

Parkland Community Living and Supports Society *2010 Annual Report*

Parkland Community Living and Supports Society is a registered non-profit society serving children and adults with developmental disabilities 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 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 community attitudes and the promotion of rights have enabled individuals with disabilities to achieve lives of inclusion within their communities. New types of services are being developed to advance this inclusion.

Parkland CLASS has been proactive in developing and improving its programs and services. This report outlines the agency's recent accomplishments, its strategic direction, and its future goals.

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CLASS REPORT 2010

CEO's REPORT

Phillip Stephan

Parkland CLASS's Senior Staff and middle management team work towards the achievement of the goals and objectives that are outlined in the agency's "Three Year Strategic Plan". The CEO's report provides a summary of the activities and accomplishments that have advanced these key goals over the past year.

During 2010 Parkland CLASS continued to be impacted by the financial challenges associated with the global economic crisis. As a result funding continued to be frozen from most funders with the agency, its employees, and many of the individuals who receive services being impacted. At the same time however, we were able to avoid any major funding cuts, we expanded the number of children served in proprietorship placements, and we extended our NWT service contracts for a further two years.

The agency formally reviewed all Guardian and Board related policies. As a result, we are currently publishing a new Guardian Handbook and a new Board Handbook. Over the next year we will be working with employees to revise and update many of our employee policies. This initiative will be undertaken as part of a new Employee Relations Program.

In an effort to improve staff communication throughout the agency, computers have now been placed in all of our residential services. The agency's new IT specialist has also commenced the development and implementation of an intranet service which includes email communication and remote access to key agency forms and documents.

The agency has also increased supervisor involvement in external training and the development of new resource materials. Twenty-two newer supervisors and coordinators completed the Red Deer College "Management Skills Program" during the past year. A subcommittee of the "Supervisor Development Committee" has also published an outstanding orientation and training manual called "Mentoring Matters".

The benefits of supervisor input and involvement were also felt elsewhere. A joint Supervisor – Management Committee reviewed standards from a number of accreditation bodies and they have recommended the use of a uniform set of standards in future accreditation audits. This particular committee will also oversee the formal accreditation of Parkland's adult and children services over the next eighteen to twenty four months.

A second joint Supervisor – Management Committee is continuing to develop a uniform outcomes model that will assess the outcomes of all agency programs and individual services. In support of this initiative, the "Supports Intensity Scale" was introduced to validate individual needs with half of our adult individuals in service now being assessed.

As Parkland CLASS moves forward, it is committed to creating meaningful partnerships with agency employees, guardians, and individuals receiving services. The creation of effective partnerships will make Parkland CLASS a better place to work, and make us a better service provider.

PRESIDENT’S REPORT

Ray Dunham

Parkland’s Board of Directors establishes the long term goals which form the agency's “Three Year Strategic Plan”. Objectives are developed within four categories - Agency Development Goals, Program Development Goals, International Development Goals, and Board Development Goals. For the purpose of this report, I will comment on a number of the more important activities that will be pursued over the next one to three years.

As a major priority, Parkland CLASS will invest considerable effort and resources into the development of a comprehensive “Employee Relations Program”. A draft employee relations proposal has been developed based on significant input from our employees.

The program’s mandate will be “To give employees a legitimate and effective voice in matters that affect them in the workplace, and in their terms and conditions of employment.” If the employee relations proposal is approved by employees, the next step will be the establishment of the following joint management - frontline staff committees.

- Employee Health and Safety Committee
- Employee Communication and Social Activities Committee
- Employee Policy Committee
- Employee Concern Resolution Committee
- Employee Compensation Committee

The agency will continue to pursue an expanded supervisor development program that will both empower supervisors while facilitating an increased partnership with the Service Management Team. As the agency continues to grow, the Board recognizes the need to develop stronger supervisory, service management, and administration teams.

Over the next year, the agency will also construct three new adult residences. Financing for these new homes include traditional mortgages and a \$750,000 grant that is being provided by the provincial government.

In the spirit of increasing employee involvement, the CEO and four front-line staff members have formed a housing committee to oversee the final design, construction, finishing, and furnishing of these new homes. The agency is also working with its adult funders to identify the future residents for these homes.

Finally, the agency will provide all guardians with copies of a new Guardian Handbook and guardians will be surveyed to identify topics of interest that could be addressed through future Guardian Workshops. The Board wants to ensure that it is both accountable to, and supportive of, guardians as they fulfill their unique and often demanding roles.

