



# **Annual Report**

April 1, 2024 - March 31, 2025

**Easy Read Version** 

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#### **ABOUT US**

#### **MISSION**

Rivercity Inclusion advocates for and provides services to improve quality of life for people of all ages with support needs, their families, and caregivers.

#### **VISION**

We envision a safe and inclusive community promoting choice, opportunity and belonging.

#### **VALUES**

RESPECT—FAIRNESS - INTEGRITY—BELONGING - INCLUSION

# 64 YEARS!

Rivercity Inclusion started in 1961 when parents wanted a better life for their children with disabilities. At that time, many children had to live far from home in big hospitals. These parents wanted them to live and learn in their own community. Today, Rivercity Inclusion is a warm and friendly place where people with special needs can spend time together, make friends, and feel respected. It also gives families and caregivers a break, knowing their loved ones are safe and happy.

Rivercity Inclusion is primarily funded through service contracts with:

Community Living British Columbia

Ministry of Children & Family Development

Island Health Authority

BC Housing



Early years at Arbutus School



#### PRESIDENT'S REPORT

As we look back on another year, we feel thankful for everyone who helps make Rivercity Inclusion such a special place. Our staff, volunteers, families, partners, and the people we serve all work together to make our community stronger.

In 2025, we started a new plan to guide our work. This plan reminds us of the values that are most important: respect, inclusion, working together, and now, integrity. Integrity means being honest, fair, and doing what's right—even when it's hard. It helps us make good choices and keep the trust of our families and community.

This year, we grew our programs, built new partnerships, and listened to what our community needs most. Through every change and challenge, integrity helped us stay true to our purpose: to build a caring, inclusive place where everyone belongs.

On behalf of the Board of Directors, thank you for being part of our journey. With honesty, kindness, and courage, Rivercity Inclusion is ready to face the future—together.

Warm regards,
Peter Schwarzhoff



The Myles Himmelreich event that was brought to our community by our FASD Keyworker Program, took place at the Tidemark Theatre and was a huge success!

#### **EXECUTIVE DIRECTOR REPORT**

#### Rivercity Inclusion Society: 2024–2025 Year in Review

#### Who We Are

Rivercity Inclusion Society (RCIS) is proud to support more than 1,500 children, youth, adults, and seniors in Campbell River and the surrounding area. We have 15 locations where we help people learn, grow, and belong.

We are a true community organization. Our programs include:

- Child and Youth Development
- Adult Inclusion Programs
- Housing and Assisted Living for seniors
- Support for families and caregivers

We have an amazing team of staff. They include therapists, childcare consultants, support workers, housing supervisors, and more. Each person plays an important part in helping others live full and happy lives.

#### **Our Strong Team**

We may be a small team, but we are mighty!

Our leaders and administrators make sure everything runs smoothly. They look after:

- Finances and payroll Staff support
- Health and safety Housing and risk management
- Program quality

This team makes sure our programs are safe, fair, and focused on people and families. They care deeply about our values of Respect, Fairness, Belonging, and Inclusion.

#### A Year of Surveys and Success—

This year, RCIS took part in two big reviews:

#### CARF (Commission on Accreditation of Rehabilitation Facilities) Accreditation Survey (7<sup>th</sup>)

Four auditors came for three days to review more than 1,200 standards. Their findings made us proud!

They shared some great feedback:

- Families said our staff care deeply and communicate well.
- Clients said they feel respected, included, and supported.
- One parent said: "Our son has been given opportunities he would never have had. He loves his job and can't wait to go to work each morning. Staff see his strengths and help him find the best place to work."

The auditors said our programs are truly person-centred and that our staff focus on each person's goals and happiness.

#### WorkSafe BC Audit

We also took part in our second WorkSafe COR Audit and earned a score of 88%! This shows our strong commitment to keeping both clients and staff safe.



The Community Access Services Program Holiday Party—thank you McDonalds for your continuous support over the years!!

