



# CLASSREPORT

## *Parkland Community Living and Supports Society 2003 Annual Report*

Parkland Community Living and Supports Society is a registered non-profit society serving developmentally disabled children and adults from Central Alberta, Nunavut, and the Northwest Territories in the Canadian Arctic. The agency's mission is "to improve the quality of life of disabled children and adults through individual choice, dignity and rights".

In support of Parkland CLASS's Mission Statement, the following values serve as a philosophical reference to guide the Board of Directors and all agency staff in the development and the delivery of community services:

- a) Citizenship which is based on the principles of individual value and worth, individual rights, and equality which recognizes the physical, mental, social, and spiritual needs of the disabled;
- b) Choice which empowers individuals to make real choices about real options in life, including where they will live and what they will do;
- c) Support which implies that every individual, regardless of their disability, is entitled to receive those technical, personal, and financial supports which are necessary to live as independently as possible within the community; and
- d) Equality of Opportunity which ensures that all disabled individuals have equal access to those aspects of life which are often taken for granted including, wherever possible, an education, employment, their own homes, friendships, and social interaction with others.

Changes in society's attitudes and the promotion of the rights of the disabled have enabled a growing number of disabled individuals to seek an inclusive life in the community. As a result, the demands for new community services have risen over the past decade. In response, Parkland CLASS has been proactive in developing new and innovative services. This report outlines the agency's recent accomplishments, its strategic direction, and its future goals.

### CONTENTS

CEO's Report	2
President's Report	3
Strategic Direction	4
Parkland School	5
Children's Services	7
Residential Services	9
Adult Day Programs	12
Northwest Territories	14
Latin America	15

## **EXECUTIVE DIRECTOR'S REPORT (CEO)**

*Phillip Stephan*

One of the primary roles of the agency's Senior Staff Group and Service Management Team is to work towards the achievement of the Board of Director's mid-range to long-term goals, as set forth in the agency's Strategic Plan. The Executive Director's report provides a summary of the agency's activities and accomplishments in relation to the key strategic goals that were established last year; whereas, the President's Report focuses on defining the goals that will be pursued by the agency over the next one to three years.

Last year the Board established four major strategic goals that I will comment on. The agency's most significant undertaking was the certification of all of our Children's Services programs. This was a two year initiative that was actually accomplished within one year. Agency preparations included the development and delivery of comprehensive staff and proprietor training programs; the establishment of a wide array of new policies and procedures; and the publication of five separate program manuals, orientation guides and children workbooks. The audit team from AASCF, the Alberta Association of Services for Children and Families, described Parkland's significant preparation and final audit results as an outstanding accomplishment.

The agency has continued to increase its services to children and adults from Nunavut and the Northwest Territories in the Canadian Arctic. At year-end, we were serving 30 high needs individuals through a variety of residential programs. These programs operate both in Central Alberta and in the Inuvik Region, where Parkland CLASS has extended its operating agreement for the Charlotte Vehus and Billy Moore homes for a further two years. The agency has a demonstrated bias towards employing aboriginal staff whenever possible, and we operate an integrated nursing and rehabilitation model in the North.

In last year's Annual Report, we reported that the agency had been invited to participate in a unique disability rights initiative in Argentina. The invitation to provide consulting and technical supports was extended by the past Chairman of the International Affairs Committee of the American Association on Mental Retardation. A formal partnership has now been developed between Parkland CLASS and a number of significant players in Latin America in support of an initiative called the ITINERIS Project. Over the past year, ITINERIS has refined, and piloted educational programs that are delivered to three target groups - disabled individuals and their families, their frontline staff, and the professional community that provides generic supports to both disabled children and adults. ITINERIS activities have taken place in Argentina, Brazil, Chile, and Uruguay.

The Board also established a major goal in the administration area. This last goal resulted in the identification and acquisition of an integrated Human Resources Information System (HRIS). Currently, the agency uses three separate, and incompatible management systems to support our Payroll, Human Resource, and Staff Training areas. The new "Star Garden" HRIS is a highly sophisticated system that will integrate all three of these administrative functions. Through the above advancements, Parkland CLASS continues to refine itself in an effort to better serve families and individuals with disabilities.

