

ANNUAL REPORT 2022

NEXUS COMMUNITY SUPPORT SOCIETY



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2021/ 2022 board members



JOANNE THOM
PRESIDENT



SUSAN DAVIS
VICE PRESIDENT



CHAD JENSEN
TREASURER



LAURIE GOODLAD
DIRECTOR

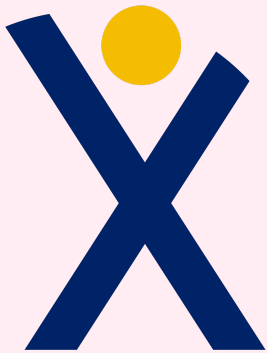


CHARLOTTE TERNOWAY
DIRECTOR



HELEN WHITE
DIRECTOR

ceo report



I want to start by thanking all of the amazing people, who together, make up the NEXUS Society. The past year has been one of change, growth, and adaptation. Our incredible team members have stepped up and demonstrated continued resilience to provide stability for those we support and their families.

I would be remiss, however, not to also acknowledge the steadfast dedication of those we support and their families. You have worked collaboratively

with us over the past year – and beyond – to minimize the service disruption impacts, we have all experienced lately. From the bottom of my heart, thank you.

Since the pandemic began, we have had to navigate uncertainties by adapting to changing circumstances with little information and little time. Together, we have learned how to use technology and new concepts in our everyday practices. This has resulted in modernized services that are focused on quality integration into our great communities. Another challenge to our pandemic navigation has been that of loss and an inability to grieve properly. The Covid-19 pandemic has, in many ways, taken people and things from us.

As such, we were not able to gather and support one another through times of loss. For us, it feels as though lives have gone unrecognized which only

complicates our sense of loss further. For this very reason, we have dedicated space in our Annual Report to showcase the beautiful lives of those we lost over the course of the pandemic – our tribute to the amazing lives lived by truly incredible people.

As we have started shifting to a "new normal" – a fluctuating term we are all still trying to understand – we have seen continued challenges. Recruitment of new employees continues to be a challenge not just for our organization, but the sector as a whole. Our Human Resources team continues to develop creative solutions towards recruiting qualified staff to return service numbers to pre-pandemic levels.

The amalgamation of the Cranbrook Society and the Creston and District Society occurred just over a year ago, on August 31, 2021. The past year has been spent working with

our teams to create a path forward as a unified and united team. We continue to learn and understand the unique needs of each community and develop plans to meet these needs as a collective. I am grateful for our entire team in Creston, who has embraced this change with optimism. Change is hard, but it brings new opportunities and beginnings.

As we have experienced the growth and change mentioned above, the NEXUS Board and Leadership Team have engaged and collaborated with Dr. Warren Helfrich to create a new strategic plan to guide us into our new future. This plan will set forward strategic goals that will guide the everyday leadership and directives of the Board and staff. The plan will be understandable, useable, and dynamic. The plan is in its final stages, and we aim to have a final version completed by the end of 2022.

We have also seen the creation of some amazing employee

working groups over the past year. These groups, which are made up of leadership and front-line staff, have key focuses that have unique and meaningful. I am excited to see them work together to improve our staff and individuals.

Some project highlights for the year ahead include: opening a new home in Cranbrook, which we have called Garden Avenue – a tribute to the heritage district of Cranbrook in which the house is located. We will also be exploring low-carbon upgrades to our vehicle fleet, including the installation of EV chargers and the purchase of electric vehicles. Additionally, we will continue to engage with individuals, families, and stakeholders on the modernization of community inclusion programs, ensuring that the changes we make meet the needs of everyone accessing our services. Finally, we will be preparing for our CARF survey in 2023.

In closing, I want to thank once again those who support us, their families and caregivers, and those

who work with us; together, we are making positive impacts in our communities. Together, we are achieving our mission and vision of making our communities safe, welcoming, and accepting places for everyone. ●

Thank you for your continued support,



BRANDON ARNETT
CHIEF EXECUTIVE OFFICER



president's report

I would be remiss if I didn't begin by thanking all our valued employees, leadership team, and of course, Brandon. Thank you all for your wonderful work and, in turn, for making our organization what it is today!

2021-2022 has been an eventful year!

Despite the disruptions of a global pandemic, together, we have made remarkable strides in just over 12 months.

