

CREATIVE CENTRE SOCIETY FOR MENTAL WELLNESS



ANNUAL GENERAL REPORT 2023 - 2024

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CREATIVE CENTRE SOCIETY

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June 25th 2024

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Personnel Report

Housing Report (including The Village and Nelson Place)

2024-2025 Board of Director's Nominations

Programs and Services Overview

CREATIVE CENTRE SOCIETY FOR MENTAL WELLNESS
ANNUAL GENERAL MEETING
June 25th 2024

AGENDA

4:30 p.m.

Welcome

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

Review Minutes of the 2023 AGM

- Acceptance

Finance Report

- Auditor's Report – Agatha Cluff/Amir Masood
- Appointment of Auditor for 2024-2025

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

2023-2024

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

CREATIVE CENTRE SOCIETY FOR MENTAL WELLNESS
ANNUAL GENERAL MEETING
JUNE 27th, 2023

Minutes

*Board of Directors in Attendance-Brian Grootendoorst, Jeanette Poulin, Steven Kenzierski, Lia Bishop, Jim Callaghan
Executive Director - Jennifer Ridgeway*

Meeting Called to Order at 4:32 pm

Welcome

President Brian welcomed everyone to the AGM. Thanks to all members of the Society, Executive Director and Staff and Board of Directors for attending this afternoon.

Review of Minutes for the June 29, 2022 AGM

Motion to Accept. Moved Lia Seconded Jeanette Carried

Financial Report

Auditor's Report -Agatha Cluff, Chartered Professional Accountant.

INDEPENDENT PRACTITIONER'S REVIEW ENGAGEMENT REPORT

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.

Financial Review

Secretary's Comment: Some but not all areas of the auditor's financial review are highlighted in the minutes. For a more comprehensive review please access the Auditor's Report, including notes, published in the Annual General Meeting Report pages 13-29.

Statements of Financial Position March 31, 2023

Net Assets	\$2,070,999
Excess of Revenue Over Expenses	\$54,974
Cash at End of Year	\$1,081,332
Nelson Place Reserve and Investment	\$76,715
All Capital Assets (Land,Buildings,Vehicles)	\$858,093
Long Term Debt for Mortgages and Loans	\$128,846
Deferred Income (Unspent From 3 Below)	\$402,175 (total)
Fraser Health	\$214,413
Gaming	\$3,647
Insurance Proceeds	\$184,115
Nelson Place (Net Assets End of Year)	\$10,786
(Replacement Reserve)	\$76,497

Auditor's Concluding Comments:

Overall revenues and expenses are consistent and Society equity is in a good position. In summary, I express a clean conclusion on the statements and a clean conclusion on the review and the financial position of the Society as of March 31, 2023.

Motion to Accept Auditor's Report/Financial Statements Review

Moved Steve Seconded Lia Carried

Appointment of Agatha Cluff, Auditor for 2023-2024**Motion to appoint Auditor Agatha Cluff for 2023-2024**

Moved Jim Seconded Jeanette Carried

REPORTS

President's Message-Brian Grootendorst

Dealing with reconstruction of Abby House as well as everything else, a special thank you to our Executive Director Jennifer Ridgeway and also to the Board for this past year. It's going well!

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.

Executive Director Report-Jennifer Ridgeway

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 1st, 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!

Jennifer would also like to remind membership to review The Program and Services Overview for 2022-2023 found on pages 36-45 of the Annual Report for further information on programs/services and what occurred in 2022-2023.

Comptroller-Harvey Knotts, Squire and Company Business Advisors Inc.

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.

Personnel-Jennifer Ridgeway

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 Clubhouse staff. Fraser Health also contracted 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 Sub-Sector 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 1st 2022 for all hours worked. On April 1st 2023, hourly rates increased by an additional 6.75%. Fraser Health has agreed to cover the cost of the wages increases but it may take 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 is 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 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 are 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 that 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 (The Village and Nelson Place) -Jennifer Ridgeway

Although we provide housing to 30 tenants in two different locations, there is no funding provision to employ staff to manage the landlord responsibilities, nor are we able to assign bargaining unit staff to tasks un-related to their contracted duties. Consequently, it is only the Executive Director who tends to all landlord related matters at both locations.