## **PRESIDENT'S REPORT**

*Ray Dunham*

One of the primary roles of the Board of Directors of Parkland Community Living and Supports Society (Parkland CLASS) is to establish the mid-range to long-term goals which form the foundation of the agency's three year Strategic Plan. Formal goals are established within these three broad categories - Agency Development Goals, Program Development Goals, and Board Development Goals. The essential details of many of these goals are described in the "Strategic Direction" section of the Annual Report.

In addition to the mid-range and long-term goals that are established by the Board of Directors, a host of short-term Program Delivery Goals are developed annually by the agency's program management staff. These goals are set forth in the various Divisional Reports that are contained in the Annual Report.

For the purpose of the President's Report, I will direct my attention to the agency's Strategic Plan, and I will comment on a number of the more important initiatives that will be pursued over the next one to three years. Within the area of program development, there are four specific goals which merit some consideration.

The RELAX Crew will be relocated this year from its current 1,800 sq. ft. home to a new 7,000 sq. ft. facility. This move is in response to the agency's inability to accommodate the increasing needs and expectations of the 235 RELAX Crew members. This purpose built facility will allow easier access and increased opportunities for membership participation in recreation and leisure activities. The agency's desire is to increase both consumer satisfaction and participation in this very important organization.

Parkland CLASS is entering into a partnership with The Rotary Club of Red Deer East. Through this partnership, a unique initiative called "Friends of a Better Life" will be undertaken to facilitate the development of community networks and new friendships for higher needs individuals. This project was proposed in response to an invitation extended by PDD's Provincial and Regional Boards. The project's long-term objective is to establish meaningful relationships with non-disabled individuals which will lead to new natural support networks and an increase in the quality of life of disabled adults.

Parkland CLASS's involvement in the Latin American ITINERIS project will continue to expand this year. With assistance from two major non-profit Argentina organizations and the Canadian International Development Agency, six institutional education demonstration projects will be undertaken in Buenos Aires and rural Argentina. If these projects are successful the ITINERIS partners will develop a proposal with CIDA to expand this initiative across Argentina and other Latin American nations in the future.

Finally, the agency will be undertaking a two year initiative to improve our connections with guardians. This will include a guardian survey which will lead to the development of an array of new policies, a revised Guardian Handbook, and a formal communication and guardian feedback strategy. This last strategic goal is a high priority for the Board.

## 2004 – 2006 STRATEGIC DIRECTION

Parkland CLASS's Board of Directors and Senior Staff Group, have established the following strategic goals that will be pursued over the next three years.

These goals are in addition to the annual "program delivery goals" that are set forth elsewhere in the agency's Annual Report.

### **Program Development Goals**

- Relocate the RELAX Crew from its current 1,800 sq. ft location to a new 7,200 sq. ft. home.
- Renovate Parkland School by constructing a 2,300 sq. ft. addition to accommodate three new classrooms and two more accessible washrooms.
- Continue to expand the children's "Supported Home Placement Program" and increase the number of qualified caregivers.
- Develop a partnership with other community groups to encourage non-disabled citizens to accept, and become more involved in the lives of disabled adults.
- Work with PDD to implement their Person Centered Planning model, and develop Person Centered Plans for all Parkland adult consumers.
- Increase Parkland CLASS's involvement internationally to advance the status of disabled adults in Latin America. In partnership with CIDA, undertake six educational demonstration projects in Argentina.

