

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING (KDSCL)

57th ANNUAL REPORT

2009 - 2010

**“CELEBRATING 57 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

"Ours is of welcome. Join us in 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 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 56th ANNUAL GENERAL MEETING

September 14, 2009, 7:00 pm
555 Fuller Avenue, Kelowna, BC

In attendance: Nick Pisio, Virginia Pisio, Glenda Mallach, Johanna Poplawski, Darlene Hass, Jim Greenlay, Angie Greenlay, Arnold Soloway, Cyndy Omand, Rhonda Campbell, Leslie Munro, Kelly Tompkins, Susan Harney, Ruth Dodds, Helen Polmear, Charisse Daley, Gail Meier, Mike Lau, Chuck Hopkins, Beryl Hopkins, Gertrude Welder, Angela Dregar, Doyle Dregar, Mark Wengrowich, Miki Hanna, Darryl Harand 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 Nick Pisio that the agenda be accepted as presented. Carried.**
4. **Moved by Jim Greenlay seconded by Kelly Tompkins that the minutes of the September 29, 2008 AGM be approved as circulated. Carried.**
5. Auditor's Report: Chris Henderson from Murray Rossworn presented the audited financial statements. He stated the following: Page 3 summarizes what the auditor did. If there was an issue it would be identified on this page. There is a standard clause in not-for-profit audits relating to donation revenue. The organization controls the cash the auditor can only look at what is in the bank. Page 4 is the balance sheet which lists the assets and liabilities; what the society owes and what it owns. The cash balance has not changed a lot from previous years. There is a change in inventory which has increased. A new vehicle was purchased. There were new building incurred costs. The society is required to maintain a sick time accrual in the event that all employees went off ill. This amount increased this year. The fund balance identifies equity and profits for the years. It is broken into five categories. Rental assistance has to be separated. The auditors found an error in the printed statement (corrected page 4 provided) which did not effect the bottom line, just the rental assistance program line and unrestricted line. Assets which are restricted must be spent in a specific way. Assets that are internally restricted, the KDSCL board of directors decides how to spend. Page 5 is the income statement; the money that came in and the money that went out which equaled 2.8 million dollars up from the previous year's 2.6 million. The major reason for the increase was client rent contributions and wages. There was a profit for the year of \$48,000 which is needed as a buffer for future years. Often capital assets are not funded. The rest of document outlines the details. Chris asked if there were any questions, with no forthcoming, **moved by Arnold Soloway seconded by Chuck Hopkins to accept the 2008/2009 audited financial statements with the amendment to page 4. Carried.**

6. Appointment of the 2009/2010 Auditors: Arnold Soloway requested that a motion be made from the floor allowing the KDSCL board of directors to appoint the auditors for the next fiscal year. There was a question from the floor asking why the board would be designated and the current auditor not appointed. Charisse stated it gives the society the option to ensure costs are competitive and review their performance. **Moved by Jim Greenaly seconded by Chuck Hopkins that the board of directors be given the authority to appoint the auditors for the 2008-2009 fiscal year. Carried.**

7. President's Report: Gail Meier stated that the report is included in the AGM booklet. She thanked the board, Charisse and staff for their efforts to win the Juicy Give. **Moved by Arnold Soloway seconded by Jim Greenlay that the President's Report be accepted as presented. Carried.**

8. Self-Advocate's Report: Kelly Tompkins read the report provided in the AGM booklet. **Moved by Chuck Hopkins seconded by Jim Greenlay that the Self Advocate's Report be accepted as presented. Carried.**

9. Election of Officers: Gail Meier's stated that no director's terms expired however Jim Greenlay resigned. Gail thanked Jim and his wife for all the work and time they devoted to the society and presented him with a small token of our appreciation. Gail requested that Mike Lau, a volunteer with the society, also come up. She thanked him for volunteering in the wood and bike shop the past year.

10. Meeting adjourned at 7:20 am.

President's

Report

PRESIDENT'S REPORT

2009 – 2010

This year was again focused on the building replacement. As a board we continued to strategize ways to progress the project. We have been working with potential funders and will continue this endeavour.

The building committee concentrated on fundraising. To this end we contracted with fund developer Colleen Cross to assist. Our committee expanded to include family members of KDSCL, clients and other community members. As President I sit on this committee and I am always so impressed with the enthusiasm and commitment of this group. We met weekly and actively planned events with input from all.

Several events were held. An open house was held June 17. We welcomed community members to see the building and acquaint them with our building project. On June 20, we hosted a booth in the "Boyd's Show and Shine" (a car show held in city park) that featured a dunk tank and information about our building project. This was a great exposure for our project. We are planning a major fundraiser for August 28th, the "Sunnyvale Bowling Sock Hop". This event will be held in City Park featuring a lawn bowling tournament, dinner, silent auction, live auction and dance. This will be an annual event. Further event are planned along with a comprehensive plan to explore other options in order to reach our fundraising goal. It is imperative that we have the support of our stakeholders. Please consider supporting and participating in events and campaigns as they are promoted and advertised.

As a board we continue to meet once a month. Our meetings are lunch meetings as that works well for board members. The board transacted regular society business ensuring KDSCL is progress, respectful, providing the best services possible to our constituents.

Denis Gates who has been a long term board serving over 16 years is resigning from the board this year. We wish to thank Denis for his years of service, commitment to the board and his work with the Vipond. Denis will be missed for his business acumen and valued input.

In closing, I would like to thank the board of directors for their time and commitment to KDSCL. Also thanks to our wonderful staff and volunteers who work so hard on behalf of our agency. And of course thanks to Charisse Daley, our executive director for her dedication and strong work ethic.

Respectfully submitted Gail A. Meier

Secretary Treasurer's
Report

SECRETARY TREASURER'S REPORT

2009 – 2010

It is with pleasure that I submit the 2010 Treasurer's Report for the Kelowna and District Society for Community Living for the year ending March 31, 2010. The Audited Financial Statements of KDSCL are prepared by Murray Rossworn Inc.

The Society revenues exceeded expenditures by \$22,049 compared to \$50,148 in 2009. Cash at year end was \$688,783 compared to \$601,822 in 2009.

The administration department is reporting a deficiency of \$18,850 compared to a surplus of \$34,809 in 2009 as donations decreased by \$46,203.

Larry's Cycle has a deficiency for the year of \$13,310, a decrease from the 2009 deficiency of \$27,717. Revenues increased by \$17,796 for the year resulting in improved operating results.

The Richter Street Residence is reporting an operating deficiency of \$10,415 for the year compared to a deficiency of \$12,584 in 2009. The replacement reserve account currently has a balance of \$11,771.

The following departments, Integrated Career Opportunities, Wood shop, Activity Services all have reported revenues in excess of expenses.

Individual Funding, Educational Development and Rental assistance all reported expenses in excess of revenues.

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, 2010
(Audited)

ROSSWORN HENDERSON LLP.
Chartered Accountants

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

March 31, 2010

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AUDITORS' REPORT

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

We have audited the Statement of Financial Position of the Kelowna and District Society for Community Living as at March 31, 2010 and the Statements of Financial Activity, Changes in Fund Balances, Changes in Financial Position, and Changes in Replacement Reserve Fund for the year then ended. These financial statements are the responsibility of the Society's management. Our responsibility is to express an opinion on these financial statements based on our audit.

Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts, and disclosures in the consolidated financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In common with many charitable organizations, the organization derives revenue from fundraising, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues is 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 fundraising revenues, excess or revenue over expenditures, assets and surplus.

In our opinion, except for the effects of adjustments, if any, which we might have determined necessary had we been able to satisfy ourselves concerning the completeness of fundraising revenue as referred to in the preceding paragraph, these consolidated financial statements present fairly, in all material respects, the financial position of the Society as at March 31, 2010 and the results of its operations and the changes in its financial position for the year then ended in accordance with Canadian generally accepted accounting principles. As required by the British Columbia Society Act, we report that, in our opinion, these principals have been applied on a basis consistent with that of the preceding year.

Our audit was made for the purpose of forming an opinion on the consolidated financial statements as a whole. The current year's supplementary information on the financial position and operating results of individual functions included on pages 15 - 16 are presented for the purposes of additional analysis. Such supplementary information has been subjected to the auditing procedures applied in the audit of the consolidated financial statements and in our opinion, are fairly stated, in all material aspects, in relation to the consolidated financial statements taken as a whole.

