



SACL Annual Report 2012/2013



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Table of Contents

Vision, Mission, Core Values & ENDS	4
Message from the Chair of the Board of Directors	5
Message from the Executive Director - A Year in Review	7
Leadership & Resources.....	9
Human Resources.....	9
Staff & Volunteer Recognition Program	9
Financial Information	10
SACL Fundraising & Donations	11
Agency Demographics & Statistics.....	12
Association Effectiveness	15
SACL Agency Outcomes.....	15
Employment Services.....	22
Community Services	24
Self Advocates	25
Shuswap Community Resources Cooperative.....	26



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

Christine Armstrong, Acting Chair



Two words sum up the year at SACL: *Change and Gratitude.*

Change can be defined as passing from one state to another.

At SACL change is a normal part of our mandate; it happens faster now and for that we are thankful.

Just think, it took over 100 years to close Institutions and recognize that people have a better quality of life living in their community with family, neighbours and friends.

Sixteenth century France saw the first sheltered workshops; the concept was to prepare individuals to enter the mainstream work force. The program definitely had its time and place but in reality it congregated and separated participants from the broader community; therefore the move to community inclusion.

Let's pause here and recognize that you cannot always generalize: The great work done through our effective Environmental Solutions program saw the Community come together to support our people and Association. It was a helpful forerunner to the success of our Employment Program – last count 40 employers and our Volunteer program – last count 5 Organizations.

We see change in a positive light: All people have unique abilities and potential. All people have a voice and rights.

So when it came to planning our changes we asked for input from the SACL team...

What we heard from our self-advocates - the need to have employment, volunteer opportunities and day programs that focused on health and wellness, education and training.

What we heard from our parents and caregivers - the need to keep the 9-3 day programs. Recognition that both participants and parents were aging and future plans needed to be formulated.

What we heard from the school system - transition from child to adult needs improvement. Children that have been fully integrated in the school have a different view on life and require alternatives.

What we heard from staff – ensure the training and tools are in place for them to succeed.

What we heard from the funders - we are a respected organization working in the right direction.

What we heard from the Community – we are a valued part of the fabric, appreciated for the contribution we make.

The Board will continue using this information to create new opportunities in the future and build on the positive results of the past. The process is not finished yet and we will be checking back for input as we progress to our new reality.

Gratitude can be defined as gratefulness and appreciation.

We are very grateful to everybody who took time to give be part of the ‘planning team’ throughout last year. We listened to many individuals and groups; this gave us the tools to build a picture of what *must be provided* and what we need to work towards.

Change is a journey and it requires a good crew to make the trip less bumpy, so thank you to Jo-Anne and all the staff that went the extra mile to ensure the move went off smoothly and who continue to help make the experience a positive one.

Our heartfelt appreciation goes out to our Community. Your constant support helps us all work towards the goal of **seeing individuals not disabilities**.

In closing, we said goodbye to a valued member of the SACL team this year, Joan Study. I know I speak for all of us when I say her dedication and time spent volunteering at SACL were greatly appreciated. We hope you enjoy your well-earned rest!

Respectfully Submitted

Christine Armstrong, Acting Board Chair



*Thank You for All Your
Hard Work Joan!*



Message from the Executive Director

Jo-Anne Crawford

A Year in Review Highlights from 2012-2013



It is with pleasure that I deliver my Executive Director Report in this our 50th year since inception of investing in persons with developmental disabilities. Our Association has gone through many changes in the last 50 years and of course this last year was no exception. With the closure of the Environmental Solutions services on February 28th, the sale of our Salmon River Road property and our move into downtown Salmon Arm on March 1st, the association has truly shifted into a new era of services.

This last year continued to be one of transition. Despite the closure of some of our traditional Day Programs we are serving more people than ever. In 2007, the year I took over as Executive Director, we were providing services to 56 individuals. In this last fiscal year we supported 76. We continue to grow and develop and support people to be citizens in their community and to create their preferred lives.

Thank-you to all the persons we support and our staff who have played a part in the numerous changes we underwent in this last year. Selling the property was the easy part – selling off the old equipment, downsizing from 2 buildings to 2 units, packing and moving – all while continuing to provide services was a monumental task. As well the people we support and our staff have had to adjust to being in a smaller space and right downtown. Everyone has risen to the challenge and are finding opportunities for involvement in the community.

To the select group of volunteers who serve as the Board of Directors, thank-you. Each Director brings a unique set of gifts to the governance of the Association and in so doing bear collective responsibility for the organizational performance. I appreciate the numerous hours they volunteer of their time to support the work that I do.

Also, a special thank-you to the staff of Community Living BC who have been extremely supportive in this time of transition and have demonstrated that they believe in the quality of services we provide.

I would like to acknowledge all those who donated to the association in the last year with a special thank-you to Jeff Stacer who not only donated his time and skills to assist us in the sale of our property on Salmon River Road and the rental of our 2 units, but who also made a sizable financial contribution to our agency. Thank-you to the Shuswap Community Foundation, SASCU, and iDream Digital for their donations in the creation of our new website www.shuswapacl.com.

This year, an individual who has been a part of the association for 20 years passed away - Garry Locke. I did not know Garry as well as those who supported him, but one thing I did know was that he wanted a place of his own. From the moment I met him he would ask me how much it would cost to have his own place because he wanted to live on his own. I like to think that he has his own place now and he is working with a group of his friends organizing something, or getting ready to watch a hockey game while drinking a non-alcoholic beer. Here are some thoughts from the staff:

Garry was very good at advocating for himself and others. He loved public speaking and took any opportunity given to him to speak up for the rights of people with disabilities as well as for those of the people who supported him.

When staff were on strike, he picketed with us and gave a speech in support when we rallied at the MLA's office.

He was the first Person Supported to be president of consumer council and address the board with issues or ideas for improvement to SACL that were brought to his attention.

