



Supporting families, youth & individuals

2023-2024

- AGM Agenda
- Minutes from 2023 Annual General Meeting
 - Society Reports to Membership



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**Nelson Community Services Society
52nd Annual General Meeting
Tuesday, November 5, 2024, 5:00 p.m.**

Agenda

1. Territorial Acknowledgement
2. Introductions
3. Adoption of Agenda
4. Adoption of Minutes of September 19, 2023, Annual General Meeting
5. Review Annual Report
6. Reports:
 - a. Board Chair
 - b. Finance Committee
 - c. Human Resources Committee
 - d. Community Relations Committee
 - e. Executive Director
 - f. Management Team
 - g. Performance Quality Improvement Team
7. Presentation of Audited Financial Statements 2023-2024
8. Appointment of Auditor for 2024-2025
9. Election of Board Directors
10. Adjournment

NELSON COMMUNITY SERVICES SOCIETY 51st
ANNUAL GENERAL MEETING
Tuesday, September 19, 2023 at 5:00 p.m.
Nelson Community Services. Nelson, BC

Board Members present: Chris Smith (Chair), Alison Hutchison (Vice-Chair), Tracey Fellowes (Secretary), Nathan Russ (Treasurer), Sean Ryan, Katie McEwen

Executive Director present: Anna Maskerine

Regrets: Patricia Malcomson, Sarah Hannah

Other Society members present: None

There were 19 people in attendance representing agency staff and community members, plus Board members. There were 6 eligible (paid memberships) voters present (of a possible 8 eligible voters).

Agenda Item	Presentation	Action
1.Call to Order Territorial Acknowledgement	The meeting was called to order at 5:04p.m. The Chair provided a territorial acknowledgement and welcomed participants to the 51 st Annual General Meeting of NCS and acknowledged the role NCS has played in the community	
2. Introductions	The Chair, Chris Smith introduced himself and members of the Board; Alison Hutchison (Co-Chair), Nathan Russ (Treasurer), Tracey Fellowes {Secretary), Sean Ryan, and Katie McEwen. Patricia Malcolmsen and Sarah Hannah sent their regrets. The Chair introduced and welcomed the Executive Director, Anna Maskerine, also in attendance. The Chair reviewed the instructions and guidelines for the meeting and reminded everyone that only	

	paid members are eligible to vote.	
3. Adoption of Agenda	All AGM documents were available to attendees at the AGM. Documents included the AGM Agenda, Society Reports for 2022-23, Financial Statements for 2022-23, and the Annual Report for 2022-23.	<p>Motion: That the agenda for the AGM of September 19, 2023, be adopted.</p> <p>Moved by: Chris Smith Seconded: by Alison Hutchison Carried</p>
4. Approval of Minutes	The minutes of Nelson Community Services Society's AGM of October 25, 2022, were distributed.	<p>Motion: That the minutes of the NCS Annual General Meeting of October 25, 2022 be adopted as circulated.</p> <p>Moved by: Sean Ryan Seconded by: Tracey Fellowes Carried</p>
5. Special Resolutions	<p>Two Special Resolutions were approved:</p> <p>a. Special Resolution number 1: Change to the Society's Constitution, see attached with changes in Red.</p> <p>b. Special Resolution number 2: Amendments to the Bylaws</p> <p>See attached with changes in red.</p>	<p>Motion: That the Special Resolution Number 1 be approved to change the Society's' Constitution:</p> <p>Moved by: Nathan Russ Seconded by: Sean Ryan Carried</p> <p>Motion: That the Special Resolution Number 2 be approved to change the Society's' Bylaws:</p> <p>Moved by: Tracey Fellowes Seconded by: Katie McEwen Carried</p>

