



Supporting families, youth & individuals

Message from Board Chair & Executive Director

At last year's AGM, we launched our new website and branding and we have been living into that this year. We have received a lot of positive feedback from the community on how our slightly altered name better reflects our present-day, multi-site operations and how our new logo is fresh, modern, soft, and understated, reflecting the way we choose to work in supporting families, youth, and individuals in the community.

We have had an amazing year of growth and change in our programs and have supported a record number of clients this year (1,750 families, youth, and individuals – a 40% increase over last year!). We could not do the work we do without the confidence and financial support of our funders and our many generous community donors, our dedicated staff team and program volunteers, and our committed Board of Directors.

We hope you enjoy this snapshot of our work this past year. Thank you for your support.

A handwritten signature in purple ink, appearing to read 'Jenna Skidmore'.

Jenna Skidmore

A handwritten signature in black ink, appearing to read 'Rona Park'.

Rona Park

The Mission and Philosophy of Nelson Community Services

At Nelson Community Services, we recognize that all individuals, at some time in their lives, experience difficulties and may benefit from support. We are here to assist people to define their own issues and to determine their own resolutions.

Our work is based in the belief that everyone has an inherent ability, responsibility, and right to be heard, to be safe, to have information, to make choices, and to take control their own lives.

It has been our privilege this past year to be part of people's change...

We believe every woman and child deserves the right to live free from family violence. Through our Aimee Beaulieu Transition House Program, Women's Counseling and Outreach Programs, Children Who Witness Abuse Counseling, and Sexual Abuse Intervention Programs, we offered **592 women and their children** services and supports such as a secure temporary refuge, information, referrals, practical assistance in rebuilding their lives, and the opportunity to make sense of their experiences and to begin to heal the trauma. Children learned how to express their feelings in positive, healthy ways.

We also believe that children have a better chance of growing up healthy when their whole family is healthy. This year, our Children and Families Programs supported over **471 families** through our Family Counseling, Parent-Teen Conflict Resolution, Parenting Support, in-home and in-community Family Support, and Child/Youth Community Mental Health programs. We also supported **13 children (5 families)** who live temporarily outside of their parents' homes to have safe, positive family time with their parents through our Supervised Visitation Program.

We believe that youth have the right to support and educational opportunities that will help them prepare for adulthood while still having a chance to have a childhood. Through our Independence for Youth Housing Program at Cicada Place, we offered **22 youth** (between the ages of 16 and 22) the opportunity to live in a secure, safe housing program where they learned life skills while finishing school or working. They were supported to transition beyond the program into the community and into adult living. And through our Youth Outreach Program we reached out to over **250 at-risk youth** offering to connect them to school, family, Ministry supports if needed, health supports, and other community resources that would help support their immediate needs.

Poverty and homelessness are at an all-time high in our community and country. We were pleased to provide support to just over **400 individuals** this year through our Homelessness Prevention, Homeless Outreach, and Street Outreach Programs. Our focus was on providing compassionate, caring support, assistance with finding housing, rental supplements, assistance to prevent housing breakdown, and information and referrals to support leaving street-entrenched lifestyles for more healthy lifestyles, where possible.

We believe in everyone's right and choice to work, if they are able. To support successful entry into today's labour market, we were pleased to support **7 men** through our Transitions for Men Pre-Employment Group Program to address the many barriers (primarily earlier trauma experiences) that have kept them from being gainfully employed or otherwise actively involved in their community and family lives. Women INC (Imagining New Careers) is a similar program for women, which we did not run this past year but will in upcoming years.

OUR CLIENTS SAY IT BEST

“ The support
provided has been a
lifeline for our family”

“Thank you for
helping me regain
my life.”

Helping to Build a Stronger Community...

Our staff participated in:

- Integrated Case Assessment Team (ICAT)
- "Nelson at its Best" Poverty Reduction Project
- Nelson Housing Committee
- Nelson Committee on Homelessness
- Nelson Outreach Services Consultation Group
- Safe Kids and Youth (SKY) Protocols
- Youth Interagency Committee
- Selkirk College Advisory Committee
- Street Culture Collaborative
- Social Planning Action Network (SPAN)
- Violence Against Women in Relationships (VAWIR)



What's New This Year...

