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OUR ASSOCIATION

The Langley Association for Community Living is a vibrant and dynamic organization that supports in excess of 240 children with special needs, adults with developmental disabilities and their families. The Association's activities are guided by a strong set of values and principles informed through our relationships with the people we serve and their families and friends. We are proud to be an important asset for the communities of Langley and a voice for those who require our support and assistance.

We are a registered not for profit Society and charitable organization governed by a dedicated Board of 10 Directors elected from the membership of the organization. Our elected Board of Directors is comprised of family members, self-advocates, members of the local business community and other interested community members.

The Association offers a broad range of programs and services that are funded by various Ministries and Crown Agencies of the Province of BC. These include family respite and support services, adult respite services, a full range of residential supports from staffed to home sharing services, supported living, day services, community outreach services, personal network development services and supported and customized employment services. All the organization's services are internationally accredited by CARF, the Commission for the Accreditation of Rehabilitation Facilities.

In addition to the delivery of services through contracts with various Ministries, the Association is very active locally, provincially and nationally in projects and initiatives that advance the inclusion and citizenship of people with developmental disabilities. We are fortunate to have a dedicated staff and volunteers who are committed to the shared vision that our community will welcome and value everyone.

We welcome and encourage the participation of any community members who have an interest in supporting the people we serve and our organization to be the very best.

OUR MISSION

LACL is dedicated to the delivery of quality services for children with special needs, adults with developmental disabilities and supports to their families and friends.

LACL builds community by connecting people of all ages and abilities.

Beliefs and Values

- All people are unique individuals having intrinsic worth.
- All people have a right to live a life of dignity.
- All people have a right to be treated with respect.
- All people must have their personal autonomy protected at all times, with every effort made to nurture and enhance self-determination.
- All people are entitled to live, participate and work as full citizens in the community of their choice, with the same rights, obligations and responsibilities as other citizens.

Principles of Service

The Langley Association for Community Living is committed to assisting people receiving services to be active and contributing members of their community. We adhere to the following principles to guide us in this effort.

Participant Driven Services

Planning and delivery of services will be centered on the person with the disability and their family and personal network. We must not fit a person we support into a service we provide, but create a service based on what the person wants and needs.

Supporting Families & Personal Networks

We believe that people are safest when family and friends surround them. Each person has the right to choose/be empowered by a personal network. We will assist all people receiving our services to develop and maintain personal support networks. The development of friendships and meaningful participation in community life will enhance the quality of life of the people we support.

Using Local Community Supports

Where possible and appropriate, the Association will utilize generic community supports to ensure that participants' needs are met. We will partner with other community agencies and services to assist participants to achieve their goals.

Reliance on Participant Satisfaction

The Association will rely on measures of participant and family satisfaction in monitoring and evaluating our efforts. We will be held accountable for desired outcomes.

Lifelong Learning

We believe that individuals learn and grow through participation and experience. All participants will be supported to take an active role in the day-to-day activities of their lives. Individuals will be supported to live dynamic and interesting lives.

BOARD OF DIRECTORS 2009 – 2010

BRAD FORSTER – PRESIDENT

Brad joined the Board in January 2001. Brad's son is residing in a home in Langley that is operated by the Association. Brad owns and operates his own consulting company Silver Forest Enterprises. Brad and his wife Judy are actively involved in supporting their son's home.

GWEN ODERMATT – VICE PRESIDENT

Gwen is a Langley resident, mother of three and now grandmother of one. Her background includes a Bachelor's degree in science and a teaching certificate. Currently, she owns Petals and Butterflies Farm Nursery in south Langley. Part of her work includes teaching gardeners about the importance of biodiversity to support the environment. Gwen has always had a caring heart for people of all circumstances.

KATHLEEN O'HANLEY – SECRETARY

Kathleen O'Hanley is a Coordinator in the Special Services Department at the Langley School District. She has been an educator for the past 26 years and has worked in both elementary and secondary school settings. Kathleen has been a strong advocate for inclusive education in the independent and public school systems since 1984. She chairs the Inclusive Education Committee for the B.C. Association for Community Living and is on the Board of Directors for the BC Association for Community Living.

DON WIENS – TREASURER

Don has been an active supporter of people with disabilities over the past thirty years. Recently, Don has served on the Board for The Langley Child Development Centre for eight years and in the capacity of President for four years. Don has been a member of both the BC Paraplegic Association Fraser Valley Advisory Board and The Langley City Mayor's Advisory Committee on Accessibility and has chaired both Boards as well. Currently, Don is a member of the Board of Directors for the Kiwanis Club of Langley 100. He is employed as the Operations Manager for a Langley firm that develops automated data collection systems for inventory and asset control.

WAYNE DOANE - DIRECTOR

Wayne enjoyed a career that spanned 35 years in support of children with special needs and adults with a developmental disability. These experiences included employment with non-profit associations and senior positions in government associated

with the community living movement. Now retired, Wayne is married with two children and enjoys frequent visits and time with his grandsons. Wayne and his wife and I have also supported a young man with a developmental disability for many years.

SKY HENDBEE – DIRECTOR

Sky lives in Langley and has worked for IHOP since February of 2004. Sky is a keen Special Olympian enjoying all aspects of sports. He is currently a DJ for another not-for-profit society, the Sunshine Dance Club, and on June 6, 2009 was elected to the BCACL Self Advocacy Caucus. Sky has been selected to take part in the BC Summer Games July 22 – 24, 2010 for swimming.

GERALD LONDON – DIRECTOR

Gerry became a member of the LACL Board on June 18, 2003. This year is his last year. In February 2006, Gerry went to Africa to climb the seventh tallest mountain in the world, Mt Kilimanjaro. Gerry is the resident DJ for the Sunshine Dance Club. Gerry is moving to Kamloops.

JOAN MORRIS – DIRECTOR

Retirement continues to keep me occupied in a variety of wonderful activities and connections. My four healthy grandsons, all under age 4, are delightful and active so I am having a great time getting to know them in each of their unique lives. Both of my daughters are reminding me of the full, rich lives that parenting infants and toddlers brings. My husband Ev, and I are happily involved with our Unitarian Church activities, travels, family, friends, gardening and golf. I'm also fortunate to have my aging father nearby and am able to support him as he struggles with a variety of health issues. Langley Hospice Society and You've Gotta Have Friends keep me engaged in community volunteering. I continue to learn and grow through my association with LACL and I look forward to supporting the Langley Association for Community Living as a Board member for another year.

BONNIE STEWART – DIRECTOR

Bonnie has served on the Board of Directors on several occasions in the past, beginning in 1983 when her daughter was only 12 years old. Bonnie's daughter, Michelle, has received services from LACL since 1990. In addition to this organization, Bonnie was a member of You've Gotta have Friends committee and is currently serving on the Board of the Sunshine Dance Club. Bonnie has always brought a strong family perspective to the Board and her humour, common sense and good nature are always welcome at the Board table.

JOY WILSON – DIRECTOR

Joy and her husband have raised two sons on their Langley hobby farm where they have lived for the past 27 years. Joy began her career in 1978 working with adults who have disabilities. Since moving to Langley, her focus has been early childhood development. This year marks her 23rd year as an employee of Langley Children's Society. During this time, she has been privileged to work with families who have children and youth with disabilities. Joy has been Langley's Make Children First Coordinator for Early Childhood Development since 2003. She is involved in a number of community initiatives which include Langley Food First, Langley Literacy Association, and Community Living Days Celebration.

**MINUTES OF THE ANNUAL GENERAL MEETING
HELD AT THE LANGLEY GOLF CENTRE
21550 44TH AVENUE, LANGLEY, B.C.
JUNE 17, 2009**

Call to Order: 7:10 p.m.

Presiding Officer: Brad Forster, President

Introduction of Guests: Cheryl Larson, BDO Dunwoody
Jai Birdie, Regional Quality Services Manager, CLBC

Approval of the Agenda:
Moved by Bonnie Stewart, seconded Becky Rawluk **CARRIED**

Approval of the Annual General Meeting Minutes held on June 25, 2008
Moved by Judy Forster, seconded Jennifer Rawluk **CARRIED**

ANNUAL REPORTS

President's Report: Brad Forster presented his report.

