listen." Dr. Vanessa Lapointe



FAMILY SERVICE PROGRAMS 2021



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 the Stoke Youth Network 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 57 referrals for individual youth counselling this year. COVID-19 greatly influenced youth programming, creating fewer opportunities to gather in groups as we've done in the past; however despite this barrier we continued to respond to needs identified in the community by offering activities and support in creative and meaningful ways.

The Youth Services program saw an increase in individual counselling referrals in 2021. The impact of isolation and disruption to people's lives was evident in youth's struggle this year. Working in collaboration with the Revelstoke Secondary School counsellors, weekly support in the school continued throughout the year with consideration of COVID-19 protocols.

In partnership with MCFD we piloted an all-girls group, aged 13-18. This group focused on education and group therapy which explored stress and anxiety in the body and strategies to

navigate overwhelm. We also started a weekly queer youth group called "Rainbows and Allies", this group continues' to increase in numbers weekly, as we discuss queer culture and promote youth advocacy. In support of mental health at Revelstoke Secondary, we have also created a drop in, catch all program called "I Got This!". This program offers strategies to navigate stress and anxiety through mindfulness, and is ran in the main area at the high school during lunch break once a month.

The Family Services team continues to focus on the creation of a youth specific space within the community, considering the logistics of staffing, space, demographic served and community needs. Together with the Stoke Youth Network, a formal proposal and initial community surveys have been completed. We have also proposed the youth center layout to RSS students, gathered and condensed their inspirations to our drawing plans. The team intends to maintain focus on this project while being thoughtful and intentional in the process. Our intention is to build a sustainable, inclusive and collaborative space for youth to gather.

We continue to center community collaboration and actively participate in the Revelstoke Youth Advisory Committee. Supporting local youth and families continues to be a priority for our organization.

Krista Patterson
Youth Outreach Worker



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YOUTH RESPITE HOUSE, AUTISM

Youth Respite House (YRH)

With a new contract signed this year, the Youth Respite House provides 152 hours per week of respite services to children and youth aged 6-18. The mission of the YRH is to provide a safe and supportive environment for children and youth with diversabilities. Families are able to access the house for short term care, including overnights. During their time at the house, the children and youth have the opportunity to engage in life skill development and preferred activities, such as biking, skiing, art, videogames etc., all while in a relaxed home setting.

This program is individualized to adapt to unique and changing needs of the children and youth who stay at the YRH. Our program houses one individual at a time on a rotating schedule so that the house can be modified to best meet the needs of the individual staying there. This one-on-one environment fosters a supportive relationship and environment catered directly to the child or youth.



As an organization that puts families at the center of their practice, an essential component to developing an individualized program at the YRH is collaboration with the family. We view families as the experts of their children and strive to consider the needs of each unique family.

The program as a whole succeeds due to the ongoing support from the entire Family Services team and collaboration with the Ministry of Children and Families, School District 19, and Behavioral Therapists. These close working relationships allow for holistic support for the children and youth we work with on a day-to-day basis.

Emma Gibson

Youth Respite House Coordinator

Autism Services

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 social and life skills. Services are provided in the community and schools to ensure accessibility.

Andree Rioux

Supported Child Development Coordinator



SUMMER DAY CAMP

Community Connections has been running Summer Day Camp for over 20 years. It is a consistent, inclusive and much enjoyed summer program. In 2021, the camp ran for 7 weeks, from 9am to 4pm, Monday to Friday. A total of 152 Revelstoke children were able to attend camp this summer.



Summer day camp staff were able to navigate through COVID-19 and the safety protocols that were in place to mitigate risk. Despite the smoky summer, staff kept children entertained and engaged. As usual, Science week (which involved the Science Centre in Vernon, making slime, and doing experiments with a science teacher), and Water weeks (Slip and Slides, beach days at many local lakes, and waterslide adventures in Vernon and Salmon Arm) were a huge hit. The Summer Day Camp program works hard to ensure that every child in Revelstoke that would like to attend camp has that opportunity. Thanks to donations from the community, we were able to offer 25 spots of cost-free camps to families.

