

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING (KDSCL)

58th ANNUAL REPORT

2010 - 2011

**“CELEBRATING 58 YEARS OF
COMMUNITY SERVICE”**

THANK YOU!

Growing Together



A Member of the
Central Okanagan
United Way

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

MISSION STATEMENT

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

VISION STATEMENT

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

MANDATE

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

VALUES STATEMENT

WE BELIEVE EACH PERSON:

- Has the same rights and freedoms given to all people in our society and therefore is unique and valued.
- Is to be treated equally with dignity and respect.
- Has the right to be informed on all matters that affect his or her life and make their own choices and decisions.
- Has the right to speak for them self (self-advocate) or to choose someone to speak for them.
- Has the right to live, socialize, work and participate in all aspects of community life in the least restrictive environment and should be taught the necessary skills to do so.
- Has the right to individualized service within the scope of what the society can provide.
- Has the right to 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 57th ANNUAL GENERAL MEETING**

**September 13, 2010, 7:00 pm
555 Fuller Avenue, Kelowna, BC**

In attendance: Johanna Poplawski, Jim Greenlay, Angie Greenlay, Arnold Soloway, Cyndy Omand, Rhonda Campbell, Leslie Munro, Kelly Tompkins, Susan Harney, Ruth Dodd, Helen Polmear, Charisse Daley, Gail Meier, Darryl Harand, Christian Lafrance, Lorne Zolinski, Richard Pringle, Sara Lige, Joyce Fontaine, Don Fontaine, Bob Hadgraft, Jean Hadgraft, Lisa Milligan, Mike Varga and Chris Henderson.

Regrets: Rick Pushor, Chuck Hopkins and David Paynter

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 Arnold Soloway seconded by Richard Pringle that the agenda be accepted as presented. Carried.**
4. **Moved by Jim Greenlay seconded by Arnold Soloway that the minutes of the September 14, 2009 AGM be approved as circulated. Carried.**
5. Auditor's Report: Chris Henderson from Rossworn Henderson presented the audited financial statements. He stated the following: They review the financial practices of the organization from an outside perspective. Page 3 is the auditor's report and they did not find anything to be materially misstated. If there was an issue it would be identified on this page and everything is fine. Page 4 identifies where the society is at as of March 31, 2010 and compares the previous year's financial position. One major change to the statements was the sick accrual. It has been revalued to reflect, based on previous experience and speculation, what management believes would be paid out versus what would actually be used if it was all taken. Page 5 is the year's income and expenses and tells how the organization did this year. Revenue and expenses are up largely due to wages and benefits and sales increase. There was a \$22,000 surplus which is needed. Not-for-profits should have additional money set aside for non funded items like capital assets. The rest of document outlines the details. Chris asked if there were any questions. Lisa Milligan asked what the year end period was. Chris stated April 1 to March 31. With no more questions forthcoming, **moved by Arnold Soloway seconded by Richard Pringle to accept the 2009/2010 audited financial statements as presented. Carried.**
6. **Moved by Arnold Soloway seconded by Jim Greenaly that the board of directors be given the authority to appoint the auditors for the 2010-2011 fiscal year. Carried.**

7. Gail Meier stated the President's Report is included in the AGM booklet and can be read at attendee's convenience. She stated much of the year was focused on raising money for the new building and the new committee has much momentum and enthusiasm. Gail thanked the board, staff and volunteers for another great year. **Moved by Jean Hadgraft seconded by Richard Pringle that the President's Report be accepted as presented. Carried.**

8. Gail Meier stated the Self-Advocate's Report is included in the AGM booklet. **Moved by Arnold Soloway seconded by Jean Hadgraft that the Self Advocate's Report be accepted as presented. Carried.**

9. Arnold Soloway stated the terms of four Directors have concluded and 4 have allowed their names to stand for re-election for a 3-year term: Rick Pushor, Gail Meier, Chuck Hopkins and Richard Pringle. Rick Pushor, Gail Meier, Chuck Hopkins have been continuously elected to the board for five years or three consecutive terms therefore the membership's consent is required in order for them to seek reelection. In addition new member Jean Hadgraft is seeking election to the board. Arnold Soloway provided an overview of Jean's credentials. Arnold called upon the membership three times, requesting nominations from the floor, first call, second call, and third call, with no forthcoming **Arnold Soloway moved and Jim Greenlay seconded that Rick Pushor, Gail Meier, Chuck Hopkins, Richard Pringle and Jean Hadgraft be elected to the KDSCL board of director. Carried.**

10. The meeting was adjourned at 7:20 am.

Presentations by the following guest speakers followed:

Kelly Tompkins: "Downs Syndrome and Successes in the Community".

Shelley Decoste: "Cerebral Palsy, Abilities and Successes".

Darryl Harand: "Visual Impairedness and Successes in the Community" and Darryl's current role with CLBC.

President's

Report

PRESIDENT'S REPORT

2010 – 2011

It is with much pleasure and some frustration that I submit the following report on the board activities for the past year.

Collectively we met monthly and as needed. Between meetings emails facilitated communication on any business or decisions that were timely.

The board completed their strategic plan facilitated by John Singleton, May 2, 2011. All goals from the previous plan were addressed not necessarily completed - as explained below. The goal to construct a new building has yet to be concluded. The session was very productive. We came away with new ideas and new goals which include a renewed commitment with action to get the building off the ground. Additional goals included assessing our human and capital resources to ensure effectiveness and efficiency and a continued effort to raise our community profile to build "communities that support and value the diverse-abilities of all people".

We continued to pursue the building replacement project which is proving to be the "frustration" part. We worked with a consultant to prepare a proposal for BC Housing and are ready to proceed if there is a call for submissions. We also applied for federal funding through the Enabling Accessibility and have yet to hear if our project was accepted. Our fundraising/ building replacement committee continued its activities and we recruited Colleen Cross through a grant to assist. Though progress was made we are still a ways a way from having the money and resources to build. However we have not given up!

I would like to thank the board members for their support and dedication to the society. Our secretary treasurer, Arnold Soloway, though retired and spends his winter months down south, still ensures that the society's finances are competently managed within policy and procedure. I would also like to thank the staff for their valued work and Charisse for her hard work and great leadership.

Respectfully submitted by Gail A. Meier

Secretary Treasurer's
Report

SECRETARY TREASURER'S REPORT

2010 – 2011

It is with pleasure that I submit the 2011 Treasurer's Report for Kelowna and District Society for Community Living for the year ending March 31, 2011. The Audited Financial Statements of KDSCL are prepared by Rossworn Henderson LLP.

The Society revenues exceeded expenditures by \$122,958 for the year compared to \$22,051 in 2010. Cash at year end was \$892,821 compared to \$688,782 in 2010

The administration department is reporting a surplus of \$23,577 compared to a deficiency of \$18,845 in 2010. Donations received were \$13,093

Larry's Cycle had a deficiency for the year of \$14,337. Larry's Cycle was wound down during the year and all assets sold.

The Richter Street Residence is reporting an operating deficiency of \$5,225 for the year compared to a deficiency of \$15,366 in 2010.

The following departments, Integrated Career Opportunities, Wood shop, Day Services and Individual Funding all have reported revenues in excess of expenses.

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

During the year KDSCL acquired a house on Old Meadows Road for \$380,000 Funding was provided by Interior Savings Credit Union.

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, 2011
(Audited)

ROSSWORN HENDERSON LLP
Chartered Accountants

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

March 31, 2011

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AUDITORS' REPORT

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

We have audited the accompanying financial statements of Kelowna and District Society for Community Living which comprise the statement of financial position as at March 31, 2011 and the statement of changes in fund balances, statement of financial activity, statement of changes in financial position, statement of changes in replacement reserve fund and statement of shelter operations for the year then ended and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

The Society's management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles for private enterprises, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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

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

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

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

Basis for Qualified Opinion

In common with many non-profit organizations, the Society derives revenue from various fund raising activities, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to fund raising revenues, assets and net assets. Our audit opinion on the financial statements for the year ended March 31, 2011 was modified accordingly because of the possible effects of this limitation in scope.

Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of the Kelowna and District Society for Community Living at March 31, 2011, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles for private enterprises.

July 26, 2011

Rossworn Henderson LLP

Chartered Accountants

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

As at March 31, 2011

| | Operating fund | Capital asset fund | Replacement reserve fund | Building fund | Total 2011 | Total 2010 |
|--|-------------------|-----------------------|-----------------------------|------------------|---------------|---------------|
| ASSETS | | | | | | |
| Current assets | | | | | | |
| Cash | \$ 562,914 | \$ | \$ | \$ 320,515 | \$ 883,429 | \$ 255,068 |
| Term deposits | | | | | | 414,436 |
| Restricted cash (Note 2) | 9,392 | | | | 9,392 | 19,278 |
| Accounts receivable | 71,502 | | | | 71,502 | 57,279 |
| Inventory (Note 3) | 3,245 | | | | 3,245 | 108,071 |
| Prepaid expenses | 21,289 | | | 56,100 | 77,389 | 76,458 |
| | 668,342 | | | 376,615 | 1,044,957 | 930,590 |
| Capital assets (Note 4) | | 781,641 | | | 781,641 | 404,617 |
| Prepaid development costs (Note 5) | | | | 83,798 | 83,798 | 75,577 |
| | 668,342 | \$ 781,641 | \$ | \$ 460,413 | \$ 1,910,396 | \$ 1,410,784 |
| LIABILITIES | | | | | | |
| Current liabilities | | | | | | |
| Accounts payable | \$ 374,716 | \$ | \$ | \$ | \$ 374,716 | \$ 356,067 |
| Prepaid deposits | | | | | | 3,937 |
| Current portion of long term debt | | 14,974 | | | 14,974 | 12,983 |
| | 374,716 | 14,974 | | | 389,690 | 372,987 |
| Long term debt (Note 6) | | 543,908 | | | 543,908 | 203,609 |
| | 374,716 | 558,882 | | | 933,598 | 576,596 |
| FUND BALANCES | | | | | | |
| Rental assistance program surplus (Note 7) | 14,352 | | | | 14,352 | 2,807 |
| Invested in capital assets | | 222,759 | | | 222,759 | 188,025 |
| Externally restricted (Note 2) | 9,392 | | | | 9,392 | 19,278 |
| Internally restricted (Note 8) | 40,015 | | | 266,085 | 306,100 | 293,581 |
| Unrestricted | 229,867 | | | 194,328 | 424,195 | 330,497 |
| | 293,626 | 222,759 | | 460,413 | 976,798 | 834,188 |
| | \$ 668,342 | \$ 781,641 | \$ | \$ 460,413 | \$ 1,910,396 | \$ 1,410,784 |