#### **Our Strategic Plan: Looking Back and Moving Forward**

This year marked the final year of our three-year strategic plan. A strategic plan helps us to set goals and make a plan to reach them. It's like a map that shows the best way for RCIS to reach our dreams. We made great progress on all five of our main goals.

#### **Funding and Partnerships**

- We applied for more grants than ever before—and received more funds too!
- We created a Board-led Fundraising Committee to raise more money and increase community awareness.
- We built new partnerships to create more housing and support services.

#### **Branding and Reputation**

- We changed our name from Campbell River and District Association for Community Living (CRADACL) to Rivercity Inclusion Society (RCIS).
- We launched a new logo and brand to match our fresh, forward-looking identity.
- We took part in more community events, helping more people learn about who we are and what we do.

#### **People and Culture**

- We redesigned our Staff Satisfaction Survey to better understand staff wellness, health, and happiness.
- We began values-based hiring and leadership, making sure all decisions reflect our values:

#### Respect, Fairness, Belonging, and Inclusion

#### **Client Services and Supports**

- We bought land downtown to give us space for future program growth.
- We began offering L.I.F.E. Services for adults in our Inclusion programs.
- We completed a "Review to Renew" of our Early Intervention Program. This helped us find better ways to reduce waitlists and support more young children and their families.

#### **Technology**

- We received the largest grant in our history—\$100,000 from BC Housing's IT Grant! This funding helped us buy new laptops for staff.
- We also introduced ShareVision, a database made for community living agencies. It helps us share information, track progress, and use less paper.
- We launched our new RCIS website—it's easy to use and looks great!

#### **Working Together Makes It Possible**

None of these successes happened by chance. They happened because people worked together—with care, trust, and purpose. When people share a goal, amazing things happen. Each step forward came from teamwork between our staff, families, clients, Board members, and partners.

These successes helped us shape our new three-year plan, built on what we learned and achieved.

#### **Planning for the Future**

In the spring of 2025, our Board of Directors and Management Team spent two days thinking deeply about our next chapter.

We talked about:

- What we do best?
- What can we improve?
- What our clients and staff need most?
- How can we keep growing while staying true to our mission?

From these talks, we built our new Strategic Plan and it includes:

- A refreshed Mission and Vision
- The addition of Integrity as a new core value
- A clear framework to guide us over the next three years

#### **Our Core Values**

We are proud to be guided by these five values. These values help us make good choices, build trust, and stay strong—no matter what challenges come our way.

**Respect** – We treat everyone with care and kindness.

**Fairness** – We make decisions that are just and equal.

**Integrity** – We act with honesty and do what's right.

**Belonging** – Everyone deserves to feel welcome.

**Inclusion** – Everyone has a place in our community.

#### **Gratitude and Looking Ahead**

We could not do this work without the support of so many. A big thank you to:

- Our staff, who work with dedication every day
- Our clients and families, who inspire us
- Our volunteers and community partners
- Our Board of Directors, their trust and encouragement help us dream big and stay focused on what matters most—people.

As we look to the future, we remember the wise words of one of our Board Directors, Terri Cranton, who said, "Oh, the places we shall go." Those words remind us to dream, to grow, and to keep walking forward together.

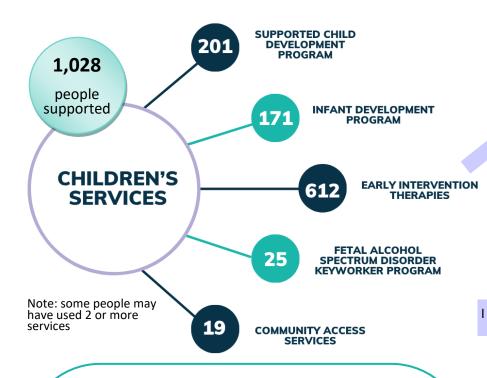
#### In closing

Rivercity Inclusion Society is more than an organization. It is a community of care. It is a place where everyone belongs and every person matters. We believe that together, we can create a future where all people; children, youth, adults, and seniors—have the support they need to live their best lives. We thank you for being part of this journey. With integrity, respect, fairness, belonging, and inclusion at our heart, we are ready for whatever comes next.