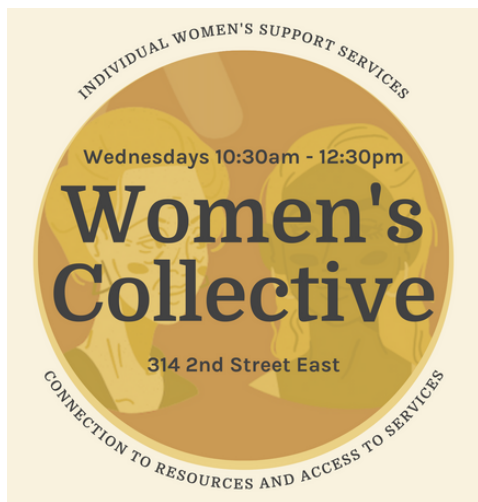


The program is facilitated by local youth who attend high school and are pursuing post-secondary education. This program offers the youth and children of Revelstoke the chance to be involved in a local community based summer activity that fosters social relationships in children and leadership skills in youth.



WOMEN'S SUPPORT SERVICES

Women's Support services continued to be a priority for the Family Services team in 2021. The team as a whole maintained enthusiasm and dedication to the planning and visioning for the future of this program. Despite challenges, including space, staffing and COVID-19, supporting women continues to be embedded and considered in everything we do within the Family Services Team. This year we offered specific drop-in support time for women and hosted parent support and connection groups. In 2021, we had 145 women referred for individual service, in addition to women who regularly attend groups.



November 25th to December 10th, the Family Services Team participated in the Nation-Wide campaign, 16 Days of Activism Against Gender-Based Violence. We featured statistics and education highlighting the prevalence of Gender-Based Violence and held groups to discuss and bring awareness to the topic.

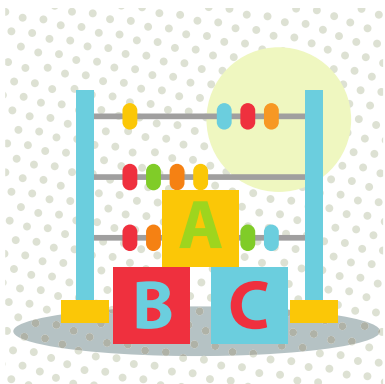
The Women's Services program continues to seek funding for capital projects, including the opening of a centre dedicated to supporting women. The program was successful in securing funds from United Way and Canadian Women's Foundation, creating momentum in planning and seeking commercial space to open a temporary centre while the Outreach building remains under construction.

The team continues to creatively consider how to generate income to contribute to the operations of the centre to create a long-term sustainable plan.

Our vision for 2022 is to build greater collaboration with community partners working specifically with women and to offer more programming for women by women in spaces dedicated to women. We look forward to the possibilities of this program in the coming year.



SUPPORTED CHILDHOOD & INFANT DEVELOPMENT



Infant Development Program (IDP)

The IDP continues to offer support, developmental consultation, monitoring, and assessment to families with infant's birth to three years old. In-person visits restarted again in October 2020. The program is now a mix of virtual and home visits, with the majority of families wanting to meet in person. These visits occur in either the family's home or in the office. We continue to link families with occupational therapists and physiotherapists who specialize in pediatrics. These visits occur out of town in the winter months, with some flexibility for virtual sessions with the therapists if families are unable to travel. From spring through fall, the therapists come to Revelstoke and see children at the Community Connections main office. These visits are funded by the program and are highly appreciated by families. 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 and PACT.

Christina Davidson

Infant Development Coordinator

Supported Childhood Development Program (SCDP)

SCDP is a provincial community-based program that assists families of children with extra support needs to families as needed. The Revelstoke SCDP program is intended to serve children from 3 years to 19 years of age.

2021 has been an eventful year. SCDP continues to find ways to support families and children. Following the COVID-19 rules and regulations, SCDP has continued to support school aged children after school with smaller groups of children or one on one supports. Other ways SCDP has supported families has been by providing food from the food bank if needed. SCDP is a family centered program. It operates under the principles of inclusion and family-centered practice and uses a multi-disciplinary team approach. The Coordinators support families in developing Family Service Plans, parent support, and support in kindergarten transition and adult transition. January 2021 SCDP offered a diversability parent support group. This is taking place via zoom. Despite a pandemic SCDP continues to find ways to support families.

