



ANNUAL REPORT

2019/2020

Vision

Inclusive communities where people belong and have opportunities to contribute.

Mission

To open doors to opportunities for children and adults with developmental disabilities and their families so that they live the life they choose.

We are committed to enhancing the quality of our services through advocacy, innovation and collaboration.

We strive to inspire the community to join us in creating positive social change.



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A MESSAGE FROM OUR BOARD OF DIRECTORS



service delivery to meet the needs of the individuals served by CVS as best as they can.

The Board has heard many stories of the commitment of CVS; many stories of staff going above and beyond to ensure the safety and wellbeing of the people served as well as their families. Please accept our sincere appreciation.

With great thanks,
The Community Ventures Society Board.

The Board of Directors of the Community Ventures Society (CVS) would like to acknowledge the impressive organizational response of the CVS team to the COVID-19 virus.

In the context of complex and evolving local, provincial and national advisories about the management of the pandemic, CVS responded with compassionate, measured and decisive action.

Under strong leadership, CVS set priorities that reflect the values of the organization. They adopted a person-centred approach and responded to the needs of those most vulnerable with care and concern. They made the difficult decisions needed to ensure the safety of everyone, demonstrating respect for the staff as well as the people they serve and their families.

Each member of the CVS team has been impacted both personally and professionally by this pandemic. Despite personal challenges, CVS management and staff have worked together as a team to problem solve and take innovative and creative action. They have developed and implemented new approaches to



A stylized sun with a yellow-orange circular center and several thick, colorful rays extending outwards. The rays are in shades of pink, green, blue, and orange. The sun is centered on the page, and a semi-transparent yellow-orange rectangle is overlaid on its center, containing text.

ABOUT CVS

We are a non-profit (for-benefit) society serving the Tri-Cities and beyond. We provide Foster Families, Summer Camps, Respite, Life Skills, Community Inclusion, Specialized Children's Residential, Outreach, and Shared Living services to support people with developmental disabilities and their families.

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Before I started to write this message for the 2019/2020 Annual Report, I reflected on last year's report. At that time, CVS was facing staffing shortages due to a tight labour market and we had just finished up a four year strategic plan and then created a new strategic plan that focused on 3 overarching strategic themes: Agency of Choice, Employer of Choice and Leader in the Tri-Cities. Flowing from these 3 Strategic themes we created action plans and we started work on executing the plan. We reported to the Board in November on our progress and then created new action items to be reported on in June 2020. We were well on our way in fulfilling our strategic plans.

However, in January 2020 we started hearing about a new virus that was starting to spread globally. As a result, we purchased extra supplies, masks, cleaning supplies, and food for the residences. We instituted organizational rules about hand washing, in house cleaning, and doubled our external cleaning services. Once the virus landed in Canada we started making plans to create social distancing in our services and we encouraged staff to practice it at home. In a matter of weeks, the situation quickly deteriorated and I watched the Prime Minister, in self-isolation from his home, address the nation and plead with us to wash our hands, not touch our face, to try and work from home, and to practice social distancing. It was evident to me that the way we go about our work and lives was going to profoundly change. CVS's Mission and Vision are to promote inclusion in our communities; the COVID-19 pandemic quickly propelled us into a

situation where we were forced into moving away from these cornerstones of who we are and into practicing segregation instead.

We needed to quickly figure out how we could keep people safe. We asked people to stay home to the extent that they could. We created extra space for social distancing and with the participation of families, staff and leadership we have been able to reduce the individuals we serve in our Community Inclusion Programs from 87 individuals in Port Moody & our Port Coquitlam sites to just a few people who are now split apart in our 3 buildings. Now, much of our service delivery is by Zoom, or taking people for walks in their neighborhood, and individual calls to the people we serve. Our Children's Respite team switched to a virtual service delivery model to deal with very complex issues in supporting families. Further, our Residential Operations has had to very quickly make plans to keep people safe and supported. Shared living is



Kevin, with Vida Peterson, receiving cloth masks sewed by the Rotary Club of Port Moody

doing the same and trying to adapt - our staff and caregivers have not missed a beat.

In times of this pandemic, I feel that we responded to each of our Strategic Themes, albeit in different ways. In terms of Employer of Choice, we did our best to keep our staff safe and support them through this crisis. No one missed any pay and we made sure that they had the safety plans and personal protective equipment they needed to do their jobs. Under the theme of Agency of Choice, we worked hard to keep people and families safe and made some tough decisions and some good rules that prevented anyone at CVS from infection.

"Thank you for your patience, courage & commitment...We have what it takes at CVS to figure this out" - Kevin

We responded to families to the extent that we could but it is clear that the burden on families has been significant as many parents have taken their adult children home to keep them safe. Other families were forced to be away from their loved ones and that is very hard for both parents and their loved ones. Please know that we will do our best to respond to the needs of the people we serve and their families as we move forward. With respect to Leader in the Tri-Cities we have continued to engage with other organizations and stakeholders to promote a more inclusive city.

