

**KELOWNA AND DISTRICT
SOCIETY FOR
COMMUNITY LIVING
(KDSCL)**

52nd ANNUAL REPORT

2004 - 2005

**“CELEBRATING 52 YEARS OF
COMMUNITY SERVICE”**

THANK YOU!

Growing Together



A Member of the
Central Okanagan
United Way

MISSION STATEMENT

The mission of the Kelowna and District Society for Community Living is to assist people with disabilities to reach their individual goals and to participate and contribute as equal members of the community.

VISION STATEMENT

“Ours is of welcome. Join us in building communities that support and value the diverse abilities of all people”.

MANDATE

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

WE BELIEVE EACH PERSON:

- First and foremost is entitled to the same rights and freedoms accorded to all citizens in our society.
- Is a person first; unique and valued.
- Is entitled to be treated with equality, dignity and respect.
- Has the right to self-determination.
- Has the right to make choices and informed decisions.
- Has the right to be informed on all matters that affect his or her life.
- Should be taught and has the right to self-advocate or to choose an advocate to speak for them.
- Has the right to live and work in the least restrictive environment.
- Has the right to live, work and participate in all aspects of community life and therefore should be taught the necessary skills to do so.
- Has personal preferences and interests, therefore has the right to individualized service.
- Has the right to expect that service providers provide accountability for individualized services, advocacy when requested or required and positive representation of an individual.
- Is entitled to life long learning.
- Has the right to a supportive network of personal relationships with family, friends, advocates and acquaintances.
- Is entitled to good health, medical and dental care with provisions of auxiliary aides that may be needed for greater independence.
- Is entitled to the right to treatment on a voluntary basis, the right to private consultation and confidentiality and the right to be informed and give consent as he/she chooses.
- 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 51TH ANNUAL GENERAL MEETING

June 28, 2004, 6:30 pm

555 Fuller Avenue, Kelowna, BC

1. The meeting was called to order by President, Denis Gates at 6:30 pm.
2. **Moved by David Low seconded by David Fidler that the amended agenda be accepted. Carried.**
3. **Moved by Mindy Tompkins seconded by Mary Brown that the minutes of the June 23, 2003 AGM be approved as circulated. Called for errors and omissions- none. Carried.**
4. Treasurers Report: David Low stated that there were no financial statements to present because the audit was not complete. There was nothing untoward found, just due to unforeseen circumstances the statements were not ready. A special meeting of the membership will be called to review and approve the statements once the audit is complete. Notification to occur as per the KDSCL Constitution and Bylaws.
5. President's Report included in the AGM booklet.
6. Self-Advocates Report: Summary presented by Darryl Harand and Mindy Tompkins. Self-advocates have been busy increasing their presence in community. The Aktion Club was formed. Darryl is the President, Mindy the Secretary and Karen Pringle the Treasurer. They are increasing their presence to try and draw more attention to the self-advocate movement. Darryl is still the representative on the BCACL board. He is bringing issues forward to the caucus. Darryl thanked Mark Wengrowich for keeping the self-advocate group strong. Darryl stated that more fundraising is needed. Darryl stated that in traveling through BC, self-advocates don't know their Boards or the executive director. He stated that Charisse Daley is a friend to the self-advocate movement. He also stated that he appreciates the care and interest that Mark and Charisse have given to the self-advocates.
7. David Fidler stated that the terms of six Board Directors had concluded and that five allowed their names to stand for re-election, David Paynter, Astrid Metheral, Denis Gates, Chuck Hopkins and Mindy Tompkins. **David called upon the membership three times requesting nominations from the floor. With no forthcoming, David Paynter, Astrid Metheral, Denis Gates, Chuck Hopkins and Mindy Tompkins were appointed to the Board. Carried.**
8. **Moved by Denis Gates that the meeting be adjourned at 6:47 pm. Carried.** Denis Gates thanked everyone for coming.
9. Denis Gates introduced guest speaker, Dan Collins.

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

**MINUTES OF
SPECIAL GENERAL MEETING**

August 23, 2004, 7:00 pm

555 Fuller Avenue, Kelowna, BC

1. The meeting was called to order by President, Gail Meier at 7:00 pm.
2. **Moved by Chuck Hopkins seconded by Astrid Metheral that the agenda be approved as presented. Carried unanimously.**
3. Treasurer/ Auditor Report: David Low provided an overview of the Treasurer's report. He stated that it had been a good year and the Society had paid down more of their accumulated deficit. David reviewed the audited financial statements completed by White Kennedy. He stated that the auditor's report states that the financial statements fairly represent, in all material respects, the financial position of the Society and that the principles of the British Columbia Society Act have been applied.

There was a comment from the floor stating there was misprints on pages 15 and 16; the bottom line should have read Excess of Revenue Over Expenditures For The Year.

Moved by David Low seconded by Mindy Tompkins that the Treasurer's report and the financial statements be accepted as audited by White Kennedy. Carried unanimously.

4. **Moved by David Low seconded by Jim Greenlay that the KDSCL Board of Directors be given the authority to appoint the auditors for the next fiscal year.**

Gail Meier noted that next year's Annual General Meeting will be held in September.

5. The meeting was adjourned at 7:15 pm.

President's
Report

PRESIDENT'S REPORT

2004 - 2005

The past year has been a challenging year due to many unknown factors. We anxiously awaited for the new organization Community Living BC (CLBC), to take over services to people with disabilities. This change has yet to impact the organization, however we anticipate continuity and progressive leadership.

The Board of Directors had another busy year. We developed and endorsed new policies and procedures. Our annual budget was approved in March and we spent the year monitoring to ensure that we remained financially stable. We completed an organizational PATH and worked at achieving the goals developed. We continued to support the executive director and staff in all areas, focusing much time and effort on preparing for our accreditation site survey.

We continued our efforts to replace the existing facility. This has been a very challenging process. In the spring of this year, we believed we had finalized a lease agreement with the City of Kelowna. Unfortunately this has yet to occur due to the intricacy of finalizing the lease and the bureaucratic nature of working with very busy city staff. We would like to thank Rick Pushor for his efforts and assistance through this lengthy process.

I would like to again thank the Vipond Golf Classic and the Kelowna Golf Country Club for hosting their annual golf tournament which KDSCL is a benefactor of and the United Way for their on going financial support.

I would also like to acknowledge and thank former Board member, Jim Greenlay who stepped down at the last AGM. Jim has been very actively involved in the organization for many, many years. His contribution and participation was invaluable.

In closing, I would like to thank my fellow board members for their guidance and assistance, Charisse Daley and the staff for their continued hard work and dedication and the community for their on going support.

Respectfully submitted by Gail Meier

*Treasurer's
Report*

TREASURER'S REPORT

2004 – 2005

It is with pleasure that I submit the 2005 Treasurers Report for the Kelowna and District Society for Community Living. For the year ended March 31, 2005, the Society's revenues exceeded expenditures by \$155,694, an improvement of over \$50,000 from the year before. After several years of hard work by management and staff, the Society has managed to recover and now has recorded an overall operating surplus of \$57,928. Three years ago at March 31, 2002, the Society had an accumulated deficit of \$167,032.

The Administration division of the Society reported a slight improvement whereby expenditures exceeded revenues of by \$53,068 compared to \$65,398 in 2004. While this division reports a deficit for the year, the purpose of this division is to serve the overall Society and only attempts to recover a portion of its operating costs by charging other programs of the Society for administration and rent for premises.

The Day Service continues to show improvement and in 2005, its revenues exceeded expenditures, before transfers, by \$57,314 compared to \$39,767 in 2004.

Our commercial ventures, the KDI Wood shop, Wedding Belles and Baskets and Larry's Cycle and Sports have all had difficult times during 2005. In total, these three ventures still provide operating surpluses to the Society, but they are down considerably from 2004. In 2005, the overall surplus was approximately \$7,000 while in 2004; these businesses provided over \$70,000 in net revenues to the Society.

Integrated Career Opportunity was again very successful in 2005. The operating surplus from this program was in excess of \$140,000, which included approximately \$100,000 in sales. The surplus in this program was only \$39,711 in 2004.

