

Annual Report 2011-2012

Community Futures Sun Country

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Message from the Chairperson and General Manager

As the years progress, we continue to deal with the challenges in our region, Locally, Provincially and Federally.

There have been many changes to delivery of services and programs. We need to be changelings if we are going to keep up with the momentum and continue to grow.

Debra Arnott, General Manager had the privilege of co-chairing the Community Futures Provincial committee with a goal of developing a funding model for the network. Debra comments, "It was extremely challenging but was worth every minute of it. Through this process I discovered how similar we are to other rural regions in Pan West."

Our organization continues to develop and maintain partnerships. We discovered a long time ago that we do not have all the resources we need to support our communities, but as a network of partners we do have the capacity.

We have launched a fresh line of flexible and affordable loan products designed to help our businesses grow in the region. We feel these new loan products, coupled with our existing business services and training sessions will give our businesses the resources they need to succeed.

The Board of Directors, Management and Staff are eager to see what new opportunities are in the near future.

Sincerely,



Scott Medlock, Chairperson



& Debra Arnott, General Manager

2012 – 2013 Strategic Priorities

The Board of Directors and Staff complete an operation plan every year. The team sets priorities for the coming year as well as long term strategies.

Short-Term Strategies: (up to 2 years)

- Maintain travel for Business Development Officer and General Manager
- Build entrepreneurial capacity of youth
- Support 2 communities to deliver the Venture Investment Program for youth.
- * Business succession planning

Long-Term Strategies:

- Build capacity of entrepreneurs
- Bring community groups together
- Provide regular community visits by General Manager and Business Development Officer
- * Raise the profile of Community Futures as leaders in business development
- Have "all" communities in Sun Country service area branded and market as a region
- Support youth to start a business

Our Strategic Priorities 2011 - 2012

Short-Term Strategies: (up to 2 years)

- Frovide small business training and partner with Small Business BC
- Maintain and enhance partnerships within the communities
- Facilitate a "futures game" in at least one of the communities
- Maintain travel for Business Development Officer and General Manager
- Support 3 communities to deliver the Venture Investment Program for youth.
- Deliver presentations to local governments on the importance of "branding"

Long-Term Strategies:

- Build capacity of entrepreneurs
- String community groups together
- Provide regular community visits
- * Raise the profile of Community Futures as leaders in business development
- Have "all" communities in Sun Country service area branded and market as a region

Accomplishments: (2011 – 2012)

- Mean Offered the Venture Investment Program in partnership with the District of Lillooet, Lillooet Chamber of Commerce and the Interior Savings Credit Union.
- * Targeted the District of Hope to complete a survey on business succession planning in partnership with the District of Hope, Hope Chamber of Commerce and Advantage Hope.
- * 71, number of activities improving leadership and expertise
- ♣ 6, Community planning exercises undertaken
- 32, number of partnerships developed or maintained
- * 7, number of instances facilitating community involvement
- 37, number of instances of increased capacity in community organizations
- * 71.5, number of jobs created, maintained or expanded due to our services

Mission Statement

"To plan and initiate development of our area through the promotion and facilitation of cooperative activities dedicated to the social, environmental and economical well-being of our citizens and communities."

About Community Futures

What is the origin of Community Futures?

Employment and Immigration Canada (now named Human Resources and Skills Development Canada), starting in 1986, was responsible for establishing 90 Community Futures organizations throughout rural <u>Western</u> Canada.

In 1995, responsibility for Community Futures was transferred to Western Economic Diversification Canada (WD) who continues to have contribution agreements with Community Futures.

Community Futures Sun Country

Community Futures Sun Country began operations in 1988 as an independent, non-profit corporation.

We are:

- Locally autonomous
- Governed by a volunteer Board of Directors
- Sommunity-driven
- * Committed to local and regional economic development in all industry sectors
- Partnership oriented
- Apolitical

Community Futures Sun Country receives funding support from Western Economic Diversification (WD) to assist in delivering programs. The organization is **NOT** a government department or agency, although it often delivers services for all levels of government. The organization collaborates with government, corporate and community partners in order to deliver programs locally. Some of these programs include:

- Business Financing Programs
- Mathematical Section
 Mathematical Sectio
- Business Resource Library
- Business Counselling
- Community Economic Development



Western Economic
Diversification Canada
Diversification de l'économie
de l'Ouest Canada

Doing business in BC

Starting, Expanding, or Moving



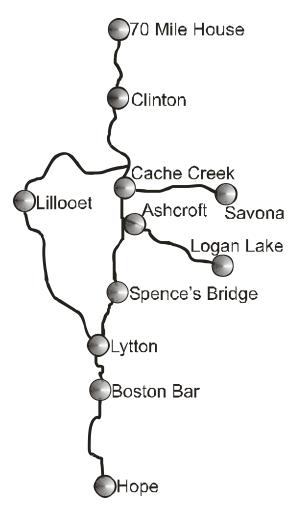
Location & Service Area

Community Futures main office is located at 203 Railway Avenue in Ashcroft.