Further, I want to acknowledge staff on the front lines who come to work even though many of you were deeply concerned about your well-being and safety of you and your own families. I just want to say thank you for all your efforts as a team. Many of our Leadership Team have been forced to work from home and despite the challenges of working from home (children who want attention, dogs barking, doors ringing) staff have been at the helm with a steady hand. This pandemic has tested us all and I know it has been especially challenging for all of you. Thank you for your patience, courage and commitment. It has been an interesting and challenging year. In my estimation we have what it takes at CVS to figure this out.

As I look forward to the year ahead, we are just entering Stage 2 of the Pandemic response and we are working out how we safely serve more people. In some ways we are going to have to reinvent ourselves and provide service in different ways so as to keep our bubbles as tight as possible. We will be in touch with you as we move forward with a brand new plan in alignment with the Public Health Officer, our funders, and the values that keep CVS strong.

Finally, I want to thank our outgoing President, Lynda Miller, for her service, wisdom and leadership as our CVS Board Chair over the past 7 years. Lynda has an impressive record in the Community Living Movement in BC. Lynda served on the PLAN Board, and was on the Woodlands Steering Committee when the BC Government legislated Woodlands Institution to fully close in 1982. Lynda was also on the Board of the Simon Fraser Society for Community Living for several years.

Lynda joined our CVS Board of Directors in 2007 and became our President in 2013. Lynda's long service demonstrates her commitment to CVS. Under her direction CVS has more than doubled in revenue, more than tripled our assets, and has deeply increased the level of service for the folks we serve. Lynda has been a strong leader and I believe her legacy is a stronger Board of Directors and a better CVS. I have enjoyed working with Lynda and benefiting from her guidance. We are truly blessed to have her as our leader over the past 7 years. Thank you Lynda and thanks to our entire CVS community!

Kevin Lusignan
Executive Director



AN UNEXPECTED TEST TO THE STRENGTH OF OUR TEAM -

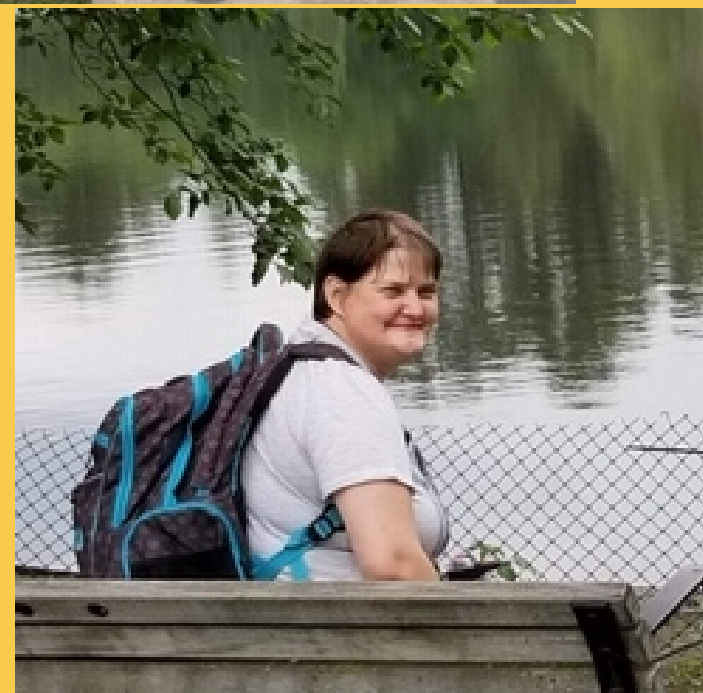
As an agency, we were excited to begin executing our new Strategic Plan at this time last year. Our leadership team had started to pull together excellent ideas and actions related to becoming an employer and agency of choice in our industry. Many plans had begun and were in the process of being executed. However, early into 2020 we were struck with a new challenge that would alter the course of our focus - the COVID-19 Pandemic. Many plans that had just begun centred around creating stronger relationships and networks, focused largely on greater time together. When the severity came to light around COVID-19, we knew that we needed to act fast to adapt our plans to a new reality for CVS and the community around us.

CVS has always taken Health and Safety seriously, we have lots of emergency plans and contingency plans but nothing prepared us for this. I have to say how proud I am of how we have managed our approach so far. Our first focus was to determine operationally what must stay open and what can safely temporarily close while taking everything into consideration, the families we serve, the individuals and our staff. Most of the CVS family were scared and anxious as COVID-19 became a reality, we needed to keep everyone's safety as top priority in our plans. As we closed the majority of our Community Inclusion programs and our Respite program we changed our focus to see if we could serve the individuals who were now at home differently.

CVS introduced ways for us to connect through Zoom, management was learning new technologies while we were rolling out service

on them, as Kevin would say, "we were building our plane while flying it". We came together daily to discuss strategies and consider what we can do to support the individuals from home. Lots of creative ideas came out of our meetings and now we have numerous online options such as visits with individuals, Coffee House and music with Glenn, arts and crafts, advocacy, yoga and Zumba.

