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Supporting families, youth & individuals



2019 - 2020 | ANNUAL REPORT

# Responding to Domestic Violence

## *We Envision*

*A compassionate and empowered community where families, youth, and individuals receive the supports and services they need to live dignified, resilient and hopeful lives.*





## A Message from the Board Chair & the Executive Director

"We Are Here For You!" - This is the message we have conveyed to our community in response to the COVID-19 pandemic. At the onset of the pandemic, the government of BC declared our sector *Essential Service Providers*, and as such, our team's response and mantra, "We Are Here For You!" initiated a pivot in how we support clients and those in the community facing various challenges. The acceptance of the "new normal" continues to be demonstrated through our staff's professionalism as they offer quality in-person and virtual services, with increased safety measures at the forefront of their actions.

Last fall, NCS hosted the first-ever Kootenay Regional Domestic Violence Conference: "Responses to Domestic Violence in Rural Communities." The conference was well received by the over 100 participants who work in the anti-violence field, criminal justice, and community and governmental organizations. This conference, and our agency's long-standing commitment to serve victims of domestic violence through our many agency programs, drove the theme for this year's annual report. Collaborating with others to improve awareness and the system of supports is an important goal in our community's efforts to reduce the incidence of domestic violence. We hope you will enjoy reading more in this report about the conference and the services we offer.

While we, and so many in our community, are working to find meaning in our new and radically altered lives, we are grateful at least that our provincial funding has prevailed and allowed us to continue our important work. There have been additional costs associated with changing our service delivery methods, and we are grateful for the financial support of the Columbia Basin Trust, BC Housing, and the federal government, as well as our community donors. We have received record-breaking donations this past year, which help to fund extra necessities for our clients, and in some cases, keep programs afloat. Nothing but gratitude to everyone who has made it possible to continue to "be here for you" during this past year.



Cathy Leugner, Board Chair



Rona Park, Executive Director

### Rona Park's Retirement

## Gratitude | A Message from the Board & Chair

One thing that this pandemic has revealed is the importance of good leadership. On behalf of the NCS Board of Directors, it is with great respect and admiration that we acknowledge the leadership of Rona Park, our Executive Director, who has provided guidance not only to the staff during these extraordinary times, but to the community. Rona announced her plans to retire this year, but as a committed leader, she postponed the date to support staff during these difficult times. This will be Rona's final NCS Annual Report.

We thank her greatly for her dedication and service to the agency and to the community. She has been the Executive Director for NCS since July 2013 and will be missed. With more than 37 years of experience in community-based professional social sector work, there is no doubt she will continue to serve the community. During Rona's time with NCS, she has always led by example – a mark of true leadership. She inspires people to be reflective with their decisions and actions and encourages everyone to give their best.

We wish her continued health and happiness wherever her future endeavours take her and, in particular, more time to enjoy the grandchildren!

~ Cathy Leugner, Board Chair, on behalf of the NCS Board of Directors

## Performance Data | Snapshot: 2019 - 2020

1134

1134: Total number of clients served across 13 programs\* (families, youth, and individuals).

179

179 individuals participated in 10 different groups (men, women, youth, parents, and children's groups).

857

857: Total number of new referrals/requests for service.

48

Our Staff, Board & Volunteers

- Full-time Staff: 17
- Part-time Staff: 15
- Casual Staff: 8
- Board Members: 6
- Volunteers: 3

# Responding to Domestic Violence

Every 6 days in Canada, a woman dies at the hands of an abusive partner. We dedicate this annual report to all the women and children who have lost their lives, as well as to those who are living in domestic violence every day.

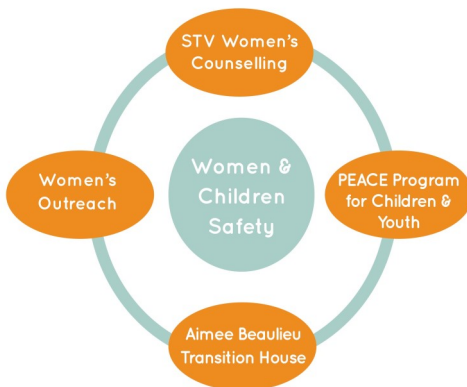
## Kootenay Regional Domestic Violence Conference

"Responding to Domestic Violence in Rural Communities", held September 18<sup>th</sup> - 19<sup>th</sup>, 2019, was the first-ever, two-day conference on domestic violence in our region.