Motion: To accept the President's report
Moved by Carol Rawluk, seconded Diane Bowcott **CARRIED**

Treasurer's Report presented by Don Wiens

Motion: To accept the Treasurer's report
Moved by Gerry London, seconded Barbara Burwood **CARRIED**

Executive Director's Report presented by Dan Collins

Motion: To accept the Executive Director's report
Moved by Diane Bowcott, seconded Becky Rawluk **CARRIED**

Membership Report presented by Kathleen O'Hanley

Motion: To accept the Membership Report as presented
Moved by Jennifer Rawluk, seconded Gerry London **CARRIED**

Nominating Committee Report: Presented by Carol Rawluk

Carol Rawluk informed the membership that there were four (4) Directors positions open and four (4) nominees:

The following Directors would be running for the available positions:

Sky Hendsbee
Gerald London

Gwen Odermatt
Bonnie Stewart

Carol Rawluk asked for nominations from the floor. After the third time of asking, there being no nominations from the floor, the following motion was moved:

Motion: To elect the following Directors by acclamation:

Sky Hendsbee	3 year term
Gerald London	3 year term
Gwen Odermatt	3 year term
Bonnie Stewart	3 year term

Moved by Carol Rawluk, seconded Don Wiens

CARRIED

A special presentation was made to two retiring members of the Board of Directors, Carol Rawluk and Margaret Riches.

Motion: To adjourn the Annual General Meeting at 8:25 p.m.
Moved by Margaret Riches

CARRIED

PRESIDENT'S REPORT

It is difficult to capture the extent and magnitude of the efforts accomplished by our organization in a few short pages. Our Annual General Meeting and Report offers our best attempt to highlight the various efforts of volunteers, employees and the individuals we support and their family and friends that cumulatively describe our success. This success relies on the contributions of many, far too many to publically acknowledge. To everyone who contributes to our success, please be assured that we are grateful for your support.

The Board of Directors are responsible for the governance and overall stewardship of the organization. This responsibility has increased in complexity as the organization has grown and prospered. It is therefore increasingly important that we focus our time and efforts on matters that assure us, as the governing body, that the organization is on solid footing. In large part this is accomplished through a focus on our governance policy, financial management, strategic planning, conformance and risk management and Executive Director performance review.

Governance Policy

The Board of Directors has a comprehensive set of governance policies in place. These policies not only address the style and manner in which we govern but also establish the nature and extent of our delegation to the Executive Director, the nature of our relationship with the Executive Director and lays out a comprehensive set of executive limitations. On a regular basis our Executive Director reports to the Board on compliance with these limitations and as well as any relevant variances. Our governance policies are reviewed regularly and updated at least annually.

Financial Management

In addition to approving an annual budget, the Board, through our Treasurer, receives a monthly reporting of our statement of financial position. This reporting keeps us well informed of the financial status of the organization and allows us to provide timely advice and recommendations to the Executive Director. The Board is acutely aware of the growing cost of service delivery as well as the need for the organization to find ways to strengthen our resources and assets. Your Board receives the results of the annual audit as well as the management report and ensures action on all recommendations. You will read more about our statement of financial position as well as details of a number of significant transactions related to housing acquisition later in the annual report.

Strategic Planning

We are entering the last year of a three year strategic plan. The strategic plan is an important tool for both the Board and Staff to ensure alignment of strategic organizational goals within the context of funder and community expectations. We are pleased with the progress we have made in accomplishing the goals established in the

strategic plan in 2008 and remain committed to increasing employment opportunities for the people we support, developing an array of affordable housing options, ensuring ongoing service flexibility and broadening our role in the community. You can read the full strategic plan on our website.

Conformance and Risk Management

As a non-profit Society, as well as an employer, we are experiencing an increasing number of external regulatory and statutory requirements which we must conform to in order to remain in good standing. Annually, the Board of Directors receives reports that describe the various levels of conformance to these regulations and statutes as well as recommendations that will improve our ongoing capacity and ability to maintain conformance. In addition, we review and approve annually a comprehensive risk management plan that serves to mitigate a host of risks to the organization. Overall, I am pleased to report that the organization demonstrates exemplary conformance to these statutes and regulations. This past year, our exemplary conformance was externally confirmed through the successful achievement of a three year accreditation from CARF. Our ongoing examination of risk has served us well and we can be proud of our efforts to assure members that we have all the bases covered.

Executive Director Performance

One significant aspect of our governance is the annual review of Executive Director performance. As our representative, it is vital that we have confidence in their capacity to lead the organization. This past year we undertook a comprehensive review of the Executive Director performance with the participation of the entire Board of Directors, and on their behalf, I am pleased to advise you the funders, members, clients and community at large, that LACL continues to be in the BEST hands. Our Executive Director, Mr. Dan Collins provides exemplary leadership to the administrative team, is a consummate communicator to all levels of government and community and is an excellent liaison to the Board. Dan's dedication and professionalism is indeed an asset to our organization.

As I said at the outset, it is a challenge to cover the breadth of the organization's accomplishments in a single report. Apart from receiving technical reports and financial statements, your Board is active within the organization; participating on various committees, active in the community locally and provincially on advocacy matters and enjoying the company of our collective at various social functions organized by the organization. In this way we also hear of the stories of the individuals and families that we support. It is in these stories that the true nature of our accomplishments is revealed. We believe that we are in part contributing to the opportunity for the people we support to have a good life in the community and we remain deeply committed to this goal.

Respectfully Submitted
Brad Forster
President

EXECUTIVE DIRECTOR'S REPORT

Preparing the Annual Report affords me the opportunity to reflect upon the past year and to consider the important highlights worthy of sharing with the members. Upon reflection, this was indeed a busy year. The organization took on a significant number of projects in addition to the ongoing delivery of services. When combined with steady growth, it is no wonder that staff is reporting that they are exceptionally busy and perhaps a little tired. I want to take this opportunity to share a number of these projects with you, as well as highlight the areas of program growth, as they are a reflection of our overall efforts to ensure that we are a flexible and responsive organization.

Langley Housing Coalition

The collaborative efforts of a group of local families, LACL staff and a stellar housing consultant have culminated in the organization's purchase of three condominiums at the Paddington Station in downtown Langley City. These condos are now home to three individuals who have been waiting a long time to make the move from their family homes. With financial assistance from the developer, Quadra Homes, and ongoing financial support from LACL and CLBC, we are able to offer these units for a very reasonable rental rate. The coalition members learned a great deal in the process and are presently preparing a report that details this learning. We will use the report as the basis for the ongoing work of the coalition. There are many more individuals and families supported by the organization that will require affordable housing in the future and we are committed to finding solutions to this challenge. When coupled with our new portable rent subsidy initiative in collaboration with BC Housing we are now supporting 30 individuals in Supported Living.

Promoting Employment

As stated in our Strategic Plan, we continue to focus investments in activities that increase the number of people we support to find and maintain work. We are nearing completion of year two of a three year Customized Employment demonstration project in collaboration with the Ministry of Housing and Social Development and CLBC. This project has allowed us to support a number of youth who are transitioning from high school as well as people currently supported by the organization who have not been as successful with more traditional approaches to supported employment. We have been fortunate this past year to receive increased funding from CLBC allowing us to hire an additional full time employee for Partners in Employment. We continue to make investments in initiatives that offer opportunities for our employees to gain the requisite skills necessary to successfully support people to secure employment. With generous financial assistance from CLBC we are completing the last of the curriculum development that will lead to the creation of an advanced citation in employment supports. This citation will be available through Douglas College and a variety of other provincial post-secondary institutions in BC. This has been an enormously successful project and will have impact for years to come.

LACL was also successful in obtaining a number of grants that have allowed us to pursue other employment initiatives. We have successfully launched a Lunch & Learn

project that offers employers the opportunity to become more “disability confident” through an interactive learning experience. You can learn more about this project by visiting our website. While there take a few moments to watch our video, Working Matters. I want to express my thanks to the employees, businesses and families who took the time to assist us in the creation of this video. With other project funding we are finalizing the creation of a new employee guide entitled, Pathways to Employment. This guide will serve as a practical tool for staff that is supporting individuals expressing an interest in finding employment.