### **Agency Development Goals**

- Relocate all Adult Day Program offices and coordination staff to the new RELAX Crew building.
- Renovate the existing office building to accommodate additional needed administration and program coordinator office space.
- Continue to implement the new Star Garden HRIS (Human Resources Information System).
- Investigate the issues related to the agency's use of WCB, and develop a strategic plan that will reduce employee injuries and lost time.
- Investigate the various issues related to high employee turnover, and develop and implement a "Taming Employee Turnover" strategic plan.
- Expand Parkland's in-house training program to include Suicide Intervention, Aboriginal Awareness, and Medication Administration.
- Develop a revised Guardian Handbook and increase the agency's connection with its guardians.
- Continue the development of a Consumer Handbook or Consumer Media tool to support individual rights, self-determination, and abuse reporting.
- Complete the development of a comprehensive agency web site and full color agency brochures.

## **PARKLAND SCHOOL REPORT**

*Trudy Lewis, Director*

Parkland School is accredited by Alberta Learning and works closely with many local public and separate school jurisdictions. Student educational goals are incorporated into individual education plans which are consistent with Alberta Learning guidelines.

Parkland School has four main program areas: the MDH (Multi-dependent Handicapped) Program, the Regular School Program, the Challenge Program and the Augmentative Communication Program.

### **MDH Program**

The Parkland School MDH Program provides education, life skills training and physical maintenance to multi-dependent handicapped students.

The program addresses the speech, physical and occupational therapy, communication, hearing, vision, behavioral modification, sensory stimulation, and medical needs of students.

Target population was sixteen (16) full time and one (1) part time multi-dependent handicapped students who were served in 2002-2003, ranging in age from 5-18 years.

### **Accomplishments and Outcomes:**

- The Parkland School facilitated a \$17,000 contribution to the Central Alberta Student Health Initiative (SHIP).
- A new patio deck was constructed to better facilitate outdoor activities for non-ambulatory students.

- REACH Calgary, the SHOS team, the Children's Service Center and Peds Rehab were fully utilized to address a variety of students needs.
- All non-ambulatory students were able to utilize the Michener pool with two swim times on Fridays.
- Seven non-ambulatory students were integrated into the regular school program for language, snack, and paperwork classes.
- Pentium II computers were installed in both MDH classrooms.

### **Program Goals for 2004:**

- Undertake renovations to shade the new wheel chair deck, install new exterior doors, and partially open the wall in the Intermediate classroom.
- Increase the number of non-ambulatory students attending the school's regular school classes and include a reading focus.

### **Regular School Program**

The Parkland School Regular School Program focuses on the basic concepts of education and essential living-skill development. Various classes promote student academic, non-academic, personal, and physical development.

The regular school program is delivered both within Parkland School and in the community on a regular basis.

Target population was thirty-one (31) full time and four (4) part time trainable, dependent, and multi-dependent students who were served in 2002-2003, ranging in age from 6 to 19 years.

### **Accomplishments and Outcomes:**

- Pentium II computers were placed in the Intermediate 2, Senior 1, and the Senior 2 classrooms.
- The Brandt IPP computer program and a new computer was purchased to generate all 2003 - 2004 IPPs.
- All Parkland School staff were re-certified in PART and the Abuse Reporting Protocol.
- A Ronald McDonald grant of \$5000 was used to purchase recreation and leisure equipment.
- Two new pre-vocational community job placements were obtained at the Holiday Inn and LTCHS.
- A language program is now utilizing “Brain Gym” activities to maintain attention during 30 minute classes.
- Two-day intensive evaluations and Program Standards Reviews were completed by Alberta Learning – with compliance being achieved.

### **Program Goals for 2004:**

- The Senior 2 teacher will search for community service placements as part of the pre-vocational program.
- Increase safety training in the pre-vocational work experience program (parking lots, streets, work areas).
- Increase focus on functional lifeskills training within all academic pursuits.
- Expose students to more cultural activities including music and native dancing.

### **Challenge Program**

The Parkland School Challenge Program uses computer technology to supplement regular academic classes and enhance the students’ capabilities in the areas of language arts, reading, and mathematics.

Target population was eighteen (18) trainable, dependent and multi-dependent students who were served in 2002-2003, ranging in age from 6 to 19 years.