In that time, Cranbrook Society for Community Living (CSCL) and the Creston and District Society for Community Living (CDSCL) joined as one to form what we are today: NEXUS Community Support Society. While the integration of our two societies, of course, came with its hiccups, there has been incredible growth in our facilities, technology and services, thanks to our talented staff.

Along with this, we are excited about the purchase of a new home on 12th Avenue in Cranbrook. This space is another excellent addition not only to our Society but as a much-needed home for our region.

Renovations are near completion & we will hopefully have residents move in soon.

On the accreditation front, our staff is working diligently to prepare for our next CARF survey in 2023. This is an ongoing and fully involved process, so much so that as we finish one, we start to prepare for the next.

For the last several months, our Agency has been working with facilitator Warren Helfrich in developing a strategic plan to better help our Board, Executive, Leadership and staff in mapping out our future goals. This has been a very enlightening process! We are looking forward to sharing out plan with our stakeholders in the months to come.

As we continue to move forward and grow, NEXUS will continue to play an essential role within our communities, and I know our Leadership and Staff will continue to provide care and compassion to those we serve.

It has been a pleasure to serve as the Board President for the past year. I look forward to my ongoing work with NEXUS into the next year as we continue to evolve and grow within our region. ●

Regards,



JOANNETHOM
PRESIDENT

director of operations report

When I pause and reflect on the past year, two words come to mind: resilience and commitment.

Those we support along with our staff, have demonstrated no matter what obstacles we are faced with, we will always be resilient and find a way overcome them together. We found new ways of offering services safely and continued to connect people through the use of technology. We can be confident that those we support have made new social connections and acquired new skills to carry into the future.

The commitment and dedication that our valued team of staff has shown is unprecedented. In the face of the pandemic, you all continued to show up to work to ensure quality programs and services continued. We had staff

members volunteer to work in active outbreak sites, work extended hours, be re-deployed and even relocate to other communities to provide support when staffing levels were low.

We are truly grateful for the sacrifices you've made and continue to make each day. It has not been easy, but your dedication has been greatly appreciated in the effort to keep everyone safe and healthy!

This past year not only were we faced with continuing to navigate the pandemic, but we also underwent the merge of CDSCL and CSCL.

As newly formed NEXUS, we continue to take the best of both organizations to help steer the growth and evolve our programs and services to be as meaningful, purposeful and align with best practice. While there may have been some differences between the organizations, one thing

has been consistent and crystal clear wherever I visit. We all share the same vision, "Inclusive communities that embraces diversity and equality, where all members belong".

In closing, we've all heard the phrase "The silver lining of COVID". While we have faced many challenges and learned many valuable lessons, I am confident that our entire team is more skilled and better prepared to overcome anything the future holds. The importance of the work we do continues to become more apparent every day, and I am happy to have such an amazing team of people to work alongside!



STEVEN PARKER
DIRECTOR OF OPERATIONS

who we are



We are an organization that supports children, youth, and adults with unique needs and developmental disabilities.

We help in all aspects of living in the community, so supported individuals can live full lives.

All people, regardless of their diverse abilities, are unique and valuable and have the right to live a dignified life with all the opportunities afforded to all individuals.

We are committed to acting as a supportive and collaborative agent to every individual we support by enabling choice and personal growth.

We strive to enhance each individual's lifestyle through integration, education, advocacy, and all aspects of independent living.

Person-centered thinking and planning are at the core of our service delivery, with positive

behaviour strategies used in supporting challenging behaviours.

We are a registered charity in Canada and an incorporated society in British Columbia.



about US

OUR PHILOSOPHY

To grow, people need to be able to make mistakes and learn from them, change their minds, try new things and ask for help (all within safe and responsible boundaries).

Part of NEXUS' role is providing information and support to help people plan and make informed, safe, and responsible

decisions. This includes assisting individuals and their families to strike a balance between rights and responsibilities and between risks and learning.

The rights of each individual served by NEXUS Community Support Society will be respected and supported at all times

unless exercising those rights would cause harm to the individual or others.

And while we try to take family preferences into consideration regarding choices made by adults, we do not give them priority over the individual's choice or right.

ACCREDITATION

We are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) – which is a big deal.

CARF is an independent, non-profit organization that reviews and grants accreditation services both nationally and internationally.

Their standards are rigorous, making any

services that meet them, like ours, among the best available.

