



# ***Shuswap Association for Community Living***

***Annual Report 2023/2024***

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# Shuswap Association for Community Living

Shuswap Association for Community Living (SACL) is a non-profit, charitable organization. SACL has been providing services and support for people with intellectual disabilities and their families since 1963. All Persons Supported have been referred by Community Living British Columbia (CLBC). The majority of people receiving services are 19 or over, although services have been provided to youth and their families on occasion.

## **Mission**

*Shuswap Association for Community Living creates opportunities and provides support to optimize the potential of Persons Supported with diverse abilities in our community.*

## **Vision**

*We envision our community as a caring and supportive place where people with diverse abilities are valued and included.*

## **Values**

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

## Values of the People We Support

Persons Supported were asked what values were most important to them. This is what they had to say....



### FRIENDSHIPS & RELATIONSHIPS

Supporting current relationships with family and friends. Getting out in the Community to take the opportunity to meet new friends.



### MEANINGFUL ACTIVITIES

Choosing and participating in activities that mean something to *ME*. Pursuing interests that help me reach my personal goals.



### LIFE LONG LEARNING

To continuously explore learning, new experiences and educational opportunities



### HAVING A SAY

Expressing my feelings and needs to others. Being heard and respected for my point of view.



### BEING SAFE & HEALTHY

I have the right to be safe, physically, mentally, and emotionally. To live in a safe environment where my well-being is important to everyone around me.



### A WELCOMING COMMUNITY

Being able to participate in my community through employment and recreational activities.



### HONOURING THE PAST & EMBRACING THE FUTURE

Remembering the people, places and things I enjoyed from the past, and learning new things to prepare for the future.

## Bill of Rights

In 2001, Persons Supported by SACL developed a Bill of Rights. This Bill of Rights was developed to affirm the rights of Persons Served within the framework of a community living setting. The intention of the Bill of Rights is to be implemented in a manner consistent with the Mission and Values of SACL.



Be included

Have Employment

Choose what I do in a day

Have time to think

Schedule my own time

Have fun in my day

Receive support

Speak for myself

Have good medical care

Be treated with respect

Live in a safe place

Have privacy of space

Have privacy for my body

Have Confidentiality

I decide who gets information about me

I decide whether to give information or answer question

Acknowledgement

I will communicate in my own way

I will self-advocate



## Board of Directors

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Shuswap Association for Community Living is governed by a volunteer Board of Directors made up of caring community members with various backgrounds and skill-sets.



Chair - Rod Macfarlane

Vice Chair - Bobbi Johnson

Secretary/Treasurer - JoAnne Pringle

Director – Mike McCurrach

Director - Sandi Walker

Director – Grace Bootsma

*“The leadership, including board members, demonstrates effective collaboration with community agencies, persons supported, and other stakeholders to bring SACL to the community market and expand in a competitive arena.” ~ CARF Accreditation Report 2023*

## Message from the Board Chair

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Rod Macfarlane

Rod Macfarlane spent forty-two years in government service.

Eighteen of those years provincially, with BC Parks (Manning Park: Down hill and Alpine Skiing, Front and back country) as the Park Operations Supervisor. Cypress Bowl & Mt. Seymour, Ski hill (x- country & downhill) and Trail management. Shuswap Lake Provincial Parks: front country campground and Marine Park operations Supervisor.

He also spent Twenty-four years as a Municipal-Assistant Fire Chief /City Safety Officer.

Rod came to serve on SACL Board of Directors in August 2018 as a Director and then in September of 2024 became the Chair.

It has been another amazing year for the Shuswap Association for Community Living we saw SACL exceed all expectations by achieving some very challenging goals and expectations thanks to our inspired and dedicated staff guided by our energetic Executive Director Karen Hansen.

One major accomplishment we can all be very proud of was being awarded our 6th CARF accreditation, an internationally recognized accreditation given only to service providers able to demonstrate through an intensive audit their commitment to the provision of exceptional quality of service.

Due to the extraordinary efforts of our Administrative and Management staff we were able to successfully attain the highest accreditation term of 3 years. In the words of one of the accreditation auditors SACL-"Hit it out of the Park"

SACL continues to be recognized as a progressive well managed organization resulting in additional contracts and funding to allow us to create, modify and improve our service programs for the benefit of Persons Served.

One major challenge was for us to find an alternate facility to accommodate our Administrative offices and our Program delivery. The process required a very in depth legal, financial and suitability assessment. Following a long and sometimes disappointing search we have successfully secured 2 separate facilities. Programs will now be housed in a section of the Village West complex, Administration will be taking over the space vacated by the Observer on Shuswap St.

Ongoing fundraising has resulted in donations of a

considerable amount of funds enabling the purchase of needed equipment, supplies and materials required for the continued success and growth of our essential programs.

Our Board of Directors has a new look, with the mandatory retirement of Board Chair Dwayne Burdeniuk and the Vice-Chair Lisa Bennett and the stepping down of Director Val McKay we were very fortunate to have two very community-oriented professionals in Grace Bootsma and Michael McCurrach join our Board.

I would like to thank the current and past members for their dedication and commitment to serving our organization.

As a Board we are very appreciative of the Organization's management and staff commitment to adhering to SACL's Mission, Vision and Values in the delivery of appropriate support and services to improve the quality of life for Persons Served.

We acknowledge our success would not be possible without the overwhelming support from the community of Salmon Arm and beyond. Business leaders, elected officials, organization, client families and volunteers all play a significant role in our achievements.





## Report from the Executive Director

2023/24 will be remembered as another year of change and ongoing planning. We began 2023 planning a partnership to share space with the Shuswap Children's Association. However, after a year of coordination, both organizations mutually agreed that our needs could not be met under one roof. In the same week, we received an opportunity for a new space for our Community Inclusion program, starting a new planning phase. We look forward to the day when we're no longer thinking about moving.

This year saw significant technological upgrades. Following an email hack in April 2023, Faster Than Light provided a list of recommendations, all of which have been implemented. These include: the purchase of cyber insurance and the M365 Defender program, an introduction of 1Password for the administrative team and implementing all SACL employees to select their own passwords, replacing the previous assignment system. Multi-factor authentication has been applied for all employee email accounts. After months of work, SACL's S-Drive system had a complete restructuring. For banking security, SACL adopted SASCU's online platform for two-signer accounts. These changes were essential to align with modern technology and mitigate potential security threats.