He was instrumental in speaking up and saying that the 5th Street Housing project was needed and was a good idea.

Garry believed that everyone could be part of their larger community. I knew he was involved in his community but it wasn't until his memorial service that I realized just how successful he was at making this happen in his own life. Because he was part of a segregated program and lived with a home share provider (instead of realizing his dream of living independently), I mistakenly believed he wasn't a part of his community. When I saw how many people attended his service and heard stories from friends I realized how successful he had been at making true friendships outside of SACL. Garry truly did make a difference in Salmon Arm in changing the way that people with disabilities are viewed by others.

Garry was a wonderful caring man who loved his family and friends very much. He was always ready to volunteer to help with any sort of fundraiser, function, or protest. Most board members will recall seeing Garry at any SACL function, any Silverbacks function, or ready help out whenever needed.

He was a pioneer in helping with the construction of the 5th street house. He wanted to live there so badly. He had the best sense of humour, and enjoyed a little teasing now and then.

Garry had a great sense of humour and was very caring.

Garry Locke, and those self-advocates like him, showed us less disabled folks what they want, need and dream about. He was so hungry for independence! He pushed us to do better.

Here is a quote that was said at Garry's memorial:

"Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness that most frightens us. We ask ourselves, who am I to be brilliant, gorgeous, talented, fabulous? Actually, who are you not to be? You are a child of God. You're playing small does not serve the world. There is nothing enlightened about shrinking so that other people won't feel insecure around you. We are all meant to shine, as children do. We were born to make manifest the glory of God that is within us. It's not just in some of us; it's in everyone. And as we let our own light shine, we unconsciously give other people permission to do the same. As we are liberated from our own fear, our presence automatically liberates others."



This report is based on participant and stakeholder satisfaction surveys from the winter of 2012-2013 and program information of March 31st, 2013.

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 – Former Board Chair (Resigned)
Chris Armstrong – Acting Board Chair
Carol Swank – Secretary/Treasurer
Liz Foster
Bob Wilkins
Jacquie Bolen
Patricia Niles

Consumer Council Representative –Ellen Zilke in 2012/2013.

Human Resources

Shuswap Association for Community Living provided employment for 29 employees in 2012/2013.

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

Of these 29 Staff Members;

- ☞ 2 staff - members have been employed with SACL over 20 years
- ☞ 2 staff - between 16 & 20 years
- ☞ 2 staff - between 11 & 15 years
- ☞ 8 staff - between 6 & 10 years
- ☞ 15 staff – 5 years or under

Staff Recognition Program

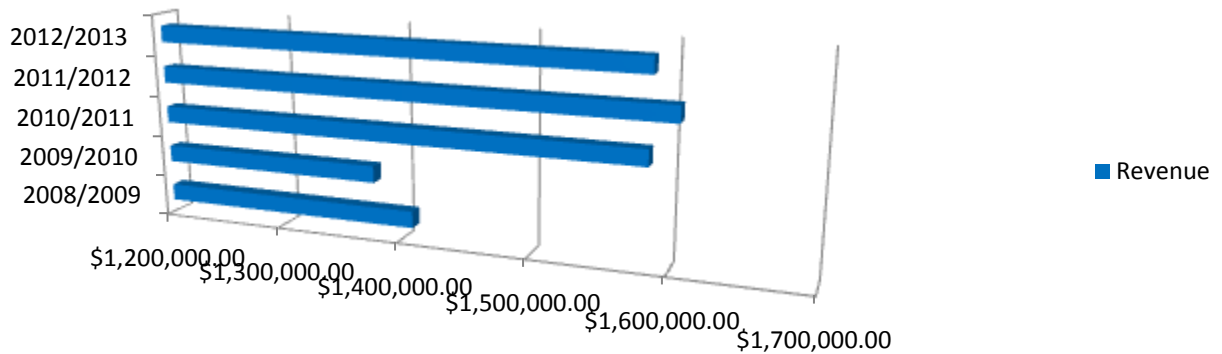
Staff commitment and excellence is an integral part of the success of our organization. We are pleased to recognize the following people;

- ☞ Shara Bland, Community Vocational Support Worker – 10 Years of Service
- ☞ Denise Fehr, 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.

Financial Information

Revenue



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 – \$1,604,966
 Expenditures - \$1,581,800
 Amortization - \$(44,644)
 Excess (deficiency) of revenue over expenditures – (\$23,166)

2012/2013

Revenue - \$1,586,172
 Expenditures - \$1,671,987
 Amortization - \$(34,393)
 Excess (deficiency) of revenue over expenditures - \$(85,815)



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, 2012/2013 - **\$24,888**

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 (2012-2013) - \$1,900
- ☞ Shuswap Community Foundation (\$2,500 + \$1,900)
- ☞ SASCU (\$1448.75)
- ☞ Super Self Storage – storage room (\$537)
- ☞ St. John the Evangelist Anglican Church (\$300)
- ☞ Salmon Arm Fire Fighters (\$350)
- ☞ Prima Designs (\$200)
- ☞ Jeff Stacer (\$5,000)
- ☞ iDream Digital Designs (\$1,960)
- ☞ Anonymous & Individual Donors (\$134.83)