In this regard, Parkland’s Board of Directors acknowledges the significant contributions of all employees as we continue to pursue the advancement of the status and rights of disabled individuals and their families through the delivery of high quality services.

2011 - 2013 STRATEGIC DIRECTION

Parkland's Board and Management Staff group held their annual three-day retreat in Canmore, Alberta between October 29th to October 31st, 2010. 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 2010 Annual Report.

Program Development Goals

- Implement the proposed outcomes model in Parkland CLASS's adult and children services programs. This will be correlated with PDD's "Contract Implementation" and "Priority Actions" initiatives. (Fall 2012)
- Investigate the expansion of services in the NWT and Nunavut through supporting the development of new programs in Hay River and elsewhere.

Ongoing activities will involve providing technical assistance and building upon existing relationships with GNWT & Nunavut officials. (Ongoing)
- Develop and implement new supervision models, systems, and relationships that will empower supervisors while facilitating an increased partnership with SMT members within the residential service areas. (Fall 2013)
- Respond to PDD's invitation to service providers to develop proposals to support the closure of PDD's Youngstown Institution. (Fall 2012)

Agency Development Goals

- Increase employee communication throughout the agency by better utilizing IT systems and improving supervisory linkages. This goal will include developing an agency-wide "Intranet" system. (Spring 2012)
- Develop a full color agency promotional booklet modeled after the format and material utilized in the agency's website and the 45th Anniversary Annual Report. (Fall 2012)
- Investigate and identify a uniform set of accreditation standards that will be used across all of the agency's adult and children services programs (not including Parkland School), and utilize these standards to achieve certification or accreditation status as a service provider. (Spring 2012)
- Develop promotional and public awareness activities that strengthen the image of Parkland CLASS. The primary goals will be to promote the philosophies of community living and to increase Parkland's influence with local government and business leaders. (Ongoing)

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- Create a meaningful partnership with employees which will result in the development of an effective multi-dimensional Employee Relations Program. This program will be based on the draft ERP proposal that employees endorsed in November, 2010. (Ongoing)
- which advance the objectives of the “United Nation’s Convention on Disability”. (Ongoing)
- Continue to support the delivery of ITINERIS education and self advocate programs through new training initiatives and national meetings with new and existing parent groups that exist in Argentina. (Ongoing)

International Development Goals

- Become formally involved with the World Bank’s Global Partnership (GPDD) and the Canadian International Development Agency (CIDA) as a registered partner to expand Parkland’s reputation and international development activities
- Continue partnership activities with the STIMULO Organization located in Mexico with a focus on self advocacy and community development. These activities will be pursued with the support of major NGO funders located both in Canada and abroad. (Fall 2014)

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 support to students with multiple handicaps and disabilities.

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

Target population was twelve (12) full time multiple handicapped students who were served in 2010, ranging in age from five to twenty years.

Accomplishments and Outcomes:

- An external augmentative communications expert provided consultations for several students as part of the current AISI project funded by Alberta Education.

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- Increased the number of primary and secondary students attending some regular school program classes (reading, language, snack) for interaction with other students.
- A swim program at Michener was trialed for Primary and Secondary students with good success.
- Several students in the Secondary class room were included in the daily sensory “load-ups” in the gym.

Program Goals for 2011:

- To support more students from the Primary and Secondary classrooms to swim at the Michener pool twice per month.
- Continue to work with SMT and the Dunham group home to have medically fragile students come to school on a more regular basis.
- Continue to participate in the AISI project (Augmentative Communications consultant) and involve more students.

Regular School Program

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

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

Target population was thirty (30) full-time & one (1) part-time trainable, dependent, and multi-dependent students who were served in 2010, ranging in age from six to twenty years.

Accomplishments and Outcomes:

- Five new students were enrolled including two from the Red Deer Public School Division.
- Continued to access Riverglen gym once per week for advanced physical education activities.
- More laptops were provided through the “Computers for Schools” program, thus enabling all the Advanced students to have their own laptops.
- Internet is accessible from the laptops to support student research and their access to e-books on-line for silent reading activities.
- Three more Advanced students were assessed and given sensory “load-up” programs.
- A specialized swing was donated by ACT for the old playground and Old Navy donated funding for a “steam roller” for sensory gym.
- Fifty aboriginal books were purchased for the Advanced classroom.
- All students received music therapy once per week from JB Music in Calgary.
- \$13,800 was allocated from SHIP (Central Alberta Health Initiative) to continue the school’s sensory integration program next year.

