

FSJACL 2013-2014 Annual Report



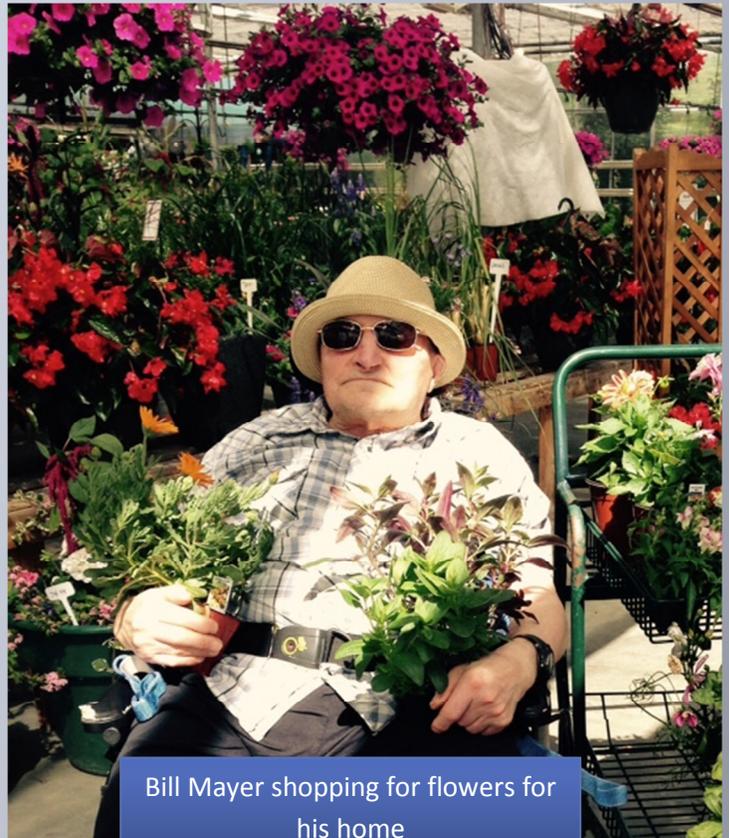
Our Mission Statement

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

Ted Sloan, Peter Fehr & Sarah Carmichael at the 2013 AGM & Award Gala

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Bill Mayer shopping for flowers for his home

Board of Directors and Staff

Board of Directors 2013-2014

Jennifer Snider	President
Sharon Doerksen	Vice President
Angela Telford	Treasurer
Patti Ternier-Smith	Secretary
Ryan Taylor	Director
Kevin Marques	Director
Amanda Huhn	Director – resigned in 2014
Ilona Amstutz	Director – resigned in 2014
Tara Waddy	Director – appointed in 2014
Sally Birley	Director – appointed in 2014

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	Home Share/Quality Services Coordinator
Tanya Neil	4 –Plex Home
Desiree Babkirk	10 th Avenue Home
Jodie Dixon	Community Connections
Sheri Ashdown	Careers
Jan Christian	DeeJays Home
Cathy Demers	A Street Home

Current Board of Directors



Jennifer Snider – President

I have worked with the Association for Community Living, in some capacity, for twelve 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.



Kevin Marques - Director

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 recently moved to Fort St. John and learning about the work done by the Association is humbling and inspirational. I am hopeful my employment background in health care and as a policy advisor 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.

Angela Telford – Treasurer

I have lived in Fort St. John for the majority of my life. My husband and myself have two boys who keep us very busy and active. I enjoy participating in sports (soccer) as well as being an enthusiastic spectator (hockey). I am currently employed as a financial accountant for a local pipeline company. I have a strong background in finance, as well as being organized and quick to jump in to help where I can.



I feel the association makes a great contribution to the community and has personally, for myself and my family, provided much support and help, for over a decade now. They have truly made a difference in my family's life, and I have enjoyed being on the board for the past several years, it has been a very positive and rewarding experience.

Sharon Doerksen – Vice President

My family has lived in Fort St. John since 2002. I am currently a 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.

"I alone cannot change the world, but I can cast a stone across the waters to create many ripples."

Mother Teresa

Sally Birley - Director

I was born and raised in Fort St. John to a pioneer family of the Peace River Area as a result I have deep roots in the area. I've worked in education system in various capacities from preschool to high school since 1982 to present. Recently, I completed a Masters in Education to be the Teacher of the Deaf and Hard of Hearing, a position I've held for the past three years. I am also a resource teacher and plan individual programs for students who need extra support. In addition to teaching, I have a small business and realize the importance of budgeting and managing operating expenses.

I understand at a personal level the trials and tribulations associated with having a member of my family with special needs. This has helped me to view Special Education in a new light and with renewed interest to all the stakeholders. As a life long learner I am passionate about the rights of students with special needs.

My interest in becoming a board member for the FSJ Association for Community Living results from my belief that students graduating from School District 60 need a fluid transition from school to community. My involvement with the board will help me to gain valuable insight into the way the Society functions and how the school district and society can use their similarities to create a more successful transition. I feel that as an employee of the school district I could use my knowledge of school district policies and procedures to ensure success for more students.



"I am who I am today because of the choices I made yesterday."

Eleanor Roosevelt

Tara Waddy – Director

Tara Waddy is a partner with MNP and has been a Chartered Accountant and Business Advisor for many years. Tara and her husband have lived just outside of Fort St. John for just over 2 years. People would describe Tara as outgoing, personable, helpful and willing. As a member, and director, of several boards, Tara has experience working with volunteers and employees to make community organizations successful.



Boards and other positions:

- Synergy FSJ Rep for Fort St. John Chamber of Commerce
- Director and Member of Cecil Lake Recreation Commission
- Treasurer, South Peace Habitat for Humanity
- President and member of the Grande Prairie Chartered Accountant Club

Tara is looking to join an organization that provides needed and important services to the community.

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!

Patti will not be running for another term on the board, as she has moved from Fort St John. We wish her and her family well and are thankful for the time she spent on the board, her input was invaluable.

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 moved from the 4-Plex and into a home share with a very nice lady about 2 months ago. I love it because it is close to my work and everything I need. I think it's a great place to live, I can interact with everyone, or I can go in my room and listen to music or watch TV, things are great!