In 2023, SACL celebrated its 60th anniversary. Our dedicated employees organized monthly themed events to give back to local businesses and community members, including: baking dog treats



### Karen Hansen

Karen's interest in the community living sector began in 1990 when she became a Special Olympics soccer coach. After a year of science in college, she decided to turn her hobby into a career. She received a diploma in Community Support at Kwantlen College in 1995, worked for a year as direct support and moved into management. Thanks to many wonderful mentors along the way and a belief in lifelong learning, Karen has been a leader to many teams for nearly three decades and still loves coming to work each day. Karen has specialized in supporting challenging behaviours and earned a Certificate of Accreditation for Performing Comprehensive Functional Assessments and Developing Positive Behaviour Support Plans through the Institute for Applied Behavioral Analysis. She's been a Mandt Relational, Conceptual and Technical Supplement Instructor since 2017. She enjoys the teaching aspect of leadership and in her five years at SACL has worked hard to ensure staff feel competent and confident in their roles as Community Support Workers and managers. She believes that employees are SACL's greatest asset; when they feel valued, the people we support benefit by experiencing greater quality lives. Her first two years as Executive Director have focused on improving communication within the organization, developing the administrative team and pursuing Strategic Plan goals of moving to a new space and developing community partnerships.

for the SPCA, assisting with Community Gardens, hosting a drive-through breakfast to fund living rough winter care packages, organizing a BBQ to raise funds for school supplies, conducting a food bank drive, running a children's colouring contest and adopting a family through the SAFE Society in December.

SACL's newly purchased Work Truck now has running boards installed and SACL logos on the doors with donor logos on the tailgate; it looks fantastic. Community grants facilitated the purchase of lawn maintenance equipment and a storage shed.

After the donation and subsequent theft of our wheelchair van, ICBC declared it a total loss. Fundraising efforts enabled us to purchase a 2018 Dodge Caravan in October 2023. To support the need for a wheelchair accessible vehicle, SACL has been awarded, in principle, a \$94,000 grant through the federal government's Rural Transit Solutions Fund; we hope to purchase a bus with these funds in 2025.

*"The organization has a strong and robust executive director with a compelling vision for SACL to become 'present in the community.'" ~ CARF Accreditation Report 2023*

In August, we said goodbye to our Board of Directors Chair, Dwayne Burdeniuk, Vice-Chair, Lisa Bennett and Director, Val McKay at our Annual General Meeting. Both Dwayne and Val remain members of SACL, with Val continuing as a volunteer. We welcomed new board members Grace Bootsma and Mike McCurrach, who both bring valuable skills to our Board. The new leadership includes Rod Macfarlane as Chair and Bobbi Johnson as Vice-Chair, with JoAnne Pringle continuing as Secretary/Treasurer.

Staffing challenges have eased, partly due to immigration, resulting in a strong and diverse team. In January 2023, interested employees formed a Diversity, Equity, and Inclusion (DEI) Committee. This committee reviews SACL policies and practices through diverse perspectives and provides recommendations to ensure inclusivity. Since becoming Executive Director nearly two years ago, SACL has experienced significant growth with numerous new contracts, leading to an expansion in both staffing and administrative positions. This growth, coupled with relocation planning, technological upgrades, grant writing, and team support, has made 2023/24 an exceptionally busy year. Despite the challenges, I am incredibly optimistic about what we can achieve in the year to come. I extend my gratitude to all SACL employees, board members, donors, and community supporters for their unwavering dedication and contributions. Together, we look forward to another year of impactful service and community engagement.



## Management & Administration Team

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Executive Director - Karen Hansen

Administrative Assistant – Rhonda Stevens

Quality Assurance Coordinator - Colleen Petrick

Human Resources Manager – Lesley Campbell

Assistant Manager for Community Inclusion – Shara Bland

Services Manager for  
Community Employment, CCN &  
Share Services - Joanne Reitan

Home

Services Manager for Supported Living & Community  
Housing– Seana Stirrett

Services Manager for HWLS & One to One Community  
Supports - Connie Sebelius

Team Lead - Brynn Hilland

Team Lead/Scheduling - Teri Dixon

*“I like how the leadership management sincerely cares about their employees and the person served. I never feel like I'm just a number or that the management just needs me to be there cause they need workers. People actually want me to be here” ~ SACL Satisfaction Survey 2023*



## Employees

SACL values its employees and their contributions to the work being done. They make a difference every day in the lives of the people we support. It is through its employees that SACL maintains its good standing in the community, with our funders as well as Persons Supported, families and caregivers. SACL understands that skilled, dedicated employees are essential to its success as a service provider.

*"The experience I am gaining working at SACL will not only develop my career but also, will be very helpful in my day to day life."*

~ SACL Satisfaction

*"Being in human services is cool because..."*

*In essence, you're paid to be human.*

*Paid to explore the commonalities of the human condition,  
paid to discover the incredible diversity of the human spirit,  
paid to spend your day doing something that matters,  
that make a difference, something that you can be proud of.*

*Done right, you've chosen both a job and a passion, both a  
passion and a mission, both a mission and a purpose.*

*There are those who spend their lives looking for purpose.*

*You will rise to it each morning, and that's a hell of a way to  
start the day."*

~ David Hingsburger



## Employee Recognition

SACL employees are formally recognized each year at the Annual General Meeting for milestone employment markers. Please join us in celebrating the milestones that these employees have achieved:

*"I believe that all the employees and management genuinely care and have a desire to support people who live challenging lives." ~ SACL Satisfaction Survey 2024*



### 5 Years of Service

Brynn Hilland

Cinda McIvor

Sarah Nicholls

Helen Benoit

### 10 years of service

Amanda Reidford

### 30 years of service

Joanne Reitan



SACL would like to extend its appreciation all SACL employees for their dedication and hard work. The success of SACL and Persons Supported depends on your exceptional commitment to the work you do.

*"Staff members are caring, competent, and have a great sense of pride in their work. They possess a high degree of dedication, compassion, and motivation to provide excellent services to persons supported and are committed to fulfilling the organization's mission. It is obvious that staff members take a great deal of pride in their work and the successes of individuals who participate in the programs." ~ CARF Accreditation Report 2023*

## Service Provision Standards

SACL is committed to providing high quality supports and services. Our organization is dedicated to continuous improvement and learning. It is to this end that SACL applies and subscribes to leading concepts and supports within the social sector.