Community Futures also has office space in conjunction with Advantage Hope.

In addition, we strive to meet the client's needs and will meet in any of our communities at their request.

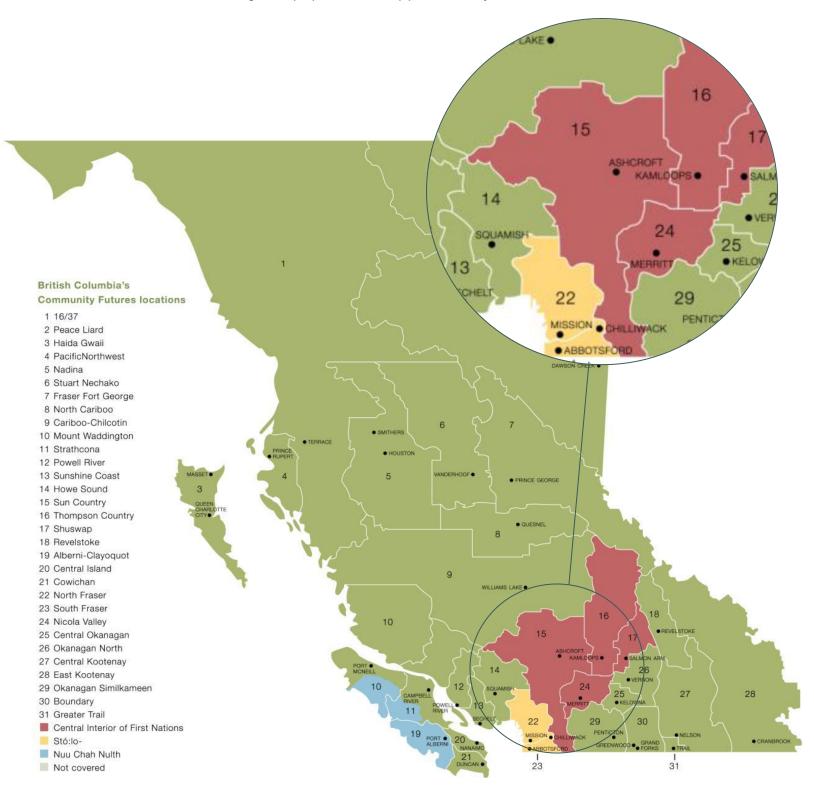




The corporation offers a variety of entrepreneurial programs, business counselling, financing programs and business information to community members interested in expanding or starting their own business.

In addition to providing financial and technical support to small business in our area, Community Futures Sun Country is active in delivering a wide range of community economic development programs which benefit local and regional small business.

Community Futures Sun Country services a large geographical area that stretches from 70 Mile House in the north to Hope in the south and from Logan Lake in the east to Gold Bridge in the west. The service area covers approximately 35,000 square kilometres and the region's population is approximately 23,000.



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Board of Directors

Community Futures Sun Country is governed by a volunteer Board of Directors who is dedicated to community economic development in the region.

Community Futures Sun Country held their Annual General Meeting June 28, 2012.

Committees:

- Personnel
- * Finance including Loans
- Folicy and Development

The Volunteer Directors:



The elected officials are:
Chairperson:
Scott Medlock

OCULL IVIEUIUCK

Vice-Chair:

Jim Ryan

Secretary/Treasurer:

Sandra Gaspard

Pictured left to right: **Jim Ryan,** Vice Chairperson, **Sandra Gaspard,** Secretary Treasurer, **Scott Medlock,** Chairperson

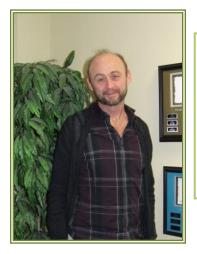
Scott Medlock, Hope

Chairperson

Board member since 2007

Scott Medlock is a resident of Hope and manages an auto parts store. Scott is involved in the Hope Lions Club serving as 1st Vice President and also works with the Hope and District Chamber of Commerce as a director. Scott is also a member of the volunteer fire department and a director with the Brigade day committee. Scott is currently a Councillor for the District of Hope.