Here's to another year of learning, growing, and celebrating—together.

-Rachael

## CHILDREN'S SERVICES — People we helped



Occupational Therapy: 225
Physiotherapy: 185
Speech and Language: 202

# Best parts shared by the people helped:

Infant Development Program 100 % Agree

The program has been helpful for my child.

I feel my goals for my child are supported by the staff.

87.5 % Agree

Early Intervention Therapies

"Not sure what I would do without her . She is so supportive to our entire family."

- Anonymous feedback on Client Experience of Services Survey

Keyworker Program Agree

I received assistance from my Keyworker in advocating for my family's needs.

My child's ability to participate in their child-care program has increased due to SCDP support.

**70 %**Agree

Supported Child Development Program

**Community Access Services** 

100 % Agree

I am happy with the help I get from the staff.

"We are very grateful for your services. Thank you!"

- Anonymous feedback on Client Experience of Services Survey

Each program conducts their own survey. The best parts shared by the people we helped are specific to each program.

## **CHILDREN'S SERVICES** — Service Delivery

#### **Dogwood Place Child & Youth Development Centre—updates!**

- After flooding, new floors were put in the therapy rooms.
- A new Children's Services Manager joined our team!
- Staff joined the Annual Children's Health Fair to share information and connect with families.
- Our team visited families in Gold River, Tahsis, Quadra, Cortez, and Sayward.

Dogwood Place keeps growing and helping children and families in our community every day!



Some of the handmade items that were given to families—thank you Altrusa Club!

#### **Infant Development Program (IDP)**

- The IDP team received the Altrusa Grant! This grant gives extra funds and special handmade materials to help families. Altrusa has supported Rivercity Inclusion Society for many years.
- Families joined fun and helpful groups like Infant Massage, Baby and Toddler Time, and Circle of Security Parent Training.
- We also worked with Public Health Nurses to host a Toddler Clinic for early checkups.
- A new part-time Infant Development Consultant joined our team this year!

#### **Early Intervention (help) Therapies (EIT)**

- Families joined fun and helpful programs like Speech Builder Group and Food School.
- We were happy to have the Pediatric Outreach Therapy Program (POTP) visit for one week! They met with families and children waiting for therapy to give check-ups and support.
- Our staff went to learning events about helping hands, speech, safety, Métis culture, and tummy troubles (reflux).
- We worked with Island Health to add a new full-time Speech Helper (Speech-Language Pathologist). A student helped teach and support this new role.

## CHILDREN'S SERVICES — Service Delivery—cont'd

#### **Supported Child Development Program (SCDP)**

- Made special kits for daycares with pictures and tools to help children learn and play.
- Ran a six-week Preschool Readiness Group to help children learn new skills and get ready for preschool or daycare.
- Staff joined trainings about feeling safe and calm, talking and listening, and working together, and went to the Early Childhood Educators of BC (ECEBC) Conference.
- Hosted two workshops—Nature Based Regulation and A Day of Building Connections—and helped run a fun and exciting Early Childhood Educators book club!

#### **FASD Key Worker Parent Support Services**

- Shared information and taught others at events like the Children's Health Fair, Youth in Care Event, Red Shoes Rock, and the Teen Mental Health Fair.
- Staff joined trainings called Building a Shared Understanding, Communication that Empowers, Repairs and Connects, and the Provincial Outreach Program for FASD.

