

FSJACL 2012-2013 Annual Report





Our Mission Statement

Supporting adults with developmental disabilities to achieve full and meaningful lives in our community by providing resources to individuals and families

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We are an Accredited Agency

The FSJACL was accredited in August of 2011 for another 3 years, which is the highest achievement possible through CARF (Commission on Accreditation of Rehabilitation Facilities).

CARF-accredited programs and services have demonstrated that they substantially meet internationally recognized standards. CARF accreditation means that an organization has made a commitment to continually enhance the quality of its services and programs and its focus on the satisfaction of the persons served.

What is accreditation?

Accreditation is a process that demonstrates a provider has met standards for the quality of its services. CARF* establishes these standards to guide providers in offering their services. CARF also uses the standards to evaluate how well a provider is serving people and how it can improve.

What is a CARF survey?

As a step toward accreditation, a provider invites CARF to send a team of professionals, called surveyors, to visit its site and evaluate its services for quality. The surveyors consult with staff members and interview people who use the provider's services. Based on the surveyors' review, the provider may be awarded CARF accreditation for one or three years. In some cases, the provider may need to improve its services before it can become accredited.

Board of Directors and Staff

Board of Directors 2012-2013

Jennifer Snider	President
John Julyan	Vice President
Angela Telford	Treasurer
Amanda Huhn	Secretary
Ryan Taylor	Director
Patti Ternier-Smith	Director
Sharon Doerksen	Director
Iлона Amstutz	Director

Administrative Staff

Cindy Mohr	Executive Director
Vernelda Nicholson	Manager of Admin & Finance
Trina Blank	HR/Office Supervisor
Corinne Goodwin	Special Projects Coordinator

Program Supervisors

Pat Taylor	A Street Home/Home Share Coordinator
Alice Hayley	4 –Plex Home
Tanya Neil	10 th Avenue Home
Jodie Dixon	Community Connections
Sheri Ashdown	Careers
Jan Christian	DeeJays Home

Current Board of Directors



Jennifer Snider – President

I have worked with the Association for Community Living, in some capacity, for eleven years and have had the opportunity to see many changes within the organization. I first worked as an RN that provided support to staff by training them to meet the medical needs of the clients they supported. It was through this opportunity that I was able to meet and work with the staff and self-advocates and grow to appreciate the significance of this Organization within the community.

With three young boys who test my energy and parenting skills to the MAX, I appreciate how well staff can work with various individuals and not lose their temper or patience. (Really, it's jealousy!) Many are able to leave their personal lives at home and commit 100% of their focus to the client's needs. And that, is just one of the things I love about this Organization.

I have lived in Fort St. John and married a local boy and can't imagine calling any other place HOME. Many of the self-advocates have been a part of the organization for as long as I can remember. There are individuals that I also had the opportunity to grow up with! I've seen how life has had its ups and downs for them, I've seen what brings pure joy to their lives and I've seen how much respect and acceptance they have earned within the Community. And this is why, I am proud to be a part of the Fort St. John Association for Community Living.

John Julyan – Vice President

I moved to Fort St John in 2008. I'm a police officer with the RCMP. I work as a general duty constable, in which I investigate various complaints. Previous to working with the RCMP I was a retail store manager for over 18 yrs, most recently managing a Staples store in Kelowna.



I have volunteered with Special Olympics in the past and have also worked with the United Way in Kamloops and Kelowna, assisting with their annual campaigns. Outside of work I enjoy snowmobiling, motorcycle riding and spending time with my wonderful wife.

I enjoy working with people and being able to assist them. I feel that being a part of the community means being involved in it also. Being asked to be a board member for the Fort St. John Association for Community Living has allowed me to be a part of an organization that cares for people and plays an integral role in our community.

Angela Telford – Treasurer

I have lived in Fort St. John for the majority of my life. Currently I work seasonally as a staff accountant, manage books for a number of small businesses and also manage rental properties that my husband and I own, in addition to caring for and spending time with my two sons. I feel I have a strong background in finance, as well as being organized and quick to jump in to help where I can.



I feel I am very much a team player and hold up my end of my responsibilities. I feel the association is a great contribution to the community and has personally for myself and my family provided much support and help, for almost a decade now. They have truly made a difference in my family's life, and I welcome the opportunity to become a part of it.

Patti Ternier-Smith - Director

My name is Patti Ternier-Smith. I have lived in Charlie Lake for the past 13 years with my family. I am a busy mom of two and I also work part time in the oil and gas industry.



I have worked as a care aide in long term care as well as in a private setting. I thoroughly enjoyed my days as a long term care aide; it is close to my heart and one of my favorite jobs. I was fortunate enough to be the caregiver to my grandmother in her final days. I also feel very privileged to care for my uncle (Jerry) who has Down Syndrome. Jerry spends a month with us every summer, it's a treat to have him!

I am very pleased to be a board member for the FSJACL.

Ilona Amstutz – Director

Ilona has lived in Fort St. John for the past ten years. She moved here for work and was also pleased she could pursue her activities, which are running, skiing and swimming in the area. She is married and has 2 children and is originally from Poland. She hopes to bring her medical expertise to the board and hopes to make a difference in the lives of those that are part of the association.



Amanda Huhn- Secretary

I moved here in 2003 from Cape Breton, Nova Scotia and have made Fort St. John my new home (away from home). After being here a few months, I wanted to continue on with my career in Residential Care and with the help of a friend, I was pointed in the Association for Community Living's direction. I began as a relief worker in all programs and quickly worked my way into a full-time position. I had the honor of being employed by the FSJACL for 5 years, experienced different positions, in the residential programs, Community Connections, Careers programs, and ended my time as a program supervisor. During my journey I made some great friends/colleagues, shared many laughs, gained a mountain of knowledge, and have all the memories to cherish.

In 2008 I decided to make a career change; it was hard to leave the FSJACL but it was time to move on. My new career has kept me very busy so keeping in touch as much as I wanted with the individuals at the FSJACL was hard to do. When asked to become a member of the Board, I saw it as an opportunity to stay involved with such a great group of people. Being on the Board of Directors has been a great experience and I look forward to all that it will bring, as well as meeting new people, and catching up with ones I know.



Sharon Doerksen -Director

My family has lived in Fort St John since 2002. I am currently bookkeeper for an Oilfield company my husband and I own, named Dash-O Field. My employment history has included working with School District #59 for nearly 20 years and I have worked in financial institutions as well before that.

I also believe that it's important to give back and I spend a great deal of time volunteering for local organizations. I was part of the CLBC Community Council, was the local chair for Special Olympics, and was also on the Safety Board for School District #59. I currently sit on the Professional Resources Committee for Community Living.

My family keeps me grounded. I enjoy spending time with my husband, my grown children, granddaughters and my niece's children. I also enjoy watching most sports, especially hockey and curling. I enjoy being around people and seeing them succeed.

I enjoy sitting on the board for the FSJACL and I believe my experience can contribute to the success of this organization. My daughter has a disability and I believe that life experience as well as my work experience is a positive contribution to the board. I have also been a union representative for School District #59 where negotiation and conflict resolution are skills that I have honed. As well, while I feel comfortable voicing my opinion, I also value others' opinions and like to hear other's views. I sometimes come across as tough, but really have a big heart, especially when it comes to helping people and seeing the successes that come from the right encouragement and support.



