



SACL Annual Report 2011/2012



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Vision

We envision a caring and supportive community where all people are valued.

Mission

Shuswap Association for Community Living creates opportunities and provides support to optimize the potential of individuals with intellectual disabilities.

Core Values

The Shuswap Association for Community Living exists to provide the appropriate support and services to improve the quality of life of an increasing number of individuals with intellectual disabilities through cost effective stewardship of resources, and to increase and promote community awareness, knowledge, understanding and all inclusive acceptance of individuals with intellectual disabilities.

ENDS

MEGA END

The Shuswap Association for Community Living exists so that an increasing number of individuals with intellectual disabilities have the appropriate support and services they need to have quality of life through the cost effective stewardship of resources.

- ✎ Individuals with intellectual disabilities will experience safety, happiness, inclusion and the feeling of being valued. Our community will be more accepting, respectful and understanding of all individuals with intellectual disabilities.
- ✎ They will increase their financial independence as an increasing number of community employers hire our individuals through meaningful employment, including self-employment options.
- ✎ They will be safeguarded/ will have safeguards in place as needed.
- ✎ They will be empowered to self-advocate.
- ✎ The Association will facilitate families and caregivers being connected to appropriate resources if and when possible.
- ✎ The Association will review and endeavor to develop a timeline to move from the present site into a downtown location.

Message from the Chair of the Board of Directors

Joan Sturdy, Chair

The Board of Directors of SACL has had a productive and satisfying year governing this amazing Association. We are so very proud of our staff and the work they are doing in the Community and in the day-programs, serving the people with developmental disabilities (or I should say people with diverse-abilities) who we support. I am always so proud when I see people at the pool or doing the recycling rounds, or working at their jobs. As you will hear in Jo-Anne's report, the number of people who have found meaningful employment through our Employment Service is quite astonishing for a city this size, and our Community is truly enriched by their participation in the work force. In addition, the Individuals who work in Environmental Solutions continue to contribute very meaningfully through the work that they do.

Times of big change are not always easy, and we commend our Executive Director for doing an outstanding job shepherding us all through lots of change. Provincially, our Association is very well regarded for our innovative programs and the efficiencies we have created through the re-allocation of resources, thereby enabling many of our Individuals to hopefully lead more enriched and satisfying lives. We were very sad however, to have to close down the wood shop this year. The equipment is too old, the building is becoming quite dilapidated, and CLBC is simply not funding those types of programs any more.

In the bigger picture, there was a significant public outcry supported by advocates for persons with developmental disabilities with respect to CLBC. This led to the production of 4 different reviews of the Crown Agency, addressing issues such as under-funding, the closure of group homes, wait-times, service provision for youth in transition to adulthood, and lack of coherence between Ministries. There was an infusion of additional funding to address some of the issues; however some advocates maintain that the reviews did not go far enough, and are calling for the establishment of a Provincial Advocate for People with Developmental Disabilities. These reports can be read in their entirety at www.sd.gov.bc.ca/pwd/clbc_reports.html.



The winds of change are becoming quite turbulent at the local level, with a new company moving into town to do confidential shredding, and CSRD making moves to start picking up business re-cycling. The Board is doing a Strategic Planning retreat in October of this year, but the constantly shifting sand beneath our feet (if you'll forgive the mixed metaphors) make it very difficult to plan for the future. We do know that we need to move, but we have also been given indications that WORK BC may be taking over finding employment for many of our folks. So it's a very uncertain time, a time for some really creative and innovative thinking, and a time that is crucial to the future well-being of the people we support and of the Association. On that note, I'd like to remind you that we're still looking for new Board members. Although it's too late to be nominated for this meeting, appointments can be made throughout the year, if you're moved to participate.

One of the major changes we've undergone recently is the shift to Policy Governance. We are now operating entirely within this new model, one aspect of which is the delivery of compliance reports from the Executive Director. These reports ensure that the Board's policies are being carried out through the cost effective

stewardship of resources, and ensure that you, the moral and legal owners of the Association, can be assured that you are getting good results. We have received compliance reports in all the areas that they are required, and commend Jo-Anne once again for many hours spent doing “reasonable interpretations” of the policies so that the outcomes are measurable and that the operations are being carried out according to the policies set by the Board.

I quite like the Governance model. It’s very clean and becoming easier to manage. There are not the “loose ends” that can make being on a Board stressful. The meetings are becoming increasingly more interesting as we are able to do the visionary and strategic thinking that you have asked us to do, rather than meddling in the operational aspects of day to day management. As we head into our 50th year of existence in July 2013, we will be celebrating our strengths and assets and organizing some fun activities to let the world know.

Jo-Anne does manage to make it out from under her load of paperwork. She has locally networked for many hours with sister agencies through the Shuswap Community Resources Co-op, which you’ll hear more about shortly; regionally, she has participated in the North Okanagan Shuswap Community Council, and provincially she has connected us to the big picture through the Federation of Community Social Services of BC.

The Board is grateful to have been given the privilege of serving, and I believe we have steered the Association well through this past year. It has taken a lot of people working together to make this Association what it is today. Dedication, hard work and love are really the key ingredients at every level.... And, in the immortal words of anonymous:

”Nobody can do everything, but everyone can do something”.

Respectfully Submitted
Joan Sturdy, Board Chair



Message from the Executive Director

Jo-Anne Crawford

A Year in Review Highlights from 2011-2012

The AGM is always the perfect time to take the opportunity to acknowledge and thank the staff and board of the Association for their dedication. We are privileged to be part of a team dedicated to making a difference in the lives of the individuals we serve.

This year we once again experienced change in our services. We officially closed the Wood Shop on November 1st. The individuals who worked in the Shop now have jobs in the community, are doing more volunteer hours, or have increased their participation in the Recreation Program.