We suspect that services in the next year will not look like they used to. We continue to plan and come up with new ways for us to offer our services until a vaccine can be found. We are looking for more locations to use so that we can support more individuals in small groups, we are aiming for consistent staffing to ensure everyone's safety and keep our "bubbles intact".



DIRECTOR OF OPERATIONS REPORT



Even a community in crisis is still our community, our home. Community Ventures Society is part of the social fabric both locally and across the country and we are in this together through what has been the biggest challenge in CVS's 40+ years of existence. I am proud of the team I get to work with, this has not been an easy time but I am fortunate to be surrounded by such intelligent, creative, compassionate, hard working people. We will get through this and be stronger for it. COVID-19 will change us and the ways we provide services. I look forward to a time when we can gather together without masks, gloves and fear to celebrate our successes.

Linda King
Senior Director of Operations



HIGHLIGHTS OF 2019/2020

Our 2019 financial year started off strong and we were motivated by our 3 strategic commitments to boost our service to the individuals we serve, their families, our staff and get out as much as we could in the community. After celebrating our 40th year anniversary in 2018, this gave us a solid foundation for beginning a new chapter in CVS's history and we were excited about all the new opportunities that lay ahead. Even when the COVID-19 pandemic came to light in early 2020, CVS pulled together as a team to continue to support the individuals we serve in a different way and to ensure everyone across our community was safe. Here are some of the highlights from the past year.

CVS Recognized as Best Community Service Provider in Port Moody for 2nd Year in a Row

For a 2nd year in a row, CVS was recognized by members of its local community through the Tri-City News A-List awards. We were voted best community service provider in Port Moody and were very proud to be recognized amongst so many local providers and businesses. As always, we want to thank everyone in the community for their support for what we do.

Tri-Cities Community Services Co-op

CVS is a founding member of the Tri-Cities Community Service Cooperative that includes 7 other organizations: PLEA, Success, Kinsight, Westcoast Family Centres, Tri-City Transitions, Act2 and SHARE. Over the past year, our membership has grown and participation in events has improved. In early 2019, the Co-op began hosting a quarterly breakfast series that brings together non-profits in the Tri-Cities community to network, problem solve and learn. In 2019, this series thrived and enabled greater discussion amongst groups in the Tri-Cities. The Co-op's event on March 6th, 2020, which featured Hon. Selina Robinson (MLA for

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Coquitlam-Maillardville) was very well attended and received great feedback. Moving forward, we hope to continue this work amongst the Co-op and increase membership in the months ahead.

Employment Roundtable of Tri-Cities

CVS is a member of the Tri-Cities Employment Roundtable that has been bringing together service providers, employers, schools and colleges for over fifteen years, helping to improve the conditions for economic and social inclusion of people with developmental disabilities. In September, at the Chamber of Commerce Mayor's BBQ, the Employment Roundtable of the Tri-Cities had the pleasure and privilege of awarding Gabi & Jules Handmade Pies and Baked Goodness the 2019 Inclusive Employers Award. At the event, one of the individuals we serve entertained the crowds with their musical abilities playing piano.

Continued Success of our Social Enterprises

2019 was a record year for our social enterprises, with DisDaBomb increasing its reach across the Tri-Cities and boosting its sales beyond initial expectations. DisDaBomb has made a name for itself in the local health

and beauty sector, with it being named and recommended by many local individuals repeatedly. During the past year, the cards business has also thrived and grown a name for itself across our community.

Additionally, in 2019, the adVentures Dog Walking social enterprise was launched. After only a few short months, the dog walking business had a strong portfolio of regular and repeat customers.

The strength of these businesses in a relatively short period of time is notable and has enabled CVS to brainstorm further about future social enterprises it may want to start in the years ahead.

