



The Cridge Centre for the Family

**Under the Distinguished Patronage of The Honourable Janet Austin, OBC
Lieutenant Governor of British Columbia**

148th Annual Meeting

Report to the Members

For the Year Ended March 31, 2021

**Presented September 27, 2021 or September 28, 2021
(Date dependent on Covid rules)**



**Canadian Centre for
Christian Charities**

ACCREDITED MEMBER

**Under the Distinguished Patronage of
The Honourable Janet Austin, OBC
Lieutenant Governor of British Columbia**



THE CRIDGE CENTRE FOR THE FAMILY

REPORT TO THE MEMBERS FOR THE YEAR ENDED MARCH 31, 2021

CONTENTS	Page
Board of Directors for 2020-2021	1
Honorary Life Members & Recipients of the Mary Cridge Distinguished Volunteer Award...	1
The Cridge Centre for the Family – Purpose Statement	2
President’s Report.....	3
CEO’s Report	5
Finance/Audit Committee Report	8
Endowment Fund Report	9
Special Grants	10
Governance Committee.....	12
Nominating/Membership Committee Report	13
Departmental Reports	
The Cridge Children’s Services.....	17
The Cridge Communication and Fund Development	20
The Cridge Brain Injury Services	21
The Cridge Seniors’ Services.. ..	23
The Cridge Transition House and Outreach Services	24
The Cridge Supportive Housing and Family Services	28
Our Web Presence	33
Audited Financial Statements 2020-2021	
Minutes of the Annual General Meeting September 28, 2020	

BOARD OF DIRECTORS

2020-2021

Officers

Valerie Fuller, President

Ann Wellman, Vice-President

Mary Jane Spray, Secretary

Jan Price, Treasurer

Directors

Claudia Dorrington

Ken Peters

Lynne Ellis

Louise Parton

Gerald Mann

Del Phillips

HONORARY LIFE MEMBERS

Colin Moorman

Catherine Morris Scambler

Paul Scambler, Q.C.

RECIPIENTS OF THE MARY CRIDGE DISTINGUISHED VOLUNTEER AWARD

Susan Brice

Del Phillips

Charles Ellington

Paul Scambler, Q.C.

Graham Fram

Anne Spicer, C.M.

Henry Kennedy

Denison Stewart

Holly Monteith

Vernon Storey

Florence Moorman

Lyle Biagioni

THE CRIDGE CENTRE FOR THE FAMILY

PURPOSE

Consistent with the principles taught by Jesus Christ and seeking to manifest His love, we commit to rendering aid and service to children, adults and families by:

1. Providing childcare to children in the community through supervised, structured programs to help their personal development, and to advance education by operating programs and activities;
2. Assisting women and children who have experienced family violence and abuse move from crisis and instability to self-sufficiency, personal safety and stability by providing them with support programs such as transitional housing, counselling, support groups, and access to other community services;
3. Relieving poverty by providing low and moderate income families and those who are poor or needy with affordable housing and with programs to support them with life necessities;
4. Promoting health and wellbeing by providing respite services and resources to families of children with disabilities;
5. Promoting health and wellbeing by providing survivors of brain injury with housing and other support services to enable them to achieve their highest possible level of independent living, including assistance in daily tasks, health management, skills training, employment opportunities, and community involvement;
6. Relieving conditions attributable to being aged by providing specially adapted residential accommodation, incidental facilities, and support to seniors;
7. Providing youth in need who are young parents or at risk of homelessness with supports, mentoring and resources including counselling and advocacy to ensure their basic needs are met and to enable them to pursue education, employment and safe affordable housing;
8. Undertaking activities ancillary and incidental to the attainment of the above charitable purposes.

PRESIDENT'S REPORT

1 Cor 13:4-8 The Passion Translation

⁴ Love is *large and* incredibly patient.^[f] Love is gentle and consistently kind to all. It refuses to be jealous^[g] *when blessing comes to someone else*. Love does not brag about one's achievements nor inflate its own importance. ⁵ Love does not traffic in shame and disrespect, nor selfishly seek its own honor. Love is not easily irritated^[h] or quick to take offense.^[i] ⁶ Love joyfully celebrates honesty^[j] and finds no delight in what is wrong.^[k] ⁷ Love is a safe place of shelter,^[l] for it never stops believing the best for others.^[m] Love never takes failure as defeat, for it never gives up. **8** Love never stops loving.

Profound would be the word I would choose for this past year, for there has been so much in this year that goes deeper than the inconveniences that have come with this pandemic; deeper than the inconvenience of having to stay home, limit our social bubble, wear a mask, use hand sanitizer, clean our surroundings more often etc, etc. There have been many daily changes we've had to make and then there have been significant impacts as well. We, as a society, have changed the way we shop and interact. Perhaps we've found we can do with less. There's been an economic and environmental impact that has been notable and historical but what makes this past year profound is that we have learned more about ourselves and we have found a new sense of community. Dare I say we've learned to love deeper and more fully. Bonnie Henry's slogan of Be Kind, Be Calm and Be Safe has become the public moto throughout the past year and it is so similar to the well known love chapter 1 Cor 13 where Paul describes Love as incredibly patient, gentle and consistently kind to all. When I read the verses above I was reminded of all that The Cridge Centre for the Family is and does. We Love our community. Love is a safe place of shelter, for it never stops believing the best for others – even during a pandemic. Love never takes failure as defeat, for it never gives up. Love never stops loving...even during a pandemic!

I so admire and have been inspired by the performance and dedication of every person and department connected to The Cridge Centre for the Family. From those on the front lines to those working support, our society members and the greater Victoria community. Everyone ensuring that we have what we need and are doing all we can to love those in our community. The pages of this report will tell you over and over just how we have loved and have been loved!

Thank-you to our community partners, friends, families and neighbours who have given, supported and enabled us to show love to those overcoming the challenges before them.

Thank-you to all of those who are part of our Cridge Family who have given so much this past year. We love and appreciate you! It's been tiring and relentless but you haven't given up!

Thank-you to our Board of Directors and committees who have worked exceptionally hard this year not only to get the business done but also for your wisdom, prayers and direction throughout a year of great transition. We will miss the kind, gentle, spiritual guidance of Rev. Lynne Ellis on the board as her term ends and she takes her mandatory year off.

A special thanks to Ann Wellman, Mike Cridge and Mark Kraft of Nelson & Kraft for your hearts of dedication and love throughout the CEO selection process. By the time you read this our new CEO Adam Richards, will have taken up office. We are excited to welcome him and look forward to working together to share the abundant life of Christ as we journey into the future.

All of this leaves me with one question; how do you say an adequate thank you to someone who has been an example of love to all of us for over 40 years? Shelley, your love IS large and your arms have wrapped around this wonderful organization as you have cared and loved it during your tenure. By God's grace you have seen it through some of the toughest years in its history and you have done so with strength, compassion and wisdom. You have shown us how to live out our values as each day you chose to act justly, love mercy and walk humbly with your God. As you retire please know that we are forever grateful for your profound contribution to our organization, our community and to each of us as individuals. It has been an honour to work beside you, learn from you and with you and to laugh, cry and pray together. You will be missed, you are loved and we are blessed for having you lead The Cridge Centre for the Family. You have been a shining example of how God can use us if we just say 'yes' when he calls us. Thank-you for every day you have given to us and to the Greater Victoria Community. May God abundantly pour out His blessing as you continue in step with Him – Love never stops Loving.



Val Fuller, President

Respectfully submitted,

Val Fuller
President

CHIEF EXECUTIVE OFFICER'S REPORT

As you read these reports, you will discover that in spite of Covid-19 saturating every aspect of Cridge life in 2020/21 in the midst of a worldwide pandemic, the good work we are called to continued. These pages are rich with telling the story of our experiences, and you will read of perseverance, creativity, rolling with the punches, hope, challenge, determination and commitment. You will come to realize that our staff and this organization, became overcomers alongside those we serve.

Covid-19 put us on a roller coaster ride that we will not soon forget. Right from the get-go, all, ALL of our services were deemed essential. That means that when people were told to work from home, when businesses shut down, when lockdowns occurred, our staff stood up, set aside their own anxieties and came to work. You don't provide childcare from home, or phone it in to a 24/7 group home for brain injury survivors. You don't zoom women in crisis at a Transition House and just wish them well over the computer. You show up, you mask up, you sanitize, you adapt – and then you continue to walk alongside the hurting, you stay open providing childcare for the essential service workers in the hospitals, you find a way to make sure every senior knows they are not alone even though they cannot see or hug loved ones, and when you have to close the dining room you get paper plates and dixie cups and you just GET THE JOB DONE! Here is what is even more remarkable – in the face of absolutely understandable anxiety about their own safety and health – our staff members got the job done with laughter, with humour, with tenderness, with compassion and adapting to changes on a moment by moment basis. Something that delights me is that many of our roll-with-the-punches changes are things that we will keep post-pandemic they have been so successful and impactful. Our managers, coordinators and folks like our Executive Chef Nik and Maintenance Supervisor Dave spent countless sleepless hours strategizing how to deliver services in totally new ways, and devoted themselves to take on this battle with warrior determination – unwilling to let one person succumb to this vicious illness on their watch if they had even a breath in their body left to give in the work to keep it at bay. To say that I am proud would be the most egregious understatement of my career. I am bursting with gratitude and awe, I am humbled to be in their company.

We have also had a financial year that has been, by the grace of God, filled with provision to meet the needs of each day – from generous grants from the Rapid Relief Fund, to the miracles of people unknown to us walking in off the street to leave thousands of dollars in donations, acknowledging the pandemic crisis and declaring that they have seen our excellent work. Week after week throughout we were astonished and delighted with gifts and blessings coming from every direction. Joanne Linka, Manager of our fund development team, worked hard to ensure that we took advantage of every grant that we could qualify for and no matter your political preference, we have to celebrate that we received an abundance of funding from our provincial and federal governments to meet our needs for extra staffing, PPE's and new costs incurred providing services in new ways.

The abundance did not come without significant cost to our admin team however. Our small staff who have their hands full on every given day of a normal year (do we even have normal anymore?) had hours and hours of tracking and reporting how/where the money was spent, tracking hours in departments and reporting complex information back to funders (who all wanted it in different forms). Add to that we were in a massive complicated, trouble-filled software transition (not of

our own making) in our Payroll software, with our primary payroll practitioner trying to get the program up and running, train her replacement in preparation for retiring, and the subsequent dominos of people shifting/taking on new responsibilities and adding new staff to fill the gaps. These people are heroes – Linda Zwick, Barb Middleton, Arlene Cruz, Tanya Holst and Vivian Qiao.

You will read in these reports about some changes at Mary Cridge Manor (MCM) and our new scattered housing to replace some of the MCM units we lost which we call City Reach. You'll read about the incredible work being developed/grown called IPV/BI (Intimate Partner Violence/ Brain Injury) as we work on the unmet need of victims of intimate partner violence who have sustained a brain injury as a result of the actions of their violent partner. You will read about the wonderful ways that our Respite/Respitivity and Young Parent Programs' shifted gears to meet mid-pandemic needs. As I said earlier, these pages are rich with telling the story of The Cridge shining brightly in dark times. You will read the names of Managers: Marlene, Geoff, Sarah, Paula, Joanne, Candace, Christine and Tina who mean the world to me, who carry me, who are my friends, they are my strength.

As I reflect on this past year, the words I used daily in my vocabulary were greatly expanded: Coronavirus, SARS, Covid, outbreak, pandemic, cluster, community spread, transmission, incubation period, droplet transmission, asymptomatic, super-spreader event, flattening the curve, hand hygiene, social distancing, self-isolation, self-monitoring, quarantine, drive-thru testing, PPE's, N95 respirator's, masks, ventilators, vaccines. I'm sure you can add many more to the list. The thing is, I don't want our year to be defined by these terms. I want our year to be defined by words like blessing, protection, provision, faith, hope, love, peace, kindness, goodness, gentleness, loving Father, commitment, determination, creativity, faithfulness, team, family, and overcomers.

It does not escape my attention that in this, my final year as a servant of The Lord in the ministry of The Cridge Centre, that after other years which I felt were challenging, this one kind of takes the grand prize. I had envisioned a quiet year of preparing for transition, mostly keeping to the status-quo and quietly winding down. It turned out rather different! It has however, been one of the most gratifying years of service. If it's possible, I have been both energized and exhausted in this battle of the century and count it a privilege that God allowed me to walk with my amazing staff and the people we serve, our board of directors and our society through this historic season. I would have felt helpless and adrift if I had retired and then Covid-19 struck, desperately wanting to be here with my team. So I practice gratitude.