Our team continues to provide services and supports that promote inclusion. We have made numerous presentations to local employers and service clubs, as well as various newspaper articles and radio presentations to keep our community informed of the work we do and the contributions our individuals make to this community. We saw a rise of 29% in the number of individuals served in the last 5 years, serving 76 individuals in 2011 to 2012. 21 individuals are supported through Individualized funding contracts. The Employment Service “Made to Order” program served 29 individuals in 33 places of employment and is providing ongoing support to 48 persons employed in the community. Employers state that having hired someone with a diverse disability has been beneficial to their workplace and their business – a list of their comments is included in this report. As well we have many individuals who participate in volunteer activities at the food bank, the thrift store, Shuswap & Ladybug daycares and Bastion Place Extended Care Facilities. We even managed to put on a play called “Mmmmoris Meets the Mmmonster” thanks to staff (many hours they volunteered) and Patrick Allwood of the Shu-string Theatre Group.

A testament to the quality of service our team provides was acknowledged this year when we were awarded a 3 Year CARF (which stands for Commission for Accreditation of Rehabilitation Facilities) Accreditation in the following areas:

- 🌀 Community Services: Community Integration, Respite Services and Supported Living, and in
- 🌀 Employment Services: Job Development, Job Supports, and Job-Site Training.

The highest possible rating an agency can be awarded is a 3 year. The accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. We are required to meet these standards in order to contract with Community Living BC. Our Association has been accredited since June 2005.



Our Revenue for 2011 to 2012 had a slight increase. Funding sources were: CLBC Contracts - 86%, MCFD - 4%, Sales (ES) - 5%, Rental Income - 2%, and Miscellaneous - 3%

I would like to acknowledge all those who donated to the association in the past year with a special thank-you to The Day Break Rotary Club and the City of Salmon Arm Grants-In-Aid for their ongoing support.

This report is based on participant and stakeholder satisfaction surveys from the fall of 2011 and program information at December 31st, 2011 and March 31, 2012.

Staff & Volunteer Recognition Program

We are pleased to introduce the SACL Staff & Volunteer Recognition Program this year. Staff and Volunteers will be recognized for their dedication and years of service at the Annual General Meeting each year. This year, our first year of recognition, we are pleased to recognize the following people;

- 🌀 Tanja Carlson (Board of Directors) – 1 – 2 year Term
- 🌀 Michele Weber, Program Director – 20 Years of Service
- 🌀 Teresa Cowan, Community Vocational Support Worker – 20 Years of Service
- 🌀 Joanne Reitan, Team Leader – 15 Years of Service
- 🌀 Sherry Errett, Community Vocational Support Worker – 15 Years of Service
- 🌀 Sandy Sheloff, Community Vocational Support Worker – 10 Years of Service
- 🌀 Elly Tufts, Team Leader – 10 Years of Service
- 🌀 Shara Bland, Community Vocational Support Worker – 5 Years of Service
- 🌀 Vicki Donnelly, Community Vocational Support Worker – 5 Years of Service
- 🌀 Toni Roberge, Community Vocational Support Worker – 5 Years of Service
- 🌀 Elaine Dawe, Community Vocational Support Worker – 5 Years of Service
- 🌀 Nicole Onci, Community Vocational Support Worker – 5 Years of Service
- 🌀 Denis Tong, Community Vocational Support Worker – 5 Years of Service

We wish to express our gratitude for the continual support and dedication to the community and the individuals served by the staff and volunteers listed above.

Leadership & Resources

The Board of Directors

Shuswap Association for Community Living is governed by a volunteer Board of Directors. The Board members are:

- Joan Sturdy – Board Chair
- Chris Armstrong – Vice Chair
- Carol Swank – Secretary/Treasurer
- Liz Foster
- Bob Wilkins
- Tanja Carlson
- Jacque Bolen

Consumer Council Representative –Ellen Zilke in 2011/2012.

Human Resources

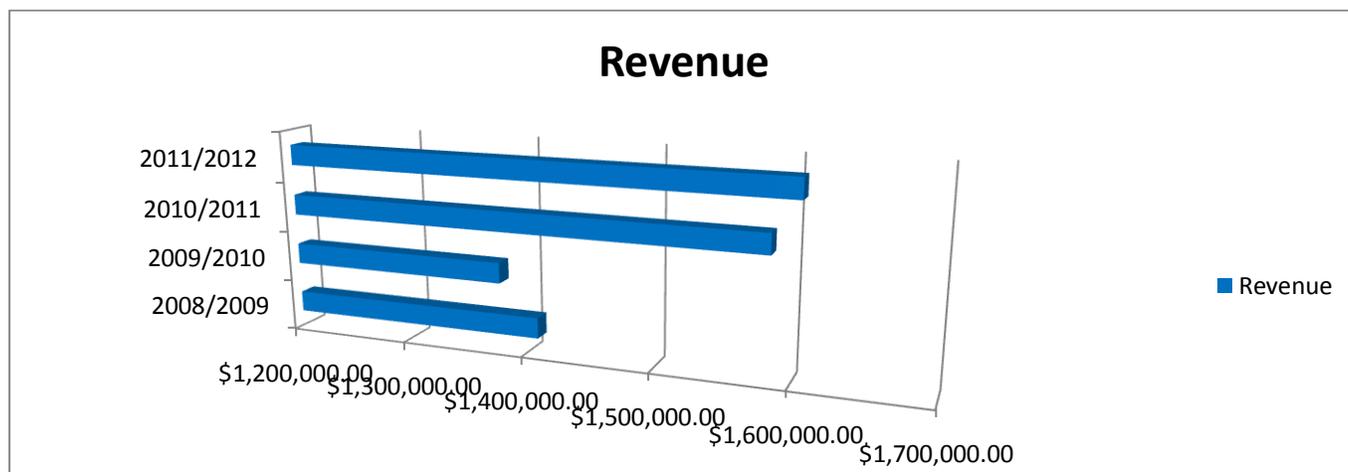
Shuswap Association for Community Living provided employment for 31 employees in 2011/2012.

