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Donations to NKLCSS are tax deductible

The cover word art was created using responses to our Strategic Plan surveys. Respondents to the survey included key stakeholders in the community, Society members, Board members and staff. The larger the word appears in the graphic, the more often the word was used in survey responses.

First printing Sept 19 2018
The 2018-19 fiscal year has once again been a busy year of ups and downs, progress, challenges and resolutions. Two of our most satisfying accomplishments have been to hire our current Executive Director, Danielle Byers, and secondly to have completed an extremely comprehensive strategic planning process which will help to keep us focused for the next five years. Danielle comes to us with a wealth of administrative and personal skills and we are so thankful to have her as our leader. We are also forever grateful to our entire staff for the patience and commitment shown by them during the recruitment process. Thank you to every one of our staff and welcome Danielle!

We were all greatly saddened in September to lose Carole Summer as one of our longest standing and most dedicated Board members. Janet Mayfield joined us at last year’s AGM and has been a welcome addition, bringing her enthusiasm and practical energy to the table.

Joanna Temple
Board Chair

It has been a busy and productive year for the Society. Some of the highlights for 2018-19 include:

◊ Securing funding to continue our vital work in providing Early Years programming and Seniors’ Services
◊ An increase in demand for Lifeline units enabling people to maintain their independence and reside in their own homes
◊ Capital funding for the installation of a new refrigeration unit which increases our food recovery capacity
◊ The Community Christmas meal, hosted in collaboration with the Kaslo Community Cares Network, where we served 192 meals
◊ The continued depth and breadth of counselling services offered

◊ A 12% increase in donations to the Society

It is a great honour to work with a highly skilled and innovative team of people dedicated to the community they serve. In order to deliver on our contractual obligations and community demand for our services, we depend on our Board members, Society members, volunteers, staff, funders and generous donations. Together, we can continue to respond agilely to the emerging needs of our community, now guided by our Strategic Plan (2019-2024).

With gratitude for your contribution to the work of the Society,

Danielle Byers
Executive Director
Financial Report
April 1, 2018 to March 31, 2019

$864,114
Total Income

Surplus of $16,008 includes:
• Addition of $8,893 to internal reserve funds
• Cash surplus of $7,114 to carry over to 2019-2020.

$848,106
Total Expenses

Funding

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<tr>
<th>Source</th>
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<td>Ministry for Children and Family Development</td>
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<td>Ministry of Public Safety and Solicitor General</td>
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<td>Donations</td>
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<td>BC Housing</td>
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<td>Program Fees</td>
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<td>Total</td>
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We are especially appreciative of our individual donors who support valuable programs such as the Food Cupboard, Early Years and Counselling. Individual donations totaled $37,577 for the year; an increase of 12%.

Carol Brown  Jane Ballantyne, MSc.
Treasurer  Finance Manager

$37,577
Received as Donations
Increase of 12%

Expenses

<table>
<thead>
<tr>
<th>Category</th>
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<tr>
<td>Total</td>
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<td>100%</td>
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Kaslo and Meadow Creek Family Centres

◊ 9 child car seats distributed to families living with low incomes
◊ 132 gas vouchers issued with a value of $1315
◊ 9 emergency food vouchers issued
◊ $450 worth of emergency food vouchers issued

Gas and emergency food vouchers are available for families living with low incomes to attend our programs. This has increased the number of times some families are able to attend our programs each week.

There were many beautiful moments in our programs this year. Parents continue to come together for mutual support, learning and access to a wide range of resources. Children continue to amaze us with the unfolding of their personalities, their growth and the hope they bring to us all. I am grateful to be part of it!

Volunteers

We received the support of 4 volunteers over the year with a total of 213 volunteer hours.

Speaker Series for Parents

The coordinator consults with parents regarding topics and speakers that would most meet their current needs. Children enjoy activities and snacks with childminders while parents attend the session in another room. Local and regional service providers share their knowledge, respond to parents questions and inform parents about community resources. Topics for the Speaker Series this year included: Using Art with Young Children, Supporting Peer Interactions, Children and Anxiety, Talking to Kids about Sex, Bodies and Identity and more!

◊ 39 different adult participants
◊ 46 different child participants

◊ 64 adult visits
◊ 76 child visits
◊ 8 sessions offered in Kaslo
◊ 4 sessions offered in Meadow Creek

Parent feedback:

“Such an important topic to touch on early.”

“As a result of this program I will be aware of anxiety as a cause of my children’s behavior.”

“Engaging, real world examples and stories.”

“Good, research-based explanations.”

“As a result of this program I will take my little one outside more and breathe!”

Mother Goose Songs and Rhymes

This group focused on teaching parents lullabies, rhymes and bouncing songs to share with their
children. This group also enjoyed storytelling and participated in storytelling games.

- 8 adult participants
- 9 child participants
- 8 sessions offered

Participant Feedback:

“Connection. Something to do during the day, regardless of weather.”

“Equipped me with an excellent resource of songs to share with my children.”

Mother Goose Story Kits

This program begins with the facilitator telling a story to the parents and children, using beautiful, handcrafted props on a tabletop. In the weeks that follow, the children have fun with caregivers while the parents sit together, creating all of the characters and props needed. This year parents learned or enhanced skills in painting and felting. They developed a support network among them as they worked on their creations and talked. They each made two story kits, which they brought home to enjoy with their families.

- 6 adults
- 12 children
- 8 sessions offered

Participant feedback:

“It has given us the time and space for self-reflection and creativity.”

“My four year old son loves telling the story to friends that visit!”
“We have had so much fun.”
“My four year old son loves telling the story to friends that visit!”

Mothercare Pregnancy Support

The Mothercare program aims to support pregnant women through to 6 months postpartum. The program offers information, resources, referrals. Various kinds of support are offered: emotional; breastfeeding; nutritional; as well as support to make lifestyle changes towards a healthy pregnancy and baby. Women living on low income are eligible for free prenatal vitamins, grocery vouchers, and gas vouchers to help them attend group. The women enjoy listening to guest speakers, having discussions and doing activities that involve exercise, food preparation, creativity and group connection. This group meets weekly in Kaslo and offers a hot lunch. The coordinator also travels to Meadow Creek each month in an outreach capacity to connect with women, lend resources and distribute food vouchers. This year, fathers were invited to join in several parent education sessions.

