

# CREATIVE CENTRE SOCIETY FOR MENTAL WELLNESS



## ANNUAL GENERAL REPORT 2022 - 2023

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CREATIVE CENTRE SOCIETY

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June 27<sup>th</sup>, 2023

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Programs and Services Overview

CREATIVE CENTRE SOCIETY FOR MENTAL WELLNESS  
ANNUAL GENERAL MEETING  
June 27<sup>th</sup>, 2023

**AGENDA**

4:30 p.m.

Welcome

- Executive Director and Staff
- Board of Directors
- Members of the Society

Review Minutes of the 2022 AGM

- Acceptance

Finance Report

- Auditor's Report – Agatha Cluff
- Appointment of Auditor for 2023-2024

Reports

- President – Brian Grootendorst
- Executive Director – Jennifer Ridgeway
- Comptroller – Harvey Knotts
- Personnel - Jennifer Ridgeway
- Housing (incl.The Village and Nelson Place)– Jennifer Ridgeway
- Nominations – Jim Callaghan

New Business Arising

## BOARD MEMBERS

2022-2023

Mary Turner	Director
Jim Callaghan	Secretary
Brian Grootendorst	President
Jeannette Poulin	Vice- President
Lia Bishop	Director
Steve Kendzierski	Treasurer

CREATIVE CENTRE SOCIETY  
ANNUAL GENERAL MEETING  
Video Conference  
June 29th, 2022  
6 pm.

**MINUTES**

*Directors In Attendance—Brian Grootendorst, Mary Turner, Jeanette Poulin, Jim Callaghan, Steven Kendzierski, Monica Hopfner, Ron Hopfner.  
Executive Director—Jennifer Ridgeway*

*Meeting called to order by President Brian Grootendorst at 6:00pm.*

**1. Welcome and Introductions from the President**

*Brian welcomed all participants assembled including Executive Director and Staff, Board of Directors and Members of the Society.*

**2. Review and Acceptance of AGM Minutes June 24, 2021.**

*Moved-Steven Kendzierski/Seconded-Jeanette Poulin/-Carried*

**3. Financial Report**

**Auditor's Report—Agatha Cluff**

*Agatha presented the Independent Practitioner's Review Engagement Report for year ending March 31, 2022. Financial statements of the Society that comprise the financial position of the organization 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 polls and other explanatory information. The review was conducted in accordance with Canadian generally accepted standards for review engagements. An audit opinion is not expressed on these financial statements. **In conclusion**, based on an unaudited 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 of March 31, 2022, and the results of its operations and its cash flows for the year then ended in accordance with ASNPO.*

<i>Statement of Financial Position Net Assets</i>	<i>\$1,594,119</i>
<i>Excess Revenues Over Expenditures</i>	<i>\$98,010</i>
<i>Cash-End of Year</i>	<i>\$610,932</i>
<i>Capital Assets Net Book Value 2022</i>	<i>\$846,225</i>
<i>Long Term Portion of Debt</i>	<i>\$158,395</i>
<i>Clubhouse Excess Revenues Over Expenses</i>	<i>\$2,434</i>
<i>ACLS Program Excess Revenues Over Expenses</i>	<i>\$15,825</i>
<i>Nelson Place Net Assets End of Year</i>	<i>\$9,096</i>
<i>Nelson Place Replacement Reserve</i>	<i>\$64,264</i>

*Motion to accept Auditor's Report. Moved-Monica Hopfner/Seconded-Steven Kenzierski/-Carried.*

### ***Appointment of Auditor(s) for 2022-23***

*Agatha Cluff (Agatha Cluff Inc) and Amir Mahood, (CPA, Aterna Advisors Inc)*

*Motion to appoint Auditors' Cluff and Mahood.*

*Moved-Jim Callaghan/Seconded-Mary Turner/-Carried*

#### ***4. Reports***

***President***—*Brian Grootendorst*

*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.*

***Executive Director***—*Jennifer Ridgeway*

*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.

**Comptroller—Harvey Knotts**

*Comptroller's Report For The Year Ended March 31, 2022*

*As Covid-19 enters its third year, the Society has adapted to operating under pandemic conditions. The financial statements show a surplus from operations this year of \$84,039, a slight increase over the prior year due to additional funding provided by the Fraser Health Authority to covering rising costs and a temporary wage subsidy claim. An additional \$13,971 was received from insurance to finance storage and rental expenses as Abby House continues to be restored from the fire. At the end of year cash balances decreased by over \$139,000, a significant portion of that relates to asset replacement lost in the fire. An additional unexpected expense of \$35,828 was required to upgrade the Abbotsford premises to current building codes and this was not included in the initial insurance claim. Despite this the society's financial position remains strong as cash reserves are more than double current liabilities. Net assets have increased and the Society continues to meet its financial obligations. Debt load has been reduced by \$36,433. Operating surplus and financial position indicate that the Society is in good financial health. Finally, thanks to Robbie Madden for maintaining accounting records and contributing to our task. She continues to be an invaluable resource of the management team.*

**Personnel—Jennifer Ridgeway**

*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.*

**Nelson Place—Monica and Ron Hopfner**

*Creative Centre Society operates Nelson Place on behalf of BC Housing and holds 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.*

*Inspection 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, two fridges and one [SEP] 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 [SEP] what was once an empty overgrown lot.
- Mid-year year all maintenance and janitorial duties were undertaken by Society staff and oversight of such was undertaken by the Executive Director.