Program Goals for 2011:

- Incorporate more regular music classes (in addition to music therapy) for Advanced students.
- Create more specialized equipment and programs for Math and Fine Motor Skills classes.
- Ensure all classrooms are utilizing the sensory equipment as prescribed in the formal “diets”.

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- Keep all sensory “diets” and “load-up” programs current and accessible to all staff.
- Teach students to express their feelings and communicate them in whatever way they are capable.

Challenge Program

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

Target Population was twenty-eight (28) trainable, multi-dependent and dependent students who were served in 2010, ranging in age from six to twenty years.

Accomplishments and Outcomes:

- Twenty five computers were donated by “Computers for Schools”.
- Teachers took over the responsibility for challenge programs and goals for their homeroom students.
- Students were able to use computer time more efficiently due to the 1-1 assistance / guidance.
- Student aides were able to bring sensory equipment to the lab to assist students in their learning.

Program Goals for 2011:

- Teachers to provide a broad range of Challenge Lab activities for their students in the lab.
- Work with IT to put computers in the residences to give the students more opportunity to use them.

Augmentative Communications Program

The Parkland School Augmentative Communications Program uses computer systems and 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-one (21) multi-dependent, dependent and trainable students with very limited, or non-existent, communication skills who were served in 2010. Students ranged in age from five to twenty years.

Accomplishments and Outcomes:

- Program succeeded in developing and evaluating the new IPP goals for all students within the Augmentative Communications program.
- Six students were invited to participate in the Teachtown program.

Program Goals for 2011:

- Work with the Augmentative Communications specialists to develop more individualized communication systems for students.
- Purchase new innovative software to use with students in the Augmentative Communications Program.

CHILDREN'S SERVICES REPORT

Shauna Mayes, Manager

Children's Services provides supports to families and children with disabilities through a variety of programs and services. Supports are delivered in the community and homes of families and proprietors.

Children's programs conform to the Canadian Accreditation Council of Human Services. 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 band councils and Territorial Government agencies from the NWT and Nunavut.

Parkland's Children's Services include the Family Support Program, the Supported Home Placement Program, the Children's Residential Program, and Child Specialized Behavioural Management Services.

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 twenty trainable, multi-dependent and dependent children and their families, who were served in 2010.

Accomplishments and Outcomes:

- The program coordinator provided behaviour developmental support to nine families who require additional specialized training.
- Parkland participated with Region 4 on a behavioural team consisting of representatives from a number of agencies and an external behavioral specialist.

- The program coordinator has assisted with training in service dog, sensory integration, behavioural contract processes and visual strategies.

Program Goals for 2011:

- Designate one full-time coordinator position to support behavioural and developmental contracts for families and a half-time position to provide relief services.

Supported Home Placement Program

The Supported Home Placement (SHP) Program allows children with disabilities 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 behavioural needs.

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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 full participation in the home, family, and community.

Target population was thirty four children served in the SHP (Supported Home Placement) Program during 2010.

Accomplishments and Outcomes:

- Five program coordinators have been trained in the CAC standards and are able to complete standards reviews of other agencies.
- Two coordinators were trained in supports for FASD by the Organic Brain Dysfunction Triage Institute.
- One coordinator sits on the licensing committee through Child Intervention.

Program Goals for 2011:

- Align the SHP relief process to the standards and practices offered in the Adult Proprietorship Program.

Children's Residential Program

The Children's Residential Program provides a home-like atmosphere for children with disabilities 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 their learning.

Target population was eleven dependent, multi-dependent, and medically fragile children with various disabling conditions and needs who were served in 2010.

Accomplishments and Outcomes:

- Services in the Dunham home have expanded with all children having formal routines, regular play times, and individualized activities.
- Regular team building exercises have been introduced at all staff meetings which have resulted in higher quality services.
- Renovations at the Dunham home have accommodated the children's mobility and behavioural needs.

Program Goals for 2011:

- Negotiate sustainable funding for the Children's Wellness Program and the Dunham Residence for 2011.