◊ 17 women served this fiscal year
◊ 58 food vouchers issued
◊ 29 sessions offered

Participant Feedback:
“This program helped me become

“Helped me to overcome fears and get help”
more comfortable with my transition into motherhood. The amount of support and lack of judgment from all the people involved in and attending the program have given me an invaluable support system.”

“I have never felt more supported or heard.”

“Program has helped enormously with decreasing anxiety, introducing me to other moms, expanding my community and giving me a few moments of respite/break once weekly. Thank you!”

“Helped me to overcome fears and get help.”

“I look forward to gathering weekly with other women in a similar stage of life. It’s so nice to be part of a group and feel like I have my own community.”

---

**Strong Start Parent and Child Time**

**Kaslo**
- 92 different adults
- 90 different children
- 734 adult visits
- 975 child visits
- 1709 participant visits
- 97 sessions offered

**Meadow Creek**
- 22 different adults
- 17 different children
- 582 participant visits
- 70 sessions

Our Strong Start Parent and Child Time (SSPACT) program strives to support families and promote community belonging. The SSPACT program includes play time, gym activities, crafting, story time and access to nutritious meals and snacks in the company of their family and other families and caregivers. Our program is delivered in a group format, attended by a diverse range of community members, and links with other community service providers and partners.

The program is funded through School District 8, Ministry for Children and Family Development, Community Action Program for Children and Columbia Basin Trust.

Monthly visits from local and regional service providers are planned during SSPACT to provide an opportunity for parents to connect, build relationships and receive referrals.

- 103 consultations with service providers occurred
- 18 referrals made by staff to other service providers
- 90% of parents surveyed reported service provider visits are beneficial to them

Feedback for Meadow Creek and Kaslo SSPACT:

“My child and I love all of the activities in the program. Especially circle time, stories and crafts! I appreciate the gym and the awesome facilities, so bright, positive and clean.”

“We LOVE the evening program, such a wonderful night for our family to connect with other families in the area to eat together!”

“The facilitators are so kind, patient, gentle and kind to everyone. Great at storytelling and providing fun crafts.”

“It’s been nice to meet the community service providers in town and to help to introduce those to the kids.”

“I like that the program runs twice a week as it is the only program up the lake. I would like it if the program ran 3 times a week.”

“The gas vouchers have helped so much! As a full time solo caregiver on a limited income, I have utilized the gas voucher program and am super grateful for the financial help.”

“I look forward to our time at Strong Start every week as it’s a special thing we do just the two of us.”

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**Nobody’s Perfect Program**

Nobody’s Perfect is a facilitated parenting program for parents of children aged zero to five. The program is offered in both Meadow Creek and Kaslo and aims to support parents and young children. We give parents a safe place to meet others with children of the same age and with whom they share interests and concerns. The sessions are fun, free and interactive and are based on what parents want to learn about.

- 15 parents registered
- 1 program offered in Kaslo and 1 program in Meadow Creek
- Each program had 6 sessions.

Parent comments:

“I liked feeling supported and having a safe space to ask questions and discuss issues.”
“I liked that it touched on info for multi ages.”

“I would tell a friend about this program without a doubt because it was what I looked forward to each week and it was informative in a gentle way.”

“I really enjoyed it and feel it helped me get through the difficult first months with a new baby.”

Funding for this program was provided by Interior Health, Regional District of Central Kootenay and Village of Kaslo.

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**Baby-Supplies Cupboard**

◊ 12 parents accessed the cupboard
◊ 109 total visits
◊ Age of children = newborn to 4 years
◊ 1224 diapers distributed
◊ $170 total value of donations

This program was funded by the Victorian Hospital of Kaslo Auxiliary Society, a quilt raffle, and various donations.

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Barb Cyr
Kaslo Family Centre Coordinator

Elisa Shine
Acting Early Years Coordinator

Funded by Kootenay Boundary Community Services Co-operative, School District 8, Ministry of Children and Family Development, Kootenay Kids Society, Public Health Agency of Canada, Village of Kaslo, Regional District of Central Kootenay, Victorian Hospital of Kaslo Auxiliary Society, the Interior Health Authority and donations.
Community Events

The Kaslo Early Childhood Coalition (KECC) met monthly and worked in a collaborative way with parents, professionals and other organizations who had a vested interest in the welfare of families. We advocated for the interests of young children and looked for innovative ways to effectively use and link resources and services to children from 0-6 years old in Kaslo and surrounding area.

We held our annual Children’s Fair event in November. There was live music, face painting, crafts, a clothing swap, a gross motor play area, snacks, storytelling, family photo booth and an Early Years Resource table. We had our busiest year yet with 120 people attending! We also participated in the Winter in the Forest Festival helping with the craft tent.

This year with the additional CBT (Columbia Basin Trust) funding we were able to offer: Ages and Stages Questionnaire (ASQ) Screenings for families in both Meadow Creek and Kaslo; a Car Seat Clinic; Literacy Week events in collaboration with the Kaslo Public Library; and the Annual Kaslo Easter Egg Hunt in collaboration with the Pennywise Newspaper.

All of the events and activities we offered enriched families lives and increased the profile and importance of the Early Years in our area in a meaningful and productive way. Unfortunately, this is my last year with this program as funding for this initiative ended in March 2019. I have enjoyed my work and I am pleased that some events will continue within our community.

Kathy Allaire, BSW
KECC Coordinator

Funded by the Ministry of Children and Family Development.
Kaslo & Up the Lake Youth Network (KULYN)

KULYN develops and delivers youth driven programs, activities and events for youth between the ages of 12 -18yrs living in Kaslo and the North Kootenay Lake area. KULYN offers opportunities for youth to socialise through recreational and creative activities.