- ☞ 19 Full Time Staff
- ☞ 2 Part Time Staff
- ☞ 10 Casual Staff

Of these 31 Staff Members;

- ☞ 2 staff - members have been employed with SACL 20 years or more
- ☞ 2 staff - between 15 & 20 years
- ☞ 1 staff - between 10 & 15 years
- ☞ 10 staff - between 5 & 10 years
- ☞ 16 staff – 5 years or under

Financial Information



2008/2009

Revenue - \$1,408,921

Expenditures - \$1,381,439

Amortization - \$40,077

Excess (deficiency) of revenue over expenditures - \$27,482

2009/2010 (Restated)

Revenue - \$1,378,135

Expenditures - \$1,354,982

Amortization - \$40,125

Excess (deficiency) of revenue over expenditures - \$(16,972)

2010/2011

Revenue - \$1,584,451

Expenditures - \$1,440,919

Amortization - \$45,099

Excess (deficiency) of revenue over expenditures - \$98,433

2011/2012

Revenue - \$1,605,183

Expenditures - \$1,581,800

Amortization - \$44,644

Excess (deficiency) of revenue over expenditures - (\$21,261)



SACL Fundraising, Donations and Grants

Fundraising, donations and grants for 2007/2008 - \$10,020.54, 2008/2009 - \$12,682.00, 2009/2010 - \$16,411.60, 2010/2011 - \$19,614.00, **2011/2012 - \$7,268**

The main funding source for the Association is Community Living BC (CLBC). SACL also receives miscellaneous income through donations, small contracts, and a grant from the City of Salmon Arm.

- City of Salmon Arm Grants-in-Aid (2011-2012) - \$2,000.00
- City of Salmon Arm Grants-in-Aid (2012-2013) - \$1,850.00
- The Daybreak Rotary Club - \$1,000.00
- Super Self Storage – storage room \$540.00
- Elk's Lodge - \$500.00
- Various individual donations - \$357.80
- St. John's Church - \$300.00
- Broadview Firemen – \$250.00

- Shawn Scott - \$200.00
- Salmon Arm Firefighters - \$100.00
- Tri-Crown – \$100.00
- SACL Hockey Pool Fundraiser (Mark Anderson) - \$75.00
- Pin Point Surveying - \$50.00
- Dr. Warren Bell - \$30.00

In addition to donations from community members and groups, SACL fundraised:

- Askew Gift Cards - \$455.00

The Association also provided the following items to other non-profit fundraisers

- Daybreak Rotary Club – a bench valued at \$225.00
- Shuswap Rotary Club – a bench valued at \$225.00

Thank-You to all who generously donated to the Shuswap Association for Community Living!



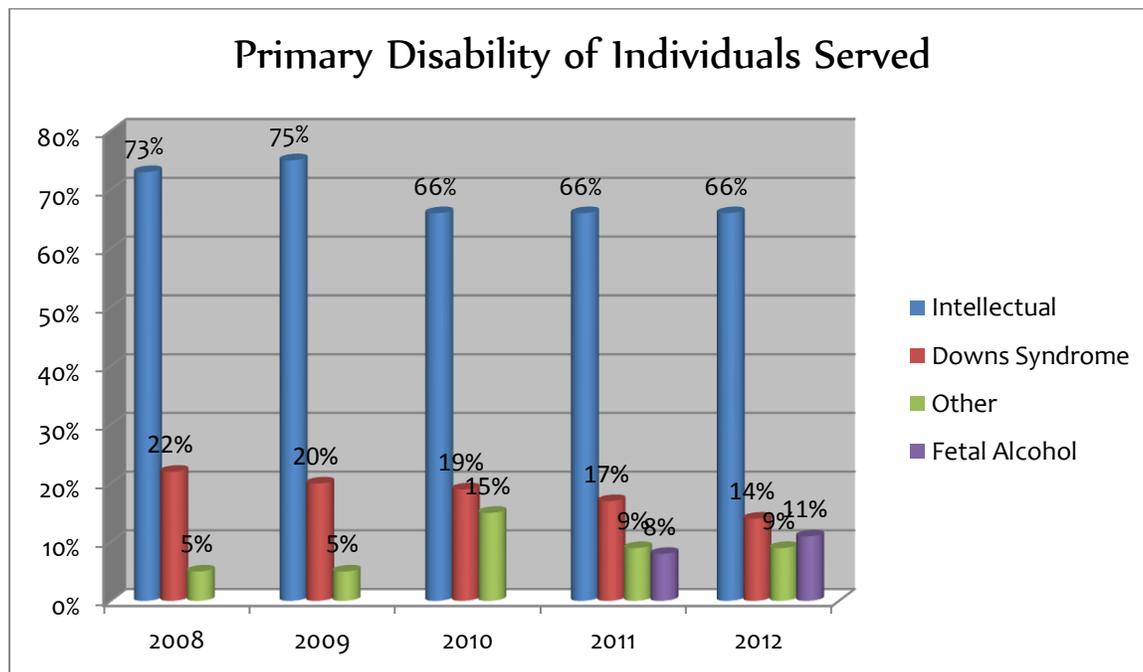
Agency Demographics

Table 1 - Number of Individuals Being Served



There has been a consistent increase to the number of Individuals being served by SACL, with the most notable increase being in 2011/2012. A 29% increase in Individuals served has occurred since March 31st, of 2008.

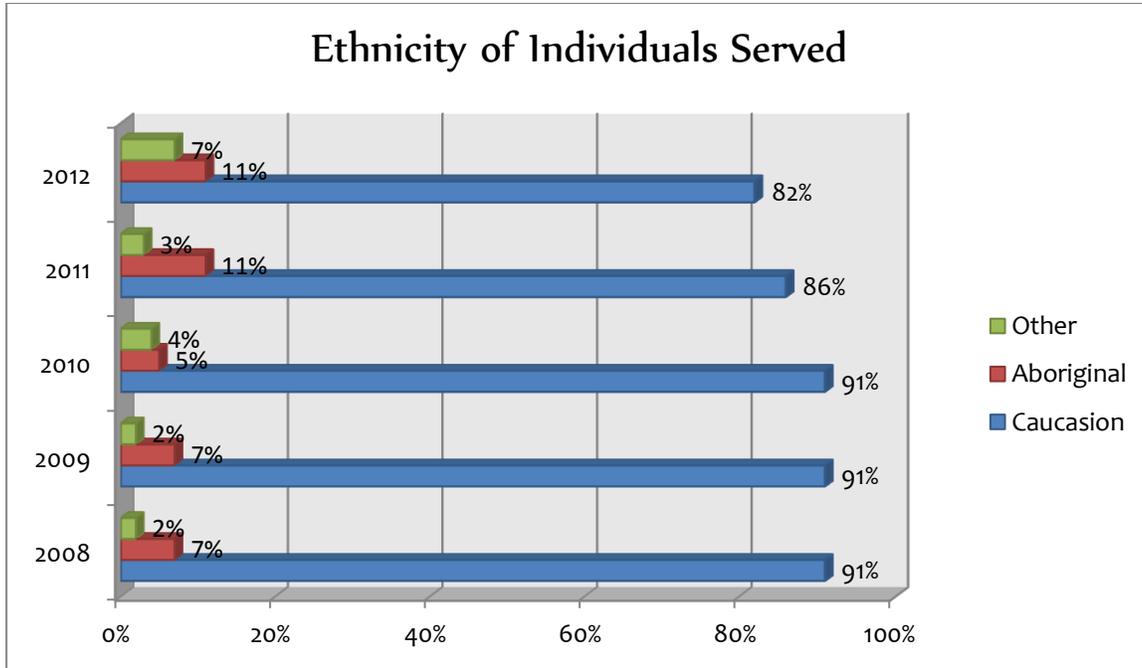
Table 2 - Primary Disability of Individuals Served



