

Nechako Valley Community Services Society

# Annual Report

Fiscal Year 2013-2014

Our mission is to support, educate and empower individuals and families to enhance independence, confidence, and wellness respecting the diversity within our communities

# TO OUR STAKEHOLDERS

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# TO OUR STAKEHOLDERS

## BOARD PRESIDENT REPORT



Over the past year, our Society's board of directors has focused on enhancing our profile and services in Fort St. James. To help achieve this goal, we have created a new management position in Fort St. James so I would like to welcome Linda Lewis to the position of Program Manager and wish her every success.

In the last year, our Society has expanded and diversified our service profile by accepting a contract that involves the operation of a youth group home. The Aspen Group Home provided an opportunity to expand our capacities and competencies so we accept this new and challenging opportunity.

Over the upcoming year, we will continue to build relationships in our communities and to strengthen the capacity within our staff.

Once again, I would like to thank the staff of Nechako Valley Community Services Society for their commitment to the citizens of our communities and for their dedication to our clients. I would also like to thank our Board of Directors for their time and commitment to helping us also move towards our goal.

Tim Bancroft  
President, Board of Directors

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## EXECUTIVE DIRECTOR'S REPORT



One privilege of my role as the Executive Director of Nechako Valley Community Services Society (NVCSS) is the time I spend with those we serve, volunteers, staff, the Board of Directors and other supporters in the incredible places where we work in the Nechako Valley region. Beyond the day-to-day management of budgets and programs, I get to meet the passionate people who make our organization so vibrant and strong. It's those people---people like you—who make a significant difference in people's lives.

For example, in the past year, I've had the good fortune to work closely with my management team, the Board of Directors and Staff in successfully being awarded another three year accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF). This prestigious award is given to organizations who meet high standards to improve the quality of life of the persons served. This award demonstrates our continued dedication to the individuals and families we serve.

This year our Board of Directors and Management team spent energy strengthening our position within the communities we work. For instance, this year much of our focus was in setting the foundation for a stronger presence in Fort St. James. To this end I am pleased to report we hired a full time manager, Lynda Lewis, as the Fort St. James Program Manager. Although her duties include supervising and supporting staff, a large portion of her work centers around community development. At this time Lynda is working on securing funding and developing a family centered community daycare. In the coming months and years we will continue to support and develop social service projects to meet the Fort St. James Community needs.

In January 2014 NVCSS expanded by bringing on the Aspen Youth Group Home. This program is a licensed 5 bed resource designed to support youth aged twelve to eighteen through twenty-four hour residential supervision. This program is a good complement to the youth services NVCSS provides and we look forward to advancing this program.

This year we expanded our Vision and Mission to include a list of core Values that exemplify our organization and what we are striving to achieve. These values are: Empower; Respect; Excel; Accountable;

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Creative; Accessible; and Diverse. As a group we are challenged to live these Values in the great work we do with individuals and families.

This report is not just an accounting of a year's work. It is a tribute to you and all those who make our achievements a reality. In summary, I sincerely thank all the volunteers, our Board of Directors, my Management Team and all our Staff for their dedication, commitment and hard work. Our team has always served the region with the highest degree of excellence and each is a credit to his/her individual profession. I am very pleased with the direction our organization is moving and look forward to working with each of you during this next fiscal year.

Kind Regards,

Tyrell Arnold, M.Ed., R.C.C.  
Executive Director

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## FINANCIAL REPORT



In fiscal 2014, our group's priority continued to be the provision of timely and accurate financial information to our Management Team, Directors and Stakeholders as well as, on an ongoing basis, the responsible monitoring of the Society's revenues and expenses.

- In July, the existing cell phone services provided by our carrier were modified resulting in considerable cost savings with no compromise in service. In September, we strengthened the processes used to monitor fuel purchases for our fleet vehicles. In March, we transferred our insurance needs to a new provider which will result in substantial cost savings into the future without loss of coverage. Most recently, we were awarded property tax forgiveness for one of our buildings in Vanderhoof. All savings realized from these initiatives are re-invested into our Society and allow us to increase and upgrade the services we provide to the three communities we serve.
- Payroll is the major expense for our society and we have continued with our efforts to maximize the potential of our ComVida payroll program, to understand and adhere to our Collective Agreement and to demonstrate best practices in all we do. With the planned implementation of a computerized scheduling system in fiscal 2015 many of our processes should be further streamlined.
- We continue to refine and improve our budgeting and financial reports. Timely, monthly reporting continues to our Board of Directors and Management and, as required, to other stakeholders. With the addition of a full time program manager in Fort St. James, these processes will continue to be strengthened to ensure we have a firm understanding of the financial implications of our increased profile in this community.
- Our group plays an active role in all efforts to diversify our funding base and grow our Society. We were involved in the financial aspects of our new Aspen Group Home and the negotiations and discussions concerning savings proposals and necessary funding increases with other funders. In fiscal 2015, we look forward to the renovation to the west wing of our Vanderhoof office.