The Village

The Village was built by BC Housing in 2011 as part of the governments 3rd 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 3rd and 4th 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 2nd floor.

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

Of the 22 units we are responsible for, tenancy turns over on 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.

Motion to accept remaining reports.

Moved Jeanette Seconded Brian Carried

Nominations-Jim Callaghan

The following members have consented to have their names stand for nomination as Board of Directors for Creative Centre Society year ending, March 31, 2024.

Brian Grootendoorst

Jeanette Poulin

Steven Kenzierski

Lia Bishop

Jim Callaghan

Members assembled were asked three times if there are any further nominations from the floor. Hearing none, the nominees identified are acclaimed as Board of Directors for Creative Centre Society for the 2023-2024 term. The Board reserves the right to appoint additional directors, society members in good standing, to fulfill any vacancies or satisfy any additional needs yet to be determined.

New Business Arising

It was decided that the next meeting of the CCS Board will be 4:30 pm Tuesday, September 26, 2023. At that meeting, a board meeting calendar will be set for the balance of the new term culminating with the AGM in June.

Motion to Adjourn 5:02 pm

Respectfully submitted,

Secretary, Jim Callaghan,

Creative Centre Society for Mental Wellness

CREATIVE CENTRE SOCIETY
Financial Statements
Year Ended March 31, 2024
(Unaudited)

CREATIVE CENTRE SOCIETY
Index to Financial Statements
Year Ended March 31, 2024
(Unaudited)

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INDEPENDENT PRACTITIONER'S REVIEW ENGAGEMENT REPORT

To the Members of Creative Centre Society

We have reviewed the accompanying financial statements of Creative Centre Society that comprise the statement of financial position as at March 31, 2024 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, 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

Our responsibility is to express a conclusion on the accompanying financial statements based on our review. We conducted our review in accordance with Canadian generally accepted standards for review engagements, which require us 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, we do not express an audit opinion on these financial statements.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that these financial statements do not present fairly, in all material respects, the financial position of Creative Centre Society as at March 31, 2024, 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.

Other Matter

The financial statements of Creative Centre Society for the year ended March 31, 2023 were reviewed by another practitioner who expressed an unmodified conclusion on those financial statements on June 8, 2023.

Langley, British Columbia
June 11, 2024


Aterna Advisors Inc.

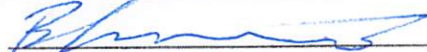
Chartered Professional Accountants

CREATIVE CENTRE SOCIETY
Statement of Financial Position
March 31, 2024
(Unaudited)

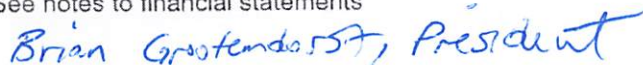
	2024	2023
ASSETS		
CURRENT		
Cash	\$ 632,393	\$ 1,081,332
Restricted cash and term deposits (Note 3)	92,779	76,715
Accounts receivable	401	19,244
Sales taxes recoverable	21,961	9,346
Prepaid expenses	28,908	26,269
	776,442	1,212,906
CAPITAL ASSETS (Note 4)	1,287,097	858,093
INTANGIBLE ASSETS (Net of accumulated amortization)	21,186	-
	\$ 2,084,725	\$ 2,070,999
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 81,735	\$ 104,508
Unused rent subsidies	606	606
Current portion of long term debt (Note 5)	33,780	37,545
Wages and benefits payable	128,859	136,046
Deferred income (Note 6)	251,688	402,175
	496,668	680,880
LONG TERM DEBT (Note 5)	87,067	120,846
DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS	164,014	55,405
	747,749	857,131
NET ASSETS		
Replacement reserve	92,483	76,497
Invested in capital	1,023,422	644,296
Unrestricted	221,071	493,075
	1,336,976	1,213,868
	\$ 2,084,725	\$ 2,070,999

ON BEHALF OF THE BOARD

 Steven Kendzierski, Treasurer of the board
Director

 Brian Grootendorst, President
Director

See notes to financial statements

 Brian Grootendorst, President

CREATIVE CENTRE SOCIETY
Statement of Revenues and Expenditures
Year Ended March 31, 2024
(Unaudited)

