

Shuswap Association for Community Living



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

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SACL Self-Advocates' Bill of Rights

I HAVE THE RIGHT TO:

Confidentiality of my information

Not have anyone talk about me or shares my information without my permission

My privacy

- Not be disturbed or bugged when I want quiet time
 - Be heard

Access legal entities for appropriate representation

- * Have the person of my choice to help speak for me if I need it
 - Be heard
 - Access a lawyer

Self-help support services

- To have access to a service I wish & have the service done the way I want
 - Join support group(s) of my choice

Advocacy support services

- Belong to a peer group that helps speak out for me and my rights
 - Speak my mind

Investigation and resolution of alleged infringement of my rights

- * Have the person of my choice check on my rights when I want
 - Speak my mind

THE RIGHTS OF ANY OTHER INDIVIDUAL:

- To be treated with respect
 - To speak my mind
 - To get married
- To choose my own friends
- To eat what I want to eat
- To choose where I want to go
- To choose where I want to live
- To decide how to spend my own money
 - To say who touches my body
- To choose what I want to read and watch on TV
 - To have privacy and intimate relationships
- To choose if I want to go to church and which one I attend
 - To make my own mistakes
 - To forget the past
 - To take a break, have a rest, and have some fun
 - To have regular meals
 - To make choices, with help if I need it

Mission, Vision & Values

MISSION

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

VISION

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

VALUES

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

Persons we Support were asked what the most important service directions were for each of them, and here is what they had to say.....

- * Friendships & Relationships
- * Meaningful Activities
- * Life Long Learning
- * Having a Say
- * Being Safe & Healthy
- * A Welcoming Community
- * Honoring the Past & Embracing the Future





Message from the Board Chair

Another year has quickly come and gone - where does the time go?

Our Board of Directors has been working hard to stay abreast of the changes that the government has implemented with the new Society Act. Before it comes into effect in November, we have had to make a number of changes to our constitution and bylaws to comply with the act. And do a lot of reading - I think our final draft version is 36 pages!

We will be meeting in October as a board with a facilitator to look at our strategic planwhat has worked, what is not working and where we need to tweak our direction.

We would like to add more volunteers to our Board of Directors, as we currently sit at only 5 members. But we are hopeful that within our community, we will find some dedicated individuals who resonate with the purpose of the Shuswap Association for Community Living. If that sounds like you, we would certainly welcome you to apply for a position with the Board of Directors.

As a Board, we do want to thank our Executive Director for the tireless energy she puts in at the helm of our ship. Without her, we would not be the Association that we are today!

Thanks, Jo-Anne!

Jacquie Bolen

Board Chair

CARF ACCREDITATION

In June of 2014, SACL earned our 4th successful 3 year accreditation. Our next accreditation survey will take place in June of 2017.

SACL 2015/2016 Board of Directors:

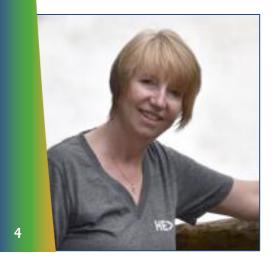
Jacquie Bolen – Board Chair

Bob Wilkins – Vice Chair

Lisa Bennett – Secretary/Treasurer

Marty Bootsma

Dwayne Burdeniuk



Executive Director's Report & Highlights

STRATEGIC HIGHLIGHTS 2015-2016

As of March 31st 2015 the following items have been met to meet the directions of the 2014 to 2017 Strategic Plan:

1. Strengthen Our Internal Operational Capacity

- Shuswap Association for Community Living was successful in their application to the Vancouver Foundation for a grant from their Health and Social Development program. We were provided with funds to help fully develop our project "Community Building Now" in preparation for start-up & implementation.
 The Community Building Now project will engage people with and without disability, to work together collaboratively to research and identify common issues and concerns related to building better communities that creates action resulting in positive social change and
- ❖ We do not have sufficient funding to hire a staff person for administrative tasks for the association. To partially meet this gap, through a partnership with Okanagan College we enlisted the skills of a business student to do some administrative tasks for us over a brief period of time.

ongoing influence in Salmon Arm and area that benefits the community collectively.

- Space continues to be an ongoing challenge for us. We continue to work with our community partners to find additional space. In the spring of 2016 we were able to partner with CASSSA (Committee for a Strong and Sustainable Salmon Arm) and have obtained a space that is available two to three days per week for a minimal charge. This space is being used as a meeting place for persons we support out in the community.
- In the exploration of opportunities for fundraising, we partnered with Inclusion BC to place 3 clothing donation bins in Salmon Arm. Recently, we have added 2 more bins, and we are looking to expand the initiative further in 2016/2017.
- In October of 2015, we also held a Halloween Fundraising Costume Gala.