*Thank you, Creative Centre Society and Board of Directors for the opportunity to work with the residents of Nelson Place and to serve as Directors on the Board. We know that the Society is in good hands and we wish you all the very best in moving forward with the new and exciting endeavours ahead.*

***The Village—Jennifer Ridgeway***

*Our Chilliwack residential project continues to be a valuable resource for the community 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 this building. We are the landlord for 22 units on the 3rd and 4th floor. CCS is responsible for 11 units of Youth Transition housing on the 2nd floor. Creative Centre Society and Chilliwack Community Services operate the residences in a Joint Venture Agreement. The 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 homeless or at risk of being homeless in this community.*

*Motion to accept all reports remaining under Reports— agenda item 4.  
Moved- Jeanette Poulin/Seconded- MaryTurner/-Carried*

***Nominations—Jim Callaghan***

*Secretary Jim reviewed the relevant society bylaws pertaining to membership and the annual election process. The following members consented to allow their names to stand for nomination as the “Board” for Creative Centre Society in 2022-23.*

*Mary Turner*

*Jim Callaghan*

*Jeanette Poulin*

*Brian Brootendorst*

*Steven Kenziarski*

*In addition, members assembled were asked three times if there are any further nominations from the floor. Hearing none, the nominees presented above are therefore acclaimed as Creative Society Directors serving for the 2022-2023 term. The Board reserves the right to appoint additional directors in the Fall to fulfill any vacancies or additional needs yet to be determined.*

***New Society Member Introductions—Jim Callaghan***



*Jim introduced new society members Leah Bishop and Eric Hunken. Both were given opportunities to share their stories and their interests in the essential work and support that Creative Centre Society provides for clients throughout the Fraser Valley. The plan is to invite any new members to one or more board meetings in the Fall, so that we may all meet face-to-face to explore how membership may be further involved in the work of the Society.*

## **5. Business Arising**

*The Board agreed to the last Tuesday of each month as the monthly meeting date for 2022-23.*

*Motion to Adjourn- Brian Grootendorst- 6:48 pm*

*Respectively submitted,*

*Jim Callaghan  
Secretary  
Creative Centre Society  
For Mental Wellness*

**FINANCIAL REPORT**

**CREATIVE CENTRE SOCIETY**  
**Financial Statements**  
**Year Ended March 31, 2023**

**CREATIVE CENTRE SOCIETY**  
**Index to Financial Statements**  
**Year Ended March 31, 2023**

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## INDEPENDENT PRACTITIONER'S REVIEW ENGAGEMENT REPORT

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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, 2023, 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, 2023, and the results of its operations and its cash flows for the year then ended in accordance with ASNPO.

Langley, British Columbia  
June 8, 2023

*Agatha Cluff Inc.*  
CHARTERED PROFESSIONAL ACCOUNTANT

**CREATIVE CENTRE SOCIETY**  
**Statement of Financial Position**  
**March 31, 2023**

	2023	2022
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 1,081,332	\$ 610,932
Short term investment (Note 3)	76,715	69,244
Accounts receivable	19,244	38,409
Sales taxes recoverable	9,346	2,708
Prepaid expenses	26,269	26,601
	1,212,906	747,894
CAPITAL ASSETS (Note 4)	858,093	846,225
	\$ 2,070,999	\$ 1,594,119
 <b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable	\$ 104,508	\$ 21,731
Unused rent subsidies	606	606
Current portion of long term debt (Note 5)	37,545	36,967
Wages and benefits payable	135,463	128,705
Employee deductions payable	583	583
Deferred income (Note 6)	402,175	11,196
	680,880	199,788
LONG TERM DEBT (Note 5)	120,846	158,395
DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS (Note 7)	55,405	18,203
	857,131	376,386
 <b>NET ASSETS</b>		
Replacement reserve	76,497	64,264
Invested in capital	644,296	632,661
Unrestricted	493,075	520,808
	1,213,868	1,217,733
	\$ 2,070,999	\$ 1,594,119

**ON BEHALF OF THE BOARD**

\_\_\_\_\_ Director

\_\_\_\_\_ Director

See notes to financial statements

**CREATIVE CENTRE SOCIETY**  
**Statement of Revenues and Expenditures**  
**Year Ended March 31, 2023**

	2023	2022
<b>REVENUES</b>		
Provincial program contracts	\$ 1,374,727	\$ 1,393,889
Provincial rent subsidies	64,548	63,096
Provincial gaming grant	10,653	15,000
Tenant rent contributions	41,256	33,125
Program fees and revenue	15,421	8,447
Other grants and contracts	16,062	16,439
Fundraising, interest and other	1,269	4,892
Donations and memberships	273	200
Amortization of deferred contributions related to capital assets	944	1,179
	<b>1,525,153</b>	<b>1,536,267</b>
<b>EXPENSES</b>		
Advertising and promotion	3,723	-
Amortization	19,044	21,385
Employee benefits, administration	2,844	7,267
Employee benefits, excluded	18,328	18,241
Employee benefits, programs	184,402	177,006
Employee wages, administration	48,844	44,923
Employee wages, excluded	77,360	76,924
Employee wages, programs	661,140	665,797
General and administrative	30,991	42,831
Insurance	1,894	-
Interest on long term debt	2,405	2,658
Occupancy costs	97,975	75,277
Program materials and expenses	56,120	55,560
Rent subsidies	213,455	213,019
Telephone	14,677	14,774
Travel	36,977	36,566
	<b>1,470,179</b>	<b>1,452,228</b>
<b>EXCESS OF REVENUES OVER EXPENSES FROM OPERATIONS</b>	<b>54,974</b>	<b>84,039</b>
<b>OTHER INCOME</b>		
Gain on disposal of investments	11,141	13,971
Refund of surplus funding	(69,980)	-
	<b>(58,839)</b>	<b>13,971</b>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</b>	<b>\$ (3,865)</b>	<b>\$ 98,010</b>



