

CREATIVE CENTRE SOCIETY FOR MENTAL WELLNESS



ANNUAL GENERAL REPORT 2021 - 2022

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CREATIVE CENTRE SOCIETY

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June 29th 2022

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CREATIVE CENTRE SOCIETY
ANNUAL GENERAL MEETING
June 29th 2022

AGENDA

- 6:00 -6:05pm Welcome from the President
- Executive Director and Staff
 - Board of Directors
 - Members of the Society
- 6:05-6:10 pm Review Minutes of the 2021 AGM
- Acceptance
- 6:10 – 6:30 pm Finance Report
- Auditor’s Report – Agatha Cluff
 - Appointment of Auditor for 2022/2023 Agatha Cluff from Agatha Cluff Inc and Amir Mahood, CPA from Aterna Advisors Inc
- 6:30 pm Reports
- President – Brian Grootendorst
 - Executive Director – Jennifer Ridgeway
 - Comptroller – Harvey Knotts
 - Personnel - Jennifer Ridgeway
 - Nelson Place – Monica Hopfner
 - The Village – Jennifer Ridgeway
 - Nominations – Jim Callaghan
 - Introductions of New Members of the Society – Jim Callaghan
- New Business Arising

BOARD MEMBERS

2021-2022

Brian Grootendorst	President
Jeannette Poulin	Vice- President
Jim Callaghan	Secretary
Steven Kendzierski	Treasurer
Ronald Hopfner	Director
Monica Hopfner	Director
Mary Turner	Director

CREATIVE CENTRE SOCIETY
Annual General Meeting

June 2021

MINUTES

Creative Centre Society
Annual General Meeting Via Zoom
June 24, 2021
Minutes

Board of Directors in Attendance: Brian Grootendorst, Fred Feistmann, Jeanette Poulin, Monica Hopfner, Ronald Hopfner, Steven Kendzierski, Jim Callaghan.

Regrets: Mary Turner

- *There are 7 board members and 18 Society members participating in this Virtual AGM, June 24, 2021.*

The meeting was called to order by President Brian Grootendorst at 6:04 pm.

1. Welcome and Introductions

President Brian welcomed those assembled which included Executive Director Jennifer Ridgeway and Administrative Assistant Ryan Loewen; members of the Board: Fred Feistmann, Jeanette Poulin, Monica and Ronald Hopfner, Steven Kendzierski, Jim Callaghan; Kate Lister and all members of Creative Centre Society; Agatha Cluff, Chartered Professional Accountant Inc. and Comptroller Harvey Knotts from Squire and Company.

- 2. The Creative Centre Society AGM minutes of June 25, 2020 were reviewed and accepted. Moved by Fred Feistmann. Seconded by Monica Hopfner. Carried.*

3. Finance Report

• **Auditor's Report- Agatha Cluff**

Agatha presented the Independent Practitioner's Review Engagement Report for Year-Ended March 31, 2021 (Unaudited). "Based on our review, nothing has come to attention that causes us to believe that these financial statements do not present fairly, in all material aspects, the financial position of Creative Centre Society as of March 31, 2021, and the results of its operations and its cash flows for the year then ended in accordance with the Canadian accounting standards for not-for-profit organizations." "A clean report." (p.9)

The following financial statements were reviewed briefly by Agatha.

- *Statement of Financial Position (p.10) Net Assets \$1,638,917*
- *Statement of Revenues and Expenditures (p.11) Excess Revenue Over Expenses \$148,733 Assets from Abby House Fire have bumped up 2021 total assets.*
- *Statement of Changes in Net Assets-End of Year (p.12) \$1,119,723.*
- *Statement of Cash Flow End of Year (p.13) \$755,155*
- *For further information on all **notes** to financial statements see pages 14-20 in the AGM Report 2020-2021.*

Motion to accept Auditor's report as presented. Moved by Steven Kendzierski, Seconded by Jeanette Poulin. Carried.

Appointment of Auditor for 2021-2022

Motion to appoint Agatha Cluff as Auditor. Moved Ron Hopfner. Seconded Steven Kendzierski. Carried.

4. Reports

- **President's Message**-Brian Grootendorst (p.29)

Brian thanked the Board for working so well together, noting Fred for his service as President; Jim for the essential scribing; Ron and Monica for looking after Nelson Place and Jeanette for assisting the Executive Director at the Village; Steve for providing valuable insight into Social Work and Mary for guiding us all. Brian noted the challenges faced by the Society (Pandemic and Fire) this year and how it was able to respond due to the excellent leadership of the Executive Director and Executive Assistant with assistance from employees. We all look forward to the future and the potential it brings. Brian also noted that Fred Feistmann will not be returning to the Board for 2021-2022.

- **Executive Director's Report**-Jennifer Ridgeway (p.30)

Despite the challenges of Covid 19 and the Abby House fire, 2020-21 was a great success. Services continued without interruption. Club House supported 263 clients with an average attendance of 67 daily. ACLS staff worked with a total of 121 clients, meeting with each individual up to 8 hrs. per month. \$190,000 in SIL funds were distributed as an incentive to participate and another \$34,000 was distributed to 20 mental health clients as a BC Housing supplement. Affordable housing was provided to 32 clients this year. There were some positives that did come out of our Covid experience. Adapting both in-person service and use of virtual communication benefited many of our clients. Future service will incorporate both. Thank you to all staff, board members, funders and community partners. With your support we will continue to provide essential support services to our mental health clients throughout the Fraser Valley. Jennifer reminded that a summary of programs and services is provided on pages 37-49 in the AGM General Report Booklet.

- **Comptroller's Report**-Harvey Knotts (p.31)

- The Society's financial statements were prepared by Squire and Company and the review and audit was completed by Agatha Cluff, Chartered Accountant. Harvey thanked all for their patience given the challenges of Covid and the Abby House fire. Assistance from Robbie and Ryan was noted. Despite these and other challenges the Society was able to conduct its operations.
- **What was noted:** Light at the end of the tunnel. Surplus from operations is \$79,302 for 2020-21. An additional \$69,431 is recorded as income from Insurance Claim receipts.
- End of year cash balances increased by over \$200,000. Insurance proceeds regarding premise restoration will be directed from Insurance to Construction Company and will not pass through the hands of the Society. The Society's financial position remains strong as cash reserves are more than double current liabilities. Debt load has been reduced by \$35,695 in accordance with repayment terms.
- Turnover in accounting staff created stress but has been manageable and we want to thank the accounting and administrative staff for their assistance during this year. Quality of accounting records have been maintained.

- **Personnel Report** -Fred Feistmann (p.32)

Highlight's of Fred's report:

- Society has 6 FTE for club house staff; 5 full time and 2 part-time ACLS staff; 2 full time admin staff and contracts for one part-time bookkeeper and one part-time comptroller for a total of 17 staff in total.
- Covid protocols and work safe requirements and procedures were in place for all staff as they are considered essential workers. Appointments were required for all individual and group services.
- Many staff worked from home and offered virtual support services via phone or computer.
- Personnel was well looked after and well-managed. Thank-you Jennifer.