2. Increase our Visibility and Presence in the Community

- Through our Vancouver Foundation Grant we are working with a number of local partners: Shuswap Settlement Services, Okanagan College Aboriginal Advisor, and Community Connexions Self Advocate Group.
- The Clothing Donation Bins have resulted in the development of many community partnerships including Inclusion BC, and many others in Salmon Arm and the surrounding communities. Advertising, newspaper articles, and website exposure have allowed for additional visibility and presence in the community.



- In planning to expand our services, we have formed a relationship with Community Connections in Revelstoke; our 2 agencies will work together to address the contracts for the transitioning youth in Sicamous.
- We created and distributed a "Disability Friendly Employer" sticker which has been given to all 37 local employers who hire persons we support through our Employment Services.

3. Expand and Grow our Services

- This year we expanded our services and are now are providing Home Share Services.
 We have applied to qualify as a Group Home Service Provider.
- We submitted a proposal to MCFD to operate a 2 bed Specialized Residential Services for Youth at Risk but were not the successful candidates.

OPERATING HIGHLIGHTS

In last year's report I informed the membership that we had participated in CLBC's "Include Me! – Let's talk about quality of life" Survey that was based on Dr. Schalock's quality of life framework. This framework includes 8 domains:

Emotional Well-Being, Physical Well-Being, Material Well-Being, Rights, Self Determination,
Personal Development, Interpersonal Skills, Social Inclusion

The Survey also looked at overall satisfaction with the public transportation in the community and community employment.

Shuswap Association for Community Living has received our results and overall we did very well. We had a strong result under employment (our results were the highest regionally & overall), which also gave us the highest results regionally & overall for a positive response to "Does your job make your life better?" Our high numbers of employed persons also contributed to a solid score in Social Inclusion.

- * Changes to the Society Act The new Societies Act will come into effect on November 28th 2016. The Board, working with legal advice, have updated the SACL By-Laws which are being presented at this years' AGM.
- Union Staff Wage Increases: February 1st, 2016 the Economic Stability Dividend resulted in staff receiving an increase of 0.46% with an additional negotiated increase of 2.5% that was implemented April 1st 2016 for a total wage increase of 2.96%.

LOOKING AHEAD

- The Board will be meeting in October to revisit and revamp our 2014 to 2017 Strategic Plan to consider solutions to present challenges we are experiencing such as:
 - A permanent home base for the agency
 - Address the consistent demand for affordable housing for the persons we support.
 - Expand fundraising initiatives to address funding shortages

90-Anne Crawford, Executive Director

SACL Services – A Year in Review

COMMUNITY INCLUSION

Health Wellness and Life Skills

Health Wellness and Life Skills Services continue to be in demand. Several years ago CLBC planned to allow this program to decrease in size through attrition as individuals aged out or moved on. However, CLBC has an almost constant waitlist of individuals asking for an increase in the number of days they're able to attend and others who would like to join this service. During the past year, several persons supported have semi-retired, transferred to a slower-paced day service at Western Human Resources, or passed away. Any openings left by their departures were almost immediately filled. Health Wellness and Life Skills services encompasses volunteer services as well as the program at 103-371 Hudson Avenue. Combined these services are contracted to support 22.5 FTE's on average each day; as of April 30 2016 we supported an average of 23.7 FTE's daily. 34 individuals attended our services; some were full-time and others were part-time.

Activities such as bowling, cooking, lunch outings, and movies at the Salmar Theatre remain constant with almost everyone wanting to participate in these tried and true activities. Due to budgetary restraints we are sometimes limited in what new activities we can offer. The Legion has generously included us in the list of organizations that benefit from their 50/50 draw and several SACL staff and management have volunteered their time to make this happen. So far we have received approximately \$900 from the Legion. Because of these funds we have been able to offset some of the cost to person supported and offer a couple of new activities: Chair Yoga and Art Classes at Meikle Studios.

Persons Supported continue to conscientiously do volunteer work at the following locations: Salvation Army Food Bank, Churches Salmon Arm Thrift Store, RJ Haney Heritage Village & Museum, Bastion Care Facility, Shuswap Family Resource and Referral Society, Shuswap Family Daycare, SPCA, Shuswap Lodge, McGuire Lake Lodge.