Supervised Visitation Program

The program started in February 2017. This program, funded by MCFD, helps ensure safe, positive family time when children are not able to live in their parental home for temporary periods.

Street Outreach Pilot Project

This project started in October 2016 as a project of the Street Culture Collaborative. Street Outreach workers assist individuals, who are ready, to make the transition to an improved quality of life.

Transition House Renovation

Our Transition House for women and children leaving violence was thoughtfully renovated this year to include quiet, comfortable, beautiful places of refuge within the home and yard for women to regain life balance and begin healing and for their children to play in safety. We are so grateful to BC Housing for funding this beautiful renovation.

"Building Rewarding Relationships": Men's

Group This new group opportunity for men helps them explore ways of developing relationships with their partners that are more satisfying and free from abuse.

"Every person I've come into contact with at NCS has been exceptionally empathic, hard-working and professional. Your support has helped me and my child through a really terrible time."

Financials

	2017	2016
Operations		
Revenue	1,942,000	1,918,000
Expense	1,865,000	1,841,000
Net	77,000	77,000
Balance Sheet		
Current Assets	589,000	583,000
Reserve Funds	153,000	151,000
Investments	728,000	714,000
Capital Assets	1,290,000	1,349,000
Total Assets	2,760,000	2,797,000
Current Liabilities	284,000	332,000
Other Liabilities	2,476,000	2,465,000
Total Liabilities	2,760,000	2,797,000

Taken from the Audited Financial Statements, for the year ending March 31st, 2017

Thank you to our many funders

Ministry of Children and Family Development, Ministry of Public Safety & Solicitor General, BC Housing, Kootenay Lake School District #8, Kootenay Career Development Society, Various Grants, and our many generous community donors.



To support our programs and services,
please visit our website for information
on volunteering or making a donation.

www.servicesfyi.ca | Ph. (250) 352-3504 | 201 - 518 Lake St, Nelson, BC V1L 4C6



2016 - 2017

- AGM Agenda
- Minutes from 2016 Annual General Meeting
 - Society Reports to the Membership

Nelson Community Services Society

45th Annual General Meeting

Tuesday, September 12, 2017, 7:00 p.m.

Held at the Best Western Hotel, 153 Baker Street, Nelson, BC

AGENDA

Guest Presenter: Pat Henman, 2013 Car Crash Survivor, now MADD Canada Representative (her story of trauma and healing)

1. Introductions
2. Adoption of Agenda
3. Adoption of Minutes of September 14, 2016 Annual General Meeting
4. Reports:
 - a. Board Chair
 - b. Finance Committee
 - c. Human Resources Committee
 - d. Community Relations Committee – Annual Report 2016-17
 - e. Executive Director
 - f. Performance Quality Improvement Committee
 - g. Program Management Team
5. Presentation of Audited Financial Statements 2016-17
6. Appointment of Auditor for 2017-18
7. Election of Board Directors
8. Adjournment

**** Please join us for some refreshments ****

Presentation of Years of Service Awards – Employees and Volunteers!

THE NELSON COMMUNITY SERVICES CENTRE SOCIETY
44th ANNUAL GENERAL MEETING
Wednesday, September 14, 2016 at 7:00 p.m.
Held at Kestrel Room, Best Western Baker Street Inn, Nelson, BC

Board Members Present: Ed Edmondson (chair), Kathy Baker, Jenna Skidmore, Carol Howard, Dave Haynes, Cathy Leugner (note taker), Monica Doyle, Maureen Kelsey

There were 26 people in attendance representing staff and community, plus Board members.
 There were 9 eligible voters present (from a possible 11 eligible voters)

M/S/C (Moved/Seconded/Carried)

