

Community Ventures Society

Annual Report 2023/2024

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VISION & MISSION



OUR VISION



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.

OUR MISSION



To create inclusive communities where people belong and have opportunities to contribute.

A Message from our Board of Directors



Over the past year, we have remained steadfast in our mission to serve our community. Whether it's providing essential services to those in need, or advocating for marginalized voices, each member of our organization has played a crucial role in advancing our shared vision of a better, more inclusive society.

As we reflect on the achievements and milestones of the past year, we are reminded of the resilience and strength inherent in our community. Together, we have overcome losses, adapted to new circumstances, and continued to make a meaningful impact in the lives of those we serve.

However, we also recognize that our work is far from over. As we look ahead, we must remain vigilant and proactive in addressing the evolving needs of our community. Whether it's addressing systemic inequalities, expanding access to vital services, or fostering greater collaboration and partnership, there is still much work to be done. But we have faith in the team at CVS to get these gaps filled in.

In the coming year, we are committed to building on the progress we have made with our strategic goals. With your support and dedication, we are confident that we can continue to make a difference and create positive change in the lives of those we serve.

We extend our sincerest thanks to each and every one of you for your unwavering commitment, passion, and support. Together, we are not just an organization but a force for good, driven by the collective desire to build a brighter future for all.

Thank you for your continued trust and partnership. We look forward to the opportunities and challenges that lie ahead, knowing that together, we can achieve anything.

Your Board President,

A handwritten signature in black ink, appearing to read 'Leann Buteau', written in a cursive style.

Leann Buteau

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.

Executive Director' Message

6



Linda King
Executive Director

This year marks a significant milestone for our organization as we celebrate 45 years of dedicated service to supporting children and adults with developmental disabilities and their families. It is with immense pride that I reflect on our accomplishments, challenges, and ongoing commitment to our mission.

Founded in 1978, CVS has evolved from modest beginnings to become a prominent agency offering extensive services and support for individuals with developmental disabilities. Our core mission is 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 dedicated to improving the quality of our services through advocacy, innovation, and collaboration. We aim to inspire our community to join us in fostering positive social change.

CVS's mission, vision and values have guided the work we have done for 45 years and is weaved throughout our Strategic Plan which is essential for providing direction, improving efficiency, ensuring alignment of efforts, and enhancing the overall effectiveness of the agency's operations. It serves as a living document that guides our daily activities while keeping the agency focused on long-term objectives.

Our strategic commitments are:

- **Foster connection and belonging for people at CVS**
- **Create responsive and diverse opportunities for the people CVS supports**
- **Support and value the CVS staff team**
- **Build strong and diverse community partnerships**

We began our journey, supporting just a few individuals through a community inclusion program in Port Coquitlam. Over the years, our services and supports have significantly expanded, driven by both family and funder requests to address specific needs within the community. Our strategic plan has also guided us to add certain services throughout our history.

Over the years, we've introduced new services based on the requests of our families, funders and through our strategic planning process. These have included:



FAMILY

Educational programs
ESL program
Shared Living



FUNDERS

Specialized Homes
Foster homes
Summer camp for
medically fragile children



STRATEGIC PLAN

PBS*
AAC** education,
training, and tools
Employment services

*PBS=Positive Behaviour Support **AAC=Augmentative & Alternative Communication

Our vision is to create inclusive communities where everyone feels a sense of belonging and has opportunities to contribute. To achieve this, we have continually enhanced the tools and approaches we use to better support and meet the needs of the people in our services.

We are dedicated to implementing Positive Behaviour Supports, which involve strategies and interventions to improve individuals' quality of life and reduce challenging behaviors. Our commitment to Augmentative and Alternative Communication (AAC) and Acquired Communication methods ensures that everyone has a voice, regardless of their communication abilities.

Our person-centered support approach places the individual at the heart of all we do, ensuring that their personal preferences, needs, and values guide our services. Recognizing the profound impact of trauma, we have also embraced Trauma-Informed Practice. This involves understanding, recognizing, and responding to the effects of all types of trauma, with a focus on creating a supportive and empathetic environment.

To better serve our community, we invest in the continuous training and education of our staff. By increasing their skills and knowledge, we ensure that our team is well-equipped to provide the highest quality of support, allowing the individuals we serve to thrive and fully participate in community life.

Our growth from a small community inclusion program to a multifaceted organization reflects our unwavering commitment to inclusivity, empowerment, and continuous improvement. We are proud of our journey and remain dedicated to fostering communities where everyone can belong and contribute meaningfully. This past year, CVS received its 3-year CARF accreditation once again – another testament to the commitment of our staff, people we support, families and community.

At CVS, community engagement is integral to our mission. Over the past year, we have strengthened our partnerships with local businesses, schools, and community organizations to promote inclusivity and awareness of developmental disabilities. With pride, I have connected with our local MLAs to update them of the work we do in their ridings. Additionally, we have partnered and networked with The Tri-Cities Chamber of Commerce, The Rotary Club of Coquitlam, City Councils, Community Centres and our local libraries promoting Community Ventures Society and educating on the work we do, the services we provide and our commitment to community involvement.

While we celebrate our achievements, we recognize that our work is not without challenges. The increasing demand for our services underscores the critical need for continued investment in capacity-building and infrastructure development. We are committed to addressing these challenges head-on, leveraging emerging technologies and innovative practices to enhance service delivery and optimize outcomes for the people we support.

Looking ahead, we continue to focus on responding to the needs of the families and the people we support. Responding to their needs will help guide our service delivery ensuring that our programs remain relevant, effective, and tailored to improve the quality of life for everyone in our CVS family.

