

NEXUS COMMUNITY SUPPORT SOCIETY

ANNUAL REPORT 2024 - 25

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JOANNE THOM
PRESIDENT



LAURIE GOODLAD
VICE-
PRESIDENT



CHAD JENSEN
TREASURER



HELEN WHITE
SECRETARY



CORINNE TANSOWNY
DIRECTOR



RENEE LYTLE
DIRECTOR



TERESA LEE
DIRECTOR

CEO report

As I reflect on the past year, I am inspired by the growth, resilience, and compassion that continue to define NEXUS. Our teams have met challenges with innovation and kindness, expanding services while remaining firmly rooted in our values of Diversity, Respect, Belonging, and Choice.

This year, we celebrated meaningful milestones. The expansion of L.I.F.E. (Lifelong Learning, Inclusion, Friendships, and Employment) in Cranbrook created new opportunities for learning, connection, and inclusion. Across our regions, we welcomed new leaders who strengthened our capacity to provide responsive, person-centred supports. Through Employee Updates, we highlighted the outstanding contributions of our teams—whether through community events, new initiatives in IT, or advances in health and safety—building stronger connections across our organization.

We are also preparing for our 2026 CARF accreditation. Accreditation is more than a milestone; it is a reflection of our dedication to quality, accountability, and continuous improvement. It represents our commitment to learning, adapting, and ensuring that individuals and families can always depend on NEXUS for the highest standard of support.

Our collective efforts this year have been extraordinary. Staff rallied to welcome new programs, deepen inclusion efforts, and embody our mission with heart. At the same time, we witnessed individuals we support achieve personal goals in employment, education, and community connection—the very purpose for which NEXUS exists. These successes remind us why our work matters and affirm our role in creating spaces where people thrive.

Our growth has extended beyond programs and services. Through recognition initiatives, team updates, and community celebrations, we have strengthened unity across all regions. Every change made this year has been with the people we support in mind. Their stories, progress, and laughter fuel everything we do.

I am humbled by the dedication of our staff and grateful to the individuals and families who place their trust in us. To our staff, supported individuals, families, and Board—thank you for being the heart of NEXUS. Together, we are building stronger, more inclusive communities across BC's Interior.



A handwritten signature in black ink that reads "B. Arnett".

Brandon Arnett
CEO



president's report

I am proud to celebrate NEXUS's accomplishments over the past year. Our organization's growth reflects not only the vision of our leadership but also the unwavering dedication of our staff and the resilience of the individuals we support.

This year, NEXUS has strengthened its presence across the Interior through expanded services, community partnerships, and innovative programs. We've seen our staff continue to rise to challenges, bringing creativity and compassion into their work every day. The Board is particularly proud of how NEXUS continues to build trust with communities through transparency and strong governance.

This year, the Board and Executive Team took part in a governance workshop facilitated by consultant Kathy McLaughlin. This training strengthened our commitment to governance excellence, ensuring we continue to monitor the implementation of our strategic plan, review our mission, vision, and values, and support the CEO's leadership. By investing in governance learning, we reaffirmed our dedication to leading NEXUS with transparency, accountability, and vision.

We were also pleased to welcome two new members to the Board: Renee and Teresa. Their unique perspectives and expertise will be invaluable as we continue to strengthen governance and guide NEXUS into the future.

Looking ahead, the Board remains committed to guiding NEXUS with accountability and vision. Our preparation for the 2026 CARF accreditation will be a significant focus, ensuring we uphold our high standards while continuing to evolve and grow.

As we look forward to 2026 accreditation, the Board is confident in the dedication and vision of our leadership team and staff. Together, we are not only meeting standards but raising them, ensuring NEXUS remains a beacon of inclusivity and excellence across BC's Interior.



A handwritten signature in black ink, appearing to read 'Joanne Thom'. The signature is fluid and cursive.

Joanne Thom
BOARD
PRESIDENT



accreditation

In 2023, NEXUS saw another three-year accreditation from CARF, their highest awarded accreditation. This was our first CARF survey as NEXUS and represented a significant accomplishment for the organization.



As part of maintaining our CARF accreditation, NEXUS undergoes a comprehensive survey every **three** years. These surveys review our services, policies, and practices to ensure we are delivering safe, effective, and person-centered supports. The process includes input from staff, individuals, and families, reflecting the voices of those most impacted by our work.