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, 2011

| | Operating fund | Capital asset fund | Replacement reserve fund | Building fund | Total 2011 | Total 2010 |
|---|-------------------|-----------------------|-----------------------------|------------------|---------------|---------------|
| REVENUE | | | | | | |
| Community Living BC | \$ 2,248,469 | \$ | \$ | \$ | \$ 2,248,469 | \$ 2,160,141 |
| Sales | 421,490 | | | | 421,490 | 357,569 |
| Client rent contributions | 128,597 | | | | 128,597 | 111,792 |
| BC Housing grant | 78,079 | | 4,126 | | 82,205 | 87,793 |
| Other income | 18,314 | | | | 18,314 | 31,367 |
| Gaming revenue | 31,250 | | | | 31,250 | 30,000 |
| United Way | 15,000 | | | | 15,000 | 15,000 |
| Donations & fundraising | 31,371 | | | 70,084 | 101,455 | 53,500 |
| Interest | 3,168 | | 153 | 4,564 | 7,885 | 9,290 |
| | 2,975,738 | | 4,279 | 74,648 | 3,054,665 | 2,856,452 |
| EXPENSES | | | | | | |
| Automotive | 45,500 | | | | 45,500 | 54,276 |
| Bank charges & interest | 8,811 | | | 649 | 9,460 | 4,166 |
| Cost of goods sold | 227,196 | | | | 227,196 | 135,987 |
| Education and recreation | 14,522 | | | | 14,522 | 24,494 |
| Food | 12,092 | | | | 12,092 | 12,220 |
| Fundraising expenses | | | | 21,924 | 21,924 | 1,392 |
| Incentive allowance | 1,206 | | | | 1,206 | 11,163 |
| Insurance | 15,658 | | | | 15,658 | 15,176 |
| Interest on long term debt | 17,339 | | | | 17,339 | 13,454 |
| Maintenance and repairs | 47,918 | | 1,399 | | 49,317 | 53,870 |
| Office | 37,274 | | | 1,332 | 38,606 | 53,676 |
| Professional fees | 17,551 | | | | 17,551 | 10,295 |
| Property taxes | 2,519 | | | | 2,519 | 2,905 |
| Rent | 192,388 | | | | 192,388 | 190,782 |
| Society expenses | 7,944 | | | | 7,944 | 11,762 |
| Supplies | 27,845 | | | | 27,845 | 30,572 |
| Staff development | 18,913 | | | | 18,913 | 15,214 |
| Telephone and utilities | 37,430 | | | | 37,430 | 37,640 |
| Wages and benefits | 2,136,098 | | | | 2,136,098 | 2,132,659 |
| Amortization | | 33,972 | | | 33,972 | 32,148 |
| | 2,868,204 | 33,972 | 1,399 | 23,905 | 2,927,480 | 2,843,851 |
| Excess (deficiency) of revenue over expenses before the following: | 107,534 | (33,972) | 2,880 | 50,743 | 127,185 | 12,601 |
| Gain/(loss) on disposal of assets | | | | | | (434) |
| Rent subsidy adjustment | 15,424 | | | | 15,424 | 9,884 |
| Excess (deficiency) of revenue over expenses | \$ 122,958 | \$ (33,972) | \$ 2,880 | \$ 50,743 | \$ 142,609 | \$ 22,051 |

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, 2011

| | Operating fund | Capital asset fund | Replacement reserve fund | Building fund | Total 2011 | Total 2010 |
|---|-------------------|-----------------------|-----------------------------|------------------|---------------|---------------|
| Fund balances, beginning | \$ 216,502 | \$ 188,025 | \$ 11,771 | \$ 417,891 | \$ 834,189 | \$ 812,138 |
| Excess (deficiency) of revenue over expenses | 122,958 | (33,972) | 2,880 | 50,743 | 142,609 | 22,051 |
| Balances prior to transfers | 339,460 | 154,053 | 14,651 | 468,634 | 976,798 | 834,189 |
| INTERFUND TRANSFERS | | | | | | |
| Mortgage principal repayments | (15,599) | 15,599 | | | | |
| Debt acquired | 357,889 | (357,889) | | | | |
| Transfer to internally restricted | 14,651 | | (14,651) | | | |
| Capital assets acquired | (402,775) | 410,996 | | (8,221) | | |
| Fund balances, ending | \$ 293,626 | \$ 222,759 | \$ | \$ 460,413 | \$ 976,798 | \$ 834,189 |

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, 2011

| | Operating fund | Capital asset fund | Replacement reserve fund | Building fund | Total 2011 | Total 2010 |
|-----------------------------|-------------------|-----------------------|-----------------------------|------------------|---------------|---------------|
| Source of cash | | | | | | |
| Funding | \$ 2,326,548 | \$ | \$ 4,126 | \$ | \$ 2,330,674 | \$ 2,252,885 |
| Sales of service | 531,927 | | | | 531,927 | 456,883 |
| Interest income | 3,168 | | 153 | 4,564 | 7,885 | 9,289 |
| Donations and fundraising | 31,370 | | | 70,085 | 101,455 | 53,500 |
| Subsidy adjustment | 15,424 | | | | 15,424 | 9,884 |
| Grants | 46,250 | | | | 46,250 | 45,000 |
| Other income | 18,314 | | | | 18,314 | 22,513 |
| | 2,973,001 | | 4,279 | 74,649 | 3,051,929 | 2,849,954 |
| Uses of cash | | | | | | |
| Salaries and benefits | (2,141,066) | | | | (2,141,066) | (2,064,096) |
| Materials and supplies | (587,254) | | (1,399) | (23,905) | (612,558) | (663,657) |
| Mortgage interest | (17,339) | | | | (17,339) | (14,097) |
| | (2,745,659) | | (1,399) | (23,905) | (2,770,963) | (2,741,850) |
| Investing activities | | | | | | |
| Purchases of capital assets | | (410,996) | | (8,221) | (419,217) | (12,246) |
| Disposal of capital assets | | | | | | 5,000 |
| | | (410,996) | | (8,221) | (419,217) | (7,246) |
| Financing activities | | | | | | |
| Repayment of long term debt | | (15,599) | | | (15,599) | (13,898) |
| Proceeds of long term debt | | 357,889 | | | 357,889 | |
| | | 342,290 | | | 342,290 | (13,898) |
| Increase (decrease) in cash | 227,342 | (68,706) | 2,880 | 42,523 | 204,039 | 86,960 |
| Interfund transfers | (45,833) | 68,706 | (14,651) | (8,222) | | |
| Cash, beginning of year | 390,797 | | 11,771 | 286,214 | 688,782 | 601,822 |
| Cash, end of year | \$ 572,306 | \$ | \$ | \$ 320,515 | \$ 892,821 | \$ 688,782 |
| Cash consists of: | | | | | | |
| | Operating fund | Capital asset fund | Replacement reserve fund | Building fund | Total 2011 | Total 2010 |
| Cash | \$ 562,914 | \$ | \$ | \$ 320,515 | \$ 883,429 | \$ 255,068 |
| Term deposits | | | | | | 414,436 |
| Restricted cash | 9,392 | | | | 9,392 | 19,278 |
| Cash, end of year | \$ 572,306 | \$ | \$ | \$ 320,515 | \$ 892,821 | \$ 688,782 |

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, 2011

e) Financial instruments

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

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

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

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

f) Use of estimates

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

2. 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.

During the year, BC Housing mortgages were paid out and the restrictions were removed on the Replacement Reserve Fund. The society has decided to internally restrict these funds for future building maintenance.

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

| | 2011 | 2010 |
|---------------------|----------|-----------|
| Replacement reserve | | |
| Bingo funds | \$ 9,392 | \$ 11,771 |
| | | 7,507 |
| | \$ 9,392 | \$ 19,278 |

3. INVENTORY

| | 2011 | 2010 |
|---------------|----------|------------|
| Larry's Cycle | | |
| Woodshop | \$ 3,245 | \$ 101,167 |
| | | 6,904 |
| | \$ 3,245 | \$ 108,071 |

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

For the year ended March 31, 2011

4. CAPITAL ASSETS

| | Cost | Accumulated amortization | Net Book Value 2011 | Net Book Value 2010 |
|------------------------|--------------------|-----------------------------|------------------------|------------------------|
| Land | \$ 403,513 | \$ | \$ 403,513 | \$ 191,513 |
| Buildings | 636,123 | 322,837 | 313,286 | 150,151 |
| Equipment | 217,457 | 180,198 | 37,259 | 19,013 |
| Automotive | 181,291 | 153,708 | 27,583 | 43,940 |
| Leasehold improvements | 7,152 | 7,152 | | |
| | <u>\$1,445,536</u> | <u>\$ 663,895</u> | <u>\$ 781,641</u> | <u>\$ 404,617</u> |

5. Prepaid development costs

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

6. LONG TERM DEBT

| | 2011 | 2010 |
|---|-------------------|-------------------|
| CMHC mortgage for Richter House, repaid in year | \$ | \$ 5,642 |
| Interior Savings Credit Union mortgage for Sutherland House repayable at \$1,625 per month including interest at 5.5% per annum, secured by building due for renewal January 1, 2016 | 203,236 | 210,950 |
| Interior Savings Credit Union 2nd mortgage for Sutherland House repayable at \$445 per month including interest at 5.5% per annum, secured by building due for renewal July 1, 2011. | 72,432 | |
| Interior Savings Credit Union mortgage for Old Meadows Road House repayable at \$1,739 per month including interest at 5.5% per annum, secured by building due for renewal July 1, 2016 | 283,214 | |
| | <u>558,882</u> | <u>216,592</u> |
| Less: current portion due within one year | 14,974 | 12,983 |
| | <u>\$ 543,908</u> | <u>\$ 203,609</u> |

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

| | Sutherland House | Sutherland House | Old Meadows Road | Total |
|------|---------------------|---------------------|---------------------|------------------|
| 2012 | \$ 8,320 | \$ 1,355 | \$ 5,299 | \$ 14,974 |
| 2013 | 8,778 | 1,430 | 5,897 | 16,105 |
| 2014 | 9,260 | 1,508 | 1,591 | 12,359 |
| 2015 | 9,770 | 1,591 | 6,222 | 17,583 |
| 2016 | 10,307 | 1,679 | 6,564 | 18,550 |
| | <u>\$ 46,435</u> | <u>\$ 7,563</u> | <u>\$ 25,573</u> | <u>\$ 79,571</u> |

