

2022 ANNUAL REPORT
connections



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SUMMARY OF 2022

2022 was a year of **change, learning, opportunity, and growth** at Interior Community Services (ICS).

We welcomed back in-person services and programming suspended during the COVID-19 pandemic and adapted ways of doing business because of the ongoing pandemic. Not only has the pandemic isolated and exacerbated the inequalities and barriers of the people we serve, the ongoing opioid crisis also increased in severity. Tragically, the ICS Youth Services Team saw more youth succumb to fentanyl overdoses during the pandemic than all prior years combined.

One other big change in 2022 was the retirement of CEO Kelly Kelland after 32 years with ICS. Valerie Janz, the current Operations Officer (OO) was appointed as new Executive Officer (EO). In alignment with the Truth and Reconciliation Calls to Action, ICS has removed the word Chief from all executive position titles—formally CEO, COO, and CFO, are now EO, OO, and FO (Financial Officer). Our recruitment and retention efforts are paying close attention to generational and cultural diversity and meeting the needs of a changing workforce.

The pandemic brought opportunity for the enhanced use of technology, which also speaks to how the workforce is changing. Virtual meetings and online touch points enabled staff in outlying areas, and across

Kamloops, to be more connected. Virtual programming and counselling improved access for many individuals and families, enabling them to access services from home and/or afterhours.

While we were able to use technology to enhance connection, 2022 also brought back celebration and togetherness. In August 2022, the ICS Safe Spaces program entered a float in the annual pride parade with many staff and program participants taking part in the event. In November, we held our first staff appreciation event since 2019, recognizing staff service milestones from 5-35 years with ICS—with the first 35-year award being presented!

We are happy about the ability to reconnect in fulsome ways as our social care work is relationship-based and the human-to-human connection is paramount to its success. We're hopeful 2023 is uneventful, providing staff and the people we serve some stability and well-deserved relief from uncertainty and tumult.

Some of the ways we are providing stability and supporting people through continued economic uncertainty include opening a weekly affordable produce market with seasonal fruits and vegetables at the Mt. Paul Community Food Centre, with the goal of helping families mitigate the increased costs of produce.

We are also providing stability through the creation of new places to call home. ICS is completing renovations to an existing residential property in North Kamloops to have a fully accessible six-bed, 24/7 staffed

home for people with diverse abilities. The house will be fully licensed and have state-of-the-art features, allowing individuals with diverse abilities to age in place. The hope is to open in the late spring of 2023. In partnership with Community Living BC and Oncore Seniors Society, ICS created a new program called Lightwell which supports 10 individuals with diverse abilities 24/7 so they can live independently in their own studio apartments.

This year we are looking forward to Foundry Kamloops come to fruition. More information can be found at www.foundry.bc.ca. This year, ICS will also be embarking on a new strategic plan, one which will consider the current economic, political, and local context to define the future direction, goals, and objectives of the organization.

Sincerely,

Val Janz

Val Janz
Executive
Officer



DONATION PROVIDES A VEHICLE FOR CONNECTION

ICS's Youth Outreach program supports youth between ages 13-25 by providing harm reduction, harm reduction education, crisis support, food, clothing, and connection to services. Part of the support services involves foot patrols and driving around the community to connect with youth and meet them where they're at. Until recently, this vehicle was a small compact car with little room to transport passengers and their belongings.

Thanks to a generous anonymous community donation the youth outreach program now has a new minivan which allows ICS to transport more youth at once, provide safer transportation, and to help youth move their belongings. During the winter our new van will be filled with harm reduction supplies, warm clothing, blankets, sleeping bags, and food, these items will be distributed to young people in need. In addition, transportation of youth will be primary in assisting them to move from the outside into temporary shelter and towards permanent and stable housing.



“A huge part of our work is providing these services in a dignified way. The addition of the van has been the trifecta of all the things that I really wanted for this program,” said Tolman. “It started with laundry and a shower, and now we have a brand-new vehicle that meets our needs.”

