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## OUR ASSOCIATION

The Langley Association for Community Living is a vibrant and dynamic organization that supports in excess of 195 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 VISION**

**A Community That Welcomes and Values All Citizens**

## **OUR MISSION**

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

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

## **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.

### **Person Centered Services**

Planning and delivery of services will be centered on the person with the disability, 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. 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 community supports to ensure that participants' needs are met. We will partner with other community agencies and services to assist individuals to achieve their goals and build community.

### **Reliance on Individual and Family Satisfaction**

The Association will rely on measures of individual 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 individuals will be supported to live dynamic and interesting lives.

## **BOARD OF DIRECTORS 2010 – 2011**

### **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 two. 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 an Integration Support district teacher in the Special Services Department at the Langley School District. She has been an educator for the past 27 years and has worked in both elementary and secondary school settings as a regular classroom teacher and a special educator. Kathleen has been a strong advocate for inclusive education in both the public and independent school systems and has been involved in providing professional development to both special and regular education teachers. She currently chairs the Inclusive Education Committee for the B.C. 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 President of 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 six grandsons. Wayne and his wife have also supported a young man with a developmental disability for many years.

### **SKY HENDSBEE – DIRECTOR**

Sky lives in Surrey and works at Denny's Restaurant in Walnut Grove. 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.

### **JOAN MORRIS – DIRECTOR**

Joan has lived in the Langley area for over thirty years, working and raising a family. Now in retirement, her two daughters have started their own families keeping her busy with four grandsons; all under 5 years of age. Gardening, golfing, reading, traveling, church, friends and family keep Joan engaged in activities she loves. She and her husband, Ev have just returned from a wonderful month long trip to the U.K. She also continues to volunteer for Langley Hospice Society. Joan finds it very rewarding to be on the Board for the Langley Association for Community Living. The organization provides such important support and resources for people with developmental disabilities and their families. Watching the process of how LACL responds to needs and the diminishing governmental support is inspirational and Joan is pleased to return to serve on the Board 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. 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.

### **MAGGIE METCALFE – DIRECTOR**

Maggie has lived in Langley for almost thirty years. She is married and the mother of two children Mark and Danielle. Mark presently receives support from LACL.

Maggie's career was in the child development field and most recently she was the Director of Supported Child Development at the Fraser Valley Child Development Centre.

Presently she is the chair of the Upper Fraser Community Council for CLBC and is active in other community volunteer work.

**MINUTES OF THE ANNUAL GENERAL MEETING  
HELD AT THE LANGLEY GOLF CENTRE  
21550 44<sup>TH</sup> AVENUE, LANGLEY, B.C.  
JUNE 23, 2010**

Call to Order: 7:08 p.m.

Presiding Officer: Brad Forster, President

Introduction of Guests: Cheryl Larson, BDO Dunwoody, Faith Bonar, Executive Director, BCACL, John Bartell, Quality Service Analyst, CLBC  
Jai Birdie, Regional Quality Services Manager, CLBC (to join the meeting later)

Approval of the Agenda:  
Moved by Jonathan Jones, seconded Sky Hendsbee **CARRIED**

Approval of the Annual General Meeting Minutes held on June 17, 2009  
Moved by Diane Bowcott, seconded Lori Emanuels **CARRIED**

**ANNUAL REPORTS**

President's Report: Brad Forster presented his report.  
Motion: To accept the President's report  
Moved by Martin Burwood, seconded Bonnie Stewart **CARRIED**

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

Don Wiens then introduced Cheryl Larson from BDO Dunwoody who gave a presentation.

Motion: To accept the Financial Statement as presented  
Moved by Bonnie Stewart, seconded Martin Burwood **CARRIED**

Motion: To appoint BDO Dunwoody as the Association's Auditors for the fiscal year April 1, 2010 – March 31, 2011.  
Moved by Diane Bowcott, seconded Kathleen O'Hanley **CARRIED**

Executive Director's Report presented by Dan Collins  
Motion: To accept the Executive Director's report  
Moved by Alice Berreth, seconded Lori Emanuels **CARRIED**

Membership Report presented by Kathleen O’Hanley

Motion: To accept the Membership Report as presented  
Moved by Kathleen O’Hanley, seconded Diane Bowcott **CARRIED**

Nominating Committee Report: Presented by Bonnie Stewart

Bonnie Stewart presented the Nominating Committee Report on behalf of Brad Forster as Brad Forster is up for re-election.

Bonnie Stewart informed the membership that there were three (3) Directors positions open and three (3) nominees:

The following Directors would be running for the available positions:

Brad Forster  
Joan Morris  
Maggie Metcalfe

Bonnie Stewart 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:

Brad Forster	3 year term
Joan Morris	3 year term
Maggie Metcalfe	3 year term

Moved by Bonnie Stewart, seconded Carol Rawluk **CARRIED**

Brad Forster and Maggie Metcalfe took the Oath of Office. As Joan Morris was unable to attend the Annual General Meeting, she will take the Oath of Office at the first meeting of the new Board of Directors session in September 2010.

A special presentation was made to Joy Wilson, retiring member of the Board of Directors.

Motion: To adjourn the Annual General Meeting at 8:35 p.m.  
Moved by Bonnie Stewart **CARRIED**

## PRESIDENT'S REPORT

You know how the saying goes, the older one gets, the faster time passes. I believe that this may be equally reflective of organizational life as well. Another year has passed so rapidly and I once again have the opportunity to tell you about this community known as the Langley Association for Community Living.

LACL has seen so much activity in the past year. The economic recovery is slow. This has placed a strain on so many vital community services. One barometer of this is the struggle to secure new funds for community living at a time when demand for service is up by approximately 6%. Consequently we are perhaps seeing a little less growth in the organization as assessed by revenue alone.

But growth and change remain evident on so many fronts at LACL. I am amazed at the way in which the leadership team at LACL continues to encourage and support growth and innovation even in times of scarcity. We are seeing more individuals working, moving into their own homes in community, discovering home sharing/life sharing arrangements with exceptional caregivers, developing new relationships and connections across community and realizing personal goals and dreams. What appears to change little is the exceptional tenure of the employees at LACL. We are indeed fortunate to have so many who have made a significant contribution to the success of our organization and have remained true to the vision and committed to our work.

2011 marks the conclusion of our three year strategic planning cycle. We have achieved so much of what we set out to accomplish a short three years ago. We set out to enhance service flexibility and have achieved this through the growth in employment services and the expansion of our supported living services. We wanted to manage demand for growth in ways that allowed us to continue to be responsive. We have added home sharing and respite coordination supports, expanded our employment team, and added a number of administrative staff to the organization. We wanted to increase the variety of residential options available and I am pleased to report that in the last three years we have invested in excess of \$1Million in the purchase of affordable housing and doubled our home sharing and supported living clientele.

We are committed to ensuring that we addressed the ongoing challenge of recruitment and retention of employees. We are making progress; a majority of programs and services are fully staffed. The work to produce our 2011- 2014 strategic plan is underway.

The Board of Directors continues to govern with an outward vision as opposed to internal preoccupation. We continue to maintain our focus on providing support and direction to the Executive Director as well as ensuring that we are meeting our obligations in a prudent fashion while protecting the assets of the organization and minimizing our risk exposure. As you review the various reports contained within this annual report you will discover more about the breadth and scope of our collective work.

While we want to focus our time and energy on accomplishments, it has not always been easy. We have faced a recession and like everyone else we have had to adjust. What inspires me though is the capacity for adjustment that I have witnessed. LACL, through our Board, management team, staff and stakeholders are continuously exploring new ways to serve more effectively. LACL has adjusted to the economic challenges that have occurred and I am confident that it will continue to do so in the future. Of course, this is only successful with the participation and support of those we serve.

The future is somewhat perilous. While demand for services increases, the resources required to support this demand are not present. As a community we are going to be called upon in new ways to respond to this challenge. This will likely result in a continued internal preoccupation with how we can redesign our services to achieve greater efficiency. Other events may call us to an advocacy effort to ensure that our voices and those of the people and families we serve are heard. In this regard we remain active members of the BC Association for Community Living. We are fortunate that two LACL Directors have served this past year on the provincial Board and we are thankful to them for their commitment to community living in BC.

Finally a heartfelt thank you to everyone in our community. The contributions of the individuals we serve, their family and friends, our volunteers, our employees, the businesses that employ people with disabilities, the community organizations that offer opportunity for voluntary participation, our funders and supporters all assist us in achieving our vision of a community that welcomes and values everyone.

## EXECUTIVE DIRECTOR'S REPORT

This has been an extraordinary year. Now some people might suggest that I say this every year when I report on the progress of LACL and the community living movement in general. However this year, I sense something differently extraordinary. Perhaps I need to find a new adjective to convey my sense of where we are as an organization and as a community that supports people with disabilities. It has been a year full of paradox; exciting progress on many fronts and significant disappointment on many others.

As is customary, I will begin by highlighting the activities and events that give us hope that we are making a difference in the lives of the people we support and their families. We continue to maintain a culture that encourages and welcomes the active engagement of the people we support and their families in the decisions that affect their family members. LACL and its services frequently make accommodations to services and service delivery that may not have been customary in all organizations. These accommodations frequently challenge us, but we remain committed to responding to requests in a manner that reflects our commitment to excellent customer service and to the people we support. At the same time these accommodations frequently come at a financial cost to LACL, a cost that our funders are not willing to support. Perhaps a few examples will help to convey this commitment:

- We continue to deliver services and supports that are not fully funded by CLBC.
- LACL is but one of a few organizations that is prepared to provide in-home supports to individuals still living with their family members.
- We transport quite a number of people to and from their home and day services.
- We make significant effort to match support staff to the individuals they are supporting and change things quickly when it does not appear to be beneficial.
- Many families receiving respite services have access to multiple caregivers.
- We provide personal network building support to any of the people we support who request it and also offer free access to our TYZE microsite.