How do I thank generations of members of our Board of Directors who have been the voices of wisdom in my head, the hands of help pulling me onto my feet, the hearts of love and care to sustain me? I could not have done this without you, bless you. Thank you President Val Fuller for your wise leadership through this crisis, and all of our current board members for nourishing me.

How do I thank Patricia Bailey who for every thought I have had that goes back to front, she has wisely always made me evaluate the impact of left to right. As my Executive Assistant and friend, she has always had the best interests of The Cridge and the truth of the Gospel as her guiding lights and has called me to be a better leader, challenged me to dig deeper and pushed me to go further.

So how do I say good-bye? How do I begin to put into words what this 40-year journey has been in my life and how it has shaped me? My prayer is that as The Cridge Centre for the Family has shaped me, that in some small way, I have contributed to furthering the work of The Cridge and lifted the name of The Lord. I read a quote once, and I apologize if I'm misquoting it and I can't even give credit to who said it, but it went something like this - Saying goodbye doesn't mean much. It's the time that we spent together that matters, not how we left it. Let me however, leave you with this one final thought - to each of you reading this, you have made my life more perfect, thank you. The Lord bless you and keep you, make His face shine upon you, and be gracious to you. The Lord turn His face toward you, and give you peace. I leave you in the capable, talented, gentle, wise hands of Adam Richards and The Lord God almighty.



Shelley Morris, CEO

Respectfully submitted,

Shelley Morris
Chief Executive Officer

FINANCE/AUDIT COMMITTEE

God is good!! What a year this has been!! Although, just before our official fiscal year began, we went into a country-wide lockdown which created an enormous amount of anxiety from all standpoints, our incredible staff, clients, donors and government all stepped up to the plate and helped us come through the year in a healthy financial position.

We were able to continue to provide all our programs—if under somewhat constrained circumstances in many cases. We owe a huge debt of gratitude to our incredible accounting team and all The Cridge Management Team for all the extra reporting required in a year when there was not only COVID-19 to contend with, but the added stress of impending change with Shelley's retirement. Thank you so much, all of you.

We are pleased to report that we ended another year with an operational surplus which will be used to further enhance programming in the coming year, together with forward planning.

The Cridge Centre continues to effectively manage its assets with sound fiscal policies and the accounting/bookkeeping systems and strong internal controls that meet generally accepted accounting principles and standards. We are also pleased to report that, as members of Imagine Canada, the Cridge Centre conforms to a set of comprehensive standards that ensure high standards of compliance of accounting systems and management procedures are met.

A very special thank you to Shelley Morris our CEO who has guided us so very capably, graciously, and thoughtfully and we wish her all the very best in a well-deserved retirement. Shelley, you are a star!!

I would also like to take this opportunity to thank Val Fuller who continues in her outstanding leadership of the Board.

Thank you to the members of the Finance Committee; Michael Cridge, Del Philips, Mary Jane Spray and Society Member Nathan Janz. The board members represented bring years of wisdom and Cridge background to the committee and Nathan Janz has been a wonderful asset bring new perspectives and very thoughtful input. This group has been instrumental in helping us meet our challenges.



Jan Price, Chair

Respectfully submitted,

Jan Price
Treasurer and Chair, Finance/Audit Committee

ENDOWMENT FUND REPORT

The Fiscal Year Ending March 31:	2021	2020
Mary Cridge Endowment Funds - Investments:		
Awards Fund	\$9,857	\$9,857
Coast Capital Savings Endowment	\$20,475	\$20,475
Margaret T. Clinch Endowment	\$153,823	\$153,823
Edward & Jeannine Cridge Endowment	\$24,500	\$24,500
Respitality Victoria Endowment	\$114,878	\$94,878
Lindsay Buziak (Keys in Hand) Endowment	\$75,596	\$75,396
Ranica Endowment Fund	\$7,698	\$7,698
Senior's Pay it Forward Endowment Fund	\$46,620	\$11,770
Zonnenberg Fund	\$41,400	\$19,800
Undistributed endowment earnings	\$175,902	\$148,502
Accrued interest	\$1,936	\$2,827
Market Value Adjustment	\$238,379	\$128,211
	<u>\$911,065</u>	<u>\$697,739</u>
Zoie Gardner Fund:		
Scotia McLeod Endowment	\$1,312,250	\$1,312,250
Undistributed endowment earnings	\$281,231	\$253,600
Scotia McLeod Accrued Interest	\$9,097	\$9,281
Market Value Adjustment	\$513,392	\$210,856
	<u>\$2,115,969</u>	<u>\$1,785,986</u>
Total Endowment Funds	<u><u>\$3,027,035</u></u>	<u><u>\$2,483,725</u></u>
Mary Cridge Endowment Funds Available for Disbursement		
Awards Fund	\$634	\$767
Coast Capital Savings Endowment	\$4,504	\$4
Margaret T. Clinch Endowment	\$6,667	\$6,667
Edward and Jeannine Cridge Endowment	\$798	\$1,410
Respitality Victoria Endowment	\$0	\$0
Lindsay Buziak (Keys in Hand)	\$0	\$0
Ranica Endowment	\$0	\$0
Senior's Pay it Forward	\$0	\$0
	<u>\$12,602</u>	<u>\$8,848</u>
Zoie Gardner Fund	\$8,492	\$1,525
Total Disbursement Funds	<u><u>\$21,095</u></u>	<u><u>\$10,373</u></u>

Mary Cridge Endowment Funds Report: Withdrawals - \$5,000; Bursaries - \$1,246; Donations Received - \$56,650 (Buziak Fund \$200, Respitality \$20,000, Senior's Pay it Forward \$14,850 and Zonnenberg Fund \$21,600.) * We transferred \$20,000 from the undistributed income of the Margaret T. Clinch Endowment into the Senior's Pay it Forward Endowment, as matching funds to donations.

Zoie Gardner Fund Report: Withdrawals - \$25,000; Bursaries - \$18,033; Donations - zero

SPECIAL GRANTS

We are privileged and grateful to acknowledge the grants we received from the following partner organizations for the period of April 2020 to March 2021:

The COVID-19 Pandemic Community Support:

The Victoria Foundation from the Rapid Relief Fund	\$75,000.00
The Victoria Foundation from the Rapid Relief Fund - Mental Health	\$45,000.00

Dupuis Langen Financial Management - "Health and Dental Relief" – reduction in the extended health and dental premiums	\$14,882.97
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Government of Canada - Women's Shelters Canada - extra staffing and expenses for The Cridge Dovetail/Housing Services and The Cridge Transition House for Women	\$130,677.00
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Community Food Centres Canada - from the Good Food Access Fund to provide food/grocery cards to clients of The Cridge Dovetail/Housing Services, The Cridge Transition House for Women and the Young Parent Outreach Program	\$35,000.00
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Canadian Women's Foundation - to September 2021 to provide grocery cards and counselling to clients of The Cridge Dovetail/Housing Services and The Cridge Transition House for Women	\$67,000.00
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The Cridge Intimate Partner Violence/Brain Injury Community Support:

The Victoria - Gender Equity Grant for Battered Brains - for Women Impacted by Intimate Partner Violence	\$12,500.00
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The Cridge Centre Child Care Programs:

Victoria Conservatory of Music - music classes for Nursery and children in the Young Parent Program	\$1,300.00
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Government of Canada - Canada Summer Jobs for young adults work experience	\$8,176.00
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United Way of Greater Victoria - Community Partner - Young Parent Outreach Program	\$25,600.00
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The Cridge Village Seniors' Centre:

Government of Canada - Door replacement grant - making doors handicap accessible	\$41,278.00
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The Cridge Respitality Services:	
United Way of Greater Victoria - Community Partner	\$18,400.00
Province of B.C. - Ministry of Community, Sport and Cultural Development - Gaming Policy and Enforcement Branch - Community Gaming funding for children's programs and Respitality	\$85,000.00
General Purposes:	
City of Victoria - permissive tax exemption for 2020	\$11,871.62
The Corporation of the District of Saanich - permissive tax exemption for 2020	\$11,203.61
Fenton Family Fund through the Victoria Foundation	\$1,421.50
M.I. Richardson Fund through the Victoria Foundation	\$589.00

Respectfully submitted,

Linda Zwick
Financial Comptroller

GOVERNANCE COMMITTEE

The general purpose of The Cridge Centre for the Family's Governance Committee is to review practices to ensure we are structured for compliance, sustainability and accountability with all applicable rules and regulations.

For the fiscal year April 2020 to March 2021 the Governance Committee members were as follows:

Ann Wellman, Chair
Lynne Ellis
Gerald Mann (effective Oct 2020)

Ken Peters (effective Oct 2020)
Val Fuller
Shelley Morris

Our main focus this year was the recruitment of a new CEO to replace Shelley on her pending retirement. Significant time was spent discussing the skills, abilities, qualities and knowledge needed in a new CEO. Hiring processes, tools and agencies were researched and draft postings considered. A recommendation was made to the Board of Directors to enlist the services of Nelson/Kraft and Associates Inc., a Christian recruitment agency on the lower mainland, to facilitate the recruitment process. Upon board approval, a partnership was formed with Nelson/Kraft which resulted in the successful appointment of Adam Richards as our new CEO effective July 1, 2021. We are excited to work with and support Adam on this journey into the future of The Cridge Centre.

In addition to this primary focus we completed the following in accordance with required standards and regulations:

- Board, Peer and Committee Evaluations
- Annual Risk Management Plan Review
- Review of AGM plans, adjusted due to Covid
- Extensive Board Manual Review
- Draft Social Media Policy prepared for review and submission to the Board early next fiscal
- Review of Cridge Strategic Plan and Priorities

This has been a year of reflection and acknowledgement of all that has been accomplished under Shelley's leadership and of encouragement and hope as we prepare for the next chapter.



Ann Wellman, Chair

I would like to express my immense gratitude to the members of the Governance Committee for their diligence this year and to the Board for their prayers and support.

Respectfully and prayerfully submitted,

Ann Wellman, Chair
Governance Committee

NOMINATING/MEMBERSHIP COMMITTEE

The purpose of this committee is to build membership to reflect the Cridge's faith-based structure. As well, from this membership we normally choose directors who have been society members for a year. Society members, you will have received a letter asking for you to put forward suggestions for board membership or even considering board membership yourselves.

This has been a very strange year with Covid-19. The many events that usually happen – the AGM, the morning Christmas fundraiser for the Respality program, the Annual Society Breakfast, and the special get-togethers for prospective new members were either cancelled or happened in a different format. The committee had put together a comprehensive list of volunteer possibilities for all our programs which has had to be put off because of the pandemic.

The committee was concerned that our society members would be isolated during the pandemic, so we asked the board to help us make personal calls to check on them; you may have even received a special "Cridge Card." So we have been in touch on a more regular basis. We are pleased to say that in general, all seems to be well.

We have brought on a few extra members into the society and asked a couple of society members to apply for board membership.

I would like to thank Claudia Dorrington, Louise Parton, Martha Partridge, and Lynne Ellis for their hard work as members of this committee. Our president Val Fuller and CEO Shelley Morris bring a wide, bigger picture to discussions. As always, thank you Pat Bailey for keeping records at all meetings and keeping track of when to do what. Thank you all for being such loyal servants of our wonderful Lord.



Mary Jane Spray, Chair

Respectfully submitted,

Mary Jane Spray, Chair
Nominating/Membership Committee



New turf in the childcare make for roly-poly play



Barefoot Fun



The joy of a few snowflakes



Calder and Aleisha – Mary Cridge Manor Brain Injury Spin Class!!





A group of our brain injury survivors created some “Burning Love” during the pandemic to sell



International Week was an at-home event, but families sent in photos of their families in their traditional dress and the traditional food and customs they did. These 2 cuties are wearing traditional East African dress



The wonderful Glad Tidings Moving Team volunteers



Socially distanced visiting during Covid for our seniors



Our Amazing Maintenance Team: Guy, Glen, Dave, Doug, Patrick



Childcare
Gardening Fun



THE CRIDGE CHILDREN'S SERVICES

Last year's report ended with the news that the World Health Organization had declared Covid-19 a worldwide pandemic. God's grace has continued to sustain us as we have continued to change and adapt during these difficult times. For that we are grateful.

