

Pathways

Abilities Society

formerly the
KELOWNA AND DISTRICT
SOCIETY FOR
COMMUNITY LIVING

60th ANNUAL REPORT
2012 - 2013

**“CELEBRATING 60 YEARS OF
COMMUNITY SERVICE”**

EMBRACE, EMPOWER, EMPLOY

THANK YOU!



A Member of the
Central Okanagan
United Way

PATHWAYS ABILITIES SOCIETY

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

MANDATE

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

VALUES STATEMENT

WE BELIEVE EACH PERSON:

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

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**KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING
MINUTES OF THE 59th ANNUAL GENERAL MEETING**

**September 17, 2012, 7:00 pm
555 Fuller Avenue, Kelowna, BC, V1Y 7W8**

In attendance: Jim Greenlay, Angie Greenlay, Arnold Soloway, Cyndy Omand, Leslie Munro, Ruth Dodds, Charisse Daley, Gail Meier, Lorne Zolinski, Shelley Decoste, Richard Pringle, Bob Hadgraft, Jean Hadgraft, David Paynter, Nick Pizio, Virginia Pizio, Mary Brown, Beryl Hopkins, Chuck Hopkins, Lena Charlton, Audrey Pekrul, Syd Freeman, Mark Wengrowich, Adam Less, Johanna Cameron, Helen Polmear, Mark Reinelt and Ellen Voth.

1. The meeting was called to order by President, Gail Meier at 7:00 pm.
2. Gail Meier stated that Robert's Rules Order will be followed.
3. **Moved by Syd Freeman seconded by David Paynter that the agenda be approved as presented. Carried.**
4. **Moved by Chuck Hopkins seconded by Nick Pizio that the minutes of the September 12, 2011 Annual General Meeting be approved as circulated. Carried.**
5. Auditor's Report: Chis Henderson was not available. Arnold Soloway, the Secretary Treasurer of the board of directors presented the statements. He stated the opening page is standard. Page 4 shows the society has assets at the end of the year of \$1,976,254, liabilities of \$965,230 and a fund balance of \$1,011,024. Page 5 shows the year's surplus of \$34,226 which is significantly down from last year. He stated we try to have a small surplus for capital purchases. Page 6 outlines the revenue and expenses. We disposed of a capital asset at a loss of under \$100. That combined with the excess revenue over expenses and rent subsidy adjustment resulted in the \$34,226 surplus. Salaries and benefits are the society biggest expense. Page 7 outlines the sources of cash. Cash increased from last year with a majority related to the building fund. Page 14 contains the schedule of operating revenue and expenses by department. Administration, Day Service, Individualized Funding and Rental Assistance had surpluses, the remaining department's small deficits. Page 15 contains the prior years for comparison. **Moved by David Paynter seconded by Nick Pizio to accept the 2011/2012 audited financial statements as presented. Carried.**
6. **Moved by Arnold Soloway seconded by Richard Pringle that the board of directors be given the authority to appoint the auditors for the 2012-2013 fiscal year. Carried.**
7. Gail Meier stated the President's report is included in the AGM booklet. She stated it was a busy year with CARF accreditation. The board was interviewed by the surveyors and there were a couple of recommendations the board implemented. She stated time was also devoted to rebranding. KDSCL contracted with Adam Less and Elton Media.

Adam will review the process and strategies in his presentation however the board is very pleased with the results. She stated the board was fortunate to recruit 4 new directors, Charlie Hodge, Nick Pizio (returned), Syd Freeman and Jock Craddock. Nick Pizio has been working with Charisse Daley to replace the Richter property. Gail thanked Charisse and the staff for another successful year. **Moved by Nick Pizio seconded by Jim Greenlay that the President's Report be accepted as presented. Carried.**

8. Gail Meier introduced Shelley Decoste. Shelly read her report and stated self advocates worked on bullying and increasing their circle of friends. She stated self advocates also attended conferences or training in Vernon, Vancouver and concluded the year at the BCACL conference in Penticton. She stated if anyone has any ideas on what the self advocates should be working on they should contact her. **Moved by David Paynter seconded by Mary Brown that the Self Advocate's Report be accepted as presented. Carried.**

9. Richard Pringle stated the terms of four directors appointed by the board of director after the last year's AGM have concluded and they have allowed their names to stand for re-election for a 3-year term: Jock Craddock, Nick Pizio, Charlie Hodge and Syd Freeman. Richard stated he would like to call upon the membership three times requesting nominations from the floor, "first call, second call and third call". With no forthcoming **Richard Pringle moved and Chuck Hopkins seconded that Jock Craddock, Nick Pizio, Charlie Hodge and Syd Freeman be elected to the KDSCL board of directors. Carried.**

10. Gail Meier stated it had been a long process determining a new name which was a direct result of the rebranding strategy. She stated because the Constitution and Bylaws were going to be updated with the new name, the content of both documents were reviewed and updated. She stated all members had received a copy. Gail asked if there were any questions. Jim Greenlay asked if CLBC would have an issue with the name change. Charisse stated no. With no additional questions forthcoming **Chuck Hopkins moved and Richard Pringle seconded that the Kelowna and District Society for Community Living legally change the name of the society to Pathways Abilities Society and adopt the new Constitution and Bylaws as presented. Carried.**

11. The meeting was adjourned at 7:15 pm

A presentation by Adam Less from Propeller Media, "KDSCL – A New Perspective" followed.

President's
Report

PRESIDENT'S REPORT

2012 – 2013

It is with great pleasure that I present a report of the board's activities for the past year.

First of all, congratulations to us for sixty years of operation. The event was celebrated by hosting a banquet in June inviting past and present board members, staff and individuals.

The highlight of the evening was a power point presentation put together by Mark and Marc - topped off by a dance. The evening was declared a success by all who attended. Thanks to all the staff that worked so hard to put this event together.

Another big initiative by the board was the rebranding process. We started with several meetings with Adam Less, establishing guidelines for new directions. The result was a new name for our society, a new logo, an updated website, new plans for our fundraising efforts and raising our profile in the community. This initiative was rolled out with a news conference in April 2013. Thanks to Adam, Charisse and staff for all the work involved in implementing this initiative.

Work on a building replacement was again a priority for the board. Presently we are currently pursuing a joint partnership with the Legion, School District 23 and BC Housing to potentially build a facility on our combined properties. We are in the initial stages of the project but are excited by the possibilities.

Another project resulted in the purchase of a duplex for our Richter street residents. The duplex will be renovated with a move in date scheduled for the fall. Thanks to Charisse and Nick Pisio for all their work in the search and acquisition of this great property.

The day to day operations of support, administration and residential services, continue to move ahead, evolve and excel with our dedicated staff and leadership team.

The board meets on a monthly basis working on policy and fulfilling the strategic direction of the society. Thank you to Arnold Soloway our secretary treasurer; with Charisse's assistance they guide the budgetary process while leaving the day to day operation to Charisse and staff. We would like to welcome new board members Mark Reinelt.

Another year and a lot of activities and accomplishments by Pathways!!!! Many thanks to our staff, volunteers, and board for making all these possible and of course thanks to Charisse for her hard work and leadership.

Respectfully submitted by Gail Meier

Secretary Treasurer's
Report

SECRETARY TREASURER'S REPORT

2012 – 2013

It is with pleasure that I submit the 2013 Treasurer's Report for Pathways Abilities Society for the year ending March 31, 2013. The Audited Financial Statements are prepared by Murray Rossworn Inc.

The Society revenues exceeded expenditures by \$128,887 for the year compared to a surplus of \$25,228 in 2012. Cash at year end was \$518,518 compared to \$475,452 in 2012.

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

I would like to thank Charisse Daley and Rhonda Campbell, our Finance Manager for their dedication too accurately providing the financial records of Pathways.

Respectfully submitted by Arnold Soloway, Secretary Treasurer

Auditor's Report

**PATHWAYS ABILITIES SOCIETY
(FORMERLY KELOWNA & DISTRICT SOCIETY
FOR COMMUNITY LIVING)**

FINANCIAL STATEMENTS

March 31, 2013

ROSSWORN HENDERSON LLP
Chartered Accountants

PATHWAYS ABILITIES SOCIETY
(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)
March 31, 2013

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INDEPENDENT AUDITORS' REPORT

To the Members of
Pathways Abilities Society:

We have audited the accompanying financial statements of Pathways Abilities Society formerly known as Kelowna & District Society for Community Living which comprise the statement of financial position, as at March 31, 2013, March 31, 2012 and April 1, 2011 and the statement of changes in net assets, the statement of operations, and the statement of cash flows, for the years then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles for not-for-profit organizations, 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.

Basis for Qualified Opinion

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

Fundraising

In common with many non-profit organizations, Pathways Abilities Society derives revenue from fundraising activities, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to fund raising revenues, assets and net assets. Our audit opinion on the financial statements for the year ended March 31, 2013 was modified accordingly because of the possible effects of this limitation in scope.

Opinion

In our opinion, except for the possible effects of the matters described above in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Pathways Abilities Society as at March 31, 2013, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Comparative information

Without modifying our opinion, we draw attention to Note (2) to the financial statements which describes that Pathways Abilities Society adopted Canadian accounting standards for not-for-profit organizations on April 1, 2012 with a transition date of April 1, 2011. These standards were applied retrospectively by management to the comparative information in these financial statements, including the balance sheets as at March 31, 2012 and April 1, 2011, and the statements of retained earnings, income and cash flows for the year ended March 31, 2012 and related disclosures.

Enderby, BC
August 1, 2013

Rossborn Henderson LLP

Chartered Accountants

PATHWAYS ABILITIES SOCIETY

(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)

Statement of Financial Position

As at March 31, 2013

| | Society fund | Operating fund | Capital fund | Building fund | March 31, 2013 | March 31, 2012 | April 1, 2011 |
|--|-----------------|-------------------|-----------------|------------------|-------------------|-------------------|------------------|
| Assets | | | | | | | |
| Current Assets | | | | | | | |
| Cash | \$ | \$ 483,079 | \$ | \$ 34,691 | \$ 517,770 | \$ 438,935 | \$ 463,417 |
| Restricted cash | | 374 | | | 374 | 36,517 | 9,392 |
| Temporary investments (Note 4) | | 173,656 | | 470,643 | 644,299 | 525,323 | 420,012 |
| Accounts receivable (Note 5) | | 49,157 | | | 49,157 | 65,216 | 71,501 |
| Due from operating fund | 35,234 | | | | 35,234 | | |
| Inventory | | 3,422 | | | 3,422 | 3,186 | 3,245 |
| Prepaid expenses (Note 6) | | 33,864 | | 31,100 | 64,964 | 49,150 | 77,389 |
| | 35,234 | 743,552 | | 536,434 | 1,315,220 | 1,118,327 | 1,044,956 |
| Tangible capital assets (Note 7) | | | 751,985 | | 751,985 | 774,127 | 781,641 |
| Prepaid development costs | | | | 83,798 | 83,798 | 83,798 | 83,798 |
| | \$ 35,234 | \$ 743,552 | \$ 751,985 | \$ 620,232 | \$ 2,151,003 | \$ 1,976,252 | \$ 1,910,395 |
| Liabilities | | | | | | | |
| Current Liabilities | | | | | | | |
| Accounts payable (Note 8) | \$ | \$ 440,210 | \$ | \$ | \$ 440,210 | \$ 411,664 | \$ 374,715 |
| Due to society fund | | 35,234 | | | 35,234 | | |
| Deferred revenue | | 5,833 | | | 5,833 | 10,302 | |
| Current portion of long term debt (Note 9) | | | 16,752 | | 16,752 | 15,883 | 14,974 |
| | | 481,277 | 16,752 | | 498,029 | 437,849 | 389,689 |
| Long term debt (Note 9) | | | 509,939 | | 509,939 | 527,380 | 543,908 |
| | | 481,277 | 526,691 | | 1,007,968 | 965,229 | 933,597 |
| Net assets | | | | | | | |
| Invested in tangible capital assets | | | 225,294 | | 225,294 | 230,865 | 222,759 |
| Internally restricted | | 40,466 | | 425,904 | 466,370 | 350,882 | 306,100 |
| Externally restricted | | 21,357 | | | 21,357 | 26,215 | 9,392 |
| Rental assistance surplus (Note 10) | | 22,943 | | | 22,943 | 20,699 | 14,352 |
| Unrestricted | 35,234 | 177,509 | | 194,328 | 407,071 | 382,362 | 424,195 |
| | 35,234 | 262,275 | 225,294 | 620,232 | 1,143,035 | 1,011,023 | 976,798 |
| | \$ 35,234 | \$ 743,552 | \$ 751,985 | \$ 620,232 | \$ 2,151,003 | \$ 1,976,252 | \$ 1,910,395 |

Approved on behalf of the Board:

Director 

Director 

The accompanying notes are an integral part of the financial statements

PATHWAYS ABILITIES SOCIETY

(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)