Children's Relief Program

The Children's Relief Program offers temporary care and supports to children with disabilities 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

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needs child and assists in maintaining strong family units.

Target population was six dependent, multi-dependent, and medically fragile children with various disabling conditions and needs served in 2010.

Accomplishments and Outcomes:

- Continued to offer relief services to Region 4 children as requested in spite of limited beds.

Program Goals for 2011:

- Train the supervisor in contracting approaches for the individuals in the relief program.

Child Specialized Behavioural Management Services

Specialized Behavioural Management Services provides supports to children who experience behavioural challenges, as well as to their families, and support staff.

Specialized Behavioural Management is accomplished through the completion of

formalized assessments, staff training, family support, and the development of behavioural management strategies.

The primary objective is to increase and enhance the quality of life of the child.

Target population was forty five children with various behavioural concerns were identified and supported during 2010.

Accomplishments and Outcomes:

- Successfully transferred all current restrictive practices to a new format.
- Program Coordinators attended the Advanced PECS Behaviour Training, and a Coordinator attended a Play Therapy conference.
- Coordinators have taught Visual Strategies, Autism Training, Sensory Integration, and Positive Behavioural Supports.

Program Goals for 2011:

- Consult with IT to develop a new behavioural tracking data base.
- Train a supervisor in the PECS Behaviour Supports Program.

RESIDENTIAL SERVICES REPORT

Terry Mitchell, Program Manager

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

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All Adult Residential Services conform to Alberta Council for Disability Services - Accreditation Standards. Parkland CLASS Residential Services operate under the direction of families, guardians, individuals in service, Persons with Developmental Disabilities Central Alberta Community Board, and other government authorities or agencies.

Residential Services are provided through Parkland's Adult Residential Program, the Adult Proprietorship Program, the Individual Life Styles (ILS) Program, and Adult Specialized Behavioural Management Services.

Adult Residential Program

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

Single family homes are most often used with three individuals sharing the cost of accommodation and staffing. The adult's needs are met while independence, empowerment, and participation within their home environment are maximized.

Target population was ninety-nine (99) dependent and multi-dependent adults with various disabling conditions and needs who were served in 2010.

Accomplishments and Outcomes:

- A new Supervisor orientation manual was developed called "Mentoring Matters".
- Established Peer Support Groups for all supervisors.
- Eighteen supervisors took the Red Deer College Management Development Program.
- Developed various training exercises for front line staff.
- Merged the Adult and Children's On-Call into a single system.

- Coordinators were trained to teach First Aid, Suicide Intervention, and Play Therapy.

Program Goals for 2011:

- Foster positive relationship with PDD and Northern funders who are introducing new contract management staff to the agency.
- Complete the Staffing Model / Service Delivery Realignment Project.

Individual Life Styles (ILS) Program

The Individual Life Style Program (ILS) provides supports to adults who do not require any live-in supports. These adult individuals generally live on their own in an apartment or basement suite.

Staff support for ILS individuals range from eight hours (8) to eighty eight (88) hours per week.

Target population was six adults served in their own homes during 2010.

Accomplishments and Outcomes:

- Three team leaders participated in training in the "Mentoring Matters" orientation material.

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- Initiated group activities for ILS individuals to promote socialization.
- Established quarterly meetings with the Team Leader Group.

Program Goals for 2011:

- Continue to support and educate Team Leaders so they can be more effective with individuals in service.
- Investigate options to address the lack of affordable apartments.

Adult Proprietorship Program

The Adult Proprietorship Program supports adults with disabilities 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 trainable and dependent adults who were served during 2010.

Accomplishments and Outcomes:

- One individual went to Africa and Mexico with his proprietors.
- Transitioned one individual from ILS into proprietorship.
- One 32 year old individual trained and ran the Harvest Run Marathon.

Program Goals for 2011:

- Develop strategies to encourage regular attendance at the proprietor

meetings and offer the proprietors relevant training.

Adult Specialized Behavioural Management Services

The Specialized Behavioural Management Program provides support to adult individuals who experience behavior challenges, as well as their families, and their frontline staff.

Specialized Behavioural Management is accomplished through the completion of formalized assessments, staff training, and the development of behavioural management strategies. The program's goal is to increase and enhance the quality of life of the individual.

Target population was sixty seven adults with a variety of behavioural concerns or needs identified and served during 2010.

