

Community - Compassion - Excellence - Growth - Respect



WE ARE HOME!

community
SERVICES
Changing lives together

2022
Annual Report
Maple Ridge / Pitt Meadows Community Services



Maple Ridge Pitt Meadows Community Services is an accredited, multi-service charity dedicated to providing quality programs and services to Maple Ridge and Pitt Meadows for over 50 years. This year we served over 22,000 people in our community and launched our new Community Services building and residential rental property, Cornerstone Landing. With new commercial community programming space, 94 units of rental housing, 70 staff, 120 volunteers, over 30 community partners, and 29 programs and services, Community Services is a central hub for community activities, supports and services.



Proudly Serving Maple Ridge and Pitt Meadows since 1971

Executive Director's Message



Since starting my Community Services career in 1996, I have to say that this year wins the prize for providing such wavering levels of pride, joy, stress, reflection and of course overwhelming gratitude!

It's easy to be prideful when the agency is as fortunate as we are to have such caring and dedicated staff and volunteers who surpassed every COVID 19 obstacle or barrier in meeting the needs of our clients. By following ever changing safety protocols, they continued to be innovative and thoughtful in continuous support for clients, one another and the community. Support of the community was paramount in our gruelling efforts towards the completion of the new building and we joyfully emptied storage bins, vacated temporary buildings, relocated from home offices and hosted over 200 guests in our celebration of the agency's 50th Anniversary and Grand Opening of the New Building on April 2022. Commu-

nity Services added to the excitement of new buildings by investing in future programs and housing opportunities with the purchase of East Village which also preserves the many financial donations that made Foundry Ridge Meadows a reality. And opportunities seldom come without some degree of stress and this year Community Services was tested by construction delays, supply chain issues, flooding, demands on aging technology and sector-wide recruitment challenges. Although challenging, this year also provided a time for our agency to reflect on issues of privilege and dedicated the opening fundraiser to the Ukraine efforts, our staff training to Equity, Diversity and Inclusive, particularly reconciliation and focused agency's social media towards important awareness campaigns such as Black Lives Matter, Prevention of Child Abuse, and Every Child Matters. I am a firm believer in the strength of partnerships and our entire organization is grateful for the different community organizations and initiatives that value our collaboration, the volunteers who give us their time and expertise, the donors who trust us to wisely use their financial gifts, the Cornerstone Landing tenants who rely on us for safe housing and the 22,000 community members who access our services. I'm incredibly grateful for my Senior Leadership Colleagues and the Board of Directors who provide guidance and knowledge in ways that truly make a difference, from scavenger hunts to financial investments; their leadership makes it all possible Here's to another wonderful year of striving for Organizational Excellence, from a place of humility and celebration of each and every one of our strengths that make Community Services so amazing.

A handwritten signature in black ink, appearing to read 'V. Kipps'.

Vicki Kipps
Executive Director
Maple Ridge Pitt Meadows Community Services



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 and Respect.

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 Services

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
Social Current Council on Accreditation COA
Community Social Services Employers Association
Early Childhood Pedagogy Network
Federation of Community Social Services of BC
Network of Child and Youth Advocacy Centres



Changing Lives Together

SENIOR LEADERSHIP



Vicki Kipps
Executive
Director



Kristy Rogge
Director of
Operations



Joanne Leginus
Director of
Administration &
Services

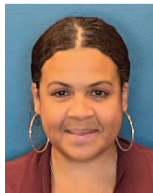


Sandy Micona
Director of
Finance



Kerry Pavan
Director of Human
Resources

MANAGEMENT TEAM



Alicia Erenli
Manager of
Foundry and
Youth Housing



Kim Mapson
Manager of
Community Programs
and Family Services



Maggie Urban
Property Manager



Heather Walker
Manager of Fund
Development

BOARD OF DIRECTORS



Lisa Begg



Glenn Campbell



Haydn Colley



Trevor Connor



Deborah Paddon



Jan Hickman



Steven Hart



Gwen O'Connell



Nadine Power



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.