Statement of Changes in Net Assets

As at March 31, 2013

| | Society fund | Operating fund | Capital fund | Building fund | March 31, 2013 | March 31, 2012 |
|---|-----------------|-------------------|-----------------|------------------|-------------------|-------------------|
| Net assets, opening | \$ | \$ 275,106 | \$ 230,865 | \$ 505,052 | \$ 1,011,023 | \$ 976,798 |
| Subsidy adjustments (Note 11) | | 3,125 | | | 3,125 | 8,997 |
| Adjusted opening fund balances | | 278,231 | 230,865 | 505,052 | 1,014,148 | 985,795 |
| Excess (deficiency) of revenue over expenses | 35,234 | 22,761 | (44,288) | 115,180 | 128,887 | 25,228 |
| | 35,234 | 300,992 | 186,577 | 620,232 | 1,143,035 | 1,011,023 |
| Transfers | | | | | | |
| Tangible capital assets acquired | | (28,058) | 28,058 | | | |
| Tangible capital asset disposal | | 5,913 | (5,913) | | | |
| Mortgage principle repayment | | (16,572) | 16,572 | | | |
| | \$ 35,234 | \$ 262,275 | \$ 225,294 | \$ 620,232 | \$ 1,143,035 | \$ 1,011,023 |

The accompanying notes are an integral part of the financial statements

PATHWAYS ABILITIES SOCIETY

(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)

Statement of Operations

For the year ended March 31, 2013

| | Society fund | Operating fund | Capital fund | Building fund | March 31, 2013 | March 31, 2012 |
|---|------------------|-------------------|--------------------|-------------------|-------------------|-------------------|
| Revenue | | | | | | |
| Community Living BC | \$ | \$ 2,163,238 | \$ | \$ | \$ 2,163,238 | \$ 2,104,658 |
| Fundraising | 45,095 | | | 126,771 | 171,866 | 104,091 |
| Sales of Service | | 169,750 | | | 169,750 | 185,004 |
| Tenant rent contributions | | 133,311 | | | 133,311 | 134,519 |
| Individual funding | | 111,870 | | | 111,870 | 117,612 |
| Subsidies | | 81,931 | | | 81,931 | 88,681 |
| Grants | | 45,995 | | | 45,995 | 59,794 |
| Gaming | | 22,000 | | | 22,000 | 22,200 |
| Investment revenue | | 3,128 | | 8,999 | 12,127 | 10,793 |
| | 45,095 | 2,731,223 | | 135,770 | 2,912,088 | 2,827,352 |
| Expenses | | | | | | |
| Bank charges and interest | | 29,463 | | 205 | 29,668 | 31,617 |
| Board expenses | 3,497 | | | | 3,497 | 5,586 |
| Contracted services | | 10,025 | | | 10,025 | 12,278 |
| Employee development | | 14,493 | | | 14,493 | 19,844 |
| Food | | 11,295 | | | 11,295 | 12,334 |
| Fundraising | | | | 22,435 | 22,435 | 22,230 |
| Insurance | | 17,378 | | | 17,378 | 17,031 |
| Office | 6,364 | 28,240 | | | 34,604 | 37,346 |
| Professional fees | | 13,172 | | | 13,172 | 10,004 |
| Program expenses | | 29,490 | | | 29,490 | 23,404 |
| Property taxes | | 5,484 | | | 5,484 | 5,979 |
| Rent | | 163,975 | | | 163,975 | 165,128 |
| Repairs and maintenance | | 34,286 | | | 34,286 | 49,078 |
| Supplies | | 12,555 | | | 12,555 | 15,873 |
| Telephone | | 10,680 | | | 10,680 | 9,907 |
| Transportation | | 48,735 | | | 48,735 | 49,477 |
| Utilities | | 21,259 | | | 21,259 | 26,075 |
| Wages and benefits | | 2,261,519 | | | 2,261,519 | 2,245,578 |
| | 9,861 | 2,712,049 | | 22,640 | 2,744,550 | 2,758,769 |
| Excess (deficiency) of revenue over expenses before the following: | 35,234 | 19,174 | | 113,130 | 167,538 | 68,583 |
| Gains (losses) on disposal of assets | | 3,587 | | | 3,587 | (978) |
| Amortization of tangible capital assets | | | (44,288) | | (44,288) | (42,377) |
| Unrealized gains on investments | | | | 2,050 | 2,050 | |
| Excess (deficiency) of revenue over expenses | \$ 35,234 | \$ 22,761 | \$ (44,288) | \$ 115,180 | \$ 128,887 | \$ 25,228 |

The accompanying notes are an integral part of the financial statements

PATHWAYS ABILITIES SOCIETY

(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)

Statement of Cash Flows

For the year ended March 31, 2013

| | Society fund | Operating fund | Capital fund | Building fund | March 31, 2013 | March 31, 2012 |
|---|-----------------|-------------------|-----------------|------------------|-------------------|-------------------|
| Sources of cash | | | | | | |
| Cash from operating activities | \$ 9,861 | \$ 2,742,811 | \$ | \$ 126,771 | \$ 2,879,443 | \$ 2,842,143 |
| Interest receipts | | 3,128 | | 8,999 | 12,127 | 10,793 |
| | 9,861 | 2,745,939 | | 135,770 | 2,891,570 | 2,852,936 |
| Uses of cash | | | | | | |
| Payments to suppliers and employees | (9,861) | (2,631,273) | | (20,383) | (2,661,517) | (2,647,590) |
| Interest payments | | (29,463) | | (205) | (29,668) | (31,617) |
| | (9,861) | 2,660,736 | | (20,588) | (2,691,185) | (2,679,207) |
| Total cash flows from operating activities | | 85,203 | | 115,182 | 200,385 | 173,729 |
| Investing activities | | | | | | |
| Tangible capital assets acquired | | | (28,058) | | (28,058) | (36,342) |
| Proceeds from disposition of capital assets | | 5,913 | | | 5,913 | 1,978 |
| Investments purchased | | (19,632) | | (99,344) | (118,976) | (121,102) |
| | | (13,719) | (28,058) | (99,344) | (141,121) | (155,466) |
| Financing activities | | | | | | |
| Repayment of loans | | | (16,572) | | (16,572) | (15,620) |
| Increase (decrease) in cash | | 71,484 | (44,630) | 15,838 | 42,692 | 2,643 |
| Interfund transfers | | (44,630) | 44,630 | | | |
| Cash, beginning of year | | 456,599 | | 18,853 | 475,452 | 472,809 |
| Cash, end of year | \$ | \$ 483,453 | \$ | \$ 34,691 | \$ 518,144 | \$ 475,452 |
| Cash consist of: | | | | | | |
| | Society fund | Operating fund | Capital fund | Building fund | 2013 | 2012 |
| Cash | \$ | \$ 483,079 | \$ | \$ 34,691 | \$ 517,770 | \$ 438,935 |
| Restricted cash | | 374 | | | 374 | 36,517 |
| | \$ | \$ 483,453 | \$ | \$ 34,691 | \$ 518,144 | \$ 475,452 |

The accompanying notes are an integral part of the financial statements

For the year ended March 31, 2013

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

a) Adoption of Accounting Standards for Not-for-profit Enterprises

b) Fund accounting

The Society follows the restricted fund method of accounting. Accordingly, resources are classified for accounting and financial reporting purposes into funds. These funds are maintained in accordance with either the objectives specified by the donors or with directives issued by the Board of Directors. Certain interfund transfers may be necessary to ensure the appropriate allocation of assets and liabilities to the respective funds. Transfers between the funds are recorded in the statement of changes in net assets. For financial reporting purposes, the accounts have been classified into the following funds:

The Society Fund reports the Society's fundraising and membership activities.

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

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

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

c) Revenue recognition

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

Contributions are recognized as revenue in the year they are received or become receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Revenue from user fees, rentals, vocational program, and sales of products and services is recognized when the services are provided or the goods sold.

In the normal course of operations, the Society may receive notice of an impending gift. Gifts, including bequests are recorded upon receipt of the donated asset. Gifts in a form other than cash or marketable securities are recorded at fair value at the time of receipt.

Interest on bonds, mortgages, and short-term notes are recorded on an accrual basis. Dividends that have been declared are recorded as income on the date of record set for the dividend.

Investment income earned on restricted funds is recognized as revenue of the applicable restricted fund in accordance with the terms of the restricted contribution

PATHWAYS ABILITIES SOCIETY
(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)
Summary of Significant Accounting Policies

For the year ended March 31, 2013

Contributed services:

A substantial number of volunteers contribute a significant amount of their time each year. Because of the difficulty of determining the fair value, contributed services are not recognized in the financial statements.

Pledges:

Pledges are not included in revenues until the funds are received

Contributions from Community Living British Columbia (CLBC)

The Society is funded primarily by the Province of British Columbia through budget arrangements established by CLBC. Operating grants are recorded as revenue in the period to which they relate. Grants approved but not received at the end of the accounting period are accrued. When a portion of the grant relates to a future period, it is deferred and recognized in the subsequent period.

d) Cash and equivalents

Cash and equivalents include short-term notes with terms to maturity of one year or less at the date of acquisition

e) Temporary investments

Investments include all common shares, convertible securities, bonds, debentures, mortgages and real estate investments. These investments are recorded at their fair values determined, on a trade date basis, on the last day of business of the fiscal period.

f) Inventory

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

g) Tangible capital assets

Purchased tangible capital assets are recorded at cost. Contributed tangible capital assets are recorded at fair value at date of contribution. Constructed assets are recorded at cost when they become available for use. Volunteer labour used to construct assets is not capitalized due to difficulties in quantifying the benefit received. Assets are amortized over their estimated useful lives. Amortization is recognized in the Capital Fund. Management has estimated the useful lives to be:

| | | |
|---------------------------|----------|---------------|
| Buildings | 20 years | Straight line |
| Furniture and fixtures | 10 years | Straight line |
| Automotive equipment | 10 years | Straight line |
| Asphalt and parking areas | 10 years | Straight line |

h) Financial instruments

(i) Measurement of financial instruments

All financial instruments are initially measured in the statement of financial position at fair value adjusted by, in the case of a financial instrument that will not be measured subsequently at fair value, the amount of transaction costs directly attributable to the instrument. Except for loans and receivables, held to maturity investments and other financial liabilities measured at the amortized cost. Amounts due to and from related parties are measured at the exchange amount, being the amount agreed upon by the related parties.

The Society subsequently measures its financial assets and financial liabilities at amortized cost, except for derivatives and equity securities quoted in an active market, which are subsequently measured at fair value. Forward exchange contracts and interest rate swaps that are not hedging items are measured at fair value. Changes in fair value are recognized in net income.

Financial assets measured at amortized cost include cash, accounts receivable and loans receivable.

PATHWAYS ABILITIES SOCIETY
(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)
Summary of Significant Accounting Policies

For the year ended March 31, 2013

Financial liabilities measured at amortized cost include accounts payable, accrued liabilities, deferred revenue and long term debt.

Financial assets measured at fair value include investments traded on a recognized stock exchange.

(ii) Impairment

Financial assets measured at amortized cost are tested for impairment when there are indicators of possible impairment. When a significant adverse change has occurred during the period in the expected timing or amount of future cash flows from the financial asset or group of assets, a write-down is recognized in net income. The write down reflects the difference between the carrying amount and the higher of:

- the present value of the cash flows expected to be generated by the asset or group of assets;
- the amount that could be realized by selling the assets or group of assets;
- the net realizable value of any collateral held to secure repayment of the assets or group of assets.

When the events occurring after the impairment confirm that a reversal is necessary, the reversal is recognized in net income up to the amount of the previously recognized impairment.

i) Use of estimates

The financial statements of the Society have been prepared by management in accordance with Canadian generally accepted accounting principles for not-for-profit organizations. As such, management is required to make estimates and assumptions that affect the amounts reported in the financial statements and accompanying notes. Actual results could differ from those estimates. The financial statements have, in the opinion of management been prepared using careful judgment within the reasonable limits of materiality and within the framework of the accounting policies identified.

PATHWAYS ABILITIES SOCIETY
(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)
Notes to the Financial Statements

For the year ended March 31, 2013

3. Impact of the change in the basis of accounting

This is the Society's first financial statements prepared in accordance with Canadian generally accepted accounting principles for private enterprises. There were no changes required to the comparative balances presented as a result of adoption of these accounting principles.

The adoption of Part III of the CICA Handbook has had no impact on the previously reported assets, liabilities and equity of the Society, and accordingly, no adjustments have been recorded in the comparative statement of financial position, statement of operations and statement of cash flows. Certain of the Society's presentation and disclosures included in these financial statements reflect the new presentation and disclosure requirements of ASNPO.