Jack Graham



Ryan Taylor – Director

I have lived in Fort St John for most of my life. I moved from Fort St John to Kelowna when I was young to live with my mom and step-dad in 2000. From there I moved back to Fort St John and lived with my dad and step-mom for a couple of years, until there became a place available in the FSJACL 4-plex in 2007. I love it because it is close to my work and everything I need.



I am also involved on the Community Living British Columbia Community Council for Fort St John, Dawson Creek and surrounding communities. I do a fair bit of traveling with the Community Council for meetings involving people with developmental disabilities. I go to Prince George six times a year for meetings where I also meet new people that have special needs. I speak on behalf of self advocates and get their concerns across to the board, and we have various activities planned for the three days that we meet.

Since I moved to Fort St John, I have made a lot of friends, most of them from my job working at McDonalds, and some at the Fort St John Association Community Living, and also some from Dawson Creek through the Community Council. I have been working with Cory Goodwin, the Special Projects Coordinator, on a newsletter a couple of times a year, we put all the activities that are happening in a Newsletter and distribute them to the public and also to the individuals and board members. I enjoy doing things like newsletters and other community related activities.

The thing I enjoy the most is going to visit with seniors and playing games with them or just sitting with them and keeping them company. Also while living in Kelowna I volunteered at a soup kitchen once a week, and I also had a paper route I did for three years and enjoyed every bit of it. While living in Kelowna I was involved in a couple of organizations. One of the organizations was T.I.E.R. Support Services, they helped me get the newspaper route I was on.

The reason I would be good for this position is because I can speak for people who can't speak for themselves. And I also enjoy interacting with people from all over the community.



Kevin Smith, Kelly Wiebe & Tyler Atkinson enjoying a game

Nomination Committee:

The Nomination Committee is comprised of members of the Board of Directors who are appointed by the board annually, at least three months prior to the Annual General Meeting. They are responsible for recruiting nominees for the Board of Directors who meet the guidelines as set out in the Association's Constitution and Bylaws and who also fill a need within the current Board of Directors. For example; the board looks at the skills, abilities and experience that would benefit the board in leading the FSJACL and identify areas of expertise which are currently not represented within the current board. Within our constitution and bylaws there must be a self advocate on the Board of Directors. In addition, the board feels it is important to have a family member of someone with a disability represented as well as other such areas of expertise.

The Nomination Committee members for 2013 are Jennifer Snider, Angela Telford and Sharon Doerksen.

This year the following board members have one year left in their term:

Jennifer Snider

Angela Telford

Ryan Taylor

Amanda Walker

Sharon Doerksen

"We are more alike than different and folks facing different challenges belong not only in our communities but equally in our businesses, our activity groups and even in our circle of friends"

From a Band named "Inclusion"

This year the following board members' terms expire, but they are eligible to run for another term:

Ilona Amstutz

Saying Goodbye

Unfortunately John Julyan resigned his position on the board of directors this year as he received a transfer with the RCMP. The FSJACL would like to thank John for his service on the board for the past four years; he made an incredible contribution to the Association and will be dearly missed.

Nominees for 2013-2015 Term

The Nomination Committee is pleased to present the following nominees to the membership for the 2013-2015 term:

- Ilona Amstutz (see bio on pg 4)
- Kevin Marques (see bio below)



CHEERS! Dustin & Doug at the
Careers Luncheon

Nomination Committee (Continued):

Kevin Marques

I am privileged to have been given the opportunity to be a board member of the Fort St. John Association for Community Living (FSJACL). Having moved to Fort St. John in the last year and learning about the work done by the Association is humbling and inspirational. I am hopeful my employment background in health care and as an Advisor with the Ontario Ministry of Transportation will be an asset to the association in the continued drive to better serve the association's members.

Having volunteered in various organizations, I have recognized the importance of having a strong board. I am delighted and looking forward to working closely with our other board members, volunteers and employees - all of whom have already demonstrated their drive and dedication to making a difference in our community and especially to the association's membership.



John Coulson at his job at Urban Systems

"We are happy to have John as an employee. He comes into the office comfortable and always contributes to conversation. People might not think it's important, but he is part of our company."

John's supervisor, Elissa Spidel
Urban Systems

A Message from the President

PROCRASTINATION...Thank goodness all of the hardworking staff and management don't follow my example, or they would never accomplish anything, never mind the incredible successes they achieve each year. I have avoided writing this for weeks and have hoped to have a moment of inspiration. Instead, I have many thoughts of accomplishments, challenges, frustrations and future dreams that I can't even begin to share with you. Here are a few...



We have had the same challenges with retaining staff that we have faced for several years, and despite various initiatives and incentives, there is no way to avoid these problems. Having articles shared in The Flipside and in the newspaper and having ongoing community support from the individuals and businesses has helped to raise our Organization's profile and has resulted in increased recruitment numbers, but the fact remains that this organization is unable to pay the wages that other Health Services Sector unions can pay and this continues to be a barrier to retention.

Living in the North, the opportunity for staff to receive outside education through speakers, whether at conferences or in services, is very limited. Having a speaker come in to do workshops is cost prohibitive with flights and accommodations and finding replacement staff is often difficult. We have subscribed to some excellent on line educational programs, and the response from staff has been so positive that we would like to extend the invitation to use these learning modules to family and Association members. Having a better understanding of different disabilities (ie. Autism) and the different issues individuals may face (challenging behaviours, sexuality, employment) helps staff, volunteers and family better understand the needs of those with disabilities. Having had the opportunity to try these modules, I can't say enough about them and encourage you to give it a try. If interested, please contact Cindy or Trina for more information.

We are now in full swing preparing for accreditation. Time sure flies as it seems that only yesterday, we were sitting in the Boardroom with the Surveyors, receiving our 3 year accreditation, the best "mark" an organization can earn. I am very confident that this process will continue to be rewarding. The hard work of staff hasn't gone unnoticed. We are recognized as a national and international leader in the process and that is more than an accomplishment....it shows the unwavering dedication and creativity of the leaders of this organization.

We have enjoyed the experience of working with KPMG as our financial auditors and thank them for their time, effort and understanding. The financial report can be found in the AGM report and we welcome any questions you may have.

We are hopeful that promises of funding to our programs, that were made during provincial bargaining, are followed through so that we can meet the basic needs of our individuals.

We are extremely grateful to the community businesses and individuals for all the "extras" and opportunities that we can bring to these individual's lives. The support we receive through the DGS Astro Paving Charity Golf Tournament and our annual fundraiser Of the Vine goes above and beyond anything we could hope for and is sincerely appreciated.

We have big plans for expansion and change in the next few years. We recognize that the number of individuals we support will be increasing as several high school students graduate and transition into our adult programs. Our Careers and Day Programs have been separated and each will grow to meet their own needs. As the community continues to see the value in the positive work ethics of our individuals we expect to see a continued increase in job opportunities. Having the opportunity to contribute to society and earn a wage for doing so is very empowering and boosts confidence to new heights. For some of these individuals, it may also be an opportunity to live more independently as well. For employers, it is an opportunity to see that our individuals enjoy living “ordinary” lives and are “normal” human beings and decreases any stigmas associated with developmental disabilities.

We realize that more residential options will be needed and are looking at creative solutions. As you are aware, we do not believe in institutionalized living and some brainstorming has begun for other opportunities. Home Share Programs are terrific and this program is slowly growing. Finding the perfect mix of individuals takes time and effort but the individuals living in the situation LOVE IT. Thank you to our Home Share providers for your commitment.