In the first few weeks of the pandemic we saw our enrolment drop from 189 to 20 children. People were asked to stay home, schools were closed down, playgrounds were closed and grocery store shelves were empty. It soon became evident that this was going to become a long term event and that if we were going to remain open we would need to do some fast strategizing as how to remain open if possible. We agreed that to support our families we would do whatever it took to remain open. Thankfully the government quickly came up with funding through the CCOF (Child Care Operating Fund) to help Child Care programs remain open if able, to support the essential workers needed in our hospitals and communities to help keep things running. This funding lasted until the end of August 2020 and allowed us to provide care for families who needed it while protecting spaces for existing families without causing any financial hardship to anyone.

We moved quickly to accept children whose parents had been designated as essential workers. Our staff were amazing as they bravely filled their days by continuing to come to work, caring for the children who remained with us, caring for each other during uncertain times and doing their best to provide a positive environment in the midst of the chaos that surrounded us. We were determined to be available for those families who still had to work and/or needed the stability and structure of a daily support program.

Since the schools were closed we closed down our Nature Pre-school program for the remainder of the school year so that we could focus on providing full time care for those children who should have been attending school. We were able to re-open Pre-school in September with both classrooms close to being full. This year we were able to replace our pre-school gear with the help of our Direct Access funding. From this photo I think you will agree it is being well used.



The weeks following were spent cleaning and organizing our classrooms. We provided onsite training by having staff review the new Early Learning Framework by which Early Child Care work in BC is guided and providing an onsite workshop on positive behaviour support in the classrooms.

With the lower enrolment we took the opportunity to paint the classrooms on our lower floor and to begin the process of laying turf in our larger daycare playground. We were also able to use ZOOM to allow our educators to check in with some of the children in their classes that were not attending the programs as a result of the Covid lockdown.

Slowly by May our enrolment was rising again. Our School Aged Care Program led by Tim Latour, was able to develop a plan to provide full day onsite care for children who should have

been in school. Our Wi-Fi was improved which made it possible for our children to participate in online classes when available through the schools. Our staff developed a program that provided fun activities as well as some of the structure that the children would have had in school. It was a blessing to see the children coming and enjoying themselves and to have parents sharing their appreciation of our ability to be open and available to support them.

In June, Mike Wiseman took over the role of School Aged Coordinator because Tim Latour was leaving. Tim had been given a wonderful opportunity to continue his pastoral education through the Salvation Army. This meant he would be leaving us before the start of the SunFun program.

After leading the SunFun/SAC staff through an amazing year full of uncertainties Mike too will be leaving us to continue his education. Long-term School Aged Care employee, Mandy Wilson takes over this role as of April 7, 2021. We look forward to what she will bring to her new role as the coordinator of this program.

The past summer of 2020 was different from any other SunFun program in recent memory. In order to minimize infection risk, we reduced the number of vehicle trips. There were no “all group” out trips. This made the weekly “small group” out trips more memorable!

Favourite trips included visits to local beaches and playgrounds - especially Witty’s Lagoon (where the children set up a fun market “selling” shells and rocks to each other) and Esquimalt Lagoon (where the children stood transfixed as they watched the fog slowly roll in off the ocean).

We were able to incorporate The Cridge Olympics and The Cridge Carnival, two of our annual SunFun favourites, into the program. The Cridge Olympics is all about team games – with teams working together in relay races in the morning and water games in the afternoon. The day always ends with children getting to throw pies in the faces of the leaders. The Cridge Carnival was held on the last day of the summer and focused entirely on games developed by the leaders. The children played a variety of games to earn tickets so that they could redeem those tickets for prizes.



As September rolled around, the schools reopened and our enrollment, while lower than previous years, was starting to rise again. Our families were eager to get back into routines and excited to be returning to The Cridge! We were able to accommodate the essential service families who wanted to stay on with us as well as former families and new families. We adapted our programs to make them more Covid safe, including an arrangement where families dropped off and picked up their children from our playground instead from inside the building.

Throughout the fall our numbers continued to steadily grow as families returned to work and school. Queen Alexandra Centre for Children’s Health and Aboriginal Supported Child Development continue to support children in our programs. It is wonderful to watch how the inclusion of children with extra needs encourages the development of empathy and the understanding that we are all different in some way. We welcomed back Early Learning and Care students from Camosun College, Spratt Shaw, Pacific Rim and the College of the Rockies.

Both of our long term volunteers, Lee Scott and Linda Edwards left when Covid hit. Lee retired in December and Linda was hoping for an opportunity to return. Sadly we recently learned that Linda passed away after a short illness. Linda volunteered in our Nursery program for many years helping with laundry, dishes and general cleaning before moving into our Day Care to do the same. She loved the children and staff and we loved her too. Both of them will be missed from our programs and we are grateful for the opportunity to have known them.

During the remainder of this year we have learned and adapted along with the rest of the community to new and changing rules and policies regarding how to protect our families and ourselves from the Covid-19 and its variants.

We are so blessed and very grateful for the continuing support of our community and for the many generous donations we have received. In the past year we have been able to install turf in one of our Day Care yards and our School Aged Care yard. It has been amazing to see how much the children and staff enjoy this new surfacing. It is cleaner, warmer and much softer than the wood chips that were formerly used. The children love to roll down the hills and are able at time to even run around safely in bare feet to enjoy this addition to their play space.



In the Day Care yard we also replaced our worn climbing web with a wonderful dome structure that can be climbed on or used to provide a place when the children can pretend they are in a tent, a fort or even an igloo.

We were able to install a permanent awning over our outdoor sign in area to protect parents and staff as they went through our Covid screening each day. This allowed us to engage in more of the outdoor contact with families as recommended by provincial health during the pandemic.

The Victoria Conservatory of Music has been providing a music program for our Nursery children for a few years now and this year we were fortunate enough to be provided with two grants (September-December and again January-June) to continue this fun program for our babies and toddlers on Tuesday mornings. Through the Direct Access grant we also replaced our very well-loved 4 seater strollers for the Nursery.



Thanks to an amazing donation, in September we were able provide about 30 of our families with Walmart gift cards to help with their back to school supplies and through the year we have received various donations of grocery gift cards to pass on to our families to help support them through these trying times. At Christmas there were a number of hamper donations including a very significant donation for a family who had already told their children that Santa would not be able to visit due to Covid-19. This donation brought many tears of joy to the very grateful family.

During this time we have adapted to daily Covid screenings, to wearing masks in public places, to arrows pointing which way to go, to celebrating vaccines, to outside drop-offs even in the rain and snow but through it all by God's grace we are still here. We are full, we are healthy and we continue to grow.



**Paula Westpatrick, Manager and
Christine Wosilius, Assistant Manager**

Respectfully Submitted,

Paula West-Patrick, Manager and
Christine Wosilius, Assistant Manager
Children's Services

THE CRIDGE COMMUNICATION AND FUND DEVELOPMENT

It is difficult to even know how to start talking about the past year – we have used the word “unprecedented” far too often, and yet it still holds true. However, that word can be used in more than one context: unprecedented **challenges** and also unprecedented **blessings**. We saw plenty of both this past year.

The Communication and Fund Development department serves The Cridge Centre in two main areas:

- Communication: social media, advertising, printed materials like the Messenger, media contact and community promotions. This all serves to raise awareness of our work in the community and to keep our supporters informed about all things Cridge.
- Fund Development: stewarding donors, grant writing, maintaining accurate donor files, fundraising campaigns and working with community/business donors. This all serves to bring in much needed funds to support our programs and the organization as a whole.

Both of these areas require our department to be intimately aware of the needs of **all** the programs as well as the general needs of the organization. We are here to support each program so that they can continue to do the essential and amazing work that they do in our community, but with only two of us (Marina and I), that was becoming a challenge! Growth is always exciting and so we were thrilled to welcome two part time members to our team: Sharon Crozier and Nina Grossman. Sharon is our donor data base specialist and Nina



will be taking on all of our grant writing. I am so pleased to welcome them to our team – they bring unprecedented blessings to me and to the organization.

One of the biggest blessings of this year has been to see how our community rose to the challenge of the pandemic with kindness and generosity. It has been a record breaking year for donation income, with over \$1 million raised through grants, donations and bequests. Some of these funds are directed to Covid supports and have brought much needed help for both clients and staff. A significant amount has been raised for our newest program which serves women who have been impacted by brain injury through intimate partner violence. We have been working to build this program over the past several years and were delighted to start providing services to women and to have brought this issue further into the public eye. Much more work needs to be done, but we are proud of the steps that have been taken over the past year.

Looking back over this unprecedented year, I am honoured and blessed to have worked with such a magnificent team to meet the unprecedented needs of our community during the pandemic. I have nothing but the greatest respect and awe for our managers, staff and board who give their heart and soul to the service and well-being of our clients and community. The attribute of “self-less service” has never been more evident than over this past year. I give thanks to God for the unprecedented blessing of each person he has brought to The Cridge Centre.



Joanne Linka, Manager

Respectfully and Gratefully Submitted,

Joanne Linka, Manager
Communication and Fund Development

THE CRIDGE BRAIN INJURY SERVICES

March 5, 2020 began our journey with Covid-19. Currently we are still navigating this Pandemic.

In the early stages of Covid-19, The Cridge Brain Injury Program (CBIP) was directed to follow the guidelines of the Provincial Health Officer.

From the outset, most Cridge Brain Injury Services and support was deemed essential and support/services continued. The only casualty of service that was discontinued, was our Employment Support.

In 12 months of Covid-19 we have endured three stages of Community Support:

1. Phase 1 - Total Lockdown
2. Phase 2 – limited openings allowing all retail, restaurants, libraries, museums, offices and childcare to reopen. Parks and beaches were also allowed to reopen with social distancing requirements in place. Medically necessary services for physiotherapy, dentistry, massage therapy and chiropractic were also allowed to resume, along with hair salons and counselling services
3. Phase 3 - allowing more participation in the community and some visits to CBIP facilities.

All three phases required significant co-operation from the survivors we support. Covid fatigue has set in for many of our clients. Yet, they have done extremely well to follow and maintain Covid protocols. CBIP staff and contractors and I thank them for their efforts to ensure the communal safety for their family, themselves and those who support them.

At time of writing, we are thankful that those want the Covid vaccine, have received it. We have been most fortunate that Covid-19 has not directly impacted any within The Cridge Centre for the Family Brain Injury Program community. We thank our staff for their diligence in dealing with the pandemic in both their professional and personal lives.

Despite the challenges that 2020 brought upon us, the issue of Intimate Partner Violence and Brain Injury continues to be addressed by The Cridge Brain Injury Services and The Cridge Services for Women escaping relationship violence. Over 80% of the women who experience partner inflicted violence receive a brain injury. Many of these victims do not receive support for their brain injury. Research indicates that IPV/BI has increased during the Pandemic. The Cridge Centre for the Family has and will prioritize this issue to make a positive difference for these victims.

Sadly, Survive Strive Thrive was cancelled for 2020 (and 2021). We will not be deterred. We have full intention to host SST – *Women and Brain Injury: What we did not know – The Other 50%*, June 8, 2022. Please mark this event in your calendar. We are certain, it will be our best SST ever.

Survivors of a brain injury face a momentous challenge along their road to recovery. Even with the presence of Covid, and despite the setback they experienced, they can be leaders, employees, volunteers and valuable contributors to our community. That is our goal for every survivor we support. We thank them for the opportunity to be a part of their lives to assist their recovery.



Geoff Sing, Manager

Respectfully submitted,

Geoffrey Sing, Manager
Brain Injury Services

THE CRIDGE SENIORS' SERVICES

The Cridge Village Seniors' Centre is an Assisted and Independent Living residence with 76 suites. The Cridge provides all hospitality services (lunch and dinner, weekly light housekeeping, recreation programming and Emergency Response) for our residents. Those who also require Home Supports receive them through Community Health Workers employed by Island Health.

Because half of our suites are Assisted Living, we followed the Provincial Health Officers restrictions regarding Covid-19 for the whole building, as it didn't make sense for neighbours to be living at different levels of risk in this vulnerable population.

In March of last year, the building closed completely. No visitors, but delivery personnel etc. were permitted in the building. All staff entering the building were screened and had their temperature taken. Staff met the not insignificant amount of food deliveries outside and brought everything in themselves. Move-ins were all on hold. Residents who were awaiting placement in Long Term Care were also on hold. The dining room was closed and all meals were brought to residents in their suites. Recreation was occurring in very small groups in hallways.

As the weather got nicer, residents were able to visit with family outside on our extensive property. We received two tablets from Telus to assist us in facilitating residents having Zoom visits with their families. A survey went out to residents asking if they would like to eat in the dining room with plexiglass dividers/distanced etc. or continue eating in their suites and they voted overwhelmingly to stay in their suites.