I have worked at McDonalds since 2006 and really enjoy my job and everyone I work with. 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, which I sat on for a number of years

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 enjoy being on the board for the FSJACL 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.

Ryan will not be running for another term on the board as his work schedule would prevent him from attending board meetings. Thanks Ryan for all your dedication and support, you will be missed!



Geoff, Kevin, Dean, Megan, Tyler and Janelle at the AIMHI Camp

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 2014 are Jennifer Snider, Patti Ternier-Smith and Sharon Doerksen.

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

Kevin Marques

This year the following board members' terms expire, but they are eligible and willing to let their names stand for another term:

Jennifer Snider

Sharon Doerksen

Angela Telford

"Creativity is contagious, pass it on."

Albert Einstein

Saying Goodbye

Unfortunately Amanda Huhn, Ilona Amstutz, Patti Ternier Smith and Ryan Taylor resigned their positions on the board of directors this year. The FSJACL would like to thank them for their service on the board, they've all made incredible contributions to the Association and will be dearly missed.

Nominees for 2014-2016 Term

The Nomination Committee is pleased to present the following nominees to the membership for the 2014-2016 term:

- Jennifer Snider (see bio on pg 3)
- Sharon Doerksen (see bio on pg 4)
- Angela Telford (see bio on pg 4)
- Bert Cushway (see bio on pg 8)
- Tara Waddy (see bio on pg 5)
- Sally Birley (see bio on pg 5)
- Brent Lock (see bio on pg 8)



Bev McLaughlin at Halloween

Nomination Committee (Continued)

Brent Lock

Brent Lock has lived in Fort St. John his entire life with the exception of his first two years having been born in Fort Nelson. His family has very strong roots in the North Peace region, with his Grandfather working on the original rail line to Fort St. John and both parents with a legacy of being strong business owners in and around the area.

Brent's formal education includes graduating from NPSS and completing a Bachelors Degree in Physical Education from the University of Alberta. As a business owner Brent owned and operated Maximum Fitness for just short of 20 years, selling his business to move on to his second career as an Account Executive with Ikon Office Solutions and now Ricoh Canada Inc. Brent has a wealth of experience on boards including being the President of the FSJ Mixed Slow-pitch League, Men's Captain and Director at Lake Point G&CC, and executing numerous charity Pro/Am golf tournaments, racquetball & squash tournaments and chairing fund raising projects. Brent is a highly self motivated individual and an excellent team player. He has the ability to work well for the betterment of our community because of his vast network and familiarity of the area and its people.

You will find Brent in his spare time on the golf course or spending time with his family and his five children. Travel and cooking with his wife Jamie are additional passions and they get combined when in the Palm Springs area, attending cooking schools and shopping at farmers markets for the freshest ingredients. Working with the FSJ Association for Community Living will provide Brent a different challenge than his past experiences and allow him to give his energy to what we all know is a very noble cause.



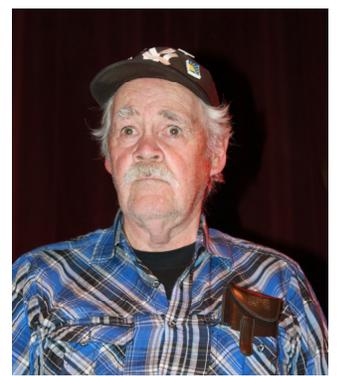
Bert Cushway

I was Born September 2nd, 1935 and have lived in Fort St John almost my entire life where I have seen many changes over the years. Many stores and business have come and gone.

I lived in Kamloops for a short time and I used to play lots of baseball which I real enjoyed. Unfortunately, I got hit in the mouth with a ball and that's how I lost my teeth.

When I was working I did lots of things like welding and ran lots of heavy equipment. I'm retired now and have been for many years. I wish I was still working. Now I volunteer at the Senior's Center Monday and Thursday and do a lot of visiting with friends and I ride the bus quite a bit.

I have a good sense of humor and I think I can contribute a lot to the board of directors and be a voice for others who have a disability.



Special Resolution Report

We have recently reviewed our Constitution and By-laws and in that review process we have discussed some changes that we feel would better meet the needs of the FSJACL and reflect current terminology. Below, please find the proposed Special Resolutions and also an explanation of the changes proposed to the Constitution and Bylaws. The special resolutions will be put forward to the membership at our Annual General Meeting on September 25th. There will be copies of the Constitution and Bylaws available at the meeting.

Proposed Special Resolution #1:

From the FSJACL Board of Directors:

“Be it resolved that the changes, as presented, are hereby adopted into the Constitution and By-Laws of the Fort St John Association for Community Living”:

Description of Changes:

1. Constitution:
 - a. Change “mental disabilities” to read “developmental disabilities” to reflect more current terminology
 - b. 2 (g) – British Columbia Association for Community Living changed their name to Inclusion BC. We didn’t want to take all reference to the BCACL out, as it’s noted below in 5 which is unalterable.
2. Bylaws:
 - a. Membership:
 - i. Under the Bylaws #1 (b) & (c) – we added “other than a current employee of the Society” to make membership more clear as to who can be member.
 - b. Discipline:
 - i. (b) we changed it so that it reads “that board members who have acceptable cause rather than permission, as “permission” is not realistic.
 - c. Membership Meetings:
 - i. 4 (c) we added the option of e-mailing. We most likely will be mailing and e-mailing members notice of the AGM and any special resolutions however it covers this avenue of communication by adding it.
 - ii. 4(d) – we added the ability to include proxy holders as part of the quorum. We also added (f) to allow for voting by proxy to allow members who can’t attend the meeting to be represented.
 - iii. 4(e) - added a definition of Special Resolution and took out the explanation under “amendments” #15
 - d. Duties of Officers:
 - i. 6 (d) – we added the duties of the secretary to reflect current practice whereas the secretary ensures the duties are being done by employees of the society, not necessarily done by the secretary themselves.