Aging and Developmental Disability

For many years we have heard concern and worry when it comes to supporting individuals who are aging. LACL has taken a bold step in addressing this challenge by undertaking to re-develop our Tall Timbers home into a resource for fragile seniors. This rancher was well suited to this type of redevelopment. This was a much larger than expected project, as most home renovations are. We are confident, however, that we have created a superb residence that truly addresses many of the accessibility challenges faced by those who are aging. We continue to build a staff team that is well trained in supporting people who are aging. The project necessitated the move of Tall Timbers existing residents who are now happily residing in a new two apartment home in Hi Knoll.

Program & Service Growth

As Langley’s population grows, so too does the demand for services. This past year has been no exception. We have experienced significant growth in home sharing, employment, supported living and respite services for children. In addition to the redevelopment of Tall Timbers, we have opened two new staffed residential resources for individuals with complex and challenging needs. These latter services challenge our organization, and indeed CLBC, the most. They can be challenging and costly to operate and staff. At the same time, LACL continues to receive requests from families around the lower mainland as well as from CLBC for this type of service development. This coming year we will be launching a project aimed at exploring potential new ways of meeting this population’s complex needs.

Please refer to the Programs and Services and our Family Support and Respite Services reports, contained in this Annual Report, for a more detailed analysis of program growth and development.

Promoting Belonging

We have learned that one of the greatest disabilities is loneliness and isolation. Knowing this has propelled our organization to concentrate some of our time and energy into discovering ways to promote and create belonging for the people we support. Our Building Personal Networks project, soon entering year two, is designed to support, encourage and guide staff in assisting individuals to strengthen their connection to friends and community. We are witnessing growing interest from staff in this project and will continue to encourage a focus in this area. We have also developed

a TYZE micro site for LACL. TYZE is specialized software that supports communication and interaction among members of an individual's personal network.

You've Gotta Have Friends continues to prosper. We are strengthening our connections with community; individuals, groups and associations are supporting them to welcome vulnerable citizens. We hosted a very successful conference in May of 2009 at the Coast Hotel and Convention Centre attracting well over 200 participants. This conference brought together citizens in a spirit of friendship to dialogue, learn and grow from each other. Together we learned that we have the talent and ability to transform our community into a place that welcomes everyone.

LACL remains an active participant in a provincial initiative called Better Together. Better Together is exploring ways to promote belonging on a provincial scale.

Self Advocacy

We have renewed our commitment to self-advocacy in this last year. At present, we are supporting two distinct groups of self advocates and guiding them in their efforts to strengthen their voices. We are witnessing growing interest in participation in both groups. One group meets during the day and a second in the evening to accommodate those who are employed. These groups were recently successful in obtaining a grant and are working on film projects that will serve to educate community about, and promote, self-advocacy.

We also continue to support a local Kiwanis Aktion Club. The Aktion Club is a real way that we can assist adults with developmental disabilities to contribute to their community. This group of self-advocates and local Kiwanians have a number of community projects they actively support including the maintenance of McCloud Park, maintenance of the Maples community gardens, preparation of comfort kits for the homeless and preparation of Christmas hampers. The group fundraises through the year to support these projects. In May of 2009, the Langley Aktion Club, with the support of the Langley Kiwanis and LACL hosted the 3rd annual Pacific Northwest Aktion Club conference. With participants from across British Columbia and Washington State, this event raised the bar and set a new standard for the annual conference.

Accreditation

In June of 2009, LACL successfully achieved our third three year accreditation from CARF. This accreditation reflects our organization's capacity to deliver services according to an internationally recognized standard. The accrediting body recognized a significant number of organizational strengths including a dynamic and visionary leadership, staff that are mission driven, competent and well oriented to the needs of persons served, commendation for continuing to focus on the core issue of quality of life, strong family satisfaction and a compliment for our willingness to support individuals that have significant medical, behavioral and cognitive challenges. In addition to a number of suggestions and recommendations for areas to improve our service delivery, the Association was also recognized for exemplary conformance to standards in the areas of recruitment and training for entry level employees and our commitment to in-

house training for employees who support individuals with challenging behaviors. Everyone in the organization must be recognized and commended for their contribution to our successful accreditation.

Community Engagement and Advocacy

We are active participants at a variety of local and provincial tables where our contributions can have a positive impact on our organization and lives of the people we support. These initiatives cover a very broad spectrum from child and family matters, educational initiatives, employment promotion, advocacy, information and referral, service delivery, community development, innovation and belonging. Each of these committees, tables, groups and project demands our time and energy. We continue to believe that as an organization we are responsible for the promotion of community living and have an obligation that is greater than just a focus on the delivery of contracted services. This commitment is demanding at times. You can read more about these activities in our annual “Community Works” report found within the pages of this annual report.

50th Anniversary Gala

2009 marked the 50th year of operation for LACL. We concluded our celebrations with a formal gala at the Coast Hotel and Convention Centre on October 17th. It was joyous to see so many individuals we support, their family and friends and past and present members come together to celebrate our community. Please look at our website for a wonderful photo montage of the gala.

Service Re-Design

In the latter weeks of the fiscal year we learned that CLBC was facing significant financial strain on their budget and little or no new funds for the coming fiscal year. This poses considerable difficulty as there are individuals transitioning to adulthood as well as others facing crisis. This has prompted a new initiative entitled Service Re-Design. You will be hearing a great deal more about this initiative in the coming months. CLBC is requesting that we review all staffed residential services with a view to ascertaining if any of the people we support can have their needs met through other service models. In addition, we will also be reviewing all our training and support services (day services) to explore areas for efficiency. This initiative will no doubt be a cause for concern for many individuals and families. We want to assure you that we will work collaboratively with our colleagues from CLBC, but at the same time will not support service changes that place people at risk. We will be meeting with all individuals and families over the coming months to explore the feasibility of new support models for their family members. We must find cost effective ways to support individuals and families and ensure that the limited resources we receive are able to support more people.

Feedback from families, individuals served, our various funders, community organizations, accrediting bodies and auditors all suggest that we are performing well. We are pleased to receive this feedback and it serves to encourage and compel us to do even better. We are blessed with an abundance of commitment and talent from our

volunteer Board members, our management and administration team, our senior leadership team and all our employees. I am grateful to each and every one of them for their passion and loyalty to our organization and the individuals and their families that we have the honor of serving.

Respectfully submitted
Dan Collins
Executive Director

SERVICE DELIVERY REPORT

Langley Association for Community Living (LACL), during the 2009-2010 fiscal year provided direct services and supports to a total of 232 individuals; 73 children with special needs and 159 adults with developmental disabilities and their families. The Association's children's respite service is funded by the Ministry for Children and Family Development (MCFD) and the Association's adult services are funded by Community Living British Columbia (CLBC). LACL was successfully accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in June 2003, June 2006 and once again in June 2009.

Children's Respite Service provided planned or emergency care in or out of the family home for a few hours or overnight to 73 children and their families this last year. Respite statistics fluctuated throughout the year as families moved in and out of Langley and as children turned 19 years of age. This past year was significant in that 4 children moved out of Langley, 1 family received At Home funding, and 3 children turned 19 and thus were screened out of the program. As these families left the program, new families were referred by MCFD.

MCFD has continued to fund all new referrals in a consistent manner, offering each family the equivalent of \$2,800.00 per year, or approximately 26 days a year of respite. As most families, especially those with younger children, desire to use their respite in hourly components, these families designed their respite based on 18 hours per month. A recent increase in caregiver funding assisted families to recruit skilled caregivers.

With improved assessments and parental knowledge, more children and youth are being diagnosed with Aspergers, or with a diagnosis at the high end of the Autism Spectrum. With this in mind, parents do not wish to choose traditional respite arrangements in a caregiver's home, but require support that looks like a typical buddy to go out and do things with, or in joining in with a peer group. Thus, many caregivers often take on, and enjoy, a child care worker role.

The Association continued to develop new services for adults with developmental disabilities within Langley. Most notable were the further development of the Association's residential services; High Knoll, Bell Park, Tall Timbers, Supported Living and the continued expansion of the Home Sharing program. Program development also occurred in the Association's employment services; Partners in Employment and Customized Employment.

Staffed Residential Services saw many changes over this last year. In the 2008/2009 fiscal year the Association supported 25 individuals whereas this year the Association supported 29 individuals. The young man previously residing in Tall Timbers moved into LACL's newly purchased home, High Knoll, in the summer of 2009. A couple of months later another young man moved into the basement suite which enables the two men to share their overnight staff support. Tall Timbers, following extensive renovations, re-opened in January 2010 as a home for frail elderly individuals. Currently two ladies reside in the home and it is anticipated that a third or fourth

individual will move into the home in the coming year. Bell Park, which the Association rents, initially provided support to a young man who later moved onto another service provider. Since January, however the house has been home to a lady who recently moved to Langley.