With the summer came new Visitor Policies. Every resident was able to designate one social visitor who would be allowed to come and see them in one of two designated spaces (one outside and one in our Family Dining Room). The visitor wasn't able to be changed except in very extenuating circumstances (they moved to another province, etc.). Visitors had to maintain a six foot distance from their person and wear a mask at all times. Because we had to designate areas for visits, they could no longer visit elsewhere on the property. All visitors had to phone ahead and book a time. New employees were hired to escort visitors to the two areas and to disinfect them in between guests, as well as to answer any questions. Recreation continued in small groups, distanced, in hallways.

Over the winter, residents were getting tired of eating alone in their suites, so we purchased plexiglass barriers and had them down to the dining room on a distanced and rotating basis.

New regulations came in March saying that residents no longer had to distance from each other or from their visitor (HUGS!!!), and that residents could put as many visitors as they would like on their list. This meant that any family and friends who the residents has said they would like to see were able to phone and book an appointment for a visit. They arrive, get screened and are taken to the resident's suite for their visit. Additionally, the plexiglass was removed from tables, allowing larger groups in the dining room. We are still having residents down on a rotation in order to somewhat manage contact tracing, should that become necessary. Bus outings are also resuming. Residents are using the main lounge, but recreation groups are still small (again, contact tracing) and we still can't have entertainers in, or large celebrations.

During all of this time, PPE requirements changed a few times, policies certainly changed often, the entire way we do every single thing is different than it was just over a year ago, and changed multiple times during that year, we've been allowed to do things one way, then not, then allowed again. We have had a major staffing crisis because of the Single Site order, CERB, and people being nervous to work in Health Care during a pandemic. Staff have worked overtime, have shown up for our residents, have worked extra hard to cover for colleagues who couldn't come in. Residents have suffered immensely not being able to see and hug their beloved family members for over a year. Through all of it, staff and residents have risen to each new change with patience, grace and so, so much humour. There have been a lot of tears, but there also continues to be laughter, love and community. We have not had a single case of Covid among our residents or staff.



**Sarah Smith, Manager and Tina Rogalinski,
Assistant Manager**

Respectfully Submitted,

Sarah Smith, Manager and
Tina Rogalinski, Assistant Manager
Seniors' Services

THE CRIDGE TRANSITION HOUSE AND OUTREACH SERVICES

Cridge Transition House and Outreach Services covers the following programs:

- Cridge Transition House for Women (formerly Hill House)
- Cridge Transition House Outreach Program
- Cridge Transition House Volunteer Program
- Homelessness Prevention Program (HPP)
- Corrections Women's Day-parole Program
- Cridge Young Parent Outreach Program

What a year this one has been!

THE CRIDGE TRANSITION HOUSE FOR WOMEN (CTHW)

CTHW is an 18-bed transition house providing emergency shelter for up to 30 days, to women and children fleeing violence. Funding comes from BC Housing, donations, and fundraising. This reporting period we sheltered 28 women with 45 children. In a typical year, our numbers average between 90 and 100 women and up to 80 children. The maximum length of stay is supposed to be around 30 days. The average length of stay this year was between 60-90 days with some stays well over 100 days.

What is the story behind these numbers? Women have had a harder time reaching out for help. The isolation necessitated by Covid has meant women have been trapped at home with their abusers. If women could get out, they were afraid to come into a communal living setting in the midst of a pandemic - a fear that was fostered by their abusers. When women did escape, it was more often with the help of police after the severity of the abuse had escalated. Women ended up staying at CTHW much longer than in previous years. Lack of affordable housing was compounded by women's increasingly uncertain income: layoffs because of Covid, no child care because of daycare and school closures due to Covid, and increasingly delayed court processes to settle child support.

How to leave and the fear of leaving, resulted in a very busy year for our CTHW Outreach Program. The number of women served by our Outreach Worker increased from an average of 15 women per month in 2019 to an average of 25 per month in 2020. Women needed more time and information to find the best, safe option for leaving.

Keeping women and children safe took on extra meaning during this pandemic year. Transition house services were declared essential so we needed to learn how to safely stay open. CTHW staff showed up for work faithfully and performed heroically. Everyone was diligent about following our Covid Protocol and all 15 subsequent revisions as the year progressed and we learned more about how to live with Covid. We celebrated the recognition that we were essential with staff hoodies:



Extra funding was available to help mitigate some of the increased financial burdens caused by the pandemic:

- BC Housing provided extra funding for pandemic related operational expenses; a pandemic pay bonus for staff; and extra HPP (Homelessness Prevention Program) rental supplements.
- Covid-19 Federal Emergency Funding for VAW (Violence Against Women) Shelters/Transition Houses (distributed through Women's Shelters Canada) made some extra staffing possible.
- The Good Food Access Fund (distributed through Community Food Centres Canada) enabled us to purchase hundreds of grocery cards to help women survive.

We held our 29th Annual Christmas Party "Covid Style". We had a "Curb-side Pick-up Christmas" December 7 and 8. Westshore Rotary donated \$1000 towards "goodie" hampers; Abstract Development provided the gifts; we also had bins of donated knitted hats, scarves and mittens; and we had grocery cards for everyone! Not our usual kind of party but it all worked out! Here's a thank you note from one of the 22 families:

Thank you very much. We all had a wonderful Christmas - you made "Santa to be real".



The CTHW Elf Team making the magic happen!

Christmas Dinner was provided by The Empress Hotel again! Two FULL turkey dinners (as in two whole birds and double sides) delivered to our door. 😊

By April 2020, we had paused our Volunteer Program because of the pandemic. As the year unfolded and we learned how to live with Covid, our Volunteer Coordinator, Rochelle Esterhuizen, re-started the program. We now have 20 volunteers cooking, gardening, child minding, Covid disinfecting, and dozens of other vital tasks!

Our staff and volunteers have been bolstered by two practicum students this year:

- Suzanne Morin, Child and Youth Care, University of Victoria.
- Shelby Cochrane, Social Work, Grant Mac Ewan University, Edmonton.

Suzanne did an incredible amount of work to further our advocacy for Family Law court process reform and recognizing coercive control.

Our wonderful old house was a bit of a “money pit” this year. Major expenses included:

- A new fire panel box
- New flooring in office
- New roof (thanks to BC Housing for the funding)
- Renos to transform our playroom into office and CYC program space to allow more “distancing”
- A kitchen renovation because another leak ruined the floor
- Major repairs to the driveway gate opening mechanism.

December 6, 2021 will be the 30th Anniversary of Cridge Transition House!

CORRECTIONS DAY-PAROLE PROGRAM

We have had a contract with the Correctional Service of Canada since 2015. Since that time, we have provided day-parole services to 16 women. Two launched successfully from our program this year and we accepted two new women. We were the only two day-parole beds on Vancouver Island until The Salvation Army in Nanaimo created 3 day-parole beds for women this year. We will see if the new 5-bed total is sufficient to meet the demand for Island services for women.

CRIDGE YOUNG PARENT OUTREACH PROGRAM (YPOP)

The Cridge Young Parent Outreach Program was created in 2010 to help young moms create safe, stable lives for themselves and their children. Nicole Andrews developed the program and has been serving an average of 25 families per month for the past 10 years. Celebrating the program’s 10th Anniversary happened Covid-style. The week of July 13, Nicole had a “scheduled” drop-in for families to come and enjoy treats, contribute hand prints and maybe a picture or two to the YPOP 10th Anniversary Scrap Book, and do some shopping in the YPOP Free Store. 16 moms, 1 dad, 1 grandma and 25 kids dropped by to celebrate. Turned out to be a different kind of celebration but still very successful.

Nicole has had to be creative in providing a support program in a pandemic. The first few months were “door step” support – that meant dropping off food hampers, some grocery cards, and doing brief check-ins. Nicole averaged 14-18 “door step” home visits per week during this time. During one visit, a new mom held up her new born in the window for Nicole to see! Christmas meant

delivery of 22 hampers including gifts and boxes of food, delivered on December 22, covering 150 kms!

Covid added many more layers of stress and anxiety to the lives of our YPOP young moms. Thanks to the Victoria Foundation Rapid Relief Fund, 12 young moms were able to access counselling to help cope.

In February, we purchased a gazebo for the back of #6 to give Nicole some space to spread out, not the least of which is for Covid distancing.



The Ministry for Children and Family Development funds The Cridge YPOP for 25 hours per week. The remaining 11 hours per week has been funded by the United Way. This year, United Way funding was uncertain because of hampered fundraising efforts due to Covid. Joanne, our Manager of Communications and Fund Development went after alternate funding and was successful! We are breathing a sigh of relief and gratitude.

We still dream of more housing and a specialized transition house for young women.

YPOP got in on the essential service wear! Nicole and I got hoodies; Nicole's helpers got t-shirts!



COMMUNITY MEETINGS AND PROFESSIONAL DEVELOPMENT

Staff took advantage of the many free or very low-cost webinars that filled the pandemic virtual world. Topics included: Family Law, risk management, internet safety, working with children impacted by violence, and mental health. Community meetings went virtual as well. In fact, everyone seemed to get so comfortable with multiple video conferencing options, there were more meetings than ever!

A global pandemic did not stop our faithful donors and supporters: Glad Tidings Church, Westshore Quilters' Guild, Royal LePage Shelter Foundation, Bellies in Bloom, Bungalow Gifts, Abstract Development, Blankets for Canada, and the many private donors who support our work.

IN CONCLUSION

What a year this one has been! Through it all I remain grateful to our amazing staff, volunteers and students; to all of our donors and supporters; to our community colleagues; and to everyone who holds us up in prayer. This coming year we will have to figure out how to mark 30 years of transition house service and how to say good-bye to Shelley Morris. I do not know if we will be able to gather to mark either occasion but I am sure that saying good-bye to Shelley will involve a lot of laughs and more than a few tears.



Marlene Goley, Manager

Respectfully submitted,

Marlene Goley, Manager
The Cridge Transition House and Outreach Services

THE CRIDGE SUPPORTIVE HOUSING AND FAMILY SERVICES

The Cridge Supportive Housing and Family Services consists of:

- The Cridge Supportive Transitional Housing and Dovetail Services
- The Cridge Respite Service
- The Cridge Respitality Services

THE CRIDGE SUPPORTIVE TRANSITIONAL HOUSING AND DOVETAIL SERVICES

The Cridge Supportive Housing and Dovetail Services provides affordable housing and support to women fleeing violence and immigrants and refugees. There are 46 housing units in total, ranging in size from studio units to 4 bedroom units; 36 of these units are at Hayward Heights, and ten are offered through a scattered site model known as City Reach. Housing is offered at affordable rates, for a timeframe of up to three years. Approximately 75% of our housing units are offered to women and children fleeing violence, while the remaining 25% are offered to immigrant and refugee families. The Cridge Dovetail Services consists of a team of six staff (four women's support workers, one child and youth support worker, and one manager) who offer support to the residents living in The Cridge Supportive Housing.

The 2020-2021 season was unlike any other in our program's history. Although we were fortunate to have our services deemed essential, the pandemic changed our service delivery model significantly. In mid-March, we opened our office to clients seven days a week (up from five days a week) so that there were fewer staff working on any given day, and more space for socially distanced meetings with clients in our program space. This model has stayed in place for the entire pandemic and has been very effective in allowing us to stay connected with clients during such an isolating time, and yet to keep a safe work environment for everyone.

Because of the pandemic, we had to think very differently about the ways we offered services. Staff focused on staying connected to clients primarily through one-on-one meetings. As a way to build community connection and morale, we started sending out a weekly Resident Check-In

Letter to our clients that contained photo challenges, links to online activities, information about free food in our community, recipes, and health and safety info. Although we were unable to offer our usual line up of support groups and social activities, we were able to offer an online Zoom women's support group, and to celebrate occasions such as Mother's Day, Thanksgiving and Christmas with outdoor drop-in activities or door-to-door deliveries. During times of lower restrictions, we were able to offer some in-person group programming, such as socially distanced Backyard Bingo and a weekly Walking Group. Our weekly Food Distribution, a partnership with the Food Share Network, continued and was a lifeline for many families who were struggling economically. Our Child and Youth Worker assisted families in getting their children set up for online learning, by distributing laptops and other school supplies that were donated by people in our community. We opened a toy and game lending library so that children who were cooped up were able to have something new and fun to play with.