Community Partners

ACT 2 Child and Family Services
 Adele Letwin Legal Services
 Adler School of Professional Psychology
 Alouette Addictions Services
 BC Network of Child and Youth Advocacy Centres
 Child and Youth Mental Health Team
 City of Maple Ridge
 City of Pitt Meadows
 City University
 Cythera
 Coast Mental Health
 Early Childhood Pedagogy Network
 Family Education and Support Centre
 Family Smart
 Foundry Central Office
 Fraser Health
 (Nurse Practitioner) and HEAL Clinic
 Fraser River Indigenous Society (FRIS)
 Golden Ears Care Society
 integrated Child and Youth Team
 Katzie First Nation
 Kiwanis Club of Golden Ears
 Martha A. Sandor Legal Services
 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 - Astra
 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

Our Funders

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 For Seniors Programs
 The Law Foundation of British Columbia
 United Way of British Columbia

Community Services is funded
 by municipal, provincial and
 federal sources, United Way,
 local service groups,
 foundations, private donors,
 and third party fundraisers.

Service Club Donors

Fraternal Order of Eagles:
 Aerie #2831
 Fraternal Order of Eagles:
 Aerie#2831 Ladies Auxiliary
 Kiwanis Club of Golden Ears
 Meadow Ridge Rotary Club
 Pitt Meadows Lions Club
 Rotary Club of Haney
 Royal Canadian Legion Branch 88
 Royal Canadian Legion Branch
 88 Ladies Auxiliary
 Santas for Seniors

Our Major Donors

Dr. Britt Bright
 Dr. Robert Masse
 First West Credit Union
 GHAI Charitable Foundation
 Jourdain Investments Ltd.
 Ron Antalek
 Stewart Family Foundation
 Anonymous Donor



We would also like to acknowledge the generosity of our individual
 donors, third-party fundraising organizers, and monthly donors.



Home

is where the Hartwell is
CORNERSTONE LANDING

Meet the Hartwells.

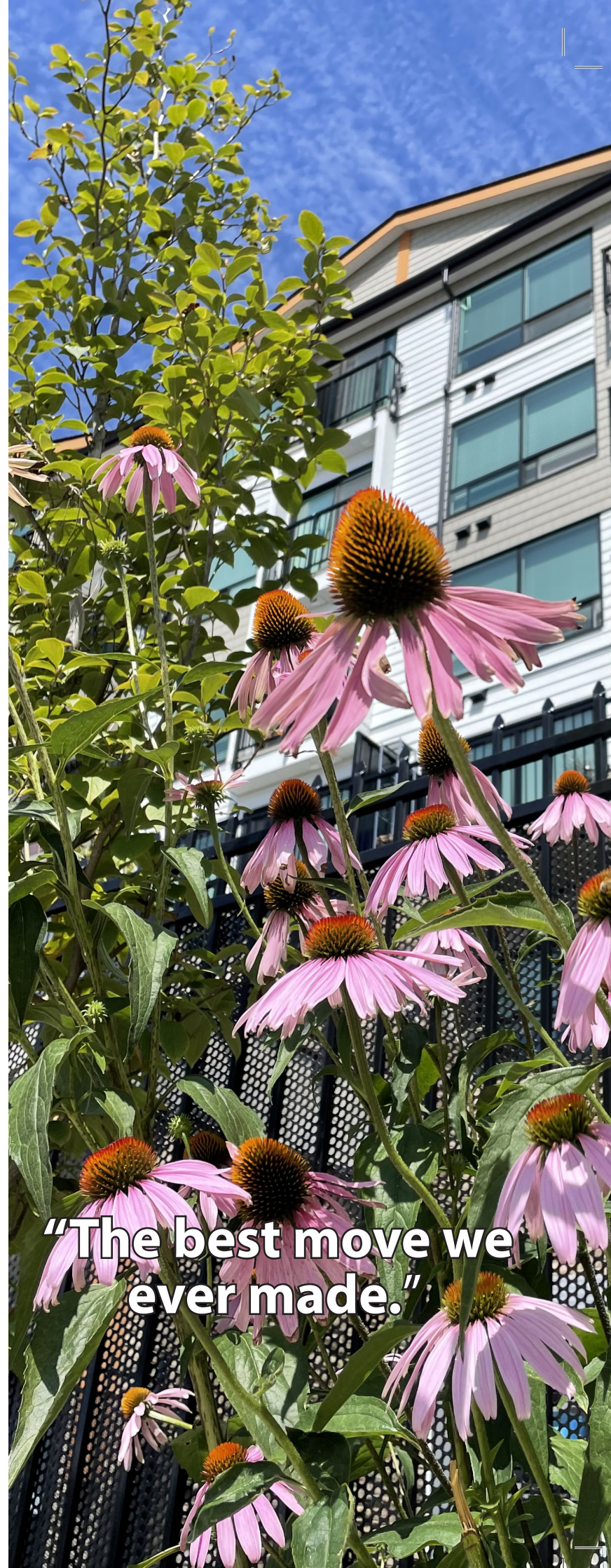
Sitting in their bright and cheerful living room under a gorgeous painting of Mount Baker by Gerry's grandmother, and bathed in the natural light of their north facing mountain view, the Hartwells generously shared their experience of living in their new home at Cornerstone Landing.