4. Temporary investments

| | March 31, 2013 | March 31, 2012 | April 1, 2011 |
|------------------|-------------------|-------------------|-------------------|
| Term deposits | \$ 553,955 | \$ 525,323 | \$ 420,012 |
| Portfolio shares | 90,344 | | |
| | <u>\$ 644,299</u> | <u>\$ 525,323</u> | <u>\$ 420,012</u> |

5. Accounts receivable

| | March 31, 2013 | March 31, 2012 | April 1, 2011 |
|---------------------------------------|----------------|----------------|---------------|
| Trade accounts receivable | \$ 43,219 | \$ 59,772 | \$ 61,372 |
| Restricted fund - accounts receivable | | | 9,371 |
| HST receivable | 5,938 | 5,444 | 758 |
| | <u>49,157</u> | <u>65,216</u> | <u>71,501</u> |

6. Prepaid expenses

| | March 31, 2013 | March 31, 2012 | April 1, 2011 |
|-------------------------------|------------------|------------------|------------------|
| Prepaid construction deposits | \$ 31,100 | \$ 31,100 | \$ 56,100 |
| Prepaid deposits | 19,970 | 7,205 | 8,908 |
| Prepaid auto insurance | 11,092 | 9,428 | 7,730 |
| Prepaid insurance | 2,802 | 1,417 | 2,608 |
| Security deposits | | | 2,043 |
| | <u>\$ 64,964</u> | <u>\$ 49,150</u> | <u>\$ 77,389</u> |

7. Tangible capital assets

| | Cost | Accumulated amortization | March 31, 2013 | March 31, 2012 | April 1, 2011 |
|---------------------------|---------------------|--------------------------|-------------------|-------------------|-------------------|
| Land | \$ 403,513 | \$ | \$ 403,513 | \$ 403,513 | \$ 403,513 |
| Buildings | 636,122 | 362,023 | 274,099 | 293,864 | 313,285 |
| Furniture and fixtures | 192,533 | 169,123 | 23,410 | 31,375 | 37,260 |
| Automotive equipment | 234,773 | 189,589 | 45,184 | 38,910 | 27,583 |
| Asphalt and parking areas | 6,866 | 1,087 | 5,779 | 6,465 | |
| | <u>\$ 1,473,807</u> | <u>\$ 721,822</u> | <u>\$ 751,985</u> | <u>\$ 774,127</u> | <u>\$ 781,641</u> |

PATHWAYS ABILITIES SOCIETY
(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)
Notes to the Financial Statements

For the year ended March 31, 2013

8. Accounts payable

| | March 31, 2013 | March 31, 2012 | April 1, 2011 |
|------------------------|-------------------|-------------------|-------------------|
| Trade accounts payable | \$ 56,919 | \$ 66,042 | \$ 69,493 |
| Wages payable | 383,291 | 345,622 | 305,222 |
| | <u>\$ 440,210</u> | <u>\$ 411,664</u> | <u>\$ 374,715</u> |

9. Long term debt

| | March 31, 2013 | March 31, 2012 | April 1, 2011 |
|--|-------------------|-------------------|-------------------|
| Interior Savings Credit Union mortgage repayable in monthly instalments of \$445, including interest at 5.50% per annum, due for renewal January 01, 2016, secured by land and buildings at 925 Sutherland Avenue | 69,494 | 71,008 | 72,432 |
| Interior Savings Credit Union mortgage repayable in monthly instalments of \$1,740 including interest at 5.50% per annum, due for renewal January 01, 2016, secured by land and buildings at 647 Old Meadows Road. | 271,727 | 277,647 | 283,214 |
| Interior Savings Credit Union mortgage repayable in monthly instalments of \$1,625 including interest at 5.50% per annum, due for January 01, 2016, secured by land and buildings at 925 Sutherland Avenue | 185,470 | 194,608 | 203,236 |
| | <u>526,691</u> | <u>543,263</u> | <u>558,882</u> |
| Less: current portion due within one year | <u>(16,752)</u> | <u>(15,883)</u> | <u>(14,974)</u> |
| | <u>\$ 509,939</u> | <u>\$ 527,380</u> | <u>\$ 543,908</u> |

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

| | 925 Sutherland Avenue | 647 Old Meadows Road | 925 Sutherland Avenue | Total |
|-------------------|-----------------------|----------------------|-----------------------|-------------------|
| 2014 \$ | 1,518 | \$ 5,935 | \$ 9,299 | \$ 16,752 |
| 2015 | 1,601 | 6,261 | 9,811 | 17,673 |
| 2016 | 1,689 | 6,606 | 10,350 | 18,645 |
| 2017 | 1,782 | 6,969 | 10,919 | 19,670 |
| 2018 | 1,880 | 7,352 | 11,520 | 20,752 |
| | <u>8,470</u> | <u>33,123</u> | <u>51,899</u> | <u>93,492</u> |
| Balance remaining | <u>61,024</u> | <u>238,603</u> | <u>133,571</u> | <u>433,198</u> |
| | <u>\$ 69,494</u> | <u>\$ 271,726</u> | <u>\$ 185,470</u> | <u>\$ 526,690</u> |

PATHWAYS ABILITIES SOCIETY
(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)
Notes to the Financial Statements

For the year ended March 31, 2013

10. Rental assistance 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.

| | March 31, 2013 | March 31, 2012 | April 1, 2011 |
|--|------------------|------------------|------------------|
| Surplus, beginning of year | 20,699 | 14,352 | 2,806 |
| Operating fund subsidy adjustment | 3,126 | 425 | 15,424 |
| Excess (deficiency) of revenue over expenditures | (882) | 5,922 | (3,878) |
| | <u>\$ 22,943</u> | <u>\$ 20,699</u> | <u>\$ 14,352</u> |

11. Subsidy adjustments

During the year, additional funds were received from British Columbia Mortgage and Housing Corporation with respect to the prior year. This amount has been recorded as a restatement to prior year net income, resulting in additional revenue over expenditures of \$3,125, (2012 - \$8,997) and has increased opening net assets by the corresponding amount.

12. Commitments and contingencies

- 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. 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. Accumulated sick leave can be carried over into succeeding years. The estimated total liability for sick pay is \$302,798 as at March 31, 2013 (2012 - 305,302). As at March 31, 2013, \$123,557 (2012 - \$103,077), was accrued and is included in accounts payable.
- The Society has entered into a contract for marketing and branding which expires September 2013. Monthly payments required under this agreement are approximately \$1,000.
- 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 176,000 active contributors and approximately 67,000 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 during the year. The actuary does not attribute portions of the unfunded liability to individual employers. The Society paid \$140,160 (2012 - \$140,352) for employer contributions to the Plan.

13. Economic Dependence

The Society receives approximately 74.28% (2012 - 74.44%) of total revenues from Community Living BC.

PATHWAYS ABILITIES SOCIETY
(FORMERLY KELOWNA & DISTRICT SOCIETY FOR COMMUNITY LIVING)
Notes to the Financial Statements

For the year ended March 31, 2013

14. Financial Instruments

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

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

It is not practicable to determine the fair value of long-term investments as they are not publicly traded.

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 carry 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.

15. Name Change

On November 7, 2012, the Society changed its name from Kelowna & District Society for Community Living to Pathways Abilities Society.

16. Comparative figures

Certain comparative figures have been reclassified to conform to the accounting presentation adopted for the current year. Of particular note, certain investments previously classified as cash equivalents have been reclassified as temporary investments.

Self-Advocate's
Report

SELF ADVOCACY

2012 – 2013

Advocacy in the Service Site Meetings Summary

September 2012

Discussion regarding the last guest speaker, Lisa Milligan, and the topic she presented on “anti-bullying”. The group talked about wearing pink on anti-bullying day. Discussion about possible guest speakers for the future: Holy Rollers (Compassion Canada), Fishing Forever, night time street safety, employment opportunities, anger management, someone from the transit system. A committee member suggested that there needs to be more fundraising done for the new building.

October 2012

Self-Advocacy meetings will be changed to Friday afternoons once per month. The group requested a refresher on “Rights and Responsibilities”. Discussed possible guest speakers: Powder Hounds, Lena to talk about Social Recreation, someone to talk about Lyme disease, an RCMP officer to talk about safety, and someone about guitars.

January 2013

This was the first meeting for the New Year. Confidentiality was addressed, an individual started to bring up an issue, and Shelley D stated that it was a personal issue, and offered to talk one-on-one after the meeting. In this self-advocate meeting we talked about working together and how to solve issues. We read Pathways’ big binder on procedures. We talked about if we have a problem that first we should try and work it out together, and if we need to find a staff to when we can ask for help. Shelley D. also offered to people present that if they need help to solve a problem that she was able to help. One of the self-advocates asked about the policy on medication. We learned that Pathways’ has to lock up medication for safety. We also talked about anti-bullying day that is held on February 28: pink shirt day. This day was started in Nova Scotia when one boy wore a pink shirt to school and he was bullied for wearing it, so now on February 28 we wear pink t-shirts and help put an end to bullying. For \$5 you can pick up a pink t-shirt at the Boy and Girls Club.

February 2013

How nice it was to see lots of PINK Shirts for anti-bullying. We also had a guest speaker today. Sue Doucette of Kelowna handiDART system came in and talked with us about handiDART and answered questions we had. We learned that handiDART has only 19 busses that serve the cities of Kelowna, West Kelowna, Peachland and Lake Country. handiDART transports 5000 people daily; the Bus makes 650-710 trips daily, this is a VERY busy service. Sue Doucette states that BC Transit is aware that we are in need of more busses. The drivers of these buses are hired by BC Transit to drive the buses to get people where they need to be. These drivers don’t have any special training in first aid. Sue stated if that there was a problem due to medical reasons that the driver will pull over and call 911. handiDART works on a priority system and it goes like this: people who are on dialysis or have life threatening illness go first. Monday to Friday in the morning priority goes to Pathways. The best time to make bookings or to change them

is in the afternoons. You must book trips 24 hours in advance. Sue states that you should only wait 15 min for your bus and that you should be ready 15min before pick up. It is VERY IMPORTANT that you cancel handiDART as soon as you can: lots of people forget so the bus goes all the way to find out you're not coming. This takes up lots of time.

March 2013

The group talked about the story of Community Living movement in BC. Over 50 years of books, films, audio recordings, and photos and are has been used to store these stories. The group was introduced to Incommon.tv. This will be the central hub spotlight for people to share their stories. Using the web site the group watched some self-advocates from Chilliwack BC talk on people's rights.

April 2013

We talked about the People First one day conference that we are having on April 25. BC People First Society is a non-profit provincial organization that works to make sure that people with a developmental disability are respected and included in communities as full citizens. They do this by supporting each other to speak up for ourselves and others. BC People First is part of a national movement. We watched the DVD "Freedom Tour" on closing down the institutions in Canada. We are looking into starting a People First chapter here this fall/winter. We talked about the BC Election and we looked at the plain language booklet that Community Living BC (CLBC) gives out about elections. We were reminded about an Interview Fair on April 20th that Pathways staff are organizing. Self-advocates can practice their interview skills with employers from the community.

May 2013

Shelley D talked about the Self-advocate provincial Summit that was held in Richmond. Self-advocates from all over BC went. Self-advocates worked with the little green books "Supported networks" and developed a power point to go along with the books. Shelley hopes to do some presentations on this to self-advocates this fall/winter. Shelley also talked about the 2 day self-advocate conference organized by CLBC that will be held in Kelowna at the Best Western in November 2013.

June 2013

This was the last Self-advocate meeting for the summer we talked about what kinds of things we did this year and what we would like to do for next year. We would like guest speakers on: street safety at night, healthy eating, the Pathways' Social Recreation service.

If readers have any other ideas for topics please contact Shelley DeCoste at diversability1@gmail.com or Mark Wengrowich ds@pathwayskelowna.ca.

Provincial Self Advocacy

Vernon Event

On March 8, there was a one day conference in Vernon. Lena and I took 4 self-advocates to their first conference on being part of community and what it means to self-advocates. There were lots of personal stories that came out, and lot of places that

I would have not thought of, it was fun to talk and meet new self-advocates. We also talked about how we know we are valued in our community. Being able to volunteer in our community helps us be a part of the place we live in. Spectrum Society talked about Community Mapping.

Self-Advocate Summit, April 28 – 30 in Richmond B.C.

We worked with the Supported Networks books. We came up with 3 different power points, and different tools to teach self-advocates how to create their own unpaid support network. We went over why it was important to have a support network and who might be in a network, and why networks are important to self-advocates. We are creating a tool box (just waiting to get the box, yes a real one) and we learned how to present the different power points. I hope to start holding some networking workshop this fall in the community.

Inclusion B.C. Conference 2013 – We Are Community: Defining Inclusion May 23 – 25, Vancouver B.C.

I tried to go to most of the workshops I signed up for. I supported my friend Maggie Lister from Vernon; she sat on the provincial caucus with me. The first workshop we went to was on leaving high school. They talked about living high school and that most people are not looking for day programs but instead are looking for work. How can school better help students start looking for work? A lot of what Pathways is doing such as more work experience working with kids in grade 11 and continuing on with the program in grade 12. We sat in on the last part of the Healthy and Unhealthy Relationships workshop. They were talking about what was an unhealthy relationship. Talked about different types of abuse. I felt the presenter was a little over the top with some of her examples. I now wished I would have challenged her on some of them. It was helpful to talk to another person who was in the workshop and then we found a CLBC staff to let her know our opinion on this topic. The session "What's in a Word" was not what I expected. Last year six self-advocates worked with a consultant and a photographer to work on a children's picture book called The ABC'S of Ability. The panel talked about team work, and the easiest way to tell their important stories. Self-Advocacy Caucus on Thursday May 23: we had an Appreciation Dinner. It has been decided to let go of the provincial self-advocacy caucus. It has been decided to have more self-advocates sit on other boards instead of all self-advocates on one board. Friday May 24 I attended a session on "Traveling with a Diversability". Sheenagh talked about travel tips on how to travel safely outside of Canada. She talked about paperwork and how to fill out the paperwork. She brought in the paperwork she needed when she brought things back, and showed what she did wrong and how she fixed it. We got in to groups and planned a trip and came up with a budget for hotel, food, entertainment, and souvenirs.