		The Bylaws will be submitted to the BC Societies Register.
6.Highlights of Annual Report	The Executive Director, Anna Maskerine, presented highlights of the Annual Report for 2022-23 to those present. This report included a brief message from the Board Chair and Executive Director, a performance snapshot of agency outputs and a feature report on “Courage in Crisis, the theme for this year’s annual report. The 3 staff in the Street Outreach Program spoke about their work in the community. Anna thanked Katie Tabor for the beautiful work she did on the Annual Report design. Finally, a brief financial snapshot was reported along with a thank you to donors and volunteers.	No Questions
7. Presentation of Society Reports 2019-20	<p>All reports were distributed and presented.</p> <p>a. Board Chair's Report Chris Smith presented the Board Chair Report.</p> <p>b. Finance Committee Report Nathan Russ presented the Finance Committee Report.</p> <p>C. Human Resources Committee Report Alison Hutchinson presented the Human Resources Committee Report.</p> <p>d. Community Relations Committee Report Tracey Fellowes presented the Community Relations Report.</p> <p>e. Executive Director's Report Anna Maskerine presented the ED Report.</p>	<p>Motion: That Society Reports be accepted as presented.</p> <p>Moved by: Sean Ryan</p> <p>Seconded by: Alison Hutchinson</p>

	<p>f. PQI Committee Report Anna Maskerine presented the PQI Report.</p> <p>g. Management Team – Joyce Dahms-Whitten presented the Management Team Report.</p>	
<p>8. Presentation of Audited Financial Statements 2022-2023</p>	<p>Nathan Russ, Board Treasurer, presented an overview of the Audited Financial Statements for the year ending March 31, 2023, as prepared by Grant Thornton Chartered Accountants.</p>	<p>No Questions Motion: That Audited Financial Statements for the year ending March 31,2023 be adopted as prepared by Grant Thornton, Chartered Accountants.</p> <p>Moved by: Chris Smith Seconded by: Alison Hutchison Carried</p>
<p>9. Appointment of Auditor for 2023-2024</p>	<p>The Board recommended Grant Thornton be reappointed Auditor.</p>	<p>Motion: That Nelson Community Services Society appoint Grant Thornton as our auditors for 2023-2024 fiscal year.</p> <p>Moved by: Nathan Russ Seconded by: Chris Smith Carried</p>

<p>10. Election of Board Directors</p>	<p>a. Election to Board: In accordance with Robert’s Rules, NCS has a formal nomination process which involves the completion of an online application, a meeting with the ED and Chair of the Board and a disclosure of Conflict of Interest. Upon Board approval the nominee will be appointed for the current year and then elected at the following AGM.</p> <p>b. Nomination Slate was presented as follows:</p> <p>Tracey Fellowes: 2nd year of 2-year term. Nathan Russ: 2nd year of 2-year term. Chris Smith: 1st year of 2-year term. Sean Ryan: 2nd year of 2-year term. Patricia Malcolmson: 2nd year of 2-year term. Sarah Hannah: 1st year of 2-year term. Katie McEwen: 1st year of 2-year term.</p> <p>Chris thanked Alison for her 06 years of work on our Board as a Board Member, Co- Chair, and member of many committees including as Chair of the HR committee.</p>	<p>Motion: That the Nomination Slate as presented be elected by acclamation.</p> <p>Moved by: Nathan Russ Seconded by: Sean Ryan Carried</p>
<p>11. Adjournment of AGM</p>	<p>The AGM adjourned at 6:13 pm</p>	<p>Motion: That the 51st Annual General Meeting of Nelson Community Services Society be adjourned.</p> <p>Moved by: Chris Smith Seconded by: Sean Ryan Carried</p>

BOARD CHAIR'S REPORT

Growing and Grounded is our theme for the 2024 AGM and after a year of success and challenges, I am filled with optimism for NCS. The Board finishes this operating year with new additions to our membership, bringing us to eight members on the date of the AGM. In the coming year Patricia Malcolmson has resigned to focus more on her travels and family, and we thank her for her contribution to the Board and wish her well. Nathan Russ, our Treasurer of several years is taking a leave from the Board following the AGM, Nathan will continue to advise NCS as a Member of the finance committee with a new Treasurer to be appointed. NCS is currently interviewing and recruiting for new Board Members with two candidates actively in the process. Our goal is a Board is to be at 8, preferably 10 Board Members, who represent our communities' diversity.