Everyone at SACL would like to thank the following businesses for donating their refundable beverage containers. Over the past year approximately \$1500 was received. These donations have helped pay for parties and special events through the year – Halloween Party, Christmas Party, Bowling Challenge, and Summer Splash.

Braby Motors – Buckerfield's – Centenoka Mall – Courthouse – SASCU – CSRD – Gemm
Diesel – Hilltop Toyota – Home Building – Lakeside Printing- Landmark Forestry

Management – Living Waters Church – Mascon – MCFD – Milestone Fabricating – NAPA –

Salmon Arm Observer – ReMax – Salmon Arm Truss – Sila Grow – Super Self-storage –

TakeZushi – Trademark Glass – Tri-Crown – Westside Towing

SACL Services – A Year in Review Continued COMMUNITY INCLUSION

Community Connector Network

The Community Connector Network [CCN] assists individuals to develop social support networks in their community. SACL's Community Inclusion Worker assesses the person's interests, lifestyle, safety and support needs to develop a plan to increase their involvement in the community.

The Community Inclusion worker directly assists the individual throughout the process to ensure they experience a successful, meaningful and inclusive lifestyle within their community.

CCN presently serves 7 individuals with a variety of community inclusion needs.

One to One Community Supports

We promote full citizenship for the people we support. We help individuals to participate in their community by assisting them to make friends, go where they want to go, and do what they like to do. Through our various Community Inclusion programs, we help over 22 individuals to access the community in ways that work best for them.

A number of individuals enjoy participating in a variety of recreational activities in their community. Swimming, bowling, golf, boating, music are just some of the activities individuals enjoy in the community.

Many of the people we support in our Community Inclusion programs take great pride in giving back to their community. We facilitate volunteer opportunities, such as Salvation Army Food Bank, Churches Thrifts Store and spending time with seniors in long-term care facilities. Volunteering gives many of our participants a great sense of purpose and belonging in addition to expanding their social network.

Support Services for daily living are provided to an individual or group to promote rich lives and community inclusion through residential living, employment, skill development and individual supports.

Regardless of the activities they engage in, the people attending our Community Inclusion programs enjoy spending time in a welcoming environment that fosters friendship, builds connections with community, and recognizes the strengths and talents of everyone.

SACL Services – A Year in Review Continued

COMMUNITY EMPLOYMENT SERVICES

The team at Community Employment Services have been busy networking at various business mixers and events in the community and have managed to make some solid connections with business owners and managers. There were 11 new jobs created with local business's that gracefully accepted the opportunity to be involved with SACL's employment program. This service also involves job coaching with each new hire until they feel comfortable and independent enough to complete each tasks with confidence.

The North Okanagan Community Council (which works together with CLBC staff and management) presented an inclusion award to Glenn Breugom, the manager of Canadian Tire, on July 12, 2016. This award recognizes the contribution from all people who are working together to build better communities and are accepting of all abilities. Glenn has proven this as he has four individuals employed from the SACL employment program with some individuals working for more than a few years.

We would like to thank the following businesses that have hired and employ people with diverse abilities:

A&W

Andover Holdings

Askew's Salmon Arm

Askew's Sicamous

Aspiral Youth Partners

BC Hydro

Boathouse Marine

Boston Pizza

Bower's Funeral Services

Canadian Tire

Comfort Inn

CSRD

Dolce Bistro

Dollarama

Downtown Improvement Association

Family Place

Grass Roots Dairies

IMECC Holdings

Jacobson Ford

Jane's Place

Kings Christian School

Lander's Lodge

LASS (Literacy Alliance of Shuswap Society)

No Frills

Prestige Harbourfront Resort

SACL Clothing Bin Initiative

Salmar Theatre



SACL Services – A Year in Review Continued SUPPORTED LIVING

Supported Living is service focused on helping individuals that require assistance to live independently in the home setting, enhancing their lives through the resources in the community as well as the encouragement of family support and connections. Supports are directed towards healthy choices and healthy lifestyles choices and encouraging independence and the fostering of meaningful relationships. We are working with their support networks (family, friends, and community members) to develop a Person Centered Plan that focuses on their quality of life. This plan is continually monitored by staff through feedback from their support network.

Individuals receive one to one supports to help with finances, budgeting, housekeeping, finding affordable housing and personal care skills. We provide food preparation and overnight support in the home as required.

Individuals attend Community Based activities of their choice - such as; The Special Olympics, bowling, basketball, Church, hockey games, and special events

Those that chose to work may also have access to our Customized Employment Services so that they can earn their own money and have a sense of wellbeing and inclusion.