As you aware, we are now planning to add another chapter in the Society's history with the construction of housing to serve qualified individuals. While we have not formally started the fund raising part of this project, we have received some donations to date. In addition, we are actively seeking a permanent residence for Larry's bike shop and Wedding Belles.

It was a very successful third year for our executive director, Charisse Daley. All management, staff and participants should be congratulated for all their hard work in the past year and continued success in the future.

Respectfully submitted,
David Low, C.A.

AUDITOR'S REPORT

2004 – 2005

**Please contact Charisse Daley at 205-763-4837 for the detailed
Financial Auditor's reports.**

*Self-Advocate's
Report*

SELF ADVOCATE CAUCUS REPORT

2004 - 2005

Well we still have our once a month meetings on the 3rd Tuesday of every month.

Last year the self advocates traveled to Kamloops for the BCACL AGM. The self advocates held a workshop on how to keep the self-advocacy group strong. The self-advocates also took part in a petition to try and get married couples earning exemptions up to \$800.00. Couples should be allowed to make \$800.00 instead of \$400.00. All the self advocates gave our caucus rep clear directions on the earning exemptions and dental. We are going to be launching a petition to get bus passes with pictures on them.

Last year we pushed for an increase on our income assistance and got it, married couples got a \$140.00 a month increase and singles got a \$70.00 a month increase.

Last year most of the self-advocates were out getting donated gifts from business for the self advocates raffle draw and auction for the annual Christmas party. We would like to thank everyone who made a donation.

Most of the self-advocates are Aktion club members. The Aktion club did a lot of volunteer work last year. We volunteered at the Mardi Gras Street Festival, family fun at the rec centre, the life and arts festival at the Rotary Arts Centre, the Regatta and the Apple Triathlon. Also some of the Aktion club members did volunteer work with Salvation Army helping collect money for the tsunami storm that happened last year. The Aktion club had their meetings every 2nd Tuesday of every month. This year we have our meetings as needed.

Respectfully submitted by Mindy Tompkins and Darryl Harand

Service

Reports

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

SERVICES

2004 – 2005

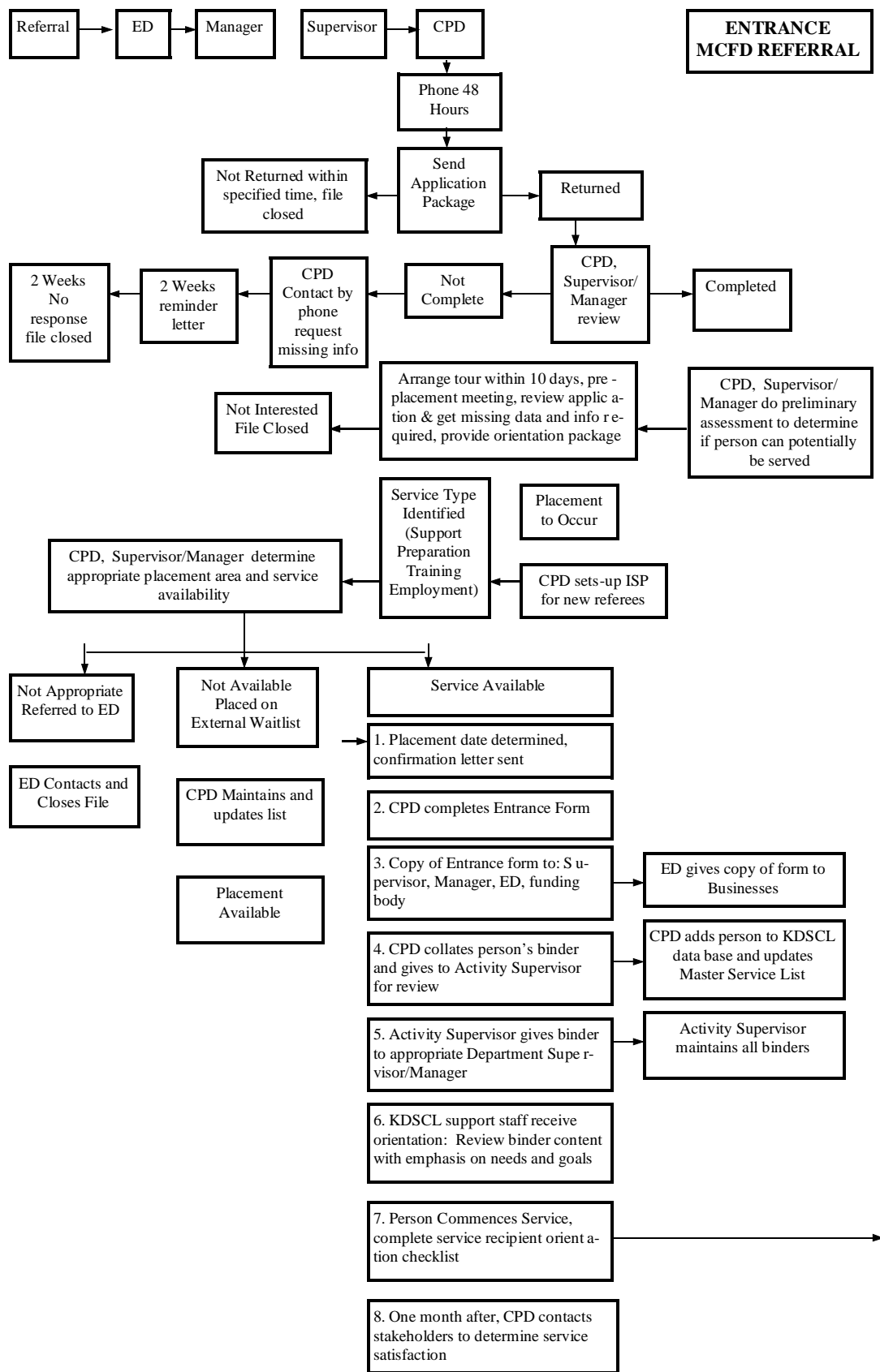
The past year has been one of reflection and growth for service recipients and staff at KDSCL. Staff continued to work at developing services that were designed to meet the needs and aspirations of people we serve. Accreditation has been the springboard of many action plans and will continue to provide clarity of purpose to all.

