

# COMMUNITY VENTURES SOCIETY

2021/2022 Annual Report

CVS



Community Ventures Society

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## OUR 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.

## OUR VISION

Inclusive communities where people belong and have opportunities to contribute.



# A MESSAGE FROM OUR BOARD OF DIRECTORS



***This past year has been one of change for the Community Ventures Society community. Our staff team, individuals served and their families have continued to face the ever-changing Covid restrictions and changes throughout the year with an impressive level of dedication and resilience.***

The Board of Directors would like to extend our sincere appreciation to our community for all your efforts this past year. Your flexibility, commitment and strength did not go unnoticed. Despite this difficulty, the CVS team has pressed on and accomplished a lot throughout the year; some examples include relaunching our inclusion programming, partnering with several organizations to host the “Inclusion The Journey to Community” exhibit at the Port Moody Station Museum, and creating a new website.

One of the several ways this work was noticed by our broader community was by winning the Tri-Cities Chamber of Commerce Non-Profit of the Year Award. Well done to all!

In addition to facing the changing Covid landscape, we also had a change of leadership this past year, welcoming Linda King as our new Executive Director last June. After an extensive professional search, the Board affirmed what many of you already knew, Linda was without a doubt the right person for the job. Linda has done a fantastic job stepping into the role during an unusual year.

As some of you may know, CVS is in the process of developing a new Strategic Plan to set our direction for the next several years. As we look to the future, I am excited about the direction we are headed as an organization, seeking to extend our mission of supporting people to live the life they choose and inspiring the community to join us in creating positive social change. Each member of our CVS family plays a vital role in the work we do; thank you for your continued hard work and commitment to our mission.

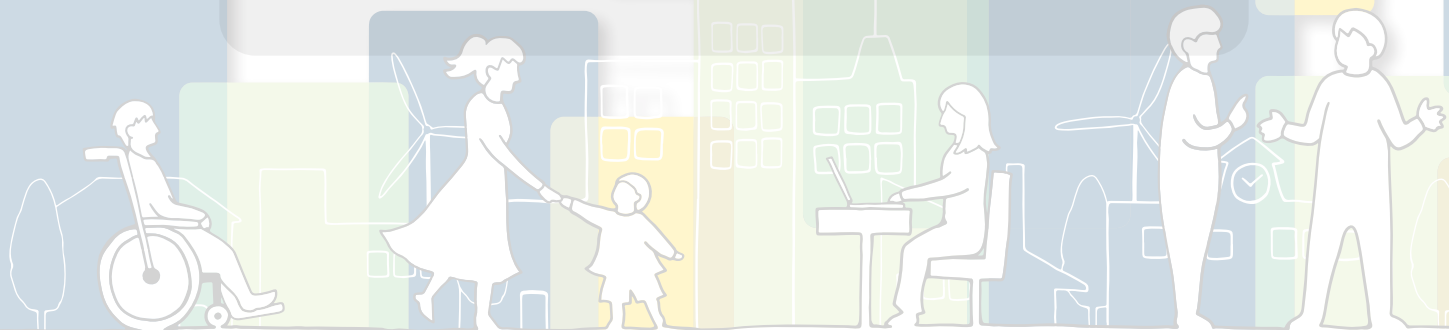
With great thanks,  
The Community Ventures Society board





# ABOUT CVS

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



***I would like to start by thanking all of the people at Community Ventures Society, the people we support, their families and caregivers, our staff, and our Board Members. The pandemic has continued to challenge us all in different ways over the last year, but everyone has worked very hard to stay as safe as possible while still providing meaningful programs.***

Our most important focus this past year has been to manage the safety of everyone in the CVS family as the pandemic continues to evolve. With that in mind, we have held steadfast and we are dedicated to our mission of opening doors to opportunities for children and adults with developmental disabilities and their families. Since the pandemic started in 2020, normal operations have looked a little different, but this past year we were fortunate to continue running programs as usual getting back into the community.

We were excited last spring as vaccines began to roll out. Staff and the people we support received their vaccines and we were able to start accessing the community and getting together in person again. It felt like a weight had been lifted from our shoulders and things were going back to normal. We no longer needed to do everything virtually, we were able to gather together once again.