Jim Ryan, Resident of Spences Bridge

Vice-Chairperson

Board member since 2003

Jim has lived in the area since 1992. He has worked extensively in the tourism industry and is currently employed as a project manager for Telus Corp. Jim spends any spare time he has volunteering in Spences Bridge.

Sandra Gaspard, Cache Creek/Ashcroft

Honourary Secretary Treasurer

Board member since 2005

Sandra has a strong background in Business Management and as a leader in the development of the Historic Hat Creek Ranch. Her focus is the culture and traditions of the Shuswap First Nations People. She has also represented the Bonaparte Indian Band as a Councillor.



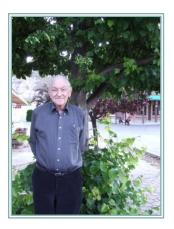


Jane Bryson, Resident of Lillooet

Director

Board member since 2003

Jane has been a resident of Lillooet since 1967. Over the years, she has been a strong advocate and volunteer for Lillooet and has worked extensively to promote tourism, economic and educational services in the region. Jane works with the Thompson Rivers University.



Michael Cobbe, Resident of Ashcroft

Director

Board member since 1995

Michael's background is in tourism and he has extensive experience in the resort and restaurant industries. Now retired, Michael serves on the Friends of Historic Hat Creek Ranch and has been a CF Board member since 1995.

Laurie French, Resident of Hope

Director

Board member since 1994

Laurie is a long time resident of Hope and has operated a number of local businesses. He has been a dedicated member of our Board for many years, both as Director and as Chair, and has made significant contributions to the Hope Chamber of Commerce, Mayor in local government and Lions Club to name a few.





Dona Radomsky, Resident of Logan Lake

Director

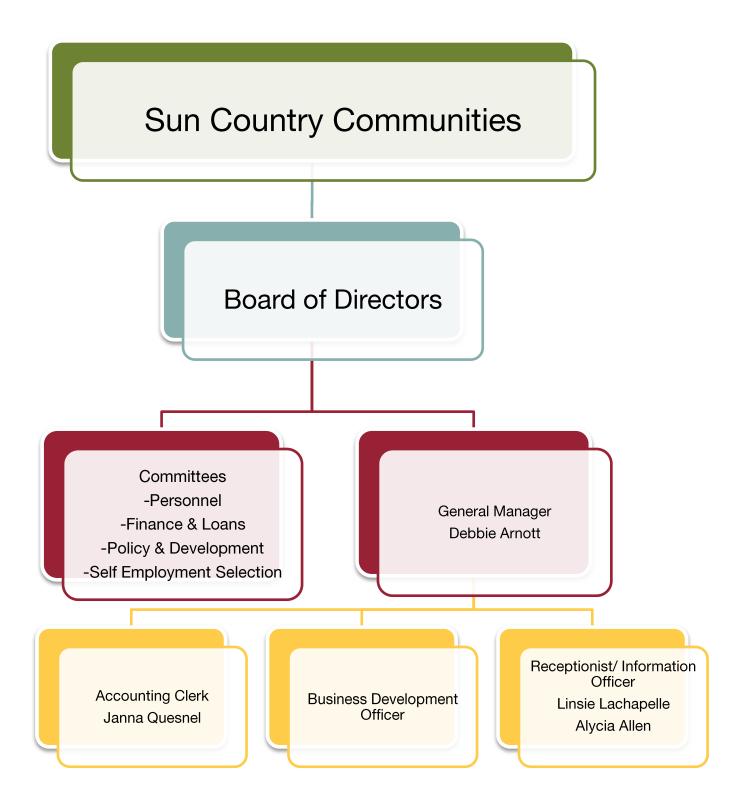
Board member since 2010

Dona became a resident of Logan Lake in 2003 as the communities Pharmacist - Manager. She was instrumental in the formation of the Logan Lake Business Association and took the lead as chairperson in 2004. Dona is very involved in her community.

John White, Clinton Director Board member since 1997

John has served with Community Futures since 1997 as Director, Vice-Chair and/ or Chairperson. Other experience includes Board and committee membership with the local Chamber, Credit Union, and numerous other community groups. John served as a Councillor in local government, and is now a retired Government Agent.