**CREATIVE CENTRE SOCIETY**  
**Statement of Changes in Net Assets**  
**For the Year Ended March 31, 2023**

	Replacement reserve	Invested in capital	Unrestricted	<b>2023</b>	2022
<b>NET ASSETS - BEGINNING OF YEAR</b>	\$ 64,264	\$ 632,661	\$ 520,808	<b>\$ 1,217,733</b>	\$ 1,119,723
Deficiency of revenue over expenses	7,471	(19,277)	7,941	<b>(3,865)</b>	98,010
Net investment in assets	-	30,912	(30,912)	-	-
Transfer	4,762	-	(4,762)	-	-
<b>NET ASSETS - END OF YEAR</b>	<b>\$ 76,497</b>	<b>\$ 644,296</b>	<b>\$ 493,075</b>	<b>\$ 1,213,868</b>	<b>\$ 1,217,733</b>

**CREATIVE CENTRE SOCIETY**  
**Statement of Cash Flow**  
**For the Year Ended March 31, 2023**

	2023	2022
<b>OPERATING ACTIVITIES</b>		
Excess (deficiency) of revenues over expenses	\$ (3,865)	\$ 98,010
Items not affecting cash:		
Amortization of capital assets	19,044	21,385
Amortization of deferred contributions related to capital assets	(944)	(1,179)
	<u>14,235</u>	<u>118,216</u>
Changes in non-cash working capital:		
Accounts receivable	19,165	(22,662)
Accounts payable	82,778	336
Deferred income	390,979	(95,151)
Prepaid expenses	332	3,448
Sales taxes recoverable	(6,639)	(1,184)
Wages payable	6,758	(2,328)
Employee deductions payable	-	(8,048)
	<u>493,373</u>	<u>(125,589)</u>
Cash flow from (used by) operating activities	<u>507,608</u>	<u>(7,373)</u>
<b>INVESTING ACTIVITIES</b>		
Purchase of capital assets	(30,912)	(96,048)
Increase (decrease) in term deposits	(7,471)	(4,369)
Deferred contributions related to capital assets	38,146	-
Cash flow used by investing activities	<u>(237)</u>	<u>(100,417)</u>
<b>FINANCING ACTIVITY</b>		
Repayment of long term debt	(36,971)	(36,433)
<b>INCREASE (DECREASE) IN CASH FLOW</b>	<b>470,400</b>	<b>(144,223)</b>
Cash - beginning of year	<u>610,932</u>	<u>755,155</u>
<b>CASH - END OF YEAR</b>	<b>\$ 1,081,332</b>	<b>\$ 610,932</b>

# CREATIVE CENTRE SOCIETY

## Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

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### 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.

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### 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)

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# CREATIVE CENTRE SOCIETY

## Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

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### 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.

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### 3. RESTRICTED CASH AND SHORT TERM INVESTMENT

	<u>2023</u>		<u>2022</u>
Nelson Place, reserve account	\$ 56,366	\$	49,454
Restricted investment	<u>20,349</u>		<u>19,790</u>
	<u>\$ 76,715</u>	\$	<u>69,244</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 2.8% (2022 - 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, 2023, the Capital Replacement Reserve Fund is \$76,497 (2022 - \$64,264). 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, 2023**

*(Unaudited)*

4. CAPITAL ASSETS

	Cost	Accumulated amortization	<b>2023 Net book value</b>	2022 Net book value
Land	\$ 433,415	\$ -	\$ 433,415	\$ 433,415
Buildings	831,032	502,696	<b>328,336</b>	323,847
Equipment	172,631	91,329	<b>81,302</b>	67,477
Motor vehicles	167,008	151,968	<b>15,040</b>	21,486
	<b>\$ 1,604,086</b>	<b>\$ 745,993</b>	<b>\$ 858,093</b>	<b>\$ 846,225</b>

5. LONG TERM DEBT

	<b>2023</b>	2022
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)	<b>\$ 71,239</b>	\$ 101,430
MCAP Financial Corporation loan bearing interest at 2.2% per annum, repayable in monthly blended payments of \$339. The loan matures on October 1, 2026 and is secured by Abbotsford property which has a carrying value of \$143,901 (2021 - \$108,703).	<b>81,435</b>	83,669
RBC Automotive Finance loan bearing interest at 6.99% per annum, repayable in monthly blended payments of \$427. The loan matures on May 15, 2024 and is secured by Nissan NV 3500 Van which has a carrying value of \$19,995 (2021 - \$28,565).	<b>5,717</b>	10,263
	<b>158,391</b>	195,362
Amounts payable within one year	<b>(37,545)</b>	(36,967)
	<b>\$ 120,846</b>	\$ 158,395

*(continues)*

**CREATIVE CENTRE SOCIETY**

**Notes to Financial Statements**

**Year Ended March 31, 2023**

*(Unaudited)*

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5. LONG TERM DEBT *(continued)*

Principal repayment terms are approximately:

2024	\$	37,545
2025		33,781
2026		12,629
2027		74,436
		<hr/>
	\$	<u>158,391</u>

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6. DEFERRED INCOME

Deferred income represents unspent funds held as follows:

	<u>2023</u>	<u>2022</u>
Fraser Health Authority	\$ 214,413	\$ 4,947
Gaming	3,647	-
BC Housing	-	5,258
Insurance proceeds	184,115	991
	<hr/>	
	\$ 402,175	\$ 11,196

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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>2023</u>	<u>2022</u>
Balance, beginning of year	\$ 18,203	\$ 19,382
Additions (disposals)	38,146	-
Amounts amortized to revenue	(944)	(1,179)
	<hr/>	
Balance, end of year	\$ 55,405	\$ 18,203

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# CREATIVE CENTRE SOCIETY

## Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

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### 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 217,000 active members, and approximately 118,000 retired members. Active members include approximately 12 contributors from the Society.