- **The Village**-Jeanette Poulin (p.33)

Some highlights from Jeanette's Report:

- *The Village continues to be a valuable stable housing resource in Chilliwack, operated in partnership by Creative Centre Society and Chilliwack Community Services. CCS is landlord for 22 units providing stable housing for qualifying residents on the 3rd and 4th floors. Community Services is responsible for 11 units of Youth Transition Housing on the 2nd floor.*
- *11 women and 15 men were housed during the course of 2020-21. 4 units changed tenants, 2 moved and there were 2 deaths.*
- *Vacancies are filled by screening potential candidates, using interview and pre-established criteria.*
- *10 of the tenants are involved in the Cheamview Club House. 2 are involved in the landscaping crew which does all the landscaping for the Village property.*
- *Clubhouse members also provide janitorial services anytime there is a vacancy in any one the 33 Village housing units.*
- *Covid protocols including physical distancing and surface sanitation were in place. No covid exposures or outbreaks were reported among building residents or staff at the Village.*

- **Nelson Place**- Ron and Monica Hopfner (p.34)

The Society operates Nelson Place in Abbotsford on behalf of BC Housing. There are 8 apartment units in total housing 4 men and 4 women all of which have resided here for the past 7+ years. Despite Covid, the facility continues to run smoothly. Covid protocols are adhered to. At this time monthly tenant meetings have not resumed and common areas remain closed. It is anticipated that this will change in coming weeks. Minor repairs continue (Ron), as well as vacuuming of entries, stairwells and laundry room. Unit inspections took place on June 23, 2021. Any repairs resulting are being addressed. The Abby Lawn care program continues to look after the Nelson Place grounds. Well done! Other annual maintenance such as exterior power washing and gutter cleaning has been completed. All carpets and stairwells in the common area have been cleaned as well.

Motion to accept all reports under item 4 reports: Moved Fred Feistmann. Seconded Steven Kendzierski. Carried

- **Nominations**-Jim Callaghan

Jim reviewed from Society Bylaws, membership voting entitlement prior to the nomination of the Board of Directors for 2021-22. Members must be in good standing and have membership for 60 days prior to a general meeting which then entitles to participate in voting.

The following members have consented to allow their names to stand as nominees for the Creative Centre Society Board in 2021-2022:

Brian Grootendorst, Jeanette Poulin, Steven Kendzierski, Mary Turner, Ronald Hopfner, Monica Hopfner, and Jim Callaghan.

Further nominations were requested three times from those in attendance. None were forthcoming. Therefore all nominees noted above are acclaimed as Directors on the Board for Creative Centre Society 2021-2022. Directors may be added throughout the year in accordance with Society Bylaws and Board approval.

5. New Business (None)

AGM Adjourned at 6:47 pm.

Respectfully submitted,

Jim Callaghan, Secretary.

FINANCIAL REPORT

CREATIVE CENTRE SOCIETY
Financial Statements
Year Ended March 31, 2022

CREATIVE CENTRE SOCIETY
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Year Ended March 31, 2022

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INDEPENDENT PRACTITIONER'S REVIEW ENGAGEMENT REPORT

To the Members of Creative Centre Society

I have reviewed the accompanying financial statements of Creative Centre Society (the organization) that comprise the statement of financial position as at March 31, 2022, and the statements of revenues and expenditures, changes in net assets and cash flow for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

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

Practitioner's Responsibility

My responsibility is to express a conclusion on the accompanying financial statements based on my review. I conducted my review in accordance with Canadian generally accepted standards for review engagements, which require me to comply with relevant ethical requirements.

A review of financial statements in accordance with Canadian generally accepted standards for review engagements is a limited assurance engagement. The practitioner performs procedures, primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

The procedures performed in a review are substantially less in extent than, and vary in nature from, those performed in an audit conducted in accordance with Canadian generally accepted auditing standards. Accordingly, I do not express an audit opinion on these financial statements.

Conclusion

Based on my review, nothing has come to my attention that causes me to believe that the financial statements do not present fairly, in all material respects, the financial position of Creative Centre Society as at March 31, 2022, and the results of its operations and its cash flows for the year then ended in accordance with ASNPO.

Langley, British Columbia
June 7, 2022

Agatha Cluff Inc.
CHARTERED PROFESSIONAL ACCOUNTANT

CREATIVE CENTRE SOCIETY
Statement of Financial Position
March 31, 2022

	2022	2021
ASSETS		
CURRENT		
Cash	\$ 610,932	\$ 755,155
Short term investment (Note 3)	69,244	64,875
Accounts receivable	38,409	15,747
Sales taxes recoverable	2,708	1,525
Prepaid expenses	26,601	30,049
	747,894	867,351
CAPITAL ASSETS (Note 4)	846,225	771,566
	\$ 1,594,119	\$ 1,638,917
 LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 21,731	\$ 21,400
Unused rent subsidies	606	606
Current portion of long term debt (Note 5)	36,967	36,246
Wages and benefits payable	128,705	131,033
Employee deductions payable	583	8,631
Deferred income (Note 6)	11,196	106,347
	199,788	304,263
LONG TERM DEBT (Note 5)	158,395	195,549
DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS (Note 7)	18,203	19,382
	376,386	519,194
NET ASSETS		
Replacement reserve	64,264	59,863
Invested in capital	632,661	520,389
Unrestricted	520,808	539,471
	1,217,733	1,119,723
	\$ 1,594,119	\$ 1,638,917

ON BEHALF OF THE BOARD

_____ Director

_____ Director

CREATIVE CENTRE SOCIETY
Statement of Revenues and Expenditures
Year Ended March 31, 2022

	2022	2021
REVENUES		
Provincial program contracts	\$ 1,393,889	\$ 1,383,558
Provincial rent subsidies	63,096	60,708
Provincial gaming grant	15,000	15,000
Tenant rent contributions	33,125	31,499
Program fees and revenue	8,447	7,852
Other grants and contracts	16,439	39,153
Fundraising, interest and other	4,892	13,600
Donations and memberships	200	5,160
Amortization of deferred contributions related to capital assets	1,179	2,112
	1,536,267	1,558,642
EXPENSES		
Amortization	21,385	28,307
Employee benefits, administration	7,267	10,761
Employee benefits, excluded	18,241	15,138
Employee benefits, programs	177,006	169,942
Employee wages, administration	44,923	54,035
Employee wages, excluded	76,924	80,074
Employee wages, programs	665,797	672,287
General and administrative	42,831	35,262
Interest on long term debt	2,658	3,441
Occupancy costs	75,277	60,862
Program materials and expenses	55,560	76,666
Rent subsidies	213,019	231,006
Telephone	14,774	15,712
Travel	36,566	25,847
	1,452,228	1,479,340
EXCESS OF REVENUES OVER EXPENSES FROM OPERATIONS	84,039	79,302
OTHER INCOME		
Gain on disposal of assets	-	49,037
Insurance proceeds	13,971	20,394
	13,971	69,431
EXCESS OF REVENUES OVER EXPENSES	\$ 98,010	\$ 148,733

CREATIVE CENTRE SOCIETY
Statement of Changes in Net Assets
For the Year Ended March 31, 2022