Respite Care is always needed and we continue to look for families willing to assist care providers when respite is needed. We encourage you to contact us if this is something you are interested in, or if you know of someone who would be able to provide this service.

While I would love to “spill the beans” on some other things we have in the works, I won’t..... what would I have to write about next year if I ruined the surprise? It is so great to see our programs expanding to something far beyond meeting the basic needs of individuals with developmental disabilities. The organization is surrounded by passionate individuals and each day should be considered a success. Thank you for your time and dedication.

Jennifer Snider
President, Board of Directors



“Tammy is a tremendous asset to our company. She brings a great work ethic, dedication, humor and is a welcome member of our staff”

Lita Powell, Owner
Li-Car

A Message from the Executive Director

I am happy to report another successful year; one not without its challenges, but overall I am very proud to be part of such a dynamic and spirited organization that continues to move forward in providing quality services to those we support. Below I've detailed some of the highlights from the past year:

Collective Bargaining

In March, after a great deal of work from the bargaining team, a Collective Agreement was reached. It contained a very modest increase in wages for staff, which was one of the main factors for our agency, as recruitment and retention of staff continues to be one of our biggest challenges. The Community Living Sector's Collective Agreement negotiations are led by CSSEA (Community Social Services Employees Association), a government funded organization that represents employers in the Social Service Sector. While we were assured the increased costs in the Collective Agreement would be funded, we have since heard that



Community Living BC may not fund the increases. This is very disheartening as we had an obligation to begin paying the wage increase to our employees on April 1st of this year and without the funding to cover the increases, it will definitely impact our operations. The current Collective Agreement will expire on March 31, 2014.

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Maya Angelou

Recruitment and Retention

As noted previously, this continues to be one of our biggest challenges. While living in such a prosperous community has many benefits, it also comes with its challenges, especially around recruitment and retention of employees. Unfortunately, through collective bargaining over the years, our employees are among the lowest paid in this sector. We continue to lose employees to other employers in our community who are able to pay a higher wage. We have done some creative things over the past year to recruit employees, but it still continues to be one of our challenges.

Leadership Team

We've had some changes in our Leadership Team this past year. Elaine Bourdon who has been with this organization for over 25 years, retired in March of this year. She has been an invaluable part of this organization and has seen it through many changes and has been part of its growth over the past 25 years. We wish Elaine the best in her retirement. Trina Blank, the previous supervisor of Community Connections and Careers, replaced Elaine as the Human Resource/Office Supervisor. Jodie Dixon, the previous supervisor of DJ's Residence, is now the new Community Connections Supervisor. Jan Christian is now the Supervisor of DJ's Residence. In addition, to reflect the agency's focus on employment we separated Careers and Community Connections and Sheri Ashdown is now the supervisor of our Careers Program. Everyone is doing an amazing job in getting adjusted to their new roles. Pat Taylor is also taking a temporary leave from A Street of focus on developing our Home Share Program and in the interim we have an acting supervisor, Saraiah Berezowski filling in temporarily. Alice Hayley, continues to be the supervisor of the 4-plex and Tanya Neil continues to be the Supervisor of 10th Avenue. Vernelda Nicholson, our

Manager of Administration and Finance and Cory Goodwin, our Special Projects Coordinator make up the rest of our Leadership Team.

I'm very fortunate to have such a wonderful leadership team, they are a very resourceful, forward thinking group of people who are constantly jumping in to help each other out. Thanks so much!

Employment

As previously stated, our agency is making employment more of a priority for the people we support. It is our belief that true inclusion comes from the ability to contribute and participate in community, and being part of a workplace is a huge part of that. We believe that most people are able to work in the community and through job carving and effective job matching, people with disabilities can be successful in workplaces. Employment provides an avenue for building self-esteem, independence, and building of social networks which ultimately keep people safe in communities; just as it does for people without disabilities.

Training

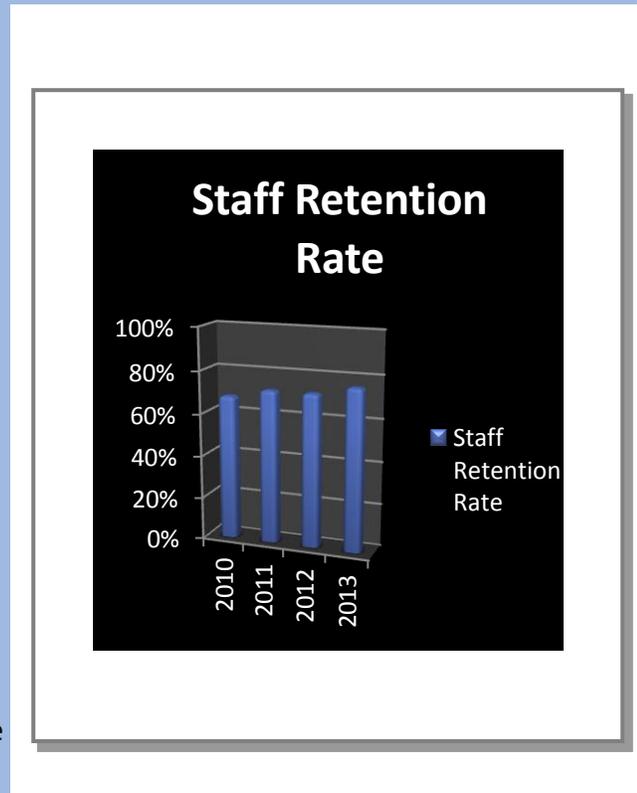
Last year we focused on imbedding the Guiding Principles into all of our programs. We did a survey this past year to see how we were doing in following the Guiding Principles and while we can celebrate progress, we realized that we still need to continue to find ways to communicate the Guiding Principles at all levels of our organization and keep reminding each other to follow them when we slip a bit. In addition, we've taken the Guiding Principles a step further and added on-line training around values, safeguarding individual's rights and understanding the role of a support worker. We have had excellent feedback regarding the training and feel this is a huge step in the right direction. For many years we've looked for training that addresses these issues, and we've now found it through an on-line training program called Open Future Learning.

New Programs

The Home Share Program continues to grow and this past year we have begun to develop a respite program to provide this type of support. The respite program would allow us to contract with people to provide support to individuals with disabilities in their home for a short period of time, to allow the family a break from providing care to their loved one.

This past year we have also developed a cooking evening for individuals with disabilities who live on their own in the community. This allows a social time, teaches cooking, nutrition and they always cook extra so they can take some home.

In addition, we began a program to provide financial assistance to individuals with disabilities to be more active and get healthy. This program has been very popular and so far people are using it for swimming, going to the gym and bowling.



Accreditation

We will begin preparing for our accreditation survey in the coming year. This will be our 4th accreditation survey. Wish us luck!

Events and Fundraising

DGS went above and beyond in their support of our agency. They invited us to be part of their Invitational Golf Tournament again this year which is an extraordinary honor and the amount was raised was over \$40,000.00. The tournament is not only one of the most profitable fundraising opportunities for us, but also allows us an opportunity to include the people we support in the day and educate the participants on who we are and what we do. Thank you to all the sponsors of this tournament and John Cunningham of DGS for this amazing opportunity and your continued support of our agency.