Rossborn Henderson LLP

Chartered Accountants

July 17, 2010

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
STATEMENT OF FINANCIAL POSITION
(Audited)

As at March 31, 2010

	Operating fund	Capital asset fund	Replacement reserve fund	Building fund	Total 2010	Total 2009
Restated Note 7						
ASSETS						
Current assets						
Cash	\$ 329,184	\$	\$	\$ 28,630	\$ 357,814	\$ 176,434
Term deposits (Note 2)	54,107			257,584	311,691	405,567
Restricted cash (Note 3)	7,507		11,771		19,278	19,820
Accounts receivable	57,278				57,278	46,947
Inventory (Note 4)	108,071				108,071	137,673
Prepaid expenses	20,358			56,100	76,458	84,366
	576,505		11,771	342,314	930,590	870,807
Capital assets (Note 5)		404,617			404,617	436,721
Work in progress				75,577	75,577	68,810
	576,505	\$ 404,617	\$ 11,771	\$ 417,891	\$ 1,410,784	\$ 1,376,338
LIABILITIES						
Current liabilities						
Accounts payable	\$ 356,068	\$	\$	\$	\$ 356,068	\$ 327,627
Prepaid deposits	3,937				3,937	6,084
Current portion of long term debt		12,983			12,983	15,225
	360,005	12,983			372,988	348,936
Long term debt (Note 6)		203,609			203,609	215,264
	360,005	216,592			576,597	564,200
FUND BALANCES						
Rental assistance program surplus (Note 8)	2,807				2,807	4,010
Invested in capital assets		188,025			188,025	206,231
Externally restricted (Note 3)	7,507		11,771		19,278	19,820
Internally restricted (Note 9)	25,105			268,475	293,580	270,407
Unrestricted	181,081			149,416	330,497	311,670
	216,500	188,025	11,771	417,891	834,187	812,138
	\$ 576,505	\$ 404,617	\$ 11,771	\$ 417,891	\$ 1,410,784	\$ 1,376,338

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 FINANCIAL ACTIVITY
(Audited)

For the year ended March 31, 2010

	Operating fund	Capital asset fund	Replacement reserve fund	Building fund	Total 2010	Total 2009
REVENUE						Restated Note 7
Community Living BC	\$ 2,160,141	\$	\$	\$	\$ 2,160,141	\$ 2,095,715
Sales	345,369				345,369	315,465
Client rent contributions	111,792				111,792	101,889
BC Housing grant	87,793				87,793	86,716
Other income	69,549				69,549	61,128
Gaming revenue	30,000				30,000	32,500
United Way	15,000				15,000	15,000
Donations	25,189			28,311	53,500	75,066
Interest	2,347		111	6,833	9,291	15,469
	2,847,180		111	35,144	2,882,435	2,798,948
EXPENSES						
Automotive	54,276				54,276	59,863
Bank charges & interest	3,523			643	4,166	4,057
Cost of goods sold	135,987				135,987	119,345
Education and recreation	50,479				50,479	81,963
Food	12,220				12,220	12,455
Fundraising expenses	1,392				1,392	
Incentive allowance	11,163				11,163	10,242
Insurance	15,176				15,176	14,837
Interest on long term debt	13,454				13,454	14,272
Maintenance and repairs	48,822		5,048		53,870	53,017
Office	53,676				53,676	35,700
Professional fees	10,295				10,295	11,153
Property taxes	2,905				2,905	2,746
Rent	190,782				190,782	183,866
Society expenses	11,762				11,762	21,270
Supplies	30,572				30,572	27,139
Staff development	15,214				15,214	16,907
Telephone and utilities	37,640				37,640	43,898
Wages and benefits	2,132,659				2,132,659	2,008,238
Amortization		32,148			32,148	29,577
	2,831,997	32,148	5,048	643	2,869,836	2,750,545
Excess (deficiency) of revenue over expenses before the following:	15,183	(32,148)	(4,937)	34,501	12,599	48,403
Gain/(loss) on disposal of assets		(434)			(434)	(7,345)
Rent subsidy adjustment	9,884				9,884	9,090
Excess (deficiency) of revenue over expenses	\$ 25,067	\$ (32,582)	\$ (4,937)	\$ 34,501	\$ 22,049	\$ 50,148

The accompanying notes are an integral part of the financial statements

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

For the year ended March 31, 2010

	Operating fund	Capital asset fund	Replacement reserve fund	Building fund	Total 2010	Total 2009
Fund balances, beginning	\$ 217,528	\$ 206,231	\$ 11,757	\$ 376,622	\$ 812,138	Restated Note 7 \$ 555,795
Prior period adjustment (Note 7)						206,195
Adjusted balances	217,528	206,231	11,757	376,622	812,138	761,990
Excess (deficiency) of revenue over expenses	25,067	(32,582)	(4,937)	34,501	22,049	50,148
Balances prior to transfers	242,595	173,649	6,820	411,123	834,187	812,138
INTERFUND TRANSFERS						
Mortgage principal repayments	(13,898)	13,898				
Transfer to capital fund						
Replacement reserve provision	(4,951)		4,951			
Capital asset disposition	5,000	(5,000)				
Capital assets acquired	(12,246)	5,478		6,768		
Fund balances, ending	216,500	\$ 188,025	\$ 11,771	\$ 417,891	\$ 834,187	\$ 812,138

The accompanying notes are an integral part of the financial statements

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
STATEMENT OF CHANGES IN FINANCIAL POSITION
(Audited)

For the year ended March 31, 2010

	Operating fund	Capital asset fund	Replacement reserve fund	Building fund	Total 2010	Total 2009
Source of cash						
Funding	\$ 2,247,934	\$	\$	\$	\$ 2,247,934	\$ 2,203,974
Sales of service	446,829				446,829	417,354
Interest income	2,346		111	6,833	9,290	15,468
Donations	25,189			28,311	53,500	75,066
Subsidy adjustment	9,884				9,884	9,090
Grants	45,000				45,000	47,500
Other income	60,698				60,698	59,512
	2,837,880		111	35,144	2,873,135	2,827,964
Uses of cash						
Salaries and benefits	(2,064,096)				(2,064,096)	(2,175,246)
Materials and supplies	(702,290)		(5,048)	(643)	(707,981)	(638,806)
Mortgage interest	(14,097)				(14,097)	(14,272)
Mortgage principal	(13,898)	13,898				
Expenditures						
Interfund transfers						
Replacement reserve provision	(4,951)		4,951			
Capital assets acquired	12,246	(5,478)		(6,768)		
Capital asset disposal	5,000	(5,000)				
Transferred (to) from other funds	2,134	(3,420)		1,286		
Total uses of cash	(2,779,952)		(97)	(6,125)	(2,786,174)	(2,828,324)
Net increase in cash	57,928		14	29,019	86,961	(360)
Cash, beginning of year	332,870		11,757	257,195	601,822	602,182
Cash, end of year	\$ 390,798	\$	\$ 11,771	\$ 286,214	\$ 688,783	\$ 601,822

Cash consists of:

	Operating fund	Capital asset fund	Replacement reserve fund	Building fund	Total 2010	Total 2009
Cash	\$ 329,184	\$	\$	\$ 28,630	\$ 357,814	\$ 176,435
Term deposits	54,107			257,584	311,691	405,567
Restricted cash	7,507		11,771		19,278	19,820
Cash, end of year	\$ 390,798	\$	\$ 11,771	\$ 286,214	\$ 688,783	\$ 601,822

The accompanying notes are an integral part of the financial statements

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
STATEMENT OF CHANGES IN REPLACEMENT RESERVE FUND
(Audited)

For the year ended March 31, 2010

	Total 2010	Total 2009
Richter House		
Balance, beginning of year	\$ 11,757	\$ 8,347
Add:		
Replacement reserve provision	4,951	4,951
Interest income	111	158
Less:		
Expenditures	(5,048)	(1,700)
Balance, end of year	\$ 11,771	\$ 11,756

Capital replacement for the year consists :

Paint and repair interior	\$ 5,048	\$ 1,700
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The accompanying notes are an integral part of the financial statements

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(Audited)

For the year ended March 31, 2010

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 training and education to mentally handicapped individuals.

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 Replacement Reserve Fund reports assets, liabilities, revenues and expenses related to capital asset replacement activities.

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

b) Revenue recognition

Contributions from BC Housing and CMHC

Contributions received from BC Housing and CMHC for the replacement reserve fund have been reported as interfund transfers from the Operating Fund to the Replacement Reserve Fund.

Contributions received from BC Housing and CMHC for the acquisition of capital assets have been recognized as revenue in the Capital Asset Fund.

Other 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. Amortization of buildings is provided on a straight-line basis over the estimated useful life of 20 years. Amortization of equipment and leasehold improvements is provided on a straight-line basis over the estimated useful life of 10 years. Amortization expense is reported in the Capital Asset Fund.

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(Audited)

For the year ended March 31, 2010

e) Change in accounting policy

Effective April 1, 2009, the Society changed its policy for recognition of sick pay according to Section 3290 of the Handbooks. Previously, management accrued 100% of sick pay. The policy has been changed so that the amount of sick pay that has been accrued and is included in accounts payable for the current year is based upon management's best estimate based upon past performance. The change has been applied retroactively.

f) 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.

g) 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 judgement 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
(Audited)

For the year ended March 31, 2010

2. TERM DEPOSITS

	2010	2009
Operating fund		
Term deposit including accrued interest at 3.15% per annum matured October 27, 2009	\$	\$ 100,594
Due from capital fund		58,097
		158,691
Reserve fund		
Term deposit including accrued interest at 3% per annum maturing May 30, 2010	54,107	52,533
Term deposit including accrued interest at 4.15% per annum matured July 7, 2009		252,440
Term deposit including accrued interest at 1% per annum maturing January 7, 2011	257,584	
Due to operating fund		(58,097)
	311,691	246,876
	\$ 311,691	\$ 405,567

3. RESTRICTED CASH

Under the terms of the agreement with BC Housing Management Commission, the Replacement Reserve funds are to be credited with an amount determined by the budget provision per annum plus interest earned. These funds along with accumulated interest, must be held in a separate bank account and/or invested only in accounts or instruments insured by the Canada Deposit Insurance Corporation or the Credit Union Deposit Insurance Corporation and may only be used as approved by BC Housing Management Commission.

Under the terms of the agreement with BC Lottery Corporation, gaming funds may only be used for approved activities.