Over one hundred (100) professionals attended from across the East and West Kootenay/Boundary region, including 10 from outside of the Columbia Basin. This included professionals in the anti-violence and criminal justice fields along with those working in community and government organizations.

Participants came together to sharpen their understanding of the challenging issues related to responding to domestic violence, to create space to share their work, to connect and network with colleagues, and to reenergize by learning about the innovative ways that collaboration and rural responses open promising avenues from which to do important work in the area of domestic violence.

## Our Domestic Violence Programs & Impact | 2019-2020



Our staff are committed to supporting women and children who are impacted by domestic and sexual violence and to working from a feminist perspective that promotes equality.

We provide direct services, and collaborate with other community agencies to ensure comprehensive, trauma-informed, wraparound supports to women and children.

### Aimee Beaulieu Transition House

- 42 women served
- 17 children served
- 223 crisis calls

### PEACE Program for Children & Youth

- 206 children and youth served

### Stopping the Violence (STV) Women's Counselling

- 76 women served

### Women's Outreach Program

- 105 women served

Total number of women & children served across programs = 669

## LISTEN

*"I feel I am more kind and happier after art therapy. I feel like I have turned into a new person, but still the same."*

- Grade 6, PEACE Program

## SUPPORT

*"The support was more than I hoped for during the hardest part of my life. I would have never imagined I'd get such help and that I'd be moving into my own safe space."*

- Transition House client

## BELIEVE

*"For years I felt like no one would believe me. He always told me that. It kept me trapped. I was really scared but it felt so good to tell my story and to have someone believe that I was telling the truth. That changed my life."*

- Domestic Violence Survivor

## STOP VIOLENCE

*"I'm so grateful for this place. I actually don't know what I would have done without it. If I didn't have a safe place to go, I think he'd have killed me."*

- Transition House client



# Client Satisfaction Survey 2019-20

A summary of results of a random sampling of clients who received services during the month of October 2019. From an average of 94 clients served per month, 47 responded to the survey (50%).

100%

I was treated with respect and staff were non-judgmental.

87%

I was satisfied with the time it took to get service.

100%

I would return to NCS in future if services were needed.

82%

I would recommend NCS services to family, friends, colleagues, community members.

95%

I got what I needed from the program I accessed.

96%

I was satisfied with the support provided around referrals that might be helpful to me.

97%

I found NCS offices/residences to be well-located, accessible, welcoming, and inclusive.

100%

I was involved in the development of service goals relevant to my needs. Staff provided me with information on my rights and responsibilities.

Percentages indicate client survey respondents who agreed or strongly agreed.

*"Shorten the wait times. Offer more parenting groups, women's counselling, and preventive youth services."*

*"Staff are knowledgeable, friendly, professional, effective, heart-centred, and non-judgmental."*



**2019-2020 REVENUE**

Ministry for Children and Family Development (36%)	787,374
BC Housing (45%)	980,441
Ministry of Public Safety and Solicitor General (14%)	295,936
Federal HPS Funds (via NCOH) (2%)	36,000
Interior Health Authority (2%)	36,412
School District 8 (<1%)	5,000
Donations (1%)	29,969
Interest/Small Grants (1%)	19,987
<b>TOTAL</b>	<b>2,191,119</b>

**2019-2020 EXPENSES**

Administration Expenses (2%)	52,288
Building Expenses (8%)	171,678
Program Expenses (13%)	284,953
Salaries/Benefits (77%)	1,674,342
<b>TOTAL</b>	<b>2,183,261</b>

**THANK YOU**

We could not do all we do without the generous donations from our community and the support of our funders.

**Our Program Funders**

BC Ministry of Children and Family Development, Public Safety and Solicitor General, BC Housing, Interior Health Authority, Homelessness Partnering Strategy (federal), School District 8, and private donors.

**Our Donors**

Thirty-one (31) donors donated \$29,969 this year to NCS. With these donations, we were able to enhance clients' lives by supporting summer camp fees for kids, Christmas dinners and presents for families and youth, departure kits for women leaving the Transition House, childcare, transportation supports, and so much more.

**The continued need for coordination & collaboration during these pandemic times...**

The United Nations has named gender violence as the "shadow pandemic" of COVID -19. Our response has been to adapt our services to assist those in need. It will take greater coordination, collaboration, and new, less obvious partnerships to address the steady increase of domestic and sexual violence.