CARF surveyors continually evaluate our performance with ongoing visits.

During our last round of accreditation (as CSCL & CDSCL), we received

CARF's highest award: a 3-year accreditation.



www.carf.org

camp



our mission, vision & values

Our Mission

To support and empower
individuals and families
to live full lives.

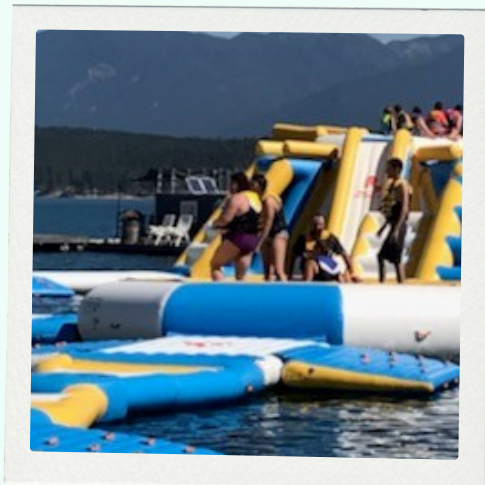
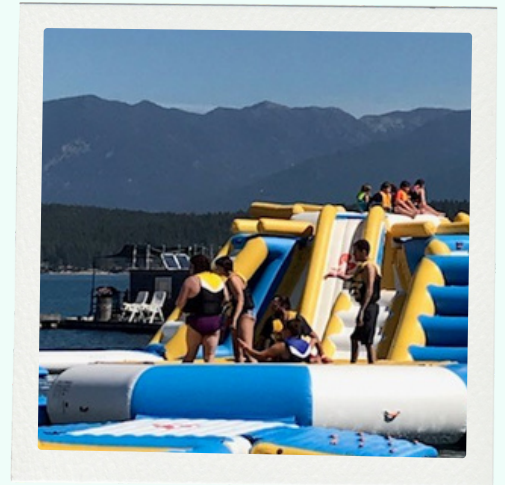
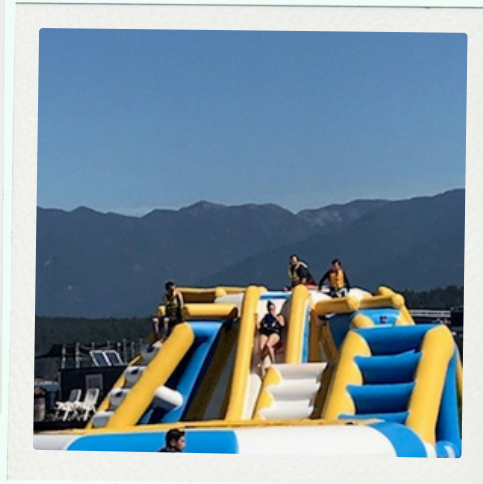
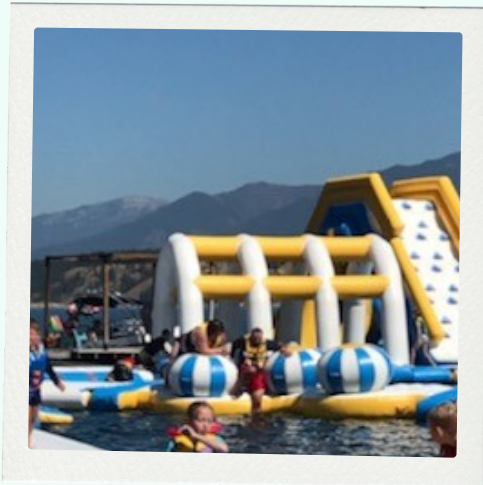
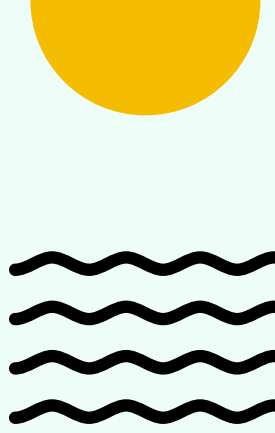
Our Vision

Inclusive communities that
embrace diversity and
equality, where all members
belong.