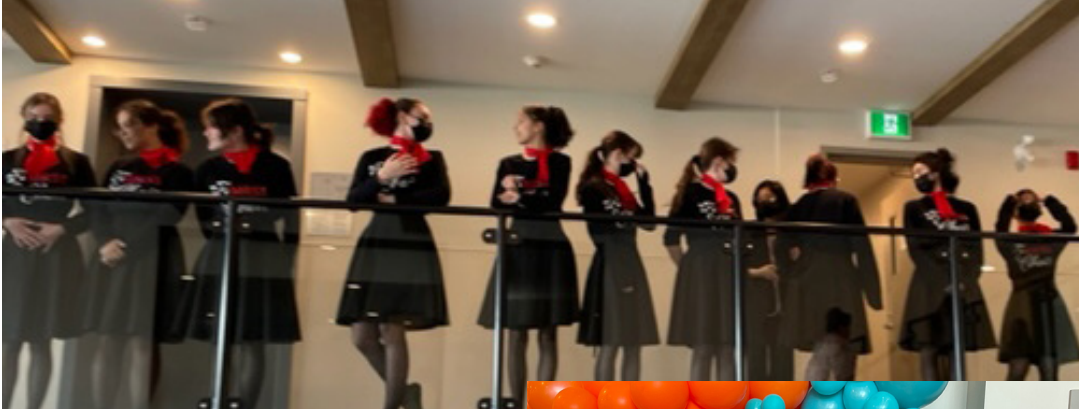
Les and Gerry Hartwell are wonderful members of our vibrant seniors community. Filled with great stories and brimming with humour and warmth, they moved to Cornerstone Landing from a building nearby that was raising the rent.

"We love this place because it has a big bathroom that fits Gerry's scooter and the triple pane glass on the windows really keeps it warm. We used to freeze in the winter at our old place, it was very drafty.

The Hartwells credit Community Services' Senior Navigator, (and Citizen of the Year), Sandi Temple for pushing them to apply to live at Cornerstone Landing.

"Sandi helped us apply and get us set up. It is great to have Sandi downstairs at Community Services and we have friends who live in the building too. We get Meals on Wheels and attend the senior social events (AKA Seniors Party Bus). We love it. It's the best move we have ever made".





YOU ARE INVITED
GRAND OPENING!
THURSDAY APRIL 28TH 12-2PM





GRAND OPENING APRIL 28th 2022



A WORD FROM OUR PROGRAM PARTICIPANTS 2022



Children & Youth

"This program helped me get a job, increase my social connections and get into college."

"I've learned to cook, take the bus and I made a friend."

"I am extremely grateful for how Alisa's Wish has helped us through this experience."

"Working with my therapist helped me so much, to the point where I feel like I've finally gotten to heal a bit from everything that happened last year."

Counselling Services

"My counsellor helped me pursue a professional diagnosis for my child. This diagnosis has helped me know what to do to support my child."

Early Childhood

"This program has taught me what a healthy relationship with my child looks like. They have helped me access many services and resources including obtaining a family doctor and helping with paperwork and registrations."

"CCRR helped me become a licenced Child Care Provider."

Family Services

"I am going to school every day and I've learned how to talk with my family."

"My outreach worker taught me how to build a healthy relationship with my child."

"Your weekly check ins, texts, and phone messages made me feel like someone cares about me."

"They taught me that I can ask for help without fear of something bad happening."

EXCELLENCE



the club

community
SERVICES
outreach



community
SERVICES
Senior Services

Legal Services

"They helped me get my PWD (Persons with Disabilities) Benefits by helping me get my doctor to understand my needs and limitations."