Despite our efforts, the additional cleaning and the use of PPE, Omicron came in quickly at the beginning of the year and affected many of our staff and individuals over several weeks. Families and caregivers were amazing during this time as they helped us slow the spread by keeping people home during the most challenging time. Since the start of Covid, we have become quick to adapt our services from in-person, to online as needed to help manage the spread of Covid.

CVS had many successes and achievements throughout the year. I am very proud that CVS won the Tri-Cities Chamber of Commerce Not-for-Profit of the Year award in their annual Business Excellence Awards. This is a big accomplishment for everyone at CVS, and I am honoured to work in a community that recognizes the value of inclusion as part of the fabric of our society. This achievement reflects the dedication and hard work of CVS staff, the individuals we serve, and the volunteerism and participation of our community.

The Port Moody Station Museum, Inclusion BC, and the BC Self Advocacy Foundation have been extremely helpful in bringing the "Inclusion, the Journey to Community" exhibition to life at the Port Moody Station Museum. Working collaboratively as a group, we created an exhibit that features pieces of history of people with intellectual and developmental disabilities and their long path from institution to community living. Several of the individuals CVS supports proudly displayed their accomplishments at the museum.

CVS continues to focus on finding employment opportunities for the individuals we serve. In addition to our employment initiatives, both of the social enterprises developed by the individuals we serve at CVS are thriving. DisDaBomb – our bath bomb business – moved into its new location with a storefront in August and has been experiencing record sales ever since. Our dog walking business, adVentures Dog Walking, is also successful. The individuals who walk dogs in the community are really enjoying being out and about with the dogs.

Our celebrations this past year have been mostly virtual. We have also held a variety of social events including paint nights, music nights, and Bingo. Covid may have presented many challenges, but the team at CVS has learned to adapt and get creative to provide out-of-the box solutions. The people we serve have also adapted to celebrating events virtually, but whenever I see them in person, they quickly remind me that they miss being together and celebrating around others. I truly hope that can happen more this coming year.

It's been a unique time to begin a new role. There are now situations to navigate that we have never been faced with. I've learned a lot, and I am grateful for the resilience and perseverance of the staff team. Staff continue to navigate the changing Provincial Health Orders while still providing meaningful activities and programs to the people we serve. Thank you to the supervisors who have had to juggle several new tasks such as ensuring an adequate supply of PPE for their teams, keeping their teams small but strong, and creating safe and warm environments as we add new office spaces to help allow everyone to socially distance themselves.

Thank you to all of our Homeshare care providers who worked so hard to keep our people safe this past year. Thank you also to our Respite Care Providers who continue to provide support to help keep families strong.

I am also incredibly grateful for all the work the management team has done during this past year and the support they have provided me. They are always looking for solutions in the presence of unprecedented pressures. They have been quick to adapt to work from home or in person at the office when needed. I am fortunate to be surrounded by dedicated people who work together to achieve our mission.

***I continue to look ahead with hope, knowing that we will be living with Covid in the future.***

***We have been resilient, and we will continue to move forward with thoughtfulness and safety as we get back into our communities.***



**Linda King**  
Executive Director

***Meeting individuals, their families, and staff in the fall of 2021 as I started my new role as Senior Manager of Operations proved to be an enriching, and rewarding experience.***

We have been tested over the last year, but we remain dedicated and prepared to continue overcoming the challenges presented by ongoing natural disasters including heatwaves, forest fires, and flooding- in addition to the variety of Covid variants and related requirements and restrictions. Our hard work has allowed us to weather the storms and find new opportunities and solutions to succeed with all of our programs and initiatives.

While there was not growth in numbers as many people stayed home for safety reasons, CVS was thriving. We concentrated on stability and safety, developing adaptations, and providing support solutions that better accommodate the individuals we serve.



As we expanded with a newly renovated space for our Port Coquitlam group, we also maintained 6 other sites simultaneously to ensure social distancing and safe capacity guidelines were followed during covid. At the height of Covid precautions and closures, our management team worked from home to make space for individuals by sharing our offices so we can remain in service.

We found new virtual programs and platforms using computers for both individuals and staff. Our natural human instinct to meet in person was challenged by physical restrictions, but we adapted and learned how to communicate online, developing new training and programs including music, yoga, Mandt- and by introducing an intranet system called Sharevision for company-wide internal communications. A couple of notable highlights include the virtual CVS Halloween party, and also the Christmas party which connected both individuals and staff.