KULYN has an active advisory committee that provides support and guidance to the KULYN Coordinator. Of course youth input is vital to the success of all KULYN programs, activities and events. Youth are engaged in the planning of KULYN programs, activities and events through participation in the planning committee, visionary sessions, in person and group activities.

KULYN offers a six week leadership journey program, and a Youth Leadership Conference in Kimberley every 2nd year for youth interested in gaining leadership skills to become leaders in their hometown. KULYN supports youth who identify as LGBTTIQA+ (Lesbian, Gay, Bisexual, Transgendered, Two Spirited, Queer, Questioning, Allies) and we offer queer friendly programs, activities and events. We had a community outpouring of support on the Kaslo Community Web FaceBook page for LGBTTIQA+ youth as a result of promoting a ‘Youth Drag Show’.

Our network has increased youth’s sense of belonging, increased their connections with adult mentors sharing similar interests in environmental and social issues and supported youth in bringing their ideas to fruition for their peers and community. Local youth have gained leadership experience and friendships in neighbouring communities. Youth are better connected to their local youth centre and families have shown a higher interest and involvement with the Kaslo and Area Youth Centre (KAYC) and KULYN programs and events.

KULYN holds a three-year contract with Columbia Basin Trust for the amount of $55,000 annually to go towards KULYN Coordinator position and programs activities and events for Kaslo and Up the Lake communities. KULYN and the Langham Cultural Centre partnered, with funding support from Community Fund of North Kootenay Lake (CFNKL), to deliver a youth art based mentorship program.

We continue to enhance and develop community partnerships in both the non-profit and business sector. This has been an amazing year for cash and food donations from our local businesses and funders (Western Communities Foundation and TELUS Foundation) to support our on-going programs and activities.

We have had over 300 hours of volunteer support, primarily filled by our amazing youth. Our volunteer application forms have been streamlined and our volunteer base for KAYC, Kaslo and District Public Library (KDPL), Lardeau Valley Community Centre (LVCC) and KULYN has increased. We hired our first youth assistant who promoted the gamut of youth events, activities and programs, and designed our monthly youth newsletter.
Activities this year have included:

- Girl’s Clothing and Book Swap
- Salmo Night Ski & Sleepover
- Tie-Dye T-Shirt Workshop
- Pottery Session

KAYC & KULYN partnerships:

- Girls Group Drop In
- Saturday Night Drop In
- Dungeons and Dragons Adventure Club
- May Days Cotton Candy Youth Booth
- May Days All Ages Sk8 Jam
- Santa’s Workshop & Christmas Faire
- Winter in the Forest Festival
- Youth Drag Tips and Tricks Workshop

LVCC & KULYN partnerships:

- Lardreau River Rafting Trip
- Laser Tag & Dinner & Nelson and District Youth Centre (NDYC)
- Photography and Exhibition
- Cooking Skills Workshop

Freedom Quest & KULYN partnerships:

- Gay Straight Alliance Drop In (GSA)
- Kootenay Pride Parade

KDPL & KULYN partnerships:

- Game On
- Zombie Scavenger Hunt
- Harry Potter Theme Night
- Minute to Win It
- Escape Room
- Photography Workshop

CFNKL & KULYN partnerships:

- Youth Philanthropy Recognition and Celebration Dinner

Shannon Isaac
KULYN Coordinator

Funded by the Columbia Basin Trust, Western Communities Foundation and TELUS Foundation.

Youth Art and Culture

- 6 programs offered
- 3 for children aged 7-12, 3 for youth aged 13-18
- 2 programs offered in Meadow Creek and 4 offered in Kaslo
- 16 sessions offered
- 46 children/youth registered
- 103 total visits

This year we ran a series of sessions on pastry baking and decorating where children and youth could return to build on their experiences, build deeper relationships, and strengthen their skills week after week.

Participant Comments:

- “I enjoyed what I learned and the people who made it happen were kind.”
- “I enjoyed having something fun to do after school with friends.”
- Elisa Shine
  Acting YAC Coordinator

Funded by the Columbia Basin Trust and the Province of BC.
Seniors Coordinator

According to the 2016 census, seniors make up 29% of the population of Kaslo and RDCK Area D compared with 24% across the whole RDCK and 18% province wide.

As the Seniors Coordinator it has been a privilege to provide information to seniors and to represent seniors, and NKLCSS, in Kaslo, Area D, and our region. Due to a need for renewed funding the program ended on December 15, 2018 and resumed on April 1, 2019.

- 34 Seniors Information Sharing Sessions were held at either the Food Hub (the first Tuesday of each month), or at the Kaslo Seniors Hall (the remaining Tuesdays), from 10:00 am. – 12:00 noon. 137 individuals received support. Some individuals visited more than once.
- I conducted surveys and had conversations with Kaslo and Area D Seniors to discover what areas of information and service are desired or needed.
- 120 people benefited from the Low Income – Income Tax Assistance Program in 2018.
- Three people were assisted with their West Kootenay Community TEETH application forms. It has been gratifying to hear that the program is connecting with the clients that have needed dental care for some time.
- 82 Community members attended the Health Fair held in conjunction with the Annual Flu Clinic at the Kaslo Primary Health Centre in November. A wealth of information was available at stations around the lower level of the Primary Health Centre including: blood pressure, eye, and hearing tests; Hospice information; Emergency Social Services; Mental Health; Alternative Health services; Home Care; Public Health; and Seniors Information/Coordination.
- Three seniors from Kaslo attended the Nelson Seniors’ Fair on Monday October 5, 2018, and were able to visit Kaslo residents staying at Jubilee Manor Residential Care Facility as well.
- Janet Mayfield, who is a NKLCSS Board Member, and I attend the bimonthly meetings of the Kaslo and Area D Health Select Committee held at the Village Hall. Information is shared about areas connected to health and wellbeing.
- Seniors Information was shared at regular meetings of the following groups: Kaslo Senior Citizens’ Association monthly meetings; Friday Morning Seniors’ Coffee Drop-ins; Abbey Manor Board and residents yearly meeting; Victorian Hospital of Kaslo Auxiliary Society monthly meetings; two Columbia Basin Alliance of Literacy meetings; two Kaslo Saturday Markets; six Health Select Committee meetings; monthly NKLCSS Staff Meetings; and the Annual Flu Clinic/Health Fair.
- The Caring Companions Program continues with regular weekly visits.
- PRIME (Personal Records in Medical Emergency) Kits have been distributed at the Senior
Information sessions, at the Saturday Market, the Health Fair, and as requested by individuals.

