



Community Ventures Society

2024/2025

ANNUAL REPORT



Connecting Community across the Tri-Cities & Beyond...



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Vision & Mission

Mission

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



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.

A Message from our Board of Directors

As we look back on another incredible year at Community Ventures Society, one word highlights the year...*connection*.

At CVS, connection isn't just a goal — it's who we are. Whether it's the experience shared between a support worker and an individual, the collaboration with local partners, or the conversations we have with families and friends, our strength continues to come from the community we build together.

This past year, we've seen how powerful those connections can be. From growing our inclusive programs to finding creative ways to bring people together, we've stayed focused on what matters most: belonging, respect, and inclusion for everyone.

I'm so proud of how far we've come — and even more excited about where we're headed. Our dedicated staff, families, and community partners make CVS a place where people truly feel seen and supported.

Thank you for your role in this journey. Your support helps us build a stronger, more connected community every day.



**With appreciation,
Your Board President,**

A handwritten signature in black ink, appearing to read 'Leann Buteau'.

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, Community Inclusion, Specialized Homes for children and adults, Outreach, Employment, and Shared Living services to support people with developmental disabilities and their families.





Linda King
Executive Director

Executive Director's Message

This year, our initiatives were centred on enhancing relationships, fostering dialogue, and achieving collective objectives within our community. As we progress through the midway point of our strategic plan, we have adopted a forward-thinking approach that prioritizes community engagement and connections. Over the next year, we will continue to uphold our commitment to inclusivity and creativity, nurturing a culture that celebrates personal development and collective accomplishment.

One of the key pillars of our approach to community engagement is building collaborative partnerships. Recognizing that no single organization can achieve meaningful change alone, we actively sought alliances with local agencies, schools, businesses, and community groups.

Through these partnerships, we can create a network of support and resources that amplify our collective impact. Some examples of this work are –

- In partnership with Inclusion BC, we **hosted an Inclusive Employment information session in October** during Community Inclusion Month for Tri-Cities businesses on the benefits of inclusive hiring. This brought together a wide range of people from the business community, let us hear success stories from employers and employees that engaged in these partnerships, and allowed for open dialogue about inclusive hiring.
- We have **implemented collaborative initiatives**, including wellness programs and targeted team training, to ensure that our staff feel supported and equipped to excel in their roles and deliver their best work.
- We continue to work with our Funding Partners – Community Living British Columbia (CLBC) and Ministry of Children and Family Development (MCFD). They appreciate our efforts and have requested additional services. **MCFD asked us to add an additional staff to expand our Respite Program, while CLBC funded a half time position for family support work this past year.**



- Our **connection with the Tri-Cities Chamber of Commerce** has improved the reputation of our DisDaBomb products, making them respected gifts for members and speakers. It has also led to orders and connections for DisDaBomb and CVS.
- We continue to **support the learnings of Heritage Woods students** with a variety of projects that bring them into the community, sharing our visions and values for inclusion with them.
- To facilitate our growth at CVS, we've applied for grants and were **successful in securing funds from the Community Prosperity Fund offered by the BC Government, a community grant from the Port Moody Foundation and the New Horizons for Seniors Grant from the Federal Government of Canada.**

We use our Strategic Plan to guide our work throughout the year. We are currently halfway through the plan, with each of our four commitments benefiting from community partnerships.

1) Foster connections and belonging for the people at CVS:

At CVS, fostering connections and creating a sense of belonging is something we are deeply committed to. We believe that every person deserves to feel valued and supported within our community. This guiding principle shapes everything we do, driving us to build relationships that matter and ensuring everyone feels included in our shared journey.

2) Create responsive and diverse opportunities for the people CVS supports:

Right now, we are working hard to strengthen these ties. Through partnerships with local organizations, empowering initiatives, and celebrations of diversity, we are actively engaging with the community. By listening and responding to the needs around us, we are making sure that every voice is heard, represented, and appreciated. Together, we are creating a space where lasting connections thrive and where everyone feels they truly belong.

3) Support and value the CVS staff team:

By committing to the support and empowerment of the CVS staff team, our organization sets the stage for enduring success and growth. When employees feel valued and equipped to perform at their best, they are engaged, motivated, and innovative, fostering a positive work culture that permeates every aspect of our operations. We invest in health and wellness programs, targeted training, and fostering connections to create an environment where employees feel appreciated and supported. This reduces turnover rates, ensuring continuity of expertise and relationships.

