

Parkland Community Living and Supports Society *2004 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, rights and dignity".

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.

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CLASS Report 2004

EXECUTIVE DIRECTOR’S REPORT (CEO)

Phillip Stephan

A primary role of Parkland’s Senior Staff Group and Service Management Team is to work towards the achievement of the goals and objectives that the Board of Directors establish as part of the agency’s strategic plan. The Executive Director's report provides a summary of activities and accomplishments over the past year that advance the Board’s strategic vision. Last year, five major goals were pursued that merit consideration.

The agency’s most significant undertaking was the construction of a new RELAX Crew Club House. With over 270 members, the RELAX Crew is Central Alberta’s largest community based consumer organization. In response to a rapidly increasing membership base, Parkland CLASS is moving the RELAX Crew from its current 1,800 sq. ft. home to a new 7,200 sq. ft. purpose-built facility. The new club house will allow easier access and increased opportunities for membership participation in this very important organization.

Parkland CLASS has commenced a two year initiative to improve its connections with guardians. A focus group of Board members, private and public guardians, and key agency staff have developed a new policy platform to govern agency accountability, guardian rights, and guardian responsibilities. Additional input was sought from other guardians and the agency’s Service Management Team.

The agency continues to increase its services to children and adults from Nunavut and the Northwest Territories in the Canadian Arctic. At year-end, we were serving 41 high needs individuals in a variety of residential programs which operate in Central Alberta and the Inuvik Region. The agency also sent a team of professional staff to a number of northern communities to undertake formal assessments of high needs children and to provide training to government officials and the local staff who work with these children.

For the past three years the agency has been involved in a unique initiative in Argentina called the ITINERIS Project. What started as an exchange of ideas and the transfer of North American values and beliefs has now grown into a significant partnership which supports the advancement of the status of disabled individuals. Over the past year the ITINERIS Project provided value based training to 530 professionals and frontline staff and 45 families. An additional 200 families participated in a Latin American - Quality of Life research project which was presented at an international congress in Montpellier, France and the World Health Organization’s international summit in Montreal, Quebec.

Finally, the agency has entered into a partnership with the Rotary Club of Red Deer East in an initiative called “Friends of a Better Life”. This project is being pursued to facilitate the development of community networks and new friendships for adults served by the agency. The project’s long-term objective is to establish meaningful relationships with non-disabled individuals that will lead to new natural support networks and an increase in the individual’s quality of life. Through the above activities, Parkland CLASS continues to demonstrate its commitment to disabled individuals and their families whether they reside in Central Alberta, the NWT or Territories, or Latin America.

PRESIDENT'S REPORT

Ray Dunham

A primary role of the Board of Directors of Parkland Community Living and Supports Society is to establish the goals which form the foundation of the agency's three year Strategic Plan. Formal goals are developed within three broad categories - Agency Development Goals, Program Development Goals, and Board Development Goals. For the purpose of my report, I will comment on a number of the more important activities that will be pursued over the next one to three years.

The Parkland School 2007 initiative will support the future growth and refinement of the school. Parkland School 2007 commenced this past year with a survey of all school staff, parents, proprietors, and guardians. Through this survey the school's strengths and weaknesses were identified. Parkland School staff also participated in a summer retreat and developed tactical responses that will be used to advance the school's programs, staff development, and a future capital expansion that will include a major school addition and a new wheelchair accessible playground.

Parkland's involvement in Latin America will continue to expand this year. In addition to the agency's four year relationship with Argentina's ITINERIS Foundation, a partnership has been created with the Asociación Mutual Israelita Argentina (AMIA), a significant national organization that has a broad social mandate. New partnerships have also been created with the Asociación Desarrollamós Capacidades (AMAR), a national service provider / advocacy organization, and the Cottolengo group of institutions which provide services to high needs individuals throughout South and Central America.

Parkland CLASS will continue to expand its involvement in the Canadian Arctic. The agency's increased involvement will include the renewal of its contract for the operation of the Charlotte Vehus and Billy Moore Community homes in Inuvik, the expansion of the Children's Supported Home Placement Program, and the provision of professional consulting services in an increasing number of northern communities.

Over the next year, the agency will also develop a culturally sensitive, Supported Home Placement Program information video with input from northern and aboriginal parents and guardians. This will be in addition to the development of a consumer media kit that will support an increased awareness of individual rights and responsibilities.

The agency will continue to pursue a two year initiative to improve its connections with private and public 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.