Our FASD Keyworker and one of our lovely participants at the BC Child & Youth Care Week in June



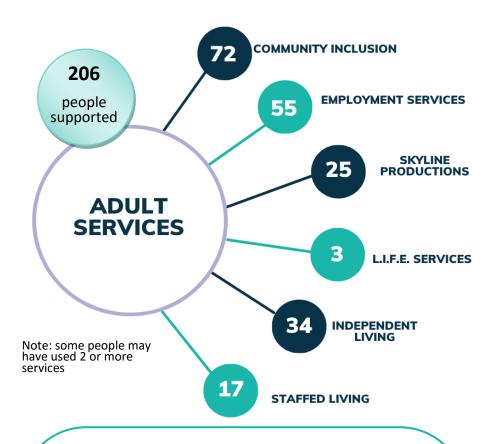


A youth enjoying a snow filled day of tubing at Mt. Washington

#### **Community Access Services (CAS)**

- CAS Youth made care kits to help people in our community who are experiencing homelessness.
- They brought smiles to seniors at Ironwood Place by making crafts together for Mother's Day and Father's Day.
- The youth also enjoyed fun trips, including tubing at Mt. Washington and swimming at the wave pool in Comox!

# **ADULT SERVICES** — People we helped



"They are amazing people. I feel more independent."

-Anonymous feedback on Client Experience of Services Survey

"I am very thankful for the support my child is receiving. Thank you for all that you do."

-Anonymous feedback on Stakeholder Experience of Services Survey

# Best parts shared by the people we helped

92 % I feel respected by the staff who support me.

I am happy with the support I receive at Rivercity Inclusion.

99 %

of clients feel their program helps them feel included in the Campbell River community.



Some folks enjoying games at the Holiday Party!

#### **ADULT SERVICES** — Service Delivery

#### **Community Inclusion Services**

#### **New This Year**

- Leisure moved into a bright new space with an easy-to-use washroom. This was made possible with help from the Enabling Accessibility Grant, the Noon Rotary, and the Dion Family.
- HYPE moved into a bigger space with room for both learning and working.
- Passages got new paint and furniture, thanks to CLBC funds. The space now feels warm and welcoming!

#### **Highlights This Year**

- We joined the Fishing Forever Program again and had more fishers than ever before!
- Parties galore! HYPE held a Halloween Bash, and Passages, Leisure, and HYPE hosted a fun Holiday Party across all three spaces.
- Friends in the Confidence in Community Program joined monthly events and made new friendships.
- Summer fun included a swim day at McIvor Lake with a lifeguard to keep everyone safe.
- Some HYPE client worked at the Snack Shack at the outdoor pool, learning new job skills.
- Referrals from CLBC are coming in again, and our programs are almost full!
- Music brought joy! A new band, **The Rivercity Rockers**, started and added fun to our programs.

It was a wonderful year full of fun, learning, and friendship. We're excited for what's ahead!



The Fishing Forever
Program at Echo Lake

### **ADULT SERVICES** — Service Delivery

#### **Independent Living**

#### **New This Year**

- A grant from Island Health helped more than 10 people join cooking classes that taught healthy eating. Everyone tried new recipes and learned new cooking skills during the fall and spring.
- The team hosted a wonderful day at McIvor Lake, made possible through connections with a lifeguard!

#### **Highlights This Year**

- Monthly themed meals were a big hit!
- Staff helped clients find ways to stretch their food budgets as prices rose.
- Some clients joined art classes and other community activities, supported by funds from our Fundraising Committee.
- The annual holiday party was full of fun games, laughter, and delicious food!

#### L.I.F.E. Services

#### **New This Year**

- Rivercity Inclusion was chosen by CLBC to start a brand-new program in Campbell River called L.I.F.E. Services. It began in November 2024.
- L.I.F.E. stands for Learning, Inclusion, Friendship, and Employment—the four areas we support!

- The program welcomed its first five participants and learned so much along the way.
- L.I.F.E. Services is the first program to use Share-Vision, our new online system.
- Participants say they feel more confident and have more friends and support in the community!