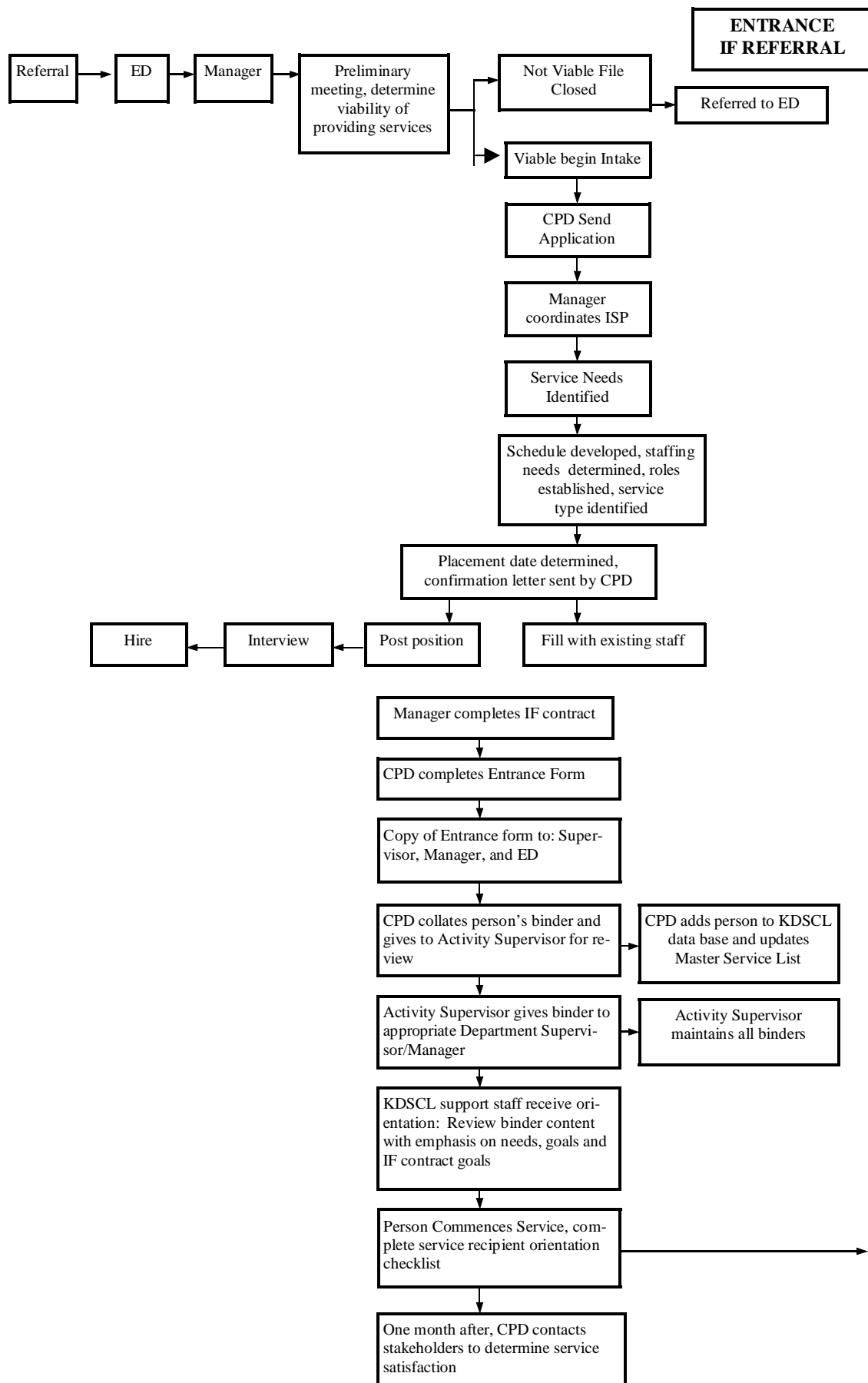
Our move to provide more goal-based services has been extremely helpful (although time consuming) in attending to the needs, wants and dreams of individuals. We have designed services such as the social/recreational evening and weekend service to meet the demand for community access outside of what are normal working hours.

The introduction of the Community Placement Developer in the area of volunteer services has done much to meet the goals of people wanting to be more involved in contributing to their community. People are participating more in meaningful activities.

Staff continued to improve professional skills in the areas of computer literacy and proficiency through attending courses in Excel and Microsoft Word computer basics. In addition, individual staff participated in various conferences and workshops.

Respectfully submitted by Mark Wengrowich





DAY SERVICE

2004 – 2005

The KDSCL Day Service provided a variety of goal-based full and part-time services to eighty-one (81) people. Sixty-one (61) accessed community recreation and leisure activities, eleven (11) received an array of life skill support and twenty-six (26) volunteered in their community

Community recreation and leisure activities included participation in computer training, etiquette classes, bingo, swimming and exercise at the local pools and recreation complexes, walking the Mission Greenway and boardwalks, canoeing, kayaking and a variety of day trips.

This year we experienced a tremendous growth in facilitated volunteering. Service recipients volunteered **over twenty nine hundred hours (2,900)** in our community. Amazing! On going volunteer placements included Interior Health shopping for seniors, Kelowna Woman's Shelter, Stillwaters, Windsor Manor, Salvation Army, Pine Acres, Hawthorne Park, Kelowna Food Bank, Ki-low-na Friendship Centre, School Division and also cared for abandoned animals at the SPCA.

We volunteered with Kelowna's Centennial celebrations committee helping with their mail-outs and entered a beautiful float in the City's Centennial parade (we wore period costumes while walking beside or riding on our KDSCL float). We also assisted with the Kelowna Regatta, participating in their parade while proudly wearing KDSCL apparel. Several service recipients helped set up tents and collected recycling. They were pleased to use a Kabotta to transport water jugs, ice and stock to the various vendors.

Our Community Placement Developer showcased a variety of volunteer services in April at the 2005 Okanagan Volunteer Opportunities Fair at Orchard Park Mall.

We provided assistance to individuals requesting support with budgeting, shopping, preparing healthy meals and learning the transit system. A number of people attended Kelowna's Street Smart seminar where they learned many important safety skills to use in community.

A group of staff and service recipients attended the BCACL AGM in Kamloops and went on a trip to Victoria.

In December and March we began providing support to two individuals with individualized funding. They often use KDSCL as a home base.

I would like to thank Mrs. Hadgraft, who has volunteered many hours using her creative expertise to assist service recipients to create a variety of crafts to be sold at our upcoming Christmas Bazaar. More information will be forthcoming and we hope to see you there.

Respectfully submitted by Donna-Lynne Kenyon

**DAY SERVICE
PLACEMENT**

Service Available

Day Service

Provide opportunities for individuals to develop skills and abilities that promote self-esteem and independence through productive meaningful activities in recreation and leisure, volunteerism and life skill development.

**Meaningful Activity
Support & Preparation**

**Recreation
& Leisure**

- Examples:
- Swimming
 - Bowling
 - Festivals
 - Tubing
 - Karaoke
 - Music Class
 - Art Class

**Life Skills
Personal**

- Examples:
- Cooking Class
 - Budgeting
 - Attending appointments
 - Computer learning

Volunteerism

- Examples:
(Non-profits)
- Shopping for seniors
 - Friendship & Seniors Centres
 - Kelowna Centennial

Accountability Documentation

Annual ISP

INTEGRATED CAREER OPPORTUNITIES (ICO)

2004 - 2005

This year has continued to be busy with clarification of employment services provided to service recipients. We focused on the goals requested by individuals and our aim to meet those employment goals. We provided service to 66 individuals. Our workload increased over the past year and we experienced many changes. We have become more efficient while continuing to provide professional support to individuals. I would like to thank the staff of ICO for their progress in becoming a strong team.

When a person commences service with ICO they begin with a job readiness class, new since spring of 2005. We have two instructors who each teach four of the eight sessions that make up a complete class. The course covers a variety of work related subjects, preparing individuals for work readiness also incorporating a safety in the workplace component. Recipients leave the class with a certificate and a resume.

When paid employment is a goal, the service recipients can proceed through practicums, pre-working assessments and training plans or go directly into paid employment. The Community Placement Developer (CPD), assists individuals to determine their employment goals and secure paid employment. The CPD worked hard getting wage increases for individuals at the preexisting worksites.

We currently have four (4) individuals independently employed at Abbeyfield House, Avalon Party Rentals, Kirschener Recycling, Aramark Canada and at University of British Columbia-Okanagan (UBC-O).

We have twenty-two (22) individuals working semi-independently with limited retention at Big Brothers, Okanagan College, UBC-O, Glenpark, CAN AM Mobility, Juniper Hills, Cancer Clinic, Kelowna General Hospital, Regional District (Ecosaurus), Aramark Canada, the Daily Courier and KDI Woodshop.

We have three (3) individuals with training plans working semi-independently at UBC, CAN AM Mobility and the Post Haus Pub. We have an additional three (3) individuals with training plans working in the KDSCL businesses.

There are seventeen (17) individuals employed in group employment through KDSCL. These individuals work with the society's recycling service, yard crews and the Regional District Illegal Dumpsite.

ICO secured a new community-recycling contract. The contract entails collecting recyclable items i.e. bottles, metals, paper and cardboard from various community businesses. This area is expanding and is year round.