In conclusion, I am incredibly proud of what we have achieved at CVS over the past year. Our unwavering dedication to our mission, combined with the collective efforts of our talented teams, has positioned us for continued success and growth. As we embark on the next chapter of our journey, we remain committed to pushing boundaries, advocating for inclusivity, and championing the rights of individuals with developmental disabilities.

I extend my heartfelt gratitude to our Board, the management team, CVS staff, and our community partners for their continued support and commitment to our cause. Together, we will continue to make a positive impact on the lives of those we serve.

With a focus on strengthening in all areas of services CVS has built its staff teams, training modules, community connections, administrative platforms, and diversified its locations and vehicles. This has increased the accessibility for people to receive quality support in an efficient manner. This past year it has been a joy to work with strong and flexible teams towards this goal.

Last spring we were excited to open a new location in our Community Inclusion program in Pitt Meadows to provide opportunities for people we support and staff to have access to locations close to home and develop connections in a new community. The successful transition there was finessed under Coordinator Adrienne Mohr and subsequently Cheri Barnes in December when Adrienne took on the role as Homes Manager.

Two people we support in our Homes programs transitioned out from children/youth services with MCFD and Metis Family Services to CLBC Adult services with CVS Inverness Home. We have welcomed 2 new youth and are building teams around them at our Moore and Surrey Heights home.

Four new Coordinators under Olivia deGroot as Homes Manager and later Adrienne Mohr have been an invaluable addition in seeing the new resources succeed. With safety as a priority and the objective of safely helping people that we support to access the community we have fortified our staff complement with double staffing in two of our Homes locations.

Another barrier with community access has been ensuring that vans are available for those requiring it for safety with their behaviour support plans and e-cars are available to reduce the cost of mileage. Working with funders, we are ensuring this happens in a timely way to keep everyone accessing and connecting in the community.



Alex Moynham
Director of Operations



45 Years of Growth & Going Strong



Community connections have been a primary focus as we implement our Strategic Plan action items across our areas of service. Our Inclusion Managers Dawne Winblad and Diana MacPhee, are working closely with Coordinators Alison Goulding, Patrick Fowler, Cheri Barnes and Lela Shaban as well as the Employment team to create opportunities to educate and improve the potential for CVS to increase our successful community connections. They have intentionally held information sessions and meetings with people in Port Coquitlam, Pitt Meadows and Port Moody that have led to new opportunities for the people we support to achieve their goals.

Also in our strategic planning effort, we have prioritized processes that bring Equity, Diversity and Inclusion to the foreground in the workplace. It is key that everyone feels they belong and are valued so surveys for feedback, consultations and workshops facilitated by Sara Ali and Geoff Frost were completed with our staff and management. We are looking forward to the valuable work that our EDI action plan is setting up for us for continued growth.

In keeping up with all the new staff teams, resources and initiatives, we have streamlined our processes with new platforms. Spearheaded by Karen Jorgenson, we have successfully implemented ShareVision in all areas of service. Crystal Thornton has been helpful guiding us positively as we implement MakeShift, a scheduling tool that works alongside ADP for our unionized resources. Both of these have moved us mightily toward the goal of more accurate and efficient documenting.

All of the growth over the past year has been intentional – to build strength, connections and a sense of belonging. This approach is enabling us to truly meet the basic objectives of our Strategic Plan. I'm proud of our teams and the ways we offer opportunities to the people we support and I look forward to creating and developing with everyone in the upcoming year.



Highlights 2023/2024

Over the past fiscal year, CVS experienced a range of highlights that we are proud to share. As we reflect on the past year, here are some of the notable highlights as we celebrate our 45th year supporting people with developmental disabilities in the Tri-Cities & beyond:



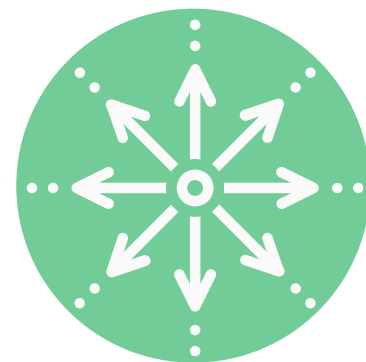
Another CARF Accreditation for CVS

In 2023, CVS went through another accreditation process with the Commission on Accreditation of Rehabilitation Facilities (CARF) and obtained a three-year accreditation. CVS is very proud of this accomplishment as it shows our commitment to excellence in all aspects of what we do.



CVS Receives the Tri-City News A-List Award for the 6th Consecutive Year

CVS was awarded by its community the Tri-City News A-List Award for the 5th consecutive year, in the category of favourite community service organization in Port Moody. We are honoured to be recognized as we strive to provide excellent care in the work that we do, helping the people we support. Thank you for the continued support and recognition from the community.



Continued Expansion for CVS to Help Serve the People We Support

In 2023, CVS recognized many of the people we support lived closer to the Maple Ridge and Pitt Meadows communities. As a result, CVS looked to find a space that would help provide support services closer to these communities and opened up a location in Pitt Meadows. Our central location has been welcomed by many of the people we support and has enabled us to expand. This effort has also allowed us to grow our DisDaBomb business into the Pitt Meadows location, expanding our reach and enabling growth in sales and visibility for DisDaBomb.