**We are grateful for our community stakeholders who partner with us in this important work.**



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Supporting families, youth & individuals

# 2019 - 2020

- AGM Agenda
- Minutes from 2019 Annual General Meeting
  - Society Reports to the Membership



## **Nelson Community Services Society**

### **48<sup>th</sup> Annual General Meeting Tuesday, September 22, 2020, 7:00 p.m. Held Virtually due to the COVID-19 Pandemic**

#### **AGENDA**

##### **Territorial Acknowledgement**

1. Virtual Meeting Format Explained
2. Introductions
3. Adoption of Agenda
4. Adoption of Minutes of September 19, 2019 Annual General Meeting
5. Reports:
  - a. Board Chair
  - b. Finance Committee
  - c. Human Resources Committee
  - d. Community Relations Committee – Annual Report 2019-20
  - e. Executive Director
  - f. Performance Quality Improvement Team
6. Presentation of Audited Financial Statements 2019-2020
7. Appointment of Auditor for 2020-2021
8. Election of Board Directors
9. Adjournment

***Presentation of Years of Service Awards – Employees and Volunteers!***

**NELSON COMMUNITY SERVICES SOCIETY**  
**47th ANNUAL GENERAL MEETING**  
**Monday, September 16, 2019 at 7:00 p.m.**  
**Chamber of Commerce Meeting Room, Nelson, BC**

**Board Members present:** Cathy Leugner (Chair), Alison Hutchison (Vice-Chair), Tracey Fellowes (Secretary/Minute Taker), Teresa Olleck, Monica Doyle, Jody Dudley, Nathan Russ, Marta Abel

**Other members present:** Ed Edmondson, Lena Horswill

There were 18 people in attendance representing staff and community, plus Board members. There were 10 eligible voters present (from a possible 11 eligible voters)

Agenda Item	Presentation	Action
<b>Call to Order</b>	The meeting was called to order at 7:40 p.m. The Chair welcomed all in attendance. She reminded everyone that only paid members are eligible to vote. She introduced members of the Board (Monica Doyle, Jody Dudley, Alison Hutchison, Tracey Fellowes (Secretary) and Teresa Olleck. She also introduced our Executive Director, Rona Park.	
<b>Guest Presentation</b>	Presentation by Kristin Brattebo "Investing in our Youth"	
<b>1. Agenda additions/deletions</b>	Agenda was distributed. It was included in the AGM Booklet, which also included Society Reports to the Membership and the Agency's 2018-2019 Performance Snapshot. 9 voting members present.	<b>Moved by :</b> Cathy Leugner <b>Seconded by:</b> Allison Hutchison <b>Motion:</b> That the agenda for the AGM be adopted as presented. <b>Carried</b>
<b>2. Approval of Minutes</b>	Minutes of Nelson Community Services Centre's (NCSC) AGM of September 25, 2018 were distributed.	<b>Moved by:</b> Monica Doyle <b>Seconded by:</b> Teresa Olleck <b>Motion:</b> That the minutes of the meeting of the NCSC Annual General Meeting of September 25, 2018 be adopted as circulated. <b>Carried</b>
<b>3. Society Reports for 2018-2019</b>	All reports were distributed and presented. <b>a. Board Chair</b> Cathy Leugner presented the Board Chair Report. <b>b. Finance Committee</b> Alison Hutchison presented the Finance Committee Report. <b>c. Human Resources Report</b> Allison Hutchison presented the Human Resources Committee Report.	No Questions  No Questions  No Questions