LACL has continued to see increased demand for services in Home Sharing which currently provides homes to 41 individuals. Last year LACL supported 38 individuals, however this year two individuals left Home Sharing to move back to their family homes, one moved to Mission and one moved into Staffed Residential Services. Seven (7) new Home Sharing living arrangements have been developed this year and in addition two individuals changed care providers as their original care providers moved to other communities. In the future, we anticipate that LACL will continue to receive referrals for Home Sharing services.

LACL's Home Sharing Services are based on the value of relationships and the belief that the relationship between the person served and the home sharing provider are paramount. It is about looking beyond someone's living arrangements and seeing the bigger picture. Traditionally, many of the persons served through Home Sharing services seek living arrangements that have the full support of a Home Share Care provider and fulfills the person's desire to be part of the care provider's family and lifestyle.

The Association, however, is also experiencing requests for alternative Home Sharing arrangements such as ones that meet the needs of the person to be more independent. This can be achieved by supporting the person to acquire independent living skills while living in a self contained suite in the care provider's home. Another option is to support the person who is living independently in the community by providing them with access to a Home Share care provider to assist them with problem solving and other related skills such as health and money management. In addition, at the other end of the spectrum, as people age and their health care becomes more significant, LACL will need to develop long term plans for service delivery that supports the person and their Home Share provider in facing these challenges.

Quality service can be maintained and achieved through the availability of home sharing options and a foundation of service delivery based on the value of the relationship between the person served and the Home Share Care provider.

The Housing Coalition that was formed in 2007 by a group of families seeking to develop new residential options continued in their efforts to find suitable housing that would allow their family member to live independently in the community with support. An Apartment Acquisition Plan was developed which outlined the goals and actions of the Coalition. The plan included the review of three distinct scenarios that the coalition could pursue in order to achieve their goal of providing safe and affordable housing for themselves and/or their family members. In March 2010, LACL purchased 3 apartments at Paddington Station in the city of Langley and three individuals are due to move into their new homes early in the 2010/2011 fiscal year with staffing support funded by Community Living British Columbia (CLBC).

In the fall of 2009, LACL established Supported Living Services as a stand alone service of the Association. In the past those individuals who were living independently in the community received services under the umbrella of Community Outreach Support Services. Twelve (12) individuals are currently receiving support and it is anticipated that the service will expand over the coming months. LACL in partnership with BC Housing is also now offering fifteen (15) rental subsidies to those who qualify.

Employment continued to be a main focus of the Association not only in the Association's employment service, Partners in Employment (PIE) and Customized Employment (CE), but also in Training and Support Services. As of March 31, 2010 a total of 62 individuals were receiving employment support through PIE (46) and Customized Employment (16). This is an increase of 48% (20 individuals) since last year. In Training and Support Services, which provides day time supports to 68 individuals, 24 individuals were employed, an increase of 26% over last year. It is also worthy to note that 3 individuals in Staffed Residential Services were also employed.

Over the last year LACL has focused on building and sustaining personal networks for several individuals supported by the Association. A personal support network is a group of people who surround an individual and provide support and friendship based on common interests and the enjoyment of each other's company. LACL hired a Coordinator who has been training and assisting staff to become facilitators in developing personal support networks for 10 individuals receiving services from LACL. The Association also introduced the Tyze micro site which is an online secure website designed to help individuals to develop their support network and enhance communication amongst the members. The Tyze website is keeping individuals connected with their family members including those as far away as Hong Kong.

2009/2010 has been a very exciting and challenging year of growth and development for LACL. Residential options have increased, more individuals are employed and building personal support networks has taken on a new focus. Looking forward to the 2010/2011 year the Association is planning to investigate the re-designing of current services with a view to maintaining a person centered focus and an ability to provide excellent service and support to all individuals served and their families.

Respectfully submitted

Teresa Griffiths, Manager of Programs and Services
Kim Bucholtz, Manager of Quality Assurance
Betty Anne Batt, Coordinator, Family and Children's Services

Community Works: A Report on the Community Building Activities of the Langley Association for Community Living

The Langley Association for Community Living is committed to playing a part in creating a community where everyone belongs. Individuals served by the organization, employees and volunteers are active in a variety of local, regional and provincial initiatives that promote inclusion and welcome. We encourage, support and invest in leadership as an important vehicle for change in our community.

Our strategic investments in community benefit all of us in the following ways:

- Promoting belonging for all citizens
- Contributing to the overall health of our community
- Promoting an inclusion agenda
- Demonstrating the many contributions of adults with developmental disabilities
- Increasing our overall organization's knowledge, skills and abilities

We are grateful to all those individuals who have committed of their time and talents to ensure that we have a strong voice in the community. Your contributions and efforts are recognized and are making a difference.

This report provides an overview of our activities during the 2009-10 fiscal year and represents the diversity of activity that the Association is engaged in.

Community Living Day

Langley's "Celebration in the Park" is acknowledgement of the provincial declaration of October as "Community Living Month".

Since 1998, this committee, along with the Langley community, has enjoyed a day filled with activities that promote and acknowledge our collective vision of a community that recognizes diversity and difference. The CLD committee consists of approx 12 agencies that plan each event, and contribute in various ways to its success; and LACL has had the privilege of chairing this committee for its 12 years.

For the past 7 years, we have asked students to describe in various ways what the statement "Everybody Belongs" means to them. The highlight of each CLD day is the students and their families who come to the stage to claim their prize for the winning essay or poster. This initiative has seen over 650 entries in the student contest that is organized each year, by the Langley School District with the support of the committee, and its various sponsors. The community baseball game is part of our day's events, and now also includes the younger players and their families from the Challenger Baseball league.

The events leading up to this day, as well as the activities associated with the “Celebration in the Park” each year, are made possible with funding assistance from the agencies involved, as well as from community grants offered by the City of Langley, and the Township of Langley. We are grateful for this support. With the planning underway for this year, we have decided to build on the theme of the Unfinished Journey and begin to design our celebration with a layer that will appeal to younger families. We wish them to join us in our celebration with hope and belief in the future for their children.

Transition Committee

Planning for graduation and for what comes next has always been a stressful time for parents whose young adults will now leave the school system. In previous years, planning for, and receiving adult services was more of an automatic process, but over the past few years, this seems to have fallen by the wayside. In an effort to revise this planning process with parents, a Transition Committee was formed to address this issue. Committee members represent the Special Services Department of the School District, CLBC Intake Workers, and Facilitators, Kwantlen Access for Persons with Disabilities Program, and LACL.

The priority of this committee at this time is to provide parents with a checklist to ensure that they feel informed and in control of this planning. Information of what services are available, as well as the role of CLBC in determining eligibility for adult services is the first stages of this process. Another immediate need for this committee was to inform families of how to contact CLBC so that if eligible, a CLBC Facilitator, or any member of one of the agencies available, or the parent, may develop a Person Centered Plan for each student soon after entering high school.

This committee will refine its mandate over the coming months, and will identify roles and responsibilities for its member agencies. As a result of the financial restrictions of CLBC, there is no guarantee that young adults will be able to receive the same level of service as in the past. This means that the transition committee must do the best job possible in supporting families during this stressful time.

Township of Langley Community Safety Commission

The Township of Langley Community Safety Commission is comprised of community representatives and chaired by Councilor Mel Kositsky. The Commission meets monthly to discuss public safety issues facing the citizens of the Township of Langley. Representatives from the community include RCMP Langley Detachment, Fire department, Langley Crime Prevention Society, Langley School District, ICBC, Langley Youth and Family Services, Ministry of Children and Family Development, Ministry of Attorney General, Langley Arts Council, Langley Chamber of Commerce, Langley Youth Commission and community members at large. LACL has a seat at the table and has been represented by Teresa Griffiths. Topics for discussion and action at this committee include anti-racism, homelessness, crime prevention and the development of community safeguards.