Residents posted supportive signs in their windows; kids created heart notes for the seniors

We have had tremendous support from donors and volunteers during this challenging year. Glad Tidings Church has supported us through offering an additional food distribution date, which they supply food and volunteers for, as well as giving gifts and toys to the women and children. The Glad Tidings Moving Team continued to offer invaluable help to residents who were moving in and out of Cridge housing. Oaklands Chapel offered an on-site summer VBS camp to our tenants, as well as regularly donating food, gifts and toys to our families. Throughout the year, individuals regularly donated grocery cards to our program so that families could supplement their income. Our Christmas Hamper program was well-supported with all of our families receiving a wonderful pile of festive gifts from donors throughout Greater Victoria. Bungalow Gifts continued to be one of our most faithful donors, regularly giving household items. Royal LePage Shelter Foundation continues to be a major financial donor, giving funds to help women with needs such as food, moving and storage costs, security expenses, and education fees. In a year when our residents felt very physically disconnected from their community, these donations were a wonderful reminder that people are thinking of them and caring for them.



Glad Tidings Church donated gifts, toys and backpacks to our residents

The pandemic was not the only thing that brought change over the 2020-2021 season. We experienced some changes in our partnership with BC Housing at Mary Cridge Manor (MCM) in which they reclaimed operation of the 10 units that our program had been occupying. We were fortunate to partner with Capital Region Housing Corporation (CRHC) to re-house all of the 10 women living at MCM into various CRHC properties around the city. Residents accessing this part of our housing program, which we've named City Reach, are officially tenants of CRHC, with three years of support being offered by The Cridge Dovetail Program. Another change was in staffing, where we said goodbye to two beloved staff members, Marilyn Smando and Deanna Leippi. Marilyn moved back to Calgary to be close to family, while Deanna left us to pursue full time work as a clinical counsellor. We welcomed Chandra Van Esterik and Jolene Nguyen, who did an amazing job filling Marilyn & Deanna's shoes. Susie Scott, our CYC worker, took a leave of absence and we welcomed a very skilled worker named Laura Di Castri into a six month position with our children and youth.



Staff say goodbye to Marilyn & Deanna with a beach party (pre-mask mandate)

Finally, we continue to be involved in The Cridge Intimate Partner Violence (IPV) and Brain Injury (BI) Initiative, which is focused on responding to the epidemic of partner-inflicted brain injuries among survivors of IPV. This year has been very exciting as we, in partnership with our Brain Injury Program, have developed brain injury services for 10 women who are currently accessing Cridge Transition House or Cridge Dovetail Services. The participants in this program report very positive outcomes, and are very thankful to have BI supports in addition to the help they have been getting from the Cridge IPV services. We have also been involved in several training opportunities, including a workshop at the Moving Ahead Conference hosted by SOAR, an IPV and BI research and training organization. It is exciting to see how The Cridge is being recognized as a leader in this realm.

THE CRIDGE RESPITE AND RESPITALITY SERVICES

These two interconnected and complimentary programs serve parents of children with a special need designation or a mental health diagnosis. The Cridge Respite Service, funded by the Ministry of Children and Family Development, offers parents access to respite care providers (RCPs), resources, and community connections. The Cridge Respitality Service gives an opportunity for these parents to experience a break, through an overnight stay in a hotel, a restaurant gift certificate or an entertainment experience. Respitality is supported by private donors and by business, such as hotels and restaurants, who give overnight stays and gift cards to the program. Respitality has also been fortunate to receive the support of the United Way Foundation. In 2020, there were over 500 families who received Respite and Respitality support in some form or other.

Linda Pityn, the Respite worker, and Heather Stevens, the Respitality worker, are a dynamic team that take a collaborative approach to helping families. In October of 2020 we held a staff development retreat, where we developed four foundations of Respite & Respitality: Support (giving resources and training to parents and respite care providers), Hospitality (offering overnight stays to parents), Opportunity (offering other restaurant and entertainment options to parents who cannot do an overnight stay), and Community (connecting families to their community through recreation and social activities). These four foundations have helped the programs develop a clearer sense of purpose and possibility.

The pandemic created many challenges to the service-delivery model for the Respite and Respitality Services. In the Spring of 2020, many of our families were feeling the impact of social isolation, our RCPs were navigating the safest way to provide support to the children they served, and most of our hotel and restaurant were closed or operating at very limited capacity. Heather and Linda shifted their focus to providing as much practical help and support to our clients and donors as possible. They called parents each week and offered over-the-phone emotional support, they sent grocery cards to families in financial crisis, and provided safety information to RCPs. They identified families that were struggling financially and created and delivered hampers to them at Easter and Christmas. Linda focused on helping parents come up with creative ways to get respite care. Many parents turned to family members to fill in, while others were able to connect with one of the five new RCPs Linda was able to recruit in 2020. For families facing financial hardships, The Cridge Respite Bursary Fund supported by United Way, helped parents pay respite care providers.

Heather focused on keeping our relationships with our hotel partners strong by calling our contacts each month to check in and offer encouragement. We designated a portion of the Respitality budget to offer our support to our partners by purchasing gift cards for the hotel amenities that we could give out to families once things were up and running again. Although our hotels were hard hit by the pandemic, almost all of them returned to Respitality as regular donors once things opened up. In fact, during the fall and winter months, Respitality was back up to the usual hotel stay numbers of 20-25 stays per month! A special thanks to the Inn at Laurel Point, the Parkside, the Best Western Carlton, and the Coast Hotel, who gave two stays per month once they were back up and running.

Finally, the annual Stuff the Stocking fundraiser for Respitality had to be adapted this year to an online format. Donors could stuff our stocking virtually, and supporters were encouraged to engage with us on Facebook and Instagram to win “door prizes.” The result was the most successful Stuff the Stocking event on record. We are blessed by the faithful support of our community!



Thanksgiving and Christmas hampers with our “Angels” Linda & Heather



Candace Stretch, Manager

Respectfully submitted,

Candace Stretch, Manager
The Cridge Supportive Housing and Family Services

OUR WEB PRESENCE

The Cridge Centre for the Family is online in the following places:

Website - www.cridge.org

Facebook - <http://www.facebook.com/TheCridgeCentre>

Twitter - <http://twitter.com/TheCridgeCentre>

YouTube - <http://www.youtube.com/CridgeCentre>

Instagram: <https://www.instagram.com/thecridgecentre>

The Cridge Young Parent Outreach Program is also online in the following places:

Website & Blog - <http://www.ypoutreach.com/>

Facebook - <http://www.facebook.com/cridgeyoungparent>

Financial Statements of

**THE CRIDGE CENTRE
FOR THE FAMILY**

And Independent Auditors' Report thereon

Year ended March 31, 2021



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INDEPENDENT AUDITORS' REPORT

To the Members of The Cridge Centre for the Family

Report on the Audit of Financial Statements

Opinion

We have audited the financial statements of The Cridge Centre for the Family (the Entity), which comprise:

- the statement of financial position as at March 31, 2021
- the statement of operations and changes in net assets for the year then ended
- the statement of cash flows for the year then ended
- and notes to the financial statements, including a summary of significant accounting policies

(hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Entity as at March 31, 2021, and its results of operations and its cash flows for the year then ended in accordance with the financial reporting provisions of the Operating Agreement between the Entity and British Columbia Housing Management Commission ("BC Housing").

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "**Auditors' Responsibilities for the Audit of the Financial Statements**" section of our auditors' report.

We are independent of the Entity in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Preparation

We draw attention to Note 1(a) to the financial statements, which describes the basis of accounting.



The financial statements are prepared to assist the Entity in complying with the reporting provisions of the Operating Agreement referred to above.

Our opinion is not modified in respect to this matter.

Other Information

Management is responsible for the other information. The other information comprises:

- Information, other than the financial statements and the auditors' report thereon, included in the Annual Report document

Our opinion on the financial statements does not cover the other information and we do not and will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

We obtained the Information, other than the financial statements and the auditors' report thereon, included in the Annual Report document as at the date of this auditors' report.

If, based on the work we have performed on this other information, we conclude that there is a material misstatement of this other information, we are required to report that fact in the auditors' report.

We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the financial reporting provisions of the Operating Agreement between the Entity and BC Housing, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with Governance are responsible for overseeing the Entity's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.



As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

As required by the Societies Act (British Columbia), we report that, in our opinion, the accounting policies applied in preparing and presenting financial statements in accordance with applicable financial reporting framework have been applied on a basis consistent with that of the preceding year.

Chartered Professional Accountants

Victoria, Canada
July 7, 2021

THE CRIDGE CENTRE FOR THE FAMILY

Statement of Financial Position

March 31, 2021, with comparative information for 2020

	2021	2020
Assets		
Current assets:		
Cash (note 2)	\$ 834,819	\$ 603,429
Accounts receivable	107,948	144,814
Inventories	1,297	1,299
Prepaid expenses	227,625	112,157
	<u>1,171,689</u>	<u>861,699</u>
Investments and marketable securities (note 3)	7,890,636	6,463,137
Capital assets (note 4)	13,296,300	13,819,251
	<u>\$ 22,358,625</u>	<u>\$ 21,144,087</u>
Liabilities and Net Assets		
Current liabilities:		
Accounts payable and accrued charges (note 5)	\$ 556,355	\$ 490,285
Employee benefit accruals (note 6)	660,087	595,543
Deferred donations (note 7)	396,275	507,393
Current portion of long-term debt	493,758	343,969
Current portion of deferred revenue - operating	708,382	570,133
Current portion of deferred revenue - capital	360,857	342,967
	<u>3,175,714</u>	<u>2,850,290</u>
Long-term debt (note 8)	8,153,176	8,646,935
Deferred revenue - operating (note 9)	54,204	73,911
Deferred revenue - capital (note 9)	2,748,468	2,989,542
	<u>14,131,562</u>	<u>14,560,678</u>
Net assets:		
Endowment fund (note 10)	911,066	697,740
Invested in capital assets	1,540,041	1,495,838
Other funds (note 11)	3,774,580	3,366,587
Unrestricted	2,001,376	1,023,244
	<u>8,227,063</u>	<u>6,583,409</u>
Commitments (note 14)		
Contingencies (note 15)		
	<u>\$ 22,358,625</u>	<u>\$ 21,144,087</u>

See accompanying notes to financial statements.

On behalf of the Board:

Director

Director

THE CRIDGE CENTRE FOR THE FAMILY

Statement of Operations and Changes in Net Assets

Year ended March 31, 2021, with comparative information for 2020

	Capital Fund	Endowment Fund (note 10)	Other Funds (note 11)	Operating Fund	2021 Total	2020 Total (Schedule)
Revenue:						
Government contracts	\$ -	\$ -	\$ -	\$ 5,944,084	\$ 5,944,084	\$ 4,623,599
Fee for service income	-	-	-	1,534,153	1,534,153	1,766,542
Rents and leases	-	-	-	2,173,821	2,173,821	2,296,504
Donations and bequests	-	-	-	657,220	657,220	759,821
Amortization of deferred revenue	356,097	-	-	19,707	375,804	352,390
Other income	-	-	-	15,000	15,000	16,754
	356,097	-	-	10,343,985	10,700,082	9,815,610
Expenses:						
Salaries and benefits	-	-	-	6,163,877	6,163,877	5,651,417
Program costs	-	-	-	2,026,849	2,026,849	1,878,026
Mortgage interest	-	-	-	209,962	209,962	218,218
Occupancy	-	-	-	767,507	767,507	818,464
Amortization of capital assets	743,205	-	-	-	743,205	715,832
Administration	-	-	-	297,140	297,140	299,398
Professional fees	-	-	-	112,805	112,805	96,678
Transportation	-	-	-	48,027	48,027	66,070
	743,205	-	-	9,626,167	10,369,372	9,744,103
Program income (deficit)	(387,108)	-	-	717,818	330,710	71,507
Other income:						
Capital gains and interest	-	-	-	178,291	178,291	155,791
Unrealized gain (loss)	-	-	-	1,098,003	1,098,003	(446,440)
	-	-	-	1,276,294	1,276,294	(290,649)
Excess (deficiency) of revenue over expenses	(387,108)	-	-	1,994,112	1,607,004	(219,142)
Net assets, beginning of year	1,495,838	697,740	3,366,587	1,023,244	6,583,409	6,778,843
Contributions to endowment funds	-	36,650	-	-	36,650	23,708
Transfers:						
Recovery of reserve expenses	41,025	-	(87,559)	46,534	-	-
Allocations to reserves	-	-	123,685	(123,685)	-	-
Net investment in capital assets	46,316	-	-	(46,316)	-	-
Mortgage principal	343,970	-	-	(343,970)	-	-
Allocation of investment income	-	75,253	68,927	(144,180)	-	-
Allocation of fees	-	(3,745)	(9,941)	13,686	-	-
Recovery of disbursements	-	(5,000)	(25,000)	30,000	-	-
Allocation of unrealized gain	-	110,168	308,695	(418,863)	-	-
Allocation to future programming	-	-	29,186	(29,186)	-	-
Net assets, end of year	\$ 1,540,041	\$ 911,066	\$ 3,774,580	\$ 2,001,376	\$ 8,227,063	\$ 6,583,409

See accompanying notes to financial statements.