- Two ‘Transit Orientation’ bus tour groups visited Kaslo from Nelson this year. I met with them to share information about places to tour while the passengers were visiting in our area.

- Updates were submitted to the Resources Guide “Closing the Gaps in Seniors Care”, as of August 2018. The Guide is for Public and Private Services for North Kootenay Lake Seniors. It is accessible at: http://kb.fetchbc.ca/service.html?i=2123

Informative presentations were given in 2018 by:

- The Community Paramedicine Team who explained the goals of their program for Kaslo and Area D senior residents and have attended several Seniors Friday Coffee Drop-ins to conduct blood pressure checks on those wishing to participate.

- Ward Taylor, our Kaslo pharmacist, was our guest speaker one month and discussed medications, their use, interactions and disposal.

- Jana Gmür, Community Outreach and Support for Seniors, spoke of the assistance she can provide to the Kaslo Seniors.

Elizabeth Brandrick
Seniors Coordinator

Funded by the Columbia Basin Trust.

137 Individuals received support at the regular Tuesday drop-ins

Community Outreach and Support for Seniors

- 17 Individuals served
- 35 sessions

This project, funded for eight hours per week for one year, held the goal of helping vulnerable seniors to identify and pursue financial services that may be of benefit, but where barriers accessing them exist. Primarily this involved applications to Canada Pension Plan (CPP) and Guaranteed Income support (GIS)/Old Age Security (OAS) but extended to Shelter Aid for Elderly Renters (SAFER), income assistance and person’s with disability and medical service plan premium reduction applications.

Of these requests for assistance, many of them involved some level of complexity requiring the support and advocacy of a support person. For example, some people lived with mental illnesses and struggled with communicating effectively with government services while others had limited to no contact information requiring NKLCSS office to act as a liaison.

It is reasonable to assume that without the personalized client-centred service, many of the people reaching out for support would have gone without the benefits they are entitled to.

In response to the need demonstrated throughout this project, another funding proposal has been submitted with the only variation being to provide this service to all community members, rather than limiting it to seniors. This will also expand the application type people may need assistance with, therefore expanding the number of people who will benefit.

Jana Gmür
Funded by the Union of BC Municipalities: Advocating for Vulnerable Seniors Project 2018

Lifeline

After a long time with very little activity lifeline installs have really increased. Six new clients have subscribed in recent months. We now have a total of 12 clients and are waiting to purchase more units to meet demand.

Donna Cormie
Lifeline Installer
“ I love the open, non-judgmental, supportive atmosphere...”
The Prevention, Education, Advocacy, Counselling and Empowerment (PEACE) Program for Children and Youth Experiencing Violence provides support counselling for children and youth aged 4-18 in Kaslo and Crawford Bay who have been exposed to or who have experienced domestic violence and/or serious family conflict. The program can also provide support to the non-offending parent/caregiver. Our program offers validation for our clients’ experiences and works to break the cycle of violence through education and teaching families non-violent ways to resolve problems and express themselves. Through this program we support NKLCSS’s mission of enhancing the quality of life for families living in the North Kootenay Lake area.

Our program has met these goals by: providing individual counselling sessions to 11 individual children and youth and 5 parents; teaching 7 conflict resolution skills sessions for a Gr. 5/6/7 class (17 students) in Crawford Bay; and teaching 8 sessions for a multi-age Homelinks class (17 students) at JVH school.

Alexis Phillips, Child and Youth Counsellor, and I also delivered a Boys’ friendship group to 8 primary aged students in the fall at Crawford Bay Elementary.

This year I continued to provide weekly lunch-time Open Art Studio, “art as therapy.” This was co-facilitated at JV Humphries School by Erin Carr and at Crawford Bay School by Alexis Phillips. The Open Art sessions reached children who are not referred for counselling and who would benefit from the self-regulating experience of creating art in a safe environment and developing a relationship with a counsellor in an informal setting. On average there were 15 – 20 students who attended Open Studio at JV Humphries and 10 in Crawford Bay.

One highlight from the year was the time I spent in classrooms. It was fun and challenging to use real life examples to encourage children to practise their conflict resolution skills. I appreciated the teachers’ enthusiasm for learning and continuing the work after I left. One thank-you card read, “Thank you for teaching us Nonviolent Communication, it met my need to belong with my class and to be able to express myself.” The other highlight was the Open Art Studio sessions. One young artist shared, “I love Open Art Studio and I come every time. I like using the hot glue guns and the variety of stuff that I don’t have at home.” And overheard in the hallway after a session, “Open Studio is the best ever!”

Laura Douglas, B.Ed, M.A.

Funded by the Ministry of Public Safety and Solicitor General.
“Thank you for teaching us Nonviolent Communication, it met my need to belong with my class and to be able to express myself.”
In August 2018 I was privileged to step into the role of Child and Youth Counsellor, through both the Child and Youth Mental Health program as well as the Prevention, Education, Advocacy, Counselling, and Empowerment (PEACE) program. I have been honoured to provide counselling services to children, youth, and families in Kaslo and the surrounding areas. These programs receive funding through the Ministry of Children and Family Development, the Ministry of Public Safety, and School District #8.

Between August 2018 and February 2019 these programs received 21 new referrals, and I met with 17 individual clients and/or their families. In this role, I have provided individual counselling services and integrated case management, as well as managed an ongoing waitlist.

I have been fortunate to collaborate with other service providers, connect with other child and youth counsellors throughout the region, and join the Safe Kids and Youth Coordinated Response team. I am particularly grateful to the staff at JV Humphries for their continued collaboration in working to support students in need. Despite these coordinated efforts, we have also faced some difficulties due to the reality of the limited resources available to children and youth in a rural and remote area, particularly for those facing mental health challenges.

