

Pathways

Abilities Society

62nd ANNUAL REPORT 2014 - 2015

**“CELEBRATING 62 YEARS OF
COMMUNITY SERVICE”**

EMBRACE, EMPOWER, EMPLOY

THANK YOU!

PATHWAYS ABILITIES SOCIETY

MISSION STATEMENT

The mission of the Pathways Abilities Society is 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 Abilities Society 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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**PATHWAYS ABILITIES SOCIETY
MINUTES OF THE 61st ANNUAL GENERAL MEETING**

**September 15, 2014, 4:30 pm
123 Franklyn Rd, Kelowna, BC, V1X 6A9**

In attendance: Jim Greenlay, Angie Greenlay, Arnold Soloway, Leslie Munro, Charisse Daley, Gail Meier, Lorne Zolinski, Shelley Decoste, Jean Hadgraft, Nick Pisio, Mark Reinelt, Alaina Reiswig, Jeremy Thompson, Rhonda Campbell, Darryl Harand, Cathy Gunderson, Jock Craddock and Dustin Stadnyk

1. Meeting called to order at 4:30 pm.
2. Gail Meier stated the notice of the meeting was sent 15 days prior to the AGM to the membership and we have a quorum as outlined in our by-laws to proceed with the meeting.
3. **Moved by Jim Greenlay seconded by Nick Pisio that the agenda be approved as presented. Carried.**
4. **Moved by Jean Hadgraft seconded by Angie Greenlay that the minutes of the September 16, 2013 Annual General Meeting be approved as circulated. Carried.**
5. Auditor's Report: Justin Stadnyk from Rossworn Henderson reviewed the 2013/2014 audited financial statements. He stated page 3 is the audit summary report which outlines the work Rossworn Henderson does including their responsibilities and the society's responsibilities. This is where they present their opinion. Page 6 outlines the statement of operations-the money that comes in and the money that goes out. Total revenue is about the same as last year, with CLBC funding going up and fundraising revenue going down. There was a \$63,881.00 surplus of cash however there was an overall deficit due to prepaid development costs being recognized. Page 4 outlines the statement of assets, which is everything the society owns and owes. Assets and liabilities went up due to the purchase of the new buildings and mortgages. Justin stated the rest of the documents in the report are a breakdown of the details. Justin asked if there were any questions-there were none. **Moved by Arnold Soloway seconded by Jean Hadgraft to accept the 2013/2014 audited financial statements as presented. Carried.**
6. **Moved by Nick Pisio seconded by Mark Reinelt that the board of directors be given the authority to appoint the auditors for the 2013-2014 fiscal year. Carried.**
7. Gail Meier stated the President's report is included in the AGM booklet. She stated the most exciting thing to report was the purchase of the new building. She stated staff did a great job settling everyone into the new building with all the changes and minor renovations.

Moved by Mark Reinelt seconded by Nick Pisio that the President's Report be accepted as presented. Carried.

8. Gail Meier introduced Shelley Decoste to present the Self-Advocates Report. Shelley stated her report was included in the AGM booklet. Shelley stated the first day everyone came to the new building everyone was looking around and loved the building. She further stated it was like a game of hide and go seek because the building was so big. **Moved by Jim Greenlay seconded by Jean Hadgraft that the Self Advocate's Report be accepted as presented. Carried.**

9. Jean Hadgraft stated the terms of two Directors have concluded and one person has allowed his name to stand for re-election for a 3-year term, David Paynter. David has been continuously elected to the board for five years or three consecutive terms therefore the membership's consent is required in order for him to seek reelection. In addition, new members Darryl Harand and David Low are seeking election to the board. Darryl just finished his term on the CLBC board and has been a strong advocate for people with diverse-abilities. David is a chartered accountant and knows the society well. David is a past director first serving in 1989. We are very pleased David and Darryl want to join the Pathway's board of directors. Jean stated I would like to call upon the membership three times, requesting nominations from the floor, first call, second call and third call. With no forthcoming **Arnold Soloway moved and Shelley Decoste seconded that David Paynter, David Low and Darryl Harand be elected to the Pathway's board of directors for a three year term. Carried.**

10. Adjournment at 4:50 pm

President's

Report

PRESIDENT'S REPORT

2014-2015

Another year and I am pleased to provide another president's report. It has been my honor and privilege to serve on the board of this organization. It was another eventful year for the organization and all concerned with the merger of Pathways and the Kelowna Community Development Society (KCDS). Pathways is now responsible for an additional 15 people living in home shares in 13 community locations, an additional 30 people receiving service through the activity service including a new location, Branch 55 Senior's Service on Gray Road in Rutland and three individuals residing in what is now a licensed community home. The board welcomes all of the KCDS staff and we were very pleased to have them join our team! Former executive director, Daryle Roberts, now works as our much needed Service Manager.

The board continued to meet monthly, usually a noon hour meeting as that works best for most members.

We participated in the feasibility study to move our Fuller Avenue project forward to create affordable residential options which unfortunately stalled. The board will need to re-evaluate and develop a plan going forward.

The Board continued to work on our strategic plan goals which included an ongoing public relations campaign, addressing the organizations long term financial stability, a technology needs review and upgrade, progressing Project 26, progressing employment options for the people we serve and supporting our staff to be competent, progressive, and happy employees.

For the first time in many years, the Christmas party was held on site- just another testament to how well our new building is working out for us.