# **ADULT SERVICES** — Service Delivery — cont'd

#### **Employment Services**

#### **New This Year**

- We received new funding from CLBC and added a part-time (0.5 FTE) team member to Employment Services.
- HYPE Employment moved into its own space, separate from HYPE Inclusion, helping the program grow and shine on its own.
- The Employment Team now holds monthly meetings so Job Developers can share ideas and learn together.
- The team began using CLBC's new Employment Service Best Practice Guide to help improve services.

#### **Highlights This Year**

- With NIEFS and the Noon Rotary Club, we celebrated Inclusive Employers at a special luncheon.
- Our Job Developers built new partnerships with local employers who value inclusion.
- We're proud that people in our program find jobs faster than the provincial average!

One of our participants doing a great job in the Employment Program!



#### **Social Enterprise—Skyline Productions**

#### **New This Year**

- Skyline Productions got a new HVAC system to stay cool on hot days!
- A new storage container was added to hold paper for the shredding team.

- Both the Boom Board and Paper Shredding businesses kept growing!
- The lawn mowing crew worked hard, keeping lawns across Campbell River— including our Rivercity Inclusion homes—looking neat and beautiful.

# **ADULT SERVICES** — Service Delivery — cont'd





A few friends enjoying the new patio furniture at Jesmar!

#### **Staffed Living Homes**

#### **New This Year**

- The M&M Home closed as the long-time resident moved to Hoover House.
- Shelbourne House got brand-new flooring.
- Hoover House added a second vehicle, helping with more community trips and safe travel in bad weather.
- Jesmar House got new floors and a fresh coat of paint—it looks amazing!

- A Nikola House resident celebrated his 70th birthday with all the houses invited!
- Jesmar staff supported each other after the loss of a resident.
- Jesmar welcomed a new temporary resident and learned new care skills.
- Residents enjoyed Special Woodstock, Camp Homewood, and many fun trips around town!

#### **IN MEMORY**



# Ty Carlstrom

Ty passed away on November 16, 2024. With very heavy hearts, everyone at Jesmar House and the Passages Inclusion Program said goodbye to their long-time roommate, "The Good Guy."

Ty was a special part of Rivercity Inclusion and the Campbell River community. He loved to meet people and always shared his big, happy smile. Even though his life was too short, Ty brought lots of joy and kindness to everyone who knew him.

#### **HOUSING**

#### **Ironwood Place Assisted Living**

From April 2024 to March 2025, the people at Ironwood Place had a fun and busy year! They enjoyed many activities like crafts, exercise, and music. With help from a grant from the Campbell River Community Foundation, we were able to buy new puzzles and a Wii Sports game so everyone could play and be active together in the lounge. We also got big-print playing cards to help friends with vision problems join the fun.

The grant also helped us get a camera and Wi-Fi booster, so we could watch internet TV and enjoy lots of YouTube music videos. The camera lets us take pictures of all the happy moments we share every day!

Another grant, from Equip Care BC, helped us make some big improvements. We replaced our sprinkler heads to keep everyone safe, and we upgraded the cooling system to keep things comfortable during hot summer days. We also bought a new upright freezer, which helps the kitchen team serve yummy ice cream and desserts more easily.

Two very special moments this year were a Garage Sale in the fall, where residents helped raise money for their club fund, and some big birthday parties — a 100th birthday, followed by a 99th birthday the next day!

It was a wonderful year filled with fun, friendship, and care at Ironwood Place.



A wonderful birthday celebration for a special lady!

#### **Lion's Place and Palmer Place Housing**

- We got a grant from Island Health to run Healthy Living Cooking Classes in the fall and spring. Tenants had fun trying new foods and learning new cooking skills.
- Our Site Coordinators work hard to keep the buildings and yards clean and welcoming.
- Holiday parties and summer BBQs were big favourites for everyone.
- •2 The community gardens at both locations were a hit, giving tenants a fun way to grow fresh and healthy food.