4) Build strong and diverse partnerships:

Community connections are a strong focus of much of our work this year. Building strong and diverse partnerships is essential for fostering a resilient and inclusive community. CVS looks to collaborate with others in our community to create meaningful opportunities that address diverse needs and empower everyone involved.

We listen to the CVS community through surveys sent to our entire community, meetings with the people we support and with the staff teams, and town halls with families and caregivers. Our goal is to understand what works, what doesn't, and what is needed for success. We respond to feedback to improve our programs and provide the best support and services.

Through these intentional efforts, we have cultivated an environment where collaboration flourishes, enabling us to address challenges with collective strength and creativity.

The strength of our organization lies in the bonds we share with our community. This year has demonstrated the immense value of listening, collaborating, and celebrating together. As we look to the future, we remain steadfast in our dedication to these principles, confident that by working together, we can create a brighter, more connected community for everyone at CVS.

I would like to extend my heartfelt gratitude to the Board for their unwavering dedication and leadership throughout the year. Their guidance has been instrumental in shaping our strategic plan and driving our efforts to foster connections, build partnerships, and make meaningful impact in the community.

I also want to express my deepest gratitude to the CVS staff for their remarkable dedication and hard work. Their tireless efforts, resilience, and commitment to excellence are the backbone of our organization. Every initiative we undertake, every milestone we achieve, and every connection we build is made possible by their passion and unwavering support. The CVS staff continually demonstrate their exceptional ability to adapt and innovate. Their collaborative spirit and genuine care inspire all of us, and it is through their contributions that we can make a lasting impact on the lives of those we serve.

Sincerely,



Linda King



Building on strengths implemented over the last year, CVS has been able to connect and create relevant programs and teams in all service areas, creating a positive impact for the people we support, community and staff.

With the Strategic Plan objectives as a priority, CVS has intentionally made meaningful connections in community to further the program opportunities for the people we support in Homes, Community Inclusion (CI), Shared Living, Employment and with Respite opportunities.

This year we have met with the Port Coquitlam Recreation Centre for education of their staff to help them understand neurodiversity awareness as well as with the City of Coquitlam. Our Community Inclusion team have been coordinating with training and opportunities for people to increase accessibility to the community programs available locally.

Valuable community connections have been made to develop our relationship with Indigenous partners such as the Tradesh Ancestors Cafe in Fort Langley that is partnering to teach indigenous culture and cooking with people in our CI program.

In striving to grow with the people we support, we have several community partners engaged to provide the person-centered support that ensures quality of life and choices for them. We have had success engaging local RCMP to educate CI participants in internet safety and a training program that facilitates understanding healthy sexuality and life choices called *Tell It Like It Is*.

Not only have our programs grown, but our locations in CI are expanding to accommodate the interest in Employment and CI programs for people. Our PoCo office has just finished renovations to the adjacent office space that facilitates our employment services and is providing room to increase our capacity to offer meaningful opportunities to people.



Alex Moynham
Director of Operations



Building Lasting Ties in the Community



CVS continues to develop the staff complement needed to support Homes and CI, and we're currently implementing the important strategies of Collaborative Communication with trainer Cherolyn Knapp to build successful working teams. It's been a strong year strengthening the staff teams needed in Homes in particular, ensuring the double staffing for three resources was implemented successfully for everyone's safety and success. Education with Elizabeth McWilliams Hewitt, Behaviour Consultant in Trauma Informed Practice, as well as CBI consultants where safety plans are required have ensured the staff teams are prepared.

In Management there have been successful additions to the Family Support and Shared Living teams to continue the growth and quality support these service areas can expect. We also welcomed new staff in our administrative teams, helping to build our strength and resiliency.

We all look forward to the sense of community created at CVS with our ice cream day at Rocky Point in July and barbeque at Queens Square in August. This year we have stepped it up a notch with introducing an American Sign Language training program for staff, a music therapy program and new activities for seniors. The Events committee has offered additional activities to connect, including movie nights. Families, staff and the people we support can look forward to finding fun in community on a regular basis.