	2024	2023
REVENUES		
Provincial program contracts	\$ 1,557,733	\$ 1,374,727
Provincial rent subsidies	69,386	64,548
Provincial gaming grant	11,714	10,653
Tenant rent contributions	43,889	41,256
Program fees and revenue	12,222	15,421
Other grants and contracts	28,325	16,062
Fundraising, interest and other	1,157	1,269
Donations and memberships	10	273
Amortization of deferred contributions related to property plant and equipment	11,348	944
	1,735,784	1,525,153
EXPENSES		
Advertising and promotion	3,253	3,723
Amortization	26,392	19,044
Amortization of intangible assets	359	-
Employee benefits, administration	559	2,844
Employee benefits, programs	188,115	184,402
Employee benefits, excluded	20,390	18,328
Employee wages, administration	39,718	48,844
Employee wages, programs	728,540	661,140
Employee wages, excluded	86,067	77,360
Insurance	810	1,894
Interest on long term debt	2,155	2,405
General and administrative	16,436	30,991
Occupancy costs	146,770	97,975
Program materials and expenses	66,512	56,120
Rent subsidies	209,286	213,455
Telephone	11,638	14,677
Travel	51,322	36,977
	1,598,322	1,470,179
EXCESS OF REVENUES OVER EXPENSES FROM OPERATIONS	137,462	54,974
OTHER INCOME (EXPENSES)		
Insurance proceeds	-	11,141
Refund of surplus funding	4,929	(69,980)
Nelson Place renovations	(19,283)	-
	(14,354)	(58,839)
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ 123,108	\$ (3,865)

CREATIVE CENTRE SOCIETY
Statement of Changes in Net Assets
For the Year Ended March 31, 2024
(Unaudited)

	Replacement reserve	Invested in capital	Unrestricted	2024	2023
NET ASSETS - BEGINNING OF YEAR	\$ 76,497	\$ 644,296	\$ 493,075	\$ 1,213,868	\$ 1,217,733
Excess of revenue over expenses	999	-	122,109	123,108	(3,865)
Net investment in assets	-	379,126	(379,126)	-	-
Transfer	14,987	-	(14,987)	-	-
NET ASSETS - END OF YEAR	\$ 92,483	\$ 1,023,422	\$ 221,071	\$ 1,336,976	\$ 1,213,868

CREATIVE CENTRE SOCIETY
Statement of Cash Flow
For the Year Ended March 31, 2024
(Unaudited)

	2024	2023
OPERATING ACTIVITIES		
Excess (deficiency) of revenues over expenses	\$ 123,108	\$ (3,865)
Items not affecting cash:		
Amortization of capital assets	26,392	19,044
Amortization of intangible assets	359	-
Loss (Gain) on disposal of property, plant and equipment	-	-
Amortization of deferred contributions related to capital assets	<u>(11,348)</u>	<u>(944)</u>
	138,511	14,235
Changes in non-cash working capital:		
Accounts receivable	18,843	19,165
Accounts payable	(46,017)	82,777
Deferred income	(147,500)	390,979
Prepaid expenses	(2,639)	332
Tax rebates receivable	(12,615)	(6,639)
Wages payable	<u>(7,187)</u>	<u>6,759</u>
	(197,115)	493,373
Cash flow from (used by) operating activities	<u>(58,604)</u>	<u>507,608</u>
INVESTING ACTIVITIES		
Purchase of property, plant and equipment, net	(435,138)	(30,912)
Purchase of intangible assets	(21,545)	-
Decrease (increase) in term deposits	(16,064)	(7,471)
Increase in deferred contributions related to capital assets	<u>119,957</u>	<u>38,146</u>
Cash flow used by investing activities	<u>(352,790)</u>	<u>(237)</u>
FINANCING ACTIVITY		
Repayment of long term debt	<u>(37,545)</u>	<u>(36,971)</u>
INCREASE (DECREASE) IN CASH FLOW	(448,939)	470,400
Cash - beginning of year	<u>1,081,332</u>	<u>610,932</u>
CASH - END OF YEAR	<u>\$ 632,393</u>	<u>\$ 1,081,332</u>

CREATIVE CENTRE SOCIETY
Notes to Financial Statements
For the Year Ended March 31, 2024
(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.