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

- Askew Gift Cards - \$414.00

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



Please Donate Online at www.shuswapacl.com

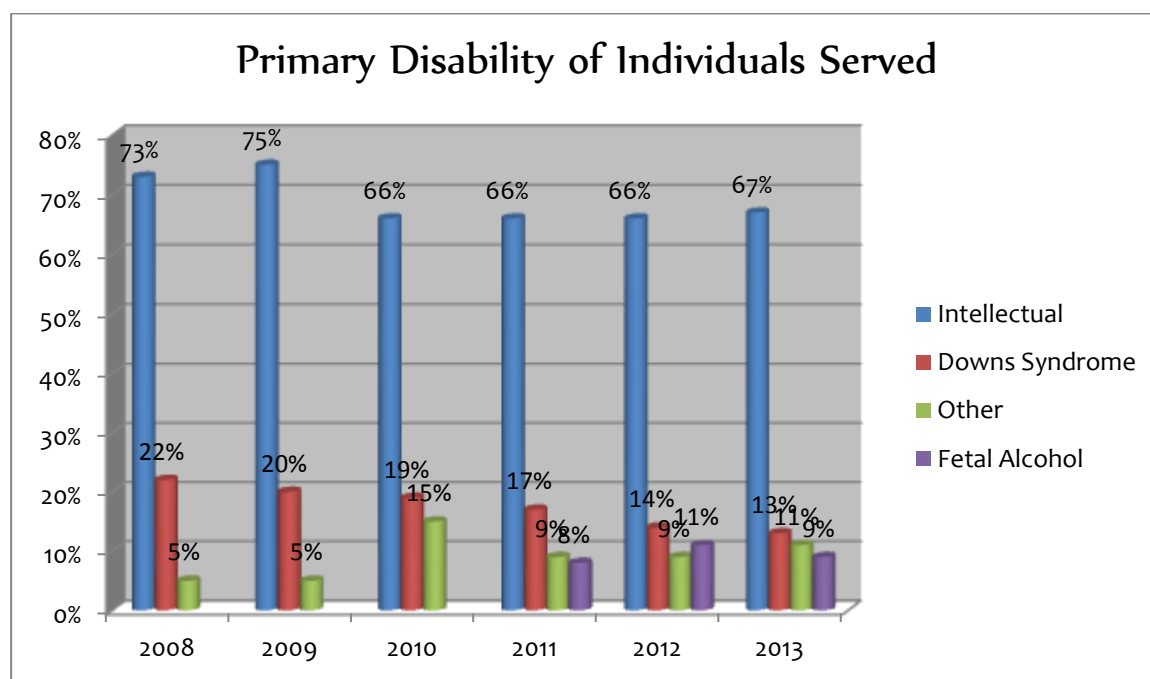
Agency Demographics

Table 1 - Number of Individuals Being Served



Although the numbers of Persons Supported remained fairly consistent from 2008 through 2010, a continual increase has been documented from 2010 until March 31st of this year. A 28% increase is present since 2010, and 7% increase from last year at this time.

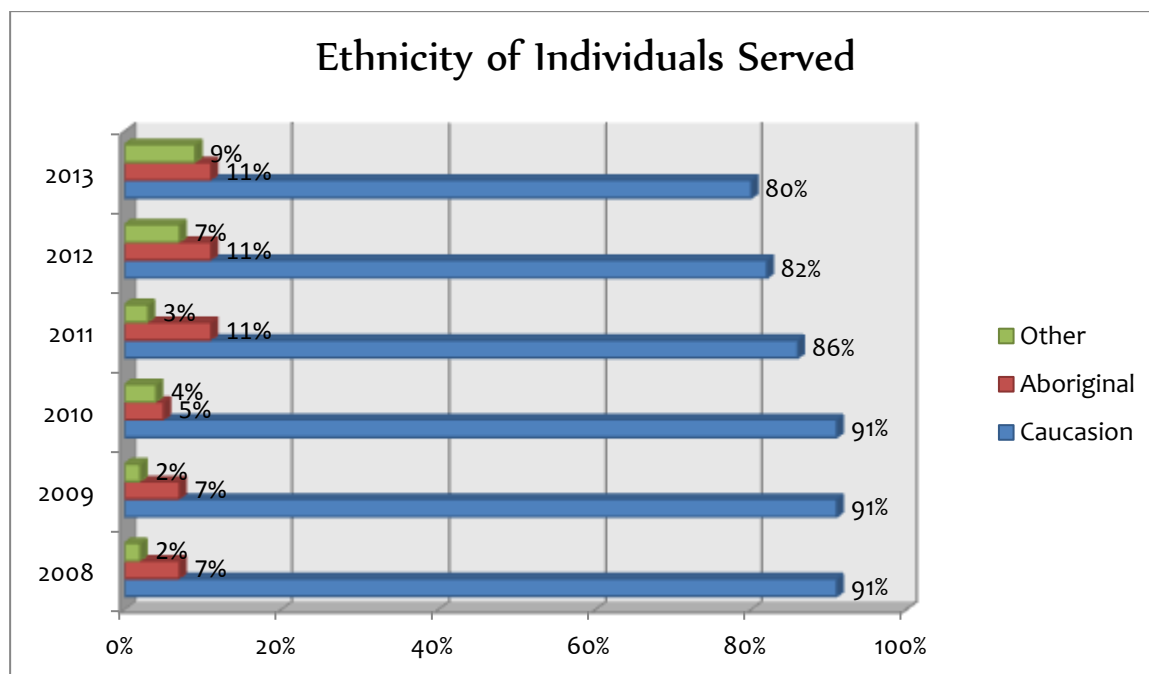
Table 2 - Primary Disability of Individuals Served



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. Fetal Alcohol Syndrome has become as prevalent in the past two years as to be designated as a specific category within the disability range.