I would like to thank the board for attending meetings, their input, and work behind the scenes that help make this organization run so smoothly. Many thanks to the staff and volunteers for their hard work and dedication to the organization and of course last but not least kudos to Charisse who continues to demonstrate excellent leadership, exceptional work ethic and dedication to the organization and its values.

Respectfully submitted by Gail Meier, President

*Secretary Treasurer's
Report*

SECRETARY TREASURER'S REPORT

2014-2015

It is with great pleasure that I submit the Secretary Treasurer's Report for Pathway Abilities Society for the year ended March 31, 2015.

While our government funding has remained relatively constant, we did improve in our fundraising activities by approximately \$100,000. However, the benefit of these additional funds were offset by increases in our interest on long term debt and wages and benefits. However, it was a very successful year for the Society as our revenues exceeded our expenses by \$47,666.

During the past year, we integrated and upgraded the Franklyn Road property into our operations. The upcoming year will also bring its challenges, with our Society co-operating and merging our operations with Kelowna Community Development Society.

I would like to thank Charisse Daley and Rhonda Campbell, our Finance Manager for their hard work and dedication to the Society.

Respectfully submitted

David Low, CPA, CA
Secretary/Treasurer

*Auditor's
Report*

Pathways Abilities Society
Financial Statements
For the year ended March 31, 2015

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Independent Auditor's Report

To the Members of
Pathways Abilities Society

We have audited the accompanying financial statements of Pathways Abilities Society (the "Society"), which comprise the statement of financial position as at March 31, 2015 and the statements of operations, changes in net assets and cash flows for the year 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 accounting standards 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 the audit to obtain reasonable assurance about whether the financial statements are free from 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 Society's preparation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an audit opinion on the effectiveness of the Society's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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

Basis for Qualified Opinion

In common with many charitable organizations, the Society derives revenue from donations and fundraising, 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 Society. Therefore, we were unable to determine whether any adjustments might be necessary to donation revenue and fundraising, excess of revenue over expenses, and cash flows from operations for the year ended March 31, 2015.



Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Pathways Abilities Society as at March 31, 2015 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Other Matter

The financial statements of Pathways Abilities Society for the year ended March 31, 2014 were audited by another auditor, who expressed an unmodified opinion on those financial statements on July 21, 2014.

BDO Canada LLP

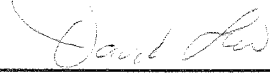
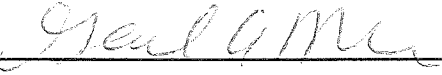
Chartered Professional Accountants

Kelowna, British Columbia
July 20, 2015

Pathways Abilities Society
Statement of Financial Position

March 31	2015	2014
Assets		
Current Assets		
Cash (Note 2)	\$ 304,667	\$ 246,287
Temporary investments	122,918	253,558
Accounts receivable	35,273	44,931
Inventory	1,562	1,607
Prepaid expenses	48,071	66,553
	<u>512,491</u>	<u>612,936</u>
Property and equipment (Note 3)	2,287,154	2,308,377
	<u>\$ 2,799,645</u>	<u>\$ 2,921,313</u>
Liabilities		
Current Liabilities		
Accounts payable and accrued liabilities (Note 4)	\$ 390,187	\$ 443,577
Current portion of long term debt (Note 5)	46,354	39,197
Deferred revenue	2,450	1,650
	<u>438,991</u>	<u>484,424</u>
Long term debt (Note 5)	1,237,653	1,363,580
	<u>1,676,644</u>	<u>1,848,004</u>
Net Assets		
Investment in property and equipment	1,003,147	905,600
Internally restricted	70,216	70,216
Externally restricted	626	626
Rental assistance surplus (Note 6)	34,706	30,908
Unrestricted net assets	14,306	65,959
	<u>1,123,001</u>	<u>1,073,309</u>
	<u>\$ 2,799,645</u>	<u>\$ 2,921,313</u>

Approved on behalf of the Board:


 _____ Director

 _____ Director

Pathways Abilities Society
Statement of Operations

For the year ended March 31	2015	2014
Revenue		
Community Living BC (Note 8)	\$ 2,225,061	\$ 2,225,194
Fundraising	141,848	41,425
Sales of service	206,243	193,512
Tenant rent contributions	188,859	133,949
Individual funding	124,226	119,737
Subsidies and grants	112,681	167,334
Other revenue	18,669	12,719
	<u>3,017,587</u>	<u>2,893,870</u>
Expenses		
Board and society expenses	1,922	13,371
Contracted services	37,130	40,447
Employee development	13,690	14,881
Food	14,004	14,820
Fundraising	1,650	1,968
Insurance	21,625	17,902
Interest on long term debt	61,067	42,757
Office	51,603	35,196
Professional fees	19,588	16,448
Program fees	12,861	25,630
Property taxes	20,112	10,461
Rent	165,688	164,425
Repairs and maintenance	67,012	51,281
Supplies	20,082	16,519
Telephone	11,233	12,495
Transportation	69,192	65,655
Utilities	38,191	29,468
Wages and benefits	2,307,871	2,256,265
	<u>2,934,521</u>	<u>2,829,989</u>
Excess of revenue over expenses before other items	<u>83,066</u>	<u>63,881</u>
Other items		
Amortization	52,439	51,959
Prepaid development costs recognized	-	83,798
Unrealized (gains) losses on investments	(17,039)	1,725
	<u>35,400</u>	<u>137,482</u>
Excess (deficiency) of revenue over expenses	<u>\$ 47,666</u>	<u>\$ (73,601)</u>

The accompanying notes are an integral part of these financial statements.

