

Community - Compassion - Excellence - Growth - Respect



community
 **SERVICES**
Changing lives together

2021 Annual Report

Maple Ridge / Pitt Meadows Community Services

We are an accredited, multi-service charity dedicated to providing quality programs and services to Maple Ridge and Pitt Meadows since 1971



Executive Director's Message



September is traditionally a very busy month for Community Services, with the audit, the Annual General Meeting, annual reports, Fall- referrals and catching up from summer vacation. Adding COVID, moving in and out of temporary locations, building construction and developing rental housing, we all of a sudden bring new meaning to the words organized-chaos and I'm extremely proud and grateful that Community Services does organized chaos really well!

During the chaos of this year, every single staff person and volunteer stepped up to the challenge of meeting the needs of our clients and community in the best possible ways. Whether it was grocery deliveries, creating home-based activity kits, hosting groups through layers of plexi-glass, adorning PPE for shared safety or counselling over zoom and personal drive-ways; pivoting is what we did. Pivoting occurred throughout the organization, often with a smile, a giggle or a shared tear; recognizing

that we were all in this together. In spite of the challenges of the year, we're also excited to see the progression of our new building. As the finishing touches come to life, we can visualize the children and families walking through the huge foyer to beautifully designed and equipped daycare resources and open indoor-outdoor play spaces, we can picture seniors using multiple offices with wider hallways for accessibility and large events in the community gathering room outfitted with the latest audio and visual technologies. Adding to these customized spaces, we're very proud to welcome our new Housing and Facilities Manager to the team who is leading the occupancy of 74-units, with the addition of 20-housing units for youth and young adults; we envision a thriving multi-use community of Cornerstone Landing residents.

On a personal note, I am incredibly inspired by our organization's ability to thrive during times of organized chaos and extremely proud of the positive impact of all of our services. During recent focus group conversations, stakeholders reminded me that programs and staff are often one's last resort for help, that meaningful and trusting relationships are often fostered during support groups, that a parenting tip or communication strategy has kept their family secure or that a phone call or an outing can be the most significant human connection in someone's week. So although we hope we never see another set of challenges that we saw in 2021, I am confident that our Board of Directors, Volunteers and Staff have the resiliency, humility, leadership and the utmost professionalism to tackle the chaos that may come.

A handwritten signature in black ink, appearing to read 'V. Kipps', written over a light blue horizontal line.

Vicki Kipps
Executive Director
Maple Ridge Pitt Meadows Community Services



We proudly offer 29 different programs and services that support and empower individuals and families to realize their potential and achieve self-reliance by:

- Increasing skills and confidence
- Decreasing isolation and risk
- Supporting progress and change
- Reducing stigma and dependencies
- Accessing resources and services

OUR PROGRAMS

Children and Youth Service

Children & Youth with Special Needs
Alisa's Wish Child & Youth Advocacy Centre
Foundry Ridge Meadows
Restorative Justice
Youth & Family Conflict Intervention

Counselling Services

Clinical Counselling Services

Early Childhood Services

Child Care Resource & Referral Program
Community Parenting Program
Daddy & Me
Family Place Community Parenting Centre

Family Services

Child and Youth Connections
Family Strengthening Outreach Services
Out of Care Options – Indigenous

Legal Services

Community Based Victim Services
Community Law Advocacy Program
Family Law Advocacy Program
Legal Aid BC

Mental Health Services

Anxiety/Depression Group
Child & Youth Mental Health Outreach Program
Community Living Support Program
The Club

Senior Services

Better At Home
Community Meal Delivery Program
Meals on Wheels Program
Seniors Activity Program (aka Seniors' Party Bus)
Senior Navigation and Peer Support Program
Seniors Social Prescribing
Seniors Digital Literacy Program

Volunteer Services

Supported Volunteer Program

Memberships and Associations

- Association of Fundraising Professionals
- BC Childcare Association
- BC Council for Families
- Chartered Professional Accountants of BC
- Chartered Professional in Human Resources of BC / Yukon
- Chamber of Commerce Maple Ridge Pitt Meadows
- Family Resource Programs of BC
- Council on Accreditation COA
- Community Social Services Employers Association
- Early Childhood Pedagogy Network
- Federation of Community Social Services of BC