	Replacement reserve	Invested in capital	Unrestricted	2022	2021
NET ASSETS - BEGINNING OF YEAR	\$ 59,863	\$ 520,389	\$ 539,471	\$ 1,119,723	\$ 970,990
EXCESS OF REVENUES OVER EXPENSES	4,401	112,272	(18,663)	98,010	148,733
NET ASSETS - END OF YEAR	\$ 64,264	\$ 632,661	\$ 520,808	\$ 1,217,733	\$ 1,119,723

CREATIVE CENTRE SOCIETY
Statement of Cash Flow
For the Year Ended March 31, 2022

	2022	2021
OPERATING ACTIVITIES		
Excess of revenues over expenses	\$ 98,010	\$ 148,733
Items not affecting cash:		
Amortization of capital assets	21,385	28,307
Gain on disposal of assets	-	(46,413)
Amortization of deferred contributions related to capital assets	(1,179)	(4,736)
	<u>118,216</u>	<u>125,891</u>
Changes in non-cash working capital:		
Accounts receivable	(22,662)	51,606
Accounts payable	336	(12,984)
Deferred income	(95,151)	(5,055)
Prepaid expenses	3,448	(856)
Sales taxes recoverable	(1,184)	(136)
Wages payable	(2,328)	22,462
Employee deductions payable	(8,048)	8,512
	<u>(125,589)</u>	<u>63,549</u>
Cash flow from (used by) operating activities	<u>(7,373)</u>	<u>189,440</u>
INVESTING ACTIVITIES		
Purchase of capital assets	(96,048)	(2,104)
Proceeds on disposal of capital assets	-	56,960
Increase (decrease) in term deposits	(4,369)	295,166
	<u>(100,417)</u>	<u>350,022</u>
Cash flow from (used by) investing activities	<u>(100,417)</u>	<u>350,022</u>
FINANCING ACTIVITY		
Repayment of long term debt	(36,433)	(35,695)
	<u>(36,433)</u>	<u>(35,695)</u>
INCREASE (DECREASE) IN CASH FLOW	(144,223)	503,767
Cash - beginning of year	<u>755,155</u>	<u>251,388</u>
CASH - END OF YEAR	\$ 610,932	\$ 755,155

CREATIVE CENTRE SOCIETY

Notes to Financial Statements

Year Ended March 31, 2022

(Unaudited)

1. DESCRIPTION OF BUSINESS

Creative Centre Society for Mental Wellness is a non-profit organization incorporated under the Society Act of British Columbia and operates as Creative Centre Society. It is a regional organization operating programs aimed at helping mentally disordered persons integrate into the community and develop an increased feeling of self-worth.

The Society owns and operates clubhouses as part of its mandate, and one apartment building (Nelson Place).

The Society is a registered charity and, as such, is exempt from income tax and may issue income tax receipts to donors.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of presentation

These financial statements reflect the assets, liabilities, revenues and expenses of the proprietorship and do not include any other assets, liabilities, revenues or expenses of the owners/partners.

Capital assets

Capital assets are stated at cost or deemed cost less accumulated amortization. Contributed assets are recorded at fair value at the date of contribution. Capital assets are amortized over their estimated useful lives on a declining balance basis at the following rates and methods:

Buildings - club houses	5%	diminishing balance method
Buildings - apartment	4%	diminishing balance method
Equipment	20%	diminishing balance method
Motor vehicles	30%	diminishing balance method

Revenue recognition

The society follows the deferral method of accounting for contributions.

Contributions are recorded as revenue when received or receivable except when the contributor has specified that they are intended for a specific use or for use in a future period, in which case they are deferred and recognized in the period the related expenditures are incurred.

Deferred capital contributions are amortized to revenue on a basis consistent with the amortization of the capital assets acquired.

Volunteers contribute a significant amount of time each year to assist the Society in carrying out its programs and services. Due to the difficulty of determining their fair value, contributed services are not recognized in these financial statements.

(continues)

CREATIVE CENTRE SOCIETY

Notes to Financial Statements

Year Ended March 31, 2022

(Unaudited)

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Measurement uncertainty

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that could affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period.

Significant areas requiring the use of management estimates relate to the determination of useful lives of capital assets for calculating amortization and the determination of accrued sick pay payable, which is recorded based upon 50% of the employees' entitlement of their regular pay in the event of illness or injury to a maximum of 156 days each as per the B.C. Government and Service Employees' Union collective agreement. Actual results could differ from those estimates.

Financial instruments policy

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs on the acquisition, sale, or issue of financial instruments are expensed when incurred.

3. RESTRICTED CASH AND SHORT TERM INVESTMENT

	<u>2022</u>		<u>2021</u>
Nelson Place, reserve account	\$ 49,454	\$	45,115
Restricted investment	19,790		19,760
	<u>\$ 69,244</u>	\$	<u>64,875</u>

The restricted investment is a fully redeemable short-term Canadian Money Market Fund investment held with Phillips, Hager & North under the Affordable Housing Investment Program and experiences an average annualised return of 0.2% (2021 - 0.2%). This investment, together with the restricted cash, is restricted to the Capital Replacement Reserve Fund as required under the terms of the contract with the BC Housing Management Commission, and may only be used as approved by the Commission. As at March 31, 2022, the Capital Replacement Reserve Fund is \$64,264 (2021 - \$59,863). Funds to cover any additional outstanding amounts are transferred annually subsequent to the year end.

CREATIVE CENTRE SOCIETY

Notes to Financial Statements

Year Ended March 31, 2022

(Unaudited)

4. CAPITAL ASSETS

	Cost	Accumulated amortization	2022 Net book value	2021 Net book value
Land	\$ 433,415	\$ -	\$ 433,415	\$ 433,415
Buildings	816,672	492,825	323,847	298,314
Equipment	156,078	88,601	67,477	9,142
Motor vehicles	167,008	145,522	21,486	30,695
	\$ 1,573,173	\$ 726,948	\$ 846,225	\$ 771,566

5. LONG TERM DEBT

	2022	2021
Canadian Mortgage and Housing Corporation loan bearing interest at .68% per annum, repayable in monthly blended payments of \$2,565. The loan matures on July 1, 2025 and is secured by Abbotsford apartments which has a carrying value of \$489,238 (2021 - \$498,028)	\$ 101,430	\$ 131,439
MCAP Financial Corporation loan bearing interest at 2.2% per annum, repayable in monthly blended payments of \$337. The loan matures on October 1, 2026 and is secured by Abbotsford property which has a carrying value of \$143,901 (2021 - \$108,703).	83,669	85,854
RBC loan bearing interest at 6.99% per annum, repayable in monthly blended payments of \$427. The loan matures on May 15, 2023 and is secured by specific property which has a carrying value of \$19,995 (2021 - \$28,565).	10,263	14,502
	195,362	231,795
Amounts payable within one year	(36,967)	(36,246)
	\$ 158,395	\$ 195,549

(continues)

CREATIVE CENTRE SOCIETY

Notes to Financial Statements

Year Ended March 31, 2022

(Unaudited)

5. LONG TERM DEBT *(continued)*

Principal repayment terms are approximately:

2023	\$	32,367
2024		32,724
2025		32,779
2026		13,056
2027		1
Thereafter		84,435
		<hr/>
	\$	<u>195,362</u>

6. DEFERRED INCOME

Deferred income represents unspent funds held as follows:

	<u>2022</u>	<u>2021</u>
Fraser Health Authority	\$ 4,947	\$ 101,089
BC Housing	5,258	5,258
Insurance proceeds	991	-
	<hr/>	<hr/>
	\$ 11,196	\$ 106,347

7. DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS

Deferred contributions related to capital assets represent the unamortized amount of donations and grants received for the purchase of depreciable capital assets.