Agenda Item	Presentation	Action
Call to Order	The meeting was called to order at 7:06 p.m. The Chair welcomed all in attendance. He reminded everyone that only paid members are eligible to vote. He introduced members of the Executive Committee (Ed Edmondson, Chair; Carol Howard, Treasurer; Cathy Leugner, Secretary, Vice-Chair, Jenna Skidmore. He also introduced our Executive Director, Rona Park.	
1. Agenda additions/deletions	Agenda was distributed. It was included in the AGM Booklet, which also included Society Reports to the Membership and the Agency's 2015-2016 Performance Snapshot.	Moved by : E. Edmondson Seconded by: C. Howard Motion: That the agenda be adopted as presented. Carried
2. Approval of Minutes	Minutes of Nelson Community Services Centre's (NCSC) AGM of July 14, 2015 were distributed.	Moved by: L. Horswill Seconded by: J. Skidmore Motion: That the minutes of the meeting of the NCSC Annual General Meeting of July 14, 2015 be adopted as circulated. Carried
3. Special Resolutions	1. Chair explained that for our Society's transition to the new BC Societies Act this coming November, these 4 Special Resolutions relate to the changes to our current Constitution and Bylaws which will be in compliance with the new Act.	Moved by: C. Leugner Seconded by: K. Baker 1. Motion: That the Society's name be changed to Nelson Community Services. Carried 2. Moved by: C. Leugner Seconded by: C. Howard

Agenda Item	Presentation	Action
		<p>Motion: That the Society's Constitution be amended to read:</p> <p>The Purpose of Nelson Community Services shall be:</p> <ol style="list-style-type: none"> 1. To support the diverse needs of families, youth, and individuals by providing outreach, counselling, and education. 2. To support women and their children fleeing domestic violence by providing temporary shelter and crisis support. 3. To support at-risk youth by providing supportive housing and life skills training. 4. To participate with local, regional, and provincial partners to improve the social health and well-being of the community. 5. The Society is to operate exclusively as a charitable institution without profit to its members. <p>Carried</p> <p>3. Moved by: K.Baker Seconded by: J. Skidmore</p> <p>Motion: That the Provisions in the Society's Constitution be amended by deleting provisions #3, #4, #5, #6, & #7 and moving them into the Society's Bylaws.</p> <p>Carried</p> <p>4. Moved by: L. Horswill Seconded by: K. Baker</p>

Agenda Item	Presentation	Action
		<p>Motion: That the Society adopt the Model Bylaws provided by the BC Registrar of Societies (Societies Regulation 2015, Schedule 1) and amend them as follows: Model Bylaws with amendments noted in red. (attached)</p> <p>Carried</p>
<p>4. Society Reports for 2015-2016</p>	<p>All reports were distributed and presented.</p> <p>a. Board Chair Ed Edmondson presented the Board Chair Report</p> <p>b. Finance Committee Carol Howard presented the Finance Committee Report</p> <p>c. Personnel Committee Report Jenna Skidmore presented the Personnel Committee Report</p> <p>d. Community Relations Committee Report Carol Howard presented the Community Relations Report</p> <p>e. Executive Director's Report Rona Park presented the ED Report</p> <p>f. PQI Report Rona Park presented the PQI Report</p> <p>g. Management Committee Report Rona Park presented the Management Committee Report</p>	<p>No Questions</p> <p>No Questions</p> <p>No Questions</p> <p>No Questions</p> <p>No Questions</p> <p>No Questions</p> <p>No Questions</p> <p>Moved by: K.Baker Seconded by: M. Doyle Motion: That Society Reports be accepted as presented. Carried</p>
<p>5. Presentation of Audited Financial Statements 2015-2016</p>	<p>Carol Howard, Treasurer, presented the Audited Financial Statements for the year ending March 31, 2016, as prepared by Berg Lehmann, Chartered Accountants.</p>	<p>No Questions</p> <p>Moved by: C. Howard Seconded by: M.Doyle Motion: That Audited Financial Statements for the year ending March 31, 2016 be adopted as prepared by Berg Lehmann, Chartered Accountants. Carried</p>