The most recent actuarial valuation as at December 31, 2021, 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 \$3.76 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 \$67,412 for employer contributions to the Plan in fiscal 2022 (2022 - \$60,388).

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### 9. MANAGEMENT COMPENSATION

As required by the BC Society Act effective November 28, 2016; we report that management compensation was \$119,687 (2022- \$105,441). The fiscal year 2023 compensation includes a one time bonus of \$3.840 and vacation pay payout of \$12,766.

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### 10. 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.

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### 11. COMPARATIVE FIGURES

Some of the comparative figures have been reclassified to conform to the current year's presentation.

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### 12. 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, 2023.

(continues)

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**CREATIVE CENTRE SOCIETY**

**Notes to Financial Statements**

**Year Ended March 31, 2023**

*(Unaudited)*

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12. FINANCIAL INSTRUMENTS *(continued)*

***(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.

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**Supplementary Financial Information: Summary of Operations**  
*(Schedule 1)*

**For the Year Ended March 31, 2023**

	Transfer from 2022	Contract revenue	Defer to 2024	Net revenue	Direct service	Admin & Occupancy costs	Refund of Surplus	Surplus (deficit)
<b>Fraser Health Programs</b>								
Community Rehabilitation Program - Clubhouse	\$ -	\$ 599,266	\$ -	\$ 599,266	\$ (496,556)	\$ (89,809)	\$ -	\$ 12,901
Assisted Community living support	-	523,371	-	523,371	(506,399)	(48,281)	-	(31,309)
Supported independent living rent subsidy	-	194,692	-	194,692	(185,519)	(7,489)	(1,684)	-
Rent supplement program	606	36,000	(606)	36,000	(27,936)	(1,176)	(6,888)	-
Janitorial and moving program	-	15,383	-	15,383	(6,311)	(1,483)	(7,589)	-
Therapeutic volunteer program	-	6,015	-	6,015	(5,445)	(547)	(23)	-
<b>Fraser Health Programs total</b>	<b>\$ 606</b>	<b>\$ 1,374,727</b>	<b>\$ (606)</b>	<b>\$ 1,374,727</b>	<b>\$ (1,228,166)</b>	<b>\$ (148,785)</b>	<b>\$ (16,184)</b>	<b>\$ (18,408)</b>

**CREATIVE CENTRE SOCIETY**

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

**Year Ended March 31, 2023**

	<b>2023</b>	
<b>REVENUES</b>	<b>\$ 599,266</b>	<b>\$ 610,344</b>
<b>DIRECT SERVICE COSTS</b>		
Salaries and wages	<b>296,623</b>	324,970
Employee benefits	<b>85,114</b>	83,915
Excluded staff	<b>68,958</b>	68,958
Program supplies	<b>20,710</b>	17,257
Travel	<b>7,000</b>	4,029
Telephone	<b>5,863</b>	6,000
Vehicle	<b>12,288</b>	11,272
	<b>496,556</b>	516,401
Administration	<b>47,373</b>	49,073
Occupancy	<b>42,436</b>	42,436
	<b>586,365</b>	607,910
<b>(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES</b>	<b>\$ 12,901</b>	<b>\$ 2,434</b>

**CREATIVE CENTRE SOCIETY**

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

**Year Ended March 31, 2023**

	<b>2023</b>	<b>2022</b>
<b>REVENUES</b>	<b>\$ 523,371</b>	<b>\$ 531,564</b>
<b>DIRECT SERVICE COSTS</b>		
Salaries and wages	<b>352,473</b>	318,058
Employee benefits	<b>96,972</b>	89,392
Excluded staff	<b>26,730</b>	26,207
Travel	<b>22,477</b>	19,564
Telephone	<b>5,425</b>	6,697
Other	<b>2,175</b>	4,470
Program supplies	<b>147</b>	3,070
	<b>506,399</b>	467,458
Administration	<b>40,032</b>	40,032
Occupancy	<b>8,249</b>	8,249
	<b>554,680</b>	515,739
<b>(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES</b>	<b>\$ (31,309)</b>	<b>\$ 15,825</b>

**CREATIVE CENTRE SOCIETY**  
**AUDITORS' REPORT ON SUPPLEMENTARY FINANCIAL INFORMATION**  
**(Schedule 4)**  
**Year Ended March 31, 2023**

**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, 2023. 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, 2023, 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, 2023**

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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 8, 2023

*Agatha Cluff Inc.*  
CHARTERED PROFESSIONAL ACCOUNTANT

**CREATIVE CENTRE SOCIETY**  
**Supplementary Financial Information: Statement of Operations - Nelson Place**

**Year ended March 31, 2023**

(Unaudited)