Pathways Abilities Society
Statement of Changes in Net Assets

Net Assets	Society fund	Building fund	Capital fund	Operating fund	Total
Balance, as at March 31, 2014	\$ 37,328	\$ 64,959	\$ 905,600	\$ 65,422	\$ 1,073,309
Excess (deficiency) of revenues over expenses	128,639	32,787	(52,439)	(61,321)	47,666
Repayment of mortgage principal	-	-	118,770	(118,770)	-
Investment in property and equipment	-	-	31,216	(31,216)	-
Subsidy adjustments (Note 6)	-	-	-	2,026	2,026
Balance, as at March 31, 2015	\$ 165,967	\$ 97,746	\$ 1,003,147	\$ (143,859)	\$ 1,123,001

The accompanying notes are an integral part of these financial statements.

Pathways Abilities Society
Statement of Cash Flows

For the year ended March 31	2015	2014
Cash flows from operating activities		
Cash received from core operating grants and activities	\$ 3,018,152	\$ 2,812,194
Cash paid to employees and suppliers	(2,908,316)	(2,711,531)
Interest paid	(61,067)	(42,757)
Interest received	6,372	11,760
	<u>55,141</u>	<u>69,666</u>
 Cash flows from investing activities		
Acquisition of property and equipment	(31,216)	(1,608,352)
Proceeds from disposal of property and equipment	5,547	-
Acquisition of investments	147,679	390,742
	<u>122,010</u>	<u>(1,217,610)</u>
 Cash flows from financing activities		
Proceeds from long term debt	-	897,255
Repayment of long term debt	(118,771)	(21,168)
	<u>(118,771)</u>	<u>876,087</u>
 Increase (decrease) in cash	58,380	(271,857)
Cash, beginning of year	<u>246,287</u>	<u>518,144</u>
Cash, end of year	<u>\$ 304,667</u>	<u>\$ 246,287</u>

Pathways Abilities Society
Notes to Financial Statements

March 31, 2015

1. Summary of significant accounting policies

Nature of Business	The Pathways Abilities Society (the "Society") is incorporated under the laws of the Society Act of British Columbia as a not-for-profit organization and is a registered charity under the Income Tax Act. The Society provides service and support to people with developmental disabilities.
Basis of Accounting	The financial statements have been prepared using Canadian accounting standards for not-for-profit organizations.
Fund Accounting	<p>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 the 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 in the following funds:</p> <p>The Society Fund reports the Society's fundraising and membership activities.</p> <p>The Operating Fund reports the restricted operating grants, revenue and expenses related to the Society's program activities.</p> <p>The Capital Asset Fund reports the ownership and equity related to the Society's capital assets.</p> <p>The Building Fund reports assets, liabilities, revenues and expenses related to building replacement activities.</p>
Cash and Cash Equivalents	Cash and cash equivalents include short-term notes to maturity of one year or less at the date of acquisition.
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.

Pathways Abilities Society

Notes to Financial Statements

March 31, 2015

1. Summary of significant accounting policies (continued)

Revenue Recognition

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

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 programs, and sales of products is recognized when the services are provided or the goods sold.

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. Pledges are not included in revenues until the funds are received. 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.

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.

Pathways Abilities Society
Notes to Financial Statements

March 31, 2015

1. Summary of significant accounting policies (continued)

Property and Equipment	<p>Property and equipment is recorded at cost. Contributed property and equipment is recorded at fair value at date of contribution. Assets are amortized over their estimated useful lives and management has estimated the useful lives as follows:</p> <table><tr><td>Buildings</td><td>- 50 years straight line</td></tr><tr><td>Furniture and fixtures</td><td>- 10 years straight line</td></tr><tr><td>Asphalt and parking areas</td><td>- 10 years straight line</td></tr><tr><td>Automotive equipment</td><td>- 10 years straight line</td></tr></table>	Buildings	- 50 years straight line	Furniture and fixtures	- 10 years straight line	Asphalt and parking areas	- 10 years straight line	Automotive equipment	- 10 years straight line
Buildings	- 50 years straight line								
Furniture and fixtures	- 10 years straight line								
Asphalt and parking areas	- 10 years straight line								
Automotive equipment	- 10 years straight line								
Inventory	<p>Inventory of wood materials and finished goods are recorded at the lower of cost and net realizable value.</p>								
Use of Estimates	<p>The preparation of financial statements in accordance with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from management's best estimates as additional information becomes available in the future.</p> <p>Management has provided an estimate on the Society's sick pay accrual. 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. Accumulated sick leave can be carried over into succeeding years. 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.</p>								
Financial Instruments	<p>Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial instruments are reported either at cost or amortized cost less impairment when changes in circumstances indicate the asset could be impaired. Transaction costs on the acquisition, sale or issue of financial instruments are charged to the financial instrument.</p>								

Pathways Abilities Society
Notes to Financial Statements

March 31, 2015

2. Cash

	2015	2014
Restricted cash	\$ 407	\$ 376
Unrestricted cash	304,260	245,911
	<u>\$ 304,667</u>	<u>\$ 246,287</u>

3. Property and equipment

	2015		2014	
	Cost	Accumulated Amortization	Cost	Accumulated Amortization
Land	\$ 1,230,013	\$ -	\$ 1,230,013	\$ -
Buildings	1,427,011	413,697	1,417,974	390,096
Furniture and fixtures	196,947	186,441	192,533	173,598
Automotive equipment	213,438	185,209	234,773	208,404
Asphalt and parking areas	6,866	1,774	6,866	1,774
	<u>\$ 3,074,275</u>	<u>\$ 787,121</u>	<u>\$ 3,082,159</u>	<u>\$ 773,782</u>
		<u>\$ 2,287,154</u>		<u>\$ 2,308,377</u>

During the year, the Society reviewed the estimated useful life of the buildings in conjunction with new building information. As a result, the Society has changed the basis of calculating amortization on the buildings from 20 years straight line to 50 years straight line. This change in accounting estimate has been applied prospectively and has resulted in a decrease in amortization, in the current year, of approximately \$35,450.