As we go forward this year, we can enjoy the strength of staff and programs we have built and look forward to the community connections and events that are planned to ensure quality experiences for everyone.



Highlights 2024/2025

In our 2024/2025 fiscal year, CVS has 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 continue to support people with developmental disabilities in the Tri-Cities & beyond...



CVS Awarded a Community Prosperity Fund Grant

CVS was the recipient of a Community Prosperity Fund Grant. This grant is a collaborative initiative led by the Government of British Columbia's Ministry of Social Development and Poverty Reduction, in partnership with local community foundations such as Vancouver Foundation, which was administered to us through the Port Moody Foundation. This grant has helped to fund our Positive Behaviour Support and Augmented Alternative Communication (PBS/AAC) program. In addition to this funding, it has also helped us train some of our staff in American Sign Language (ASL), which has been an area we have been looking to train on for a number of years.

CVS Receives the Tri-City News A-List Award for the 7th Consecutive Year

CVS was awarded by its community the Tri-City News A-List Award for the 7th 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.



Making Advancements in Connecting in Community

As we continue to work hard on our strategic commitments, CVS built strong partnerships and connections across all our programs this past year. From hosting events for the community, advocating for the people we support and getting into the community more than ever, we have been advancing the aim of connecting with the community.





CVS Awarded the New Horizons for Seniors Grant from Employment & Social Development Canada (ESDC)

In early 2025, CVS found out that it had been successful in securing a grant offered by the federal government to assist us in implementing a program specifically targeted for seniors 55 and over. This grant has helped us launch monthly activities for seniors in our program and invite other seniors in the community. We kicked this program off in April 2025 and are excited to see how it progresses over the course of the year. We are grateful for the support from ESDC for this initiative.



CVS a Finalist for Not-for-Profit of the Year from the Tri-Cities Chamber of Commerce

CVS was honoured to once again be nominated in the category of not-for-profit of the year in the Tri-Cities Chamber of Commerce Business Excellence Awards. We were listed as one of the top three finalists and are very humbled for this honour. It is always nice to be recognized for the hard work we are doing in the community, and it is an opportunity for us to further share our mission with the wider community. Thank you to the Tri-Cities Chamber of Commerce for your continued support.



Port Moody Foundation Helps CVS Create a Music Therapy Program

In 2024, CVS was awarded a community grant by the Port Moody Foundation. This funding enabled us to create a Music Therapy program, bringing in a Music Therapist to work with people we support in our day program. It has been enthusiastically received and will be expanding in the year ahead thanks to further funding from the Port Moody Foundation. Thank you to the Port Moody Foundation for your continued support so we could make this programming available.



Celebrating a Record-breaking Christmas Campaign for Kids

The Christmas Campaign continues to grow year-over-year. Donations for the 2024 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 a cross-community advertising initiative we partnered on 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 2024/2025

This past year was another exciting 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 fun and engaging activities.

Some events keep attracting attendees and they are favourites for many of us at CVS.

The Summer BBQ at Queen's Street Plaza, Ice Cream Day at Rocky Point Park and Halloween Party all came back in 2024. 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.

At CVS, we understand the importance of community and fun, which is why we hosted two Movie Night events for all 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.

One of the highlights of 2024 was our Christmas Party. With our Christmas Party cancelled in 2023, our Events Committee wanted to bring people together in a big and exciting way. We moved our Christmas Party to a new venue at the Executive Suites Hotel in Burnaby. It was an incredible night, with record numbers coming out to enjoy a night filled with food, dancing and laughs. It was amazing to see everyone together celebrating the holiday season. We are excited to repeat this event in the coming year at the same venue, looking to only make it even better.





Program Reports

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Family Support Services

The 2024/2025 year was one of growth and connections. As our programs expanded our team responded with commitment to the families and caregivers we serve.

With an increase in contracts came new responsibilities—and our team rose to the occasion. Our most significant milestone was the addition of **51 new respite spaces**, offering vital support to more families than ever before. Even in the face of recruitment challenges, our respite program continues to provide impactful, person-centered services.

Our mission remains to build trust and long-lasting relationships within our caregiving network, and to extend that same support to the families receiving our services.

