

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING (KDSCL)

59th ANNUAL REPORT

2011 - 2012

**“CELEBRATING 59 YEARS OF
COMMUNITY SERVICE”**

THANK YOU!

Growing Together



A Member of the
Central Okanagan
United Way

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

MISSION STATEMENT

"To assist people with disabilities to reach their individual goals and to participate and contribute as equal members of the community".

VISION STATEMENT

The vision of KDSCL is of welcome... building communities that support and value the diverse-abilities of all people".

MANDATE

To promote, organize and support the education, training, development and welfare of all people with disabilities in a manner consistent with the Mission Statement, and bearing in mind always, the strengths and needs of the individual.

VALUES STATEMENT

WE BELIEVE EACH PERSON:

- Has the same rights and freedoms given to all people in our society and therefore is unique and valued.
- Is to be treated equally with dignity and respect.
- Has the right to be informed on all matters that affect his or her life and make their own choices and decisions.
- Has the right to speak for them self (self-advocate) or to choose someone to speak for them.
- Has the right to live, socialize, work and participate in all aspects of community life in the least restrictive environment and should be taught the necessary skills to do so.
- Has the right to individualized service within the scope of what the society can provide.
- Has the right to access employment in our community.
- Has the right to expect that the society is accountable, advocates when requested or required and positively represents all people.
- Has the right to opportunities that provide life long learning and an enriched life.
- Has the right to a supportive network of personal relationships with family, friends and advocates.
- Is entitled to good health, medical and dental care on a voluntary basis and is to be informed and give consent.
- Is entitled to aides or adaptations (something changed or added) that may be needed for greater independence.
- Is responsible for his/her own actions and therefore is responsible for the consequences.

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**KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
MINUTES OF THE 58th ANNUAL GENERAL MEETING**

**September 12, 2011, 7:00 pm
555 Fuller Avenue, Kelowna, BC**

In attendance: Jim Greenlay, Angie Greenlay, Arnold Soloway, Cyndy Omand, Leslie Munro, Ruth Dodd, Charisse Daley, Gail Meier, Darryl Harand, Lorne Zolinski, Shelley Decoste, Richard Pringle, Bob Hadgraft, Jean Hadgraft, Nick Pisio, Virginia Pisio, Mary Brown, Beryl Hopkins, Chuck Hopkins and Chris Henderson.

1. The meeting was called to order by President, Gail Meier at 7:05 pm.
2. Gail Meier stated that Robert's Rules Order will be followed.
3. **Moved by Chuck Hopkins seconded by Richard Pringle that the agenda be accepted as presented. Carried.**
4. **Moved by Jim Greenlay seconded by Richard Pringle that the minutes of the September 13, 2010 AGM be approved as circulated. Arnold Soloway stated there was a typo on page 2-the meeting was concluded at 7:25 pm not 7:25 am. Carried.**
5. Auditor's Report: Chris Henderson from Rossworn Henderson reviewed the 2010/2011 audited financial statements. He stated Page 3; the opening page is longer however basically states what previous years opening pages have stated. Page 4 is the statement of financial position which is up by \$500,000 from last year. There was an increase in two areas, capital assets which is the purchase of Old Meadows Road and fundraising cash for the building replacement fund. There is also a corresponding long term debt for the amount borrowed to purchase Old Meadows. Page 5 is the statement of financial activity; this is where the organization's money came from and where it is spent. The Cost of Good Sold increased significantly with Larry's Cycle and Sports closing and inventory being sold or disposed of. Assets no longer reflect any inventory. Chris stated he is often asked if a non-profit can have a profit and he states that yes they should and need to have a reserve in order to handle things that may arise as outlined on Page 13, "Subsequent Events". Page 6 outlines the statement of assets which is what was paid not what they are worth. Page 7 is the cash flow statement. Page 8 is changes to replacement reserve which has changed due to the Richter mortgage being paid and the operating agreement ceasing with BC Housing. Pages 9 through 12 are notes to the statements and describe in more detail what the auditors looked at. Pages 13 and 14 are items that are not on the statements. Chris stated that the Municipal Pension Plan if used by all at once is reflected as a significant liability however this very unlikely. Pages 15 and 16 outline the breakdown of operations. **Moved by Arnold Soloway seconded by Chuck Hopkins to accept the 2010/2011 audited financial statements as presented. Carried.**
6. **Moved by Arnold S. seconded by Jim Greenlay that the board of directors be given the authority to appoint the auditors for the 2011-2012 fiscal year. Carried.**

7. Gail Meier stated the President's Report is included in the AGM booklet. She thanked the board and staff for another successful year. She stated the board completed a strategic plan facilitated by John Singleton from Penticton. She stated that though the building project has caused frustration, KDSCL is still very committed to rebuilding. **Moved by Arnold Soloway seconded by Jean Hadgraft that the President's Report be accepted as presented. Carried.**

8. Gail Meier introduced Shelley Decoste who read her self advocates report. Shelley stated highlights of this year's activities included the self advocate's participation in the Rutland May Day's parade, the Westside Daze parade with Jazel Homes and the hockey camp. Shelley stated she continues to focus on changing the word disability to diverse-ability. She concluded with the following inspirational statement: "Life is not a race but a process and the end product is what matters. You may find out that you are good at something". **Moved by Mary Brown seconded by Darryl Harand that the Self Advocate's Report be accepted as presented. Carried.**

9. Richard Pringle stated the terms of two Directors have concluded and the two have allowed their names to stand for re-election for a three-year term: David Paynter and Arnold Soloway. David Paynter has been continuously elected to the board for five years or three consecutive terms therefore the membership's consent is required in order for him to seek reelection. Richard called upon the membership three times, requesting nominations from the floor, first call, second call, and third call, with no forthcoming **Richard Pringle moved and Jim Greenlay seconded that David Paynter and Arnold Soloway be elected to the KDSCL board of director. Carried.** Gail Meier stated Rick Pushor resigned and we are actively trying to recruit a replacement.

10. The meeting was adjourned at 7:25 pm.

A presentation by Leslie Munro on "Employment Services for Youth" followed.

President's
Report

PRESIDENT'S REPORT

2011 – 2012

I am very pleased to present the President's report for 2011-2012.

There was much preparation for the November 2011 CARF survey. The board reviewed and updated policies and procedures. Fortunately because so many of KDSCL's systems already support CARF's quality assurance practices, the board was easily able to address the related standards.

The board continued to move the building replacement project forward. This included a follow up meeting with our MLA, Ben Stewart. We also contracted with Elton Media to develop a rebranding strategy for the society. This took a few months due to the importance of the process. We were very fortunate to have Adam Less spearhead the sessions. He met with the board and leadership team to understand the history and operations of the society and then presented a rebranding strategy report which will be implemented in the fall.

The building replacement fund itself received a significant boost when Myrtle Wilson honored her husband's wishes and made a very significant donation in honor of their daughter, Holly. We are very thankful for Myrtle's donation and all the donations we received.

The board also reviewed the society's vehicle needs this year. We are very fortunate to continue to receive money from the annual Vipond Golf Tournament and were able to purchase a new used cube van. We also resolved that 3 vehicles needed to be disposed of and replaced with two. In addition to the cube van, a new used van and a new used truck were purchased. We are confident we have a reliable fleet for our service needs.

Charisse and board member Nick Pisio actively worked on trying to find a replacement property for the residents of Richter. The society wants to be prepared for any accessibility issues that may come with the individuals aging in place.

The board welcomed four new directors this year, Charlie Hodge, Syd Freeman, Jock Craddock and Nick Pisio. They brought a wealth of diverse experience and varied expertise. We now have a full complement of directors with 10 currently serving.

I would like to thank the board, staff and volunteers for all their hard work and kudos to Charisse who works tirelessly and represents us well. I would also like to again thank all those who continue to support the society and promote the work we do. We are very privileged.

Respectfully submitted by Gail A. Meier

Secretary Treasurer's
Report

SECRETARY TREASURER'S REPORT

2011 – 2012

It is with pleasure that I submit the 2012 Treasurer's Report for the Kelowna and District Society for Community Living (KDSCL) for the year ending March 31, 2012. The Audited Financial Statements of KDSCL are prepared by Murray Rossworn Inc.

The Society revenues exceeded expenditures by \$34,226 for the year compared to a surplus of \$142,610 in 2011. Cash at year end was \$1,000,775 compared to \$892,821 in 2011.

The administration department reported a surplus of \$73,065 compared to a surplus of \$23,579 in 2011. Donations received were \$34,808.

The Richter Street Residence is reporting an operating deficiency of \$23,839 for the year compared to a deficiency of \$5,226 in 2011 largely due to increased wages and benefits.

Integrated Career Opportunities and Educational Development both reported deficiencies for the year.

Day Services and Individual Funding reported surpluses for the year.

Overall, the management and staff have done an excellent job in controlling expenses while maintaining exceptional levels of service.

I would like to thank Jane Stolz and Rhonda Campbell, our Finance Manager for their dedication too accurately providing the financial records of KDSCL.

Respectfully submitted by Arnold Soloway, Secretary Treasurer

Auditor's Report

**KELOWNA AND DISTRICT SOCIETY
FOR COMMUNITY LIVING
FINANCIAL STATEMENTS**

March 31, 2012

ROSSWORN HENDERSON LLP
Chartered Accountants

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

March 31, 2012

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INDEPENDENT AUDITORS' REPORT

To the Members of
Kelowna and District Society for Community Living:

We have audited the accompanying financial statements of Kelowna and District Society for Community Living which comprise the statement of financial position as at March 31, 2012 and the statement of changes in fund balances, statement of financial activity, and statement of changes in financial position for the year then ended and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

The Society's management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles for not-for-profit enterprises, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform an audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Basis for Qualified Opinion

In common with many non-profit organizations, the Society derives revenue from various fundraising activities, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to fund raising revenues, assets and net assets. Our audit opinion on the financial statements for the year ended March 31, 2012 was modified accordingly because of the possible effects of this limitation in scope.

Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of the Kelowna and District Society for Community Living at March 31, 2012, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles for not-for-profit enterprises.

Enderby, BC
June 29, 2012



Chartered Accountants

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
STATEMENT OF FINANCIAL POSITION
As at March 31, 2012

	Operating fund	Capital asset fund	Building fund	2012	2011
ASSETS					
Current assets					
Cash	\$ 574,105	\$	\$ 390,153	\$ 964,258	\$ 868,778
Restricted cash (Note 2)	36,517			36,517	24,043
Accounts receivable	65,216			65,216	71,501
Inventory (Note 3)	3,186			3,186	3,245
Prepaid expenses	18,050		31,100	49,150	77,389
	697,074		421,253	1,118,327	1,044,956
Capital assets (Note 4)		774,129		774,129	781,641
Prepaid development costs (Note 5)			83,798	83,798	83,798
	697,074	\$ 774,129	\$ 505,051	\$ 1,976,254	\$ 1,910,395
LIABILITIES					
Current liabilities					
Accounts payable (Note 6)	\$ 411,665	\$	\$	\$ 411,665	\$ 374,715
Deferred revenue	10,302			10,302	
Current portion of long term debt		15,883		15,883	14,974
	421,967	15,883		437,850	389,689
Long term debt (Note 7)		527,380		527,380	543,908
	421,967	543,263		965,230	933,597
FUND BALANCES					
Rental assistance program surplus (Note 8)	20,699			20,699	14,352
Invested in capital assets		230,866		230,866	222,759
Externally restricted	26,215			26,215	24,043
Internally restricted (Note 9)	40,159		310,724	350,883	291,449
Unrestricted	188,034		194,327	382,361	424,195
	275,107	230,866	505,051	1,011,024	976,798
	\$ 697,074	\$ 774,129	\$ 505,051	\$ 1,976,254	\$ 1,910,395

Approved by the Directors:

Director: _____

Director: _____

The accompanying notes are an integral part of the financial statements

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
STATEMENT OF CHANGES IN FUND BALANCES

For the year ended March 31, 2012

	Operating fund	Capital asset fund	Building fund	2012	2011
Fund balances, beginning	\$ 293,626	\$ 222,759	\$ 460,413	\$ 976,798	\$ 834,188
Excess (deficiency) of revenue over expenses	31,965	(42,377)	44,638	34,226	142,610
Balances prior to transfers	325,591	180,382	505,051	1,011,024	976,798
INTERFUND TRANSFERS					
Mortgage principal repayments	(15,620)	15,620			
Capital asset disposition	1,478	(1,478)			
Capital assets acquired	(36,342)	36,342			
Fund balances, ending	\$ 275,107	\$ 230,866	\$ 505,051	\$ 1,011,024	\$ 976,798

The accompanying notes are an integral part of the financial statements

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

STATEMENT OF FINANCIAL ACTIVITY

For the year ended March 31, 2012

	Operating fund	Capital asset fund	Building fund	2012	2011
REVENUE					
Community Living BC	\$ 2,222,270	\$	\$	\$ 2,222,270	\$ 2,248,469
Sales	185,004			185,004	421,490
Client rent contributions	134,519			134,519	128,597
Client rent assistance	88,681			88,681	82,205
Other income	1,969			1,969	18,314
Gaming revenue	22,200			22,200	31,250
Grants	30,298			30,298	
United Way	15,000			15,000	15,000
Ministry of Children and Families	14,496			14,496	
Donations & fundraising	42,147		61,945	104,092	101,456
Interest	3,190		5,633	8,823	7,884
	2,759,774		67,578	2,827,352	3,054,665
EXPENSES					
Automotive	49,477			49,477	45,500
Bank charges & interest	993		710	1,703	9,460
Cost of goods sold	17,253			17,253	227,196
Education and recreation	16,265			16,265	14,522
Food	12,334			12,334	12,092
Fundraising expenses			22,230	22,230	21,924
Insurance	17,031			17,031	15,658
Interest on long term debt	29,913			29,913	17,339
Maintenance and repairs	61,861			61,861	49,316
Office	30,934			30,934	38,606
Professional fees	10,004			10,004	17,551
Property taxes	5,979			5,979	2,519
Rent	165,128			165,128	192,388
Society expenses	5,586			5,586	7,944
Supplies	11,666			11,666	29,051
Staff development	19,844			19,844	18,913
Telephone and utilities	35,982			35,982	37,430
Wages and benefits	2,245,578			2,245,578	2,136,098
Amortization		42,377		42,377	33,972
	2,735,828	42,377	22,940	2,801,145	2,927,479
Excess (deficiency) of revenue over expenses before the following:	23,946	(42,377)	44,638	26,207	127,186
Gain/(loss) on disposal of assets	(978)			(978)	
Rent subsidy adjustment	8,997			8,997	15,424
Excess (deficiency) of revenue over expenses	\$ 31,965	\$ (42,377)	\$ 44,638	\$ 34,226	\$ 142,610

The accompanying notes are an integral part of the financial statements

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

STATEMENT OF CHANGES IN FINANCIAL POSITION

For the year ended March 31, 2012

	Operating fund	Capital asset fund	Building fund	2012	2011
Source of cash					
Funding	\$ 2,319,948	\$	\$	\$ 2,319,948	\$ 2,346,098
Sales of service	191,290			191,290	403,330
Interest income	3,190		5,634	8,824	7,884
Donations and fundraising	42,147		61,945	104,092	101,456
Rent	134,519			134,519	128,597
Grants	92,295			92,295	46,250
Other income	1,969			1,969	18,314
	2,785,358		67,579	2,852,937	3,051,929
Uses of cash					
Salaries and benefits	(2,219,753)			(2,219,753)	(2,141,066)
Materials and supplies	(447,392)		2,060	(445,332)	(612,559)
Mortgage interest	(29,913)			(29,913)	(17,339)
	(2,697,058)		2,060	(2,694,998)	(2,770,964)
Investing activities					
Purchases of capital assets		(36,342)		(36,342)	(419,217)
Proceeds of disposition	500	1,478		1,978	
	500	(34,864)		(34,364)	(419,217)
Financing activities					
Repayment of long term debt		(15,620)		(15,620)	(15,599)
Proceeds of long term debt					357,889
		(15,620)		(15,620)	342,290
Increase (decrease) in cash	88,800	(50,484)	69,639	107,955	204,038
Interfund transfers	(50,484)	50,484			
Cash, beginning of year	572,306		320,515	892,821	688,783
	\$ 610,622	\$	\$ 390,154	\$ 1,000,776	\$ 892,821

Cash consists of:

	Operating fund	Capital asset fund	Building fund	2012	2011
Cash	\$ 574,105	\$	\$ 390,153	\$ 964,258	\$ 868,778
Restricted cash	36,517			36,517	24,043
Cash, end of year	\$ 610,622	\$	\$ 390,153	\$1,000,775	\$ 892,821

The accompanying notes are an integral part of the financial statements

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

For the year ended March 31, 2012

PURPOSE OF THE SOCIETY

The Kelowna and District Society for Community Living (the "Society") is incorporated under the laws of the Society Act of British Columbia as a not-for-profit organization and is a registered charity under the Income Tax Act. The Society provides service and support to people with developmental disabilities.

