

**Terrace Women's Resource Centre Society
2024 Report from the Chair**



Over the last several years, and particularly during 2024, the TWRCs Board has strived to stabilize the organization through the chaos and strains of the Covid period, massive fluctuations in funding, turn-over of Executive Directors and financial staff, and, more recently, unrenewed funding contracts and subsequent lay-offs—including the role of the Executive Director. Out of necessity, the Board has therefore adopted an unusual level of operational responsibility. 2024 has been a difficult year for the Centre's staff, and for those they served. I want to express the enormous gratitude the Board has for the perseverance, compassion and grace demonstrated by our staff during this turbulent period, and recognize their commitment to serving those in the region that depend on their skills and care.

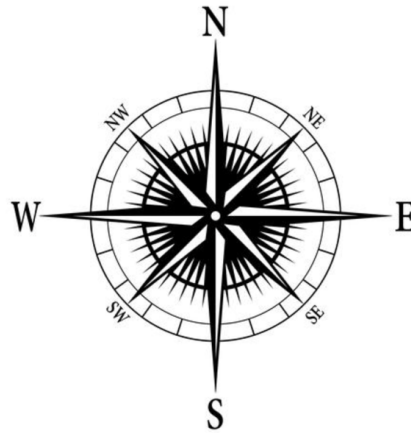
While we have had to accept a significant loss—in terms of both funding and staff—in comparison to the relatively high levels of funding and staffing in recent years, the Board is committed to taking a long-term view. As some in the room may remember, the TWRCs officially came into being more than 44 years ago, and has ridden through many changes. The Board believes in the Centre. It's important that the TWRCs continue to “ride the waves” in solidarity with our community, contributing and supporting it in creative and fruitful ways. We have taken inspiration from the many who contributed to the Centre's longevity over the decades, and we take inspiration from the energy—and needs—of our members, friends and neighbours.

The Board has been working hard to take the needed steps to ensure the Centre's sustainability. And, while it has been a difficult period, I am pleased to report that we are in a very optimistic position.

We sought feedback from our members and the broader community and received a lot of input about what people value at the Centre, what people hope for, and what people would like to

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contribute to or participate in. This has been invaluable for the Board in setting a course and navigating priorities. With this, we have worked to create a Sustainability Plan and a realistic budget for the year, focusing on tangible assets and achievable goals. As our Financial Statements for the 2023-2024 period will show, the Centre has long been forward-thinking and financially conservative, ensuring the organization can weather storms: Through its investment in assets—such as this property—and dedicated savings, the Society ensured we can maintain our assets and meet any outstanding obligations or debts. For the coming year, we are focussed on re-building and re-visioning: We aim to improve our building interior to be more efficient and accommodate more public use, stabilize our finances, and—most importantly—serve our community by continuing to provide resources & referrals, operate the community cupboard, and increase programming. The Board, for now, will continue to operate the TWRCS as a “working board,” responsible for day-to-day operations and staff supervision as well as the more “normal” roles of oversight and strategy.



I want to highlight some of the Board’s activities and accomplishments for the year, particularly following the major loss of staffing:

- Submitted all outstanding contract deliverables:
This accomplished the completion of contractual obligations and the release of all financial holdbacks. We are pleased to be able to say that we remain on good terms with our funders and have reason to be optimistic that future funding may be available from several of our 2023-24 funders.
- Held numerous open houses and engagement sessions during the spring and summer of 2024 to connect with and hear from our membership and community.
- Prepared (and updated) a Sustainability Plan and Budget to help us navigate into a very different year ahead.
- Began working with UNBC Finance students using TWRCS for their project.
- Continued to review and enhance governance and financial operations:

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The Board continues to clarify roles and responsibilities, and optimise operations, and is focused on ensuring our financial records and reporting are clear and consistent.

- Undertook efforts to reduce operating expenses:
The Board is working methodically to streamline operations and reduce unnecessary expenses as we recalibrate to our current situation.
- Negotiated a 2-year lease agreement with Terrace Regional Hospice Network (“Hospice”):
Hospice officially moved into our upstairs offices as of October 1st, and—as you can see—shares space with the TWRCS. TWRCS maintains operations from the downstairs offices. The proceeds from the lease provide reliable support for the Centre’s operational costs, and the synergy with Hospice is something the Board is excited about!

Acknowledgements

I cannot overstate my gratitude and thanks to the buoyant Emily Suderman, who has moved us forward with diplomacy, compassion and focus during her time on the Board, particularly as Chair. Emily is currently on leave from the Board. I also want to thank Ward Bond, who is currently on leave, and Carla Ollenberger, who resigned during the term: Both served as directors during a period of strenuous personal circumstances, sharing their energy, time, skills and perspectives with us; their contributions were substantive and are so very much appreciated. Gurjeet Parhar serves as our Treasurer with great skill, commitment, and probing questions. MaKailey McLeod and our newest board member, Britt Demedeiros, have both brightened our Board with their dedication, many skills and verve. Collectively this volunteer Board is an incredibly collaborative and committed group, and I’m honoured to work with them. Finally, I want to acknowledge and thank our volunteers, who have graced us with their time and expertise, from everything from mowing lawns and fixing doors to working with clients and completing tax returns. We are endlessly amazed and grateful. Thank you.

Amanita Coosemans,
Board Chair