To support this, we:

- Increased caregiver compensation, effective July 1, 2024
- Offered small incentives and recognition opportunities whenever possible
- Hosted a Respite Caregiver Recognition Contest, where parents submitted heartfelt nominations celebrating their caregivers' efforts. Winners—both caregivers and families—received gift cards in appreciation.

The testimonials we received speak volumes:



Joanne Weidinger
Senior Manager,
Family Support Services

“She always goes the extra mile”

“Her bond with our son is unmatched”

Beyond day-to-day care, we made time to strengthen our network and stay engaged with sector-wide conversations. At the **BC Federation of Social Services Conference**, our team participated in a critical dialogue on **systemic barriers in caregiver screening for newcomers**, ensuring our growth is rooted in equity and inclusion.

Building a sense of community and appreciation was also a top priority. This year, we organized free, family-friendly events including:

- A **movie night out**
- A **Christmas party**
- A **summer BBQ**, bringing everyone together to connect

During the holidays, our **Annual Christmas Hamper Campaign raised \$2,280**, thanks to the generosity of community donors. These funds supported three families in need.

One of our favourite traditions continues to be our **three-week summer camp** at Crescent Beach. In collaboration with **BCCFA**, we hosted **18 children** for a memorable, week-long stay filled with fun and friendship. Interest in the camp grows every year—a testament to its value and impact.

Thanks to a **CIBC Miracle Day Grant**, we were also able to provide **five iPads**, loaded with customized communication apps, to children identified as needing additional support with communication. These tools have already begun to make a meaningful difference.

And for a special treat, several of our caregivers were invited to attend an **Ebi concert in box seats at Rogers Arena**—a well-deserved night out.

As we look to the future, we remain focused on key priorities:

- **Recruiting and retaining dedicated caregivers**
- **Strengthening cultural inclusivity** in our screening and service
- **Fostering deeper partnerships** with MCFD and BCCFD

None of this would be possible without the support of:

- MCFD and CLBC
- Our community donors
- The incredible caregivers and resilient families we are privileged to support
- Our hardworking team



*We're so proud of
what we've
accomplished—
together.!*

Homes

This past year in Homes has been both busy and exciting. Our focus has been on strengthening community connections through active participation in community events and partnerships with local professionals for training and support. We worked with Elizabeth McWilliams Hewitt to deliver person-specific training, drawing on her expertise in trauma-informed behaviour consulting. Recognizing that our staff face high-stress, emotionally demanding work, we partnered with Boyd and Associates for group sessions on secondary trauma and stress management. These were offered in addition to the 1:1 support already available through Boyd. We also collaborated with the BCFED Health and Safety Centre to develop individualized training and safety planning.

We welcomed a new Mandt instructor to our training team, allowing us to expand Technical Mandt training to more Homes staff. These practical skills have had a direct, positive impact on staff confidence in challenging situations, leading to fewer critical incidents. One of our staff members completed a 10-week ASL course, and we immediately saw the benefits of improved communication. We look forward to continuing ASL training in the coming year.

The people we support have had a full and joyful year, attending events at Rogers Arena, car shows and racing events, the tulip festival, Canada Day celebrations in Surrey and Coquitlam, and many other exciting opportunities. Our goal remains to help the people we support live their best lives engaging in activities they are passionate about and collaborating with community partners to navigate and overcome barriers. We are excited to continue this important work in the year ahead with our dedicated, caring, and passionate staff teams.

joy



Adrienne Mohr
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 Centre 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. The Children's Outreach Program and West Coast Family Centre work together to support youth and families as they transition to adulthood through collaborative efforts.

This year, many children focused on learning how to use public transit independently and finding community activities where they feel happy and included. By working together, we aim to provide the support and tools they need to grow, gain independence, and succeed in the future.



Diana MacPhee
Manager,
Community Inclusion



Community Inclusion

In 2024, **59.5% of service hours were spent in the community, marking a 5% increase from the previous year.** This progress highlights CVS's ongoing commitment to fostering inclusion and building meaningful community connections for the people we support. The increase was made possible through targeted efforts to strengthen partnerships, set purposeful goals within the ISP process, and address key barriers, such as ensuring enough vehicles were available to support community access.