1. SIGNIFICANT ACCOUNTING POLICIES

a) Fund accounting

The Society follows the restricted fund method of accounting for contributions.

The Operating Fund reports restricted operating grants, revenue and expenses related to the Society's activities.

The Capital Asset Fund reports the ownership and equity related to the Society's capital assets.

The Building Fund reports assets, liabilities, revenues and expenses related to building replacement activities.

b) Revenue recognition

Contributions

The organization follows the deferral method of accounting for contributions within the operating fund. Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Investment income

Interest income earned on term deposits is recognized as revenue in the appropriate fund in the period the investment income is earned.

c) Inventory

Inventory of materials and finished goods are recorded at the lower of cost and net realizable value.

d) Capital assets

Capital assets are recorded at cost. The Society provides for amortization using the straightline method at rates designed to amortize the cost of capital assets over their estimated useful lives. Amortization expense is reported in the Capital Asset Fund. The annual amortization rates are as follows:

Buildings	20 years
Equipment and furnishings	10 years
Vehicles	10 years
Building improvements	10 years

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

For the year ended March 31, 2012

e) Financial instruments

All financial instruments are measured in the statement of financial position at fair value except for loans and receivables, held to maturity investments and other financial liabilities measured at the amortized cost. The Society designated its financial assets and liabilities as follows:

Cash, which includes operating bank accounts, term deposits, and the gaming bank account, is designated as held for trading and measured at fair value, with changes in fair value recognized in net earnings;

Accounts receivable are classified as loans and receivables and are measured at the amortized cost;

Accounts payable and accrued liabilities, deferred revenue, and long-term debt are classified as other financial liabilities and are measured at amortized cost.

f) Use of estimates

The financial statements of the Society have been prepared by management in accordance with Canadian generally accepted accounting principles. As such, management is required to make estimates and assumptions that affect the amounts reported in the financial statements and accompanying notes. Actual results could differ from those estimates. The financial statements have, in the opinion of management been prepared using careful judgment within the reasonable limits of materiality and within the framework of the accounting policies identified.

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2012

2. RESTRICTED CASH

Under the terms of the agreement with BC Lottery Corporation, gaming funds may only be used for approved activities. Foundations for Youth fund are restricted expenditures relating to an employment project as described in note 10.

	2012	2011
Replacement reserve	\$ 1,736	\$ 14,651
Bingo funds	34,781	9,392
Foundations for Youth	\$ 36,517	\$ 24,043

3. ACCOUNTS RECEIVABLE

	2012	2011
Trade receivables	\$ 59,772	\$ 70,743
HST receivable	5,444	758
	\$ 65,216	\$ 71,501

4. CAPITAL ASSETS

	Cost	Accumulated amortization	Net Book Value 2012	Net Book Value 2011
Land	\$ 403,513	\$	\$ 403,513	\$ 403,513
Buildings	642,991	342,659	300,332	313,286
Equipment	200,480	169,106	31,374	37,259
Automotive	209,685	170,775	38,910	27,583
	\$1,456,669	\$ 682,540	\$ 774,129	\$ 781,641

5. PREPAID DEVELOPMENT COSTS

Prepaid development costs are costs incurred during the planning and development stages of construction of a new building.

6. ACCOUNTS PAYABLE

	2012	2011
Accounts payable	\$ 66,043	\$ 69,492
Wages payable	331,048	305,223
Payroll liabilities	14,574	
	\$ 411,665	\$ 374,715

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2012

7. LONG TERM DEBT

	2012	2011
Interior Savings Credit Union mortgage for Sutherland House repayable at \$1,625 per month including interest at 5.5% per annum, secured by building due for renewal January 1, 2016	\$ 194,609	\$ 203,236
Interior Savings Credit Union 2nd mortgage for Sutherland House repayable at \$445 per month including interest at 5.5% per annum, secured by building due for renewal January 1, 2016	71,008	72,432
Interior Savings Credit Union mortgage for Old Meadows Road House repayable at \$1,739 per month including interest at 5.5% per annum, secured by building due for renewal January 1, 2016	277,646	283,214
	543,263	558,882
Less: current portion due within one year	15,883	14,974
	<u>\$ 527,380</u>	<u>\$ 543,908</u>

The anticipated principal repayable on the long-term debt on each of the projects over the next five years, upon mortgage renewal will be as follows:

	Sutherland House	Sutherland House	Old Meadows Road	Total
2013	\$ 8,795	\$ 1,483	\$ 5,605	\$ 15,883
2014	9,278	1,512	5,913	16,703
2015	9,788	1,595	6,238	17,621
2016	10,327	1,683	6,581	18,591
2017	10,895	1,776	6,943	19,614
	<u>\$ 49,083</u>	<u>\$ 8,049</u>	<u>\$ 31,280</u>	<u>\$ 88,412</u>

8. RENTAL ASSISTANCE PROGRAM SURPLUS

The Rental Assistance Program is jointly funded by British Columbia Mortgage and Housing Corporation and the Ministry of Lands, Parks and Housing for the Province of British Columbia. The Society is required to segregate the operating surplus under this program from the surplus of other programs.

	2012	2011
Surplus, beginning of year	\$ 14,352	\$ 2,806
Excess (deficiency) of revenues over expenditures	5,922	(3,878)
Rent subsidy adjustment	425	15,424
	<u>\$ 20,699</u>	<u>\$ 14,352</u>

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2012

9. INTERNALLY RESTRICTED ASSETS

Major categories of internally imposed restrictions on net assets are as follows:

	2012	2011
Restricted for capital purchases	\$ 310,724	\$ 266,086
Restricted for expenditures at the board's discretion for repairs to building, equipment, and vehicles	40,159	25,363
	<u>\$ 350,883</u>	<u>\$ 291,449</u>

10. COMMITMENTS AND CONTINGENCIES

- (a) Since April 1, 2010, the Society and its employees contribute to the Municipal Pension Plan (the "Plan"), a jointly trustee pension plan. The board of trustees, representing Plan members and employers, is responsible for overseeing the management of the pension plan, including investment of the assets and administration of the benefits. The Plan is a multi-employer contributory pension plan. Basic pension benefits provided are defined. The Plan has about 173,000 active contributors and approximately 60,000 retired members. Active members include approximately 35,000 contributors from local governments.
- Every three years an actuarial valuation is performed to assess the financial position of the Plan and the adequacy of Plan funding. The most recent valuation information at the time of publication, at December 31, 2009 indicated an unfunded liability of \$1,024 million for basic pension benefits. The next valuation will be as at December 31, 2012 with results available in 2013. The actuary does not attribute portions of the unfunded liability to individual employers. The Society paid \$140,352 (2011 - \$113,740) for employer contributions to the Plan in fiscal 2011.
- (b) The Society has entered into a lease agreement for a photocopier which expires in 2013. Monthly payments required under this agreement are approximately \$195.
- (c) The Society's employees are provided with sick leave on the basis of 1 day per month to the maximum of 156 days per employee. Accumulated sick leave can be carried over into succeeding years. Sick benefits are not paid out upon termination and any unpaid amounts revert to the Society. The amount of sick pay that has been accrued and is included in accounts payable for the current year is based upon managements' best estimate based upon past performance. The estimated total liability for wages and benefits at March 31, 2011 is \$305,302 (2011 - \$301,033). Of this amount, \$103,077 (2011 - \$72,600) has been accrued and included in accounts payable.
- (d) During the year, the Society received funding of \$55,599 restricted for the purpose of the Foundations for Youth Program. Of this amount \$10,302 has been deferred for subsequent year expenditures. This is a three year pilot project funded by Ministry of Children and Families, the Vancouver Foundation and the Central Okanagan Foundation. The purpose of the project is to provide young adults with a foundation of employment experiences and connections prior to graduating from the secondary school system. \$20,312.74 was expended on this project during the year. Future expenditures are expected to be \$34,781.86.

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2012

11. FINANCIAL INSTRUMENTS

- a) The fair value of financial assets and liabilities are as follows:

The carrying values of cash, term deposits, accounts receivable, accounts payable and accrued liabilities, and deferred revenue approximate their carrying values, due to the relatively short periods to maturity.

The carrying value of long-term debt approximates fair value as the terms and conditions of the borrowing arrangements are comparable to current market terms and conditions of similar debt instruments.

- b) Credit risk exposure

The maximum credit risk exposure for all of the Society's current financial assets is the carrying value of those assets.

It is management's opinion that the Society is not exposed to significant interest, currency or credit risks arising from these financial instruments.

12. ECONOMIC DEPENDENCE

The Society receives approximately 80.52% (2011 - 73.61%) of total revenues from Community Living British Columbia.

13. COMPARATIVE FIGURES

Certain comparative figures have been reclassified to conform to the accounting presentation adopted for the current year.

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING **SCHEDULE OF OPERATING REVENUE AND EXPENSES BY DEPARTMENT**

(Unaudited)

For the year ended March 31, 2012

Schedule 1

	Administration	Larry's Cycle	Richter	ICO	Woodshop	Day Service	Individual funding	Educational development	Rent assist	Transfer to other funds	2012
Revenue	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
CLBC				391,780		1,386,333	183,749				2,222,270
Sales				125,110		59,894					185,004
Client rent contributions			42,780						91,739		134,519
BC Housing Grant									88,681		88,681
Other income	1,969										1,969
Gaming revenue				44,794		15,000		22,200			22,200
Grants	34,808			6,720				619		61,945	59,794
Donations & fundraising	3,099							91		5,633	104,092
Interest											8,823
	39,876		303,188	568,404		1,461,227	183,749	22,910	180,420	67,578	2,827,352
Expenditures											
Administration charge	(185,105)		22,327	33,583		119,065	8,630		1,500	42,377	42,377
Amortization											49,477
Automotive	296		3,763	15,163		25,234	1,524	3,497		710	1,703
Bank charges and interest	993										17,253
Cost of goods sold				10,411		6,842					16,265
Education & recreation	4,546		246	204		9,621		1,648			12,334
Food			12,334							22,230	22,230
Fundraising expenses						297					297
Incentive allowance						5,000					17,031
Insurance	9,531		2,500								29,913
Interest on long term debt	29,913										61,861
Maintenance and repairs	28,422		3,918	6,300		23,221					30,934
Office and miscellaneous	15,204		940	3,470		10,279		1,041	928		10,004
Professional fees	9,076										5,979
Property tax	3,662		2,317								165,128
Rent	(111,600)			24,000		87,600			165,128		5,586
Society expenses	2,335		463	1,470		1,318					19,844
Staff development	1,082		529	6,748		11,485					11,369
Supplies	279		110	1,561		7,597	1,822				35,982
Telephone and utilities	19,480		4,896	3,259		8,347					2,245,578
Wages and benefits	138,697		272,684	493,172		1,142,115	164,582	27,386	6,942		
	(33,189)		327,027	599,341		1,458,021	176,558	33,572	174,498	65,317	2,801,145
Excess (deficiency)	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
	73,065		(23,839)	(30,937)		3,206	7,191	(10,662)	5,922	2,261	26,207

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING **SCHEDULE OF OPERATING REVENUE AND EXPENSES BY DEPARTMENT** (Unaudited)

For the year ended April 01, 2011

Schedule 2

	Administration	Larry's Cycle	Richter	ICO	Woodshop	Day Service	Individual funding	Educational development	Rent assist	Transfer to other funds	2011
Revenue											
CLBC	\$	\$ 102,489	\$ 262,672	\$ 386,581	\$	\$ 1,301,719	\$ 195,008	\$	\$	\$	\$ 2,248,469
Sales		260,350		104,259		56,881					421,490
BC Housing Grant			790						77,289	4,126	82,205
Donations	4,474			26,897						70,085	101,456
Client rent contributions			42,788						85,809		128,597
Other income	11,066			7,248							18,314
Bingo revenue								31,250			31,250
Grants						15,000					15,000
Interest	3,168									4,716	7,884
	18,708	362,839	306,250	524,985		1,373,600	195,008	31,250	163,098	78,927	3,054,665
Expenditures											
Administration charge	(188,275)	8,783	22,190	32,837		111,054	10,411		1,500		(1,500)
Amortization										33,972	33,972
Automotive	1,822	502	1,912	15,529		19,485	1,761	4,489			45,500
Bank charges and interest	3,935	4,876								649	9,460
Cost of goods sold		212,327		8,176		6,693					227,196
Education and recreation	3,873	305	284	168	619	9,273					14,522
Food			12,092								12,092
Fundraising expenses											
Incentive allowance		210				996				21,924	21,924
Insurance	9,085	1,878	2,504			2,191					1,206
Interest on long term debt			47			17,292					15,658
Maintenance and repairs	15,239	2,059	4,504	5,499		4,114	16,503				17,339
Office and miscellaneous	15,376	10,948	548	3,322		8,580				1,398	49,316
Professional fees	15,656		967						928	1,332	40,106
Property tax	50		2,277								17,551
Rent	(85,200)	34,782		18,000		192					2,519
Society expenses	2,785	97	257	1,241		67,200			157,606		192,388
Staff development	2,693	625	636	6,341		3,564					7,944
Supplies	536	320	429	1,455	528	7,418		672			18,913
Telephone and utilities	17,472	7,523	4,572	1,135		3,709	21,396				27,845
Wages and benefits	180,082	91,942	258,257	386,128	98,324	6,728	152,991	27,386	6,942		37,430
	(4,871)	377,177	311,476	479,831	99,471	934,046	203,062	32,547	166,976	59,275	2,136,098
						1,202,535					
Excess (deficiency)	\$ 23,579	\$ (14,338)	\$ (5,226)	\$ 45,154	\$ (99,471)	\$ 171,065	\$ (8,054)	\$ (1,297)	\$ (3,878)	\$ 19,652	\$ 127,186

Self-Advocate's Report

SELF ADVOCACY

2011 – 2012

The self-advocates at KDSCL have been busy this last year. We went to several conferences in fall of 2011. This was the first time for some of the newer self-advocates. We went to Vernon for the first conference. It was on relationships and bullying. We also went to Vancouver. At this one we learned what the provincial caucus does and how it works. There are nine self-advocates representatives from across BC. The next conference I attended was in Kamloops, again this was the first conference for some self-advocates. The keynote speaker was Corry Johnson. Corry has Cerebral Palsy and had a stroke at a young age. He talked about overcoming his challenges. He is a great speaker. This year was my first time presenting at a conference. I presented my power point on changing the word "disability" to "diversability".