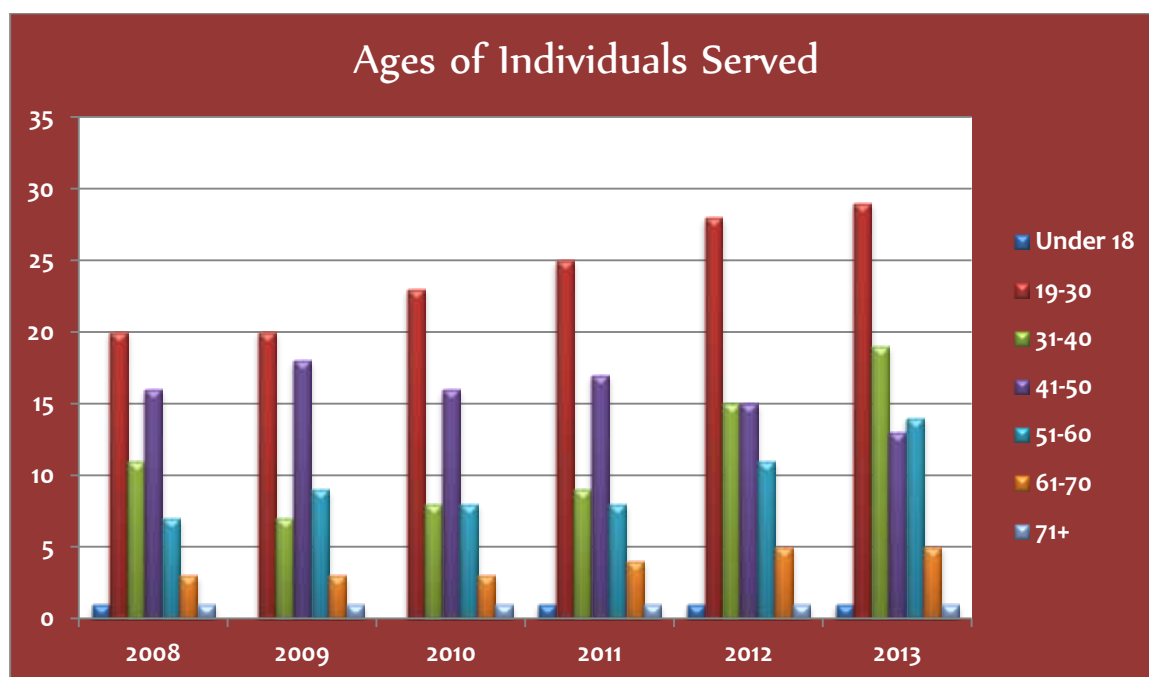
Of the 82 Persons Supported, 62 were identified with a secondary disability.

Table 3 - Ethnicity of Individuals Served



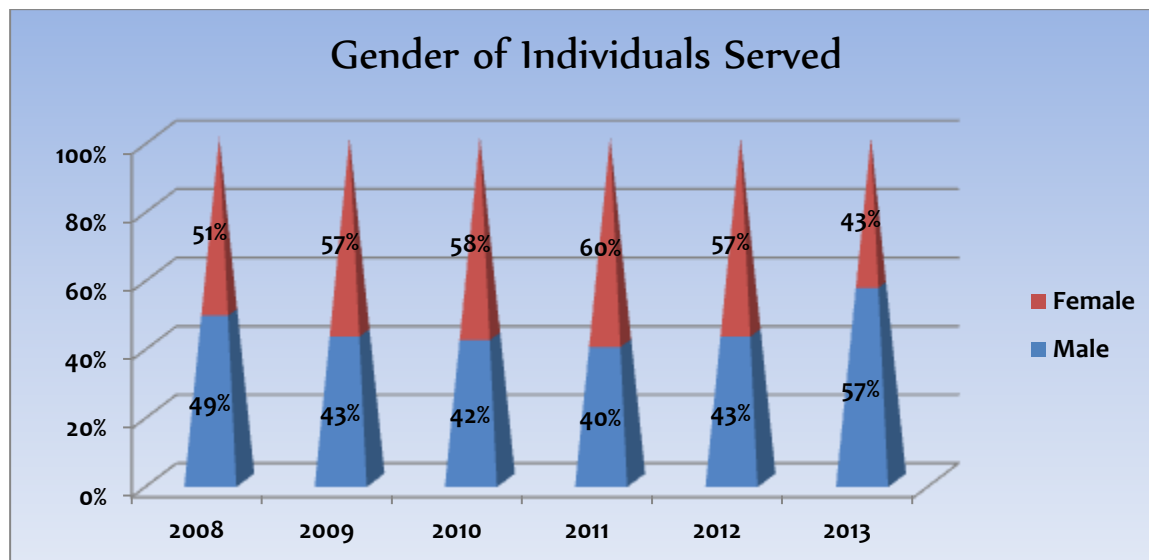
Caucasian Individuals continue to be the most prevalent ethnicity served at SACL, with an average of 87% of Individuals served over the past 6 years being within this category. It is interesting to note that Caucasians are slowly decreasing while the 2 other categories (Aboriginal & other ethnicities) are increasing.

Table 4 - Ages of Individuals Served



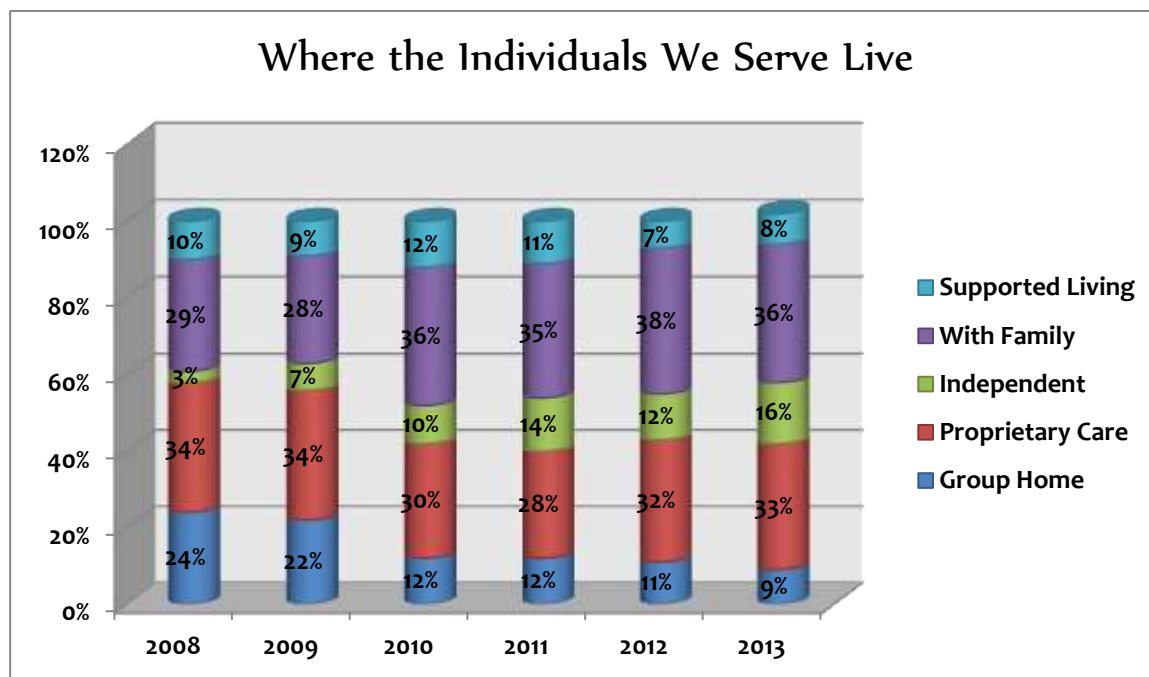
Our primary age range of Individuals served continues to be the 19-30 range. This range has also noted a continual increase over the last 6 year term. The second notable range is from 31-40, has increased steadily over the past 5 years.