Changing Lives Together Our Brand Promise

MANAGEMENT TEAM

 Kristy Rogge Director of Programs & Services	 Joanne Leginus Director of Administration & Services	 Shelley Grogan Director of Fund Development
 Sandy Micon Director of Finance	 Kerry Pavan Director of Human Resources	 Vicki Kipps Executive Director

BOARD OF DIRECTORS

 Lisa Begg	 Haydn Colley	 Glenn Campbell Chair
 Deborah Paddon	 Jan Hickman	 Steven Hart
 Gwen O'Connell	 Ron Wallsmith	 Clive Williams

Our Principles

We operationalize our values by adhering to the following principles:

We collaborate with stakeholders to ensure standards of excellence and transparency in program planning and service delivery.

Our environments are safe, healthy, supportive and inclusive.

We are committed to excellence in leadership and financial accountability.

We create ongoing positive change through a commitment to continuous learning, quality improvements, and growth.

We respect our clients and stakeholders and we are committed to a hopeful, strength focused client-centred approach in all we do.

INTERNAL AGENCY COMMITTEES

Community Services accomplishes a significant amount of quality improvement work through the successful structure of internal committees that include:

- Performance Quality Improvement
- Occupational Health and Safety
- Training and Development
- Marketing and Communications
- Risk Management
- Cultural Committee
- File Review
- Wellness Committee

Our Mission & Values

We support and empower individuals and families to realize their potential and achieve self-reliance. We do this by offering client centered services and programs that embrace the following values:

- Community
- Compassion
- Excellence
- Growth
- Respect



Community Partners

ACT 2 Child and Family Services
 Adler School of Professional Psychology
 Alouette Addictions Services
 Child and Youth Mental Health Team Group Co-Facilitation
 City of Maple Ridge
 City of Pitt Meadows
 City University
 Cythera Transition House Society
 Epic Cares (Epic Homes)
 Family Education and Support Centre
 Family Smart
 Foundry Central Office
 Fraser Health
 Fraser Health, Embrace Clinic
 (Nurse Practitioner) and HEAL Clinic
 Fraser River Indigenous Society (FRIS)
 Golden Ears Care Society
 Katzie First Nation
 Kiwanis Club of Golden Ears
 Maple Ridge Community Foundation
 Maple Ridge Health Unit
 Maple Ridge Library
 Maple Ridge, Pitt Meadows, Katzie Seniors Planning Table
 Ministry of Children & Family Development
 Ministry of Social Development & Social Innovation
 Pacific Community Resource Society
 Parks, Recreation and Culture
 PLEA Community Services
 Ridge Meadows Association for Community Living
 Ridge Meadows Child Development Centre
 Ridge Meadows Division of Family Practice
 Maple Ridge Pitt Meadows Katzie Community Network (CN)
 Ridge Meadows R.C.M.P.
 Ridge Meadows Senior Society
 School District 42
 The Salvation Army Ridge Meadows Ministries
 Trinity Western University
 United Way of British Columbia
 Work Safe BC



Funding

City of Maple Ridge
 City of Pitt Meadows
 Community Action Program for Children
 Community Action Initiative of Canada
 Community Living British Columbia
 Department of Justice
 Fraser Health
 Gaming Policy and Enforcement Branch
 Government of British Columbia
 Legal Services Society
 Ministry of Children & Family Development
 Ministry of Employment and Social Development
 Ministry of Public Safety and Solicitor General
 Ministry for Social Development and Poverty Reduction
 New Horizons
 The Law Foundation of British Columbia
 The United Way of British Columbia

Maple Ridge/Pitt Meadows
 Community Services is
 grateful for the generous
 support from the following
 organizations.





GROWTH

“Community gardens are not just about growing plants, it’s about growing relationships”
-Garden Helper



The Community Garden

The Community Garden has been a community project between Community Services - The Club, Fraserhealth and Maple Ridge Parks and Leisure for the past several years. This year we have finally completed all four raised beds in the garden with the Garden wood project team, as well as a unique hand crafted collapsible garden/table unit and a pallet wall garden. We also have two taller raised beds to accommodate individuals in wheelchairs.