"With the help of my Family Law Advocate, I was able to resolve my Family Law dispute."

"Victim services saved my life. I would not be here today without the resources I received."

Mental Health Services

"I enjoy my job. I'm learning skills and getting real experience."

"Next year I want to try and take on a leadership role in the group."

"I can cope with everyday life a lot better now."

"Volunteering makes me feel good and helps me connect with people."

Senior Services

"With the help of Senior Services I was able to secure housing, get out of my depression and participate in Senior Party Bus events where I made some friends."

"I am senior who was starving and ill. They got the Food Bank to deliver food and I was sponsored to receive Meals on Wheels until I got my finance sorted."

"Sending meals to our home made it possible for us as a married couple to stay together in our own home."

"The Better at Home program saved me from losing my housing."

"My senior navigator helped me get housing, food and support for my addictions."

"During Covid, the Senior Activity Program telephone party line helped me feel less alone and depressed."



community SERVICES

Supports Local Business

These Local Businesses Generously Support Community Services

Able Auctions
All Steel Enterprises Inc
Alouette Animal Hospital
Backyard Vineyards
Basalite Concrete
Best Western Plus - Pitt Meadows
Big Feast
Black Sheep Pub & Grill
Bosley's by Pet Value
Brownie's Chicken & Seafood
Browns Socialhouse Maple Ridge
Bruce's Country Market
Canadian Tire
Capri Italian Bakery & Bistro
Chances Maple Ridge
Civic Owl Marketing
Cloud 9 Beautique & Medical Spa
Cloverdale Paint
Dairy Queen Grill & Chill
Downtown Maple Ridge BIA
Early Learny
ECL Computing
Eighteen Pastures Golf Course
EPR Maple Ridge Langley
Everything Wine - Langley
Feathers Hair Styling Salon
Fidelity Investments Canada
First West Credit Union
Foamers' Folly
Fuller Watson BrandSource
Golden Eagle Golf Club
Grammy's Christmas Stockings & Gifts
Hammond Jewelers

Haney Appliance & Sound
Haney Builders Supplies
Home Restaurant
Hopcott Farms
Jill Couture - DLC Canadian Mortgage Expert
Johnston Meier Insurance
Jolly Coachman Pub & Liquor Store
Kanaka Creek Coffee
Kerry Pavan, Pampered Chef Consultant
Krause Berry Farms & Estate winery
Lagoon Baby
Lanka Jewels
Legacy Quilters
Lordco Auto Parts Maple Ridge
Lotus & Lemongrass
M&M Designs
MacDonalds Golden Ears
Maple Ridge Liquor Store
Marks - Maple Ridge
McEachern, Harris & Watkins
McElhanney Ltd
Meadow Gardens Golf Club
Meadows Landscape Supply
Minter Country Gardens
Minuteman Press
Mom & Me Pies
Moody Ales
NATGisIT
Niche Floral Boutique
Nicole MacDonald Notary Public
O K Tire - Port Coquitlam
Oak & Ivory Collective
Once Upon a Tea Leaf

Parkside Brewery
Partners In Health
Paterson Schultz Volpatti Colley
Patstime Sports
PetSmart Maple Ridge
Pitt Meadows Golf Club
Pitt Meadows Wellness, Dr. Jason Casey
Re/Max LifeStyles Realty
Revolution Pump Services
Ridge Meadows Quilters Guild
Ron Antalek, PREC Realtor
Ryan Heating & Air Conditioning
Save On Foods
Shoppers Drug Mart - Maple Ridge Square
Signs of the Times
Sole Experience
Spahrcon Contracting Ltd
Spick & Span Sisters Inc.
Starbucks
Sue Fodyce, Independent Norwex Consultant
Sure Copy
Sweet Tooth Creamery
The Create Shop
TREK
Triple Tree Nurseryland
Vancity
Vancouver Canucks
Vancouver Lions
Westgate Flower Garden
Westwood Plateau Golf
Winners Homesense
Zena's Gluten Free Bakery

Fund Development

Together a Community can Change Lives

Together with to our donors we were able to change many lives even with the instability of a global pandemic. We are grateful for our donors who stood with us and helped us as we continued to adjust to a new way of fundraising and supporting those who call Maple Ridge and Pitt Meadows home.

Our supporters know that the effects of the pandemic hit our clients hard and magnified the hardships of community members who were already struggling. Their dedication towards supporting our community drives us and inspires us.