	<u>2023</u>	<u>2022</u>
<b>Revenue</b>		
BCHMC cost-shared subsidies	\$ 64,548	\$ 63,096
Tenant rent contributions	41,256	33,125
	<u>105,804</u>	<u>96,221</u>
<b>Expenses</b>		
Mortgage payments (see footnote)	32,423	34,828
Provision for replacement reserve	6,912	6,912
Utilities (Cable)	373	373
Utilities (Gas & electricity)	4,993	4,186
Utilities; Nelson Place (Water & sewer)	2,427	1,951
Insurance	9,466	9,225
Utilities (Waste Removal)	11,944	7,826
Property Taxes	1,597	1,818
Non-controllable expenses	<u>70,135</u>	67,119
Administration charges (Salaries)	12,500	10,926
Maintenance (Miscellaneous Grounds)	7,148	3,518
Maintenance (Interior Bldg)	4,207	3,082
Maintenance (Service contracts)	3,317	4,714
Audit	6,150	2,255
Office supplies (General administration)	486	1,017
Memberships, Dues & Fees	171	169
Controllable expenses	<u>33,979</u>	25,681
	<u>104,114</u>	<u>92,800</u>
Excess of revenue over expenses for the year	1,690	3,421
Net assets, beginning of year	<u>9,096</u>	<u>5,675</u>
Net assets, end of year	<u>\$ 10,786</u>	<u>\$ 9,096</u>
<b>Represented by:</b>		
Cash	\$ 23,172	\$ 23,219
Tax rebates receivable	-	(361)
Prepaid expenses	2,389	2,358
Accounts payable and accrued liabilities	(14,775)	(11,584)
Unused rent subsidies	-	(5,258)
	<u>\$ 10,786</u>	<u>\$ 9,096</u>

Note: Amortization \$10,427 (2022 - \$9,711) and interest on long-term debt \$2,405 (2022 - \$2,658) are excluded from the BCHMC subsidy reconciliation.



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

**Year Ended March 31, 2023**

*(Unaudited)*

	<u>2023</u>	<u>2022</u>
Revenue		
Provision for replacement reserve	\$ 6,912	\$ 6,912
Interest	559	-
	<u>7,471</u>	<u>6,912</u>
Expenses	<u>-</u>	<u>2,511</u>
Excess of revenue over expenses for the year	7,471	4,401
Replacement reserve, beginning of year	64,264	59,863
Funds transferred	<u>4,762</u>	<u>-</u>
Replacement reserve, end of year	<u>\$ 76,497</u>	<u>\$ 64,264</u>
Represented by:		
Restricted cash	\$ 56,366	\$ 49,454
Restricted short-term investment	20,349	19,790
Accounts payable and accrued liabilities	<u>(218)</u>	<u>(4,980)</u>
	<u>\$ 76,497</u>	<u>\$ 64,264</u>

## President's Message

June 2023

Forty-three years ago in November, Creative Centre Society was incorporated. The programs and services we offer today have little resemblance to those we offered in 1979 as we evolve over the years to meet the changing needs of adults living with a mental health diagnosis.

The Society is healthy and stable. We are blessed to have dedicated and knowledgeable staff committed to our organization.

Thank you to my fellow Board members for the cohesive way we work together in making decisions always mindful of our purpose.

Sincerely,

Brian Grootendorst

## Executive Director's Report

June 2023

Faced with unprecedented challenges in response to the Covid-19 pandemic, our Society adapted, resulting in significant positive changes throughout our operations. Our service delivery model now includes both in-person and virtual services.

More than 2 years passed since the Abby House insurance claim was initiated and yet the company contracted by the insurance adjuster to do the repair of our property had not yet completed essential engineering schematics which are required for a Restoration Permit Application. The insurance company lost confidence that the Abby House was salvageable and decided to settle the claim with a payout of the balance remaining on our policy limit. We took over the restoration November 1<sup>st</sup>, 2022. By February 2023 all architectural, mechanical and electrical drawings were completed and submitted to the City. The Permit Department issued the restoration permit in March. Immediately thereafter, we hired a Construction Project Manager. Contracted crews began working in April and we expect to finally be back in the clubhouse in October 2023.

Thank you to all our staff and our Board of Directors. This organization would not be as great as it is if it were not for you!

Sincerely,

Jennifer Ridgeway

## **Comptroller's Report**

**For the Year Ended March 31, 2023**

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.

This year has been one of transitioning to a post COVID world while still trying to operate without the use of Abby House. After a couple of years of slow progress regarding the renovations it was agreed that the society would take over direct supervision of this project and were given insurance proceeds amounting to \$269,784 to help fund the restoration. Progress has been made and \$85,668 has been spent on roof work, ductwork and electrical as at the year end and a further \$134,740 subsequent to the year end.

The Society changed its financial accounting systems to Quickbooks Online this year. The transition was performed smoothly without the loss of any critical data. With the accounting system being hosted in the cloud it allows for more efficient communication between Squire and Robbie, allowing queries to be resolved quicker.

The financial statements show a small deficit from operations this year of \$3,865. This is due to Fraser Health Authority requesting repayment of surplus funding that had accumulated over the last couple of years. The society ran at an operating surplus before the repayment of surplus funding meaning it could still deliver its services within the funding provided.

At the end of the year cash balances increased substantially by over \$384,559, predominantly because of the insurance payout regarding Abby House. The society's financial position remains strong as cash reserves exceed current liabilities.

Net assets have increased significantly as the Society continues to meet its financial obligations. The debt load has been reduced by \$36,971 in accordance with repayment terms.

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.

Comptrollers Report by Harvey Knotts, Squire and Company Business Advisors Inc.

## Personnel Report

June 2023

Creative Centre Society is contracted by Fraser Health to provide Rehab programs and services in 2 clubhouses. The contract budget includes funding for 6 full time staff Clubhouse staff. Fraser Health also contract us to provide Assisted Community Living Support (ACLS) services. The budget for ACLS contract includes funding for 5 full time and 2 part time ACLS staff.