Going into my 7th year on the Board, I am impressed with the commitment of our volunteer Board, many of whom have full-time jobs. Over my time on the Board, I have seen how hardworking and committed to NCS our Staff Members are, and this year our staff went above and beyond as we navigated the leave of our long time NCS employee, and Executive Director, Anna Maskerine.

Fortunately, another long-time staff leader, Joyce Dahms-Wiffen, Program Director, stepped into the Acting Executive Director role to carry us through the summer and into the fall with her leadership and compassion. The Board thanks Joyce for helping NCS through this period. We welcomed Anna back in late October and are looking forward to a dynamic upcoming Board Year with some exiting projects, including a fundraiser planned for 2025.

Every year the Board takes on development activities as part of our growth as Board Members. In 2024 the Board held a Board Governance Workshop in February with a Governance consultant. An outcome of the workshop is a plan to undertake a review of the Board Governance policies and updates as required to better reflect our goals as a Board. NCS is a Governance Focused Board, which means that we do not get involved in operations. We work closely with the Executive Director to implement the policy and support the operation of the agency. The Policy Review is a big project which the Board will work on and complete in 2025. We also had a session with the Credit Union on best practices for security of financial information and held a Strategic Planning session in the spring to create a new 4 year Strategic Plan.

NCS provides many social support services in our community. Nelson's lack of affordable housing, the cost of living, the toxic drug crisis, domestic violence, and stress on families and youth, continue to impact Nelson and area residents, and as a result, the need for our work. The work our staff performs is not easy. This year we saw the successful implementation of the Compressed Work week following a 6-month pilot, with an increase in staff satisfaction and well-being reflected in our staff survey. Four of our employees (The Street Outreach Team of Jeremy, Ryall and Lyann, and Family Support Worker, Darshan) won awards for their work this year, which is detailed in the Executive Director's report. As a Board we are so proud of them, and all our staff, for the contributions they make to our community.

The Board of Directors looks forward to the continued stewardship of Anna Maskerine as we go into our 3rd year with Anna as Executive Director. The Board feels assured that the organization, its clients and employees both, are well served under Anna's leadership of Nelson Community Services. The work that Nelson Community Services carries out is critical to the healthy functioning of our community. It has been a privilege for our Board to work with Anna, and this year Joyce Dahms Wiffen as our Acting ED, and all the staff to support Nelson and Area residents. Thank you to the NCS Family as we look forward to 2025.

Respectfully submitted, Tracey Fellowes, Board Chair

FINANCE COMMITTEE REPORT

The finance committee has upheld its role in overseeing NCS's financial health in the 2023/24 fiscal year, ensuring stability and adherence to program funding. The team, led by me as treasurer, alongside key members and the ED, has navigated the fiscal year effectively, with a focus NCS financial management providing key reports and variances in advance making meetings more meaningful.

The committee's efficiency in meetings and proactive approach to anticipated expenses resulted in a strong working relationship between committee members and management and healthy financial oversight. The responsiveness and thoroughness of the finance manager and ED in addressing inquiries have been commendable.

On behalf of the finance committee, appreciation is extended to the Nelson Community Services team for their dedication to the organization's financial well-being and making a difference in our community.

Respectfully submitted, Nathan Russ, Treasurer

HUMAN RESOURCES COMMITTEE REPORT

The HR committee provides governance oversight and direction to NCS in areas of employee recruitment, retention and satisfaction. The committee is responsible for strategic planning, including succession planning to ensure NCS is well governed and to support staffing needs.

Members of the committee are:

- Tracey Fellowes, Chair
- Sean Ryan, Secretary
- Anna Maskerine, Executive Director

The committee met several times in 2024, primarily to review plans relating to our Executive Director's (Anna Maskerine) extended leave. Anna was on an extended leave with the Board's full support from July 1 to the end of October. Anna's return to work in October is looked forward to by everyone at NCS. The Board extends their gratitude and a thank you to Joyce Dahms-Wiffen, Program Director, for stepping up and taking on an extended workload as Acting Executive Director during Anna's leave. Thank-you to Joyce and all the NCS staff for their grace and flexibility during this period and a big "Welcome Back "to Anna!