Intellectual Disabilities have consistently been the most prevalent for the Individuals we serve, but it is interesting to note the slight but consistent decline in Individuals with Downs Syndrome, as well as the increase to Individuals identified with Fetal Alcohol Syndrome. Fetal Alcohol Syndrome has become as prevalent in the past two years as to be designated as a specific category within the disability range.

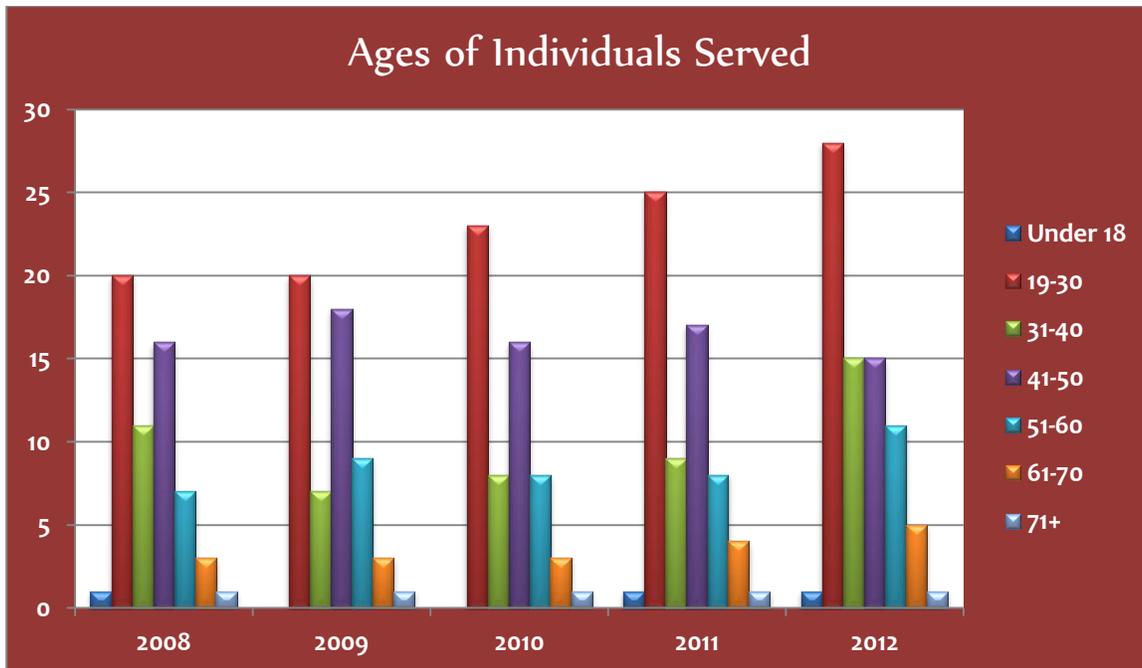
10 of the 11 new consumers this year had both a primary and a secondary disability.

Table 3 - Ethnicity of Individuals Served



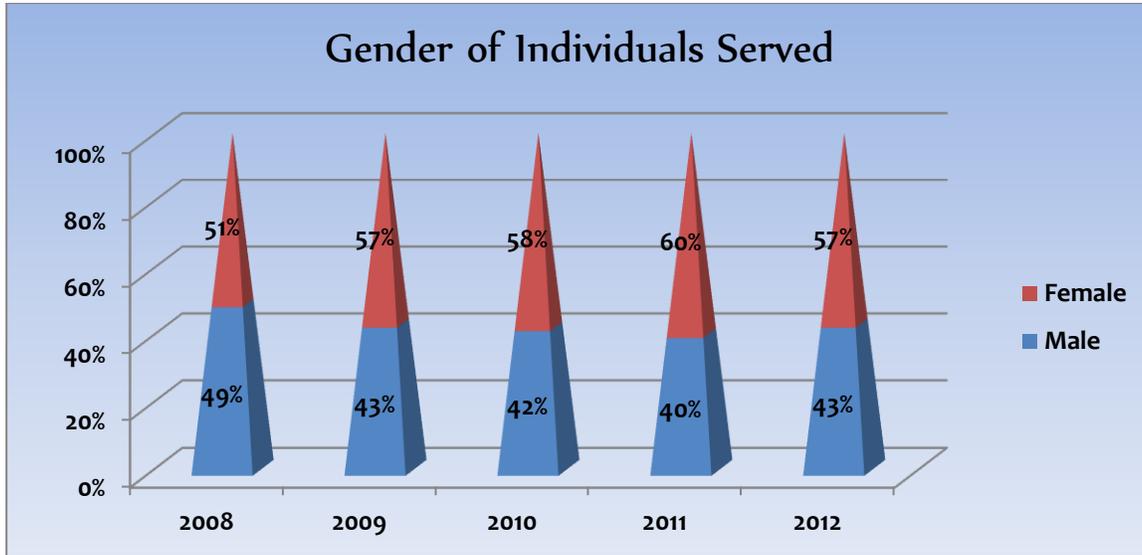
Caucasian Individuals continue to be the most prevalent ethnicity served at SACL, with an average of 88% of Individuals served over the past 5 years being within this category.