Accomplishments and Outcomes:

- Transferred all current Restrictive Practices to a new format.
- Coordinators attended the advanced PECS training and one coordinator attended a Play Therapy conference.
- Behavioural Coordinators have taught Visual Strategies, Autism Training, Sensory Integration, and Positive Behavioural Supports.

Program Goals for 2011:

- Consult with IT to develop a new behavioral tracking data base.
- Develop a specific training module to support people with anxiety in going to medical appointments.

COMMUNITY SUPPORTS PROGRAMS

Janet Lundquist, Manager

Parkland's Community Supports 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.

Community Supports Program services are provided in the community as well as through an agency operated facility, the RELAX Crew Clubhouse. A segment of the agency's 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.

Community Supports Programs operate under the direction of families and guardians, individuals with disabilities, 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 staffing support to individual consumers to facilitate out-of-home community activities that are based on the individual's likes, interests, and abilities.

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

Personal supports are provided so that individual needs are met while community participation and inclusion are being maximized. Target population was eighty-two adults served during 2010.

Accomplishments and Outcomes:

- The Community Bridging Program continues to use an exclusive one to one staffing model.

- There has been an increase in the number of individuals who are being served through the bridging program.
- Publication of a regular "Community Bridging Newsletter" has improved employee communication.
- The program has a renewed emphasis on building more social networks for individuals.

Program Goals for 2011:

- Ensure that Community Bridging continues to be driven by the choices of the individuals being served.
- Increase the presence of supervisory staff in the community to support frontline program staff as they deliver bridging supports.
- Increase the support from primary caregivers to accommodate bridging program staff to attend training and staff meetings.

Adult Respite Care Program

The Adult Respite Care Program offers temporary care and support to adults with disabilities 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 twelve trainable dependent and multi-dependent adults who were served in 2010.

Accomplishments and Outcomes:

- Continued to advocate and negotiate with funders to ensure a reasonable wage rate for respite staff.

Program Goals for 2011:

- Advocate for families to ensure that services are being made available to meet the family's relief needs.
- Continue to explore alternatives to the traditional form of respite program services.
- Solicit new referrals and expand the respite program offerings.

RELAX Crew Program

The RELAX Crew Social Club is a social, leisure, and recreational organization directed by individuals in service. The RELAX Crew gives members in-

creased opportunities to develop and expand friendships with other individuals with common interests.

This outcome is achieved as individuals participate in a wide variety of activities and experiences.

Target population served in 2010 was two hundred and ninety members who were affiliated with various Central Alberta agencies.

Accomplishments and Outcomes:

- The RELAX Crew was awarded 1st place in the Westerner Parade.
- Additional aboriginal activities were offered for RELAX Crew members. (drumming, crafts, and dance troupe)
- Developed a "Going Green" program that included additional volunteer placements and green education about recyclable products.
- Increased the number of activities that promoted self-determination.

Program Goals for 2011:

- Continue to expand and support aboriginal and Inuit based activities.
- Expand the "Going Green" program through additional educational offerings.
- Continue to increase the variety of recreation and educational activities that are being offered through the RELAX Crew.
- Continue to expand and update the technology and equipment that is utilized through the 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 adults and children with various disabilities from the Northwest Territories and the Nunavut Territory in the Canadian Arctic. These services include residential placements, adult and children proprietorships, and ILS placements.

Supports are provided either in Central Alberta where, due to a lack of local northern services, twenty-seven (27) children and adults with high needs have been moved; or in the Inuvik Region of the Northwest Territories where eight (8) young adults are being served in a residential project which is operated by Parkland CLASS.

The services that support northern adults and children in Central Alberta have been previously reported. The service that is located in the Arctic is the Charlotte Vehus Group Home which operates in the community of Inuvik, NT.

Charlotte Vehus Group Home

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

This service combines a rehabilitation model with a medical support model, thus meeting the physical, medical, recreational, and community inclusion needs of individuals in service.

Target population was eight high needs medically dependent adults that were served in 2010.

Accomplishments and Outcomes:

- All individuals in the Charlotte Vehus Group home go swimming consistently according to an outlined schedule.
- Individuals have participated in more outdoor recreational activities which include snowmobiling, outings in parks, fishing, and activities within the community of Inuvik.