Community Futures Staff Members

Debbie Arnott General Manager

Debbie is responsible for the overall operations of the Corporation, including negotiating programs for the area. She has a passion and years of experience in community economic development, and works diligently to try and ensure that programs remain in the rural communities that are serviced by Community Futures. Debbie is also a certified Aboriginal Economic Developer.



Community Futures Entrepre Start a busine and of

Linsie Lachapelle/Alycia Allen Receptionist / Information Officer

Linsie & Alycia are the Receptionist / Information Officers for Sun Country. They provide secretarial, administrative and reception support to the Sun Country administration office. Linsie & Alycia also provide research, support and information services to existing and future clients.



Janna Quesnel

Accounting Clerk

Janna is the Accounting Clerk and is responsible for assisting the General Manager in the management and administration of the Corporation's financial affairs, including operations and loans.



Community Futures Program & Service Delivery

General Services

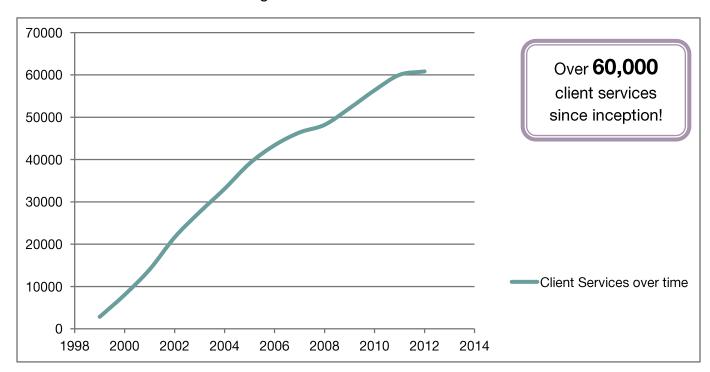
Business Resource Library

The office has hundreds of books available to assist clients in nearly every aspect of business. Everyone is welcome to browse the library and borrow a book or two at no cost. Arrangements can be made to have books delivered to communities within our service area. A wide selection of videos is also available. Please visit the company website for the list at www.cfsun.ca.



Business Counselling Sessions

One-on-one business counselling is available to anyone who is interested. This service is confidential and free of charge.



Public Computer Access

There is a computer in the reception area complete with the most updated versions of programs including Microsoft Office 2007 Professional. Computer use is available to clients and to the general public free of charge to assist with business research and business plan development.



OneStop Business Registry

This service allows clients to complete and submit registrations quickly and efficiently with provincial, federal and municipal departments. Some examples include HST, Corporate Registry and WorkSafe BC to

a Business?

name a few.

Doing business in BC

Starting, Expanding, or Moving



Video Conferencing

The Community Futures British Columbia Video Conferencing Network can improve your ability to effectively communicate with businesses, organizations and opportunities from across BC. With 33 locations available, this new and innovative way of sharing information using interactive audio, video and computer technologies allows participants to simultaneously see, hear and speak with one another at a distance. The applications of video conferencing are limitless and include training, meetings, announcements, and even staff recruitment, all at a fraction of the time and expense associated with sending participants to a single meeting location.

Community Futures has also partnered with Small Business BC to deliver training sessions via video conference. You can register through Small Business BC for all the seminars

www.smallbusinessbc.ca



Marketing Initiatives

Community Futures Sun Country engages in a number of marketing initiatives to ensure that programs are both visible and accessible throughout the service area. This year, the following marketing initiatives were carried out:

The Futurescape

- ★ 6-page monthly newsletter
- Announces new programs & upcoming events
- Published in-house with a distribution of approximately 900 businesses and individuals

Trade Shows

- Sommunity Futures Sun Country attends local trade shows
- Participate in Business Expose in Logan Lake

Media Contacts

Press releases are sent to regional media announcing events and programs offered through the Community Futures Sun Country office

Community Visits

- Presentations made regarding services provided to municipal Councils in region
- Business Development Officer and General Manager visit the communities on a regular basis, meeting with existing and new entrepreneurs. Communities are advised through a flyer distributed via our email database, Facebook, Twitter and a calendar on our website.
- Attend Council and Chamber meetings

Website

The Community Futures Sun Country website (<u>www.cfsun.ca</u>) is updated and maintained on a regular basis to provide key information and resources to the organization's clients and members