### **Accomplishments and Outcomes:**

- Pentium II computers were installed in the Challenge Lab, students were re-assessed, and goals expanded to include functional computer use.
- A Sign Language Transcription Program was purchased and used as a resource for all teaching staff.

### **Program Goals for 2004:**

- Continue to search for innovative educational software that will support and improve the quality of the challenge program.
- Facilitate students transferring their skills from the challenge lab to the classroom computers by educating other staff on computer use.

### **Augmentative Communication Program**

The Parkland School Augmentative Communication Program uses computer systems and other technical devices to develop communication skills for non-verbal and multi-dependent students.

In addition to developing alternative communication skills, students access innovative software, hardware and other technologies to advance living skills.

Target population was thirty (30) multi-dependent, dependent, and trainable students with limited, or non-existent, communication skills who were served in 2002-2003. Students ranged in age from 5 to 19 years.

### **Accomplishments and Outcomes:**

- One student moved to the Challenge Program and three students with high behavioral needs were able to spend more time in the lab.
- Two new Pentium II computers were installed in the lab and the toy library was expanded.
- The Augmentative Communication Program was restructured, all IPP's redone with more effective goals.
- All outdated hardware donated to John Drew to take to Mexico for use with the underprivileged.

- The Boardmaker program is now used extensively throughout the school for communication purposes.

### **Program Goals for 2004:**

- Purchase new computer software with better quality imaging (possible now with Pentium II Computers).
- Continue to research new equipment through REACH/Dakota/catalogs.
- Educate specialized student aides to carry out the goals taught in the Augmentative Communication program.

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## **CHILDREN'S SERVICES REPORT**

### ***Shauna Mayes, Manager***

Children's Services provides supports to families and disabled children through a variety of programs and services. These supports are delivered in the community and the child's homes.

All Children's programs conform to the Alberta Association for Services to Children and Families standards. These programs are delivered under the direction of families, guardians, and the Region 4 Child and Family Authority.

The agency also delivers Children's Services under the authority of various aboriginal band councils and Territorial government agencies from the NWT and Nunavut.

Children's Services include the Family Support Program, the Supported Home Placement Program, and the Kids on the Block Program (KOTB).

### **Family Support Program**

The Family Support Program provides in-home assistance for families to cope with, and manage their child's needs. The program provides the family with support staff, in-home parental relief, child care, home making services, and community involvement activities.

Target population was forty-six (46) trainable, multi-dependent and dependent children, and their families, who were served in 2002-2003.

### **Accomplishments and Outcomes:**

- All in-home support staff have completed the Suicide Intervention and Aboriginal Awareness courses.
- A Family Support - Service Delivery Guide was completed along with a Staff Orientation Guide, and a Child Orientation Workbook.

- The Family Support Program was certified by the Alberta Association of Services to Children and Families.
- A Children's Summer Program was developed and was accessed by the Family Support Program, Supported Home Placement Program and the Children's Residential Program.

#### **Program Goals for 2004:**

- Develop strategies to offer a full-time Children's Summer Program by accessing the STEP grant or using other fundraising.
- Develop a Children's Services brochure that can be distributed to the children's authorities, other agencies, and school divisions.

#### **Supported Home Placement Program**

The Supported Home Placement (SHP) Program allows disabled children to live in the home of an individual caregiver or family.

Children require out-of-home placement for a variety of reasons including school attendance, family breakdown, chronic illness, or high behavioral needs. The program provides accommodation, combined with family support and nurturing that is provided by the caregiver.

Children have the opportunity to grow and experience success in a safe and healthy environment that is conducive to skill development, empowerment, and consumer participation within the home, family, and community.

Target population was forty-nine (49) children who were served in the SHP (Supported Home Placement) Program during 2002-2003.

#### **Accomplishments and Outcomes:**

- The SHP program had twenty (20) new placements referred by children authorities and had seventeen (17) children leave during the year.
- Developed a new Supported Home Placement - Service Delivery Guide, and a Child Orientation Workbook.
- The SHP program was certified by the Alberta Association of Services to Children and Families.
- A special southern relief program was started for children who travel back and forth from Yellowknife.
- An extensive proprietorship training program was established and all care givers participated.
- All first nations children in service now have access to an Aboriginal Resource Person.