In the time that I have been with NKCSS, I have been warmly welcomed into this rich and vibrant community. It has been an honour to do my part to support my clients, and I continually strive to enhance the lives of my clients and their families. I have been touched to witness the courage, resilience, humour, and commitment to growth that my clients have demonstrated. I am privileged to work so closely with children, youth, and families, to listen to their stories, to share in moments of connection, and to witness the experience of wellbeing and growth in the lives of my clients.

It has been a very difficult decision to leave my position with NKCSS, and one that has not been made without a heavy heart. I will be moving to work closer to my home and family in Nelson. NKCSS is truly a wonderful organization staffed by a team of open-hearted, skilled, ethical, and incredibly dedicated people. It has been a pleasure to work alongside all of you, and I will miss you dearly.

Jordanna Isaacson, MA, RCC
Child and Youth Mental Health Counsellor and PEACE

Funded by the Ministry of Children and Family Development and the Ministry of Public Safety and Solicitor General.
Our Child and Youth Mental Health (CYMH) program is funded for 9 hours of counselling to clients on the East Shore through the Ministry of Child and Family Development. Currently, due to overwhelming need, an additional 7.5 hours of service is provided by School District #8 directly (2 hours), the PEACE program (2.5 hours), and 3 hours are funded through the LINKS program. Service is provided from an office located at Crawford Bay Elementary and Secondary School (CBESS) in one of the community rooms.

The goals of working with children and youth include:

- Children, youth and their families will have an increased capacity to function independently;
- Children and youth with severe mental, emotional and behavioural problems will be able to function to their highest capacity as a result of involvement with this service.; and,
- Children, youth and their families will report that they are actively involved with decisions that are made which affect their lives.

I work with children and youth from the ages of 4 though to 19, and their families, with very diverse issues and needs. Increasingly I am working with clients who have severe anxiety, depression, childhood sexual abuse, childhood physical abuse and neglect, developmental trauma, and post traumatic stress disorder. I also work with more youth who are self harming and who are struggling with suicidality. I am seeing more children and youth with Autism Spectrum Disorder (ASD) and am often asked to support with social skills development, impulse control and emotional regulation. Poverty, single parenting, and co-parenting issues are common issues amongst the clients that I am currently supporting.

Throughout my years in the CYMH position I have noticed an increasing need within the community and an increase in the severity of issues facing our children, youth and families.

Throughout the 2018-2019 school year I have met with 25 clients participating in the CYMH program.

Alexis Phillips, MA, RCC
Child & Youth Mental Health Counsellor

_Funded by the Ministry of Children and Family Development, School District 8 and the Ministry of Public Safety and Solicitor General._
“Thank you for all the help you have given to our family... Things really are going ok around here.”
Family support is provided for families who are experiencing challenges related to parenting and family stability. Our program offers: Parenting Skills Development, Intensive Family Preservation, and Parent/Teen mediation. Services are provided in a one-on-one setting or in a Parent Support Group. The goals of the program are to help families build healthy communication and conflict resolution skills as well as support parents in understanding stages of development and nonviolent ways of ways of providing structure and discipline for their children.

This year our program served 41 families in Kaslo and Crawford Bay. The goals of our program were met mostly through individual sessions or sessions attended by both parents and/or teen to improve the quality of their family connection. Some situations involved Parenting After Separation support. We also facilitated a weekly Parent Support Circle at the Family Center in Kaslo, where parents could share their questions, concerns and celebrations in a non-judgmental environment.

This counsellor also presented at two Nobody’s Perfect programs in Kaslo and Meadow Creek and one MotherCare group. This program directly contributes to our mission statement at North Kootenay Lake Community Services by enhancing the quality of life of our families at the north end of the lake.

Parent Quotes: “I love the open, non-judgemental, supportive atmosphere and format.” “Hearing what others are struggling with normalized the ups and downs of parenting.” “Great resources, tools for parenting, supporting mental health and emotional regulation.”

“Thank you for all the help you have given to our family...Things really are going ok around here.”

There are so many highlights from this year. There were many celebrations with individual families who are using new skills to stay attuned and connected to their children and be the “alpha” parent. In April 2018 I completed a year of study in Family Constellations and this has given me confidence in understanding families from a systemic view. I am currently studying Hakomi, a mindfulness based therapy, and look forward to integrating these skills into my work with families.

Laura Douglas, B.Ed., MA

Funded by the Ministry of Children and Family Development.
SKY is a “made in the West Kootenay Boundary” rural adaptation of a Child and Youth Advocacy Centre model. It was created over a number of years by people collaborating across systems - police, child protection, crown counsel, victim services, schools, health-care, and community services that support children, youth and families – to develop and implement local cooperation agreements. The goal is a more seamless response to child and youth abuse that reduces the potential for re-traumatization.

This position is funded for 5 hours per week and the desired results of the program are:

◊ An increase in the number of in child and youth interviews involving physical or sexual abuse happening in SKY interview rooms;

◊ An increase in the number of child and youth interviews that involve both police and Ministry of Children and Family Development (MCFD) staff that are conducted collaboratively;

◊ An increase in the number of interviews that are conducted by StepWise trained police officers or MCFD social workers;

◊ An increase in the number of the cases in which Victim Services are called in to provide support to the child or non-offending caregiver at the time of the interview or shortly after;

◊ An increase in the number of cases in which referrals are made to counseling and other support services; and

◊ An increase in the number of cases that go to court that involve court preparation with Victim Services and Crown Counsel.

Total Number of contract hours: 235

This year saw the Kaslo SKY team get established and begin the development of our protocols to ensure a coordinated response to reports requiring the involvement of both RCMP and MCFD. We expect to have the protocols completed and signed by summer of 2019. We have highlighted our commitments within the protocols confirming early involvement of victim services to ensure client/family centered support is provided.