Despite obstacles to in-person fundraising events, our community came together and helped raise funds to support clients in need. Donations helped many in our community including young victims of abuse and their families who visit our Alisa's Wish Child & Youth Advocacy Centre.

Donors also stepped up to support the work at our Foundry Ridge Meadows program where young people who struggle with their mental wellness can find the support and resources they need to live stronger lives.

Thanks to ongoing support, we helped close to 400 local seniors last year with hot meals, food hampers, groceries, and transportation to medical appointments and so much more. Low-income seniors often find themselves in the position of making a choice between paying for rent, food or healthcare. Nobody wants to see our seniors go without these necessities, and donations have been transforming and powerful gifts that greatly help our seniors.

Donations also made Christmas a magical time of year for our clients, both young and old. Donors provided gifts for children and their caregivers, seniors and adults of all ages! They shared toys and gifts, clothing, gift packages filled with goodies, slippers, gift cards, stuffed animals and so much more to bring smiles to faces and hope to hearts.

After yet another year of having to adapt due to COVID-19 we emerged even stronger thanks to our donors! Your gifts do more than brighten days, they brighten lives and provide hope for the future.

Support from our community makes us proud to call Maple Ridge and Pitt Meadows our home.

Together we changed lives in our community and together we will do so much more!



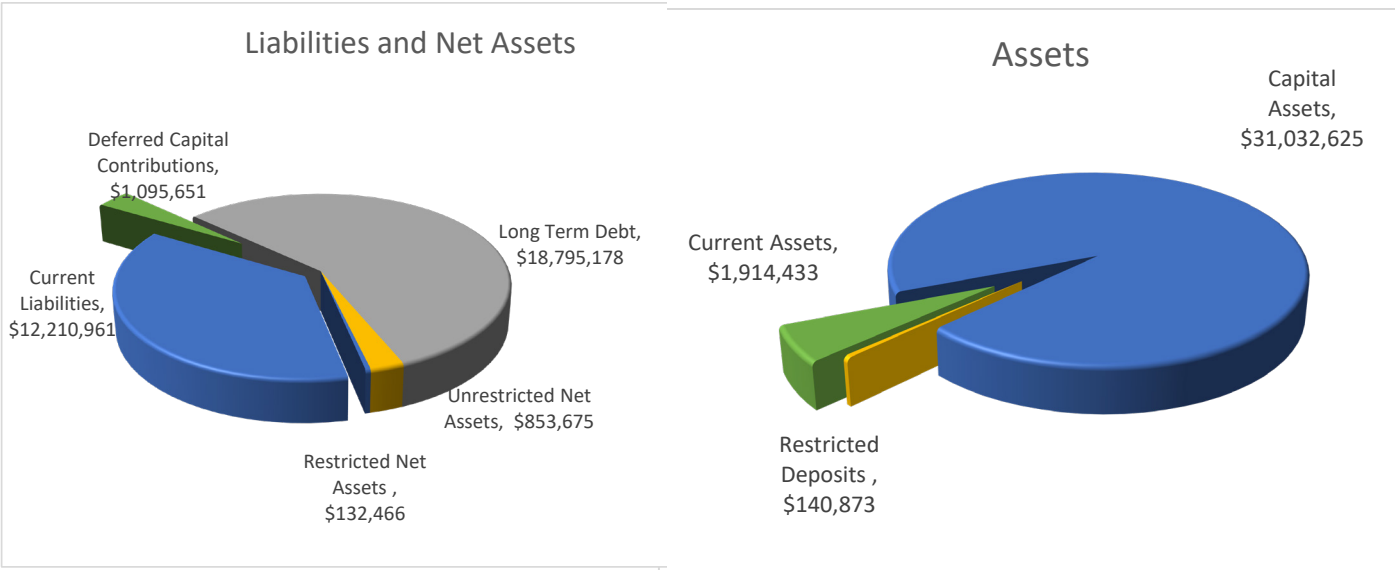
Heather Walker
Manager of Fund Development