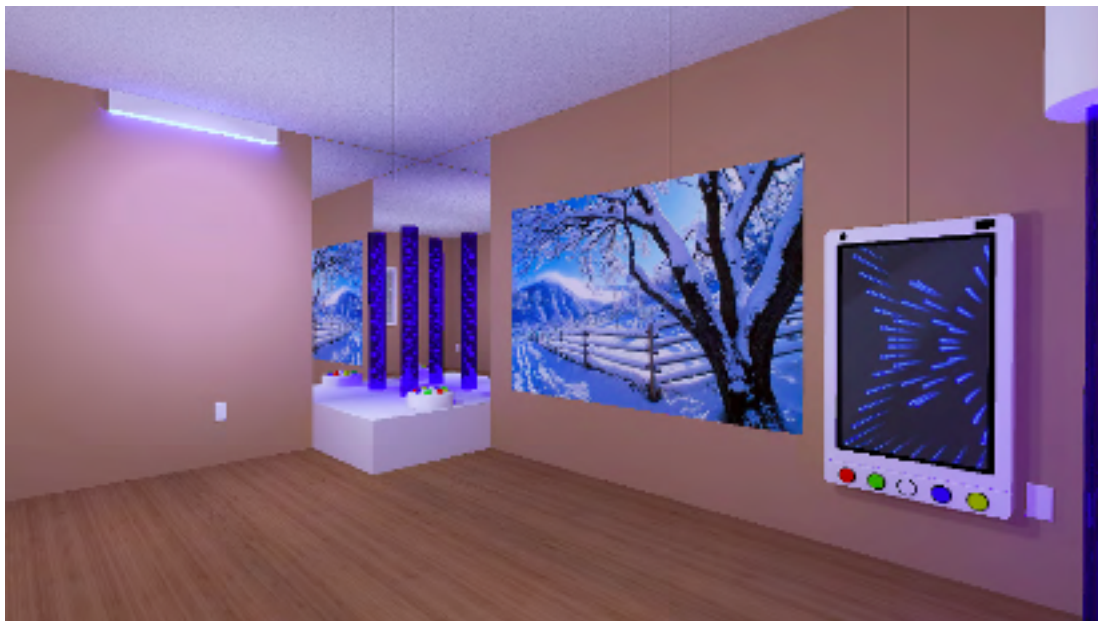


Record Support for Families at Christmas

2019 was a successful year for our annual Children's Services Christmas Hamper program. To boost donations, we looked to facilitate online donations and promoted this program front and centre on the homepage of the CVS website. Additionally, CVS participated in the Tri-City Season of Giving campaign, which helped us feature our Hamper program. As a result, the Children's Services team experienced record donations to this program and were able to provide presents and gift cards to the families we sponsored. We heard from them that our hampers made for a better Christmas. Thanks to everyone who donated.

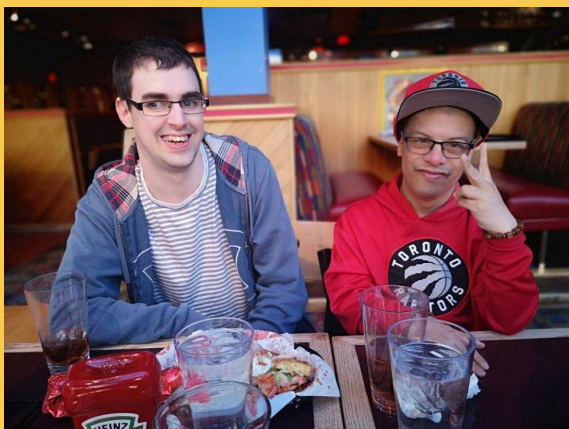
Grant approval for Sensory Room

In September 2019, we were pleased to hear that CVS was successful in obtaining a Federal government grant from Employment and Social Development Canada to build a sensory room at our Port Moody main office. Since finding out about the grant, CVS has worked hard to pull together a design for the sensory room and is looking forward to launching it in late Summer 2020. This sensory room will be a nice addition to our existing facilities and provide a new experience for the individuals we serve.



CVS EVENTS - 2019/2020

In 2019/2020, CVS organized a wide range of events for the individuals we serve. In 2019, we held a number of evening programs in addition to our day program with strong attendance. We have continued our music programs in the daytime and added more in the evening. Glenn Argenal took the lead for our Music Nights in 2019 and has been doing a wonderful job even through the COVID-19 pandemic, keeping the music playing and bringing smiles to the faces of the individuals we serve. Our evening programming includes music nights, Girls Night Out, Men's Nights, Coffee House, Paint Nights, Canucks hockey games, BC Lion games and Pub Nights.



Pub nights

This past year, CVS hosted two pub nights. The first, in June 2019, was held at the Cat & Fiddle Pub in Port Coquitlam. Everyone had a great time socializing and kicking back with a beverage and a burger. In November, we hosted another pub night this time in Port Moody at the Burrard Public House. Both pub nights brought together individuals from across our community and encouraged a safe space for people to go and have a beer and burger, sharing laughs and good company. We typically have an average of 30 people at the event and fun was had by all.

Music nights

Music night is an ongoing program at CVS, where twice a month approximately 12 - 15 people come together on Thursday evenings to listen to music, sing and dance. Glenn Argenal leads the group and does a great job of performing and getting people engaged in the night. Music Nights have moved online to a Music Night via Zoom since March 2020 and this event is still well received and attended by the individuals we serve and their families. Through music night, many of the individuals we serve have built greater confidence and developed new skills.



Halloween

Once again this year, CVS hosted its annual Halloween Party at its main office in Port Moody. It was a great time and the costumes were fantastic.

Paint Nights

In 2019/2020, we continued to host paint nights as they are well attended and enjoyed by the individuals we serve and their families. In November 2019, we hosted a Paint Night at Roo's Public House. In total, we had 30 people at the event painting a holiday inspired Noel painting. It was a fun night for all with a lot of laughs, delicious food and beautiful paintings to take home. This is a great evening program that we plan on continuing once we are able to.

