

Welcoming Kamloops to the Connective Team

KAMLOOPS REGION ANNUAL REPORT

Highlights of Our 2021-22 Year





On March 8, 2022, we became Connective!

After a significant amount of self-reflection, and an assessment of the many ways we've grown to meet evolving needs in our community, we felt our name no longer represented who we were, the work we did, or those we served. Our internal process, together with extensive community engagement, led us to recognize that a new name was necessary; one that better captured our identity, our mission today, and our vision for tomorrow.

When we knew it was time for a change, Connective just felt right. Within Connective, we recognized a shared DNA. Looking closely at the ways in which we work, there is ample evidence of this across our values, our approach to service delivery, and our vision for the kinds of communities we're working to create.

The Connective name speaks to the diverse services offered in Kamloops, and the connected, inclusive, community supports we provide. It represents everything our team is today, and everything we hope to be moving forward.

Together, we can reach more people in more places, and our combined experience and perspective unlocks a world of new possibilities.

"Once we had evaluated each of our options, the decision was actually quite obvious. A shared brand was the most logical next step for our growing organization."

– Lindsay Lord, Chief Executive Officer

Land Acknowledgement

We provide support to people and communities on the ancestral, traditional, and unceded Indigenous territories of the Tk'emlúps te Secwépemc within Secwépemc'ulucw, the traditional territory of the Secwépemc people.

We are honoured to work as visitors on Indigenous land, and do not take lightly the privilege and responsibility of providing culturally appropriate services.

Our Year in Numbers



1000+
Persons Served



290
Housing Units



25+
Programs Supporting
Our Communities



75
Staff Working
Toward Our Vision

A Message from Our Board Chair & CEO



ANN STOUGHTON

BOARD CHAIR

A handwritten signature in white ink that reads "Ann Stoughton".

In looking back at this past year, one that has held excitement and opportunity in equal measure, what first springs to mind are the incredible people we're surrounded by. From the resilient individuals we serve daily across our programs; to our staff and board teams who approach each day with integrity, honesty, and trust; and our valued community partners, who aid us in crafting comprehensive, wraparound supports. Through the commitment and determination of all these groups, we've been able to reach more people, in more profound ways, than ever before.

This ability to offer more reflects the growth in our staff teams, and the conscious steps we've taken to weave our values throughout our recruitment processes. As several staff stepped into expanded management and leadership roles, we witnessed the value of ongoing opportunities for learning and development. We're so thrilled to have their experience and expertise recognized, and to know it will continue to serve our organization long into the future.

The strength of our staff teams is also reflected in our Board, a committed group with tenure from 1

through 20 years, who continued to provide valuable leadership, governance, and guidance as we navigated another busy and at times, challenging year.

We were proud to see our team take a leading role during one such period, as funding from Emergency Management BC allowed us, together with vital community partners, to provide the group lodging facility for evacuees of the devastating wildfire season.

As we neared the end of the 2021-22 fiscal year, we changed our name to Connective; a move that felt like coming home. All throughout the year we demonstrated time and again the countless ways we've grown to meet evolving needs. In both word and deed, we were Connective. Now, in name as well. It meant so much to have partners, funders, and community members reach out to share their enthusiasm for our new name and look.

We're so excited for the year ahead – our first full one as Connective – as we continue finding creative solutions for old and new problems and explore new ways to grow in support of our communities.



LINDSAY LORD

CHIEF EXECUTIVE OFFICER

A handwritten signature in white ink that reads "Lindsay Lord".

Justice Services

Our Justice Services Programs provide structure and support to individuals who are reintegrating back into the community after a period of incarceration, and often, facing other complex and compounding barriers such as mental health challenges, diverse abilities, or the intergenerational effects of residential schools.

People Served this Year: 86



This past year, we received a grant from the First Nations Health Authority to support the rebuild of sweat lodges at Scheidam Flats, a community residential facility located on Tk'emlups te Secwepemc traditional lands. The sweat lodges assist in the reintegration of program residents by providing connection to Indigenous land and culture.

This project strengthened the collaboration between our staff and the Indigenous community, bringing us into contact with an Elder who led our residents through sweat lodge ceremony. With this connection, we can now provide this important cultural tradition to both women and men.

We also completed extensive renovations on several of our units at Georgian Court. Nearly \$30,000 was invested to install accessible toilets and grab bars, and to accommodate wheelchair maneuvering. We were also able to secure a teletype, braille microwave, iPad accessibility software, and bed shaker alarms for use in emergencies.

Bedford Manor

Bedford Manor is an assisted living service for seniors and individuals living with disabilities. Residents receive individualized support with the tasks of daily living, and access to a variety of recreational activities.

People Served this Year: 100

Enthusiasm for Bedford Manor's recreational gardening group has been a highlight through 2021-22, as the group saw its largest participant list to date. It has been wonderful to see residents interacting with one another, and the Recreation Coordinator, around this shared pastime.

Gardening has also allowed Bedford residents to come together in grief and honor the passing of one participant who loved caring for her begonias. Residents held a tea party memorial, raised money to purchase a commemorative plaque, and have taken it upon themselves to continue the annual care and upkeep of her garden bed.