Our Values



fun
in the
sun



our services

community inclusion



supported employment services



supported living programming



inclusive living



affordable housing for seniors



outreach support



staying home & getting creative



our community impact

community
inclusion

+ **92** people

supported
employment
services

 **56**

inclusive
living
services

 **53**

outreach
support

 **55**

employees

236



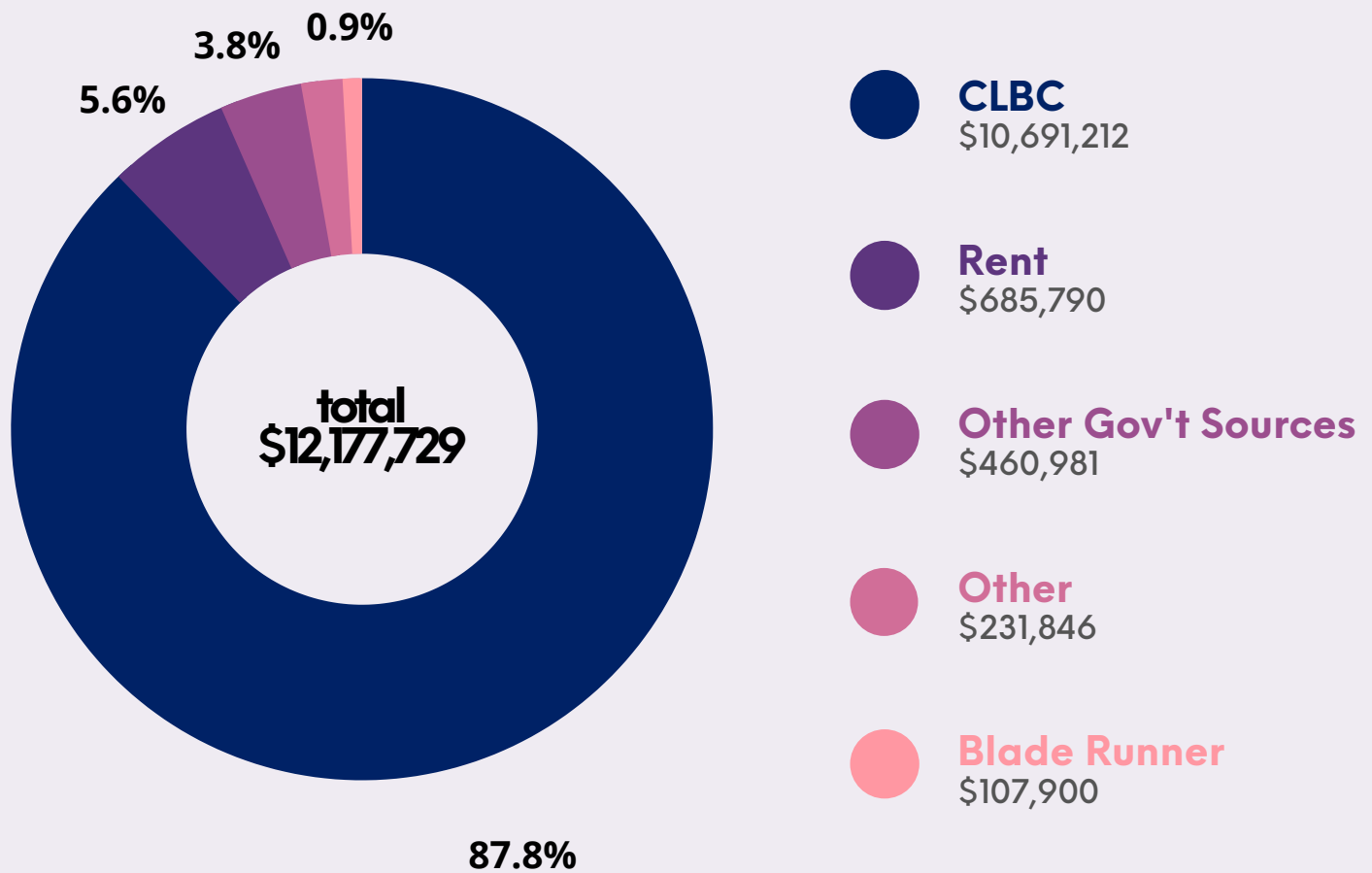
enjoying summer



finances