Andree Rioux

Supported Child Development Coordinator



STAFF LIST



Co-Directors

Kerstin Bell

Marly McAstocker

Clinical Counselling Team

Kerstin Bell
Marly McAstocker
Karly Trauzzi

Lindsay Oberg
Mariane Porlier
Megan Shandro

Krista Patterson
(Youth Outreach)
Kelly Silzer
(Women's Outreach)

Infant Development Team

Jill Middlemiss
Christina Davidson

Supported Child Development Team

Patricia Beaulieu
Andree Rioux
Christine Froehlich

Family Support Team

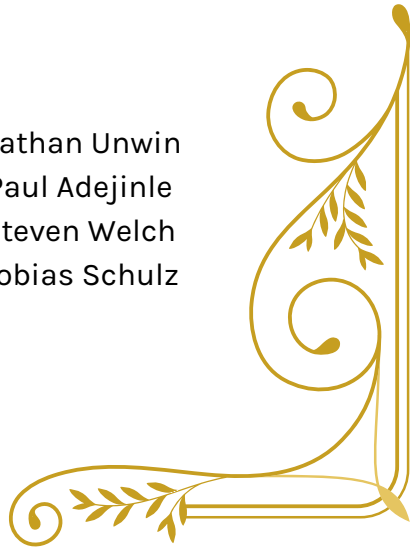
Stacy Sanchez
Amy McGiven

Youth Respite House Team

Ainslee Arthurs
Emma Gibson
Ashley McLean
Charlotte Flameng

Chris Wills
Deborah Hogan
Emily Kim
Josianne Langlois

Nathan Unwin
Paul Adejinle
Steven Welch
Tobias Schulz



COMMUNITY LIVING SERVICES FOR ADULTS

Community Living Service for Adults (CLSA) provides programs for adults with diversabilities within Revelstoke. CLSA has three residential programs with eight individuals residing. CLSA also oversees Home Share contracts where individual's live with a host family/individual.

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.



Diversability (n)

The word we use for individuals with unique mental and physical abilities.

Although this past year our programming has been modified due to COVID-19 concerns, the past year there have been many fun events that our individuals have participated in. Many of our individuals have taken up skiing, snowboarding and skating weekly and participate in the Special Olympics programs such as curling. There was a House trip to an adaptive camp with the upper 8th street folks and a few individuals got to get out of town to visit family.

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.

Jenna Thomsen
Co-Director CLSA

REVELSTOKE ADULT DEVELOPMENT SERVICES (RADS)

RADS – Community Inclusion

At the RADS Program we support our individuals to live their best quality of life by providing inclusion, employment, skill development and one to one outreach services.

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



Diversability inclusion means understanding the relationship between the way people function and how they participate in society and making sure everybody has the same opportunities to participate in every aspect of life to the best of their abilities and desires.

RADS – Employment Services

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, talents, strengths and needs. We strive to meet the persons needs by connecting the individual to their community in supportive work environments.

This past year has been tough on the individuals we support for continuing employment, as the government shut down sectors throughout the year to help combat the COVID-19 virus. Some of our individuals continued to work while the pandemic impacted others. We hope that we can continue to support our individuals with meaningful employment in town in the future.

Jesse Fowlie

Co-Director CLSA



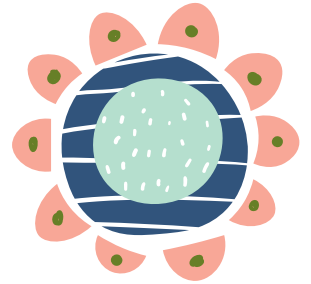
EIGHTH ST. GROUP HOMES

Eighth Street Group Home

This past year has presented both challenges and opportunities with the Covid-19 pandemic. Some of our activities were still cancelled so we made changes and adapted with the restrictions. The pandemic gave our residents the chance to build a stronger bond with each other. We did more activities at home such as crafting, watching movies and drinking coffees. This summer individuals enjoyed a camping trip to the Okanagan in an adaptive cabin. There were trips to the live music downtown and for family trips. Everyone enjoys all sorts of activities or hobbies. The ladies of the house would rather go for a spa day at RADS while the gentleman would choose the ice rink. We have a great skier in our home that really likes the adaptive ski program at the resort. Special Olympics Bowling and Curling is a big part of the individual's lives. We are looking forward to brighter times.