Programs include:

- providing psychosocial rehabilitation programs for personal life, education, pre-employment, and leisure.
- helping increase a person's ability to manage their personal life activities through the provision of rehabilitation, education, training, and support
- providing participants with individualized mental health support
- providing permanent affordable housing to mental health clients who are homeless or at risk of homelessness
- providing money to a limited number of mental health clients in the communities we serve—Hope, Agassiz, Mission, Chilliwack, and Abbotsford—to supplement income to go towards their monthly rent

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
Furniture and equipment	20%	diminishing balance method
Automobiles	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.

(continues)

CREATIVE CENTRE SOCIETY
Notes to Financial Statements
For the Year Ended March 31, 2024
(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.

Comparative figures

Certain comparative amounts have been reclassified to conform to the current year's presentation.

3. RESTRICTED CASH AND SHORT TERM INVESTMENT

	2024	2023
Nelson Place, reserve account	\$ 71,431	\$ 56,366
Restricted investment	21,348	20,349
	\$ 92,779	\$ 76,715

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 4.8% (2023 - 2.8%). 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, 2024, the Capital Replacement Reserve Fund is \$92,483 (2023 - 76,497). Funds to cover any additional outstanding amounts are transferred annually subsequent to the year end.

CREATIVE CENTRE SOCIETY
Notes to Financial Statements
For the Year Ended March 31, 2024
(Unaudited)

4. CAPITAL ASSETS

	Cost	Accumulated amortization	2024 Net book value	2023 Net book value
Land	\$ 433,415	\$ -	\$ 433,415	\$ 433,415
Buildings	1,233,454	512,722	720,732	328,336
Equipment	225,604	103,182	122,422	81,302
Motor vehicles	167,008	156,480	10,528	15,040
	<u>\$ 2,059,481</u>	<u>\$ 772,384</u>	<u>\$ 1,287,097</u>	<u>\$ 858,093</u>

5. LONG TERM DEBT

	2024	2023
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 \$472,359 (2023 - \$480,626).	\$ 40,846	\$ 71,239
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 \$482,277 (2023 - \$143,901).	79,157	81,435
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 \$9,798 (2023 - \$13,997).	844	5,717
	<u>120,847</u>	158,391
Amounts payable within one year	<u>(33,780)</u>	<u>(37,545)</u>
	<u>\$ 87,067</u>	<u>\$ 120,846</u>

Principal repayment terms are approximately:

2025	\$ 33,780
2026	12,629
2027	74,438
2028	74,436
Thereafter	<u>(74,436)</u>
	<u>\$ 120,847</u>

CREATIVE CENTRE SOCIETY
Notes to Financial Statements
For the Year Ended March 31, 2024
(Unaudited)

6. DEFERRED INCOME

Deferred income represents unspent funds held at March 31, 2024 as follows:

	2024	2023
Fraser Health Authority	\$ 244,133	\$ 214,413
Gaming	6,233	3,647
United way	1,322	-
Insurance proceeds	-	184,115
	\$ 251,688	\$ 402,175

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.

	2024	2023
Balance, beginning of year	\$ 55,405	\$ 18,203
Additional funding	119,957	38,146
Amounts amortized to revenue	(11,348)	(944)
Balance, end of year	\$ 164,014	\$ 55,405

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 \$67,349 for employer contributions to the Plan in fiscal 2024 (2023 - \$67,412).

CREATIVE CENTRE SOCIETY
Notes to Financial Statements
For the Year Ended March 31, 2024
(Unaudited)

9. FINANCIAL INSTRUMENTS

The Society 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 Society's risk exposure and concentration as of March 31, 2024.

(a) Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The Society is exposed to this risk mainly in respect of its receipt of funds from its customers and other related sources, long-term debt, obligations under capital leases, 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 Society manages exposure through its normal operating and financing activities. The Society is exposed to interest rate risk primarily through its floating interest rate bank indebtedness and credit facilities.

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.

11. MANAGEMENT COMPENSATION

As required by the BC Society Act effective November 28, 2016; we report that management compensation was \$125,480 (2023 - \$119,687).