Conferences:

I was invited to my first B.C. People First conference this past spring in Prince George, along with three other self-advocates. We facilitated a workshop called "What is Self-Advocacy" along with Jessica Humphreys, Community Living B.C. self-advocate support.

Jessica asked three questions:

"What does self-advocate mean to you?" One self-advocate, Jerry, talked about how he stood up to a service provider and is now creating a self-advocate employee society. Mike talked about how a self-advocate wasn't getting paid, and he was able to help them get the support they needed. I talked about how we could change the word "disability" to "diversability" so we can focus on our abilities and what we're able to do. We can all contribute to our community.

"Can you give an example of when you stood up for your rights? And how does that feel?" Mike talked about one of his friends not getting paid for the job that he was doing and how he helped this self-advocate to talk to his supervisor and get paid for the job he had done in the past. Jerry talked about helping his friend to find support to find a new job. They both said "It was great that someone listened to them. It made life much easier."

"Why is self-advocacy so important?" Shelley said self-advocacy is important because it gives us the chance to have a voice and to have a say in our lives. Sometimes we have to remind our caregivers that this is our life and they are a part of it but we should always have the final say.

Another thing we did at BC People's First conference, we held a World Café where we were able to "Skype" to different parts of the world. We "Skyped" to England. It was interesting to hear that they face the same issues such as housing, medical, employment and education. They still have big institutions but they're working on closing them like we have already in BC. I was able to introduce them to the word diversability. They liked the word and agreed to try and use it.

At the end of May, I attended the BCACL conference in Penticton along with Danielle Newman, Mercia Carlson, Jordan Finney, Fred Johnson, Eyvonne Murray-Johnson and Darryl Harand from KDSCL. On Thursday I launched my "Diversability" campaign, showed my power point and had a discussion with self-advocates about how to promote positive change in their community. I also went to a workshop on building self-advocacy leadership. The self-advocates talked about their personal stories and how they got to be leaders in their own community. On Friday, I had a table for my diversability promotional items. I sold hats, shirts and talked to lots of people about diversability. A lot of people like the idea behind the word. I did some interviews with the local news media.

CLBC Employment Initiative

The CLBC Employment Initiative came out of a recommendation by the BC Self-Advocacy Caucus and was the biggest thing they worked on this year. As well we worked on and were successful in getting an earning increase on the Persons with a Disability cheques. We are going out to communities and having conversations and will bring the information we gather from those conversations to a summit in October. At this summit we will identify actions that will become part of the three year community action employment plan. I will continue to hold community meetings for self-advocates in early September. Come and be part of the conversation!

Advocacy in the Service Site

"Advocacy in the Service Site" is a committee of self-advocates who attend services at KDSCL. This year I assisted in organizing and leading six lunch time meetings. These meetings help individuals receiving services through KDSCL to come together and talk about the services they receive. At the meetings we discuss how people can advocate for themselves as well as how to work through conflict. Some of the meetings topics covered included "101 Ways to Make Friends", plain language, and conflict resolution.

These meetings follow an agenda that asks for input from people about the services they receive. Support staff can come to these meetings to assist, but do not have a voice at these meetings. Issues that come up are brought forward by Shelley on behalf of the group. All people receiving service through KDSCL are invited to attend the meetings to allow them to express themselves however attendance is not mandatory.

The self-advocates have been busy this year. In February, Lisa Milligan came in and talked to us about bullying. We talked about and helped develop a bullying policy at KDSCL. Katie Brown talked about how the schools and the Boys and Girls Clubs have been selling shirts for anti-bullying day. All of the self-advocates at this meeting decided to wear pink on February 29 in support of anti-bullying day. Self-advocates should be proud! It was a great day and I saw lots of pink shirts. I would like to thank all the supporters and I hope this is an ongoing thing. Also, on February 29 we had Richard from Wentworth music come in and play the guitar and sing songs with us. The guest speaker was the owner of Wentworth Music and was invited at the request of the group because of their common love for music.

The self-advocates in the service site do lots of volunteering throughout the year and would like to thank their volunteer placements for the experience. I would like to thank the staff and the self-advocates that came out and supported in the Rutland May Days and the Westside Daze parades. They both were well attended and we hope to see you all again next year.

We need your help, self-advocates! If you have any ideas on what we can work on and get involved with next year, please contact Shelley DeCoste@scdecoste@live.com or Mark Wengrowich. This is for self-advocates at KDSCL; this is your group so please get involved. We would like to see more guest speakers so please let us know what would interest you. Thank you for all your support, see you at our next meeting on September 26, 2012 at 12:15 pm at 555 Fuller Ave!

Respectfully submitted by Shelley DeCoste with contributions from Mark Wengrowich,
Development Supervisor

Service

Reports

ACTIVITY SERVICE REPORT

2011 – 2012

At the start of the new year the Activity Services received a second supervisor. Mark Wengrowich relocated to the 555 Fuller Avenue location and began assisting Susan Harney with the supervision of this rather large and diverse village of people. Susan's main responsibilities focused on the development and maintenance of the individual's daily schedules and the daily scheduling of staff and staff vacations.

Susan continued to work from the 647 Old Meadows location until her sick leave in May of 2012. Rod Oranchuk replaced Susan for part of her sick leave and ensured that the responsibilities of her position continued. Mark assumed the responsibilities of supporting staff with their onsite needs and requests and provided the administrative supports to ensure we were providing an effective, efficient quality service to the individuals supported through Activity Services.

The staff providing the direct supports to individuals are to be commended for their dedication to the individuals and for their ability to deal with an ever changing schedule and support needs of the people they supported. Community inclusion and meaningful productive activity continued to be a focal point for all at KDSCL. Kudos to staff for their sensitivity to everyone's diversabilities and for their determination in making inclusion happen.

Activity Services main focus this year was to establish the "employment first" initiative for seven job seekers and to understand CLBC and KDSCL's vision for employment. The intention of employment for individuals in Activity Service is to promote the idealism that employment is not just for "some" but rather a viable option for everyone. Our objective for success was long term, paying jobs that utilize and build upon the strengths of every person. Our goal was/ is to educate the community about inclusive employment and to establish natural support in the workplace. All of the seven individuals acquired various types of employment. Some are working with natural supports thus far.

Volunteering expanded. Our intention was to continue to provide community inclusion and to give back to our community; with the focus being on making community connections and learning about individual's skillsets. Our volunteer goal in Activity Services was to increase our volunteer opportunities within the community by the end of 2012. We are currently volunteering at thirty-one various volunteer placements. We are working towards a goal of 70% of our activities becoming volunteerism. In the 2011 year 4426 community volunteer hours were given to our community.

We extensively developed a higher standard of adult orientated activities that are community inclusive. We continued our goal to educate and create community awareness regarding the belief that everyone deserves to be treated fairly with respect and dignity. We took many opportunities to participate in events and activities, throughout our community including participating and volunteering with the United

Way's annual plane pull event at the Kelowna Regional Airport. Individuals and staff that attended said that it was great fun and we were invited back next year because we had the best cheering section.

Respectfully submitted by Mark Wengrowich, Alaina Hower and Nikki Gaede

Travel Club

The travel club was busy again this year. Nine people travelled to Halcyon Hot Springs, four people travelled to Seattle to do sightseeing and go to a baseball game, twenty-nine people enjoyed three days at Camp Owaissi and eleven people went on an all-inclusive vacation to Mazatlan, Mexico.

Respectfully submitted by Rhonda Campbell

SOCIAL RECREATION

2011 – 2012

The Social Recreation service at KDSCL is facilitated by one full time staff person who organizes a schedule of evening and weekend activities that take place in a variety of venues throughout the Okanagan. This year 41 individuals attended 162 events with support from the Social Recreation service.

Social Recreation staff Lena Charlton does a wonderful job of ensuring that all types of activities were available for all types of budgets. A summary of activities from this past year is included at the bottom of this report. Lena created the schedule and supports individuals to attend the scheduled activities. If individuals enjoyed each other's company Lena encourages them to meet up outside of staffed events. This year Shelley Decoste and Lena presented the "Opening Your World" series of discussions. Individuals attending this series explored the value of social connections in their lives.

Time that individuals spent attending activities July 1, 2011 through to June 30, 2012 adds up to a staggering total of 2199 hours. Some individuals attend many activities throughout the year and some attend only a few favorite events. Social Recreation has become a service that individuals, their families and caregivers, highly value.

Summary of Activities:

Community events: May Day parade, the Vaisahki Parade, B.C. Winter Games in Vernon, the annual Twinkle Tour, Aboriginal Days, Apple Fair, Armstrong Fair, classic car shows, the Elvis Festival in Penticton, Kelowna Farmers Market, the Holiday Festival of Creations, the Living Nativity, Parks Alive, Rutland Scarecrow Festival, the Terry Fox Walk, the annual Fishing Forever Derby, outdoor movie night, Christmas Fair shopping and the BCACL Conference in Penticton.

Personal events: Birthday dinners and people hosting video nights at their own homes.

Community recreation venues: Gellatly Nut Farm, geocaching, hockey games (various teams including the Rockets and Westside Warriors), mini golf, the observatory, Parrot Island Sanctuary, Penticton Speedway, picnic at Bertram Creek park, Planet Bee in Vernon, trip to a pumpkin patch, roller derby, Scandia, sledge hockey, sleigh ride at the ski hill, slo-pitch ball games, swimming at various pools, tubing at Silver Star, watching the UBCO volleyball teams, walks on the Greenway, billiards, darts, bingo, boat rides, Croc Talk, working out at the YMCA, drum circle, Falcon's Baseball, Flea Market, football, bowling, movies at local theatres, dinners at various restaurants.

Concerts and Performances: ABBA and Bee Gee's tribute, Caravan Farm Theatre, a fundraising concert, Jeff Dunham, Louisiana Hayride, Magical Christmas Tales and The Nutcracker.

Events facilitated at KDSCL: Making Christmas ornaments, drawing, egg decorating, games night, karaoke, pumpkin carving, holiday potluck, shirt decorating and Wii games.

Respectfully submitted by Leslie Munro, Supervisor for Social Recreation

INTEGRATED CAREER OPPORTUNITIES (ICO)

2011 – 2012

At the beginning of January 2012 the structure of ICO changed. The change in structure was made for several reasons including: (1) The desire to foster social enterprise in its own service site, social ventures, using the successful ICO contracts as a model, and (2) the continuing emphasis by our funder Community Living B.C. on the benefits of individuals being hired directly by community employers (as opposed to agencies acting as middle person). Historically ICO managed the work crews and contracts of those individuals who are employed directly by KDSCL. There were 37 people working at various contracts throughout the community including recycling at UBCO, Okanagan College and the BC Cancer Clinic; bottle recycling at Columbia Bottles; yard crews at KDSCL and BC Housing properties and janitorial at Glenpark. These contracts and staff supporting the individuals are now managed out of a new service site called Social Ventures/ Social Enterprise. ICO focuses strictly on finding employment for people with employers in the community.

This was a very exciting time for employment services at KDSCL. Employment has become a part of almost all services within our agency. ICO finds employment with community employers. Social Ventures/ Social Enterprise continued to maintain the large contracts. Foundations for Employment worked on finding employment for students in high school, and the employment initiative through Activity Services found employment for individuals who attend there.

This year (July 1, 2011 through June 30, 2012) ICO assisted 16 people to find 20 job placements (some individuals had more than one placement). Eighteen of those placements were secured since the restructuring of the service in January 2012.

The Foundations for Employment project is now midway through its second year. This project receives funding from Vancouver Foundation, Central Okanagan Foundation, and the Ministry of Children and Family Development. The objective of the project is to find employment for students who are in their final year of high school. The project serves 8 students per year, and has one full time staff. The first year of the project assisted 7 of the students to find employment placements. The Central Okanagan Foundation funded a grant to assist with hiring an additional part time staff to assist.

ICO is looking forward to another busy and productive year in 2012 – 2013.

Submitted by Leslie Munro, Supervisor of ICO

SOCIAL VENTURES/ SOCIAL ENTERPRISE

(Formally Business Services)

2011 – 2012

The last year was interesting with respect to KDSCL's business ventures. We worked to clarify our role as an employer for the people we support and as a partner to our contractors. KDSCL had 3 support staff providing assistance to 37 people within the community. The following businesses and agencies we contracted with to provide employment for individuals: UBCO, Okanagan College, Interior Cancer Clinic, Columbia Bottles, Napa, Kia, Advance Precast, Boston Pizza, Bounty Cellars, Vista View, Glen Park Village Meadows, BC Housing, Econo Shred and the Daily Courier. We have operated successfully in community for years and have great relationships with our community partners. We are grateful for their on going commitment to assist KDSCL to employ people with disabilities.

We are an "enterprising non-profit". In essence this means we strived to meet three criteria. 1. There was benefit to the people we serve in that they were able to work for wages attained through employment in their community. 2. There was benefit to the community employer as a business, they were able to access a pool of potential employees they might not have had access to while providing a social benefit to the community through partnering with KDSCL in developing employment opportunities that might not have otherwise existed. 3. There was benefit to our society in that we were able to contract with community and direct excess monies back into the services we provide.

The individuals all expressed a desire to work for wages in community. They required ongoing staff supports in order to maintain their employment. These supports ranged from a daily check in at the worksite to group support where the support worker performed the same tasks as the people supported or responded to phone calls from an individual requesting assistance. We strived to have people working as independently as possible and to utilize natural supports at their job sites. These natural supports assisted individuals with the direction they needed however they also had direct access to a KDSCL support worker who was able to deal with situations they could not resolve on their own.