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- In December, we said a fond farewell to one of our group. Tara Beal and her family had the opportunity to move to South Carolina. We appreciate the many years of excellent service she has given to our Society and Stuart Nechako Association of Community Living and miss her friendship, good humour and the energy she brings to all she does. As with everything, however, as one door closes another one opens and we were thrilled when Kari Ann Gilbert chose to join our group in January. Kari Ann brings a wealth of “hands on” practical accounting experience and, very necessary, a great sense of humour and appreciation of fun. We are lucky to have her as part of our team. With the changes in staff, we have taken the opportunity to increase our cross training and these initiatives will continue through Fiscal 2015.

In conclusion, we believe the financial health of our Society continues to be strong and we look forward to another year of challenges and opportunities in 2015.

Respectfully Submitted,

Karen Bancroft B.A. (Hon), M.B.A.  
Finance Administrator

### **KENNETH B. SIMON CORP.**

**CHARTERED ACCOUNTANTS**

P.O. BOX 410, 2375 BURRARD AVE., VANDERHOOF, B.C., CANADA V0J 3A0

PHONE: (250) 567-3155 FAX: (250) 567-3872

#### **INDEPENDENT AUDITOR'S REPORT**

To the Directors of Nechako Valley Community Services Society:

We have audited the accompanying financial statements of Nechako Valley Community Services Society, which comprise the statement of combined financial position as at March 31, 2013 and the statements of combined operations and net assets, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

#### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation of financial statements and fair presentation in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

Our responsibility is to express an opinion on these financial statements based on our audit. Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those

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risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

## *Basis for Qualified Opinion*

In common with many charitable organizations, the society derives revenues from contributions the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the society and we were not able to determine whether any adjustments might be necessary to donation revenues, excess of revenue over expenses, assets, liabilities and net assets.

## *Qualified Opinion*

In our opinion, except for the possible effects of the matter described in the basis for qualified opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Nechako Valley Community Services Society as at March 31, 2014 and the results of its operations and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations. As required by the B.C. Society Act, we report that, in our opinion, these principles have been applied on a basis consistent with that of the preceding year.

Vanderhoof, British Columbia

**CHARTERED ACCOUNTANTS**

August 18, 2014

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## FINANCIAL STATEMENTS

NECHAKO VALLEY COMMUNITY SERVICES SOCIETY  
COMBINED OPERATIONS AND NET ASSETS  
FOR THE YEAR ENDED MARCH 31, 2014

	Net Assets (Deficiency)			Excess Revenue	Adjustments and	Net Assets (Deficiency)
	<u>Opening</u>	<u>Revenue</u>	<u>Expenses</u>	<u>(Expenses)</u>	<u>Transfers</u>	<u>Closing</u>
Aspen Group Home	\$ -	\$ 121,874	\$ 121,858	\$ 16	\$ -	\$ 16
Board	61,720	619,202	565,396	53,806	29,848	145,374
Building Fund	(707,112)	169,764	173,662	(3,898)	-	(711,010)
Child and Youth Care	-	106,546	105,595	951	-	951
Children and Youth with Special Needs	(371)	81,295	77,017	4,278	-	3,907
Children Who Witness Abuse Vanderhoof	(4,069)	61,917	55,652	6,265	(6,000)	(3,804)
Children Who Witness Abuse Fort St James	(4,311)	68,419	67,696	723	-	(3588)
Community Action Plan for Children	36	74,382	69,603	4,779	(4,000)	815
Donations and Grants	37,415	16,286	12,764	3,522	(32,003)	8,934
Family Parent Support	1,981	82,042	82,023	19	-	2,000
Family Preservation Program	-	168,675	133,111	30,764	(29,500)	1,264
Fort St. James Daycare	41,938	525	6,439	(5,914)	-	36,024
Homeless Outreach	-	59,378	61,202	(1,824)	-	(1,824)
Host Agency – CAPC	-	65,351	62,557	2,794	(2000)	794
Infant Development Program	(12,995)	174,932	175,879	(947)	1,200	(12,742)
Intensive Semi-Independent Living No. 2	75	371,712	371,034	678	-	753
Intensive Semi-Independent Living No. 3	-	375,073	372,356	2,717	-	2,717