#### **Program Goals for 2004:**

- Ensure all children in SHP have started a life book in their current placement.
- Complete detailed home studies for all proprietors and relief proprietors.
- Develop and strengthen partnerships with Kasohkewew and Yellowhead aboriginal tribal authorities.
- Review and implement new taxation and source deduction requirements for the SHP program.
- Identify needs and offer ongoing in-services to support children in their proprietor's homes.

#### **Kids On The Block Program (KOTB)**

The Kids-On-The-Block program is an international interactive puppet show that encourages the public to gain an understanding and appreciation of a variety of disabling conditions.

Formal program scripts are used by volunteer performers to present relevant information and promote audience participation.

Target population is predominantly non-disabled school aged children in grades 2, 3 and 4. Performances take place in various local schools.

#### **Achievements and Outcomes:**

- The KOTB Program was not pursued during the 2002-2003 program year.

#### **Program Goals for 2004:**

- Investigate and identify potential sources of funding and volunteer resources to operate KOTB.

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## **RESIDENTIAL SERVICES REPORT**

*Teresa Chase, Manager*

Residential Services provide supports in agency operated community homes that offer living arrangements with two or three consumers sharing a home. As an alternative, supports are also provided in proprietor homes or the apartments of individual consumers.

All Adult Residential Services conform to Alberta Association of Rehabilitation Centers - Accreditation Standards. The Children Residential Program conforms to the certification standards of the Alberta Association for Services to Children and Families.

Residential programs are operated under the direction of families, guardians, consumers, Persons With Developmental Disabilities Central Alberta Community Board, and other government authorities or agencies.

Residential services are provided through Parkland CLASS's Adult and Children's Residential Programs, the Children's Relief Program, the Adult Proprietorship Program, and Individual Life Styles (ILS) Program.

#### **Adult Residential Program**

The Adult Residential Program provides housing and accommodation, combined with personal support staffing. The resulting model fosters inclusion within the community.

Single family housing is most often used with three consumers sharing the cost of accommodation and staffing. Consumer needs are met while their independence, empowerment, and participation within the home environment are maximized.

Target population was seventy-five (75) dependent and multi-dependent adults with various disabling conditions and needs who were served in 2002-2003.

#### **Accomplishments and Outcomes:**

- Several homes experienced room-mates changes to facilitate requests made by consumers and guardians.
- Worked with the David Thompson Health Region to extend nursing supports to more adult consumers.

- Reviewed and updated the Consumer Service Audit format and process, and completed the required audits.
- Reviewed and updated the consumer Annual Service Planning process and documentation.

**Program Goals for 2004:**

- Research transportation issues and inequities between residences and make recommendations to the Board of Directors.
- Develop an ongoing professional development program for Residential Supervisors.
- Investigate the potential for parent tax planning utilizing consumer life tenancy or life estates and principle residence donations.

**Children’s Residential Program**

The Children’s Residential Program provides a home-like atmosphere for developmentally disabled children who require permanent out-of-home placements due to school attendance, family breakdown, or chronic illness.

The program provides accommodation, combined with personal support staffing. Children experience success in a safe and healthy environment that is conducive to learning.

Target population was twelve (12) dependent, multi-dependent, and medically fragile children with various disabling conditions and needs who were served in 2002-2003.

**Accomplishments and Outcomes:**

- Continued to work with Children’s Authorities to increase awareness of

the various residential needs and requirements of multi-dependent and medically fragile children.

- Continued to successfully provide nursing and health care services through the Children’s Wellness Program and secured funding until August 2004.
- Successfully completed the Alberta Association of Services to Children and Families certification process.
- Reviewed and updated the Consumer Service Audit format and process, and completed the required audits.
- Reviewed and updated the consumer Annual Service Planning process and documentation.