Over the last year we worked at converting the woodshop where many projects were underway to a business that clearly defines employment. This process required a rather lengthy period in order to accommodate the needs of the individuals and to assist them in transitioning to other KDSCL services. This has been a challenging transition for some who have viewed the woodshop as their activity/worksite for many years. We are in the process of developing employment for several individuals who will be able to use the skills they acquired in community employment settings. Once this process is complete we expect to have clear social venture/enterprises operating.

We continued our shredding service at 555 Fuller Avenue which employed one individual on a regular basis to shred all the confidential materials we received. As well, this space houses the community bikes that are either waiting to be claimed or sold.

We have managed the lost and stolen bike program for the City of Kelowna for years and are currently, as part of our social ventures/social enterprise transition, assessing the viability of running this as a business with defined hours and days of operation. Currently on a temporary basis, we have 2 non unionized employees working Monday, Tuesday, Wednesday and Saturdays selling bikes.

We expect that over the coming year we will be able to determine the viability of operating social ventures/ social enterprises and will be better able to determine the direction we will take at the end of this process.

Respectfully submitted by Mark Wengrowich, Development Supervisor

INDIVIDUALIZED FUNDING

2011 - 2012

KDSCL provided individualized funding services to nine individuals versus six last year with one of the nine leaving service in May 2012. The hours of service ranged from ten hours per day, six days per week, to six hours per week. Individualized funding allowed the person and their family or support network to develop specific goals and outcomes and choose the staff responsible for supporting the person to carry them out. Each person's goals varied from community participation to obtaining employment.

We secured our first youth IF contract and began supporting a wonderful little boy after school, initially three days a week eventually changing to two. Two support staff worked alternately with him picking him up and supporting him at his afterschool program and in his home. The staff did an excellent job, flexibly working within the families scheduling needs and supporting the child to be included with his peers.

KDSCL was very fortunate to be the agency of choice for these contracts and we hope this service continues to grow. We believe it is imperative that individuals and or their families are able to choose and purchase the services they feel best meets their needs.

Respectfully submitted by Charisse Daley, Executive Director

RESIDENTIAL SERVICES AND HOME SHARING

2011-2012

RICHTER STREET

The past year has seen little change regarding staffing at the house. Emily Runzer is currently on maternity leave and is expected back in October. Emily had a beautiful baby girl who is doing very well. Anita Gorman replaced Emily during her time away and fit right into the routines of the house.

The house routines remained for the individuals as per their choosing and desires. One of the residents began employment and utilized her skills and abilities working as part of a hotel team. The natural support in her work environment made this a very fun and desirable position. This same individual also took on a paper route and with some assistance developed the skills necessary to follow through with this type of employment including developing a sense of direction, the ability to read signs, road safety awareness, knowledge of what customers expect and the ability to interact.

Residents continued to plan and follow through on their own vacations. Passports were taken care of and all the residents are good to travel abroad for the next five years. Sandra was off to Mexico in January 2012 and everyone attended the Naramata Retreat in June.

Individuals continued to visit with family and friends during the course of the year. One of the outcomes was for the residents to expand their network of friends and to that end staff worked with individuals to invite people to their home and spend one on one time in community. Jeff is the only male at the house therefore he had a male volunteer spend time specifically with him accessing community.

Linda Little did a superb job of keeping on top of everyone's medical visits and health needs. We had an in-service with Mary Hicks, a dietician from Interior Health. Mary spoke with a group of staff at 555 Fuller sharing information that was of benefit for all of us who are aging but in particular was geared towards staff who support people with specific health related needs.

The last year was also busy for family members of all the residents. We met to discuss the future of the Richter house itself. As mobility becomes more of an issue, so does the appropriateness of living in a house with stairs. Over the last year families assisted the society in determining what the optimal living arrangement would look like for their loved ones and have been able to provide information through evening discussions over dinner and questionnaires. Although it has been a somewhat slow process, it has been time well spent. The families and the society are now able to look forward to making a home for future years that will meet the needs of all of the individuals and their families. Thanks to all the families for their input and commitment. We look forward to the next year and the positive changes this promises.

Respectfully submitted by Mark Wengrowich, Development Supervisor

APARTMENT SUBSIDIES

KDSCL continues to administer 19 apartment subsidies through our administration department in partnership with BC Housing. An annual application is completed and sent to BC Housing each year for each of the individuals. We follow the guidelines established by BC Housing and the budgets they have set for our area. Rates are also established based on the person's earnings. The society collects the rent due from the person either directly from the Ministry of Housing and Social Development or from the person directly. We in turn pay the landlords the complete amounts.

Respectfully submitted by Rhonda Campbell, Finance Manager

HOME SHARING

KDSCL did not administer or support any home share contracts this year.

Respectfully submitted by Charisse Daley, Executive Director

VOLUNTEERS REPORT

2011 – 2012

KDSCL continues to benefit from those members in our community that share our vision of inclusive communities. In 2011 and 2012 we had 9 volunteers who donated their time in Activity Services, Social Recreation and Business Services (Social Ventures) and with individuals. They donated 398 volunteer hours.

We appreciate everything our volunteers are able to give to us and continue to accept new volunteers while promoting our need for volunteers. Of these 9 volunteers one is also a member of our volunteer board of directors who have not been counted in the numbers above. The board of directors had a total of 10 volunteer directors who donated over 250 hours governing the affairs of the society.

The volunteers silently go about their volunteer duties and ensure that we as a society continue to exist and run as smoothly as we do. Thank you all!

Respectfully submitted by Mark Wengrowich, Development Supervisor

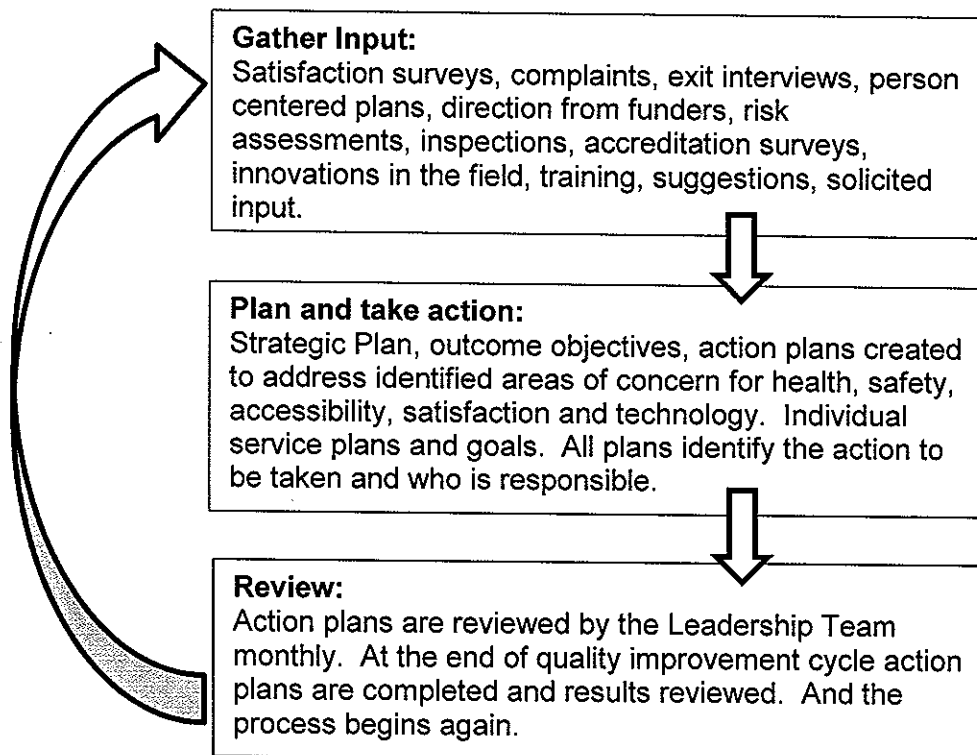
*Activity Quality Assurance
Manager's
Report*

ACTIVITY QUALITY ASSURANCE MANAGER

2011 – 2012

During October 2011 KDSCL was visited by three surveyors from the Commission on Accreditation of Rehabilitation Facilities (CARF). This was the third accreditation survey that KDSCL has been through. Over three days the survey team reviewed KDSCL services and compared practices and administrative systems to 155 accreditation standards. The survey team recommended seven changes to be made to ensure compliance to CARF standards. These changes have been made. KDSCL achieved a three year accreditation. KDSCL was first accredited by CARF in November 2005. In the six years since then KDSCL has gone from implementing systems and structures in order to meet the standards of CARF, to creating a quality improvement system that is in place to assist with accomplishing the agency mission statement. The quality improvement cycle has become a way of managing change and growth at KDSCL.

The mission statement of KDSCL, *"...to assist people with disabilities to reach their individual goals and to participate and contribute as equal members of the community"*, acts as a compass for setting direction of growth, and serves as point of reference when making decisions regarding change. The diagram below visually outlines the quality improvement cycle. This is a very simplistic representation and does not take into consideration that at any time of the year new ideas are presented and acted on and change is very often imposed from outside influences.



The report of the Activity Quality Assurance Manager is a review of the demographics of those individuals we support, the numbers of individuals served, which services they choose to use in our agency, the results of satisfaction surveys, and the results of our efforts to achieve outcome objectives. As you review the attached data remember that: (1) it is the dedicated and hardworking staff of KDSCL who take the goals of the Strategic Plan and make them reality, and (2) objectives are just targets. Reaching the actual target is not the important thing. The changing of systems and aligning of staff efforts is the important result. The objective gives staff a common destination to work towards in achieving the mission of KDSCL.

The mission of our agency may take some time to accomplish. The journey to the destination is of course the most important factor. Along the way were the individuals we support part of the planning? Did they feel they accomplished their goals? Did they have a chance to contribute to community? Do they feel that they have benefited from attending our services? Until we are confident that the answer is "yes" to all those questions everyday then we have not reached the destination that our mission statement has set out, and we need to continue to improve our services.

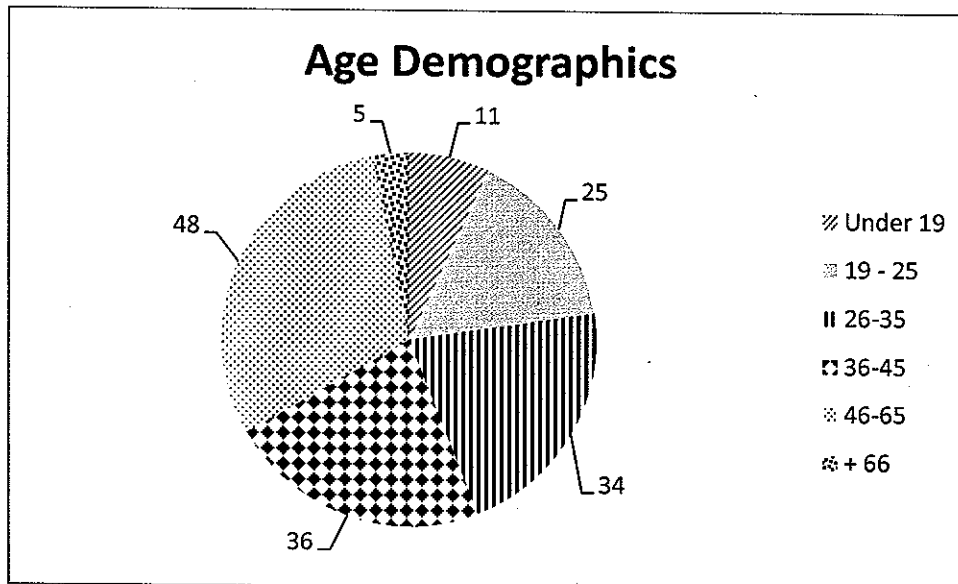
Respectfully submitted by Leslie Munro, Activity Quality Assurance Manager (AQAM)

Demographics

The quality assurance year at KDSCL has run from July 1 through June 30. The following statistics are as of June 30, 2012. In the coming year the quality assurance year will be changed to be the same as the KDSCL fiscal year. In order to accomplish this the 2012-2013 quality assurance year will be nine months: July 1, 2012 through to March 31, 2013.

KDSCL served 159 people this year (not including nineteen people supported through the BC Housing rent subsidy program). 89 of these individuals were men, 70 were women.

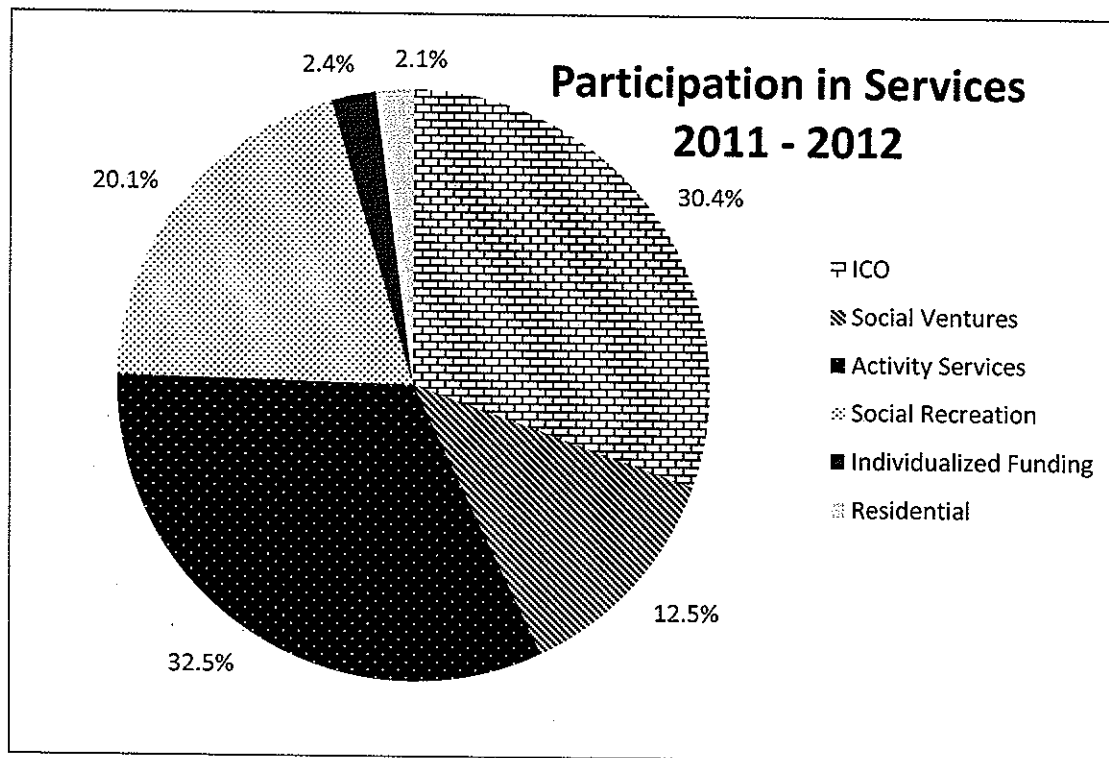
	Under 19	19 - 25	26-35	36-45	46-65	+ 66	Totals
Men	9	14	22	20	21	3	89
Women	2	11	12	16	27	2	70
Totals	11	25	34	36	48	5	159



Participation in Service

Service Site	Number of People Participating throughout the year	As a percentage of agency participation
ICO	59	30.4%
Social Ventures	41	12.5%
Activity Services	99	32.5%
Social Recreation	50	20.1%
Individualized Funding	8	2.4%
Residential	5	2.1%

Please note that the numbers of individuals who participated in the services areas will not match the total number of individuals served by the agency. Many individuals are involved in multiple service areas throughout the year.