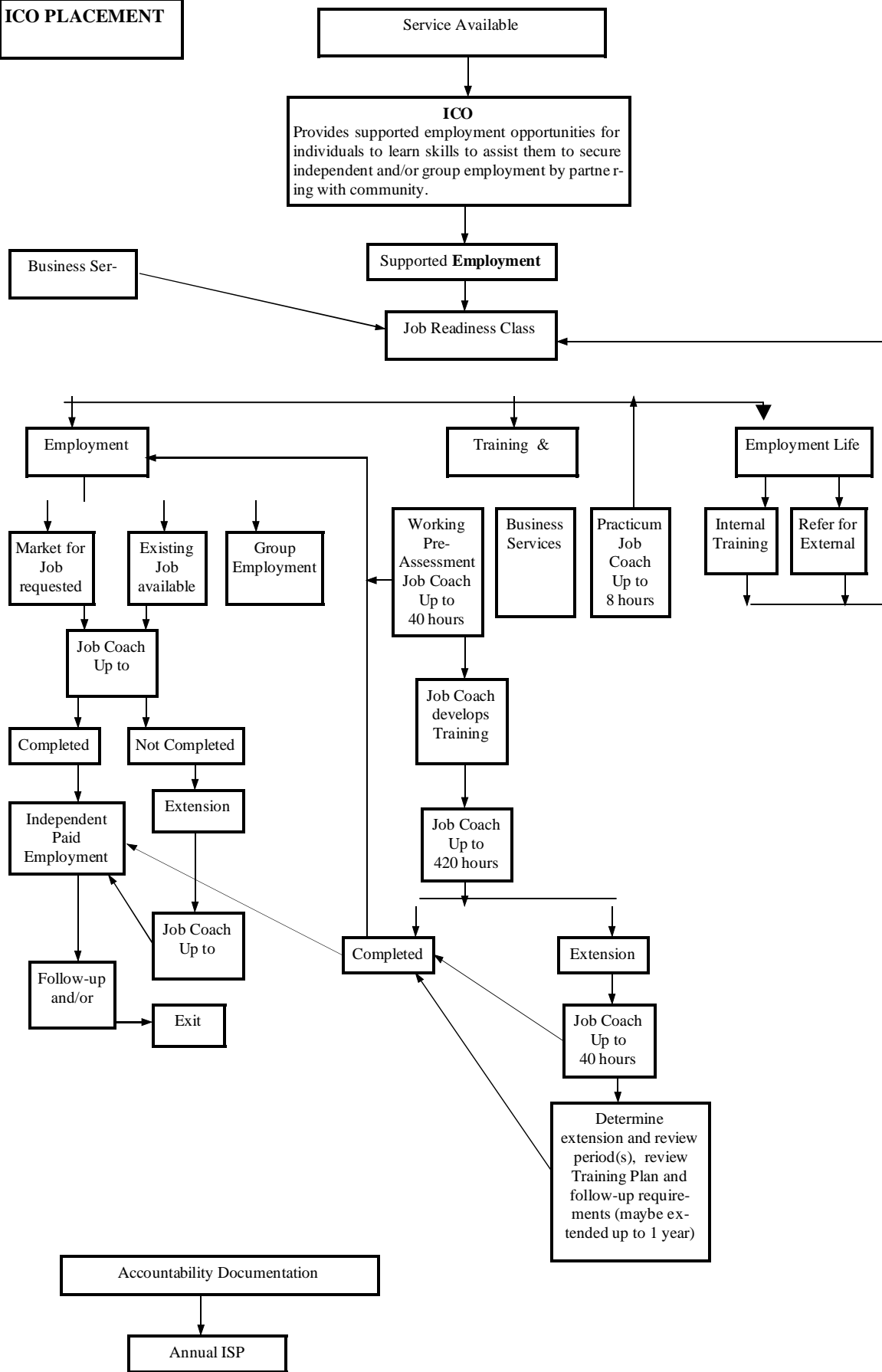
The yard crew contracts in 2004 numbered eleven (11). This expanded to twenty-two (22) contracts in 2005, not including the one-day jobs employing both crews.

The split of UBC and Okanagan College afforded us the opportunity to secure recycling contracts at both facilities, allowing us to increase the number of individuals employed. This involved a great deal of work redoing route schedules and maps at both facilities. It was extremely time-consuming and tedious. I would like to thank D'Arcy Bell for his patience and commitment to seeing the process through.

ICO will continue to "Provide supported employment opportunities for individuals to learn skills to assist them to secure independent and/or group employment by partnering with community".

Respectfully submitted by Susan Harney and Susan Batsch

ICO PLACEMENT



BUSINESS SERVICES

2004 - 2005

KELOWNA DIVERSIFIED INDUSTRIES (KDI) WOOD SHOP

It was a busy year for the twenty-one (21) service recipients and the wood shop. We participated in swimming at Parkinson Recreation Centre (PRC) from September to July.

During the later part of the winter we went to the Memorial Arena to watch the Triple A Hockey Tournament. The Rockets Memorial Cup run was a big hit; we went and cheered on the players as they prepared to leave for London, Ontario in defense of the championship. We also went to Silver Star Ski Resort in Vernon to toboggan. Everyone had a fantastic time.

The wood shop as a business has been very hectic this year. With the housing industry booming, this created a domino affect, which we benefited from. Our stake productions have been continuous. We built four garden sheds with two more orders for the fall. The paper volume received by the shredding department increased substantially. Besides our regular clients such as OUC and the Regional Health District, there were new customer and businesses to serve. There was also an increase in stolen bikes in our community, which is evident by the amount of bikes that were in our system. There have been times when it was overwhelming, but as a team we were able to meet the demand.

Throughout we were able to meet the service recipient's needs and goals while providing quality products to the contractors and customers.

Respectfully submitted by Leighton Cato

LARRY'S CYCLE AND SPORTS

There has been a number of changes at Larry's over the past year. Most have been made with input from the service recipients; all have been made with their direct involvement.

The most apparent change has been to the physical appearance of the work area and the store. We applied fresh paint to the floors and walls, rearranged the workbenches, tool racks and workstations. This not only improved the look of the store, but more importantly it lessened the congestion and made organization of stock, parts and tools systematic. Service recipients take an active role in maintaining a professionally organized and efficient workplace.

The show space was also expanded, more wallboard was added, and the front counter moved. These changes made additional room for product display and made the overall appearance of the store more appealing. Participants were involved in all aspects of

these changes. They continue to be involved in restocking the store, maintaining the parts room, offering customer service, learning the point of sales and bicycle repair.

Participation increased at Larry's. There were sixteen (16) active participants. Besides learning bike mechanics and work skills, there was an increase in offsite activities and outings in the community. Day trips to community events, hikes along the outdoor trails, visits to the art galleries and museums, afternoons at the beach, at Knox Mountain and Mission creek are just some of the events included in the weekly schedule.

The contract to assemble bicycles for Zellers has been steadily ongoing, providing opportunities to learn professional assembly of department store bicycles. We are involved in the pick-up and delivery of the product as well as the invoicing and billing for the service. We are well known to the friendly Zellers' staff.

Larry's acquired a new contract with Spider Manufacturing of Kelowna. This involved tabletop production that created a busy and productive atmosphere with lots of opportunities for social interaction, teamwork, humor and positive energy. There is a real sense of enjoyment in the activity this contract provides.

Larry's Cycle and Sports participated in the annual Kelowna Bike to Work Week and received coverage in the local media. We received an appreciation certificate for our support and contribution from the Parks Alive Program. Larry's also donated bikes to charity efforts in Mexico and donated bicycles and repair work to local social agencies.

Larry's continued to offer quality bicycle repair and service to our costumers. This was somewhat of a struggle this past year due to the location. At times, customers were reluctant to enter the store because of the issues created by being located next to a community outreach clinic. The clinic has since relocated and we are steadily rebuilding a loyal customer base due to the professional service and the friendly, cheerful and positive attitude of all of the service recipients that participate in the store.

Larry's retails the award winning Jamis line of quality bicycles with a wide range to suit every riding enthusiast's needs. It is also the only other distributor for Cove Bicycles in BC.

Respectfully submitted by Wayne Major and Rod Oranchuk

WEDDING BELLES AND BASKETS

Nineteen (19) women attended the wedding store this past year and were involved in a variety of activities. In November we participated in a Fashion Show at the Capri Hotel, with models wearing our dresses. In January the store was involved in Bridal Shows at the Grand Hotel and at the Ramada Inn.