Our next survey is scheduled for June of 2026 and will be conducted in person. This provides surveyors the opportunity to visit our programs directly, meet with staff and individuals, and gain a first-hand understanding of how our services are delivered. Being CARF-accredited is both a provincial requirement and a proud achievement for NEXUS—it demonstrates our accountability, commitment to improvement, and dedication to quality services for the communities we serve.

Accreditation is both a provincial requirement and a vital part of our commitment to quality, person-centered services. Through accreditation, we ensure accountability, continual improvement, and adherence to best practices in community support.

Preparing for accreditation is a rigorous process that touches every corner of the organization - from homes, to programs, to offices. It means reviewing policies, engaging in self-assessments, and listening to feedback from staff, families, and the people we support. It's about constantly asking ourselves: how can we do better? By 2026, we intend not just to meet CARF standards but to showcase NEXUS'



Celebrating our People

This year saw several new leaders join NEXUS, strengthening our programs and services:

- Lyall Horton as Interim Program Manager for Revelstoke
- Allison Juris as Program Manager for Creston Staff-Supported Homes
- Kayla Allan as Program Manager for Invermere Staff-Supported Homes
- Patrick Mbizvo as Program Manager for Kamloops Community-Based Services
- Welcoming Mallory Balfour and Shermila Magamamudali as new HR Advisors
- Thu Tran as IT Technician based in Kamloops
- Amy Deschamps as Administrative Assistant and now Executive Assistant
- Nikolas as Program Manager for Creston Staff-Supported Homes
- Brenda as Director of Staff Supported Homes
- Deana as Director of Community-Based Services



Health and Safety

To ensure staff and community safety, NEXUS launched:

- Cybersecurity awareness training
- Naloxone training (coming soon!)
- Updated emergency preparedness manuals and policy changes
- Improvements to IT services, including a new ticket system and Knowledge Base resources
- Updates to policies and procedures

Throughout the year, Employee Updates included lighthearted and engaging activities, from polls and trivia to mindful moments. These fun features strengthen our workplace culture and provide opportunities for staff to pause, reflect, and connect.



Cycling Without Age

Dedicated volunteers gave countless hours to provide rides through the Cycling Without Age program, bringing joy and smiles to participants all summer long!

Halloween Fun

From spook-tacular office decorations to costume contests and dance-offs, Halloween was once again a highlight across regions, reminding us of the importance of fun and creativity in the workplace.



Mental Health Punch Pass



Staff across all regions participated in the Wellness Committee's Punch Pass activity, sharing dozens of ways they care for their mental health. Three participants were recognized with prizes, reinforcing that there is no health without mental health.

Revelstoke RADS Trip



The Revelstoke team embarked on an unforgettable trip to Edmonton, filled with museum visits, wave pools, karaoke, and shared laughter.

Appreciation Gatherings

Staff and individuals in Creston enjoyed an Appreciation BBQ, while Cranbrook hosted an Appreciation Party, highlighting the value of community connection



Taiji Photo Project



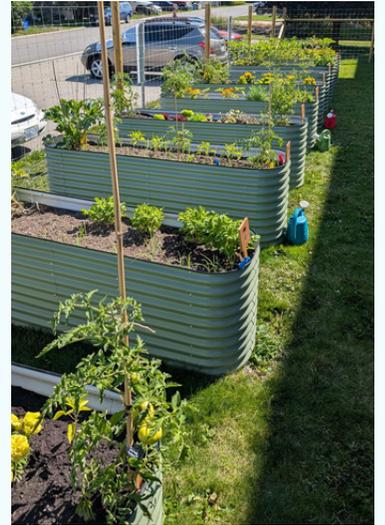
This year, NEXUS partnered with the Taiji team to bring a unique photo and storytelling project to life. The project highlighted the experiences of supported individuals and staff, capturing authentic moments that reflect our shared values of inclusion, connection, and belonging.

Through portraits, videos and personal stories, the Taiji Photo Project offered participants the chance to be seen, heard, and celebrated. More than just images, the project created opportunities for individuals to share their voices and for our community to appreciate the richness of those experiences.

Rebekah Manor Garden Beds

At Rebekah Manor in Creston, something new began to bloom this year — raised garden beds filled with vibrant life. From tomatoes and greens to bright marigolds, the gardens quickly became a hub of connection, fresh air, and joy.

Residents and staff have embraced the space, spending time watering, weeding, and watching their plants grow. The simple act of tending to the garden has created opportunities for relaxation, community building, and shared pride in watching something flourish together.