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

For the year ended March 31, 2011

7. 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.

| | 2011 | 2010 |
|---|------------------|-----------------|
| Surplus, beginning of year | \$ 2,807 | \$ 4,010 |
| Excess (deficiency) of revenues over expenditures | (3,879) | (11,087) |
| Rent subsidy adjustment | 15,424 | 9,884 |
| | <u>\$ 14,352</u> | <u>\$ 2,807</u> |

8. INTERNALLY RESTRICTED ASSETS

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

| | 2011 | 2010 |
|--|-------------------|-------------------|
| Restricted for capital purchases | \$ 266,085 | \$ 268,476 |
| Restricted for expenditures at the board's discretion for repairs to building, equipment, and vehicles | 40,015 | 25,105 |
| | <u>\$ 306,100</u> | <u>\$ 293,581</u> |

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

For the year ended March 31, 2011

9. COMMITMENTS AND CONTINGENCIES

- (a) 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.
- (b) Since April 1, 2010, the Society and its employees contribute to the Municipal Pension Plan (the "Plan"), a jointly trustee pension plan. The board of trustees, representing Plan members and employers, is responsible for overseeing the management of the pension plan, including investment of the assets and administration of the benefits. The Plan is a multi-employer contributory pension plan. Basic pension benefits provided are defined. The Plan has about 163,000 active contributors and approximately 60,000 retired members. Active members include approximately 35,000 contributors from local governments.

Every three years an actuarial valuation is performed to assess the financial position of the Plan and the adequacy of Plan funding. The most recent valuation information at the time of publication, at December 31, 2009 indicated an unfunded liability of \$1,024 million for basic pension benefits. The next valuation will be as at December 31, 2012 with results available in 2013. The actuary does not attribute portions of the unfunded liability to individual employers. The Society paid \$113,740 (2010 - \$NIL) for employer contributions to the Plan in fiscal 2011.
- (c) The Province of British Columbia has a covenant on certain properties.
- (d) The Society has entered into a lease agreement for a photocopier which expires in 2012. Monthly payments required under this agreement are approximately \$206.
- (e) The Society's employees are provided with sick leave on the basis of 1 day per month to the maximum of 156 days per employee. Accumulated sick leave can be carried over into succeeding years. Sick benefits are not paid out upon termination and any unpaid amounts revert to the Society. The amount of sick pay that has been accrued and is included in accounts payable for the current year is based upon managements' best estimate based upon past performance. The estimated total liability for wages and benefits at March 31, 2011 is \$301,033 (2010 - \$281,655). Of this amount, \$72,600 (2010 - \$95,756) has been accrued and included in accounts payable.

10. SUBSEQUENT EVENTS

Subsequent to year end, there was a flood in the Sutherland Avenue house. Future uninsured costs are expected to be \$21,000.

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.
-

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

For the year ended March 31, 2011

12. ECONOMIC DEPENDENCE

The Society receives approximately 73.61% (2010 - 74.86%) of total revenues from Community Living British Columbia.

13. COMPARATIVE FIGURES

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

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

For the year ended March 31, 2011
Schedule 1

| | Administration | Larry's Cycle | Richter | ICO | Woodshop | Day Service | Individual funding | Educational development | Rent assist | Transfer to other funds | 2011 |
|----------------------------|----------------|---------------|-------------|------------|-----------|-------------|--------------------|-------------------------|-------------|-------------------------|--------------|
| Revenue | | | | | | | | | | | |
| CLBC | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ | \$ |
| Sales | | 102,489 | 262,672 | 386,581 | 140,248 | 1,161,471 | 195,008 | | | | 2,248,469 |
| Client rent contributions | | 260,350 | | 104,258 | 42,139 | 14,743 | | | | | 421,490 |
| BC Housing Grant | | | 42,788 | | | | | | | | 128,597 |
| Other income | | | 791 | | | | | | | | 82,205 |
| Gaming revenue | 11,066 | | | 7,248 | | | | | | | 18,314 |
| United Way | | | | | | | | 31,250 | | | 31,250 |
| Donations & fundraising | 4,474 | | | 26,897 | | 15,000 | | | | | 15,000 |
| Interest | 3,168 | | | | | | | | | | 101,455 |
| | 18,708 | 362,839 | 306,251 | 524,984 | 182,387 | 1,191,214 | 195,008 | 31,250 | | 70,084 | 7,885 |
| Expenditures | | | | | | | | | | | |
| Administration charge | (188,275) | 8,783 | 22,190 | 32,837 | 11,718 | 99,336 | 10,411 | | | | 3,054,665 |
| Amortization | | | | | | | | | | | |
| Automotive | | | | | | | | | | | |
| Bank charges and interest | 1,822 | 502 | 1,912 | 15,529 | 2,203 | 17,282 | 1,761 | 4,489 | | | (1,500) |
| Cost of goods sold | 3,935 | 4,876 | | | | | | | | | 33,972 |
| Education & recreation | | 212,327 | | | | | | | | | 45,500 |
| Food | 3,873 | 305 | 284 | 8,176 | 6,693 | 9,273 | | | | | 9,460 |
| Fundraising expenses | | | 12,092 | 168 | 619 | | | | | | 227,196 |
| Incentive allowance | | | | | | | | | | | 14,522 |
| Insurance | 9,085 | 209 | | | | | | | | | 12,092 |
| Interest on long term debt | | 1,878 | 2,504 | | 60 | 937 | | | | | 21,924 |
| Maintenance and repairs | | | 47 | | | 2,191 | | | | | 1,206 |
| Office and miscellaneous | 15,239 | 2,059 | 4,504 | 5,499 | 4,114 | 17,292 | | | | | 15,658 |
| Professional fees | 15,376 | 10,948 | 548 | 3,322 | 1,562 | 16,503 | | | | | 17,339 |
| Property tax | 15,656 | | 967 | | | 7,018 | | | | | 49,317 |
| Rent | 50 | | | | | | | | | | 40,106 |
| Society expenses | (85,200) | 34,782 | 2,277 | 18,000 | | 192 | | | 928 | | 17,551 |
| Staff development | 2,786 | 97 | 257 | 1,241 | 33,600 | 33,600 | | | | | 2,519 |
| Supplies | 2,693 | 625 | 636 | 6,341 | 53 | 3,510 | | | 157,606 | | 192,388 |
| Telephone and utilities | 537 | 320 | 429 | 1,455 | 528 | 7,418 | | | | | 7,944 |
| Wages and benefits | 17,472 | 7,523 | 4,572 | 1,702 | 1,702 | 2,006 | 21,396 | 672 | | | 18,913 |
| | 180,082 | 91,942 | 258,257 | 1,135 | 3,439 | 3,289 | | | | | 27,845 |
| | | | | 386,128 | 98,324 | 934,046 | 152,991 | 27,386 | 6,942 | | 37,430 |
| | (4,869) | 377,176 | 311,476 | 479,831 | 164,615 | 1,153,893 | 186,559 | 32,547 | | | 2,136,098 |
| Excess (deficiency) | \$ | 23,577 | \$ (14,337) | \$ (5,225) | \$ 45,153 | \$ 17,772 | \$ 37,321 | \$ (1,297) | \$ 166,976 | \$ 59,276 | \$ 2,927,480 |
| | | | | | | | | | \$ (3,879) | \$ 19,651 | \$ 127,185 |

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

For the year ended March 31, 2010

| | Administration | Larry's Cycle | Richter | ICO | Woodshop | Day Service | Individual funding | Educational development | Rent assist | Transfer to other funds | Schedule 2 |
|----------------------------|----------------|---------------|-------------|------------|------------|--------------|--------------------|-------------------------|-------------|-------------------------|--------------|
| Revenue | | | | | | | | | | | 2010 |
| CLBC | \$ | \$ 137,534 | \$ 252,525 | \$ 384,455 | \$ 134,254 | \$ 1,112,332 | \$ 139,041 | \$ | \$ | \$ | \$ 2,160,141 |
| Sales | | 204,433 | | 95,679 | 43,225 | 14,232 | | | | | 357,569 |
| BC Housing Grant | | | 3,599 | | | | | | 79,243 | 4,951 | 87,793 |
| Donations | 13,093 | | | | | | | 796 | | 28,311 | 53,500 |
| Client rent contributions | | | 36,000 | 11,300 | | | | | 75,792 | | 111,792 |
| Other income | | 600 | | | | 14,387 | | 30,000 | | | 31,367 |
| Bingo revenue | 13,880 | | | 2,500 | | 15,000 | | | | | 30,000 |
| United Way | | | | | | | | | | | 15,000 |
| Interest | 2,347 | | | | | | | | | 6,943 | 9,290 |
| | 29,320 | 342,567 | 292,124 | 493,934 | 177,479 | 1,155,951 | 139,041 | 30,796 | 155,035 | 40,205 | 2,856,452 |
| Expenditures | | | | | | | | | | | |
| Administration charge | (175,622) | 11,629 | 21,214 | 31,253 | 11,338 | 91,144 | 7,544 | | 1,500 | | 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 | 17,994 | | (579) | | | 24,494 |
| Education and recreation | 4,195 | 794 | 160 | 1,246 | 684 | | | | | | 12,220 |
| Food | | | 12,220 | | | | | | | | 1,392 |
| Fundraising expenses | 1,392 | | | | | | | | | | 11,163 |
| Incentive allowance | | 4,401 | 2,403 | | 6,249 | 513 | | | | | 15,176 |
| Insurance | 8,868 | 1,802 | 190 | | | 2,103 | | | | | 13,454 |
| Interest on long term debt | | 4,661 | 4,944 | 5,764 | 4,618 | 13,264 | | | | | 53,870 |
| Maintenance and repairs | 12,732 | 12,071 | 1,312 | 7,289 | 3,714 | 12,840 | | 109 | | 5,047 | 53,675 |
| Office and miscellaneous | 16,340 | | 967 | | | | | | | | 10,295 |
| Professional fees | 8,400 | | 2,490 | | | | | | | | 2,905 |
| Property tax | 60 | | | | | | | | | | 190,782 |
| Rent | (85,200) | 34,030 | | 18,000 | 33,600 | 335 | | | 928 | | 11,762 |
| Society expenses | 3,620 | 484 | 75 | 6,417 | | 1,092 | | | 156,752 | | 15,214 |
| Staff development | 1,772 | 1,695 | 158 | 4,330 | 74 | 5,653 | | | | | 30,572 |
| Supplies | 823 | 1,171 | 207 | 1,588 | 331 | 3,568 | 21,373 | 1,275 | | | 37,640 |
| Telephone and utilities | 15,472 | 7,948 | 4,975 | 1,017 | 3,988 | 4,240 | | | | | 2,132,660 |
| Wages and benefits | 230,051 | 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 | 1,124,928 | 144,582 | 31,371 | 166,122 | 37,838 | 2,843,851 |
| Excess (deficiency) | \$ (18,845) | \$ (13,311) | \$ (15,366) | \$ 30,772 | \$ 13,164 | \$ 31,023 | \$ (5,541) | \$ (575) | \$ (11,087) | \$ 2,367 | \$ 12,601 |

Self-Advocate's
Report

SELF ADVOCACY

2010-2011

Advocacy in the Service Site meetings were held on the last Wednesday of the month at the Fuller Avenue location. This year the facilitators were Shelley Decoste and Mark Wengrowich. Shelley also continued to take issues forward as a liaison to supervisory staff.