CVS recognizes how our frontline staff adapted and overcame challenges as we made changes and we are thankful that families and caregivers were so flexible and cooperative in achieving our mission. One additional and very important piece that led to our success was the regular communication through emails and newsletters that help keep everyone informed about current events as they unfolded week by week.

Transition in our management team started with a few staff members going on maternity leave which created an opportunity for growth within our team. There were 6 new supervisor openings that have been filled in homes and CI and with all this change, CVS has been able to adapt and overcome to create new successes for the agency.

Health and safety have of course been a priority for staff and individuals in 2021 and new strategies were put in place to ensure CVS was resilient to Covid and all the variants. Our senior management teams worked hard to provide PPE, detailed reporting, documentation, and communications at all times. We are very thankful for the dedication and teamwork from families, individuals and all of our staff.

After the attention to indigenous tragedies and reconciliation in the fall of 2021, our team is reigniting our path with Equity, Diversity, and Inclusion by including a grant to facilitate a framework and training that will help us develop a diverse and inclusive environment where all feel they belong.

Looking forward, we are all eager to return to finding positive connections in the community. CVS will apply what we have learned this past year as it relates to regular communications, virtual programming, cross-training staff, and movement and development of the management team. I look forward to getting to know everyone better and I am excited to be working with such a hard-working team dedicated to the betterment of our community.



**Alex Moynham**  
Senior Manager of  
Operations

## ***CVS won not-for-Profit of the Year with Tri-Cities Chamber of Commerce, and was also voted Best Community Service provider in Port Moody through the Tri-City News A-List awards!***

For the 4th 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.

In addition to this accomplishment, CVS won the Tri-Cities Chamber of Commerce award for Not-for-Profit of the Year in their annual Business Excellence Awards. Having been nominated in this category for the last five years and not made the stage, we are very proud to receive this honour.

## **Changes in Leadership at CVS**

2021 saw a change in leadership at CVS with our former Executive Director, Kevin Lusignan, retiring at the end of June. Linda King stepped into her role as Executive Director and it has been an excellent time of transition for CVS. With Linda's extensive experience in the social services sector, and at CVS, she has been well-positioned to continue the vision of CVS and motivate staff across the organization. In October, we also welcomed a new Senior Manager of Operations, Alex Moynham, who has offered CVS a fresh perspective and is an excellent addition to the CVS team.

## **Launch of our Sensory Room at the Port Moody Main Office**

In July 2021, CVS opened up a new sensory room that is being used by the individuals we serve. This sensory room was made possible through a grant CVS was awarded by Employment and Social Development Canada (ESDC) and has been well embraced across the agency. It provides a range of Snoezelen designed equipment to help individuals with developmental disabilities, enabling everyone at CVS to have a place to enjoy the sensory experience. We hope that as COVID-19 restrictions loosen in the future, CVS can also promote this wider and allow our community partners to access this facility outside of CVS operating hours.





### **"Journey to Community" Exhibit at Port Moody Station Museum**

At the end of 2020, CVS entered into a journey alongside the Port Moody Station Museum to create an exhibit about inclusion. It then partnered with Inclusion BC and the BC Self Advocacy Foundation to pull together all the essential historical elements of the exhibit. Throughout 2021, the collaborative team worked together to develop the exhibit and the exhibit was launched in October during Community Inclusion Month. A formal virtual launch event was also rolled out on December 3rd, International Day of Persons with Disabilities, alongside Inclusion BC and the BC Self Advocacy Foundation. The exhibit provides an overview of the past to help guide the story of the present and future for individuals with developmental disabilities in our community. It also spotlights artwork and stories of individuals we serve at CVS. The exhibit will be open until Summer 2022 but school programming will also exist after the exhibit closes. We are very proud of this accomplishment and partnership in our community. Thank you to all who were involved.



### **Record Success of our Social Enterprises**

DisDaBomb continues to reach new heights, with record sales experienced by the end of our 2021 holiday season. One of the biggest accomplishments of this social enterprise was in opening a storefront location at 2342 Clarke Street in Port Moody. This has enabled the enterprise to thrive and create greater visibility in the community. A dedicated DisDaBomb Coordinator in place will help the enterprise grow even further in the years ahead. In 2021, we were also able to re-start our adVentures Dog Walking enterprise after closing it due to the COVID-19 pandemic. The dog walking team has worked hard to promote itself throughout the community and has gained several new clients throughout the financial year. We are excited for further growth in 2022 and beyond.