Agenda Item	Presentation	Action
	<p><b>d. Community Relations Committee Report</b> Tracey Fellowes presented the Community Relations Report.</p> <p><b>e. Executive Director's Report</b> Rona Park presented the ED Report.</p> <p><b>f. PQI Report</b> Rona Park presented the PQI Report.</p> <p><b>g. Management Committee Report</b> 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><b>Moved by:</b> Monica Doyle <b>Seconded by:</b> Alison Hutchison <b>Motion:</b> That Society Reports be accepted as presented. <b>Carried</b></p>
<p><b>3. Presentation of Audited Financial Statements 2018-2019</b></p>	<p>Rona Park, Executive Director, presented an overview of the Audited Financial Statements for the year ending March 31, 2019, as prepared by Grant Thornton (formerly Berg Lehmann), Chartered Accountants.</p>	<p>No Questions</p> <p><b>Moved by:</b> Alison Hutchison <b>Seconded by:</b> Monica Doyle <b>Motion:</b> That Audited Financial Statements for the year ending March 31, 2019 be adopted as prepared by Grant Thornton, Chartered Accountants. <b>Carried</b></p>
<p><b>4. Appointment of Auditor for 2019-2020</b></p>		<p><b>Moved by:</b> Alison Hutchison <b>Seconded by:</b> Monica Doyle <b>Motion:</b> That Nelson Community Services Society appoints Grant Thornton as our auditors for 2019-2020 fiscal year. <b>Carried</b></p>
<p><b>5. Election of Board Directors</b></p>	<p>Jody Dudley resigned from the Board in September 2019. Teresa Olleck and Monica Doyle completed their terms in September 2019 and are not standing for re-election.</p> <p><b>a. Election to Board:</b> Nathan Russ was appointed to the Board in 2019. Marta Abel was appointed to the Board in August 2019</p> <p><b>Request for Nominations from the Floor:</b> - First Request for Nominations from the floor. - Second Request for Nominations from the floor.</p>	<p><b>Moved by: Seconded by:</b> <b>Motion:</b> That Nathan Russ and Marta Abel be officially elected to the NCS Board of Directors for a two-year term.</p> <p><b>Carried</b></p> <p>No other nominations</p> <p>No other nominations.</p> <p>No other nominations.</p>

Agenda Item	Presentation	Action
	<p>- Third Request for Nominations from the floor.</p> <p><b>b. Nomination Slate</b> was presented as follows:  Cathy Leugner – 1 year (last year of a one-year term)</p> <p>Alison Hutchison – 2 year (first year of a two-year term)</p> <p>Tracey Fellowes – 1 year (last year of a two-year term)</p> <p>Marta Abel – 2 year (first year of a two-year term)</p> <p>Nathan Russ - 2 year (first year of a two-year term)</p>	<p><b>Moved by:</b> Cathy Leugner  <b>Seconded by:</b> Alison Hutchison  <b>Motion:</b> That the Nomination Slate as presented be elected by acclamation.  <b>Carried</b></p>
<b>6. Adjournment of AGM</b>	The 47th Annual General Meeting of Nelson Community Services Society adjourned at 8:10 p.m.	<p><b>Motion to Adjourn:</b> Cathy Leugner  <b>Seconded:</b> Ed Edmonson  <b>Carried</b></p>

Chairperson  
Cathy Leugner

Secretary/Minute Taker  
Tracey Fellowes

Date



## **2019-2020 SOCIETY REPORTS TO MEMBERSHIP**

### **BOARD CHAIR'S REPORT**

On behalf of the Board of Directors, I would like to express what an honour it is to serve on the NCS Board. We are truly impressed and proud of the professionalism, the compassion, and the resilience which the staff has demonstrated during the past six months. During times of crisis such as the pandemic, people show you who they really are, and Nelson Community Services has set an example of how community supports one another. The Board recognizes and is grateful for the above and beyond effort by the leadership team: Rona Park, Joyce Dahms, Anna Maskerine, Vanessa Dowell, and Vivian Smith. We appreciate the continuity and consistency of the regular updates about COVID-19 guidelines for staff and the Board.

The year has not been all about the pandemic. There were a number of highlights with regard to living into our Strategic Plan. Responding to Truth and Reconciliation, NCS continued to learn and participate in experiences to develop cultural competencies. Staff and Board members took in a fascinating presentation about Metis culture and the very moving Blanket Exercise at the Selkirk College Gathering Place. NCS consistently works to build positive and respectful relationships with Indigenous peoples within a community service context. The Board of Directors has received a grant from Vancouver Foundation to recruit Indigenous and racialized immigrant youths to participate in Board work at some level. This project begins September 2020.

The Board congratulates Anna Maskerine and her team for hosting a successful Kootenay Regional Domestic Violence Conference. BC Housing has extended the discussion regarding Second Stage Housing for women and children who will transition from Aimee Beaulieu Transition House. As well, the possibility of expanding our residential services for youth is being explored. We are pleased to re-engage in discussion once more with BC Housing.

