

Community - Compassion - Excellence - Growth - Respect



# WE ARE HOME!



2022  
Annual Report  
Maple Ridge / Pitt Meadows Community Services

# community SERVICES

*Changing lives together*

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 wondrous levels of pride, joy, stress, reflection and of course overwhelming gratitude!

It's easy to be proud 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 'Vicki 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  
 Inertgrated 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.

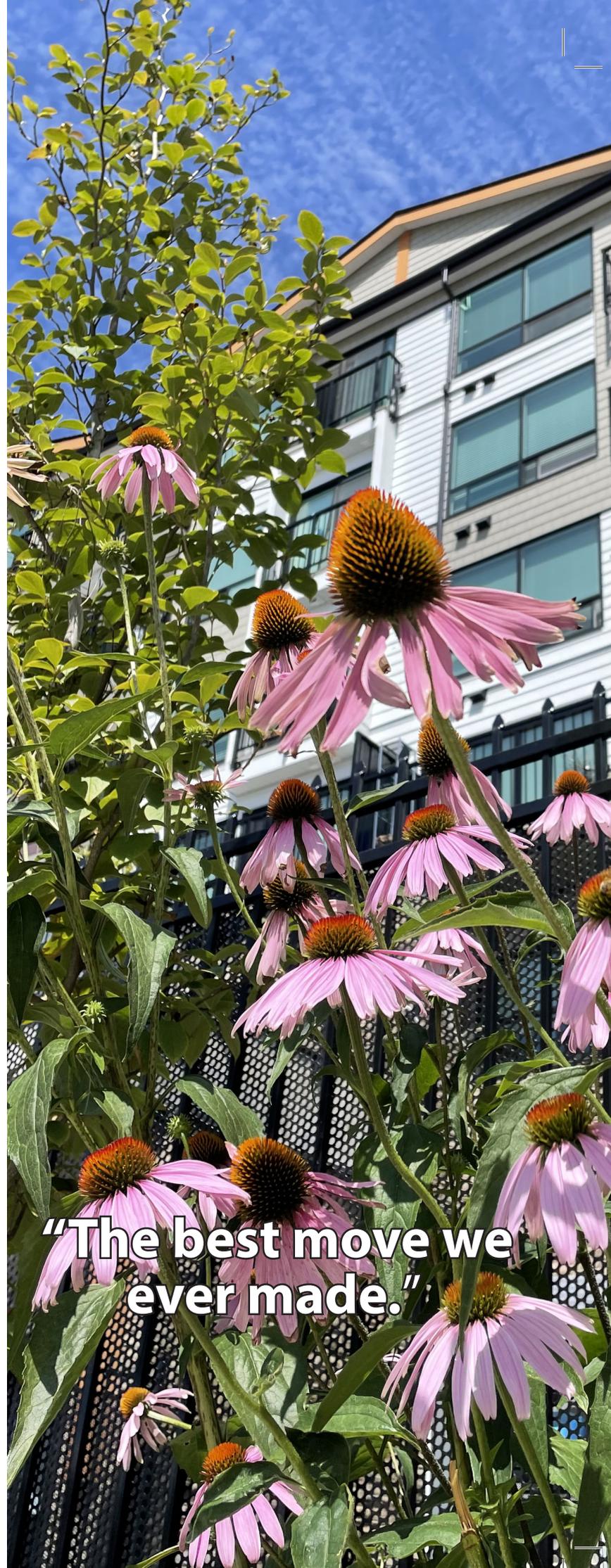
Sitting in their bright and cheerful living room under a gorgeous painting of Mount Baker by Gerry's grandmother, and bathed in the natural light of their north facing mountain view, the Hartwells generously shared their experience of living in their new home at Cornerstone Landing.

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".