Connecting in the Community

Following on from 2022/2023 where there was an emphasis to get out into the community more now that it was safe to do so following the COVID-19 pandemic, we continued these efforts in 2023/2024. This past year, CVS invested time into identifying key areas to expand our reach in the community in terms of recreation and leisure activities, employment and giving back to our communities. We made & delivered food in the community, which was a highlight. Finding ways to foster connection amongst the people we support, staff and others across the community has led to the development of new relationships and much excitement for what the future holds for CVS across the community.



City of Port Moody Grant Enables Greater Evening Opportunities

In 2023, CVS was awarded the City of Port Moody Community Grant for evening programming activities. This has enabled our Events Committee at CVS to plan fun events for the people we support, their families and CVS staff. Events this past year have included movie nights with free popcorn and drinks, bowling and pizza nights, paint nights, and more. These events were a great way to connect with the CVS community. Thank you to the City of Port Moody for their generous donation so we could make these evening programming activities happen.



Celebrating a Record-breaking Christmas Campaign For Kids

The 2023 Christmas Campaign continues to grow year-over-year. This past year, we were once again able to encourage involvement from businesses across the Tri-Cities to assist in donating gifts towards our Christmas Campaign. In addition to these gifts, donations for the 2023 Christmas Campaign grew due to the comprehensive communications and advertising campaign which included social media, digital and print ads, a digital Sponsored article during Inclusion Month, and the Seasons of Giving donation webpage with the Tri-City News. We would like to extend our sincere gratitude to the community and our partners for their generous contributions.

CVS Events 2023/2024

This past year was an excellent year for events at CVS. It has been great to see the people we support, staff and families come together to have fun and enjoy time together. Once again, it was an eventful year that was packed full of exciting and engaging activities.

CVS Favourites

Some events keep attracting attendees and they are favourites for many of us at CVS. This includes CVS Bingo Nights and Pub Nights. At these events, we spend time together in a relaxed and fun environment. We also hosted Paint Nights in 2023, allowing participants to express themselves with guidance from a local Paint Party company.

Music Night with Glen

Music Night with Glen continues to be a hit and is a well loved event for people to take a bit of time out of their evening. They can enjoy listening to some music and dance a little bit before retiring for the night.



BBQ, Ice Cream & Halloween Fun

The Summer BBQ at Queen's Street Plaza, Ice Cream Day at Rocky Point Park and Halloween Party all came back in 2023. These well loved events were well attended. We loved enjoying some fun in the summertime. Halloween this year was celebrated separately in each office location – but all the costumes were fantastic and fun was had by all.

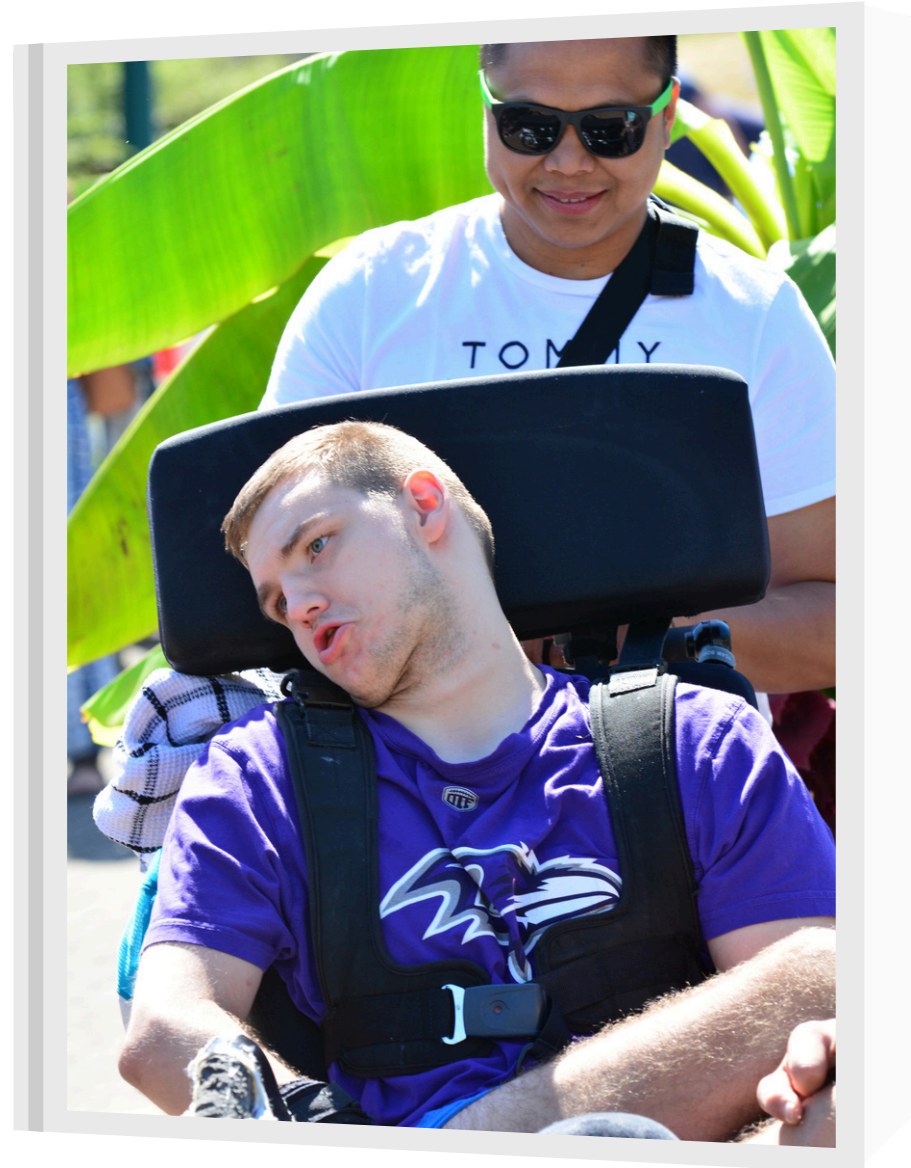


Movie Nights

At CVS, we understand the importance of community and fun, which is why we hosted two Movie Night events for all of our staff, people we support, caregivers, and families this past year. For a nominal fee, people across CVS were able to go to Cineplex in Coquitlam.