Accommodation and individualization of services is a key feature of our commitment to the people we serve. This has also been witnessed in the programs that have experienced growth this past year; employment services (P.I.E.), community inclusion, supported living, home sharing and children's respite in particular.

With an expanded team at P.I.E. we are making significant gains in the number of people who have been supported to find and maintain work. I am proud of the work of this team and the progress and professionalism of their work. At this time there are no individuals on the waitlist for employment supports and the team is presently supporting in excess of 100 individuals.

Our community inclusion programs (day services) continue to welcome new individuals

as the number of folks supported in these services secure employment in the community. This is very much in keeping with what individuals have told us they want and recent policy developments from CLBC that support employment. I want to take this opportunity to ensure families that people's community inclusion services can be a healthy mix of employment and other community based activities. We recognize that many of the people we support (and their families) require fulltime day services and we will continue to ensure that this is made available to everyone who needs this. Every time someone finds community-based employment we are opening up their world to new possibilities and demonstrating to community that everyone belongs.

LACL's staffed residential services are supporting individuals who are aging and/or present with complex challenges. Our residential teams are amazing. They provide truly personalized and respectful support to everyone served.

LACL's Supported Living service has really emerged this past year. This is in large part a result of our assistance in securing affordable rental accommodation as well as the delivery of a portable rental subsidy program in collaboration with BC Housing.

The growth in Home Sharing is equally dramatic. LACL currently supports in excess of 55 individuals in this service model. We are fortunate to have an exceptional group of skilled and committed caregivers in this program area.

This past year also saw a significant increase in the funding envelope for children's respite services. Respite now serves over 70 children and their families with 122 respite caregivers. Now that's individualization.

I must acknowledged that as the leader of this organization I have been challenged at times this past year to maintain an optimistic and positive outlook on the future of community living. The impact of the economy and diminished availability of provincial funding to CLBC combined with increasing costs on all fronts makes for a significant challenge. I do my best to communicate this challenge across the organization, yet we continue to be bombarded for requests for more. CLBC wants us to reduce our current costs in many programs by lowering the staffing ratios, lowering the budgets for food and medical expenses, recruit home sharing caregivers with less available funding than we had three years ago, individuals want vacations and additional staffing supports, people want to be more active in community thus placing a strain on our vehicles and gas budgets, the increasing cost to maintain technology compatible with the reporting expectations of our funders, the increasing workload of our administrative team and the absolute necessity for additional staff. I believe that these are all legitimate requests and it is difficult to say no to many of these wishes, but we are increasingly forced to do just that - say no.

Now, more than ever, we have to maintain respectful and collaborative relationships with our regional partners at CLBC. LACL is fortunate to have colleagues at CLBC that respect and acknowledge our efforts to address increasing service and cost pressures. We are aware that at the local level our CLBC colleagues have to work within the constraints that make their work equally challenging. We appreciate their commitment to

and respect of individuals and families in our community who need support to have a good life.

As an organization, we are doing what we can to be part of the solution. Our employment team has worked exceptionally hard this year and at this time there is no waitlist for employment supports. We were successful in obtaining a grant from the Disability Supports for Employment Fund at the Vancouver Foundation and are launching Youthworks – a summer employment service for teens with developmental disabilities. We have restructured some of our staffed residential services that will result in the closure of our Brookwood residence and conversion of our Tall Timbers residence to a fully operational residential service for frail seniors. We have struck a specialized housing committee and are collaborating with a number of families to explore the development of a specialized residential facility to serve people with complex needs. We are working collaboratively with MCFD and seeing the impact of these efforts with a significant reduction in the waitlist for respite. We have added a part-time coordinator to our Family Support Services to support the increasing number of families requiring respite and family support.

Everything is not going to stay the same. I believe that there will be fewer and fewer staffed resources as the years go by. Home Sharing is going to grow. More and more people are saying that they want to live more independently in the community (supported living) and this brings a host of new opportunities and challenges. More and more people are saying that they want to work. We are doing our best to listen and respond.

What encourages me to continue to see the positive and the possible is the steadfast commitment to our organization's values and vision that I witness each and every day and the efforts that go into ensuring each person achieves their personal goals.

- Matt and his family, friends and support team raising in excess of \$8,000.00 to assure his entrance into the Ride to Conquer Cancer. Matt's and Joey's persistence at getting into shape and training for the two day bike ride from Vancouver to Seattle and back.
- Friends, family and staff coming together to help Bruce celebrate his 90<sup>th</sup> birthday.
- Larry finally achieving a personal goal to see Las Vegas.
- Chuck, Manvir, Michael and a host of other individuals securing their first jobs.
- Nick, Simon, and Mark finally being able to say that they have moved out of home and have their own condo's in community
- Our self-advocate group producing a wonderful video about self-advocacy

More than ever we need to be a community; the people we support, their family members and friends, Board, staff and volunteers and our community supports. Our collective challenge to maintain our vision of a community that welcomes and values everyone will be tested once again this year. We have to work with our partners to find more solutions, yet remain true to our values and principles. Our challenge is to ensure

everyone has the right supports to achieve their personal goals. The personal accomplishments and victories of each and every person we support and care for is our collective accomplishment.

# **SERVICE DELIVERY REPORT**

## **INTRODUCTION**

Langley Association for Community Living (LACL) provides services to children with special needs and their families and programs and services to individuals with developmental disabilities and their families in the City of Langley and the Township of Langley. The Association's services are funded by Community Living British Columbia (CLBC), Ministry of Social Development (MSD) and BC Housing and were accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in 2003, 2006 and in 2009.

During the April 1, 2010 to March 31, 2011 year LACL provided direct services and supports to a total of 195 adults and youth between the ages of 16 and 90 years.

Growth this year focused primarily in Home Sharing Services and Employment Service, while the Building Personal Networks project continued to gather momentum.

## **PROGRAMS AND SERVICES**

During the April 1, 2010 to March 31, 2011 fiscal year, LACL has provided Staffed Residential Services, Home Share Services, Supported Living Services, Community Inclusion Services, Community Outreach Services, Employment Services and Adult Respite Services to 195 adults and youth within the Langley communities.

This is an increase of 36 individuals over last year's 159 individuals; a growth of approximately 23%.

The significant growth this year was in the Association's Employment Services, a 52% increase in persons served, and Home Share Services, a 22% increase in persons served. It is anticipated that both services will continue to grow in the 2011/2012 fiscal year.

In February 2008 the Langley Community Living Housing Coalition, consisting of parents and self-advocates, met to discuss the lack of housing options for individuals with developmental disabilities in Langley. Over the course of the next two years the families, in collaboration with LACL, the aid of an Innovation Grant from CLBC and the expert assistance of Housing Development Consultant, Alice Sundberg, worked towards making living in community a reality for their family members. The families were seeking innovative affordable housing within the Langley communities.

In the spring of 2010 LACL partnered with developer Peter Warkentin of Quadra Homes and purchased three apartments in the City of Langley's Paddington Station

development. Over the following weeks three self-advocates moved into the apartments and a fourth individual moved into a rental apartment that was brokered by Peter Warkentin with a local investor. The four men continue to live in their apartments and are receiving support through either Supported Living Services or Home Sharing Services.

In January 2011, LACL met with two families who had expressed a desire to investigate alternate living arrangements for their family members. Their family members each had complex behavioral and health related challenges that necessitated the need for one to one staffing supports. LACL had met with CLBC earlier in the fiscal year to discuss the possibility of redesigning the Association's individualized residential homes that supported individuals with complex needs.

As a result a new housing committee was formed: The Complex Housing Committee. The committee is comprised of the two families, the Executive Director, the Manager of Programs and Services and the Supervisor of Individualized Day Services. The focus of the committee is to investigate the possibility of developing a four-plex building that would accommodate up to four individuals in four separate units. Some staffing e.g. overnight and Supervision costs would be shared however each home would be designed to meet the unique needs of the individuals. The Association has since engaged Alice Sundberg to once again aid and advise the committee through the development process.

The committee has begun the process of developing an action plan and in establishing a wish list for the development. Once a vision for the project is more clearly articulated LACL will approach one or two additional families to join the committee on behalf of their family members who also have complex behavioral and/or medical needs. Consultation will also occur with CLBC in order to ensure the vision aligns with CLBC's service redesign objectives.

### **Staffed Residential**

LACL currently provides staffed residential supports to 29 adults, 12 in four person group homes (Belmont, Brookwood, Hunter Park), 6 in three person group homes (Five Corners, Newlands), 2 in a two person home (Tall Timbers) and 9 in single person homes (Michaud Crescent apartments, Uplands, Woodbridge, 43<sup>rd</sup> Ave, Bridlewoods, High Knoll suites, Bell Park).