## CARF Accreditation

Shuswap Association for Community Living ASPIRES to Excellence in Service Provision through the Commission on Accreditation of Rehabilitation Facilities (CARF) Accreditation and has been a fully accredited agency since 2005. In order to be awarded a full accreditation SACL must satisfy each of the CARF Accreditation Conditions and demonstrate substantial conformance to the standards. SACL must demonstrate ongoing quality improvement and continuous conformance. Standards are designed and operated to benefit the Persons Supported.



*“Staff members are an enthusiastic team, with a zeal for providing exceptional services to the persons they support and one another. They maintain a transparent and open relationship with the leadership team and feel that their concerns are heard and respected. These qualities have resulted in a cohesive, friendly atmosphere of persons who feel supported and that the entire culture is one of commitment to providing excellent services to the persons supported by the organization.” ~ CARF Accreditation Report 2023*



## Quality of Life

SACL applies the concept of “Quality of Life” in providing services to Persons Supported. Developed by Dr. Robert Schalock, Ph.D. in 2004, Quality of Life is an internationally validated framework and is represented by eight domains that provide an indication of an individual’s quality of life.



*“Employees and persons supported and their families are empowered to advance SACL’s vision to become “more present” in the community as an organization that supports and advances quality of life and optimal level of functioning.” ~ CARF*

*Accreditation Report 2023*

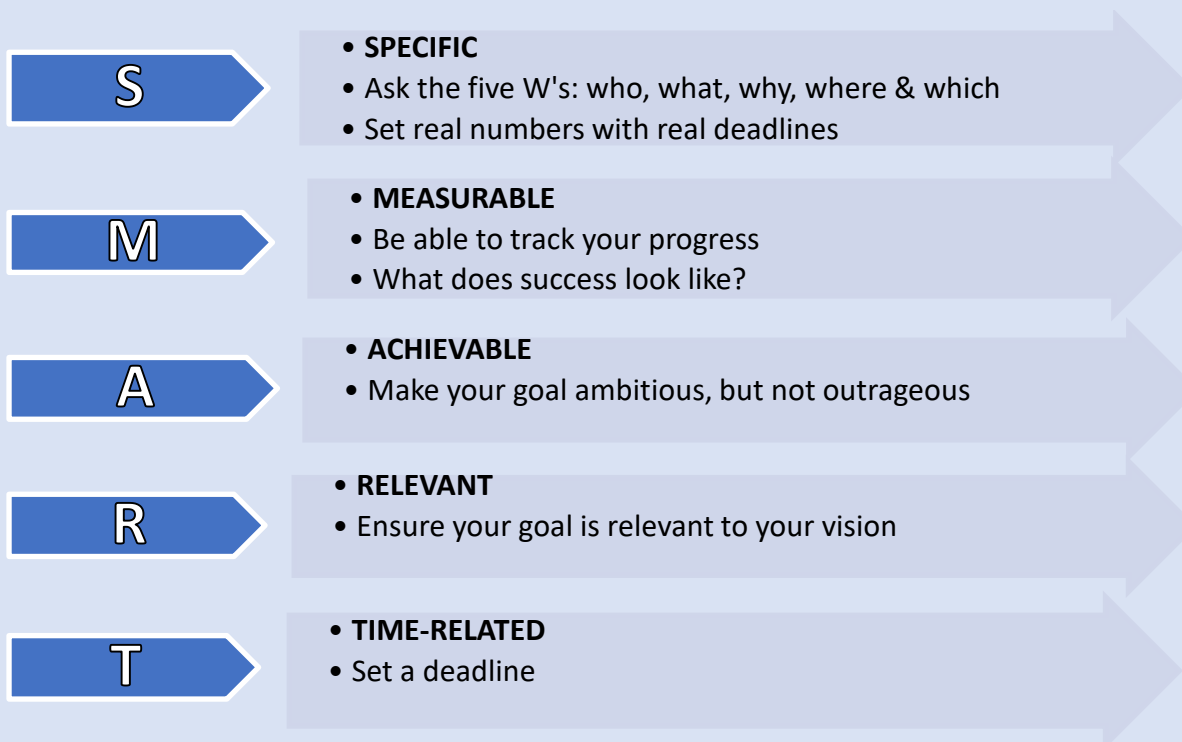
## SMART Goal Setting

One of the biggest benefits of setting goals is that they allow Persons Supported to make their own dreams a reality. By setting goals and having a plan to achieve those goals, Persons Supported can bring them to fruition.

Setting goals helps bring clarity and focus to what they are doing. Basically, goals become a road map to the desired destination.

Anyone can set goals, but for goals to become a reality, we must use an effective philosophy for setting them.

SACL uses the SMART philosophy to encourage Persons Supported develop their own goals that are important and specific to each individual.



## Programs & Services

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SACL offers a variety of quality CARF-accredited supports and services to youth and adults with developmental disabilities and their families in Salmon Arm, the Shuswap, Thompson, and Okanagan areas, including Sorrento, Blind Bay, Armstrong, Enderby, and Malakwa. Although all recipients of services are generally referred through CLBC, SACL also provides a fee for service option for those who require services that are not eligible for provincial funding. We strive to create communities where people with developmental disabilities have more choices about how they live, work, and contribute. Our Services include:

### Community Inclusion Services

- Health, Wellness & Life Skills Services (HWLS)
- One-to-One Community Supports (PEP)
- Community Connector Network (CCN)

### Community Employment Services

- Job Development
- Employment Supports

### Supported Living Services

Generally, long-term supports are provided to people living on their own in the community. Services may change in scope, duration intensity or location according to the person's needs and preferences.

### Community Housing Services

Temporary or long-term residential services that are designed to help people live successfully in the community.

### Home Share Services

SACL contracts with paid community members to share their home and life with an individual who has a disability.



*“Persons supported indicated that the program has been effective in helping them and they unanimously expressed feeling respected by the workers and treated with dignity. The staff shows a tremendous amount of creativity and flexibility in meeting the needs of persons supported. The staff demonstrates a do-whatever-it-takes attitude and is relentless in its efforts to engage persons supported.” ~ CARF Accreditation Report 2023*



## Programs & Services Reports

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### Community Inclusion

#### Health Wellness & Life Skills (HWLS)



This past year has been a year of adapting, change and growth. We were unexpectedly displaced from our ~~space~~ our additional space at the Lakeside Community Church for several months. We had to get creative and utilize the existing spaces we had throughout the building. With the wide variety of people we support, we were challenged to find alternative ways to access the community and practice tools to deal with stressful and overstimulating environments. The people we support walked away with some new tools in their toolbelts when it comes to self-regulation. It was a good practice run for our anticipated move later this year.