	2010	2009
Replacement reserve	\$ 11,771	\$ 11,757
Bingo funds	7,507	8,063
	\$ 19,278	\$ 19,820

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
NOTES TO THE FINANCIAL STATEMENTS
(Audited)

For the year ended March 31, 2010

4. INVENTORY

	2010	2009
Larry's Cycle	\$ 101,167	\$ 130,777
Woodshop	6,904	6,896
	\$ 108,071	\$ 137,673

5. CAPITAL ASSETS

	Cost	Accumulated amortization	Net Book Value 2010	Net Book Value 2009
Land	\$ 191,513	\$	\$ 191,513	\$ 191,513
Buildings - Workshop	352,135	227,596	124,539	132,204
Equipment	193,702	174,689	19,013	17,741
Automotive	181,291	137,351	43,940	66,313
Group Home	108,746	83,136	25,610	28,605
Leasehold improvements	7,152	7,150	2	345
	\$1,034,539	\$ 629,922	\$ 404,617	\$ 436,721

6. LONG TERM DEBT

	2010	2009
CMHC mortgage for Richter House, repayable at \$569 per month including interest at 2.19% per annum, secured by the underlying assets due for renewal on January 1, 2011.	\$ 5,642	\$ 12,279
Interior Savings Credit Union demand loan for Sutherland House repayable at \$1,710 per month including interest at 6.25% per annum, secured by building due for renewal July 1, 2011.	210,950	218,210
	216,592	230,489
Less: current portion due within one year	12,983	15,225
	\$ 203,609	\$ 215,264

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	Richter House	Total
2010	\$ 12,983	\$	\$ 12,983
2011	203,609		203,609
	\$ 216,592	\$	\$ 216,592

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
NOTES TO THE FINANCIAL STATEMENTS
(Audited)

For the year ended March 31, 2010

7. PRIOR PERIOD ADJUSTMENT

The prior period adjustment refers to the Society's decision to change its policy regarding sick pay accruals. The policy has been changed to accrue sick pay and is included in accounts payable using managements' best estimate based upon past performance. The change has been applied retroactively and the net effect is to increase retained earnings \$206,195 and reduce sick pay reserve by the same amount.

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.

	2010	2009
Deficit, beginning of year	\$ 4,010	\$ 4,604
Excess (deficiency) of revenues over expenditures	(11,087)	(9,684)
Rent subsidy adjustment	9,884	9,090
	<u>\$ 2,807</u>	<u>\$ 4,010</u>

9. INTERNALLY RESTRICTED ASSETS

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

	2010	2009
Restricted for capital purchases	\$ 268,475	\$ 246,876
Restricted for expenditures at the board's discretion	25,105	23,531
	<u>\$ 293,580</u>	<u>\$ 270,407</u>

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
NOTES TO THE FINANCIAL STATEMENTS
(Audited)

For the year ended March 31, 2010

10. COMMITMENTS AND CONTINGENCIES

Any surplus on the shelter accounts represents an overpayment of rental assistance and may be reclaimed by the British Columbia Housing Management Commission and Canada Mortgage and Housing Corporation.

The Society is a member of Health Benefit Trust. The Trust provides benefits to over 582 healthcare and community services employers in BC and covers over 85,500 employees. As at December 31, 2008, the Trust recorded an actuarial unfunded liability. The unfunded liability is not attributable to individual employers. An unfunded actuarial liability may cause an increase in long term disability contribution rates.

The Province of British Columbia has a covenant on certain properties.

The Society has entered into a commitment to lease the building premises for Larry's Cycle expiring December 31, 2010. Total monthly lease payments (including base rent, property taxes, fire insurance, and GST) are \$2,836.

The Society has entered into a lease agreement for a photocopier which expires in 2012. Monthly payments required under this agreement are approximately \$206.

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, 2010 is \$281,665 (2009 - \$259,885). Of this amount, \$95,756 (2009 - \$53,690) has been accrued and included in accounts payable.

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 74.86% (2009 - 76.4%) 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 REVENUE AND EXPENSES BY DEPARTMENT
(Unaudited)

For the year ended March 31, 2010

Schedule 1

	Administration	Larry's Cycle	Richter	ICO	Woodshop	Day Service	Individual funding	Educational development	Rent assist	Transfer to other funds	2010
Revenue											
CLBC	\$	\$ 137,534	\$ 252,525	\$ 384,455	\$ 134,254	\$ 1,112,333	\$ 139,040	\$	\$	\$	\$ 2,160,141
Sales		204,434		95,679	31,726	13,530					345,369
Client rent contributions			36,000						75,792		111,792
BC Housing Grant			8,550						79,243		87,793
Other income		600		2,500	11,499			13,678		27,397	69,549
Gaming revenue	13,875							30,000			30,000
United Way						15,000					15,000
Donations	13,093			11,300				796		28,311	53,500
Interest	2,347									6,944	9,291
	29,315	342,568	297,075	493,934	177,479	1,140,863	139,040	44,474	155,035	62,652	2,882,435
Expenditures											
Administration charge	(175,622)	11,629	21,214	31,253	11,338	91,144	7,544		1,500	32,148	32,148
Amortization											54,276
Automotive	5,053	1,548	2,615	19,436	2,181	14,935	5,117	3,391		643	4,166
Bank charges and interest	209	3,314									135,987
Cost of goods sold		123,593		11,368	1,026						50,479
Education & recreation	4,196	794	160	1,246	684	30,301		13,098			12,220
Food			12,220								1,392
Fundraising expenses	1,392				6,249						11,163
Incentive allowance		4,401									15,176
Insurance	8,868	1,802	2,403								13,454
Interest on long term debt			190								53,870
Maintenance and repairs	12,731	4,661	4,944	5,764	4,618	16,104				5,048	53,676
Office and miscellaneous	16,341	12,071	1,312	7,289	3,714	12,840		109			10,295
Professional fees	8,400		967						928		2,905
Property tax	60		2,490			355					190,782
Rent	(85,200)	34,030		18,000	33,600	33,600			156,752		11,762
Society expenses	3,620	484	75	6,417	74	1,092					15,214
Staff development	1,772	1,695	158	4,330	331	5,653		1,275			30,572
Supplies	823	1,171	207	1,588	1,842	3,568	21,373				37,640
Telephone and utilities	15,472	7,948	4,975	1,017	3,988	4,240					2,132,659
Wages and benefits	230,050	146,737	253,560	355,454	94,670	907,523	110,548	27,175	6,942		
	48,165	355,878	307,490	463,162	164,315	1,137,235	144,582	45,048	166,122	37,839	2,869,836
Excess (deficiency)	\$	(18,850)	\$ (13,310)	\$ (10,415)	\$ 30,772	\$ 13,164	\$ (5,542)	\$ (574)	\$ (11,087)	\$ 24,813	\$ 12,599

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

SCHEDULE OF REVENUE AND EXPENSES BY DEPARTMENT

(Unaudited)

For the year ended March 31, 2009

Schedule 2

	Administration	Larry's Cycle	Richier	ICO	Woodshop	Day Service	Individual funding	Educational development	Rent assist	Transfer to other funds	2009
Revenue											
CLBC	\$	\$ 146,191	\$ 244,680	\$ 365,479	\$ 121,827	\$ 1,043,781	\$ 173,757	\$	\$	\$	\$ 2,095,715
Sales		178,131		79,906	38,436	18,992					315,465
BC Housing Grant			7,663						79,053		86,716
Donations	60,078			5,775						9,213	75,066
Client rent contributions			36,000						65,889		101,889
Other income		450			12,000			43,087		878	61,128
Bingo revenue	4,713							30,000		2,500	32,500
United Way						15,000					15,000
Interest	2,104									13,365	15,469
	66,895	324,772	288,343	451,160	172,263	1,077,773	173,757	73,087	144,942	25,956	2,798,948
Expenditures											
Administration charge	(167,679)	12,426	20,798	31,066	10,355	84,223	8,811				29,577
Amortization	1,800	1,649	654	7,783	1,092	16,599					59,863
Automotive	857	1,190	4,543	25,129	957	20,548	5,492	1,147		11	4,057
Bank charges and interest	824	3,222									81,963
Client education, recreation	7,121	1,172	659	1,607	1,424	20,376		49,604			10,242
Client incentive allowance		4,121		(4)	6,354	(229)					119,345
Cost of goods sold		106,740		8,442	4,163						12,455
Food			12,455								14,837
Insurance	8,745	1,761	2,340			1,991					14,272
Interest on long term debt			575			13,697					53,017
Maintenance and repairs	17,550	4,830	1,536	4,131	7,144	16,126				1,700	35,700
Office and miscellaneous	12,689	10,991	409	3,172	1,607	5,194		1,638	786		11,153
Professional fees	9,400		967								2,746
Property tax	70		2,358			318					183,866
Rent	(85,200)	33,526		18,000	33,600	33,600			150,340		21,270
Society expenses	6,191	1,769	1,033	4,116	1,027	7,134					16,907
Staff development	2,623	2,395	1,009	2,005	670	8,205					27,139
Supplies		1,136	387	1,208	2,175	2,210	20,023				43,898
Telephone and utilities	18,689	9,063	5,030	1,870	4,172	5,074					2,008,238
Wages and benefits	198,406	156,498	246,174	314,804	93,823	844,967	125,659	24,407	3,500		
	32,086	352,489	300,927	423,329	168,563	1,080,033	159,985	76,796	154,626	1,711	2,750,545
Excess (deficiency)	\$	\$ 34,809	\$ (27,717)	\$ (12,584)	\$ 27,831	\$ 3,700	\$ (2,260)	\$ 13,772	\$ (9,684)	\$ 24,245	\$ 48,403

Self-Advocate's Report

SELF ADVOCACY

2009 – 2010

Advocacy in the Service Site meetings were held on the last Monday of every month. Ten meetings are held a year and are approximately an hour in duration.

KDSCL individuals have the opportunity to volunteer or be elected as representatives for each department. The meeting is facilitated by a KDSCL staff. Nine or more departmental representatives had an opportunity and are encouraged to provide feedback, suggestions, and concerns in regards to the services they received at KDSCL. Meetings followed an agenda where previous minutes were reviewed, updates of departmental services were provided, and new business was discussed.