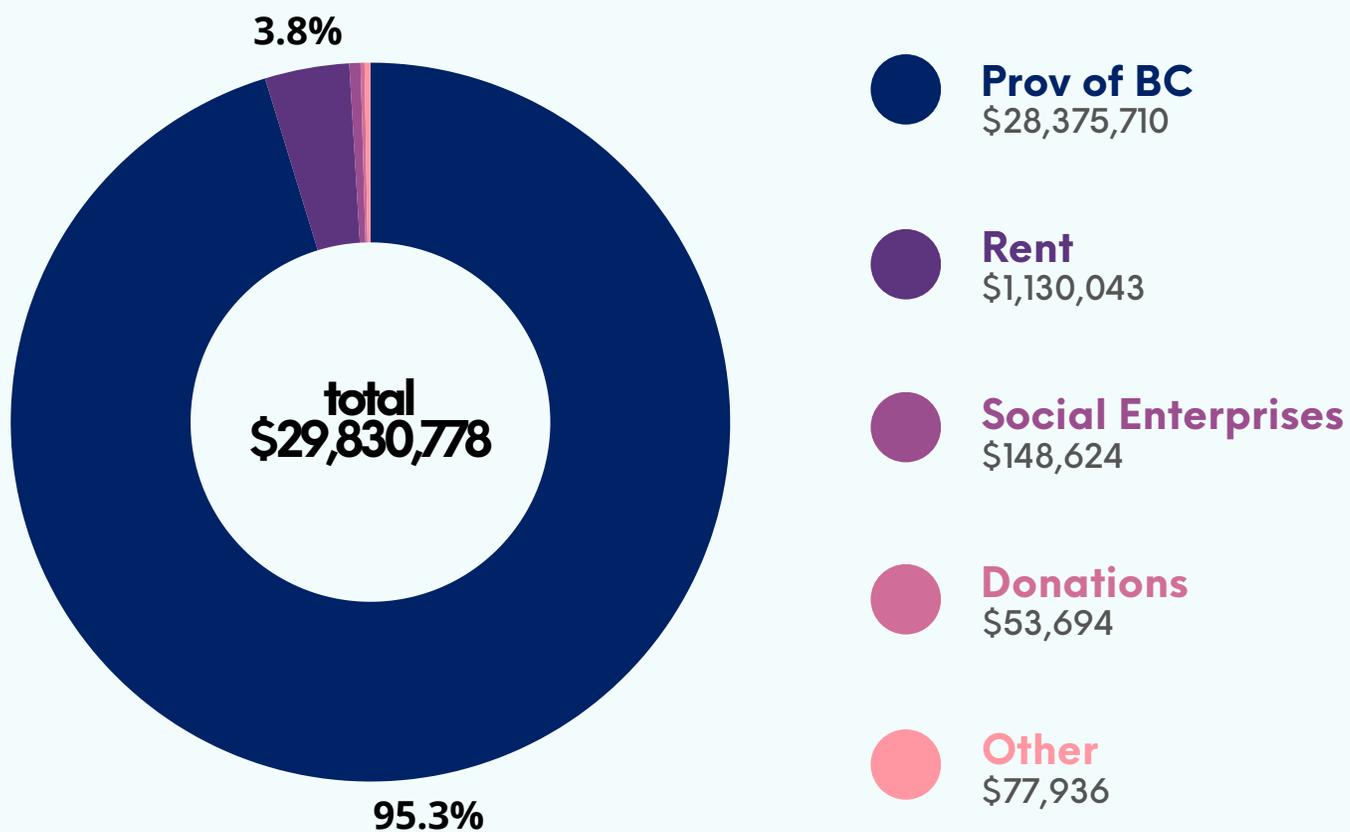
Amazing Race to Inclusion

In May, the Kamloops leadership team took part in the 5th Annual Amazing Race to Inclusion, joining 21 groups from across the community. The event raised awareness about the barriers individuals with diverse abilities encounter in daily life. The day was filled with learning, teamwork, and empathy, and it strengthened our commitment to building more inclusive communities.