THE CRIDGE CENTRE FOR THE FAMILY

Statement of Cash Flows

Year ended March 31, 2021, with comparative information for 2020

	2021	2020
Cash provided by (used in):		
Operating:		
Excess (deficiency) of revenue over expenses	\$ 1,607,004	\$ (219,142)
Endowment funds received	36,650	23,708
Items not involving cash:		
Amortization	743,205	715,832
Earned deferred donations	(256,863)	(174,875)
Unrealized loss (gain) on investment portfolio	(1,098,003)	446,440
Earned property lease	(19,707)	(19,707)
Amortization of deferred revenue - capital	(356,097)	(332,683)
	656,189	439,573
Change in non-cash operating working capital (note 12)	190,263	84,982
	846,452	524,555
Financing:		
Deferred revenue - capital received	132,913	875,222
Mortgage principal repayments	(343,970)	(335,727)
Deferred donations received	145,745	246,060
	(65,312)	785,555
Investments:		
Net purchases of investments and marketable securities	(329,496)	(510,051)
Purchase of capital assets	(220,254)	(879,904)
	(549,750)	(1,389,955)
Increase (decrease) in cash	231,390	(79,845)
Cash, beginning of year	603,429	683,274
Cash, end of year	\$ 834,819	\$ 603,429

See accompanying notes to financial statements.

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements

Year ended March 31, 2021

The Cridge Centre for the Family (the "Society") is incorporated under the Society Act (British Columbia) and its principal business activities are the provision of social services to families including child care, supportive and transition housing, respite care, residence for survivors of brain injury and seniors' assisted living housing. The Society is a charitable organization registered under the Income Tax Act and, as such, is exempt from income taxes and able to issue donation receipts for income tax purposes. On November 28, 2016, the new Societies Act (British Columbia) became effective. The Society transitioned to the new act January 5, 2017.

In March 2020, the World Health Organization declared a global pandemic related to the disease known as COVID-19 for which the impacts are expected to be far reaching. The healthcare system in BC is continuing to respond to COVID 19 by creating capacity in the system to handle the crisis. The impacts to the Society during the year have been an increase in revenues and expenses related to COVID. The situation is anticipated to continue well into the fiscal 2022 year.

1. Significant accounting policies:

(a) Basis of presentation:

The financial statements have been prepared in accordance with the significant accounting policies set out below in order to comply with the Society's agreement with the British Columbia Housing Management Commission ("BC Housing"). The basis of accounting used in these financial statements materially differs from Canadian accounting standards for not-for-profit organizations because amortization is not provided on Brain Injury House and the Seniors' Centre over the estimated useful lives of these assets but rather at a rate equal to the annual principal reduction of the mortgages; and specific capital assets purchased from funding received from BC Housing are charged to operations in the year the expenditure is incurred rather than being capitalized and amortized over their estimated useful lives.

(b) Fund descriptions:

The Capital Fund reports resources that are to be used for capital activities relating to the ongoing programs and facilities.

The Endowment Fund reports resources contributed for endowment.

The Other Fund reports externally and internally restricted reserves for specified programs and purposes.

The Operating Fund accounts for the operations of social services provided to families including child care, supportive and transition housing, respite care, residence for survivors of brain injury and seniors' assisted living. Funding is primarily from government organizations, fee for service income and rents.

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

1. Significant accounting policies (continued):

(c) Revenue recognition:

The Society follows the deferral method of accounting for contributions which include donations and government grants.

The Society receives funding from several government sources, primarily at the provincial level. Operating grants are recorded as revenue in the period to which they relate. Grants approved, but not received, at the end of an accounting period are accrued. Where a portion of a grant relates to a future period, it is deferred and recognized in that subsequent period.

Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Externally restricted contributions, other than endowment contributions, are recognized as revenue in the year in which the related expenses are recognized. Contributions restricted for the purchase of capital assets are deferred and amortized into revenue on a straight-line basis at a rate corresponding with the amortization rate for the related capital assets.

Endowment contributions are recognized as direct increases in net assets.

Restricted investment income is recognized in revenue in the year in which the related expenses are incurred. Unrestricted investment income is recognized as revenue as it is earned.

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

1. Significant accounting policies (continued):

(d) Capital assets:

Capital assets are stated at cost, except for the original land and 1893 building located on Kings Road which are valued at the nominal amount of \$1. Amortization is provided using the following basis and annual rates:

Asset	Basis	Rate
Building improvements - Kings Road	Straight-line	5 - 20 years
Building improvements - Kings Road - slate roof and brick restoration	Straight-line	50 years
Building - housing	Straight-line	25 years
Building improvements - housing	Straight-line	10 - 20 years
Building - Seniors' Centre	Principal reduction for the year	
Building - Child Care Centre	Straight-line	20 years
Building - Brain Injury House	Principal reduction for the year	
Building - Cridge Transition House for Women	Straight-line	25 years
Furniture and equipment	Straight-line	5 - 15 years
Computer equipment	Straight-line	3 years
Vehicles	Straight-line	5 years

When a capital asset no longer contributes to the Society's ability to provide services, its carrying value is written down to its residual value.

(e) Replacement and vacancy reserves:

Major repairs and replacement of equipment are provided for by an annual transfer from operations and accumulated in the BC Housing replacement reserve in Other Funds. The cost of replacements is charged to operations in the year the expense is incurred and recovered from the reserve through a fund transfer when incurred. Other replacement and vacancy reserve transfers are recorded as fund transfers in the statement of operations and changes in net assets.

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

1. Significant accounting policies (continued):

(f) Financial instruments:

Financial instruments are recorded at fair value on initial recognition. Investments that are quoted in an active market are subsequently measured at fair value and all changes in the fair value are recognized in net income in the period incurred. All other financial instruments are subsequently recorded at cost or amortized cost, unless management has elected to carry the instruments at fair value. The Society has not elected to carry any such financial instruments at fair value.

Transaction costs incurred on the acquisition of financial instruments measured subsequently at fair value are expensed as incurred. All other financial instruments are adjusted by transaction costs incurred on acquisition and financing costs, which are amortized using straight-line method.

Financial assets are assessed for impairment on an annual basis at the end of the fiscal year if there are indicators of impairment. If there is an indicator of impairment, the Society determines if there is a significant adverse change in the expected amount or timing of future cash flows from the financial asset. If there is a significant adverse change in the expected cash flows, the carrying value of the financial asset is reduced to the highest of the present value of the expected cash flows, the amount that could be realized from selling the financial asset or the amount the Society expects to realize by exercising its right to any collateral. If events and circumstances reverse in a future period, an impairment loss will be reversed to the extent of the improvement, not exceeding the initial carrying value.

(g) Employee future benefits:

The Society and its employees contribute to a multi-employer plan for health related benefits, administered by the Community Services Benefit Trust and to the Municipal Pension Plan, a multi-employer defined benefit plan for pension benefits. Contributions to the plans are expensed as incurred.

The Society accrues sick leave liability for employees equal to 50% of the total hours included in the sick bank at year end. This amount is included in accrued employee benefit accruals.

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

1. Significant accounting policies (continued):

(h) Use of estimates:

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and the disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the period. Items requiring the use of estimates include the estimated useful life of capital assets and the estimated sick leave liability. Actual results could differ from these estimates.

(i) Contributed materials and services:

Donated materials and services are recognized in the financial statements when a fair value can be reasonably established, when the materials and services are used in the normal course of operations and would otherwise have been purchased.

A substantial number of volunteers contribute a significant amount of their time each year. Because of the difficulty of determining the fair value, contributed services are not recognized in the financial statements.

2. Cash:

	2021	2020
Cash held at financial institutions	\$ 827,369	\$ 595,979
Petty cash	7,450	7,450
	<u>\$ 834,819</u>	<u>\$ 603,429</u>
Unrestricted cash	\$ 741,257	\$ 518,453
Restricted cash - Gaming account	93,562	84,976
	<u>\$ 834,819</u>	<u>\$ 603,429</u>

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

3. Investments and marketable securities:

Investments are recorded at quoted market values.

	2021	2020
General Fund:		
Fixed income	\$ 1,439,714	\$ 1,550,823
Mutual funds - Canadian equity	287,996	74,995
Canadian equities	937,840	766,150
Mutual funds - foreign equity	317,257	162,175
Foreign equity	1,288,309	808,008
	<u>4,271,116</u>	<u>3,362,151</u>
Endowment Fund:		
Fixed income	252,341	267,338
Mutual funds - Canadian equity	59,599	64,558
Canadian equities	252,187	143,999
Mutual funds - foreign equity	96,335	60,963
Foreign equity	181,450	143,761
	<u>841,912</u>	<u>680,619</u>
Sub total General and Endowment Funds	<u>5,113,028</u>	<u>4,042,770</u>
	2021	2020
Balance brought forward	5,113,028	4,042,770
Zoie Gardner Fund:		
Fixed income	727,661	700,385
Mutual funds - Canadian equity	63,485	31,624
Canadian equities	409,935	336,544
Mutual funds - foreign equity	266,491	254,328
Foreign equity	608,184	433,523
	<u>2,075,756</u>	<u>1,756,404</u>
Replacement Reserve Fund - Restricted:		
Fixed income	486,373	632,681
Mutual funds - Canadian equity	85,852	31,282
Canadian equities	63,604	-
Foreign equity	66,023	-
	<u>701,852</u>	<u>663,963</u>
	<u>\$ 7,890,636</u>	<u>\$ 6,463,137</u>

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

4. Capital assets:

	2021		
	Cost	Accumulated amortization	Net book value
Original land and building - Kings Road (aka 1307 Hillside Ave)	\$ 1	\$ -	\$ 1
Land (Brain Injury Residence, Cridge Transition House for Women and landscaping)	385,314	-	385,314
Building - Seniors' Centre	13,812,244	3,502,860	10,309,384
Building - Child Care Centre	2,469,492	1,990,907	478,585
Building improvements - Taylor Building (Seniors' Centre)	657,430	95,500	561,930
Building - housing	724,221	703,234	20,987
Building improvements - Seniors' Centre - Brick Restoration	426,236	22,865	403,371
Building improvements - housing	1,804,439	983,324	821,115
Building - Cridge Transition House for Women	530,053	530,053	-
Building - Brain Injury House	444,564	444,564	-
Furniture and equipment	1,215,301	1,045,777	169,524
Computer equipment	228,577	225,557	3,020
Vehicles	563,711	420,642	43,069
	\$ 23,261,583	\$ 9,965,283	\$ 13,296,300

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

4. Capital assets (continued):

	2020		
	Cost	Accumulated amortization	Net book value
Original land and building - Kings Road (aka 1307 Hillside Ave)	\$ 1	\$ -	\$ 1
Land (Brain Injury Residence, Cridge Transition House for Women and landscaping)	385,314	-	385,314
Building - Seniors' Centre	13,812,244	3,117,623	10,694,621
Building - Child Care Centre	2,469,492	1,866,062	603,430
Building improvements - Taylor Building (Seniors' Centre)	657,430	82,451	574,979
Building - housing	724,221	680,526	43,695
Building improvements - Seniors' Centre - Brick Restoration	426,236	14,340	411,896
Building improvements - housing	1,804,439	884,223	920,216
Building - Cridge Transition House for Women	530,053	530,053	-
Building - Brain Injury House	444,564	422,886	21,678
Furniture and equipment	1,089,138	1,016,643	72,495
Computer equipment	226,453	221,934	4,519
Vehicles	551,830	465,423	86,407
	\$ 23,121,415	\$ 9,302,164	\$ 13,819,251

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

5. Accounts payable and accrued charges:

Included in accounts payable and accrued charges as at March 31, 2021 are government remittances payable of \$26,889 (2020 – \$24,858) relating to federal and provincial sales taxes, payroll taxes, health taxes and workers' safety insurance.