As Chair of the Board, I would like to express my gratitude to the other Board Directors. I am honoured to work with such an enthusiastic and dedicated group. All of them have spent many hours this year within the committees they serve. Finance and Audit committees meet regularly to evaluate any risks to the agency. I would like to acknowledge the countless hours that Vivian Smith and Rona Park contribute to the financial well-being of the agency. To the Human Resources Committee, I thank-you on behalf of the agency for the rigorous interview process you implemented to recruit and hire a new Executive Director. The process was intense and executed with professionalism. The Board is confident that Kathleen Newson will be the best fit for NCS. We welcome her into the position on October 5, 2020. We look forward to working with Kathleen.

On a final note, I want to personally thank Rona for the extra hours she has put in to create an active, well run Board of Directors. It has been my honour to work with Rona. Her insight and wisdom are held in high regard within the community social sector and with the Board of Directors. Her dedication to NCS has been demonstrated in her support of staff and their clients. Rona's commitment to the implementation of best practices in counselling, documentation, quality improvement, data collection, financial reporting, ethics, occupational health & safety, and risk management are a few examples of Rona's legacy of professionalism coupled with high standards of practice.

Rona, with deep respect, we thank-you for your commitment to NCS and for always raising the bar where required. We wish you the best in your retirement years, and we look forward to seeing how you write your next chapter!

Respectfully submitted  
Cathy Leugner, Board Chair

## EXECUTIVE DIRECTOR'S REPORT

It is difficult to get past the major impact that the onset of the COVID-19 pandemic had on our day-to-day operations. Since being declared an Essential Service Provider by the province in March, we have done everything possible and required to pivot our service delivery toward supporting our clients in new and different ways. As it stands at this moment of our AGM, I say proudly that our management, administration, and staff teams have demonstrated an extraordinary commitment to developing and implementing new protocols and altering our service delivery methods, all with the view to keeping staff as safe as possible. This commitment has included redeploying several staff to deliver brief counselling services through a newly launched COVID-19 Community Support Response Program. Some of our staff have had to continue to work in very high-risk environments due to the nature of the work, while others have been able to offer a hybrid approach that includes some online work from home and some in-person work from their offices. It has not always been easy, as we've all had to come to terms with our own anxiety and stress around the pandemic; but our staff have indeed shown their professionalism and have continued to show up for our clients every day. I commend them all for this.

Thankfully, the entire year (2019-20) has not been just about the pandemic. Individual and group services continued at full capacity throughout the year. We remain committed to expanding our service options in ways that are meaningful and sustainable for the organization. Overall, I would characterize the year as being one of a few key changes along with several new exciting developments, all in line with our Strategic Plan. Here are some of the highlights of our changes and initiatives in 2019-20:

- New three-year Collective Agreement was implemented April 1, 2019, that incorporated a commitment from the province for Low Wage Redress funds.
- Refinement of our Four-Year Strategic Plan --goals and outcomes-- at the Board Retreat.
- Bid farewell to several staff and welcomed several new staff. It is always great to have new energy in the agency and to welcome new faces. This included our success in filling the long-vacant Counselling & Family Services Program Manager position. Welcome Vanessa!
- Confirmed our commitment to work with BC Housing to develop both a 2<sup>nd</sup> Stage Housing for Women project and a Youth At-Risk housing project – very exciting!
- Changes to the Family Support contract that led to better service to families and better service integration with MCFD services.
- Completed the three-year Street Outreach pilot project evaluation resulting in a commitment to continue the program into the future with a firm funding base; we owe a debt of thanks to a few key community donors who have supported this program's development.
- Continued to look for efficiencies and improvements in our operations such as:
  - The eventual development of a Shared Financial Services Project, in collaboration with our Kootenay Boundary Community Services Cooperative partners; this includes the search for a new payroll software to be implemented in the near future
  - Searching for user-friendly and cost effective client information management software so that data collection can eventually be paperless and more secure
  - Changing cell phone provider plans; changing credit card providers
  - Introduction of a new Cloud sharing service to enable shared calendars, etc.
- Council on Accreditation revealed its revised Standards in January, 2020. The reaccreditation process begins again in April 2021, 18 months prior to the reaccreditation date of October 2022.
- Expanded our group room spaces, painted a few more offices, and are now looking into improving office soundproofing at the main office; working with BC Housing on some renovations to our Transition House to expand our office spaces.