The 2012 “Of the Vine” Fundraiser was a huge success. The support from the community was amazing and everyone really enjoyed themselves. I would like to thank DGS Astro Paving, Sharp Environmental, IT North and TCL who were our Platinum Sponsors and Toms Construction, Sterling Management and BonaVista who were our Gold Sponsors; in addition to the many other sponsors and donors who made this event possible. With their support, and the support of the participants, we raised over \$30,000.00. Thank you!

Memberships

The FSJACL continues to be a member of Inclusion BC (formally known as BCACL) for over 50 years. The FSJACL also continues to be a member of the BC CEO Network since its inception in 2008. The CEO network is a provincial network of CEOs within the social service sector. The objectives of the CEO network include facilitating a collective voice, promoting effective business practices, leadership development and mutual support. The benefits of this membership are significant as it provides a collective voice and support for member agencies.

Our Great Team

Thank you again to the leadership team and staff for all their hard work and dedication; we are making huge strides because of your commitment to the organization and to the people we support.

Above all, thank you to all the individuals and families who have put their trust in our agency. Your support, feedback and support is truly appreciated.

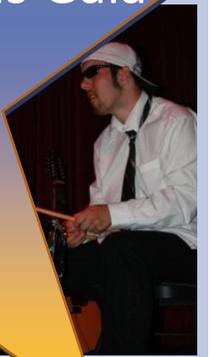
Cindy Mohr
Executive Director



Gerry Eckert and Brian Kirschner
during “Pay it Forward Day”



2012 AGM & Awards Gala



Strategic Plan

The Board and Leadership Team set a new Strategic Plan in November 2010 with new goals, objectives and mission statement.

Goal #1:

Foster a work environment that recognizes the value of empowering individuals with developmental disabilities to reach their goals.

Strategic Objective 1.1:

Develop key messages based on the Credo for Support and embed in all training and written documentation.

-  The Credo for Support has regularly been viewed before each leadership, staff and board meeting.
-  We have developed Guiding Principles which are incorporated into all training, publications, job descriptions and performance appraisals. The Guiding Principles are also framed and displayed within each program.
-  The Guiding Principles are also continually reinforced in the program. We also surveyed all staff to see how we are doing in following the Guiding Principles.
-  We hold an annual workshop to review the Guiding Principles.
-  We are developing on-line training around ethics, which will help staff understand their role.

Strategic Objective 1.2:

Modify employee recruitment tools to include information that articulates the benefits of being FSJACL staff.

-  In our Guiding Principles, training and all publications we reflect the value of working at the FSJACL and empowering individuals.
-  We have increased the financial reward for the 'Recruit a Friend' program.
-  Encourage staff to share through blogs and surveys.
-  We created recruitment cards that we can use to hand out to people who would be a great addition to our team.

Goal #2

Create an organizational culture that respects the choices of individuals with developmental disabilities and offers flexibility.

Strategic Objective 2.1:

Create team charters based on the Credo for Support that build trust, commitment and accountability.

-  Team Charters were created and we continue to reinforce these in each program.
-  Team Charters are reflected in staff evaluations.

Strategic Objective 2.2:

Create and implement a plan to increase the number of approved Home Share providers. Include recruitment, networking, promotional and educational resources and strategies.

-  A Home Share recruitment plan was created.
-  A brochure for the Home Share Program was created.
-  We continue to use Facebook, local websites and the newspaper for recruitment.

Strategic Objective 2.3:

Develop a training program for approved Home Share providers.

-  We have developed a manual and continue to look for additional training

Strategic Objective 2.4:

Prepare for alternative residential opportunities.

-  We have gathered information and housing examples and are still in process of researching possibilities

Strategic Objective 2.5:

Improve the Person-Centered Plan process.

-  A template, booklet and guide have been created.
-  The Special Projects Coordinator is involved with each PCP creation and review to ensure consistency and that the individual is the center of the process.
-  More staff are now involved in the PCP process. A PCP informational handout will be made for Families.
-  PCPs are reviewed more frequently by staff supports.
-  All staff participated in a workshop around effective goal setting.

-  A quiz was created around each PCP to ensure staff understand what is in each PCP.
-  PCPs are discussed more in detail during the Orientation Day that is held for new staff.

Goal #3

Support individuals in acquiring and maintaining meaningful employment.

Strategic Objective 3.1:

Create and implement a plan to increase successful employment opportunities for individuals. Include networking, promotional, and educational resources and strategies.

-  A Supported employment booklet was created.
-  An Employers Guide to Supported Employment was developed.
-  A Guide for Family and Support Networks was developed.
-  In depth training for all staff around the employment process was delivered in 2012 and early 2013.
-  Supported Employment Success Stories are published every month in the Flipside newspaper.



Russell Wheat

“Russell has been a valuable member of the Acceleration Signs team for more than 3 years. He is dedicated, hardworking and has a positive attitude. He is always willing to take on a new project or task. From building signs one day to helping out in the shop the next, Russell is flexible and quick to adapt to the new task.”

Lindsay Heal, Owner
Acceleration Signs

Service Delivery Report

Staffed Residential Support

The FSJACL operates four staffed residential homes. The support varies from intensive support to semi-independent living. In 2012-2013 the FSJACL supported 17 people in staffed residential programs. During this year, we had one person transition from the 4-plex to a Home Share and we then had one individual move from A Street Residence to the Four-plex. This leaves one vacancy in our A Street Program and we also have a vacancy at 10th Avenue Residence. Unfortunately Jack Graham, a resident at 10th Avenue and long-time friend of many within the FSJACL passed away in December of 2012, his humor and presence is greatly missed.

This past year we have focused on helping individuals to increase their support networks and ensure the Guiding Principles are imbedded into our agency and our programs. As well, we believe that true inclusion comes from employment and therefore, we have worked hard to find employment opportunities for all people who can work.

A huge barrier continues to be the recruitment and retention of staff. It's difficult for the people living in our staffed residences to have a constant turn over in staff. While we are problem solving and working to resolve some of the reasons why people leave, unfortunately there is very little we can do about the disparity in wages compared to other similar sectors, which is a very big factor.

"The promise of democracy begins with free elections and majority rule -- but it is fulfilled by minority rights, and equal justice, and an inclusive society in which every person belongs."

President George W. Bush

Home Share Program

The Home Share Program is a residential option for people where they share a home with a family or individual who is willing to open their doors to someone with a disability and provide support and guidance. We had one person transition into a home share from the Four-plex this past year and she is very happy with her new home. There are now a total of four people in our Home Share Program. We are also working on implementing a respite option under this program whereas families could contract with someone we have screened to do respite directly for them, or we could contract to the respite provider directly. The next step is to recruit and approve contractors for this purpose. We continue to promote this option for people looking for residential support, however CLBC is continuing to experience funding constraints which prevents some individuals from getting the services they want.



Julie Ouellette

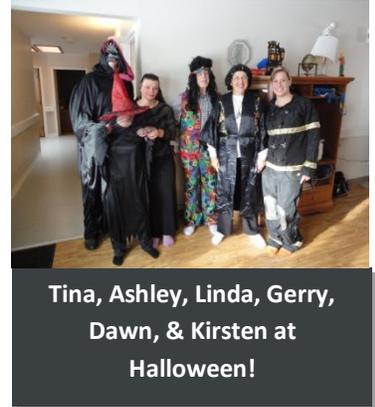
Supported Living

Supported Living is a support provided by the Community Connections Program. This program supports people who live independently in the community and provides the level of support required, from a couple of hours a week to four or five hours per day, depending on their needs. This may include support in housekeeping, meal preparation, paying bills and budgeting and community inclusion. This past year we supported six people in Supported Living.

