

2025-2026 YEAR IN REVIEW

2025-2026 Was a banner year for us at the CBFRS. It was the first test of our new leadership team as we had mine and Olivia's first CARF Survey in post. I am thrilled to say that with the hard work and dedication of our entire team we were successful in receiving our 3 year accreditation designation! It really is remarkable what happens when caring people come together for a common goal.

Prompted by our accreditation obligations, we undertook the process of updating our strategic plan for 2025-2028. But we didn't rest on our laurels, we took the time to engage all of our stakeholders. Our staff, board, clients, funders, and community partners all had the opportunity to shape the direction of the Strategic Plan for the next 3 years. I am extremely proud of the document that we produced. We have 4 goals that will shape our work:

1. Improve HR Capacity
2. Strengthen the Quality, Accessibility and Effectiveness of CBFRS programs and services to better meet current and future client needs
3. Leverage unrestricted reserves and diversify funding to deliver strategic priorities
4. Strengthen Governance and Leadership Capacity to support growth, stability and CARF accreditation

We have been working hard to fulfill these goals. We have had an increase in the number of frontline staff, added hours to our family counselling program, and have ensured that staff get training every month.

The year had its challenges as well with ongoing uncertainty in the economy, tightening of federal and provincial budgets, and increasing costs. These challenges have not only impacted our work, but more importantly, the lives of the folks we serve. We have seen an increase in demand for our services and our spaces are being stretched to the limit. While most these challenges are beyond our control, it has highlighted the flexibility and nimbleness of our admin team and the front-line staff. We all needed to depend on the strength of our shared values ; transparency, and collaboration, and always putting clients in the centre. I am happy to say that our team has risen to the challenge and is continuing to provide the excellent service that the community relies on.

As we move forward to our 25th year of operation, I could not be prouder of the board, the admin team, and all of the individual front-line workers that provide such compassionate, client-centred, care to our entire community.

Nicky Benzie, Executive Director