Thompson Rivers University Brochure

2 page spread in the TRU Brochure



Facebook

You can now find us at www.facebook.com/cfsuncountry



Twitter

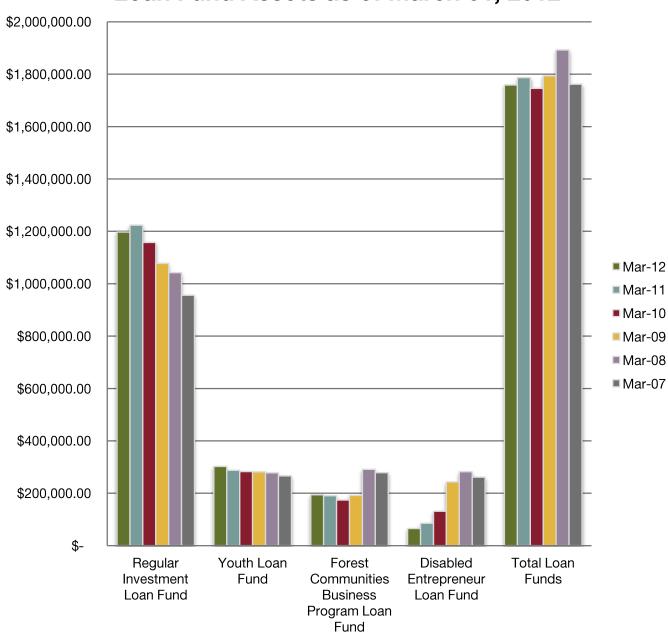
You can now find us at www.twitter.com/cfsuncountry



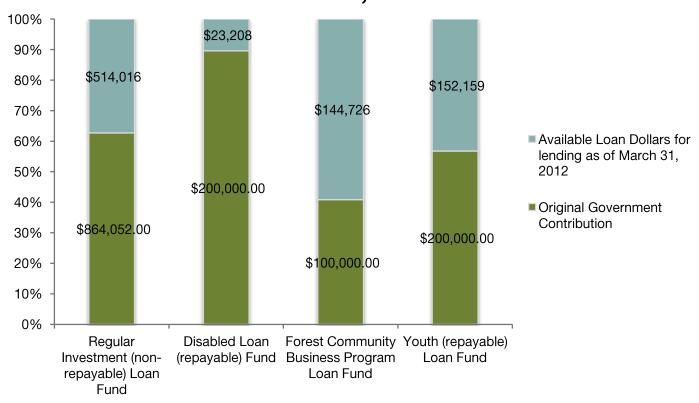
Loans Program

Community Futures Sun Country is *growing communities one idea at a time.* It provides secured, repayable loans to start up or expand businesses within its region. The organization has direct access to a number of diverse loan funds.

Loan Fund Assets as of March 31, 2012

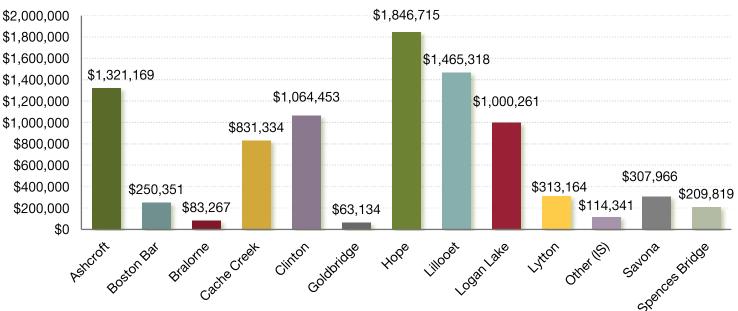


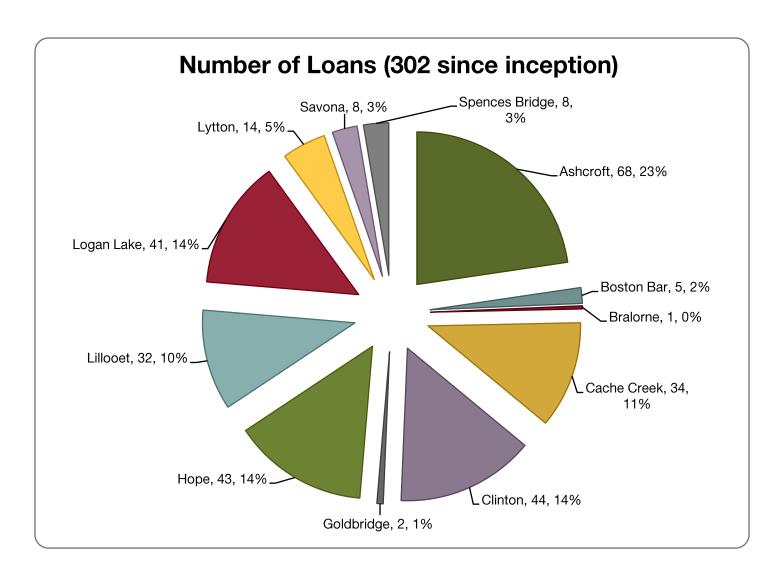
Available Loan Dollars (\$) at March 31, 2012