Representatives were involved in discussing rights, and providing feedback for changes in services and how they are implemented. Monthly reports were gathered from the Occupational Health and Safety (OH&S) representative. The representative also attended OH&S meetings. The representative then provided updated information to the Advocacy in the Service Site committee at each meeting. Within the group of representatives was a Society Liaison. The Liaison presented information on behalf of society supervisors to the committee in ways that prevented barriers, often by using plain language. The Society Liaison assisted in addressing issues, and interpreting policies and procedures, and other society language as needed. Currently, the Society Liaison is compiling a reference of commonly used words that are found in society policies, letter, etc. Converting these words into plain language which will better assist service recipients with having an understanding and gathering clarity when reading documents. Meeting minutes were distributed to all KDSCL departments and management.

This year, the committee was active and committed to gathering more thorough information. In turn, the facilitator ensured that concerns and issues were addressed by the appropriate department. The committee held necessary elections, discussed changes in service provision, created ideas for seniors programs, society functions, and services that would support individuals to have more successful and meaningful service plans.

The Advocacy in the Service Site committee continued to encourage individuals to attend and become involved and to provide feedback. Individuals had opportunities to build relationships, become more involved in and to better services, and problem solve. The Advocacy in the Service Site committee will continue to develop more proactive service sites for all individuals receiving service within KDSCL.

Respectfully submitted by Lisa Milligan and Shelley Decoste

Service

Reports

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

POLICY: SERVICES

Services are driven by individuals' goals and on the belief that people with disabilities are entitled to the same rights and opportunities as all citizens. Opportunities at times are adapted to accommodate the differing abilities of each person.

Activity Service Purpose

Day Service

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.

Services are provided on an individual or group basis and specifically develop knowledge and skills in communications, personal and civic responsibility, safety, self-help, life skills, health, wellness, volunteerism, recreation, leisure, socialization and community participation.

Services are offered at 2 community locations.

Social Recreation Service

Provide community based evening and weekend social recreation opportunities to individuals to assist them in developing friendships.

Travel Club

Provide opportunities for individuals to travel; to rest, relax and have experiences outside their own community.

Independent Living

Provides assistance to individuals to enable them to live independently in their own homes.

Business Services Purpose

Provides opportunities for individuals to acquire knowledge and work skills in society owned businesses that either enhance the person's ability to secure gainful employment in a time limited placement or provide the person with productive meaningful activity. Enables the society to subsidize the costs associated with not-for-profit service delivery.

Services specifically develop knowledge and skills in employer expectations, bicycle maintenance and repair, woodworking, assembly, packaging, sorting, shredding, sales, communications, personal responsibility, safety, recreation, leisure, socialization and community participation.

Services are provided at Larry's Cycle and Sports and the KDI Wood Shop.

Integrated Career Opportunities (ICO) Purpose

Provide opportunities for supported employment in community and through group work by teaching individuals the skills necessary to find, secure and maintain the employment of their choice. Services offer assessments, education, planning (discovery), skill development, support, on-site training and job coaching, monitoring, follow up and the retention required to find and maintain long term employment.

Service specifically develop knowledge and skills in employment, life skills, safety, socialization and community participation

Residential Services Purpose

Provide a safe, respectful, healthy and supportive service to assist individuals to live interdependently in a manner that reflects their lifestyle choices.

Services specifically develop knowledge and skills in communications, personal and civic responsibility, safety, self-help, domestic, health, wellness, hygiene, recreation, leisure, socialization and community participation.

Individualized Funding Service/Home Sharing Purpose

Provide services that are directed by the person with a disability, their family and/or support network. Funding is provided by the person, their family, their support network or CLBC.

Definitions and information for reference:

Employment Standards Act: Was amended to allow people to be involved in supported work which includes "services that are directed towards helping the person with a disability improve his/her quality of life and become included as an integral part of the community by helping the person become successful in areas such as employment, building meaningful personal relationships and living as independently as that person chooses". (ESR Section 32-Employees excluded from the Act, Policy Interpretation)

The Employment Standards Act (ESA) Table in Section 32 of the regulations sets the rules for people in our province. These rules do not apply to persons who: perform the work activities specifically described; or are receiving certain types of income assistance, allowances or benefits. The following matrix (table) was developed to identify when the act has authority (power) and is broken down into four categories: Support, Preparation, Training and Employment.

	SUPPORT	PREPARATION	TRAINING	EMPLOYMENT
Program Goals	Maintain existing skills and behavior levels. Provide support. Relationship building. Build trust.	Work related behavior development. Explore options and develop goals. Build life skills. Build pre-vocational skills.	Employment skills development. Education / work experience.	Skills and performance commensurate (equal) with employer expectations in a work environment. Choose and keep job of choice.

Work Environment	Safe, supportive, stable. No time limit.	Therapeutic. Work activity is secondary to therapeutic goals of the individual.	Supportive skills development. Supported team. Time limited.	Ongoing support as needed. Supported. Employment.
	SUPPORT	PREPARATION	TRAINING	EMPLOYMENT
Attendance / Performance Expectations	Opportunity to participate is provided. No product performance expected.	Expected to attend set hours. Some expectations for performance.	Expected to attend set hours. Productivity is expected to improve over time.	Expected to attend set hours. The individual is expected to produce a product within a determined quantity and quality level.
Remuneration (Payment)	None or Stipend	Incentive allowance	Training allowance	Wage
Act Applies	No	No	Yes - Exemption	Yes

ESA does not apply to Support and Preparation, however does apply to Training and Employment. There is an exemption from the Act for time limited training via training plans. All four categories are intended to be applied on an individualized basis and further explained/justified where applicable through training plans, which are developed with and for participants. KDSCL does not endorse a training allowance and does not use the Training Category.

Citizenship: The Citizenship Act, which is the current national legislation in force in Canada, came into effect on February 15, 1977. It defines "citizen" as "a Canadian citizen" and provides that both native-born and naturalized citizens are equally entitled to all the rights, powers and privileges and subject to all the obligations, duties and liabilities of a citizen, which are governed by numerous provincial and federal laws and the Constitution Act. In all provinces and in the federal jurisdiction, citizens of the age of majority are guaranteed political rights including the right to vote and run for office.

Incentive Pay: Paid to business service recipients to cover incidental costs of attending services.

Productive meaningful activities (Support and Preparation): Enables a person to participate in his/her community. Mutually benefits others. Enhances self worth. Improves health and wellness. Provides social interaction enabling the person to develop relationships. Enables a person to learn. Assists a person to become self-sufficient.
Outcome: The person achieves citizenship.

Supported Employment: A service to assist individuals on the jobsite to work independently. Job coaching to a maximum of 420 hours with retention support provided throughout the person's employment thereafter.

Outcome: The person becomes a member of an employer's work force and is given the same opportunities as other employees while receiving all the benefits of paid employment.

Group Work or Enclave (Employment): Work performed by a group at a specific site where each person is earning at least minimum wage. On going support is provided by a job coach who not only fulfills the defined job coaching duties but also performs the work.

Outcome: Person is working to his/her maximum capacity in a paid position with the assistance of on going staff support.

Job Coach: Assists the person to fulfill the employer's employment requirements through job assessments, task evaluations, monitoring, fading and retention. Identifies barriers to employment and develops ways and means to eliminate them. Assist co-workers and employers through the transition to natural employment supports. Provides support and skill development related to obtaining employment such as preparation, job search strategies, job applications, resume writing, interview skills and job class.

Outcome: The person works independently.

Discovery: Is a process that builds a foundation of accurate and useful information for a person requesting employment. It allows the job seeker to share information, for staff to compile that information in a way that determines the best job match. The information creates a person centered marketing plan for employment.

Effective/Revision Date

May 30, 2005
March 27, 2006
June 18, 2007
July 21, 2008
May 11, 2009

Board Approval



Date Approved

May 30, 2005
March 27, 2006
June 18, 2007
July 21, 2008
May 11, 2009

ACTIVITY SERVICE

2009-2010

The KDSCL Activity Service is a place for meaningful, productive activity and this was achieved through our activity registration. In addition to the current activity service participants, the individuals who attended the bike shop and wood shop registered and participated in activities throughout the community, 925 Sutherland and at 555 Fuller Avenue. We provided services to eighty-nine (89) individuals over the year not including individuals from the wood shop who joined in our activities.

The activity registration form proved to be the best way to give individuals the freedom to choose which activities they participated in over the past year. The scheduling committee made up of staff with supervisory support spent time researching and costing out new activities to be offered at each schedule change. The committee took on more responsibility this past year and worked very hard and spent time with each individual assisting them to make their choices.

The evening weekend leisure and recreational service was filled with new events and activities. The total number of evening weekend activities was one hundred and seventy-one (171), with an average monthly choice of fifteen (15) different activities. The number of different participants increased to sixty four (64) from forty-eight (48) individuals. The variety ranged from hockey games, theatre productions, to guests coming to KDSCL i.e. the drumming. The other change was having individuals invite people to their homes for movie night or a barbeque. This was a great way to increase socialization skills plus be a host or hostess in their own homes. Events were planned that were not supported by a staff and some of these evenings were attended regularly by individuals who liked to play pool or go to a movie. The goal was to provide two or three evenings per month without staff support. Some individuals chose not to attend as they felt more comfortable with a staff person. We will strive to offer a variety of activities which encourage individuals to participate without staff support.

Volunteerism continued to change and evolve. We expanded the time spent at some of our long standing volunteer placements and tried to get natural supports in place, freeing up staff and giving more independence to the individuals we support. Unfortunately we lost some placements due to the needs at the placement but we found other ways to meet the requests of individuals who wanted to volunteer. We still volunteered for a total of five thousand four hundred and seventy three (5473) hours. This was accomplished through the dedication of thirty four (34) individuals. We also started to actively recruit volunteers through our "Make a Friend" campaign. This was a successful campaign and several individuals have made friends who joined in their activities and /or have spent together time outside of KDSCL. Volunteers are a true gift and we continue to encourage these friendships.