Again this year individuals had the opportunity to either volunteer or to be elected as representatives for each department. As Larry's closed at the end of March representation came from Business services, Activity Services, ICO and people involved with Social Recreation.

A total of 22 self advocates participated in these meetings, several of these individuals attended most of the meetings but people were encouraged to participate in organizing the meetings and agendas. Aside from the regular agenda that asked about the services being provided by KDSCL Self Advocates discussed: rights and responsibilities, volunteerism, KDSCL dress code, safety issues, plain language, bullying. Much time was spent on the issue of defining what bullying is and determining whether a policy should exist within KDSCL to deal with bullying. Also discussed were; support networks, a guide for Self Advocates, and the schedule of the activity services. Two self advocates attended the BCACL annual general meeting this year in Richmond. This was a first provincial self advocate meeting and elections for one of the self advocates.

Shelley has been employed by the Society as a Self Advocate facilitator and has been working on the following for the Society; changing policy to more plain English, working on making the website more plain English by taking self advocates to read through the information. Shelley has received \$500.00 from CLBC to work on a campaign to change the perceptions people have of people who live with Diverse Abilities.

Currently, common language has most people referring to individuals living with various abilities as disabled or having disability. Shelley's plan for this next year will be to change the way Government and their funded resources refer to people who have Diverse Abilities.

Respectfully Submitted by Shelley Decoste and Mark Wengrowich

Service

Reports

ACTIVITY SERVICE REPORT

2010 – 2011

The Activity Service saw many changes in this past year. We moved all the individuals from 925 Sutherland down to 555 Fuller in September of 2010. This was to assist with the eventual move when our new facility would be built. The Administration and ICO moved up to 925 Sutherland.

The bike shop closed and individuals who were supported at the bike shop moved into activity service or the woodshop. The woodshop individuals also participated in activity services so once again our numbers increased at Fuller. The woodshop has worked on changing their focus by limiting the hours they are open to the public. The staff in the woodshop supported such activities as skating, curling and other sport related activities. They provided opportunities to attend special events held in the city over the past year. When the hours changed it provided time for the service recipients from the activity service to learn to use some of the tools. These skills built birdhouses, birdfeeders and other wood related items.

We then moved some of the individuals needing a more relaxed environment and more assistance to a new location on Old Meadows road. This move has benefited those individuals and we have seen friendships develop and some new independence started in a safe and less restrictive environment.

The scheduling committee put lots of thought and time into finding new activities and once again tried to assist individuals in meeting their goals. This past winter we had a great snowshoe group who went to Crystal Mountain weekly. Their skills improved greatly over the winter and they had the opportunity of meeting fellow snowshoers. We had a Spanish instructor come in for several weeks and taught Spanish to a very enthusiastic group. We had a group of gentlemen go to the H2O Centre and enjoyed the different pool activities. We registered for classes at the Kelowna Art Gallery and continued with our own art classes at OPUS. We took advantage of having a service recipient who knows signing and asked her to work with her peers to show them some basic signs to help in their communication.

We attended special events which occurred in the community including the International Children's Competitions held in Kelowna for the first time. We also hosted celebrations for the society including KDSCL's annual birthday barbeque and open house. The annual Christmas craft sale was held at a community venue and gave us the opportunity to share the talents of service recipients and staff. We also invited a group from the Vernon and District Society to join us for a barbeque. They in turn hosted a group from KDSCL a month later.

We have seen some of our volunteers start to go to volunteer placements independently and they are now supported by staff at the volunteer site instead of KDSCL staff. Community inclusion and giving back to the community continued to be a focus for the

activity service. We have more recently been working hard to increase our volunteerism in the community. Staff has worked hard at making contacts in the community and linking up individual's skills and interests with these volunteer placements.

The activity service has also seen the introduction of supported and customized employment services. As well as referring people to ICO, the activity services have begun to develop tools to help staff support individuals in seeking employment that is inclusive in nature. This initiative along with the push for volunteerism is restructuring our activity service to be more and more inclusive in our community.

Overall it has been a great year for the activity services. We have examined our services and started making changes that will ultimately lead to greater support and independence for individuals.

Respectfully submitted by Susan Harney, Activity Supervisor

KELOWNA DIVERSIFIED INDUSTRIES (KDI) WOOD SHOP

2010 – 2011

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 and bat houses, masonry bee houses, just to mention a few. On top of obtaining new skills in woodworking, individuals formed and/or maintained friendships and social connections. The KDI wood shop has now become more integrated with activity services providing individuals more choices for enjoyment and knowledge in their days at KDSCL.

Social activities continued. Individuals took the opportunity to attend events such as the 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 woodshop craft class, skating, swimming, golfing, gardening, bowling, curling, bird watching, biking and badminton. We accessed Johnson Bentley in West Kelowna, Parkinson Recreation Center, and the H2O pool in the mission. In summer months walking to the beach for swimming provided a nice alternative. Mill Creek Retirement Center benefited from our services as well. Once a month a group would participate in a social and learning class here at KDI wood shop.

The shredding department continued to be busy with current contracts and walk-ins. Four people are employed shredding. This paid position consisted of working two days per week, four hours each day. With increases in confidential paper needing to be shredded, particularly since the expansion of UBCO, 2 extra relief positions for shredding and 1 for sorting have been created.

The Lost and Stolen Bike Program has proven successful ever since the contract renewal. With more attention added to the bike program now, the woodshop has altered its physical layout to become more accommodating for bike sales. It has been rewarding and enthusiastic now for our members to participate in this service. The involvement in this program consists of many tasks to choose from. These tasks could be either vehicle pick ups in the community or police stations, documenting information, doing minor repairs, storage and selling. We also have community volunteers. One assists with the mechanical operations of the used bikes, making them more desirable for purchase and the other is through the Central Okanagan Brain Injury Society (COBIS) and assists with documentation and bike pick ups. Thank you to our volunteers!

The wood shop has provided a temporary position for a recipient to utilize wood shop skills while it is busy throughout the summer. We have undertaken a new contract for wood sales. Our 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

SOCIAL RECREATION

2010 – 2011

At the end of June Christian Lafrance ended his 7th year with KDSCL. He has chosen to move on and to explore other ventures in his life. We will miss all the wonderful things Christian has done for the Society and those who spent time with him have expressed their sadness in his leaving. In Christian's place we have hired Lena Charlton who has just begun and has a great pattern laid out before her to help her in her role new role. Lena has been busy building on what Christian started and looks forward to being able to develop this service even further.

This past year has been active in the Social Recreation activities of KDSCL. Events and activities took place on a regular schedule. Calendars went out in the middle of the month and came back with people's choice activities. Christian quietly facilitated all these activities to take place. This year Christian had the additional challenge of targeting events. We defined targeting as "facilitation of an opportunity to develop relationships between individuals". If people expressed an interest to spend time together, Christian worked with them and arranged for the two people to spend time together doing an activity or attending an event they had a common interest in. Our objective was to facilitate two of these events a month. Developing friendships can take a long time to establish and Christian was able to assist people within this program to do just that spend time together.

Currently, we have 69 individuals who receive the Social Recreation Calendar. Individuals that participate in Social Recreation activities also partake in planning. On the following page is a list of upcoming activities for the coming year.

ACTIVITY SERVICE ANNUAL ACTIVITIES 2011: RECREATION AND LEISURE

The following activities will be available each month. Registration with the specific dates is sent monthly. There is a limit on some activity participation therefore availability is based on a first come first serve basis.

| JAN | FEB | MAR | APR | MAY | JUN |
|--|--|--|---|--|---|
| <ul style="list-style-type: none"> - Billiards - Tubing/Sleigh Rides at Silver Star - Karaoke at KDSCL - Rockets - Hockey games - Bowling - Movie and Dinner - Special events such as concerts and festivals. - Snowfest - Polar Bear Dip - Okanagan Symphony | <ul style="list-style-type: none"> - Billiards - Tubing at Silver Star - Bowling - Dinner and Movie - Rockets - Hockey games - Karaoke - Plays - Art Gallery - Museum - Vernon Winter Carnival - Old Timers Hockey - Special Olympics: 5 pin bowl-a-thon (Feb 04) | <ul style="list-style-type: none"> - Billiards - Dinner and Movie - - Swimming at PRC – Rockets - Hockey games - Bowling - Karaoke at KDSCL - Walks on the Greenway - Day trips - Saturday at KDSCL painting and games - Okanagan Film Festival | <ul style="list-style-type: none"> - Billiards - Dinner and Movie - Walks - Bowling - Karaoke - Out of town trips - Saturday activities painting and tennis. - Vancouver trip - Boat shows at Kelowna Yacht club | <ul style="list-style-type: none"> - Billiards - Baseball games - Walks on Greenway - Dinner and Movie - Mini Golf - Saturday activities attend festivals, painting and go-karts - Life and Arts Festival - Rutland May Day - Knox Mountain Hillclimb - Family Fun Day at PRC - Monster spectacular at Prospera (May 31st & June 1st) | <ul style="list-style-type: none"> - Billiards - Dinner and Movie - Walks on Greenway - Vernon Speedway - Tennis - Football games - Baseball games - Bowling - Lunch and games at KDSCL - Action Festival in Summerland - Kettle Valley Train Summerland - Boat rides On Princess or Fintry Queen |