In December we had our annual Christmas Party, which the women always enjoy. We did a gift exchange and brought items for a food hamper.

In the spring the women started a garden plot in the community garden located on Bertram Street, just one block from KDSCL. They planted vegetables and lovely flowers.

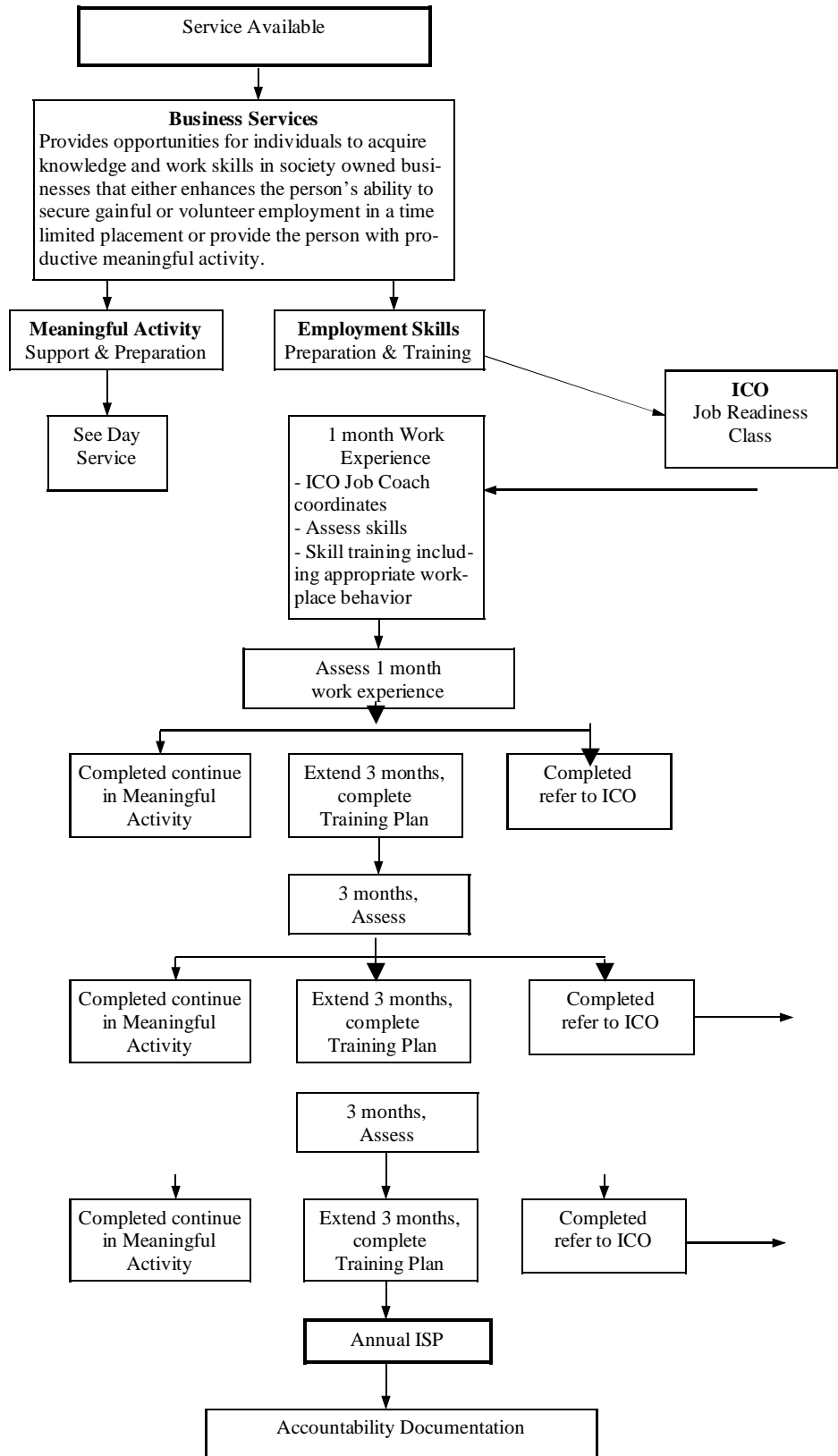
In June we participated in Operation Trackshoes in Victoria. During the summer months we went on outings to City Park for picnic lunches and swimming. We also volunteered at the Fat Cat Festival, in parades, at Windsor Manor serving ice cream, at Pine Acres Nursing Home serving coffee, taking folks for walks and visiting, at the Ki-Lowna Friendship Centre preparing lunch, serving and cleaning up afterwards. We then participated in the Wellness Class that provided information on nutrition and other related subjects.

The women attended cooking and etiquette classes. We continued with our contracts, completing mail outs for the United Way, packaging dishwasher soap samples, book assembly and binding, folding and packaging of golf shirts for an advertising firm and packaging parts for a manufacturing company. Of course there is always cleaning of the store and dealing with the rental items. So as you can see, we have had a variety of activities over the year.

We experienced support staff changes when Helga Scott, a long term employee retired. Her replacements, Maria and Leah, have since left due to pregnancies. Congratulation to Maria who had twins. We have been fortunate to have wonderful staff replacing these women, thank you Cyndy Omand and Melissa Heaton.

Respectfully submitted by Darlene Hass and the women at Wedding Belles and Baskets

**BUSINESS
PLACEMENT**



RESIDENTIAL SERVICES

2004 - 2005

The society continues to maintain the home located on Richter Street. Four individuals have resided there for the past 19 years and one for 10 years. This home provided the supports the individuals and their families' request. Everyone remained healthy and happy and continued to be active in their community.

We provided services to sixteen (16) individuals and their spouses through housing subsidies. Our involvement with these individuals allowed them to live in safe and affordable homes of their choosing. We were available to assist them when they requested support with housing issues.

The society expanded services to individuals and their families through individually funded services. Currently, we support 5 individuals through 4 contracts. Individualized funding allows the families and individuals to determine the kind of service they receive and are supported on a one-to-one ratio. This service is not exclusively residential, three (3) of the five (5) individuals receive some form of support in their family home, with the remaining two (2) assisted to access community through the Day Service.

Respectfully submitted by Mark Wengrowich

**RESIDENTIAL SERVICE
PLACEMENT**

Service Available

Residential
Provide a safe, respectful, healthy and supportive service to assist individuals to live inter-dependently in a manner conducive to their lifestyle choices.

1976 Richter Home

IF Home Support

Apartment
Subsidy

(Mark to Complete)

Support

Defined in IF
Contract

Accountability Documentation

Annual ISP

*Executive Director's
Report*

EXECUTIVE DIRECTOR'S REPORT

2004 – 2005

On July 1, 2005, Community Living BC (CLBC) officially assumed responsibility for services to adults with developmental disabilities in our province. The new organization is dedicated to a thoughtful transitioning period with minimal disruption to the current system. Over time however, services will change. CLBC is committed to an inclusive, flexible community based service model that allows individuals and families to be involved.

We continued to work on our goal to achieve a three-year accreditation designation. We reviewed and updated our policy and procedure manual which can be found at any of our service locations and on our website. We completed many of the goals outlined in our action plans including clarification of the specific service areas, organizational and individual planning and the development of service orientations. Our site survey is scheduled for early November.

During the year we served a total of 157 people, 73 females and 84 males.

Age Ranges	19 to 25	26 to 35	36 to 45	46 to 65
Male	16	29	27	15
Female	7	22	25	16

7 individuals left our service.

Reasons	ICO	Day Service	Business Service
No longer wanted service	2	0	0
Family wanted different service	0	1	0
Moved from area	1	2	0
Death of individual	1	0	0

We began providing service to four families with individualized funding. This has been exciting and thought provoking. It required the organization to reevaluate how we address the goals of the individuals and their families within a setting that has historically been focused on meeting goals in a group, directed by contract expectations versus individuals. We are very pleased this form of funding support became available; it enables the individual and their family to truly purchase the type of service and supports they require.