Agenda Item	Presentation	Action
6. Appointment of Auditor for 2015-2016		Moved by: C. Howard Seconded by: C. Leugner Motion: That Nelson Community Services membership appoints Berg Lehmann as our auditors for 2016-17. Carried
7. Election of Board Directors	<p>a. Resignations from the Board: Ed Edmondson, Julia Bennett, Kathy Baker and Carol Howard will be leaving the Board effective this evening. We thank them for their tremendous contribution of time and expertise to the NCS over the years.</p> <p>b. Election to Board: Two new people were appointed to the Board during the year, who now need to be elected, Teresa Olleck and Maureen Kelsey.</p> <p>c. Request for Nominations from the Floor: – First Request for Nominations from the floor. K. Baker nominated Jody Dudley. Jody Dudley accepted the nomination.</p> <p>- Second Request for Nominations from the floor. - Third Request for Nominations from the floor.</p> <p>d. Nomination Slate: was presented: Monica Doyle – 2 Year (1st year of two-year term) Teresa Olleck – 2 year (1st year of two-year term) Maureen Kelsey – 2 year (1st year of two-year term) Jenna Skidmore – 1 year (last year of two-year term) Cathy Leugner – 1 year (last year of two-year term) Dave Haynes – 1 year (last year of two-year term) Jody Dudley– 2 year (1st year of two year term)</p>	<p>Moved by: C. Leugner Seconded by: M. Doyle Motion: That Teresa Olleck and Maureen Kelsey be officially elected to the NCS Board of Directors for two-year terms. Carried</p> <p>Moved by: K. Baker Seconded by: C. Howard Motion: That Jody Dudley be officially elected to the NCS Board of Directors for a two-year term. Carried</p> <p>No other nominations</p> <p>No other nominations</p> <p>Moved by: C. Leugner Seconded by: K. Baker Motion: That the Nomination Slate as presented be elected by acclamation. Carried</p>

Agenda Item	Presentation	Action
8. Adjournment of AGM	The 44th Annual General Meeting of The Nelson Community Services Centre Society adjourned at 7:53 p.m.	Motion to Adjourn by M. Doyle. Seconded : K. Baker Carried

Chairperson

Secretary

Date

2016-17

SOCIETY REPORTS TO MEMBERSHIP

BOARD CHAIR'S REPORT

It has been a year of transitions for Nelson Community Services and at the forefront of that has been an incredible display of dedication by the staff, who have weathered the changes with grace and patience. I am continually impressed by the work the staff do to support this community, and I truly believe they are one of the most important cornerstones of this city's success.

Many necessary renovations and shuffles have taken much of our time this year. This speaks to our growth and the goal of continuing to support all sectors of community that we aim to serve -- families, youth, and individuals. As the growth continues, it symbolically stands as a representation of our present state as a society.

Our Executive Director, Rona Park's, tireless Board work and her new appointment to the Board of the Federation of Community Social Services of BC has proved to anchor us among the community at large. Our Program Managers, Anna and Joyce, hold their respective visions for the Youth Services and Housing Programs and the Aimee Beaulieu Transition House Program with apt tenure and devotion.

Since our last AGM the Board has welcomed new members who have invested much time in committee work. Together we are excitedly exploring new ways of working and we have begun to plan ahead in anticipation of another accreditation year in 2018.

As we have grown this year and added new talent to our roster it has never been more apparent that Nelson needs our support. The waiting lists never get any shorter, yet our staff always find a way to make it work against all odds. From their creative thinking in times of crisis to their ability to communicate their vision for the greater good, it is evident that we have been blessed with a legion of committed, hardworking, compassionate people to represent our mission. For this reason, I am truly proud and humbled to be a part of this organization.

Respectfully submitted,
Jenna Skidmore, Board Chair

EXECUTIVE DIRECTOR'S REPORT

It has continued to be my pleasure to provide the executive leadership and day-to-day operational support to staff throughout this past year. Nelson Community Services is a dynamic and very busy organization that continues to provide high quality services to a growing number of Nelson and area families, youth, and individuals.

We experienced some service reorganization and expansion this year. Our Family Services and Youth contracts with MCFD underwent full reviews, which resulted in some reorganizing of services, the addition of a full-time Supervised Visitation Program, and a fully funded Youth Outreach Program. The Street Outreach project, which we operated on behalf of the Street Culture Collaborative during its pilot year, was an addition to our service complement. We continued to offer even more group programming as well, for both men and women. All of these new ventures required considerable negotiation and program development to ensure

consistency with our values, policies, and accreditation standards, not to mention the need to do some fundraising and recruit four new employees.

In all, we welcomed seven new employees to our team this year. This was partly due to general turnover but some changes were due to maternity leave, retirement, and of course the addition of new programs. We have been fortunate to maintain a solid group of roughly 32 very dedicated and skilled employees who are committed to quality service delivery every day. It is such a pleasure to work with this incredible team! We also welcomed four college and university practicum students, at the certificate, diploma and Master's levels. We appreciated their contributions to our programming efforts in exchange for the guided learning opportunities that our programs and staff can offer. Two of those students went on to become NCS employees.