### **Record Support for our Christmas Campaign**

2021 was another excellent year supporting the CVS Christmas campaign. Not only did we receive record financial support in our donations efforts but we also saw a major rise in donations from the local business community. This helped to enhance our campaign and gave families additional gifts to make them enjoy a special holiday season. Thank you to everyone who contributed to this important campaign.



*In 2021/2022, many of our events continued to be delivered virtually in the interest of protecting the individuals we serve and their families. Here are some highlights from the past year.*

### Virtual Music Nights

Music night is an ongoing program at CVS, where twice a month we gather 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 moved online in 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.

### Virtual Halloween Party

Once again this year, CVS hosted its annual Halloween Party via Zoom. We pulled together contests that included Best Costume and a Dance-Off competition. Although we had to roll this out virtually, everyone made the most of it and had a lot of fun.



### Virtual Paint & Bingo Nights

Throughout 2021/2022, CVS tried to offer at least one evening event per month for the individuals we serve and our community. Many of the most loved events included Paint and Bingo Nights. CVS hosted two bingo nights and two virtual paint nights throughout the year. All events were well received and attendees had a lot of fun playing games, creating art and socializing with attendees. These evening programs were made possible through a grant provided by the Port Moody Foundation, so we are very grateful for that support. We are excited to return to in-person Paint Nights in the near future and are hopeful we can deliver even more evening programming.





### Ice Cream Event at Queen Street Promenade

In July 2021, CVS hosted an Ice Cream Day for the individuals we serve, families and staff. Although we adhered to our social distancing policies, CVS was able to deliver this event safely and fun was had by all. All attendees received a complimentary scoop of ice cream from the Rocky Point Ice Cream van and it was a nice chance to see everyone in person.



### CVS Virtual XMAS party

For the 2nd year in a row, CVS hosted its annual Christmas party virtually. While this is not the same as our much-anticipated in-person event, everyone who attended had a lot of fun. We had a scavenger hunt, dance-off and lots of door prizes for the individuals we serve. We got to see everyone's Ugly Christmas Sweaters and Christmas pyjamas while we toasted in the holiday season. Thank you to everyone who attended and made it a great event.



## CHILDRENS SERVICES

The Children's Respite Program had another active and eventful year. Respite was provided for 94 children and over the last year, we received 23 new referrals across the 4 respite programs. Concerns about Covid have of course continued to impact our program in a number of ways.

In May we welcomed Chris Zupanec as Assistant Manager, in the Children's Respite program. His background with youth and their families has helped him to quickly become a valuable member of our team. Many events over the last year were cancelled due to the pandemic including Camp Alexandra. With the challenges we have all faced over the last year, we have done our best to provide new activities for the individuals we serve. CVS hosted an online paint night in July, as well as the online Spirit Club which proved to be very popular with the kids; particularly those in the cooking programs.

Seasonal newsletters were sent to caregivers and families that included a variety of free and easy cooking ideas that could be done with the whole family. In October, the BC government announced an "improved system for children and youth with support needs." This new system promises easy access to programs for families through hubs and we are looking forward to how it benefits the individuals we serve.

The annual CVS Christmas Campaign was a success. Donations were generous from community businesses, through online promotions such as "The Season of Giving" and from the CVS community. It is such a gift for our team to be part of this program and to see the impact it truly has on the community.

There are 3 children receiving foster family services through CVS. We work closely with the foster caregivers to ensure that they feel welcomed and supported. A new van was purchased and delivered to one of the children and her foster family. They are now much more active as the van was needed to allow them to all travel together.

As many people would agree, the last year was an emotional one for many. Families, caregivers, and staff were personally impacted by extreme weather events, Covid, and the shocking discovery of the unmarked graves at the residential school. I am very grateful for the support from Chris and Afroza and for all their hard work and leadership to help make CVS such a supportive community, it means a lot to us all.



