

ANKORS - Annual Operations Report

April 1, 2024 - March 31, 2025

David Nixon
Manager, West Office Daily Operations

Acknowledgements

Thank you to Kalin, Cheryl, Robert, Alex, Erin, Sheldon, Katia, Ben, Nicola, Jennifer, Holly, Tiffany, Amber, Lindsay, Joel, Jamie, and Zak. I appreciate you all.

I would also like to acknowledge our team at the ANKORS East office: Polly, James, Taylor, and JLYnn and Rosie. Also our team in Grand Forks: Tanis and her Peer Network. Thank you to the team at KBSRP for your commitment to the services you provide.

Congratulations to Ben for his hire as our new Mental Health Outreach staff member. This ensures continuity of services to the OPS in partnership with the Interior Health Authority.

I would also like to thank Chris and Wade, whose work at ANKORS was so meaningful. You each brought such professionalism and sincerity to your respective jobs, and I congratulate you on your new endeavours and wish you all the success in the future.

Finally, I want to acknowledge and thank Seamus for his outstanding contributions in ensuring our space operates with continuity.

Thank you for the job you each do. It's been great working with you all.

Daily Operations - Successes & Challenges

ANKORS serves an average of 25 people daily through a variety of services. During 2024/25, we had close to 8000 site visits.

Successes:

- Expanded operations to 7 days a week
- Emergency weather response

- No overdose fatalities in the OPS or the site
- Minimal calls for fire/police/ambulance
- Successful joint operation of the Friday OAT clinic and ANKORS OPS
- Exceptional staff dedication, with high retention rate

The expansion of operation hours for the ANKORS office ensured that we were able to open 7 days a week during the 2024/25 fiscal year. This expansion supported continuity of service, and enabled our community to maintain connection to their supports when other resources were not available.

I would also like to recognize Cheryl and the City of Nelson for coordinating operations for the extreme weather response. We are currently in our third season of working with the city, and we have already run the previous 2 extreme weather responses with success. This takes great effort and dedication, thank you to the team that has put in the extra hours to make this possible.

2024/25 also marked our first full year of successful joint operations with the weekly OAT clinic and ANKORS OPS services. Once again, this was possible because of the collaboration and cooperation of all parties.

A major part of the overall success at ANKORS is the dedication of the team. These dedicated individuals show up day-in and day-out, and keep operations running smoothly.

Challenges:

- Maintaining effective communications amongst the growing ANKORS teams.
- Ongoing Human Resources needs.

As our team grows, maintaining communication can be a challenge. We work in many different roles across multiple communities. Resuming regular staff meetings for local offices and all-staff meetings will ensure we can all stay in touch, provide updates on programming, share successes, and collaborate on problem-solving.

ANKORS Board and Management must continue to work towards addressing Human Resources needs, to ensure equity amongst team members. This includes reviewing and updating job descriptions, addressing issues with wage parity, and regularly-scheduled

reviews and evaluations. I acknowledge that Cheryl and our Board are aware of these workplace challenges, and are committed to see movement on this file.

Final Reflections

To the people we serve, the ANKORS team has made great strides in building key relationships of trust, respect, and safety within our services. Working with some of the most vulnerable people we know, I reflect on the importance of the services we offer, while also recognizing there are still services and needs for our guests that are beyond ANKORS' scope. The continuum of care includes culture, health, psychosocial, relationships, and more.

If I were asked about one achievable solution that we could support immediately, it would be that the BCCDC work in partnership with the Province of BC and the Minister of Health to ensure a regular community supply of nasal naloxone. This is another important tool to support the folks we serve.

Thank you to everyone that I have the privilege of working with every day. I challenge myself to be present, attentive, and to learn and grow, as our agency does too.