Table 4 - Ages of Individuals Served



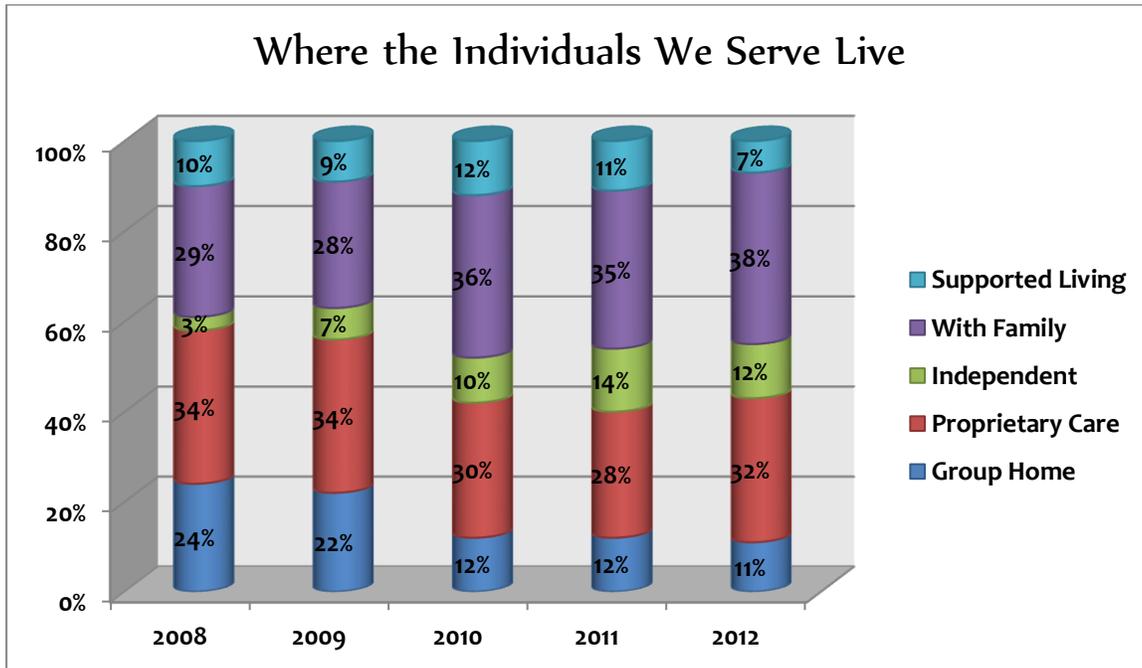
Our primary age range of Individuals served continues to be the 19-30 range. This range has also noted a continual increase over the last 5 year term. The second notable range is from 41-50, and tends so show a more steady average rather than a constant increase.

Table 5 - Gender of Individuals Served



Although the gender specific demographics remain fairly consistent and relatively close in comparison, the statistics indicate that for the Individuals served by SACL, the female gender is slightly but consistently more prevalent.

Table 6 - Where the Individuals We Serve Live



Again, consistency is noted over the last 5 years, indicating that most Individuals served live with family members. Others live in Proprietary Care, followed by Group Homes, Supported Living, with the lowest number living independently. It is encouraging to see the consistency in both Individuals living with family, and the area of proprietary care, and even more so to note the increase in those who live independently.

Association Effectiveness

External Stakeholder input into SACL services is sought and received

Stakeholders have a number of ways in which to provide input to SACL. Annual satisfaction surveys are sent to all stakeholders. The Complaint policy is in place to address concerns on a formal basis. The Executive Director participates in a quarterly Service Provider/Caregiver Network Meeting.



Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
# of family members that participate in SACL organizational planning	All families	Annual	Stakeholder Survey	Admin	100%	17%
# of caregivers that participate in SACL organizational planning	Caregivers	Annual	Stakeholder Survey	Admin	100%	14%
# of Professionals that participate in SACL organizational planning	Professionals	Annual	Stakeholder Survey	Admin	100%	9%
# of Employers that participate in SACL organizational Planning	Employers	Annual	Employer Satisfaction Survey	Admin	100%	90%

SACL Agency Outcomes

Service Effectiveness

Individuals receiving service make choices about the support they require along with the deliverables required by CLBC to meet their needs.

100% of Consumers have a current Individual Service Plan in place within 6 months of service start date. Many opportunities exist for individuals to provide input into the support they receive through daily input, regular meetings and satisfaction surveys.



Consumers are involved in meaningful activities.

88% of Consumers stated that they enjoy coming to SACL.

93% of individuals served in the community said they always enjoyed being involved in the community/supported work program, while the other 7% stated they only enjoyed being involved in the community sometimes.

73% of the Individuals served by SACL feel that they are making progress towards their desired outcomes (skill and personal development, progress towards goals or outcomes), while 20% said sometimes and 7% felt they did not know.

Other stakeholders, i.e. Professionals, caregivers and family members reported that desired outcomes were appropriate, relevant, and meaningful.

Consumers make choices about the programs and activities in which they participate

Many opportunities exist for Consumers to provide input into what they are doing while at SACL through Consumer Group monthly meetings, satisfaction surveys, and Consumer Council meetings. Each program meets on a monthly basis to discuss current issues as well as plans for the future activities.