The KDSCL Travel Club continued to provide travel opportunities. Trips were made to a beach cottage in Tofino, site seeing in Vancouver and a train trip up to Whistler, Puerto Vallarta, Mexico, Las Vegas, the Ferndale, Washington Christmas Light Up and a Vancouver Canucks hockey game. There was an effort made to do more in-province trips, which kept the costs down. It also provided trips for those individuals who had not applied for their passports.

Camp Owaissi was attended by the biggest group of campers ever and was extended from Monday to Friday. Two new disco balls lit up the outside dance floor and campfire sing-a-longs made the evenings very enjoyable. The food was fantastic and the staff went out of their way to make camp a very memorable experience for everyone.

Activity service hosted a tea to celebrate KDSCL's birthday in June. We also invited the Vernon Society down for a Friday hot lunch. They had invited us up to a barbeque. It was one more way of socializing and meeting friends in the area. Community Living events held in October included an open invitational barbeque the Friday before Thanksgiving.

In November we held the Annual Staff Christmas Craft and Bake Sale. The individuals spent many hours making, painting and decorating birdhouses, plant stakes and garden rocks. The scrap booking individuals made cards and gift tags to sell. It was another successful event and raised some spirits and money for the Society.

It was a successful year and we increased our community participation by joining integrated programs offered at various sites. We continually strive to meet our goal of inclusion and the Italian Club bingo was a great example of this. Our participants were warmly welcomed and had bingo buddies whom they sat with each week. It was a learning experience for everyone involved.

Respectfully submitted by Susan Harney, Activity Supervisor

INTEGRATED CAREER OPPORTUNITIES (ICO)

2009 – 2010

The staff at ICO during 2009 - 2010 were Mark Wengrowich (supervisor), Lisa Milligan (Community Placement Developer), Wayne Major (Support Worker), Linda Berger (Support Worker), Murray Glen (Support Worker), Nikki Ouellette (Support Worker – part time) and Mike Webber (Support Worker – part time).

In this past year the staff of ICO continued to work very hard at assisting people in reaching their employment goals as well as handling all life skills goals identified by individuals throughout the agency.

Last year our society put forth proposals for several employment initiatives:

- Customized Employment – Charisse and Leslie presented our proposal to CLBC in an interview format and although we met the entire criterion required by the bid, we were not successful in securing these funds.
- The second initiative was through the Vancouver Foundation. This proposal was to develop disability supports for youth employment through supporting teens still in school to find part-time employment, do discovery and make employment contacts. We had submitted a letter of intent and were then asked to submit a full proposal by August 12, 2009. This proposal was accepted and we received approval and are currently working on securing a community partner in order to proceed.
- We also submitted a proposal to CLBC for an employment first initiative. Our proposal was accepted and we secured a grant allowing us to employ two full time staff for a 7 week period between December 21st and March 31st 2010. The funding was used to further develop our Discovery process and to complete the Discovery process with 18 people who were receiving supports through KDSCS Business Services. The Discovery material became the property of CLBC after March 31st and will be shared with the province. This project was an instrumental first step for the society in our employment first approach to all people making application for service through KDSCS. The next step is to adjust our Intake procedures.

Over the last year staff attended training events specific to supported and customized employment. The most intense of these was the recently concluded (end of June) Employment Specialist course attended by Mike Weber and Linda Berger. Knowledge obtained will be used to ensure ICO uses best practices in the search and development of employment for the individuals supported.

Over the last accreditation year ICO secured 25 employment opportunities for individuals. Placements included David Paynter Orchards, UBCO Aramark, National Car Rental, Freddy's Brew Pub, Wal-Mart, Lifestyle Condos, Little Caesar's, KDSCS Janitorial and Kitchen, Dogspaw, Juniper Hill's Stables, Cabana's and the Daily Courier.

ICO work crews continued to provide employment through contracts with Okanagan College, University of British Columbia, Cancer Clinic, Advance Precast, Bounty Cellars, Boston Pizza, Kia, and Napa Kelowna. We also continued to support individuals in the community bottle recycle areas of Columbia Bottles and Enviro Tech. Thirty-one individuals were being employed through work crews as of June 30, 2010.

ICO continued to support life skill goals that may or may not be associated with employment. Staff assisted 37 individuals within a variety of areas including finance management, driver's education, passports, BC Identification, anger management, housing issues, WHIMIS courses, forklift certification, food safe, school registration, personal hygiene, time management and arranging and attending appointments, seeking birth parents (adoption reunion registry), transit training, etc.

Respectfully submitted by Mark Wengrowich, Development Supervisor

BUSINESS SERVICES

2009 – 2010

LARRY'S CYCLE AND SPORTS

Larry's Cycle is having a record sales year. We brought in a new line of electric bikes, Ultra Electric bikes and sales were fantastic. We had a great reception from our customers stating the bikes allowed them to beat the traffic, reduce fuel costs as well as have a great impact on the environment. We also heard the bikes are practical because there is no registration or license required and they fit into customer's budgets.

We continued to sell peddle bikes from various manufactures and accessories. We found that advertising in the newspaper brought in more clientele. We are no longer selling Life is Good products, but have taken on various other new products to offset the loss.

There were staff and service changes. Some individuals are no longer coming to Larry's, opting to join the activity service at KDSCL full-time. Individuals no longer receive incentive and we do not pick up bikes for the community Lost and Stolen Bike Program anymore. They are now picked up by the Woodshop. Individuals attending Larry's are acquiring more skills regarding bicycle mechanics and customer service.

At the beginning of the year our bike mechanic Kris headed back to his homeland of Australia for about five months. We welcomed his return in May 2010. During his absence, we had two bicycle mechanics filling in, Ben and Mike. Nikki came on board earlier this year, helped with merchandise and made some changes to the appearance of the inside of the store. We also had Samantha join our mechanic team at the beginning of the year, however she had decided to move on in her journey and is no longer a member of our team. During the school year we had Jeremy come in to do some tasks around Larry's with his Certified Education Assistant. It was a busy year!

Kindest Regards, the staff at Larry's

KELOWNA DIVERSIFIED INDUSTRIES (KDI) WOOD SHOP

The KDI Wood Shop has maintained a constant flow of meaningful and productive activities along with many events making this year memorable for all. Individuals whom participate in the wood shop had the opportunity to construct surveyor items (stakes, hubs, IP's) and alternative projects such as a picnic tables, bird houses, and planter boxes. This department provided services for nineteen (19) people throughout the year. On top of obtaining new skills in woodworking, individuals formed and/or maintained friendships and social connections.

Social activities continued. Individuals took the opportunity to attend events such as the Red Wing's hockey practice, Vernon Community Living Barbecue, Camp Owassi, Orchard Park Mall and so forth. The wood shop group utilized recreational facilities throughout the year which include activities such as skating, swimming, and badminton.

We accessed Johnson Bentley in West Kelowna, Parkinson Recreation Center, and the H2O pool in the mission.

The shredding department continued to be busy with current contracts and walk-ins. KDI have employed one person for shredding. This paid position consisted of working for two days per week, four (4) hours each day.

The Lost and Stolen Bike Program underwent some changes. The society's bike contract was renewed, incorporating all bike proceeds back into the society. It has been rewarding and enthusiastic now for our members to participate in this service. We have a volunteer assisting with the mechanical operations of the used bikes, making them more desirable for purchase.

The wood shop crew has taken great pride in their participation and in meeting the expectations of the community.

Respectfully submitted by Scott Dionne and D'Arcy Bell

RESIDENTIAL SERVICES

2009-2010

RICHTER STREET

The staff at the house were Mark Wengrowich (Manager) and support workers Linda Little, Julia Keery, Sharon Simms, Mike Weber and Susan Perry.

Mexico, Vancouver, Calgary, Leavenworth and Camp Owassi were places the residents chose to vacation this past year. Everyone was able to get away to a destination of their choice. We were able to finally complete all the required paper work that would allow all of the individuals living at Richter to take advantage of the program offered through Westjet that would allow them to fly with an attendant anywhere in Canada for the price of one fare.

Routines continued as designed by the individual and their support staff. Events and activities were planned with individuals and staff supported each person to fulfill their requests.

This year marked 24 years of the existence of the Richter Street Residence and to that end the society continued to plan for the future of the residence through working towards meeting the needs of the individuals living there. Mark and Charisse planned to meet with the families in July to collect their input.

APARTMENT SUBSIDIES

KDSCL continues to maintain the apartment subsidies in partnership with BC Housing. This year our finance department and myself took a considerable amount of time to work through each subsidy in order to understand and set the payable amounts we receive through both BC Housing and the individuals who have these subsidies.

The amounts individuals paid towards their rent increased this past year and required us to seek an adjustment to the market rents that had been set for the apartments they live in. We continue to work with BC Housing to establish accurate amounts for each individual.

When the rates for the year are established the Society contacts the Ministry of Housing and Social Development to relay the information they require in order that individuals may have their rents paid directly to us. We in turn pay to the landlords the complete amounts.

Respectfully submitted by Mark Wengrowich, Development Supervisor

INDIVIDUALIZED FUNDING AND HOME SHARING SERVICES

2009 – 2010

INDIVIDUALIZED FUNDING

KDSCL provided services to seven individuals through individualized funding. The service goals of these people varied. Individualized funding allowed us to be flexible in the supports provided: anything from maintaining ones own apartment to physical one-to-one support in building endurance for walking on ones own. A sample of some of the activities people used supports for:

- Finding a volunteer placement and volunteering
- Gaining paid work experience
- Personal care, and increasing independence in personal care
- Meeting people in the community and forming relationships
- Budgeting, shopping, cooking
- Learning to manage a household
- Enhancing communication to express needs
- Coping with the stress of daily living
- Finding transportation options
- Physical exercise to maintain health.