An ongoing aspect of the NCS' operations is our commitment to continuous quality improvement. Surveying our clientele and employees for satisfaction feedback, reviewing policies, developing contingency and capital plans, upgrading our technology, and improving our community relations, including our new website, were all part of our commitment to continuous improvement this year. Our new agency brand gave us the opportunity to 'reintroduce' ourselves to our constituent groups and affirm our commitment.

In this past year, the Board began discussions in earnest about the need for additional office space and increased office security at our Main office site. With any luck, a renovation will take place in the fall 2017, which will increase safety and comfort for employees and clients alike. Meanwhile, BC Housing funded a significant and beautiful renovation of our Transition House this year, for which we are very grateful.

NCS has maintained its strong commitment to community development. Many of the staff and myself were involved with community and regional groups and committees working to improve service systems for our clientele, to keep ourselves informed of provincial and national trends in this sector that are influencing our work, and generally to learn about the changing needs of our community and how our organization might best respond.

In closing, I would like to express my gratitude to the Board of Directors who has really stepped up and into their roles and who have been so supportive of my leadership of the organization including my community, regional, and provincial work. I look forward to the year ahead which we all know will take us on the reaccreditation journey once again, along with many other interesting pursuits, I am sure.

Respectfully submitted,
Rona Park, Executive Director

FINANCE COMMITTEE REPORT

With a relatively small Board of Directors this year, and with no specific financial expertise, we found ourselves without an official Treasurer. The Finance Committee consisted of Monica Doyle from the Board along with our Finance Manager, Vivian Smith, and myself, Executive Director. It is during times like these when we can rely on the fact that our financial operational systems, accounting procedures, and auditor oversight are solidly in place.

The Finance Committee had but one meeting to review agency investments and existing fund balances. They presented monthly financial statements to the Board, and prepared and presented both a draft and final 2017-18 budget to the Board for adoption. The Executive Director ensured that the Financial Plan and the Risk Prevention and Management Plan were kept up-to-date and discussed with the Board.

Respectfully submitted,
Rona Park, Executive Director

HUMAN RESOURCES COMMITTEE REPORT (previously the Personnel Committee)

The first meeting of the fiscal year for the Human Resources Committee was held on April 25, 2017. Our team consists of myself, Cathy Leugner, Teresa Olleck, Jenna Skidmore and Rona Park, Executive Director.

Together, the HR Committee reviewed and updated the following: *HR Plan*: Work was done to review the current HR Plan framework to ensure that the organization continues to anticipate current and future needs. Special attention is given to succession planning at all levels of the organization.

Terms of Reference: The HR Committee Terms of Reference were updated and subsequently approved by the Board which now reflect the name change from Personnel Committee to Human Resources Committee.

Personnel Satisfaction Survey: This is scheduled for the Fall timeframe. After the results are collected they will be analyzed and recommendations brought to the Board for further discussion and action if necessary.

Admin/Management Wage Grid: Using our employers association's *2016 Management and Excluded Salary Report* from across the province, we updated our wage ranges for these non-union positions within NCS.

We continue to welcome and learn from the staff presentations at the beginning of our Board meetings. This has enabled the Board to build relationships and develop a deeper understanding and appreciation of the work that NCS provides in the community.

Committee members have benefited from participating in the interview process for new staff members. This has allowed us to support NCS in building a strong employee team for a successful future.

The HR Committee is confident that NCS will continue to flourish under Rona Park's skilled leadership, supported by a strong program management team, administration team, and dedicated staff.

Respectfully submitted,
Maureen Kelsey, Chair

COMMUNITY RELATIONS COMMITTEE REPORT

This committee consists of four Board Members: Jenna Skidmore, Cathy Leugner, Maureen Kelsey, and Jody Dudley, along with the Executive Director, Rona Park, and our two Program Managers, Anna Maskerine and Joyce Dahms-Whiffen. Our committee is responsible for the coordination of fundraising and donation initiatives, promoting the work of our agency within the community, and keeping stakeholders informed of our work. Our committee's recommendations for change or implementation are presented to the Board of Directors for further considerations and approvals.