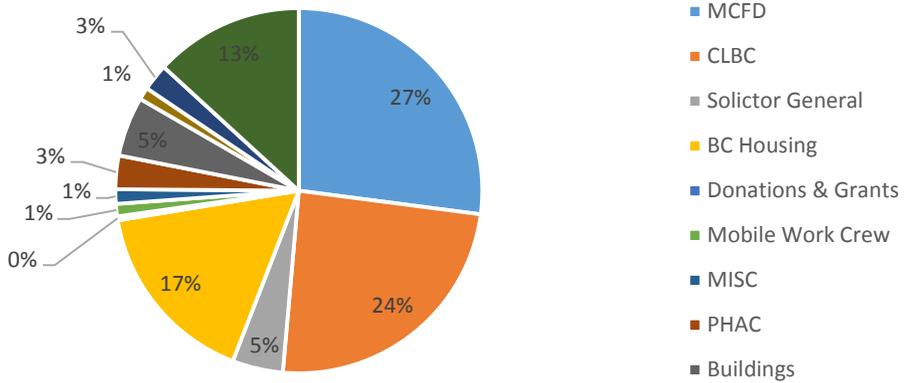
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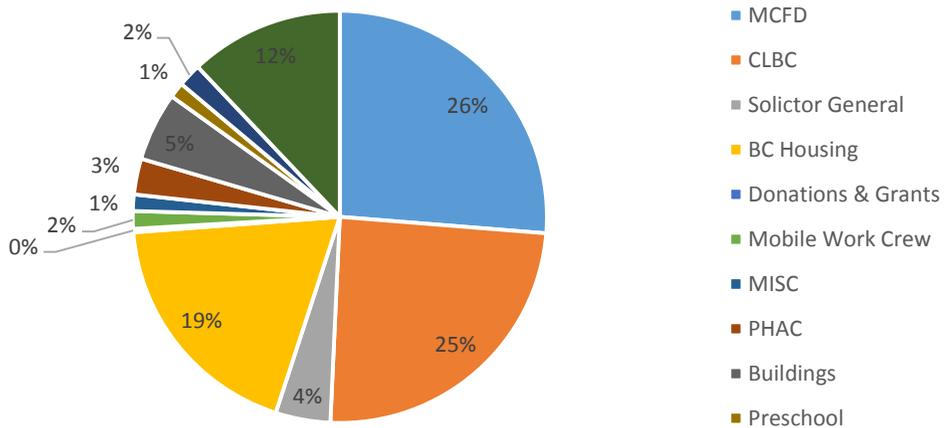
	Net Assets			Excess	Adjustments	Net Assets
	(Deficiency)			Revenue	and	(Deficiency)
	<u>Opening</u>	<u>Revenue</u>	<u>Expenses</u>	<u>(Expenses)</u>	<u>Transfers</u>	<u>Closing</u>
Meals on Wheels	-	7,043	3,634	3,409	(3,409)	-
Medical Alert	-	476	342	134	(134)	-
Mental Health	5,334	309,348	302,574	6,774	(10,000)	2,108
Miscellaneous	12,878	30,610	26,934	3,676	-	16,554
Mobile Work Crew	2,340	51,841	64,947	(13,106)	-	(10,766)
Nechako Waste Reduction	2,432	21,715	23,187	(1,472)	-	960
Riverside Place	(491,077)	719,199	822,017	(102,818)	14,498	(579,397)
Self Help	-	124,573	144,565	(19,992)	15,207	(4,785)
Semi-Independent Living Skills	-	174,429	159,222	15,207	(15,207)	-
Sitka Project	9,293	78,901	79,280	(379)	-	8,914
Sunshine Discoveries Preschool	1,752	51,492	56,987	(5,495)	-	(3,743)
Support to Foster Parents	338	66,060	70,405	(4,345)	4,500	493
Supported Work	-	99,166	102,297	(3,131)	-	(3,131)
Transports and Supervised Visits	-	82,099	81,317	782	-	782
Vehicle Program	(107,397)	111,292	85,793	25,499	-	(81,898)
Victim Witness Assistance Fort St. James	(1,072)	43,475	41,465	2,010	(10,668)	(9,730)
Victim Witness Assistance Vanderhoof	(7,878)	36,229	36,518	(289)	(6,352)	(14,519)
Youth Forensic Services	(175)	85,825	85,325	500	-	325
	<u>\$ (1,158,925)</u>	<u>\$ 4,706,346</u>	<u>\$ 4,700,653</u>	<u>\$ 5,693</u>	<u>\$ (54,020)</u>	<u>\$ (1,207,252)</u>