- e. Board of Directors:
 - i. 7 (d) we changed this to reflect current practice and better terminology.
 - ii. 7 (g) – we changed the requirement of having 10 meetings per year to “regular intervals” to ensure bylaws are met. The board would normally meet 10 times per year anyway, but the amount of meetings should be based on need, not as dictated in bylaws, which could be more than 10 or less than 10.
 - iii. 7 (h) – we added the ability for a board member to attend a meeting by other communications medium (phone, etc.)
 - iv. 7 (i) – added the ability to get a resolution passed if all members are not able to come together for a meeting.
- f. Committees:
 - i. 8 (c) & (d) we changed this to allow a chairperson to be selected by the board and the chairperson to then select the members (with final approval from the board).
 - ii. 8 (e) Changed the requirement of appointment of the nominating committee from 4 months prior to the AGM to 3 months, as 4 months is too long away from the AGM.
- g. Signing Authority and Seal:
 - i. 10 (b) took this out, as it’s now noted in Duties of the secretary under 6 (d).
- h. Borrowing:
 - i. 12 (a) (b) – changed this to allow the board of directors to enter into agreements to borrow money. This is due to the fact that if an opportunity arises, that furthers the goals of the Society, such as the purchase of housing, it’s an unrealistic requirement to notify and hold a general meeting to get such approval. Housing opportunities that present themselves generally don’t allow for that time frame. This would allow the membership to pass a resolution annually, giving the board of directors the authority to enter into loans or mortgages.

Proposed Special Resolution #2:

From the FSJACL Board of Directors:

“Be it resolved that, until the next Annual General Meeting, the directors of the Society shall have the power to borrow or lend or charge the property of the Society, from time to time, as in the opinion of the directors, is necessary or desirable in furtherance of the objectives of the Society”



Russell, David, Bill, Andrew and Kelly volunteering at the DGS Golf Tournament

A Message from the President

As I sit here, I struggle to find something new and inspiring to say that I haven't said before. It has been my privilege to work with such an amazing group of people for so many years. As we went through the process of accreditation again, and I was interviewed by the surveyor's, I was given the opportunity to talk about how important every individual that has any sort of relationship with us has been to the success of this organization!



We were given the opportunity to purchase a house that was unique to our needs. We couldn't be more appreciative of the extra wide hallways and doorways, wheelchair ramps, modified bathrooms, an extra tall kitchen table, "drive-in" closets, and ceiling tracking throughout the house for the ease of transferring. Above all of this, is the warm feeling of this home!

I had the opportunity to take a community member on a tour of our houses and he was amazed that each "Program" was actually a home...not a facility or an institution. Those of us who have been a part of the Association for a long time, take this for granted. We've had the opportunity to see that every individual lives a normal life with routines, chores and responsibilities and has the opportunity to have guests come over for dinner and tea. We've had the opportunity to forget that Community Living used to be about institutions and shame. We've done well!

Our success as an organization can only happen with the support we receive from the community. DGS continues

to be a major reason for the opportunities this organization has to give each individual the little extras that make their lives more meaningful. It is an honor to be invited to help at their Annual Golf Tournament and we are unable to express how the financial donations of the company and the many individuals involved in that day are valued. It is certainly a huge part of what sets our Organization apart from others in the province!

This year we were able to purchase a wheelchair accessible home which wouldn't have been possible without the community's support.

Thank you also to Sherry McDonald for allowing us to purchase Holly's home. Her home, with all the equipment will help other people live great lives, what a legacy!

We have many other corporate sponsors for our annual fundraising event, Of The Vine! We have created an event that people look forward to attending annually. While it is a challenge to keep infusing fresh ideas into the evening, it is rewarding to hear that it is appreciated and that people look forward to being a part of the event.

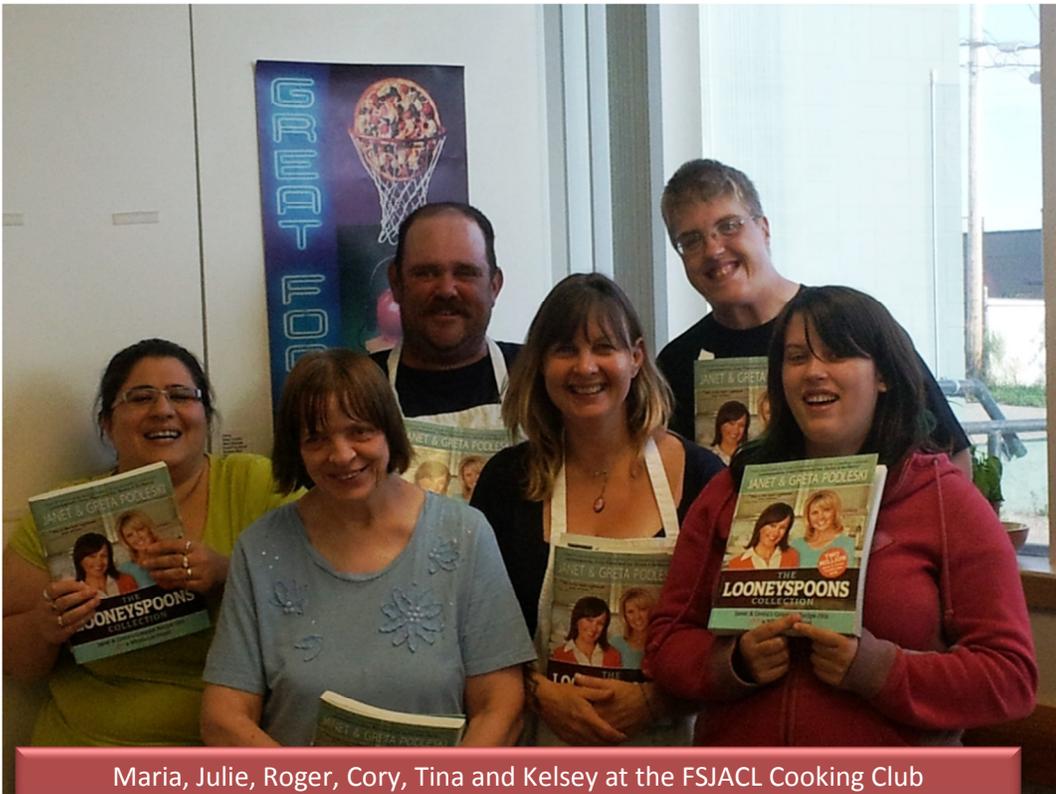
While we are blessed to have so many things to be appreciative for, we still have our daily struggles. Retention of staff continues to be an issue....and staff that we have had forever (as in way more than 15 years) decide to retire and leave the area. Plans are in the works to create

contracts that are signed in blood!