	<u>2022</u>	<u>2021</u>
Balance, beginning of year	\$ 19,382	\$ 24,118
Additions (disposals)	-	(2,624)
Amounts amortized to revenue	(1,179)	(2,112)
	<hr/>	<hr/>
Balance, end of year	\$ 18,203	\$ 19,382

CREATIVE CENTRE SOCIETY

Notes to Financial Statements

Year Ended March 31, 2022

(Unaudited)

8. EMPLOYEE FUTURE BENEFIT PLANS

The Society and its employees contribute to the Municipal Pension Plan (the Plan), a jointly trustee pension plan. The Plan's Board of Trustees, representing plan members and employers, is responsible for overseeing the management of the Plan, including investment of assets and administration of benefits.

The Plan is a multi-employer contributory pension plan. Basic pension benefits are based on a formula. The Plan has about 188,000 active members, and approximately 94,000 retired members. Active members include approximately 12 contributors from the Society.

The most recent actuarial valuation as at December 31, 2018, indicates that the required basic funding rate is equal to the current rate of salaries and no contribution increase is required. The plan has a surplus of assets over future liabilities of \$2.89 billion.

Employers participating in the plan record their pension expense as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the Plan records accrued liabilities and accrued assets for the Plan in aggregate, with the result that there is no consistent and reliable basis for allocating the obligation, assets and cost to individual employers participating in the Plan.

The Society paid \$60,388 for employer contributions to the Plan in fiscal 2022 (2021 - \$70,392).

9. MANAGEMENT COMPENSATION

As required by the BC Society Act effective November 28, 2016; we report that management compensation was \$105,441 (2021- \$98,688).

10. FINANCIAL INSTRUMENTS

The organization is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the organization's risk exposure and concentration as of March 31, 2022.

(a) Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The organization is exposed to this risk mainly in respect of its receipt of funds from its customers and other related sources, long-term debt, contributions to the pension plan, and accounts payable.

(b) Interest rate risk

Interest rate risk is the risk that the value of a financial instrument might be adversely affected by a change in the interest rates. In seeking to minimize the risks from interest rate fluctuations, the organization manages exposure through its normal operating and financing activities. The organization is exposed to interest rate risk primarily through its floating interest rate bank indebtedness and credit facilities.

CREATIVE CENTRE SOCIETY

Notes to Financial Statements

Year Ended March 31, 2022

(Unaudited)

11. ECONOMIC DEPENDENCE

The Society receives substantially all of its funding from contracts with the Fraser Health Authority, a division of the Ministry of Health of the Province of British Columbia, and is economically dependent on these contracts, which are renewed annually.

The Society's employees comprise a bargaining unit and are part of the B.C. Government and Service Employees' Union. The Society is a member of the Health Employers Association of British Columbia which negotiates all contracts with employees.

12. SUBSEQUENT EVENTS

Since December 31, 2019, the spread of COVID-19 has severely impacted many local economies around the globe. In many countries, including Canada, businesses are being forced to cease or limit operations for long or indefinite periods of time. Measures taken to contain the spread of the virus, including travel bans, quarantines, social distancing, and closures of non-essential services have triggered significant disruptions to businesses worldwide, resulting in an economic slowdown. Global stock markets have also experienced great volatility and a significant weakening. Governments and central banks have responded with monetary and fiscal interventions to stabilize economic conditions.

The Society has determined that these events are non-adjusting subsequent events. Accordingly, the financial position and results of operations as of and for the year ended March 31, 2022 have not been adjusted to reflect their impact. The duration and impact of the COVID-19 pandemic, as well as the effectiveness of government and central bank responses, remains unclear at this time. It is not possible to reliably estimate the duration and severity of these consequences, as well as their impact on the financial position and results of the Society for future periods.

Supplementary Financial Information: Summary of Operations
(Schedule 1)

For the Year Ended March 31, 2022

	Transfer from 2021	Contract revenue	Defer to 2023	Net revenue	Direct service	Admin & Occupancy costs	2022 Surplus (deficit)	2021 Surplus (deficit)
Fraser Health Programs								
Community Rehabilitation Program - Clubhouse	\$ -	\$ 610,344	\$ -	\$ 610,344	\$ (516,401)	\$ (91,509)	\$ 2,434	\$ 1,879
Assisted Community living support	-	531,564	-	531,564	(467,458)	(48,281)	15,825	2,244
Supported Independent living rent subsidy	-	194,583	-	194,583	(187,099)	(7,484)	-	(533)
Rent supplement program	606	36,000	(606)	36,000	(25,920)	(1,440)	8,640	(493)
Janitorial and moving program	-	15,383	-	15,383	(6,268)	(1,483)	7,632	9,309
Therapeutic volunteer program	-	6,015	-	6,015	(5,785)	-	230	(39)
Fraser Health Programs total	\$ 606	\$ 1,393,889	\$ (606)	\$ 1,393,889	\$ (1,208,931)	\$ (150,197)	\$ 34,761	\$ 12,367

CREATIVE CENTRE SOCIETY

Supplementary Financial Information: Community Rehabilitation Program - Clubhouse
(Schedule 2)

Year Ended March 31, 2022

	2022	2021
REVENUES		
Fraser Health Authority	\$ 610,344	\$ 602,079
DIRECT SERVICE COSTS		
Salaries and wages	324,970	318,708
Employee benefits	83,915	82,580
Excluded staff	68,958	69,865
Program supplies	17,257	26,657
Travel	4,029	2,758
Telephone	6,000	4,514
Vehicle	11,272	3,609
	<u>516,401</u>	<u>508,691</u>
Administration	49,073	49,073
Occupancy	42,436	42,436
	<u>607,910</u>	<u>600,200</u>
(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES	<u>\$ 2,434</u>	<u>\$ 1,879</u>

CREATIVE CENTRE SOCIETY

Supplementary Financial Information: Assisted Community Living Support Program
(Schedule 3)

Year Ended March 31, 2022

	2022	2021
REVENUES		
Fraser Health Authority	\$ 531,564	\$ 520,969
DIRECT SERVICE COSTS		
Other	4,470	6,164
Telephone	6,697	10,663
Program supplies	3,070	3,605
Travel	19,564	17,614
Employee benefits	89,392	83,472
Salaries and wages	318,058	323,580
Excluded staff	26,207	25,346
	467,458	470,444
Administration	40,032	40,032
Occupancy	8,249	8,249
	515,739	518,725
(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES	\$ 15,825	\$ 2,244

CREATIVE CENTRE SOCIETY
AUDITORS' REPORT ON SUPPLEMENTARY FINANCIAL INFORMATION
(Schedule 4)
Year Ended March 31, 2022

To the Members of Creative Centre Society

Report on the Supplementary Financial Information

Opinion

I have audited the accompanying Schedules of Supplementary Financial Information for Nelson Place, a segment of Creative Centre Society, for the year ended March 31, 2022. These schedules have been prepared by Management based on financial reporting provisions established by the British Columbia Housing Management Commission.