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## Revenue by Source Fiscal 2013-2014



## Expenditures by Program Fiscal 2013-2014



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## FINANCIAL POSITION AS AT MARCH 31, 2014

	MARCH 31, 2014	MARCH 31, 2013
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$132,397	\$ 182,515
Accounts receivable	194,120	43,523
GST/HST refundable	15,984	57,486
Prepaid expense	<u>12,439</u>	<u>14,385</u>
	354,940	297,909
<b>Term Deposits</b>	528,095	519,809
<b>Capital</b>	<u>5,679,041</u>	<u>5,795,457</u>
	<u>\$ 6,562,076</u>	<u>\$ 6,613,175</u>
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities	\$ 155,562	\$ 274,923
Government remittances payable	27,261	-
Damage and security deposits	2,248	2,460
Current portion of long term debt	<u>92,543</u>	<u>90,131</u>
	277,614	367,514
<b>LONG TERM DEBT</b>	1,639,532	1,732,075
<b>DEFERRED CONTRIBUTIONS</b>	<u>3,084,540</u>	<u>3,104,742</u>
<b>CONTINGENT LIABILITIES</b>		
	5,001,686	5,204,331
<b>NET ASSETS</b>		
<b>NET ASSETS INVESTED IN CAPITAL ASSETS</b>	862,426	868,509
<b>INTERNALLY RESTRICTED NET ASSETS</b>	792,845	743,530
<b>UNRESTRICTED NET ASSETS</b>	<u>(94,881)</u>	<u>(203,195)</u>
	<u>\$ 6,562,076</u>	<u>\$ 6,613,175</u>

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## COMMUNITY LIVING MANAGER REPORT



In life, we all experience the inevitable, change. One employee at NVCSS reminds me that the only constant in life is change, and I have used this as a reminder throughout the year. Change is coming, it is here, and we must embrace it. The Community Living British Columbia (CLBC) funded programs at NVCSS have seen change in their programming and with individual's levels of care and needs. Change is something I welcome and embrace, and with the right intentions in mind, change can bring growth, strength and success.

There are various CLBC programs in NVCSS, ranging from the 24 hour staffed residences to those individuals who live on their own and receive an allocated amount of support services from our community care workers. We operate two residential facilities that ensure individuals supported have a lifestyle that is as included into the community as possible while supporting their daily needs. Although these individuals require long term services, they are supported with daily decision making, food preparation, banking, social events and activities. In our other programs, some of the individuals supported live with caregivers, family or guardians. NVCSS staff work alongside individuals to improve skill building to help individuals gain or maintain levels of independence.

Whether individuals live on their own, with caregivers or in our fully supported residential homes, they all have the right to employment on our Mobile Work Crew. When working with the Crew, individuals are empowered to build their skillset through jobs around town such as cutting and delivering cords of firewood, yard services and delivering grocery donations to the local food bank. NVCSS takes pride in the hard work the individuals do on the Crew, and community members are grateful to have this service.

There has been some change in all of these programs this year. Our residential programs underwent a staffing restructuring process, and a coordinator now oversees the residential staff scheduling. This frees me up to invest time into the other programs and explore various

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opportunities for the current CLBC clients, as well as future clients. Another exciting change this year was the wheelchair accessible van generously funded by CLBC. This van helps individuals with mobility limitations have access to the community at a quicker time than when individuals had to wait for someone with their class 4 to drive the large bus. When transporting one individual, the van is more fuel efficient and eco-friendly than the bus, and it has been a tremendous tool for our individuals and staff.

The mobile Work Crew changed their old wood splitter to a new one, generously provided by Newgold. The Work Crew relies on their firewood sales to cover the costs of the individual's wages, and this new splitter has not only allowed the Crew to keep up with the demands of firewood, but it is also safer for the individuals to use, and they are gaining more skills.

One inevitable change is the aging individuals we support who require more assistance as the years continue. There has been a steady transition of what support and inclusion mean to these individuals. This will continue into the coming year and years to come.



Although the changes occur and continue to occur, it has been a rewarding year learning about adapting and transitioning with change, welcoming it, and embracing it through the trials we face. At the end of each day, however, I go down my list of 23 individuals currently in the CLBC program and am able to say we made a small difference in their lives today. This comes through the hard work of our staff, the community we serve and our generous donors. With this team, we can continue to make positive change all around in the years to come.