Report submitted by Shelley DeCoste, Society Liaison

Service

Reports

PATHWAYS SERVICES

2012 – 2013

Activity Service

This past year has seen many changes in Activity Services. The changing of our society name was a big step in the right direction and we have had positive feedback from the public and from the individuals we supported, the staff, parents and caregivers. Activity Services continued to provide support at two locations; Old Meadows Road and Fuller Avenue.

We saw our daily schedule develop into increased volunteer and employment placements and our activities decreased accordingly as the requests for community involvement expanded. The staff continued to support and assist with the daily changes of our schedule. The scheduling committee did an exceptional job with input from other staff members to come up with new opportunities for individuals to try. We were successful in having new activities on every new schedule. Some of our activities now include members of the general public as well as other non-profit groups.

We have worked very hard to make sure individuals have met the number of hours requested for employment. This is in part to the great work by Nikki Gaede and the Employment Committee. The majority of staff has done some job coaching in a variety of settings. We met our goal of finding employment for 8 individuals since the first of April this year. The self confidence and motivation is wonderful to see. Some of those individuals employed are now working a second job and increased their hours of employment. It is very rewarding to see that some natural supports have taken over and our staff have faded out of job coaching or are playing a minimal role at jobsites. We have some very supportive employers and our profile within the community has expanded. We currently have individuals employed at nineteen (19) different jobsites. Volunteering has become an initial stepping stone for individuals wanting employment. Our goal of 70% has not been met but we are constant at 50% of the time spent in volunteering. The increase has not happened due to the increased employment placements. We still volunteer at twenty-nine (29) different sites. As in the past we had a number of individuals who volunteered independently and developed onsite supports and relationships with other volunteers and staff.

The focus on employment and community inclusion has certainly increased and the positive feedback from individuals, their parents, caregivers, employers and volunteer placements, means we are travelling the right path for the individuals we support.

On a separate note, I will be retiring this year after almost 33 years of employment with the society. I have seen many faces come and go and lots of changes over the years. I have been an active participant in those many changes. I have worked in all areas of the society. I will miss the staff, individuals, families and caregivers but I am ready to go in a new direction. My years with the society have been rewarding and I have learned so much from the individuals we support. I have had some wonderful friendships over the years and have been truly saddened at the loss of so many individuals during my

time with the society. It is truly gratifying to see the many changes in community attitude and the support we get from employers and volunteer placements. I hope I have played some small part in the process of community inclusion as we all have values and gifts that we pass onto others without realizing how much we get in return.

I would like to thank the Staff, Management and Board Members who have given me support through the years. We have been constantly battling for better services for the individuals we support and care about and the society will continue to do so. The new supervisor will have lots of experienced staff to assist them and to continue moving forward to total inclusion and all that it means. I wish you all the best and know that the society will continue with its new paths for many years. Thank you.

Respectfully submitted by Susan Harney, Activity Supervisor

Travel Club

The travel club continued to provide wonderful opportunities for individuals to travel and have the enjoyment of spending time with peers and support staff away from their regular days. Trips are planned in January and information put on the Pathways website as well as sent home in the monthly updates. Suggestions for trips are always invited. Rhonda and Glenda look after the travel club and make all the arrangements.

The travel club did not offer as many trips this past year but gave individuals the option of shorter vacations costing less, out of country trips as well as the yearly camp in September.

Late August early September Camp Owaissi was once again packed. Individuals enjoyed the food, games, dancing and water activities. It is always a good time and looked forward to by many.

December 4, 2012, six individuals accompanied by two staff on the Silver Reef Holiday Lights bus tour. Some activities were scheduled – the big light up and sightseeing as well as some free time to enjoy some shopping and entertainment at the hotel.

February 4, 2013 saw four individuals and two support staff travel to Puerto Vallarta for a week. It was warm, relaxing as well they had a few sightseeing adventures.

The big trip of the year was to Disneyland in May 2013. Eighteen eager travelers went to have fun, go on rides and just enjoy the atmosphere of Disneyland. It is always a popular destination.

Respectfully submitted by Susan Harney, Activity Supervisor and Rhonda Campbell, Finance Manager

Social Recreation

The Social Recreation service at Pathways offered opportunities for individuals to become involved in evening and weekend recreation events in and around Kelowna. The service was facilitated by one full time staff person, Lena Charlton, who organizes a

full schedule of activities. This year 50 individuals attended 112 activities. Some individuals attend many activities through the year, and some only attend a select few. Time that individuals spent attending activities averaged 216 hours per month.

Lena began the year by reviewing past events that were popular with the individuals who attended. Individuals attending social recreation events gave Lena ideas for other activities they would like to try. Satisfaction surveys were also used to solicit input. Old favourites as well as suggested events were scheduled into the master plan. Lena then looked at a variety of new experiences that could be added to the mix. Each month a calendar for the next month was sent out and individuals let Lena know what activities they would like to participate in. As many people live on fixed incomes, Lena also ensured that activities for all budget ranges were included.

Getting to know people and observing them while they participate in events Lena was often able to encourage people to meet up outside of planned and staffed events. Developing lasting relationships was one of the expected outcomes of this service.

Summary of Activities:

Community Events: Armstrong Fair, CANstruction, Fishing Forever Derby, Gellatly Pumpkin Walk, Lake Country Open Air Performances, Living Nativity, Medieval Fair, Moon Festival, Parks Alive, Pumpkin Patch, Rutland May Days, Terry Fox Run, Christmas Tree Lighting.

Personal Events: Birthday celebrations of meals out and activities.

Community Recreation Venues: Arion Farm, Atlantis Waterslides, billiards, bingo, boat ride, bowling, ceramic painting, Kelowna Chiefs Hockey Game, Christmas light tour, darts, dinner and sports at Capital News Center, Falcon's Baseball game, floorball, Kangaroo Farm, Kettle Valley Rail, lacrosse, movies, Myra Canyon, Okanagan Observatory, Okanagan Science Center in Vernon, Rockets Hockey games, Scandia, sledge hockey, sleigh ride at Big White, Sun Football game, swimming, Thunder Mountain Raceway, tubing at Silver Star, UBCO basketball games, UBCO volleyball games, walks on the Greenway, Westside Warriors Hockey games.

Concerts and Performances: "My Son Pinocchio", Caravan Farm Theatre, Celebration Singers, Cirque Du Soleil, Country Gold, Harlem Globe Trotters, Nutcracker Ballet, Shrine Fantasy Show, Steel Magnolias.

Events Facilitated by Pathways: Day trip to Camp Owaissi, Christmas potluck and karaoke, craft and chat, karaoke, pumpkin carving and a summer picnic potluck.

Respectfully submitted by Leslie Munro, Supervisor of Social Recreation

Social Ventures

The last year has been interesting with respect to Pathways social ventures. We worked to clarify our role as employer and contractors for those people we support in their employment goals. Pathways as employer had 3 support staff providing support to 37 people within the community. The following are the businesses and agencies that

employed individuals: Pathways, UBCO, Okanagan College, Interior Cancer Clinic, Columbia Bottles, Napa, Kia, Advance Precast, Boston Pizza, Bounty Cellars, Vista View, Glen Park Village Meadows, BC Housing, Terry Berazansky, the SPCA and the Daily Courier.

We have operated successfully in community for years and have great relationships with our community partners. We are thankful for their on going support.

As an Enterprising Non Profit we strive to meet three criteria. They are: That there is benefit to the people we serve in that they are able to work for wages attained through employment in their community: That there is benefit to the Community employer as a business, they are able to access a pool of potential employees they might not have had access to and that they are providing a social benefit to the community through partnering with us in developing employment opportunities that might not have otherwise existed for individuals. Finally: That there is benefit to our society in that we are able to contract with community and direct excess monies back into the services we provide.

Individuals working within Social Ventures all expressed a desire to work for wages in community. They required ongoing supports in order to maintain their employment and required the supports of our staff on a daily basis. These supports ranged from a daily check in at the worksite, to group support where the support worker performed the same tasks as the people being supported or to respond to a phone call from an individual requesting assistance as needed. We strived to have people working as independently as possible and to look for those natural supports at their jobsites. Natural supports assisted individuals with the direction needed while having direct access to the support worker who was able to deal with situations as they arise.

We have completed our transition from woodshop activities to Social Ventures. Our onsite Social Ventures includes two individuals working at producing wooden stakes for our survey customers, one person working through Individualized support in the Lost and Stolen Bike program and one person working in shredding.

Respectfully submitted by Mark Wengrowich, Development Supervisor

Integrated Career Opportunities (ICO)

The purpose of ICO services is to provide opportunities for paid work by offering individuals employment supports to find, secure and maintain employment.

This year, July 1, 2012 through March 31, 2013, ICO assisted 16 individuals to find 20 job placements within the community (some people have more than one employer). These are the same numbers as the previous reporting period, although this quality assurance year had only 9 months instead of 12.

Pathways has three different employment services: ICO, Social Ventures, and the Employment Initiative in Activity Services. Social Ventures offers employment through Pathways managed social enterprises. ICO and Activity Services find opportunities for individuals to be employed directly by community employers.

Supported employment can be illustrated by a simple equation:

$$\text{Job Seeker} + \text{Funded Supports} + \text{Willing Employer} = \text{Employment}$$

Job Seekers

The people that we support through Pathways demonstrate a desire and willingness to work. Of all the people we currently support through all services at Pathways 45% of them have been assisted to find employment*. Of those that have employment 7% want more work. Another 20% want employment, are currently unemployed and when resources are available we will assist them to find employment. The desire and the ability to work are there. Since July 1, 2011 ICO has assisted 32 job seekers to find positions with 37 different employers in the community. The positions are as unique as each individual that we support. A few examples are: polisher in a metal fabricating shop, vineyard worker, landscaper, hotel worker, customer service, office work, janitorial, vehicle detailing, bussing tables in a restaurant, food preparation, and stable hand. The possibilities are as numerous as the abilities that these individuals possess.

*These statistics are as of July 1, 2013.

Funded Supports

Our agency receives funding to assist people to look for employment, negotiate with employers, provide extra on the job training support, and to support individuals to become independent on the job. ICO currently has two separate funding streams: Community Living BC (CLBC) funds the global contract for employment supports for adults over the age of 19; and Foundations for Employment which serves youth and is funded through Vancouver Foundation, the Central Okanagan Foundation and the Ministry of Children and Family Development.

Rarely does staff in the helping sector come to employment support positions with a background of vocational rehabilitation or career counseling. Pathways staff have varied background with education and training in human services in general. ICO employment developers are Rod Oranchuk, Shane Milligan, Linda Berger and Kim Harmison. Over the past 3.5 years Pathways staff from all service areas have spent approximately 1025 hours in training directly related to improving employment outcomes for the people we support.

Willing Employers

Except for self-employment there is no employment at all without an employer. As well as seeking to find employment placements for individuals Pathways endeavors to continually bring to the awareness of the business community that the individuals we support have many abilities and can contribute long term to the success of businesses that hire them. Building a trust relationship with employers takes place over time: it does not happen overnight. Quick placements and inadequate supports can lead to negative experiences for employers. If employers are not having a positive experience in employing the individuals we support then we are not carrying out our mission to build a community where people are seen as equal and contributing members.

This year ICO employees attended 30 business networking events. Special thanks is given to Kim Harmison who attended many of these events and forged special working

relationships with Okanagan Young Professionals, GenNext Kelowna, and Rapid Time Networking. These networks not only help us to find positions for job seekers, but have led to training opportunities for staff, volunteers from the community coming in to give direct instruction to job seekers, and positive word of mouth promotion for the work we are doing.

A good reputation within the business community is built one relationship at a time. We need to safeguard and maintain those relationships. We have been in this community for 60 years and have built many valuable relationships. We intend to continue in the community and need to take the long view at building our business partners.

Skills for Independent Living

ICO has long set aside a small part of the budget to offer support to people who live on their own. This is a very individualized service and is staffed by Lena Charlton who also is responsible for the Social Recreation service.

Lena assists people with supports they may require to maintain independence in the community. Lena might at times support people directly with budgeting and financial matters, reading and responding to correspondence, meal planning and shopping, and other issues that everyone deals with during the course of everyday life. A large part of Lena's job is supporting people to connect with other services in the community: physicians, dentists, Health Services for Community Living, vital statistics, income tax services, food banks, residential tenancy. There are individuals that received ongoing long term support and Lena has also helped some people through short term support to get through crises, or to develop specific skills.

Submitted by Leslie Munro, Supervisor for ICO

Individualized Funding

We had an overall increase in individualized funding service to bring the total to ten (10) different individuals who were supported in a variety of days and times this year. The number of service hours ranged from six days per week to a few hours per week. The staff who supported these individuals have done a great job in developing relationships, earning their trust and assisting them to meet their goals. Individualized funding enabled the individuals and families to take a more active role in their goals and activities.