We supported 36 individuals in a variety of activities in their community. Favorites included snowshoeing, Karaoke dance parties, Art and Pottery activities, Yoga, Bingo, bowling, Whizbang Boxing, Chair Yoga with Angela, Music with Larry, street hockey, fishing at the wharf, tours to numerous locations (especially those with animals), and going to the beach. Our wheelchair accessible van, we affectionately named "Barney" was stolen and written off after just a few short ~~months~~ weeks of having it. With the help of some fundraising, insurance, generous community donors and Braby Motors, we were able to replace the van this year.

This year we continued our recycling program. 22 of the people we support were able to participate in this program and earn minimum wage for the work they did.

Volunteer work continued to be another important aspect of HWLS services that Persons Supported participate in. They gain a sense of self-worth and pride by giving back to their community. Most of our volunteers have been at their placements for over 14 years. Locations include: Churches of Salmon Arm Thrift store, RJ Haney Heritage Village & Museum, and Turtle Valley Donkey Refuge.

This year we continued to blend our Health, Wellness and Life Skills programs with our PEP program. New referrals were toured through the 3 spaces we occupy in our building and got to choose which space they felt fit their wants and needs the best. Staff and Persons Supported are coming up with ideas for new activities that can be offered and meet the wishes, wants, hopes and dreams of all the people we support.

#### *One to One Community Supports – Personal Enrichment Program (PEP)*



During the last fiscal year, SACL's One to One Community Supports provided services to 37 persons with diverse skills and dreams. Our number one goal is to improve the quality of life for all who attend. We provide a safe, warm, positive environment where people can thrive.

Weekly activities include a wide of range of possibilities, all person centered; we support persons to: deliver newspapers and walking dogs for paid employment, research countries around the world and cook a meal found in that country's cuisine, learn coping skills, learn life skills like washing hands independently, or skills that promote friendships, prepare for ICBC learner's tests, manage money, apply for housing, learn new ways of communicating, and all our programs

*“There are several examples of active participation in the local community, including a Fall Fair Parade float, Halloween Treat Trail, creation of a meat fundraiser with Grillers Meats (that is now also being used in the Minor Hockey Association), and purchase of Salmon Arm Downtown Dollars (to be used at local merchants) when giving gift cards to staff.” ~ CARF*

*Accreditation Report 2023*

have a strong focus on physical fitness etc. We provide supports that grow with the persons who attend so people can reach their dreams and have a lot of fun along the way. There is no shortage of recreational activities in Salmon Arm and the 1:1 team enjoy all that the outdoors has to offer in all seasons.

#### *Community Connector Network (CCN)*

Community Connector Network assists individuals to develop social support networks in their community. Individuals are referred to the service for a time-limited period, with specific goals in mind. For example, someone new to Salmon Arm may want to learn the bus route, or an individual who has graduated from high school may need assistance finding and forming social networks. We also have hours available for group activities geared to those who don't receive other Community Inclusion supports. So, for example, if someone is receiving employment services and seems isolated, they may join in these activities without the need to go through a referral process. In the last year, CCN has supported one individual 1-1 to increase her independence in the community and have hosted monthly group activities at which people were able to make social connections.





## Community Employment

SACL's Community Employment Services (CES) continue to offer Job Development and Employment Support to people with Developmental Disabilities as well as to those covered under Personal Support Initiatives (people on the autism spectrum whose IQ is too high to qualify for CLBC because of a developmental disability, but who require supports).

When individuals are referred into services, time is spent with them to determine exactly what their wants and desires are regarding employment. An appropriate plan is then developed to help reach these goals. Depending on the individual, the plan may include a traditional job search (handing out resumes, checking job boards, applying to job posted). Alternatively, the plan may be to customize a position. This involves spending time exploring with the individual what their skills, abilities, likes, and dislikes are. Once this is known, businesses are approached to find out more about what they do, and whether the person we are supporting is able to help out in some small way. In the last year Vocational Counsellors have also been exploring self-employment and social enterprise as other viable employment options for individuals. Regardless of employment found, Vocational Counsellors are then available to assist people to learn their new jobs.



As of March 31 2024, there were 30 individuals accessing services. This is 7 more than this time last year. Seventeen were searching for employment. 13 held jobs in which they were being job coached to learn their tasks, or were being assisted as needed to maintain their employment.

From April 1 2023 – March 31 2024, 11 job placements were found for individuals.  
Businesses who employ individuals with diverse abilities supported through SACL are:



- Downtown Salmon Arm
- Shopper's Drug Mart
- Salmar Theatre
- A&W
- Steadfast Cleaning
- Adam Integrated Industries Inc.
- First United Church
- Shaw Centre
- The Candy Vault
- Landmark Solutions Ltd.
- Shuswap Lake Estates
- Fruit World
- Liberty Tax
- Salmon Arm Arts Centre and Gallery
- Seldom Silent Enterprises Ltd.
- H204U
- Sandi Walker and her dogs
- Churches of Salmon Arm Used Goods Society

*"The community employment and job development services have implemented a creative way to teach the persons supported about job-related activities, such as money value, weight, volume, sorting, size, measure, and colour in a game format that makes learning job-related skills fun." ~ CARF Accreditation Report 2023*





## Home Share

Home Share is a model of residential support where a CLBC eligible person shares space in a family home. Persons may experience independence by living in a basement suite knowing there is support nearby or they may have a bedroom right next to the contracted caregiver. The possibilities of Home Share are endless with the most important aspect being a good match. When we are able to match interests and lifestyles of both the supported person and a Home Share Provider, everyone's lives are changed for the better.

SACL's Home Share has continued to grow in the past year with another two individuals being added. As of March 31, 2024, there are 17 individuals living with 11 different Home Share Contractors in a variety of living situations, and one place available for the right individual to move into.

*"Home Share providers expressed their appreciation for the organization, as it works collaboratively with them to ensure that the persons supported receive the best possible care. They reported that the communication and support they receive from staff at SACL has been responsive to their requests and available when needed, and that they feel valued and part of the team." ~ CARF Accreditation Report 2023*



## Supported Living and Community Housing

The Supportive Living and Community Housing Department provides support in activities of daily living to CLBC eligible persons. When consent is given, our team also liaises with families and other community-based supports to enhance overall quality of life and optimize the success of Persons Supported.