4. Accounts payable and accrued liabilities

The Society's employees are provided with sick leave on the basis of 1 day per month up to a maximum of 156 days per employee. The estimated total liability for sick pay is \$285,014 (2014 - \$307,919). As at March 31, 2015, \$139,774 (2014 - \$139,774) was accrued and is included in accounts payable and accrued liabilities.

Included in accounts payable and accrued liabilities are government remittances payable of \$14,263 (2014 - \$16,456).

Pathways Abilities Society
Notes to Financial Statements

March 31, 2015

5. Long term debt

	2015	2014
Interior Savings Credit union mortgage repayable in monthly installments of \$2,785, including interest at 3.99% per annum, due for renewal January 1, 2019 secured by the underlying assets at 123 Franklyn Road.	\$ 514,218	\$ 527,010
Interior Savings Credit union mortgage repayable in monthly installments of \$445, including interest at 5.50% per annum, due for renewal January 1, 2016 secured by land and buildings at 925 Sutherland Avenue.	52,634	67,896
Interior Savings Credit union mortgage repayable in monthly installments of \$1,740, including interest at 5.50% per annum, due for renewal January 1, 2016 secured by land and buildings at 647 Old Meadows Road.	228,488	265,476
Interior Savings Credit union mortgage repayable in monthly installments of \$1,625, including interest at 5.50% per annum, due for renewal January 1, 2016 secured by land and buildings at 925 Sutherland Avenue.	131,445	175,823
Interior Savings Credit union mortgage repayable in monthly installments of \$1,903, including interest at 3.75% per annum, due for renewal September 1, 2018 secured by land and buildings at 2835 and 2837 Bouvette Street.	357,222	366,572
	\$ 1,284,007	\$ 1,402,777
Less current portion	46,354	39,197
Long term portion	\$ 1,237,653	\$ 1,363,580

Estimated principal repayments required on long term debt for the next five years and thereafter are due as follows:

2016	\$ 46,354
2017	48,586
2018	50,929
2019	53,388
2020	55,971
Thereafter	1,028,779
	\$ 1,284,007

Pathways Abilities Society

Notes to Financial Statements

March 31, 2015

6. 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.

	2015	2014
Surplus, beginning of year	\$ 30,908	\$ 22,948
Operating fund subsidy adjustment	2,026	3,874
Excess of revenue over expenditures	1,772	4,086
	<u>\$ 34,706</u>	<u>\$ 30,908</u>

Subsidies for low income housing are reviewed on an annual basis by the British Columbia Housing Management Commission. Resulting adjustments are relating to the prior period and as such, are recorded as a change in net assets.

7. Commitments and contingencies

- a) The Society signed a 30 year premises lease agreement with the City of Kelowna on March 7, 2006, with an annual lease payment of \$1.
- b) 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 plan. The Plan has about 179,000 active contributors and approximately 71,000 retired members. Active members include approximately 50 contributors from the Society.

The most recent actuarial valuation as at December 31, 2012 indicated a \$1,370 million funding deficit for basic pension benefits. The next valuation will be conducted as at December 31, 2015 with results available in 2016. Employers participating in the plan record their pension expense as the amount of employer contributions made during the fiscal year. The Society paid \$150,448 (2014 - \$143,866) for employer contributions to the Plan.

Self-Advocate
Report

SELF ADVOCATE'S REPORT

2014-2015

The Self Advocate had 5 meeting this year. At our self-advocate meetings at Pathways we went over questions like: Do you feel you are being treated fairly by staff in your department, Do you feel that your rights are being considered in your department, Do you feel that the staff tries to answers your questions or concerns, Does anyone have any health safety concerns at the service site, and would you like to see anything different at Pathways. I bring health and safety concerns to the OH&S committee.

In February we had a very short meeting and figured out that we need a new system for the self-advocate meetings due to the new structure of the building. Steve, Jordan and I came up with a questionnaire that we will be distributing in early September. The questionnaire is about what is the role of self-advocates, what self-advocating is and how it can help in your day. In September we are very excited to start a new format for the self-advocate group.

This new group will be known as Pathway Self advocate caucus; with this group we hope to be more of an advisory committee to Pathways. We hope to become more active in our community. We are excited to have new and old members returning. We are also looking at doing more field trips, to the courthouse, and to the CLBC offices. Also we hope to team up with The Boys and Girls Club in February for the pink shirt days to prevent bullying. For more information on the Pathways self-advocate Caucus you can contact Daryle Roberts or Shelley Decoste at Pathways.

I attended my 1st self-advocate meeting with Inclusion BC in Vancouver on November 21st. I attended as a representative of the provincial self-advocate committee. The committee talked about the plans for the new year which was working on the Ready, Willing and Able campaign which included a breakfast in Kelowna.

In January of this year I was one of 5 Self-advocates from across the province to develop a one hour training workshop built around personal stories and the principles of employment. Now five of us self-advocates across B.C are ready for hire. For more information you can contact the CLBC Self-advocate advisor Jessica Humphrey at Jessica.Humphrey@gov.bc.ca.