**Program Goals for 2004:**

- Increase professional development for Residential Supervisors.
- Expand Children Wellness Services (nursing supports) to include the Children’s Supported Home Placement program.

**Children’s Relief Program**

The Children’s Relief Program offers temporary care and supports to disabled children through short-term stays at agency operated children’s residences.

The relief program offers families an opportunity to temporarily divest themselves of the daily demands of a special needs child. The relief program assists in the development and maintenance of strong family units.

Target population was sixteen (16) dependent, medically fragile, and multi-dependent, children with various disabling conditions and needs who were served in 2002 - 2003.

### **Accomplishments and Outcomes:**

- Provided relief to children in spite of the shortage of relief space lost to long term Child Welfare placements.
- Successfully completed the Alberta Association of Services to Children and Families certification process.

### **Program Goals for 2004:**

- Continue to work cooperatively with current parents in accommodating their relief requests.

### **Individual Life Styles (ILS) Program**

The Individual Life Style Program (ILS) provides support to consumers who do not require live-in supports. Disabled consumers generally live on their own in an apartment and/or basement suite.

Staff support for ILS consumers ranges from (10) ten hours to (92) ninety two hours per week.

Target population was twelve (12) disabled adults who were served in their own apartments during 2002 – 2003.

### **Accomplishments and Outcomes:**

- Continued to advocate for dually diagnosed consumers who required specialized mental health supports.

### **Program Goals for 2004**

- Develop a consumer guide and train ILS consumers regarding individual rights, responsibilities, and self-advocacy.

- Formalize communication and networking between ILS support staff utilizing in-service training.

### **Adult Proprietorship Program**

The Adult Proprietorship Program allows disabled adults to live in the home of an individual caregiver (room-mate) or family.

This service offers accommodation combined with friendship, nurturing, and support which is provided by a caregiver in a family orientated, or room mate focused environment.

Target population was twenty-three (23) dependent adults who were served during 2002 – 2003.

### **Accomplishments and Outcomes:**

- Developed a formal application form, information package and new process for the recruitment of potential proprietors.
- Service audits and environmental assessments were undertaken under the direction of the SMT (Service Management Team).
- Revised the Consumer Service Audit format to address the very unique elements of the ILS service and undertook the required audits.

### **Program Goals for 2004:**

- Continue to professionalize current proprietorship providers and improve the recruitment process.
- Provide a formal recognition and acknowledgement program for proprietorship service providers.

- Transfer some of the basic selection, screening, and professional development elements that have been newly established in the Children's program to the Adult Proprietorship program.
- Undertake home studies for 50% of current adult proprietors. Candidates will be selected by the Service Management Team.

## **ADULT DAY PROGRAMS**

*Janet Lundquist, Coordinator*

Adult Day Programs operate under the direction of families and / or guardians, consumers, and the PDD (Persons with Developmental Disabilities) Central Alberta Community Board.

Day program supports are provided in the community, as well as through an agency-operated facility (RELAX Crew Clubhouse).

Day programs are alternatives to full time employment and generally focus on individual access to generic community activities and services. Supports are also provided for group activities, which foster the development of friendships and peer relations.

Adult Day Program Services include the Community Bridging Program, the Adult Respite Care Program, and the RELAX Crew Program.

### **Community Bridging Program**

The Community Bridging Program provides staffing support to individual consumers to facilitate out-of-home community activities that are based on consumer likes, interests, and abilities.

The program provides a structured alternative to employment, if desired, or it supplements the consumer's lifestyle.

Personal supports are provided so that consumer needs are met and community participation is maximized.

Target population was sixty-three (63) dependent adults who were served during 2002-2003.

### **Accomplishments and Outcomes:**

- Worked with a local Interagency PDD Committee to develop a MDH Pilot Day Program that will be operated through CSS.
- Working with a PDD initiative to focus on Person Centered Planning for individuals who are hard to serve in a community setting.