This year through a collaborative effort we have managed to provide a garden program five days a week and maintenance on the weekend. We have also added more programs that take place at the garden such as Mindfulness, Art in the Park, summer games and creative wood working and art projects to enhance the garden and increase participation in and at the garden. Our garden is full this year with herbs, vegetables and flowers that members harvest and take home. The garden will be an essential part of our Seed to Plate program that will occur in our new space that will have a large commercial kitchen.

We foresee the community garden as an integral part of our program in the years to come, that will help members develop a love of gardening, focus on healthy eating and living as well as learn new skills and create community connections. The garden is also a place of solace and rejuvenation for members, it gives them a quiet place to go to sit and enjoy, get active in the garden, meet people and try new things. We consider the garden an extension of the Clubhouse program giving us another peaceful and inspiring venue to deliver services.



Meet Mary, a local senior brimming with intelligence, grace and heart. Mary was generous and kind enough to share her story with us in hopes of helping another. Thank you Mary. You are a gift to the world and we are so happy you are here with us.

Mary's Story

"At first when everything went blotto and I didn't have a husband, and didn't have a home, I didn't have anything. I ended up staying with my daughter because I had no other place to be, and I didn't know there was any help out there I was just kinda flying by the seat of my pants for a year and a half. I didn't know how I was going to survive - I really didn't. I was trying really hard to find a place to live on my own that I could afford and it was really hard because I was on disability - not government disability but disability from my past work, so I was on a limited income. But I'm very good at budgeting. I don't buy what I want, only what I need and I was barely surviving, but not quite

because I couldn't afford my medicine, and my supplements, and also food, and also rent, so I was a good thing that I was staying at my daughter's at that time. I was looking for a place to live and I found this place.

(A Community Services worker) got my name and phoned me and she started to bring food, like real food, and I thought it was a miracle - I really did. She started to help me with things like appointments. I had a tooth that was crazy and somehow she found a way to get it paid for and got the money to go get it pulled out so it wasn't so hard to eat because it was really painful and there was an abscess and infection in there and that got fixed- and there's so many things they helped with it's hard to remember it all now. And my rent... my landlord has given my multiple problems. She upped my rent and she wasn't supposed to. Community Services people helped pay my rent because there was no way she would make it lower and she's sort of mean.

Another thing that Community Services helped with was my paper work. My paper work is a big thing for me because I had a stroke in my early 40's, and I didn't lose any body things, so people don't know - which is nice, but I did lose some cognitive stuff - like I can't do forms and stuff like that where they mix lines and numbers, and words all on the same piece of paper. It's funny but it sort of all mixes up and I can't make no sense of it - might as well be like Swahili - I can't make no sense of it and I want to, but I can't. They (Community Services) helped give me hope, I had lost hope. I had totally lost hope at that point. I had given up and I had already decided that I wasn't going to keep going. I had given up, and to be totally honest, it was (CS worker's) demeanour and her help that saved me, because I was going to off myself. I had decided, I didn't tell anybody, but I just didn't

want to be alive anymore. It was too hard to be alive and I couldn't see anything for my future. It was always going to be like that. I didn't have anybody to talk to and I didn't have any place to go to. All I could see was that there was no use for me on this earth. There was no point. There was no reason to being alive it was too hard of a fight to stay alive, I couldn't do it anymore. It all hurt too bad, and then (Community Services) came along. If it wasn't for (CS person), I wouldn't be here. It's true I wouldn't be here, and she stuck with me, she

did! When anybody else would have just walked out or tossed me out the window like I wasn't worth

two cents. (Community Services) showed me that I was worthwhile. I didn't even feel human. I felt like I was just a lump of flesh that wasn't worth anything. I didn't feel like I mattered to anyone at all. She helped me so much and I started to feel happy again. I had not been happy for so long - so long, I didn't know what happy felt like. At Christmas time, I never even thought that I was going to have a Christmas at all because I hadn't had Christmas for some time. (Community Services delivered Christmas) I even had Christmas supper, I had Christmas supper! I had turkey, and vegetables, and potatoes and presents to open and wonderful gifts. Gifts that were for me! I got a beautiful new black coat and cover for this mattress thing because I've been sleeping on this little pancake thing and it hurts me sometimes. It's a mattress topper, so my bed doesn't hurt me anymore - which is a really good thing".