Langley Vocational Services Committee

The vocation services committee has been active in Langley since 1991 when representatives from LACL and Kwantlen Polytechnic University decided to collaborate to promote employment opportunities for individuals with developmental disabilities. Today, the committee boasts representation from a variety of community organizations, provincial ministries and our local school district. The committee brings organizational representatives together to share information, discuss challenges and solutions and to work cooperatively to create employment opportunities for individuals served. The sharing of information and contacts also ensures that each of the participating organizations is aware of each other activities and thereby prevents duplication of engagement with local business and industry.

In April of 2010 the committee hosted Info Fair for families of transitioning students. The event was supported by over 50 specialists who work in the vocational and life planning fields and was well attended by families and individuals, particularly those transitioning to adult services.

Langley 10 by 10 Challenge

The Association is an active member of this committee along with representatives from the City of Langley, Township of Langley, Stepping Stone Community Services Society, Rick Hansen Foundation and Kwantlen Polytechnic University. The goal of the committee is to raise awareness of the desire and capacity of individuals with disabilities to experience economic inclusion and more specifically to increase the employment of people with a disability in the city and the township of Langley by 10% by the year 2010. As the work of this committee is concluding this year the Committee organized an employer's celebration gala which was attended by over 30 local business and industry representatives. Our sincere thanks go to Bev Cumming and Tami Logan for their contributions to this very successful community initiative.

CLBC's Employment Advisory Committee

This provincial committee's goal is to promote the employment aspirations of all adults with disabilities and to assist CLBC service providers to transform their current community inclusion services to increase employment outcomes. The committee is co-chaired by CLBC's Employment Initiatives coordinator, Barb Penner and LACL's Executive Director, Dan Collins. This past year the committee assisted in the completion of a provincial policy on employment. This policy represents CLBC's belief in the development of employment first.

You've Gotta Have Friends

This initiative is in its fifth year, with almost four years of operation in a store front location in downtown Langley. YGHF is available to any citizen who is interested in receiving our support to build meaningful relationships and connections in Langley and continue to be the voice of belonging in our community.

YGHF recognizes that there are many valuable and important community programs and services available for those in need. We view our support as complimentary to these programs and services. We also believe that as citizens build healthy and positive relationships and friendships in the community their reliance on more formal programs and services will be decreased.

YGHF receives no government funding and is a community support that is not presently mandated by any department of government. This citizen-based initiative is supported under the auspices of the Langley Association for Community Living. The Association believes that all vulnerable citizens will be healthier and safer if they are surrounded by friends.

YGHF has been undergoing a transformation of sorts this past year and is concentrating more time and effort on building our connections with local clubs, organizations, and informal community groups and supporting them to be more welcoming of citizens who are lonely and isolated. YGHF was fortunate to receive community support this year that has enabled it to launch a YGHF TYZE micro site. We will be offering the opportunity for citizens to access this service in the near future. Be sure to look at our update website for additional information and to read the personal stories of citizens who have received our assistance.

Kiwanis Aktion Club

The Langley Association for Community Living is proud to partner with the Kiwanis Club of Langley to support the Langley Aktion Club. The Aktion Club provides opportunities for individuals with developmental disabilities to contribute to their community through participation in community service activities. Aktion Club participants meet bi-weekly to participate in a variety of activities that provide opportunities to give back to the community. LACL is grateful to the voluntary support that three of our employees provide to the club on an ongoing basis. Our sincerest thanks go to Bev Cumming and Garth Blois for the gift of their time and talents. In May of 2010 the Langley Aktion Club hosted the 3rd International Aktion Club conference. Participants from across BC and Washington State attended two days of learning and social events. Langley Aktion Club members should be very proud of this accomplishment.

Members of the Aktion Club support a variety of community service activities throughout Langley. It is also worthy of note that several LACL employees have joined the Kiwanis Club of Langley and are lending their talents and time to this organization.

Support to Microboards

A microboard is a small non-profit organization that is formed to provide supports and services to one individual. Typically, membership on the microboard is restricted to members of the individual's family and personal network. The appeal of microboards for many individuals and families is in the opportunity to exercise full control over the design and delivery of supports and services and to ensure a level of intimacy that can be more difficult to secure with larger providers. There are microboards, however, that for various reasons, do not have the capacity or desire to manage the administrative

and other requirements that are involved in being a service provider. LACL is proud to support these Societies through the provision of administrative and specialized services that allow the individuals and their networks to retain control. The Association currently provides support services to four microboards.

Langley Community Living Housing Coalition

This family governed group is supported by the Association. In recent years the challenge to secure affordable housing has intensified. As the economy improves and housing prices increase, access to affordable housing has become increasingly challenging, particularly for individuals living on a fixed income.

The Coalition held a meeting with the CEO of BC Housing and has successfully negotiated the establishment of a rental subsidy program for adults with developmental disabilities who live independently. LACL was successful in receiving 15 portable rent subsidies and at this time they are fully subscribed.

The Coalition, with the support of LACL's Manager of Programs and Services, Teresa Griffiths, successfully obtained an innovation grant from CLBC. This grant enabled the coalition to hire a housing consultant to support its efforts to build relationships with local municipal planners and developers. As a result of these efforts, LACL was able to partner with a local development firm, Quadra Developments, and the Association recently purchased three units in a newly constructed building in downtown Langley City. A full report of the Coalition's activities will be available on our website and in print form by the end of June 2010.

The Langley Community Living Housing Coalition continues to meet monthly and welcomes the participation of anyone interested in joining them to find solutions to the current housing challenges in Langley.

Provincial Home Sharing Working Group

LACL joined with a number of Community Living organizations three years ago to begin discussions about the growing use of Home Sharing as a way to provide supports to adults with disabilities. CLBC supports a Provincial Home Sharing Working Group with the Executive Director of LACL as the co-chair. The committee has been instrumental in the creation of provincial home sharing standards and more recently the development of provincial funding guidelines for home sharing. This committee serves as an excellent example of where service providers and funders can collaborate to provide the best conditions for the successful delivery of services.

BC Employment Development Network

This network, chaired by LACL's Executive Director, has expanded in the past year to become a provincial network. We continue to oversee the development of a comprehensive employment curriculum that we are hoping will come under the jurisdiction of a post-secondary institution this year and become formally recognized as an advanced citation in Employment Support. This credited course of study will be

available for current practitioners as well as those students interested in considering supported employment as a career choice.

In addition to curriculum development, the network continues to provide advice and guidance to organizations interested in improving access to employment services for those individuals they support.

Upper Fraser Regional Crisis Response Network

This regional committee, co-chaired by CLBC's Quality Services Manager, Jai Birdi and LACL's Executive Director, Dan Collins, is responsible for coordinating the region's crisis response planning. Through funds provided by the Region, LACL has contracted with a crisis response coordinator to oversee the development and implementation of a crisis response plan. This past year we released a report offering a series of recommendations for system and service improvement. We are currently working on implementation of these recommendations.

This spring we hosted a successful workshop entitled, "Developmental Disabilities and Addictions". This was an extremely informative workshop that will serve us well as we support increasing numbers of individuals who experience addictions challenges.

BC CEO Network

LACL is proud to be a member of this provincial network of social services organizations, represented by their leadership. In the past year this network has made considerable gain in negotiating a revised costing framework with CLBC that is reflective of the cost of service delivery in 2010. Of particular importance is the new agreement to improve funding to organizations delivering home sharing services. This network is also largely responsible for a last minute campaign to ensure that the new pension plan was fully funded by CLBC. In contrast to typical provincial advocacy networks, the BC CEO Network focuses their efforts almost exclusively on the business aspects of operating a community services organization. To date, there are 80 member organizations and our ED, Dan Collins, has been an active member of the leadership team since the inception of the network.

UBC Centre for Inclusion and Citizenship

Our ED, Dan Collins, is on the advisory board for the Centre. Housed within the School of Social Work at UBC, this Centre is committed to providing educational and training opportunities for individuals, families and staff of community living organizations as well as supporting relevant research that inform practice. The Centre has launched two exciting initiatives this year including a comprehensive training initiative for individuals with disabilities and families and an exciting research project seeking to deepen our understanding of the quality of life for individuals receiving home sharing services. In addition, the Centre is in the process of developing a post-qualifying certificate program that will be offered to education and social work graduates to increase their knowledge and understanding of community living.