Table 5 - Gender of Individuals Served



This term noted an increase in males Persons Supported from the previous 5 years.

Table 6 - Where the Individuals We Serve Live



Consistency is noted over the last 6 years in living situations of Persons Supported, data indicates that most Individuals served live with family members, and with Proprietary Care (HomeShare with Caregivers) is a close second. Group Homes & Supported Living are now the lowest percentages with an trend of consistency or lowering percentages, while an encouraging and successful rise in the amount of People Supported are living 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, including Stakeholder surveys, information meetings, and personal contact with SACL Staff and Management. 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%	27%
# of caregivers that participate in SACL organizational planning	Caregivers	Annual	Stakeholder Survey	Admin	100%	18%
# of Professionals that participate in SACL organizational planning	Professionals	Annual	Stakeholder Survey	Admin	100%	11%
# of Employers that participate in SACL organizational Planning	Employers	Annual	Employer Satisfaction Survey	Admin	100%	92%

SACL Agency Outcomes

Service Effectiveness

Persons Supported who receive services 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.



Persons Supported are involved in meaningful activities.

This year, 64 responses were returned from our Persons Supported Survey

Only one Person out of 64 (2%) stated that they did not always enjoy coming to SACL. Comments from participants included “It’s fun” and “I like the parties, treats & outings.”

81% of individuals served in the community said they always enjoyed being involved in the community/supported work program, while 3% stated they only enjoyed being involved sometimes, and 2% did not enjoy community involvement at all. 14% did not respond to the question.

68% 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 5% said sometimes and 22% felt they did not know.

84.2% of stakeholders, i.e. Professionals, caregivers and family members reported that desired outcomes, growth or skill development were noticed in Persons Supported.

Persons Supported 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 monthly meetings of the Persons Supported, satisfaction surveys, and Person Supported Council meetings. Each program meets on a monthly basis to discuss current issues as well as plans for the future activities.

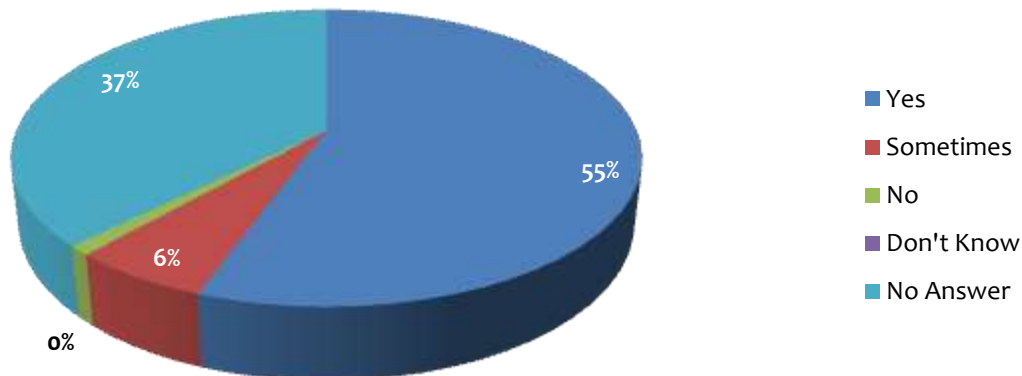
Persons Supported report that they are involved in, and make choices about the programs and activities in which they are involved through surveys. The results are listed in the chart below;

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

The Persons Supported Council prepares a report for the SACL Board of Director Meetings, 6 participants are members of the Council, 3 participants attend SACL Day Programs, and 3 receive services in the Community.

The Persons Supported Council Group meets on a monthly basis.

Do you have choices or options in what you would like to do when at SACL?