### **Program Goals for 2004:**

- Gain an understanding of "Person Centered Planning" and develop strategies to incorporate it into the Community Bridging Program.
- Continue to pursue the possibility of developing a meaningful MDH day program for individuals with profound needs.
- Develop a Bridging Program Guide for use by employees, guardians and consumers.
- Develop an effective monitoring system for supervising bridgers within various community settings.

## **Adult Respite Care Program**

The Adult Respite Care Program offers temporary care and support to disabled adults through short term out-of-home stays away from their family, or through providing the family with in-home staff.

Respite care offers families an opportunity to temporarily divest themselves of the daily demands of caring for a disabled adult. This contributes to the maintenance of stronger families.

Target population was eight (8) multi-dependent, and dependent adults who were served in 2002-2003.

### **Accomplishments and Outcomes:**

- Participated in a local interagency PDD committee to address respite care for medically and physically dependent adults.
- Participated in a regional steering committee for aging and senior PDD consumers.

### **Program Goals for 2004:**

- Commence development of a draft Consumer Handbook that will eventually serve as the agency's fourth handbook.
- Increase the Adult Respite Program caseload and address the need for respite for medically and physically dependent adults.

## **RELAX Crew Program**

The RELAX Crew Social Club is a consumer directed social, leisure, and recreational organization which gives

members increased opportunities to develop and expand friendships with other disabled individuals who have common interests.

This outcome is achieved as consumers participate in a wide variety of leisure, recreational, and social activities or experiences.

Target population was two hundred and thirty-two (232) members who are affiliated with various agencies in the Central Region who were served in 2002 – 2003.

### **Accomplishments and Outcomes:**

- Secured funds for additional staffing supports for summer through a STEP grant.
- Successfully completed a comprehensive summer program in spite of limited funds.

### **Program Goals for 2004**

- Develop a proposal for the relocation of the RELAX Crew to a larger location that can be accessed through public transportation.
- Investigate funding for additional program staff in light of increasing club membership.
- Continue to work with LAIRD in promoting a meaningful day program for Multi-dependent Handicapped individuals with profound needs.
- Develop a proposal to effectively utilize the agency's transportation resources.

## **NORTHWEST TERRITORIES REPORT**

*Dan Verstraete, Director and Ed Hatcher, Program Manager*

Parkland CLASS is very active in the development and delivery of services for disabled adults and children from the Northwest Territories and the Nunavut Territory. These services include residential placements, adult and children proprietorships, and ILS placements.

Services are either delivered in Central Alberta where eighteen (18) high needs children and adults have been relocated, or in the Inuvik Region of the Northwest Territories where twelve (12) adults are being served in two residential projects.

The services that support northern adults and children in Central Alberta have been previously reported. The services that are located in the north include the Charlotte Vehus and Billy Moore Group Homes. Both of these are located in the community of Inuvik, NWT.

### **Charlotte Vehus Group Home (CVH)**

The Charlotte Vehus Group Home provides residential services for up to eight (8) high needs medically dependent young adults.

This service combines a rehabilitation model with a medical support model. Target population was eight (8) high needs medically dependent adults who were served in 2002-2003.

#### **Accomplishments and Outcomes:**

- A new manager, Ed Hatcher, was hired locally for the Charlotte Vehus Home. Ed is a LPN nurse and was employed at the Regional Hospital.

- All existing staff are now PART certified, and all staff have agreed to take the Basic Skills Training program.
- The hospital's wheelchair van has been moved to the Charlotte Vehus Home for their exclusive use.
- The group home planted an excellent garden as part of the town of Inuvik community green house program.

#### **Program Goals for 2004:**

- Ensure that all new staff are PART trained, certified in CPR and First Aid. All staff will also be enrolled in the Basic Skills Training program.
- Develop a formal employee relations position and mandate to represent the staff in Parkland's NWT services.
- Network with local community groups to facilitate volunteer placements for consumers.
- Increased contact with families and facilitate improved contact with aboriginal elders.
- Involve Parkland's Human Resource Manager in a number of professional development exercises and refine the HR system in Inuvik.