Child and youth friendly decorative items were purchased to place in the RCMP ‘soft’ interview room with the intent of creating an even more child and youth focused environment. Further, to stay connected to the national community of Child and Youth Advocacy Centres (CYAC), I have been contributing to two working groups in the development of a National CYAC Training Manual.

The SKY Coordinated Response is built on a multi-disciplinary approach relying on the commitment and dedication of local partner service providers in working together for the benefit of children and youth in our community.

Jana Gmür
SKY Coordinated Response Coordinator
Funded by Kootenay Boundary Community Services Co-operative.
The Victim Service Worker (VSW) provides advocacy, support and referral services to those who have experienced crime, violence or trauma. These services are available irrespective of a police report.

Services include:
◊ Help understanding and dealing with the effects of a crime
◊ Emotional support
◊ Referrals to other community agencies that can help
◊ Help understanding what happens in court and providing support and guidance through the court process
◊ Help accessing information about and applying for financial benefits, if eligible

From April 2018 to March 2019, 26 women and 12 men received service through this program. Predominant services provided were practical emotional support, court system support, advocacy and referrals.

Victim Services is contracted for 16-19 hours per week. There were 58 general inquiries which includes brief service (need can be met in one appointment), referrals, or building community awareness of the services provided. The VSW travelled a total of 3106 km, highlighting the large catchment area North Kootenay Lake Community Services Society (NKLCSS) covers as well the transportation barriers faced by people accessing services from remote communities.

The service deliverables in this role include: critical incident response, criminal justice system information and support, safety planning, practical and emotional support, information and referral, networking/public awareness, and education and provision of services in Family court related matters. In our community, direct client service is provided in safety planning, practical and emotional support, family court related matters, information, and referrals while community awareness and education efforts are made in the areas of critical incident response and criminal justice system.

An important matter in providing such a service in our community is to maintain connection with the community to identify existing or new and emerging needs. This is done by outreach to our partner programs such as the Food Hub as well as building and maintaining regional and community partnerships with RCMP, Ministry of Children and Family Development, The Advocacy Centre, School staff, and Primary Care Services.

◊ 38 individuals served
◊ 121 total visits

Jana Gmür

Funded by the Ministry of Public Safety and Solicitor General.

3106 km
Distance travelled while providing Victim Services
Stopping the Violence (STV) Women’s counselling program is funded through the Ministry of Public Safety and Solicitor General. The purpose of the STV program is to provide counselling to women who have experienced relational violence or abuse, whether current or past and whether from family members, partners, acquaintances, or strangers. The STV program focuses on empowering and supporting women in addressing issues that have arisen from their experiences of trauma and abuse.

Reducing shame, increasing self-compassion, re-connecting with hope, and developing healthy ways of coping with stress, are just a few of the many ways that the STV program supports the quality of life for North Kootenay Lake residents. A continued challenge in the work is observing the ongoing negative impact of unstable and unaffordable housing situations on the physical and psychological wellbeing of women and their dependant children. An additional challenge lies in obtaining recurrent funding to offer services for men who also wish to access counselling to address historical trauma and/or seek support in making personal changes to end the cycle of violence against women.

Over the past year I was delighted to obtain level 2 certification and training in Accelerated Experiential Dynamic Psychotherapy (AEDP), an attachment-based, experiential therapeutic approach ideally suited to address and treat relational trauma.

For me, the main highlights of the year lie in the direct clinical work of accompanying women along their journeys towards reclaiming their stories, implementing changes, and experiencing a sense of relief from the symptoms of trauma. I look forward to continue supporting and witnessing women in their process of healing and personal growth over the next year. I am continually grateful for the collaborative and co-operative environment fostered by the NKLCSS staff.

◊ 22 unique women
◊ 174 individual sessions

Josslyn Gareau, M.Ed., R.C.C.
Stopping the Violence Women’s Counsellor

Funded by the Ministry of Public Safety and Solicitor General.
The Safe Home program provides safe, secure and confidential services for women and their children who are at risk of violence or have experienced violence.

Services include:
- information and supports for decision making,
- short term shelter or housing,
- referrals to other services,
- and links to affordable housing.

This year we have reviewed and revised applicable policies, most notably our after hours service provision. Historically, women could only access the Safe Home program afterhours by contacting the RCMP. In an effort to reduce barriers to women accessing services, the Aimee Beaulieu Transition House based in Nelson now answers after hours calls. This provides women with choices as to how they seek safe shelter.

We do provide support to women through prevention strategies, (including safety planning), as well as after care, when women who are no longer living with the threat of violence are more able to address the historical impacts of the violence.

We are anticipating more ready access to Safe Home programs given the changes we have implemented. Funded by BC Housing.

- Number of individuals Served: 5
- Number of total visits/sessions: 1 x10 days
- Number of volunteers: 3
- Number of volunteer Hours: 77

Jana Gmür and Josslyn Gareau
Safe Home Coordinators

Funded by BC Housing.
Kaslo

Referrals to Adult Mental Health & Substance Use programming in Kaslo continued to be steady, with 50 new referrals and close to 250 individual appointments delivered this past year. My active caseload generally stays around 50 (or more) individuals. The majority of these referrals continue to come from the Kaslo Primary Health Unit Doctors, but I would like to remind people that community members can also self-refer and other community service providers can also refer individuals that are in need of Mental Health and Substance Use support.

The Adult Mental Health & Substance Use contract is funded by Interior Health and provides for 23 hours (3 days) per week of service for the residents of Kaslo and the area (up to Howser and down to Ainsworth). Interior Health continues to ask that we prioritize individuals with the most significant mental health and substance use concerns and refer those with more mild/moderate depression/anxiety to the ASTAT team at Nelson Mental Health.

Crawford Bay

I am into my second year as the Mental Health and Substance Use Case Manager and Outreach Worker for the East Shore. I work out of the East Shore Community Health Centre in Crawford Bay. My program is funded by Interior Health. The objectives of this program are to provide case management and counselling for individuals dealing with mental health and substance use issues. Access to this service is either through self-referral or referrals from a health provider.