In my opinion, the accompanying schedules present fairly, in all material respects, the financial position of the Society as at March 31, 2022, and the results of its operations for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

I conducted my audit in accordance with Canadian generally accepted auditing standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Information* section of my report. I am independent of the Society in accordance with the ethical requirements that are relevant to my audit of the financial statements in Canada, and I have fulfilled my other ethical responsibilities in accordance with those requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Information

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

In preparing the financial information, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Society's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Information

My objectives are to obtain reasonable assurance about whether the financial information as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the

(continues)

CREATIVE CENTRE SOCIETY
AUDITORS' REPORT ON SUPPLEMENTARY FINANCIAL INFORMATION *(continued)*
(Schedule 4)
Year Ended March 31, 2022

override of internal control.
(continues)

Independent Auditor's Report to the Members of Creative Centre Society *(continued)*

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditors report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial information, and whether the financial information represents the underlying transactions and events in a manner that achieves fair presentation

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Surrey, British Columbia
June 7, 2022

Agatha Cluff Inc.
CHARTERED PROFESSIONAL ACCOUNTANT

CREATIVE CENTRE SOCIETY
Supplementary Financial Information: Statement of Operations - Nelson Place
Year ended March 31, 2022

	<u>2022</u>	<u>2021</u>
Revenue		
BCHMC cost-shared subsidies	\$ 63,096	\$ 60,708
Tenant rent contribution	33,125	31,499
	96,221	92,207
Expenses		
Mortgage payments (see footnote)	34,828	34,983
Maintenance (Non-recurring)	-	14
Provision for replacement reserve	6,912	6,912
Utilities (Cable)	373	560
Utilities (Gas & electricity)	4,186	3,545
Utilities (Water & sewer)	1,951	1,546
Insurance	9,225	8,366
Utilities (Waste removal)	7,826	6,486
Property taxes	1,818	1,718
Non-controllable expenses	67,119	64,130
Administration charges (Salaries)	10,926	10,180
Maintenance (Miscellaneous grounds)	3,518	3,613
Maintenance (Interior bldg)	3,082	1,188
Maintenance (Service contracts)	4,714	3,030
Audit	2,255	2,050
Office supplies (General administration)	1,017	1,118
Memberships, dues & fees	169	166
Controllable expenses	25,681	21,345
	92,800	85,475
Excess of revenue over expenses for the year	3,421	6,732
Net assets, beginning of year	5,675	(1,057)
Net assets, end of year	\$ 9,096	\$ 5,675
Represented by:		
Cash	\$ 23,219	\$ 24,842
Tax rebates receivable	361	81
Prepaid expenses	2,358	2,210
Accounts payable and accrued liabilities	(11,584)	(16,200)
Unused rent subsidies	(5,258)	(5,258)
	\$ 9,096	\$ 5,675

Note: Amortization \$9,711 (2021 - \$10,204) and interest on long-term debt \$2,658 (2021 - \$3,441) are excluded from the BCHMC subsidy reconciliation.

CREATIVE CENTRE SOCIETY
Supplementary Financial Information: Replacement Reserve - Nelson Place

Year Ended March 31, 2022

	<u>2022</u>	<u>2021</u>
Revenue		
Provision for replacement reserve	<u>\$ 6,912</u>	<u>\$ 6,912</u>
	<u>6,912</u>	<u>6,912</u>
Expenses		
Repairs & maintenance	<u>2,511</u>	<u>-</u>
Excess of revenue over expenses for the year	<u>4,401</u>	<u>6,912</u>
Replacement reserve, beginning of year	<u>59,863</u>	<u>52,951</u>
Replacement reserve, end of year	<u><u>\$ 64,264</u></u>	<u><u>\$ 59,863</u></u>
Represented by:		
Restricted cash	<u>\$ 49,454</u>	<u>\$ 45,115</u>
Restricted short-term investment	<u>19,790</u>	<u>19,760</u>
Accounts receivable	<u>-</u>	<u>82</u>
Tax rebates receivable	<u>-</u>	<u>41</u>
Accounts payable and accrued liabilities	<u>(4,980)</u>	<u>(5,135)</u>
	<u><u>\$ 64,264</u></u>	<u><u>\$ 59,863</u></u>

President's Message

June 2022

As a result of the aftermath of the fire at the Abbotsford Clubhouse and its reconstruction, the evolving (and continuing) issues arising from the pandemic, and all the other issues arising from the operation of a non-profit society, it has been perhaps a more challenging year than normal. Our Executive Director Jennifer Ridgeway has not only met these challenges but overcome them to seek positive growth for the Society. Thank you, Jennifer.

I would also like to take a moment to thank the board of directors for their dedication to the Society. This upcoming year the Society is likely to see significant changes to its Board of Directors. Ron and Monica Hopfner have informed the board that they intend to retire from their duties as directors of the Society. Ron and Monica have served as directors of the Society for over 5 years providing their cheerfulness and kindness to every board meeting they attended. Ron and Monica have also looked after Nelson Place and cared for its residents for over 11 years, often times fielding those late-night phone calls to come and replace light bulbs or fix toilets. Ron, Monica, your presence at our monthly meetings will be missed, and the genuine care you showed to the residents of Nelson Place will also be missed.

Our founding member Mary Turner also intends to hang up her spurs at some point during this next fiscal this year. As many of you know Mary was the founder of the Creative Centre Society back in 1979 and since then has served on the Board of Directors for the Society. Mary's grounded and insightful input, and her infectious laughter, will be dearly missed from our monthly board meetings. Mary's experience and insight to the Board of Directors cannot be overstated. Once Mary does officially retire, we will wish her well and hope to see her at future Society events for years to come.

Overall, I believe I can speak for all current Board Members when I say that we look forward to the future of the Creative Centre Society for Mental Wellness.

Brian Grootendorst

Executive Director's Report

June 2022

The world is changing. Life has been a struggle for so many over the past year. The cost of housing, fuel and food for our clients has been nothing short of a crisis. I am now more motivated than ever to begin developing additional housing projects and expanding our services for our clients.

The Comptrollers Report, Financial Report, Village Report, Nelson Place Report and the Personnel Report will provide you with operational details. I am also including an overview of all of our other programs and services at the end of the AGM report for your review.

Thank you to all of our staff and our Board of Directors, to Agatha Cluff, Harvey Knotts and Les Squire. Thank you to the Rehab and Recovery management team and the contracts department at Fraser Health, Aldine Larson from BC Housing and to Diane Jansen and Alex Eriksson from Chilliwack Community Services. Together we are doing great work.

Sincerely,

Jennifer Ridgeway



Comptroller's Report

For the Year Ended March 31, 2022

The Society's financial statements were prepared by Squire and Company. Agatha Cluff Inc. Chartered Professional Accountants performed a review on the financial statements as well as an audit on the accompanying schedules of Supplementary Financial Information.

As COVID-19 enters into its third year the Society has adapted to operating under pandemic conditions.