We would like to express our gratitude to the City of Port Moody for their Community Grant to help CVS provide fun events for the people we serve and we are excited to welcome everyone to more fun events in the future.



Program Reports

Family Support Services

At the onset of this fiscal year, our program received incredibly positive news. We learned that one of our programs would be expanding by an impressive 48 spots. Additionally, there was news of an increase in base caregiver per diem payments. This welcomed development has enabled our team to grow by adding an additional Assistant Manager in our Family Support Services team. We eagerly anticipate the opportunities this year will bring.

We are committed to ensuring that our respite services cater to the diverse strengths, needs, and cultural backgrounds of the families we serve. Our screening process not only matches caregivers with children based on their individual strengths and needs but also prioritizes cultural sensitivity and support within our community.

Recruitment and retention remain key focal points for us. We have actively advocated for increased base caregiver payments to better support our dedicated caregivers as well as strategize on how to minimize barriers to the screening process.



Joanne Weidinger
Manager,
Family Support Services

Despite facing challenges, such as the rise in children with complex behavioural support needs, we remain resilient. In recognition of the hard work of our respite caregivers, we hosted two appreciation breakfasts in different locations to ensure accessibility for all. Additionally, we were able to provide gas cards to two caregivers each month to help alleviate their driving expenses, a gesture that has been well received and appreciated.

Undergoing a name change to Family Support Services, our joint efforts with the adult respite program have been beneficial. We successfully advocated for children turning 19 who still need respite support services, smoothly transitioning them into adult respite care through CVS. In anticipation of reporting changes, we actively participated in several MCFD meetings throughout the year to support the transition to the Specialized Homes and Support Service platform. However, by the end of the year, it was evident that this transition would not include respite services. This was met with relief by both the team and the families who are receiving services.

Our seasonal activities such as summer camp and the Christmas Hamper Campaign were very successful. Both activities are highly anticipated each year and continue to be staff favourites where additional partnerships are nourished.



Homes

This past year has presented us with movement, change and challenges in Homes. We have met this with growth, development of our resources and staff, training and building new relationships. Olivia deGroot, Homes Manager at the beginning of the fiscal year, took us successfully through the CARF process. At the beginning of the 2024 year, Olivia went on maternity leave and Adrienne Mohr stepped in to fill the management role while she is away.

One of the youth in our homes successfully transitioned to adult services in December after many years of support with CVS. A new youth moved into the home in February and is developing relationships with his staff and exploring new activities and opportunities now that he is settled in a consistent placement.

Adrienne Mohr became a trainer for Mandt which has opened up more opportunities for us to continue the training and development of our staff with the Mandt principles. This is vital to the continued work on ensuring safety for our staff and the people we support. We have continued the process of working with CBI professionals and DDMHS to develop safety and support plans for two of the people we support.

It has been an exciting time in the Homes team – we have experienced a lot of growth and movement within our leadership positions in Homes as we welcomed three new coordinators. They have helped to keep continuity for the teams as we navigate inevitable staff changes.

Our person centered training focus in Homes this past year has been on trauma informed practice, suicide prevention training and Mandt. We have also worked with our funders to implement double staffing in two of our homes as the needs arose. This has been very successful in creating safety and a strong network for the staff and the people we support.

We continue to look forward to developing quality lives for the people we support through training, leadership and new and continued community connections.



Adrienne Mohr
Manager, Homes



Olivia deGroot
Manager, Homes







Youth Outreach

Since 2017, CVS has partnered with Westcoast Family Centres to assist children and youth aged 6 to 18 with developmental disabilities. Together, our focus is on developing basic skills like street safety and participation in recreational activities, and preparing them for future opportunities such as employment, improving communication skills, and building community connections.

Our Outreach Program and West Coast Family Center ensure that families' needs are also met. This might involve extending service access for their children or allowing families to communicate exclusively with familiar staff from either CVS or West Coast.

In summary, the Children's Outreach Program and West Coast Family Center work together to support youth and families as they transition to adulthood through collaborative efforts.

Diana MacPhee
Manager,
Community Inclusion



Community Inclusion

It has been a dynamic year, with significant developments in the Community Inclusion program across Discovery, Footloose, Fusion, Poco, and Tamarack.