We have continued to develop our Home Share Program and have some very rewarding relationships because of it. While it is our tendency to look at this as an overwhelming responsibility, it is more likely to be an opportunity to enrich our lives. Your needs are matched with an individual who is as independent as you need and will fit into your lifestyle!

Our Employment Program is run by a strong team and their dedication, partnered with the enthusiasm of the individual and the open-mindedness of the employer have created some wonderful opportunities in our community.

While not every opportunity works out, we are appreciative of the willingness of the entire team to make necessary adjustments or to at least give it the chance to succeed. All in all, it has been another great year and to wrap it up with another Three Year Accreditation from CARF is proof that we are doing a great job! Thank you to each and every one of you who has allowed the Association for Community Living to be a part of your life!



Maria, Julie, Roger, Cory, Tina and Kelsey at the FSJACL Cooking Club

The Cooking Club is an example of our Fundraising Dollars at work. It provides a fun night out and healthy meals to share and take home for people who live on their own in the community.

A Message from the Executive Director



Another year has flown by. With it, as always, we've had some challenges as well as accomplishments. I'm very proud of the team we have, which includes the Board, Leadership Team, Staff, Families and Self Advocates; everyone plays a part in helping us provide quality services. Below, I've detailed some of the highlights from the past year:

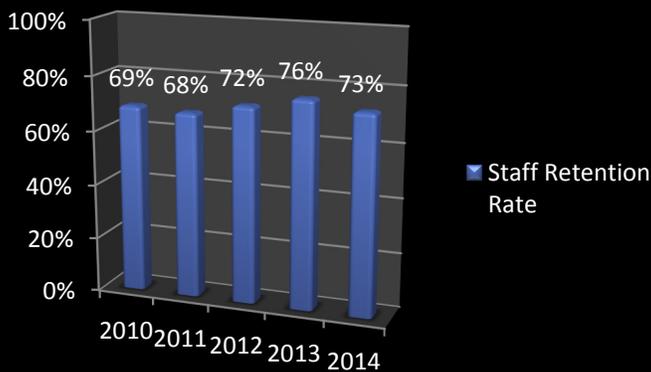
Accreditation:

We were awarded another 3 Year Accreditation!! Everyone worked really hard to prepare for our accreditation survey which took place on July 28th, 29th and 30th. The survey was a positive experience, we had three great surveyors; two from BC and one from Florida and they shared a lot of valuable information. Thank you to the Leadership Team for the many additional hours they put in, evenings and weekends to prepare us and show the surveyors what a great organization we are. You can read more about the accreditation survey in the Accreditation Report.

Recruitment and Retention:

Our leadership team continues to focus on the long standing recruitment and retention issues we have been experiencing here at the FSJACL. We are not alone, many organizations and businesses are struggling with this challenge. Unfortunately, our wages continue to fall behind the education and health sectors and many of the baby boomers are retiring. We continue to try new strategies to recruit and to retain those employees we do have and will continue to focus on this in the year to come.

Staff Retention Rate



Employment:

As stated in our Strategic Plan, our agency continues to make employment for the people we support a priority. Employment is one of the most effective and natural ways for people with developmental disabilities to be included in community. Employment provides an avenue for building self-esteem, independence, and building of social networks which ultimately keeps people safe in communities. Our Employment Coordinator is participating in a number of provincial initiatives to increase employment opportunities for people with disabilities. Please read our Supported Employment Program Report for more information.

Programs

We were fortunate to be able to purchase a new wheelchair accessible home this year and set up a new program for a young man that required supports. The purchase of this home would not have been possible without the generosity of our community supporters. Our Community Connections Program also continues to expand as new people come into service

Community Support

We are very fortunate that we have such amazing support from the community. DGS has gone above and beyond in their support of our agency these past few years, we were fortunate to be invited back to DGS's Annual Charity Golf Tournament this year and it was a pleasure to work with John Cunningham, Tim Rankin, Lee Bedell and Chris Simons. We feel very fortunate to have their support, thank you DGS! CNRL has also been very generous through its annual golf tournament and has made large donations to our organization, thanks CNRL! In addition, thank you to all the generous sponsors from Of The Vine such as, DGS, TCL, Sharp Environmental, Tom's Construction, Bonavista, Colteran Developments, MNP, Bell Media, North Peace Savings and Credit Union, as well as the many donors and participants. These contributions allowed us to grow and provide services we wouldn't otherwise be able to provide.

Since 2008, DGS has raised over \$230,000 for the FSJACL through their Annual Charity Golf Tournament

Leadership Team

Alice Hayley retired this year after 20 years with our agency. She was a caring, wonderful woman who contributed immensely to our agency and the leadership team....and we sure miss her sense of humor! All the best to you Alice and thank you for all you did, you made a difference in so many lives.

I would also like to recognize the incredible leadership team we have and the challenges they face on a daily basis in addressing difficult situations. For example, the program supervisors and the Home Share Coordinator are continually responding to calls for help and supporting people in crisis, whether it's at the hospital, or with behavioral challenges, many times in the evenings, weekends and holidays when many people are home with their families. They spend countless hours in trying to ensure we have enough employees to cover shifts and with the ever increasing recruitment and retention challenges, this becomes a challenging puzzle on a daily basis as circumstances change for our employees. They participate in countless events, many times over and above their regular working hours, complete reports, reports and many reports, attend countless meetings all while ensuring they meet the never-ending list of rules and regulations that we need to follow. Thanks to all of the leadership team for working so hard to ensure the people they support are safe, healthy and happy.

Cindy Mohr
Executive Director

CNRL has raised over \$20,000 in the past two years for the FSJACL through their Annual Golf Tournament, thanks CNRL!

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.
-  Staff take part in on-line training through Open Future Learning on ethics and values.