All front-line staff are unionized and are covered by BCGEU's Community Subsector Agreement. As a result of recent bargaining, there were significant general wage increases applied to hourly rates over this past year. In February we were advised that all hourly rates are increased by 3.24% and were to be paid retroactively to April 1<sup>st</sup> 2022 for all hours worked. On April 1<sup>st</sup> 2023 hourly rates increased by an additional 6.75%. Fraser Health has agreed to cover the cost of the wages increases but it may be up to a year before we receive an updated contract or until the Society is reimbursed for the retroactive payments.

Currently the only administrative staff are the Executive Director and the part time Bookkeeper. This past year we opted to use the budget allotted for an Executive Assistant to hire a grant writer for 40 hours per month. Our objective is to identify and apply for grants the Society is eligible for as well as look for open bids for government social service contracts which are aligned with our Mission.

The provision of both in-person and virtual services during the pandemic made it possible for staff to attend online meetings and work on cloud-based tasks from a remote location. Although Covid protocols are no longer in effect, staff may still request flexibility in their work location when appropriate. Prior to approval, consideration is made to ensure client needs are being met, service levels are not negatively impacted and other employees are not required to provide coverage for the staff who is requesting to work remotely.

Having not been able to have all employees come together in-person during the pandemic, the Executive Director was awaiting an opportunity to have a Staff Appreciation Day. Once restrictions on gathering were lifted and masks were no longer required, the "Christmas in July" event was planned. The employees enjoyed a fun filled day which included gifts, a catered lunch and swag! Milestone Awards were given out to staff acknowledging 1, 5, 10, 15, 20 and 25 years of service.

## **Housing Report June 2023**

Although we provide housing to 30 tenants in 2 different locations, there is no funding provision to employ a staff to manage the landlord responsibilities, nor are we able to assign bargaining unit staff to tasks not related to their contracted duties. Consequently, it is only the Executive Director who tends to all landlord related matters at both Nelson Place and the Village.

### **The Village**

The Village was built by BC Housing in 2011 as part of the governments 3<sup>rd</sup> phase initiative to end homelessness by increasing the availability of affordable housing throughout the province. The building operations and maintenance are the responsibility of Community Service as they have the Operating Agreement with BC Housing. Creative Centre Society and Chilliwack Community Services are partners in the project, bound by a Joint Venture Agreement.

Creative Centre Society is the landlord of the 22 units on the 3<sup>rd</sup> and 4<sup>th</sup> floors. All tenants Creative Centre Society selects are homeless or at risk of homelessness, live with a severe and persistent mental illness, have experience living independently and are currently and actively connected with mental health services. Chilliwack Community Services manages 11 Youth in Transition Program units on the 2<sup>nd</sup> floor.

The operating budget of the Village provides includes the funds for one staff to be on site 24 hours a day, every day of the year.

Of the 22 units we are responsible for, tenancy turns over in an average of 3 units each year.

### **Nelson Place**

Creative Centre Society owns Nelson Place, an 8-unit apartment building in Abbotsford. This building provides affordable housing to mental health clients. As there is no funding for staff to be on site, tenants must be able to live independently without requiring regular support or interventions. Vacancies are infrequent; there has been no change in tenants in more than 8 years.

Our Society currently has an Operating Agreement with BC Housing for Nelson Place. The agreement provides funding for operational and maintenance costs. This Agreement is due to expire in 2025. After this time, the only revenue our Society will receive to manage the property will come exclusively from rent income.

## Board of Director's Nominations 2023-2024

Jim Callaghan

Jeannette Poulin

Brian Grootendorst

Steven Kendzierski

Lia Bishop

New Directors may be added throughout the year with the approval of Board.



## **PROGRAMS AND SERVICES OVERVIEW**

## Assisted Community Living Support (ACLS) Report

During the 2022-2023 fiscal year, ACLS staff worked with a total of 145 clients.

The ACLS department operates as a contracted service for Fraser Health. The objective of the service is to increase mental health 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. Our staff work one on one with clients in the community with a focus on supporting them to work on goals which the client identifies as a priority.

The rehabilitation programs and services include 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

The ACLS contract includes 7 direct service staff. The staff provide 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.

All ACLS clients may only be referred to us by Fraser Health mental health clinicians.

Depending on the client's needs and their individual service plan, ACLS work with each person anywhere between 1 and 8 hours per month. ACLS staff provide a weekly average of 1.5 hours of direct service to each of their clients.

During the last year, the most common goals clients identified in the service plan were to learn strategies to reduce anxiety, become more physically active, learn how to budget money, develop social connections, find employment, make healthier food choices, learn how to use public transportation.

## **SIL (Semi Independent Living) Subsidy Program Report**

The SIL program provides participants with individualized community mental health support, and, as an incentive to work on their own wellness, each person in the SIL program also receives a monthly SIL subsidy payment. Although the amount varies in each community, the average monthly benefit is \$225.

In order to be connected to the SIL program, clinicians must refer clients to our ACLS (Assisted Community Living Support) services. An individual service plan is then developed and agreed upon by the ACLS staff, the client, and the mental health clinician. This plan provides the direction and framework for the ACLS staff and the client to work together in specific areas and make progress toward achieving the goals and outcomes the client has prioritized.

SIL is not intended to be long term. Ideally a person will only be in the program for a maximum of 2 years. Some clients may need support for a longer period if their progress is impeded by significant challenges or barriers.

Creative Centre Society issues SIL subsidy by electronic fund transfers on the last business day of every month. Should a client not wish to have money deposited directly into their account, we are able to issue a cheque.

The SIL 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.