We continued with the two full time individuals; one who was supported 5 days per week and one who was supported 6 days per week. They lead very busy lives and their support staff made sure that they were supported to participate in the community the majority of their time. They had opportunities to try new things and experiences. They both are very familiar faces and have developed relationships with peers and community members.

Three individuals were successful in gaining employment as well as participating in activities, volunteering and social recreation. They have all went through the Discovery Process which helped with marketing for employment and also gave us a much broader picture of who they were and what their interests are. These three individuals moved

from other parts of the province and it is rewarding to see that some of their goals were met in a short time.

We have one short term specialized contract and it is progressing very well. It is hoped that the outcome will be beneficial to everyone involved. The staff involved has already made great strides in assisting this individual in his greatest areas of need.

Pathways has shown that the commitment to these individuals has led to more contracts. Pathways continues to be a viable option for those families and individual wants to have a greater input or control their services.

Respectfully submitted by Susan Harney, Activity Supervisor

Richter Street

There have been several changes with staff at the house this year. Kristen Leader replaced Linda Little who took over from Sharon Simms doing the over night position. Sharon took a position in the Activity Services. New to the residence was Cheryl Lewis-Scott and Susanne Rados who both came with much experience, fresh ideas and have been a welcomed part of our house staff. Cheryl also has the added benefit of working in the Activity Services and has good knowledge of the individuals needs during their day.

Vacations this year included a trip to Disneyland and Mexico and a summer closure that had everyone spend time in and about our city and surrounding area.

Employment continues to be a viable option for at least one individual and has been for well over a year. Staff of the residence continues to work at assisting individuals to make connections to people in their community and build trusting social relationships.

This year will be a year of change for the residents of the Richter Street home. After more than 25 years of living at this location the society has purchased a new residence that will better suit the needs of everyone. Needless to say all are very excited to be making this change and look forward to relocating to the duplex on Bouvette Crescent sometime before Christmas. We will begin planning this move in the fall.

Respectfully submitted by Mark Wengrowich, Development Supervisor

Apartment Subsidy

Pathways continued to administer 19 apartment subsidies through our administration department in partnership with BC Housing. The annual applications were completed and sent to BC Housing for each of the individuals. We followed the guidelines established by BC Housing and the budgets they set for our area. Rates were established based on the person's earnings. The society collected the rent due from the person either directly from the Ministry of Housing and Social Development or from the person and collected the BC Housing portion. We in turn paid the landlords the complete amounts.

Respectfully submitted by Rhonda Campbell, Finance Manager

Home Sharing

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

Respectfully submitted by Charisse Daley, Executive Director

Volunteers

Our volunteers have big hearts and have given of their time and expertise in so many ways. Pathways sends a big Thank You to all those who volunteer with us.

This year we continued to have a number of volunteers helping us with our lost and stolen bike program. They assisted with the documentation of bike conditions to making minor adjustments and repairs. These tasks were time consuming and all their efforts are appreciated.

We also had volunteers who assisted with some of the woodshop tasks as well as spending time with individuals who would not ordinarily have an opportunity to sit and visit or chat and learn from the great experiences of others.

In our Activity Services we continued to have regular art or craft classes instructed by Mrs. Hadgraft. We also had volunteers spend time assisting people to volunteer in their community. Several individuals received professional massage service weekly. Our community continues to seek us out as an agency they wish to be involved in and we continue to support them with their wishes to be included.

Respectfully submitted by Mark Wengrowich, Development Supervisor

*Activity Quality Assurance
Manager's
Report*

ACTIVITY QUALITY ASSURANCE MANAGER

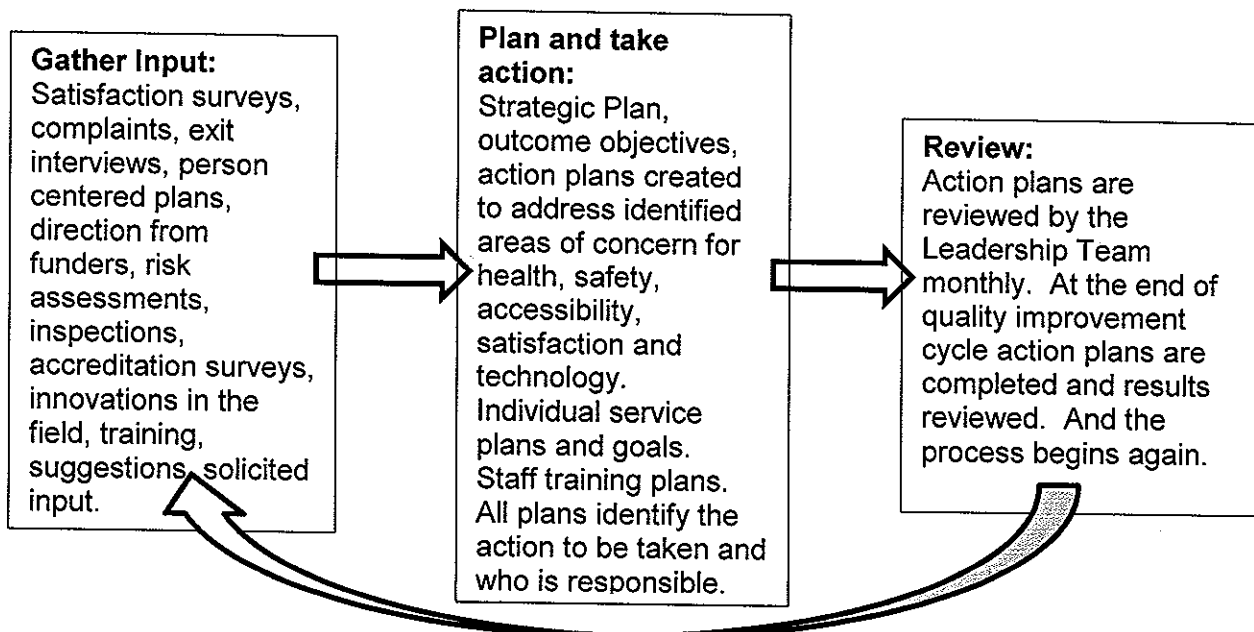
2012 – 2013

Pathways Abilities Society first achieved accreditation with CARF International in November 2005. In preparing for accreditation the society began to construct a quality assurance system that would meet CARF standards. In the 8 years since that first accreditation the society has continued to evolve the quality assurance system and we have found that the system does assist our society in moving steadily towards achieving our mission. We no longer apply this system only because it is required by CARF – we now continue to apply because it is helping us to continuously improve our services.

“When we deal in generalities, we shall never succeed. When we deal in specifics, we shall rarely have a failure. When performance is measured, performance improves. When performance is measured and reported, the rate of performance accelerates.” — Thomas S Monson

The quality assurance system helps use to deal in specifics by defining outcome objectives that the society will achieve during the year. We apply measures to those objectives so that we can evaluate our progress. At the end of the quality assurance year we take time to review the work we have completed, learn from it, and start planning once again.

The diagram below is a simplistic representation of Pathways’ quality improvement cycle. The diagram does not take into consideration that change is very often imposed from outside influences. Input, ideas and actions can also take place and be implemented at any time of the year. The important thing is that there are mechanisms in place that ensure that we gather input from our stakeholders, make plans to achieve our objectives, take action on our plans, and then review how we did.



This report is part of the “review” process of the quality assurance cycle. Demographics, referrals, people leaving services, satisfaction surveys, and results of our actions to meet our outcome objectives are reviewed and analyzed in the following report.

This year the quality assurance year was adjusted to match the fiscal year. In order to adjust, the 2012 – 2013 year is only nine months long: July 1, 2012 – March 31, 2013. **Please bear this in mind when comparing statistics between years.**

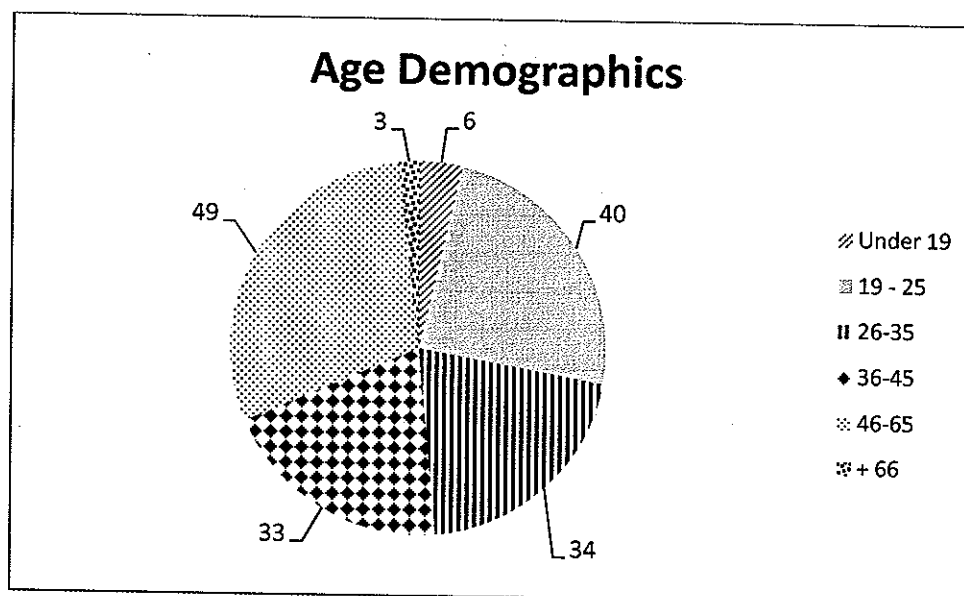
Respectfully submitted by Leslie Munro, Activity Quality Assurance Manager (AQAM)

Demographics

For the period 2012 - 2013 the quality assurance year at Pathways ran for nine months only from July 1, 2012 through to March 31, 2013. From this point onward the quality assurance year will be the same as the fiscal year: April 1 – March 31. The following statistics are as of March 31, 2013.

Pathways served 165 people this year (not including nineteen people supported through the BC Housing rent subsidy program). 94 of these individuals were men, 71 were women.

| | Under 19 | 19 - 25 | 26-35 | 36-45 | 46-65 | + 66 | Totals |
|--------|----------|---------|-------|-------|-------|------|--------|
| Men | 6 | 26 | 21 | 20 | 20 | 1 | 94 |
| Women | 0 | 14 | 13 | 13 | 29 | 2 | 71 |
| Totals | 6 | 40 | 34 | 33 | 49 | 3 | 165 |



Analysis and Review - Demographics

The under 25 age demographic has been increasing steadily. This year individuals in service who are under the age of 25 now constitute over a quarter of all people served. When reviewing demographic and entrance data from the last five years one can see a steady increase in the numbers of young people being referred to Pathways and an increase in the percentage of the age demographic pie that they take up. This year youth (individuals under the age of 25) represent 28% of individuals served. Compare that to 16% in 2008/09. Of course we must take into consideration that 19 individuals currently in that category are served through the Foundations to Employment project that will end October 31, 2013. Another factor that backs up the reality that we are serving more youth is that the percentage of new referrals that are in that age group is trending upward. The following table shows the new referrals over the past 5 years. Numbers for the Foundations for Employment Project are not included:

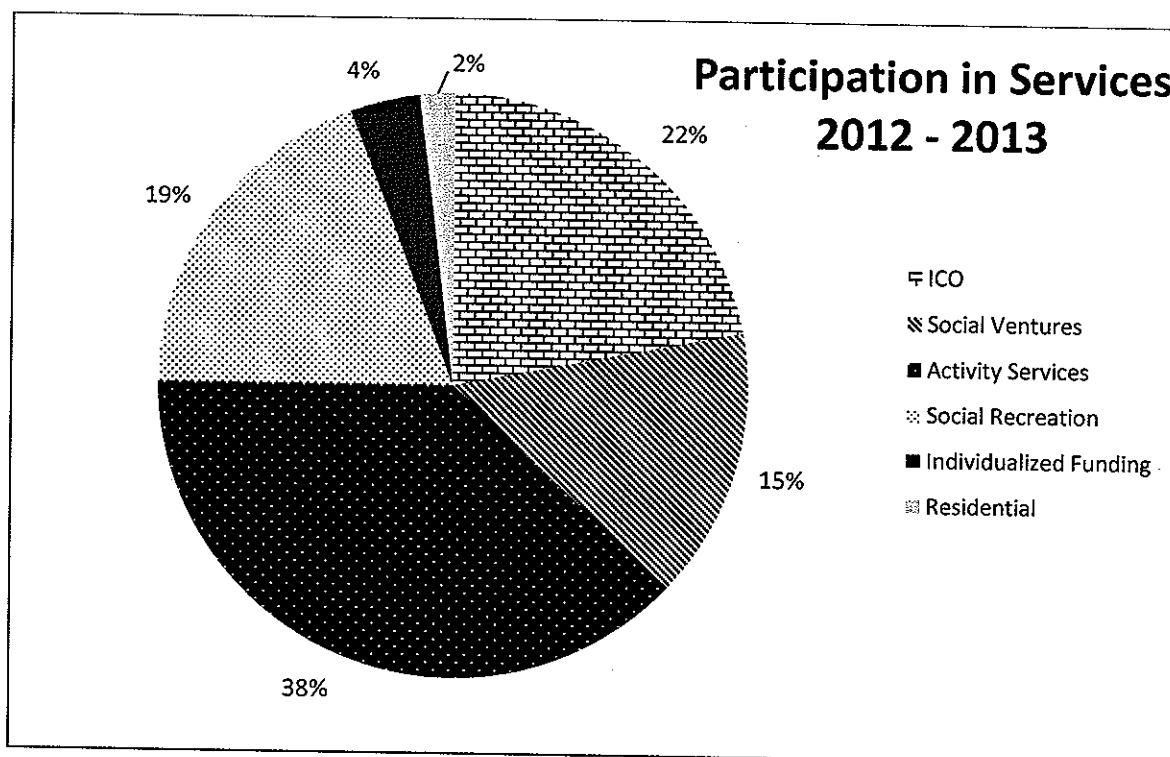
| Year | Total New Referrals | Referrals of individuals under 25 years of age | Referrals of individuals under 25 years of age as a percentage of total referrals |
|---------|---------------------|--|---|
| 2010/11 | 21 | 1 | 5% |
| 2011/12 | 20 | 6 | 30% |
| 2012/13 | 21 | 9 | 43% |

The age of individuals being referred to Pathways services is growing younger. What does this mean for services? Taking a closer at this demographic within Pathways one can observe that these younger people have an expectation that they will have employment: 91% of individuals in this age group want employment. Pathways has assisted 57% to obtain employment, another 35% are seeking employment or waiting for support to begin. Only 4 people in this group are not interested in employment at this time. More resources may need to be channeled into employment supports in order to assist these youth to find work.