“On average, there’s about 40 unique youth that we’re seeing monthly and about 130-150 unique youth a year in a given year,” said Tanya Tolman, Program Coordinator for Youth Street Outreach, ReConnect, Kamloops Youth Shelter, and Acadia Youth Transitional Housing with ICS. “Within that number, we probably have anywhere from 11-15 youth who are actively on the street.”

Nicole Arnould, Director of Youth and Clinical Services, notes the donation was made anonymously by a committee that wanted to make an impact.

“We are humbled by the thoughtfulness and practicality of this generous donation. When faced with the seriousness of youth addiction and significant mental health struggles many people in our community want to offer assistance but are not sure how to make an impact.”

Our new outreach van demonstrates how the community can step forward in ways that are meaningful, practical and that enhance current outreach services and the gratitude that we feel is immense.



BUILDING COMMUNITY IN MERRITT

Director: Kayla Cardinal
Program Coordinators:
Susan Kell, Angela Ross

In 2022, ICS purchased a new building in Merritt. At this time, the space primarily supports Community Living Services Programs, which are supported in partnership with Community Living British Columbia (CLBC).

The space has been instrumental in facilitating new programs, like the Merritt MOSAIC Day Program, or M&M, to run full time and to have a dedicated space. The name MOSAIC grew from an acronym highlighting the core goals of the program: Meaningful Options Strengths Abilities Inclusion Community.

MOSAIC started in the fall of 2021 based on identified community needs and interests and is a community-based day program supporting adults 19 years of age and older with physical and developmental diverse abilities with pro-social engagement, recreation, and skill development through different activities and connections. Many of the program participants who joined in were already connected with the agency and other Community Living Services provided. Since then, new people have joined and been referred to the program.



At the beginning of 2022, ICS faced many challenges and barriers in Merritt, as did the rest of the community, which was impacted not only by the pandemic, but also by the aftermath of natural disasters that affected the community in 2021 including wildfires, an atmospheric river, and related evacuations and displacement. Programs and staff were also displaced and mobilized as best as possible at different physical locations in and out of community, to provide continued support and programming.

The new building is symbolic in terms of the sense of place and home it provides to many. It provides an opportunity for the renewal of human and community connection which was disrupted over the last couple of years.

Purchasing space and becoming property owners in the community has been instrumental in laying roots, re-stabilizing, and facilitating programs like MOSAIC. ICS was proud to host a community open house event in October, coinciding with Community Living Month, inviting the community into the new space.

Four programs regularly access the new space, and soon other programming will be offered out of the location. In addition to MOSAIC, which currently has 14 participants, there's also the Merritt Community Inclusion program, with 12 participants, a Teen Centre, and a Children and Youth with Support Needs program.

**A family member said of the impact of ICS programming:
“she is well supported and heard—which is very important
to her as there is so many times she isn’t.”**



RECYCLING GENEROSITY

Program Name: Pay It Forward

Program Coordinator: Lesley Harpauer

Pay It Forward is an Interior Community Services (ICS) program started in 2014 by a group of community-minded participants who are members of the Community Living BC funded Day Program Options and Opportunities, which supports adults with diverse abilities.

The first year, \$750 dollars worth of refundables was collected from mostly staff, allowing the group to help Christmas Amalgamated and other local charities. From there, the initiative has grown to see the group regularly raising \$4,000 or more for various causes—with Christmas being a main focus.

They collect recyclables and returnables and decide, as a group, where the proceeds go. Sometimes there are applications made from different service departments within ICS and other times, the participants see or hear of a need and decide to help out.

Program participant Wes P said he likes being a part of Pay It Forward because he enjoys giving back to the community.

For Christmas in 2022, Pay It Forward sponsored over 25 backpacks of essentials and small gifts for street-entrenched youth supported by ICS's Youth Outreach program. The participants did all of the shopping and wrapped many of the items to add an extra personal touch.