| JUL | AUG | SEPT | OCT | NOV | DEC |
|---|---|---|---|--|--|
| <ul style="list-style-type: none"> - Billiards - Bowling B -Baseball -Dinner and movie - Walks - Vernon Speedway - Parks Alive - Fishing Derby - Picnics - Boat rides On Princess or Fintry Queen - Cherry Fair at Laurel Building - Folk Fest. -Kelowna Elvis Fest. - Car show -OK Observatory | <ul style="list-style-type: none"> - 2 week closure - Billiards -Dinner and movie - Caravan Theatre - Mini Golf - Parks Alive - Karaoke - Walking club - Ironman in Penticton - Naramata Festival | <ul style="list-style-type: none"> - Armstrong Fair - Dinner and movie - Bowling - Games night - Vernon Speedway - Walk on Greenway - Bowling - Painting - Concerts - Football games - Apple Fair at Laurel Building - Dragon Boat Fest. - Terry Fox Run | <ul style="list-style-type: none"> - Rocket Hockey games - Dinner and movie - Billiards - Karaoke - Swimming - Halloween Kettle Valley Train in Summerland - Kokanee at Hardy Falls in Peachland - Pumpkin Festival at Farmers Market | <ul style="list-style-type: none"> - Basketball - Rockets Hockey games - Dinner and movie - Day trips - Karaoke - Bowling - Painting and games day -Annual Kelowna Christian Craft Fair At PRC | <ul style="list-style-type: none"> - Billiards - Caravan Theatre - Bowling - Rockets Hockey games - Swimming -Dinner and movie - Movie night at Jim's place - Painting and games day |

VOLUNTEERISM

Over the past year our Society has been fortunate to have over 20 volunteers giving freely of their time to assist us in our ventures. Most volunteers have chosen to spend their time with the people we provide services to. Several have spent one on one time with individuals. Other volunteers choose to assist with activity groups.

Volunteers also participate in the administration of the agency by sitting on the Board of Directors or assisting in the raising of funds for the Society.

We continually recruit volunteers for all aspects of our Society and appreciate that these are people who truly give without taking in return. We understand that people wish to give back to their community and encourage those who wish to do so, to choose us.

Respectfully Submitted by Mark Wengrowich (Development Supervisor)

INTEGRATED CAREER OPPORTUNITIES (ICO)

2010-2011

The staff at ICO during 2010 – 2011 were: Mark Wengrowich (supervisor); Employment Specialists: Lisa Milligan, Wayne Major, Emily Runzer (two days a week), Linda Berger and Jamie Ihaksi (Foundations for Employment). Rod Oranchuk joined us as an Employment Specialist in April after the closure of Larry's Cycle and Sport.

In October the ICO office was moved to 925 Sutherland from 555 Fuller Avenue. At this time we changed the format and structure of how employment services would be provided. The Community Placement Developer and the Support Worker positions were converted to Employment Specialists. Employment Specialists began working with individuals assigned to them. The process begins with the Discovery; a tool used to find out as much as possible about an individual including their ideal conditions of employment. From the Discovery the process then moves into a marketing plan, job development and job support.

The first year of the Foundations for Employment is its 10th month and to date work continues with the 8 students that began in the program in November. All students have had Discoveries completed and all have marketing plans. The students have experienced paid work in the areas of: Bus Training for CLBC, vehicle washing at Parklane RV, apple thinning at De Simone Orchards, janitorial at Four Seasons Boat and RV, assembly and packaging at Manchester SPG, and Orchard Plaza Cinemas. We are looking forward to this service continuing next year.

Staff have also played a larger networking role in the community, meeting potential employers through attending 18 events after hours that provided them the opportunity to connect and explore employment opportunities for the individuals they support. Staff has also participated in 18 events or seminars/workshops that furthered their learning and understanding of their role as support workers and employment specialists.

Over the last year we have continued to support 35 individuals requiring supervision in community employment. We maintain our contracts with UBCO, Okanagan College, Columbia Bottles, Cancer Clinic, Advance precast, Kia, the Courier, Boston Pizza, Napa, BC Housing Yards, Abbeyfield Housing Society, Vista View, Glenpark, Bounty Cellars, and KDSCL. These job sites all have individuals working who require on going, on site supports to be successful.

Our partnership with Columbia Bottles continues to bring awareness to KDSCL and the work we do. Over the past year our donated revenues have been over \$25,000. We expect that to be even higher this year.

In our efforts to support individuals to obtain full employment in community we have also taken what were table top projects and have converted them to hourly wages for four

individuals. These people are now able to work from the comfort of their home on their own time without support.

Finally, we continue to promote health and wellness through supporting individuals with identified life skills goals. These range from planning for and visiting with physicians, meeting with landlords or following through with arbitration processes; Facilitation of meetings with Canada Revenue or Employment Standards regarding fair practices, etc.

Respectfully Submitted by Mark Wengrowich (Development Supervisor)

INDIVIDUALIZED FUNDING AND HOME SHARING

2010 - 2011

INDIVIDUALIZED FUNDING

KDSCL provided services to six individuals through individualized funding. The hours of service ranged from seven hours per day to six hours per week. The service goals of these people varied. Individualized funding allowed support staff and the individual to develop a trust relationship focused on the individual's needs and skills. Some of the goals accomplished:

- A weekly volunteer placement
- Paid work experience
- Meeting people in the community and forming relationships
- Budgeting, shopping, cooking
- Joined exercise classes and developed opportunities to try new things
- Improved communication which led to greater independence
- Supported individuals to travel to other countries

The staff had the opportunity to develop good relationships with the individuals, their families and or caregivers. The families had the satisfaction of directing services and had the confidence that the support staff would be able to fulfill these services.

The society sends out satisfaction surveys yearly and these assist in providing a quality service directed by the individual and their family/caregiver.

Respectfully submitted by Susan Harney, Activity Supervisor.

HOME SHARING

Our beloved Jason Cline passed away very unexpectedly this year. This was the only home share contract KDSCL held. Jason's caregivers did an amazing job ensuring he had an excellent quality of life. Jason passed away surrounded by people who truly loved him and with much dignity.

Respectfully submitted by Charisse Daley, Executive Director

RESIDENTIAL SERVICES

2010 – 2011

RICHTER STREET

Staff at the Residence this year has been: Mark Wengrowich (supervisor), Support Workers: Linda Little, Maria Ruiter, Julia Keery, Sharon Simms, Emily Runzer and Barb Davies.

The residents of 1976 Richter Street have passed an enjoyable and fairly routine year. Everyone has taken vacations, continued in their same day to day activities within the community and through the services provided by KDSCL, Provision Resources, Premium Productions and the Special People Society.

The Society and the families of the residents met in November and again this July to continue frank and honest discussion around the future of the residents of 1976 Richter. With respect to aging in place we have had discussions and input around what would be the best services for these five individuals. Meetings have included parents as well as siblings and have provided for an opportunity for everyone to get to know each other better as well as provide direction to the Society in regards to the kind of support families feel their loved ones require.

Respectfully Submitted by Mark Wengrowich (Development Supervisor/Manager)

APARTMENT SUBSIDIES

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

Respectfully submitted by Rhonda Campbell, Finance Manager

*Activity Quality Assurance
Manager's
Report*

ACTIVITY QUALITY ASSURANCE MANAGER

2010 - 2011

To stay current and responsive this agency needs to stay in tune with the expectations families have for their children. Because a large part of the population that we serve is over the age of 36 does not mean that we shouldn't be actively engaged with families who have children in the education system, understanding the future they want for their children and the barriers that are blocking that vision. Through meeting this year with several groups of parents of older teenagers, we understand that the "gap" between graduation from high school and entrance into services with CLBC can be a chasm, and the energy spent in trying to climb out of that chasm or bridge it can exhaust parents and delay the achievement of goals by their children.

One of the predominant expectations that families have for their children is that they will be employed in work that they enjoy. In the past year several initiatives were taken to improve existing employment supports and undertake new methods of developing jobs for people.

Foundations for Employment: In August 2009 a proposal was submitted to Vancouver Foundation "Disability Supports for Employment" to fund a project to support youth in their final year of high school to find paid employment. In December 2009 Vancouver Foundation approved the proposal pending co-funders. Proposals were submitted to the Central Okanagan Foundation and the Ministry of Children and Family Development (MCFD) to co-fund the project. In October 2010 MCFD agreed to co-fund the project for its first year. A full time staff has been hired to carry out the objectives of the project. This three year project will support 8 students each year.

Changing the structure of ICO: For several years job development in ICO was done by the Community Placement Developer. Other ICO staff were responsible for supporting individuals in the jobs that were created. In October 2010 the structure of ICO was changed so that all ICO support staff became "Employment Specialists". The Specialists work with a caseload of individuals to assess their ideal conditions of employment, develop community employment for them, and then support them in the work environment. This change in format has led to an increase of staff supporting individuals in job development, connecting with potential employers, and an overall increase in the achievement of goals to secure employment.

Employment initiative in the Activity Service: In December KDSCL was approached by Community Living BC to become a demonstration agency for the transition of individuals from group day service supports into customized employment. KDSCL has accepted this challenge and is currently assisting 6 individuals in seeking employment in the community.

This agency was founded by families seeking support for their children. Since then another force for change has come into play. KDSCL has supported individuals in becoming active

in the self advocacy movement since the mid 1980's. KDSCL continues to support self advocacy through the "Kelowna Self Advocates" as well as through our internal Advocacy in the Service Site committee. Our Society Liaison, Shelley Decoste, has a personal mission of changing the paradigm of how people in this community perceive their fellow citizens. She has taken on the task of changing the way people think so that the abilities of all individuals are seen first rather than our deficiencies. KDSCL is behind this change that will see self advocates bring the concept of "diverse abilities" to the larger community.