Finally over the next year, Parkland CLASS will complete the re-accreditation of all of its adult services programs. Accreditation by the Alberta Association for Rehabilitation Centers is a priority as it measures both the quality of the agency's services, and its responsiveness to individuals and their families.

2005 - 2007 STRATEGIC DIRECTION

Parkland's Board and Senior Staff group held their annual four-day retreat in Canmore, Alberta between October 8th to October 11th, 2004. As a result of the discussions that took place, the following Program Development, Agency Development, and Board Development goals were established.

These strategic goals will be pursued over the next one to three years. These goals are in addition to the annual "program delivery goals" that are set forth throughout the agency's 2004 Annual Report.

Program Development Goals

- Continue to expand the children's "Supported Home Placement Program" by increasing the base of qualified caregivers and responding to the ongoing placements being referred by Alberta, NWT, and Nunavut funders. (Ongoing)
- Renew the two NWT group home contracts for an additional five years. Contract negotiations should focus on the professional development of northern staff while addressing wage and benefit issues. (Summer 2005)
- Develop an Aboriginal / Northwest and Nunavut Territories Supported Home Placement Program video with input from families and tribal councils and authorities. (Fall 2005)
- Expand the agency's partnership with the Rotary Club and other community groups, in support of the "Friends of a Better Life initiative in an effort to increase community capacity. (Fall 2005)
- Continue the development and implementation of a process that will result in the establishment of Person Centered Plans for all PDD adult consumers. (Winter 2006)
- Pursue alternate forms of service delivery and technical transfers within the north, including consulting and training with northern funders at the local and territorial level. (Winter 2006)
- Continue to increase Parkland's involvement in international activities. Current activities will involve two new institutional training programs, establishing two new parent groups, continuing the "Quality of Life Research" project, and developing a Latin American "Social Networking Research Model". (Fall 2005)
- Parkland will also expand its formal partnerships to include AMIA - the Asociación Mutual Israelita Argentina, AMAR - the Asociación Desarrollamos Capacidades, and various Cottolengo groups. (Spring 2006)
- Complete the Parkland School 2007 initiative, addressing all previously identified operating issues, investigate the availability of acquiring additional land, and constructing a new 2,300 sq. ft. addition which will accommodate three classrooms, and two more accessible washrooms, in addition to a new accessible playground. (Winter 2007)

Agency Development Goals

- Renovate the existing office building to accommodate additional needed administration and program coordinator office space and a large file storage room. (Spring 2005)
- Develop a new Consumer Handbook or Consumer Media Kit. These tools will be used to educate consumers within a variety of areas including individual rights, self-determination, and abuse reporting. (Summer 2005)
- Complete the development of a comprehensive agency web site that will include key agency information, program descriptions, staff contacts, and a job posting and automated application system. (Summer 2005)
- Develop a series of full color agency brochures modeled after the format and material utilized in developing the new agency web site. (Fall 2005)
- Discuss with other local agencies the possibility of transferring the current Bingo program to the RELAX Crew to create a financial basis for funding club activities. (Fall 2005)
- Investigate the various issues related to the agency's use of WCB, and develop and execute a strategic plan that will reduce employee injuries and lost time due to workplace accidents. (Fall 2006)
- Develop a revised Guardian Handbook and increase the connection with guardians. The process will involve undertaking a guardian satisfaction survey. (Winter 2006)
- Develop a conceptual model to build on the recommendations contained in Parkland's - University of Calgary directed research project "Issues and Opportunities in Operating a Registered Charity". This model should address tax efficient charitable gifts and creating either a Charitable Trust or Charitable Foundation to separate Parkland's property management activities from its various program operations. (Winter 2006)
- Investigate and define the various issues related to high employee turnover, and develop and implement a "Taming Employee Turnover" strategic plan that will be used to decrease staff attrition. (Fall 2006)
- Maximize a smoke free environment in Parkland CLASS while considering both the health risks associated with smoking and second hand smoke and the principles of consumer choice. (Fall 2007)

Board Development Goals

- Increase overall Board sophistication through the professional development of individual Board members and group involvement in a number of relevant workshops each year. (Ongoing)
- Develop an appropriate instrument and undertake Board member evaluations. This peer and self evaluation tool will be utilized to provide feedback to Board members, and to assist in the identification of professional development needs. (Fall 2005)

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, Regular School Program, Challenge Program, and the Augmentative Communications 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, behavior modification, sensory stimulation, and medical needs of students.

Target population was sixteen (16) full time multi-dependent handicapped students who were served in 2003-2004, ranging in age from 6 to 17 years.