**Joanne Weidinger**  
Children's Services  
Manager

## PROVIDING HOMES

The CVS Homes Program supports a total of seven individuals, 2 youth and 5 adults. The program has seen some changes and growth as we opened up a new home in Burnaby in September 2021. The youth has thrived amidst the transition, as he is surrounded by a strong and caring support team attentive to his needs. He has exceeded his personal development goals and continues to express joy in his new space.

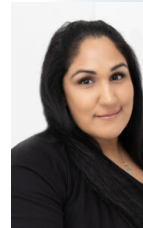


The other youth in our program continues to work towards goals of independence and conquered a notable one this year by flying on her own for the first time to Edmonton, where she attends a regular trauma retreat. Both youths are in Grade 12 and have started the initial steps in their transition planning.



The adults in our program have achieved notable milestones this past year. Despite the limitations Covid-19 presented, particularly the lack of community engagement and social interaction, the individuals became more self-reliant and adapted to the changes remarkably well. As restrictions have eased more recently, they are increasing community involvement in their respective ways, as reflected in their goals.

Although Omicron led to some more complex staffing challenges than usual for the homes, the individuals demonstrated resilience and the staff persevered. Many staff demonstrated their willingness to go above and beyond for the individuals they support, which is truly a testament to the kind of compassionate and hardworking people that comprises the Homes program.



**Salima Ladha,**  
Homes Program  
Manager

### *YOUTH OUTREACH*

Our Youth Outreach program is offered in partnership with Westcoast Family Centres operating once a week for 4 hours. The program supports each youth for 1 year through weekly visits to achieve specific, identified goals. This program was impacted by Covid and CVS acted accordingly to keep everyone safe. We are grateful that in 2021 we were able to open this program back up and provide direct, in person supports to the youth.

The goals we work on in this program are usually life skills based, such as accessing recreation centres for certain activities; learning the bus route; or learning to work with visual schedules for predictability. CVS and WCF work together to find the best staff to support each youth in order to achieve the identified goals.

### *COMMUNITY INCLUSION*

Our community inclusion program serves 88 individuals in 5 different programs. There are a variety of areas people choose to focus on including building skills around social, life skills, recreation, leisure, the arts, volunteer and employment.

This year, we had 4 new people join the CVS family in community inclusion. There are many reasons Individuals, their families and caregivers choose CVS; however, the main reason they stay is the amazing staff. The staff come with their own knowledge and personal experiences, and they also receive training on various aspects such as trauma, being person-centred, communication, crisis training, and many other topics.

The support the staff give on a daily basis empowers people we support to be independent, reach their goals and dreams and enjoy life. It has been inspiring to watch the creativeness and thoughtfulness that has risen; especially in the tougher times of Covid and the restrictions that limited many activities. To see the smiles on people's faces and the laughter of many makes each day at CVS a great place to be.



There are many highlights from this year, mostly on zoom, and a few small face-to-face gatherings. We were lucky to celebrate Easter, Halloween, Christmas, and an early New Years' Eve in various time zones, as well as the birth of a couple of staff babies. We also celebrated the retirement of Kevin Lusignan (8 years at CVS as the Executive Director) and Linda Johnston (29 years at CVS in Homes as a Program Coordinator).

There were so many activities that took place that were goal orientated and also fun- cooking class, baking, art, exercising, karaoke, board games, kite flying, painting, volunteering, employment and the sensory room. Nature and enjoying the outdoors was one way that people were able to be social and active. One individual loves to hike between 5-10 km a day at various local places. Other people would meet up and go together for shorter hikes or walks and see various sites such as the river or waterfalls.



The arts are a great way to express yourself. One Individual has her painting displayed at the Port Moody Station Museum for the "Inclusion Journey To Community" exhibit. There were also some online zoom activities people would participate in from home or while at the office..

These activities included a reading program, sign language, self-advocacy, music with Glenn, Zumba and yoga. All of these activities were still able to be done, despite limitations due to Covid. People came together to be a part of something, stimulate their minds, being with others virtually and being active.



**Diana MacPhee**  
Manager of  
Inclusion



**Dawne Windblad**  
Manager of  
Inclusion



## SHARED LIVING

Our Shared Living program currently serves 46 individuals within 39 different homes throughout the Lower Mainland. We started 2021 in a similar situation to 2020, wherein our primary focus was in response to the health and safety of the individuals we serve and care providers during the ever-changing COVID-19 pandemic. We worked closely with our individuals, care providers, and families as we navigated the changes and challenges of the Delta and Omicron variants and increased restrictions in the later part of 2021.