Queen Street Promenade BBQ

In June 2019, CVS hosted its first summer BBQ of the season. With construction happening beside our main Port Moody office, we elected to host the BBQ just down the road at Queen Street Promenade in Port Moody. This turned out to be a wonderful venue and provided just the right atmosphere to kick off the summertime at CVS.

CVS Annual Summer BBQ & Picnic

Summer continued to include lots of fun events for all of us at CVS, with our annual Summer BBQ and Picnic in July 2019. We returned to Barnet Marine Park for a wonderful afternoon of food, fun and laughs. Many thanks for all the staff and their hard work in helping out during these BBQs and events throughout the summer.

Rocky Point Picnic & Ice Cream Event

We closed off Summer 2019 with a picnic at Rocky Point Park. The individuals we serve, families and staff enjoyed their lunch alongside some delicious ice cream from Rocky Point Ice Cream. We listened to music, played games and the weather cooperated for a fun afternoon out for us all.

Sporting Events - Vancouver Canucks & BC Lions

In the last fiscal year, we were once again fortunate enough to be gifted Vancouver Canucks tickets. Through the Canucks' Community Ticket Program, we were provided with 20+ tickets to a game in April 2019. In September 2019, we were fortunate to be gifted 25 tickets to BC Lions games. For these games, we were able to reach out to the persons served and families we serve. Everyone who went had an incredible time and this was well received by our community.

CVS XMAS party

Our 2019 CVS Christmas party was held on December 14th in Port Moody. We hosted 200 people and, as always, everyone had a great time celebrating the holiday season while indulging in a delicious dinner with all the fix-in's. Many thanks to the CVS Events Committee for all their hard work on this event.

Virtual Coffee House & Zoom Music Nights

In light of the COVID-19 pandemic, CVS made a commitment to continue hosting events albeit through a virtual platform. CVS quickly mobilized to pull together a virtual coffee house that occurs every Wednesday after lunch. The coffee house typically attracts approximately 40 people and Glenn Argenal entertains us with his music for part of the time. Additionally, we have kept our bi-weekly schedule for Music Night and Glenn keeps us dancing the night away even if it is in the comfort of our own home. We plan to continue with these online events throughout the summer months and for the foreseeable future.



PROGRAM REPORTS

Children's Services

Children's services is currently serving 102 children in respite and has 4 children in foster homes with the youngest child turning 2 in June. Our referrals are more challenging and we are seeing families receiving more respite days and caregivers are receiving a higher compensation rate. We have several families who get 60 days per year and children who require a 2:1 support. We also have 2 families who receive up to 14 days of month respite. These 14 days are helping to keep the family unit strong but this type of respite also requires more case management. We work closely with a resource social worker, must submit monthly reports and be physically present in the caregivers home every 90 days.

The Christmas Hamper Campaign is also one of our favourite times per year. We are grateful that we get the opportunity to deliver these hampers and we know that the recipients are also.

We were challenged recently tackling service delivery during COVID-19. We made the decision to have families and caregivers make their own personal decisions regarding cancelling respite time. We honoured each respective party's choices and emphasized safety for all throughout the closures.

We had several caregivers go above and beyond creating social stories and helping out with school work over Facetime. Even during a pandemic, our caregivers had the best interests of the children at heart and adjusted quickly as to how they could support the child in a new, flexible and safe manner.

As the closures continued and face to face respite was not a possibility for the majority of our families, in conjunction with MCFD, it was decided that families would receive the direct

funding in lieu of face to face overnight respite with a caregiver. Many families were appreciative of this new form of support and caregivers felt comforted knowing the fact that the family that they regularly saw each month, were instead receiving a small monetary allotment.

Camp Alexandra in 2019 was a success and the feedback from parents was positive. Parents like the safe environment and the enthusiastic staff but loved that their children had the opportunities to make some friends.

We had 17 children attend Camp Alexandra. There were a lot of new faces this past year. We were honoured that parents felt comfortable enough to send their child to camp for the first time. Our mid-week campfire was more popular than ever with parents wanting to check in and enjoy campfire activities. Two young brothers attended and during campfire their parents confessed that camp was the first time they ever had a true break. Staff were outstanding and put on a musical show for everyone. I think we all still have the "Baby Shark" song and dance moves ringing in our heads.

Joanne Weidinger
Children's Services Manager



Specialized Children's Resources

The CVS residential program currently serves six individuals. We have two youth and four adults in our program. CVS has been able to provide continued services to one of our youth who transitioned to the adult program, earlier this year. Our individuals had a successful year.

We had two individuals who were able to meet a long term goal of theirs. One of the individuals took a trip to the Sunshine Coast, with the support of staff. CVS worked hard to create a plan that would be safe, and would allow the individual to meet her personal goals.

The other youth successfully went on an airplane for the first time, and attended a two week camp that supported individuals who have experienced trauma. All of the individuals continued to be active in their communities and had made progress within their schools.