Accomplishments and Outcomes:

- The school facilitated a \$17,000 contribution to the Central Alberta Student Health Initiative Program.
- All Individual Program Plans were completed utilizing new software.
- A working relationship was created with the Wellness Nursing Program resulting in better student supports.

Program Goals for 2005:

- Review the Parkland School sickness policy to protect medically fragile students from various transmittable conditions.

- Improve the school partnership with outside consultants and increase the school's response to consultant recommendations.

Regular School Program

The Parkland School Regular School Program focuses on the basic concepts of education and essential living-skill development. Various classes promote 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 & three (3) part-time trainable, dependent, and multi-dependent students who were served in 2003-2004, ranging in age from 6 to 19 years.

Accomplishments and Outcomes:

- The August school staff retreat was an insightful, positive and highly successful start to the "Parkland School 2007" initiative.
- Funds from the Alberta Incentive for School Improvement program were used to contract a behavioral consultant to train school staff and develop student behavior recommendations.

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- Increased use of non-school community resources to improve the physical education program.
- Alberta Learning evaluation resulted in full compliance and an exemplary rating.
- The Parkland School computer web site was completed and brought on-line in June of 2004.

Program Goals for 2005:

- Secure Alberta Incentive for School Improvement funding for contracted behavior consulting for two years.
- Hire a sensory integration consultant utilizing Student Health Initiative Program funding.
- Ensure compliance with PIPA, the new privacy act for private schools.
- Implement new exercise program according to the Alberta Learning guidelines.
- Continue to expand/modify the pre-vocational community program to meet the individual interests/needs of our senior students.

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 twenty-seven (27) trainable, multi-dependent and dependent students who were served in 2003-2004, ranging in age from 6 to 19 years.

Accomplishments and Outcomes:

- Intellikeys workshops were attended by all computer lab staff and teachers in the wheelchair classrooms.

- New computer software was purchased to facilitate independent leisure skills training for students.
- Increased opportunities for students in the Senior 2 Class to access the challenge program and its resources.

Program Goals for 2005:

- Search for innovative educational software that supports and improves the Challenge Program.
- Continue to facilitate students transferring their skills from the challenge lab to the classroom computers by educating all 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 twenty-six (26) students with very limited, or non-existent, communication skills who were served in 2003-2004. Students ranged in age from 6 to 18 years.

Accomplishments and Outcomes:

- Two Augmentative Communications Program students were advanced to the Challenge Program.
- Utilized the DTRH speech therapist and the REACH team to develop a multi-disciplinary approach to communication.

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Program Goals for 2005:

- Educate specialized student aides to carry out Augmentative Communication goals.
 - Ensure students and staff are using speech equipment more consistently (hiptalkers, picture schedules, etc).
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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. Supports are delivered in the community and homes of families and proprietors.

All Children's programs conform to the Alberta Association for Services to Children and Families standards. Services 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 Tribal Councils and Territorial Government agencies from the Northwest Territories and Nunavut Territory.

Parkland's 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 three (43) trainable, multi-dependant and dependent children, and their families, who were served in 2003-2004.

Accomplishments and Outcomes:

- The Family Support Program was certified by the Alberta Association of Services to Children and Families.

- Successfully expanded and operated the children's summer leisure and recreation program.
- All in-home support staff were trained in suicide prevention and aboriginal awareness.

Program Goals for 2005:

- Update and create addendums to the service delivery guide based on the AASCF (Alberta Association for Services for Children and Families) new program standards.
- Train Parkland's Family Support Program facilitators as peer reviewers for AASCF.
- Develop a complete orientation for family supports staff similar to the Supported Home Placement tool.

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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 fifty-one (51) children who were served in the SHP (Supported Home Placement) Program during 2003-2004.

Accomplishments and Outcomes:

- The Supported Home Placement program was certified by the Alberta Association of Services to Children and Families.
- A new half time behavioral support position has been created within the agency.
- All SHP program caregivers and their spouses have been trained in the “parent preparation” and their “home studies” have been completed.
- Life books and photo albums are consistently being developed for each new child.

Program Goals for 2005:

- Develop contacts, and refine the program’s power-point presentation to improve working relationships and involvement with Nunavut, A.K.O., and Stoney Reserve.
- Investigate and possibly develop a relief home for foster parents to access within the next year.
- Review and implement new taxation and source deduction requirements for the SHP program.