The staff in individualized funding not only build relationships with the individuals they support, but it is vital that they build a working relationship with the individuals' families and other support people. Over the past few years staff have worked hard to develop these relationships and to maintain them through regular communication, involving families in decision making, and following through with supports that match the families expectation of how their adult child should be served. This spring I met with three families to conduct the yearly satisfaction survey through personal interviews. It was evident that for these families the biggest indicator of service quality was whether their adult child was happy and comfortable with the staff supporting them. This year the six satisfaction surveys that were completed by families indicated that they are "Happy with the quality of services provided".

Ensuring that our "customers" are satisfied is extremely important. Ensuring that individuals continue to grow and become connected in their communities is also a priority. KDSCL outcome objectives in 2009-2010 for Individualized Funding focused energies of staff on ensuring that individuals continued to have new experiences. By consciously introducing individuals to non-segregated settings staff increase the chances that this individual will meet more community members and develop connections with the larger community.

Leslie Munro, Activity Quality Assurance Manager

HOME SHARING

KDSCL continues to support one home share living situation. I continue to conduct biannual reviews and monitoring. It is very successful, with all parties happy. The individual is very much a part of the home; involved and participating in all facets of home and community activities.

Respectfully submitted by Charisse Daley, Executive Director

*Activity Quality Assurance
Manager's
Report*

ACTIVITIES QUALITY ASSURANCE MANAGER

2009 - 2010

In 2006 KDSCl began investigating ShareVision as a potential information management tool. ShareVision is a communication strategy, tool set, and methodology for creating, managing and distributing information, and for connecting people with that information. By 2007 Leadership had begun using a fraction of the Sharevision capacity by entering application information, Individual Service Plans, and Incident Reports. During the spring of 2009 planning and development was underway to transfer much of KDSCl's documentation processes onto Sharevision. During October a trial run was conducted by having ShareVision sites up and running for a few service recipients from each service site. Staff training was held during October and November. On December 1st ShareVision sites for all service recipients "went live". Documentation switched from pen and paper to on-line. A few service recipient related processes remain to transfer to ShareVision and this will happen over the course of the next year.

One of the planned outcomes of 2009-2010 was to "Maximize quality service delivery to the individuals served through investment in professional development." The outcome goal was that each full or part time staff member would attend one professional development event (excluding KDSCl in-service days, Mandt Training or First Aid). KDSCl has a history of encouraging and enabling staff to attend training and this year leadership focused on trying to encourage all staff to participate in training. Seventy-nine percent, 42 of 53 staff, of staff attended some type of professional development.

In February questionnaires were distributed to staff to find out what type of sessions staff would like to have re: health and wellness. Based on the responses sessions on "Nutrition to Combat Stress", "Walking for Fitness", "Qi-gong", and "Humor in the Workplace" were offered. Feedback and evaluation of these sessions was positive. The sessions gave staff time to learn information that could benefit them personally, but also a chance to get to know co-workers better.

In June 2009, the World Health Organization declared the new strain of swine-origin H1N1 as a pandemic. By September 22 KDSCl had developed a Pandemic plan, and staff were educated as to how to carry out the plan. Two people involved in our services were suspected of having H1N1. Another woman passed away in November. Two months later when autopsy results were finally released we were informed that complications from H1N1 had led to her death. The length of time that it took to have tests done, and the confirmation back to us underscored the importance of taking precautions and staying vigilant with germ warfare.

This year I attended a memorial service for a woman who received supports from KDSCL. She was a person that had been given the label of “behaviorally challenged” by the systems in place to support her. The service was attended by her family and many community people, staff, ex-staff, bus drivers, a librarian, and others that had come to know her as an important member of our community. She was valued as a unique person that had many gifts to share. This was a great reminder that it is not our job to “fix” people, to make them something they are not. Everyday we need to see the capabilities of the people we provide support to, celebrate the gifts they bring, and make sure they have a way of contributing. It is the connections that people make on a daily basis, and their uniqueness that weaves them into the larger tapestry that makes up community.

Leslie Munro
Activity Quality Assurance Manager

Demographics

The Quality Assurance year at KDSCL runs from July 1 through June 30. The following statistics are as of June 30, 2010.

KDSCL served 151 people this year (not including the nineteen people supported through the BC Housing rent subsidy program). 82 of these individuals were men, 69 were women.

	Under 19	19 - 25	26 - 35	36 - 45	46 - 65	65+
Men	0	10	25	21	23	3
Women	0	9	15	20	22	3

Participation in services

ICO 78

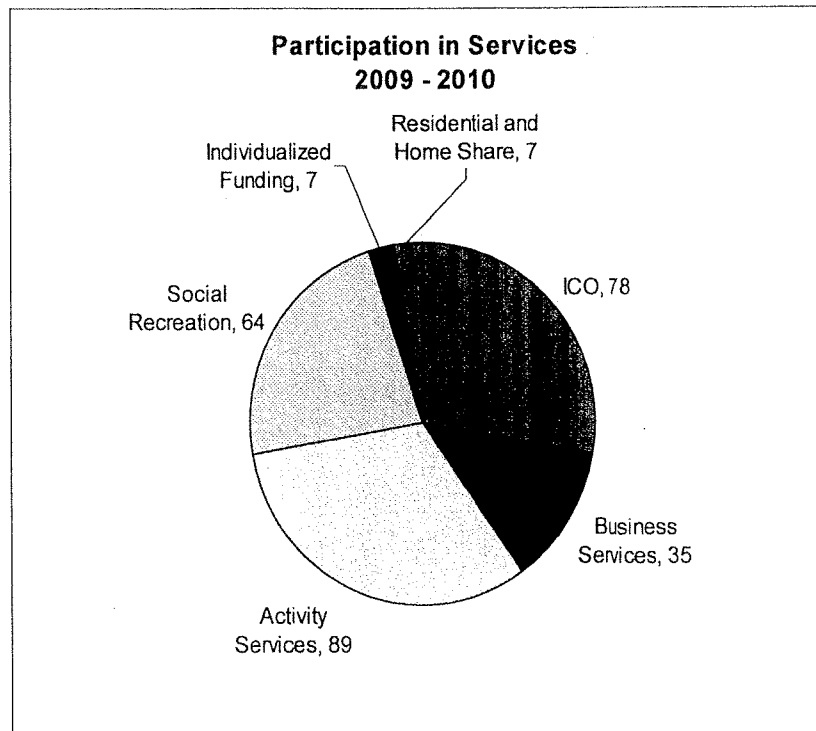
Business Services 35

Activity Services 89

Social Recreation 64

Individualized Funding 7

Residential and Home Share 6



Exits from service

14 individuals exited from services for the following reasons:

Moved: 3

ICO Follow-up*: 4

Death: 2

Irregular attendance: 2

Moved services to another agency**: 2

Goal with the agency was completed: 1

*ICO follow up - When individuals supported through ICO are independent on the employment site, they go on "follow-up" for 18 months. After they complete that time period and are still independent on the job, their file is closed with KDSCL.

**Different agency - 1 individual was involved in another day service 4.5 days per week, and Activity Services .5 days per week. An opening was available in the other agency and he decided to receive all his day services from the other agency. Another individual was receiving employment supports from ICO and another agency in town. She decided to continue with the other service (she has been involved with the other service for a longer period of time.)

Waitlist

There are currently 12 people waiting for service. Two are "internal referrals". These individuals are already in our services and are requesting additional services. Ten individuals are new to our services. Six referrals are completing the application process. Three referrals have not responded to the application package or have ceased to continue to the next step in the process. Two referrals have been processed and are ready to go and are waiting for response from individuals. One internal referral was just being completed and was ready to begin service as of June 30.

As of June 15, 2010 CLBC has begun to manage waitlists for all agencies. CLBC is prioritizing placement of individuals that have health and safety needs at this time.

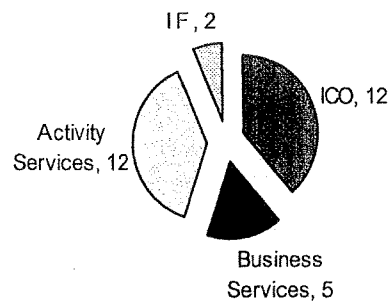
Internal requests for service:

Activity Services: 10
ICO: 7
KDI Woodshop: 4
Larry's Cycle: 1
I F 2

People entering services:

ICO: 5
Activity Services: 2

**Referrals to KDSCL
Services, New and Internal**

**Goals identified, completed, in progress and rescinded**

	Goals Identified	Goals Completed	Goals in Progress	Goals Rescinded
ICO	63	34	57	36
Business Services	14	3	15	7
Activity Services	44	8	49	9
Richter	2	0	0	0
I.F.	4	1	5	1
	127	46	126	53

Satisfaction Surveys

In May 507 Surveys were sent to service recipients, families, caregivers, funders and customers. 149 surveys were returned. Surveys were analyzed to determine overall satisfaction, and to identify strengths and area of improvement in services.