Supplementary Financial Information: Summary of Operations - 2023-2024 Contracts (Schedule 1)
For the Year Ended March 31, 2024
(Unaudited)

	Transfer from 2023	Contract revenue	Defer to 2024	Net revenue	Direct service	Admin & Occupancy costs	Refund of surplus	Surplus (deficit)
Fraser Health Programs								
Community Rehabilitation Program - Clubhouse	\$ -	\$ 693,100	\$ -	\$ 693,100	\$ (575,177)	\$ (101,102)	\$ -	\$ 16,821
Assisted Community Living Support	-	618,341	-	618,341	(531,282)	(61,308)	-	25,751
Supported Independent Living Rent Subsidy	-	188,894	-	188,894	(181,362)	(7,239)	-	293
Rent Supplement Program	606	36,000	(606)	36,000	(28,944)	(1,212)	8,352	14,196
Janitorial and Moving Program	-	15,383	-	15,383	(9,378)	(1,483)	-	4,522
Therapeutic Volunteer Program	-	6,015	-	6,015	(5,472)	(547)	-	(4)
Total Fraser Health Programs	\$ 606	\$ 1,557,733	\$ (606)	\$ 1,557,733	\$ (1,331,615)	\$ (172,891)	\$ 8,352	\$ 61,579

CREATIVE CENTRE SOCIETY
Supplementary Financial Information: Community Rehabilitation Program - Clubhouse
(Schedule 2)
Year Ended March 31, 2024
(Unaudited)

	2024	2023
REVENUES	\$ 693,100	\$ 599,266
DIRECT SERVICE COSTS		
Salaries and wages	353,562	296,623
Employee benefits	98,614	85,114
Excluded staff	76,719	68,958
Program supplies	20,000	20,710
Vehicle	13,066	12,288
Travel	7,000	7,000
Telephone	6,216	5,863
	575,177	496,556
Administration	58,666	47,373
Occupancy	42,436	42,436
	676,279	586,365
EXCESS OF REVENUES OVER EXPENSES	\$ 16,821	\$ 12,901

CREATIVE CENTRE SOCIETY
Supplementary Financial Information: Assisted Community Living Support Program
(Schedule 3)
Year Ended March 31, 2024
(Unaudited)

	2024	2023
REVENUES	\$ 618,341	\$ 523,371
DIRECT SERVICE COSTS		
Salaries and wages	355,678	352,473
Employee benefits	94,578	96,972
Travel	31,256	22,477
Excluded staff	29,738	26,730
Program supplies	9,736	147
Telephone	5,422	5,425
Other	4,874	2,175
	531,282	506,399
Administration	53,059	40,032
Occupancy	8,249	8,249
	592,590	554,680
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ 25,751	\$ (31,309)

CREATIVE CENTRE SOCIETY
AUDITORS' REPORT ON SUPPLEMENTARY FINANCIAL INFORMATION
Year Ended March 31, 2024

To the Members of Creative Centre Society

Report on the Supplementary Financial Information

Opinion

We have audited the accompanying Schedules of Supplementary Financial Information for Nelson Place, a segment of Creative Centre Society, for the year ended March 31, 2024. These schedules have been prepared by Management based on financial reporting provisions established by the British Columbia Housing Management Commission.

In our opinion, the accompanying schedules present fairly, in all material respects, the financial position of the Society as at March 31, 2024, 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

We conducted our 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. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with those requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for my opinion.

Other Matter

The Schedules of Supplementary Financial Information for Nelson Place, a segment of Creative Centre Society for the year ended March 31, 2023, were audited by another auditor who expressed an unmodified opinion on those financial statements on June 8, 2023.

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

Our 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 our 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, we exercise professional judgment and maintain professional skepticism throughout the audit. We 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

(continues)

CREATIVE CENTRE SOCIETY
AUDITORS' REPORT ON SUPPLEMENTARY FINANCIAL INFORMATION *(continued)*
Year Ended March 31, 2024
(Unaudited)

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 override of internal control.

- 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 we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our 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.

We 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 we identify during our audit.

Langley, British Columbia
June 11, 2024

Aterna Advisors Inc.