Participation in Services

| Service Site | Number of People Participating throughout the year | As a percentage of agency participation |
|------------------------|--|---|
| ICO | 58 | 22% |
| Social Ventures | 39 | 15% |
| Activity Services | 99 | 38% |
| Social Recreation | 50 | 19% |
| Individualized Funding | 10 | 4% |
| Residential | 5 | 2% |

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.



Analysis and Review – Participation in Services

Participation in service ratios remains almost the same as last year. There was a small increase in the individualized funding with two more contracts than the previous year.

Exits from service

10 individuals exited from services for the following reasons:

Health/age: 1

Irregular attendance: 3

Moved: 1

Other agency: 1

Individual felt that services provided were not a good fit: 4

Waitlists

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

People entering services:

21 individuals entered services this year:

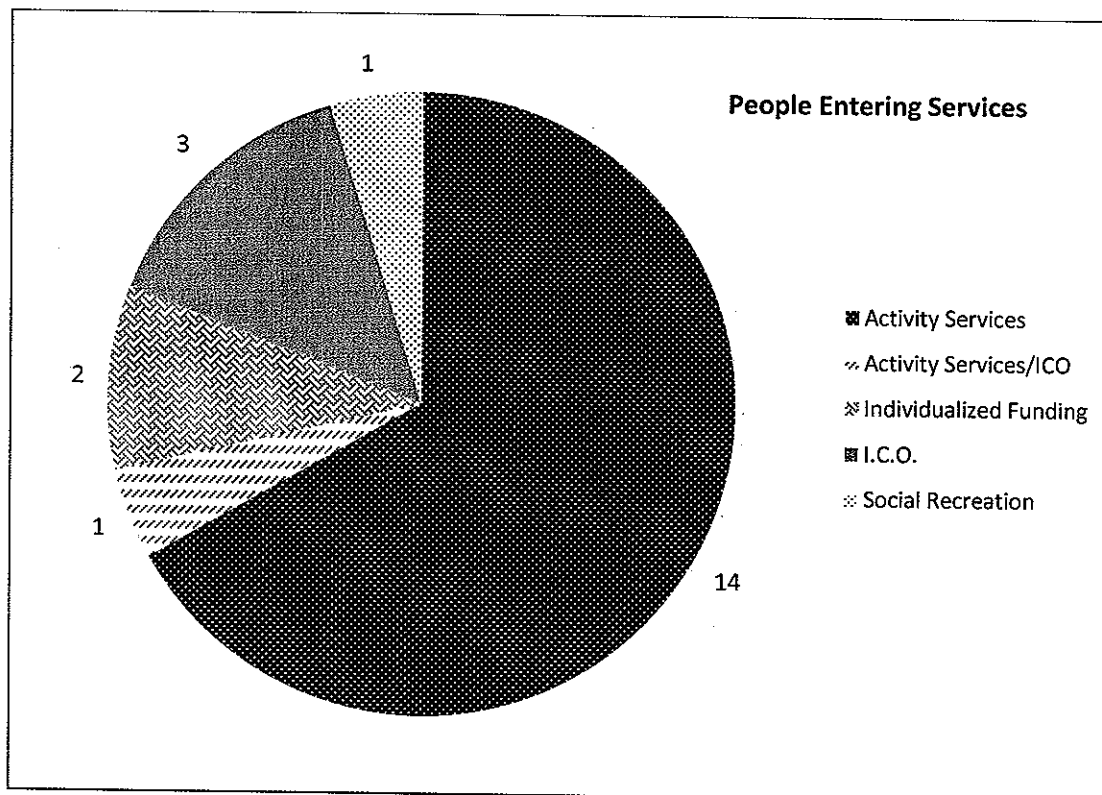
Activity Services: 14

Activity Services/ICO: 1

Individualized Funding (IF): 2

ICO and Foundations for Employment: 3

Social Recreation: 1



Internal requests for service

Individuals attending CLBC funded services with Pathways must request, through CLBC, a referral, an increase in hours or entrance into other Pathways services. This year there were four requests for increase in service from individuals already attending Activity Services. ICO no longer takes internal requests for service, all referrals come from CLBC.

Analysis and review

Exits from Service: There has been a gradual decline in the number of exits from service over the last 5 years. Over the last two years 10 people exited Pathways services each year. This year there were four people who exited services from the agency citing that Pathways services were not a good match for them. Entrance to Service procedure has been changed so that individuals being referred to Activity Services are given a tour of the Activity Service.. The individual attends this tour with their family or caregiver and a thorough description of Activity Services is given along with an explanation of activities available. It is hoped that by ensuring that referred individuals have a clear understanding of what services are provided they can make an informed choice regarding whether Pathways is the best service provider for them.

Entrance to Service: The numbers of people entering services over the last three years has averaged 21 per year. This year there was a marked increase in the numbers of people referred to Activity Services up from 7 in the previous year to 14 in the current year. Foundations referrals decreased as there was a decision made to continue to serve youth from the previous year until they had obtained employment and become independent on the job. There were 3 referrals as opposed to 8 in the previous two years.

Satisfaction Surveys

Individuals Attending Services - Satisfaction Survey 2012 - 2013

Surveys were sent to individuals attending services in each of Pathways' areas of service for a total of 177 surveys. The following is a breakdown by area of people who responded to the survey and indicates satisfaction levels through their answers to questions asked

| | Activity Service | ICO | Social Rec | Social Ventures | Richter | IF | Total |
|----------------------|------------------|--------|------------|-----------------|---------|--------|--------|
| Sent | 71 | 31 | 45 | 18 | 5 | 7 | 177 |
| Response Rate | 49.3% | 9.7% | 42.2% | 5.6% | 40.0% | 28.6% | 35.0% |
| Overall Satisfaction | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| Individuals Attending Services - Satisfaction Survey 2012 - 2013 | Average |
|--|---------|
| Are you happy with the support you receive from Pathways? | 100.00% |
| Do you make new friends and spend time with old friends? | 89.83% |
| Do Pathways staff treat you nicely? | 100.00% |
| Do Pathways staff listen to your questions and concerns? | 100.00% |
| Are your concerns or problems taken care of at Pathways? | 92.80% |
| Do staff ask you what your goals are or what you would like to do at Pathways? | 87.00% |
| Does your Individual Service Plan (ISP) meeting help you to reach your goals and get what you want from Pathways? | 97.60% |
| Do you go to community activities on the evenings or weekends as often as you would like? | 63.40% |
| Does Pathways help you go to enough community events? | 81.75% |
| Do you know your rights and responsibilities? | 87.60% |
| Do Pathways staff talk to you about your rights and responsibilities? | 96.20% |
| Do you feel you are encouraged to make your own choices at Pathways? | 91.00% |
| Do you feel safe at Pathways? | 82.83% |
| Do you use our website? | 7.20% |
| Do our hours of service meet your needs? | 100.00% |
| Do you feel that these satisfaction surveys help to make Pathways better? | 97.60% |
| If Pathways helped you get a job are you happy with the job you have? (Activity Service, IF, ICO, Social Ventures) | 82.75% |
| Are you happy with how Pathways helped you get a job? (Activity Service, IF, ICO) | 66.33% |
| Did you get the job you wanted? (Activity Service, IF, ICO) | 76.33% |
| Does your job make your life better? (Activity Service, IF, ICO) | 75.75% |
| Do you like the activities you do when you are at Pathways? (Activity Service, IF, Richter) | 100.00% |
| Do you get along with Pathways staff who works with your crew? (Social Ventures) | 100.00% |

| | |
|---|---------|
| You currently work for Pathways under the supervision of Pathways staff. If you had the chance to work for another employer in the community would you? (Social Ventures) | 100.00% |
| Are activities affordable? (Social Rec) | 89.00% |
| Does the Social Recreation calendar and registration work for you? (Social Rec) | 89.00% |
| Do you have transportation to get to Social Recreation activities? (Social Rec) | 100.00% |

Analysis and review – Satisfaction Surveys – Individuals Attending Services

Satisfaction surveys were completed in the month of March. Individuals in services completed satisfaction surveys on their own or through an interview with a volunteer. Individuals who receive services are generally satisfied with Pathways services. Surveys do indicate that people would like to get out more in the evenings and on weekends. This is the first year that this question was asked on the survey so there is no data to compare it to. Pathways' Social Recreation service facilitates activities on the weekends and during the evenings and is available for all individuals attending services. We will ensure that people are aware of this service by including information in the monthly updates that individuals receive as well as in newsletters.

Very few individuals that we support indicate using the agency website. Work can be done to make the website more accessible through use of videos and audio, and by ensuring the site is easy to navigate.

Questions regarding satisfaction with employment – how Pathways supports individuals to get employment, whether they got the job they wanted, and if employment makes their lives better were included. The integrity of the responses to these questions was compromised due to a design flaw on the online survey. Individuals were not able to choose a “not applicable” option if they were not involved in employment and it appears that individuals may have chosen “no” instead. For ICO and Social Ventures where employment is the focus of services and the survey questions were not flawed, satisfaction is high for these questions. For individuals who attend only Activity Services the questions should have had a “not applicable” option. This is frustrating because several people have obtained employment through Activity Services over the last two years and it would have been valuable to have input on their satisfaction in this area. Another smaller survey for employment satisfaction can be designed and distributed in the meantime.

Satisfaction regarding safety while at Pathways – An 82.83% rating in satisfaction with feeling safe while attending Pathways services causes concern. A closer look however revealed that this overall average was swayed by responses by individuals who receive supports from Individualized Funding and Richter. There were only four responses to surveys in total between these two service areas. One person had an issue at their worksite that made them feel unsafe, and the individual living at Richter stated that they don't feel safe when they are sick. These responses have been forwarded to the service site supervisors. These two responses lead to a 50% rating of safety in those two service sites.

| Family Satisfaction Surveys 2012 - 2013 | | | | | | | |
|---|------------------|------|------------|-----------------|---------|-----|--------|
| Surveys were sent to families in each of Pathways areas of service for a total of 124 surveys. The following is a breakdown by area of families who responded to the survey and indicates satisfaction levels through their answers to questions asked. | | | | | | | |
| | Activity Service | ICO | Social Rec | Social Ventures | Richter | IF | Totals |
| Sent | 46 | 19 | 18 | 18 | 14 | 9 | 124 |
| Response Rate | 33% | 26% | 28% | 17% | 29% | 67% | 31% |
| Satisfaction | 100% | 100% | 80% | 100% | 100% | 83% | 94% |

| Family Satisfaction Surveys 2012 - 2013 | Average |
|---|----------------|
| Are you happy with the quality of services provided? | 94% |
| Do you feel the person receiving service is happy coming to Pathways? | 97% |
| Do you feel the person receiving service achieves their individual goals and advances to the level of independence they are seeking? | 96% |
| Do you feel the person receiving service is encouraged and supported in making his/her own choices at Pathways? | 99% |
| Do our services offer respect and dignity? | 100% |
| Do our services offer a secure, safe environment? | 100% |
| Do our services offer competent, knowledgeable staff? | 93% |
| Do our services offer flexibility and adapt to individual needs? | 92% |
| Do you use our website? | 18% |
| Are you able to understand the agency purpose? | 95% |
| If the person receiving services has found employment through Activity Services do you feel this has been a positive experience for them? | 92% |
| If the person receiving services does not have employment are you in favour of them finding employment through Activity Services? | 87% |
| Do you feel the person receiving service has opportunities to form friendships? | 90% |
| Do our services offer activities that are positive, meaningful and productive? | 100% |
| Are you kept informed of service options and receive regular communications from Pathways? | 75% |
| Do you understand the job seeking and employment support processes that ICO uses e.g. Discovery, job development, on-the-job supports? | 67% |
| Do you feel the person receiving service receives enough support and assistance from Pathways to be successful at their job? (ICO) | 100% |
| Do you feel the person receiving service has established good working relationships with employer and co-workers? (ICO) | 100% |
| Did the person served get the job they wanted? (ICO) | 100% |
| Are you satisfied with the process of finding more accessible housing for people living at Richter? Do you feel your input is being considered? | 100% |

| | |
|---|------|
| Does the person receiving service meet up with friends to do activities that are not arranged through the Social Recreation calendar? | 50% |
| Are activities affordable? (Social Rec) | 100% |
| Does the Social Recreation calendar and registration work for you? | 100% |
| Do you have transportation available to get the person receiving services to Social Recreation Activities? | 75% |
| Do you feel the person receiving service is treated as a valued employee? (Social Ventures) | 100% |

Analysis and review – Satisfaction Surveys - Families

Generally families are satisfied with the service Pathways is providing for their family member.