Vancouver Foundation Giving in Action Society

Several years ago the Ministry for Children and Family Development and CLBC provided the Vancouver Foundation with a grant of \$40 million. This grant was to be used to establish a fund to assist families with funding to make their homes more accessible for their family members as well as provide funding to support the purchase or conversion of wheelchair accessible vehicles. One of the primary purposes of the fund is to ensure that families, who choose to have their adult family member continue to reside at home, are able to make the necessary accommodations to ensure that this decision is supported to be successful. The Vancouver Foundation established the Giving In Action Society as a vehicle for the management and distribution of the funds. LACL's Executive Director has been pleased to be part of the creation of this exciting initiative as well as for the opportunity to serve as the chairperson of both funds for the past three years – the Family Independence Fund and the Children and Youth with Special Needs Fund. These resources to families are making a real difference in people's lives and are a shining example of where public policy can be very supportive of individuals and their families.

BC Association for Community Living

LACL is a proud member of the BCACL. BCACL is a provincial coalition of not for profit community living organizations and focuses its efforts on issues of advocacy and policy development. Its current advocacy framework consists of 5 key priority areas including; Supports to Children and Families, Inclusive Education, Employment, Income Security, and Disability Supports. Our Executive Director currently sits on the Disability Supports committee as well as the Membership Renewal Task Force. At this time, one of our Directors, Kathleen O'Hanley, is sitting as a Director with the BCACL. Kathleen also chairs BCACL's Inclusive Education Committee. Sky Hendsbee, another LACL Board Member, was elected to the BC Self-Advocacy caucus and is very active with provincial self-advocacy initiatives. BCACL has a new and improved website that can be found at www.bcacl.org.

Langley Association for Bingo

For many years LACL's Executive director has been an active board member of the LAB. This Association was formed to be the voice for charities in Langley who are in receipt of bingo funds as affiliate members. LACL has benefitted greatly from funds provided through our bingo affiliation. This past year the Province announced that it would be fading out the affiliate stream of funding with all charities transitioning to a direct access program for receipt of gaming funds. Consequently, there is little future requirement for the Association of Bingo and we anticipate that it will wind down its operations this year. We are grateful for the work of the Association over the years and recognize the enormous benefit that has come to our organization.

Maples Community Gardens Cooperative

Langley is a proud home to a relatively new community cooperative called the Maples. At present, the Maples provides garden plots for lease to interested citizens and more

recently has completed the construction of a greenhouse. LACL is proud to be partnering with the Maples to explore the feasibility of establishing a social enterprise on the site. This venture will provide much need employment for a number of individuals with an interest in this area. Our thanks go to Garth Blois of our Partner in Employment for spearheading this initiative.

HUMAN RESOURCES & LABOUR RELATIONS ANNUAL REPORT

Introduction

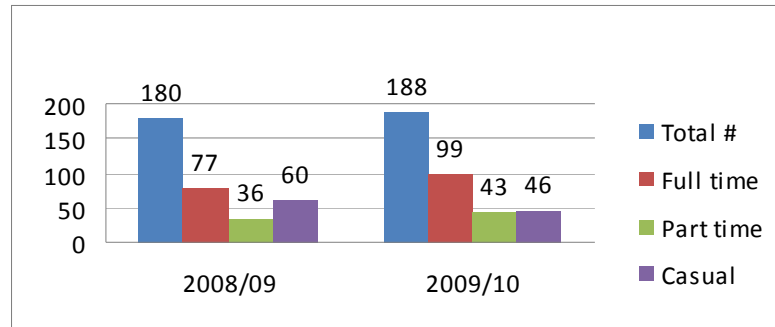
This past year has seen some dynamic growth within the organization with the addition of our Supported Living Services as well as opening two other new programs. At the same time, the community social services sector is evidencing a growing skills shortage that is predicted to worsen, making it a challenge to fill positions with qualified staff. The onus will be upon employers to find creative ways to recruit those employees with skills and talents that can effectively support individuals with developmental disabilities.

New Employee Growth

Currently, LACL employs:

- 99 full-time staff
- 43 part-time staff
- 46 casual staff

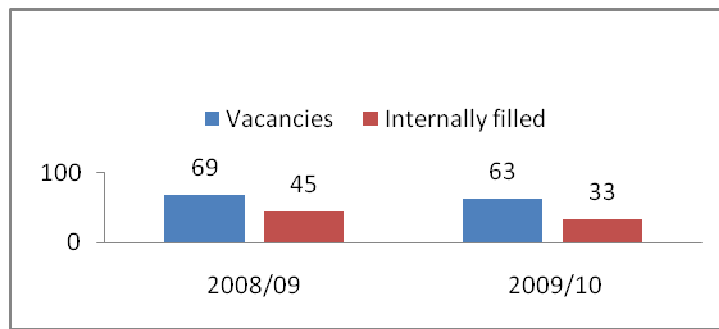
LACL employs a total of **188** employees within the bargaining unit, excluding management and administrative employees. This is an increase of **8** employees from last year.



Employee Growth 1

The employee growth rate was approximately 4.5% over the past year, a decrease compared to last year's 17% rate. While a slowing economy can be attributed to some of this decrease, we also saw the opening of two new worksites in the latter part of the year which resulted in a decline in the overall employee numbers, specifically casual employees who had successfully obtained positions. We also continue to see a need for supervisors to effectively manage the programs and services within our Organization.

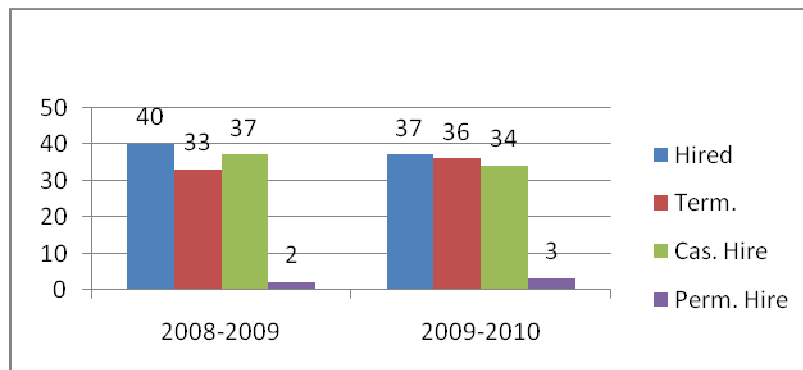
There was a slight decrease in the total number of vacancies this past year compared to the previous year. In 2008 there were 69 vacancies while in 2009 there were 63 vacancies. Of these 63 vacancies, 33 were filled internally with existing employees which continues to demonstrate the healthy movement we see within the organization.



LACL Vacancies 1

Employee Turnover

Over the past fiscal year, there were 37 new employees hired; 34 casual positions, and 3 permanent positions. During the same time period, 36 employees left the organization; 25 were casual employees, 10 permanent employees and 1 was a temporary employee. As indicated in the chart below, our overall number of hires was slightly less than the previous year, while the greatest number of new employees hired continues to be within our casual pool. There continues to be an ongoing need for recruitment to provide those skilled employees who can effectively support individuals with a developmental disability.



Employee Turnover 1

What was not indicated in the data was that out of 37 new hires, 14 were male employees (38%) which is quite high, given that the overall average for this sector is 26%. Of those 14 male employees hired, 12 came through the Foundations in Community Living training.

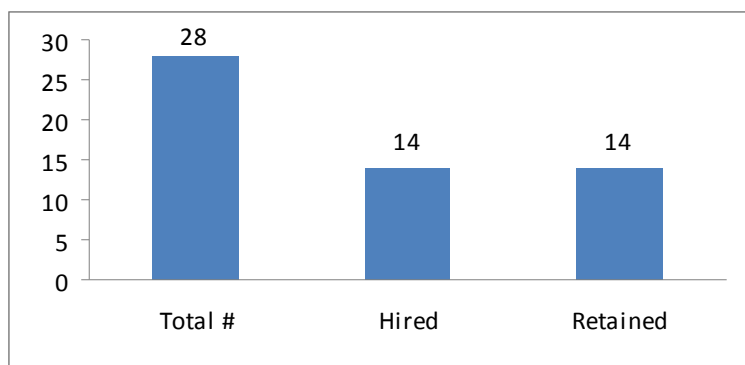
Employee Development & Training

The continued growth and development of our employees is vital to our organization as it allows us to invest in their talents and skill and so enables us to provide quality services to the individuals we support.