Exits from Service

10 individuals exited from services for the following reasons:

Health/age: 2

Irregular attendance: 3

Moved: 2

Other agency: 3

Waitlists

As of June 15, 2010 Community Living BC (CLBC) has been managing waitlists for all agencies.

People Entering Services:

Twenty individuals entered services this year.

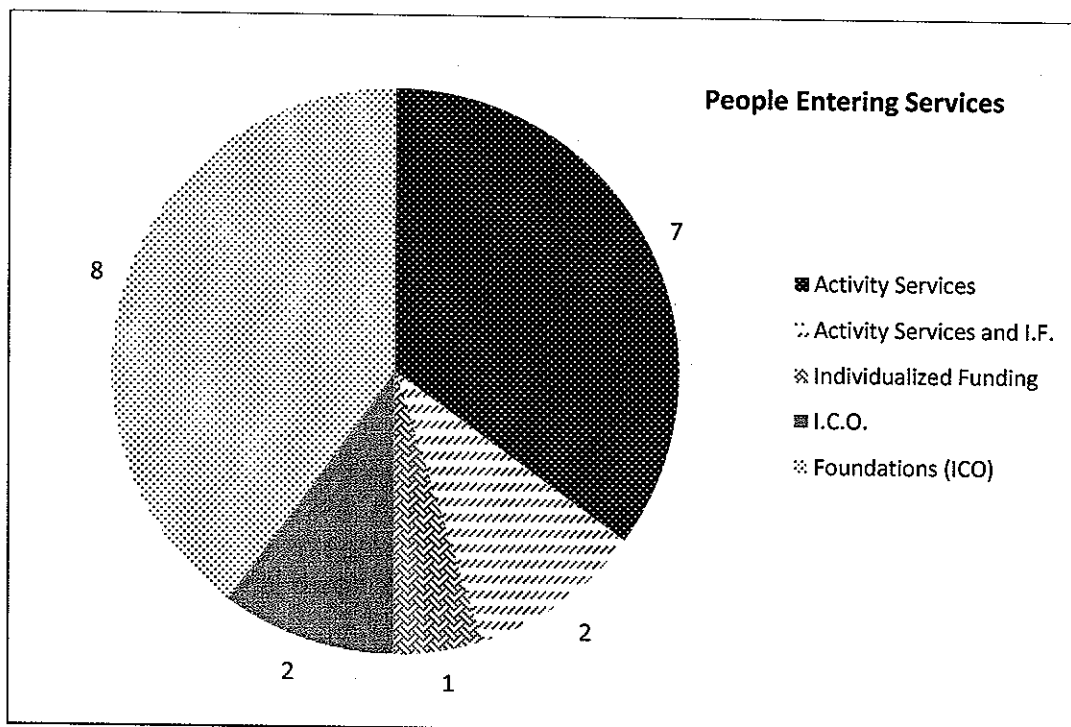
Activity Services and Individualized Funding: 2

Activity Services: 7

Individualized Funding (IF): 1

Integrated Career Opportunities (ICO): 2

Foundations for Employment (ICO): 8



Internal Requests for Service

Individuals attending CLBC funded services with KDSCL must request, through CLBC, increased hours or entrance in other KDSCL services.

Activity Services: 1

ICO: 2

Analysis and Review

Age demographics: This year saw continued growth in the number of individuals KDSCL serves who are under the age of 19. This is due to the continuation of the Foundations for Employment project as well as a contract to support a child through Autism Funding. This year 44% of the individuals supported by KDSCL were under the age of 35. The largest numbers of individuals we support continue to be over the age of 36 (56%). Numbers of individuals under the age of 35 have been growing slowly since 2010. It is too early to identify this growth as a trend; the figures reported this year are similar to the numbers reported in 2008. A contracting relationship with the Ministry of Children and Family Development has been established through the Foundations for Employment project, and the contract to support a child this year. If this relationship continues, then the number of individuals under the age of 19 can certainly be expected to continue to rise.

Exits: There were significantly fewer exits from service this year: Ten compared with eighteen in the previous year. Three individuals exited due to irregular attendance (same as in the previous year). Three individuals chose to exit and receive service from another agency (same as in the previous year). Two individuals exited due to age and failing health. Two individuals moved out of the city. In the previous year three individuals exited services due to conflicts with other people receiving services. This year a Bullying Policy was drafted and put in place in November. This policy was reviewed with all staff. Training in conflict resolution was offered for staff. The Advocacy in the Service Site committee discussed bullying and conflict resolution at their September, November, January and March meetings. This year there were no individuals who exited services due to conflicts with other individuals.

Entering services: Twenty individuals entered services this year. This year 50% of referrals were for ICO (and Foundations for Employment), 5% for Individualized Funding, 10% were individuals who wanted Activity Services as well as Individualized Funding, and 35% were for Activity Services. This break down is very similar to the types of referrals in the previous year.

Satisfaction Surveys

Individuals Attending Services - Satisfaction Survey 2011 - 2012

Surveys were sent to individuals who attend each of KDSCL's areas of service for a total of 179 surveys. The following is a breakdown by area of individuals who responded to the survey and indicates satisfaction levels through their answers to questions asked.

	Activity Service	ICO	Social Rec	Social Ventures	Richter	IF	Total
Sent	73	28	48	19	5	6	179
Response Rate	65.8%	39.3%	56.3%	42.1%	60.0%	66.7%	56.4%
Overall Satisfaction:	100.0%	100.0%	95.8%	87.5%	66.7%	100.0%	91.7%

Service Recipient Satisfaction Surveys 2011 - 2012	Average
Are you happy with the support you receive from KDSCL?	88%
Do KDSCL staff treat you nicely?	86%
Do you make new friends and spend time with old friends?	84%
Do you feel encouraged to make your own decisions at KDSCL?	95%
Do you know your rights and responsibilities?	92%
Do KDSCL staff talk to you about your rights and responsibilities?	91%
Do KDSCL staff ask you what your goals are?	83%
Does your Individual Service Plan (ISP) meeting help you to reach your goals and get what you want from KDSCL?	89%
Do KDSCL staff listen to your questions and concerns?	93%
Are your concerns or problems addressed at KDSCL?	91%
Do you like the activities you do when you are at KDSCL?	88%
Do our hours of service meet your needs?	94%
Are you able to access the website easily?	68%
Do you feel safe at KDSCL?	82%
If KDSCL helped you get a job are you happy with the job you have?	100%
Are you happy with how KDSCL helped you get a job?	100%
You currently work for KDSCL under the supervision of KDSCL staff. If you had the chance to work for another employer in the community would you? (Social Ventures only)	67%
Do you get along with the KDSCL staff who works with your crew? (Social Ventures only)	100%
Do you take part in community activities as often as you would like?	79%

Service Recipient Satisfaction Surveys 2011 – 2012 (continued from previous page)	Average
Do you meet up with friends to do activities that are not arranged through the Social Recreation calendar? (Social Recreation only)	64%
Does the Social Recreation calendar and registration work for you? (Social Recreation only)	91%
Do you have transportation to get to Social Recreation activities? (Social Recreation only)	92%
Are activities affordable? (Social Recreation only)	92%
Does your job make your life better?	100%
Is it difficult for you to get into your house or to use any of the rooms in your house? (Richter only)	100%

Analysis and Review

Overall satisfaction is 91.7%. Areas of dissatisfaction reported in the previous year have improved this year: Satisfaction with having chances to make new friends and spend time with old friends increased this year to 84% from 74%; taking part in community activities increased to 79% from 68%. Establishing and maintaining relationships continues to be areas that cause the most dissatisfaction for individuals who attend services. The Outcome Objectives for 2012-2013 have objectives that aim to increase the opportunities that individuals have to establish and maintain relationships, and to attend community activities.

Of individuals responding to the surveys 68% expressed satisfaction with the accessibility of the KDSCL website. Outcomes Objectives action plan this year will include website awareness education for individuals we support, as well as efforts towards making the website more accessible for individuals who do not have advanced literacy skills.

Family Satisfaction Survey 2011 - 2012							
Surveys were sent to families in each of KDSCL's areas of service for a total of 87 surveys. The following is a breakdown by area of families who responded to the survey and indicates satisfaction levels through their answers to questions asked. Some surveys contained more than one answer to a question, some questions were not answered.							
	Activity Service	ICO	Social Rec	Social Ventures	Richter	IF	Totals
Sent	31	11	14	18	5	8	87
Response Rate	35%	45%	43%	17%	80%	25%	36%
Satisfaction: "Are you happy with the quality of services provided?"	91%	75%	100%	100%	100%	100%	94%

Family Satisfaction Surveys 2011 - 2012	Yes
Are you happy with the quality of services provided?	94%
Do you feel the person receiving services is happy coming to KDSCL? (Activity Services, IF, Social Rec)	100%
Are you able to understand the agency purpose?	93%
Are you able to access the website easily?	81%
Are you kept informed of options and services and receive regular communications from KDSCL?	82%
Do you feel the person receiving services achieves their individual goals and advances to the level of independence they are seeking?	88%
Do you feel the person receiving service is encouraged and supported in making his/her own choices?	95%
Do you feel the person receiving service has opportunities to form friendships?	85%
Do our services offer respect and dignity?	100%
Do our services offer competent, knowledgeable staff?	100%
Do our services offer flexibility and adapt to individual needs?	93%
Do our services offer a secure, safe environment?	100%
Do you feel the person receiving service has his/her choices respected in the employment process? (ICO and Social Ventures)	90%
Do you feel the person receiving services is happy at their job? (ICO)	100%
Do you feel the person receiving service understands the job seeking and employment support processes that ICO uses? (ICO)	75%
Do you feel the person receiving services receives enough support and assistance from KDSCL to be successful at their job? (ICO)	100%
Do you feel the person receiving service has established good working relationships with employer and co-workers? (ICO and Social Ventures)	100%
Do our services offer activities that are positive, meaningful and encourage community inclusion? (AS , Social Recreation and Richter)	98%
If the person receiving services has found employment through Activity Services or Individualized Funding do you feel this has been a positive experience for them? (AS and IF.)	67%
If the person receiving services does not have employment are you in favour of them finding employment through Activity Services or Individualized Funding? (AS and IF.)	75%
Does the person receiving services meet up with friends to do activities that are not arranged through the Social Recreation calendar? (Social Recreation)	17%
Are activities affordable? (Social Recreation)	100%
Does the Social Recreation calendar and registration work for you? (Social Recreation)	100%
Do you have transportation available to get the person receiving services to Social Recreation Activities? (Social Recreation)	100%
Do you feel the person receiving service is treated as a valued employee? (Social Ventures)	100%

Analysis and Review

Overall 93% of family members responding to satisfaction surveys were satisfied with KDSCL services. There were five surveys returned for ICO services. One of the respondents was not satisfied with services, nor did not feel that their family member achieved their employment goal. No further information was given to follow up on. Activity Services had 11 surveys returned from family members. One was not satisfied commenting that Activity Services could improve ability to get work in the community, and that "there is not enough staff for the one-to-one needs i.e. job coaches". In defense of Activity Services the stated purpose of the service is to *"Provide opportunities for individuals to develop skills and abilities that promote self-esteem and independence through productive meaningful activities in recreation and leisure, volunteerism and life skill development."* It is not an employment support service. There has been a very successful initiative in the past year to find community employment for those attending Activity Services. This initiative is very limited in scope and found employment for twelve individuals in this reporting period. Low rates of satisfaction regarding how the employment process works at KDSCL indicates that more engagement with family may be necessary to solicit input regarding how best to support individuals with their employment goals. This will be followed up through the Outcomes Objectives action plan.

Families responding to the survey indicated that very few individuals who participate in the Social Recreation services meet up with friends outside of facilitated activities. They appear to be reliant on the scheduled service to meet their social needs. This area will be addressed on the Outcome Objectives Action plan. At KDSCL we can offer opportunities and suggestions regarding social outings people can organize on their own. The results are influenced by the initiative of the individuals themselves, their ability to get out independently, and the availability of supports outside of KDSCL that can help them get out. Social Recreation staff keeps track of the interests of those attending activities and if she thinks that individuals may enjoy the company of each other she suggests ideas for them to try out on their own.

This year family members returned surveys with low satisfaction with "Are you kept informed of options and services and receive regular communications from KDSCL?" The results vary across services (55% for Activity Service, 60% ICO, 75% Richter, Individualized Funding 100%, Social Ventures 100%). Maximizing satisfaction of the family members with the regularity of communications they receive from KDSCL is one of the outcome objectives this year. Education regarding contents of the website will be one of the actions taken towards meeting this objective. The website is updated regularly and has announcements, copies of all newsletters, and an events calendar.

Satisfaction Survey 2011 - 2012							
Other Stakeholders: Caregivers, funders, customers, employers							
	Surveys were sent to caregivers, funders, customers and employers in each of KDSCL's areas of service to a total of 123 surveys. The following is a breakdown by area of stakeholders who responded to the survey and indicates satisfaction levels.						
	Activity Service	ICO	Social Rec	Social Ventures	IF	All areas	Totals
Sent	43	13	21	26	2	18	123
Response Rate	20.5%	39.0%	28.6%	58.9%	0%	5.6%	21.1%
Satisfaction:	100%	67%	100%	100%		No answer to the question of overall satisfaction with services	92%

Analysis and Review

Stakeholders report high levels of satisfaction with all service areas. ICO's satisfaction rate was influenced by caregiver surveys. Only one caregiver returned a survey, and that caregiver was not satisfied with the amount of employment opportunities provided. Employers and funders had 100% satisfaction with ICO services. Satisfaction of caregivers involved with ICO services was addressed in the past year. An update regarding ICO services was sent to caregivers in January 2012. Attached to the update was a questionnaire to solicit information from caregivers regarding what service they felt ICO should provide to individuals as well as what type of communication that would best serve caregivers. Only one caregiver responded to the survey. Caregiver satisfaction regarding ICO will again be placed on the Outcomes Objective action plan for this year.