In November 2010 LACL admitted a new resident into Newlands Residence. The individual had been residing in a Home Share arrangement monitored by CLBC. The client's health was becoming increasingly unstable and in addition the caregiver was planning to retire. The goal was for Newlands to assess her needs with a view to moving her into Home Sharing with the Association in 6 months. Newlands immediately welcomed her into the home and residents and staff alike enjoyed her vitality and sense of humour. The staff and Supervisor were very conscientious in meeting her health related needs. Appointments were set up with specialists and blood and medical tests

were being completed. Unfortunately, Michelle died on March 23, 2011 just shortly before the results of her medical tests were due to be reviewed by the Neurologist. Michelle will be greatly missed by all her knew her.

During the 2010/2011 fiscal year LACL underwent a service delivery review of the Association's staffed residential services as requested by CLBC. The intent of the review was to determine whether or not individuals supported residentially by LACL could be served more cost effectively. For instance could an individual move into Home Sharing or Supported Living or could the staffing supports within a home be reduced in order to cut costs. CLBC was and continues to face a funding shortfall in order to maintain current service levels as well as an increasing demand for new services.

Throughout the spring and early summer, CLBC in consultation with LACL completed Guides to Support Allocation assessments on twenty nine (29) clients receiving staffed residential supports through the Association. Each individual was assessed on a scale of 1 (independent) to 5 (full support required) in the following ten areas; Communication, Personal Care, Relationships, Day to Day Decisions, Life Decisions, Safety within Community, Work & Learning, Community Participation, Complex Health Needs and Complex Needs & Risks. Each client could also receive a flag in six of the areas should additional supports be required e.g. Complex Health Needs.

Twenty four of the residential clients (83%) scored on average at a level 4 and above in the combined ten areas. Of those 24 individuals, 16 of them were assessed as having one or more flags. (1 flag - 9 individuals, 2 flags - 4 individuals, 3 flags - 2 individuals and 4 flags - 1 individual). Of the five (5) clients who scored below a level 4, three of them had one flag each and two had two flags each. The assessment was clearly indicating that staffed residential supports were still required at LACL. In addition it is important to note that 69% of the residential clients are over the age of 50 and that the younger clients have complex behavioural and medical challenges.

In June 2010 the Association presented a framework to CLBC outlining where changes could potentially occur and were changes to service delivery would not be in the best interests of those residing in the homes. Throughout the fall LACL and CLBC met to negotiate and finalize the plan for LACL. Two individuals were identified as potential Home Share candidates out of the 29 individuals. The following decisions were outcomes of the process; Residential Closure, Residential Staff Reductions and Supporting Individuals with Complex Needs.

### **Residential Closure**

Brookwood Residence: After consultation with family members and CLBC it was agreed that Brookwood would close in 2011. The two ladies residing in the home would transfer to Tall Timbers once the Association received licensing approval. Tall Timbers is a home for two elderly ladies who have mobility challenges hence the home is more accessible than Brookwood. In addition Tall Timbers has 24 hour nursing supports which would also be of benefit to the ladies. The remaining two residents

would transfer to Home Sharing once suitable care providers could be identified. Initially the goal was to close Brookwood by March 31, 2011 however the move has been delayed due to licensing requirements and finding suitable Home Share care providers. Currently LACL is working within a revised timeline.

### **Residential Staff Reductions**

LACL and CLBC met on several occasions in order to come to an agreement on staffing levels for each of the homes. It was agreed that staffing reductions would occur within five homes but would remain unchanged in the remaining homes.

The total reduction of staffing hours overall was 68 hours per week. It is important to note that CLBC had wanted to reduce 329 hours per week from Residential Services.

The closure of Brookwood and the additional staffing reductions resulted in staff changes including staff layoffs and bumping as highlighted in the Human Resources Annual Report. CLBC is projecting that the next fiscal budget will be the same as the current fiscal year and the previous year. It is anticipated therefore that over the coming year LACL will once again be asked to review residential staffing levels.

### **Supporting Individuals with Complex Needs**

LACL residentially supports several individuals who have complex behavioural and/or medical challenges who receive one to one staff support. LACL proposed in the Association's Service Delivery Redesign Plan to investigate the development of a specialized resource for up to four individuals. This would be a purpose built four-plex that would allow for increased sharing of support services resulting in overall efficiencies. Each person would live within their own suite in the four-plex totally separate from one another. Overnight staffing could be reduced from 4 down to 2 and savings could also occur with the reduction of supervisory support. As discussed earlier in this report, meetings have occurred with two families who have agreed to investigate, with the Association, the possibility of a four-plex.

### **Residential Employment/Volunteering**

The Association continues to support clients in Staffed Residential Services who wish to pursue volunteering and/or employment in the community. Although the number of hours of volunteering decreased from the previous year there was a significant increase in paid employment. Those who were engaged in volunteering resided in the following residences; High Knoll, Hunter Park and Woodbridge and those who were employed resided in Bell Park, High Knoll, Uplands and Woodbridge. With the exception of Hunter Park the aforementioned residences all provide one to one staff support to the residents.

Of the 29 individuals supported in staffed residential 7 of them volunteered in their community for a total of 445 hours throughout the fiscal year.

Five (5) of the individuals in Staffed Residential Services were employed in the community during the year for a total of 812 hours. This is an increase of 2 individuals and 372 hours since the previous year.

## **HOME SHARING**

Home Sharing Services has continued to grow as anticipated throughout the past year. Currently the Association supports 50 individuals in Home Sharing Services throughout Langley. Home Sharing offers the opportunity for individuals and their families to choose what their living situation looks like. It is an interesting journey to discover where, and with whom, individuals choose to live. The diversity of living situations in Home Sharing is continues to evolve. Some individuals enjoy living in a family environment, some wish to live with a roommate and others seek more independence with their own suite within the home. As LACL meets the unique needs of each individual, the Association continues to explore different facets of what Home Sharing can look like.

Home Sharing is dedicated to finding the best possible match for an individual and their living situation that is safe, secure and supportive. Some individuals come to us with specific care providers in mind, while others ask for assistance to find someone to share a home with. LACL meets with prospective care providers and completes an extensive home study process. Only those individuals who are interested in fostering a true sense of home are considered to be introduced to an individual and their family. The individual is then able to choose a care provider that has similar values and interests who they feel content to successfully share a home with. Often individuals “try out” the situation through respite first to see if it is a good match.

Home Sharing offers continuing monitoring and support to the individual, their family and care providers. On-going monitoring and support happens through; monthly reports that care providers are required to submit, home visits, frequent conversations with care providers and families, and through community contacts. Many of the individuals who receive Home Sharing Services also attend a day time service through LACL which allows the Association to see individuals throughout the week. A person centered planning process is completed with each individual and continues to evolve as individuals meet their goals and set new ones.

In reflection on the past year, LACL has had thirteen (13) new individuals move into new Home Sharing situations, three (3) individuals have moved to different home sharing / living situations and four (4) individuals have moved to different communities outside of Langley. We continue to expect to see increased growth within Home Sharing in the upcoming year. We anticipate further referrals from CLBC, as well as the transfer of another grouping of contracts who’s Care Providers, at present, contract directly with CLBC.

To ensure that LACL Home Sharing effects continuous quality improvement and

development in our Home Sharing Services, the Association has been working on the development of a new Care Provider Manual, Family Guide to Home Sharing, and the development of a LACL Policies and Procedures Manual that is specific to Home Sharing. These items are presently undergoing their final revision and will be distributed in the very near future.

## **SUPPORTED LIVING SERVICES**

Supported Living Services have seen some growth in the past year and we expect to see continued growth in the coming years as people served by our organization talk about their dream to live on their own. We believe that supported living supports can make this possible. Last year, we were providing supports to 12 people and this year, we are providing services to 15 people. As a result of the housing coalition, 4 young men are living on their own for the first time in new apartments at Paddington Station in Langley.

Supported Living is an individualized service. Some people need only a few hours per week of support while others may need 7 – 10 hours per week. Over time, we usually see a gradual reduction in the amount of support people need as they develop the skills to live independently. Staffing supports were increased this past year to accommodate the growth in service.

The transition from the family home to their own apartment is often difficult at first until a daily routine of living is developed and the person becomes familiar with the variety of community resources that are available. However, it is likely that most people will continue to need some support lifelong to assist with personal planning and unexpected circumstances such as health issues and other personal problems.

Support Living services focuses on person centered planning, skill development, self-advocacy, use of community resources, support to build personal networks and just about anything else that the person may need to live on their own safely and successfully.

## **Rental Subsidies**

Last year, BC housing agreed to a pilot project with Langley Association for Community Living to provide 15 rental subsidies to persons with developmental disabilities who were living on their own. These subsidies have been critical to improving quality of life for people. People have extra money to buy the necessities to live a better life, such as; access to community leisure resources, better food, more clothing, in some cases, the subsidy has created the opportunity to live independently. As many people know, disability benefits are almost impossible to live on.

## Supported Living Safeguards Committee

This committee was created to address safeguards for individuals who live on their own. The purpose of the committee would be to make recommendations to the Executive Director in regards to policy and procedures, best practices and review non-critical and critical incidents. We know that safeguards have to fit the particulars of what makes a person vulnerable. The committee is comprised of the Manager of Supported Living, support staff, family representatives, CLBC representative and community police.

## **COMMUNITY INCLUSION**

LACL provides several Community Inclusion Services (Bridge Centre, Connections, Individualized Day Services, Explorations and Quest) to 71 individuals with developmental disabilities in Langley; many of whom attend more than one LACL program. The main focus of Community Inclusion Services is employment and volunteering in the community however other opportunities such as leisure and recreational activities, lifeskills training, personal development, literacy and health and fitness are also provided to each individual based on their interests and choices.