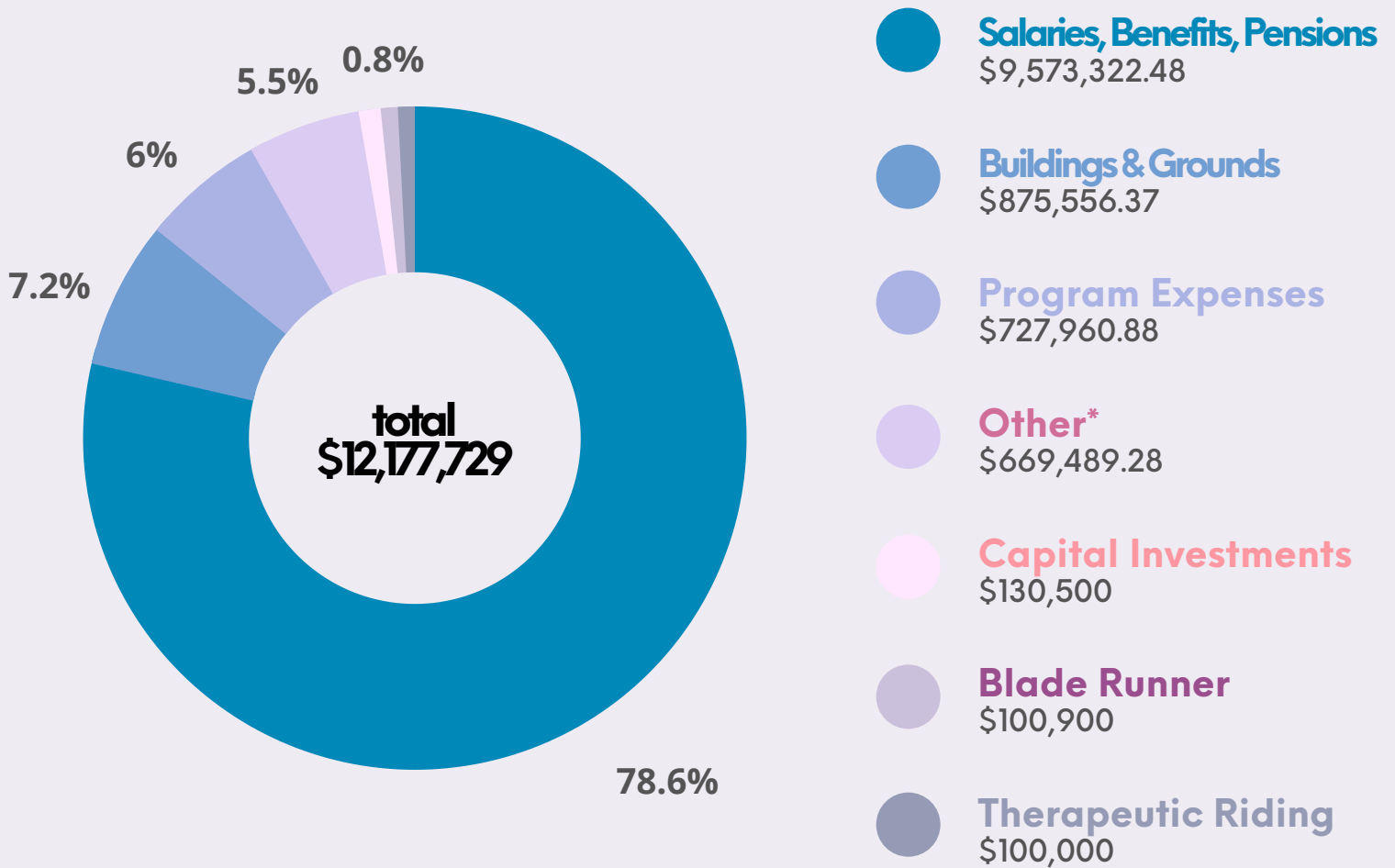
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Where the money comes from



2021 - 22

Where the money goes



Other*

Transportation, legal fees, insurance(s), technology, operating reserves, vehicle reserves... etc.

remembering
those we've lost



Leonard
Hosgood

1952-2022



Kelly Ann
Ohlhausen

1967-2021





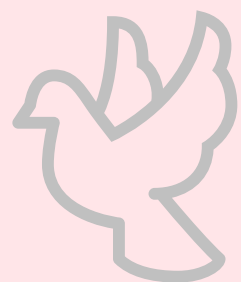
Richard Whitehead

1956-2022



Robbie McIsaac

1971-2022





Kathy
Arnold

1971 - 2021



Richard
Fabbro

1954 - 2022