Day Programs (Community Inclusion Programs)

The FSJACL provides day programs; these services vary for each individual but in general promote life-skills training, recreational opportunities, volunteer opportunities, social and educational development, and participation in the community. In 2012-2013 we provided support to 24 people in our day program. Over time, we have changed our focus to more employment based in hopes to

help people become “job ready” and eventually have everyone employed in some capacity in the community. As I’ve stated before, we believe that true inclusion and building support networks comes from participating in community just like everyone else does; and employment is a big part of that. As this occurs, we will still be providing social and recreational activities to allow people to socialize and have fun; however, our priority will be to provide personalized supports focused on life skills, employment or volunteerism. These are activities that are more adult orientated and are what truly connect people to community.



Supported Employment

The FSJACL’s Supported Employment Program is an employment service that assists individuals with developmental disabilities who have expressed a desire to find employment and to pursue and obtain their career goals. The program is comprehensive, providing pre-vocational training, resume development, job search, job placement, job training and monitoring. The success of the program is one of our main strategic goals as we believe that all people should have access to employment and “real work for real pay”.



The GREEN TEAM!

The Careers program has been very successful this year. We have introduced access to an on line job coaching training program for new job coaches and had a two part supported employment training session for staff. This has educated staff on the employment process and assisted new job coaches in excelling in the Careers program. We began putting an employment success story in a monthly newsletter called the “Flip Side News”, which is offered at multiple places through the community. We have also had companies throughout the community contact us to hire a person with a disability with reasons such as “We want to add to our companies work culture and give someone a real chance to work.”

With our discovery process and job matching process that has been developed over the last few years, our success rate in long term employment placements has been extremely high. The past year, the Supported Employment Program found eight people new jobs and are now successfully working. 3 of these are group employment opportunities and 5 are employed in the community. Of the 44 people who we support within the agency, 29 have paid employment, 4 were volunteering and 4 people did seasonal & contract work throughout the year. We had 14 people employed that are working independently this past year.

The following businesses are employing people who we support:

-  U Pak Disposals
-  Bee Clean

-  Urban Systems
-  Exterran
-  World Gym
-  Tim Horton's
-  Safeway
-  Homesteader Health Foods
-  Li Car Management
-  Jackfish Dundee's pub
-  Acceleration Signs
-  FSJ Bottle Drop
-  McDonalds
-  CNRL
-  Mr. Mikes
-  Salvation Army
-  PW Transit
-  Rapid Wire Line
-  Spectra Energy
-  Great Canadian Wholesale Club
-  CN Rail
-  Courthouse Library

“A true friend knows your weaknesses but shows you your strengths;
 feels your fears but fortifies your faith;
 sees your anxieties but frees your spirit;
 recognizes your disabilities but emphasizes your possibilities.”

William Arthur Ward

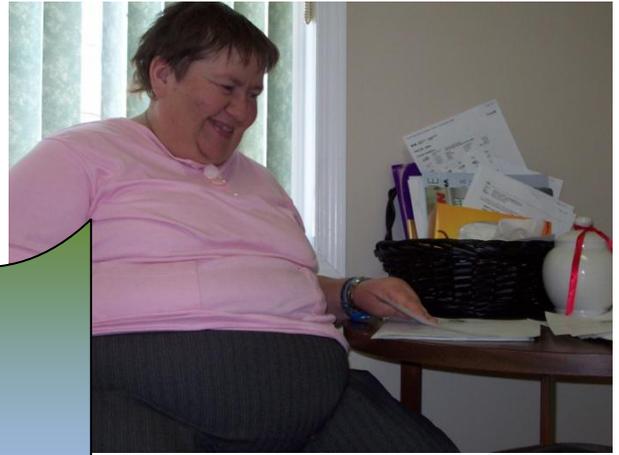
Respite Programs

Respite programs within the FSJACL allow families a break in providing care to their adult children who have a developmental disability. We had two residential programs which provided respite this past year, A Street and the Four-plex where respite was provided a total of 77 days.

As this type of respite is not a fit for everyone, the FSJACL has also created another option for respite by recruiting people in the community who are willing to provide respite out of their home. This is provided under our Home Share Program, as noted above. In these situations, the FSJACL will do a home study and approval process to ensure the person is suitable to provide this type of support and have a list of approved caregivers available for families to access. We currently have one approved respite caregiver for families to access. Please spread the word and refer anyone interested in providing this type of support to us.



Kelsey Stevens & Linda Smith



Supported Employment



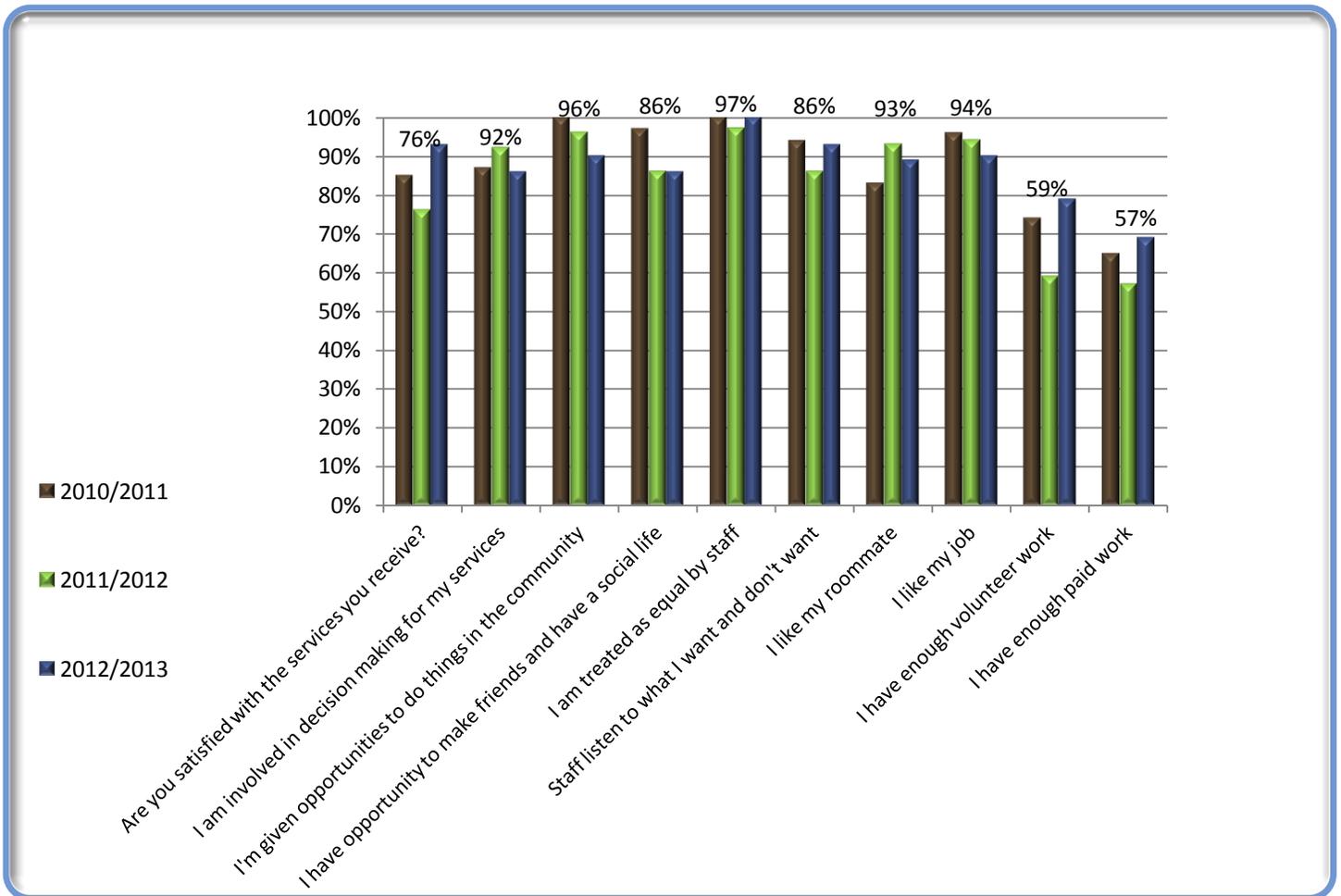
If everyone is moving forward together, then success takes care of itself. ~Henry Ford