Service Recipient Satisfaction Survey 2009 - 2010								
Surveys were sent to Service Recipients in each of KDSCL's areas of service for a total of 230 surveys. The following is a breakdown by area of Service recipients who responded to the survey and indicates satisfaction levels through their answers. Some surveys contained more than one answer to a question, some questions were not answered.								
	Activity Service	ICO	Social Rec	Larrys	KDI	Richter and Home-share	I F	Total
Sent	82	63	52	7	18	6	2	230
Received	31	15	18	4	10	2	0	80
Satisfaction:	100%	93.3%	100%	100%	80%	100%	**	96.3%

** There were no I.F. service recipient satisfactions surveys returned.

Service Recipient Satisfaction Survey - 2009 - 2010	Yes	No	N/A*
1. Are you happy with the service?	77	2	1
2. Do you like the activities you do when you are there?	74	4	2
3. Do you have chances to make new friends and spend time with old friends?	74	4	2
4. Do KDSCL staff treat you nicely?	79	1	0
5. Do KDSCL staff listen to your questions and concerns?	76	1	3
6. Are your concerns addressed?	69	10	1
7. Do our hours of service meet your needs?	76	3	1
8. Do KDSCL staff ask you what your goals are?	60	16	4
9. If you had an Individual Service Plan (ISP) meeting did it help you to reach your goals and get what you want from KDSCL?	64	11	5
10. Do you take part in community activities as often as you would like? If not, why?	65	9	6
11. Do you know your rights and responsibilities?	62	8	10
12. Do KDSCL staff talk to you about your rights?	61	10	9
13. Do you feel you are encouraged to make your own decisions at KDSCL?	68	4	8
14. Do you feel safe at KDSCL?	70	4	6
*N/A indicates no answer given			

Family Satisfaction Survey 2009 - 2010

Surveys were sent to families in each of KDSCL's areas of service for a total of 126 surveys. The following is a breakdown by area of families who responded to the survey and indicates satisfaction levels through their answers. Some surveys contained more than one answer to a question, some questions were not answered.

	Activity Service	ICO	Evening	Larry's	KDI	Richter and Home-share	I.F.	Total
Sent	48	27	27	3	8	6	7	126
Received	12	6	4	0	0	2	6	30
% Satisfied	90%	83.3%	100%	**	**	100%	100%	94.7%

** No surveys were returned

Family Satisfaction Surveys 2009 - 2010

Do you feel that the person receiving service from KDSCL:	Yes	No	N/A**
1. Makes his/her own choices at KDSCL?	26	2	2
2. Receives prompt, responsive service?	29	0	1
3. Advance to the level of independence they are seeking?	25	1	4
4. Achieves their individual goals?	22	4	4
5. Establishes relationships?	26	3	1
Do our services offer:			
6. Respect and dignity?	29	0	1
7. A secure, safe environment?	29	0	1
8. Positive experiences?	29	0	1
9. Competent, knowledgeable staff?	29	0	1
10. Flexibility?	27	0	3
11. Meaning and productivity?	28	0	2
Are you:			
12. Happy with the quality of services provided?	27	2	1
13. Being kept informed of options and services?	26	4	0
14. Happy with hours of service?	29	1	0
15. Receiving regular communications from KDSCL?	26	4	0
16. Able to understand the agency purpose?	27	2	1
17. Satisfied with the individual's accomplishments?	27	0	3
18. Are concerns or issues you bring forward addressed to your satisfaction?	19	4	7
*N/A indicates no answer given			

Other Stakeholders:**Caregivers, Funders, Customers Satisfaction Survey 2009 - 2010**

Surveys were sent to caregivers, funders and customers in each of KDSCL's areas of service for a total of 152 surveys. The following is a breakdown by service area indicating how many stakeholders responded to the survey and satisfaction levels. Some surveys contained more than one answer to a question, some questions were not answered.

	Activity Service	ICO	Social Rec	Larry's	KDI	Richter and Home-share	I F	Agency*
Sent	51	28	22	5	23	1	3	19
Received	10	10	6	1	6	0	2	2
% Satisfied	100	93	100	100	100	**	100	100

* These survey were received from CLBC and didn't specify area surveyed.

**No surveys received from funder specific to Richter.

Privacy

"Personal information gathered by KDSCL is kept in confidence. Personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Policies are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. KDSCL also takes measures to ensure the integrity of information is maintained and to prevent its being lost or destroyed." KDSCL Privacy Policy

Upon entering services, and annually there after, service recipients complete a form that states who they allow to access information regarding them at KDSCL, and consent to the release of the information. Volunteers, including directors, sign a statement confirming their commitment to uphold the confidentiality and privacy of information upon appointment to a position and on an annual basis thereafter in the month of September. The Privacy Officer was not contacted this year. There were no issues or concerns identified or information sought.

Outcomes Objectives and Outcomes Measurements

Outcomes are the impact the services we provide have on the individuals we serve and their support networks. Outcome measurements are used to measure that impact. At KDSCL we prepare outcome measurements and gather data on outcome goals from July through to June.

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
OUTCOMES MEASUREMENTS: July 1, 2009 to June 30, 2010
Outcome Results

1. RICHTER RESIDENCE AND HOME SHARING

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
Maximize the opportunities individuals have to develop friendships/relationships with non-paid persons.	<i>Effectiveness</i> Number of times that each resident participates socially with person's they do not live with.	Residents-1976 Richter	Annually	1. Richter Activity Tracker	Development Supervisor	Staff facilitate 8 opportunities for all 5 individuals.	Goal met and surpassed. Staff facilitated an average of 17 opportunities for each individual.
Maximize the opportunities individuals have to develop friendships/relationships with non-paid persons.	<i>Effectiveness</i> 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.	Residents-1976 Richter	Monthly	1. Richter Activity Tracker	Development Supervisor	4 visits for all 5 individuals.	Goal not met. One resident had more than 4 visits. The average number of visits per residents was 2.5.
Maximize the opportunities individuals have to develop friendships/relationships with non-paid persons.	<i>Effectiveness</i> Number of residents who are matched with a volunteer to access activities in the community.	Residents-1976 Richter	Monthly	1. Volunteer Matches 2. GPITs	Development Supervisor	2	Goal not met. One volunteer was matched with one resident.

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
Maximize the efficiency of the Richter data collection system.	<i>Efficiency</i> Number of times per week that staff use ShareVision or email to connect with other service areas.	Richter Staff	Monthly	1. Email 2. ShareVision Announcement	Development Supervisor	Each staff 2 times each month	Goal not met. Average emails or Sharevisions communications for Richter staff as a whole to other departments was 3.9 per month. It must be noted that since Dec 1 information logged at departments regarding individuals is accessible to other departments that serve those individuals. This has increased communication regarding supports to individuals and their activities in other services.
Maximize satisfaction of all persons served.	<i>Service Satisfaction</i> Percent of individuals who express satisfaction with services.	All residents	Annually	1. Satisfaction surveys 2. Exit Interviews 3. Complaints forms	AQAM	95%	100% Goal met
Maximize satisfaction of the person's served families.	<i>Family Satisfaction</i> Percent of individuals who express satisfaction with services.	Families	Annually	1. Satisfaction surveys 2. Exit Interviews 3. Complaints forms	AQAM	95%	100% Goal met

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
Maximize satisfaction of all stakeholders (Funders, customers, paid caregivers).	Stakeholder Satisfaction Percent of individuals who express satisfaction with services.	Stakeholders and External Influences	Annually	1. Satisfaction surveys 2. Complaints forms	AQAM	95%	Note: No surveys were returned from funders specific to Richter. Surveys returned from CLBC indicated 100% satisfaction.
Maximize accessibility of services.	Accessibility New residence for individuals living at Richter St.	All residents	Annually	Property documents.	Executive Director	New property	Goal not met. Executive Director and Development Supervisor are in discussions with families.

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
2. ACTIVITY SERVICE							
Maximize opportunities for persons to participate in social recreation and leisure activities and experience citizenship through inclusion in their communities.	<i>Effectiveness</i> Number of individuals who are matched with a volunteer to access activities in the community.	Activity Service Recipients	Monthly	1. Volunteer Matches 2. GPITs	Activity Supervisor	4	Goal met. 4 individuals were matched with volunteers.
Maximize the opportunities for individuals participating in the evening and weekend service to develop friendships/relationships with non-paid persons.	<i>Effectiveness</i> Number of activities that are facilitated but not staffed that individuals participate in.	Evening/Weekend Service Recipients	Annually	1. Social Recreation Leisure database	Activity Supervisor	12	Goal not met. 67% Completed. Individuals participated in 8 activities that were facilitated but not staffed. Individuals reported to staff 6 events when they met socially with people they met through social rec activities, outside of scheduled social rec activities.
Individuals are safe and secure.	<i>Effectiveness</i> Number of incidents involving preventable falls.	All Service Recipients	Monthly	Incident reports	Activity Supervisor	70% decrease from previous year. 2 or less preventable falls.	Goal not met. Number of incidents involving preventable falls increased to 13.

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
Service Recipients participate in activities of their choosing.	<i>Efficiency</i> Number of days per year that Activity Services operates without scheduled activities which participants have registered for.	Activity Services	Quarterly	1. Activity Service Schedule 2. Post Activity Calendar	Activity Supervisor	0	Goal met. An activity schedule was in place for each day that Activity Services operated.
Maximize satisfaction of all persons served.	<i>Service Satisfaction</i> Percent of individuals who express satisfaction with services.	All Service Recipients	Annually	1. Satisfaction surveys 2. Exit Interviews 3. Complaints forms	AQAM	90%	100% Goal met
Maximize satisfaction of person's served families.	<i>Family Satisfaction</i> Percent of individuals who express satisfaction with services.	Families	Annually	1. Satisfaction surveys 2. Exit Interviews 3. Complaints forms	AQAM	90%	90% Goal met.
Maximize satisfaction of all stakeholders (Funders, customers, paid caregivers).	<i>Stakeholder Satisfaction</i> Percent of individuals who express satisfaction with services.	Stakeholders and External Influences	Annually	1. Satisfaction surveys 2. Complaints forms	AQAM	90%	100% Goal met

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
3. INDIVIDUALIZED FUNDING							
Maximize opportunities for persons to participate in social recreation and leisure activities and experience citizenship through inclusion in their communities.	<i>Effectiveness</i> Number of new activities that individuals participate in that are based on the individual's preferences, or preferences suggested by the person's support network.	IF Service Recipients	Monthly	1. Notables 2. Post Activity Reports	AQAM	5 (based on 30 support hours per week)	Goal not met. 12 new experiences out of a possible 14, 86% achieved
Maximize satisfaction of all persons served.	<i>Service Satisfaction</i> Percent of individuals who express satisfaction with services.	IF Service Recipients	Annually	1. Satisfaction surveys 2. Exit Interviews 3. Complaints forms	AQAM	90%	No surveys returned from the individuals that surveys were sent to.
Maximize satisfaction of person's served families.	<i>Family Satisfaction</i> Percent of individuals who express satisfaction with services.	Families	Annually	1. Satisfaction surveys 2. Exit Interviews 3. Complaints forms 4. Monthly Billing	AQAM	90%	100% Goal met.