The Supported Living & Community Housing team offers housing at locations in Salmon Arm and provides supports in varying degrees while upholding the mission, vision, values and rights that our organization espouses in addition to meeting Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation standards for Supportive Living and Community Housing.

SACL has one staffed residential home that currently houses one individual who requires 24/7 care, support and supervision. This one housing site falls under the CARF standard for Community Housing.

SACL's Cluster Living tri-plex can house up to seven individuals. Our staff assist persons supported seven days a week to build skills in activities of daily living. Staff also assist with problem solving and learning skills so residents can remain in the community and work towards fully independent living. The number of persons supported in Cluster Living is based on CLBC referrals. Currently, we have six individuals in the Cluster.



In November 2021, SACL collaborated with Community Living BC and the Canadian Mental Health Association Shuswap-Revelstoke Branch to provide transitional housing and support for who would benefit from additional support to achieve independent living. The program is providing supportive services to assist participants in



enhancing life skills while seeking to improve their wellness, health and independence with the ultimate goal of being able to transition to successful independent living. The support that each participant receives may be different as it will be adapted to meet the challenges, needs and goals of each participant. SACL is hoping to expand our SSHP program this year in collaboration with CLBC and CMHA.

In an effort to be proactive, the Supported Living & Community Housing team are trained in Naloxone and Harm Reduction to support individuals with substance abuse issues.

In 2023, we continued to provide information sessions for Persons Supported to provide education in areas of interest. Interior Health has been a valuable partner regarding these sessions and has collaborated with us to provide sessions in areas such as mental health, sexual health, boundaries and medication administration. These were initially offered on a quarterly basis in 2022, but now are offered on an as needed basis when Persons Supported bring up topics/areas of interest. These sessions provide information, tools and skills for a better quality of life for all who attend.

We continue to provide community-based outings to promote friendships and quality of life for folks in Supported Living and Community Housing. We support groups of Persons Supported in our department go out in the community; for example, Heaven-Can-Wait boating events, Wildlife Park in Kamloops, cultural events such as Powwows, picnics and more.



## Satisfaction & Feedback

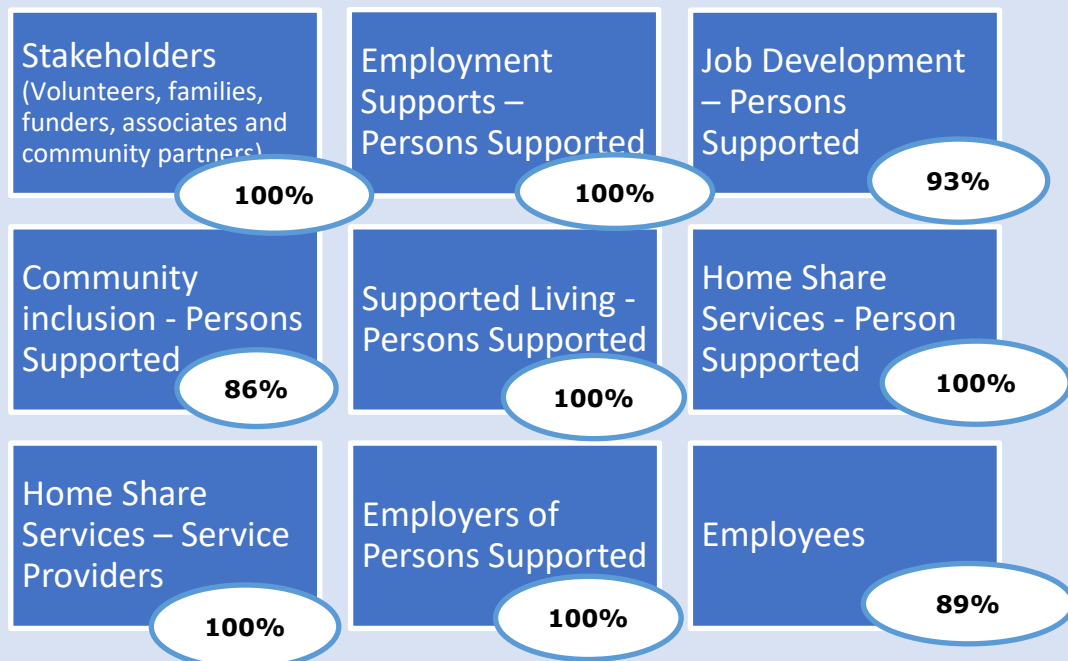
Each year SACL collects input from Persons Supported, Stakeholders, Employers, and Community Partners. This information is collected via one-on-one conversations, data collected from our internal Client Management System, online annual surveys, exit interviews, and suggestion or complaint submissions. Data is reviewed on an ongoing basis to develop measures to improve our services, and to determine future directives of the organization.

The surveys were designated as follows:

- Stakeholders (Volunteers, funders, associates and community partners)
- Employment Supports – Persons Supported
- Job Development – Persons Supported
- Community inclusion - Persons Supported
- Supported Living - Persons Supported
- Home Share Services - Person Supported
- Home Share Services – Service Providers
- Employers of Persons Supported
- Families & Caregivers of Persons Supported
- Employees