Throughout the year, CVS focused on developing and nurturing community partnerships. We worked closely with local recreation centres, libraries, fire departments, police departments, and other community agencies. In the Tri-Cities, our staff delivered presentations to recreation centres, helping their teams better understand who we are and how to engage respectfully and effectively with the people we support when they access these public spaces.

A standout partnership this year has been with the Pitt Meadows Police department, which has been visiting our Pitt Meadows site bi-weekly. These regular visits have helped build positive relationships between law enforcement and the people we serve. Plans are in place to further strengthen this collaboration by hosting a dedicated presentation for the police department.

Our communication classes have also been relocated into community spaces, promoting inclusivity and encouraging individuals from different communities to participate. This shift not only supports skill development but also fosters wider social connections. CVS also formed an exciting new partnership with Tradish’s The Ancestor Café in Fort Langley, offering the people we support a unique opportunity to explore Indigenous culture through culinary experiences. This collaboration provides a meaningful way to connect with local traditions and expand cultural awareness.

CVS has been successful in obtaining several grants, which have helped bring a variety of meaningful programs to life. Through this funding, a music therapy program was rolled out, allowing participants to enjoy singing, playing instruments, and engaging in mindfulness activities. A specific grant for senior activities also supported efforts to build social connections among older adults. Highlights so far include a day trip to VanDusen Gardens, the creation and maintenance of a community garden in Port Moody, and many more monthly events still to come in 2025.

Looking ahead, CVS remains dedicated to strengthening community ties and forming new partnerships. Our goal is to continue creating opportunities for inclusion, engagement, and personal growth, ensuring the people we serve can fully participate and thrive within their communities.



Dawne Windblad
Manager of Inclusion



Diana MacPhee
Manager of Inclusion

Shared Living

The Shared Living program continued to grow this year, successfully creating well-matched pairings between the people we support and dedicated care providers. This progress was made possible through our team's commitment to diligently processing and screening potential care providers to ensure the best possible matches. We maintain our quarterly monitoring for each supported individual to ensure the best quality of care and to promptly identify and address any changes in needs, preferences, or health status.

For the 2024/2025 fiscal year, our focus shifted toward expanding and enhancing opportunities for both the individuals we support and their care providers. We aimed to foster deeper connections and promote engagement in meaningful activities that enrich their shared experiences.

With guidance from CLBC, we proudly introduced a new Property Damage Support Program, offering financial coverage to care providers for damage to their homes that may occur because of their support roles. This initiative underscores our commitment to supporting and protecting those who provide care.

The Shared Living team also saw some exciting changes as we rang in 2025. We saw changes to management of the Shared Living program and enthusiastically welcomed a new Assistant Manager to Shared Living. This has helped bring fresh energy and support to the team.



Kylie Isaacson
Manager,
Shared Living



Employment

In 2024, CVS expanded its services by hiring a temporary Employment Specialist, increasing the number of individuals supported from **10 to 19**. This growth allowed us to offer more personalized support and create new employment opportunities.

Many made significant progress in their careers this year. Five people increased their working hours by 4 to 15 hours per week, based on employer capacity and individual availability. One person advanced from a part-time kitchen assistant to a full-time server, while another moved from part-time to full-time as a support worker. Another secured a three-month summer job and was invited to return for the same role in summer 2025 due to outstanding performance.

CVS continued building strong relationships with employers to ensure proper workplace support. Some employers worked directly with Employment Specialists, requesting on-site coaching, while others preferred to communicate directly with employees. In these cases, workers shared employer feedback during meetings, allowing for targeted coaching and support.

Several people we support also completed training programs to boost their skills and job prospects. Certifications like forklift operation and a Class 5 driver's license opened new opportunities, while Douglas College programs prepared participants for careers in warehousing, retail, and general employment readiness. In October 2024, CVS, in collaboration with Inclusion BC, hosted an employment event that helped build connections with employers and led to new partnerships.

Looking ahead, CVS remains dedicated to supporting career growth and fostering inclusive employment opportunities.



Diana MacPhee
Manager of Inclusion



Social Enterprises - DisDaBomb

In 2024/2025, our social enterprise, DisDaBomb, has developed new connections in the community which have helped it to grow its reach and sales across the Tri-Cities. After securing an order with the Tri-Cities Chamber of Commerce for its International Women's Day event in 2024, further collaboration occurred throughout the year. This led to us also supplying gifts for speakers at its 2025 event.