In March, I attended the CLBC editorial board which I also sit on. We talked about how we would like the new CLBC newsletter to look. I am happy to announce the CLBC new newsletter will be called Celebrate Diverse ABILITIES, stories around British Columbia. This newsletter will be coming out three times a year. The first one came out in July you can get a copy from the CLBC office or online at www.communitylivingbc.ca/newsletter

Respectfully submitted by Shelley Decoste

Service

Reports

SERVICES REPORT

2014 – 2015

Employment

Activity Services, Individualized Funding, Social Ventures and Integrated Career Opportunities (ICO) continue to support individuals to find and maintain employment. Pathways assists people to find work with community employers and also through agency operated social enterprises.



In the past year Pathways conducted an employer awareness campaign focussed on making the business case for hiring individuals who have diverse abilities. Print and radio advertisements highlighted the benefits of hiring including flexible part time hours, customized positions, job retention, enthusiasm, supported on the job training, creating a diverse work place, and ongoing connection with Pathways staff.

ICO currently supports 33 individuals, and Activity Services is supporting 6 individuals, in positions throughout the community. Pathways employment partners are: Advanced Precast, Altar Metal Fabricators, Andres Electronic Experts, Aramark Canada, Arby's, Big O Tire, Capital News, Century 21 Assurance Realty Ltd, Choices Market, Cooper Medical Supply, Cora's, CorWest Builders, The Daily Courier, David and Marie Brown, Deli City Bistro Catering, Delta Grand Okanagan Resort, Dockside Marina, Dolicious Donuts, Freddy's Brew Pub, Green Bay Bible Camp, Global Television, Home Depot Kelowna, Invis, Jazz's Dog Grooming, Kelowna Curling Club, Kelowna Green Clean, Kelowna Motors, Mission Park Inn, Mission Shores, Motortoyz, Okanagan Gymnastics Club, Papa Johns West Kelowna, Paramount Theater, Paynter's Market, Protek Powder Coaters, Ralph Ellams, Real Canadian Superstore, Rose Valley Veterinarians, Safeway Dilworth, Shoreline Estates, Springfield Auto Body, The Prestige Inn, Tim Hortons, Tree Brewing and Wendy's West Kelowna.

Social Ventures currently employs 49 individuals who work in Pathways social enterprises. Pathways social enterprise partners are: BC Cancer Agency, BC Housing, BC SPCA Kelowna Branch, Boston Pizza Dilworth, City of Kelowna, Columbia Bottle Depot, Cruiser Contracting, DA Goddard Land Surveying, DE Pillings & Associates, ECER Construction Surveys, Emil Anderson Construction, Fortis BC, Glenpark Village Meadows, Kelowna Kia, Matcon Construction, Napa Auto Parts Kelowna, Okanagan College, Ponderoka, Runnalls, Denby & Associates, Rutland Hospital Auxiliary Thrift Store, Sell-My.Com, Seniors Outreach & Resource Centre, TE Ferguson & Associates, University of BC Okanagan and Van Gorp and Co.

Submitted by Leslie Munro, Activity Quality Assurance Manager

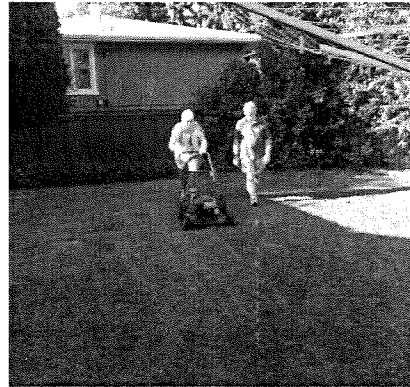
Residential

The year 2014 – 2015 has been one of great change and growth for every department within Pathways. The following is my look back in the areas I have been accountable to in some of these areas.

Bouvette Street

Staff changes include Julia Keery retiring after 26 years. Steve moved to work with individual funded contracts. April moved over to the Activity Services and Leah and Justine began working weekends. The individuals living at this residence have been flexible and accepting of the change overs of their support staff.

Accreditation happened in the fall of 2014 and our surveyors had no recommendations for the residence and stated how impressed they were with our system of medication administration.



Individuals planned vacations and one relaxed in Mexico in January and then in August of 2015 three individuals vacationed outside of Seattle near Gibs Harbor while two others spent time in Vancouver enjoying the train ride at Stanley park and other city offerings.

Fortis did a review of our energy use at the duplex and as a result we purchased a clothesline in hopes of decreasing our energy costs. We hope to know the results in November of this year. We fear the use of Air Conditioning may have eaten the savings.

The residents and staff at the house continued to invite neighbors over for afternoon visits with the intent of getting to know our neighbors better and including them into our home.

Residents spent a great deal of time out on the patio, enjoying nightly dinners and the shade. This year we have a garden and have had fabulous strawberries.

Residents have been active in the maintenance of their home and yard and participate in sweeping drive ways and walks, cutting lawn, pulling weeds, shopping and dusting indoors.

Highland Drive

This year the Society applied for another licensed residence in order to accommodate the needs of an individual who required a place to live. The licensing process began in the spring and continued through the summer, with our license being approved in July.

The house at Highland Drive has been in existence since the early 80's and currently three gentlemen live at the residence. There is still much to do as we slowly transition the residents and staff over to Pathways in policy and procedure. The gentlemen at the home appear to be compatible as housemates and are respectful of each other and

their staff. We will create opportunities for the families to get together with staff and residents so we can all get to know each other better. This house is staffed 24/7 and has some great staff who work independent of each other. We have two women that work day hours and three women that work two on and four off evening/overnights.