The following Client Movement chart summarizes the number of admissions and terminations of service in Community Inclusion Services for the year April 1, 2010 to March 31, 2011;

### Client Movement

Day Program	Number of Clients Served on April 1, 2010	Number of Admissions	Number of Terminations	Number of Clients Served on March 31, 2011
Bridge Centre	23	1	2	22
Connections	16	2	3	15
Individualized Day Services	16	1	1	16
Explorations	11	2	1	12
Quest	12	2	2	12

An individual receiving services through Bridge Centre began working full time for a local business this last year which resulted in his termination from the Centre as he no longer required the service. With the closure of Community Outreach Support Services (COSS) a client transferred to Bridge in order to attend the BridgeArt program. Sadly in March 2011 a long time participant of both Bridge and Connections passed away. She had been receiving day program supports from LACL since 1977. Michelle who was residing at LACL's Newlands Residence will be greatly missed by all.

Again with the closure of COSS two individuals transferred to the Connections program. Both men receive one to one community support for approximately 4 hours a week each. Another long term recipient of LACL day services moved to extended care in New Westminster in November 2010. Sadly Philippe died in February 2011.

Both Explorations and Quest had two new admissions each in January 2011. The admissions were due largely in part to client movement; one client from Quest moved to the Island and a second client who attended both Quest and Explorations moved to the United States. Another reason can be attributed to the clients who attend the programs increasing their paid employment hours in the community which resulted in a decrease in their need to attend their day programs.

At Individualized Day Services one client moved away from Langley with his caregivers hence the termination. A new client moved to Langley to reside with his brother and family.

The following chart summarizes the number of clients by program who are employed and volunteering and the number of employment and volunteer hours for the period April 1, 2010 to March 31, 2011.

<b>Day Program</b>	<b>Number of Clients Employed</b>	<b>Number of Clients Volunteering</b>	<b>Number of Employment Hours</b>	<b>Number of Volunteer Hours</b>
Bridge Centre	8	13	-	2520
Connections	2	15	100	565
Individualized Day Services	11	15	910	817
Explorations	5	9	870	731
Quest	3	10	1094	917
<b>Total</b>	<b>29</b>	<b>62</b>	<b>2974</b>	<b>5550</b>

\*Bridge employment hours are imbedded in Partners in Employment and Customized Employment stats.

Community Inclusion Services continued to focus on employment and volunteering throughout the year. Currently 29 individuals (21% increase) are employed as compared to 24 in the 2009/2010 fiscal year. Bridge Centre had only one individual employed last year whereas 8 are now employed. The increase was the result of a collaborative effort between the staff of Bridge Centre and the staff of Partners in Employment (PIE). Interestingly as one individual gained employment others who also attended Bridge Centre came forward asking if they too could work. Over the course of the year the clients in Community Inclusion Services, (excluding Bridge Centre), were employed for approximately 800 hours more than last year.

Currently 62 individuals (15% increase) are volunteering as compared to 54 last year.

Although volunteering is not required as a step towards employment it does provide opportunities for individuals to learn pre-employment skills. For example; appropriate dress; being on time, interacting with public etc. LACL clients provided 1613 hours more of volunteering than last year, a 41% increase.

## **EMPLOYMENT SERVICES**

LACL Employment Services are comprised of three distinct services; Partners in Employment, Customized Employment and the newly formed Youth Works. As of March 31, 2011, the three services provided employment support to a total of 94 individuals. This is an increase of 33 individuals; a 54% increase over last year.

### **Partners in Employment (PIE)**

Partners in Employment have had another successful year delivering employment supports to adults in Langley who have developmental disabilities. With the hiring of an additional full time employee, PIE was able to provide support to all of the individuals requesting employment support on the waitlist. On March 31, 2010, 27 individuals were on the PIE waitlist for service. As of March 31, 2011 there are no individuals on the PIE waitlist.

Partners in Employment assisted 65 individuals throughout the year which included 24 intakes. Of the 24 intakes, 19 individuals were accepted into the service, 4 individuals were referred to the Customized Employment initiative and 1 individual was not ready for the service. Last year PIE completed 10 intakes and accepted 7 into service.

During the year 9 files were closed. 4 individuals moved out of the service area. 3 individuals are working fulltime and require no further support from PIE and 2 individuals were not ready for paid employment at this time. As a result PIE is currently assisting 56 individuals to either seek or maintain their employment.

From April 1, 2010 to March 31, 2011, PIE assisted 43 individuals to achieve their employment goals. Of the 43 individuals, 15 are working full time (20 hours or more per week), 28 are working part time and 5 individuals are volunteering. Those individuals who are volunteering have been with PIE for many years. New referrals, however, who are seeking volunteer support, have been referred to other services as the focus of PIE is paid employment only. 8 individuals are currently job searching. There are 37 employers in the local area who have employed a person with a developmental disability and 5 businesses who have provided a work experience.

### **Customized Employment (CE)**

Customized Employment utilizes a holistic approach designed to help individuals with a developmental disability find and keep employment uniquely tailored to their individual needs. The service consists of an Intake, a discovery process, the development of a

vocational profile, planning meetings, job searching, job coaching, monitoring and follow up.

From April 1, 2010 to March 31, 2011, CE assisted 32 individuals; double that of the previous fiscal year. Of the 32 individuals, 1 individual is working full time (20 hours or more per week), 14 are working part time, 2 are working in a co-op, and 1 individual is self-employed. Of the 14 individuals working part time 3 individuals have two part time jobs and 10 individuals are in various stages of the service.

During the year CE completed 16 new intakes and all 16 were accepted into the service. Of the 32 individuals, four files have been closed: 1 individual moved out of the area and 3 individuals chose not to look for paid employment at this time. As of March 31, 2011 28 individuals are being assisted by CE.

There are 14 employers in the local community who have hired an employee with a developmental disability through the assistance of CE. Last year the number was 9. In addition 7 businesses provided a work trial for individuals of which 4 of those employers hired the individual after completing the work trial.

## **ADULT RESPITE**

This program is an umbrella for unique and individualized respite and support situations, which are varied, and designed to meet each person's need. This is a positive trend in respite services, as this respects the person centered plans that parents and individuals design for respite services for those adults over nineteen.

This program is also intended to be overnight respite in the care of a caregiver for those few parents whose adult children are still living with them. The adult receiving respite is encouraged to participate in selecting a suitable caregiver.

This original contract is a small program that can only support nineteen (19) days a month in a variety of overnight schedules. At this time 8 persons receive monthly respite with this funding. Additional respite arrangements may be classified as adult respite, but the funding and contract specifications are not part of this nineteen day a month contract. In this way, there are a number of individuals and families who receive support and respite services under the umbrella of adult respite services. Approximately 8 persons receive funding in this manner.

A total of 16 persons receive respite funded through LACL. In addition, CLBC is now able to offer families a package of funding that is directed by families, and this is meeting the needs of those who were on a waitlist for respite services.

Identifying a suitable caregiver that matches with the preference of each individual and their family is still the basis on which a respite arrangement is planned. Those families who have CLBC Direct Funding may also be using a caregiver that has been screened

through our adult respite program, and thus each caregiver will be providing an excellent service that is reflecting the trend of meeting each person's individual need.

Several of our staff provides respite to those individuals who are known to them, and parents find this to be an excellent respite arrangement.

Family Support Services are always available to families when needed. This may include planning to ensure that a respite visit provides the means of enhancing social and recreational opportunities, or to offer assistance in any way that is requested.

## **BUILDING PERSONAL NETWORKS**

The LACL Building Personal Networks project, which began in 2009, experienced incredible growth throughout the last fiscal year. As awareness grew of the Association's role in promoting opportunities for the people served to become more involved in community, to become more valued as contributing citizens, to be safer in life with known places in community to connect, and to making vibrant connections with people that want to be in their lives, more individuals and staff expressed an interest in becoming involved in the project. The number of client networks being intentionally developed has increased by more than one third and the number of staff involved has doubled. Thirteen (13) individuals are currently being supported to develop their support networks and sixteen (16) staff are involved as network facilitators. Ten (10) Supervisors are also participating, up from four (4) last year.

The focus of training over the year has been to provide each of our identified network facilitators and the program supervisors with training specific to the needs of the facilitator, the staff team as a whole, and the uniqueness of each client's network needs. Network Building orientation and informal training has recently included all the support staff with the intent of furthering the importance of network building and working as a team to enhance the process. This approach of involving as many of the program staff as is possible has proven to be very successful. Since January, including the Building Personal Network Coordinator (BPN) attendance at periodic staff meetings, personal planning meetings, and follow up exploration and discovery meetings has occurred in 4 programs; High Knoll, Bridlewoods, Woodbridge, and Explorations. The intent is to develop a focused approach for each network as it develops. Connecting the network building goals with the personal support plan goals is proving that integrating network building into the everyday awareness of all program staff creates a team spirit enhancing the network development and process.

All facilitators involved in building a personal network attended the 'Building Network Connections – Telling the Stories' Workshop on June 24, 2010. LACL also provided ten (10) employees with the opportunity to participate in the "Weaving the Ties that Bind" on line training offered through The PLAN Institute. Over a 6 week period in October/November 2010 a 25-30 hour online network building/facilitation course was completed by 4 Program Supervisors, 1 Home Sharing Coordinator, 1 YGHF

Coordinator, and 4 support staff. In addition LACL developed a PowerPoint presentation on Building Personal Networks for the Foundations Training Course for potential employees. The training highlights integrating network building as a significant aspect of the work performed at LACL.