## **BC Housing (BCH) Rent Supplement Program**

BC Housing (BCH) provides a limited amount of rent supplement funding 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 the BCH funds on behalf of Fraser Health.

Every client in the program receives \$144 per month. There is no time limit but clients must have an open mental health file. Clients receiving BCH are not required to be connected to clubhouse or ACLS staff, nor do they need to establish and work toward goals.

According to the terms of the contract, the funds provided annually 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

## **Therapeutic Volunteer Program (TVP)**

Fraser Health has contracted Creative Centre Society for Mental Wellness to deliver the Therapeutic Volunteer program in both Abbotsford and Chilliwack. 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 2022-2023 yielded great results. Not only were we able to maximize 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.

During the 2022-2023 fiscal year: 15 people in Abbotsford and 6 people in Chilliwack were on TVP.

Clients in TVP are able to participate in the program for up to 12 months. They are paid an honorarium of \$50 per month with a 5-hour minimum of volunteering in the month or they are paid an honorarium of \$100 per month if they volunteered for 10 hour or more.

## Young adults (YA) Program

Creative Centre Society offers several Young Adults (YA) programs for mental health clients between the ages of 19 and 30. The age specific programs are offered weekly at both clubhouses. The groups are designed to incorporate a variety of activities and outings, with the objective of increasing self-esteem and confidence, decreasing anxieties in group settings, improving overall social functioning and learning essential communication and living skills.

Some of the goals the YA participants have been working on over the last year include learning social skills, getting a job, maintaining their employment, finding stable housing, learning coping skills, maintaining their sobriety, and improving their physical health.

We continue to offer YA2 for those members who are not comfortable around a lot of people or activities. This group is smaller and takes care to not overstimulate anyone. Both clubhouses also work with EPI (Youth Early Psychosis Intervention) and have small groups for EPI clients as well.

At both clubhouses, young adults connect with staff one on one or access other clubhouse programs and services regularly.

The budget for this program is \$50,275. The salaries and wages of YA staff facilitators are covered by Fraser Health. The BC Gaming Commission has been approving our applications for funding each year. The \$12,000 grant is used to cover operating costs (including travel, activities and supplies). Approximately 25% of the cost of the YA program is contributed by Creative Centre Society.

In 2017, the Executive Director set the intention to have 50% of our active clubhouse membership be young adults. Each year thereafter the percentage of clients between the ages of 19 and 30 steadily increased (2017 = 29%, 2019 = 36 % in Cheamview) (2017 = 28%, 2019 = 39% in Abby House). There was a drop in engagement from young people during the pandemic (Cheamview dropped to 25.7% and Abby House dropped to 32.7%) but we are actively working on getting this number back up again. In Abby House this past fiscal year, there were 54 Young Adults (44% of our active membership), in Cheamview there were 28 YA members (30% of our active membership).

## **Clubhouse Report**

### **Summary of number of clients served**

In the 2022-2023 fiscal year, 70 newly referred clients became “clubhouse members” engaging in programs or support services at either Cheamview or Abby House. The clubhouse staff worked with 220 active clients throughout the year. Between our two locations, clubhouse staff supported an average of 60 people each day.

### **Psychosocial Rehabilitation**

Everything we do as an organization reflects the values and principles of psychosocial rehabilitation and recovery. We intentionally work with the goal to increase our client’s quality of life, help them to move along the recovery continuum and integrate into their community. We are client-centered in our approach, understand the client is the expert in their own lives and work in partnership with our clients to help them get the life they want for themselves.

### **Diversity and Accessibility**

We are always mindful of including gender and culturally diverse groups.

Clubhouse staff share information weekly about local LGBTQ+ events and resources

We have eliminated language that is denomination specific to not alienate any group . When describing a program event, we no longer use Christian references such as Easter or Christmas but instead use general words such Spring or Holiday.

We eliminated all gender specific signage on our washrooms and now and every person can use any of the facilities.

### **Contributing to saving lives of individuals with addictions.**

The clubhouse always has Naloxone kits available to members, a service which is advertised weekly on Facebook, in our Monthly Calendars, and also at Members’ meetings.

We provide access to online training weekly we provide virtually and simultaneously encourage members to connect with us for in-person training any time (by appointment).

Substance use is not a barrier to participating in clubhouse activities. All members are expected to behave reasonably and responsibly when participating in groups or with staff, regardless of whether substance use is involved. Similarly, all members are treated with respect and professionalism regardless of their substance use activity.

## Client Success Highlight

### Abby House

Mark has been a member of Abby House for over 10yrs. In the past he would just stop by for the occasional chat and use the computers to answer emails and look for handyman jobs. When we first started working with Mark he was struggling with substance misuse, was often homeless or in precarious housing situations. He was surrounding himself with people who contributed to the chaos of his life. Progressively over the last 4 years Mark started to make some changes. He started to participate in programs at the clubhouse. He joined the Anxiety/Depression Support Group, completed a WRAP (Wellness Recovery Action Plan) Workshop, and frequently joined the Painting Class. He began to see himself differently and felt empowered. Mark is now clean and sober and in his own apartment. He now shares about his struggles through childhood trauma, addiction, and homelessness with others. He will often share in group about the benefits of the lifestyle changes he has made and how much it has benefited him physically and mentally. He is fully engaged in and committed to his wellness. Mark struggled much less than he ever has before. He has connected with multiple places in the community to build a network of support. If he has any problems, he is proactive and turns to the tools and people he needs to support him. Mark has also become a supporter to others and is always willing to help or lend a hand when he can. He wants to share his new found wisdom and is now an active and contributing member of his community.