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
4. BUSINESS SERVICE							
Maximize the number of opportunities related to the function of the business.	<i>Effectiveness</i> Number of new business tasks participated in by individuals who want employment (tasks are relevant to the type of employment the individual would like).	Service Recipients	Monthly	1. Task Tracker	Development Supervisor	5 tasks	Goal not met. 7 individuals had goals for employment. Average new tasks for each person was 2.4. One individual had only been in service for current period. He participated in 11 new tasks. The rest of the individuals had been in the business services for more than one year and had participated in most tasks previously.
Maximize opportunities for persons to participate in social recreation and leisure activities through inclusion in their communities.	<i>Effectiveness</i> Number of activities scheduled on a regular basis, offered in the community. e.g. "Swimming every Monday afternoon".	Service Recipients	Monthly	1. Task Tracker 2. Post Activity Calendars 3. Activity Schedule	Development Supervisor	All individuals have the opportunity to participate in 4 different scheduled activities (based on 30 support hours per week).	Completed and surpassed. All individuals had the opportunity to participate in 4 different scheduled activities. The average number of opportunities to participate was 8 per person.
Maximize satisfaction of all persons served.	<i>Service Satisfaction</i> Percent of individuals who express satisfaction with services.	Service Recipients	Annually	1. Satisfaction surveys 2. Exit Interviews 3. Complaints forms	AQAM	90%	90% Goal met.

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
Maximize satisfaction of the person's served families.	<i>Family Satisfaction</i> Percent of individuals who express satisfaction with services.	Families	Annually	1. Satisfaction surveys 2. Exit Interviews 3. Complaints forms	AQAM	90%	No surveys returned from the 11 surveys sent to families. No feedback from families via complaints or exit interviews.
Maximize satisfaction of all stakeholders (Funders, customers paid caregivers).	<i>Stakeholder Satisfaction</i> Percent of individuals who express satisfaction with services.	Stakeholders and External Influences	Annually	1. Satisfaction surveys 2. Complaints forms	AQAM	90%	100% Goal met.

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
5. INTEGRATED CAREER OPPORTUNITIES							
Maximize opportunities for persons to be employed by community employers.	<i>Efficiency</i> Number of employers met with per month regarding employing service recipients. Employer is met in person, and receives information regarding KDSCL employment services.	CPD	Monthly	1. Report to the Board of Directors on number of contacts, names of employers, and names of service recipients that could potentially be employed at the businesses. 2. Database of community employers.	Development Supervisor	15 new contacts per month.	Goal not met. Average new contacts per month for this period were 6.75. Total new contacts in the period = 81.
Maximize opportunities for persons to be employed by community employers.	<i>Effectiveness</i> Number of service recipients that completed their goal to find employment in the community.	Service Recipients	Monthly	1. GPITS	Development Supervisor	70% of individuals met their goal to find employment in the community.	Goal not met. 40% of individuals (12) completed their goals to find employment in the community. (There were 47 active employment goals during the year, 17 were discontinued by the individuals and/or staff. 40% is based on "number of goals" less "discontinued goals").

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
Maximize satisfaction of all persons served.	Service Satisfaction Percent of individuals who express satisfaction with services.	Service Recipients	Annually	1. Satisfaction surveys 2. Exit Interviews 3. Complaints forms	AQAM	90%	93% Goal met.
Maximize satisfaction of the person's served families.	Family Satisfaction Percent of individuals who express satisfaction with services.	Families	Annually	1. Satisfaction surveys 2. Exit Interviews 3. Complaints forms	AQAM	90%	83.3% Goal not met. 6 satisfaction surveys were returned. 5 indicated satisfaction. Development Supervisor has followed up with the customer that indicated dissatisfaction and has received more specific feedback.
Maximize satisfaction of all stakeholders (Funders, customers, employers, paid caregivers).	Stakeholder Satisfaction Percent of individuals who express satisfaction with services.	Employers and External Influences	Annually	1. Satisfaction surveys 2. Complaints forms	AQAM	90%	93% Goal met.

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
6. AGENCY							
Minimize the time existing and new service recipients wait to access service.	Service Access The number of days, after completing the KDSCL Application Process, that people wait to access or increase service.	Service Recipients	Annually	Waitlist/referral form ShareVision	Activity and Development Supervisor	35 working days	Goal met. 17.5 working days.
Maximize satisfaction KDSCL staff have regarding communication between service areas.	Business Function Percentage of staff who express satisfactory communications between service areas.	Staff	Annually	Staff Satisfaction Surveys	AQAM	85%	Goal met. 94%. Mar 3, 2010 a survey was completed by staff with staff regarding interdepartmental communications. Of 53 staff, three expressed concerns and offered possible solutions.
Maximize the effectiveness of the KDSCL of data collection system.	Business Function Percentage of ShareVision service recipient websites in use.	Agency	Annually	ShareVision Websites	AQAM	A ShareVision website for each service recipient.	Goal met November 30, 2009
Maximize the well being of all employees.	Business Function Number of Education sessions offered to staff regarding well being.	Staff	Annually	Staff Training Tracker	AQAM	4 sessions.	Goal met. Sessions were offered on nutrition, walking for fitness, Qi-gong, and humor in the workplace.

Outcomes Objectives	Measures	Applied to	Time of measure	Data source	Obtained by	Goal	Results
Maximize quality service delivery to the individuals served through investment in professional development.	<i>Business Function</i> Number of professional development events attended by employees, in person, on-line, or correspondence (excluding KDSCL in-service days, Mandt Training or First Aid).	Staff	Monthly	Staff Training Tracker	AQAM	Each staff will attend at least one professional development event.	Goal not met. 42 of 53 staff (79.25%) attended at least one professional development event.

*Executive Director's
Report*

EXECUTIVE DIRECTOR'S REPORT

2009 – 2010

I am very pleased to provide another summary of the year's activities and accomplishments. KDSCL strives to create inclusive communities and offer services that are individually directed and promote each person's gifts and talents. I am very fortunate to work with such amazing people.

This year can be characterized simply by a year of stability and assessment.

The leadership team (Leslie Munro-AQAM, Rhonda Campbell-Finance Manager, Susan Harney-Activity Supervisor and Mark Wengrowich-Development Supervisor) and I continued to engage in leadership development through attending professional development opportunities and internal activities. We reviewed service structures and responsibilities and reconfigured to address the needs of each service area and person responsible. This continues to be a work in progress as contracting expectations change and government imposes policy changes.

Staffing was relatively stable throughout the year though we did hire casual staff periodically to cover unexpected long term absences. Our staff is truly remarkable. We have many employees who have worked at KDSCL for numerous years, one person celebrating 30 years of service! Longevity creates strong relationships, consistency and peace of mind!

The Community Living Awareness Committee (CLAC) was very active this year. CLAC's objectives are to raise KDSCL's profile, cultivate opportunities for people with disabilities to build relationships with non-paid people, contribute to the well being of the community, raise awareness and money for non-profit purposes, ensure the participation of people with disabilities and to educate the greatest number of community members about our cause. This year the committee participated in and/or supported participation in a community living month barbeque, the Scarecrow Convention in Rutland, 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. In last year's report I optimistically reported that I hoped to have a definitive building date by year-end. Unfortunately this is not the case and though we actively worked on moving the project forward, progress has been slow. Our only barrier continues to be having the dollars to build. We developed various funding strategies and pursued various options including developing and hosting our own events. The new building replacement committee worked very hard with limited resources. We persevere and believe our community will continue to help and support our effort to construct this much needed building.

Our provincially bargained collective agreement expired March 31, 2010. Bargaining commenced and continues. It is difficult to speculate on the outcome. Given current political and economic realities, it could take quite sometime to resolve.

I am very grateful that I can continue to thank the following individuals and groups for supporting of our society. They are committed to creating good lives for individuals and ensuring the rights of all people are respected:

- * KDSCL staff including, management and supervisory personnel; they continue to be the heart of great service provision.
- * The Board of Directors for their leadership and encouragement.
- * Mrs. Hadgraft (fondly referred to as Mrs.H) who continues to unselfishly volunteer her time teaching arts and crafts Tuesday mornings. In addition, Mrs. H and her husband Bob are both members of the building replacement committee and work so hard and are so committed to seeing this project realized.
- * The KDSCL Self-Advocates in the Service Area committee members. They ensure KDSCL is on the right track and services reflect the desires of the people receiving them.
- * The CLAC Committee for volunteering their time and creating public awareness. With a special thank you to Cyndy Omand the chair. She has been involved with the committee since the initial inception of the Community Living Month Committee. She keeps the group focused and moving forward.
- * The United Way for their continued support.
- * The Vipond Golf Tournament coordinators, participants and the Kelowna Golf and Country Club for continuing to host this annual event.
- * The many families, individual community members, community partners (CLBC, BC Housing, the Ministry of Housing and Social Development and Interior Health) who work in partnership with our organization to serve our community.

As you read in previous reports KDSCL continues to thoughtfully and conscientiously serve people with disabilities, capitalize on opportunities and make our community a better place. "As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them."~ John F. Kennedy

Respectfully submitted by Charisse Daley

History

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

1953 - 2009

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 members 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 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 Leagh 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.

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.

*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
Freeda 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