Staff training always remains a priority for us and this year included opportunities such as Mandt and other non-violent crisis intervention, cultural knowledge and competency, cybersecurity, prevention of workplace violence, suicide risk assessment, trauma-informed practice, risk



management in family work, and mental health first aid, to name a few. Our annual staff retreat in May and staff Seasonal Party in December were great events bringing us all together in a spirit of gratitude for our connection and our team work.

On the organizations' behalf, I continued to be involved in many local and provincial initiatives in an effort to keep NCS at the forefront of involvement in meaningful collaborations for potential service development, systems change, partnerships, new opportunities, etc. NCS is known for being a key partner at local and regional tables, and it benefits us in many ways.

And in December 2019, I announced my retirement to the staff, and the Board revealed its ED Succession Plan. The onset of COVID-19 delayed this process a bit, but the Board forged ahead and were successful in their pursuit of finding a new Executive Director. I look forward to working with Kathleen Newson in the coming month. Welcome Kathleen!

As I prepare to not only leave NCS, but also to leave the community social services field for the broader, less defined field of retirement ☺, my heart is simply filled with gratitude. Gratitude for so many individuals who have supported me along the way and taught me so much, gratitude for working with some of the most skilled and smart professionals one could ever hope for, and gratitude for the opportunity to work for over 37 years in a sector of our community that is vibrant, innovative, and vital to the well-being of our communities. Like health and education, we cannot survive without community support services. I know that our many committed leaders and staff will continue this important work into the future, and I wish you all the very best! And a final word to this amazing Board of Directors, you have been there for me, supported my work and maintained confidence in me to lead this organization. An ED can hope for nothing more! Thank you all very, very much. Farewell to all.....

Respectfully submitted,  
Rona Park, Executive Director

#### **FINANCE/AUDIT COMMITTEE REPORT**

COVID-19 has changed the way the world works and the NCS Finance Committee is no exception. Over the past year the Finance Committee has continued to provide oversight to NCS finances. NCS continues to perform well financially within the scope of available funding for the programs we offer. NCS had an exceptional year in terms of donations received and we would like to thank and recognize all of our contributors. Finance committee members this year included:

- Alison Hutchison – Treasurer
- Nathan Russ – Board Member
- Chris Smith – Board Member
- Rona Park – Executive Director
- Vivian Smith – Finance Manager

The Finance Committee met in November, January, May and July. Major areas of focus over the past year were:

- Continued exploration of the possibility of shared financial services with our partners in the Kootenay Boundary Community Services Cooperative
- Move to harmonize financial practices and policies with our partners, with the first step being to align our payroll dates
- Preparation for the introduction of a new payroll software management system
- Updates to insurance provisions for NCS

In keeping with our new Audit Policy and procedure, a special Audit Committee met in June to review the 2019-2020 audited statements for NCS.

Normal spending has been greatly impacted by COVID-19. As counselling services moved from in person to online or by telephone, NCS was the recipient of targeted funding from 3 different funders

to upgrade equipment such as phones and computers for staff and some clients. The full financial picture will become clearer in time; but on behalf of the Finance Committee, I would like to thank all NCS staff for their ability to adapt in these challenging times and for their continued dedication to those NCS serves.

Respectfully submitted,  
Alison Hutchison, Treasurer

#### **HUMAN RESOURCES COMMITTEE REPORT**

The HR committee is responsible for developing human resource practices and policies for the agency, planning for employee changes, and for ensuring that all aspects of personnel management, including recruitment and retention of employees, is well-managed and high quality. Members of the HR committee this year included:

- Alison Hutchison – Chair
- Marta Abel – Board member
- Cathy Leugner – Board member
- Rona Park – Executive Director

Each year, NCS participates in the Community Social Services Employers' Association's (CSSEA) Human Resources surveys that help build a profile of employees in the social services sector across BC. Our 2019 agency-specific data coming from this report showed that our average length of service is 8.16 years across all employees, the average age of all employees is 47, with 87% of staff being female, and 13% being male. Our longest recruitment challenge in 2019-20 ended with the filling of our Counselling & Family Services Program Manager position in April, 2020.