Homes

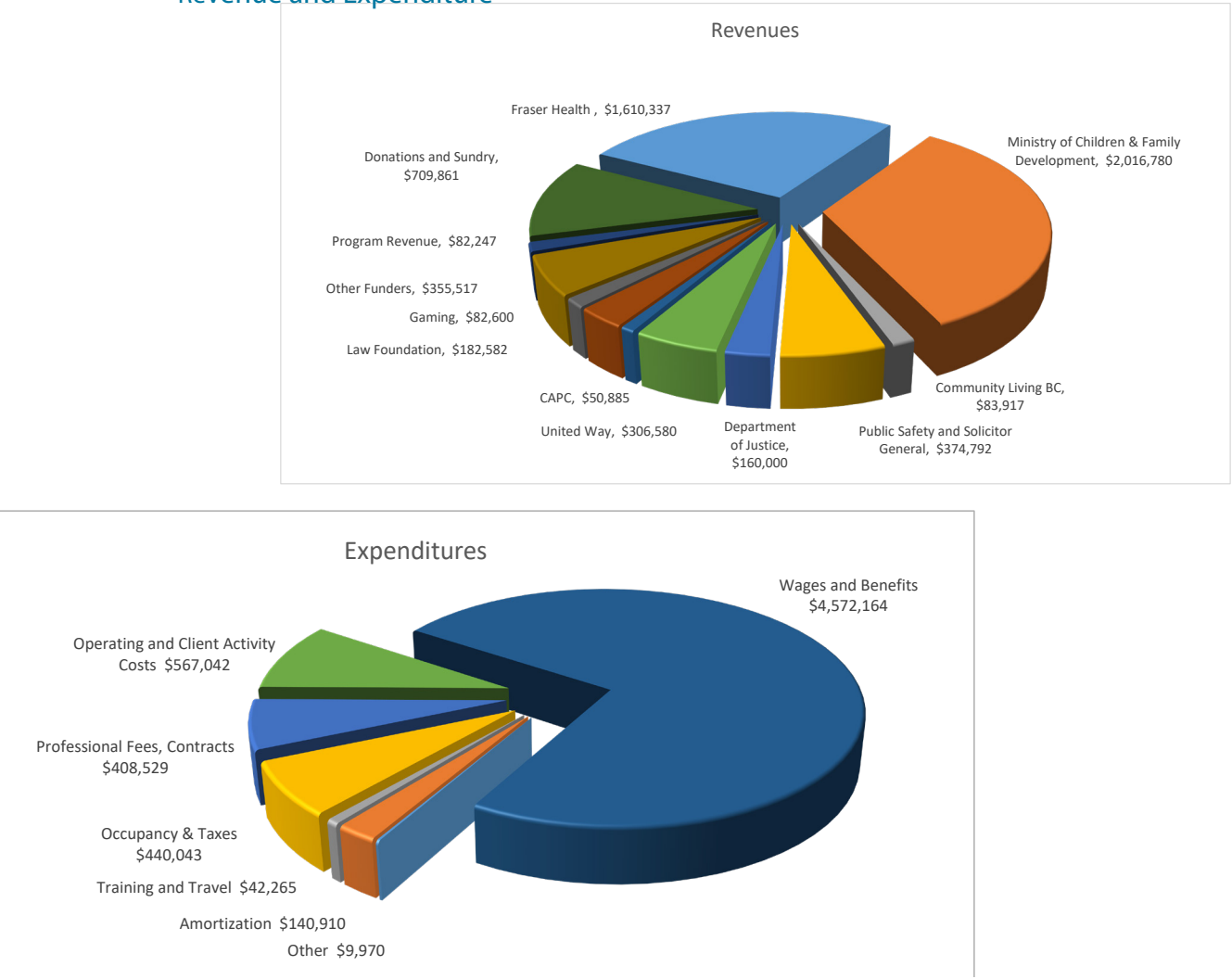
Home at last! Our Cornerstone Landing building provides 20 subsidized units to youths at risk of homelessness or homeless. These youths get the supports they need from Community Service tenant liaisons and program workers who help them build a stable base to create the bright future they deserve. We are incredibly proud of these youth and the community that supports them.

Financial Highlights

Statement of Financial Position



Revenue and Expenditure



This year we
Helped over 22,000 people
Delivered 15,802 meals to seniors
Provided 1523 Phone/Visits/Wellness Checks
Performed countless acts of kindness



www.comservice.bc.ca

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Proudly Serving Maple Ridge and
Pitt Meadows for over 50 years

• F O U N D R Y •
RIDGE MEADOWS

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Connect with us!