Sincerely,

Kerry Kennedy  
CLBC Program Manager

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## CLINICAL SUPERVISION REPORT



My role has changed in 2013-2014 fiscal year. I started out as a Clinical Supervisor, then took on managing some programs in November 2013. The programs I took over included the Sunshine Discoveries Preschool, Crime Victim Assistance Program, Community Action Program For Children, Children Who Witness Abuse Program (Vanderhoof), and the Youth Justice Program. Becoming a Program Manager has challenged me and helped me develop new skills. This opportunity has made my

position within NVCSS an exciting and rewarding experience.

National Aboriginal Day (NAD) in 2013 was a huge success. There were two schools along with the general public that participated in the event bringing approximately 450 people to the event. NAD events in 2014 was successful as well, bringing together over 200 people to the event despite lower participants because of the school strike. NAD helps our clients embrace the First Nations culture, and gives the staff exposure to the rich First Nations culture in this community. NAD also helps NVCSS build partnerships with other organizations and helps bring the community members together.

Another activity to report on is the first annual IDIDALAP team from NVCSS in June 2014. Vanderhoof has a committee that organizes the annual event to help fundraise money to fight against cancer. NVCSS staff were more than willing to help fight this battle against cancer by forming a company team. Our NVCSS team which included participation from staff, family of staff, and clients, not only raised a significant amount of money, but really came together to show our team spirit as a society.

There were various grants applied for this fiscal year, some received, some rejected. The grants applied for and received were from Canadian Heritage for National Aboriginal Day for the amount of \$1000.00. Mount Milligan donated \$500.00 to the Sunshine Discoveries Preschool. Mount Milligan also donated \$500.00 for the Daycare project in Fort St. James. The Public Health Agency of Canada donated \$802 for a Family Violence Prevention Initiative.

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Through our partnerships with Saik'uz First Nation and Carrier Sekani Family Services (CSFS), we received approximately \$6500.00 for National Aboriginal Day. The Family Violence Prevention Initiative money was partnered between the CAPC program and the CPNP program at CSFS and brought a total of \$1604.00 to bring a training event called "Empowering Interventions: Supporting Families Experiencing Violence". This training event was open to support workers and counsellors from NVCSS and CSFS and helped staff develop new skills to deal with and prevent family violence.

One last training event to report on is the Aboriginal Suicide Prevention workshop called "Through the Pain" facilitated by Psychologist Darien Thira. This training event was very successful and was offered to both internal staff and external agencies. There were various agencies that came together to learn about Suicide Prevention including RCMP, Saik'uz First Nation, Nak'azdli First Nation, CSFS, School District 91, and Northern Health and others.

This position has been great in helping me develop appropriate skills to become an effective Program Manager and Clinical Supervisor. I am grateful for the opportunities given to me at NVCSS, and have mixed feelings to say I will be taking a one year leave of absence to expand my family. I love being part of such a dynamic team at NVCSS and look forward to my return in August 2015!

Sincerely,

Paula Wylie

Clinical Supervisor/Program Manager

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## FORT ST. JAMES MANAGER REPORT



Stepping into the new position of Program Manager for the NVCSS Fort St. James office in March 2014 has been a whirlwind, but in many ways, I feel like I have come home. I have had the opportunity to work collaboratively with the Fort St. James Grant Writer, Shauna Hess to write an up-to-date business plan for the proposed Fort St. James Daycare. With the business plan completed, we were able to submit a proposal to the Ministry of Children and Family Development. Completing the business plan in a short time span was challenging and rewarding. There are two more grants to submit in preparation to move forward with the renovations necessary in order to open the Fort St. James

Daycare in 2015.

The Fort St. James office has recently acquired the contract as Host Agency from Community of Practice to deliver Motivational Interviewing to the Northern Region for the next year. Joan MacGillivray has worked diligently to create a website for this program which is now up and running for the soft launch. A face-to-face launch will be held in September in Prince George. The intention of the regional Community of Practice (CoP) is to enable a virtual, social learning network that helps people who use the Motivational Interviewing (MI) approach continue developing and refining their skills, while also reflecting together with others.

In 2014 the Mental Health Therapist position was filled, and we are pleased to welcome Christopher Vogelsang to the FSJ team. Chris is returning to the community after a five year hiatus in which he obtained his Master's Degree in Clinical Counselling.

In addition to overseeing the renovations and opening of the daycare for the next year, I will be working diligently to expand our Community Living Program and collaborate with community stakeholders to develop a housing program for homeless individuals.