Over this past year, the total number of training hours taken by our staff was 3,440 (approximately 141 employees) excluding in-service training taken within individual worksites. This included such training as Mandt, Supported Employment, Justice Institute, First Aid and various external workshops.

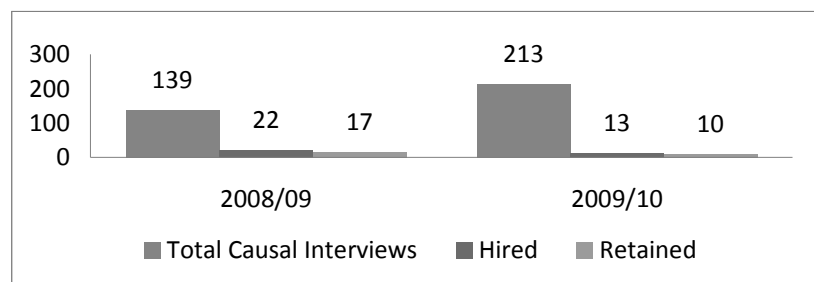
Foundations in Community Living Training

Our Foundations in Community Living training offers those interested candidates, with little or no education/experience in the Community Living field, the opportunity to participate in one week of voluntary training with the potential outcome of being hired with LACL.



Foundations in Community Living Training 1

As the above chart indicates, out of 28 students, 14 (50%) were successful in the training week and were consequently hired. Out of these successful hires, 14 students (100%) are still currently employed with LACL. This compares with the casual interviews done over the same one year period.



Casual Interviews 1

Out of 139 interviews, only 22 (16%) were successfully hired into the Association. From these successful hires, 17 employees (77%) are currently still employed by LACL.

It is evident that the most successful recruitment strategy continues to be through our Foundations training. Currently, we host the training 3-4 times per year. Future considerations are to host it more frequently, or run concurrent sessions, but less frequently throughout the year.

The course content continues to evolve in response to the needs of the services we deliver. For this reason, a new module was added this past year that focuses specifically on employment. As the mandate of our day services shifts towards supporting individuals with developmental disabilities to find employment, so also must we provide training to better equip our employees with the skills that enable them to assist these individuals to be successfully employed.

Supported Employment Training

In 2008 LACL saw five employees participate in the Supported Employment training at Kwantlen Polytechnic University. This year, eleven more employees who directly support individuals attended the Employment Specialist Series at Douglas College. This series provided both theory and practical application designed to better enable the employee to be a successful job developer and job coach in supporting persons with a developmental disability.

Labour Relations

As of April 1, 2009, the collective agreement between Community Living Services and Community Social Services Employers' Association saw another wage increase come into effect. The starting wage for a program assistant is \$15.54/hour and \$20.39/hour for a supervisory position.

Joint Health & Safety Committee

The Joint Health & Safety Committee endeavors to promote workplace health and safety through the conduction and participation in constructive committee meetings, applying the process of safety inspections and review of all employee related accident/injuries. The goal is to work cooperatively together to address employees' health and safety concerns within the workplace.

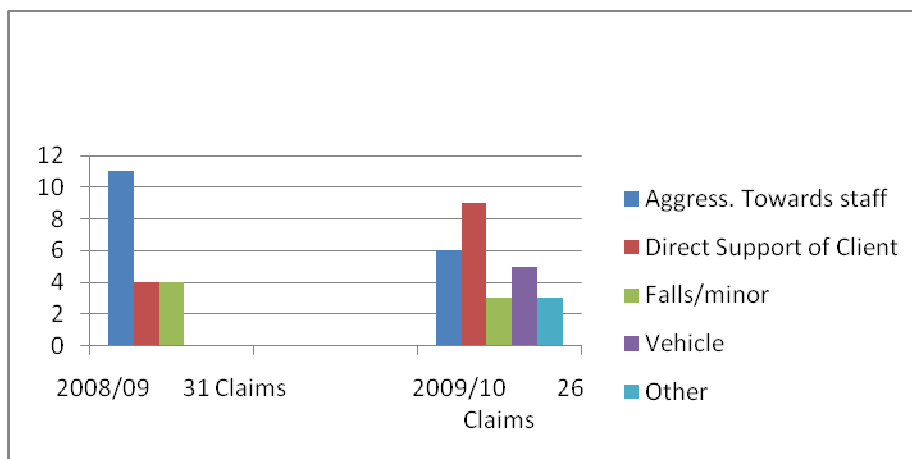
The annual site inspection, conducted in November 2009, examined each worksite within the organization in numerous safety-related areas. The overall result of the inspection was few health and safety issues and those that were identified were readily addressed.

JOHS Committee Training:

The committee participated in training conducted by Gary Proznick, Captain, Public Education Officer with the Township of Langley. This educational training entitled, "Myths and Reality Video", served to demonstrate the destructive speed of fire and the importance of public education. The training itself combined media presentation, interactive dialogue and practical application, namely fire extinguisher training. The committee found this training to be very enlightening and beneficial. Consequently, the committee has recommended that all worksites should participate in this training to better educate and prepare employees on fire safety and the use of fire extinguishers within our worksites.

Employee Injury Claims:

This past year our total number of claims made to WorkSafe BC decreased slightly. The graph below shows a breakdown of claims.



Employee Injury Claims 1

The majority of employee injuries were due to directly supporting individuals with more physical and medical needs. This is an increase from last year and may be due in part to the changing supports required for these individuals as their mobility decreases. Conversely, the total number of aggression towards staff injuries saw a decrease from last year.

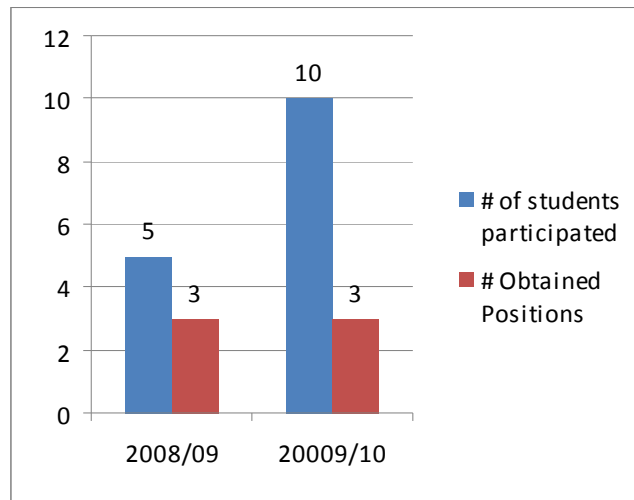
While not included in the graph, it should be noted that out of a total of 26 claims, only 11 claims (42%), resulted in time lost from work. This is the same percentage of lost time from work claims as the previous year.

The committee reviews all employee injuries monthly noting any trends which may be arising, making recommendations to enhance worksite safety and to be proactive in identifying near misses.

Training Committee

This committee examines current and future organizational training needs as well as developing new training programs for employees. Over the course of this past year, the committee has been mainly focused on our Foundations in Community Living training, Mandt training and Behavioural Mentoring training.

This latter mentoring training has been extremely successful in recruiting employees who can effectively support individuals with complex behaviours. Over the course of this past year, ten employees, who had initially participated in our Foundations training, went on to participate in the mentoring training, and to date, three have been successful in obtaining a position within the Association.



Behavioural Mentoring Training 1

The Mandt training continues to provide core values related to the behavioural support of persons with disabilities and the physical techniques learned to help reduce the risk of injury to both the individual and the employee. Currently we have three certified internal trainers; one trainer provides basic Mandt training for all permanent employees, while the other two trainers provide the intermediate training required to support individuals with complex behavioural needs. An additional certified Mandt trainer is required to meet the on-going training needs of our organization.

Employee Recognition

Part of our success as an organization is our valued employees, who are recognized for their contributions to the workplace and their years of service. LACL celebrates our employees at 5 year intervals, and as indicated in the chart below, we can boast the longevity of many of our employees. This upcoming year there will be 42 employees celebrating over 10 years of employment with LACL.