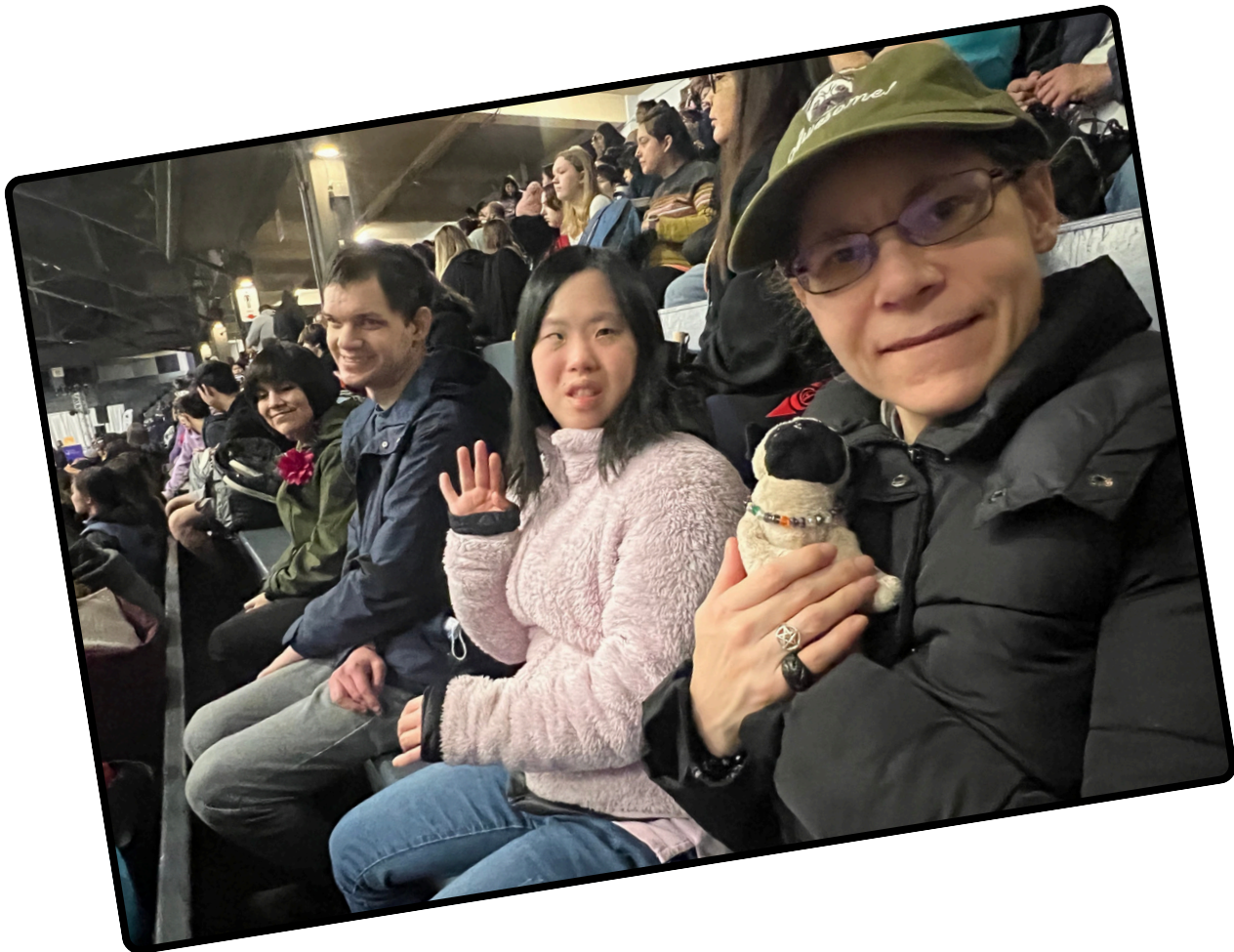
The Community Inclusion program at CVS is demonstrating significant growth and positive impact. This year, the program welcomed 5 new individuals, bringing the total number of individuals supported to 85. This remarkable achievement highlights the program's effectiveness and commitment to providing essential support to people and their caregivers and families.

The planning of activities encourages interaction and integration among all persons served, fostering a sense of community. People accessed some wonderful events such as celebrating Hoobiye, attending sporting events to watch the Canadian's baseball team and the Canucks, and visiting the Tulip Festival. Fitness and health was a priority by riding accessible bikes, hiking, walks, swimming and going to the gym. Weekly CVS basketball games were planned between Fusion, PoCo and Tamarack. The selection of the team members is based on each person's goal and interest.

One person in Discovery who loves to sing had the opportunity to make a music video. CVS has introduced communication classes to help the people we support learn to better communicate using an AAC device and to improve skills in reciprocal conversations. These classes enhance interactions and inclusivity within the workplace. CVS has also extended this opportunity to other agencies, fostering broader community engagement and support for effective communication practices.

CVS has implemented training programs for its employees. Annual training is provided on Mandt, medication, documentation and various other topics, as well in-house Class 4 training occurs every couple of months during team meetings. This year, multiple sessions were held focusing on Equity, Diversity and Inclusion (EDI) as well as Psychological Safety training. These initiatives demonstrate CVS's commitment to fostering a workplace where all employees feel valued and supported.

The online staff, the Program Coordinators and AAC/PBS Coordinator all are vital to the support of the person served, their caregivers and families. Our staff's commitment, whether they are new or have been with us for decades, truly embodies our core values. The fact that many of our team members recommend friends and family to join us is a testament to the positive and supportive work environment we strive to maintain. Their daily dedication and hard work are the backbone of success and the reason we can consistently provide excellent support.



Dawne Windblad
Manager of Inclusion



Diana MacPhee
Manager of Inclusion

Shared Living

In the 2023/2024 fiscal year, the CVS Shared Living program focused on refining procedures and enhancing service quality. We successfully completed our CARF audit in June 2023 with zero recommendations, attributing this achievement to our strong leadership team and dedicated staff. WCB coverage was implemented for all care providers by the year's end, ensuring comprehensive coverage and care continuity in case of injury.

Despite challenges like housing affordability and a shortage of quality care provider applications, the program continued to progress. While one individual pursued independent living options after a short-term placement, three new individuals joined the program, with two experiencing shared living for the first time in well-suited matches.