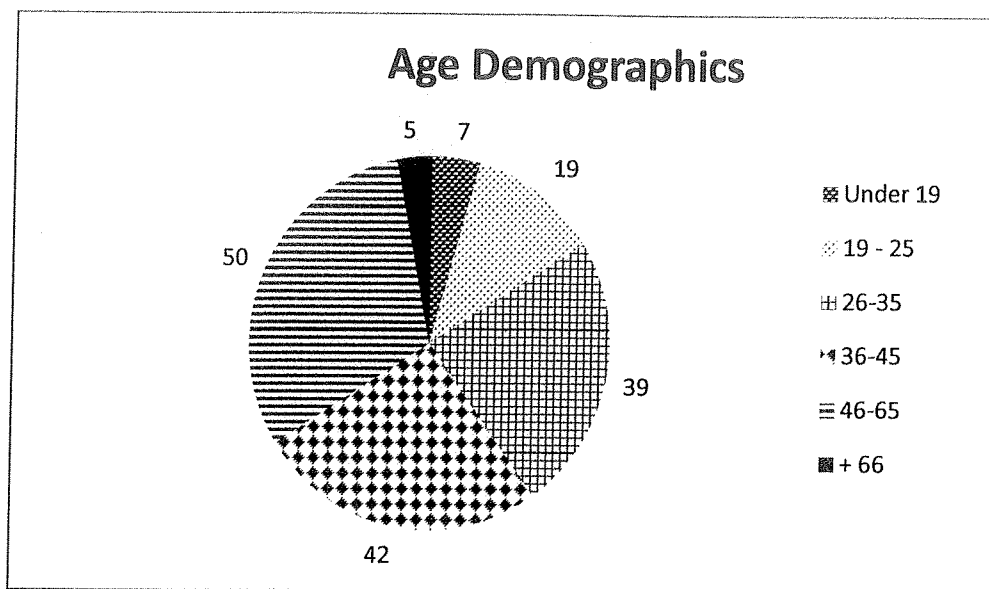
Leslie Munro,
Activity Quality Assurance Manager

Demographics

The Quality Assurance year at KDSCL runs from July 1 through June 30. The following statistics are as of June 30, 2011.

KDSCL served 162 people this year (not including nineteen people supported through the BC Housing rent subsidy program). 87 of these individuals were men, 75 were women.

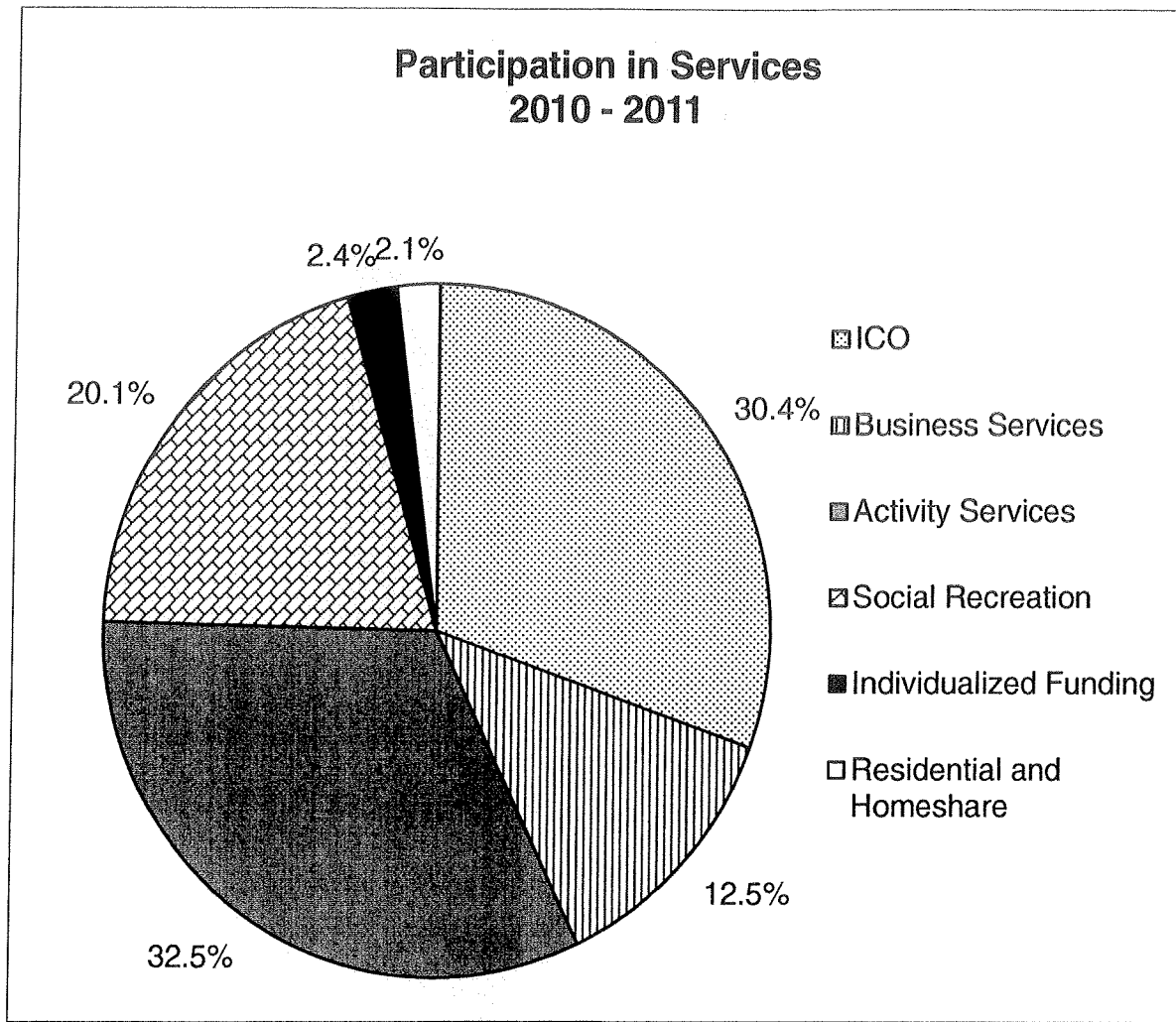
| | Under 19 | 19 - 25 | 26-35 | 36-45 | 46-65 | + 66 | Totals |
|--------|----------|---------|-------|-------|-------|------|--------|
| Men | 5 | 10 | 24 | 21 | 24 | 3 | 87 |
| Women | 2 | 9 | 15 | 21 | 26 | 2 | 75 |
| Totals | 7 | 19 | 39 | 42 | 50 | 5 | 162 |



Participation in Service

| Service Site | Number of People Participating throughout the year | As a percentage of agency participation |
|---------------------------|--|---|
| ICO | 88 | 30.4% |
| Business Services | 36 | 12.5% |
| Activity Services | 94 | 32.5% |
| Social Recreation | 58 | 20.1% |
| Individualized Funding | 7 | 2.4% |
| Residential and Homeshare | 6 | 2.1% |

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



Exits from service

18 individuals exited from services for the following reasons:

Goals completed: 1

Individualized Funding Contract finished: 1

Irregular attendance: 3

Moved: 1

No explanation: 1

Moved services to another agency: 4

Conflict with other service recipient: 3

Death: 3

Dissatisfaction with services: 1

Waitlists

As of June 15, 2010 Community Living B.C. has been managing waitlists for all agencies.

People entering services:

Activity Services: 7

ICO: 2

ICO, Foundations for Employment: 8

ICO and Activity Services: 3

Larry's Cycle and Sport: 1

Internal requests for service

KDSCL no longer manages internal increases or transfers into Community Living B.C. funded services. Individuals attending services with KDSCL must request increased hours or other KDSCL services through CLBC. The only exception to this rule is that people attending Activity Services or KDI Woodshop may request services for community employment through ICO without contacting CLBC.

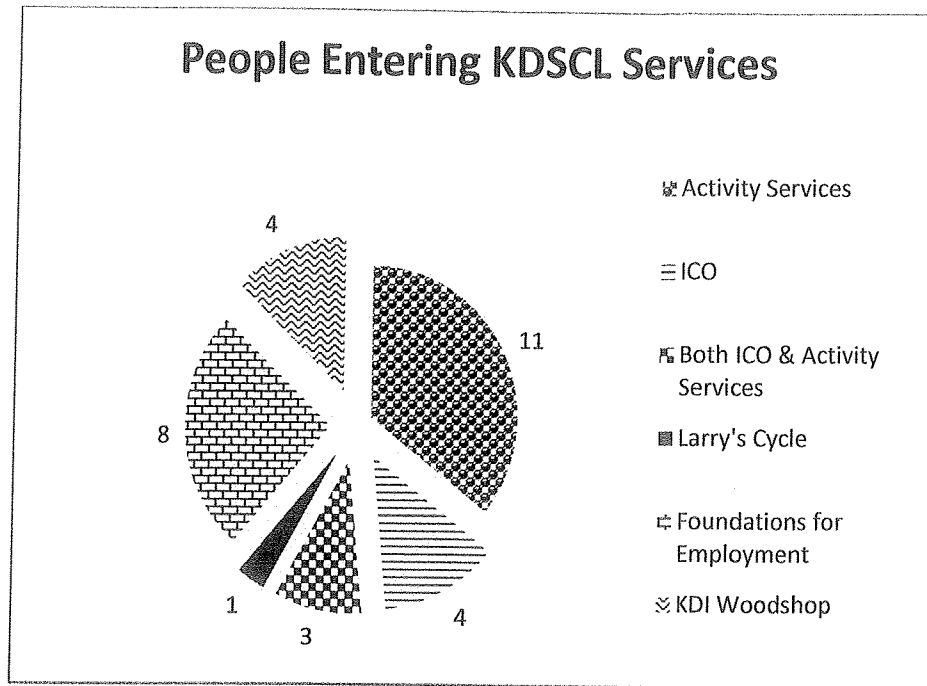
Activity Services*: 4

ICO: 2

KDI Woodshop**: 4

*Three of the internal transfers for Activity Services were people transferring from Larry's Cycle after that business closed.

**All internal transfers for the KDI Woodshop were people transferring from Larry's Cycle after that business closed.



Analysis and review

Age demographics: This year due to the Foundations for Employment project there was an increase in number of people under the age of 19. The largest numbers of individuals that KDSCL continues to support are over the age of 36. This does echo the demographics of the population in general. The population of individuals that we currently have in service will age, and there will be less young adults entering. Focus in the future will need to be put towards supporting individuals in their senior years, while at the same time becoming an attractive option for younger adults. Young adults are leaving high school with expectations of being included in the community and contributing in meaningful ways. They and their families are seeking services that can help them achieve these goals.

Exits: There was an increase in exits this year over the previous year. "Conflicts with other service recipients" is a reason for exiting service that we have not seen before. More education for service recipients and support staff in conflict resolution will be planned in the coming year. A new policy and procedure on bullying has been drafted and will be brought to the Board for their consideration.