**"The best move we ever made."**



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

**community SERVICES**  
**50** TH ANNIVERSARY CELEBRATION  
22768 119TH AVE



# 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

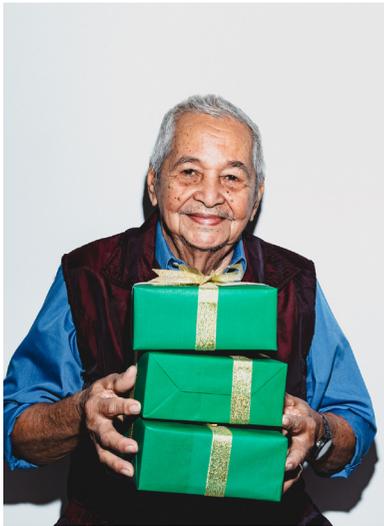
Parkside Brewery  
Partners In Health  
Paterson Schultz Volpatti Colley  
Patstime Sports  
PetSmart Maple Ridge  
Pitt Meadows Golf Club  
Pitt Meadows Wellness, Dr. Jason Casey  
Re/Max LifeStyles Realty  
Revolution Pump Services  
Ridge Meadows Quilters Guild  
Ron Antalek, PREC Realtor  
Ryan Heating & 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.

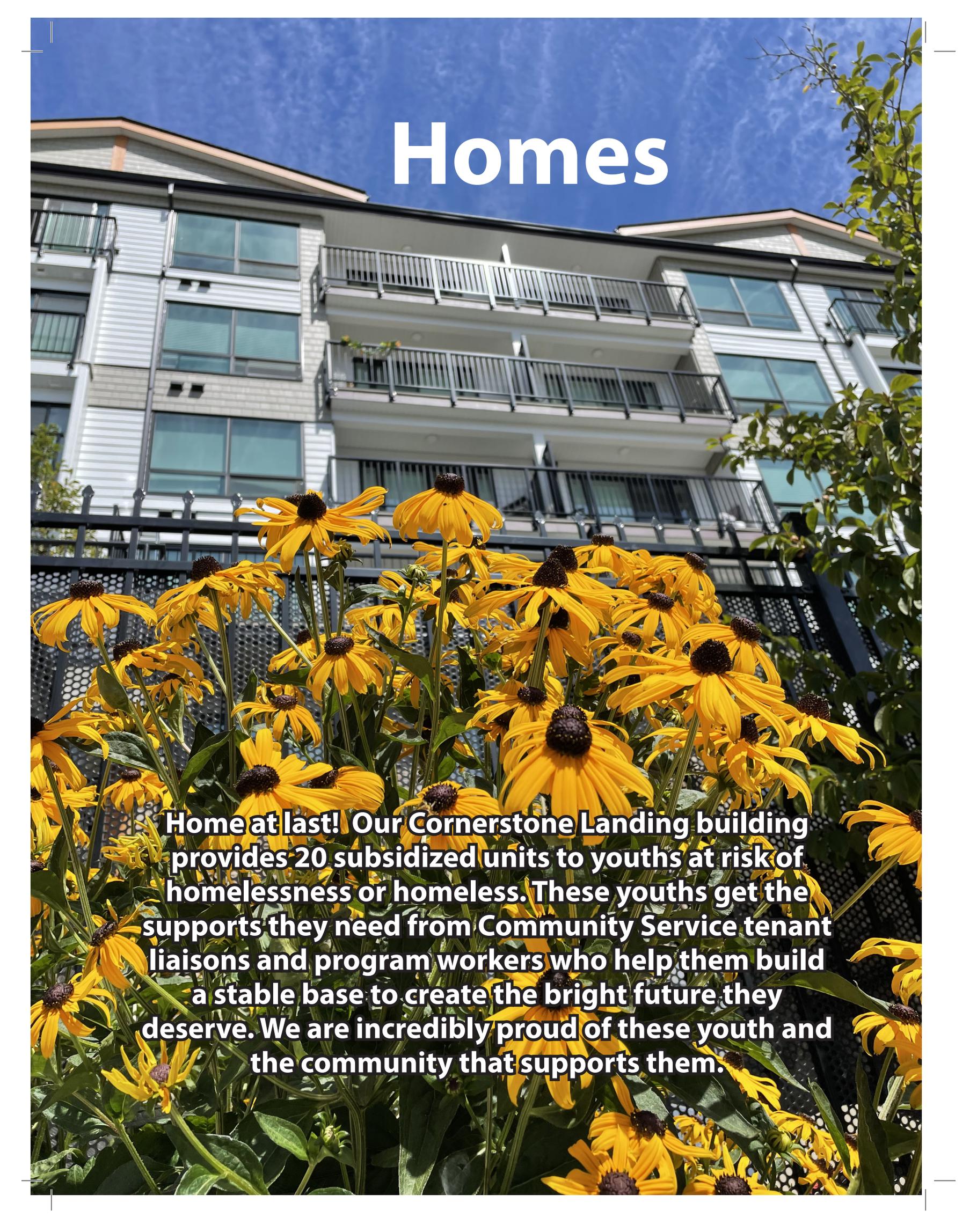
After yet another year of having to adapt due to COVID-19 we emerged even stronger thanks to our donors! Your gifts do more than brighten days, they brighten lives and provide hope for the future.