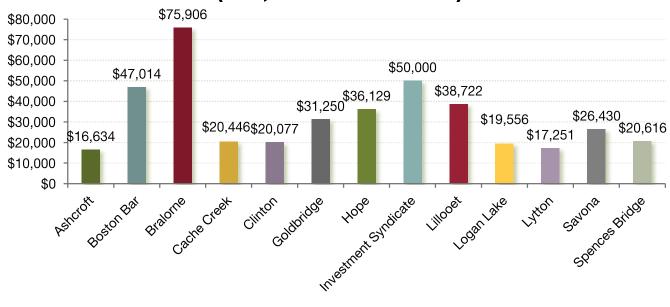
Value of Loans (\$) at March 31, 2012

(total value since inception \$8,429,682.99)





Average Loan Amount Per Community (\$24,494 for all loans)



Our Loan Products

Flexible, affordable Community Futures loan products are specifically designed to help entrepreneurs grow their businesses. Each one is tailored to meet a particular business need – and loan decisions are made locally and quickly.

Opportunity Loan » Fast access to capital – so you can make a decision to change, taking advantage of opportunities when they happen

In business, there are times when you just need a bit of cash to be able to react to a great opportunity. And during an economic downturn, the businesses that survive are often the ones that continue to pursue opportunities and keep moving forward.

If you see an opportunity that could help your established business, come see us at Community Futures. We've just launched an exciting new line-up of loan products — including Opportunity Loan — especially for the quick-thinking entrepreneur ready to seize an opportunity.

TechBlazer Loan » Financing for key investments in technology – to help stay competitive in our world of change.



During these tough economic times, investing in innovation can be more important than ever for businesses wanting to stay competitive and cater to a shrinking clientele. Developing new products and markets, value-adding, or training staff to use new techniques or equipment could give you the edge you need to survive.

If you're ready to take that extra step, come see us at Community Futures. We've just launched an exciting new line-up of loan products — including TechBlazer — especially for the innovative entrepreneur wanting to stay competitive.

GlobalReach Loan » Access to funds to reach into new markets – nowadays, every business has the potential to go global.



An economic downturn can mean opportunity for those who are focused, persistent and creative. Maybe your competition is pulling back, making more space for you and creating the perfect opening for expansion into new markets.

If you need to grow, come see us at Community Futures. We've just

launched an exciting new line-up of loan products — including GlobalReach — especially for the forward-thinking entrepreneur looking for new places to grow.

BizBuyout Loan » Financing to buy an established business – sometimes, buying a successful business is the best way to go.



Great little businesses can be great little investments.

And in times like these, with unemployment rates climbing, buying an established business can make a lot of sense. If you have the dedication, commitment and creativity to be your own boss, self-employment could be exactly what you're looking for.

If you're interested in buying a successful business, come see us at Community Futures. We've just launched an exciting new line-up of loan products — including BizBuyout — especially for the entrepreneur who sees opportunity waiting.

FranchiseRoute » Funding to franchise your business – we can help with financing and professional franchising advice. No more nuts than the thousands of other franchise owners in Canada.

If you've got the right kind of business, franchising is a proven way to achieve success. And in uncertain economic times, it can make sense to get support from an established corporation.

If you're thinking of franchising your business, come see us at Community Futures. We've just launched an exciting new line-up of loans products – including FranchiseRoute – especially for entrepreneurs wanting to explore growth options.

NewBiz Loan » Funds for starting up a new business – if you've got what it takes to be an entrepreneur, we can help you get up and running. Crazy like a fox, maybe.

You'd be amazed how many successful businesses were started during a recession. If you plan carefully and work hard, this could be the perfect time to launch your dream. Supplies may be cheaper, good people more available and customers could be looking for change.