6. Employee benefit accruals:

	2021	2020
Accrued sick bank	\$ 463,855	\$ 442,368
Accrued vacation	159,955	116,898
Other accruals	36,277	36,277
	\$ 660,087	\$ 595,543

7. Deferred donations:

Deferred donations consist of donations received for specific expenditures which will be incurred in subsequent years.

	2021	2020
Intimate Partner Violence Brain Injury donations	\$ 50,475	\$ -
Young Parent Outreach program funds	14,064	14,064
Day care program funds	3,563	5,684
Dovetail program funds	27,516	32,736
Cridge Transition House for Women funds	27,786	45,069
Cridge Transition House for Women contingency donations	59,253	47,261
Housing children fund	365	365
Traumatic Brain Injury funds	27,243	67,014
Anonymous donations	62,315	93,233
Respite donation	65,419	59,419
Property purchase fund	10,367	10,288
Playground donations	-	84,351
Seniors' Centre funds	7,782	7,782
Special Trust donation	40,127	40,127
	\$ 396,275	\$ 507,393

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

8. Long-term debt:

	2021	2020
Canada Mortgage and Housing Corporation, ("CMHC"), interest at 2.93% due August 1, 2021, repayable at \$2,951 principal and interest per month, secured by the Brain Injury Residence	\$ 172,184	\$ 202,113
Peoples Trust Company, interest at 2.385%, due November 1, 2026, repayable at \$43,268 principal and interest per month secured by land and buildings located at Kings Road (aka 1307 Hillside Avenue)	8,474,750	8,788,791
	8,646,934	8,990,904
Less current portion long-term debt	493,758	343,969
	\$ 8,153,176	\$ 8,646,935

Principal repayments due on long-term debt for each of the next five years and thereafter under these terms are as follows:

2022	\$ 493,758
2023	329,289
2024	337,189
2025	345,279
2026	7,141,419
	\$ 8,646,934

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

9. Deferred revenue:

	2021	2020
Operating:		
Capital Region Housing Corporation lease commenced January 1, 1984. Initial deferred amount of \$808,000 is being brought into income over the 41 year term of the lease at \$19,707 annually	\$ 73,911	\$ 93,618
Grants and revenue received in advance of services rendered	688,675	550,426
	762,586	644,044
Less current portion	708,382	570,133
	\$ 54,204	\$ 73,911
	2021	2020
Capital:		
Colonel Harland Sanders Charitable Foundation and Queen Alexandra Foundation (now known as Children's Health Foundation of Vancouver Island) each donated \$1,000,000. Private donations and a grant from the Province of BC make up the balance of the initial deferred amounts for the Child Care Centre totaling \$2,415,589 which are being brought into income over 20 years, commencing January 2005 at \$120,779 annually	\$ 453,337	\$ 574,116
Private donations, grants and remainder trust is the funding towards the Seniors' Centre which opened November 2006. Initial deferred amounts of \$1,275,092 are being brought into income over 35 years at \$36,431 annually	752,978	789,409
Private Donation for a van for the Cridge Supportive Housing was received in May 2020. Initial deferred amount of \$7,275 is being brought into income over 5 years at \$1,455 annually.	6,098	
Balance carried forward	1,212,413	1,363,525

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

9. Deferred revenue (continued):

	2021	2020
Balance brought forward	1,212,413	1,363,525
Private donations and grants received from The Real Estate Foundation of B.C., The Victoria Foundation, Coast Capital Savings Credit Union, City of Victoria, United Way of Greater Victoria, and the Capital Regional District were used towards the renovations of two six bedroom townhouses into eight one bedroom units for transitional housing for women. The project completed at the end of October 2009. The initial deferred amount of \$329,608 is being brought into income over 20 years	141,505	157,986
CMHC forgivable loan of \$1,000,000 for the building of the Seniors' Centre commencing December 1, 2006. The 35 year forgivable loan will be brought into income starting in the eleventh year (2017) at a rate of \$40,000 per year for the final 25 years of the mortgage, provided the Society continues to meet the terms and conditions of the forgivable loan	823,562	863,562
CMHC forgivable loan of \$360,000 bearing interest at 7.625% related to the Residential Rehabilitation Assistance Program for housing renovations for the heritage building to be earned over 15 years, commencing December 1, 2006. The forgivable loan will be brought into income each year for the next 15 years at a rate of \$24,000 per year, provided the Society continues to meet the terms and conditions of the forgivable loan	16,044	40,044
Private donation for the replacement of kitchen cabinets at the brain injury residence was received in June 2011. Initial deferred amount of \$8,400 is being brought into income over 10 years at \$840 annually	104	944
Balance carried forward	2,193,628	2,426,061

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

9. Deferred revenue (continued):

	2021	2020
Balance brought forward	2,193,628	2,426,061
Private donation for closet organizers at the brain injury residence was received in April 2018. Initial deferred amount of \$4,253 is being brought into income over 5 years at \$851 annually.	1,701	2,552
The Child Care Centre received a Variety Club - The Children's Charity grant and donations to purchase a new handicapped accessible bus in 2019. Initial deferred amount of \$91,164 is being brought into income over 5 years at \$18,233 annually.	58,746	76,980
The Child Care Centre received donations toward the purchase of new playground equipment and resurfacing of the playground with turf which was completed in 2020. Initial deferred amount of \$125,638 is being brought into income over 5 years at \$25,128 annually.	113,683	-
The Cridge Seniors' Centre received grants from the Victoria Civic Heritage Trust and private donations to assist with the assessment and repairs of the exterior historic masonry of the Taylor Building. The restoration was completed in July 2018. Initial deferred amount of \$65,980 is being brought into income over 50 years at \$1,320 annually.	62,441	63,760
The Cridge Transition House received private donations for the replacement of kitchen cabinets and countertops in July 2015. Initial deferred amount of \$10,939 is being brought into income over 10 years at \$1,094 annually	4,693	5,787
BC Housing Forgivable loan of \$41,920 for New Make-up Air Units for the Cridge Seniors' Centre commencing June 8, 2018. The 10 year forgivable loan will be brought into income each year for the next 10 years at a rate of \$4,192 per year, provided the Society continues to meet the terms and conditions of the forgivable loan	30,136	34,327
Balance carried forward	2,465,028	2,609,467

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

9. Deferred revenue (continued):

	2021	2020
Balance brought forward	2,465,028	2,609,467
The Cridge Centre for the Family received a private donation for the purchase of a commercial popcorn maker in December 2018. Initial deferred amount of \$1,705 is being brought into income over 5 years at \$341 annually.	940	1,281
B.C. Housing through CMHC (Federal Social Infrastructure Fund Grant) forgivable loan of \$784,058 for renovations in the Cridge Supportive Housing for interior unit upgrades commencing June 14, 2018. The 10 year forgivable loan will be brought into income each year for the next 10 years, commencing recognition at June 14, 2019 at a rate of \$78,406 per year, provided the Society continues to meet the terms and conditions of the forgivable loan.	643,357	721,761
	3,109,325	3,332,509
Less current portion	360,857	342,967
	\$ 2,748,468	\$ 2,989,542

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

10. Endowment Fund:

	2021	2020
Externally restricted:		
Mary Cridge Endowment - Awards Fund	\$ 9,857	\$ 9,857
Coast Capital Savings Endowment	20,475	20,475
Margaret T. Clinch Endowment	153,823	153,823
Edward and Jeannine Cridge Endowment	24,500	24,500
Respality Victoria Endowment	114,878	94,878
Keys in Hand Endowment	75,596	75,396
Endowment accrued interest	1,936	2,830
Senior's Pay it Forward Endowment	46,620	11,770
Ranica Endowment	7,698	7,698
The Sonnenberg Endowment Fund	41,402	19,800
	<u>496,785</u>	<u>421,027</u>
Internally restricted:		
Undistributed endowment earnings	414,281	276,713
	<u>\$ 911,066</u>	<u>\$ 697,740</u>

11. Other funds:

	2021	2020
Externally restricted:		
Zoie Gardner Fund	\$ 2,115,969	\$ 1,785,986
Replacement Reserve	723,199	669,470
	<u>2,839,168</u>	<u>2,455,456</u>
Internally restricted:		
Replacement Reserve	728,961	720,886
Vacancy Reserve	66,210	57,659
Traumatic Brain Injury Reserve	16,656	16,656
Future Programming	123,585	115,930
	<u>935,412</u>	<u>911,131</u>
	<u>\$ 3,774,580</u>	<u>\$ 3,366,587</u>

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

12. Change in non-cash operating working capital:

	2021	2020
Accounts receivable	\$ 36,866	\$ (75,481)
Inventory	2	6
Prepaid expenses	(115,468)	(18,392)
Accounts payable and accrued charges	66,070	42,755
Employee benefit accruals	64,544	55,022
Deferred revenue - operating	138,249	81,072
	\$ 190,263	\$ 84,982

13. Related party - Cridge Housing Society:

The Cridge Centre for the Family is related to the Cridge Housing Society as the boards of both organizations are comprised of the same directors. The Cridge Housing Society is incorporated under the Societies Act (British Columbia).

The purpose of the Cridge Housing Society is to hold land leased from the Provincial Rental Housing Corporation and buildings mortgaged through BC Housing. The assets are restricted to be used for the purpose of providing rental housing to families and persons with disabilities. The Homes BC Operating Agreement related to the assets was assigned to Capital Regional Housing Corporation.

The Cridge Housing Society has not been consolidated in the Cridge Centre for the Family's financial statements. As at March 31, 2021, the Cridge Housing Society had total assets of \$2,742,272 (2020 - \$2,909,109), total liabilities of \$2,742,167 (2020 - \$2,909,004), and total fund balances of \$105 (2020 - \$105).

As at March 31, 2021, there are no amounts owing from or to the Cridge Housing Society to The Cridge Centre for the Family nor were there any transactions reported in revenues or expenses between the organizations.

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

14. Commitments:

The Society rents equipment and contracts services under operating leases. Commitments for minimum annual lease payments for the next five years and thereafter under the various operating leases are as follows:

2022	\$	281,100
2023		138,800
2024		56,800
2025		44,100
2026		4,900
Thereafter		3,800
	\$	529,500

15. Contingencies:

CMHC has provided the Society with forgivable loans totaling \$2,185,978 (note 9) to enable the Society to build the Seniors' Centre and complete various building renovations. The loans are being brought into income over the useful life of the associated assets. The remaining balance of these loans is \$1,513,099 (2020 - \$1,659,694). There is no requirement to repay these funds other than as a result of an event of default under the agreement with CMHC.

16. Employee future benefits:

(a) Municipal Pension Plan:

The Society and its employees contribute to the Municipal Pension Plan (the "Plan"), a jointly trustee pension plan. The Board of Trustees, representing plan members and employers, is responsible for overseeing the management of the Plan, including investment of the assets and administration of benefits. The Plan is a multi-employer contributory pension plan. Basic pension benefits are based on a formula. As at December 31, 2019, the plan has about 213,000 active members and approximately 106,000 retired members.

Every three years, an actuarial valuation is performed to assess the financial position of the plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

16. Employee future benefits (continued):

(a) Municipal Pension Plan (continued):

The most recent valuation as at December 31, 2018 indicated a \$2,866 million funding surplus for basic pension benefits on a going concern basis.

The next valuation will be as at December 31, 2021, with results available later in 2022. The actuary does not attribute portions of the unfunded liability to individual employers. The Society paid \$309,189 (2020 - \$291,182) for employer contributions to the plan in fiscal 2021.

(b) Community Services Benefit Trust:

The Society and its employees contribute to the Community Services Benefit Trust, a multi-employer plan for long-term disability, group life insurance, accidental and serious illness, extended health, dental and medical service premiums. The Society paid \$372,218 for employer contributions to the Community Services Benefit Trust in fiscal 2021 (2020 - \$398,186). The Society received dental and extended health premium relief of \$14,833 due to the pandemic.

17. Financial risks and concentration of risk:

(a) Foreign currency risk:

The Society holds investments in equities outside of Canada which are subject to foreign exchange risk. At March 31, 2021, the Society held foreign investments with a fair value of \$2,824,049 (2020 - \$1,862,758).

(b) Interest rate risk:

The Society's long-term debt has fixed interest rates until August 1, 2021 and November 1, 2026 (note 8). The Society is not subject to interest rate risk until refinancing of the long-term debt.

The Society is exposed to interest rate risk related to its investments in fixed income funds. The fair value of these funds is directly impacted by changes in interest rates.