With matching funds from community partners, the impact the group is able to make to those in need has grown substantially. Aberdeen View Apartments, managed by Highstreet, donates tenant recyclables, weekly. Highstreet then matches dollar for dollar, what is returned, with a cash donation to the program. Other Corporate contributors include the Home Depot; Progressive Rubber Industries (PRI); and the United Way. We also have very generous community donors and continuously seek connections to grow our recyclable donations.



“I like Pay It Forward because I like to be helpful,” said Sandra F, program participant. “We go collect bottles from people we know and local businesses and this money is used to help people who can’t afford to eat and drink all the time.”

The overall goal of the day program is to facilitate and find opportunities for meaningful community inclusion. The Pay It Forward initiative enables participants to connect and build their community involvement.

“For me, the most exciting part is watching the participants and watching their growth from being able to give back,” said Lesley Harpauer, program coordinator. “What it does for them is amazing and it’s just so good to watch.”

Not only do participants decide collectively on who to support, but they are also involved in the purchasing of goods and delivery to the recipient. They regularly go above and beyond the original request to make it special and meaningful for those on the receiving end. For example, instead of a Christmas hamper with a few toys, the group will also include extra groceries and gifts or gift cards for the adults too.

Derek A, program participant, said he feels proud to provide food and clothing to people in need.

Going forward, the goal is to continue to grow the program, increasing impact and partnerships with sponsors. Due to the increasing demand, the program will also be developing an application process for those in need of support. The overarching goal is always to create more meaningful opportunities for community inclusion and connection.

“I like being part of Pay It Forward because we get to meet with new people,” said Shawna W, program participant. “I am proud to help provide food, clothing, gifts and caring to people in need.”



VOLUNTEERS KEY TO HELPING SENIORS BE BETTER AT HOME

Program Name: Better At Home

Program Coordinator: Tammy Rosch

Better at Home is a program designed to help seniors over 65 stay in their homes for longer by providing non-medical support and services like housekeeping, yard maintenance, friendly visits, good morning calls, shopping and grocery delivery. The Kamloops program currently supports around 225 clients and is facilitated by ICS via the Mount Paul Community Food Centre and is funded through the United Way BC. Program delivery is almost entirely reliant on the support of over 40 ongoing volunteers and contractors offering services at reduced rates.

The goal of the program is to help seniors stay in their homes a little bit longer by helping them access food, do housekeeping, yardwork, and provide companionship. Many seniors are also receiving health-related care from another agency.



“Knowing that we are helping seniors who cannot shop for themselves is very rewarding for all of the shopping volunteers,” said volunteer Eija C. “We get much appreciation from our clients, who most often have no one else that can help them, or who don’t even talk to anyone else in their week.”



Often, especially during the pandemic, volunteers and program coordinators are the only outside contact seniors have.

Tammy Rosch, Better At Home Program Coordinator, said the social connection is crucial to improving health outcomes and the health impacts of isolation and loneliness.

“During the pandemic, the health of one of the senior’s we support began to decline because of loneliness and not being able to get out. The only contact he had was with staff and volunteers with Better At Home who were able to alert his two daughters about his condition,” said Rosch. “Because we were able to get in touch with his family and let them know how ill he was, they were able to reach out and spend time with him before he passed.”

Over the last two years, staff were able to not just maintain support, but expand services provided to seniors—the population most at risk during the pandemic. The demand for the services provided by Better At Home also increased due to so many people being unable to leave their homes or being afraid to put themselves at risk.

“As a client of the Better at Home program I can not say enough at how grateful and appreciative I am for all the help I have received from lawn care, coupons for the Kamloops Farmers Market, and the Food Skills for Seniors cooking program I participated in,” said program participant Anne M. “The help with the lawn care took so much stress off of me as I didn’t know how I would take care of my lawn or find someone to help. The Farmers Market coupons allowed me to eat so much healthier and spend my money on other food items I wouldn’t be able to afford. The cooking class gave me the opportunity to learn new things and make new friends.”