BC Housing Subsidized Rentals

This service continues to run as it has in all the years past. There are never enough subsidies available to meet the needs of the individuals who require them. We continue to support people who have difficulty understanding their finances and have worked extremely hard this year to keep people in the subsidy program. Karen Waldal has taken over the responsibility of maintaining this program with Rhonda Campbell and assisted with the reviews for this calendar year.

Franklyn Road



Thank you to Nick Pisio for ALL he does. Nick has so much expertise and is so readily available to share and do whenever he is asked. Nick has stated to me that "we could use another three Nick Pisio" and that just speaks to the amount of things that require attention on an ongoing basis. Having said that, we have accomplished many things in the past year at Franklyn Road.

Thank you also to the wonderful people who work for Interior Savings Credit Union and Pushor Mitchell who came out in the fall and volunteered to do the fall cleanup of this property. Their gift of time was truly appreciated.

We learned that we would be joining together with the Kelowna Community Development Society and that we would be providing services to senior citizens who currently attend at the St. Paul and Branch 55 locations. To that end (our misfortune and luck) we had pipes that froze during the winter that when thawed flooded the lower north pod. This flood was the catalyst to renovating this area to accommodate the seniors from St. Paul. This work began at the end of March and was completed in June.

Our sidewalk at the front of the building on Franklyn Road went from dream to reality. Stuart Dickson and Dickson Homes along with the Rotary made this possible and poured the walk in July. This sidewalk will be renovated in the very near future to meet with our initial request of being wheelchair accessible to the street. Sidewalks at the back of the building will be constructed to provide access to the seniors meeting place as well as to the area just off the south exit to provide for emergency access.

One of the casualties of sidewalks under construction has been the lack of water to the grounds; underground sprinkler systems have been off for all of the spring and summer and were turned on in August after having been moved. This resulted in our not having to use our new battery operated lawnmower.

An inventory of all our light fixtures and bulbs has been completed (over 500 bulbs in this building) and we are currently waiting for Fortis to send out someone to replace fixtures and bulbs with more energy efficient ones.

Emergency lighting in the building was looked at and resolved. A number of emergency units did not work during a power outage and we had units from places in the building moved to where they would serve better purpose.

Discussion around furnaces and air conditioning units took place but due to budget concerns the A/C unit cooling the front dining room has not been replaced. It is hoped that in the coming year all A/C will be working.

Many small things required attention and were usually dealt with at the time. We use ShareVision to document things requiring to be done and document when and what has been repaired. ShareVision is a great tool in keeping track of so many things, maintenance issues is just one of these.

Submitted by Mark Wengrowich, Residential Supervisor

Home Share

Home Sharing is a residential option in which an adult with a diversability shares a home with someone who is contracted to provide ongoing support. With the merger of KCDS in April 2015, Pathways began to offer Agency Supported Home Share, facilitated by Home Share Manager Karen Waldal. Because of the flexibility and independence this offers, Home Sharing is the fastest growing residential option for community living participants. We use a person centered approach, both for Home Share Providers and for the individuals receiving services. Those who wish to become Home Share Providers must satisfy pre-requisite requirements. Last year we worked with 13 Home Share Providers supporting 16 individuals. We currently have an additional 4 approved providers awaiting a match with an individual.

A great deal of time is spent "matching" the individual seeking home share with a Provider who is able to provide the necessary services and supports. Matching interests, hobbies and activities is an important part of finding a good fit that will benefit both the individual and Home Share Provider. Our goal is to ensure that all individuals in our Home Share services are able to say "in this place, and with these people, I feel safe". We provide 24/7 support to our Home Share Providers, and work collaboratively with CLBC and other service providers such as Health Services for Community Living (HSCL) and Developmental Disabilities Mental Health Services (DDMHS) to offer the necessary supports and services. We work with the Central Okanagan Professional Caregivers Society (COPCS), service providers from other agencies, behavioural support services providers, and in addition we utilize the services of our LPN Helen Phelan to offer additional support to caregivers.

We received temporary approval to offer Contracted Respite service, and have an application pending with CLBC to provide this service on an ongoing basis. This past year we had 1 Contracted Respite Provider, and have 2 additional Respite Providers

undergoing home studies. This again is a growth area within CLBC, as having adequate respite time is crucial to both caregivers and the individuals receiving services. The requirements of Respite providers are the same as for Home Sharing.

As we plan for 2015/2016, our goal is to continue to expand our Home Share and Respite services, and to continue our work with COPCS to provide ongoing training opportunities to providers. We encourage Pathways members and supporters to share information about this service with family and friends, as we are recruiting for this service on an ongoing basis to meet community needs.

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. This allowed individuals, particularly those who may have aging caregivers, to have greater access for community participation.

The service was facilitated by one full time staff person, Lena Charlton, and there were approximately 70 individuals who participated in more than 100 different activities. Some individuals attended many activities through the year, and some only attended a select few.



Each month a calendar for the next month was sent out and individuals then let Lena know what activities they wanted to participate in. Individuals attending social recreation events gave Lena ideas for other activities they would like to try, and satisfaction surveys were also used to solicit input. As many people live on a fixed income, Lena ensured that activities for all budget ranges were included. Lena also offered life skills training and support to some individuals who may live independently but required additional support.