As the project grows the BPN coordinator continues to maintain telephone and/or email contact with each network facilitator and supervisor on a monthly basis. This regular contact provides opportunities to problem solve, coach, mentor, encourage, and celebrate the growth of each network. The Coordinator facilitates the orientation and set up of all client Tyze pages, including hands on training, ongoing encouragement, support, and troubleshooting regarding the Tyze personal network program. With the migration of a new version of Tyze during the fall, further orientation and support was provided to staff.

The Coordinator developed a summary document of practical approaches to network building along with a printed version of how to use the Tyze pages which is provided and used as a training tool to orientate newly involved staff, and as a resource/reference for network facilitators and supervisors. In addition the Coordinator in consultation with three Supervisors developed an initial draft of policy directing the development of Personal Networks and staff related training.

LACL is one of the very few organizations in BC taking a focused and intentional role in developing Personal Networks for people who have developmental disabilities. Throughout the last two years the Association has learned much about the process, what works and what doesn't work.

# **FAMILY SUPPORT SERVICES AND RESPITE SERVICES REPORT**

## **RESPITE CARE SERVICES FOR CHILDREN**

### **INTRODUCTION**

During this past year, I have again had the pleasure of meeting with so many parents and their children, and I am humbled at how resourceful, committed and dedicated they remain. It is the strength of these families that I admire, as they stretch their resources to enhance the health and well-being of each of their family members.

It is always my pleasure to meet with parents, as we discuss how to best design their respite service to ensure that it will provide increased wellness for the whole family.

This approach allows creativity, and its outcome is more meaningful if it enriches their children's social opportunities, especially if they make a friend. Planning must include measures to ensure this occurs in a safe and nurturing manner.

I am extremely grateful for the support and guidance parents provide to their caregivers, and for my continual learning from those parents and caregivers whose daily experiences require my respect and admiration.

I have always been grateful for the assistance of MCFD Social Workers, who are always readily available to help plan a response when families have complex needs that go beyond the typical respite service.

### **Demographic Introduction:**

This past year was significant in that, during the time period of April 1<sup>st</sup>, 2010 to March 31<sup>st</sup>, 2011, 78 families had accessed respite services for their children during the year.

Respite statistics fluctuate as families move in and out of the Langley area, and thus, factoring in this movement, 7 children left the program, and 71 children remain on the list indicating they are receiving respite on March 31, 2011.

As these 7 families left the program, new families took their place as referred by MCFD and documented in screening minutes, so that we maintained 71 children.

During this year, 122 caregivers were available to assist families.

As in previous years, we are always recruiting those individuals and families who are

interested in learning more about respite care, and are willing to invest time and energy in support of children and their families.

#### Grandparents raising their grandchildren with special needs:

In the context of true family support, many grandparents now also assume the parental role, raising their grandchildren who have special needs.

At present, 3 children with special needs are fully supported by their grandparents. In addition, we have had telephone conversations with other grandparents who are caring for their grandchildren in Langley, but after referring them to other resources, including MCFD, we do not receive their referral, as they are offered other services to comprehensively meet their needs.

#### Many families have young children, and/or are single parent families:

Many of our newest families to receive respite have very young children, and their strength is amazing! We are very understanding when parents ask that caregivers provide respite in the family home, as young children need to feel secure and content when their parents take a break.

Last summer (2010) we provided 2 families with caregivers who were willing to assist the mom so she could take all of her children to events and activities over the school break. This Mother's helper role was very appreciated, and helpful to both, as caregivers learned to work within a family environment, and the children were able to participate in more activities, and thus have a more enjoyable summer.

Some of the parents receiving respite services are single parents whose needs are so varied and unique that support persons may provide more than one service. This is an increasing trend and presents challenges in family funding to ensure that families have the amount of adequate daycare, respite and family support they need. 3 families are single parented by Dad's.

#### Respite Utilization Patterns:

MCFD has continued to offer each family the equivalent of two overnights or a weekend a month of respite, or 20 hours a month. While overnight support offers families a more complete break, and more time for new experiences for children, it is used less often each reporting year.

In this past year, 24 children stayed overnight in a caregivers home. All other children preferred hourly respite.

#### Hourly Respite Preferences:

As most families, especially those with younger children, desire to use their respite in

hourly components, these families will design their respite based on 20 hours per month, and usually for a few hours twice each week. As most families are younger, hourly respite is preferred.

As indicated, respite is funded as days per budget year, but most families ask this to be translated into hourly allotment of time that can be spread through the month. This provides a more meaningful experience for the children who need to have support to participate in recreational and social opportunities, on a weekly basis.

Most parents desire this support for their older children in order that events and community outings can be experienced with someone outside of their family members. Parents of younger children are best served when caregivers come into their home, and caregivers can attend to their needs.

There are also situations where children can only be away from home for a short while, and hourly respite then allows community integration for the child and a break for the parents.

Often, respite time is used by parents to give some extra attention to siblings, or just for themselves to catch up on important things in their lives.

Our youngest child receiving respite this year was just over one (1) year old, with several more at preschool ages.

Older children also prefer hourly respite to experience community events and participate in activities. Sometimes, caregivers accompany older children to summer camp

#### Program Dynamics and Mechanics:

Sometimes, respite caregivers may look like child care workers, recreational buddies, day care persons, medical care aids, and parent helpers. These skilled people, who offer caring, nurturing, and fun experiences for their children, assist families to meet their individual and unique needs. This flexibility is what makes our respite service very meaningful for families.

One of the most significant aspects of this program is the ability to offer a variety of arrangements in meeting family needs. This sometimes relates to families who may need an additional boost in services, who may wish to have several caregivers, each of whom provide a variation of services. Sometimes, it is just a mother's helper arrangement that works best in supporting a young family.

In addition, an emergency budget allows both MCFD as well as families already on this program to have access to these funds when needed.

Over this past year, several families on the LACL respite program were offered the choice of direct respite funding; this then allowed new families to be taken off the wait

list. Caregivers who have established a relationship with the family stayed to continue support.

Waitlists continue to be the greatest impediment to families being able to access appropriate and sufficient respite care for their children. When possible, I will refer a caregiver who can be paid by the family, especially if it can enable the parents to attend the FIT Network meetings. This opportunity is very beneficial to those families who are without services.

The families receiving respite services with LACL are on a continuum of entry and exit patterns for a variety of reasons, including those who request direct funding, but start with our program to be matched with a caregiver or other supports. For each of these, we were able to refer a caregiver that responded to each families need for support. I am always grateful when caregivers who are screened to provide respite through LACL, are willing to support families directly.

The core of this program is its ability to try to meet each family's unique and individualized need. This relates to respite being offered hourly in community, in the child's home, in the home of a caregiver, or a combination. Overnight stays may be in the child's home, the caregiver's home, and for any period of time up to three weeks. Caregivers and families who are well connected may plan for parents to have a short holiday, or for kids to be accompanied to attend camp.

#### Recruitment of Caregivers:

Recruitment of suitable caregivers is an ongoing process, and at this time, the Langley School District continues to be a very valuable and available resource for families. As a result, many of our 122 screened caregivers are coming from the school districts, and this is reflected in a base of very skilled, well trained, and experienced caregivers.

As in previous years, we are always recruiting those individuals and families who are interested in learning more about respite care, and who offer their time and energy in support of children and their families.

We are pleased that caregivers will accept a wage that is less than other places of employment, but their heart for helping children and their families continues to attract these competent and caring respite support persons for families.

#### Communication with Families and Caregivers:

As technology influences the way we do our work, and how we communicate, it has added another dimension to the respite services, and as a result, I am able to forward relevant information to all families and caregivers at the same time. As I receive enhanced information from Families in Touch (F.I.T), British Columbia Association for Community Living (BCACL), and from other agencies, I am able to inform parents and caregivers of upcoming workshops, conferences, and training opportunities.

As always though, keeping information current will be an ongoing challenge, and thus, my gratitude is continually being extended to parents and caregivers who ensure they communicate any changes of information with each other.

### Transition Planning: Times of Change:

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. Throughout the year, we have attended meetings to address some of these concerns of parents, and to try and clear the path by providing information and support to families. ...

We wish to ensure that parents feel informed and in control of this planning. Information of what services are available, as well as the role of MCFD to assist with the planning, and of CLBC in determining eligibility for adult services is the first stages of this process. 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 families will require some additional support as well as information during these times of change.

Although there is a focus on transition to adult services, families also experience some measure of stress with each of the changes that occur from kindergarten and elementary to high school years. LACL Respite Services will endeavor to provide information to families through each of these milestone changes as well as to offer my assistance to families, and their children and young adults, during this time of change and embarking on new ventures.

### Family Support and Respite Services: A more enhanced lens

Family support provides an umbrella for a variety of services to families including respite services, specialized respite planning, transition support, crisis management and planning, advocating for supports required for families, referrals to Bridge House, as well as providing resource, information and networking referrals etc. This year, BCACL has revived the Family Support Workers Network, and thus, I am now well informed of provincial initiatives, and concerns as I network with others providing family support, on a monthly basis both regionally and by email.

This past year has been a very rewarding and fast paced year, as I have been able to provide a variety of resources and information, in addition to respite services, for those families whose children have special needs.