"When I was thrust out into the world on my own or if it was somebody right now that I knew, and all of a sudden they were on their own, I would definitely take them to Com-

munity Services for help so they don't wait a year or two years, and get in worse shape while they are trying to find help. Because that happened to me, and then you don't have money, and don't have help, and don't go to the doctor or buy medicine, and don't have proper food, and you don't get better - you get worse..."

"Although I've had some difficult times, you know what I think? I am going to be okay. It's just going to take a little while. I've been held at gunpoint and there's all sorts of things that

"When anybody else would have just walked out or tossed me out the window like I wasn't worth two cents. (Community Services) showed me that I was worthwhile."

have happened that have not been good, but you know what? I've started to look at it a different another way. It must mean that I'm a pretty tough person and I'm strong, I can help other people who are in a rough spot."



Beautiful inside and out. Mary is a treasure we are delighted to have found.

Meet Rob. Local dad and Family Strengthening Program participant.

“(Community Services) helped us figure things out. They help you find where to start on the ball of string to unravel the problem. They are always there to call on the phone and are super helpful. They have been very informative and help me talk about hard topics with my kids like puberty. They gave me books and links and showed me that we need to use the proper names for body parts and be open in talking about things. Community Services gives me confidence to figure out what has gone wrong and how to fix it. One huge example of this is, ‘The Circle of Security’. The idea that my child needs to have their (emotional) cup filled – I see it everywhere now. I see people having their cups filled. I can see now it in a child or a friend. It is nice to understand it.”

“One time I regretted, when we were getting ready to leave for school, I said, ‘If you don’t hurry, we are going to leave you behind.’ I was just trying to get her moving, of course I’d never leave her behind, but it affected her and I felt really bad. I talked to (Community Services) and she said, ‘Don’t say things you don’t mean’, and it’s so helpful, it’s a logical, not an emotional approach to it. I’ve learned to analyse it. The Circle of Security – I can’t express how much it’s changed me. The big, the number one thing for me is that (C. S. Family Strengthening Program staff) help you make a deeper connection to your family.”



Family Services

“I felt like I didn’t know anyone or anything until I got support from you.”

“The ‘Circle of Security’ helped me balance the needs of my kids and everyone in my family.”

“I can relate to you, talk about anything, and you help me see things in a different way.”

“You helped me shift from uncomfortable to comfortable in how I’m parenting.”

Early Childhood

“Without the emotional support from you, I’m not sure I would still be in business.”

“I love your low cost and fantastic training opportunities.”

“In the beginning of Covid your support helped us navigate a very stressful time, both financially for my business, and emotionally for us as caregivers.”

“CCRR was able to distribute information quickly and clearly in ways that we could understand. You were our go-to people, very reassuring and helpful with guidelines and protocols - you even phoned and checked in.”

Children & Youth

“The support and guidance from staff has been so helpful. They are non judgmental and when they say, ‘I understand’, you have the sense of calm and confidence in that I can handle anything.”

“You are wonderful. It’s great to have people who care and check up on me, especially during Covid.”

“You offer me a connection with others so that I’m not so alone and isolated.”

Legal Services

“You helped me access legal services by helping me gather all the necessary documents and making copies for my CPP application.”

“You helped me with my finances and resources.”

“You helped me get a housing subsidy and now I live lot better.”

Mental Health Services

“You are important to me. I was in a deep depression and needed the extra help and it made a big difference.”

“You give me purpose.”

“Nice to have someone who speaks the truth.”

“I appreciate you. You are down to earth and know when a person is having bad thoughts.”

“I don’t have a good living situation. You provide a place for me to go.”

“Conversations and connections with you and members helps me feel like somebody.”

Your groups have made me feel less alone and it’s good to connect with others who struggle with the same problem - it’s been a good time to relax and meet good friends.”

“Staff who seemed like strangers at first, quickly became like gas in my tank.”

“I don’t have anyone else in my life who can help me like you do. You are my sounding board and I don’t feel judged and alone because of you.”

Counselling Services

“You serve as a reliable source of support and have helped me debrief when I feel overwhelmed.”