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

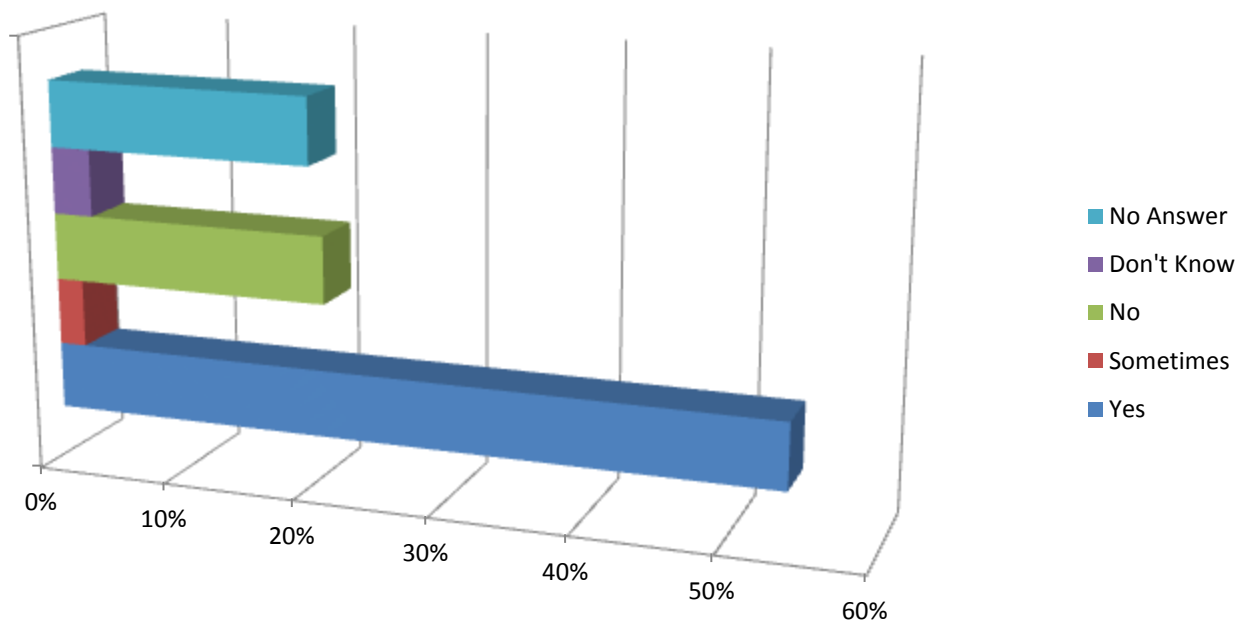
81% of service recipients stated they have the opportunity to be involved in social activities other than SACL (activities in the community or with co-workers), 5% indicated that the additional opportunities are only open to them sometimes, while 3% felt they did not know. 1% felt they didn't have the opportunity to pursue social opportunities outside SACL, and 10% did not respond.

Comments:

- I work 2 jobs, go swimming and am involved in martial arts and church
- Yes, through my caregiver



Persons Supported Interested in Employment within the Community



54% of Persons Supported stated they were interested in working or would like to work more in the community, 2% said sometimes, 21% said they would not like to work more in the community, and 23% said they did not know.

Comments:

- *I would like to try*
- *I really like working at A&W*
- *I currently work at Canadian Tire*

What would you like to do for work?

- *Shovel snow at a farm*
- *Restaurant work*
- *Work with special needs children or daycare*
- *I don't want to talk in public a lot*

37 (46%) Persons Supported participated in Volunteer activities that are supported by SACL. Examples Include:

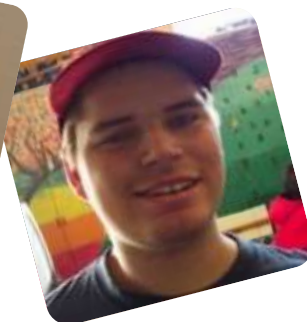
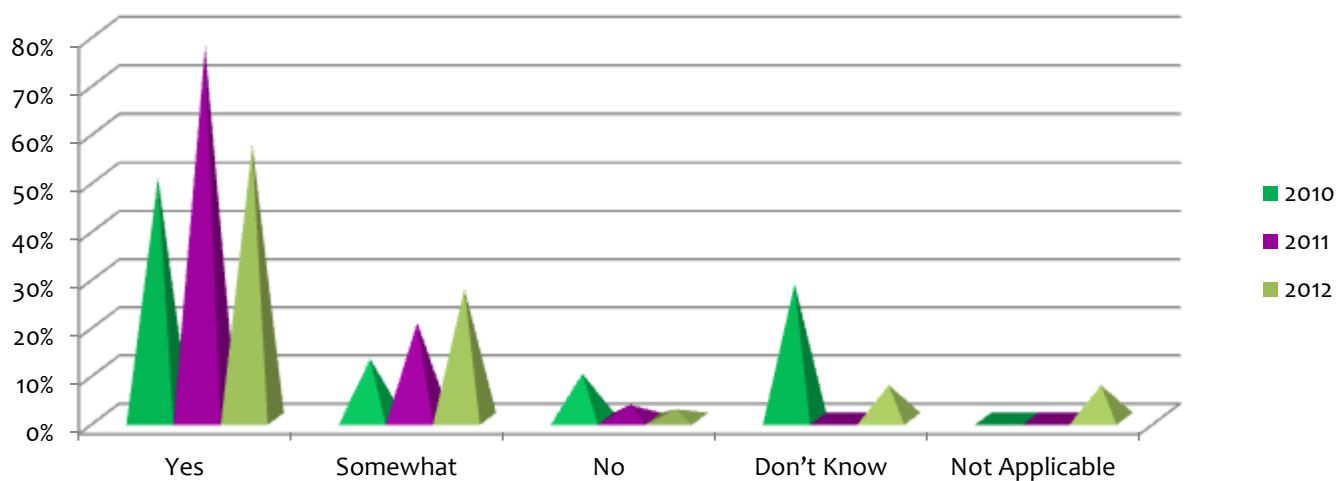
- | | |
|--|-------------------------|
| 🌀 Bastion Place Extended Care Facility | 🌀 Shuswap Daycare |
| 🌀 Salvation Army Food Bank | 🌀 Strong Start Programs |
| 🌀 Churches of Salmon Arm Thrift Store | |



100% of Persons Supported, who attend SACL, participates in community based social activities through the Recreation Services. Persons Supported in the Recreation Services are offered between 2 and 3 community based activities per program day.

Measures	Applied to	Time of Measure	Data Source	Obtained By	Goal	Actual Outcome
% of Persons Supported who interact with members of the community through volunteer activities.	All Consumers	Annual	Program schedules	Admin	50%	46%
% of Persons Supported 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?