Outcome Objectives: July 1, 2011 - June 30, 2012

Outcomes Objectives	Measures	Goal	Results
1. RICHTER RESIDENCE			
<i>Effectiveness</i> Maximize the opportunities individuals have to develop friendships/relationships with non-paid persons.	Number of times that each resident has a non-paid person, who is not family, come to visit at their home. The person comes with the intent of visiting the resident(s), and stays for at least half of an hour.	Two new visitors (have not been counted as a "visitor" for outcomes purposes in the previous two years) for each of the five individuals.	Not Met. All individuals had at least one new visitor. Three individuals met the goal of having 2 new visitors.
<i>Business Function</i> Maximize quality service delivery to the individuals served through investment in professional development.	Number of professional development events attended per year by Richter staff, in person, on-line, or by correspondence (excluding KDSCL in-service days, Mandt Training or First Aid).	Each staff will attend at least one professional development event and outline on the Professional Development Report which skills and/or knowledge will be applied at work, and how it will be applied.	Met. All staff attended a professional development event and completed reports.
<i>Service Recipient Satisfaction</i> Maximize satisfaction of all persons served.	Percent of individuals who express satisfaction with services.	100%	Not met. 66%. Three people returned surveys, one indicated general dissatisfaction.

RICHTER RESIDENCE (continued)			
<i>Family Satisfaction</i> Maximize satisfaction of the person's served families.	Percent of family members who express satisfaction with services.	100%	Met. 100%
<i>Stakeholder Satisfaction</i> Maximize satisfaction of all stakeholders (Funders, customers, paid caregivers).	Percent of stakeholders who express satisfaction with services.	95%	There were no surveys returned from funders specific to Richter. Various regulatory bodies have inspected the residence throughout the year: Fire Department, Community Care Licensing, CARF, and Safety Solutions at Work. All these external agencies were satisfied with the systems in place at the residence.
<i>Efficiency</i> Maximize one-on-one support time available to individuals.	Amount of one-on-one staff time per month. Time lasts at least two hours and facilitates a connection in the community participating in an activity that the individual enjoys.	Each person who resides at Richter will have one-on-one staff time one time per month.	Not Met. Staff spent one-on-one time at least once per month with three of the individuals living at Richter. For the other two individuals there were two months when they did not have one-on-one time with staff.
<i>Access</i> Individuals who reside at Richter St residence will have access to living conditions that best meet their individual needs.	Percentage of individuals living at Richter St that have an assessment completed that details their ideal living conditions.	100% of individuals living at Richter St have an assessment completed that details their ideal living conditions.	Met. Feedback was solicited from families and staff regarding the ideal living conditions for each individual.

2. ACTIVITY SERVICE			
<i>Efficiency</i> Maximize staff time spent in developing and maintaining opportunities for individuals to contribute to their communities through volunteerism.	Percentage of scheduled support hours dedicated to supporting individuals to volunteer for non-profit agencies.	50%	Not Met. Average through year = 43% of scheduled support hours were dedicated to supporting volunteer placements.
<i>Effectiveness</i> Maximize opportunities for persons to achieve their individual goals.	Percentage of personal goals achieved during the year.	80%	Not met. 20% of personal goals were achieved during the year.
<i>Business Function</i> Utilize social enterprise to provide employment.	Percentage of individuals participating in the KDI Woodshop who are paid a wage to produce products in the KDI woodshop.	100% of service recipients involved in the KDI Woodshop are paid a wage.	Not met. Individuals participating in the woodshop activity were not paid a wage.
<i>Effectiveness</i> Maximize opportunities for persons to be employed by employers in their communities.	Percentage of individuals supported through Activity Service, and not supported by ICO, who find employment with community employers.	10%	Exceeded. 12 people (14% of individuals attending Activity Service) found employment with community employers.
<i>Access</i> Maximize the individualization of services by assessing ideal conditions of support, and ideal conditions of employment.	Percentage of individuals entering services that have a Discovery on file that describe the ideal conditions of employment and support for the individual.	100% of individuals entering services have a Discovery on file.	Not Met. 86%. Seven new referrals to Activity Service. One person still needs to have Discovery completed.

ACTIVITY SERVICE (continued)

<i>Service Satisfaction</i> Maximize satisfaction of all persons served.	Percent of individuals who express satisfaction with services.	90%	Exceeded. 94%.
<i>Family Satisfaction</i> Maximize satisfaction of person's served families.	Percent of family members who express satisfaction with services.	90%	Exceeded. 94%
<i>Stakeholder Satisfaction</i> Maximize satisfaction of all stakeholders (customers, paid caregivers).	Percent of stakeholders who express satisfaction with services.	90%	Exceeded. 100%

3. INDIVIDUALIZED FUNDING

<i>Efficiency</i> Maximize opportunities for individuals served to achieve their personal goals through completion of contract outcomes.	Percentage of outcomes, as specified in Individualized Funding Contracts that are achieved.	100%	Each Individualized Funding contract has many desired outcomes. It was not viable to collect data on all outcomes monthly. While working on this objective it was decided that going forward goal creation for individuals receiving IF support will be guided by the outcomes of the individual's funding contract.
<i>Access</i> Maximize the individualization of services by assessing ideal conditions of employment and support.	Percentage of individuals entering services that have a Discovery on file that describe the ideal conditions of employment and support for the individual.	100% of individuals entering services have a Discovery on file.	In progress. Two new referrals to IF that this objective applied to. Both Discoveries are in progress but not completed by June 30.

INDIVIDUALIZED FUNDING (continued)

<i>Service Satisfaction</i> Maximize satisfaction of all persons served.	Percent of individuals who express satisfaction with services.	90%	Not met. 75%. Three of four individuals who responded were satisfied with services. The individual who was not satisfied did not indicate what they were dissatisfied with.
<i>Family Satisfaction</i> Maximize satisfaction of person's served families.	Percent of family members who express satisfaction with services.	90%	Exceeded. 100%.

4. INTEGRATED CAREER OPPORTUNITIES

<i>Efficiency</i> Maximize community exposure to the concept of employing people who have disabilities.	Number of presentations to business groups related to the benefits of diversity in the workplace, job carving, and customized employment.	10 presentations	Not met. Three presentations were made to business groups: The Kelowna Chamber of Commerce, Okanagan Business Excellence, and Shoreline Strata council.
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INTEGRATED CAREER OPPORTUNITIES (continued)

<i>Effectiveness</i> Maximize opportunities for individuals served to achieve their personal goals.	Percentage of service recipients that completed their goal to find employment in the community.	70% of individuals met their goal to find employment in the community.	Not Met. 61% of individuals completed their goal to find employment in the community. This year there were 69 goals on file to secure employment. 32 goals were completed, 17 were discontinued, and 20 goals remain active as of June 30.
<i>Access</i> Maximize the individualization of services by assessing ideal conditions of employment.	Percentage of individuals entering services that have a Discovery on file that describes the ideal conditions of employment for the individual.	100% of individuals entering services have a Discovery on file.	In progress. 83%. Twelve individuals entered ICO services this year. Ten of these individuals have completed Discoveries. Two of these individuals entered services in May and June. Their Discoveries are not yet complete.

INTEGRATED CAREER OPPORTUNITIES (continued)

<p><i>Effectiveness</i> Maximize the capacity of the community to directly employ people who have disabilities.</p>	<p>Percentage of the employers that hire individuals through ICO and haven't been involved with ICO or KDSCL in the past.</p>	<p>85% of employers</p>	<p>Not met. 24 employers hired individuals. Seventeen of these employers (71% of employers) had no previous connection with KDSCL.</p>
<p><i>Effectiveness</i> Maximize the capacity of the community to directly employ people who have disabilities.</p>	<p>Percentage of employers who were employing individuals in the previous year and continue to keep individuals employed through current year.</p>	<p>70%</p>	<p>Not met. Nine employers (40% of the employers from the previous year) are still employing people.</p>
<p><i>Service Satisfaction</i> Maximize satisfaction of all persons served.</p>	<p>Percent of individuals who express satisfaction with services.</p>	<p>90%</p>	<p>Met. 100%</p>
<p><i>Family Satisfaction</i> Maximize satisfaction of the person's served families.</p>	<p>Percent of family members who express satisfaction with services.</p>	<p>90%</p>	<p>Not met. 75%. Four surveys returned. One family member surveyed was not satisfied.</p>
<p><i>Stakeholder Satisfaction</i> Maximize satisfaction of all stakeholders (customers, employers, paid caregivers).</p>	<p>Percent of stakeholders who express satisfaction with services.</p>	<p>90%</p>	<p>Met. 100%</p>

5. AGENCY			
<i>Business Function</i> Increase community awareness of the importance of having a community made up of many diverse individuals.	Number of presentations to other groups and agencies in the community regarding KDSCL services, diversity, self advocacy and other related issues, presented or hosted by KDSCL service recipients, staff or volunteers.	15 presentations	Not met. Nine presentations were made to various groups.
<i>Business Function</i> Recruit and maintain a base of volunteers.	Number of individuals who are matched with a KDSCL volunteer to access volunteer or leisure opportunities in the community at least one time per month for six months.	4	Not met. Two individuals were matched with volunteers this year.
<i>Effectiveness</i> Increase professional development.	Percentage of "KDSCL After Hour In-services" that are devoted to KDSCL staff sharing information gained through training or experiences.	70%	Exceeded. 83%. Ten out of twelve after hours in-services were presented by KDSCL staff.
<i>Business Function</i> Maximize satisfaction of all funders.	Percent of funders who express satisfaction with services.	90%	Met. 100%.

Analysis and Review

Richter: The goal to have two new visitors to the house for each of the residents was almost met. This goal has been continued into the next year and ties into the satisfaction objective. Three residents returned satisfaction surveys. One reported feeling "lonely" at times. An outcome objective has been created to increase the satisfaction residents feel with the opportunities they have to make new friends and spend time with old friends. Another outcome in the past year was to ensure that individuals had time do activities that they enjoy with one-on-one staffing at least once per month. This objective was almost accomplished and will continue into the present year. In group living situations, health, safety and comfort are often a priority. Richter

Street staff provide excellent personalized support to the individuals who live at the home, who have many care needs. Having these two objectives in place ensure that staff focus time to plan to meet individualized social needs as well. Residents require assistance with planning, inviting, and carrying through social obligations. Staff has proven that they have skill in ensuring that all needs - physical and social - are attended to.

Last year meetings took place with family members of individuals who live at Richter. Discussions centered on what families felt was the optimal living situation for their family member. The consensus was that staffed group living was still the best option. This year the search will continue for housing that best meets the individuals' current needs, and anticipated needs related to ageing.

Activity Services: "Transition activity service to provide opportunities for individuals to volunteer and work in community." This is one of the goals from KDSCL's current strategic plan. Last year Activity Services had an objective of 50% of scheduled support hours being dedicated to supporting individuals to volunteer. This objective was almost accomplished: 43% of scheduled time was spent supporting individuals to volunteer. This objective will continue into the coming year.

Assisting individuals to achieve their personal goals is part of KDSCL's mission statement. The outcome objective of assisting people to complete their personal goals will continue. Leadership and staff will strategize methods for ensuring that personal goals can be met even in a group support situation. An average of 60 individuals are supported daily in Activity Services (555 Fuller and Old Meadows locations). Staff supports groups of individuals, so careful and creative planning needs to go into assisting individuals in accomplishing personalized goals. The volunteer and employment initiatives further directed staff time towards achieving vocational outcomes and away from focusing time on non-vocational goals.

The goal of paying individuals who produce products in the Woodshop was not accomplished this year. There is a transition being carried out in the Woodshop as part of the creation of Social Ventures. The Woodshop will become a social enterprise that will pay the individuals who work.

As mentioned previously in this report, there are a small number of individuals being supported through Activity Services to find employment. This is a small, but very successful, initiative. The outcome objective of finding employment for 10% of individuals attending was exceeded. Fourteen percent, 12 people have found employment. This initiative is helping to meet the KDSCL strategic plan goal of providing opportunities for people to work and volunteer in the community. This initiative will continue into the coming year.

Individualized Funding: The outcome objective of having all contract deliverables achieved was not met. It was determined that it was not viable to collect data on all outcomes each month. In the future individual goals of those people receiving individualized funding will be guided by the outcomes of their support contracts.

Integrated Career Opportunities: ICO had an objective of giving three presentations to business groups this year. This objective was not met. KDSCL hosted the December Chamber of Commerce Luncheon. The audience was very large and the guest speakers were the three MLA's for the Okanagan. KDSCL had employment related information at all table settings as well as our banner at the front of the room. KDSCL staff person Jamie Ihaksi gave an overview about KDSCL and employing individuals that we support. Earlier in the year staff also presented at Okanagan Business Excellence marketing network and this spring staff gave a presentation to a strata council regarding employing individuals to do maintenance. Presenting to community groups is an important tool in meeting the KDSCL strategic brand goal of increasing KDSCL's profile in the community. Being a successful public speaker requires a certain set of skills. Providing opportunity to staff to increase their presenting skills will be part of the Outcome Objective action plan. ICO staff attended three information fairs this year and promoted KDSCL employment services through display tables.

The goal to assist 70% of individuals on the ICO caseload to achieve their goal to find employment in the community was almost met. 61% of individuals who had goals for employment were employed. As of June 30, 2012 twenty employment goals remain active and individuals are looking for work.

Increasing the capacity of the business community to employ individuals who have diverse abilities is one of the ongoing objectives of ICO. This year 24 employers hired individuals that ICO supports. Seventeen of these employers (71%) had no previous connection with KDSCL. The outcome goal was to have 85% of new job placements with employers who had no previous connection with KDSCL. ICO will continue to strive to meet this goal into the coming year. As noted in the ICO section, staff this year attended three information fairs and displayed information regarding KDSCL services. Activity Service staff also displayed information at the Kelowna Community Resources volunteer fair.

As well as engaging new employers, ICO works towards having current employers maintain the employment of individuals they have hired. In the past year ICO had an objective of having 70% of placements from the previous year carry on throughout the reporting period. This objective was not met and will continue into the next year. Interviews were completed this year with long term employers to seek information regarding what makes employment successful for the individuals we support. Besides the obvious components of good work ethic and ability to contribute to workplace team, one of the factors in common in long term placements was the willingness of employers to modify job structure. If we want people to be able to stay in positions we will need to be able to identify employers who are willing to be flexible in order to benefit from the skills that the employee can bring to their business. Of course the prime responsibility for ensuring that employment continues in the long term lies with the person employed. ICO staff are always available to assist with problem solving and supporting when required, but the only way that employment is successful is if the individual supported takes on responsibility for creating a good working relationship with their employer and contributes to the bottom line of the business.

Agency: Across all service areas there were objectives of ensuring that all individuals entering services have a Discovery on file to identify the ideal conditions of employment and support. This objective was met to varying degrees across the agency, and will continue as an objective in the coming year. Discovery is a detailed, individualized, profile that determines interests and skill levels, learning and communication styles, and the ideal conditions of employment and support. It may be difficult to achieve 100% completion of this objective as individuals entering service in the end of May or in June would not have time to complete the process.

Nine presentations were made to groups throughout the year in order to continue to build KDSCL's profile in the community. The objective was to have fifteen presentations. This objective will continue into the next year. As previously stated in the ICO section opportunities to increase public speaking skills will be offered to staff.