*“If you cannot do
great things, do small
things in a great
way.”
Napoleon Hill*

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 updated our website to reflect the Credo of Support and highlight the benefits of being an FSJACL staff on the site.
-  We have changed the wording of our advertisements to help recruit people
-  Encourage staff to share through blogs and surveys and inspire them to recruit their friends who they feel would be a great support worker; we also provide the “Recruit a Friend Program” which provides financial rewards for recruiting people.



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 brochure for the Home Share Program was created



We continue to use Facebook and the newspaper for recruitment



We find that “word of mouth” is very effective and have included Home Share in our “Recruit a Friend” Program so that staff get a financial reward for recruiting home share providers.



We are advertising on FSJ Now, our local community website and find that it reaches the most amount of people in our community

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



We offer Open Future Learning to all our Home Share Providers



We require all home share providers to have First Aid and CPI. We coordinate the workshops, but they are responsible for paying for the 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.
-  More staff are now involved in the PCP process.
-  A PCP informational handout has been made for families and it was added to the Self Advocate and Family Handbook.
-  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 were published every month during the past year in the Flipside newspaper



John Coulson

“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

Accreditation Report



The FSJACL was accredited in August of 2014 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.

Some of the highlights from the survey report were:

- FSJACL is commended for its culture of care that flows throughout all areas of the organization. This culture is demonstrated through all areas of administration, the attitudes of staff members to the individuals, and leadership's commitment to the organization's mission.
- FSJACL's program services, business operations, management, and administration are very well executed by a competent, committed, visionary, and enthusiastic administration and management staff of professionals, resulting in an effective and well-run service organization.
- The staff members are motivated, responsive, enthusiastic, and passionate in serving the individuals and their families. A Strong team feeling is evident throughout all service areas.
- Staff members speak with great pride when they speak about their jobs at FSJACL. They speak highly of the organization's leadership and the great communication within the organization.
- The services have developed a high level of trust and respect of the families.
- The employment service has many valued job placements for the individuals. The ability of the job developer to job carve is exceptional. Employers attested to the creativity and responsiveness of the organization in insuring success for the individuals.
- Administration and staff members are complimented and commended for the positive efforts they continue to make every day in the pursuit of international accreditation.

Service Delivery Report

Staffed Residential Support

The FSJACL operates four staffed residential homes. The support varies from intensive support to semi-independent living. In 2013-2014 the FSJACL supported 18 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 their family home to the 4-Plex and one from a Family's home to A Street. This leaves one vacancy at our 10th Avenue Residence.

This past year we continue to focus 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.

"When I went to school, they asked me what I wanted to be when I grew up. I wrote down "Happy". They told me I didn't understand the assignment and I told them they didn't understand life."

John Lennon

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 he is very happy with his new home. The new home we purchased also is a home share type of model, where a young man is living in the home with a contracted caregiver. There are now a total of 8 people in our Home Share Program, which has doubled this past year.

We continue to work 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.

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 necessary supports, 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, budgeting and community inclusion. This past year we supported 6 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 2013-2014 we provided support to 26 people in our day program, including 2 people who qualify for PSI (Personal Support Initiatives) funding through CLBC.

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 carving, job placement, job training and monitoring. The success of the program continues to be one of our main strategic goals as we believe that all people should have access to employment and “real work for real pay”.

The Careers program has not only been very successful this year but it has become more recognized in our community. We have been approached by businesses wanting to hire and learn about what the Careers program does for the people we support. They have called stating things like “We want to add to our companies work culture and give someone a real chance to work and everyone is entitled to “real work for real pay”. We strive to educate the community on our program by attending job fairs and approaching different businesses on an ongoing basis.

The careers program is participating in the “Mentorability” Program facilitated through Inclusion BC. Our Employment Coordinator is the local “Mentorability” Coordinator for Fort St John. The goal is to get more people with disabilities employed. The project aims to match people with disabilities (protégés) and business leaders for a one day mentoring experience. Each protégé is connected with a working professional who is employed in a career area in which they are interested. Our community has welcomed this and we have a number of matches that will be receiving mentorship. The media is following this program and we have a date set for October 1, 2014 for The National Disability Mentoring Day.

With our matching process, our success rate in long term employment placements has stayed constant. The

“You can close your eyes to the things you do not want to see, but you cannot close your heart to the things you do not want to feel”

Johnny Depp

past year, the Supported Employment Program found 9 people new jobs who are now successfully working. Four of these are group employment opportunities and 5 are employed in the community. Of the 44 people who we support within the agency, 26 have paid employment, 5 were volunteering and 6 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:

Urban Systems

 Ironline

 World Gym

 PW Transit

 Safeway

 U Pak Disposals

 Homesteader Health Foods

 Li Car Management

 Rapid Wire Line

 Jackfish Dundee's pub

 FSJ Bottle Drop

 McDonalds

 CNRL

 Mr. Mikes

 Salvation Army

 Great Canadian Wholesale Club

 CN Rail

 Elections Canada

 Flip Side News

 Courthouse Library

“Opportunity is missed by most people because it is dressed in overalls and looks like work.”

Thomas Edison

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 three residential programs which provided respite this past year, A Street, 10th Avenue and the Four-plex where respite was provided a total of 26 days.