This past year was an exceptional one, not just because of COVID-19, but because of the planned retirement of our Executive Director, Rona Park. In May 2018, the Board developed an ED Succession Plan, which worked well to help guide the process of recruiting an appropriate candidate. This plan included seeking input from staff and several community partners. Rona's retirement was initially planned for July 2020, but with the onset of COVID-19, the recruitment process was slightly delayed but not stopped. We appreciated that Rona was willing to extend her retirement date to see the agency through the initial stages of the pandemic and to allow us time to extend the recruitment window, if needed.

The ED recruitment process included advertising, shortlisting, developing an interview and scoring process, interviewing, and finally making an offer to our successful candidate. We were pleased with the level and calibre of interest shown in this position. The committee conducted seven extensive online interviews, followed by two in-person interviews before making our selection. The position was offered to and accepted by Kathleen Newson from Nelson, and we very much look forward to working with her in this capacity.

On behalf of the committee, I would like to thank Rona for her leadership over the past seven years at NCS and to welcome our new ED, Kathleen.

Respectfully submitted,  
Alison Hutchison, Chair

#### **COMMUNITY RELATIONS COMMITTEE REPORT**

The Community Relations Committee this year included:

- Cathy Leugner, Chair
- Tracey Fellowes, Board Director
- Program Management Team Members (Rona Park, Anna Maskerine, and Joyce Dahms)
- Katie Tabor, Member at Large

The committee met twice in-person this past year, and follow-up meetings were postponed due to the pandemic. However, the committee has and continues to accomplish the goals set forward in its annual strategic plan, which pertain to the agency's community profile and increased donorship.

The theme "Responding to Domestic Violence" was chosen for the annual report as it reflects the work being done by NCS to bring more education to the community through the hosting of two conferences in the past two years dealing with the issues of human trafficking and domestic violence. The marketing of these two events brought great awareness and offered professional development to frontline workers and community at large.

To continue to bring more awareness to the agency's profile via technology, the Committee created an annual Calendar of Significant Awareness Events and have begun to post these on our Facebook page, a News/Event page, and our website. Our agency rack card has been distributed throughout the community, and plans are there to create rack cards for our residential programs, Aimee Beaulieu Transition House and Cicada Place.

The committee also wishes to increase and track donorship. Donor software programs are being researched to enable the agency to track, thank, and contact donors. The Committee continues to look into a variety of fundraising opportunities such as a "Year End Giving" campaign, Kootenay Co-op Till Donations, and a couple of other community events that will not only increase our profile, but will possibly add to the Donation Reserve funds. Total donations to the Society this fiscal year amounted to roughly \$30,000. We remain ever grateful to the generous donors in our community who appreciate and support our work through their donations.

Respectfully submitted,  
Cathy Leugner, Chairperson

#### **PERFORMANCE & QUALITY IMPROVEMENT (PQI) TEAM REPORT**

The PQI Team has been in place since 2006 when NCS was first accredited with the Council on Accreditation (COA). The team'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. Through the quarterly PQI review cycle, we assess and make efforts to improve the overall performance of programs and to meet standards that promote quality outcomes. The PQI process is staff driven, and includes support and input from all levels of the organization, including the Board, management, administration, and stakeholders.

The PQI Team 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, financial plan, staff training, emerging issues that might imply policy changes, and reviews progress on any new initiatives undertaken by the agency.

On the heels of another successful Reaccreditation in fall 2018, the PQI Team's primary focus in 2019-20 was to explore ways to improve upon its data collection, outcomes measures, program evaluation processes, and PQI reporting processes. We agreed we are pretty good at collecting data, but not so good at making meaning of it and using it fully to improve our services. This has been a big undertaking, as it requires an overhaul of many of our existing systems. This work is well-underway, thanks to the Quality Assurance project sponsored by our cooperative, and no doubt will bear fruits in the coming year.

The PQI team implemented their annual Client Satisfaction Survey month in October 2019, the results of which are reported in the 2019-20 Annual Report. We are very pleased with the high level



of satisfaction reported by our client group this past year. Obviously, feedback from our clients is a critical piece of the quality improvement cycle.

In addition, the team reviewed several policies and procedures and developed some new ones. Monitoring the status and well-being of our agency at every level of operation is an important and key role of this team. We look forward to our continued work together in the coming year.

Respectfully submitted,  
Rona Park, on behalf of the PQI Team (Roger Luscombe, Anna Maskerine, Joyce Dahms, Toumbi Heynen, Alea Chute, and Rona Park; Board member Tracey Fellowes)