In October we hosted a very successful open house in celebration of community living month. We raffled off a refurbished bike and the winner, Mr. Newsome, generously gave the bike away.

We were very involved in the Kelowna Centennial Celebrations. We entered floats in both the Centennial Parade and the Regatta Parade, assisted with centennial communications and event cleanup. I would like to thank everyone who volunteered,

especially Miki Hanna who coordinated KDSCL's involvement. Miki spent a tremendous amount of time volunteering in order to make our participation a success.

We attempted to move forward with our plan to replace our building at 555 Fuller Avenue. It has been a lengthy process with the latest delay occurring due to the complexity of finalizing a lease agreement with the city and our financial institution. We still are very committed to this project and hope to make further progress over the next year.

Our building continued to be utilized by other not-for-profit groups including the Cool Arts Group (for clarification purposes, this is not a KDSCL service. Cool Arts is completely independent and only use our space.), the Okanagan Deaf Association, the Spirit of the Island Dancers, the Kelowna Self-Advocates, the Aktion Club and Parent-to-Parent.

On a very sad note, Richard Bernard passed away February 21, 2005. Richard worked in the recycling department at Kelowna General Hospital, at Westside Recycling and in the KDI Wood Shop. Richard was very involved with Special Olympics and loved all sports. Richard and his wife Heidi enjoyed attending hockey games with their friends from KDSCL. Richard is truly missed.

In closing, there are many individuals and groups I would like to thank:

- * The staff; we are very fortunate to have such a flexible, dedicated group.
- * The Board of Directors for working diligently on behalf of people with disabilities.
- * The volunteers for putting time and energy into supporting our services.
- * The Kelowna Self-Advocates Caucus for working so hard to bring the issues to the forefront.
- * The United Way for their on going support.
- * The Vipond Golf Tournament coordinators and participants, with a special thanks to the Kelowna Golf and Country Club for continuing to host this annual event.
- * The staff from the Ministry for Children and Family Development (now CLBC). They have been an excellent resource and active participants in serving people with disabilities.
- * The individual community members and groups that continue to support our organization.

Respectfully submitted by Charisse Daley

*Activity Quality Assurance
Manager's
Report*

ACTIVITY QUALITY ASSURANCE MANAGER

2004 – 2005

In preparation for our accreditation, the last fiscal year has been one of unprecedented change for KDSCCL in terms of its perspective and operational function ranging from administrative operations to how services are delivered to the individual's it serves. It has been very much like living in a house that you are trying to build at the same time. While it certainly can be done, it is most definitely awkward.

As with any mass system change, approaches to performing day-to-day operations have been changed to refine service delivery and administrative protocol. This has been particularly difficult on the staff and supervisors who were challenged with the process of these adaptations.

I am pleased to say that while the above is an unavoidable side effect of mass change, staff has learned to become very adaptive and have stepped up to meet these changes. The staff are embracing this new approach and are supportive because they believe that the new service model is a significant improvement over the old one.

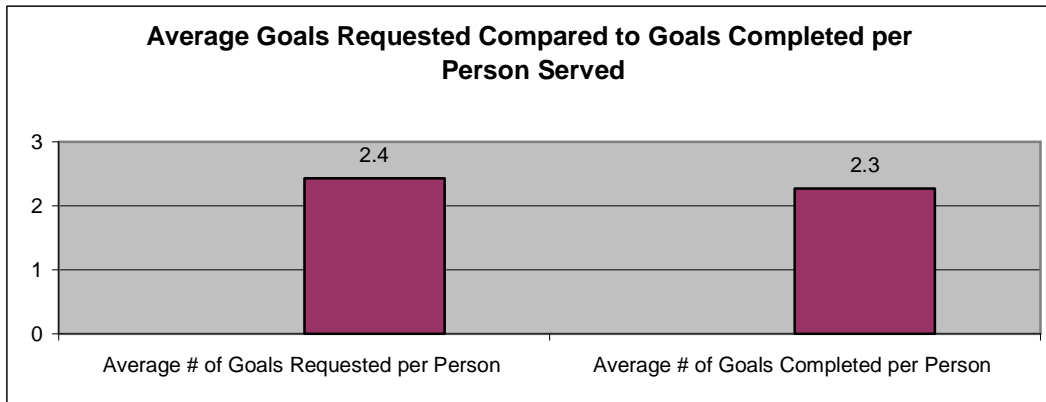
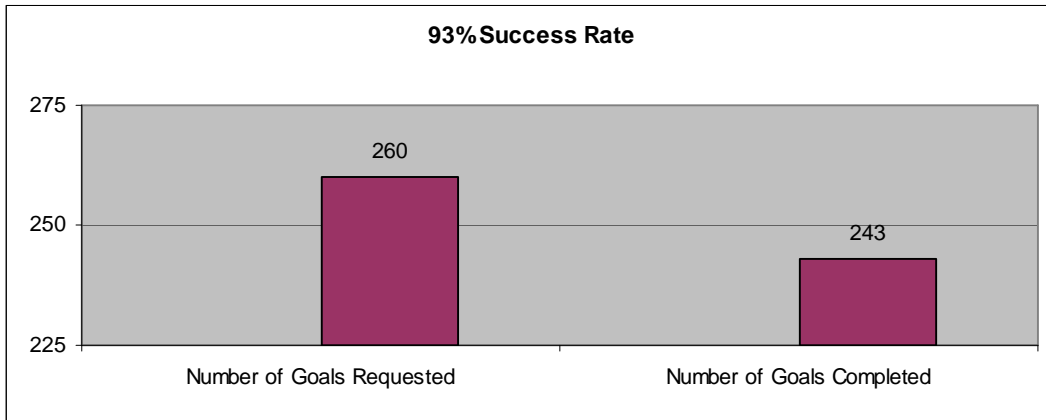
We are fortunate enough to have an executive director that demands strict adherence to the use of an extensive set of policies and procedures. In doing so, she has empowered KDSCCL to become an entity upon itself that stands with its own purpose and intent. It cannot be easily manipulated by either internal or external forces. The Society as a whole is evolving into an entity that is worthy of the phrase "Growing Together".

We have learned over the last year that developing an effective outcomes measurement system is absolutely paramount in providing and monitoring an effective and efficient service to the individuals we serve. The following cross reference tables and charts illustrate our success over the last year. More importantly, it served to identify the areas that we needed to improve upon in order to become a better service for the individuals we serve.

Total Number of People Served Who Sought Specific Goals	107
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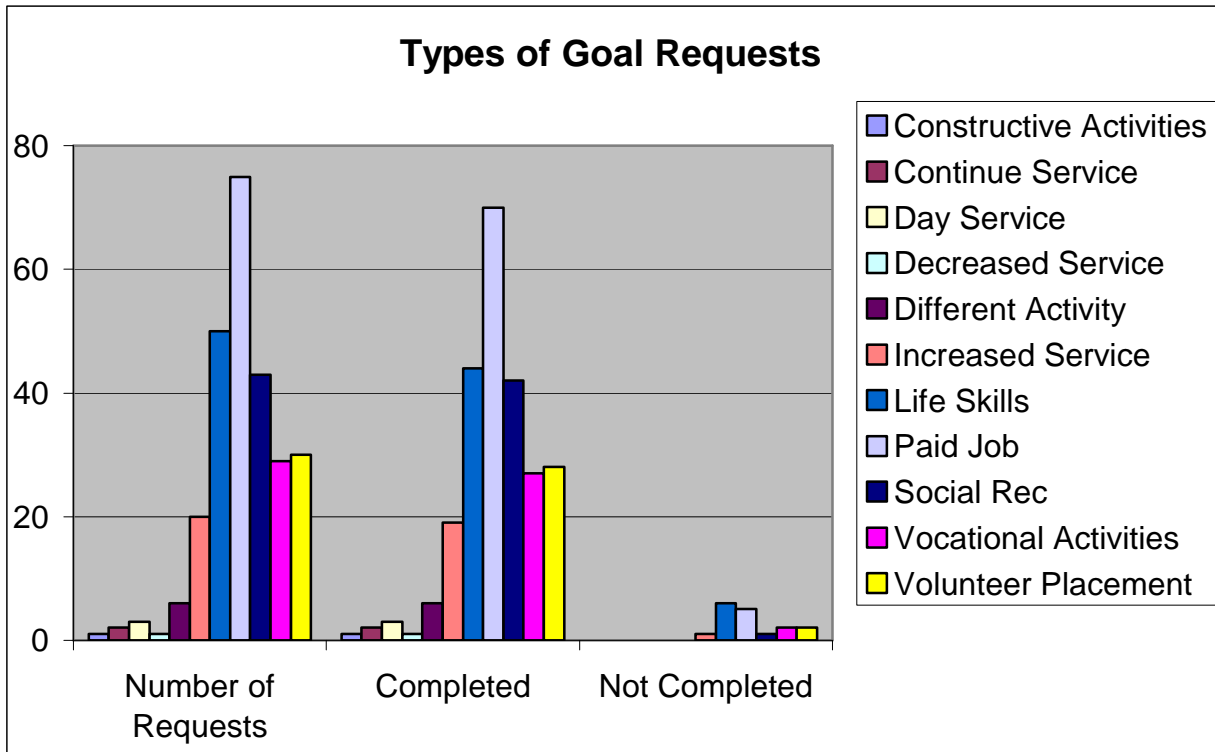
Results of Goal Requests From Persons Served