We continued to adapt our practices of ISP meetings, applicant interviews, etc., based on the current outlook and provincial mandates and we transitioned to virtual meetings when necessary. CVS worked closely with all parties to provide up-to-date information, increased responses and monitoring during emergency situations, and we also implemented emergency planning with each shared living home in case of COVID cases in addition to supplying PPE.

There was a lot of movement within the program this past year. Two of our individuals have moved with the care providers to other parts of BC in search of a more affordable lifestyle. We had four individuals who moved from Shared living into staffed resources to accommodate changing medical support needs. Two people switched to different programs and four people moved to more independent living.

We also helped transition a newly welcomed gentleman as he moved from the family home into his new home with his care providers. As always, we continued to explore a number of referrals with CLBC in the hopes of helping those families to find possible placements for their loved ones.

In terms of the program staff, Kylie and her partner welcomed a little girl in November and she is currently enjoying the time with their new daughter during her maternity leave. Dawn Walsh joined the program as the Assistant Manager of Adult Respite and is working on developing that program as well as helping with Shared Living until Kylie's return later in 2022.



**Colin Wood**  
Manager of Shared  
Living

## EMPLOYMENT

Our work this past year was to continue to search for employment for the individuals we serve and educate employers on the benefits of hiring a person with a developmental disability. Due to the pandemic, we have reduced in-person activities and used virtual platforms to meet with the individuals.

During Covid 19, employment intake packages, which included consent, discovery, and vocational forms, were mailed or dropped off to the individuals. Once the person received the employment package, a Zoom meeting was set up so that an Employment Specialist could assist them in filling out the forms. After completing the forms, the next step was to start the employment search.



We created a Zoom training session to support individuals with the employment process. This included meeting them at least twice a week for one hour and assisting them with creating a profile on job search sites (Indeed), resume construction, interviewing strategies, communication skills, understanding work ethic/culture, and networking basics.

Even though hosting meetings and events required major adjusting over the past year, we were still able to successfully find employment opportunities for several people. We were happy to support several individuals in securing employment in the following locations - Black Sugar (coffee shop), Nicola Lodge (care facility), Nikky Centre (care facility), Dollarama (Port Coquitlam), Martial Arts School (Port Moody) and Gourmet Chef (factory).

During Covid, we offered and encouraged individuals to attend virtual job fairs and take online courses on relatable topics such as career planning and job interview preparation. WorkBC also provided In-training and Education Certificate courses on How to Market Yourself In a Career and How to Dress Appropriately For a Job Interview.



**Diana MacPhee**  
Manager of  
Inclusion

Communications had a very busy year in 2021/2022, with the rollout of many programs in our community - such as the sensory room, Museum exhibit and supporting the social enterprises. To support these efforts in 2021/2022, Communications had the assistance of a Co-op student that worked with CVS from September to December.

This student came to us from the Simon Fraser University Co-op program and was funded through the Federal Government Wage Subsidy program. This support enabled Communications to go above and beyond in all the projects it faced in 2021/2022, enabling greater growth in our Communications efforts and for CVS as a whole.



In addition to delivering these major projects, Communications worked hard to re-design the CVS website. This was a major undertaking and consultation was made with all departments to highlight the need for communicating the most relevant information to our community via the website. I'm glad to say the website was launched in early April and has been well received.

Overall, it was a very exciting year for Communications and I am hopeful that has set CVS up for success as we slowly move out of the pandemic and into our "new normal" as an agency.



**MIRIAM HOOLAHAN**  
Director of Marketing  
and Communications



*At CVS, we are very proud of our social enterprises. 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 another excellent year in terms of reach and revenue growth. The enterprise was able to get back to selling its products in person during this holiday season but also benefited from pre-sales through its partnership with Tri-Cities Moms Group, enabling it to reach record sales in the holiday season of 2021.

A major accomplishment for DisDaBomb was in opening up its first storefront in August 2021 at 2342 Clarke Street. Having a storefront has allowed for more foot traffic to enter the store and for the enterprise to host its own community events. We are confident that this flexibility will help DisDaBomb grow and build greater relationships across the community.