Over the year we implemented the compressed work week for full-time staff after a successful pilot, as well implementing a day off for staff on their birthdays, both proposed by Anna Maskerine, Executive Director. Every year the HR committee does a staff survey. The Staff Survey was very positive, and the compressed work week was mentioned as a positive for staff on the survey, indicating an increase in Employee Satisfaction.

The committee also worked on policy changes to HR governance policy in conjunction with the Executive Director and the rest of the Board. The committee also met several times to complete the Executive Director's annual review in January 2024. Overall, it was a challenging, yet productive year and we go into 2024-2025 full of optimism.

Respectfully submitted, Tracey Fellowes, HR Committee Chair

COMMUNITY RELATIONS COMMITTEE REPORT

NCS Community Relations Committee is comprised of Board Members and the Management Team, and one community member at large. The committee steers the NCS's outreach to the community, providing awareness and visibility of our organization's programs and services. As a committee, we are fortunate to have a rich source of content to promote, ranging from our exemplary staff and their individual and team accomplishments to our programs and services that provide our area with meaningful assistance.

We met three times this past year. The committee reviewed the NCS's use of social media and planned for the addition of Instagram. They solicited a staff from Aimee Beaulieu Transition House to join the committee, who had some expertise and could aid us with having an ongoing presence on both Facebook and Instagram platforms. The committee engaged in work focused on social media etiquette and social media policy. Additionally, the committee revisited our strategy to highlight specific calendar events (such as Prevention of Violence Against Women Week, Family Week, Homelessness Action Week etc. throughout the year. Plans were developed and implemented to use last year's Anniversary Videos to raise the NCS profile in the community.

The NCS Committee is the charged with organizing the AGM with our Executive Director who leads the AGM process and preparation of materials. This year our Annual Report theme is "Grounded and Growing," which recognizes the longevity of NCS programs, like Cicada Place who celebrated 25 years this year, as well as introduces new programs to the agency; Supported Rent Supplement Program (SRSP) and Sexual Assault Services (SAS).

The Committee also focused on several projects this year. One such program saw us developing a Donor Appreciation Policy and furthering that project with a Donor Partner Plan to identify patterns and trends, through the Keela program. We reviewed last years End of Year Giving Campaign which focused on the Street Outreach Program. This year, a Project to solicit program needs (such as warm blankets) was explored.

A Signature Fundraiser for Aimee Beaulieu Transition House was secured to begin next year, The "Ride for Refuge", through BlueSEA, which is an annual Walk Run, will take place in October 2025. The Transition House also saw a local carpenter who makes wooden toys, initiate an ongoing fundraiser with sales at Secret Garden Toys and the Chamber of Commerce, benefiting the program.

We look forward to more creative planning, and to furthering the engagement between NCS and the community the in the coming year.

On the policy side, the committee is working on a donation policy update to ensure no conflicts arise with donors and board members. We are also considering ideas to recognize donors (such as a 'Giving Wall') to ensure that our donors are recognized and appreciated by the public, should they choose to be recognized (some prefer anonymity). In all, 2023/2024 was a year that was inspiring for those of us on the committee, and we look forward to continued growth into this new operating year.

Respectfully submitted, Anna Maskerine, Executive Director, NCS and Chris Smith, Board Member

EXECUTIVE DIRECTORS REPORT

This has been a year of shifts and changes, as well as accomplishments. It is with pride and appreciation, that I reflect on the amazing work that's been done over the past fiscal year.

This year, saw a renewed commitment to the importance of employee well being and recognition of its intrinsic connection to the well-being of the organization overall. As such, several initiatives were put in place. After a 6-month long pilot period, a new Modified Work Week was instituted to better support employee work/life balance. The Management Team has also invited staff to attend part of their meeting in the spirit of inclusion and transparency.