Over this past year, over 25 phone conversations from professional community members were documented. These were calls that provided a referral or a conversation around some of the above services. This also includes calls from parents from out of the province who were doing research about services for their special needs children.

Langley now has several websites that enable new residents to research resources. However, we received more calls than last year that required us to provide MCFD contact information.

A family moved here from another community, and needed some support for their young child. He had a rare developmental syndrome, and he also had a new baby brother. Mom needed help, and we referred 2 very skilled caregivers to assist where needed.

Over the summer of 2010, the Langley School District, Special Services required our services in matching support staff to attend summer camp with several of their students. This was a very successful and fun time for both the student and the caregiver who agreed to go to camp. This summer, the parents have asked if this caregiver would again attend camp with this student, as they had such a great time last year.

Another caregiver accompanied another student to a camp in the Interior which was also very successful. This same caregiver will again attend camp with this young man so that he can have a successful and fun time.

Through the SNAC (Special Needs Advisory Committee) Committee, we ensure that parents know of the summer camp options, and we try and get the information out early in the year, and assist parents who need help with the application.

Within Langley Association for Community Living, all staff are sensitive to the ongoing support that families may require, and they provide this service well, within the context of their relationships with these families. This family support is deep rooted in our daily work. Should situations arise whereby additional assistance is required, we will always be available.

The most significant feature of family support services is that all parents as well as community members and other professionals know that they can call, and ask for guidance and it will be available, or a referral will be offered, with a follow up call to ensure the query received an adequate response.

It has been my most rewarding year in offering my services when requested, to assist, and enhance each family's unique need for support. I thank you for the privilege!

# HUMAN RESOURCES AND LABOUR RELATIONS REPORT

## INTRODUCTION

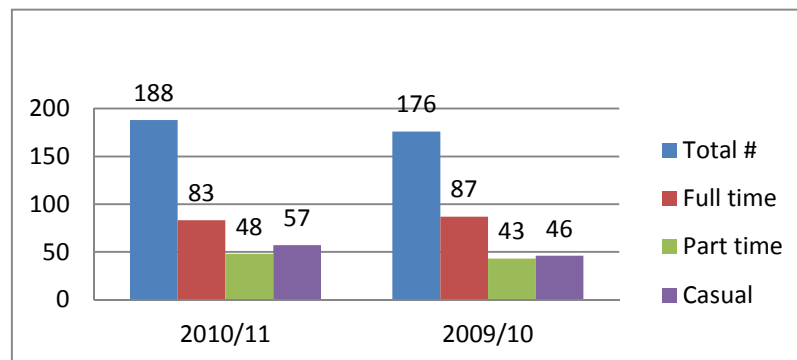
Langley Association for Community Living is committed to recruiting, selecting, developing, rewarding and retaining the highest quality employees to provide quality performance within our Organization. Our goal is to develop new strategies that ensure employees are engaged in fulfilling the mission of LACL as well as providing employees with opportunities to maintain and develop their skills and ensuring workplace safety.

While the past few years have seen rapid growth within our Organization, that trend appeared to have slowed down in 2010/11. While there was a slight increase in programs and services, most of the employee expansion was in an attempt to ‘catch up’ from the previous year’s depletion due to new programs. As we drew our collective breaths, we also recognized that sustainability within our Organization will depend upon our continued efforts to innovatively seek alternative ways to provide quality services while operating within budgetary constraints.

Currently, LACL employs:

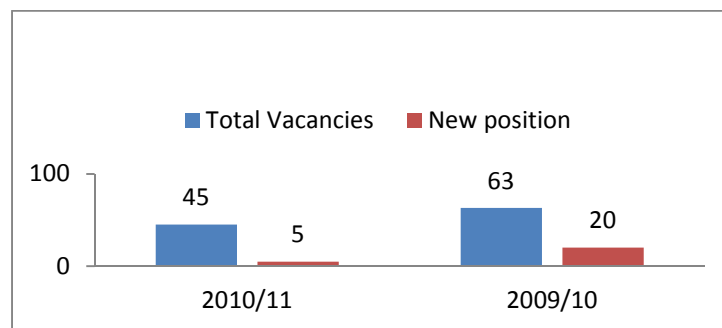
- 83 Full time staff
- 48 Part-time staff
- 57 Casual staff

LACL employs a total of **188** employees within the bargaining unit, excluding management and administrative employees. This is an increase of **12** employees from last year.



Employee Growth 1

Over the past year there was increase of 12 employees from last year which is a 6.8% growth rate for our Organization. Most of this growth was seen in the rebuilding of our depleted casual pool from the previous year's opening of two new programs. We did see however some growth within our existing programs. The number of job postings was 45 this past year compared to 63 postings the year before. Of these, five were new positions compared with 20 new positions in 2009/10. Most of the movement was characterized by internal transfers within those programs that support individuals with complex behavioural needs.



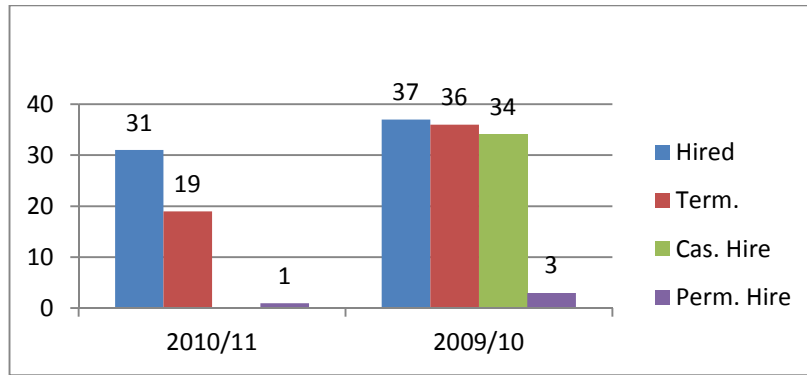
LACL Vacancies 1

## Employee Turnover

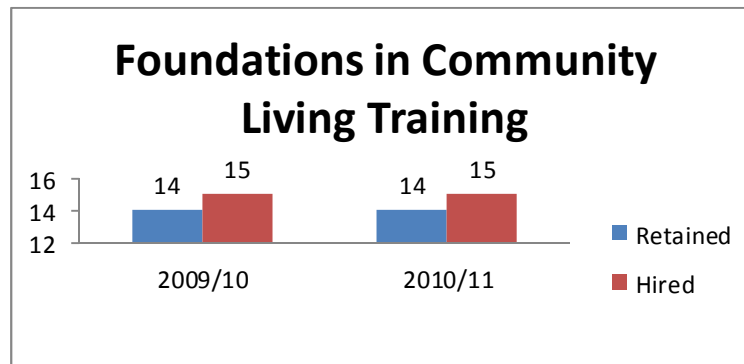
Over the past fiscal year, there were 31 new employees hired; 30 were casual positions and 1 was a permanent position. During the same time period, 19 employees left the organization; 12 were casual employees, and 7 were permanent employees. In terms of overall organization turnover, we saw a 10% turnover this past year, compared to a 20.4% turnover from the previous year. In regards to casual employees, over this past year there was a 29% turnover. Interestingly, this 29% turnover rate for our casual employees is still lower than the average for the Community Living sector which is 33.8%.

Within our Organization, we continue to see a greater number of female employees (75%) which is just slightly lower than the sectoral average of 76%. As for our casual pool, 46% are males (sector average is 27.2%) and 53% are females (sector average is 72.8%).

Looking at the age demographic within LACL, the median age of all our employees is 45 years of age. This is midpoint where 50% of employees are younger than 45 and 50% are older than 45. The age group where we have the least number of employees is between 20-30 years old. The second highest age group of employees is between 31-40 years old.



**Employee Turnover 1**

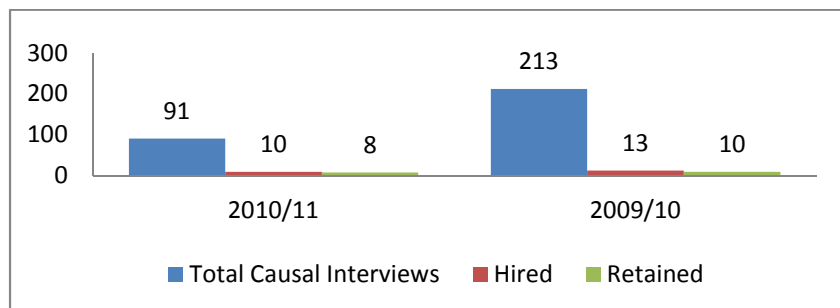


### **Foundations in Community Living Training**

Foundations in Community Living training began in the spring of 2007 as a response to a very competitive labour market and was geared towards those potential applicants who were interested in working with people, but who had little or no experience in the field of community living. The training was a collaborative effort between managers and supervisors to provide a comprehensive program which would give students a basic introduction to the field of community living. Since then, the content of the modules has continued to grow and evolve in response to changing needs and feedback from the students. Today, Foundations in Community Living is an in depth and intensive week of training which examines both the role of a community support worker and the community living movement in general.

This year we hosted the training twice and were successful in hiring 16 new employees. Of the 16 new hires, 14 are still employed with LACL which is a 93% retention rate. As well, out of these 16 new employees, two employees are in part time temporary positions, and two other employees are in part time permanent positions.