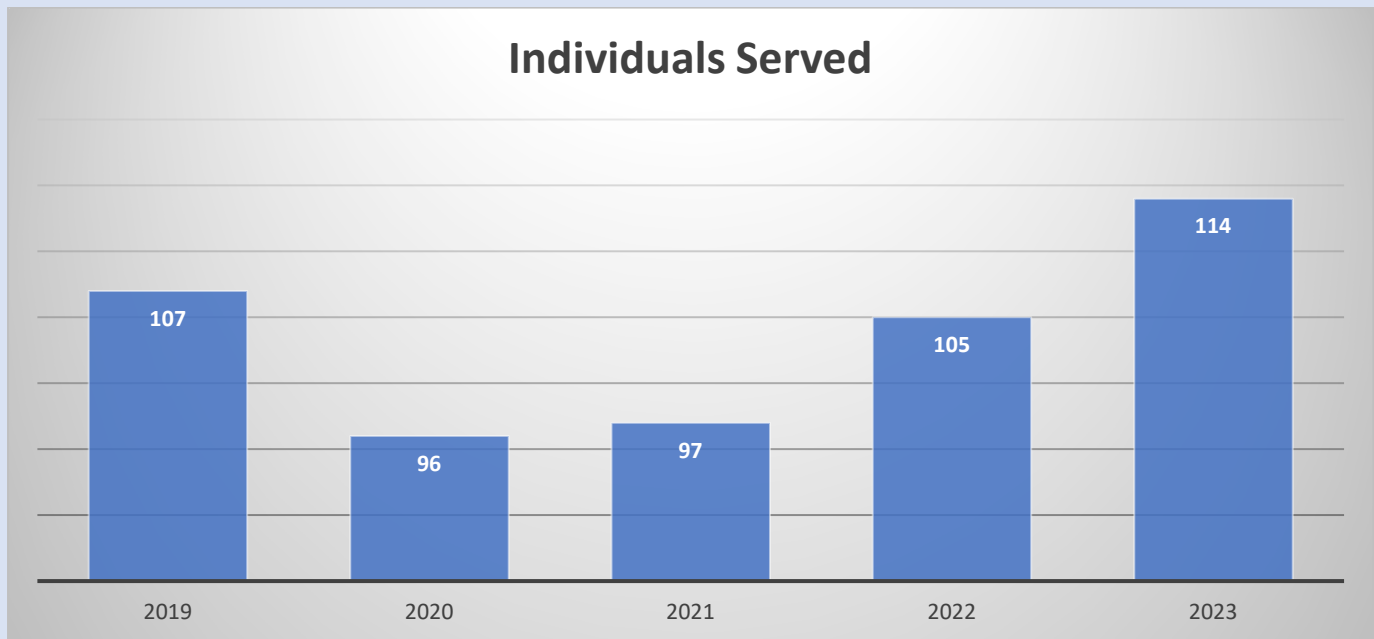
### Satisfaction Results – for Services Received in 2023

*The following statistics are taken from the 2024 SACL Satisfaction Surveys and indicate the overall level of satisfaction with SACL services in the specified areas.*



## Statistics & Demographics

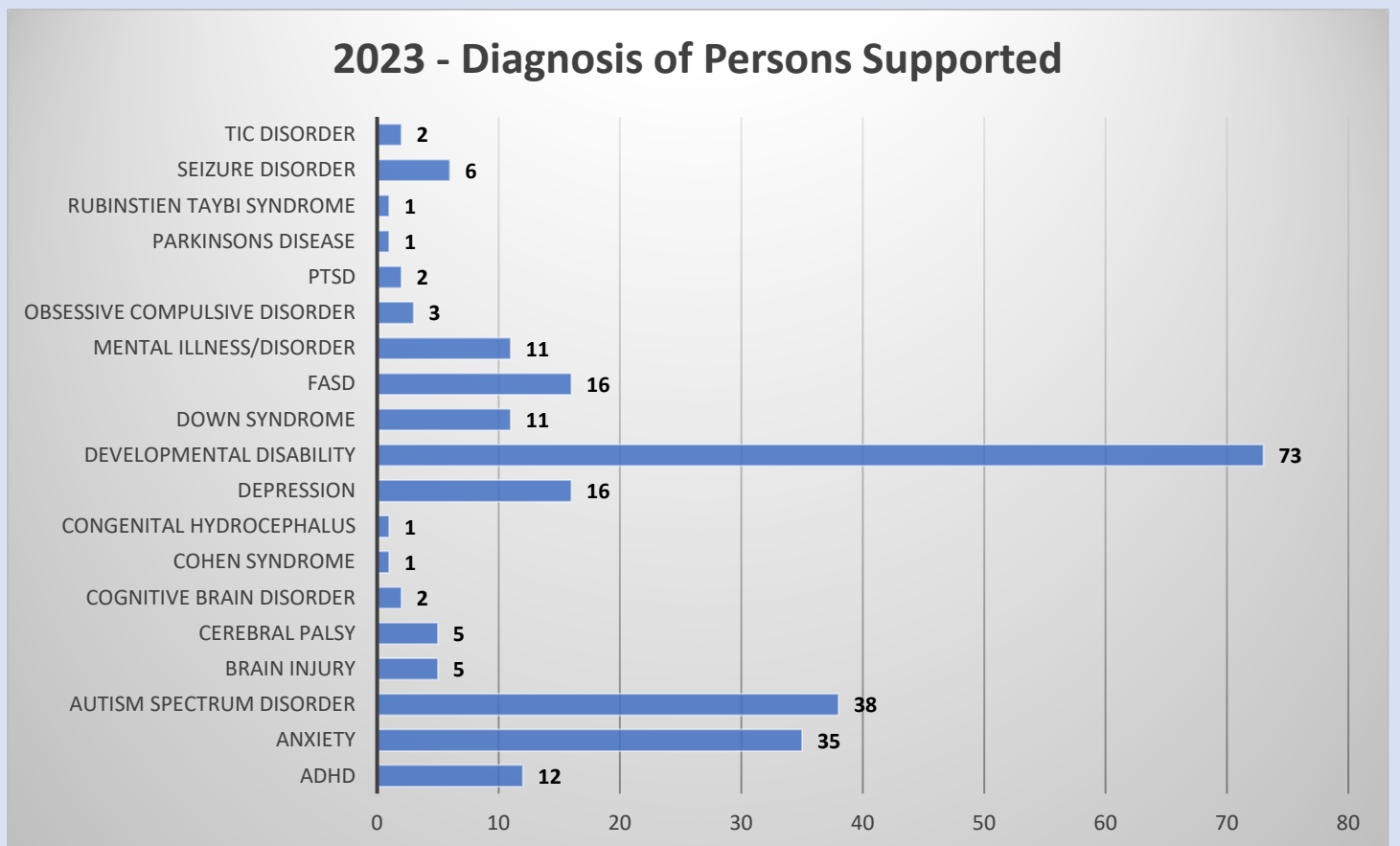
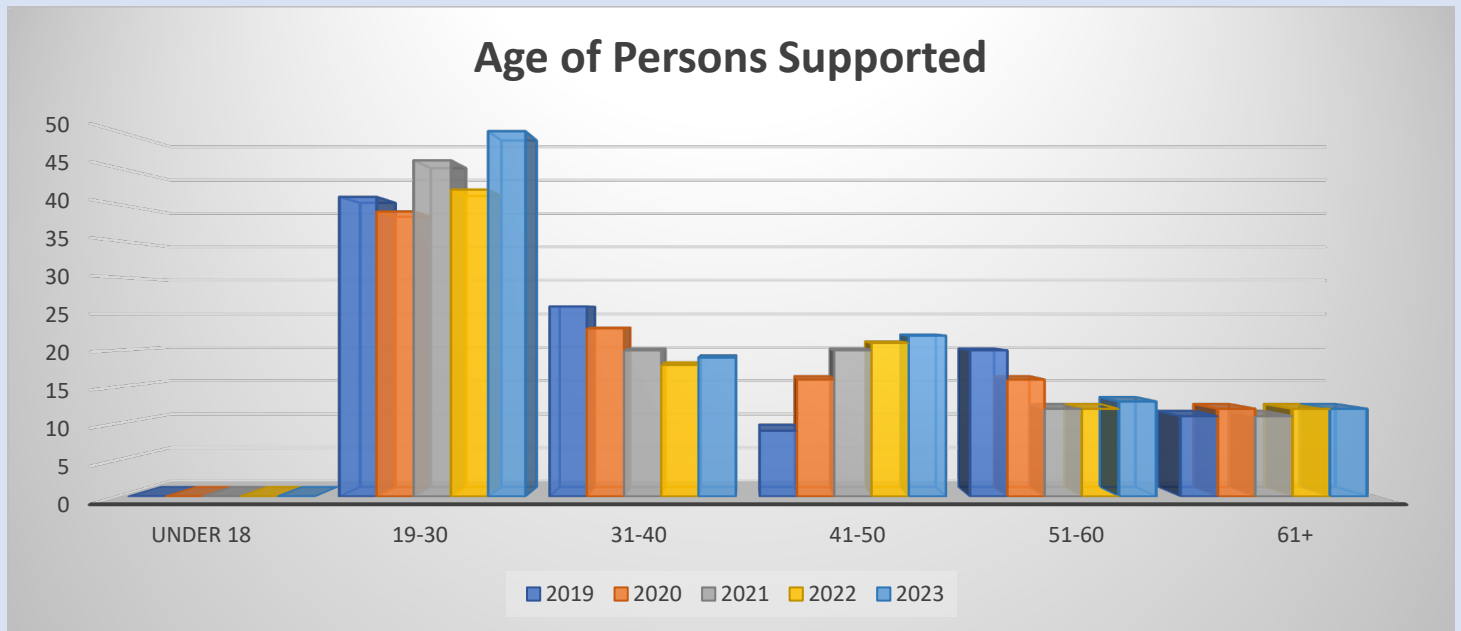
Demographics represented below are based on data from 2019 to 2023. Historically, data collection methods have changed over the years and may not have always been inclusive. SACL aims to be inclusive and continues to examine its methods and reporting.