If you've got a dream, come see us at Community Futures. We've just launched an exciting new line-up of loan products — including NewBiz — especially for the start-up entrepreneur with a great idea and the drive to make it reality.

NextGen Loan » Financing for young people who want to be entrepreneurs – we're here to see that you get your first chance to try.

Hey — sometimes necessity is the mother of invention.

If you think you have what it takes, maybe you can channel your ideas, energy and drive into becoming your own boss. An economic downturn is the perfect environment for fresh thinking, out-of-the-box solutions – and youthful perspectives.

If you're a young person with a business idea, come see us at Community Futures. We've just launched an exciting new line-up of loan products — including NextGen — especially for the young entrepreneur who wants a chance to make a start.

BizAble Loan » For people with disabilities – because entrepreneurship can be the best way to get back into the workforce.

If you're a person with a disability, self-employment can be a great option.

In good times or bad, it can offer people with disabilities the opportunity to create a work situation adapted to their particular needs. If you've got the right commitment and attitude, starting a business could be the perfect

way to get into the workforce.

If you're a person with a disability with a great business idea come see us at Community Futures.

4H Loan » For current 4H members



Community Futures Sun Country introduced a loan program specifically designed for 4H members. It allows the youth to borrow funds for purchase of a 4H project with a low interest rate and customized repayment terms. We could not be happier to support such a great organization; one that teaches youth about respect, hard work and caring for others.

Community Futures Leaders in Community Economic Development

Community Economic Development

Community Futures Sun Country is committed to *Community Economic Development* (*CED*) in the region. Presentations are made to village councils, chambers of commerce, community organizations and interested groups on a regular basis in order to establish, foster and maintain community partnerships with other agencies, stakeholders and service providers within the region. Community Futures Sun Country is also a member of all the Chamber of Commerce's in the region.

Community Futures Sun Country also assists organizations with accessing funding from a variety of sources. Over the past year, Community Futures has been successful in acquiring and/or leveraging CED program funding in the Sun Country region. Some of the projects initiated, completed or participated in during the past year include:

- Literacy Now
- Venture Investment Program
- Ashcroft Branding

CED Projects

Literacy Now – Implementation

Bridging to Literacy had a successful year last year. This year the plan has a focus on adult literacy. There will be tutoring at the libraries to help those who wish to improve their reading, writing and basic math skills plus help given to those who wish to take their GED exams. Information on this will go out through many avenues on a consistent basis. Partnerships with agencies will continue to be a focus in the area of adult literacy.

Bridging to Literacy will continue to support groups that foster different types of literacy (health, early childhood, family, computer, to name a few) during the year. This will be done through advertising, helping out, and supporting people so they can

attend different activities in the community. Research shows that literate people are able to achieve their goals and develop their knowledge and potential.

Bridging to Literacy will, once again, hold their Family Literacy Week in late January. All activities will be free of charge and will focus on one of the many types of literacy families can do together in their home and community. There will also be free draws held throughout the year and a few new activities to be held during this coming year.

We are looking forward to an exciting year.

Venture Investment Program

The VIP was designed to assist young entrepreneurs in starting up a business. Community Futures Sun Country successfully partnered with the District of Lillooet and the Lillooet Chamber of Commerce to bring this program to local students. It is open to students from grades 7-12 in the local schools. Successful candidates are given \$200 to start up their business and a chance to win another \$100 at the end of the program.



Shown left to right are: bylaw enforcement officer Erick Davidson, Melissa Graham, Saqa7 Thevarge, Davis Williams, EDO Jerry Sucharyna and Brandon Hoy. Photo credit: Bridge River-Lillooet News