The chart below illustrates the results for casual interviews over the past year:

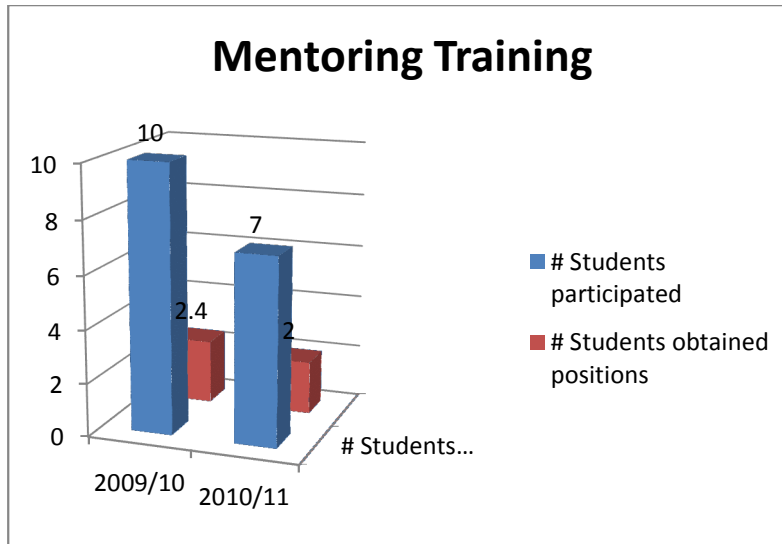


**Casual Interviews 1**

Out of 91 interviews, only 10 (11%) were successfully hired into the Association. From these successful hires, 8 employees (80%) are currently still employed by LACL.

As in the previous years, the Foundations training still continues to be our most successful recruitment strategy. It is important to note that this year, we only hosted two sessions of training, while in the past we have hosted it 3-4 times per fiscal year. This is due in part to the layoffs which occurred within the Association. Despite this, we were able to still bolster our casual pool which was a main focus this year. Our need for casual employees will continue as this is the area we see the greatest fluctuation.

An offshoot to Foundations has been the mentoring training. This training focuses on recruiting employees who can support individuals with complex behavioural needs. New casual employees, with little or no experience in providing support to persons with complex behavioural needs, are given the opportunity to work in a program (s) alongside a permanent employee and/or supervisor with experience. The mentor is responsible for providing guidance, feedback and to act as a role-model to assist the new employee in learning how to effectively support the person served.



Over the course of this past year, seven employees, who had initially participated in our Foundations training, went on to participate in the mentoring training, and to date, two have been successful in obtaining a position within the Association.

### **Labour Relations**

As of April 1, 2010, the collective agreement term between Community Living Services and Community Social Services Employers' Association expired and a new agreement still has not been renegotiated. It is anticipated that a new agreement will be settled some time in this new fiscal year. Until that time, the starting wages for both a program assistant and supervisory remain at \$15.54/hour and \$20.39/hour respectively.

### **Labour Management Committee**

The labour management committee provides the opportunity to develop and maintain harmonious relationships between unionized employees and management. By seeking and exchanging information together, the goal is to improve overall communication on issues relevant to the workplace.

The committee has also participated in the planning of our annual Employee Celebration evening each year. Last year in November, we hosted a Murder Mystery Dinner at the Cascades Convention Centre in Langley. The evening turned out to be a fun night for everyone with a good turnout of employees.

As was indicated in the introduction, LACL was affected by the service redesign impelled by our funders. Consequently, layoffs ensued at the beginning of the year. Fortunately, the effect of the layoffs was mitigated by the number of vacant positions that were reserved prior to the onset of the layoffs.

The process of the layoffs began with 13 initial layoffs, followed by 8 subsequent layoffs for a total of 21 employees affected by the layoff procedure. Slightly less than half (10) were 'bumped' out of their positions resulting in employees choosing other options open to them according to the Collective Agreement. It is important to note that not one employee, as a result of the layoffs, went on to the casual/recall list, nor lost benefits. This year, LACL was able to successfully resolve the majority of employee issues with the exception of one grievance.

This grievance is currently still pending, and involved an employee receiving discipline for leaving the workplace without permission.

### **Joint Health & Safety Committee**

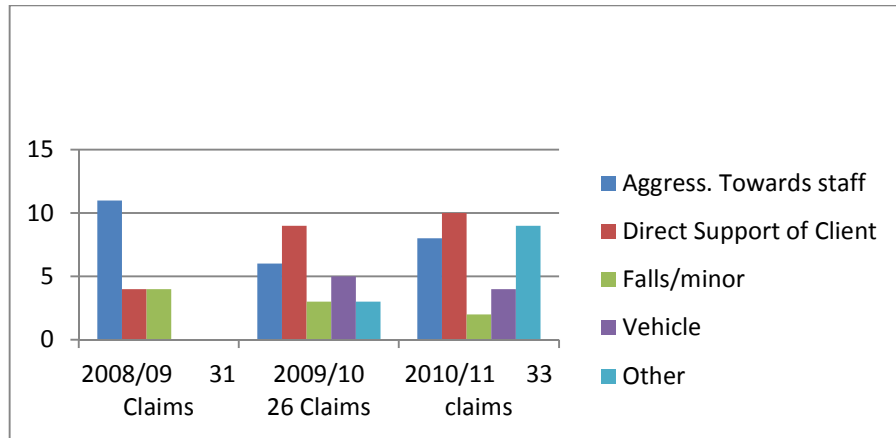
The Joint Health & Safety Committee endeavors to promote the health and safety of all LACL employees. Its goal is to foster a safe work environment through the promotion of safe work practices. Through constructive committee meetings, application of safety inspections and reviewing all employee related accident/injuries, the aim is a collaborative approach to address employee's health and safety concerns within the workplace.

The annual site inspection, conducted in October 2010, examined each worksite within the Organization in numerous safety-related areas. There were only a few minor health and safety issues which were readily addressed.

This year, the committee participated in a province-wide earthquake drill. At the designated time, all those employees working at the various worksites conducted an earthquake drill to heighten everyone's attention to becoming prepared for this type of emergency situation.

### **Employee Injury Claims:**

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



### Employee Injury Claims 1

Once again this year we saw the majority of the claims occurring in the area of directly supporting individuals. What is of difference this year from last year is that the number of those claims which occurred in the 'other' area also increased. Upon closer examination of these claims, they varied widely between supporting a participant in employment, moving things in an office to miss stepping on the pavement in a parking lot. Finally, of the 33 claims which occurred this past year, 14 of the claims, (42%), resulted in time lost from work. While this is an increase of three claims from the previous year, it is the same percentage of claims which resulted in time lost from work (11 claims out of 33 claims last year equals 42%) in 2009/10.

Of note also is that the number of claims which involved aggression towards staff has decreased since 2008/09. This may be a result of consistent teams of staff providing support to the individuals which helps to increase the overall stability of the programs. The JOHS 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.

### **Competency Training**

Competency training is that training which is required by employees to enable them to perform their jobs effectively. It provides the skills, knowledge and values needed by employees to carry out their jobs well, meet the Organizations' needs and to be recognized as fully competent.

LACL's employees are required to maintain a range of competencies essential to safe practice. Some of these skills include such things as conducting emergency drills, first aid, medication administration, Mandt training, and back care and lifting. Providing opportunities for employees to learn and apply these skills/competencies on a regular basis is vital to ensure that employees are current in their understanding and application of skills to provide a safe work environment not only to themselves, but also to the individuals being supported.

Over the course of the last year, a medication administration competency based training tool was developed by an outside consultant. In the upcoming year, LACL will begin implementing this training to all employees. The training will have a three part component: Text-based information, a training video and a competency test. What will be unique to this training is that it will allow each individual employee to read and study the information on their own, watch the video, and then complete an online test. As well, all of the training information will be available both at the program sites and on the training website. It is hoped that this new avenue for competency training will allow for greater opportunities to provide training which is convenient to the employees, incorporates different learning styles, facilitates open-book learning, is cost-effective and finally, will increase all employees' awareness, understanding and skill level to be able to effectively and safely support the individuals we provide services to.

**Employee Recognition**

Part of our success as an Organization is our valued employee's, who are recognized for their contributions to the workplace and their years of service. LACL celebrates our employee's 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 51 employees celebrating over 10 years of employment with LACL.

1 employee	30 years	1 employee	19 years	1 employee	14 years
4 employees	23 years	5 employees	18 years	4 employees	13 years
5 employees	22 years	1 employee	17 years	7 employees	12 years
3 employees	21 years	4 employees	16 years	3 employees	11 years
4 employees	20 years	4 employees	15 years	4 employees	10 years

**Annual Casual Appraisals**

Employee Performance Appraisals have historically been conducted annually for our permanent employees as a tool in the recognition of employee achievement and for training. This past year we began conducting appraisals for our casual employees as well. While not all of the casual employees received one, well over a third received an appraisal. The goal is for all LACL employees to receive an appraisal each year.

**Succession Management**

The aim of succession management is to ensure long-term successes of service excellence by developing strong leadership capacity. It is designed to support the leadership and development of all employees within the Organization. Over this past year, there was once such change which occurred; the supervisor of one of our residential services was promoted to coordinator in the Home Sharing program.

## TREASURERS REPORT

As we conclude fiscal 2010-2011, I am pleased to report that the Langley Association for Community Living remains a financially healthy organization. This fiscal year we have posted a modest deficit of \$3934, which marks a significant improvement from the deficit recorded last year. The organization 's revenues were up approximately \$1.1 million from last year, with a majority of this increase a result of program growth in our Home Sharing Services and the introduction of the municipal pension plan.