The CVS Residential Programs continued services during COVID-19. We made quick adjustments and transitioned our individuals to virtual learning, and programming. Despite COVID-19, we were able to transition and welcome a new individual to our Maple Ridge program. The individual is adjusting well, and we look forward to continuing to get to know her.

Amrita Dhoot
Manager of Children's Specialized
Resources

***“Every child is a
different kind of
flower, and
altogether make this
world a beautiful
garden ”
-Anonymous***



Youth Outreach

CVS's Outreach program is designed to help and encourage people with developmental disabilities to learn how to be independent in the community and to learn the basic skills of daily living, such as cooking, hygiene, time management, and job readiness.

CVS received a referral through our partnership with Westcoast Family Centres in November 2019. The youth who joined our outreach program is developing her English language skills, her goals are to get out in the community, find activities that she enjoys, learn social skills, and make new friends. We hired someone who has a lot of experience and is knowledgeable with young children. Since being at CVS, the young girl has been able to achieve some of her goals with the help of her staff. She tried many activities such as arts and crafts, as well as visited art exhibits and stores where she came up with some artistic ideas that she wants to work on herself. The young girl also learned how to knit and do cross-stitch embroidery. Knitting on the round loom was a little difficult for her but her staff was able to help her develop the fine motor skills needed to accomplish the task.

One of the successes for her was participating in Teen Advisory groups where she interacted with girls in her own age group. She attended a painting class at a community program, followed the instructions, and painted a Van Gogh's Starry Night painting independently. The young girl is becoming independent in her community. She is now able to self-advocate and expresses herself with more confidence. Her next goal is to find a volunteer opportunity in her community and keep herself motivated to complete any project she has started.

Diana MacPhee
Manager of Inclusion

Community Inclusion

In Community Inclusion, adults come and participate in a variety of activities related to recreation, literacy, learning life skills, volunteering, employment and relationship building. Listed below are some wonderful highlights of the people we serve from this past year.

In the last year it was amazing to see all the new activities that people tried. One woman went to Fly Over Canada and smiled and laughed the entire time. Two people volunteered at Christmas Toy Mountain accepting donations and then adding to the big huge toy pile. Both people have been invited back for the next season. One man went to an airplane museum for the first time and got to see up close one of his passions. It has also been interesting to see how creative staff have become with art class and, due to this, more people have joined. The list is endless of all the new and fun things people did this year.

One new focus that has changed in the past year is in the Footloose Program. It has been arranged for those who are aging and still want to engage in fun activities that a retirement approach is taken. This is based on personal choice and input from family and caregivers. What this means is that the person attends a day program and enjoys the activities they want to join in such as bowling, art class, going for coffee and hanging out with friends. This new approach takes the pressure of having to achieve goals but just live each day.

Over this past year, it has been a pleasure to see how relationships have grown between the individuals supported and staff. People look forward to seeing each other for a coffee,

going on the Skytrain together, meeting at the park or at the movies. With COVID-19 changing the way service has been delivered, many relationships are being maintained and even improved through Zoom meetings, phone calls and Facetime. One staff member mentioned that she feels her relationships have improved because there has been more one-on-one time to get to really know and listen to each other without the distractions of a job, activities or other people. This is something she hopes to continue to do if and when the day program goes back to the way it was.

**Dawne Windblad & Diana MacPhee
Managers of Inclusion**



Shared Living

Our Shared Living program currently serves 57 individuals within 49 different homes throughout the Lower Mainland.

Our primary focus for 2020 has been in response to the health and safety of our individuals and care providers during the ever changing COVID-19 pandemic. We have been in regular contact with our supported individuals, our care providers, and families during the times everyone was self isolated. We also adapted some of our practices to include online ISP meetings, applicant interviews, etc.

Despite the challenges of COVID-19, we have had a fair bit of movement in the program this past year. We had 3 individuals move within the program to new care providers. Including a gentleman who transitioned from his longtime care provider to his respite family to better support his changing medical requirements. One young lady, who had previously left Shared Living, returned to the program into a new home and care provider. We also had three new individuals join the program.

With all the new additions, we also had 2 individuals leave Shared living to pursue more independent living. Sadly we also lost one of our long time members of CVS Shared Living and Community Inclusion suddenly in January.

We welcomed Kylie Isaacson to the role of Shared Living Assistant Manager in September. Together we continue to work hard to ensure a positive match between the people we serve and our care providers, with an emphasis on regularly connecting with families and all other stakeholders of an individual's support network.

Colin Wood
Manager of Shared Living



Employment

Our mission this year was to educate employers on the importance of hiring a person with a developmental disability and to continue to educate our staff about keeping and sustaining jobs for the people they support. The staff have taken a second full-day training on Customized/Supported Employment, as well as on Self Employment.