- Elders from the Ingamo Hall are visiting every second Wednesday. The Elders are sharing stories about the individual's families, and chatting about hunting and traditions.
- An Elder also comes in every alternate Wednesday to tell stories and do crafts, sewing, knitting, and baking Bannock.
- Traditional country foods are being provided every week (Muk Tuk from the I.R.C, Char, White Fish, Caribou, Bannock, and Caribou stew).

Program Goals for 2011:

- Develop a template for an Outcomes Report for the funder. This report will demonstrate the successes of the individuals who are served in the program.
- Human resource staff and behavioral supports will visit the north in the next year to update all programs and practices.

PARKLAND INTERNATIONAL REPORT

Phillip Stephan, CEO

In support of the agency's charitable mandate, in October 1999, Parkland's Board of Directors established a strategic goal – “To become a recognized international NGO with the goal of advancing the status and rights of adults and children with intellectual disabilities, and their families, in developing nations”.

In October 2004, the Pan-American Health Organization (PAHO) and the World Health Organization (WHO) issued the Montreal Declaration, through which international organizations and others were called upon - “to collaborate with States, persons with disabilities, family members, and NGOs to dedicate resources and technical assistance to support the full participation in society of persons with intellectual disabilities and integrated models of community services”.

Finally, in 2009 the Government of Canada formally endorsed the United Nation's “Convention on the Rights of Persons with Disabilities”. Through the UN Convention there is a renewed emphasis on international cooperation and support to achieve meaningful change and the further advancement of disability rights.

Parkland CLASS has advanced its strategic goal in support of both the Montreal Declaration and the UN Convention through four separate avenues of international activities. These activities include the “ITINERIS Education Program”, the “Parkland-Argentina Self-Advocate Initiative”, the “STIMULO Aboriginal Children and Youth Initiative” in Mexico, and through formal International Conference presentations.

Over the past ten years, Parkland's Latin American activities have involved 187 organizations and 11,716 individuals have been positively impacted. Of these, 3105 individuals participated in a 10 month “Values and Rights oriented” training program. This includes 550 family members, 286 self-advocates, and 2,172 frontline staff and 97 volunteers. A further 8,656 professionals and community members have attended single three hour sensitization workshops. The following is a cumulative report of Parkland's key international activities.