Program Satisfaction

Each year, we create an Outcomes Management Report. This is essentially a report card to see how we are doing. As part of this process, we interview all people who we interact with (people who we support, their families, staff, and people in the community who we interact with (sponsors, employers, volunteers, etc.). We review the information we receive, set goals to address areas where we can improve and then work towards those goals. The following year, we then ask for feedback from our stakeholders again, and report on how we did at achieving our goals, and create new goals based on the information we receive. It's a continual process to improve our services.

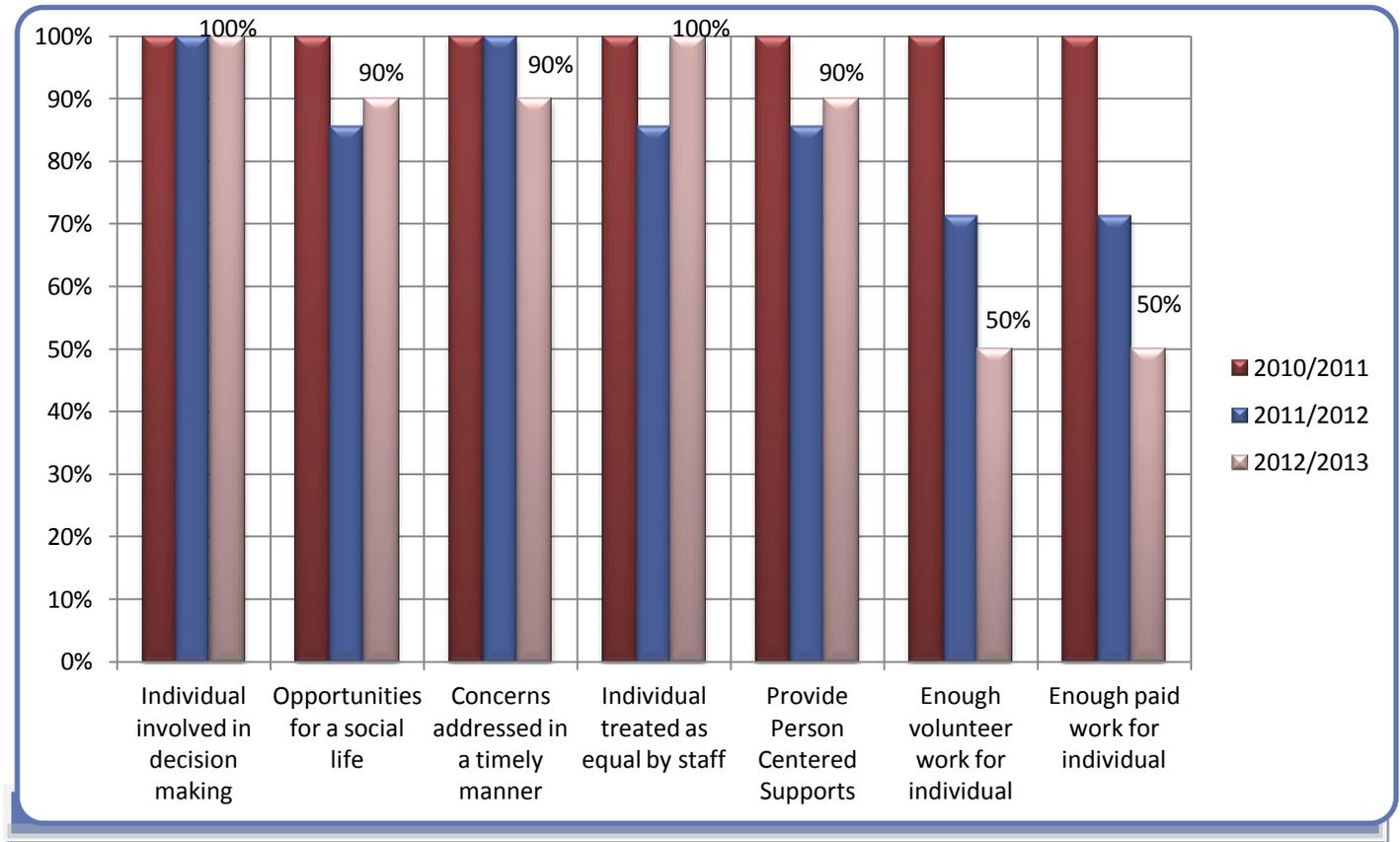
Satisfaction – Individuals who Receive Services

Satisfaction with those who receive support is high. Of those participants who were surveyed, 86% were satisfied with the services they received.



Satisfaction – Families and Caregivers (not including staff)

Families were also surveyed for their satisfaction. 91% of families who responded were satisfied with the services that were being delivered to the son or daughter. Below are some of the questions that were asked:

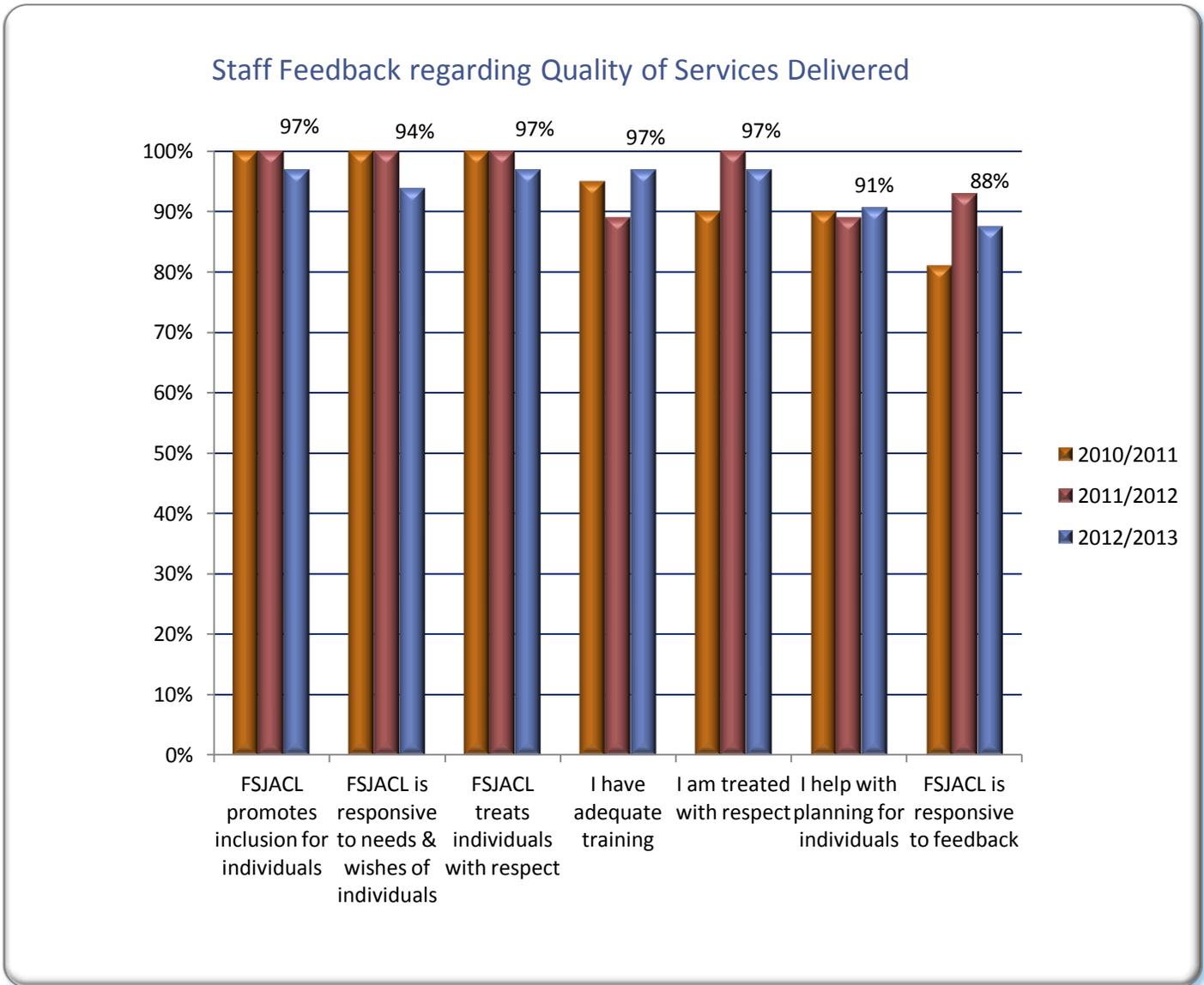


Isabelle Paynter and Dawn Barber
on a trip to Barkerville in summer 2012

Satisfaction - Staff

As staff recruitment and retention is one of our biggest challenges, it's important that we regularly ask staff for their feedback on how we are doing, so that we can address any problems that may lead to staff leaving our agency.

In the fiscal year 2012-2013 96% of staff were satisfied with their job. Some of the questions asked were:



Special Projects Report



Another successful year at the FSJACL: 2012's Community Living Awards Gala was amazing and wonderful, we raised over \$30,000 at 2012's Of The Vine, Pay It Forward Day on June 14, 2013 was full of many acts of kindness and we partnered with DGS Astro Paving for their Annual Charity Golf Tournament on August 16, 2013 and raised over \$40,000.00 – we were blown away at the generosity of DGS and the businesses in Fort St. John that participated in the annual golf tournament. Thanks to all the many people that made each of these events such a success!

My job is very multifaceted and this past year has become even more so. I am the advisor for the Self-Advocate group, Energetic Advocates. Our group's new mission statement is: 'to learn together, support one another, advocate for ourselves and others with disabilities'. I also lead a Cooking Club for people with disabilities who live alone in the community and we meet in our kitchen here at FSJACL once a week.

I would like to also express my thanks and appreciation: To the many businesses that employ the people we support. Again to the people and businesses that sponsored and donated towards fundraising events – Of The Vine and the DGS Charity Golf Tournament! To our Volunteers. To the amazing staff we have (the people I work with). And a huge thanks to the people we are here for – thanks for making my job so great!

I look forward to another amazing Awards Night on September 19th and to our upcoming "Of The Vine" on October 19th at The Lido.

Sincerely;
Cory Vernon (aka Goodwin)

If you want happiness for an hour – take a nap. If you want happiness for a day – go fishing. If you want happiness for a month – get married. If you want happiness for a year – inherit a fortune. If you want happiness for a lifetime – help others.

Chinese proverb

Treasurer's Report



The Association's management continues to monitor expenditures closely and has managed to maintain a good financial position in a time of provincial budget constraints. Due to sound financial planning, the FSJACL was able to provide emergency supports to people we support as well as continuing to invest in training and development of our staff team.

FSJACL continues to plan for future expenditures by creating replacement reserves for building, vehicle and program assets. In addition, even though many areas have felt the effects of a struggling economy, the FSJACL has been very fortunate to have the financial support of the community and fundraising continues to be a strong source of revenue for client needs that our contracts don't provide for.

Our financials for the year ended March 31, 2013 were audited by KPMG LLP, Chartered Accountants. Our audited financial statements are available at the AGM or by contacting our office.

Submitted by Angela Telford, Treasurer

Financial Highlights for the 2012-2013 fiscal year:

-  Our overall revenue increased by 5.3%
-  Fundraising revenue increased by 2.1%
-  CLBC revenue increased by 3.5% due to an increase in contracts as new people came into our programs.
-  Our expenses increased 3.8%; this difference was mostly due to the wages and benefit expense connected to the new contracts as noted above.
-  Wages and Benefits accounted for 80.4% of our costs

Human Resources Report

We continue to have an amazing staffing team that go above and beyond what is required for the job. Thank you so much!

As stated in this year's Outcomes Management Report – we are at a 76% staff retention rate, which has improved by 4% from the previous year.

This year we had some changes to the administrative staffing team as Elaine Bourdon retired after many years of service with the Fort St John Association for Community Living. She will be missed. I took over for her in April 2013.

We have continued to encourage employees to participate in the Health and Wellness program and have given employee's even more options to live a healthy lifestyle by offering more punch cards at different gym's and exercise classes in the community.

Congratulations to the employees who will graduate from the "Foundations in Community Disability Studies" program put on by the Alberta Council of Disability Services this year. This in-service training program is specifically designed for front line staff in the disability services field. Supervisor, Tanya Neil has held classes each week for the participants of this program. Thank you to all who have worked so hard!

We have looked for on-line training opportunities this year and have registered employees to take Open Future Learning which is an on-line training program. This is a great opportunity which allows employees to work at their own pace, at home, or on the job site. Some of the topics that are covered are: Introduction to your role, Abuse prevention, Understanding and Promoting Rights, Challenging Behaviors and many more. This training has also been very cost effective for the agency.

Orientation Days for new employees have been held twice per year to give employee's information about our agency and training on topics such as Guiding Principles, Team Charters, Advancement and Training, ShareVision and many more topics. We also started a New Employee Committee to get feedback from new employees on our orientation process and what we could change to make it easier for new staff.

We upgraded ShareVision this year and from the feedback we have received from employees, they are finding it much easier to use than the old version. We continue to make changes to the site to suit our needs and streamline processes. We once again have functioning goal logs on the site and are in the process of setting it up so we can retrieve reports.

Training is always at the forefront for our employees and we are continually looking for opportunities for the staff to continue their learning. We held the regular "required" training this year such as Medication Delivery, Crisis Prevention Intervention, WHMIS and many more.

Submitted by,
Trina Blank, Human Resources/Office Supervisor



FORT ST. JOHN ASSOCIATION FOR COMMUNITY LIVING

ANNUAL GENERAL MEETING MINUTES

September 6, 2012

6:00 P.M.