Some employers still feel that workers with disabilities are not as productive as people without disabilities. Based on this feedback, we met with employers and asked them about their organization's hiring philosophies regarding equality in the workplace, their personal or professional experiences interacting with a person with a disability, and details about what is working and what is not working from an employment lens.

The information that was provided was extremely valuable, as we learned about their expectations and how we can better support and educate the employers. One of the frequent concerns was the fear of potential unknown costs, such as accommodations. We shared with them that the research shows that there is often no cost around accommodations.

Based on the meeting with the employers and the training of our staff, we met our strategic action plan goals and were able to secure four jobs for our people - No Frills, Vancouver Brake and Wheels Mechanic Shop and two jobs at a Pharmasave Pharmacy.

Diana MacPhee
Manager of Inclusion

Social Enterprises

This past year has been a strong year for the social enterprises at CVS. Everyone involved in our social enterprises, DisDaBomb and adVentures Dog Walking, have worked hard to make the past financial year a success.

DisDaBomb

DisDaBomb has had a wonderful year in terms of reach and revenue growth. DisDaBomb performed exceptionally well during the pre-Christmas period through direct sales, via social media and at local craft fairs. DisDaBomb sales peaked in November at the Archbishop Carney Craft Fair where it achieved its highest day of sales on record. Additionally, DisDaBomb was flooded with sales at the Coquitlam Christmas Farmers Market which helped push DisDaBomb to achieve approximately \$8,000 worth of sales in a one month period. Sales to retail outlets



grew this past year and we continue to build strong relationships across the community for DisDaBomb products.

DisDaBomb also launched two new products over the past year with great success - Potty Bombs and Pedi-Bombs. Potty Bombs is targeted towards a new market and helps to keep the toilet bowl clean and smelling fresh. This product has been well received and helped to create sales consistently in the summer months when bath bomb sales typically decline. Pedi-Bombs is a bath bomb that is targeted to salons and spas for foot care. So far, this product has also been well received and achieved notable sales in advance of Mother's Day 2020. Despite the COVID-19 pandemic, the DisDaBomb business has thrived. Thanks to the DisDaBomb team, sales remain strong.

adVentures Dog Walking

CVS's latest social enterprise, adVentures Dog Walking, was an idea brought forth by staff in early 2019. The business was launched in June 2019 and has grown ever since. Early on, the business was able to secure customers quickly and, as news spread about this service, we have only experienced a positive reception in the community for our dog walking services.

Thank you to the adVentures Dog Walking team for all their efforts in working closely with customers and the individuals we serve. So far, the business has been doing well and we expect this to continue in the future. In March 2020, adVentures Dog Walking temporarily closed due to the COVID-19 pandemic but we are currently working out a plan to re-open the business to satisfy the needs of our existing and prospective customers.

Miriam Hoolahan
Director of Communications



HUMAN RESOURCES & QUALITY ASSURANCE

The fiscal year has been challenging, interesting and a time of learning for us. We hired 44 new people during the 2019 fiscal year. This is lower than last year, partly due to reduced turnover and reduced need as well as a continuing tight labour market.

Along with the day to day human resources requirements like recruiting, benefits administration, labour relations, HR planning and training, we are now faced with developing and amending policies and procedures to ensure we are keeping everyone as safe as possible during the COVID-19 pandemic.

We have developed a new Exposure Control Plan and online competency based training for all employees focused on safety and risk mitigation. We have also edited and updated our Emergency Preparedness and Response Plan from our Policy Manual to more accurately reflect our response to the COVID-19 virus. Additionally, we developed a Business Continuity Plan to address issues to ensure our stability during this crisis.

The Health and Safety Committee has been very busy conducting risk assessments for all locations and helping to acquire personal protective equipment (PPE) like masks and gloves. The Committee has been doing an outstanding job and has played a large role during this pandemic.

We partnered with CLBC to do Quality of Life surveys with all supported individuals who wished to participate. Work continued on our Strategic Plan with focus on our employee recognition program, mentorship program and enhanced benefits for employees.

With the help of the Managers of Inclusion, a new onboarding process was developed that focused on a more "gentle" introduction to support and offered more "upfront" training to new employees. It has been very successful. This was developed with the input of a new employee focus group. The HR department is looking forward to facing the challenges of the coming year with strength, commitment and compassion.

Pete Stone
Director of HR & Quality Assurance



FINANCE REPORT

Operating Results

In the 2019/2020 fiscal year, our overall revenue growth for the year was 14% compared to 0.19% in the previous year. Overall, CVS has maintained a small surplus of 0.57% of revenue.

Financial Position

In terms of the Balance Sheet, in the past year the current ratio for CVS sits at 1.43 (optimal current ratio ≥ 1.2) showing CVS's ability to meet all short-term obligations. Attached you will find the Audited Financial statements near the end of the Annual Report.

Melda Okucu
Director of Finance

***“Be Kind,
Be Calm,
Be Safe.”
- Dr. Bonnie
Henry, 2020***

Contingency Reserve Fund

CVS continues to maintain a contingency reserve fund. The reserve fund helps ensure that CVS is prepared for all necessary maintenance as well as any unforeseen expenditures. The reserve fund ensures our assets (our buildings) are safeguarded for the future.