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

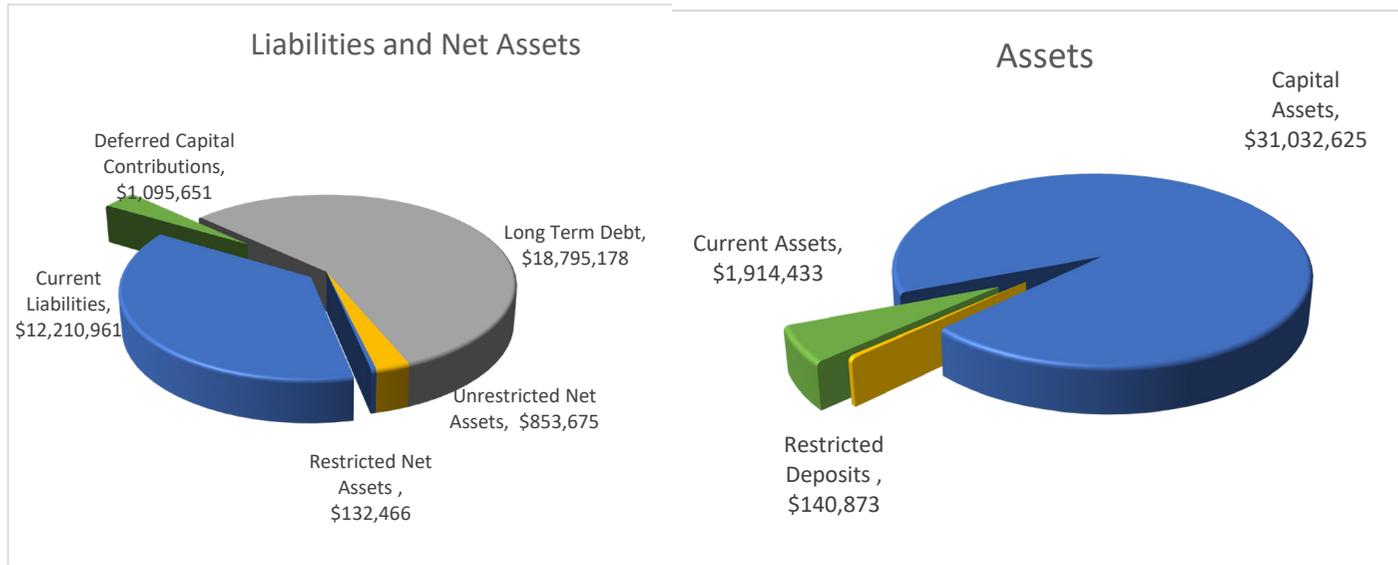


# Homes

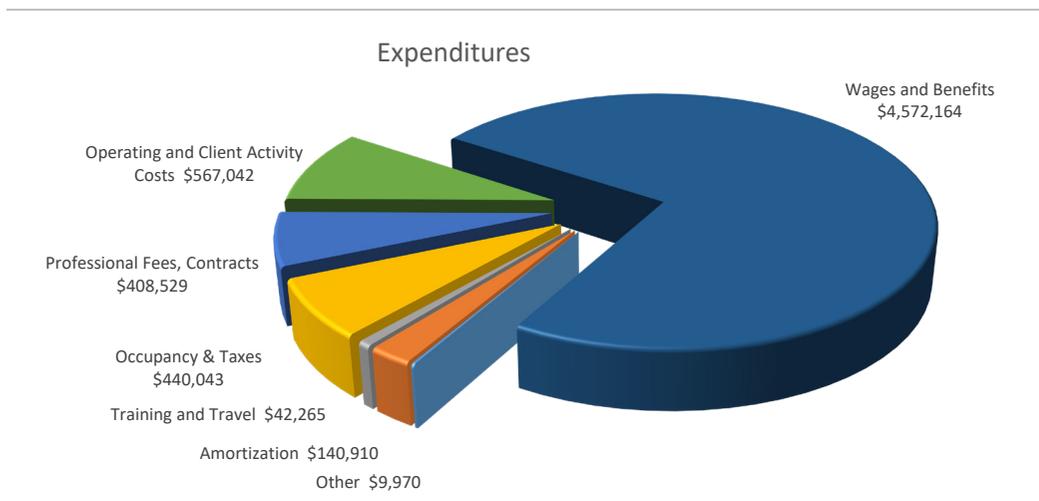
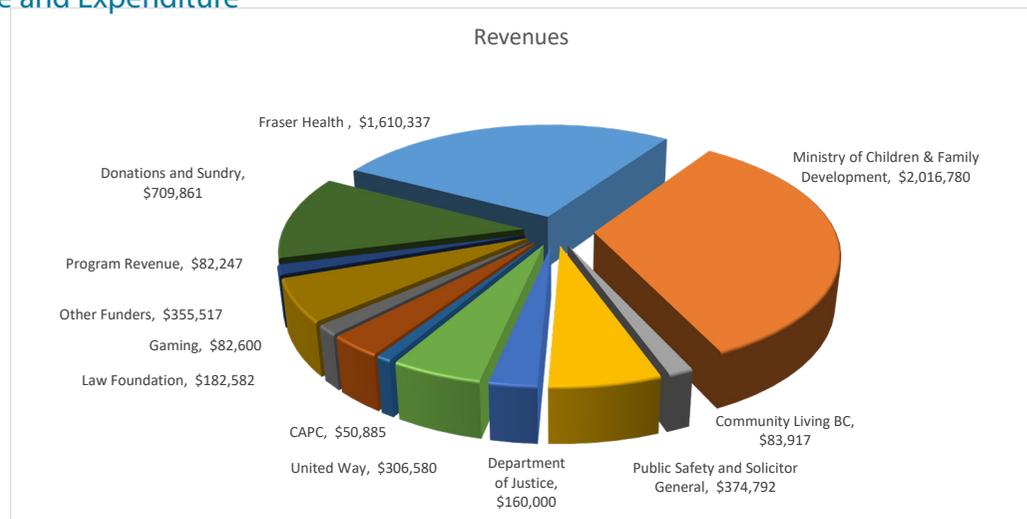
**Home at last! Our Cornerstone Landing building provides 20 subsidized units to youths at risk of homelessness or homeless. These youths get the supports they need from Community Service tenant liaisons and program workers who help them build a stable base to create the bright future they deserve. We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

WE ARE



[www.comservice.bc.ca](http://www.comservice.bc.ca)

Community Services Charitable Registration # 130917768 RR0001  
22768 119th Avenue Maple Ridge, BC V2X 4L2

T) 604-467-6911



Proudly Serving Maple Ridge and  
Pitt Meadows for over 50 years

• F O U N D R Y •  
RIDGE MEADOWS

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Maple Ridge, BC, V2X 2W2  
Phone: 604-380-3133  
Fax: 778-328-2258

Connect with us!