Community Living British Columbia (CLBC) continues to fund a majority of the organization's programs and services with the exception of our Children's Respite Program, which is funded by the Ministry of Children and Family Development (MCFD). This past year we saw an increase in funding for children's respite services allowing the organization to make a further dent in the waitlist. We are grateful to MCFD for this assistance. Additional financial support is provided to the organization by the BC Housing Management Commission, the Ministry of Social Development, the Gaming Policy and Enforcement Branch and the United Way of the Lower Mainland. The City and Township of Langley are also generous supporters of the organization through the granting of permissive exemptions to taxation as well as grants for a variety of community events hosted by the organization.

While we are pleased with the results this past year, it must be noted that our expenses continue to increase and we anticipate increasing financial challenges in the coming fiscal years. A number of LACL's staffed residential services and community inclusion programs are experiencing significant cost pressures with expenses exceeding revenues. Historically, we have been able to manage these costs through slippage in other program areas. As CLBC, our primary funder, moves to program and service level reporting, our ability to manage cost pressures will be diminished. This may result in more drastic measures to address cost pressures in coming years. We can fully expect further service redesign initiatives in the future to manage costs.

Our financial results for the year ending March 31<sup>st</sup>, 2011 have been audited by BDO Dunwoody and are available for your review. In the auditor's opinion we remain a well-managed organization.

In closing, I want to take this opportunity to express my thanks to our Manager of Finance, Danella Dodding as well as Glenda Sloven, Teresa Griffiths and Dan Collins for their continued support and stewardship throughout the year.

# 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:

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

BOWCOTT Family

BURKE, Illa

CHRISTIANSON, Lucy

CHRISTIANSON, Stephen and Desiree

CHRISTIANSON, Stuart and Wendy

EMANUELS, Lori

ENVISIONS

EYBEN, Neil

HODGSON, Denise and Gerry

KIWANIS CLUB OF LANGLEY 100

LABORDE, Christine

LARSEN, Arne

PAISLEY, Diane

PEPSI

PREST, Robert

RALPH'S PRODUCE LTD

RANTALA, Billie

SCHOOL DISTRICT 35

SHARON UNITED CHURCH

STEWART, Bonnie

TIM HORTON'S

VALLEY TRAFFIC SYSTEMS

VOLUNTEERS FOR COMMUNITY

LIVING DAYS 2010

VOLUNTEERS FOR THE 2010 LACL

CHRISTMAS DANCE

VOLUNTEERS FOR THE 2010 LACL

HOE DOWN

## Remembering .....



***Philippe Andre Marie Lohe was born on June 16, 1955 in New Westminster, B.C. and passed away peacefully on Sunday, February 6, 2011 at the Royal Columbian Hospital with his father by his side.***

Philippe lived with his parents and his sisters until he was 9 years of age when he then moved into Woodlands. In his late teens he moved into the Pleasant Hills Residence in Langley BC. Philippe remained in his new home for the next 36 years which he shared with 11 other gentlemen who became his closest friends.

Philippe started with the Langley Association for Community Living in 1981 and was an active participant in the weaving area first at Bridge Centre and later at Connections. Philippe also had a passion for his sports, in the winter it was all about the Canucks, in the spring it was all about the Blue Jays, in the summer it was leftover Grizzly games and of course in the fall it was all about the BC Lions.

In the latter part of his life, Philippe struggled with the debilitating effects of dementia and eventually moved into an adult care facility in New Westminster. Philippe will always be remembered for his great sense of humour, his engaging giggle and smile and his extremely independent nature.

## Remembering .....



***Michelle Marie Schneider was born on May 4, 1957 in Tilbury, Ontario and died at home in Langley on March 23, 2011.***

Michelle lived with her parents Eric and Annette, brothers David and Jim and sister Kathleen until 1976 when the family moved to B.C. In 1977 Michelle moved into the home of Francis and John Fischer and their young family. Michelle was soon joined by Rose, Sylvia and Eunice who became her sisters and her closest friends.

Michelle came to the Langley Association for Community Living in 1977. She began attending Bridge Centre where she enjoyed working in the Greenhouse. A number of years later the Association developed the BridgeArt program which Michelle enjoyed immensely. Michelle had her own unique painting style and many of her paintings have been sold over the years throughout the Langley Community. In 2008 Michelle began splitting her time between Bridge Centre and Connections and in November 2011 she moved into Newlands Residence.

Michelle will always be remembered for her great sense of humour, her adventurous spirit and her amazing self-determination. She had a mischievous grin and a passionate love for life.

## **EMPLOYERS WHO HAVE PROVIDED TRAINING PLACEMENTS & EMPLOYMENT OPPORTUNITIES**

A&W (200th)	Fresh Gourmet Take Away
A&W (Walnut Grove)	Greater Vancouver Zoo
Adopt-a-Street	Home Depot
Aldergrove Chevron	Home Hardware (Aldergrove)
Aldergrove Credit Union (Aldergrove)	IGA Market Place (Murrayville)
Aldergrove Credit Union (Murrayville)	Into Chocolate
Aldergrove Credit Union (Otter)	J&J Sales
Barnes Harley Davidson	Jackman Manor
Beach Basket	LACL
Beans N Buttons Child Care	Ladybug Organics
Bental Management	Langley Animal Protection Society
Bentall Property Management	Langley Association for Community Living
Boston Pizza (Langley)	Langley Child Development Centre
Bridge House	Langley City – Adopt A Park Program
Britco Export Packers Ltd	Langley Community Skills Center
Burger King	Langley Downtown Merchants Association
Can west Component Services	Langley Flight Museum
Canada Safeway	Langley Lodge
Canadian Superstore	Langley Lodge
Canadian Tire	Langley Senior Recreation and Resource Centre
CARES	Langley Senior Village
Ciao Bambini	Langley Times
CISM Industries	LAPS – Langley Animal Protection Society
Coffee News	Little Caesars Pizza (Walnut Grove)
College Pro Painters	Maple Discovery Gardens Co-op
Costco	McDonalds (216th)
Creative Book Worm	McDonalds (Aldergrove)
Denny's Restaurant	McDonalds (Brookwood)
Dog Sport Gear	McDonalds (Walnut Grove)
Dollar Giant	Mountainview Alliance Church
Edible Arrangements	Newlands Golf Course
Envision Credit Union	
Extra Foods (Aldergrove)	
Fields (Langley)	
Fort Langley Business Improvement Association	

Old Navy  
Pacific Academy  
Payless shoes (64th Ave)  
Payless Shoes (Willowbrook Mall)  
Portage Park  
Power Play Reality  
Pregnancy Options  
Radian  
Ricky's Restaurant  
Salvation Army Thrift Store (Aldergrove)  
Salvation Army Thrift Store (Langley)  
Save On Foods (Willoughby)  
Schmidt, Trentadue and Associates  
Second Story Treasures  
Smith Vroom Investment  
Sodexo Services @ Trinity Western  
University

Sportplex  
Starbucks (200<sup>th</sup> & 72<sup>nd</sup>)  
Sugar Plums Dessert  
Super 8  
Super Save Gas  
Super Save Group  
Tim Horton's (Logan Ave)  
Toys R Us  
True North Furniture  
Urban Planet  
Vancouver Zoological Society  
Vector Drive  
VPL  
Willoughby Church  
Zellers Restaurant

## **ADMINISTRATION**

**Executive Director**  
**Manager of Finance**  
**Manager of Programs and Services**  
**Manager of Home Sharing**  
**Manager of Human Resources and Labour Relations**  
**Manager of Quality Assurance and Supported Living**  
**Manager of Employment Development**  
**Coordinator of Family Support Services**  
**Coordinator of Family Support Services**  
**Coordinator of Home Sharing**  
**Coordinator of Home Sharing**  
**Project Coordinator Building Personal Networks**  
**Compensation and Benefits Coordinator**  
**Administrative Assistant**  
**Office Assistant**  
**Accounts Payable Clerk**

Dan Collins  
Danella Dodding  
Teresa Griffiths  
Diane Macrosson  
Corinne Barton  
Kim Bucholtz  
Annette Borrows  
Betty Anne Batt  
Joy Wilson  
Bev Cumming  
Cindy Bell  
Penny Hambrook  
Sandra Brenner  
Gillian Sutcliffe  
Lesley Lawson  
Glenda Solven

## **PROGRAM SUPERVISORS**

**Brookwood Residence**  
**Hunter Park Residence**  
**5 Corners Residence**  
**Belmont Residence**  
**Newlands Residence**  
**Michaud Crescent**  
**Tall Timbers Residence**  
**High Knoll Residence**  
**Uplands Residence**  
**43<sup>rd</sup> Avenue**  
**Woodbridge**  
**Bell Park Residence**  
**Individualized Services**  
**Partners in Employment**  
**Bridge Centre Clubhouse**  
**Connections**  
**Explorations**  
**Quest**

Rosalind Phythian  
Elisabeth Fraser  
Barbara Winthrop (Acting)  
Tina Harnett  
Patricia Hryhorczuk  
Tina Harnett (Acting)  
Vonna Nugter  
Aaron Hill  
Chris Baker  
Comfort Coker  
Aga Karst  
Patricia Hryhorczuk  
Vicky Bell  
Tami Logan  
Tracey Sabberton  
Sue Erichsen  
Patrice Sapinsky (Acting)  
James Long

## **YOU'VE GOTTA HAVE FRIENDS (YGHF)**

Janice McTaggart  
Pat Weibelzahl