#### **AWARDS**



#### Maureen Hunter

For more than 10 years, the BC Community Social Services Awards of Excellence have celebrated people who make their communities better. In October 2024, Maureen Hunter was honoured with the Leader Award at the CSSEA Conference — and we couldn't be prouder! Maureen has been a big part of Rivercity Inclusion and the Campbell River community for over 40 years. For 36 years, she has been the Employment Services Supervisor, helping people with diverse abilities find good jobs with caring employers.

Maureen also helped create three social businesses called Skyline Productions, giving more people the chance to learn and work together.

Everyone who knows Maureen sees her as a kind, hardworking, and caring leader. She is a wonderful teacher, teammate, and friend to all.

We are so happy that Maureen's amazing work has been recognized — way to go,

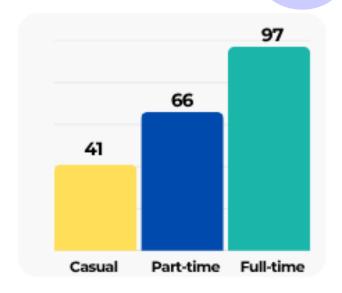
Maureen!





#### **HUMAN RESOURCES**

April 2024 Staff Levels **204** staff



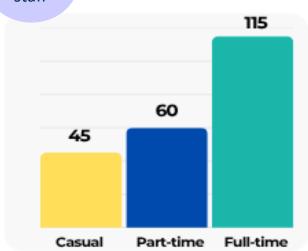
Between April 1, 2024 and March 31, 2025,

33 new employees were hired!

As of March 31, 2025, we employed

42 participants!

# March 2025 Staff Levels



# Best parts shared by Rivercity Inclusion staff



of workers have the training they need to do their jobs.



of workers get clear help and advice from their boss.



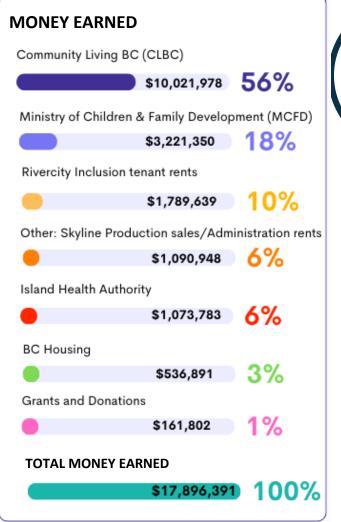
of workers would tell others that Rivercity Inclusion is a good place to work.

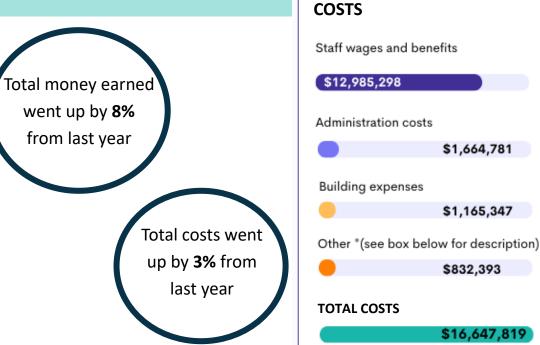
#### **FINANCIAL REPORT**

#### 2024-2025 Finances

This year was another strong one for Rivercity Inclusion. We earned more money through new funding and program fees. We also invested in GICs that helped bring in extra funds when needed. Our team is getting very good at budgeting and keeping costs under control. Our Balance Sheet stays healthy, and we can meet all our needs. The Annual Audit went well, and we keep

working to make our systems better, easier, and more effective every year.





# \*'OTHER' EXPENSES.... Vehicle expenses— insurance, gas, lease and maintenance costs, mileage Program supplies—groceries, cost of sales, office/janitorial/maintenance supplies, cell phones, training Miscellaneous expenses—advertising & marketing, bank charges, dues & memberships, professional fees, Board of Director related costs

**78%** 

10%

100%

#### **GRANTS & DONATIONS**

#### **GRANTS**

Campbell River Community Foundation = \$1,150

BC Housing = \$100,000

Altrusa Club = \$2,000

BC Ass. of Aboriginal Friendship Centres = \$1,000

Fraternal Order of Eagles = \$4,000

Equip BC = \$16,200

Island Health Community Wellness = \$7,399.98

#### **DONATIONS & FUNDRAISING**

Altrusa Club

**Boston Pizza** 

Cerese Carlstrom

Henry and Michelle Albrecht

Fraternal Order of Eagles

Purdy's Chocolate

Misko DJ's

Employee 50/50 staff lottery

\$161,802.60!!