We are amazed and proud of how much our persons can accomplished with the on-going support they receive.

HOME SHARE

A new service SACL provides is Home Share services. Home sharing is a residential option in which an adult with a developmental disability shares a home with someone who is contracted to provide ongoing support.

As of March 31, 2016, SACL provided home share services for 2 individuals and expect the demand for this service to steadily increase. Home Share provides a more cost effective and typical, individualized home environment compared to a standard group home model of support.

RESPITE

Respite services allow families and caregivers to take time for themselves and other family members. This service offers temporary respite for families and caregivers. Families can use this service in the manner that best suits their unique circumstances. The service may be delivered in the family home, the home of a respite provider, or within the community. SACL provides Respite Services through provision of SACL Staff, and contracted individuals to better meet the varied and divers needs of the individual family unity.

Fundraising & Donations

CLOTHING DONATION BIN FUNDRAISING INITIAIVE

In late March of 2016, SACL entered into a community partnership with Inclusion BC to place clothing donation bins in Salmon Arm and the surrounding area. This is a province wide initiative, and we are currently one of the top ranking success stories for this pilot project.



As with any new project, there were some initial challenges, but by August 2015, we were able to place 3 clothing donation bins in Salmon Arm.

Proceeds from these bins go directly to SACL & helping the people we support that access services in our own local community. The collection of items from the bin also helps create unique job opportunities and work experience for Persons Supported.

The bins have grown successfully since placement, and we have expanded advertising initiatives to increase awareness in the community. As of March 31st, 2016, an additional 3 bins have been added to Salmon Arm, Sorrento and Armstrong. Looking forward, watch for 2 more bins in the fall/winter of 2016 in Tappen and Chase. Please visit our website regularly for updates and more information at www.shuswapacl.com.

This initiative has fostered many new community partnerships, and shown why Salmon Arm and the surrounding area are known for their support of local organizations. Without the support of our bin hosts, and the contributors who have helped with delivery of the bins, delivery of goods, and storage, this project would not have been such a success!

Thank you to:

Bin Hosts (Current):

- Askew's Armstrong (Armstrong)
- **Askew's Downtown** (Salmon Arm)
- Askew's Uptown (Salmon Arm)
- **Gemm Diesel** (Salmon Arm)
- Home Restaurant (Sorrento)
- **Re/Max Realty Shuswap** (Salmon Arm)

Bin Hosts (Future Locations):

- **Chase Chamber of Commerce** (Chase)
- Tappen Co-op (Tappen)



Community Partners:

- AAA Mini Storage Donation of storage locker
- ❖ Jeff Stacer (Re/Max Realty Shuswap) Use of team van for donation pick-up/delivery
- Warner Rentals Receiving and Delivery of clothing bins to the host location



Fundraising & Donations

HALLOWEEN COSTUME GALA

On October 31, 2015, SACL held a Halloween Costume Gala fundraising event. Fun was had by all, and we were able to give out some fantastic prizes. Thank you to all the community businesses who showed their support by donating some fantastic prize items:







8 PM TO IZ AM

COME AND JOÍN US FOR A NÍGHT F COSTUMES, DANCÍNG AND PRÍZES

Tickets on Sale October 1st/2015 For Just \$25/Person at: www.shuswapaqi.gom

Fundraising & Donations

VANCOUVER FOUNDATION

vancouver foundation

We successfully applied last year for a development grant from the Vancouver Foundation to fully build our community development idea to the implementation stage.

The Community Building Now project will engage people with and without disability to work together to research and identify civic issues that can be addressed to build a better community through action influencing positive civic change in Salmon Arm and area. We plan to accomplish this with Participatory Action Research bringing together a diverse group of participants to co-research what they and other community members would like to see change in their community leading to action to better meet the needs of a broad community.

We have a number of valuable community partners involved including UBC Okanagan's Center for Citizenship & Inclusion, Shuswap Connextions Self-Advocacy group, Shuswap Settlement Services and Okanagan College – Salmon Arm.

In September of this year, we applid for further funding to fully implement this project over a three year period.

THANK YOU FOR YOUR GENEROUS DONANTIONS!

We would like to express our sincere thanks to all of those individuals and businesses who contributed to SACL in the 2015/2016 fiscal year.