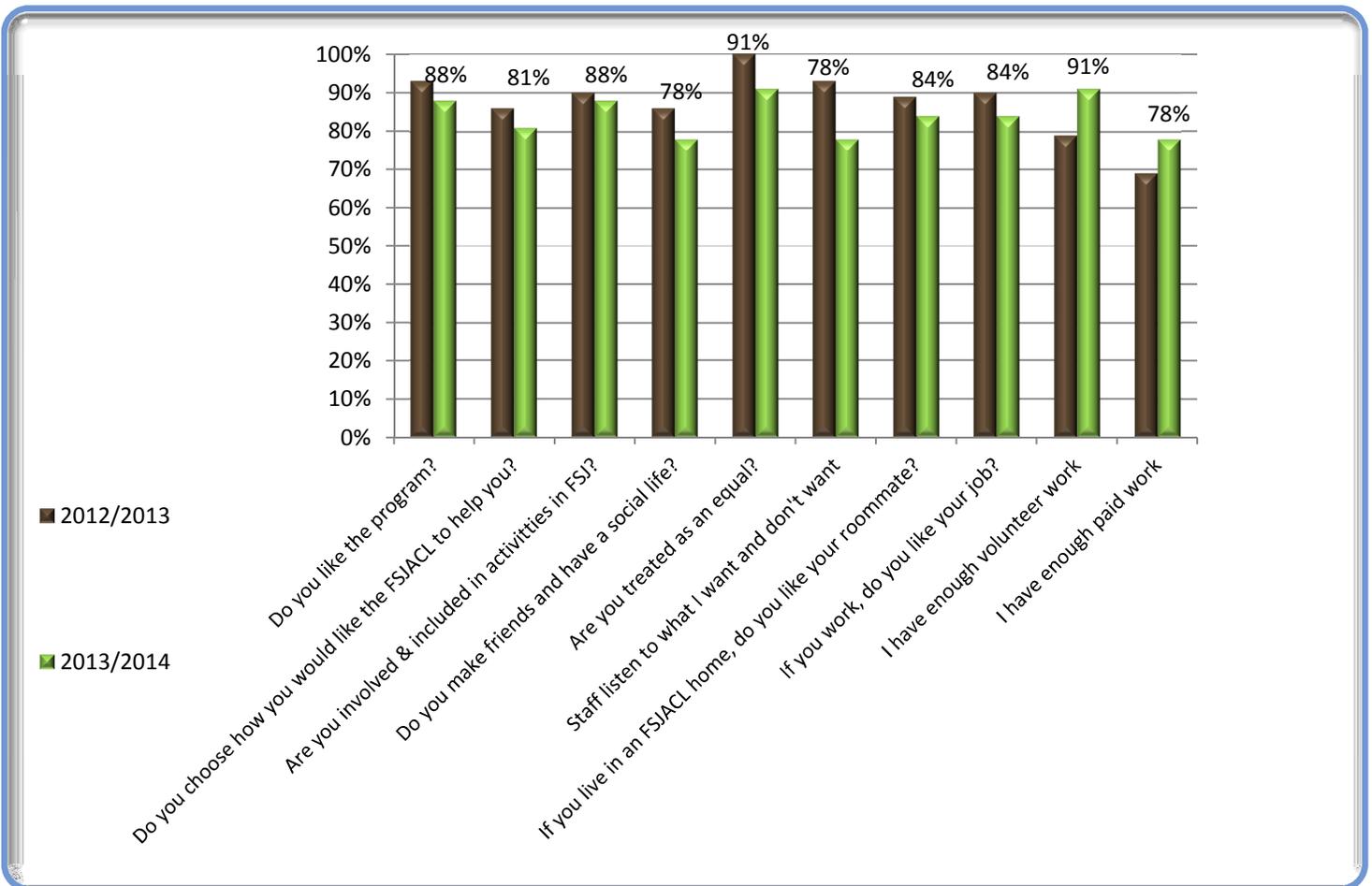
As this type of respite is not a fit for everyone, the FSJACL has also created another option for respite by recruiting people in the community who are willing to provide respite out of their home. This is provided under our Home Share Program, as noted above. In these situations, the FSJACL will do 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.

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.

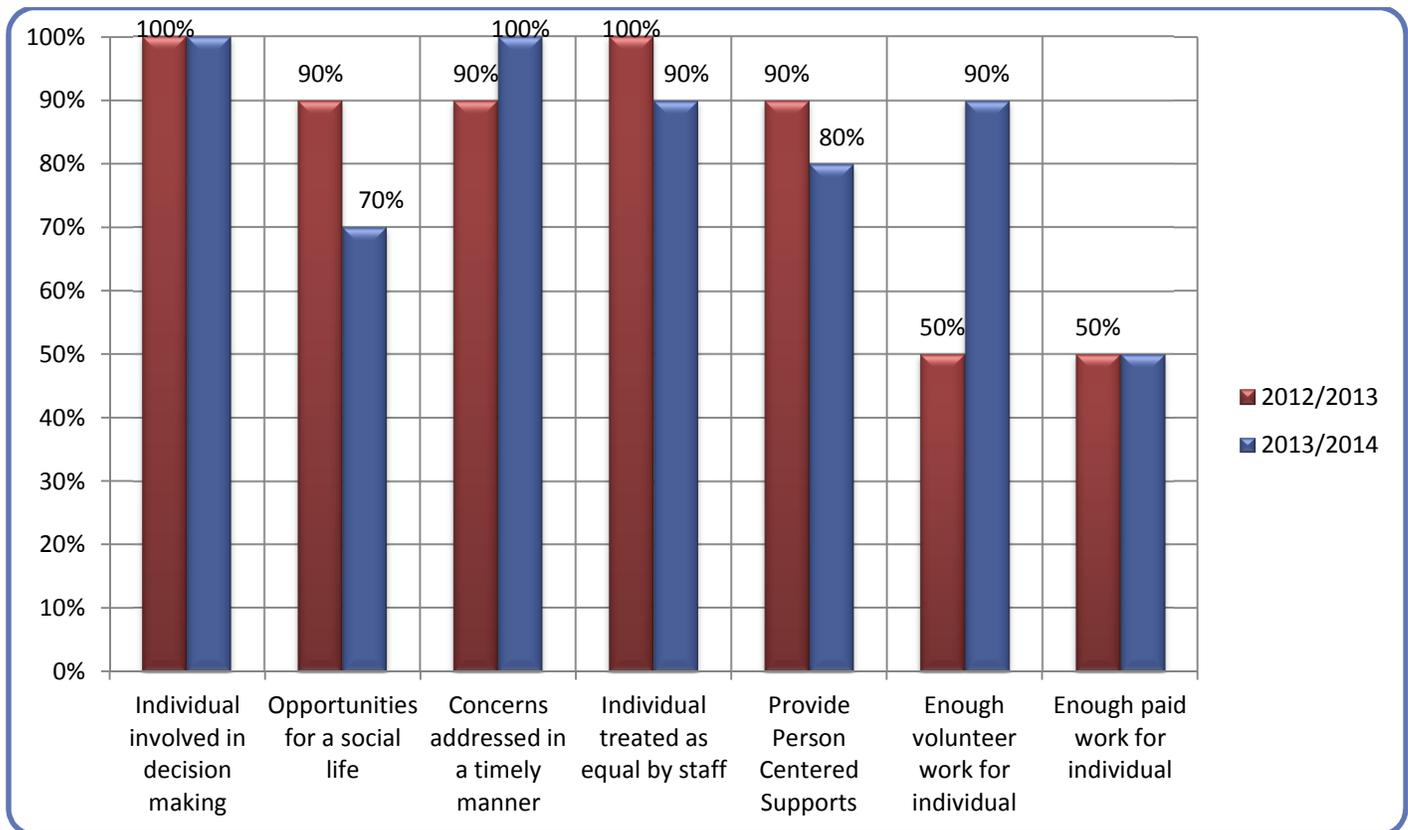
Satisfaction – Individuals who Receive Services