1 employee	29 years	3 employees	16 years
2 employees	22 years	3 employees	15 years
5 employees	21 years	3 employees	14 years
3 employees	20 years	2 employees	13 years
2 employees	19 years	3 employees	12 years
3 employees	18 years	4 employees	11 years
3 employees	17 years	5 employees	10 years

Student Placements

Over the past years, LACL has welcomed several practicum students from many of our local secondary educational institutions. Several of these students have gone on to become successfully employed within our Association. The majority of these practicum students were enrolled in the Community Support Worker diploma program, Residential Care Aid or Residential Care Workers programs. This past year was no exception. Three students from Stenberg College chose to do their practicum placements with our organization, specifically in our day services program and employment program. As well, this was the first year we welcomed one student from a local high school to do a work experience placement at one of our day service worksites.

Succession Management

The aim of succession management is to ensure long-term successes of service excellence by developing strong leadership capacity. Succession Management is designed to support the leadership and development of all employees within the organization. Over this past year there were two such changes that occurred; the supervisor of our employment services program was promoted to Coordinator of the Home Sharing program, and the successful candidate who replaced her as supervisor was a Program Assistant from the employment services program.

Respectfully Submitted

Corinne Barton

Manager of Human Resources and Labour Relations

TREASURER'S REPORT

As we conclude fiscal year 2009-2010, I am pleased to report that the Langley Association for Community Living continues to be a financially healthy and prosperous organization. Although you will note from the audited financial statement presented that expenses exceeded revenue this past fiscal, we are confident that this deficit arising does not materially impact our organization.

Community Living British Columbia (CLBC) continues to provide for a majority of the organization's operating revenue through contracts for the delivery of a variety of programs and services. This past year saw the transfer of our Children's Respite services to the Ministry of Children and Family Development. Additional financial support is provided to the Association by the British Columbia Housing Management Commission, the Ministry of Housing and Social Development, the Gaming Policy and Enforcement Branch, the United Way of the Lower Mainland, Grants and community donors.

We continue to be fortunate to have the support of the Municipality of the Township of Langley for their generous commitment of land upon which our Bridge Centre, Administrative offices and Bridge House can be found. We receive additional support in the form of permissive exemption to property tax from the Township. We remain grateful for their continued support of our organization.

Increases in overall revenue this past year can largely be attributed to growth in the number and variety of contracts that the Association delivers. This was predominantly in the residential services area with continued demand for specialized staffed residential services as well as the delivery of Home Sharing services. We are also very pleased to be delivering a portable rental subsidy program through BC Housing. At this time we are able to offer 15 portable rental subsidies.

Despite the overall healthy financial status of the organization, a number of programs continue to require significant expenditure over and above contract income received. We identified this concern last year and continue to seek ways to address this challenge. Services to individuals with more complex needs are becoming more costly to operate, yet remain model services. We will continue our efforts to resolve these challenges. In more general terms, the cost of goods and services (gasoline, food, energy) continues to increase and we are impacted as are all citizens in our community.

The Association made a number of extraordinary purchases this fiscal year including a home in the Hi Knoll area of Langley City and three downtown condominiums. We are confident that these strategic investments will benefit those we serve for many years to come. We also undertook a significant renovation of our Tall Timbers home making it fully accessible. In addition, we have added to our vehicle fleet with two additional wheelchair accessible vehicles. We continue to budget for capital expenditures by providing for replacement and maintenance reserves for building, vehicle and

technology assets. Allocations to these reserves are vital if we are to remain prepared for eventual replacement.

Our financial results for the year ending March 31st, 2010 have been audited by BDO Dunwoody and are available for your review. In the Auditor's opinion we remain a financially healthy organization.

In closing, I want to take this opportunity to express my thanks to Danella Dodding, Sandra Brenner, Glenda Sloven, Teresa Griffiths and Dan Collins for their support and stewardship throughout the year. We are committed to the continuance of sound financial management practices that ensure the continued health of our organization.

Respectfully Submitted
Don Wiens
Treasurer

OUR FINANCIAL SUPPORT

Our Primary Funders

We are grateful for the ongoing support and financial commitment of Community Living British Columbia and the Ministry of Children and Family Development. CLBC and MCFD fund a majority of our programs and services and without their ongoing support we would be unable to achieve the successes we do. Together, we are creating positive futures for the citizens of Langley who have a special need or a developmental disability.

In addition to CLBC and MCFD, we must acknowledge the support of the following organizations whose generous contributions this year have been a critical part of our success:

- The United Way of The Lower Mainland
- The Township of Langley
- The City of Langley
- BC Housing Management Commission
- Ministry of Housing and Social Development
- BC Lottery Corporation and Gaming Policy & Enforcement Branch

Bowcott Family
Burke, Illa
Christianson, Lucy
Christianson, Stuart
Cumming, Bev
Elliott, Betty
Emanuels, Joey
Emanuels, Lori
Estate of Antal Tony Frimer
Harnett, Tina
Hodge, Charles
Ingunza, Nancy
Laborde, Christine
Martini, Mary
McIlravey, Nola

McIntosh, Mel
Rawluk, Carol
Rawluk, Jean
Residents of Blackberry Lane
Robertson, Beatrice
Sharon United Church
Soroptimist International of the Langleys
Stewart, Bonnie
Volunteers for Community Living Days
2009
Volunteers for the 2009 LACL Christmas
Dance
Volunteers for the 2009 LACL Hoe
Down
Wiens, Patricia

EMPLOYERS WHO HAVE PROVIDED TRAINING PLACEMENTS AND EMPLOYMENT OPPORTUNITIES

A & W (200 th)	Langley Downtown Merchants Association
Abbey Window Coverings	Langley Hospice Society
Aldergrove Credit Union – Aldergrove	Langley Senior Recreation and Resource Centre
Aldergrove Credit Union – Murrayville	Langley Times
Aldergrove Credit Union – Otter	McDonalds – Brookwood
All Things Hot Tubs	McDonalds – Aldergrove
B & M Professional Gardening Services	McDonalds – Walnut Grove
Beans N Buttons Child Care	McDonalds – 216 th
Bentall Property Management	Milestones
Britco Export Packers Ltd	Pacific Academy
Canada Safeway	Porters Coffee and Tea House
Canadian Tire	Primex Manufacturing
CIMS Industries	Salvation Army
Darvonda Nurseries	Save on Foods (Willoughby)
Dead Frog Brewery	Second Story Treasures
Devan Greenhouses	Smith Vroom Investment
Dogsport Gear	Sodexo Services
Effectuality	Starlight Learning Centre
Envisions Credit Union	Sugarplum Bakery
Extra Foods – Aldergrove	Tim Horton's (Logan Avenue)
IGA Market Place	True North Furniture
Langley Animal Protection Society	Zellers Restaurant
Langley Child Development Centre	

ADMINISTRATION

Executive Director	Dan Collins
Manager of Finance	Danella Dodding
Manager of Programs and Services	Teresa Griffiths
Manager of Home Sharing and Supported Living	Diane Macrosson
Manager of Human Resources and Labour Relations	Corinne Barton
Manager of Quality Assurance	Kim Bucholtz
Manager of Employment Development	Annette Borrows
Coordinator of Family Support Services	Betty Anne Batt
Coordinator of Home Sharing and Supported Living	Bev Cumming
Compensation and Benefits Coordinator	Sandra Brenner
Administrative Assistant	Gillian Sutcliffe
Office Assistant	Lesley Lawson
Accounts Payable Clerk	Glenda Solven

PROGRAM SUPERVISORS

Brookwood Residence	Rosalind Phythian
Hunter Park Residence	Elisabeth Fraser
5 Corners Residence	Cindy Bell
Belmont Residence	Tina Harnett
Newlands Residence	Patricia Hryhorczuk
Michaud Crescent	Cindy Bell
Tall Timbers Residence	Cindy Bell (Acting)
High Knoll Residence	Aaron Hill
Uplands Residence	Chris Baker
43rd Avenue	Comfort Coker
Woodbridge	Aga Karst
Bell Park Residence	Patricia Hryhorczuk
Individualized Services	Vicky Bell
Partners in Employment	Tami Logan
Customized Employment Initiative	Bev Cumming
Bridge Centre Clubhouse	Tracey Sabberton
Connections	Sue Erichsen
Explorations	Jennifer Walton
Quest	Faye Hutchison
Community Outreach	Sue Erichsen/Tracey Sabberton
YOU'VE GOTTA HAVE FRIENDS (YGHF)	Janice McTaggart Pat Weibelzahl