Significant efforts were devoted to program development, including helping the delivery of PWD increases to care providers, transitioning manuals and support documents to electronic formats, and migrating to the ShareVision platform for process refinement. We also facilitated discussions on late-life planning, end-of-life planning, dementia, and representation agreements with families and care providers to support their planning processes and initiate important discussions.



Colin Wood
Manager,
Shared Living



Employment

In 2023, we welcomed two new employment specialists to our team through a grant CVS received. The addition of another specialist to our organization has led to improved services, increased capacity, and better outcomes for the people we serve. This year it was important to focus on providing extensive support for people's growth and development. We did this by offering various training programs and workshops, such as a Cashier Training Program at Douglas College, a 7-day Food Safe Level 2 course in Richmond through Advance Education, a 3-day WHMIS online training by Worksite Safety, a Customer Service Training Program through Coursera, ESL classes at Vancouver Community College and various other programs.

These training sessions played a key role in helping our team members develop the skills and knowledge necessary to succeed in their roles. We also recognized the importance of flexibility in employment opportunities to accommodate the needs of the people we support by exploring employment options with flexible scheduling.

Our ultimate goal was to increase the number of successful employment opportunities for the people we support. In the past three months, we have successfully retained five jobs. Additionally, we have increased the hours for the people we support by an average of 9 hours per week.

We continue using our resources, partnerships, and tenacity to find and secure job opportunities that match each person's skills, interests, and goals.



Diana MacPhee
Manager of Inclusion



Social Enterprises

In 2023/2024, our social enterprises, adVentures Dog Walking and DisDaBomb, have thrived and continue to grow.

adVentures Dog Walking

adVentures Dog Walking had another great year, helping dog owners in the community walk their dogs. This past year was a year of growth as we expanded the number of dogs we were walking across three locations – Clarke Street, Pitt Meadows and Port Coquitlam. In total, we are walking 14 dogs. In order to help promote adVentures Dog Walking, the team scoped out plans for developing a website to help highlight the services we offer, spotlight testimonials and book meet and greets. We are excited to see how this helps position us in the local community and how it will help grow adVentures Dog Walking.

DisDaBomb

Over the past year, DisDaBomb has invested substantial time in refining its strategy for selling products into retailers. In the beginning of 2024, we took time to rationalize our product line and identify four core product groups that we would roll out to retailers. These four core products are: Potty Bombs, Standard Natural Bath Bomb boxes, Bags of Mini Bath Bombs, and Kids Line of Bath Bombs. Streamlining for retailers has helped us to develop barcodes for each of these products and focus our efforts on pitching a more defined product. It has also helped us to target customers better and focus on core product attributes depending on the audience. So far, this approach has been well received. We have been able to enter the sales cycle with two large BC retailers as well as gaining an order from a pre-existing customer that faded during COVID-19. In 2023/2024, we anticipate greater growth in the retail space as there are a number of prospective orders in the pipeline.

In 2023/2024, DisDaBomb spent a lot of time working with external agencies and institutions, CISS, CBI Consultants LEAP, and School District 43 (SD43) and Douglas College in their Vocational, Educational, and Skills Training (VEST) Program to help assist DisDaBomb during peak production times. Building these relationships and training new resources has been an opportunity for the DisDaBomb team to learn more and has helped to optimize production by thinking outside of the box. It's also enabled us to promote the concept of inclusion in the workplace and help educate others about inclusive employment.

DisDaBomb continues to participate in a number of events to help sell and promote its bath bomb products alongside the vision of values of CVS. Events included the Golden Spike Days, Pitt Meadows Christmas Market and Archbishop Carney Christmas Craft Fair. These events have enabled us to reach a wider audience in our local community, helped boost sales and enable us to offer a wider selection of products compared to what we can through retailers.



Miriam Hoolahan
Director of Marketing &
Communications

Communications Update

CVS welcomed back Miriam Hoolahan, Director of Marketing and Communications, from her maternity leave in April 2023. We were grateful for the work that Matt Brownwarr provided over the term of her maternity leave.

Throughout the past year, Community Ventures Society utilized various communication channels to keep the community informed of the latest news and updates. Weekly emails have continued to be sent out to inform people of upcoming events and how they can participate, as well as keeping the people we support updated about holiday closures, and other important information throughout the year. This year, we altered our process for the distributing this weekly email, now requiring an opt-in process for people to receive the newsletter. This enables CVS to be in compliance with Canada's Anti-Spam Legislation (CASL).

One of our major external partners at CVS in terms of marketing and communications, The Tri-City News, made a significant announcement in 2023 – that they would be going fully digital. This announcement has changed the nature of how we allocate our marketing and promotional energies at CVS. While previous campaigns have proven to generate greater awareness of CVS's efforts toward promoting inclusion in the community for people with disabilities, supporting recruitment efforts, and promoting fundraising, and upcoming events, we have looked at this as an opportunity to reassess our communications strategy across various media.

CVS leveraged website blog posts as a platform to disseminate information pertaining to events, awards, surveys, general information, and other significant developments relevant to the CVS community. The use of such blog posts facilitated streamlined event registrations and simplified the tracking and management of attendees throughout the year. Furthermore, social media was used together with blog posts to provide comprehensive details and announcements of noteworthy items to the CVS community. Using multiple communication channels enabled CVS to efficiently and effectively keep the community apprised and engaged as we got back out into the community.