BUILDING COMMUNITY THROUGH PARENTHOOD

Program Name: Baby's Head Start Pregnancy Outreach Program
Program Coordinator: Kim Schneider

Baby's Head Start is a pregnancy outreach program which has been supporting vulnerable pregnant people for more than 20 years. The goal of the program is to support parents in having their healthiest pregnancy by offering education in nutrition, pregnancy and parenting.

The program currently supports about 140 families every year. This group of participants is one of the most culturally diverse of all ICS programs. Last year 56% of participants identified as non-caucasian. This year the program has seen a distinct increase in the number of immigrants, refugees and international students from TRU accessing the program. Participants come from many parts of the globe including Nigeria, Bangladesh, Peru, Vietnam and Syria.

The program's primary focus is prenatal nutrition. Learning lunches are held weekly offering a range of pregnancy, parenting and nutrition topics accompanied by a healthy lunch. Additional grocery items such as fruit, vegetables, milk, yogurt and pantry staples are also available. The program offers groups such as infant massage, Mother Goose, a breastfeeding drop in and postpartum connections to support and build capacity in new parents.



A highlight of the program is the funding received over the last two years from Women United (United Way). This grant offers participants without birth support, the ability to hire a birth doula that is paid for through our program via the Women United grant.

“We helped one young mom recently who had come to Kamloops as an International Student from Nigeria, leaving behind her family and husband,” said Program Coordinator Kim Schneider. “When she found out she was pregnant shortly after arriving to attend TRU, she had to drop out of university.”

Baby’s Head Start was able to support her throughout her pregnancy, build her confidence in becoming a new parent and connect her with essential community support to find housing and gather baby supplies.

“She has since returned to university and her husband from Nigeria has joined her here in Kamloops. The baby is thriving and with all of our services, she has been able to get out of a desperate situation and into a far, far better one for her family.”

This could not have happened without the generous support from our community, funding from Women United, collaboration with other community organizations, and the entire team at Baby’s Head Start, which include a lactation consultant, public health nurse, two outreach workers and a dietician.

“We aim to grow the program and continue making vital connections with families. With more demand for services and an increase in funding, we will be able to add even more supports for pre and postnatal people that will enable us to continue connecting parents with services, other parents and of course, with their newborns,” said Schneider.

In a recent survey, participants shared their thoughts on the program. Learning how to care for their baby, meeting other parents, learning about nutrition, and being connected with other community resources were all highlighted as the things people liked about their experience.

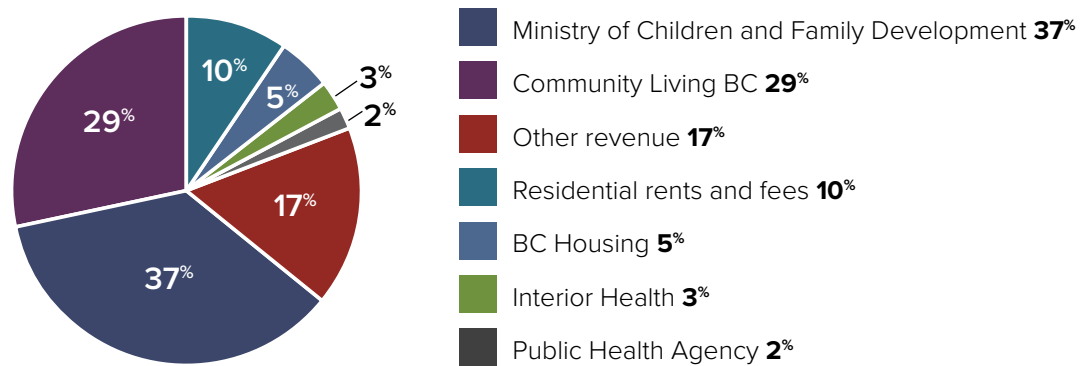
“I appreciated all the support tendered both prior and post my pregnancy”, said one participant. Another said the “ability to ask questions and feel confident,” was an important part of their experience.