Number of Goals Requested	260
Number of Goals Completed	243
Success Rate	93%
Average # of Goals Requested per Person	2.4
Average # of Goals Completed per Person	2.3



When we reviewed the goal requests of the individuals served, we determined that each of them fit into the range of categories listed below.

Types of Goal Requests	Number of Requests	Completed	Not Completed
Wanted More Constructive Activities	1	1	0
Wanted to Maintain Continue Service	2	2	0
Wanted Day Service Activities	3	3	0
Wanted a Decreased in Service	1	1	0
Wanted a Different Activity	6	6	0
Wanted an Increase in Service	20	19	1
Wanted Life Skills Support	50	44	6
Wanted a Paid Job	75	70	5
Wanted Social Recreational Activities	43	42	1
Wanted Vocational Activities	29	27	2
Wanted to Volunteer in the Community	30	28	2
Totals	260	243	17



Satisfaction Surveys

We have significantly extended the range of satisfaction surveys we requested from stakeholders over the last year. We currently seek satisfaction surveys from the family and individuals served, Community Living BC (formally MCFD) and the customers who purchase products and services from KDSCL. Satisfaction surveys are a valuable tool to determine what we as a Society need to improve upon in order to provide a better service.

We sent out one hundred and fifty-one surveys to the families and individuals we serve. Nineteen families and individuals responded.

FAMILY SURVEY

(A) DO YOU FEEL THAT THE SERVICE RECIPIENT HAS THE OPPORTUNITY TO:

	Does not apply	Never	Not often enough	Usually	Always
1. Make his/her own choices at KDSCL.	2	0	3	9	5
2. Earn wages if desired.	6	0	6	4	3
3. Receive prompt, responsive services.	2	0	3	12	2
4. Choose hours of service.	6	3	1	6	3
5. Advance	10	1	3	4	1
6. Have involvement in individual service planning.	3	1	1	9	5
7. Achieve individual goals.	3	1	3	7	5
8. To make friendships.	1	2	0	5	11
Total	33	8	20	56	35
Percentage	22%	5%	13%	37%	23%

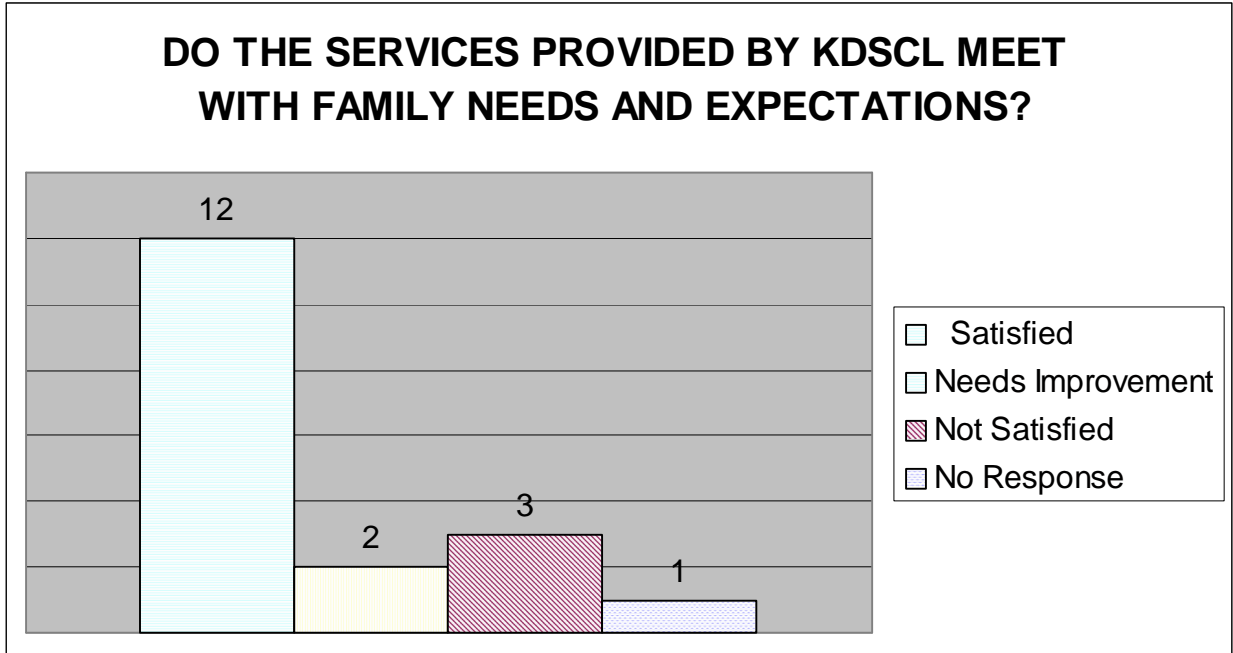
(B) DO YOU FEEL THAT OUR PROGRAMS OFFER:

	Does not apply	Never	Not often enough	Usually	Always
1. Respect and dignity.	2	0	1	4	12
2. Enhanced lifestyle/quality of life & self-esteem	1	0	3	8	7
3. Good service environments.	1	1	0	8	9
4. Steady hours of service.	1	0	2	10	6
5. A secure and safe environment.	0	0	0	8	9
6. Positive experiences.	1	0	3	8	7
7. Competent & knowledgeable support workers	1	0	0	8	10
8. Flexibility within services.	2	0	3	8	6
9. Meaningful, productive services.	2	0	4	6	6
Total	11	1	16	68	72
Percentage	7%	1%	10%	40%	43%