Marketing and Communications invested time this part year to reflect on CVS' branding strategy. As a result of this analysis, a range of brand guidance documents were developed including a new Marketing and Advertising policy as well as a CVS Style Guide, that specifies branding elements such as fonts, imagery and icons as well as approved CVS colours.



Human Resources & Quality Assurance

The HR team had a challenging but rewarding 2023/2024 fiscal year. The HR team successfully onboarded a new Human Resources Administrator to bolster our recruitment efforts and streamline administrative tasks within the department. We implemented new protocols for follow-ups with new employees to gather feedback and address any concerns promptly, thereby improving the onboarding process.

Recruitment activities for the year included:

40
New Hires

2 non-union
(1 permanent,
1 contract)



26

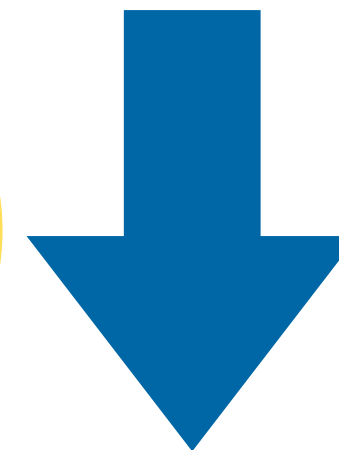
Resignations
experienced at CVS



5%

The unemployment rate remains low at 5% in the Lower Mainland BC region, posing challenges in recruitment efforts.

16%



The turnover rate decreased to 16%, reflecting improved retention strategies & workplace satisfaction initiatives.

A new Collective Agreement was ratified this past year and HR worked with the Finance department to ensure any changes were implemented. The Sharevision platform has been fully rolled out to all programs, accompanied by the creation of Training, Health & Safety, and Intranet portals to enhance communication and efficiency across the organization. Comprehensive leadership training sessions were conducted for both frontline staff, coordinators, and managers to enhance their skills and competencies.

In terms of Quality Assurance, in June 2023, the CARF survey was completed successfully and CVS was awarded a 3-year accreditation with only 1 minor recommendation.

Our Equity, Diversity and Inclusion assessments were completed and we worked alongside our consultant, Sara Ali, to develop an action plan for CVS leadership to implement, which included training for both front line staff and management training.

Over the past year, we were also able to finalize the transition to electronic employee files ensuring all union employee records are now digitized for easier access and management. We have completed a thorough revision of the policy manual to update and refresh its content and format. This is currently undergoing union review before dissemination to employees.

Overall, the HR department has made significant strides in various areas, including training, diversity initiatives, and policy updates, to enhance organizational efficiency and employee satisfaction.



Pete Stone
Director of HR &
Quality Assurance

Finance Report

Operating Results & Financial Position

Community Venture Society’s revenues increased from \$11.6 million last fiscal year to \$13 million this year. The increase was from a general growth of CVS contracts with our two primary funders (CLBC and MCFD), funded wage increases by the Funder Government Ministry Contracts and various Grants.

Our agency has maintained a surplus in Financial Year 2023/2024 and achieved a healthy growth.

We have continued strengthening our Capital Asset position and our efforts are continuous to make smart choices with E-vehicles both to reduce expenses in the long run but also to be environmentally conscious.

CVS has been awarded with various grants of which the biggest one to support our employment program this Financial Year.

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. There has been no need for usage/disbursement from the reserve fund this fiscal year.

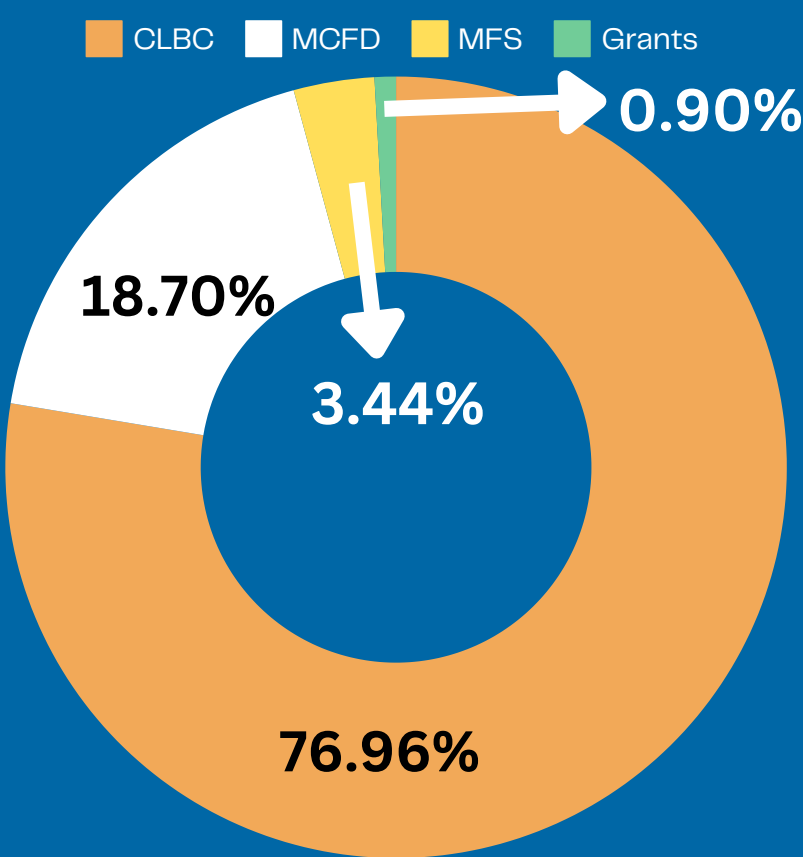
FY2023/2024 from Financial Team Point of View

Important milestones for our Finance team are as follows:

- Our team went through another Funder Audit this year with success.
- We completed the launch of a new Scheduling System which is integrating with our current Payroll system.
- The second phase of the new Collective Agreement has been launched smoothly.
- We have had so many positive experiences working with everybody in the agency. Thank you for all your hard work and passion towards individuals which we also have the honour to support on the background as a team.