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I am excited about what has been accomplished in the few first few months of working in Fort St. James which is encouraging as I pause to take a deep breath in anticipation of continued growth of NVCSS in the community.

Sincerely,

Lynda Lewis

Fort St. James Program Manager

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## FAMILY SERVICES MANAGER REPORT



My role as Ministry of Children and Families Program Manager is a very diverse and exciting one. The programs that I supervise are varied and take on many different forms depending on client needs. Programs are classified in two ways; Counselling Services and Family Support Services. Our counselling services encompass the Mental Health, Sexual Abuse Intervention, Youth Justice and Children Who Witness Violence programs. Family Services encompass several programs including; Family Preservation, Family Support, Child and Youth Care, Transport, Infant

Development, Support to Foster Parents, Community Action Plan for Children, Children and Youth with Special Needs. The extent of the work done in each of these programs is too broad to capture in one report, however each are designed to facilitate positive changes and independence in the lives of each client accessing service.

During the 2013-2014 year we saw a period of stability and growth within these programs and several of them also experienced an increase in persons served. Our Homeless Outreach Program saw a larger than anticipated demand for services and I'm glad to say that we have been able to keep up with the demand. Nonetheless, the demand has highlighted the greater need for stable housing in the Vanderhoof, Fraser Lake area, so expanding this program will be a focus for the upcoming year.

In the New Year we were pleased to offer the Strengthening Families program in Fraser Lake. Strengthening Families is a 12 week parenting program open to all families in the community and made possible through inter-agency collaborations and donations from local businesses. This was our first time offering programing on this scale in Fraser Lake and the response was overwhelmingly positive.

Another highlight of the past year was the collaborative effort put forward by NVCSS and Saikuz First Nations in delivering another very successful National Aboriginal Day. The contributions of

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staff and community members helped to make this a rewarding day, celebrating the diversity and rich culture in our community.

It's been a rewarding year and I'm looking forward to the continued work of the entire NVCSS team in bringing meaningful and relevant services to the communities we serve.

Regards,

Danny Scoular  
Family Development Program Manager

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## RIVERSIDE PLACE MANAGER REPORT

### ASSISTED LIVING & SUPPORTIVE HOUSING ~ Affordable Independent Housing for Seniors



“Happiness is not by chance, but by choice” - Jim Rohn

Riverside Place is home to a community of 34 very happy tenants who enjoy independence and optimal quality living. Our average age is 85 years young with tenants ranging from age 50 – 96. This means we have an incredible wealth of 2,844 cumulative years of tenant experience and knowledge all under one roof! It is so wonderful here that visitors often assume we have round-the-clock staff. In fact, we only have a small group of part-time and casual staff; 6 dedicated and multi-talented individuals work duties across various functions namely, recreation, housekeeping, janitorial, maintenance and administration. We absolutely adore serving our seniors and strive for excellence in our work by consistently embodying our society’s vision and mission. The strategic direction of the society also frames the way I approach my responsibilities as Site Administrator – overseeing the day to day operation and maintenance of our seniors’ housing complex, ensuring adherence to residence policies and procedures, supervising staff and subcontractors, ensuring residence safety and property maintenance.

There are powerful and inspiring words in our society’s vision and mission statements. I will attempt here to select highlights from the past year that demonstrate how we are continually making strides towards achieving the goals we have set for ourselves.

#### NVCCSS Vision:

*Nechako Valley Community Services Society is innovative and responsive to our communities’ socio-economic needs and we collaborate to design and deliver*



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*quality client-centered programming. We are a well-respected, vibrant and resilient organization that models exemplary practices with stakeholders.*

How Riverside Place is achieving the NVCSS Vision:

**Innovative** – we try to do something a little unique and exciting every month. Our calendar of activities always has a few surprises in it!



**Responsive** – we help address some of our communities’ needs by providing affordable housing; transport; a venue for community meetings; office space for Seniors Connected and other NVCSS programming; food service which caters to individual nutritional requirements, preferences and allergies. Our Family Room suite was recommissioned to office space and we offer our activity room as a meeting space until such time as our main building can be renovated to accommodate our

growing service offerings in the community and surrounding area. We now make use of our salon room (after hours) and transform it into a guest room so that tenants are still able to accommodate overnight visitors. The trees on the south side by the carport were trimmed back substantially so that we could let more light into apartments. The annual rent review ensures that our tenants only pay what they can afford, with our rent-geared-to-income adjustments made accordingly.