KDSCL has a small contingent of dedicated volunteers who meet with and develop relationships with the individuals we support. In the last year two matches with individuals were made. This objective will continue into the next year. KDSCL will continue to advertise for volunteers and match volunteer interests with individuals we support.

The KDSCL strategic plan has set out a goal to *"effectively and efficiently utilize the limited human resource and administrative dollars available to support progressive, competent employees."* The agency invests thousands of dollars annually to send staff to training events. Staff attending events are encouraged to present to other staff and share the knowledge they have gained. There was a goal this year to have 70% of "After Hour In-services" devoted to KDSCL presenting to other staff. "After Hour In-services" are one-hour professional development opportunities hosted in house at KDSCL. This year 83% of "After Hour" sessions were presented by KDSCL staff. "After Hour" sessions have been offered for two years and have proven to be an economical way of increasing the staff knowledge base.

*Executive Director's
Report*

EXECUTIVE DIRECTOR'S REPORT

2011 – 2012

How fast the years go! KDSCL is on the cusp of a significant milestone approaching 60 years of community service-while I personally just completed 10 years working for this great society!

Our 59th year was spent reviewing the services we provide to ensure we were progressively addressing the needs of the people we support and their families. *"Quality in a service or product is not what you put into it. It is what the client or customer gets out of it". Peter Drucker.* To that end the activity service schedule changed to offer more volunteer opportunities. In addition, a pilot employment project was started which resulted in seven individuals obtaining part-time community employment. Integrated Career Opportunities (ICO) underwent a focus redesign resulting in the service strictly developing paid employer, community employment. The contracts KDSCL has with our partners the University of BC Okanagan, Okanagan College and Columbia Bottle Depot, were transferred to a newly created Social Ventures/ Social Enterprise service which includes the KDI Wood Shop activities.

Our property on Sutherland Avenue underwent unexpected renovations when a flood occurred. The interior of the home had to be redone which was very disruptive however with "the bad" often comes "the good" and a new wheelchair accessible washroom was built. Unfortunately a month later a lightening strike "fried" computer and office equipment at this same location. These two issues resulted in some very unbudgeted expenses.

Jazel Homes (James and Sandy Zelnik) and Grant and Linda Taylor of Grand Forks respectively held fundraiser with the proceeds going to the KDSCL building replacement fund. This is the 6th year James and Sandy's annual Christmas party was used to raise money for our society, with this year's event resulting in a \$6,300.00 donation to KDSCL. This is the 2nd year Grant and Linda's plant sale resulted in a \$5,640.00 donation. We cannot thank these individuals enough!

We also received a **very generous** donation from Myrtle Wilson in memory of her daughter, Holly. Holly's father did not want Holly forgotten and his wife Myrtle honoured his wishes with a donation of stocks to the KDSCL building replacement fund in memory of Holly. We are so very grateful to the Wilsons for not only entrusting KDSCL to enrich Holly's life, but for choosing to remember Holly in such a way that many who use KDSCL's services will benefit.

We were also very fortunate to have others community groups donate their time, services and/or goods. Fortis voluntarily replaced all the lights at our 555 Fuller Avenue location. Staff from Interior Savings painted the meeting room. Valley Mitsubishi serviced our new used vehicle. Jazel Homes repaired the Sutherland property, Menzies Graphic Group produced our newsletter, West Kelowna Plumbing and Solar Heating provide plumbing services and Kelowna Auto Auction sold our three of our vehicles, all

at reduced costs to the society. KDSCL needs civic minded groups like these in order to continue to operate. We receive funding for direct service however nothing for the much needed extras-thank you!

We too continued to be very civic minded and allowed the Okanagan Valley Association of the Deaf, Cool Arts, Overeater Anonymous, Co-Dependents Anonymous and the Okanagan Chinese Canadian Association to utilize our building outside of regular service hours free of charge.

A new collective agreement was reached this year, unfortunately it took so long to achieve that by the time it was ratified, there was only three months left until it expired (March 31, 2012). Bargaining recommenced however an agreement has yet to be reached.

KDSCL underwent our third CARF Accreditation survey and I am happy to announce we received another three year designation. Leslie Munro did a great job ensuring we were prepared and that our quality assurance systems reflect the highest of standards.

The Community Living Action Committee (CLAC) continued to facilitate KDSCL's involvement in our community. We held a well attended anniversary barbeque, participated in the Rutland Scarecrow Festival, Seedy Saturday, the Rutland May Days and the Westside Daze parades.

We continued our endeavors to replace our building. The donation received from the Milton's and the fundraisers helped us get closer to our financial goal. In January, KDSCL contracted with Elton Media to engage in a rebranding exercise which resulted in recommendations for changing the way our society markets and presents to community. We are very excited to move forward and further information will be forthcoming.

This year, sadly, Frank Caruso passed away. Frank had not been involved with KDSCL's services for the last few years. He was very fortunate to live out the last years of his life, at home with his loving parents and sister.

Each year at the end of my report I thank so many for making KDSCL a great organization. I hope the repetitiveness of this section does not take away from the heartfelt and truly thankful feelings I wish to express. Without all those listed we would not be making a positive difference in our community and in the lives of people with disabilities so **thank you**:

- * All KDSCL staff, the Board of Directors and our volunteers. They are the backbone of the society and continually demonstrate their commitment to providing the best services possible.

- * The KDSCL Self-Advocates in the Service Area committee members. They assist the leadership team to ensure services and supports reflect the needs and wants of people with developmental disabilities.

- * Mrs. Hadgraft (Mrs. H) who continues to volunteer her time teaching arts and crafts and as the Vice-President of the Board of Directors.

- * The CLAC Committee for volunteering their time and coordinating our participation in some great community events. This committee works very hard with limited resources to ensure our goal to create inclusive communities is progressed. Their efforts often go unrecognized; please take the time to thank them.
- * The United Way and the many United Way supporters and volunteers.
- * The Vipond Golf Tournament coordinators, participants and the Kelowna Golf and Country Club for continuing to host this annual event. Each year the membership gives up their course for the day. Denis Gates continues to actively coordinate this event; ensuring proceeds are raised to benefit KDSCL.
- * Community Living BC our primary funder and partner, specifically our liaison Analyst, Cherise Lowe. She worked diligently within CLBC's operational parameters to assist KDSCL to provide flexible services and advocate for the needs of CLBC's clients.
- * Our other community partners and supporters, the Ministry for Children and Family Development, the Ministry of Housing and Social Development, BC Housing, Gaming, Interior Health, the City of Kelowna, the Vancouver Foundation, the Central Okanagan Foundation, the Knights of Columbus Father Delestre Council, the Lions Club, the Kiwanis Club of Kelowna-Summit, our employers and volunteer sites who work in partnership with our organization to serve individuals and the community.
- * The many individuals, families and groups that made financial donations and donations of goods or services to KDSCL and/or the building replacement fund. Thank you all again!

Respectfully submitted by Charisse Daley

History

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

1953 - 2011

June 10, 1953: A group of parents, teachers, doctors and concerned citizens met because children with mental handicaps were not being educated in their community. On June 18, 1953 the founding members named the organization the Kelowna and District Society for the Mentally Handicapped. The "centre" opened December 7, 1953.

1954: The society name changed to the Kelowna and District Society for Mentally Retarded Children and the centre was officially called Sunnyvale.

1958: The Sunnyvale Centre had an enrollment of thirteen students and a staff of two teachers. They taught classes of seven to thirteen year olds and fifteen to thirty year olds.

1968: The Sunnyvale Workshop was developed and served 27 adults supported by 6 staff. The school enrollment was 18 students supported by 3 teachers.

1970: The name changed to the Kelowna and District Society for the Mentally Retarded. There were four main departments operating: Commercial, Special services (Wedding car decorations and crafts), Woodworking and Ceramics. Recreational activities such as bowling, skating, parent sponsored picnics and field trips were offered. Towards the end of the year, the pre-school program started and soon moved to the Baptist Church on Bernard Avenue.

1971: September, an extension was built onto Sunnyvale, which added two more classrooms.

1973: The Bertram Street Residence opened with 12 residents living there. The children's education programs were given to School District #23.

1975: July, the expansion of Sunnyvale Workshop was completed and those on a waiting list finally received services.

1976: The Infant Development Program started.

1977: A Recreation and Field Counselor was hired to expand activities within the community.

1981: The society changed names back to the Kelowna and District Society for the Mentally Handicapped and the Sunnyvale Workshop became Kelowna Diversified Industries (KDI) Wood Shop.

1983: The society transferred the Infant Development program to the Child Development Centre. Bertram Street Residence closed with some residents moving home and others went into the Independent Apartment Living Program.

1984: Early in the year, the Bach Road group home opened and 4 people moved in. The Bertram Street Residence opened as a pre-vocational activity centre. Discussion groups, personal grooming, work preparation, arts and crafts and access to community-based programs were offered.

1985: Two homes were purchased, Solly Court and Lakeland and former residents of institutions in BC moved into the community-based homes. Bertram Street expanded its' services to provide day programming for these individuals. The society assisted in setting up the Special Olympics program in Kelowna.

1986: The Bach Road residents moved to a newly purchased home on Richter Street, which is still owned and operated by the society.

1988: The 35th anniversary of the society was held. The society was now running four levels of programming ranging from personal skills to vocational training. The day

program served 68 people supported by 16 staff. The residential program served 24 individuals supported by 19 staff.

1989: Lakeland residence was sold and a duplex on Elm Street purchased. Wedding Belles and Baskets moved to a storefront operation on Sutherland Avenue with 11 individuals and two staff. The society's offices moved out of the McWilliams Centre and into Bertram Street Vocational Centre (KDI).

1990: The society name changed again to the Kelowna and District Society for Community Living. Integrated Career Opportunities (ICO), a supported employment service was formed. The society started an integrated daycare.

1991: Solly Court was sold and the contracts transferred to the new owner.

1992: The Self-Advocacy group started to grow and expand. The arts program would be converted to a production contract. The newly formed Travel Club made its' second trip, a cruise down the Mexican coast.

1993: Elm Street was in the process of closing which left the society with one group home, Richter Street. ICO opened a second office in Winfield.

1994: The society purchased a new recycling truck for ICO to assist the recycling program to expand. They secured a contract with the Kelowna General Hospital. Plans for a bicycle shop were initiated and involved handling the city's lost and stolen bikes.

1995: The society established another 'storefront' operation when contract services moved to Bay Avenue and became First Choice. 12-18 individuals worked there with two staff. Contracts included packaging and labeling for Sun-Rype and Calona Wines as well as bulk mail-outs, newsletters and collating projects for their regular customers. The Bike Shop opened at KDI and a showroom for sales and repairs started. The Bike Shop was named Larry's in memory of a former service recipient. The Daycare was closed due to the decline in children enrolled. The Bertram Street building was purchased by the society from the city so that it could be sold. The Winfield office closed due to the decline in participation.

1998: The Bike Shop signed a contract with Zellers to assemble their new bikes and was working on signing deals with Wal-Mart and Canadian Tire.

1999: The administration offices moved to KDI and the Bike Shop was in the process of opening a store on Doyle Avenue. October was designated Community Living Month. At the end of the year, the Legion purchased the Bertram Street building.

2000: A shredding machine was purchased and the search for more work started. The Wedding Shop moved to Spall Road and ICO moved to Kent Road. In the fall, a new 14-foot cube van was purchased for Econoshred.

2001: The Wood Shop received a forklift, which helped a great deal with their lift lots of wood. First Choice gave up the storefront on Bay Avenue and moved back to KDI in December.

2002: The Wood Shop started making cedar sheds. March 1, the Bike Shop moved to a new location on Lawrence Avenue. The Bike Shop named was changed to Larry's Cycle and Sports. The Minister for Children and Family Development appointed a provincial Transition Steering Committee to make recommendations on transferring community living services from government to a new community based governance authority.

2003: KDSCL celebrated 50 years of community service. Celebrations occurred throughout the year beginning in April. The society donated a tree, which was planted in City Park to thank the community for their support and KDSCL hosted a Chamber of Commerce new member's breakfast. In June, a "50th Anniversary Party in the Park" occurred at Mission Creek Park. The entire community was invited to come and participate in the celebration. In October, in recognition of community living month, a

reunion dance was held at the Performance Centre on Ellis Street. ICO's offices relocated to KDI. Individualized funding became an option for individuals and families. Government was moving away from traditional global funded contracts. Wedding Belles and Baskets moved to a new location on Lawrence Avenue, next to Larry's Cycle and Sports. The society underwent a major service review. The three supervisor positions were consolidated into 2. Action plans were established to clearly define the service areas and establish clear goals for each service. The society offered 4 types of services; business services, day service, residential and ICO. Ricky Barton a service recipient, passed away.

2004: KDSCL began preparing for accreditation. ICO focused solely on employment and the Day Service assumed responsibility for assisting individuals with life skills. Community Placement Developer positions were established to create more opportunities for community participation in employment and volunteer work. An agency shuffle occurred and staff were reassigned to their preferred areas of work. Incentive pay was clarified and a new system implemented. Another truck was purchased. The society secured an individualized funding contract and assisted a family to support their two adult children in their home. The Interim Authority for Community Living BC was established to assume provincial responsibility for services to people with disabilities from the Ministry for Children and Family Development. The building continued to be utilized by outside not-for-profit groups including Parent-to-Parent, the Cool Arts Group, the Okanagan Deaf Association and self Advocate Caucus. The Board of Directors and executive director continued to work on replacing the building located at 555 Fuller Avenue.

2005: KDSCL had their first Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation site survey November 2 to 4, 2005. Three surveyors came from the United States and evaluated KDSCL's services against industry standards. On December 15, 2005 we received notification that we had been assigned a three-year designation. Community Living BC took over the provincial responsibility for services to people with disabilities from the Ministry for Children and Family Development July 1. Community participation at various recreation and leisure activities and events increased in all areas. Service recipients planted and harvested a community garden plot, hiked trails, participated in signing classes, went tubing, attended hockey games, etc. Community volunteerism increase and service recipients volunteered over 2900 hours at Pine Acres Rest Home on the West Side, Windsor Manor in Rutland, Ki-low-na Friendship Center downtown and Compassion Canada. KDSCL assisted with Kelowna Centennial celebrations and Regatta. After 14 years of association with the Kelowna General Hospital and Cottonwoods, 5 individuals from ICO were laid off. Many employees at the hospital were upset and tried to have the individuals reinstated, unfortunately to no avail. Richard Bernard and Patrick Smart passed away.