FINANCIAL STATEMENTS (2019/2020)

Income Statement

COMMUNITY VENTURES SOCIETY
STATEMENT OF OPERATIONS (Income Statement)
 Based on Audited Financial Statements
 As At: March 31, 2020

	2020	2019
REVENUE:		
Revenue	\$8,421,345	\$8,263,628
TOTAL REVENUES	\$8,421,345	\$8,263,628
EXPENSES:		
Advertising	\$9,117	\$8,009
Amortization	\$91,840	\$105,138
Building Occupancy	\$204,575	\$215,940
Caregivers Services	\$2,517,662	\$2,232,093
Equipment and Maintenance	\$106,579	\$135,046
Food and Supplies	\$40,682	\$38,171
Insurance	\$11,227	\$10,159
Interest on Mortgage Payable	\$69,836	\$58,136
Office and Miscellaneous	\$105,646	\$98,208
Program Supplies	\$121,652	\$119,616
Professional Services	\$23,025	\$27,335
Recruitment and Training	\$77,134	\$97,444
Salaries and Benefits	\$5,710,189	\$4,759,715
Transportation	\$239,057	\$233,649
Utilities	\$43,309	\$42,680
TOTAL EXPENSES	\$9,371,530	\$8,181,739
Surplus before other items		
Other Items		
Loss on Disposal of Capital Assets	\$3,225.00	\$0.00
TOTAL SURPLUS	\$53,040	\$81,889

Balance Sheet

COMMUNITY VENTURES SOCIETY
Statement of Financial Position (Balance Sheet)
 Based on Audited Financial Statements
 As At: March 31, 2020

	2020	2019
ASSETS		
Cash	853,486.00	735,590.00
Internally Restricted Funds	185,465.00	136,307.00
Accounts Receivable	95,549.00	37,070.00
Prepaid Expenses & Deposits	39,888.00	51,590.00
Total Current Assets	1,174,388.00	960,557.00
Capital Assets	2,661,214.00	2,745,646.00
Total Capital Assets	2,661,214.00	2,745,646.00
Investment in Tri-Cities Co-Op	1,000.00	1,000.00
	1,000.00	1,000.00
TOTAL ASSETS	\$ 3,836,402.00	\$ 3,707,203.00
LIABILITIES & SHAREHOLDERS EQUITY		
Current Liabilities	823,409.00	698,324.00
Total Current Liabilities	823,409.00	698,324.00
Deferred Contributions (Capital)	90,280.00	71,086.00
RBC Mortgage Payable	1,666,754.00	1,726,914.00
Total Long-Term Liabilities	1,749,074.00	1,798,000.00
Operating Fund	223,300.00	178,055.00
Capital Asset Fund	854,554.00	896,517.00
Contingency Reserve Fund	185,465.00	136,307.00
Total Society Equity	1,263,319.00	1,210,879.00
TOTAL EQUITY & LIABILITIES	\$ 3,836,402.00	\$ 3,707,203.00

OUR 2019/2020 BOARD OF DIRECTORS

Lynda Miller
President



Nancy Anderson
Director



Leann Buteau
Director



Jennifer
Christianson-Barker
Director



Valerie Irving
Director



Clare Hetherington
Director



Karen Headridge
Director



2019 STAFF AWARDS

Every year CVS recognizes the efforts of staff by giving awards for long service and we have the good fortune of rewarding staff with the Above and Beyond Award, Exemplary Practice Award, Visions and Values Award and the Leadership Award.

Listed below are the 2019 recipients:

Above & Beyond

Leanne Isaacson
Cindy Browning
Mai Bui

Vision & Values

Kaarina McLeod
Kylie Isaacson
Alex Toews

Exemplary Practice

Urszula Konik
Lela Shaban

Leadership

Pete Stone
Gillian Reyes

Thank you everyone for your hard work & dedication to CVS!

WE ARE GRATEFUL FOR THE INDIVIDUALS AND BUSINESSES WHOSE
GENEROSITY MAKE OUR WORK POSSIBLE.

Thanks to all our Donors, Funders & Partners...

*You've helped us
make a positive
impact in our
community!*



*Receiving a generous \$10,000 donation
from Nora Ewen that will go towards
unfunded programming. Thank You!*

CVS 2019-2021 Strategic Commitments

1) *Community Ventures Society will contribute to the life quality of the people we serve and their families, and because of this will be an agency of choice for individuals and families.*

2) *Community Ventures Society will lead the Tri-Cities to be an increasingly inclusive and welcoming place to live, learn, work and play.*

3) *Community Ventures Society recognizes the important role that staff play in the lives of the people we serve and therefore we will attract, develop and keep a great workforce. In so doing CVS will become the employer of choice in the community living sector.*

CVS IN THE COMMUNITY







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