**Collaborate** – we partner with a variety of stakeholders including: Vanderhoof Public Library; District of Vanderhoof; School District 91; College of New Caledonia (Skills Link program pre-employment youth workers and Applied Business Technology student placement), community garden, girl guides, Northern Health, Hospice society, WL McLeod Elementary School, Northside School, Evelyn Dickson Elementary School, Fort St James Seniors Society, Nechako Valley Seniors Citizen’s Society (Seniors Potluck Dinners at the Friendship Centre every last Friday of every month), Nechako View Seniors Society, various private and corporate donors and sponsors, volunteers, grants from New Gold, Enbridge, Integris Credit Union, United Way. Our local Tim Hortons kindly donated commercial coffee brewer which is a vast improvement on efficiency at meals and coffee times.

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**Quality client-centered programming** – Our seniors needs are the focus of all our programming. For example: low impact strengthening exercise classes twice a week supports falls-prevention, affordable housing is adjusted to local market rates, our recreation is around seniors’ interests, catering serves particular dietary requirements, housekeeping service is adjusted to clients’ abilities, safety for our seniors is a priority, tenants are encouraged to participate and where possible lead activities and make suggestions.



*This picture hardly does this magnificent mural justice. Annerose Georgeson truly outdid herself with the design and painting of this familiar Vanderhoof landscape scene of flying geese against a backdrop of trees and Sinkut mountain.*

Seniors Connected is an example of a client-centered program hosted at Riverside Place. We are very grateful for the work Debra-Ann Bishop has done in her role as Program Coordinator to advocate for continued funding support of Seniors Connected. Having the Seniors Connected hub run from our building is a major bonus for Seniors of Riverside Place. We can just go downstairs to take advantage of the activities including a brand new computer lab sponsored in part by Enbridge. Debra coordinates exciting bus trips, fun socials and educational workshops all targeted at seniors’ needs and interests.

**Well-respected** – we are proud of our reputation as being a top quality housing complex, we have a long

wait-list of prospective tenants which speaks to that, as well as the many referrals and enquiries for housing, social media presence and the fact that we are considered expert enough to be invited to sit on the District of Vanderhoof Housing Committee.

**Vibrant** – There is truly never a dull moment at Riverside Place! We have so much life to celebrate within these walls and we do so with: live music performances, square dancing, belly dancing, traditional Fijian dancing, singing talent recitals, outings, day trips, movie nights, game

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nights, low impact exercise class, school band performance, giant crossword puzzle, club car rides, themed suppers, residents even make homemade apple sauce in our kitchen picked from crabapple trees on our property, WL McLeod grade 3 class intergenerational visit – shared craft with tenants, developing legacy art project coordinated by Annerose Georgeson, education on developing empathy and respecting diversity. As you can tell we are fully integrated into our community, and our tenants are very active indeed.



*Another colourful mural of flowers and insects has been completed and ready to adorn a wall at the lower level of Riverside Place. Thank you Annerose Georgeson and McLeod Grade 3 students and teachers!*

or move-in.

**Resilient** – Riverside Place demonstrates resilience through our creativity and ability to adapt to change. Our team has come through many challenges including budget constraints which we met with tighter financial controls and cost saving initiatives. When faced with

a staff retiring or subcontractor turnover we are always able to recruit staff and hire new service providers. When we see a need we fill it; proceeds from our 2013 yard sale purchased track lights for the “stage” area in our tenant lounge or common area. Excellent team work ensures smooth transition with tenant changes, be it an exit

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## Models exemplary practices

– We are always looking at new ways of

of

continuously improving all we do. Examples include; efforts to utilize local suppliers as much as possible; i.e. ordering and repairs moved to Vanderhoof suppliers; implementing improvements in how we ensure a clean,

safe and well-maintained building; we consult with a dietician when designing our menu to provide nutritionally balanced meals; we follow policy and procedure guidelines of the Assisted Living registry and BC Housing, both of which conduct audits, operational reviews and require us to conduct regular inspections of equipment and fire safety systems. The BC Housing annual review is a very productive meeting we have with Valerie Hare, regional property portfolio

manager, who helps in developing an action plan with goals for improvement.