PRESENT: voting members – 26, non-voting members – 5

1. **Called to order:** 6:10 pm

2. **Welcome & Introduction of the Board of Directors:** by President, Jennifer Snider. Board members were introduced: (including Jennifer Snider) John Julyan, Ryan Taylor, Patti Ternier-Smith, Sharon Doerksen, Amanda Huhn and Ilona Amstutz (not present) and Angela Telford.

3. **2012 Year at a glance presentation:** Viewed the 2012 Power Point presentation of the Association activities this past year.

4. **Approval of agenda: MOTION by:** John Julyan to approve the agenda as presented. **SECONDED by:** Liz Calder; **None Opposed. CARRIED**

5. **Minutes of last AGM.** September 08, 2011. **MOTION:** by John Julyan to approve the minutes as presented. **SECONDED** by Liz Calder **None Opposed. CARRIED**

6. **OLD BUSINESS:**
 - a) N/A

7. **NEW BUSINESS:**
 - a) **2011/12 Annual Report – Jennifer Snider** presented the written annual report – see attached – There were no issues or concerns

 - b) **President’s Report/Executive Director’s Report** – Jennifer Snider, President and Cindy Mohr, Executive Director briefly summarized their reports. There were no questions from the floor.

 - c) **Special Resolution/ Proposed Bylaw changes.** Jennifer Snider presented the summary of why we propose the by-law changed and read the new wording for By Law change # 1:
 - i. By Law Change # 1:
 - The current Bylaw reads as follows:**Board of Directors:** Directors are elected to a two (2) year term of office. Directors may be re-elected to serve a maximum of three (3) consecutive terms.

 - **Proposed Bylaw change: Board of Directors:** Directors are elected to a two (2) year term of office. Directors may be re-elected to serve a maximum of five (5) consecutive terms. **MOTION by:** Liz Calder; to approve the By Law change to: Board

of Directors: *Directors are elected to a two (2) year term of office. Directors may be re-elected to serve a maximum of five (5) consecutive terms.* **SECONDED by:** Amanda Huhn; **None Opposed. CARRIED (18 voting members present)**

- ii. The membership does not meet more than once per year and due to the change in society and people's busy lives, we have opted to communicate with membership through newsletters, webpage and e-mails, rather than the formal membership meetings that have occurred in the past.
 - **The current Bylaw reads as follows:** *Membership Meetings: General Meetings shall be called at the discretion of the Board of Directors but in no case less often than semi-annually (including the Annual General Meeting). Special General Meetings may be called at any time by the Board of Directors or by any three (3) Directors or at the written request of ten percent (10%) of the members.*
 - **Proposed By-law #2 change:Membership Meetings:** *General Meetings shall be called at the discretion of the Board of Directors but in no case less often than annually (including the Annual General Meeting). Special General Meetings may be called at any time by the Board of Directors or by any three (3) Directors or at the written request of ten percent (10%) of the members .* **MOTION by:** John Julyan; to approve the By Law change to: *General Meetings shall be called at the discretion of the Board of Directors but in no case less often than annually (including the Annual General Meeting). Special General Meetings may be called at any time by the Board of Directors or by any three (3) Directors or at the written request of ten percent (10%) of the members.* **SECONDED by:** Mary Marcellus; **None Opposed. CARRIED (18 voting members present)**

d) Presentation of Audited Financial Statements: (see attached) Treasurer, Angela Telford FSJACL Board of Directors presented the Audited Financial Statements; Audited by KPMG, Chartered Accountants, Prince George. Reading the Auditors letter to the members. Angela stated that the Association is in a good financial position. Copies of audited financial statements were made available to the members. The Association financial statements are public information. Members can request complete copies from Executive Director, Cindy Mohr or Angela Telford, Treasurer. There were no questions from the floor.

e) Nominating Committee – 2012/13 Elections: Board member, Amanda Huhn presented the nominees for the board on behalf of the Nomination Committee. When a vacancy occurs, the board identifies what expertise, skills and other contributions are needed or would be beneficial to the Board. The Board of Directors then work together to recruit members in our community who possess the identified competencies. As well, any members that have expressed an interest and possess the identified competencies are approached.

- i. The following people's terms are up this year, but are eligible to run for another term:
 - Angela Telford
 - Ryan Taylor
 - Amanda Huhn
 - Sharon Doerksen
 - Patti Ternier-Smith

They have all agreed to let their names stand for another term. Jennifer Snider's term is up this year and would like to put her name forward, if the previous bylaw change was passed, as she has completed 3 terms. There are no additional names to put forward.

There were no other nominations from the floor. The following were elected by acclamation:

- Jennifer Snider
- Patti Ternier-Smith
- Amanda Huhn
- Sharon Doerksen
- John Julyan
- Angela Telford
- Ryan Taylor
- Dr. Ilona Amstutz

f) Agency Recognition - Special Recognition was given to the following employees:

- 25 years – Elaine Bourdon
- 20 years – Delorus Cooper
- 15 years – Vernelda Nicholson
- 10 years – Cindy Mohr
- 5 years – Tanya Neil
- 5 years – Tracey Hotston
- 5 years – Sheri Ashdown

g) Community Support

- i. Thanks was given to the many businesses who have supported the FSJACL throughout the year, either through financial support, offering employment for individuals with developmental disabilities or donating items and recycling.
- ii. DGS was recognized for their large financial contribution to the FSJACL throughout the years and it was noted that through the DGS Invitational Golf Tournament, the FSJACL has received over \$130,000 over the past 6 years. This opportunity is not only financially beneficial; it is also a great opportunity for us to include the people we support, in the event. They are very community minded and really “get” what community living is about. John Cunningham was called to accept a token of appreciation.

8. Red Carpet Awards: Brent Hodson and Mayor Lori Ackerman presented the awards:

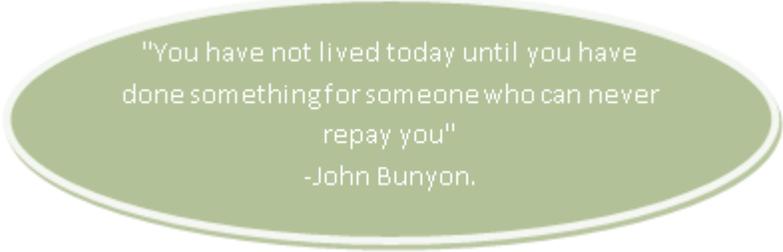
- a) **Community Living Awards** – were presented to the many self-advocates that live in our community; applauding their various abilities and achievements.
- b) John Julyan presented the **Community Support Award** to: **Sterling Management- Rob Herman**
- c) Angela Telford, presented the **Jean Mensink, Volunteer of the Year Award** to: **Jennifer Snider**
- d) Patti Ternier-Smith and Diana Glover presented the Gayle Flavelle, Supported Employment Award to: **Gavin Morin**
- e) Sharon Doerksen and Cory Goodwin presented the **Self-Advocate of the Year Award** to: **Holly McDonald**

9. **Next Meeting- Sept/2013– date to be announced**

10. **MOTION** by Sharon Doerksen to adjourn at 8:03 pm. **SECONDED** by John Julyan. **CARRIED.**

President:

Secretary:



"You have not lived today until you have
done something for someone who can never
repay you"
-John Bunyon.

Thank you to our Sponsors, Donors, Volunteers and FSJACL Staff for a great year!