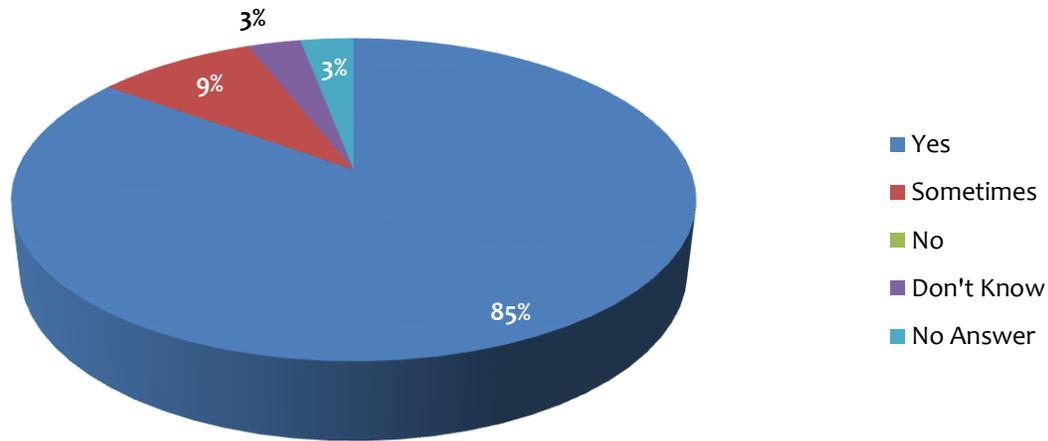
Consumers report that they are involved in, and make choices about the programs and activities in which they are involved through surveys. The results are listed in the chart below;

Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
% of consumers who participated in an annual individual planning process.	All consumers	Annual	ISP's	Key Workers	100%	100%
% of Environmental Solutions(ES) consumers involved in monthly meetings	ES Consumers	Annual	ES Monthly meeting checklist/meeting minutes	Admin	100%	100%
% of Recreation Program(RP) consumers involved in monthly planning meetings	RP consumers	Annual	RP Monthly meeting checklist/meeting minutes	Admin	100%	100%
% of WS consumers involved in monthly planning meetings	WS consumers	Annual	WS Monthly meeting checklist/meeting minutes	Admin	100%	100%

One Consumer from the Consumer Council attends the SACL Board Meetings, 6 Consumers participate in the Consumer Council, 3 participants attend SACL Day Programs, and 3 receive services in the Community.

A Consumer Group meeting is held on a monthly basis.

Do you get a say in what you would like to do at the SACL Programs?



Community Individuals interact with members of their community while involved in social activities and when contributing to the community

67% of Individuals served stated they have the opportunity to be involved in social activities other than SACL (activities in the community or with co-workers), 20% indicated that the additional opportunities are only open to them sometimes, while 7% felt they did not know. Comments noted that Individuals were not able to go out on their own, but sometimes were able to access ‘recreational buddies’ for additional outings.



40% of supported individuals stated they were interested in working or would like to work more in the community, 7% said sometimes, 40% said they would not like to work more in the community, and 8% said they did not know. Individuals who would like to work indicated that they would like to earn their own income. Others, who were not interested in working, noted that mobility issues and a focus on education were deterrents at this time for employment.

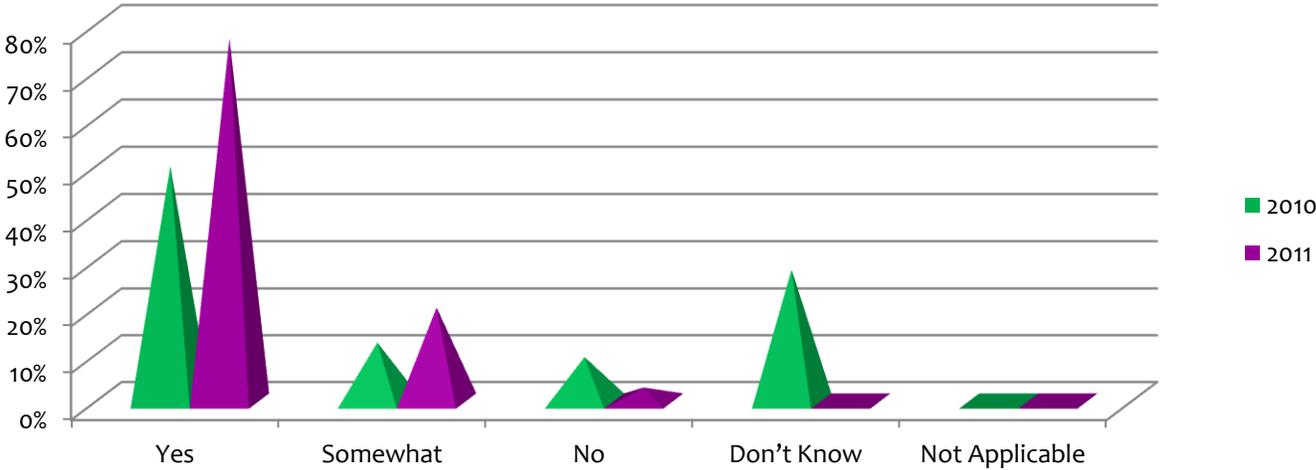
67% of Consumers participated in Volunteer activities that are supported by SACL. Examples Include:

- 🌀 Bastion Place Extended Care Facility
- 🌀 Shuswap Daycare
- 🌀 Salvation Army Food Bank
- 🌀 Ladybug Daycare
- 🌀 Churches of Salmon Arm Thrift Store

100% of Consumers, who attend SACL, participate in community based social activities through the recreation programs. Individuals in the Recreation Program are to be offered between 2 and 3 community based activities per program day and were offered an average of 2.24 community based activities per program day from January 1, 2011 to December 31, 2011.

Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
% of consumers who interact with members of the community through volunteer activities.	All Consumers	Annual	Program schedules	Admin	50%	67%
% of consumers who are involved in community activities	All Consumers involved in the Recreation Programs	Annual	Recreation Program Calendars/Daily Logs	Admin	100%	100%

Have Individuals gained independence or learned new skills this year due to SACL Programs?



Community Individuals experience increased opportunities to exercise self-determination

93% of individuals stated that they have a say and input into what they would like to do during their support hours, while 7% felt they did not have a say. 80% of Individuals served stated that the support they receive meets their personal needs. 13% stated that was true sometimes and 7% felt their needs were not fully met.

Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
There is a consumer that reports to the SACL Board of Directors	All Consumers	Annual	Board Minutes	Admin	1	1
Consumers are represented by a 6 member Consumer Council	All Consumers	Annual	Council Minutes	Admin	6	6
# of consumers involved in SACL's review/renewal of its vision & mission	All Consumers	Annual	Meeting Attendance	Admin	6	6
% of consumers who indicated that staff listen to them when they have something to say	All Consumers	Annual	Satisfaction Survey	Admin	100%	88% - yes 6% - somewhat 0% - no 6% - don't know

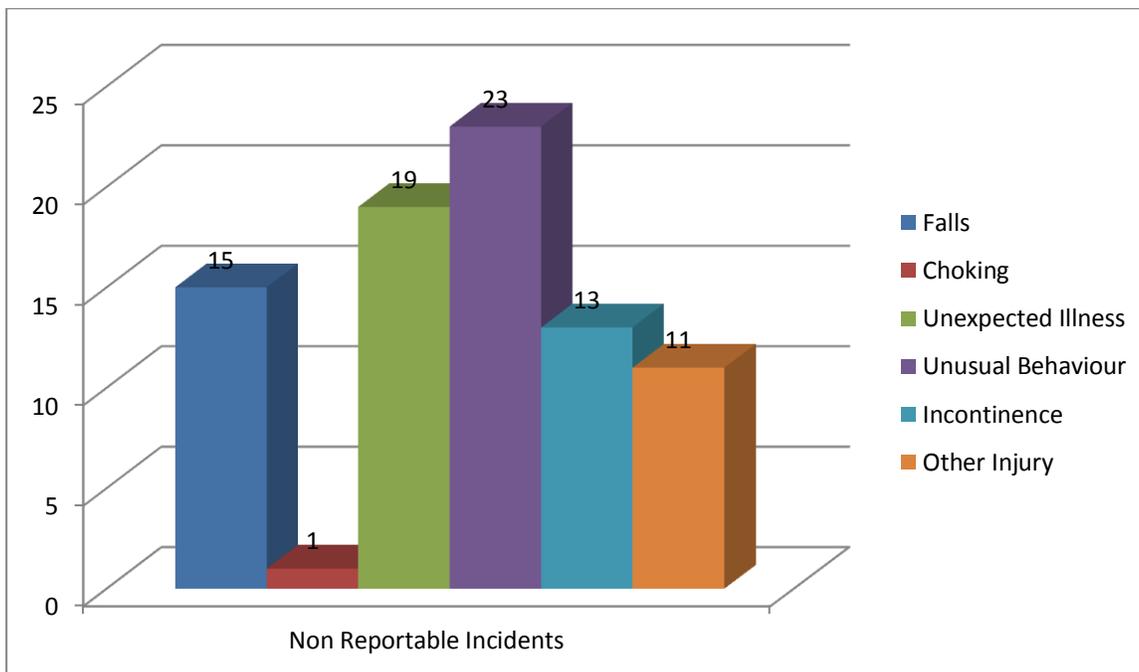
Community Individuals' health and safety is safeguarded at all times

93% of supported Individuals stated that they felt completely safe with the support they receive (I.e. staff operating vehicles in a safe manner, assistance with safety). The 7% who indicated they did not feel safe made mention of feeling unsafe when new ideas and people were introduced, but that SACL staff helped each Individual to feel more comfortable with new people and ideas. 87% feel they know who to contact should issues arise.

SACL consumer's safety is of paramount importance. Safety issues are discussed at monthly program meetings and the programs facilitate evacuation drills every day for a week, once a month, using different scenarios such as earthquakes, gas leaks and fires. Issues arising are identified, discussed and dealt with.

SACL reported 2 critical incidents to Community Living BC in from April 1, 2011 to March 31, 2012. Both incidents were related to Aggressive/Unusual Behaviour/Abuse.

SACL staff reported 82 Non Reportable Incidents between April 1, 2011 and March 31, 2012 in the following categories:



All Incidents are reviewed by the reporting team, i.e. the program where the incident occurred. Recommendations are made and the report is reviewed by the entire staff team. This is done to identify trends and to prevent re-occurrences, where possible.

Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
% of consumers participated in health and safety orientations and/or training sessions	All consumers	Annual	Program schedules	Admin	100%	100%
# of reportable critical incidents	All consumers	Annual	Critical Incident Reports	Admin	0	2
# of non-reportable incidents	All consumers	Annual	Non Reportable Incident Reports	Admin	0	82
% of consumers who indicated they feel safe during day-time activities	All Consumers	Annual	Satisfaction Surveys	Admin	100%	91% - yes 6% - sometimes 0% - no 3% - don't know
% of primary caregivers/family/professionals members who are satisfied with SACL's health and safety precautions	All Family members/ caregivers	Annual	Satisfaction Surveys	Admin	100%	65.7% - Yes 5.7% - Somewhat 0% - No 12.5% - Don't Know Not applicable 25.8%

COMMUNITY SUPPORT SERVICES

From April 1, 2011 to March 31st, 2012, SACL served 20 Individuals through Individualized Community Support.

5th Street Triplex

Continued support is provided to six individual's at various levels to live independently.

Unit 1 – Housed a couple.

Unit 2 – Housed two Individuals who access a variety of supports

Unit 3 – Housed two Individuals who receive a variety of support services from SACL



The landscaping at the 5th street complex was recently revamped.

Travel Club

Due to funding limitations, and insurance liability concerns, the Travel Club has been put on hold.

Self-Advocates

As of March 31st, 2012, there had been no response to the advertisements put up at the college and high-school for a self-advocate coordinator. Coordination of this initiative is an ongoing challenge.



EMPLOYMENT SERVICES – MADE TO ORDER



Between April 1st 2011 and March 31st 2012, we supported 29 consumers in 33 places of employment. 10 new job seekers added during this reporting period making a total of 48 individuals that we are helping to find employment or supporting to find paid positions.

Several positions are restaurant based, facility & grounds maintenance, light gardening, advertising, and customer service. One individual works to care for the maintenance of RCMP vehicles.

Merchandise and book bin stockers, product facers, equipment cleaners, ticket takers, snow shovelers, street sweepers, dishwashers, bus persons, plant & garden assistants, and filing clerks make up the remainder of the employment positions. The Individuals are eager, dedicated and skilled workers who are proud of their employment, and the contribution they are making to their community.