*Brightly decorating our dining room walls are gorgeous new locally captured landscape photographs (taken by Vanderhoof citizens).*



*Riverside Place is so dynamic we even host baby showers! Here we have the privilege of welcoming precious Qica, son of one of our volunteers.*

## NVCS Mission:

*Our mission is to support, educate and empower individuals and families to enhance independence, confidence and wellness, respecting the diversity within our communities.*

# TO OUR STAKEHOLDERS

## How Riverside Place is achieving the NVCSS Mission:

**Support** – it is our job to support individual tenants and their families through advocacy for seniors' needs, we create opportunities to educate, we provide daily nutritious meals which support health, we improve accessibility of services by bringing flu-shots and polling stations to Riverside Place, organize shopping trips and encourage family visits. Whenever possible, we go the extra mile for tenants e.g. with a reminder to come out for lunch/supper, or a meal tray delivery if someone is unwell. Riverside Place staff communicate regularly with family members on how to best provide a helping hand for senior relatives. On occasion we have coordinated with the Northern Health occupational therapist to locate and install grab rails or a floor-to-ceiling mobility pole for tenants, promoting safely aging in place.



*Tenants visit with friendly passers-by as they enjoy a Club car Ride along the trails through the bird sanctuary, WL McLeod wetland and Riverside Park.*

**Educate** – Seniors Connected has successfully delivered educational workshops on various topics (Reflexology, Healthy Mind - Healthy Heart, Falls Prevention, Diabetes Prevention); connecting seniors with resources. We

enjoyed an enlightening presentation by pharmacist Jeff Hickey alerting us to potential medication interactions, this year we also arranged First Aid Level 1 training for staff

**Empower** – our staff assist tenants only with the things that they *cannot* do for themselves. Housekeeping is an area in which we empower tenants to do as



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much as they possibly can. Each individual, regardless of health challenges or apparent restrictions, has the potential to grow, learn, improve and safely step out beyond the limits of their comfort zone. We want tenants to take ownership of their home environment by inviting suggestions, complaints or concerns and we make it our duty to address these issues as quickly as possible so that tenants feel they can make a contribution and influence decision-making that directly impacts their quality of life.

*Winter weather conditions aren't about to stop Riverside Place tenants getting out on their scooters and braving the snow-covered roads. On this particular day a Good Samaritan stopped to help a gentleman out of his "high centered" situation and back on his way.*

**Enhance independence** – at Riverside Place, tenants have the freedom to enjoy life without the stress of social isolation, barriers to mobility or accessibility or difficulty maintaining good nutrition. I arrange meetings with the extended care team and family members in the event that a tenant experiences a significant change or setback. In this meeting we brainstorm and seek advice on how to help the individual age in place most comfortably with dignity before

contemplating a move on to long term care facility. Assistance from volunteers, family, friends and neighbours here at Riverside Place can make all the difference in enhancing independence. Church and music events are hosted in our tenant lounge so that lack of transportation does not prohibit participation. All our activities are drop-in and attendance by choice.

**Confidence** – it is comforting for tenants to know that their home is safe and secure. Apartments have handy grab rails in bathrooms (where risk of falling is higher) and their personalized Emergency Medical Response system gives tenants confidence that they have access to professional help (and an ambulance if necessary) at the push of a button. We inspire confidence so that tenants are unafraid to try new



*Tenants and visitors frequently stop and admire the stunning portraits of our smiling residents. This display is in the lobby of our building and it is a very special contribution created by the Vanderhoof Photography Club.*

*A proud moment here when CNC practicum student, Kelsey Antoine was awarded the prestigious Mary John Award named after Order of Canada recipient Mary John of the Saik'uz First Nation.*

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things, meet new people, attend socials, have fun and regain independence and self-confidence that might have been lost before coming to Riverside Place. Our in-house hair salon plus toenail care and manicures help tenants feel good about their appearance and personal hygiene.

**Wellness** – it is not uncommon for tenants to bounce back to health pretty soon after moving in to their apartment at Riverside Place. Tenants tend to thrive and rebound quickly from a health setback, injury or surgery because of the exceptionally supportive environment we have here.

**Respecting diversity** – everybody is welcome at Riverside Place. We cherish a mutually respectful culture and a peaceful atmosphere. There is something for everyone and we trust no one feels discriminated against. We enjoy visits from different schools, church groups and community groups. Our tenant population is fairly diverse and we support various disabilities, cultures, needs and abilities. Our programming makes a very valuable contribution to Vanderhoof being an age-friendly community.



*Happy people of Riverside Place ☺*

*Left to Right: Mary Wall (cook), Carol Penner (volunteer), Judy Kelly (food server and casual housekeeping and janitorial), Kelly Ann Patterson (kitchen manager), Anna Prestmo (food server and part-time housekeeping and janitorial), Ann Perchie (volunteer).*

Fiona Lamprecht  
Site Administrator  
Riverside Place

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# TO OUR STAKEHOLDERS