Bedford Manor also received funding through Employment and Social Development Canada for a virtual care project. When completed, it will allow residents to virtually attend medical appointments, have visits with family and friends, or participate in online events and support groups. Access to these services and opportunities will in turn help mitigate the local physician shortage, decrease specialist travel and hospital emergency room visits, and increase access to social connection and support.





Responding to the Housing Crisis: Diversity Flats

As the housing crisis continues to challenge communities across Canada, it's more important than ever that we support affordable housing solutions.

A major focus for our team this past year, we were incredibly excited, proud, and eager for the grand opening of Diversity Flats in early 2022. The result of a partnership with the City of Kamloops and BC Housing, Diversity Flats is a 60-unit affordable housing project that provides below market rate rents to those living with low to moderate income.

DIVERSITY FLATS OFFERS:

- Accessible suites
- Studio, 1-, and 2-bedroom units
- Adaptable adjoining units for supported living arrangements
- Pet friendly units
- Indoor and outdoor bike space

The name Diversity Flats, chosen through careful consideration, is intended to speak to the inclusion of people of all races, cultures, and genders, while fostering a sense of community and belonging.



"By supporting the construction of affordable new homes like this, our government is ensuring people can live and stay in their communities, close to family and where they work...These homes will help create a healthy neighbourhood and community that will benefit the city of Kamloops for years to come."

– David Eby, Attorney General and Minister Responsible for Housing

KEVIN'S* STORY

One of our program's first residents, Kevin, moved to Kamloops two years ago in search of more affordable housing. Living with the support of Canada's disability benefits, Kevin was struggling to find options that were financially feasible and pet friendly. With no other options, he made the difficult decision to place his beloved pet in a foster shelter in another community, while he lived in a hotel. Forced to live without the companionship of his pet, Kevin struggled with loneliness and depression.

When Kevin was selected for Diversity Flats he was able to reunite with his pet, and Connective was able to help bridge the gap between his hotel stay and the start of his residence with us. A few pieces of furniture and some necessities were also donated, to help him feel established.

Today, Kevin and his pet are doing very well and are grateful for the opportunity to be together in their new home.

*For reasons of privacy, we have changed the names of service users featured in this report

Employment Services

COVID-19 continued to impact all areas of life this past year, as our communities adjusted to a rapidly changing public health landscape. Reaching beyond health and wellness, the pandemic also fundamentally altered our economy and the opportunities for individuals to pursue financial independence.

We know that these sorts of public emergencies hit hardest among those who are already dealing with complex and often compounding barriers, and that's why we were proud to continue delivering our comprehensive suite of employment programs. Through them, we were able to help individuals facing employment barriers to achieve their goals.

People Served this Year: 275



NICO'S STORY

Nico was struggling to find a job during the pandemic. He had no post-secondary education, and no employment experience. After completing Connective's BladeRunners program - which assists youth to gain life skills, certifications, and training to succeed in the job market - his opportunities broadened. Nico landed an interview a week after the program ended, and was hired on the spot to work in manufacturing and install custom signs.

He leveraged his full-time employment to pay for additional education, completing his Advanced RPAS (remotely piloted aircraft) license online. Flying drones has always been a passion for him, and now he is working for the government, doing exactly that.



REBUILDING IN LYTTON

In the summer of 2021, Lytton, BC was devastated by wildfire. It destroyed 90% of the village, resulted in two fatalities, and \$78 million in damages. Almost a year later, clean up and rebuild efforts have begun.

Our Employment Coordinator was approached by the Kumsheen ShchEma-meet School to run an employment program. The school was reporting dropout rates as high as 80%, as students who had been forced to move struggled with the loss of their homes and community.

The program saw 21 youth receive certifications in Occupational First Aid, Traffic Control, Elevated Work Platform, Forklift Operation, Fall Protection, and soon, Fire Suppression. With these new skills, participants can find local employment as clean-up begins, and help rebuild the village they call home.



ROB'S STORY

Through a friend, Rob heard about Connective's CJI program, which works with individuals facing barriers to employment resulting from their past or current involvement with the justice system.

Through CJI, Rob completed the training needed for a career in firefighting and was able to secure employment during BC's State of Emergency this past summer. Thanks to his dedicated work ethic, Rob was promoted to crew boss.

Rob thoroughly enjoyed firefighting and did five fire tours, travelling from Kamloops to Tumbler Ridge. He strongly recommends the CJI program, as it helped him find well-paying employment.

Community Living Services

Kamloops' Community Living Services (CLS) programs provide customized support to individuals with diverse abilities, to build stronger community connections, set and achieve their goals, and work toward greater independence.

People Served this Year: 29

\$1.5M Increase to our portfolio

20+ Employees added to our team

71% Increase in our outreach contracts

MATTHEW'S* STORY

Historically, Matthew and his partner had been hesitant to engage with any kind of formal support. They also struggled with collecting many items in their home, resulting in unsafe living conditions. Over time, our CLS Outreach team developed a rapport with both individuals.