Satisfaction with those who receive support is high. Of those participants who were surveyed, 85% were satisfied with the services they received.



Satisfaction – Families and Caregivers (not including staff)

Families were also surveyed for their satisfaction. Of the families who responded, 87% were satisfied with the services that were being delivered to the son or daughter. The main areas that need improvement were areas relating to having more employment, volunteer and social opportunities, which is an area we are definitely focusing on. Below are some of the questions that were asked:

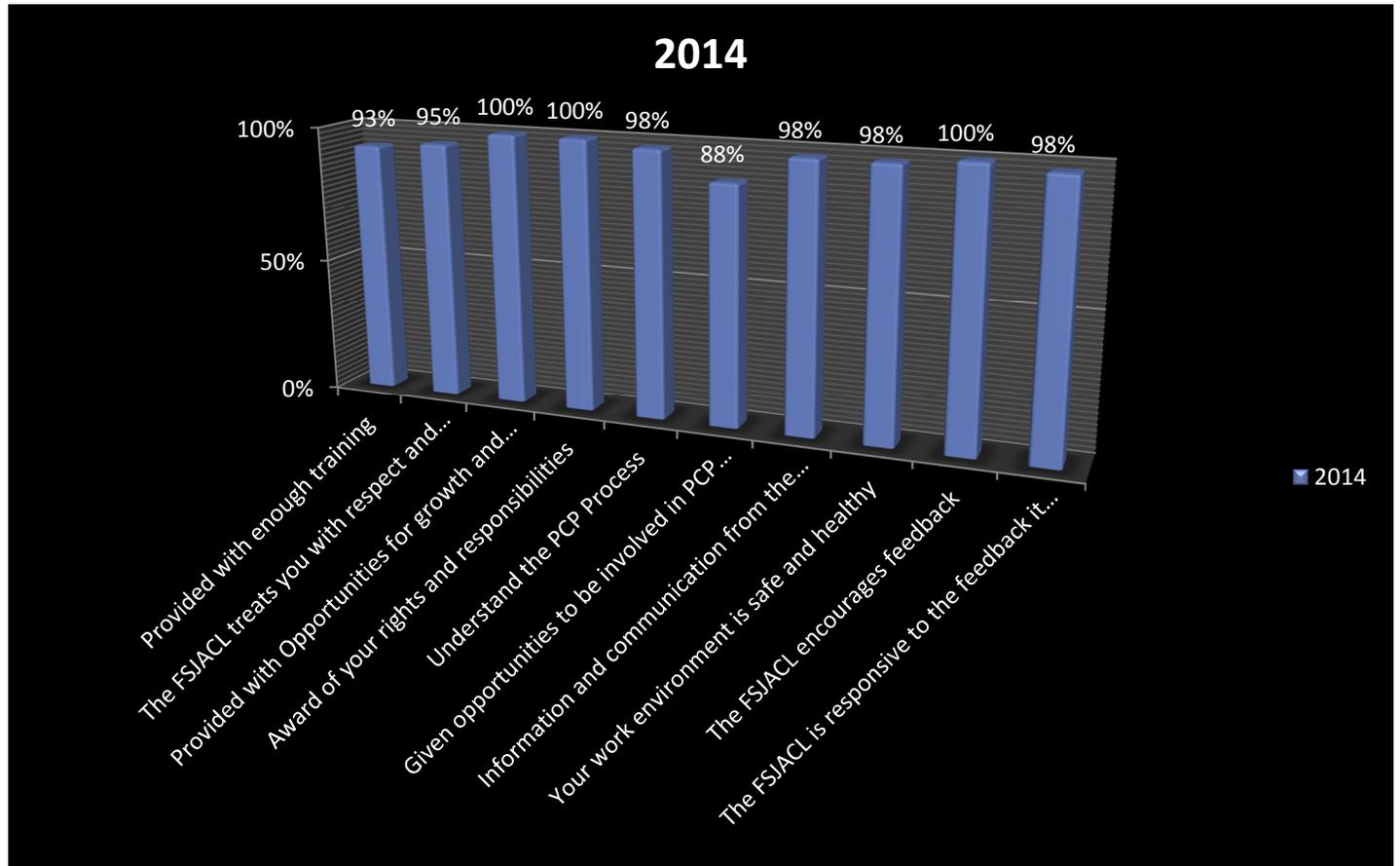


Dean & Isabelle at the AIMHI Camp

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 2013-2014 97% of staff were satisfied with their job. Some of the questions asked were:



Alicia Calder, Hope Air Development Manager Anna du Bois & Alicia Calder at the Hope Air Wheel-a-thon

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. Due to the support we receive from community (most notably DGS Astro Paving) we were able to purchase a wheelchair accessible home this past year. We will be looking to the membership to give the board of directors approval to purchase a mortgage on that property to allow us to again have a healthy contingency fund to address future needs.

Our financials for the year ended March 31, 2014 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 2013-2014 fiscal year:

-  Our overall revenue increased by 2.96%
-  Fundraising revenue increased by 26.67%
-  CLBC revenue increased by 2.43% due to an increase in contracts as new people came into our programs.
-  Our expenses increased 4.46%; this difference was mostly due to the wages and benefit expense connected to the new contracts as noted above.
-  Wages and Benefits accounted for 78.43% of our costs

Human Resources Report

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

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. This was made possible through a rebate we received a few years ago; we've invested it so that it could be sustained for a period of time to benefit our employees.