2006: Service contracts with CLBC were renewed for an additional year and a half. CLBC hired a provincial self advocate advisor worked at establishing better communications with people with disabilities. A new provincially bargained 4-year collective agreement was ratified, to create labour stability. Due to a decline in sales and the lack of activity for the attendees, Wedding Belles and Baskets officially closed the doors July 14, 2006. KDSCL purchased a house at 925 Sutherland Avenue which became an extension of the KDSCL day service. The women from the Wedding store moved to this location. At the same time Larry's Cycle and Sports moved to a new location at 123-1511 Sutherland Avenue. Larry's expanded their retail operations and began selling Waldies shoes, Life is Good and Horsefeathers clothing lines. The residents at Richter Street celebrated 20 years together. They also vacationed in

Mexico while the interior of the house was being painted. The KDI Wood Shop was extremely busy with stakes sales increasing due to increased construction in Kelowna. The day service expanded and the services offered were based on individual's needs and pre-scheduling activities. Community volunteerism continued to increase. ICO expanded their contracts and had record sales. A 30 year lease on the 555 Fuller Avenue property was finally reached with the City of Kelowna and the society continued to pursue replacing the building. The unofficial KDSCL travel club spent a week at the West Edmonton Mall. A group of KDSCL service recipients went camping the 2nd weekend in September to Camp Owaissi across the lake. KDSCL purchased the ShareVision program designed to eliminate paper work through the use of online websites and make the services more effective and efficient. KDSCL held very successful community living month events including BBQs each Friday in October. Many of our community partners, including the mayor, came to KDSCL for a free lunch and received bouquets of flowers. KDSCL was also showcased on CHBC by Mike Roberts. Joan MacGregor, who was the KDSCL executive director from 1989 to 1999 and Anne-Louise Woite, a long term wedding store participant, passed away.

2007: KDSCL continued to pursue replacing the building at 555 Fuller Avenue. The City of Kelowna requirements were actively being addressed with 2 outstanding items at year end. KDSCL secured four new individualized contracts with staff specifically working under the direction of the individual and/or their family. Recruiting and maintaining qualified staff was a huge issue due to the labour market in the Okanagan. Much time was spent trying to hire and orientate new staff. The Day Service continued to expand with increases in referrals. The activity schedule that was established in the prior year was operating in full mode with a variety of recreation and leisure opportunities being offered. Individuals continued to volunteer with other community non-profits and attended several appreciation events through out the year. The evening/weekend social and recreation group participated in many community events including attending hockey, baseball and football games, playing billiards, Parks Alive activities, dinner and a movie, arts classes, etc. The Richter residents went on an Alaskan cruise which they thoroughly enjoyed. ICO continued to provide employment services. Group contract work declined with more emphasis on independent employment. ICO hosted a very successful employer's breakfast in September with many community partners attending. Larry's Cycle and Sports sales increased at the new location. They expanded their clothing line. The KDI Wood Shop had record sales, with individuals continuing to participate in community activities. The officially resurrected Travel Club went to Disneyland, Niagara Falls and hosted a September one week camp at Camp Owaissi. Community Living month celebrations occurred in October with a free BBQ lunch and an evening open house. Sadly, this was also the year that Desmond Hill, Maria Sulzer and Janet Asselstine, long term KDSCL participants, passed away. Chris Jiyobu and Stewart Ritchie both retired. The Kelowna Self advocates attended the BCACL conference in June in Prince George. They produced a video and presented it at a workshop on Rights and Responsibilities. The group continued to meet monthly and worked on issues at both a community and provincial level.

2008: KDSCL celebrated 55 years of service to the community. Unfortunately this proved to be a difficult year with the unexpected death of Leigh Edwards, a 25 year employee, on April 18. He made many contributions to the society including coordinating KDSCL's first successful 3 year accreditation designation. He was a very kind man and his death affected many.

The ICO bottle sorting group moved from sorting bottles at KDSCL locations to Columbia Bottle. The contract expanded to include KDSCL collecting donated recyclables at the locations with the proceeds going directly to the society. ICO continued to develop the discovery process focusing on individual specific employment. The Activity Service continued to expand. Individuals participated in various activities including scrap booking, bird watching, CURVES and volunteerism. Some activities that were held at 555 Fuller Avenue began relocating to community venues. Many additional opportunities were offered through the evening and weekend service. The travel club went to Tofino, Disney World and on a Caribbean cruise. KDSCL also coordinated another fun filled week at Camp Owaiss where a 55th celebratory barbeque was held. KDSCL set up their first successful home share living arrangement for one individual. Larry's Cycle and Sport sales were similar to previous years while the wood shop's decreased slightly due to the decline in building. KDSCL staff hosted a second very successful Craft and Bake Sale fundraiser. The building project remained live and active. All city requirements were satisfied and the board and executive director worked actively to find a fund raising chair. Eight self advocates attended the BCACL AGM and Conference in Surrey. In November KDSCL had their second accreditation survey and in January of 2009 we received confirmation that we again received a three year designation.

2009: Staffing which had been a significant issue for the last few years stabilized. We were very fortunate to suspend casual hiring and were able to accommodate staffing replacement needs as required. Many staff had the opportunity to attend various conferences and training throughout the year. In June three staff and two people KDSCL supported attended the BCACL Conference in Vancouver. In March, the union allowed the executive director to participate on a travel club trip to Mexico. The travel club also went to Tofino and Ucluelet, Big White, Disneyland, Vancouver twice, once sightseeing the other for a hockey game, Southbeach Washington for the Christmas light-up, Camp Owaiss and Las Vegas. In addition the Richter residents holidayed for a week at Jewel Lake. A board strategic plan was completed in April (follow-up to the one completed in November the previous year) that was comprehensive and focused on the organization as whole. The activity service took over publishing the KDSCL Newsletter. The revamped format and enhanced content received much praise. Sadly, this year long term employee Mike Johnson passed away and individuals Chris Jiyobu, Laurie Yuros, Madeline Church and Verona Harding who all received service from KDSCL. The activity service continued to assist individuals to participate in community recreation and leisure activities and volunteerism. Many activities from the previous year continued and a selection of new ones offered. ICO continued to support individuals to work and was actively implementing the Discovery process. Due to economic slump, sales were down at both Larry's Cycle and Sports and the KDI Wood Shop. Individuals at both locations continued with activities in house and in community. KDSCL staff and Larry's Cycle and Sports (had a booth set up) participated in the City of Kelowna's Bike to Work Week. KDSCL staff hosted a third very successful Craft and Bake Sale fundraiser. The Community Living Awareness Committee was very active in the community and KDSCL participated in Canada Day celebrations via Apple Bin Painting and setting up a booth that distributed balloons and paper glider airplanes, Parks Alive, Safeway Arts and Music Festival, distributed posters for Viva Musica and decorated and put a Scarecrow in the Uptown Rutland Scarecrow Convention. Likely the most exciting accomplishment of the year was winning the Juicy Give. Fifty-three not-for-profit organizations participated in a contest sponsored by our local radio station, the Juice. Organizations submitted projects that needed funding and the community voted via the internet for the project they felt

was most in need. The organization that won, the Juice committed to raising a minimum of \$100,000 for and provide \$50,000 worth of free advertising. Everyone worked so hard campaigning and we had so much support both internally and from the community at large.

2010: The Community Living Awareness Committee (CLAC) was very active and participated in and/or supported participation in a community living month barbeque, Seedy Saturday at Okanagan College, a Staff Craft and Bake Sale and a 57th anniversary tea at KDSCL. All the events were successful and served as opportunities to showcase our society and promote welcoming communities. Collectively we worked on addressing the organization's strategic plan goals including replacing our building at 555 Fuller Avenue. Our only barrier continued to be securing the dollars to build. We developed various funding strategies including contracting with a fundraiser, recruiting additional committee members and developing and hosting our own events. The new committee worked very hard with limited resources to host or participate in a dunk tank through the Boyd Autobody Show and Shine, a Kayaking Race, a Lawn Bowling tournament, the Skookum Barn Dance and sold Christmas swags. In addition Jazel Homes held another very successful fundraiser with KDSCL the recipient of the proceeds. In anticipation of rebuilding, KDSCL administration and ICO relocated to 925 Sutherland Avenue and the individuals attending the activity service relocated to Fuller Avenue. Staffing continued to be relatively stable though we did hire a few casual employees mid-year. Our provincially bargained collective agreement expired March 31, 2010. Bargaining commenced however by year end no agreement had been reached. KDSCL secured funds to complete a feasibility study for Larry's Cycle and Sport and the City of Kelowna Lost and Stolen Bike program. A contract to manage the lost and stolen bikes for the city of Kelowna was signed and the wood shop continued to support this service. KDSCL supported 7 individualized funding contracts at the beginning of the year; one family opted to take over managing the services on their own in the fall. KDSCL participated in the CLBC initiative "Start with Hi" by distributing newspapers and bracelets hoping to educate the community on inclusive practices. The activity service continued to rotate their schedule as the season changed to offer a variety of different activities while continuing to volunteer in the community. Included was Geo-caching which not only enabled staff and individuals to explore community but brought people to us. Sadly, this year Karen Pringle passed away. ICO secured additional funding through CLBC for an employment first initiative. This initiative had us develop an employment first approach to individuals wanting to become involved in services at KDSCL. The grant enabled KDSCL to employ two individuals for a 7 week period to develop the Discovery process and complete Discoveries with 18 people. KDSCL continued to provide and offer numerous professional development opportunities. Staff attended employment specialist courses, Mandt training, assertiveness training, conflict resolution training, computer classes, customized employment training, epilepsy and dementia seminars just to name a few. A speaker bureau was developed which included helping people with disabilities to hone their public speaking skills. KDSCL also jumped on the technology train and created a Facebook page.

2011: The year started out with 11 women travelling to Cuba for a fun filled week of fun and sun. The travel club also went to Halcyon Hot Springs, Seattle and to the Silver Reef Hotel, Casino and Spa. KDSCL purchased a new property on 647 Old Meadows Road which became an extension of the activity service. Nine individuals commenced service at the location April 13th. Community Living BC was under significant scrutiny regarding their initiative to close all group homes across the province. The CEO resigned. Service providers across the province engaged in new contract negotiations

with local CLBC representatives. KDSCL participated in a fun-filled in-service at Silver Star resort. Fundraising for the new building continued. KDSCL was the recipient of funds raised by the Global Arts Music Festival and participated by selling cookies for "Alex" and the SOS Village. Jayne Stolz coordinated a very successful plant sale. KDSCL staff, led by Johanna Cameron, hosted another successful KDSCL Craft and Bake Sale. Teena Gowdy organized and held a benefit concert. The Community Living Action Committee, led by Cyndy Omand continued to be active and coordinated KDSCL's participation in Seedy Saturday, the Rutland May Days, Westside Daze parade, the 4th Annual Scarecrow festival, hosted the annual KDSCL Community Living Month BBQ at 555 Fuller Avenue and a swag sale. The CLAC committee also coordinated a very successful 58th anniversary celebration June 10th. The United Way, through their Days of Caring program, provided volunteers to paint the outside of our house at 925 Sutherland Avenue. Through a Fortis sponsored program, all the light bulbs were replaced at 555 Fuller. The Board of Directors completed a strategic plan, identify actions and agency direction. Larry's Cycle and Sports closed after serving the community for 16 years. Individuals and staff were relocated to various service areas. The activity service solidified their commitment to community inclusion and aggressively pursued volunteer placements for individuals attending and embarked on creating customized employment opportunities. Jean Hadgraft continued to volunteer doing the KDSCL Craft Classes. Integrated Career Opportunities changed their structure in order to maximize the amount of time spend in obtaining employment for people. Structure at ICO changed from having one staff looking for employment to having all staff carry a caseload and being responsible for securing employment. The Foundations for Employment project completed its first year with 6 youths obtaining some form of community employment. Vancouver Foundation and Ministry of Children and Families funded the second year of the project, and Central Okanagan Foundation granted funding as well. Social venture creation was pursued resulting in plan to transition the Kelowna Diversified Industries wood shop into a viable business. The 1976 Richter Street mortgage was finally paid in full and KDSCL secured title to the property. Sadly, this year Jason Cline and Holly Wilson passed away. 925 Sutherland Avenue underwent a major renovation after a pipe burst and flooded the entire house. The bathroom was modified to make is accessible. Two months later a lightning strike hit the electrical system at the house and fried much of the electrical equipment including computers and the fax machine. KDSCL had our third CARF accreditation survey. Three surveyors evaluated KDSCL on industry standards and KDSCL received a three year designation. The year ended with the annual KDSCL Christmas party being held at the Ramada.

Travel Club and Travel Trips

- 1991:** The newly formed Travel Club made its first trip to Hawaii!
- 1992:** Cruise down the Mexican Coast.
- 1993:** Mexico.
- 1994:** Disneyland.
- 1995:** Mexico and Mara Lake Camping.
- 1996:** Alaskan Cruise and Mara Lake Camping.
- 1997:** Mexico, Hawaii and Osoyoos Camping.
- 1998:** Mexico, Disneyland and Osoyoos Camping.
- 1999:** Mexico and Camp Owaissi.
- 2000:** Mexico and Camp Owaissi.
- 2001:** Disneyland and a Cruise back to Vancouver and Camp Owaissi.
- *2002:** Mexico and Camp Owaissi.
- *2003:** Mexico, Disneyland, and Camp Owaissi.
- *2004:** Mexico and Camp Owaissi.
- *2005:** Disneyland, Victoria, Camp Owaissi and the Kootney's.
- *2006:** Mexico, West Edmonton Mall and Camp Owaissi.
- 2007:** Disneyland, Niagara Falls and Camp Owaissi.
- 2008:** Tofino, Disney World, Caribbean Cruise, Camp Owaissi and Leavenworth.
- 2009:** Jewel Lake, Ferndale-Washington, Mexico, Las Vegas, Tofino, Vancouver-Whistler and Vancouver a second time for a hockey game.
- 2010:** Barkerville, Camp Owaissi, Ferndale and Christina Lake.
- 2011:** Cuba, Halcyon Hot Springs, Seattle, Camp Owaissi and the Silver Reef Hotel Casino and Spa.

*Trips were not coordinated by KDSCL.

President	Year
Mrs. H. B. Simpson	1953
Mr. R. C. Gore	1953 - 1955
C. J. Knowles	1955
Ivor Jackson	1956 -1957
Freedra Woodhouse	1957 - 1958
Mrs. H. Burbank	1958 - 1959
Mr. R. C. Gore	1960 - 1961
Mrs.T.C. Williams	1961 - 1962
Ivor Jackson	1963
Mr. R. P. McLennan	1964
Mr. E. H. Cotton	1965 - 1968
Audrey Perley	1968 - 1970
Mrs.G. Ritchie	1970
W. S. Leggat	1970 - 1974
Elise Clark	1974 -1977
Jim Grindley	1977 - 1980
Walter Brown	1981 - 1982
Gerry Bleiler	1982 - 1983
Frances Nutz	1983 - 1986
Elise Clark	1986 - 1988
Dan Porayko	1988 - 1989
Joanne English/ Calkins	1989 -1991
Jim Greenlay	1991 - 1993
Nick Pisio	1993 - 1997
David Paynter	1997 - 1999
Dennis Gates	1999 - 2004
Gail Meier	2004 - Present