CHARTERED PROFESSIONAL ACCOUNTANTS

Supplementary Financial Information: Statement of Operations - Nelson Place

Year ended March 31, 2024

	<u>2024</u>	<u>2023</u>
Revenue		
BCHMC cost-shared subsidies	\$ 62,510	\$ 64,548
Tenant rent contribution	43,889	41,256
Interest and other	2,460	-
	108,859	105,804
Expenses		
Maintenance (Non-recurring)	24,526	-
Provision for replacement reserve	6,912	6,912
Utilities (Cable)	373	373
Utilities (Gas & electricity)	3,630	4,993
Utilities; Nelson Place (Water & sewer)	3,123	2,427
Amortization (see footnote)	9,719	10,427
Insurance	9,822	9,466
Mortgage Interest	2,155	2,405
Utilities (Waste Removal)	14,372	11,944
Property Taxes	1,662	1,597
Non-controllable expenses	76,294	50,544
Administration charges (Salaries)	12,500	12,500
Maintenance (Miscellaneous Grounds)	5,552	7,148
Maintenance (Interior Bldg)	6,699	4,207
Maintenance (Service contracts)	3,539	3,317
Audit	2,563	6,150
Office supplies (General administration)	134	486
Memberships, Dues & Fees	176	171
Controllable expenses	31,163	33,979
	107,457	84,523
Excess of revenue over expenses for the year	1,402	21,281

Note 1. BCHMC subsidies received to cover principal mortgage payments were \$34,828 (2023 - \$32,423).

Note 2. The Statement of Operations has been reformatted to disclose net operating revenue for the years ending March 31, 2024 and March 31, 2023.

Supplementary Financial Information: Replacement Reserve - Nelson Place

Year Ended March 31, 2024

	<u>2024</u>	<u>2023</u>
Revenue		
Provision for replacement reserve	\$ 6,912	\$ 6,912
Interest	999	559
	<u>7,911</u>	<u>7,471</u>
Expenses		
Excess of revenue over expenses for the year	7,911	7,471
Replacement reserve, beginning of year	76,497	64,264
Cash deposits	<u>8,075</u>	<u>4,762</u>
Replacement reserve, end of year	<u>\$ 92,483</u>	<u>\$ 76,497</u>
Represented by:		
Restricted cash	\$ 71,431	\$ 56,366
Restricted short-term investment	21,348	20,349
Accounts payable and accrued liabilities	<u>(296)</u>	<u>\$ (218)</u>
	<u>\$ 92,483</u>	<u>\$ 76,497</u>

President's Message

June 2024

It was another year of uncertainty dealing with the restoration of Abby House and dealing with the insurance company regarding that claim. Through these past few years of uncertainty and improvisation, Jennifer and our staff have continued to provide excellent service to the communities which we serve. The board commends them for those amazing efforts.

Abby House restorations should be complete close to the time that this AGM is held. We have a more condensed board this year but i believe I can speak for the board when I say that we are looking forward to closing out the Abby House restoration and moving on to new projects.

Thank you everyone for attending this year's AGM!

Brian Grootendorst

Executive Director's Report

June 2024

We are all so blessed to be part of this wonderful organization which continues to do such great work! During this last year staff provided service to 253 people through our clubhouse programs. We worked with 82 Young Adults. The ACLS staff provided community support to a case load of 158 clients. The BC Housing Rent Supplement was distributed to 22 people. 121 of the ACLS clients were given a Semi-Independent Living Subsidy financial benefit as an incentive for them to participate in their own wellness. 25 people were able to receive a monthly stipend for being part of the Therapeutic Volunteer Program. Thanks to our permanent and affordable housing, we provided 35 mental health clients with a safe and stable home.

With the help of grants and additional funding, we have made Abby House accessible by adding a handicap washroom, widening doorways and a building a wheelchair ramp. Grants also enabled us to develop a new website, and add air conditioning to Cheamview.

My hope is that we secure additional funding opportunities to grow and expand our services over the next 5 years.

Renovations of Abby House are near completion. We can all look forward to an in-person AGM next year!

Jennifer Ridgeway
Executive Director

Sincerely,

Jennifer Ridgeway

Comptroller's Report

For the Year Ended March 31, 2024

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.

The refurbishment of Abby House has continued. The insurance proceeds were not sufficient to cover the work required resulting in the society dipping into cash reserves. This explains the significant drop in cash year on year. Costs of renovations as at the year end were \$608,160, while the insurance proceeds only covered \$269,784, resulting in a shortfall of \$338,376. However, funding has been obtained for upgrades to the property such as the wheelchair access and bathroom improvements.