Sweet Freedom Yoga & Boutique - \$3,000
Shuswap Community Foundation - \$2,500.00
AAA Mini Storage - \$907.20
Royal Canadian Legion #63 - \$763.00
Daybreak Rotary Club of Salmon Arm - \$750.00
St. John's Evangelist Anglican Church - \$400.00
Telus Donation Program - \$100.00
Salmon Arm Fire Fighters Association - \$100.00
Gerald & Rita Chu - \$100.00
In Honour of Glenda & Hal Hughes - \$25.00

This year we received \$12,303.67 in grant funding & charitable donations

Agency Information & Statistics ASPIRE TO EXCELLENCE

SACL is a CARF Accredited agency. Our objectives are to provide the highest quality services in the rapidly changing and evolving environment of community services. Our business and service objectives follow the following CARF business directives:

- Assess the Environment A
 - Set the Strategy S
- Persons Supported & Stakeholder Obtain Input P
 - Implement the Plan I
 - Review the Results R
 - Effect Change based on the collected results E

SERVICE EFFECTIVNESS & EFFICIENCY

To ensure service effectiveness and efficiency, SACL conducts ongoing assessments to collect information and suggestions for service effectiveness and improvement. These assessments relate to our vision and mission, and how our services and direction fit into the social, economic, competitive, legal, regulatory, and political environments in which we operate. Collection and review of the information from these assessments help to guide organizational planning and action toward the future of service and business excellence.

SERVICE ACCESS

SACL strives to find the most effective balance between meeting the needs and desires of Persons Supported, Caregivers, and Community Members while aligning with required business objectives and funding limitations. Our main objective is to ensure accessible quality services for all. Information collected and analyzed to make this determination includes assessing architectural or physical barriers, environmental barriers, how our Person's Supported and our organization is viewed within the community, financial barriers, employment barriers, communication issues, and transportation and technology issues that may pose barriers for individuals wishing to access our services.

SATISFACTION & FEEDBACK

- Some of the methods used to collect information for analysis include;
- Surveys (Persons Supported, Stakeholders, Parents & Caregivers, Employees, Employees)
 Exit Interviews (Persons Supported & Staff)
 - Review and Investigation of Incident Reports, Suggestions or Complaints
 - Review of Regular Reports (annual, quarterly, monthly and weekly)
 - Staff, Management & Person's Supported Meetings
 - Annual Risk Assessments

Financial Summary

2015/2016

Revenue – \$1,788,999 Expenditures – \$1,808,815 Operational Deficiency – \$19,816 Amortization – \$(47,059) Excess (deficiency) of revenue over expenditures - \$(66,775)

2014/2015

Revenue - \$1,686,625 Expenditures - \$1,694,855 Operational Deficiency - \$8,230 Amortization - \$(41,128) Excess (deficiency) of revenue over expenditures - \$(49,358)

2013/2014

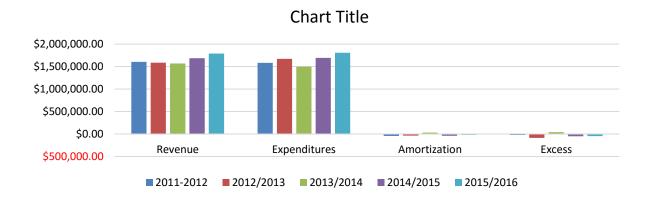
Revenue - \$1,569,426 Expenditures - \$1,497,574 Operational Surplus - \$71,879 Amortization - \$(31,104) Excess (deficiency) of revenue over expenditures - \$41,151

2012/2013

Revenue - \$1,586,172 Expenditures - \$1,671,987 Operational Deficiency - \$85,815 Amortization - \$(34,939) Excess (deficiency) of revenue over expenditures - \$167,004

FINANCIAL STATEMENT

The Shuswap Association for Community Living has contracted BDO Canada to conduct our annual 2015/2016 fiscal audit. The final financial statement will be available as a separate document at the Annual General Meeting on September 20th, 2015.



Beginnings, Endings & Staff Recognition

Welcome

New SACL Staff Members:

Abelina VanderMeulen, Shelby Camrena, Mellissa Furler, Sheila Lewis, Nicole Sjolie, Myles Magnusson

New Persons Supported:

SACL welcomed 16 new Persons Supported this year.

Farewell

Staff Moving On:

Gloria Morgan, Kristiina Askola, Shannon Stockbruegger, Teuntje Dekker, Melissa Dacey

Persons Supported Moving On:

12 Persons Supported left SACL Services between April 1, 2015 & March 31, 2016. The most

Staff Recognition

The following Staff Members will be Recognized for Service:



25 Years of Service Michele Weber Teresa Cowan

10 Years of Service

Elaine Dawe Nicole Onci Toni Roberge

5 Years of Service

Elaine Dawe Penny Favell