Over the course of this reporting period, the following businesses/agencies have hired through the program:

- 🌀 Advanced Property Systems
- 🌀 Access Precision Machining
- 🌀 Home Building Centre
- 🌀 Jelly Bean Express Daycare
- 🌀 Boston Pizza
- 🌀 Canadian Tire (hired 2 Individuals)
- 🌀 Liberty Tax Service
- 🌀 RJ Haney Heritage & Village Museum
- 🌀 Literacy Alliance of the Shuswap
- 🌀 Private Contractor – Delivering Newspapers for the Salmon Arm Observer
- 🌀 All My Flowers
- 🌀 Jane's Place
- 🌀 Salmon Arm Youth Partners (Formerly the Downtown Activity Centre)
- 🌀 Buckerfield's (Hired 2 Individuals)
- 🌀 Weight Watchers
- 🌀 Downtown Improvement Association
- 🌀 BC Hydro
- 🌀 Parkview Place



When employers were asked: “Has having a supported individual in your employ been beneficial to your workplace and business?” we received the following responses:

- 🌀 “Gives us an extra hand on Sundays”
- 🌀 “Good for the store to support special needs clients, and good for the clients”
- 🌀 “Absolutely Yes! Good interaction with staff and customers”
- 🌀 “Yes. I have very positive comments”
- 🌀 “Yes, J is great and helps to keep up on the things I normally can’t get to. We love J!”
- 🌀 “It’s a pleasure having the group work in our shop”
- 🌀 He does a very good job, so is a valuable employee for our business”
- 🌀 We have always been pleased with the work carried out by the supported Individuals we have hired.”
- 🌀 “W is a pleasure!”
- 🌀 “Beneficial. K is a joy to have in our store”
- 🌀 “It has been a great experience for the young students working to learn how to work with supported Individuals”
- 🌀 “We are extremely pleased to have M on our team!”
- 🌀 “Without the extra support, we probably would not have made the leap to give M a chance”

Employer & Employee Survey Results

Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
Ten (10) full time and part time equivalent job placements will be developed and maintained for individuals Annually until maximum capacity of 50 individuals is reached.	Persons Served	Annually	Quarterly Reports	Admin	10 FTE/PT	48
Individuals will be hired and paid by the employer.	Persons Served	Annually	Quarterly Reports	Admin	10 FTE/PT	48
Individuals will report that the process of acquiring and being supported in employment meets their personal needs.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	100%
Individuals will report that the process of acquiring and being supported in employment is respectful.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	97%
Individuals report that they know who they need to contact when issues arise.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	97%
Employers report that they know who	Persons Served	Annually	Employer	Admin	100%	100%

they need to contact when issues arise.			Satisfaction Survey			
Individuals report they are involved in social activities outside of the work place - or with co-workers.	Persons Served	Annually	Individual Satisfaction Surveys	Admin	100%	90%
Employers report that employees are involved in social activities outside of the work place with co-workers.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	28%
Employers will report that they are getting the supports that they require to maintain an individual in their workplace.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	90%
Employers will report that having a supported individual in their employ it is beneficial to their workplace and business.	Persons Served	Annually	Employer Satisfaction Survey	Admin	100%	97%

Thank you to all the Employers who continue to support individuals with intellectual disabilities through the provision of employment opportunities!



SACL DAY PROGRAMS

Community Inclusion Activities Program Report (Day Programs)

Recreation Program

Individuals continue to enjoy their time participating in a wide variety of supported community outings geared to enhance their lives in the community. The most exciting undertaking during this past year was putting on a play, “*Mmmorris Mmmeets a Mmmonster*”, at the Shuswap Theatre. Patrick Allwood of the Shu-string Theatre Group volunteered many hours to help our actors develop their acting skills and learn their lines. SACL staff put in lots of extra time to construct costumes, props, and scenery. Everyone had a great time and the production was well attended.

Environmental Solutions

Salmon Arm continues its recycling practices of confidential shredding, and business recyclables. This program services 281 businesses and schools in Salmon Arm, Sorrento, Sicamous & Enderby. As a result Environmental Solutions is busier than ever.

Community Volunteer Placements

SACL continues to support individuals to give back to their community by volunteering. As of March 2012, we assisted thirty-one individuals in a variety of volunteer placements at other non-profit societies. Individuals have the opportunity to participate in community involvement through volunteering with others to contribute their services at several local charities.

EFFICIENCY

SACL Day Program maximum capacity – the equivalent of 29 full-time consumers

At March 31st, 2012 SACL was operating at 98% capacity or 28.5 Consumers being served per day.

SHUSWAP COMMUNITY RESOURCES COOPERATIVE (SCRC)

Shuswap Community Resources Cooperative incorporated on November 27th, 2008. We held our fourth AGM on February 13th of 2012.



The 5 Member Agencies of the SCRC are:

- CMHA – Shuswap/Revelstoke Branch
- Eagle Valley Community Support Service
- Shuswap Association for Community Living
- Shuswap Children’s Association
- SAFE Society

www.shuswapcrc.ca

SCRC’s Vision

Shuswap Community Resources Cooperative will support member agencies in the development and delivery of inclusive, appropriate and timely social services to the communities of the Shuswap.

What We Accomplished in 2011

- ✓ Our biggest accomplishment this year was to set up the “Back Office” – shared bookkeeping services.
- ✓ Hired a part-time Business Development Manager
- ✓ Purchased and set up a server

We Continue to Work on:

- ✓ Make Co-op visible- engage with partners, funders, and stakeholders
- ✓ Review membership – add new members to become more inclusive and collaborative in the delivery of services in the region.
- ✓ Learning Initiatives for Rural and Northern BC funded workshop “Moving Forward Together: Towards a Regional Social Planning Council for the Shuswap.” This will be held in April of 2012.
- ✓ Website
- ✓ Computer Communications : train members and upgrade
- ✓ Technology – IT plan / contractor
- ✓ Put in place a social enterprise that will ensure the sustainability of the Co-op and its mission. We hope that these enterprises will grow out of initiatives developed in the short and medium term.
- ✓ Have in place a client support system that will include a single point of entry and full information services
- ✓ Develop a vehicle pool supported by a transportation policy
- ✓ Begin the co-location of some services provided by the Members as the need for new or additional program or admin.
- ✓ Develop a vehicle pool supported by a transportation policy
- ✓ Review membership – add new members to become more inclusive and collaborative in the delivery of services in the region.