For 2015/2016 we plan to seek new activities, as well as new community partners that will allow us to offer this service at low or no cost to participants.

Volunteers and Practicum Students

Volunteers and Practicum students are a valuable resource which allows for the enhancement of services. While volunteers or students are not intended to replace staff involvement in activities, the participation of volunteers allows for non-paid relationships to take place in a safer manner with adequate supports in place. We recruit volunteers on an ongoing basis, and spend time with each volunteer and/or student to ensure we are meeting their needs and goals as well as the needs and goals of the organization. For 2015/16 we hope to recruit more volunteers and increase our use of practicum students to complement our existing services.

Respectfully submitted, Karen Waldal, Home Share Manager

Activity Service

Activity Services has seen a few changes in the past year, including staff, individuals, and activities. With the merge of KCDS and Pathways in April, we are now able to offer a diverse schedule for individuals from the age of 19 to 80++.

The Scheduling Committee has worked hard at providing a diverse range of activities, volunteer placements and employment opportunities this year, including hiking in the spring, summer, and fall, and snowshoeing in the winter. With Restore opening in Kelowna, we now have two volunteer placements with Habitat for Humanity. Other seasonal activities include, canoeing and gardening, including gardening in the courtyard.

We continue to look for new opportunities in all areas for the individuals to have a choice. Once the support team and individuals have had a few weeks to try out the new schedule (about one month), the support workers discuss with the individuals how they have enjoyed the new activities, volunteer placements or employment opportunities and if they would like to change, or be given other opportunities. Through this process it allows the support team to get to know individuals better as they develop a better understanding of what the individuals are wanting from their time at Pathways.



With the merger of KCDS and Pathways, this has provided us with the opportunity to provide ongoing activities for the older adults. These activities and volunteer placements are located at other locations other than Franklyn. We currently utilize space at Branch 55 on Gray Road in Rutland and a downtown location on St. Paul St. (the St. Paul location will re-locate to Franklyn into a newly reconfigured space). Through this we have been able to provide additional activities and volunteer placements at Branch 55 for older individuals who have been attending for many years, and have decided that they would like to slow down. The individuals are making new friendships and enjoying their new, quieter surroundings. The individuals at St. Paul are seniors who have been attending this service for many years, and may have some health issues, but continue to want to be in service in the community. The St. Paul Center has a unique varied range of activities that will be shared with the individuals at Franklyn when they move to their space new space.



Activity Services volunteerism continues to grow and remain very strong within our community, outreaching to Lake Country and West Kelowna. We gained two new volunteer placements at Willow Park Church – Blanket Making and a social group at the Hope Centre.

Many of the individuals were invited and attended and were recognized for their volunteer work at

Volunteer Appreciation events, including Village at Smith Creek, Trinity Baptist Church, Springvalley Care Center, and Pine Acres. The women volunteering at the Women's Haven participated in a Spring Fashion Show which they thoroughly enjoyed. As a result of Pathways being a finalist in the selection process of Kelowna Civic Awards, a group of individuals also attended the Civic Awards Ceremony.

Activity Services employment has only seen one significant change this year. The Yard Crew has been transferred from Social Ventures to Activity Services on Mondays and Thursdays.

To conclude, Activity Services saw many changes this year. Having enough relief staff continued to be a challenge.

Individualized Funding

Throughout the 2014 -2015 fiscal year we supported nine individuals through Individualized Funding. We currently have three full time contracts and six part time contracts. Currently three individuals have employment, two with community employers and one with Social Ventures. Individualized Funding individuals are busy and active within the community. The support staff does a great job of providing community based activities for these individuals.

Respectfully submitted, Cathy Gunderson, Temporary Activity Supervisor and
Daryle Roberts, Service Manager

*Activity Quality Assurance
Manager's (AQAM)*

Report

ACTIVITY QUALITY ASSURANCE MANAGER

2014 - 2015

It is always a pleasure to share input that reflects our successes and proves that we are on our way to accomplishing the mission of our agency. We celebrate the achievements of individuals that we serve. The work of creating a community that is accepting of the diverse abilities of all citizens is not easy. Individuals surmount barriers to community inclusion and we need to acknowledge these accomplishments.

We strive hard at Pathways to continuously improve services and increase positive outcomes for the individuals we serve. We have processes in place that help us to seek input from individuals, their families, caregivers and other community partners, to evaluate that input, and to put plans in place to make proactive changes to agency service structures.

It is difficult and often uncomfortable to confront the aspects of our work that we could improve on. To improve our overall services we need to be open to looking at the things we do not do well. Continuous quality improvement entails all stakeholders – the individuals we support, family members, caregivers, staff, management, volunteers, members of the community - remaining vigilant and ensuring that all individuals receive excellent services that meet their needs. By reviewing situations we did not do well in we learn how to improve. It is never comfortable but it is necessary. Creating a supportive environment that all stakeholders can feel comfortable in discussing mistakes and asking for support is a slow process that evolves over time. A high level of trust is required in order for people to feel comfortable in openly discussing mistakes. Trust develops in an environment where people are consistently treated with respect and supported to maintain their dignity even though they have failed in their efforts to accomplish something.

Input is sought from all stakeholders formally through once per year satisfaction surveys. We cannot rely only on an annual survey to supply us with information required to ensure that we are maintaining and developing services relevant to the needs in the community. Many of the individuals we support do not communicate in traditional ways, and many others are not comfortable letting people know their needs are not being met. Opportunities to gather feedback occur at Individual Service Plan meetings, when incidents occur, through complaints and exit interviews, at self-advocacy meetings, in discussions with staff, through risk assessments and safety inspections, and through formal processes such as accreditation surveys and inspections. All staff and volunteers at Pathways are potential receptors of input.