As a social enterprise, we took time to review our processes, procedures and rationalize our product line. At the start of 2025, we welcomed a new DisDaBomb Coordinator. With new processes in place, the DisDaBomb team is focused on expanding its partnerships across the community. It has had success in forming partnerships with other non-profits, local government, and businesses in the local area.

We anticipate greater growth in all three sales channels – retail, local sales and online - in the year ahead as there are quite a few prospective orders in the pipeline. DisDaBomb continues to participate in community events to help sell and promote its bath bomb products alongside the vision of values of CVS. Events included Inclusion BC Conference in June, Pitt Meadows Day in June, Port Moody Car Free Day in August, Archbishop Carney Christmas Craft Fair in November, and the Holiday Craft Fair by the Self Advocates of Semiahmoo. These events have enabled us to reach a wider audience in our local community, helped boost sales, and offered a wider selection of products to the larger community.



Miriam Hoolahan
Director of Marketing &
Communications



Communications Update

Community Ventures Society has worked hard over the past year to boost its marketing and communications internally and across the local community.

To celebrate Community Inclusion Month in October, CVS has shifted from partnering with the Tri-City News to developing its own media toolkit. Collaborating with local agencies, municipalities, and the Tri-Cities Chamber of Commerce, we also joined forces with Inclusion BC to host an Inclusive Employment Event, connecting employers and job seekers to discuss hiring barriers. We co-created a video on inclusive employment experiences with Inclusion BC, which you can watch by clicking [here](#) or scanning the QR code on this page.

CVS secured several grants to expand CVS's programs. The Community Prosperity Grant from the BC government is funding our Positive Behaviour Support, Augmented Alternative Communication offerings, and ASL training. A Port Moody Foundation grant initiated our Music Therapy Program, which will expand next year. Additionally, the New Horizons for Seniors grant from Employment and Social Development Canada supports a year-long program for seniors. These grants strengthen our community connection and impact.

CVS successfully migrated to Microsoft by planning ahead and providing clear communication through a pre-defined change management approach. Staff received updates two months in advance, followed by weekly newsletters. After the transition, office hours and additional training sessions addressed any concerns. We are happy to say that the new system has been fully adopted across CVS.

We have been recognized in our community as an important advocate for people with developmental disabilities, and this makes us proud. As we head into a new financial year, we are excited for all that lies ahead as there are so many more opportunities to communicate and make a difference in the local community.



Scan the QR code below:



Human Resources & Quality Assurance

This past year was one of transformation and growth for the HR team at CVS. We focused on strengthening internal processes, expanding capacity, and supporting organizational development.

Recruitment activities for the year included:

55
New Hires

5 non-union



31

**Resignations
experienced at CVS**



6.2%

**Despite a regional unemployment
rate of 6.2%, recruitment remained
steady.**

26%



**The annual turnover rate
rose to 26%, partly due to
scheduled processing of
inactive files.**

Team Changes

In 2024, we welcomed a new HR Administrator to our HR team, helping to improve our recruitment efficiency. At the start of 2025, our HR Manager moved on to a new leadership role outside of CVS. I'm excited to welcome a new HR Manager to the team, bringing fresh experience and perspective.

Recruitment and Staffing

In 2024, we onboarded **55 new hires**, including **5 non-union staff**, and processed **13 inactive terminations** and **31 resignations**. The **annual turnover rate rose to 26%**, partly due to scheduled processing of inactive files. Despite a **regional unemployment rate of 6.2%**, recruitment remained steady.

Process Improvements

The addition of an HR Administrator allowed for faster hiring and improved candidate outreach. Hosting Indeed hiring events attracted more applicants, while a new second-stage, in-person interview process—done in collaboration with program coordinators—has improved job fit and early retention. These efforts have helped raise staffing levels and reduce service cancellations. We continue to expand our pool of casual staff to ensure flexible program coverage.

Training and Development

In 2024, we introduced training on Bullying and Harassment Prevention and Equity, Diversity, Inclusion, and Belonging. We also partnered with Cheryl Knapp for Collaborative Communication workshops and trained internal facilitators to sustain these offerings.

A successful retreat in Burnaby for leaders across CVS featured sessions on change management and conflict resolution, enhancing leadership skills and cross-team collaboration.