This position is funded for 11 hours (1.5 days) per week. The on-going challenge is working with clients within the limited hours provided by the Interior Health Authority contract. Our service is obviously essential as there is always more demand for service in the community than there are hours to meet the need. Though I am continually challenged with the workload, I am grateful for the team support I have with my NKLCSS colleagues in Kaslo and my colleagues at the East Shore Community Health Centre. I am honoured to play a role in my clients’ healing journey.

◊ Number of individuals served: 30
◊ Number of total visits to your program: 335
◊ Number of sessions: 335

Alice Temesvary, MSW, RSW

Funded by the Interior Health Authority.
Our outreach programs offer support to:

- Adults living with mental illness
- Adults with a developmental disability
- Children and youth with special needs.

The outreach programs have provided support to 10 individual clients in the past year.

_Funded by the Interior Health Authority, the Ministry of Children and Family Development and Community Living British Columbia._

**Clubhouse**

2018 was another very successful year at Kaslo/Balfour clubhouse. The four members attend faithfully. They all say almost weekly how much clubhouse means to them and how much they look forward to the weekly non-judgemental fellowship and shared food. Due to limited mobility of one member, we mostly stay indoors for our meetings.

Scrabble “clubhouse style” is a favourite pastime for all. We have had several special lunches out at local restaurants. A local pharmacists and a nonviolent communication expert and a mental health worker have visited as well as the Nakusp clubhouse members. All in all clubhouse is important to the members. I attended clubhouse coordinators meetings in Castlegar.

- 47 sessions
- 168 participant visits
- 4 regular participants

Donna Cormie
Clubhouse Coordinator

_Funded by the Interior Health Authority._
Boys’ Town Kaslo

Boys’ Town Kaslo was able to provide mentorship for 11 different boys over the course of the school year. We are in our second year using a peer mentor. This is a boy who has aged out of the program but is still keen to help. We find that this is a great addition to our program. The peer mentor provides a bridge between the participants and the adult mentors while gaining valuable leadership experience and giving the participants more overall attention.

This year’s program started in the fall where we focused on individual confidence using outdoor education and learning specific skills such as fire starting and fire safety. Our winter/spring program focus is mentorship in locally available skill sets and community service. The boys learned blacksmith and farming skills, drumming, meditation, and massage therapy. They were able to give back to the community by engaging with the local community, learning more about local businesses and performing random acts of kindness.

The highlight of each seasonal program is often our celebration meal. This meal is planned and prepared by the boys. Our fall session meal was prepared for the boys’ parents and our winter/spring session was prepared for NKLCSS and J.V. Humphries School staff. We invite the parents in order to get to know them better and in hopes that we will have mutually beneficial interactions moving forward. We invite the staff members with the purpose of recognizing the important development which the boys undergo throughout the course of the school year.

◊ 11 participants
◊ 18 sessions
◊ 7 hours of community service

Erin Carr
Boys’ Town Coordinator

David Moore
Boys’ Town Assistant

Keefer Barnes
Boys’ Town Peer Mentor

Funded by School District #8.
The Kaslo Food Hub offered a range of programming and services in 2018/2019 for Kaslo and Area D residents. Below is a summary of the major areas in which we saw growth or change in the past year.

**Food Cupboard**

Use of our twice-weekly food bank service continues to grow, with 2018/19 seeing record numbers of people accessing the service. According to our annual Hunger Count survey that we do for Food Banks Canada, the number of people using our service grew by 19%. This is a larger-than-average increase in one year and creates challenges to us for budgeting, resource priorities, volunteers, and more. Our food recovery program offsets some expenses, but we still rely on our Christmas fundraising campaign to bring in the money required for us to purchase food to stock our Food Cupboard. Donations from community members and businesses are the real source of the food we are able to provide.

- Volunteer hours: 480 by Food Cupboard “Hub Hosts”
- Christmas hampers distributed: 72 (up from 64 the previous year). In 2018 seventeen businesses or organizations contributed to the hampers. Two staff and eight volunteers helped to put together and distribute the hampers.

**Harvest Share Food Recovery Program**

This program seeks to provide high quality food for distribution through our food cupboard and relies on the generosity of local businesses like retailers, lodges, restaurants, caterers, bakeries, and also individuals who donate surplus food to us. We accept donations at our door and also pick up donations on a weekly basis from donors. The program has a huge impact on our ability to provide food to our food cupboard clients.

The food recovery program also
includes our Feeding Families Not Bears program which seeks to avoid human-bear conflict in our area. We match residents with fruit trees and excess fruit to volunteer harvesters who want to collect that fruit. Fruit is shared amongst the tree owners, harvesters, and Food Hub. 2018 was a low-yield year for local fruit trees generally so our statistics for harvested fruit were lower than previously.

◊ Recovered Food in pounds: 31,382
◊ Recovered Food Value: $81,593 (using Food Banks Canada guide for valuing food at $2.60/pound)
◊ Food donations include fruits, vegetables, groceries, dairy, bread, eggs, and meat
◊ Local businesses and organizations donating food in 2018-2019: 20

Food Skills Workshops

◊ 4 workshops in past year. Topics covered: Fruit Tree Pruning, Seed Saving and Gardening in the Kootenays, and Herbal First Aid.

These workshops teach valuable skills aimed at increasing people’s ability to feed themselves with nourishing and affordable food, while providing an opportunity to come together and learn in a social context. We had over 60 people participate in these workshops.

31,382 lbs. = $81,593

of food recovered

Recovered Food Value
Garden Mentorship

In 2018 we continued using our garden space outside the Kaslo Food Hub that we have established, and we also grew food in a plot at the Kaslo Community Gardens. These two garden sites allowed us to grow food for our food bank program while at the same time offering food bank clients and community members the opportunity to help in the gardens. Our Food Security Coordinator shared gardening and food production tips with the volunteers, improving their skills and ability to provide food for themselves. Many of the volunteers signed up because they wanted to learn about gardening and were working on establishing gardens in their own yards for the first time.

◊ We had 8 adult volunteers help in the gardens in 2018, as well as a number of children who joined us.