Funding for programs has also increased as the costs of delivery have risen such as wages, utilities, travel and repairs and maintenance. Provincial grants have risen from \$1,374,727 to \$1,567,733 to help with these costs.

At the end of the year cash balances have decreased substantially by \$432,875 but the society's financial position remains strong as cash reserves exceed current liabilities.

Net assets have increased significantly, due to the surpluses mentioned above, as the Society continues to meet its financial obligations. The debt load has been reduced by \$37,544 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.

Squire and Company Business Advisors Inc.

Personnel Report

June 2024

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 contracts 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.

Administrative staff currently include the Executive Director, a part time Bookkeeper and a Grant Writer/Funding Development Officer.

Having not had an organization wide event since before the Covid 19 pandemic, the Executive Director awarded the staff with "Christmas in July" as an Employee Appreciation Day. All staff gathered on 2 other occasions to have in person meetings around a campfire and barbeque by the river.

Employee satisfaction is high and there is very little turn over. This past year 1 ACLS staff went on Long Term Disability. The temporary position is filled. Recently, 2 staff went on short term medical leave. As they are anticipated to return relatively quickly, the vacancies have not been posted.

Housing Report June 2024

The Village

In 2023-2024, 27 mental health clients were provided safe and affordable housing at the Village.

The Village was built by BC Housing in 2011 as part of the governments 3rd 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 Chillwack 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 3rd and 4th 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 2nd floor.

The Village has on site staff 24 hours a day to provide support to the tenants

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 but sadly this past year 2 of our long-term tenants passed away. We completed major renovations on both units prior to the new tenants moving in.

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 2024-2025

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)

During the 2023-2024 fiscal year, ACLS staff worked with a total of 158 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 increase functionality, learn skills for independent living, reduce anxiety, become more physically active, learn how to budget money, develop social connections, find employment, connect with other resources.

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.

During the 2023-204 fiscal year: 17 people in Abbotsford and 8 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.

In Abby House this past fiscal year, there were 55 Young; in Cheamview there were 27 YA members

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.

Clubhouse Report

Summary of number of clients served

In the 2023-2024 fiscal year, 82 newly referred clients became “clubhouse members” engaging in programs or support services at either Cheamview or Abby House. The clubhouse staff worked with 253 active clients throughout the year. Between our two locations, clubhouse staff supported an average of 55 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.

2024 Client Success Highlights

Abby House:

Jeff has been a member for 2 years. He started with attending the Anxiety/Depression Support Group to increase his knowledge and learn coping skills. He came to this group with a wealth of knowledge on how to manage his symptoms, however, he had lost hope and couldn't really see a way forward. After a few months of attending multiple groups and outings Jeff realized he would like to support others in their recovery journey. He decided to take a path on becoming a Peer Support Worker and eventually a Social Worker. Jeff started with completing WRAP with Abby House. He then registered and successfully completed the Peer Support Training with Communitas. He has been hired as a PSW with them and currently works at the Langley Hospital part time. Jeff has also enrolled in UFV to start the path towards his Social Services Worker Diploma. Through each of these steps he was getting support from Abby House staff. Please read this email Jeff recently wrote our staff:

Good afternoon and a warm and bright weekend to you all,
I just wanted to check in with you guys and let you know how much I appreciate all the help you've given me over the years.
I will be moving to a new location in Abbotsford at the end of the month (largely thanks to you guys, again) – so again, thank you.
I am taking this summer off from UFV, but only because I have an opportunity to work lots with Communitas doing PSW (which is, in part, thanks to you).
I also wanted to let you know that I was accepted to the Social Service Worker diploma program and will be starting the program this upcoming fall (in part – thanks to you).
I only have a few days off a week now (Fridays and weekends), so I am really super excited for when you move back to the location where I can pop in from time to time to say hello (at least on Fridays).
You have all been excellent role models and mentors to me and I value your teachings and the lessons I've learned spending time with all of you.
You are all true bodhisattvas and have helped to restore a light that I was sure went dim inside of me long ago.
My deepest appreciation for all that you are and do, with warmth and loving-kindness,
Jeff.