THE CRIDGE CENTRE FOR THE FAMILY

Notes to Financial Statements (continued)

Year ended March 31, 2021

17. Financial risks and concentration of risk (continued):

(c) Credit risk:

Credit risk arises from cash held with banks and financial institutions and credit exposure to accounts receivable balances. The maximum exposure to credit risk is equal to the carrying value of the financial assets. The Society assesses the credit quality of the counter parties, taking into account their financial position, past experience, and other factors. It is management's opinion that the Society is not exposed to significant credit risk.

Interest rate and credit risk are managed through the Society's policy of dealing with high credit quality financial institutions and its Investment Policy which specifies the required asset mix and eligible securities permitted within its investment portfolio.

(d) Liquidity risk:

Liquidity risk is the risk that the Society will be unable to fulfill its obligations on a timely basis or at a reasonable cost. The Society manages its liquidity risk by monitoring its operating requirements. The Society prepares budget and cash forecasts to ensure it has sufficient funds to fulfill its obligations.

There has been no change to the risk exposures from 2020.

18. Employee and contractor remuneration:

The BC Societies Act came into effect on November 28, 2016. The Act has a requirement for the disclosure in the financial statements of the remuneration of directors, employees and contractors for financial statements prepared after November 28, 2016. For employee and contractor remuneration the requirement is to disclose amounts paid to individuals whose remuneration was greater than \$75,000. For the fiscal year ending March 31, 2021, the Society paid remuneration (including wages and benefits) of \$724,941 to 7 employees (2020 - \$679,595 to 7 employees), each of whom received total annual remuneration of \$75,000 or greater. There were no remuneration payments made to directors.

THE CRIDGE CENTRE FOR THE FAMILY

Statement of Operations and Changes in Net Assets

Schedule

Year ended March 31, 2020

	Capital Fund	Endowment Fund (note 10)	Other Funds (note 11)	Operating Fund	Total
Revenue:					
Government contracts	\$ -	\$ -	\$ -	\$ 4,623,599	\$ 4,623,599
Fee for service income	-	-	-	1,766,542	1,766,542
Rents and leases	-	-	-	2,296,504	2,296,504
Donations and bequests	-	-	-	759,821	759,821
Amortization of deferred revenue	332,683	-	-	19,707	352,390
Other income	-	-	-	16,754	16,754
	332,683	-	-	9,482,927	9,815,610
Expenses:					
Salaries and benefits	-	-	-	5,651,417	5,651,417
Program costs	-	-	-	1,878,026	1,878,026
Mortgage interest	-	-	-	218,218	218,218
Occupancy	-	-	-	818,464	818,464
Amortization of capital assets	715,832	-	-	-	715,832
Administration	-	-	-	299,398	299,398
Professional fees	-	-	-	96,678	96,678
Transportation	-	-	-	66,070	66,070
	715,832	-	-	9,028,271	9,744,103
Program income (deficit)	(383,149)	-	-	454,656	71,507
Other income:					
Capital gains and interest	-	-	-	155,791	155,791
Unrealized loss	-	-	-	(446,440)	(446,440)
	-	-	-	(290,649)	(290,649)
Excess (deficiency) of revenue over expenses					
	(383,149)	-	-	164,007	(219,142)
Net assets, beginning of year	1,538,578	715,697	3,290,531	1,234,037	6,778,843
Contributions to endowment funds	-	23,708	-	-	23,708
Transfers:					
Recovery of reserve expenses	-	-	(15,473)	15,473	-
Allocations to reserves	-	-	133,411	(133,411)	-
Net investment in capital assets	4,682	-	-	(4,682)	-
Mortgage principal	335,727	-	-	(335,727)	-
Allocation of investment income	-	26,417	19,653	(46,070)	-
Allocation of fees	-	(4,446)	(3,504)	7,950	-
Recovery of disbursements	-	-	(10,000)	10,000	-
Allocation of unrealized loss	-	(63,636)	(90,341)	153,977	-
Allocation to future programming	-	-	42,310	(42,310)	-
Net assets, end of year	\$ 1,495,838	\$ 697,740	\$ 3,366,587	\$ 1,023,244	\$ 6,583,409



THE CRIDGE CENTRE FOR THE FAMILY

MINUTES OF THE 147th ANNUAL GENERAL MEETING held at 7:30 p.m. on Monday, September 28, 2020 by video conference at The Cridge Centre for the Family, 1307 Hillside Avenue, Victoria, B.C. The President, Val Fuller, in the Chair.

1. Roll Call and Quorum

Roll call was taken through Zoom video conference.

2. Introduce Chair

The President, Val Fuller, introduced herself, welcomed participants and gave a territorial acknowledgment.

3. Call to Order

The President introduced co-hosts for the evening, Shelley Morris and Patricia Bailey, welcomed participants, determined there was a quorum present and called the meeting to order at approximately 7:30 p.m. The Society records showed 81 paid up members with 42 being present.

4. Opening Prayer

President, Val Fuller opened the meeting in prayer.

5. Rules of Order

The President explained the need to be muted and the Chat feature to allow participants to ask questions or make comments feature. Val stated that movers and seconders have been assigned prior to the meeting to get the motion on the table for discussion and to avoid confusion. Val explained how the poll feature works to allow everyone on a device to vote and to allow those on the phone to oppose a motion.

6. **Approval of Circulated Agenda**

Moved: Ann Wellman

Seconded: Gerald Mann

THAT the Agenda be adopted as circulated.

This motion was put to a vote and

APPROVED

7. **Approval of Previous Minutes**

Annual General Meeting Minutes of September 30, 2019 were distributed with the Annual Report, so the reading of the Minutes was dispensed with.

Moved: Rev. Ken Peters

Seconded: Mary Jane Spray

THAT the Minutes of the 2019 Annual General Meeting dated September 30, 2019 be adopted.

This motion was put to a vote and

APPROVED

8. **Matters Arising from Minutes**

There were no matters arising.

9. **President's Report**

In addition to the President's written report which is on Page 3 of the Annual Reports, Val stated that in preparing her report she was again reminded of Psalm 23, particularly the last two verses. During this difficult time with a pandemic God surely has prepared a feast for us and our cup overflows with blessing. Val expressed gratitude for all the front line essential workers, management team and the CEO who worked heroically over these challenging times. Val stated that we may only be part way through this journey, but like Samuel, "up to this point the Lord has helped us". Praise the Lord!

Val thanked those who served on the board during the past year: Claudia Dorrington, Lynne Ellis, Gerald Mann, Ken Peters, Del Phillips, Jan Price, Mary Jane Spray and Ann Wellman.

Val also thanked society members who give of their time and talent to sit on committees: Mike Cridge and Nathan Janz on the Finance/Audit Committee; Louise Parton and Martha Partridge on Nominating/Membership Committee; Louise Parton, Sally Crowder, Tony and Jan Zanon on the Long Term Plan/Land Development Committee; and Sasha Zhang on the Philanthropy and Outreach Committee.

AGMMINUTES

Additionally, those society members who do the important work of prayer walks were acknowledged: Lorna Bampton, Colin & Florence Moorman, Janet and David Parker, Susan Lewis, Chris Muller; David Rand, Lois Pegg, Jo Politano, Harold McNabb, Rachael Fryer, Garry and Adele Wickett, Marcia Wood, Diane Laing and Laine Warden.

Society members who have been a part of this organization for many years celebrating milestone memberships who have been faithfully committed to God's work for 10, 15, 20, 25, 35 and 40 years are:

Axel & Karen Schoeber-10
Sylvia Van Kirk-15
Alistair Stekelenburg-20
Paul Turner-20
John Berkes-25

Jean Vantreight-25
Lorna Bampton-35
Mary Jane Spray-35
Catherine and Paul Scambler-40

10. CEO's Report

In addition to the CEO's written report which is on Page 5 of the Annual Reports, The Chief Executive Officer gave a report likening herself this year as Dr. Dolittle's the two-headed friend Pushmi-Pullyu having to rely on cooperation, coordination and communication in order to move forward and not in different directions. The only way to do this especially in a pandemic is to put one foot in front of the other and "fix our eyes on Jesus, the author and perfecter of our faith... so that we will not grow weary and lose heart". That is what had to happen this year: we had to strap on our boots, get to work and keep our eyes fixed on Him to lead through the chaos, putting one foot in front of the other. Staff have been resilient, flexible and courageous coming daily to work but are exhausted and the government have rewarded some essential service workers and not others. As an organization we will work to ensure equal treatment for every staff member.

Shelley reported that with unbudgeted expenses of over \$260,000 for health authority mandated extra staff, PPEs, counselling, food gift cards and pandemic equipment, God provided unbudgeted revenue and more to cover those expenses. Challenges have been many. Shelley asked for prayers to keep going, prayers for provision of finances and staff. Staff who are weary, our seniors' who have lost freedom, children, families, brain injury survivors, parents, all who are weary and heavy laden. Board member, Rev. Ken Peters, reminded Shelley of Matthew 11:28 Jesus, who knew well the heavy weight of weariness says "come to me and I will give you rest - all of you who work so hard beneath a

heavy yoke". Shelley asked for prayers for a fresh touch of Jesus through the coming months.

Society member Clayton Dougan had asked what the future held for Cridge through this pandemic. Shelley said she doesn't know but we do know the One who does and her greatest concern is the human cost.

We are in this together, we are blessed, we will be overcomers together and we will not lose sight of our Vision, Mission and Values.

11. **Treasurer's Report**

The Treasurer, Del Phillips, presented the Treasurer's report thanking the members of the Finance/Audit Committee: Jan Price, Mike Cridge and Nathan Janz. As reported by the CEO, 2019/20 has been challenging, especially on the accounting staff and Shelley. Del thanked accounting staff Linda Zwick, Barb Middleton, Arlene Cruz, Tanya Holst and Vivian Qiao. Del noted in the financial statements revenue over expenses were \$164,000. Donations and bequests included a legacy of \$250,000. There being no questions.

Moved: Del Phillips

Seconded: Jan Price

THAT the audited Financial Statements for the fiscal year ended March 31, 2020 be adopted as submitted.

This motion was put to a vote and

APPROVED

12. **Appointment of Auditors**

The Treasurer expressed appreciation for KPMG's contribution who gave us a clean bill of health. Del thanked our auditors Lenora Lee and Liette Bates-Eamer, who was present.

Moved: Del Phillips

Seconded: Ken Peters

THAT the firm of KPMG be appointed as Auditors for The Cridge Centre for the Family for the fiscal year 2020-2021.

This motion was put to a vote and

APPROVED

13. **Questions re Annual Report**

The President invited questions on the annual report.

Moved: Ann Wellman

Seconded: Claudia Dorrington

THAT the Annual Report for the year ending March 31, 2020 be adopted.

This motion was put to a vote and

APPROVED

14. **Nominating Committee Report**

Secretary and Nominating/Membership Committee Chair, Lynne Ellis, referred to her written report on page 15 of the Annual Report. In her third paragraph she invites members to continue to introduce Christians to join the society and her committee has continued to accept applications for membership and conduct interviews on Zoom to ensure growth of the Cridge society family.

Bylaw 10.1 states "The Board of Directors will number no more than twelve" and Bylaw 10.3(b) states in part "...if the number of candidates nominated for election as director is equal to the number of directors to be elected, those nominated candidates are declared elected by the Board of Directors and no election is required". There are currently six directors remaining in office: Lynne Ellis, Del Phillips, Ann Wellman, Rev. Ken Peters, Jan Price and Mary Jane Spray.

Four candidates are nominated: Val Fuller and Claudia Dorrington have completed a three-year term and have agreed to stand for re-election, Gerald Mann was appointed to the Board in November 2019 and has agreed to now stand for a two-year term. Louise Parton, a paid up society member has agreed to stand for election.

Pursuant to Bylaw 10.3(b) these nominated candidates and members of The Cridge Centre for the Family Society are declared elected for the vacant positions of directors with terms expiring in 2022 and 2023.

15. **Any Other Business**

None

16. **Adjournment of Formal Proceedings**

Moved: Mary Jane Spray

Seconded: Gerald Mann

THAT the 147th Annual General Meeting of The Cridge Centre for the Family be adjourned.

This motion was put to a vote and

APPROVED

AGMMINUTES

17. **Closing Prayer**

CEO, Shelley Morris closed the meeting in prayer.

There being no other business, the President declared the 147th Annual General Meeting of The Cridge Centre for the Family adjourned.



WE MAY BE WEARING MASKS, BUT THERE ARE SMILES BEHIND THEM.



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