Looking Ahead

Key 2025 initiatives include:

- A new policy framework for exempt staff
- Performance planning system updates
- Launch of a Return-to-Work Committee
- Succession planning
- Coordinator training curriculum development
- Modernization of current training materials

The HR team remains committed to cultivating a workplace defined by respect, equity, and continuous improvement.



Pete Stone

Director of HR &
Quality Assurance

Finance Report

Operating Results & Financial Position

Community Venture Society’s revenues increased from \$13 million last fiscal year to \$14.5 million this year. Our growth this year was primarily driven by the following factors:

- Expansion of one of our MCFD Contracts (Children Respite) ,
- Increase due to funded General Wage Increase (GWI) of our Unionized Contracts from our two primary funders (CLBC and MCFD),
- Awarded grants,
- Addition of 4 new contracts: 1 Employment, 1 Outreach, 1 Children’s program, and 1 Shared Living.

Our agency has maintained a surplus in the Financial Year 2024/2025 and achieved healthy growth with a planned expansion in terms of employees hired and resources. We have continued strengthening our capital asset position and making strategic choices to reduce long-term expenses and be environmentally conscious.

Like the past year, CVS has been awarded various grants, the two largest of which support our employment program and fund operational expenses that contribute to our organization’s long-term resiliency, such as investment in digital infrastructure, support for staff training, development of organizational strategies and policies, salaries, rent, and other organizational costs.

Contingency Reserve Fund

CVS continues to uphold a contingency reserve fund to ensure readiness for all necessary maintenance and unforeseen expenditures. There has been no requirement for usage or disbursement from the reserve fund this fiscal year.

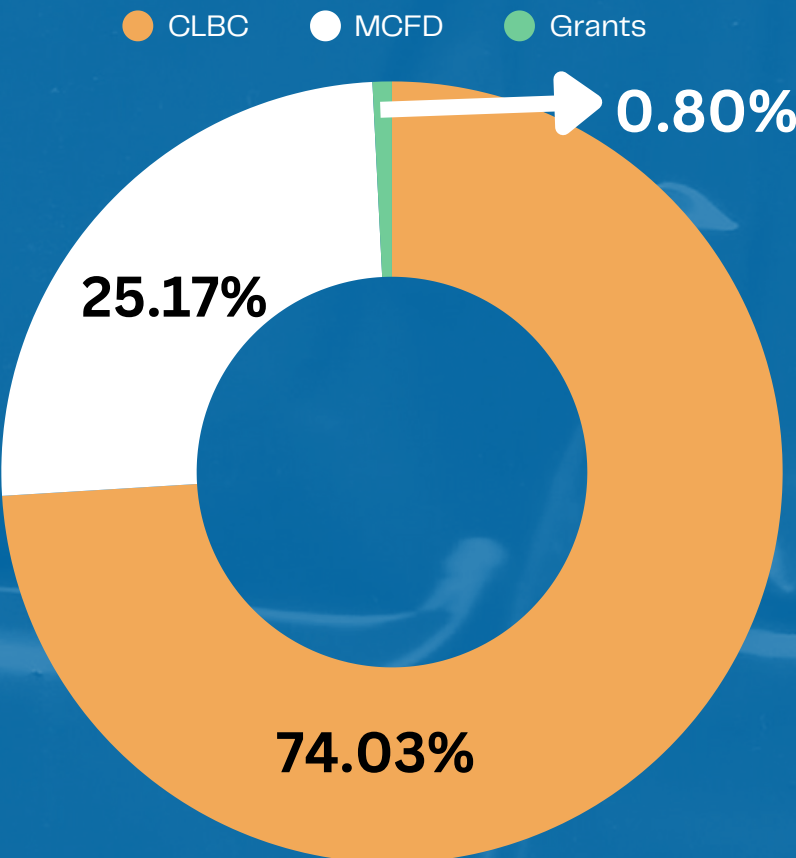
FY2024/2025 from Financial Team Point of View

The Finance Working Committee has been established, comprising 3 Board Directors, the Executive Director, and the Director of Finance. The committee has successfully conducted 2 training sessions. Ongoing efforts are focused on developing Finance Guidelines and toolkits for the Board. Our Finance team successfully recruited 2 new team members to join our team. Our team also completed our Financial Independent Audit.