Thank you to everyone who donated and contributed to Rivercity Inclusion.

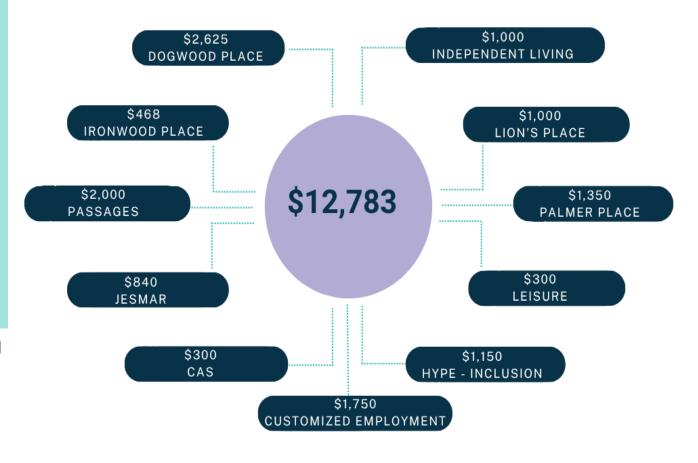
We are so grateful!

#### **Donations, Grants, and Fundraising**

This year, many kind people, businesses, and community groups gave money to Rivercity Inclusion through donations, grants, and fundraising events. All donations are shared with our programs by the Fundraising Committee. Each year, programs send in a wishlist of things or activities they would like but can't afford.

This year, the committee gave out **\$12,783** to help make these wishes come true! A chart below shows which programs received funds. We are thankful for our generous donors and the **s**taff who help raise money. This teamwork helps make Rivercity Inclusion a caring and happy place!

# UNSPECIFIED DONATIONS & FUNDRAISED MONEY DISTRIBUTED TO OUR PROGRAMS (total amount of \$12,783 does not include program specific donations)



#### **INCLUSIVE EMPLOYERS**

BERWICK BY THE SEA

**BOSTON PIZZA** 

CAMPBELL RIVER COMMUNITY CENTRE

CAMPBELL RIVER FOOD BANK

CAMPBELL RIVER GOLF CLUB

**CAMPBELL RIVER MIRROR** 

CAMPBELL RIVER SCHOOL DISTRICT 72

CITY OF CAMPBELL RIVER

CITY OF CAMPBELL RIVER SPECIALIZED RECREATION

**COMFORT INN & SUITES** 

**COVE CENTRE** 

DISCOVERY FOODS—OYSTER RIVER

DISCOVERY PASSAGE AQUARIUM

DISCOVERY HARBOUR COMMUNITY OF CARE

**DODD'S FURNITURE & MATTRESS** 

DOLLARAMA

**HOME DEPOT** 

IRONWOOD PLACE

ISLAND OWL MAZDA

**KAL TIRE** 

LITTLE CAESARS PIZZA

MORE EATERY

MVP PUB & FAMILY RESTAURANT

NATURALLY PACIFIC RESORT

PAINTERS LODGE RESORT

PETSMART

**QUALITY FOODS** 

**QUAY WEST KITCHEN & CATERING** 

REAL CANADIAN SUPERSTORE

RESTORE

RIVERCITY INCLUSION

SKYLINE PRODUCTIONS

**SOCAL RESTAURANT & LOUNGE** 

**STAPLES** 

STARBUCKS MARINER SQUARE

THRIFTY FOODS

WALMART





# THANK YOU TO ALL OF OUR INCLUSIVE EMPLOYERS!!!