The ITINERIS Education Program

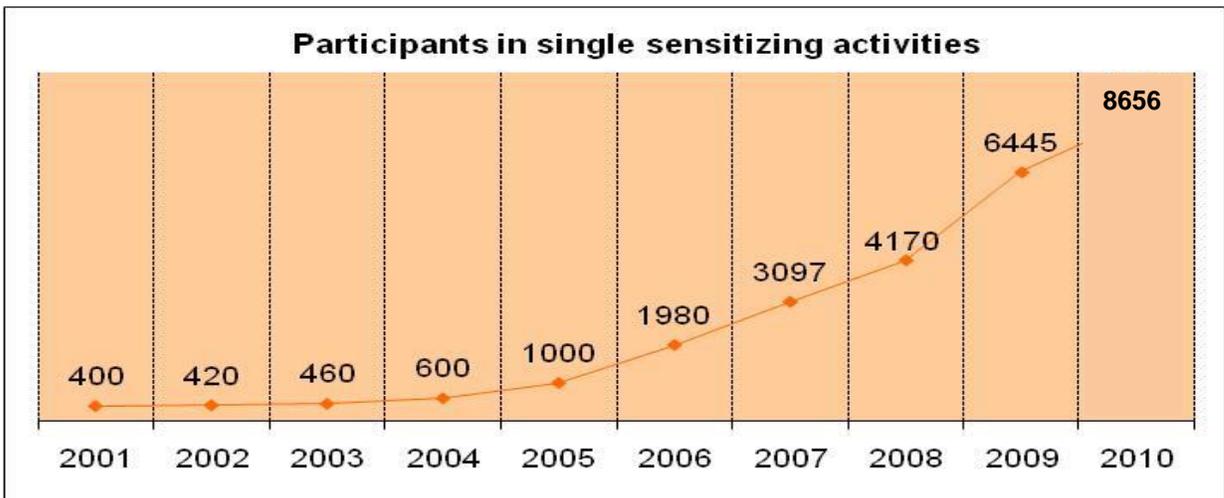
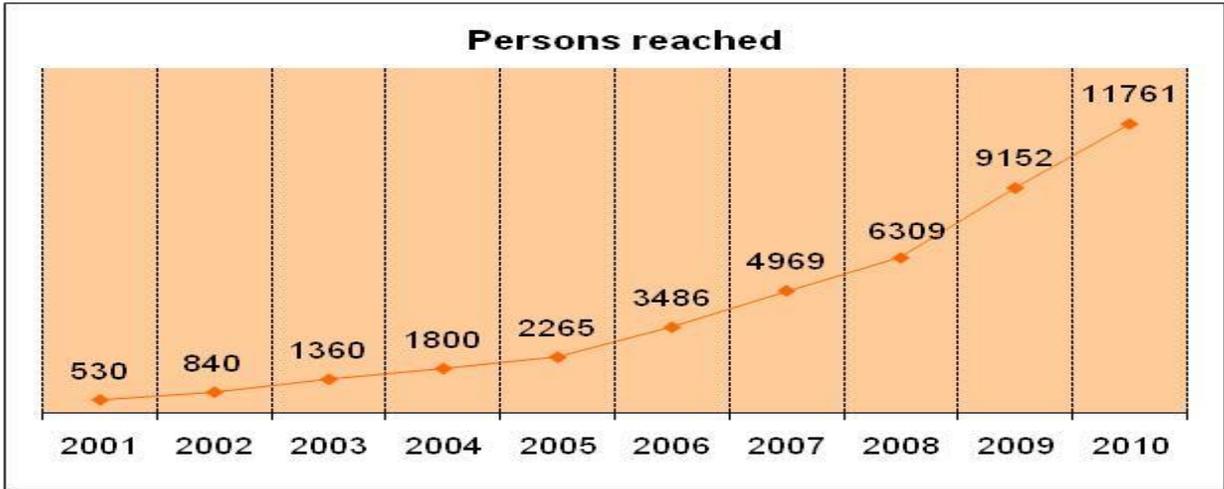
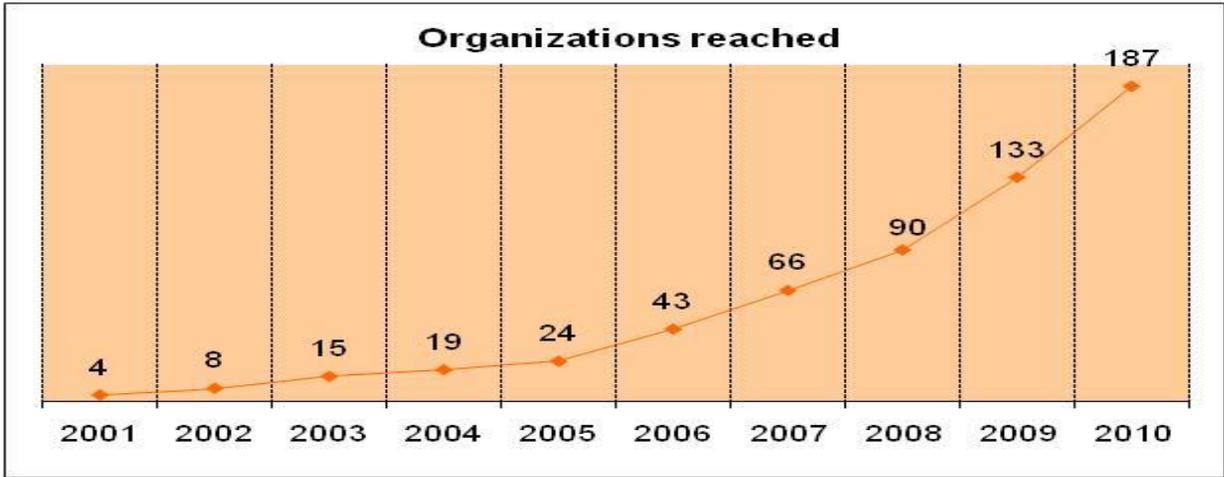
The ITINERIS project operates as a unique partnership involving Parkland CLASS and the ITINERIS Foundation of Argentina. Since 2000, the ITINERIS project has supported the advancement of disability rights in Latin America.

This has been accomplished through the development and delivery of a unique family and front-line staff education pro-

gram. This 10 month course challenges negative beliefs and values that limit community inclusion. These negative views are replaced with new values that support equality, increased human rights, self-determination, and full participation.

The participant groups targeted by the ITINERIS education program include parent and sibling groups, service providers and front-line staff who support disabled children and adults.