Our department has had a good year by showing positivity and commitment to achieve positive results by working hard.

Revenue by Source



Melda Okucu
Director of Finance &
Business Management

Income Statement

COMMUNITY VENTURES SOCIETY STATEMENT OF OPERATIONS (Income Statement) As At: March 31, 2024	
	2024
REVENUE:	
Revenue	\$13,074,640
TOTAL REVENUES	\$13,074,640
EXPENSES:	
Advertising	\$2,193
Amortization	\$135,340
Amortization - deferred capital	\$58,082
Building Occupancy	\$386,574
Caregivers Services	\$2,142,390
Equipment and Maintenance	\$241,705
Food and Supplies	\$69,606
Insurance	\$27,786
Interest on Mortgage Payable	\$140,264
Office and Miscellaneous	\$182,342
Purchased/Professional Services	\$48,267
Program Supplies	\$145,339
Recruitment and Training	\$111,555
Salaries and Benefits	\$9,038,210
Transportation	\$239,455
Utilities	\$68,605
TOTAL EXPENSES	\$13,037,713
Surplus before other items	
Other Items	
Gain (Loss) on Disposal of Capital Assets	\$22,813.00
TOTAL SURPLUS	\$59,740

Balance Sheet

COMMUNITY VENTURES SOCIETY Statement of Financial Position (Balance Sheet) Based on Audited Financial Statements As At: March 31, 2024		
	2024	2023
ASSETS		
Cash	1,123,945.00	1,144,908.00
Internally Restricted Funds (Cash and Restricted GIC)	335,777.00	279,036.00
GIC	300,000.00	-
Accounts Receivable	39,247.00	465,923.00
Prepaid Expenses & Deposits	80,664.00	81,121.00
Total Current Assets	1,879,633.00	1,970,988.00
Capital Assets	5,031,213.00	4,235,028.00
Total Capital Assets	5,031,213.00	4,235,028.00
Investment in Tri-Cities Co-Op	1,000.00	1,000.00
	1,000.00	1,000.00
TOTAL ASSETS	\$ 6,911,846.00	\$ 6,207,016.00
LIABILITIES & SHAREHOLDERS EQUITY		
Current Liabilities	1,416,201.00	1,512,656.00
Total Current Liabilities	1,416,201.00	1,512,656.00
Deferred Contributions (Capital)	388,393.00	179,876.00
Mortgages Payable	3,071,143.00	2,472,583.00
Loans Payable	56,126.00	121,658.00
Total Long-Term Liabilities	3,515,662.00	2,774,117.00
General Operating Fund	246,604.00	293,472.00
Capital Asset Fund	1,397,602.00	1,347,735.00
Capital Reserve Fund	335,777.00	279,036.00
Total Society Equity	1,979,983.00	1,920,243.00
TOTAL EQUITY & LIABILITIES	\$ 6,911,846.00	\$ 6,207,016.00

Our 2023/2024 Board of Directors



**LEANN
BUTEAU**
Board President



**KAREN
HEADRIDGE**
Board Vice President



**CYNTHIA
ZENTI**
Treasurer



**NANCY
ANDERSON**
Director



**KATHRYN
ANTHISTLE**
Director



**DAVI
BACHRA**
Director



**JENNA
CHRISTIANSON-
BARKER**
Director



**CLARE
HETHERINGTON**
Director



**LYNDA
MILLER**
Director

Staff Awards 2023

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 & Beyond

Evelyn Mohammed
Fatema Agha
Adrienne Mohr (Union)



Exemplary Practice

Ritika Malkani
Shiyara Miller



Vision & Values

Oksana Didyuk
Jen Pratt



Leadership

Christine Okioma
Alison Goulding

THANKS

to our funders

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!



Métis Family Services
La Société De Les Enfants Michif



Strategic Commitments 2023–2027



CVS entered a new strategic plan in 2023. Now that we have completed the first year of this strategic plan, we see how our four strategic commitments are setting the foundation for strategic growth for Community Ventures Society.

Foster connection & belonging for people at CVS



- Create a culture of physical and emotional health, safety and wellbeing for all;
- Ensure that communication among all people at CVS is open and respectful and that all people feel heard and valued; and
- Work towards organizational transparency to establish trust and accountability.

Create responsive & diverse opportunities for the people CVS supports



- Embrace a person/family centered approach to service delivery;
- Empower the people supported by CVS to express their needs, ambitions and dreams in order to lead a life of their own choosing;
- Create a work culture of curiosity, creativity and improvement; and
- Develop innovative programming that helps the people we support to lead meaningful lives that they choose.

Support & value the CVS staff team



- Seek to recruit and retain staff who are passionate about inclusion;
- Create a respectful, supportive and engaging work environment; and
- Provide professional development and training opportunities that support each staff person's growth.

Build strong & diverse community partnerships



- Strengthen and expand CVS partnerships with other organizations with shared values and objectives, in order to enhance service delivery;
- Collaborate with other service agencies to advocate for a wider range of well resourced programs; and
- Educate the wider community as to the value of inclusion.



Community Ventures Society

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