“Everything was awesome, I loved this program and looking forward to more programs like that.”

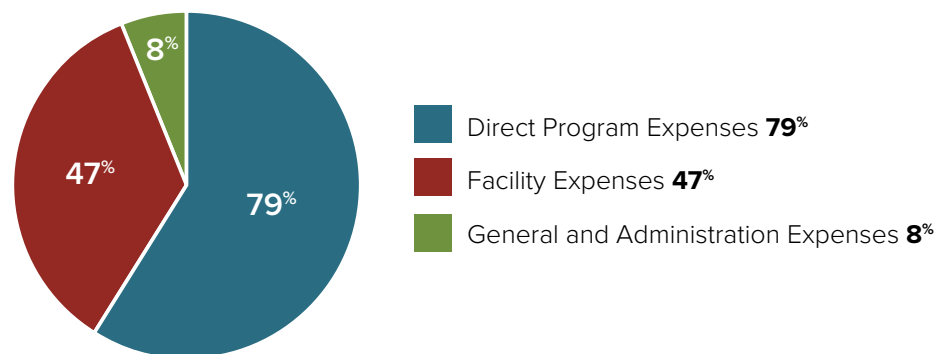


FINANCIALS

REVENUE BY SOURCE



EXPENSE BREAKDOWN BY FUNCTION



STATEMENT OF OPERATIONS

	2021	2020	2019
Revenue	\$15,373,202	\$16,322,708	\$13,204,193
Expenses	\$14,241,425	\$15,734,332	\$12,575,568
Surplus	\$1,131,777	\$588,376	\$628,625

OUR MISSION, VISION, AND VALUES

This year at ICS, seemingly more than ever, stressed the importance of living our organizational mission, vision, and values. Every day, our team came together with intention to strengthen our larger community by enriching the lives of those we serve.

MISSION

Enriching Lives,
Strengthening
Communities

VISION

People of all abilities live to their
potential with dignity, choice,
and opportunity.

VALUES

At ICS we work with **INTEGRITY** and **RESPECT** and our practice is **INTENTIONAL, INCLUSIVE,** and **COLLABORATIVE**

- ▶ **Integrity:** We are accountable to each other and our community
- ▶ **Respect:** The foundation on which all our relationships are formed
- ▶ **Intentional:** We practice with the philosophy of choice, strength, purpose, and quality
- ▶ **Inclusive:** Everybody matters
- ▶ **Collaborative:** We work as one with the community

LAND ACKNOWLEDGEMENT

Interior Community Services (ICS) is an agency that offers services in many areas in what is recognized as the acquired name of British Columbia, Canada. We respectfully acknowledge that these services, and areas in which we work, are on land situated in traditional territories steeped in Indigenous history and home to many First Nations, Métis, and Inuit people.

ICS is committed to becoming a better ally and support system to Indigenous communities and First Nations people. We recognize that we can do better by continuing to engage in decolonizing our practice, having difficult, sometimes uncomfortable conversations, and seeking to enhance our practice of reconciliation.

With great humility and commitment to increasing our knowledge and awareness of the impact, both historical and present, of colonization on First Peoples, ICS would like to acknowledge the people whose land we are located on and the communities that we offer service to.

ICS offers service to many Nations in the following unceded, ancestral, and traditional territories of the First Peoples:

- ▶ Secwepemc (Kamloops, Barriere, Chase, Savona)
- ▶ Nlaka'pamux, Syilx, Secwepemc (Merritt), (Ashcroft)
- ▶ Ktunaxa (East and West Kootenays)
- ▶ Tsilhqot'in, Secwepemc (Williams Lake and surrounding areas)
- ▶ St'at'imc (Lytton, Lillooet)
- ▶ Syilx, Ktunaxa, Secwepemc, Sinixt (Revelstoke)
- ▶ Metis' Nations: in each of the communities served
- ▶ Urban Indigenous peoples residing out of their traditional territories

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