### adVentures DOG WALKING

adVentures Dog Walking re-opened in the Summer of 2021 and it has experienced growth in sales and customers ever since. We are very proud of this business as the individuals we serve who walk the dogs and staff have done a great job maintaining customer satisfaction throughout the COVID-19 pandemic. They have also shown great initiative in promoting the business to the public via Instagram (@cvslovesdogs) and on its Facebook page (@adventuresdog). 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.



***The last year has been challenging but filled with learning opportunities and new projects as we marked another year with COVID19. CVS has hired 48 people in the 2021-2022 fiscal year which is slightly more than in the last few years. As the community opens back up, businesses have continued showing a higher demand for staff.***

The unemployment rate is hovering around 5% in the lower mainland (closer to 3.9% in the suburbs) and is predicted to decrease in the coming years. In response to this, CVS has made a few upgrades to our recruitment and retention strategy including a new recruitment video which is now featured on our website, and our Indeed.ca profile. In addition to this, we are creating shorter more impactful videos that will be deployed on social media and other online platforms as a way of reaching new audiences in ways we haven't in the past.

Leveraging Indeed's online hiring events tool, CVS has successfully held two hiring events and we have hired multiple employees. As we continue to adapt our hiring techniques, it will be important for CVS to consider increasing our budget where possible to support an increase in advertising so we can utilize new marketing vehicles as they become available.

Something I am proud of is the introduction of our employee recognition program which we have had great success with over the last year. The introduction of these new programs is helping bring the great work that everyone does to the forefront. Wellness contests and functions, workshops for staff, and contests where employees have a chance to win prizes are also driving engagement within our team and helping lift the spirits of the entire CVS family.

Karen Jorgenson, our Human Resources Advisor at CVS has been spearheading the implementation of ShareVision, our new case management software. This new system will allow CVS to convert paper documents into electronic files and keep them in a database that will also contain personal plans, goals, schedules, personal information and programming information for individuals we support. Other features of the system include an online training system, an employee intranet, announcements, and other related program information that can be easily and quickly accessed.



The system is customizable and we are working with managers to build an interface that will be reflective of our needs. We applied for and received a training grant for equity, diversity and inclusion training for staff and management and we have met with some EDI training consultants and will make a decision shortly on exactly what the training will look like.

It was our first year trying group management/leadership training for our supervisors and managers. We partnered with Paul Horn, who we have contracted with before for some training, to deliver an eight-week course for 3 hours per week. It was very successful and we received great feedback from supervisors who took the course.

We will be offering this again in the fall and we will also include support workers who are interested as well. The H.R department at CVS is prepared to face the challenges of the coming year with strength, commitment and compassion as always.



**Pete Stone**  
Director of Human  
Resources & Quality  
Assurance

## OPERATING RESULTS

In the 2021/2022 fiscal year, our agency had a growth in total revenues when compared to the previous year. Overall, CVS has maintained a surplus. Similar to the past fiscal year, we had spending on PPE due to COVID and we continued to have more rentals in order to give enough space to the people we serve and our staff. This year our recruitment & education expenses also increased compared to last financial year as recruitment and retention have been a challenge at CVS. Overall, as we look into the next year, CVS is well-positioned to maintain and manage consistent growth.

## ACCOUNTING TECHNOLOGIES AND PROCEDURES

Important milestones for our Finance team are as follows:

- We completed the transition to a cloud-based Finance System enabling our system to work more efficiently process-wise
- We had a smooth application of new legislation for the Sick Policy
- Various audits were also completed successfully.

Our department has gone above and beyond showing positivity and great commitment to achieve another good year. I would also like to thank my Finance Team leads, Kavitha Krishnappan and Kaylee Jeras for their extraordinary work and support.

## 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. This year there was no disbursement from the reserve fund.

## FINANCIAL POSITION

In terms of the Balance Sheet, the improvement of the Society's cash position has strengthened the overall financial health of the organization. CVS continues to be in a strong financial position. Attached you will find the Audited Financial statements near the end of the Annual Report.