ITINERIS Argentina - Cumulative Ten Year Outcomes





Parkland Argentina
Self -Advocacy Initiatives

Over the years, various self-advocacy initiatives have been developed and undertaken in partnership with some of Argentina’s most significant human service organizations.

These partners include The Fundacion ITINERIS, The Asociacion AMAR, Asociacion Mutual Israelita Argentina,

and Cottolengo Don Orione - Claypole and General Lagos.

The desired result of self-advocacy initiatives is to empower individuals in self-determination and optimizing their personal control over their lives. Self-advocacy is preparatory to increasing overall community capacity.

Conference Presentations

As a result of its involvement in international development, Parkland CLASS has presented at a number of conferences in North America and abroad.

Parkland's rationale in participating in international conferences is two-fold. Firstly, it provides an opportunity to share the fundamental values and beliefs that are critical to both community inclusion and the advancement of the status of disabled children and adults.

Secondly, it provides an opportunity to identify future international partners while at the same time encouraging other North American service providers to become involved internationally in support of the UN Convention.

The following represents Parkland's key international conference addresses:

- Service Delivery in a Cross Cultural Context at the AAMR (American Association on Mental Retardation) International Conference, in Orlando Florida, 2003.
- Supporting Disability Rights in Latin America at the YAI International Conference, in New York, 2004.
- The Self-Advocate Journey at the AMIA (Asociacion Mutual Israelita Argentina) International Congress, in Buenos Aires, Argentina, 2005.
- The ITINERIS Project – Promoting a New Paradigm of Intellectual Disability, at the Asociacion AMAR Desarrollamos Capacidades' Ibero-American International Congress in Buenos Aires, Argentina, 2005.
- American International Congress in Buenos Aires, Argentina, 2005.
- International Partnerships Advancing the Status of Intellectually Disabled Adults in Latin America at the International Summit for the Alliance on Social Inclusion, in Montreal, Canada, 2006.
- The Advancement of Community Services and Individual Rights at the 2006 Foro Pro Congress - Jornadas Prestacionales - 25 Years of Building Together, Buenos Aires, Argentina.
- Organizational Growth and Development within the Non-Profit Sector, at the University of San Andreas, Faculty of Economics, Buenos Aires, Argentina, 2006.
- International Partnerships Supporting the Montreal Declaration, at World Congress of Inclusion International, Acapulco, Mexico, 2006.
- A Canadian Experience in Self-advocacy at the ITINERIS Argentina Self-Advocate Congress, in Buenos Aires, Argentina, October 2007.
- The Advancement of Self-Advocacy and Individual Rights within an Institutional Context at the Cottolengo Don Orione - National Congress, in Cordoba, Argentina, 2008
- The Correlation Between Disability Rights & Community Service Development at The Asociacion AMAR Desarrollamos Capacidades' Second Ibero-American International Congress Buenos Aires, Argentina, 2009.
- Individual and Group Self-Advocacy Efforts in Canada at the 1st National Argentine Self-Advocate Congress, in Rosario, Argentina, 2010.

Parkland CLASS – Annual Report 2010

**Parkland Community Living and Supports Society
Year-end Financial Report**

Summarized Statement of Operations for the General Fund
year ended August 31, 2010

	2010	2009
Revenue		
Government funding	20,391,062	15,362,885
Fees for services	90,892	4,604,876
Rental income	430,108	391,117
School jurisdictions	312,254	341,132
Donations, interest and other	15,449	7,569
	21,239,765	20,707,579
Expenses		
Salaries and benefits	18,559,681	17,881,268
Facility costs	702,488	604,694
Supplies	538,187	535,213
Professional fees	195,433	284,208
Staff training	190,668	157,463
Amortization of capital assets	182,595	
Recreation/social programs	144,488	152,410
Transportation	147,986	136,092
Insurance	106,885	99,265
Mortgage interest	88,653	95,592
Other	42,334	62,984
GST	28,302	28,355
	20,927,700	20,037,544
Excess of revenue over expenses from operations	312,065	670,035
Mortgage and loan principal payments	(227,402)	(235,711)
Capital purchases and transfers	(446,742)	(154,891)
Capital transfer - amortization	182,595	
Net Addition to General Fund	(179,484)	279,433
% of Revenue	(0.85%)	1.35%