Kids On The Block Program (KOTB)

The Kids-On-The-Block Program is an internationally acclaimed 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:

- With Board approval, the KOTB Program was not pursued during the 2003-2004 program year.

Program Goals for 2005:

- Formally evaluate the viability of continuing the KOTB program.

RESIDENTIAL SERVICES REPORT

Teresa Chase, Senior Program 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, these supports are 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.

Parkland CLASS residential services operate under the direction of families, guardians, consumers, Persons with Developmental Disabilities Central Alberta Community Board, and other government authorities or agencies. Services are provided through Parkland's Adult and Children's Residential Programs, the Children's Relief Program, the Adult Proprietorship Program, and the 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 typically with three consumers sharing the cost of accommodation and staffing. Adult consumer needs are met while independence, empowerment, and consumer 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 2003-2004.

Accomplishments and Outcomes:

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

- Key program management were trained in the facilitation of Person Centered Planning.
- Introduced Person Centered Planning and completed 23 individual plans with 14 more in progress.
- The program manager was trained to become an AARC accreditation "Site Surveyor".

Program Goals for 2005:

- Continued to implement the Person Centered Planning process for all residential consumers.
- Develop a new program operations manual and client orientation manual which reflect the changes in AARC's accreditation standards.
- Successfully prepare and undertake the AARC re-accreditation of all of the agency's adult programs.
- Pursue the development of two new three space residences over the next year, one for the winter of 2005 and the other for the summer of 2005.

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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 2003-2004.

Accomplishments and Outcomes:

- Continued to work with Region 4 to increase awareness of the residential needs of multi-dependent medically fragile children.
- Secured funding for the Children’s Wellness (nursing) Program until August 2005.
- The program was certified by the Alberta Association of Services to Children and Families.
- Opened a new 3 space residence for aboriginal children who were placed from the Northwest Territories.

Program Goals for 2005:

- Expand Children’s Wellness nursing to include the Parkland’s Supported Home Placement program.
- Develop a new children’s residential program operations manual.

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 and assists in maintaining strong family units.

Target population was eighteen (18) dependent, multi-dependent, and medically fragile children with various disabling conditions and needs who were served in 2003-2004.

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 2005:

- Continue to work cooperatively with current parents to accommodate and manage their relief requests.
- Develop a new Children’s Relief Program operations manual.
- Evaluate the current children’s relief program to determine if other relief alternatives and options might exist.

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.

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

Target population was eleven (11) trainable disabled adults who were served in their own apartments during 2003 – 2004.

Accomplishments and Outcomes:

- Continued to advocate for dually diagnosed consumers who require specialized mental health supports.
- Provided ILS support service to an individual living in another Central Alberta community.
- A random sample of service audits and environmental assessments were undertaken.

Program Goals for 2005

- Develop a consumer guide and train consumers regarding their individual rights, responsibilities, and how to advocate for themselves.
- Develop an ILS program operations manual and client orientation manual which reflects the changes in the AARC accreditation standards.
- Successfully prepare and undertake the AARC re-accreditation of all of the agency's adult programs.

Adult Proprietorship Program

The Adult proprietorship program allows disabled adults to live in the home of an individual caregiver or family.

This service provides accommodation, friendship, and support provided by the caregiver in a family orientated or roommate focused environment.

Target population was twenty-four (24) trainable and dependent adults who were served during 2003 – 2004.

Accomplishments and Outcomes:

- A random sample of service audits and environmental assessments were completed.
- Continued to professionalize current proprietorship providers and improve the recruitment process.
- Transferred some of the new selection, screening, and professional development processes from the Children's SHP Program to the Adult Proprietorship Program.

Program Goals for 2005:

- Develop a program operating manual and client orientation manual that reflects the changes made in AARC accreditation standards.

ADULT DAY PROGRAMS

Janet Lundquist, Manager

Parkland's Adult 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 strong friendships and peer relations.

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Adult Day Program supports are provided in the community as well as through an agency operated facility, the RELAX Crew Clubhouse. A segment of the agency's day program services involves providing relief and respite care to families who are caring for a dependently disabled adult son, daughter, or sibling in their family home.

Adult Day Programs operate under the direction of families and guardians, consumers, and the PDD (Persons with Developmental Disabilities) Central Alberta Community Board. 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 staff 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-eight (68) adults who were served during 2003-2004.

Accomplishments and Outcomes:

- Developed and implemented a formal - Community Bridging Program Consumer Service Audit.
- Program staff participated in training workshops related to the Person Centered Planning model.
- Developed a Community Resources Guide that can be used by staff and consumers.