**MELDA OKUCU**  
Director of Finance

## INCOME STATEMENT

	2022	2021
<b>REVENUE:</b>		
Revenue	\$10,736,249	\$10,450,734
<b>TOTAL REVENUES</b>	<b>\$10,736,249</b>	<b>\$10,450,734</b>
<b>EXPENSES:</b>		
Advertising	\$10,214	\$3,479
Amortization	\$125,005	\$95,906
Building Occupancy	\$319,740	\$251,090
Caregivers Services	\$2,562,727	\$2,990,605
Equipment and Maintenance	\$171,734	\$152,196
Food and Supplies	\$48,650	\$43,832
Insurance	\$16,881	\$14,342
Interest on Mortgage Payable	\$63,474	\$65,667
Office and Miscellaneous	\$127,226	\$117,111
Program Supplies	\$136,500	\$183,012
Professional Services	\$26,319	\$24,561
Recruitment and Training	\$128,426	\$32,199
Salaries and Benefits	\$6,486,310	\$5,984,723
Transportation	\$177,575	\$145,129
Utilities	\$51,446	\$48,842
<b>TOTAL EXPENSES</b>	<b>\$10,452,227</b>	<b>\$10,152,694</b>
<b>Surplus before other items</b>		
Other Items		
Loss on Disposal of Capital Assets	\$990.00	(\$4,401.00)
<b>TOTAL SURPLUS</b>	<b>\$285,012</b>	<b>\$293,639</b>

## BALANCE SHEET

	2022	2021
<b>ASSETS</b>		
Cash	1,478,485.00	1,131,419.00
Internally Restricted Funds	227,813.00	179,393.00
Accounts Receivable	73,840.00	30,922.00
Prepaid Expenses & Deposits	89,941.00	66,270.00
<b>Total Current Assets</b>	<b>1,870,079.00</b>	<b>1,408,004.00</b>
Capital Assets	2,773,104.00	2,724,317.00
<b>Total Capital Assets</b>	<b>2,773,104.00</b>	<b>2,724,317.00</b>
Investment in Tri-Cities Co-Op	1,000.00	1,000.00
	1,000.00	1,000.00
<b>TOTAL ASSETS</b>	<b>\$ 4,644,183.00</b>	<b>\$ 4,133,321.00</b>
<b>LIABILITIES &amp; SHAREHOLDERS EQUITY</b>		
Current Liabilities	1,121,929.00	912,277.00
<b>Total Current Liabilities</b>	<b>1,121,929.00</b>	<b>912,277.00</b>
Deferred Contributions (Capital)	133,399.00	54,806.00
RBC Mortgage Payable	1,546,283.00	1,608,678.00
<b>Total Long-Term Liabilities</b>	<b>1,679,682.00</b>	<b>1,663,484.00</b>
Operating Fund	583,493.00	377,159.00
Capital Asset Fund	1,031,266.00	1,001,007.00
Capital Reserve Fund	227,813.00	179,394.00
<b>Total Society Equity</b>	<b>1,842,572.00</b>	<b>1,557,560.00</b>
<b>TOTAL EQUITY &amp; LIABILITIES</b>	<b>\$4,644,183</b>	<b>\$4,133,321</b>

**Jenna Christianson-Barker**  
**PRESIDENT**



**Lynda Miller**  
**DIRECTOR**

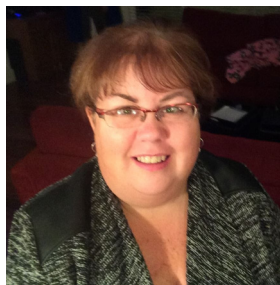


**Nancy Anderson**  
**DIRECTOR**



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**Leann Bateau**  
**DIRECTOR**



**Karen Headridge**  
**DIRECTOR**



**Clare Hetherington**  
**DIRECTOR**



**Scott Bewley**  
**TREASURER**



# STAFF AWARDS 2021

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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.



## **ABOVE AND BEYOND**

Jan Michael Jose  
Patrick Fowler  
Lela Shaban



## **EXEMPLARY PRACTICE**

Lindsey Mantle  
Danielle Pauquette



## **VISION AND VALUES**

Emilie Benoit  
Trevor Cowan  
Adrienne Mohr



## **LEADERSHIP**

Melda Okucu  
Brandon Lee



# THANK YOU TO ALL OF OUR DONORS

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For the Individuals and businesses whose generosity make our work possible. We are very grateful for our donors and partners, you have helped us make a positive impact on the community!





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.*









2322 St. Johns Street, Port Moody, British Columbia, V3H 2A9

604-939-8070

[www.communityventures.ca](http://www.communityventures.ca)