Cheamview:

Mrs. Doubtfire is an older adult member who has been a clubhouse member for 4 years. She is very isolated due to living in a part of Chilliwack on the outskirts of the community and has no bus service. She lives with her mom and brother. She relied on her mother for rides and those rides into town and the clubhouse became less frequent at the onset of COVID. Mrs. Doubtfire happened to attend a program and was talking

about her home situation and that she wanted to do TVP. She expressed that she would love to volunteer in general, but her mom wasn't being very supportive of the rides. We discussed connecting her with Handydart and worked with her through the process. She started accessing Handydart services and started volunteering once a week. During the transit strike in the eastern Fraser Valley, Handydart services were limited and she stopped volunteering and attended Clubhouse with less regularity, she did remain in contact with us and we worked on trying to figure out what programs were happening at times when her mother had to come into town. Eventually, the strike ended, Doubtfire started volunteering again, got on TVP and has started engaging in conversations and taking steps towards increasing her independence. She recently applied for the rehab fund to pay for driving lessons, with the hope that she will one day have a vehicle and be able to drive herself wherever she wants to go. The resilience Mrs. Doubtfire has presented in the face of all the barriers in her life is astounding. Her mood and confidence have improved immensely. It is inspiring to see someone grow so much over such a short time. It also shows that having a goal and actively taking steps towards it can and does improve someone's perception of themselves and their ability.

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 2023-2024

Abby House:

Art Class, Walking Group, BBQ events, Coffee Group, Gift Making, Holiday Socials, Lunch and Games, Fun Friday Outings (Art Gallery, Cultus Lake, Mini Golf, Bowling, Rec Centre, White Rock, Local Trails), Pumpkin Carving, Mental Health Week Events.

Cheamview Clubhouse: Arts and crafts in Hope, BBQ events, Board Game Group, Bowling, Coffee as A&W, Crafting Club, Drop-in, Fun Friday, Gym in Hope, Outing to Harrison, Lazer Tag, Mini-golf, Museum Trip, Painting, Outings, Riverwalk, Rock Painting, Rockhounding,

Basic Living Skills activities during 2023-2024

Abby House: Support members 1-1 with Food Security, Finding Housing, Personal Goals, Skills Building. 55+ Community Resources, Anxiety/Depression Support Group, Yoga, Boundaries, Communication Skills, Community Food Resources, Daily Gratitude, Exploring Diversity, Healthy Relationships, Holiday Wellness Plan Workshop, HOPE, LGBTQ2S+ Community Resources, Managing Procrastination, Men's Group, Mental

Health Support Group, Mindfulness and Meditation, Naloxone Training and Overdose Conversations, Recovery Stories, Self Love, SMART Goals, South Asian Community Support Group, Truth and Reconciliation Webinar, Wellness Tools, Women's Group, Worry/ Ruminaton, WRAP, WRAP Support, YA2, Young Adults, GPU, CRESST, Mountview Home.

Cheamview: DBT group, 1-1 support, Music therapy at Cedar Ridge, Baking, Naloxone training, Mindfulness, Teaching Kitchen, Heavy metal therapy, Meditation group, Live laugh learn, Walking Group, Yoga, Groups at Willow Mannor, Music Therapy at the IPU, Diversity Discussion, Armchair Traveler, Community Garbage Pickup, Connections Program, Coping Skills, Goal Setting, Halloween Cooking, Holiday Open House, Hope Startup connections, I Hate the Holidays group, Live Laugh Learn, McDonald's Talk, Housing support, Members Meeting, New Year new me.

Summary of vocational activities of our current clients

Abby House: 50% of our active members either volunteer or work.

Cheamview: 33% of our active members either volunteer or work.

Pre-employment vocational services for 2023-2024

Abby House: 1-1 Employment Support (105), Become Work Ready (137), Community Employment Resources (486), Employment Skills Conversations (77), Employment Workshop (1), Job Club (145), Job Postings (32), 1-1 TVP Support (79), WorkPlace Wellness (459), TVP (17)

Cheamview: 1-1 employment support(44), walking group(7), Employment Connections(1338), Creative Writing (3), let's go to work(1), TVP(10).

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.