Persons Supported experience increased opportunities to exercise self-determination

98% of Persons Supported stated that they have a say and input into what they would like to do during their support hours, while 2% felt they did not have a say.

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
Persons Supported are represented by a 6 member Council of peers	All Consumers	Annual	Council Minutes	Admin	6	6
# of consumers involved in SACL's review/renewal of its Goals	All Consumers	Annual	Meeting Attendance	Admin	100%	100%
% of Persons Supported who indicated that staff listen to them when they have something to say	All Consumers	Annual	Satisfaction Survey	Admin	100%	95% - yes 4% - somewhat 2% - no 0% - don't know

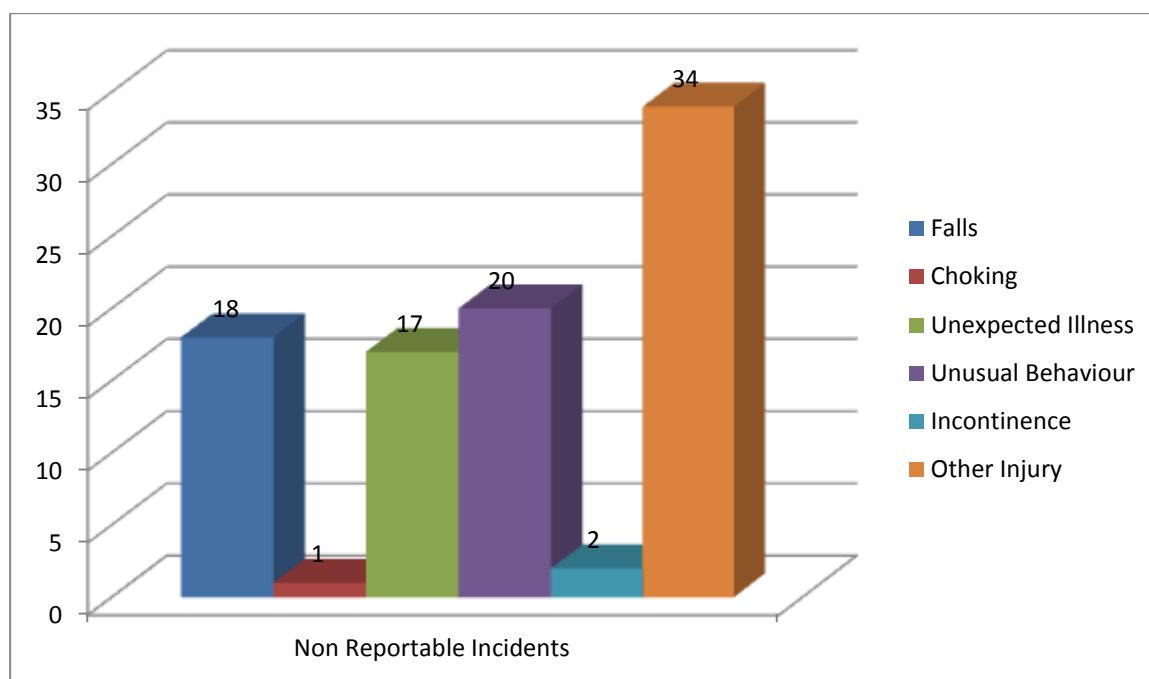
Persons Supported health and safety is safeguarded at all times

98% 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), 2% indicated that they felt completely safe sometimes, and indicated that their issues with safety related to new people or employees. 87% feel they know who to contact should issues arise.

SACL Persons Supported safety is of paramount importance. Safety issues are discussed at monthly program meetings, OH&S 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 7 critical incidents to Community Living BC in from April 1, 2012 to March 31, 2013. 2 had falls, 4 unexpected illnesses, 1 unexpected injury and one was suspected Unusual Behaviour/Abuse.

SACL staff reported 92 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. Reports are brought forward to the OH&S Committee for Risk Assessment.

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	8
# of non-reportable incidents	All consumers	Annual	Non Reportable Incident Reports	Admin	0	31
% of consumers who indicated they feel safe during day-time activities	All Consumers	Annual	Satisfaction Surveys	Admin	100%	98% - yes 2% - sometimes 0% - no 0% - 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%	86% - Yes 9% - Somewhat 0% - No 2% - Don't Know Not applicable 3%

EMPLOYMENT SERVICES

Between April 1st 2012 and March 31st 2012, 9 new job seekers were added to our Employment Services Program. Of these, 7 have completed the Discovery Process (which further defines interests and abilities for Persons Supported), and 2 are currently being recruited to engage in that same process. There are a total of 53 individuals that we are assist to find employment, or are already supporting in paid positions. The current job placements range from 2 hours one time per week to 15 hours each week.

During this past year 40 local businesses have been initially presented with an employment package explaining the purpose of Employment Services and asking for their support, feelings, and input. There have been a total of 204 follow-up visits to either the new or previously contacted businesses.

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

- ☞
- ☞ Buckerfield's
- ☞ King's Christian School
- ☞ Weight Watchers
- ☞ Talius
- ☞ Canadian Tire
- ☞ Pedro Gonzales Fruit & Garden
- ☞ Dairy Queen
- ☞ 2010 Foothills Group Home
- ☞ Starbucks Coffee Co
- ☞ Takezushi
- ☞ DeMille's Farm Market
- ☞ Askew's Uptown
- ☞ Kids Club
- ☞ RCMP
- ☞ Home Building
- ☞ Parkview Place
- ☞ Salmon Arm Observer
- ☞ Shopper's Drug Mart
- ☞ Canadian Tire
- ☞ Jane's Place
- ☞ Downtown Improvement Association
- ☞ Literacy Alliance of the Shuswap Society
- ☞ Adams Integrated Industries Inc.
- ☞ Bower's Funeral Service & Crematorium



New employment opportunities that Persons Supported have been gainfully employed at include: warehouse positions, light cleaning, office duties, grass cutting, restaurant bussing, stocking and facing shelves, building maintenance, paper route, dishwashing, janitorial, book pick-up and delivery, grounds maintenance, and assisting with funeral services. The people we support tend to be extremely dedicated employees so there are also several positions that have been ongoing from the previous year or more.