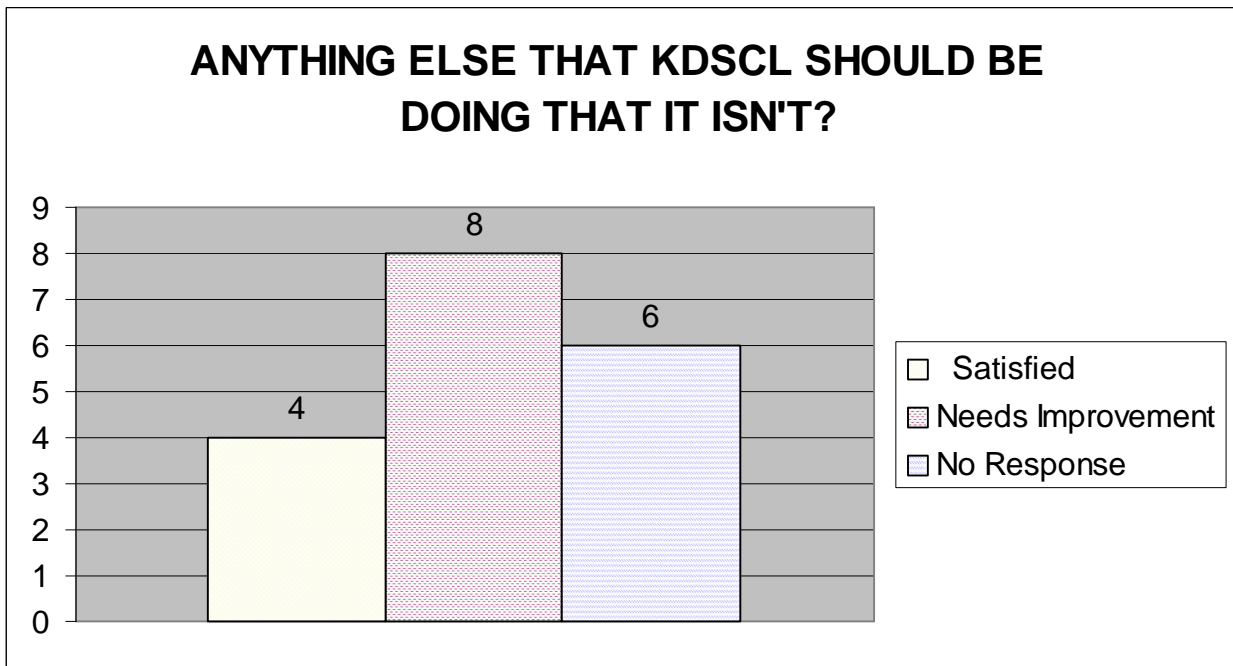
(C) ARE YOU AS A FAMILY MEMBER / CAREGIVER:

	Does not apply	Never	Not often enough	Usually	Always
1. Happy with our quality of services.	3	0	2	8	6
2. Being kept informed of options and services.	4	0	2	7	6
3. Receiving good communication with service provider	2	0	2	7	8
4. Able to understand clear goals/outcomes.	2	0	2	12	2
5. Satisfied with individual's accomplishments.	3	0	4	4	6
Total	14	0	12	38	28
Percentage	15%	0%	13%	41%	30%

Question D of the Family Survey



Question E of the Family Survey



Survey for Individualized Service Planning Meetings

Total Number of People Surveyed 42		% Said Yes	% Said No	% Said N/A	Effective Percentage
Question #1	The individual (or family, friend, or advocate if needed) chose who would be at the meeting and where it would be held.	71	14	14	71%
Question #2	The individual was at the meeting.	100	0	0	100%
Question #3	The individual was a part of the team and the focus of their work.	83	7	7	85%
Question #4	The individual (or family, friend or advocate) was asked first to share, and then others were asked to share information.	100	0	0	100%
Question #5	The team talked about the individual's preferences and strengths.	100	0	0	100%
Question #6	The team talked about the individual's hopes and dreams for the future.	100	0	0	100%
Question #7	The team talked about barriers to the individual's preferred lifestyle (e.g. living, working relationships) for both now and the future.	93	2	5	93%
Question #8	The meeting was positive.	100	0	0	100%
Question #9	The meeting was supported by an effective facilitator who made sure that everyone had an opportunity to share in a non-judgmental atmosphere.	100	0	0	100%
Question #10	Someone was there to talk to or communicate for the individual if he or she could not talk or communicate for him- herself.	74	0	26	74%
Question #11	The team talked about how to make sure the support services plan would reflect the individual's preferences, strengths, hopes and dreams.	100	0	0	100%
Question #12	The team committed to work together to carry out the plan and to meet again to talk about their progress.	98	2	0	98%

Overall Average Percentage 93% 2% 4%

We sent out six surveys to our funding body. Three Community Living BC staff responded.

FUNDERS SURVEY - July 2005

General Services	Does not Apply	Never	Not often Enough	Usually	Always
1. Are you satisfied with KDSCL's services overall?	0	0	0	2	1
2. Is KDSCL staff responsive (return phone calls, etc.)?	0	0	0	1	2
3. Do KDSCL staff keep you up to date?	0	0	0	1	2
4. Do KDSCL staff respond to your questions and concerns?	0	0	0	0	3
5. Do KDSCL staff advocate for choices of the individuals served?	0	0	0	2	1
6. Do KDSCL staff work to better the lives of people with developmental disabilities?	0	0	0	0	3
7. Do KDSCL staff treat the individuals you represent with respect?	0	0	0	0	3
8. Do KDSCL staff treat you and/or your staff with courtesy and respect?	0	0	0	2	1
9. Does KDSCL meet your administrative requirements?	0	0	0	0	3
10. Are you satisfied with the support and services the individuals you represent	0	0	0	0	3
Total	0	0	0	8	22
Percentage	0%	0%	0%	27%	73%

Leadership	Does not Apply	Never	Not often Enough	Usually	Always
1. Are you satisfied with KDSCL's leadership overall?	0	0	0	2	1
2. Are you satisfied with the leadership displayed by the executive director	0	0	0	1	2
3. Are you satisfied with the leadership displayed by the managers overall?	0	0	0	0	2
4. Are you satisfied with the leadership displayed by the supervisors overall?	0	0	0	1	2
Total	0	0	0	4	7
Percentage	0%	0%	0%	36%	64%

We sent out sixty-four surveys to our customers. Twenty-one customers responded.

KDSCL Customer Survey 2005

Questions	Does not Apply	Never	Not often Enough	Usually	Always
Are you satisfied with KDSCL's services overall?	1	0	0	6	14
Is KDSCL staff responsive (return phone calls, etc.)?	3	0	0	5	13
Does KDSCL staff treat you with respect and consideration?	0	0	0	1	20
Does KDSCL staff keep you up to date with changes?	4	1	1	6	9
Do staff respond to your questions and concerns?	1	0	0	4	16
Do you find KDSCL staff to be considerate and respectful to the people with disabilities they work with?	3	0	0	1	17
Do KDSCL staff assist people with disabilities to meet your service needs?	6	0	0	1	14
Do our hours of service meet your needs	2	0	1	5	13
Is KDSCL's billing system satisfactory for your requirements?	3	1	1	6	9
Total	23	2	3	35	125
Percentage	12%	1%	2%	19%	66%

The information we gather from surveys is evaluated to determine what areas of our services require improvement. Once these areas are identified, action plans are developed, implemented and monitored to improve both efficiency and effectiveness of our services.

Additional Outcomes Measurement Information

Of the forty-two (42) Personal Service Plans (PSP) or Individual Service Plans (ISP) that occurred forty-two (42) individuals participated in and/or attended the meetings.

Of the sixteen (16) people involved in training and requesting paid employment fifteen (15) people are employed and receiving minimum wage.

Of the fifty-six (56) individuals in Business Services forty-eight (48) participated in twenty-nine (29) different non-work related activities.

Of the forty-four (44) service recipients requesting new or different employment seventy (70) full or part-time positions were secured.

Of the fourteen (14) service recipients requesting the Job Readiness Class April 1, 2005, five (5) individuals attended the first session from April 1-18, 2005, five (5)

attended the second session from April 28 to May 4, 2005 and four (4) attended the third session from May 27 to June 13, 2005.

Of the sixty-four (64) individuals in Day Services sixty-one (61) participated in forty-nine (49) different recreation and leisure activities.

Of the twenty-six (26) individuals requesting participation in evening and weekend activities twenty-six (26) people attended and participated in seventeen (17) different activities.

Of the thirty-eight (38) Individuals in Day Services requesting volunteer placements, thirty-two (32) volunteered with nine (9) separate organizations.

Of the twenty-four (24) individuals in Day Services requesting life skill twenty-four (24) were assisted with their life skill requests.

Respectfully submitted by Leigh Edwards

History

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

1953 - 2004

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 name was changed to Larry's Cycle and Sports. The Minister for Children and Family Development appointed a provincial Transition Steering Committee to make recommendations on transferring community living services from government to a new community based governance authority.

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

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

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.

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 Pizio	1993 - 1997
David Paynter	1997 - 1999
Dennis Gates	1999 - 2004
Gail Meier	2004 - Present