◊ We produced 381 pounds of food of a wide variety, including lettuce, greens, cabbage, peas, beans, tomatoes, radishes, carrots, beets, onions, potatoes, herbs, broccoli, cilantro, parsley, basil, and peppers.

Community Christmas Meal

We helped form a coalition of churches and non-profits who put on a Community Christmas Meal on December 20th, 2018. The meal was open to anyone in Kaslo and Area D to attend, but our outreach targeted low-income families and individuals, as well as socially isolated and elderly people. We served 192 people a full multi-course Christmas Meal, with live music from two bands and a visit from Mrs. Claus.

Edible Garden Tour

We coordinated our annual North Kootenay Lake Edible Garden Tour, which is a yearly fundraiser for the Kaslo Food Hub. The one-day event profiles local gardens who have achieved excellence in food production, opening them up to the public as an entertainment and educational event. In 2018 we sold 51 tickets for the event, and received other minor donations for a total of $541.50 fundraised.

Kaslo Saturday Market

We had a successful second year of coordinating the Kaslo Saturday Market. We are proud to be the organization providing this much-loved community event. The market is an important incubator for local farm and artisanal food businesses offering market vendors exposure to a customer base and opportunity for face-to-face engagement with those customers. The market offers a fun personal and family experience where, for a short window of 16 weeks, residents and visitors can buy items that many times are not available at any local stores, and they can meet the producers of their food in person.
Farmer’s Market Nutrition Coupon Program

- 27 households received $21 in coupons weekly for a 16 week period in 2018.
- Total of $9072 in coupons was distributed to eligible families, seniors and pregnant women in our community.

Coupons could be used to purchase fresh produce and more at the Kaslo Saturday Market. This is a program of the BC Association of Farmer’s Markets and funded by the BC Ministry of Health.

Food Resource library

- 30 rentals

Residents can choose from a selection of food-themed books and videos.

Community Root Cellar

Our walk-in cooler is available to rent space and keep perishable items in excellent condition. The past year saw a surge in popularity of this service with more people, farms and businesses using it than ever before.

Tool Library

- 38 rentals

This resource continues to grow in popularity in Kaslo, allowing people to rent culinary food processing items like dehydrators, juicers, grain grinders, meat grinders, apple press, smokers, canning supplies, pasta makers, and more.

Food Banks BC Refrigeration Capacity Grant

In 2018 we received a $39,636 grant from Food Banks BC to upgrade our refrigeration capacity. This was used to build a walk-in cooler and walk-in freezer that will have uses for us as well as the general public. The cooler/freezer is located in an easily accessible building in downtown Kaslo and will hold overflow items from our food recovery program as well as be rentable refrigerated space for local citizens and businesses. We already have two local farms and one business renting space in 2019 and expect this new cooler/freezer to be an asset to people in our area.

As well as building the cooler/freezer, the grant also allowed us to purchase more freezers for the Food Hub and weigh scales, dollies, and thermal blankets that we will use in our food recovery program.

Kaslo Seedy Sunday 2019

- 12 vendors
- 1 free public workshops

Patrick Steiner
Food Security Coordinator

Staff

Alexis Phillips - Child & Youth Counsellor - East Shore;
Alice Temesvary - Adult Mental Health & Substance Use Counsellor - East Shore;
Barbara Cyr - CAP-C Coordinator, Mothercare Coordinator;
Bry Daniels - Schoolworks Student;
Danielle Byers - Executive Director;
David Moore - Childminder, Boys' Town Facilitator;
Donna Cormie - Outreach Worker, Clubhouse Coordinator, Lifeline Coordinator;
Dustin East - Boys Town assistant on-call;
Elisa Shine - Acting Early Years Coordinator, Acting YAC Coordinator, Program Facilitator;
Elise Arnaudin - Program Facilitator;
Elizabeth Brandrick - Senior's Coordinator, Childminder;
Ellie Madeley - Counsellor;
Erin Carr - Boys' Town Coordinator, Food Cupboard Coordinator, Child & Youth Special Needs Worker, Outreach Worker;
Gail Bearham - Outreach Worker;
Heather Hamilton - Office Manager, IT Support;
Heather Steinman - Outreach Worker;
Jana Gmür - Victim Service Worker, Safe Home Coordinator, SKY Coordinator, Seniors Advocate;
Jane Ballantyne - Finance Manager;
Jennifer Berg - Childminder, Home Support Worker;
Jenny Hide - Adult Mental Health & Substance Use Counsellor;
Jordanna Isaacson - Child and Youth Counsellor;
Josslyn Gareau - Stop the Violence Counsellor, Safe Home Coordinator;
Kathy Boehlke - Childminder;
Kathy Allaire - Kaslo Early Childhood Coalition Coordinator, Reception;
Laura Douglas - Family Support Worker, PEACE Counsellor;
Margaret Smith - Childminder;
Mikenna Hansen - Childminder;
Melyssa Sieber - Program Facilitator;
Nancy Hansell - Childminder;
Nichol Ward - Childminder, On-call Food Cupboard Coordinator;
Nicole Brown - Program Facilitator, Childminder;
Pat Lawrence - Childminder;
Patrick Steiner - Food Security Coordinator;
Sarah Evans - Early Years Coordinator, YAC Coordinator;
Shannon Isaac - Kaslo & Up the Lake Youth Network Coordinator;
Suzan Clancy - Community Counsellor;
Funders

BC Association of Farmers Markets
BC Housing
Columbia Basin Trust
Community Fund of North Kootenay Lake Society
Community Living British Columbia
Food Banks BC
Food Banks Canada
Interior Health Authority
Jewett Elementary School
Kootenay Boundary Community Services Co-operative
Kootenay Kids Society
Ministry of Children and Family Development
Ministry of Public Safety and Solicitor General
Province of British Columbia
Public Health Agency of Canada
Regional District of Central Kootenay
School District 8
TELUS Foundation
Village of Kaslo
Victorian Hospital of Kaslo Auxiliary Society
Western Communities Foundation
Individual Donors