Senior Services

“I feel independent as MOW allows me to not burden my family with grocery shopping as I no longer have the ability to stand in long lines or carry heavy parcels.”

“I was tentative to sign up for outings because of my mobility issues limitations and didn’t want me or my walker to be a burden on others but wasn’t the case as everyone was welcoming and all of us are in the same boat.”

“Thank you for making me feel like somebody who matters.”

“Having someone to speak to, even briefly, makes a world of difference. The social and human connection I have with someone who comes to my home, with a meal or cleaning my house is something I look forward to.”

Fund Development

Together a Community can Change Lives

It was an unforgettable year and we faced unprecedented challenges. Many of our traditional ways of fundraising and connecting with our donors and community weren't available to us due to restrictions on gatherings and in-person events. Amid these uncertain times there were inspiring moments of strength and hope that helped us get through this difficult time and we are grateful for our community and the opportunity to continue to work together and change lives.



Community supported and brought families together – Our staff and clients made adjustments and continued to offer our programs and services. Families began homeschooling, but not all families could afford age appropriate activities for their children. Other families were going without food now that their children couldn't participate in school food programs. These families asked for support and thanks to generous donors they received it! Families created new memories helping their children with the activities in their busy bay activity kits and grant funding provided meals for families to make together.

Community reached out to isolated seniors - The effects of the pandemic were felt hard by low-income and isolated seniors. Suddenly their neighbours and family were not allowed to visit or cook for them and they were concerned about going into grocery stores. We reached out and asked for help and our community responded! Volunteers went grocery shopping for seniors and delivered groceries to their door. Other volunteers made friendly wellness check in phone calls to lonely seniors every week. To this day our wonderful volunteers continue to offer these important services to our clients. Our amazing donors also ensured our lowest income seniors received a one-time complementary grocery order filled with nutritious food. Donations made a huge impact and truly changed the lives of many seniors.

Community made Christmas dreams come true – Many of our clients expected to have a bleak Christmas during the pandemic. Instead, our amazing community answered the call and through sponsorship brought a beautiful and magical Christmas to 34 families and 37 seniors. We received cash donations and hundreds of gifts totalling more than \$20,000 to make Christmas brighter for 155 people in our community. Our staff and clients were overjoyed by the kindness shown by our community.

We'd like to thank everyone who helped us respond to the needs of our community by volunteering, making a donation or supporting our online events and fundraising appeals.

Together we are changing lives in our community and we are incredibly grateful to all of the funders, donors, partners and volunteers committed to working alongside us.

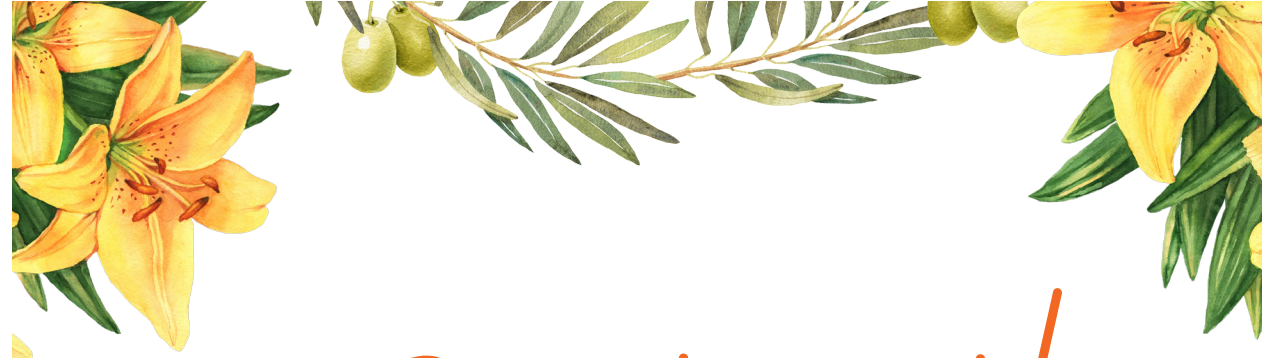
Shelley Grogan
Director of Fund Development

Heather Walker
Coordinator of Fund Development

A handwritten signature in blue ink that reads "Shelley Grogan".

A handwritten signature in blue ink that reads "Heather Walker".