Program Goals for 2005:

- Develop a Bridging Program Guide for use by employees, guardians, and consumers.

- Incorporate the "Person Centered Planning" process in the Community Bridging Program.
- Ensure that the Community Bridging Program is maintained as a one to one staff support model.
- Successfully prepare and undertake the AARC re-accreditation of all of the agency's adult programs.

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) trainable dependent, and multi-dependent adults who were served in 2003-2004.

Accomplishments and Outcomes:

- Maintained a standardized single rate of funding for the Adult Respite Care Program.
- Implemented creative solutions to provide in-home respite care to accommodate the needs of families.

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Program Goals for 2005:

- Continue to advocate funders on behalf of families who need access to the respite program.
- Continue to ensure that families are informed about the services offered through the Adult Respite Program.
- Continue to participate in the Regional Steering Committee for aging and senior PDD consumers.
- Successfully prepare and undertake the AARC re-accreditation of all of the agency's adult programs.

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 eighty-seven (287) members who are affiliated with various agencies, and were served in 2003 – 2004.

Accomplishments and Outcomes:

- Secured additional PDD funding for a second full time program staff position for the RELAX Crew.
- Received Board approval for the proposal to relocate the RELAX Crew to a new 7,000 sq. ft. location.
- Participated in various activities in support of the Consumer Conference and hosted the conference's BBQ.
- Worked with other agencies to provide information to consumers regarding voting and co-hosted a forum to meet candidates.

Program Goals for 2005:

- Relocate the RELAX Crew club house to its new location and increase consumer participation.
- Continue to work with others in promoting meaningful day programs for multi-disabled members.
- Investigate alternative methods of managing activity registration for members.
- Explore options to alleviate the specialized transportation issues for RELAX Crew outings and day trips.
- Successfully prepare and undertake the AARC re-accreditation of the RELAX Crew program.

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.

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Supports are provided either in Central Alberta where, due to a lack of local northern services, twenty-five (25) high needs children and adults have been moved; or in the Inuvik Region of the Northwest Territories where thirteen (13) adults are being served in two residential projects which are operated by Parkland CLASS.

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 which are located in the community of Inuvik, NT.

Charlotte Vehus Group Home

The Charlotte Vehus Group Home provides medically based residential services for high needs medically dependent adults.

This service combines a rehabilitation model with a medical support model. Target population was eight (8) high need medically dependent adults who were served in 2003-2004.

Accomplishments and Outcomes:

- The Program Manager is an active member of the Inuvik Regional Health Authority's placement committee.
- Professional staff are now working a 12-hour rotation approved by the NWT Labor Standards Board.

Program Goals for 2005:

- Recruit an additional nurse and LPN over the next year, and investigate and respond to staff retention issues.
- Provide ongoing mandatory staff training and certification, and have staff complete Basic Skills Training.

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 2003–2004.

Accomplishments and Outcomes:

- The Basic Skills Training program was undertaken by several frontline staff members.
- The program supervisor has been working with community businesses to create employment opportunities.

Program Goals for 2005:

- Provide ongoing mandatory staff training and certification, and have staff complete Basic Skills Training.
- Increase opportunities for consumers to participate in local aboriginal and cultural activities.
- Identify and address safety issues for unescorted consumers in the community.
- Renew the contract with the Inuvik Regional Health Authority for the operation of the Billy Moore and the Charlotte Vehus community group homes for 5 years.

Latin America – The ITINERIS Project

Phillip Stephan, Executive Director

Dr. Diego Gonzalez Castanon, and

Lic. Andrea Aznar Project Partners

The ITINERIS project supports the advancement of disability rights in Latin America by promoting and facilitating a significant social paradigm change. This paradigm change is accomplished by challenging the paternalistic values and inappropriate views that are often held towards disabled children and adults.

These negative and limiting beliefs (deficit paradigm) are replaced with new values that support community inclusion, self determination, and expanded human rights. The long term objective is to increase community capacity such that disabled individuals will move from a marginalized economic and social status to become valued participants within their communities.

ITINERIS Project activities include the development and delivery of unique family and peer support education programs, and professional development courses for those who work within the disability field. The 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 ITINERIS Project operates as a unique partnership involving Parkland CLASS, Dr. Diego Gonzalez Castanon, and Lic. Andrea Aznar. Parkland CLASS has been involved in developing this South American disability initiative since May of 2000. Dr. Diego Gonzalez Castanon is an Argentine psychiatrist and psychotherapist, and is the past chairperson of the “International Affairs Committee” of the American Association on Mental Retardation, Washington D.C.. Lic. Andrea Aznar, is a licensee and professor in psychology who works and educates within the psychology discipline, again with a strong interest and focus on developmental disability.