This year, other initiatives that support staff in the difficult work that they do, were continued, and build upon a culture of belonging, connectedness, and overall wellness. Encouraging breaks through an offering of themed coffee breaks, a staff snack cupboard for a needed pick me up are some examples. The Joint Occupational Safety and Health (JOSH) Committee hosted a Dialogue on employee wellness and resilience.

Work towards objectives laid out in our new 4-year Strategic Plan moved forward, grounded in a refreshed commitment to the core values and mission of the agency.

The agency continues to support the principals of reconciliation, both those that are implemented at the operational level and those initiated under my leadership. This year, staff and management participated in Talking Circles on Reconciliation, Indigenous Cultural Safety Training, Decolonizing Workplace Practice, Colonialism and Survivance and Trauma informed Work through an Indigenous lens. We continue with our Four Feathers Work at the Aimee Beaulieu Transition House, offering culturally relevant programming.

This year also saw the negotiation of a new Collective Agreement that provided for long awaited and much deserved pay lifts for staff.

Funding and Programs:

New Grant funding through Civil Forfeiture allows us to continue and enhance our Four Feathers work within the agency. Welcome Home Kits provided through SPARC BC allowed us to support clients with housing start up needs, and a grant through Women's Shelters Canada allowed for the creation of pet friendly space within Aimee Beaulieu Transition House along with a Warm Heat Pet Safe Haven Grant to aid in policy development.

All our programs, PEACE (Prevention, Education, Advocacy, Counselling and Empowerment), SAIP (Sexual Abuse Intervention Program), CYMH, Family Counselling, Family Support, Stopping the Violence Women's Counselling (STV), Stopping the Violence Women's Outreach, Youth Outreach, Street Outreach, Homeless Prevention, Cicada Place, Aimee Beaulieu Transition House, SRSP and SAS, have all had busy caseloads and have experienced little downtime on their workloads. I can't say enough about the work of the staff at NCS. They are an incredibly dedicated and outstanding group of people who I am very proud to work with. Thank you all so much for everything that you do, every day.

This year, the Street Outreach Team and their Program Director, had an opportunity to present at a City Council meeting. In December, the team was recognized for their work in community through a Sustainability Leadership Award. Congratulations to Jeremy, Ryall and Lyann!

Darshan Nickolchuk, a Family Support Worker, was nominated for a CSSEA Award of Excellence. The Management Team who submitted his nomination was thrilled to learn that he will be this year's recipient. Congratulations Darshan!

Work with Partners and Stakeholders

The importance of our collaborative work with community partners is ever present. We continue to work alongside many other service providers in our community to help address the collective issues and support those most vulnerable in our community. We work in collaboration and partnership on interagency committees and advisory groups, with funding ministries, and with other agencies and local businesses.

The PEACE Program returned to LVR School this year, with a formalized partnership Agreement with School District 8.

This year, Aimee Beaulieu Transition House celebrated 26 years of working with Kootenai Moon to brighten the holiday season through the Anonymous Angel Tree.

Agency Changes:

This past year, we have seen some staff leave the agency and new staff join on both the casual and full-time teams at Aimee Beaulieu Transition House, in the Stopping the Violence (STV) Counselling Program and Women's Outreach, in Family Support and in Homeless Prevention (HPP), as well as a change in the live-in caretaker at Cicada Place.

I would like to thank the Board of Directors, and especially outgoing Board Member Patricia Malcomson for her dedication to the work of NCS. The organization has undergone change this past year, and their commitment and countless hours of volunteer time is undeniable. I'd also like to thank the Management and Administrative Teams; it continues to be an honour and a privilege to work with each of you. To them and to all staff for their commitment to the community and to the clients we serve. I'm grateful for the relationships we develop through our collective work in good and positive ways. You bring our values and mission statement to life every day through your work. What a gift it is to work alongside you.

I could not end this report without a personal note of thanks to board and to all the staff members who supported me personally during my time of loss this year. Through it all, you were always thoughtful and caring, and I will always be grateful.