The Society looked at updating its financial accounting systems during the year. The initial software application selected did not meet all the reporting and operating requirements and a replacement application will be introduced in fiscal 2023.

The financial statements show a surplus from operations this year of \$84,039. This is a slight increase over the prior year due to additional funding provided by the Frazer Health Authority to cover rising costs and a Temporary Wage Subsidy claim. An additional \$13,971 was received from insurance coverage to finance on going storage and rental expenses while the Abbotsford premises continue to be restored.

At the end of the year cash balances decreased by over \$139,000, a significant portion of that relates to replacement of assets lost due to the Abbotsford premises fire. The Society had to incur an additional unexpected cost of \$35,828 to upgrade the Abbotsford premises to current building codes, which was not included in the initial insurance claim. Despite these additional expenditures the society's financial position remains strong as cash reserves are more than double current liabilities.

Net assets have increased significantly as the Society continues to meet its financial obligations. The debt load has been reduced by \$36,433 in accordance with repayment terms. The operating surplus and financial position indicate that the society is in good financial health.

Finally, we would like to thank Robbie Madden, for her assistance and hard work in maintaining the accounting records. Without her contribution our task would be very difficult. She continues to be an invaluable resource of the management team.

Squire and Company Business Advisors Inc.

Personnel Report

June 2022

Creative Centre Society currently has 6 full time clubhouse staff, 5 full time and 2 part time ACLS staff, 1 full time and 2 part time admin staff and contracts one part time comptroller.

Over the past fiscal year one staff from Cheamview clubhouse went on maternity leave; her position was filled as temporary full time until she returns in December 2022.

Another ACLS staff in Abbotsford did not resume her position following the end of her maternity leave in March 2022. Her position was posted as permanent part time and filled by a member of our staff who was interested in working the reduced hours. One clubhouse staff moved into the full time ACLS position and we are actively looking externally for someone to fill the clubhouse role.

As of October 26 2021 all staff are required to be fully vaccinated against Covid-19. With the ongoing pandemic we maintain strict protocols to curb the spread of communicable viruses including daily temperature checks and self assessments and wearing medical masks.

Prepared by Jennifer Ridgeway

The Village Report
June 2022

Our Chilliwack residential project continues to be a valuable resource to the community of Chilliwack as it provides stable housing for qualified tenants. We do this in partnership with Chilliwack Community Services as they are the Operator of the BC Housing contract for the building. We are the landlord of the 22 units on the 3rd and 4th floor. Their organization is responsible for the 11 units of Youth Transition housing on the 2nd floor. The two Societies have a Joint Venture Agreement.

The state of shortage of affordable housing for our clients can be evidenced by the fact that we have no less than 85 active applications on hand for mental health clients who are absolute homeless or at risk of homelessness in the community of Chilliwack.

Prepared by Jennifer Ridgeway for Jeanette Poulin

Nelson Place Report
June 2020

Creative Centre Society operates Nelson Place on behalf of BC Housing. We hold the mortgage on the property. There are 8 units in total, occupied by 4 women and 4 men. There has not been any turn over of the tenants. All of the tenants have been living there for a minimum of 7 years.

We are happy to report that Nelson Place has been running smoothly.

- Inspections of all units was carried out in July 2021 with no major issues reported.
- Abby House Lawn Care keeps the yard in great shape.
- Power washing and gutter cleaning and repairs were completed.
- In light of supply shortages throughout North America, 2 fridges and one washer and dryer were purchased and will be stored as back up until needed
- A new 5 story apartment building was completed next door to our property in what was once an empty overgrown lot

Half way through the year we passed all maintenance and janitorial duties to the staff of Abby House and the Executive Director.

Thank you, Creative Centre Society and the Board of Directors, for the opportunity to work with the residents of Nelson Place and to serve on the Board.

The residents of Nelson Place treated us with respect and over the years we enjoyed having time to spend with them. Lastly, we say Thank you for inviting us to serve on the Board as Directors. We met amazing people who give so much of their time supporting the Society. We have been through happy times and challenging times this past few years but know that the Society is in good hands. We wish you the very best moving forward and will always be interested in the new and exciting endeavours ahead.

Thank you,

Ron and Monica Hopfner
Directors of the Board

Board of Director's Nominations 2022-2023

Mary Turner

Jim Callaghan

Jeannette Poulin

Brian Grootendorst

Steven Kenzierski

New Directors, who have been Society members in good standing for at least 90 days, may be added throughout the year with the approval of Board.

Society Programs and Services Overview

Janitorial & Moving Program

The purpose of the program is to assist Mental Health clients who may have significant house cleaning requirements due to their own neglect or current mental health condition. The program also assists clients with moving residences from one location to another when they have no other means or options available to them.

The Janitorial & Moving program has historically had significant contributions toward providing supportive employment opportunities to our members. Since the pandemic began in March 2020 we have not operated this program. Instead, much of the funds have been diverted to our Therapeutic Volunteer Program. We are unsure at this time if we will be reinstating this program and may be “returning” the contract to Fraser Health in the future.

Lawn Care Maintenance

The purpose of the program is to assist Mental Health clients by providing them a supportive employment opportunity with the goal to lead to future competitive employment with the skills and confidence gained. Work is generated through lawn maintenance and landscaping contracts in the local community.

Abby House Lawn Care has been operational since 2004 in Abbotsford working with local businesses and currently has 8 contracts and Cheamview clubhouse started their program in 2020 and to date has 1 contract (to handle all the Village landscaping duties throughout the year). In both communities’ staff go with the crew of 2 to 3 people one day a week to complete the work for their clients. Crew members are paid minimum wage.

For the 2021-2022 fiscal year

- \$3,630.38 paid to members during the operational season at Abby House
- \$1952 paid to members during the operational season at the Village & Yard Works

Therapeutic Volunteer Program (TVP)

TVP is designed to contribute to the rehabilitation process of persons living with a mental illness by participation in a volunteer capacity within the community. It assists individuals to develop personal life and/or pre-employment skills and achieve greater independence and community integration. TVP provides funds to offset costs incurred by the individual e.g. clothes, food, travel and other expenses associated with volunteering.

Volunteer placement is recognized as an integral part of the psychosocial rehabilitation framework. It is one of the services in the continuum that includes pre-employment and/or personal life skills. The TVP program in 2021-2022 yielded great results. Not only were we able to include near maximum capacity in the program, but those participating communicated strong growth in their areas of assistance. Several are already pursuing or actively engaged in competitive employment and we are hoping and expecting more individuals to pursue competitive employment from the skills and confidence gained from volunteering.

Statistics

- After paying the honorariums and administration costs the budget was left with a surplus of \$0 of the \$6,015 budget.
- In Abbotsford 5 different participants volunteered for a total of 33 times varying from 5 to 10 hours or more a month.
- In Chilliwack 6 different participants volunteered, 1 person for \$50 per month and 5 people for \$100 per month

Details

- Participants are permitted to stay in the program for the duration of 1 year.
- Participants are paid an honorarium of \$50 per month with a 5 hour minimum of volunteering.
- Participants are paid an honorarium of \$100 per month with a 10 hour minimum of volunteering.