Elyse Poitras

Residential Care Worker



Lower Eighth Street Group Home

Lower Eight Group Home (LEGH) is a program that has supported one individual for the past three years. The program focuses on improving the quality of life for a fun loving, kind and energetic young woman. Development of consistent programming and implementation of structure and routine in her daily life has allowed for further growth and engagement in a variety of activities.

Consistency of staff has been extremely beneficial in building rapport and therapeutic relationships which continue to enable this individual to step out of her comfort zone and engage in activities for longer periods of time. She is becoming much more comfortable in her community and is noticeably proud of her ongoing work towards independence and relationship building strategies.

Michelle Martin

Residential Care Worker

SECOND ST. GROUP HOME

Second Street Group Home

This past year has gone by without many changes due to COVID-19 restrictions. We did get out to do some exciting things with our COVID-19 passports. There are three individuals living at SGH - all living their best life, based on things that are important to them.

Two planned a trip to Kimberley, BC with two staff for a few nights stay at hotel exploring the old mining town and some adventurous stops along the way, including the wolf sanctuary.

The two gentlemen have family that they stay in touch with and visit at least once each year. One of the gentlemen attends the RADS program and loves to participate the variety of activities such as swimming, hiking, going to Crazy Creek Hot Pools, snow shoeing and cross-country skiing. This individual also is a member of the adaptive ski program at RMR and goes once a week, his coaches have expressed that he has improved in his strength, stamina and skills since the start of the season.

Dayna Donovan

Residential Care Worker



“Our ability to reach unity in diversity will be the beauty and the test of our civilization.”
- Mahatma Gandhi



STAFF LIST

Management Team

Jenna Thomsen	Marydell Allain
Brittany Palasz	Jesse Fowlie
Emily Inston	

RADS Support Team

Maralee Faurot
Michael Newbury
Will Moores

Residential Care Team

Alex Brunet	Jaimee Guzzi	Phyllis Muirhead
Anne Sturdy	Isadora Robitaille	Raymond Peterson
April Mckay	Jaclyn Hughes	Rhyanna Conn
Breanne Wallach	Josef Schwaiger	Romain Thomas
Cathy Edmondson	Julia Tattersall	Sandy Whitty
Chantal Francoeur	Lauren Condello	Sarah Lythgoe
Christina Griffith	Lyall Horton	Savanna Sinclair
David Bickford-Smit	Maddy Greenwood	Selena Golding
Dayna Donovan	Marianne Marolf	Sidanny Thomas
Elyse Poitras	Megan Leitch	Stacey Axford
Erika Holmes	Michelle Chipman	Tiffany Fowlie
Francis Madden	Michelle Martin	



“If we are to achieve a richer culture, we must weave one in which each diverse human gift will find a fitting place.”
— Margaret Meade

HUMAN RESOURCES QUALITY ASSURANCE

Human Resources

2021 was another 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 24 new hires and had a total of 111 individuals on payroll throughout the year. This high number reflects a number of factors; employees retiring, seasonal programs, programs starting/ending, and turnover. With the unique challenge of the global pandemic, the staff at Community Connections were supported and given up to date information. We couldn't be prouder of our dedicated staff during this last year. 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 continue to remain responsible and fair with our staff, as we truly believe they are our greatest asset.

Jake Sloots

Human Resources Manager

Quality Assurance

In 2021 we celebrated one year since the establishment of the Quality Assurance role within the organization. The development of this role greatly supported the CARF accreditation process in March, which was a successful accreditation extension. We congratulate all staff for their contributions and dedications to service delivery and documentation which made the accreditation process smooth.