### **Billy Moore Community Group Home**

The Billy Moore Community Group Home provides residential services to moderately disabled adults.

This service fosters inclusion within the community while consumer participation and choice are maximized in their home environment.

Target population was five (5) moderately disabled aboriginal adults who were served in 2002–2003.

#### **Accomplishments and Outcomes:**

- The Billy Moore Program Supervisor completed the BST tutor training in Edmonton.
- An employee handbook that is unique to the NWT has been published and provided to all staff.
- The Billy Moore consumers maintain a snack machine business at the regional hospital.
- HR training was provided to the program supervisor which has resulted in a more positive employee relations environment.
- The Billy Moore service has commenced net working with the local "Ignamo Friendship Centre".

#### **Program Goals for 2003 – 2004:**

- Work with local aboriginal leadership to improve relationships and proactively address aboriginal band and council concerns.
- Have all frontline staff enrolled and complete the Basic Skills Training program.
- Provide additional HR training and professional development opportunities for the program supervisor.
- Increased the integration of cultural activities into daily routines within the home environment.
- Network with local non-profit groups (ie. Legion, Inuvik Youth Centre) to facilitate volunteer placements for consumers.
- Increased contact with families and guardians, and encourage / facilitate visits with family members and local elders.

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### **Latin America – The ITINERIS Project**

*Phillip Stephan, Executive Director*

*Dr. Diego Gonzalez Castanon, Project Director*

The ITINERIS project supports the advancement of disability rights in Latin America through the development and delivery of unique family and peer support programs, and professional development courses for those who work within the disability field.

The participant groups targeted by the ITINERIS project include developmentally disabled adults and children, the disabled individuals' families, frontline staff who work in the disability field, and the professional community.

The desired results are to increase community capacity such that disabled individuals will move from a marginalized economic and social status to become valued participants within their own communities.

The ITINERIS project operates as a unique partnership involving Parkland CLASS, Dr. Diego Gonzalez Castanon, and Lic. Andrea Aznar. Parkland CLASS has been involved in this South American disability initiative since May, 2000.

Dr. Diego Gonzalez Castanon is an Argentina psychiatrist and psychotherapist. He is the past chairperson of the "International Affairs Committee" of the American Association on Mental Retardation, Washington D.C..

Ms. Andrea Aznar, is a licensee and professor in psychology who also resides in Argentina. Ms. Aznar works and educates within the psychology discipline, again with a strong interest and focus in developmental disability.

Through the ITINERIS project, educational courses and workshops have been developed and delivered to professionals and parent groups in Argentina, Brazil, Uruguay, and Chile.

#### **Accomplishments and Outcomes:**

- Presented at the 2002 World Congress of the IASSID which took place in Amsterdam.
- Presented at the AAMR international conference on "Service Delivery in a Cross Cultural Context".
- Conducted 6 institutional seminars, and 3 courses comprising of 6 - 8 classes each for 55 professionals.
- Co-facilitated the 2 day National Disability Congress in Buenos Aires, Argentina.
- Created a parent support group and delivered 8 educational seminars, and facilitated monthly meetings.

- Redefined the course outlines for a Professional Workshop on Paradigm Change (3 hours), a Frontline Staff Training Course (4 workshops) and a Parent Group Training Course (4 workshops).

#### **Program Goals for 2004:**

- The translation of various English language disability publications, articles, and other relevant information into Spanish.
- The publication of one or two Spanish language brochures that will be used in training parents, frontline staff and professionals.
- In partnership with the Asociacion Mutual Israelita Argentina, a large national non-profit organization, undertake demonstration projects in three Buenos Aires institutions.
- With CIDA support and in partnership with the Rosario Catholic Institution for the Severely Disabled, undertake three demonstration projects in rural Argentina.
- Establish a second parent support group in rural Argentina in the Rosario Region and deliver the parent training program.
- Increase the Southern partnership base to include other substantial non-profit disability organizations and institutions.
- Increase the Canadian partnership base to include a provincial and a national disability association.