Clubhouse Overview

Creative Centre Society operates two clubhouses with funding from the Fraser Health Authority: Cheamview Clubhouse in Chilliwack and Abby House in Abbotsford. The contract provides for 3 full time staff at each location.

Role of clubhouse in the recovery process: Recovery is expected and Clubhouse is one part of the journey

Key themes in defining recovery include that recovery means being able to live a meaningful life, both personally and in the community; redefining a positive sense of identity; making certain life adjustments; overcoming symptoms, stigma and discrimination; and living with hopefulness for the future. We acknowledge that recovery means different things for different people, and that it can be viewed as both a process and an outcome. Our organization is fully committed to working on the platform of psychosocial rehabilitation and recovery. Staff are particularly skilled at working in partnership with our consumers to promote empowerment, hope, choice, self-defined goals, healing and wellbeing. Since we know that work is the number one path to recovery a continuing focus is trying to connect our members to meaningful work.

Examples of recovery Highlights for 2021-2022 fiscal year

Abby House's: Dale was referred by Dr. Tham from the AMHC in Jan/22. He started by attending the mental health and the anxiety/depression support groups each week. Dale is 58 years old. He continually referred to other services "offering him nothing and he is not f-ing going back there." Dale also had a "f-it list" and whenever something was hard or upsetting, he would just say "f-it I will add it to the f-it list." Dale expressed having no hope and frustration with services for mental health supports many times. Dale signed up for WRAP in Feb/22. He didn't say much for the first couple of sessions except how angry he was and talking about his "f-it list". He would say things like he understands the concepts, but he can't get past the first step of "why bother and f-it". He has felt stuck for so many years.

After the first two sessions he told staff that the only reason he continues to come to the clubhouse is because of us. That we each bring something different to the table and he is learning something from all 3 of us. The same week Dale started to attend WRAP he also started attending the Men's Wellness Group. All 3 staff had started to notice a little improvement in Dale's negative thinking. We made sure to point out the changes, no matter how small and celebrate how amazing they were. During one WRAP session we were talking about identity. He shared with us his realization that he had lost his identity and he didn't feel like he had purpose and in turn no hope. His engagement in all groups started to increase during this first week. He started to see the things that he used to do to maintain his wellness and through the groups found accommodations to

make those things possible again. He created a wellness toolbox and started implementing them into his daily life. The staff supported Dale to apply for the Rehab and Recovery Funds through the AMHC for him to buy some proper walking/hiking gear. He then started small trail walks along the river and is building up stamina to be able to do small hikes again. He said he is very grateful to be back in nature. Dale completed WRAP and continues to attend groups 3 times a week. He approached Jamie about how he may be able to help get the men more engaged in Men's Wellness Group. The staff supported Dale to become a member leader for that group. He has been working so hard on creating power points and discussion topics with Jamie for that weekly group ever since. Dale expresses that he has hope and is able to have some moments of happiness in his life now. His next goal is to complete the RST Training. He will continue to facilitate Men's Wellness and will soon begin attending the Rapid Access programs through AMHC and Lessons in Happiness through BC Mood Disorders.

Cheamview:

Evan was a resident at one of our affordable housing projects, The Village. Before coming to the clubhouse, he had a variety of interactions with clubhouse staff. He struggled with low self esteem and a lack of confidence in his ability to return to work. With some encouragement and support he gained enough confidence to agree to participate in the Supported Employment Lawn Maintenance Program run through the Clubhouse. He joined the clubhouse as a member (with a referral from his Chilliwack Mental Health clinician) in 2020 so that he could participate in Cheamview's Lawn Maintenance program. This allowed him to begin working and following a routine in a comfortable environment, along with practicing his skills including time management, personal accountability, self motivation. Through positive reinforcement and feedback his confidence increased. While participating in the program, staff and Evan himself were able to see that he was reliable, hard-working and capable of problem solving when needed. Two years later Evan's returned confidence found him applying for various jobs and he successfully began working part time at a McDonald's. He was completely self motivated. Since then, his hours at his job have increased and now Evan is working almost full-time, as well as considering starting his own Lawn Maintenance business.

Leisure/Recreation activities during 2021-2022

Abby House: armchair traveler, painting class, BBQ at the river, bowling, coloring, crafting with Diane, fitness team, games at Mill Lake, guitar basics, holiday lunch to go, mountainview visits, national indigenous day celebration, scavenger hunt, walking group, movie, pumpkin carving, swimming, thrift store shopping, Christmas gift making, member coffee club, board games and cards, education series-exercise with RT

Cheamview Clubhouse: Barbecue, Crafting Club, Facebook Connections, Fitness, Heavy Metal Therapy, Picnic Lunch, Rec and Leisure 1 on 1 support, Spring Social, Walking Group, Thanksgiving Lunch, Bowling, Afternoon Social Club, member lead Coffee at A&W, Celebrations of Life, Exercise Clinic Education

Basic Living Skills activities during 2021-2022

Abby House: personal 1-1 support, housing 1-1 support, food security 1-1 support, computer skills 1-1 support, overdose resource conversations, naloxone training, life skills, just one thing, anxiety/depression support group, mental wellness, affirmations, young adults, ya2, community resources, personal accountability workshop, Monday morning check in, men's wellness, boundaries, meditation, mindfulness, women's wellness, WRAP support, WRAP workshop, boundaries, CRESST intro to clubhouse, IPU music therapy and intro to clubhouse, LGBTQ2+ support and resources, daily discussion, journaling, mental health support group, stretching, , kitchen basics, weekend member facebook discussion, budgeting, walk and talk, communication skills, truth and reconciliation info session, coffee and check in, covid-19 info session, meal planning on a budget, facebook topic post conversation, intro into how to access the library, exploring diversity, tech support, recuperate from the holidays, weekend wellness

Cheamview clubhouse: Baking, CBT Group, DBT Group, YA Social, Diversity Discussion, Food Pickup, Food Security 1 on 1 support, YA Giving Back, Harm Reduction 1 on 1 support, member lead Hearing Voices, Live Laugh Learn, Mental Health Support, Mindfulness, Naloxone Group Training, member lead National Indigenous education event, Personal 1 on 1 support (including crisis management, connecting clients to community resources, introduction to clubhouse, life skills), Teaching Kitchen, Virtual 1 on 1 support, WRAP, Sleep and Sleep Hygiene, Christmas Hampers, Understanding Mindfulness, Social Isolation Support

Pre-employment vocational services for 2021-2022

Abby House: total participation in pre-employment vocational services for the year was 711

Programs included: employment 1-1 support, employment wellness group, get to work, introduction to volunteering, job search club with Bonnie, lawn maintenance 1-1 support, personal accountability in the workplace, tvp 1-1 support, volunteering, work party with Bonnie and Communitas, workplace wellness

Cheamview: Total participation in pre-employment vocational services was 348.
Programs included: Employment 1 on 1 support (including resumes, job application,

creating Indeed account, browsing job postings, help with cover letters, mock interviews, etc), Life Skills: Pre-employment, Writing Skills, Conversation Skills, Computer skills, Workplace Communication, Employment Readiness Fitness, Social Skills Development

Volunteering

Abby House: We volunteered cleaning up garbage throughout the downtown area for The City of Abbotsford and helping in the community garden at Archway Community Services

Cheamview: Volunteer collaborative initiatives for street cleaning have seen success with some members. Volunteer cleaning at the clubhouse has had mixed success. TVP program has high interest but high attrition this year *see TVP report. YA Giving Back includes a variety of volunteer activities.