Respectfully submitted by Anna Maskerine, Executive Director

MANAGEMENT TEAM

The Management team, consisting of the Executive Director, the Program Director and the Transition House Program Manager, meet regularly to discuss emerging/pending human resource matters, issues that may affect program service delivery, policy needs/changes, funding, contracts and budget matters, staff development opportunities, agency/program promotion and visibility including donor and fundraising ideas, building management issues, the provision of after hours on-call, engagement and support for agency committees, and agency culture/wellness.

The management team strives to meet on a weekly basis. In the spirit of transparency and inclusion, Nelson Community Services employees have been invited to join a portion of management team meetings to discuss any concerns or current topics of interest related to their role. An additional means of communication was initiated to increase input/feedback with the implementation of a White Board to capture questions and ideas.

One focus of the Management team has been to ensure a healthy work environment where staff are involved in decision-making and supportive relationships are built amongst teams and with management. Later this year, a Gratitude Wall will be unveiled in the staff/board meeting room, in keeping with that priority. Staff wellness initiatives such as scheduled coffee breaks, monthly wellness draws, and the snack cupboard are just a few ways the Management team promotes staff wellness and appreciation. This year, with support from the Board and BCGEU, the Management team permanently implemented the condensed work week as well as paid Birthdays off for all permanent agency staff.

Another priority discussion aligned with our Strategic Plan was succession planning in the agency, and linked to that, identifying and developing staff leadership skills. We are excited that an inaugural NCS Leadership Training Program will be launched, starting with its first cohort in the fall of 2024.

The Management Team is committed to highlighting staff successes and accomplishments and when the opportunity arose, we jumped at the chance to submit a nomination for Darshan Nickolchuk, Family Support Worker, for a CSSEA Award of Excellence. We are thrilled that Darshan was selected as the recipient of this year's "Rising Star Award".

The Management Team looks forward to resuming its full membership and to moving forward with already established new initiatives in the coming year.

Respectfully submitted, Joyce Dahms-Whiffen, Milena Bieri, and Anna Maskerine.

PERFORMANCE QUALITY IMPROVEMENT (PQI) TEAM REPORT

The PQI Committee's is comprised of Board, Management and Staff members. The Committees primary purpose is to ensure our commitment to promoting excellence and accountability in all aspects of our service delivery to clients, our staff, and the community. The committee meets quarterly to discuss key performance indicators and assess our ongoing initiatives.

During these meetings, the committee reviews the results of Quarterly File Review, analyzes the monthly client satisfaction surveys, reviews client grievances, if any. They also examine critical incidents, worksite inspections, workplace injuries, and consider staff PQI recommendations. On an annual basis, the committee performs a thorough review of all critical incidents to identify any emerging trends. This analysis allows us to determine if changes in policy or protocol could help reduce the occurrence of similar incidents in the future. Additionally, they conduct a month-long client feedback survey each year to gain insights into the client experience and areas for improvement.

This past year, the PQI Committee reviewed some policy, Work Alone as well as newly developed Pet Policies relevant to Aimee Beaulieu Transition House. This period also marked the timeline for the Annual Compliance Report to our accrediting body, The Commission on Accreditation of Rehabilitation Facilities (CARF). This report requires us to disclose any catastrophes, staff changes etc.

Throughout the year, the committee engaged in various projects aimed at enhancing our agency. This year, three notable initiatives were focused on; revising the Quarterly File Review process and form, developing an Orientation Manual for new PQI committee members as well as new employees, and that included related CARF Standards, and increasing the frequency and depth of monthly client feedback, specifically from our Youth Program at Cicada Place.

The PQI Plan and Cycle was also updated to what is now a more robust document that will better guide the work of the committee. This period saw us change the timeframe for the Annual Client

Survey, moving it to the month of February. This proved beneficial and saw an increase in responses.

Through these efforts, the PQI Committee remains dedicated to fostering a culture of continuous improvement and ensuring that we meet the highest standards of service excellence.

Respectfully submitted by Anna Maskerine, Executive Director