One of the most humbling quality improvement exercises that Pathways engages in each year is to analyse complaints received. The society has a complaints procedure in place to receive complaints and act upon them in a timely manner. Complaints are documented and are addressed immediately. Complaints received by Pathways Abilities Society are not viewed in a negative light. The complaints process is one method of collecting feedback from stakeholders and the community at large. Most complaints are made as a result of miscommunication and can easily be resolved by clarifying actions and decisions. When complaints are due to inadequate support it

forces us as an agency to look honestly at what we need to do better. This year there were five complaints of inadequate supports. One of these complaints resulted in an individual leaving services. Our ability to gather input and make correction to our services has room to improve.

"Criticism may not be agreeable, but it is necessary. It fulfils the same function as pain in the human body. It calls attention to an unhealthy state of things." – Winston Churchill

Our agency is not unlike many others. We like to shine a spotlight on what is going well, and leave our struggles in the shadows. The more feedback and review that we can build into our day to day functions, at all levels of service delivery, paired with consistently delivering and discussing this feedback in a manner that leaves all stakeholders retaining their respect and dignity, the better we will get at implementing suggestions, improvements and innovations.

Respectfully submitted by

Leslie Munro,
Activity Quality Assurance Manager (AQAM)

"Review and Analysis 2014 - 2015" - a detailed review of demographics, referrals, exits from service, satisfaction surveys and outcome measures can be found at www.pathwayskelowna.ca

*Executive Director's
Report*

EXECUTIVE DIRECTOR'S REPORT

2014 – 2015

It was another very busy and exciting year, with the theme of change being an unexpected constant!

Pathways and the Kelowna Community Development Society (KCDS) merged under Pathways. This was a wonderful opportunity for the individuals and families served by both organizations by creating greater service options, including the addition of a senior's service. The merger also benefited our staff and leadership team by enhancing the number of qualified staff working in the organization and creating further opportunities for professional growth. The merger was relatively seamless, with minimal service disruption. This occurring while we settled into our new service locations!

We continued to be very fortunate to have community and community groups donate their time, services and/or goods. The Kelowna Auxiliary Constable Program coordinated a very successful "Stomp in the Mission" and hot dog sale fundraisers for the society. Thank you Bill and Belinda Finney, the "High Brown Boots" band and all the constables who made this event a huge success.

The annual Vipond Tournament was held with the proceeds again being donated to our society. Thank you coordinators Denis Gates and Wayne Pawulski, the 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.

In addition, significant financial donations were received from KPMG, the Christian Family, Jean Hadgraft, Alister McIntosh, Terry and Richard Trager, the Rotary Club of Kelowna, Stuart Dickson and Dickson Homes, Cascade Recovery and the TELUS Dollars for Doers program. A huge thank you to those listed above and all who also made donations to our not-for-profit society.

Nick Pisio continued to volunteer countless hours overseeing renovations, upgrades and the maintenance of our facilities. I cannot acknowledge and thank Nick enough for all the work he has done and continues to do. Nick is invaluable and the epitome of giving to community!

This year, Pathways was selected as one of this year's finalists for the Volunteer Organization of the Year Award. Unfortunately we did not win however the recognition itself was extremely gratifying.

The Community Living Action Committee (CLAC) continued to facilitate Pathway's involvement in our community. The City of Kelowna proclaimed October 2014 Community Living Month. The group coordinated another successful "Inclusion Chain" in front of Kelowna City Hall where, City Councillor and now mayor, Colin Basran, presented the proclamation. The highlight this year however was "An evening with Mike Harcourt" at the Mary Irwin Theatre. Phil Johnson moderated with approximately 150 people attending. Mike also participated in the "Inclusion Chain". Additional events

included open house barbeques, participation in the Rutland May Day Parade and the Rutland Scarecrow Festival. I must again thank all the CLAC committee members; Adam Less who continued as the committee chair, core members Cyndy Omand, Lloyd Horton, Shelley Decoste and D'Arcy Bell and our newest members, Cathy Gunderson, Daryle Roberts, Jasmine Fenton and Leah Weber. They continued to donate a tremendous amount of time ensuring Pathways is recognized as a community leader.

The Project 26 feasibility study was completed. The process and report were excellent unfortunately however implementation of any of the recommendations stalled. It has been financially difficult for some parties to move forward.

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. In addition 2 new groups began using our buildings, the Okanagan Korean Culture and Knowledge Society and Exceptional Music Adventure.

Each year at the end of my report I thank those not already acknowledged above. As I continue to state in each of my reports, 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:**

- ♥Pathways staff, Board of Directors and our volunteers. They continue to demonstrate their commitment to providing the best services possible while progressing the rights and inclusion of all people.

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

- ♥ Cheryl Lewis-Scott for coordinating a successful Craft and Bake Sale.

- ♥Avril Pace and the many United Way supporters and volunteers. We were fortunate to have Tenzing, Pushor Mitchell and Interior Savings participate in United Way Day of Caring initiatives and volunteer time to complete various projects for the society.

- ♥Community Living BC (CLBC) our primary funder and partner. We continued to work collectively to serve our community. CLBC supported our merger confirming their commitment to quality services and supports for our region.

- ♥Our other community partners and supporters including 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 continue to support our society. Thank you all again!

Respectfully submitted by Charisse Daley
Employ, Empower, Embrace