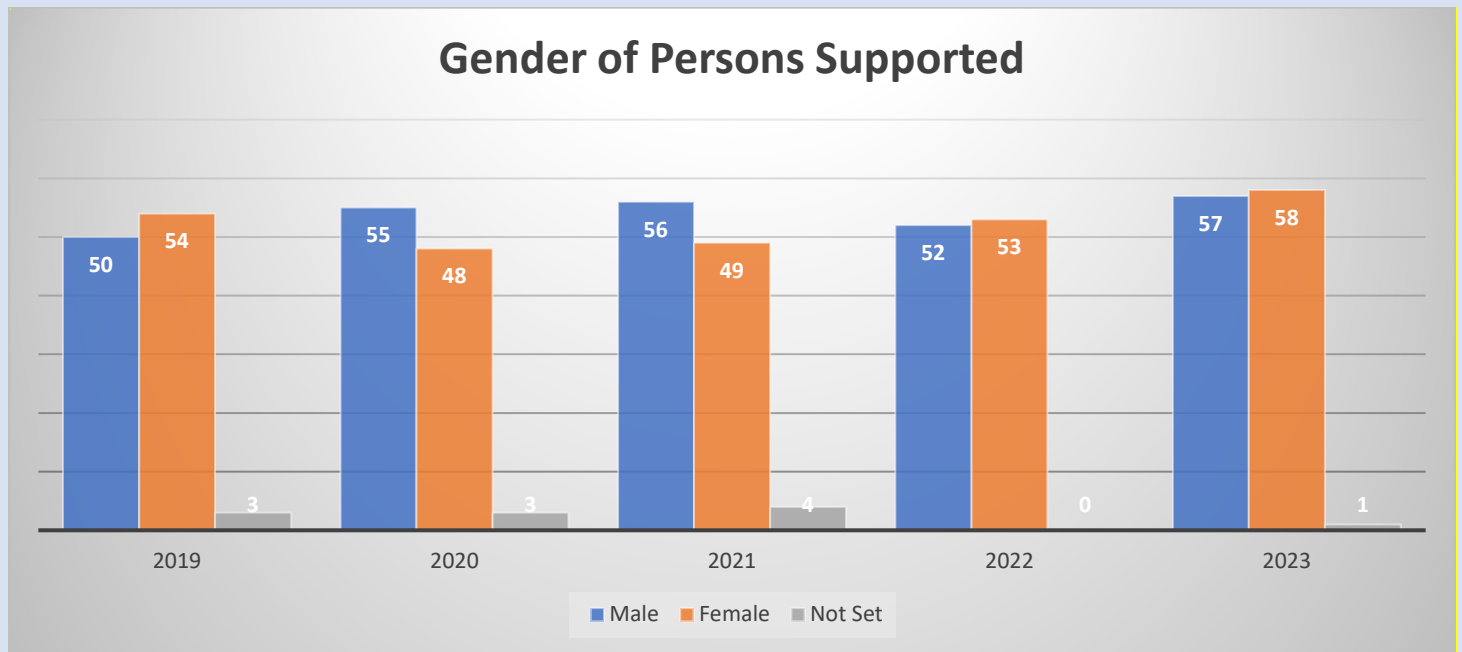
116 Persons Supported initiated services from SACL from January 1, 2023 to December 31, 2023. Two of these individuals chose not to accept SACL services in the end. This is an increase from 2022, in which 105 people were served.