### Cheamview's:

Doug has been a member of the clubhouse for over ten years. Over the past 3 years he had been struggling with changes in the way the clubhouse operates as a result of the pandemic. Clubhouse no longer served food or coffee and people were asked to sign up in advance if they were interested in attending specific programs. Masks and physical distancing were required as well. He missed being able to just pop in and have a coffee and hang out. Doug met with staff and expressed feeling isolated and really wanting to reconnect with people without having to attend a specific event or program. Although Doug had been around the clubhouse and frequently suggested ideas for new groups, his desire to be in the position to run a member-led program was nonexistent; he said that would be "too much". These conversations continued for months until another member who is also a peer support worker, Adria, said she would run a program with Doug. This gave Doug a lot more confidence and really got the ball rolling. With staff support, Doug and Adria created a group that would get together in the community to have coffee and socialize. The group has been running weekly for over 6 months. As of late, Doug only occasionally requests staff to support him. Adria sometimes pops in and joins the group but if she is not able to, it does not impact Doug's ability to take the lead. Doug has said that running the group has had a positive impact on his confidence level. He has started applying for jobs and getting interviews. He has been hired for some jobs



that did not work out, but the efforts and experiences are considered great successes just the same.

**Clubhouse staff offer programs in the domains of Leisure/Recreation, Basic Living Skills and Pre-Employment/Employment Readiness. Listed below are all the programs staff facilitated during the last fiscal year:**

**Leisure/Recreation activities during 2022-2023**

Abby House: armchair traveller, painting class, member-led coffee group, walking group, lunch and games at the hall, scavenger hunt at mill lake park, bbq at mill lake park, movie at the hall, forest exploration, tie-dye t-shirts, Whiterock beach, pumpkin carving, bonfire at the river, exercise group, Christmas gift making, rec centre swimming, bowling, art gallery,

Cheamview Clubhouse: Barbecue, Crafting Club, Facebook Connections, Games at the Village, Picnic Lunch, Walking Group, Fishing, Bowling, member lead coffee at the mall, Thanksgiving picnic, Online games, Painting, Recreation, Drop in Socials

**Basic Living Skills activities during 2022-2023**

Abby House: personal 1-1 support, housing 1-1 support, food security 1-1 support, computer skills 1-1 support, anxiety/depression support group, WRAP support, meal planning, wellness tools, exploring diversity, stretching, Young Adults & YA2, community resources, men's group, women's group, boundaries, IPU music therapy and introduction to clubhouse, CRESST wellness tools and introduction to clubhouse, mental health support group, communication skills, meal planning, naloxone training and overdose conversations, mindfulness and meditation, exploring diversity, member planning meetings and polls, facebook post discussions with topics like tech tips, how to stay cool, wellness toolbox, bus training, Qmunity newsletters, resource sharing and more, hope, self esteem, nutrition, WRAP workshop, RST workshop, lunch at Salvation Army, lunch at Sikh Temple, community food resources, LGBTQ2S+ resources, isolation and loneliness,

Cheamview: Heavy Metal Therapy, Baking, DBT Group, YA Social, Diversity Discussion, Harm Reduction 1-on-1 support, member lead Hearing Voices, Live Laugh Learn, Mental Health Support, Mindfulness, Naloxone Group Training, Personal 1on-1 support (including crisis management, connecting clients to community resources, introduction to the clubhouse, life skills), Teaching Kitchen, Virtual 1 on 1 support, WRAP, Sleep and Sleep Hygiene, Christmas Hampers, Understanding Mindfulness, Social Isolation Support, Mindfulness, Teaching Kitchen, Food Security support, Personal Identity Formation group, RST, Baking skills, Discovering alternative transportation, Emergency outreach, Values and Boundaries, Thinking skills, Connections

## Summary of vocational activities of our current clients

Abby House: 61% of our current and active clients either volunteer or work.

Cheamview: 32% of our current and active clients either volunteer or work.

### Pre-employment vocational services for 2022-2023

Abby House: total participation in pre-employment vocational services for the year: 653

*Programs included*: employment 1-1 support, employment skills conversations with Bonnie, Work Party with Bonnie and Stacey, intro to volunteering, workplace wellness, personal accountability in the workplace, TVP 1-1 support, lawn maintenance 1-1 support, lawn maintenance crew, volunteering at the gathering market and cleaning garbage downtown, employment scavenger hunt, become work ready, community employment resources, job fair, job club, job postings, transferable skills training.

Cheamview: Total participation in pre-employment vocational services was 1018

*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, work readiness fitness, Workplace Communication, S, intro to virtual learning, thinking skills group, Work Talk at the Village, TVP 1 on 1 support. Lawn Maintenance, Catering and Janitorial supported work programs.

### Competitive employment:

In both clubhouses Staff work with members at whatever stage of the employment process they are at; we ask many questions to empower the members to come up with their own solutions and their own ideas to determine what they need to reach the goal of employment. Staff talk about what the benefits of employment are and the positive impact that employment will have on their self-esteem and quality of life.

They offer Life Skills groups to support members in becoming ready to work by discussing topics like hygiene, communication, work ethic, stigma, boundaries etc. Staff offer community integration and job readiness by helping make resumes, and help with educating the members on where to look for employment and where to find job postings; they also do interview readiness with role-playing to simulate an actual interview. Staff inform the members of other free employment resources that are offered in the community. We provide programs which increase transferable skills designed to help people learn skills that are useful at any job like being on time, communicating, following instructions, working as a team or alone, and learning new tasks confidently. The 1-1 support process is much more successful in the employment journey.