There is continued dissatisfaction with regular communications from the agency. Dissatisfaction seems highest in responses from families who interact mostly with ICO, Social Ventures and Richter Street. Activity Services has worked hard to ensure that families are kept up to date with scheduling changes and that families receive a monthly communication bulletin. ICO and Social Ventures may have to ensure that these monthly bulletins are sent directly to families through Canada Post or email. There were four survey responses from family members of individuals living at Richter Street. One in four indicated they were not satisfied with communications from the agency. Unfortunately this respondent did not share what they were unhappy with or how communications could be improved. Formal communication with family members at Richter Street include quarterly newsletters dedicated to Richter, an annual get together, and several meetings over the last few years regarding planning for new residential options. One of the parents has been the lead person in searching for a new property.

One communication and information tool that is available to all family members and stakeholders that is underutilized is the Pathways website at www.pathwayskelown.ca. The website has been redesigned and is kept up to date. The website has a News and Resources section that lists closure dates, has an events calendar, monthly services updates and past newsletters. Educating and increasing awareness of the website for all agency stakeholders is an agency outcome objective for 2013/2014.

Family members indicate that outside of the formal arrangements of the Social Recreation activities their family members do not meet up with friends for activities. Lessening the reliance on paid staff to facilitate friendships is one of the objectives of Social Recreation. The staff can encourage individuals to meet up, make suggestions, and let families and caregivers know of positive relationships that are developing. People may need assistance from family and caregivers to take the next step in one-to-one relationships i.e. connecting by phone or internet, getting together for shared interests.

Understanding the job seeking and employment support processes that ICO uses: The 67% satisfaction in this area requires that parents receive more information and more discussion take place regarding the job development process.

| Satisfaction Surveys 2012 - 2013 | | | | | | | |
|--|------------------|------|------------|-----------------|------|-----------|--------|
| Other Stakeholders: Caregivers, funders, customers, employers | | | | | | | |
| Surveys were sent to caregivers, funders, customers and employers in each of Pathways' areas of service to a total of 150 surveys. The following is a breakdown by area of stakeholders who responded to the survey and indicates satisfaction levels. | | | | | | | |
| | Activity Service | ICO | Social Rec | Social Ventures | IF | All areas | Totals |
| Sent | 49 | 38 | 16 | 28 | 5 | 14 | 150 |
| Response Rate | 33% | 16% | 44% | 36% | 40% | 14% | 29% |
| Satisfaction: | 100% | 100% | 100% | 90% | 100% | 100% | 98% |

Analysis and review – Satisfaction Surveys – Other Stakeholders.

Caregivers, funders, customers, and employers express high levels of general satisfaction. One contractor of Social Ventures services would like to have more regular communication with the agency. This information has been passed on to the supervisor responsible for Social Ventures, and the contact was also added to the newsletter mailing list.

Outcome Objectives Results

Please note that the timeframes of the Pathways' quality assurance year have changed. In order to accommodate this change the 2012 - 2013 quality assurance year comprises only nine months: July 1, 2012 - March 31, 2013. If applicable annual goals have been prorated over 9 months. Outcome objectives are just targets. Reaching the actual target is not the important thing. Progress towards accomplishing the agency mission is the desired end result. Objectives are set in order to ensure progress is ongoing.

| 1. RICHTER RESIDENCE | | | |
|---|---|--|-----------------------------------|
| Outcomes Objectives | Measures | Goal | Results |
| <i>Effectiveness</i> Maximize the opportunities individuals have to develop friendships/relationships with non-paid persons. | Number of times that each resident has a non-paid person, who is not family, come to visit at their home. The person comes with the intent of visiting the resident(s), and stays for at least half of an hour. | Two visitors for each of the five individuals. | Average of 6 visitors per person. |

| | | | |
|---|--|---|---|
| <p><i>Efficiency</i> Maximize one-on-one support time available to individuals.</p> | <p>Amount of one-on-one staff time per month. Time lasts at least two hours and facilitates a connection in the community participating in an activity that the individual enjoys.</p> | <p>Each person who resides at Richter will have one-on-one staff time one time per month.</p> | <p>Two of the five individuals had one-to-one staff time every month.</p> |
| <p><i>Service Satisfaction</i> Maximize satisfaction of individuals we support with the opportunities Pathways provides them to make new friends and spend time with old friends.</p> | <p>Percentage of individuals living at Richter St. that express satisfaction with the opportunities Pathways provides them to make new friends and spend time with old friends.</p> | <p>80%</p> | <p>50% reported satisfaction. Please note that only two residents answered this question on the survey. Four residents responded to the survey, but two were assisted by Pathways staff so survey results could not be included. A volunteer assisted the other two with the surveys.</p> |
| <p><i>Access</i> Individuals who reside at Richter St residence will have access to living conditions that best meet their individual needs.</p> | <p>Percentage of individuals living at Richter St. that have access to living conditions that best meet their individual needs, and anticipated needs related to ageing.</p> | <p>100% of individuals living at Richter St have a home that meets their current and anticipated needs related to ageing.</p> | <p>60% of the individuals have their physical needs met regarding aging in place. 0% of the individuals have their individualized, quality of life needs completely met in the current living situation. Needs were assessed by family and staff.</p> |

Analysis and Review – Richter

Development of personal relationships: This outcome objective was achieved. The focus on relationship development will continue in the coming year encouraging individuals to meet up with acquaintances with the intent on forming friendships.

One-to-one staff time: This outcome was not achieved. While this will not continue as an outcome objective into the coming year a system of tracking when one-to-one support is available and how often residents have one-to-one time is in place.

Making new friends and keeping in touch with old friends: Satisfaction Surveys were the tool used to measure satisfaction for this objective. Two surveys had to be discounted because they were administered by paid staff. Outcome objectives are in place to ensure that people are meeting up with acquaintances.

Richter Street residence will have access to living conditions that best meet their individual needs: As of September 4, 2013 Pathways Abilities Society will own a new property. The new property is a side-by-side duplex with living area on one floor. The property will be renovated to meet the physical needs of people who currently live at Richter Street as they age. The roommates will also be able to share living space across two duplexes; allowing them more individualized space, but also an ability to remain in close contact with each other. The planning and search for a new space began in October 2010. Parents and family members were involved from the beginning in assessing which options would best accommodate the needs and preferences of their family members residing at Richter. One of the parents, Nick Pisio, took on an active role in searching for a suitable property.

| 2. ACTIVITY SERVICE | | | |
|---|---|--|--|
| Outcomes Objectives | Measures | Goal | Results |
| <i>Efficiency</i> Maximize staff time spent in developing and maintaining opportunities for individuals to contribute to their communities through volunteerism. | Percentage of scheduled support hours dedicated to supporting individuals to volunteer for not-for-profit agencies. | 50% of Activity Services scheduled support hours are dedicated to supporting individuals to volunteer. | In September 32% of support hours went to support individuals in volunteerism. By March 67% of support hours were dedicated to supporting individuals to volunteer for non-profit agencies. Overall the average over 7 months was 47%. |

| | | | |
|--|---|---|---|
| <i>Effectiveness</i> Maximize opportunities for persons to achieve their individual goals. | Percentage of personal goals achieved during the year. | 80% | 49% of active goals were achieved during this period. Note that this is an increase over the 2011/2012 reporting period when 20% of goals were completed. |
| <i>Effectiveness</i> Maximize opportunities for persons to be employed by employers in their communities. | Percentage of individuals supported through Activity Service, and not supported by ICO, who find employment with community employers. | 10% (Goal prorated over 9 months would be 7.5%) | 6% found employment: six people based on attendance of 99 individuals as of March 31, 2013. |

3. INDIVIDUALIZED FUNDING (IF)

| Outcomes Objectives | Measures | Goal | Results |
|--|---|------|---|
| <i>Efficiency</i> Maximize opportunities for persons to contribute and be included in their community by participating in volunteerism and employment. | Percentage of those individuals supported through IF that are actively engaged in employment or volunteer activities. | 100% | 66%: Four out of six individuals who had goals for employment or volunteerism achieved those goals. |

Analysis and Review – Activity Services and Individualized Funding

Over the last two years Activity Services and Individualized Funding have made a concerted effort to work towards accomplishing the Strategic Plan goal of transitioning activity service to provide opportunities for individuals to volunteer and work in community.

Staff time devoted to volunteerism: As of the end of March 2013 67% of scheduled support time in Activity Services was devoted to volunteerism activities. Individuals receiving services are supported in volunteering for 32 nonprofit agencies in the community.

Employment with community employers: One full time staff person in Activity Services is dedicated to finding employment for individuals who are attending there. This initiative follows the direction given by our Strategic Plan and by our primary funder CLBC to assist people to find employment with community employers. This year the outcome objective was not met but five people who did not previously have employment now

have jobs in the community. Staff time was also spent supporting individuals who obtained employment in the previous year. Over the last two years 17 individuals have found employment in 17 different businesses in the community.

Individualized Funding: Six individuals supported through Individualized Funding had goals of volunteering or finding employment in the community. Two of these six individuals have been increasing their involvement in volunteerism, and two of them have secured paid employment.

Personal goal completion: This objective is measured by counting active goals at the beginning of the year, adding in goals created during the year, disregarding goals discontinued by individuals; this gives a base of goals that were worked on during the year. This base is then compared to the number of goals achieved to give the ratio. Focus on personal goals has led to an increase in completion this year when compared to the previous year.

| 4. INTEGRATED CAREER OPPORTUNITIES | | | |
|---|--|---|--|
| Outcomes Objectives | Measures | Goal | Results |
| <i>Effectiveness</i> Maximize the capacity of the community to directly employ people who have disabilities. | Percentage of the employers that hire individuals through ICO and have not been involved with ICO or Pathways in the past. | 85% of employers | 50%: 10 out of 20 jobs secured were with employers that were new to Pathways. |
| <i>Efficiency</i> Maximize opportunities for individuals served to achieve their personal goals. | Number of individuals that completed their goal to find employment in the community. | Number of Full Time Equivalents X 7 employment goals achieved. (Prorated goal is 5.25 goals X number of full time equivalents = 20 goals) | 16 individuals who had goals to find employment found jobs in the community. 20 positions were found, but four of those were for individuals who ICO had already found employment for. |

| | | | |
|--|---|-----|--|
| <i>Effectiveness</i> Maximize the capacity of the community to maintain employment of people who have disabilities. | Percentage of employers who were employing individuals in the previous year and continue to keep individuals employed through current year. | 70% | 60%. Note: this is an increase over the 2011/2012 reporting period when 40% of employers had continued to employ individuals from the previous year. |
|--|---|-----|--|

Analysis and Review – Integrated Career Opportunities

People want employment, CLBC has a waitlist, and ICO strives to assist people to find employment that the individual will have success with, that will benefit the bottom line of the business, and that the individual will maintain over the long term.

Increasing the network of employers: The objective to secure employment with employers not previously involved with Pathways is in place to ensure that we are working towards increasing our network of employment partners. A growing and strong network with many ties to other employers will create further opportunities for individuals to find employment. This year 50% of the employers that hired individuals were new to Pathways. The objective of making connections with new employers will continue into the 2013/2014 year.

Assisting people to maintain long-term employment: It is important to engage new employers, but it is equally, if not more important to assist individuals and employers to maintain a long term working relationship. Long term employment is aided by having a good employment match and natural supports in the workplace. This goal was not met, but long term employment relationships increased over the previous year.