Entering services: Last year 72% of new referrals were for ICO, 29% for Activity Services. This year, 48% are for ICO, 38 % for Activity Services/Business Services, and 14% are joint referrals for ICO and Activity Services. The focus on Activity Services may reflect that CLBC is referring people mainly for health and safety issues.

Satisfaction Surveys

| Service Recipient Satisfaction Survey 2010 - 2011 | | | | | | | |
|--|------------------|------|-------------------|------|---------|------|-------|
| Surveys were sent to Service Recipients in each of KDSCL's areas of service for a total of 219 surveys. The following is a breakdown by area of Service recipients who responded to the survey and indicates satisfaction levels through their answers to 15 questions asked. Some surveys contained more than one answer to a question, some questions were not answered. | | | | | | | |
| | Activity Service | ICO | Social Recreation | KDI | Richter | I.F. | Total |
| Sent | 75 | 73 | 43 | 21 | 5 | 2 | 219 |
| Response Rate | 36% | 26% | 42% | 57% | 80% | 50% | 37% |
| Satisfaction: "Are you happy with the quality of services provided?" | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

| Service Recipient Satisfaction Survey 2010 -2011 | |
|--|------|
| 1. Are you happy with the service? | 100% |
| 2. Do you like the activities you do when you are there? | 99% |
| 3. Do you have chances to make new friends and spend time with old friends? | 74% |
| 4. Do KDSCL staff treat you nicely? | 99% |
| 5. Do KDSCL staff listen to your questions and concerns? | 99% |
| 6. Are your concerns addressed? | 91% |
| 7. Do our hours of service meet your needs? | 98% |
| 8. Do KDSCL staff ask you what your goals are? | 79% |
| 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? | 88% |
| 10. Do you take part in community activities as often as you would like? If not, why? | 68% |
| 11. Do you know your rights and responsibilities? | 94% |
| 12. Do KDSCL staff talk to you about your rights? | 82% |
| 13. Do you feel you are encouraged to make your own decisions at KDSCL? | 96% |
| 14. Do you feel safe at KDSCL? | 99% |
| 15. Do you feel these surveys make service better? | 97% |

Analysis and review

Overall satisfaction is 100% across all services. Areas of dissatisfaction appear to be a lack opportunities to develop and maintain friendships ("Do you have chances to make new friends and spend time with old friends?"), taking part in community activities ("Do you take part in community activities as often as you would like? If not, why?"), and perceived lack of focus on personal goals (Do KDSCL staff ask you what your goals are?). These items will be placed on the Outcomes Measurement Action plan for 2011 – 2012.

Family Satisfaction Survey 2010 - 2011

Surveys were sent to families in each of KDSCL's areas of service for a total of 146 surveys. The following is a breakdown by area of families who responded to the survey and indicates satisfaction levels through their answers to 18 questions asked. Some surveys contained more than one answer to a question, some questions were not answered.

| | Activity Service | ICO | Social Rec | KDI | Richter | I.F. | Total |
|--|------------------|------|------------|------|---------|------|-------|
| Sent | 47 | 44 | 30 | 14 | 5 | 6 | 146 |
| Returned | 43% | 20% | 27% | 14% | 100% | 33% | 33% |
| Satisfaction: "Are you happy with the quality of services provided?" | 89% | 100% | 100% | 100% | 100% | 100% | 98% |

| Family Satisfaction Survey - 2010 - 2011 | Yes |
|--|------|
| <i>Do you feel that the person receiving service from KDSCL:</i> | |
| Makes his/her own choices at KDSCL? | 96% |
| Receives prompt, responsive service? | 96% |
| Advance to the level of independence they are seeking? | 88% |
| Achieves their individual goals? | 91% |
| Establishes relationships? | 90% |
| <i>Do our services offer:</i> | |
| Respect and dignity? | 100% |
| A secure, safe environment? | 98% |
| Positive experiences? | 100% |
| Competent, knowledgeable staff? | 100% |
| Flexibility? | 89% |
| Meaning and productivity? | 86% |
| <i>Are you:</i> | |
| Happy with the quality of services provided? | 98% |
| Being kept informed of options and services? | 84% |
| Happy with hours of service? | 100% |
| Receiving regular communications from KDSCL? | 91% |
| Able to understand the agency purpose? | 97% |
| Satisfied with the individual's accomplishments? | 96% |
| Are concerns or issues you bring forward addressed to your satisfaction? | 97% |

Analysis and review

Overall satisfaction is high in most areas. "Being kept informed of options and services", "Meaning and productivity" and, "Advance to the level of independence they are seeking" seem to be the areas of least satisfaction. These items will be placed on the Outcomes Measurement Action Plan for 2011-2012.

Satisfaction Survey 2010 - 2011**Other Stakeholders: Caregivers, funders, customers**

Surveys were sent to caregivers, funders and customers in each of KDSCL's areas of service for a total of 151 surveys. The following is a breakdown by area of stakeholders who responded to the survey and indicates satisfaction levels. Some surveys contained more than one answer to a question, some questions were not answered.

| | Activity Service | ICO | KDI | I.F. | *Surveys to CLBC | Agency |
|-----------------------|------------------|-------|--------|--------|------------------|--------|
| Sent | 44 | 41 | 43 | 2 | 21 | 151 |
| %Stakeholder response | 18% | 20% | 21% | 50% | 14% | 19% |
| % Satisfied | 92.9% | 83.4% | 100.0% | 100.0% | 100.0% | 95.2% |

*Since CLBC is a stakeholder in all service areas the response rate and satisfaction are reported separately here rather than incorporated in all service areas. Responses from CLBC were not directed at any particular service area.

Analysis and review

For ICO one stakeholder group that expressed dissatisfaction was paid caregivers. The total number of ICO stakeholders answering the survey was 10. Of the 10 responses 3 were from caregivers. The three caregivers that respond had concerns. Their concerns included "responsive service", "achieving independence" and "completing goals" will be added to the Outcomes Measurement Action Plan for 2011-2012.

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

OUTCOMES MEASUREMENTS: July 1, 2010 - June 30, 2011

Outcome Results

| 1. RICHTER RESIDENCE AND HOME SHARING | | | |
|---|---|---|---|
| Outcomes Objectives | Measures | Goal | Results |
| 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. | Four visits for each of the five individuals. | Goal 95% achieved. One individual had three visits; the remainder had more than 4 visits each. The average number of visits per individual was 4.4. |
| Maximize quality service delivery to the individuals served through investment in professional development. | <i>Efficiency</i> Number of professional development events attended per year by Richter staff, in person, on-line, or correspondence (excluding KDSCL in-service days, Mandt Training or First Aid). | Each staff will attend at least one professional development event. | Goal achieved. Each staff working at Richter attended at least one professional development event (excluding KDSCL in-service days, Mandt training and first aid). |
| Maximize satisfaction of all persons served. | <i>Service Satisfaction</i> Percent of individuals who express satisfaction with services. | 95% | Goal exceeded. 100% |
| Maximize satisfaction of the person's served families. | <i>Family Satisfaction</i> Percent of family members who express satisfaction with services. | 95% | Goal exceeded. 100% |
| Maximize satisfaction of all stakeholders (Funders, customers, paid caregivers). | <i>Stakeholder Satisfaction</i> Percent of stakeholders who express satisfaction with services. | 95% | Goal exceeded. 100% |

| Outcomes Objectives | Measures | 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 KDSCL volunteer to access volunteer opportunities in the community. | Five | Goal not met. No individuals were matched with a KDSCL volunteer to access volunteer opportunities in the community. The interests of the volunteers recruited did not match the interests of the target service recipients. Seven new volunteers were recruited during the year. Three have since become inactive, one volunteers specifically in Social Recreation, one volunteers in the City of Kelowna bike recovery, one is volunteering assisting an individual with recreation. The remaining volunteer is dedicated to fundraising. |
| 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. | Twelve | Goal Exceeded. Individuals participated in thirteen events which were facilitated but not staffed. |
| Maximize opportunities for persons served to learn about the culture, history and geography of British Columbia. | <i>Efficiency</i> Number of travel club trips that are devoted to exploring the culture, history and geography of British Columbia. | One of five of trips | Goal Achieved. Trip to Halcyon Hot springs in Nakusp. |
| Maximize satisfaction of all persons served. | <i>Service Satisfaction</i> Percent of individuals who express satisfaction with services. | 90% | Goal exceeded. 100% |

| Outcomes Objectives | Measures | Goal | Results |
|--|--|------------------------|--|
| 2. ACTIVITY SERVICE (Continued) | | | |
| Maximize satisfaction of person's served families. | <i>Family Satisfaction</i> Percent of family members who express satisfaction with services. | 90% | Goal exceeded. 94.12% |
| Maximize satisfaction of all stakeholders (Funders, customers, paid caregivers). | <i>Stakeholder Satisfaction</i> Percent of stakeholders who express satisfaction with services. | 90% | Goal exceeded. 95.2% |
| 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> Percentage of time people supported through Individualized Funding spend in non-segregated activities that lend themselves to developing relationships with people who are not paid to support them. For example: participating in a woman's walking group that is open to all members of the community. | 80% of supported time. | Goal not met. 8% of time is spent in non-segregated activities that lend themselves to developing relationships with people who are not paid to support them. |
| Maximize satisfaction of all persons served. | <i>Service Satisfaction</i> Percent of individuals who express satisfaction with services. | 90% | Goal exceeded. 100% |
| Maximize satisfaction of person's served families. | <i>Family Satisfaction</i> Percent of family members who express satisfaction with services. | 90% | Goal exceeded. 100% |

| Outcomes Objectives | Measures | Goal | Results |
|---|---|-------|---|
| 4. BUSINESS SERVICE | | | |
| Maximize opportunities for persons to be employed. | <i>Effectiveness</i> Number of individuals who have a developmental disability who are paid a wage to produce products in KDI and Larry's Cycle and Sport. | Three | Goal exceeded. Four situations were created to pay individuals who produce products in Business Services. Employment was found in ski waxing at Larry's Cycle, and shredding and piecework contracts at KDI Woodshop. Piecework has a minimum rate so that the individual makes at least minimum wage. |
| Maximize satisfaction of all persons served. | <i>Service Satisfaction</i> Percent of individuals who express satisfaction with services. | 90% | Goal exceeded. 100% |
| Maximize satisfaction of the person's served families. | <i>Family Satisfaction</i> Percent of family members who express satisfaction with services. | 90% | Goal exceeded. 100% |
| Maximize satisfaction of all stakeholders (Funders, customers paid caregivers). | <i>Stakeholder Satisfaction</i> Percent of stakeholders who express satisfaction with services. | 90% | Goal exceeded. 100% |