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! Good job to all that have worked so hard!

We have looked for on-line training opportunities and have registered employees to take Open Future Learning. 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.

"Have the courage to follow your heart and intuition. They somehow know what you truly want to become."

Steve Jobs

An Orientation Day for new employees was held once this year to give employees information about our agency, training on topics such as Guiding Principles, Team Charters, Advancement and Training, ShareVision and many more topics.

We have had employees take annual training with knowledge quizzes and PowerPoints to ensure that we are meeting CARF standards for training in Health and Safety, Critical Incidents and

many other topics.

We created a New Employee Committee and held a General Staff Meeting to get feedback from new and existing employees and how they think the organization, training, morale and other processes are working and what we could change to make it easier and more enjoyable for employees. We have received a lot of great feedback from these meetings and have used a lot of the input into our training and programs.

Training is always at the forefront for our employees and we are always looking for opportunities for the staff to learn. We held the regular "required" training this year such as Medication Delivery, Crisis Prevention Intervention, WHMIS and many more. We have also held training in areas such as Bullying and Harassment, Diversity, Team Charters and Guiding Principles.



We continue to look for opportunities to hire new employees for the agency and have participated in Job Fairs at Northern Lights College and at the Pomeroy Hotel. We have also done a presentation to the Northern Lights College Social Services program and placed ads on FSJ Now and in the Newspapers. We distribute our job postings every 2nd month to the Friendship Society, NENA's and Treaty 8 to try and attract a more diversified work force. The most successful way to attract new employees is through our best resource, the people who work here! We have attracted a lot of great staff through our "Recruit a Friend" program.

Some of the comments we received in our Staff Survey this year were:

- "My job is very rewarding and there is always room for advancement and a never ending flow of workshops."
- "I love my job and the great team I work along side with and the individuals always put a smile on my face....never a dull moment"
- "I love seeing the individual's smiles, accomplishing their goals and being included in the community".
- "The FSJACL enables me to be flexible in my schedule and have creativity in my work".
- "I enjoy the positive, fun, active atmosphere. I feel that it's very stimulating and rewarding work".
- "The flexibility is great. I love the people I work with".
- "I enjoy working in a friendly environment, especially working with the people I support, it's a worthwhile job."
- "The FSJACL has lots of training seminars providing employee opportunities for growth and development and this is really awesome!"
- "I enjoy all aspects of my job here at the FSJACL".

FORT ST. JOHN ASSOCIATION FOR COMMUNITY LIVING

ANNUAL GENERAL MEETING MINUTES

September 19, 2013

PRESENT: voting members – 16, non-voting members - 5

1. **Called to order:** 6:30 pm
2. **Welcome & Introduction of the Board of Directors:** by President, Jennifer Snider. Board members were introduced: (including Jennifer Snider) Ryan Taylor, Patti Ternier-Smith, Sharon Doerksen and Angela Telford. Jennifer also recognized the board members who were not present: Amanda Huhn, Kevin Marques and Ilona Amstutz
3. **2013 Year at a glance presentation:** Viewed the 2013 Power Point presentation of the Association activities this past year.
4. **Approval of agenda: MOTION by Mary Marcellus** to approve the agenda as presented. **SECONDED by Peter Fraser; None Opposed, CARRIED.**
5. **Minutes of last AGM,** September 06, 2012. **MOTION by Sharon Doerksen** to approve the minutes as presented. **SECONDED by Ryan Taylor; None Opposed, CARRIED.**
6. **OLD BUSINESS:**
 - a) N/A
7. **NEW BUSINESS:**
 - a) **2012/13 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.
 - c) **Presentation of Audited Financial Statements:** (see attached) Treasurer, Angela Telford, FSJACL Board of Directors presented the Audited Financial Statements, Audited by KPMG, Chartered Accountants. Angela briefly summarized some of the main factors regarding the financial position of the FSJACL. 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 and members can request complete copies from Executive Director, Cindy Mohr or Angela Telford, Treasurer. There were no questions from the floor.
 - d) **Nominating Committee – 2013/14 Elections:** Jennifer Snider 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 which 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. The following people’s terms are up this year, but are eligible to run for another term:
 - a. Ilona Amstutz

- b. Kevin Marques

They have both agreed to let their names stand for another term. Jennifer asked for any nominations from the floor. **There were no other nominations from the floor.**

The following were elected by acclamation:

- Ilona Amstutz
- Kevin Marques

e) Special Recognition:

- i. **Service Awards - Special Recognition was given to the following employees:**
 - 15 years – Leonora Newhook
 - 15 years – Maureen Lalonde
 - 5 years – Vernetta Wallace
 - 5 years – Ron Birchall
 - 5 years – Gemma Rollen
 - 5 years – Beverly Hermida
 - 5 years- Wasana Sears
- ii. Elaine Bourdon: Jennifer recognized Elaine Bourdon for the 25 years of service and wished her well in her retirement.
- iii. Jennifer recognized the many businesses and individuals who have supported us throughout the year. We have received tremendous support financially, through businesses offering employment to the people we support as well as sponsorships and donations.
- iv. 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 \$170,000 over the past 7 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.
- v. Thanks to CNRL employee’s for the generous donations from their golf tournament of \$10,000.00

8. Adjournment: Motion to adjourn at 8:30pm by Sharon Doerksen

9. Red Carpet Awards: Jennifer introduced Ted Sloan, Sara Carmichael, Zoe Adam and Peter Fehr to present 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) Jennifer Snider called on Sage Jones to present the ***Jean Mensink, Volunteer of the Year Award*** to: **Alicia Calder**
- c) Diana Glover presented the **Gayle Flavelle Supported Employment Award** to **Dustin Hatton**
- d) Ryan Taylor and Patti Ternier-Smith presented the ***Self-Advocate of the Year Award*** to **Isabelle Paynter**
- e) Jennifer Snider and Angela Telford presented the ***Community Support Award*** to **Urban Systems**

10. Next Meeting- Sept/2014– date to be announced

President:

Secretary:



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

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