CHARTERED ACCOUNTANTS

Exhibit E

COMMUNITY FUTURES DEVELOPMENT CORPORATION OF SUN COUNTRY

STATEMENT OF OPERATIONS

For the year ended March 31, 2012

| EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES | Loss on disposal of capital assets | Wages and benefits | Travel | Telephone and utilities | Reserve for loan impairment and loan write-offs | Repairs and maintenance | Rent | Other contract expenses (Note 13) | Office | Licence, dues and fees | Insurance | Conferences and seminars | Amortization | Advertising | Audit and legal | EXPENSES | | Write-offs recovered | Loan processing fee | Other contract revenue (Note 12) | Interest from investments and deposits | Administrative billings (Note 11) | Interest from loans | REVENUES Federal Government contribution (Note 10) | | |
|---|------------------------------------|--------------------|---|-------------------------|---|-------------------------|--------|-----------------------------------|--------|------------------------|-----------|--------------------------|--------------|-------------|-----------------|----------|---------|--|---------------------|----------------------------------|--|-----------------------------------|---------------------|---|-------------------|--|
| \$ (2.558) | 320,205 | 205.376 | 1,000 | 15,425 | ſ | 3,125 | 13,500 | 3,624 | 22,849 | 2,075 | 3,245 | 12,774 | 5,334 | 6,186 | 15,093 | | 317,647 | 4 | 2,396 | 5,447 | 1,070 | 8,450 | ı | \$ 300,284 | Operating Fund | |
| \$ (27,646) | 127,299 | ŧ! | | í | 127,299 | ı | , | į | ì | , | , | ŧ | ı | 1 | ı | | 99,653 | 691 | ı | i | 8,304 | i | 90,658 | (y 9) 1 | All Loan Funds | 2012 |
| \$ (30,204) | 447,504 | 205,376 | 1,000 | 15,425 | 127,299 | 3,125 | 13,500 | 3,624 | 22,849 | 2,075 | 3,245 | 12,774 | 5,334 | 6,186 | 15,093 | | 417,300 | 691 | 2,396 | 5,447 | 9,374 | 8,450 | 90,658 | \$ 300,284 | Total | Westween and an analysis of the second and s |
| \$ 9.803 | 318,491 | 178,810 | 1 250 | 14,386 | + | 3,078 | 13,350 | 5,603 | 30,097 | 2,237 | 4,308 | 21,876 | 9,358 | 7,459 | 15,214 | | 328,294 | 1 | 4,237 | 8,174 | 812 | 14,228 | ì | \$ 300,843 | Operating Fund | and the same and the same control of the same and the sam |
| \$ 40,810 | 80,820 | ¥ | , , | ı | 80,820 | 1 | ı | 1 | ı | 1 | j | ı | ı | 1 | 1 | | 121,630 | CONTRACTOR PROPERTY OF THE PARTY OF THE PART | į | 1 | 20,595 | F | 101,035 | 69 | All Loan Funds | 2011 |
| \$ 50,613 | 399,311 | 178,810 | 1 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 | 14,386 | 80,820 | 3,078 | 13,350 | 5,603 | 30,097 | 2,237 | 4,308 | 21,876 | 9,358 | 7,459 | 15,214 | | 449,924 | | 4,237 | 8,174 | 21,407 | 14,228 | 101,035 | \$ 300,843 | Tota | NAMES AND ASSOCIATION OF THE PROPERTY OF THE P |



Community Futures Sun Country

203 Railway Avenue, Ashcroft, BC VOK 1A0 Phone: (250) 453 9165 Fax: (250) 453 9500

Toll Free: 1 800 567 9911

Email: vision@cfsun.ca Website: www.cfsun.ca

Incorporated Communities

 District of Logan Lake • Village of Ashcroft • Village of Cache Creek • Village of Lytton • Village of Clinton • District of Lillooet • District of Hope

First Nations Communities

- Ashcroft Indian Band
 Cooks Ferry Indian Band
 Kanaka Bar Indian Band
 Lytton First Nations
 - Nicomen Indian Band Oregon Jack Indian Band Siska Indian Band Skuppah Indian Band
 - Bonaparte Indian Band
 Skeetchestn Indian Band
 Canoe Creek Indian Band
 High Bar Indian Band • Pavilion Indian Band • Bridge River Indian Band • Cayoose Creek Indian Band • Xaxl'ip Indian Band • Seton Lake Indian Band • T'it'q'et Indian Band • Boston Bar Band • Boothroyd Band
 - Chehalis Band
 Seabird Island Band
 Spuzzum First Nation
 Shxw'pw'hamel First Nation
 - Sto:lo Chawathil Band Naiton/Skwahalook Yale First Nation

Regional District Communities

Thompson-Nicola Regional District (TNRD)

Savona • 70 Mile House • Spences Bridge • Walhachin • Electoral Areas E, I, J

Fraser Valley Regional District (FVRD)

Boston Bar
 Yale
 Spuzzum
 North Bend
 Hell's Gate
 Electoral Areas A, B

Squamish-Lillooet Regional District (SLRD)

Bralorne • Pavilion Lake • Goldbridge • Fountain • Seton Portage • Shalalth • Electoral Areas A, B

Growing communities one idea at a time.



Western Economic Diversification Canada de l'Ouest Canada

Diversification de l'économie