We have updated our Committee's annual Strategic Plan that guides this committee in setting its priorities and work schedule.

Continuing the excellent work of this committee, now with new members, we have been making important updates to our new website. We have focused on promoting online donations to include the already established three "Donor Funds" (*Life Enrichment Fund*, *Aimee Beaulieu Transition House Fund* and the *Cicada Place Fund*) as well as highlighting **legacy giving's** (bequests) and **transfers of securities** for the benefit of NCS. The website has also been upgraded to have a secure protocol so that we can offer an online application form to our programs and events. We have discussed the "pros & cons" of social media sites such as Facebook, Twitter, Instagram, etc., and have decided at this time not to have NCS participate in these sites. Operating social media sites requires a certain effort to engage in their effective uses, for if it is not done well, then it is better not done at all. At this time, the Committee does not want to commit any of our limited resources and energy to these sites.

Fundraising events are always a challenge. We have tried to be creative in our efforts to develop such events but have not yet decided on any. Ideas have been presented but the committee believes that they were either not in keeping with the fundraising policy of NCS (see Policy 3012) or were beyond our capability to organize.

The Client Satisfaction Survey conducted last year was helpful in evaluating and revising program delivery. We reportedly continue to provide appreciated, valuable and critical programs and supports to our community. The current client survey in the planning will be consistent with Accreditation requirements, as NCS will be involved in renewing its accreditation status during the next year.

Respectfully submitted
Jody Dudley, Chair

PERFORMANCE QUALITY IMPROVEMENT (PQI) COMMITTEE REPORT

The PQI Committee has been in place since 2006 when we were first accredited with the Council on Accreditation (COA). The committee's primary purpose is to ensure our commitment to promoting excellence and accountability in all aspects of our service delivery to clients, to our personnel, and to the community. PQI is about assessing and improving overall performance of programs and meeting standards that promote quality outcomes. The PQI process is staff driven, although it includes support and input from all levels of the organization, including the Board, administration, and stakeholders.

The PQI Committee meets once every quarter to review reports about key aspects of service delivery including program outcome measures, client satisfaction data, client grievances, incident reports, inspection reports, occupational health and safety issues, and labour management issues. In addition, PQI tracks progress on the strategic plan, staff training, emerging issues that might imply policy changes, project grant applications, and reviews progress on any new initiatives undertaken by the agency. The Board also reviews the Risk Prevention and Management Plan, Financial Plan, Human Resources Plan, and Community Relations Plan on a regularly scheduled basis.

In addition to the ongoing monitoring noted above, this year the committee reviewed office safety measures, recommended some policy changes, and reviewed staff and client satisfaction feedback to see what, if anything, we were able to implement. The Board undertook a significant review and revision of the Constitution and Bylaws to meet the new Societies Act requirements. An annual Maintenance of Accreditation report was submitted to our accrediting body.

And finally, the PQI Committee will also become the Accreditation Review Committee in the coming year as we gear up for renewing our accreditation status for the fourth time (every

four years). COA accreditation reviewers are scheduled to perform their site visit on September 10, 2018. We all have much work ahead of us to be ready for that visit, but the team is feeling up to the challenge.

Respectfully submitted,

PQI Committee (Staff members - Liz Amaral (stepped down in February), Roger Luscombe, Anna Maskerine, Joyce Dahms, Cathy Swanston, Pat Hendrickson, and Rona Park; Board members -- Cathy Leugner and Jody Dudley)

PROGRAM MANAGEMENT TEAM REPORT

The Program Management Team consists of the Executive Director, the Transition House Program Manager, and the Youth Services and Housing Program Manager. The Management team met three times this year with a primary focus on developing the annual staff training plan, addressing any emerging/pending human resource matters, budget planning, policy changes, and building management issues.

The team works by discussing issues that affect program service delivery and staffing and by determining directions forward in these matters. This year, we wrestled with a number of ethical questions and policy implications, risk management issues, continued our work on developing Service Continuity Plans, especially in light of impending forest fires, and we focused on how we might best meet our core training needs, including management development training.

The three members of this team also sit on the Board's Community Relations Committee and willingly take on projects coming out of that committee that relate to our operations work, such as drafting up each year's Annual Report on service delivery.

Respectfully submitted,

Anna Maskerine, Joyce Dahms, and Rona Park