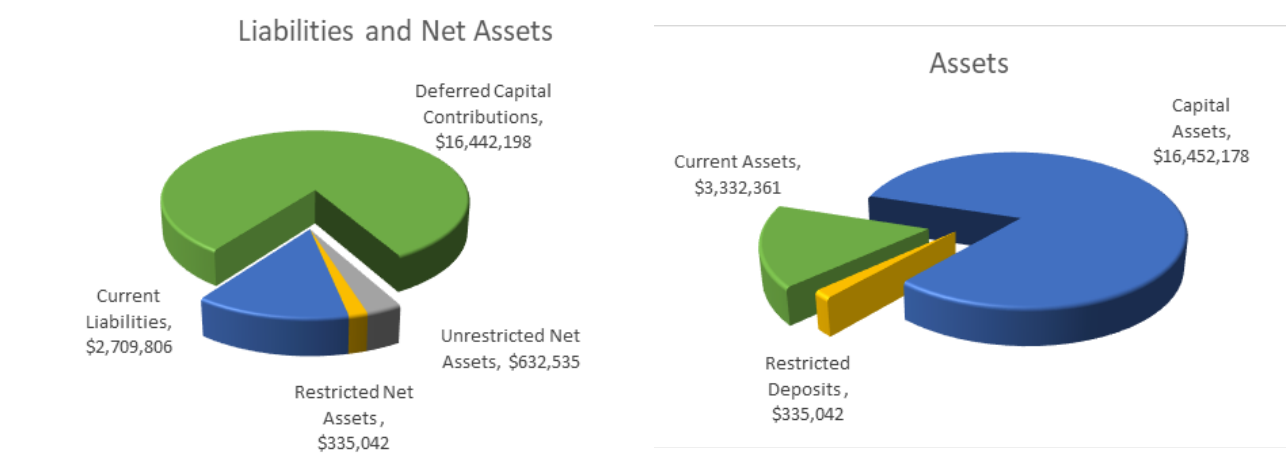
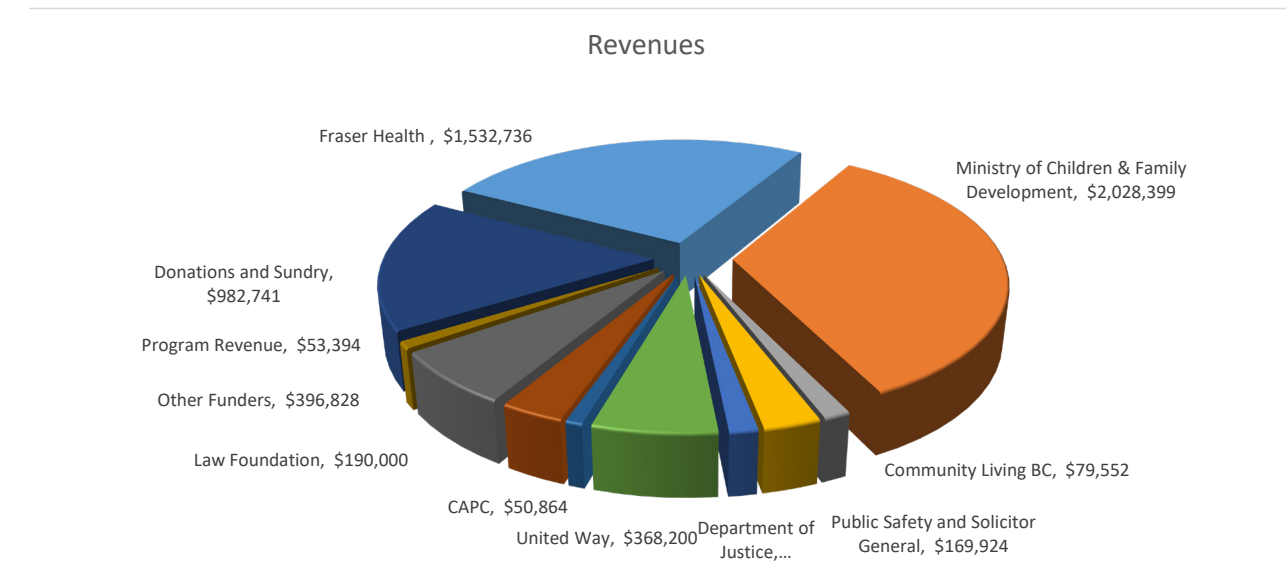
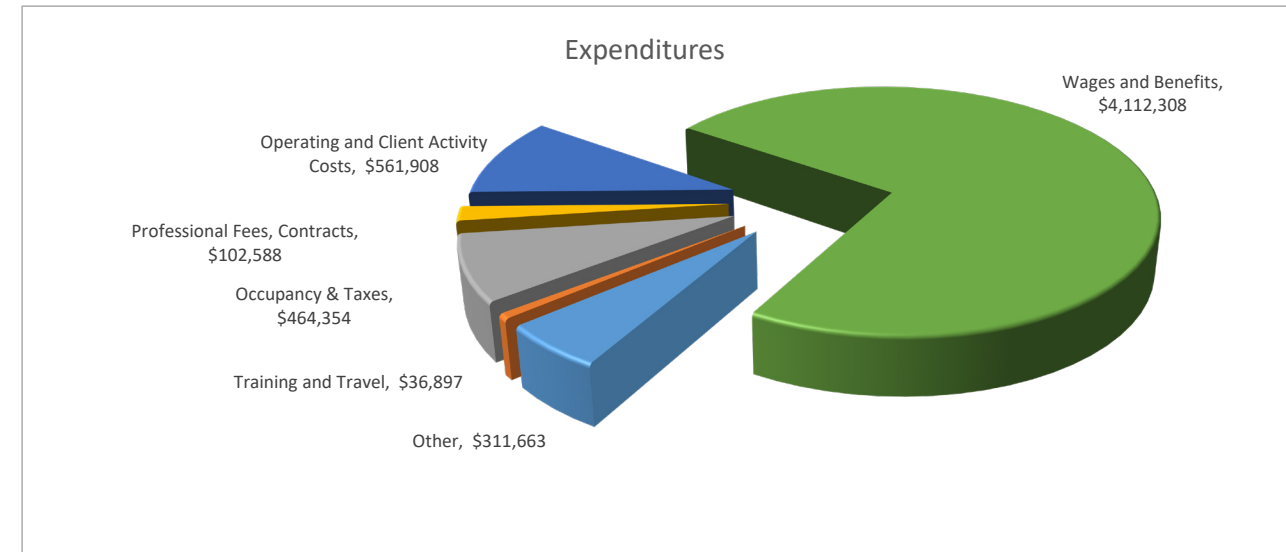
Thankyou!