When Matthew's partner passed away suddenly, staff supported him to pack and dispose of the excess items that had been stored throughout the home and welcomed him into our Cluster program.

Matthew is now living in a safe, clean environment, and has made important strides to improve his overall health. With the support of staff, he is working on managing his routines, and overcoming his struggle with collecting and storing items. Connective has applied for the Adopt a Road Program in honor of his late spouse, and will participate in cleaning up an area where the couple was known to frequent.

*For reasons of privacy, we have changed the names of service users featured in this report



Key Financial Highlights

Through new and expanded programs in 2021-22, we invested more than ever before in direct support to our communities, allowing us to meet the evolving needs of those we serve.

Accompanying this was a parallel growth in the supports to those who make our programs possible, as we welcomed new team members and responded to volatile changes in the job market. Ongoing investments in the health and wellbeing of our service users and staff allowed us to operate with minimal disruption through this second pandemic year.

We're excited to maintain our growth trajectory in the months ahead, as we continue pursuing our vision of a safe, healthy, inclusive community for all.

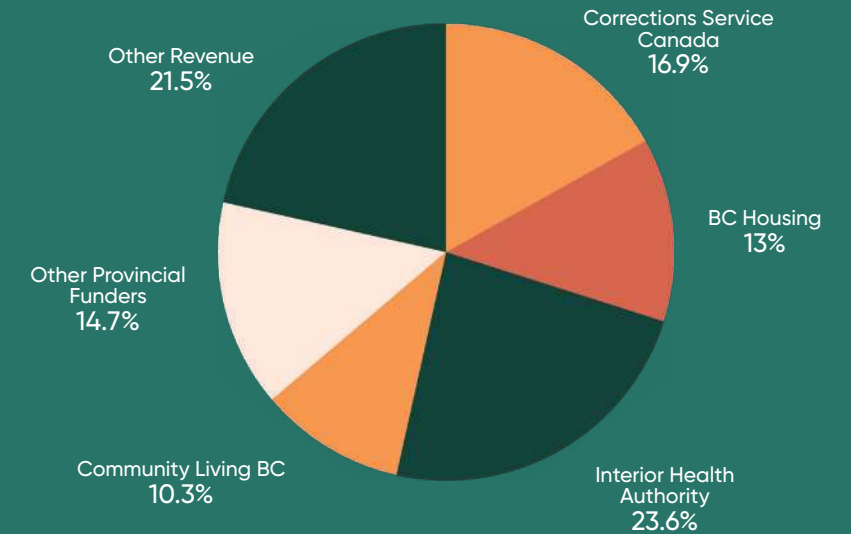
For our most recent audited financial statements, please visit our [website](#).

15.5% Increase in revenue

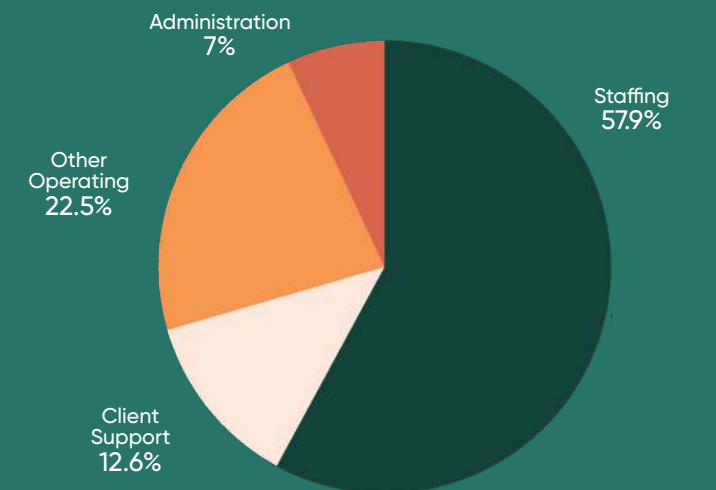
50% Increase in client support

47.9% Increase in staffing support

FUNDING BY SOURCE



EXPENSES BY CATEGORY



Looking Forward

As we look to the months that lie ahead, and continue to operationalize the three pillars of our strategic plan – service excellence and expansion, community engagement, and organizational sustainability – we’re excited to also spend our first full year as Connective. Deepening our engagement with the teams in other regions will allow us to share knowledge, insight, and best practices, and in doing so become stronger together.

Responding to the ongoing COVID-19 pandemic and the way it has altered employee recruitment, our HR team is excited to bring efficiency and innovation to our application and onboarding processes. Through a continued commitment to flexibility in our employment options, and a renewed investment in ongoing staff training, support, and development, we can ensure that our programs are well situated to meet the evolving needs of those we serve.

We look forward to building on the momentum that we have created this year, as our team continues to find creative solutions to new challenges, while pursuing our vision of a safe, healthy, and inclusive community for all.

Thank You!

The achievements of this last year, just a small fraction of which were shared in this report, would not be possible without the collective efforts of our service users, staff, Board of Directors, volunteers, funders, and community partners. As we look forward to all that will come to define these next 12 months, we want to extend a sincere thank you to everyone who has and will continue to play such important roles in our story.

Here’s to a bold next chapter!



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