*“The referral and funding agents (CLBC) reported that although the leadership team is relatively new, it has quickly assimilated the team culture while bringing its own vision to SACL. They also reported that the leadership team proactively identifies and responds to service gaps that impact the persons supported and staff members. The leadership team willingly flexes the organization’s services to accommodate changing external and internal needs for service enhancements.” ~ CARF Accreditation Report 2023*

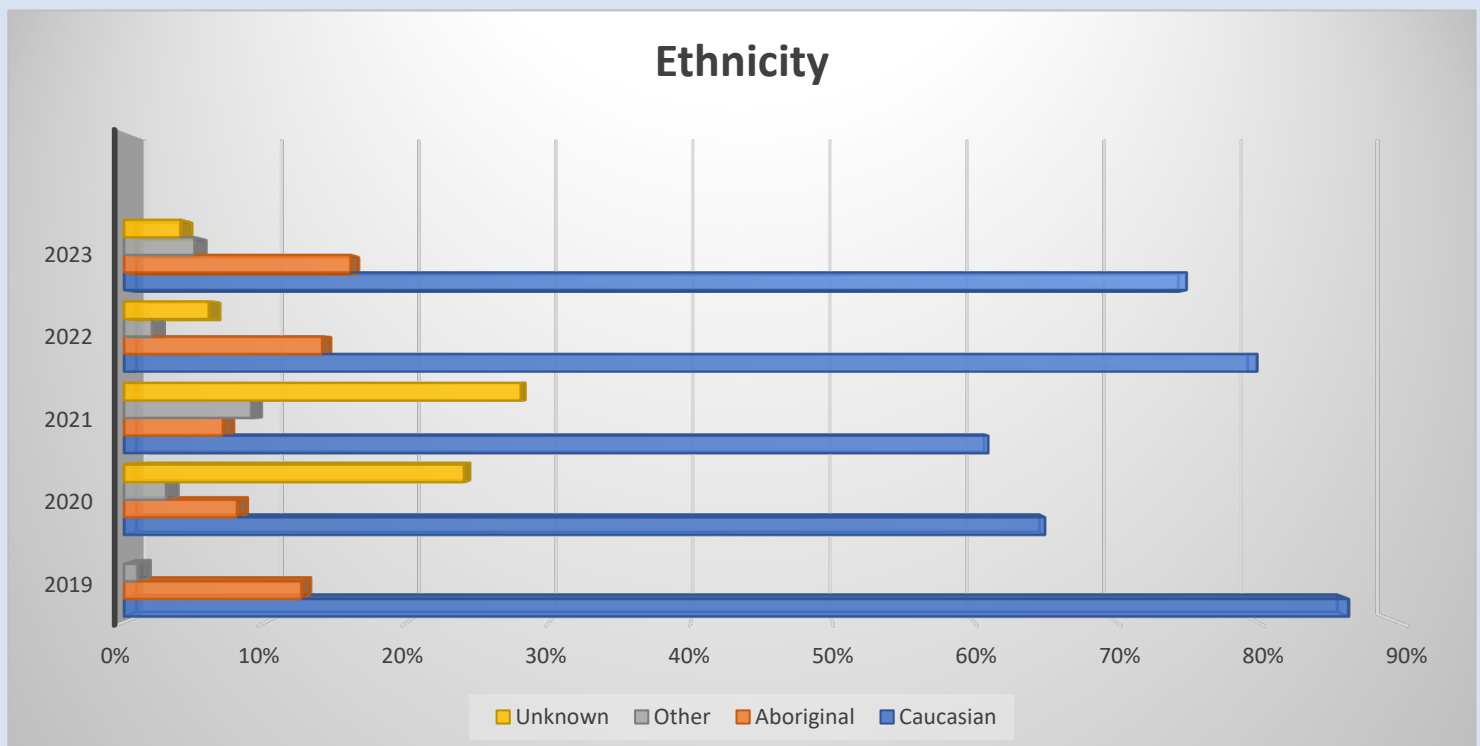




Developmental Disabilities continue to be the most prevalent for the Persons Supported.



In 2020 and 2021, there is an increase in male persons supported. In 2022, data was updated. Minor adjustments were made. In 2023, there was an increase in all areas.



The majority of persons supported identify as having Caucasian/European heritage.

## Financial Overview

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SACL is grateful for the ongoing support and financial commitment of Community Living British Columbia. CLBC funds the majority of SACL programs and services.

### 2023/2024

Revenue – \$ 3,969,932  
 Expenditures – \$ 3,878,378-  
 Revenue over expenditures before amortization - \$ 91,554  
 Amortization – \$ 29,060-  
 Revenue over expenditures for the year – \$ 62,494

### 2022/2023

Revenue – \$ 3,219,633  
 Expenditures – \$ 3,179,327-  
 Revenue over expenditures before amortization - \$ 40,306  
 Amortization – \$ 26,757-  
 Revenue over expenditures for the year - \$ 13,549

### 2021/2022

Revenue – \$ 2,719,690  
 Expenditures – \$ 2,718,399  
 Operational Deficiency - \$ 24,193-  
 Amortization – \$ 25,681-  
 Excess (deficiency) of revenue over expenditures - \$ 1,291

## FINANCIAL STATEMENT

The Shuswap Association for Community Living contracted Tompkins Wozny Chartered Professional Accountants Canada to conduct this fiscal 2023/2024 fiscal audit. Financial reporting is collected in the fiscal year, from April 1, 2023 to March 31, 2024. Finalized Financial statements will be presented at the Annual General Meeting in September.



**Tompkins Wozny**  
 Chartered Professional Accountants

Our thanks go out to Tompkins Wozny for providing excellent service and support with SACL financial services.



## Welcome & Farewells

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SACL would like to acknowledge the tragic passing of Fernanda Fukamati, a valued member of our team. She will be missed and thought of often. Our sincerest and heartfelt condolences go out to her family and loved ones.

### Moving on from SACL in 2023

Skyla Aubin  
Dawn Belanger  
Scott Crocker  
Kayla-Rae Van Dyke  
Casey Edwards  
Raphael Froese  
Noah Genn  
Christol Hodgins

Georgia Kehl  
Suesanna Leakey  
Dawn Lee  
Shannon Paquette  
Sasha Parker  
David (Adrian) Ralph  
Wendy Rees  
Colleen Skoyen

### Welcome to SACL in 2023

Mark Anderson  
Jennifer Babiuk  
Dawn Belanger  
Ezra Medio  
Casey Edwards  
Andrew Ford  
Raphael Froese  
Noah Genn  
Josh Greger  
Brenna Hein  
Laurie Lasota

Emma LeBlanc  
Katherine (Kathie) Millares  
Shelley O'Dell  
Kerstin Ogloff  
Sasha Parker  
David (Adrian) Ralph  
Wendy Rees  
Kristina Reiersen  
Craig Reynolds  
Kapil Sharma  
Jennifer Wallis



## Shuswap Association for Community Living

### Contact Us

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