To our devoted & talented staff.
You are so appreciated.
You make a difference.
Thank you for your service.



Financial Highlights

Statement of Financial Position





cornerstone LANDING

Our dream of creating affordable housing combined with commercial space for community programming, and a social service hub has finally come true. Cornerstone Landing at 22768 119th Avenue is nearly complete and we are bursting with excitement to see what our future holds in this incredible building.

Photo: Right to left. Cornerstone Landing Property Manager - Toni Nicholas, Community Services Board Member - Gwen O'Connell, MLA - Lisa Berre, Executive Director Community Services - Vicki Kipps, MLA - Bob D'Eth, Architect - Jared Bissky, Community Services Board Member - Clive Williams, Builder - Paul Bissk

This year we

Helped over 17,000 people

Delivered 23,633 meals to seniors

Provided 3,464 Phone/Visits/Wellness Checks

Performed countless acts of kindness

WE ARE



www.comservice.bc.ca

Community Services Charitable Registration # 130917768 RR0001

New Building

22768 119 Avenue
Maple Ridge, BC
V2X 4L2

cornerstone LANDING

22772 119 Avenue
Maple Ridge, BC
V2X 4L2

Temporary Building

#200, 22722
Lougheed H'wy,
Maple Ridge BC V2X 2V6
Phone 604.467.6911



Child & Youth
Advocacy Centre

Alisa's Wish

Unit 6 - 11937 227th Street
Maple Ridge, B.C.
V2X 6J4
Phone: 604.466.3922
By appointment only



Foundry

#2 - 22932 Lougheed Hwy,
Maple Ridge, BC
V2X 2W2
Phone: 604.380.3133
Fax: 778.328.2258