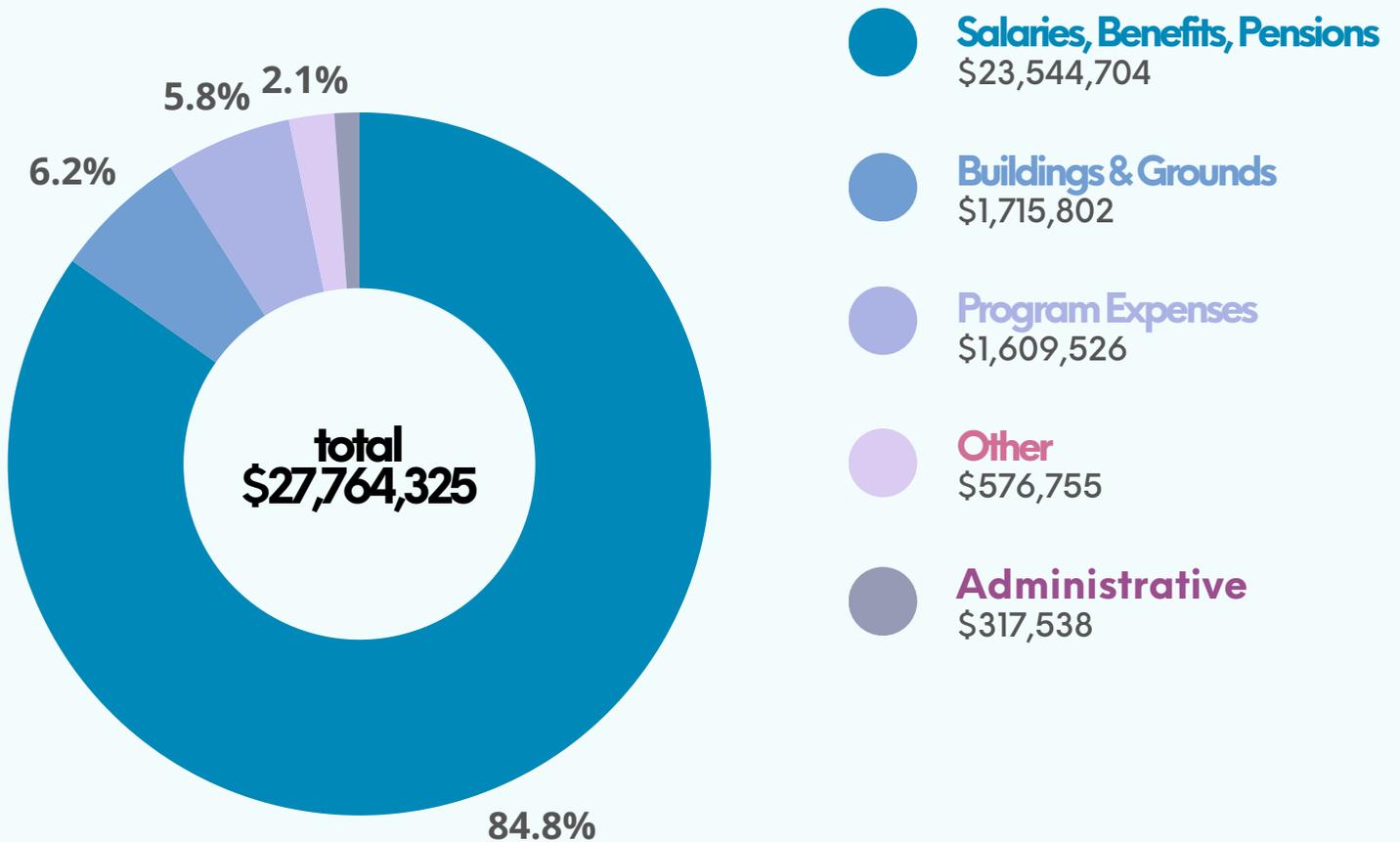


finances

Where the money comes from



Where the money goes



Other*

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

remembering
those we've lost



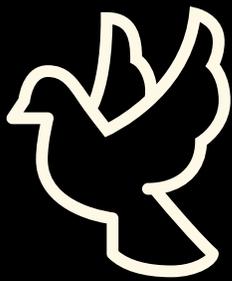
Jerrold
Bird



Sid Gee



Beau
Wargovcsik



Lincoln
Harris

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The 2024-2025 year has been one of growth, connection, and preparation for the future. With strong leadership, dedicated staff, and the ongoing support of our communities, NEXUS continues to thrive. We look forward to another year of building inclusive communities, preparing for accreditation, and supporting individuals and families to live full, meaningful lives.

As we close this chapter and look forward to the next, we do so with optimism and determination. The challenges ahead—whether in housing, inclusion, or service delivery—are opportunities for us to lead with courage and creativity. NEXUS has always been about connections, and as we prepare for the coming year, we reaffirm our role as connectors: between people and opportunities, between communities and resources, and between vision and action.



NEXUS COMMUNITY SUPPORT SOCIETY