Number of individuals that completed their goal to find employment in the community: This objective was not met. It is the expectation that each full time employee will find 7 employment placements during the year. The requisite number of placements was made, but four of these placements were additional employment for people who already had work. This objective will continue into the 2013/2014 year.

| 5. AGENCY | | | |
|---|---|---|---|
| Outcomes Objectives | Measures | Goal | Results |
| <i>Business Function</i> Increase community awareness of the importance of having a community made up of many diverse individuals. | Number of presentations to other groups and agencies in the community regarding Pathways services, diversity, self-advocacy and other related issues, presented or hosted by individuals Pathways supports, staff or volunteers. | 15 presentations (prorated goal over nine months is 11 presentations) | Ten presentations to various audiences: university and college students, service clubs, other agencies, government representatives. |
| <i>Business Function</i> Recruit and maintain a base of volunteers. | Number of individuals who are matched with a Pathways volunteer to access volunteer or leisure opportunities in the community at least one time per month for six months. | 4 (prorated goal over nine months is 3 individuals) | There were eight new volunteers for the agency this year. All volunteers are asked if they would like to volunteer with individuals on a one-to-one basis. None of the volunteers chose to do so this year. |
| <i>Business Function</i> Maximize satisfaction of all funders and other Stakeholders. | Percent of funders and other stakeholders who express satisfaction with services. | 90% | 98%. |

| AGENCY (continued) | | | |
|--|--|--|---|
| Outcomes Objectives | Measures | Goal | Results |
| <i>Access</i> Maximize the individualization of services by assessing ideal conditions of support, and ideal conditions of employment. | Percentage of individuals entering services that have a Discovery on file that describe the ideal conditions of employment and support for the individual. | 100% of individuals entering services have a Discovery on file. Applies to all service areas. | 25% of individuals who entered service July 1, 2012 - March 31, 2013 have had discoveries completed. One other individual has a discovery underway. Five other individuals are waiting to have discovery completed as staff time becomes available. |
| <i>Service Satisfaction</i> Maximize satisfaction of individuals we support with the opportunities Pathways provides them to access community events. | Percentage of individuals served who express satisfaction with the opportunities Pathways provides them to access community events. | 90% of individuals receiving services express satisfaction with the opportunities Pathways provides them to access community events. | 79% of individuals surveyed were satisfied with opportunities to access community events. This goal applies to all service areas. |
| <i>Service Satisfaction</i> Maximize satisfaction of the family members of individuals we support with the regularity of communications they receive from Pathways. | Percentage of family members who express satisfaction with the regularity of communications received from Pathways. | 90% of family members express satisfaction with the regularity of communications received from Pathways. | 81%. |

| AGENCY (continued) | | | |
|--|--|--|--|
| Outcomes Objectives | Measures | Goal | Results |
| <i>Business Function</i> Maximize staff satisfaction. | Percentage of staff responding to satisfaction surveys who express satisfaction with Pathways as an employer | 90% of management and bargaining unit employees express satisfaction with Pathways as an employer. | 96%. Question from survey: "Overall are you satisfied with Pathways as an employer?" "Yes" = 57%, "Somewhat" = 39% |

Analysis and Review – Agency

Number of presentations to other groups and agencies in the community regarding Pathways services, diversity, self-advocacy and other related issues, presented or hosted by individuals Pathways' supports, staff or volunteers: This objective will continue into the 2013/14 year. Rebranding and the new name need to be backed up by public awareness and education. The Strategic Plan has a goal to "increase Pathway's profile in the community". Shelley DeCoste our Society Liaison has taken on a big role in speaking to students and community groups.

Number of individuals who are matched with a Pathways volunteers to access volunteer or leisure opportunities: None of the volunteers coming in this year wanted to spend time one-on-one with people. This will continued to be offered as an option to volunteers. One-on-one support can be used to build relationships and stronger ties to the community.

Percentage of funders and other stakeholders who express satisfaction with services: Funders, contractors, community employers and caregivers are surveyed annually. Their satisfaction with our services is high.

Discovery upon entry to services: This practice was put into place to increase our knowledge about people entering services, and also to ensure that we are knowledgeable about what the ideal conditions are for work and inclusion for each person we serve. This has proven difficult to implement due to the process itself requiring one-on-one time with individuals and a scarce commodity of staffing hours in our globally funded, group based services. In Individualized Funding and ICO where one-to-one support is the norm made the Discovery process easier to facilitate in a more timely fashion.

Satisfaction outcome: Satisfaction with the opportunities Pathways provides to access community events – this relates to opportunities that are made available, or that individuals are made aware of, during Pathways service times at Activity Service, Richter Street, Social Ventures, ICO, and Individualized Funding. For employment focused services staff are only able to make people aware of community events. This

objective will be on the Outcome Objective plan for 2013/2014. We will then be able to compare data with this year to track whether strategies are effective.

Percentage of family members who express satisfaction with the regularity of communications received from Pathways: This was addressed in the "Satisfaction Survey" section of this report. This satisfaction objective will continue into 2013/2014.

Percentage of staff responding to satisfaction surveys who express satisfaction with Pathways as an employer: This satisfaction objective was met. Staff satisfaction is extremely important to Pathways. Staff are surveyed annually and an action plan is created to work on areas that are proving to be impediments to staff satisfaction and their ability to perform their work to maximum effectiveness. In the coming year the objective the agency will be working on is to improve staff satisfaction surveys with understanding agency operations, ensuring transparency in decision making, awareness of goal setting, and management operations.

*Executive Director's
Report*

EXECUTIVE DIRECTOR'S REPORT

2012 – 2013

60 years of community service! Absolutely amazing-where has the time gone? There has been much progress for people with diverse-abilities, their families and our own society. We have gone from segregated, isolated and protected service and support to creating rights driven, inclusive communities! We still have so much work to do however we cannot forget and acknowledge the progress made and those that worked tirelessly to educate and build communities that appreciate and understand that people with diverse-abilities are entitled to the same constitutional rights afforded to all citizens enacted under the Canadian Charter of Rights and Freedoms, in 1982.

Pathways Abilities Society underwent a significant change this past year; our new name! Through board strategic planning, it became very apparent that the Kelowna and District Society for Community Living or KDSCL was far too cumbersome to promote the society and the great work we do. Much thought and discussion went into determining the new name and Pathways Abilities Society with the taglines, Employ, Empower and Embrace embodied the spirit of why we do, what we do! We officially rolled out the name April 3, 2013 and were very pleased to have the various media outlets in attendance providing great promotional coverage! Adam Less from Propeller Media did an amazing job assisting with the process. Thank you Adam!

With a new name came lots of additional work! All legal requirements had to be completed, all internal documentation changed and all stakeholders informed.

60th anniversary celebration planning commenced early in 2012 and culminated with a dinner and dance on June 7, 2013. The event was attended by past and current society friends! The event took much planning and would not have been successful without Cyndy Omand and Ellen Voth. They both devoted much time and energy to ensure its success; I can't thank and acknowledge their efforts enough! In addition, Alaina Reswig, Sharon Simms and Lloyd Horton need to be thanked. Alaina did a beautiful job decorating, Sharon baked a beautiful cake and Lloyd helped through-out!

The building project continued to move forward. An exploratory partnership (Project 26) was established with the Legion, School District 23 and the City of Kelowna, with BC Housing participating, to consider collective building options. A Memorandum of Understanding was signed by the three parties.

A new accessible home for the Richter residents' to relocate to was finally purchased with the assistance of Nick Pisio. He volunteered his time and expertise assisting with achieving this strategic plan goal. The individuals should be moving into the new home before winter. Thank you Nick!

The Community Living Action Committee (CLAC) continued to facilitate Pathway's involvement in our community. We participated in the Westside Daze Parade, pedestrian overpass picketing promoting Community Living Month and Seedy Saturday.

The Okanagan Valley Association of the Deaf, Cool Arts, Overeater Anonymous, Co-Dependents Anonymous and the Okanagan Chinese Canadian Association continued to utilize our building outside of regular service hours free of charge.

A new two year collective agreement was reached this year-very shortly after the expiry of the last. This was a relief and enabled the society to continue to operate without disruption.

This year, sadly, James Ornst and Pam Gerl passed away. James participated in our services many years ago and rejoined in January 2009. James loved the quiet atmosphere of Old Meadows Road and his friendships with the staff and individuals. Pam, though she hadn't attended our services for many years was a strong advocate for both the self advocacy movement and individuals.

We were very fortunate to have others community groups donate their time, services and/or goods. Shawn Talbot donated \$1,200.00 worth of photography to Pathways rebranding initiative. MAC's donate three computers for individual's to use. Rapid Printing and West Key Graphics (formerly Menzies) donated various printed promotional material. James Zelnick from Jazel Homes donated his time assisting with exploring replacement options for Richter Street. Through the TELUS Dollars for Doers program we received donations from 3 past employees and or their spouses.

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

- ♥ All staff, the Board of Directors and our volunteers. They are the backbone of the society and continually demonstrate their commitment to providing the best services possible while progressing the rights and inclusion of people with diverse-abilities. In addition I would like to personally thank Leslie Munro and Rhonda Campbell. They are both amazing staff and made my job so much easier.

- ♥ Glenda Mallach for coordinating our annual Christmas party and camp.

- ♥ The Self-Advocates in the Service Area committee members, lead by Shelley Decoste. They assist the leadership team to ensure services and supports reflect the needs and wants of people with diverse-abilities.

- ♥ Mrs. Hadgraft (Mrs. H) who continues to volunteer her time teaching arts and crafts and as the Vice-President of the Board of Directors. Mr. and Mrs. H also continue to regularly financially support the efforts of the society.

- ♥ The CLAC Committee for volunteering their time and coordinating our participation in some great community events. This committee works very hard with limited resources to ensure our goal to create inclusive communities is progressed.

- ♥ The United Way and the many United Way supporters and volunteers.

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

♥ Community Living BC our primary funder and partner. Unfortunately, at times, CLBC staff do not receive enough recognition for the work they do on behalf of individuals. We have truly appreciated their commitment to working in partnership with Pathways to provide the best services and supports possible in our region, with limited resources.

♥ Our other community partners and supporters, the Ministry for Children and Family Development, the Ministry of Housing and Social Development, BC Housing, Gaming, Interior Health, the City of Kelowna, the Vancouver Foundation, the Central Okanagan Foundation, the Kelowna Lions Club, our employers and volunteer sites who work in partnership with our organization to serve individuals and the community.

♥ The many individuals, families and groups that made financial donations to our society. Thank you all again!

Respectfully submitted by Charisse Daley

History

PATHWAYS ABILITIES SOCIETY

1953 - 2012

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

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

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

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

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

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

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

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

1976: The Infant Development Program started.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

2012: Integrated Career Opportunities (ICO) contracts were transferred to the newly formed social ventures/social enterprise department. The new department included the wood shop. Individuals attending the wood shop for activity based service were transferred to other service areas and social ventures/ social enterprise participants were employed by the society to carry-out the terms of the recycling and yard maintenance contracts. In February, four staff and thirteen individuals travelled to Mazatlan, Mexico for a fun filled week of sun. The travel club took additional trips to Warm Beach, Washington, an Alaskan Cruise and spent another week at Camp Owaissi. The society continued to work on the building replacement project and contracted with Elton Media to rebrand the organization. The agency leadership team and board of directors engaged in facilitated discussions resulting in a rebranding strategy which included changing the society's name. KDSCL officially became Pathways Abilities Society on November 2, 2012. Myrtle Wilson on behalf of the Wilson

Family made a very significant donation to the building replacement fund. We were grateful for her thoughtfulness and generosity. The Community Living Action Committee (CLAC), co-led by Cyndy Omand and Ellen Voth continued to be active and coordinated the society's participation in Seedy Saturday, the Rutland May Day parade and the Westside Daze parade. The CLAC committee, to celebrate community living month, coordinated 2 separate groups, to march holding signs with various community living slogans, along the Bennett Bridge and on the overpass on Highway 97. We hosted another successful community barbeque to celebrate 59 years of service in June. 172 burgers were served. Staff, led by Johanna Cameron, hosted another successful Craft and Bake Sale. Ellen Voth spearheaded the second annual Swag sale. Jayne Stolz coordinated another very successful plant sale. Sadly, this year Frank Caruso, Pam Gerl and James Ornst passed away. The activity service continued to increase their volunteer presences in the community and increased the number of volunteer sites and opportunities available to individuals. ICO, with a clearly defined focused on community employment, assisted individuals to work in the community. Nick Pisio, Charisse Daley and Mark Wengrowich began researching options to replace the Richter Street property with a home that would be more conducive to the needs of the residents. The employee's collective agreement expired March 31 and because no agreement was reached by October, a provincial strike vote was taken with employees voting in favour of strike action. Through-out the year on going contract and funding negotiations occurred with society management and Community Living BC representative. One year contracts were completed by the end of October. The society secured two additional individualized funding contracts. The society purchased 2 new used vehicles with proceeds from the Vipond golf tournament. The year ended with the annual Christmas party being held at the Ramada.

Travel Club and Travel Trips

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

1992: Cruise down the Mexican Coast.

1993: Mexico.

1994: Disneyland.

1995: Mexico and Mara Lake Camping.

1996: Alaskan Cruise and Mara Lake Camping.

1997: Mexico, Hawaii and Osoyoos Camping.

1998: Mexico, Disneyland and Osoyoos Camping.

1999: Mexico and Camp Owaissi.

2000: Mexico and Camp Owaissi.

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

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

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

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

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

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

2007: Disneyland, Niagara Falls and Camp Owaissi.

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

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

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

2011: Cuba, Halcyon Hot Springs, Seattle, Camp Owaissi and the Silver Reef Hotel Casino and Spa.

2012: Mazatlan, Warm Beach Washington, Alaska Cruise and Camp Owaissi.

*Trips were not coordinated by Pathways

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