Internal policy revisions and the introduction of new policies was a major focus of 2021 as we responded to service delivery and health & safety needs from persons served and staff. The opportunities to put service delivery practice into policy and vice versa came in spurts when the pandemic and natural disasters demanded less of our attention. We created time and space to discuss important topics such as our role in accountability to the people we serve through a social justice lens. We invested in education opportunities to learn more about social justice doing in our work and hosted one of our mentors, Vikki Reynolds to present her well-informed thoughts on the topic. We also hosted a podcast club for staff to dive in deeper to our preferred models of service delivery.

We have progressive goals for the growth of this Quality Assurance role in the organization and we are committed to enhancing our services as a result.

Brianne Lozinsky, BSW

Quality Assurance

ADMINISTRATION AND FINANCE

Finance

As the global pandemic continued, Community Connections continued to work with funders to secure ongoing funding to allow us to continue to respond to the community's changing needs. Once again we were overwhelmed with the generosity of others and received more than \$250,000 of donations from businesses and individuals.

This year saw significant capital expenditures of \$730,000 due to ongoing renovations at the Outreach building and the purchase of an electric vehicle. An additional \$290,000 of funding was secured for the building renovation (\$500,000 was secured in 2020), and CBT generously contributed \$30,000 towards the purchase of the vehicle.

The programs we offer continue to be stable and strong, with the following additions in 2021; the Emergency Shelter Pilot Program that began in November and Better at Home in December. Our funding partners recognize the stability of the programs and services we offer and continue to commit to our success.

A surplus of approximately \$142,000 was generated from operations. Community Connections intends to continuously re-assess our operating performance, budget and future goals as we consider the use of this surplus.

Cara Potter CPA

Director of Finance

Our team:

Administrative Assistant & Front Desk Person - Maz Ng
Administrative Coordinator - Meg Irving
Bookkeeper - Franziska Widmer
Director of Finance - Cara Potter, CPA
Quality Assurance - Brianne Lozinsky, BSW
Human Resource Coordinator - Cassandra Mercer
Human Resources Manager - Jake Sloots
Executive Director - Sheena Wells, MSW, RSW

our partners

BC ASSOCIATION OF FARMER'S MARKETS

BC HOUSING

CITY OF REVELSTOKE

COLUMBIA BASIN TRUST

COLUMBIA SHUSWAP REGIONAL DISTRICT

COMMUNITY FUTURES DEVELOPMENT CORPORATION

COMMUNITY FOOD CENTRES CANADA

COMMUNITY LIVING BRITISH COLUMBIA

CANADIAN PACIFIC RAILWAY

CSSEA

FOOD BANKS BC

FOOD BANKS CANADA

INTERIOR HEALTH

EDWARD JONES

GORMAN BROTHERS

DOWNIE TIMBER AND SELKIRK CEDAR

OKANAGAN COLLEGE-REVELSTOKE CENTRE

PUBLIC SAFETY & SOLICITOR GENERAL

REVELSTOKE ARTS COUNCIL

REVELSTOKE CHAMBER OF COMMERCE

REVELSTOKE COMMUNITY FOREST CORPORATION

REVELSTOKE COMMUNITY FOUNDATION

REVELSTOKE COMMUNITY HOUSING SOCIETY

REVELSTOKE CREDIT UNION

REAL ESTATE FOUNDATION OF BC

REVELSTOKE EARLY CHILDHOOD DEVELOPMENT COMMITTEE

REVELSTOKE FIRE RESCUE SERVICES

REVELSTOKE HOSPITAL AUXILIARY SOCIETY

REVELSTOKE MOUNTAIN RESORT

ROTARY CLUB OF REVELSTOKE

ROYAL CANADIAN LEGION BRANCH #46

REVELSTOKE BAPTIST CHURCH

SCHOOL DISTRICT #19 (REVELSTOKE)

TIM HORTONS

TAKE TO HEART SAWMILL

UNITED WAY

WHITEVALLEY COMMUNITY RESOURCE CENTRE



Community Connections

REVELSTOKE
SOCIETY