| Outcomes Objectives | Measures | Goal | Results |
|---|--|--|---|
| 5. INTEGRATED CAREER OPPORTUNITIES | | | |
| Maximize the capacity of the community to directly employ people who have disabilities. | <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. | Fifteen new contacts per month. | Goal not met. Average new contacts per month was 13.33. This is up from 6.75 the previous year. The structure of ICO changed Oct 1, 2010. From Oct 1, 2010 - June 30, 2011 the average new contacts per month were 16. |
| Maximize the capacity of the community to directly employ people who have disabilities. | <i>Effectiveness</i> Number of service recipients that completed their goal to find employment in the community. | 70% of individuals met their goal to find employment in the community. | Goal not met. 63.88% of individuals met their goal to find employment in the community. 23 goals were achieved, 14 individuals were still looking for employment on June 30, 2010. Throughout the year 14 goals were discontinued. |
| Maximize satisfaction of all persons served. | <i>Service Satisfaction</i> Percent of individuals who express satisfaction with services. | 90% | Goal exceeded. 100% |
| Maximize satisfaction of the person's served families. | <i>Family Satisfaction</i> Percent of family members who express satisfaction with services. | 90% | Goal exceeded. 100% |
| Maximize satisfaction of all stakeholders (Funders, customers, employers, paid caregivers). | <i>Stakeholder Satisfaction</i> Percent of stakeholders who express satisfaction with services. | 90% | Goal exceeded. 91.7% |

| Outcomes Objectives | Measures | Goal | Results |
|---|--|--|--|
| 6. AGENCY | | | |
| Individuals are safe. | <i>Effectiveness</i> Number of incidents involving preventable falls. | 70% decrease from previous year. Four or less preventable falls. | Goal not met. There was a 53.85% decrease in the number of preventable falls. In the previous year there were thirteen preventable falls. This year there were six. |
| Increase community awareness of the importance of having a community made up of many diverse individuals. | <i>Effectiveness</i> Number of presentations to other groups and agencies in the community regarding KDSCL services, diversity, self advocacy and other related issues, presented or hosted by KDSCL service recipients, staff or volunteers. | Ten presentations | Goal exceeded. Eleven presentations were made. Presentations were made to a church group, a business organization, several groups of parents who have children with special needs, Okanagan College students in the Human Service Program, and a Rotary club. |

Analysis and Review

Richter:

- The objective of ensuring friends are invited into the home for visits will continue into the coming year. Having visitors come into the home that are not family or paid staff increases the chances of people developing and maintaining a network of caring friends. This objective was in place the previous year and was met for only one individual who lived in the home. The other individuals had an average of 2.5 people visiting them at home. This year the average number of visitors to the home was 4.4 people, and only one resident had less than 4 people visiting.
- Due to the shift schedule in place at Richter it can be difficult to schedule staff to attend staff training. The objective of having each Richter staff attend staff training was accomplished by organizing a staff training opportunity just for Richter staff, as well as offering on-line training. This objective will continue into the coming year.

Activity Services:

- The objective of finding volunteer matches for individuals was not achieved. Assisting people to be involved in community is part of KDSCL's mission statement. In Activity Services over the coming year focus will increase on the use of volunteer opportunities to assist individuals in contributing to community.
- The objective of facilitating but not staffing social recreation events has been in place for three years with steady improvement. This year the goal was exceeded. Facilitating

opportunities for individuals to meet without staff being present has become part of the service design for Social Recreation.

Individualized Funding:

- Individualized Funding affords people the opportunity to explore and connect with the community in ways that cannot occur in group funded activities. Assisting individuals to participate in activities in the community that are not segregated will continue into the coming year. However we have modified this year's outcome objective to reflect the true intent of individualized funding which is to carry out the outcome objectives and goals of the individual and their family and/or support network.

Business Services:

- The objective of creating paid employment opportunities in the Business Services was achieved. In the coming year the focus of utilizing social enterprise to provide employment for the individuals we support will continue to be explored.

Integrated Career Opportunities :

- A change in the staff structure in ICO meant that there were more Employment Specialists connecting with employers in the community and developing job opportunities. This year 63.88% of individuals who had goals to secure employment were successful, compared with 40% in the previous year. The goal that ICO had was that 70% of individuals would achieve their employment goals. Those who did not achieve their goal prior to June 30 are still actively involved in job search activities.
- Increasing the number of Employment Specialists lead to an increase in the number of contact with potential employers. Average new contacts per month was 13.33. This is up from 6.75 the previous year.

Agency:

- The objective of decreasing the number of preventable falls has been in place for several years. The practice of Occupational Health and Safety Committee reviewing all incidents involving falls has been put into place. A list of individuals prone to falling has been established. Health Services for Community Living has become involved in providing assessments for individuals who are prone to falling, and will be offering awareness training.
- The goal for giving presentations to "Increase community awareness of the importance of having a community made up of many diverse individuals" was exceeded. Training in public speaking and developing presentations is being arranged for the fall of 2011.

Executive Director's
Report

KDSCL is committed to having the best staff possible and to that end internal and external training remained a number one priority. Leslie Munro and Johanna Cameron worked very hard to offer an array of internal "after hours" training sessions. Topics ranged from Dementia to preventing back injuries. These options were provided on top of the numerous external opportunities offered.

The Community Living Awareness Committee (CLAC) continued to be very active with Cyndy Omand fearlessly leading the group. This year we held another successful, well attended anniversary barbeque and participated in Seedy Saturday. We also put a float in the Rutland May Days and the Westside Daze parades. Similar to the building committee, this committee too relies on support from our volunteers and supporters; however there is a core committee that meets regularly to plan and carryout our participation in events and brainstorm ways to get KDSCL "out there" and give back. Thank you CLAC committee members Cyndy Omand, Ellen Voth, Shelly Purdon, Lloyd Horton, Shelley Decoste and Susanne Bifford.

After 17 years, Larry's Cycle and Sports closed March 18, 2010 due to declining sales and lack of service interest. Larry's was a well respected and reputable bike shop that served the community while providing opportunities for many people with disabilities to acquire skills which enabled them to eventually secure gainful employment. I would like to thank our loyal customers and staff.

Very unexpectedly and very sadly, Karen Pringle, Jason Cline and Holly Wilson passed away this year. All three individuals were loved by their many friends at KDSCL. Karen's competent helping ways, Jason flirtatious nature and Holly's quite blessing are truly missed.

Provincial collective bargaining continued however an agreement was not reached. A strike vote was taken and essential service negotiations began in the spring. Within KDSCL staff was relatively stable, we only needed to hire periodically.

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

- * All KDSCL staff; they work very hard to provide the best services possible and as you read above, so many go above and beyond the call of duty!
- * The Board of Directors for their continued diligent governance. They are all very committed to ensuring KDSCL does what we say we will do with the utmost integrity.
- * The KDSCL Self-Advocates in the Service Area committee members. They keep KDSCL focused on the needs of the people we support. Thank you Shelley DeCoste for your advocacy and leadership.
- * Mrs. Hadgraft (Mrs. H) who continues to volunteer her time teaching arts and crafts Tuesday mornings. Mrs. H and her beloved Mr. H (Bob) are also both members of the building replacement committee and have devoted an enormous amount of time, energy and financial resources to try and bring this project to fruition.

* Colleen and Norm Cross for their fundraising and building advocacy efforts. They volunteered numerous hours educating the public on just how desperately we need new facility. Though we have not met our target, because of Colleen, our community profile has been raised.

* The CLAC Committee for volunteering their time and coordinating our participation in some great community events.

* The United Way and the many United Way supporters and volunteers. Not only do they assist us financially but they always seem to come up with new and unique ways to help better our community. KDSCL benefited from their "Day of Caring" program. Initially groups from local businesses would volunteer their time one day a year with United Way member agencies completing various projects ranging from yard clean up to administrative tasks however this expanded to agencies having access to the program throughout the year. Kilo-Womp Electric volunteered their time and installed hand dryers in our washrooms and EBA Engineering Consultants sent a group to repaint our house on Sutherland.

* The Vipond Golf Tournament coordinators, participants and the Kelowna Golf and Country Club for continuing to host this annual event. Each year the membership gives up their course for the day. Denis Gates continues to actively coordinate this event; ensuring proceeds are raised to benefit KDSCL.

* The many individuals and groups that made financial donations to KDSCL and the building replacement fund.

* The many families, individual community members, community partners (Community Living BC, BC Housing, the Ministry of Housing and Social Development and Interior Health) who work in partnership with our organization to serve the community.

"Miracles happen everyday, change your perception of what a miracle is and you'll see them all around you." Jon Bon Jovi

Respectfully submitted by Charisse Daley

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

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

2008: KDSCL celebrated 55 years of service to the community. Unfortunately this proved to be a difficult year with the unexpected death of 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.

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

Travel Club and Travel Trips

1991: The newly formed Travel Club made its first trip to Hawaii!

1992: Cruise down the Mexican Coast.

1993: Mexico.

1994: Disneyland.

1995: Mexico and Mara Lake Camping.

1996: Alaskan Cruise and Mara Lake Camping.

1997: Mexico, Hawaii and Osoyoos Camping.

1998: Mexico, Disneyland and Osoyoos Camping.

1999: Mexico and Camp Owaissi.

2000: Mexico and Camp Owaissi.

2001: Disneyland and a Cruise back to Vancouver and Camp Owaissi.

***2002:** Mexico and Camp Owaissi.

***2003:** Mexico, Disneyland, and Camp Owaissi.

***2004:** Mexico and Camp Owaissi.

***2005:** Disneyland, Victoria, Camp Owaissi and the Kootney's.

***2006:** Mexico, West Edmonton Mall and Camp Owaissi.

2007: Disneyland, Niagara Falls and Camp Owaissi.

2008: Tofino, Disney World, Caribbean Cruise, Camp Owaissi and Leavenworth.

2009: Jewel Lake, Ferndale-Washington, Mexico, Las Vegas, Tofino, Vancouver-Whistler and Vancouver a second time for a hockey game.

2010: Barkerville, Camp Owaissi, Ferndale and Christina Lake.

***Trips were not coordinated by KDSCL.**

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