Looking ahead, in alignment with the financial budget allowance, we intend to launch a new, modernized accounting software to further enhance efficiency, despite the current software being cloud-based and fully digitized. Additionally, we will be strengthening structured weekly technical training sessions for the Finance team to ensure cross-functional duties as part of succession planning.

We have had numerous positive experiences working with everyone in the agency. We extend our gratitude for your hard work and dedication to the people we serve, whom we have the honor of supporting as a unified team.

Revenue by Source



Melda Okucu
Director of Finance &
Business Management

Income Statement

COMMUNITY VENTURES SOCIETY STATEMENT OF OPERATIONS (Income Statement) As At: March 31, 2025	
	2025
REVENUE:	
Revenue	\$14,449,263
TOTAL REVENUES	\$14,449,263
EXPENSES:	
Advertising	\$4,427
Amortization	\$101,717
Amortization - deferred capital	\$76,516
Building Occupancy	\$426,598
Caregivers Services	\$2,563,398
Equipment and Maintenance	\$280,408
Food and Supplies	\$89,497
Insurance	\$30,852
Interest on Mortgage Payable	\$177,050
Office and Miscellaneous	\$147,736
Purchased/Professional Services	\$59,099
Program Supplies	\$185,614
Recruitment and Training	\$148,642
Salaries and Benefits	\$9,721,138
Transportation	\$246,132
Utilities	\$65,110
TOTAL EXPENSES	\$14,323,934
Surplus before other items	
Other Items	
Gain (Loss) on Disposal of Capital Assets	(\$3,810.00)
TOTAL SURPLUS	\$121,519

Balance Sheet

COMMUNITY VENTURES SOCIETY Statement of Financial Position (Balance Sheet) Based on Audited Financial Statements As At: March 31, 2025		
	2025	2024
ASSETS		
Cash	1,422,077.00	1,123,945.00
Internally Restricted Funds (Cash and Restricted GIC)	483,600.00	335,777.00
GIC	250,000.00	300,000.00
Accounts Receivable	45,308.00	39,247.00
Prepaid Expenses & Deposits	78,688.00	80,664.00
Total Current Assets	2,279,673.00	1,879,633.00
Capital Assets	4,987,185.00	5,031,213.00
Total Capital Assets	4,987,185.00	5,031,213.00
Investment in Tri-Cities Co-Op	1,000.00	1,000.00
	1,000.00	1,000.00
TOTAL ASSETS	\$ 7,267,858.00	\$ 6,911,846.00
LIABILITIES & SHAREHOLDERS EQUITY		
Current Liabilities	1,594,341.00	1,416,201.00
Total Current Liabilities	1,594,341.00	1,416,201.00
Deferred Contributions (Capital)	541,188.00	388,393.00
Mortgages Payable	2,978,653.00	3,071,143.00
Loans Payable	52,174.00	56,126.00
Total Long-Term Liabilities	3,572,015.00	3,515,662.00
General Operating Fund	388,615.00	246,604.00
Capital Asset Fund	1,292,523.00	1,397,602.00
Capital Reserve Fund	420,364.00	335,777.00
Total Society Equity	2,101,502.00	1,979,983.00
TOTAL EQUITY & LIABILITIES	\$ 7,267,858.00	\$ 6,911,846.00

Our 2024/2025 Board of Directors



**LEANN
BUTEAU**
Board President



**KAREN
HEADRIDGE**
Board Vice President



**CYNTHIA
ZENTI**
Treasurer



**KATHRYN
ANTHISTLE**
Director



**DAVI
BACHRA**
Director



**FRANCESKA
GRANTZIDIS**
Director



**CLARE
HETHERINGTON**
Director



**ERIN
MCELROY**
Director



**SHIVIKA
SHARMA**
Director

Staff Awards 2024



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

Riki Funk
Zoey Taylor
Jen Pratt *
Ike de Vera *



Exemplary Practice

Kevin Santema
Tiffany Stanghon



Vision & Values

America Espinoza
Kyla Lokay



Leadership

Cheri Barnes
Chris Zupanec
Ike de Vera

**- voted by their peers*

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!



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.



CVS



Community Ventures Society

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