In addition to their involvement in the “**ITINERIS Project**”, Dr. Diego Castanon and Lic. Andrea Aznar are also the principle Directors of the “**ITINERIS Foundation**” a non-for-profit Argentine agency that undertakes a variety of education and research initiatives that relate to developmental disabilities within Latin America.

ITINERIS Foundation activities are undertaken independent of any Parkland CLASS involvement. However, for the purpose of this annual report, accomplishments and program outcomes will be reported for both the **ITINERIS Project** and the **ITINERIS Foundation** as an indication of the ongoing changes that are taking place in Latin America through these two closely related initiatives.

The ITINERIS Project

All ITINERIS Project's activities are undertaken in partnership with Parkland CLASS. Through the ITINERIS Project,

educational courses and workshops have been developed and delivered to parent groups and professionals in Argentina.

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Also through the ITINERIS Project, research initiatives are also undertaken in support of the further advancement of disability rights across Latin America.

Accomplishments and Outcomes:

- Secured funding through CIDA (The Canadian International Development Agency) for all 2004 non-Buenos Aires ITINERIS Project activities.
- Provided institutional training within three institutions in Buenos Aires and three institutions in other areas of Argentina involving a total of 250 frontline staff.
- Established and supported additional parent group development in Buenos Aires, Moron, and Santa Fe province and provided “Parent Training” to 45 new families.
- Provided training in relation to the new paradigm change to over 280 professionals through the three hour “Professional Workshop”.
- Refined the course outline for the three hour “Professional Workshop” on the paradigm change.
- In consultation with past institutional training program participants, refined the “Frontline Staff Training” course to include 4 workshops and 2 follow-up sessions.
- In consultation with family advocacy groups, refined the “Parent Training” course to include 4 workshops and 2 follow-up sessions.
- Undertook a Quality of Life research project that involved 180 families from across South America. This project was in support of developing a tool for measuring Quality of Life unique to third world nations.

Project Goals for 2005:

- Present Parkland CLASS’s involvement in the ITINERIS Project at the YAI National Institute for People with Disabilities - International conference which will take place in New York in May, 2005.
- Present the ITINERIS Project at an Iber-American (Spain, Portugal, Brazil, and Latin America) International Congress on Disability which will take place in Argentina in October, 2005.
- Internationally publish the results of the “Quality of Life” research and move this research initiative to a second phase.
- Undertake research, and develop a Latin American - Social Inclusion Measurement tool.
- Deliver the Frontline Staff Training program in two additional Buenos Aires institutions.
- Support two additional parent groups in Buenos Aires and provide them with the Parent Training program.
- Assist a parent support group located in Moron, Argentina to undertake their program of activities for 2005.
- Submit funding proposals to CIDA and /or the Wildrose Foundation in support of the future expansion of the ITINERIS Project.
- Establish formal partnerships with AMIA (The Asociación Mutual Israelita Argentina, AMAR (The Asociación Desarrollamos Capacidades), and the Cottolengo group of institutions.
- Investigate the potential to involve additional Canadian partners of substance, in the ITINERIS Project.

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The ITINERIS Foundation

ITINERIS Foundation activities are undertaken independent of Parkland CLASS. However, some of the foundation's activities merit consideration, particularly those which relate to the ITINERIS Project's activities.

Accomplishments and Outcomes:

- Published a variety of articles related to developmental disability including the ITINERIS Project's Quality of Life research report, in the periodical "El Cisne" (Discapacidad Educacion and Rehabilitacion).
- Presented the ITINERIS Project and the Quality of Life research report at the 12th World Congress of IASSID (The International Association for the Scientific Study of Intellectual Disabilities) in Montpellier, France.

- Presented the ITINERIS Project and participated as delegates at the WHO (World Health Organization) Pan-American summit which took place in Montreal, through which a new WHO declaration on Developmental Disabilities was created.
- Undertook research on behalf of the World Bank in regards to inclusive education within the Southern Cone nations of South America. (No Parkland CLASS involvement)
- Planned and facilitated a World Bank - Inclusive Education Conference for Southern Cone nations. (No Parkland CLASS involvement)

Foundation Goals for 2005:

The ITINERIS Foundation operates as an independent not-for-profit agency, and as such they establish their own strategic plans and program goals.