Addressing the needs of special demographics or populations.

YA2 is another young adults' program that was created separate from our Thursday evening YA group. This group is designed for those with high anxiety for whom the larger group may not yet be a fit. We meet weekly, the group is small, maximum of 6 people, and we do community activities together.

We have a few members that can't access our clubhouse because of mobility issues. The staff connect with these members over the phone regularly. We have also created appointment times when we could meet these members in the community.

Our staff also meet with people in the community when their anxiety prevents them from coming to the clubhouse. We also connect with this population over the phone through call, text, Facebook messenger and video if they are unable to leave their home at that time.

We have age specific groups (young at heart, 31+, 55+) that meet the unique needs of these age groups including connecting our senior clients with pre existing support in the communities in which they live.

Our clubhouses have support groups to enable our clients to client with peers with similar diagnosis and experiences. These include LGBTQ+2, Brain Injury, Anxiety, Hearing Voices, Bipolar support.

Contributing to saving lives of individuals with addictions.

At each of our clubhouses we are currently a Naloxone satellite site, providing training biweekly. Naloxone kits are available at all times, with no barriers.

We talk about Naloxone and the overdose crisis openly with our members. We make it a normal conversation topic to allow the conversation to be part of what members are sharing.

We have familiarized ourselves with community resources available to those looking for support with substance use and we assist when necessary with connecting our clients to these local resources.

SMART Recovery program will run twice each year.

The Naloxone training is on our program calendar and open to the public. Our no barrier approach to handing out Naloxone kits is that no questions are asked and the kits are in spaces where they are available to take home anonymously. We also offer a nonjudgmental supportive environment to members who are struggling with addiction. By educating ourselves on all of the resources available in our community we are able to provide direction when we don't have the answers. We have information and resources publicly posted in the clubhouse and we use social media to inform the community that we offer Naloxone kits and training for anyone in need. We offer individual training on an as-needed basis. Lately, there are more people asking to participate in training or asking questions regarding Naloxone.

Assisted Community Living Support Overview

Creative Centre Society provides ACLS service to increase the clients' ability to manage their personal life activities through the provision of rehabilitation, education, training and support. The aim is also to increase the clients' stability in the community, in cooperation with the mental health staff, through the provision of individualized support.

The rehabilitation and recovery-based program includes a wide range of supports and assistance which may vary in intensity and may include assistance by addressing areas such as: Personal Care, Household Management, Liaison/Advocacy, Money Management, Housing Support, Personal Effectiveness, Community integration, Support, crisis intervention management, and the development of a personal goal plan

This Fraser Health contract provides for 7 Creative Centre Society staff and 14 hours of service per week in Hope, 56 hours per week in Mission, 43 hours per week in Abbotsford and 91 hours per week in Chilliwack.

The staff worked with 154 unique clients during the 2021-2022 fiscal year.

Common Goals & Outcomes for the clients with whom the ACLS staff work:

- Anxiety
 - Anxiety is a common reality for many of our clients. Our staff support each individual uniquely based on the needs related to their anxiety.
- Exercise/Physical Health
 - Common ways staff assist clients in this goal is creating a structure for them to accomplish this goal. This can mean driving them to the gym or clubhouse for fitness programs as well as going on a walk with them.
- Budgeting
 - Often with fixed income many clients struggle with money management. Staff assist with budgeting out the week and month and sometimes accompany clients when they shop to further assist with bringing the budget to life.
- Social Connection/Community
 - Another common goal for clients is an improved social life. Clients often isolate but know that socialising is a healthy objective. Staff assist with guidance, driving to social events and helping make connections with

resources like the Clubhouse where there is lots of opportunity for community.

- Emotional Support
 - Emotional support looks different to many clients. It is often the term used that relates to mental wellness. Staff support our clients as they move to accomplish their goal of optimal wellness.
- Employment
 - Our staff assist those looking for work by providing guidance with resumes, interview coaching and finding jobs that match their requirements.
- Grocery Shopping
 - Related to budgeting, but clients also have either no means of transportation and also benefit from staff helping them making healthy choices according to their goals.
- Bus Training
 - The lack of transportation for most means that learning how to ride the bus greatly enhances their freedom. Staff assist with this learning process and help them become familiar with the routes most critical to them
- Organization
 - A clean organized home is often a goal for clients. Staff assist with breaking down the sometimes overwhelming task into accomplishable goals and provide any training requested in relation to completing those tasks.
- Medication Support
 - Many clients are on complex medications. Staff assist with this goal with attending meetings with doctors, driving to the pharmacy or helpful reminders with regard to taking the medication or even things to avoid while on the medication.

SIL (Semi Independent Living) Rent Subsidy Program Report

The Fraser Health Authority provides money to mental health clients in the communities of Hope, Agassiz, Chilliwack, Mission and Abbotsford to provide rent differential funding. The money is intended as an incentive or motivator for clients to participate in their own wellness with the support of our mental health workers. Participants in the program have an ACLS (Assisted Community Living Support) worker assigned to them. The ACLS staff works with the client to achieve his or her goals.

According to the terms of the contract the funds provided in each community are as follows:

Mission has \$49,920 distributed to between 21 and 27 clients.
Chilliwack has \$86,112 distributed to between 27 to 40 clients.
Abbotsford has \$54,912 distributed to between 17 to 23 clients.
Agassiz has \$7488 distributed to between 3 to 9 clients.
Hope has \$26,208 distributed to between 16 to 22 clients.

Rent Supplement Program Report

BC Housing provides rent supplement payments to the Health Authority in order to assist low or moderate income persons with a mental health diagnosis/disability to obtain adequate and affordable accommodations.

Creative Centre Society distributes these funds on behalf of Fraser Health. Clients receiving this benefit are not required to work with a ACLS worker or to establish and work toward goals as a criteria for this program as is the case with the SIL Program.

According to the terms of the contract the funds provided in each community are as follows:

Mission has \$6912 for 4 units
Chilliwack has \$10368 for 6 units
Abbotsford has \$13824 for 8 units
Hope and Agassiz have \$3456 for 2 units

Young Adults

Creative Centre Society operates a Young Adults program that runs every Thursday night for adults living with a severe and persistent mental illness, between the ages of 19 and 30. The Young Adults program serves 2 communities: Abbotsford and Chilliwack. The program is designed to incorporate a variety of activities and outings, with the end goal of increasing self-esteem and confidence, decreasing anxieties in group settings, and learning essential communication and living skills.

There are multiple components within the Young Adults program, including event such as “Giving Back” to our community through volunteer opportunities, Recreation Activities and Psychoeducation. Each evening staff facilitates a group session where personal goal planning is discussed. In addition to this, one on one appointments are also available with staff.

19 people from Chilliwack participated in the program in the 2021-2022 fiscal year. 44 people attended from Abbotsford.

The budget for this program is \$50,275. The costs are covered by both Fraser Health and the BC Gaming Commission. This fiscal year we received a gaming grant of \$14,000.