Thank you to all of our Employers who took the time to respond to our annual satisfaction survey. Your feedback helps to ensure we maintain a high quality of service to all involved and your suggestions for improvements are highly valued. Some of the positive comments we received:

- ☞ "With her personality and attitude, she is really a pleasure on our Monday mornings."
- ☞ "Definitely beneficial to us as co-workers."
- ☞ "Overall J. has been a good employee and I consider him an important part of our staff."
- ☞ "Having G. here in the shop is a good experience for all of my employees. G.'s upbeat and positive attitude is, to me, refreshing."
- ☞ "We have been very pleased with the support from SACL for our job opportunity. Our current employee is doing a wonderful job! Thank you. "
- ☞ "B. has worked out beautifully. We all really like him and wish him the best."

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 Persons Supported Annually until maximum capacity of 50 individuals is reached.	Persons Supported	Annually	Quarterly Reports	Admin	10 FTE/PT	36
Persons Supported will be hired and paid by the employer.	Persons Supported	Annually	Quarterly Reports	Admin	10 FTE/PT	36
Persons Supported will report that the process of acquiring and being supported in employment meets their personal needs.	Persons Supported	Annually	Individual Satisfaction Surveys	Admin	100%	97%
Persons Supported will report that the process of acquiring and being supported in employment is respectful.	Persons Supported	Annually	Individual Satisfaction Surveys	Admin	100%	97%
Persons Supported report that they know who they need to contact when issues arise.	Persons Supported	Annually	Individual Satisfaction Surveys	Admin	100%	96%
Employers report that they know who they need to contact when issues arise.	Persons Supported	Annually	Employer Satisfaction Survey	Admin	100%	100%
Persons Supported report they are involved in social activities outside of the work place - or with co-workers.	Persons Supported	Annually	Individual Satisfaction Surveys	Admin	100%	99%
Employers report that employees are involved in social activities outside of the work place with co-workers.	Persons Supported	Annually	Employer Satisfaction Survey	Admin	100%	62%
Employers will report that they are getting the supports that they require to maintain an individual in their workplace.	Persons Supported	Annually	Employer Satisfaction Survey	Admin	100%	97%
Employers will report that having a Person Supported in their employ is beneficial to their workplace and business.	Persons Supported	Annually	Employer Satisfaction Survey	Admin	100%	100%

COMMUNITY SERVICES

Community Inclusion:

Recreation Services

Shuswap Association for Community Living provides community support for 18 people. The type and amount of support they given depends on the needs and wants of each individual. Some of the persons supported require community inclusion supports which promotes life skills (shopping, paying bills, making healthy meals etc.) to enable living on their own as independently as possible. Other people require outreach support which provides experiences integrating into the community to meet people and to take part in activities that they enjoy yet would not be able to do without support.

We continue to offer Recreation Services to 32 individuals on a regular basis. Most Persons Supported attend Recreation Services part-time; as of March 31 only 5 Persons Supported attend five days a week.

Those who attend part-time also volunteer and work in the community, or choose to spend time at home.

Recreation Services has changed direction in the past few months to focus more on health and wellness as well as training. Although Persons Supported continue to enjoy watching movies, socializing, and going out for lunch, we now spend more time going to Keep Fit and Aqua Fit programs, exploring Salmon Arm's walking trails, learning about other countries, and taking part in art therapy. We are always looking for more ways to enhance the lives of the People we Support and to access activities already available in our community.



Community Volunteer Services & Community Supports

SACL Community Services assists any Person Supported by assisting to get and hold a volunteer position with non-profit agencies in the community. We have 17 people volunteering at the Salvation Army Food Bank various days throughout the week; 2 people are volunteering at Bastion Care Home running their Tuck Shop 2 afternoons per week; 3 people are keeping the grounds at RJ Haney Heritage Village and Museum looking spectacular 1 day per week; 2 people working at 2 different Smart Start locations in the community (daycare); and 13 people on various days at Churches of Salmon Arm Thrift store.

Community Services is in the process of obtaining and filling more community volunteer positions. The Shuswap Family Resource and Referral Society is looking for a person to work in their office one day per week, Shuswap Daycare will be needing one or two people twice per week, and The Loft is looking for someone to volunteer in their day program. By then end of the year we expect to have all those we support that are interested in volunteering in the Community a position that they enjoy.

Environmental Solutions

It was with a sad heart that we said goodbye to the Environmental Solutions Program in March of 2013. We move forward from here with excitement on our new adventures - getting to know our new location and streamline directives for community inclusive services and opportunities for our Persons we Support.

Supported & Affordable Living:

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



SELF-ADVOCATES

As of March 31st, 2013, 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.

Persons Supported are encouraged and informed by Staff and the Agency to pursue interests and educational seminars or activities related to self-advocacy.

Although Persons Supported only attended one event in this last fiscal year called; “How to deepen the relationships amongst people” presented in Kelowna by Kindale and in conjunction with BC Ideas and CLBC, several events have already been attended by our self-advocates in April, May and June of 2013.



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.shuswapcsrc.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.

- We continue to be a member of the Shuswap Community Resources Cooperative strengthening social service capacity in the Shuswap through collaboration and communication between fellow not for profit members.
- SCRC is strategically developing the back office services as a social enterprise that will offer services to Not for Profits & businesses in the Shuswap Area.

Final Thank You's....

Thanks to all the equal opportunity Employers and local Non-Profit Agencies who provide Employment & Volunteer opportunities for the People we Support!

Please Visit our new Website at www.shuswapacl.com

Thank You for your Continued Support!