



CLASS REPORT

Parkland Community Living & Supports Society 2011 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 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 the future goals that will be undertaken in each program and service area.

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CEO' REPORT

Phillip Stephan

Parkland CLASS's Senior Staff and middle management teams 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 2011 Parkland CLASS constructed three new adult residences. Financing for these new homes included traditional mortgages and a \$750,000 grant that was provided by the provincial government. During the summer four individuals moved into one of the new homes from the provincial government's Youngstown Institution that was being permanently closed.

A new Employee Relations Program was approved and adopted by the agency and its employees over the past year. The mandate of the ERP program is "To give employees a legitimate and effective voice in matters that affect them in the workplace, and in their terms and conditions of employment. Under the ERP program, five joint Employee / Management committees were developed, through which 35 non-management employees share authority and responsibility for employee relations in the agency.

One of the Board's past strategic goals was to "increase employee communication throughout the agency by better utilizing IT systems". In support of this goal, a new communication and planning tool called ShareVision has been introduced in the agency.

ShareVision has been specifically developed for the human services field. When fully implemented, ShareVision will connect all Parkland CLASS employees through a multi-layered tool that manages and distributes relevant information throughout the agency.

Parkland CLASS and its Mexican partner, the STIMULO organization, completed an eighteen month research and pilot project in a remote mountainous region in Mexico. The project focused on thirty five (35) aboriginal families who had children or adolescents with intellectually disabilities. The project involved the families, regional government, the local school system, and the community in general.

The successful completion of this pilot project led to a \$640,000 application being approved by the Canadian International Development Agency (CIDA) for a three year project. The primary goal of this new project will be to advance the status and rights of individuals with disabilities and their families, and to create strategies that support social inclusion, self-advocacy, and the establishment of activities and opportunities that increase the quality of life and skill development of aboriginal children in Mexico.

As Parkland CLASS ends its year, it has continued to demonstrate its commitment to create meaningful partnerships with agency employees, guardians, and individuals receiving services. The creation of effective partnerships will continue to make Parkland CLASS a better place to work, and make us a better service provider.

PRESIDENT'S REPORT

Don Oszli

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, the agency will continue to develop an expanded Employee Relations Program (ERP) that empowers employees, while facilitating their increased partnership with the agency's Management Team. Five ERP Employee / Management Committees, will continue to oversee a wide variety of activities related to health and safety, concern resolution, communication, employee compensation, and policy development. As part of its focus on policy development, the committee will finalize and distribute a new Employee Handbook.

Over the years, Parkland CLASS has been compelled to use two different accrediting bodies to audit and substantiate high quality services in the agency's children and adult programs. This dual practice has placed high demands and hardship on the agency, its staff, and its operating systems. During 2012, the agency will consolidate its accreditation under a single agency the "Canadian Accreditation Council". CAC will audit and accredit all of the agency's children and adult programs, with the exception of Parkland School.

Parkland CLASS will also be the first service provider in Central Region to participate in the "My Life Personal Outcomes Index". This externally administered survey, assesses the personal outcomes and quality of life of adults with developmental disabilities.

The tool measures how individuals feel about their life in eight areas - Emotional Well Being, Interpersonal Relations, Social Inclusion, Personal Development, Self-determination, Physical Well Being, Material Well Being, and Rights. The survey results will be used by the agency to develop a strategic plan to improve the "Quality of Services" that it provides, and the "Quality Of Life" of the individuals served by Parkland CLASS.

The Agency also has a strong commitment to the delivery of supports to children and adults who have an aboriginal heritage. This emphasis exists in Parkland's local services, Arctic services, and its international development activities. Over the next few years, the agency will develop strategies to enhance its services to better support aboriginal or culturally specific values and perspectives.

Parkland's culturally based strategies will incorporate an aboriginal "philosophical approach, a value base that is all encompassing, (bounded) by language, traditional practices, customs and ways of interacting with others and the community"* (*CAC - Enhanced Aboriginal Standards)

As the agency pursues its three year strategic plan, the Board of Directors recognizes the significant contribution and support that is required from all employees, particularly frontline staff. Therefore, the most important activities that will be undertaken in the future will focus on strengthening this partnership, and soliciting ongoing input from employees.

2012 – 2014 STRATEGIC DIRECTION

Parkland's Board and Senior Staff group held their annual three-day retreat in Canmore, Alberta between October 28th and October 30th, 2011. As a result of the discussions that took place, the following Program Development, Agency Development, and International Development goals were established. These strategic goals will be pursued over the next one to three years. Strategic goals are in addition to the annual "program delivery goals" that are stated throughout the agency's 2011 Annual Report.

Program Development Goals

- Finalize and implement an Outcomes Based Service Planning Model across the agency. Current activities include Parkland's involvement on a provincial PDD committee that is mandated to develop and refine an "Outcomes Funding Model" that is integrated with the SIS (Supports Intensity Scale) scores of each individual. (Fall, 2013)
- Investigate the expansion of NWT and Nunavut services through supporting the development of new direct services in the north, and secondary services for those individuals who are relocated to Alberta to have their complex needs met there.
- Review and analyze Parkland's "Mandatory Training Programs" and the "CAC Standards for Accreditation", and modify and revise the agency's training elements and methods that are used. Through this process, the agency will develop alternate training methods that may be web based, or accessed individually through the Share Vision program. (Fall, 2013)
- Increases the agency's commitment to improve aboriginal service development and cultural enhancements, building on current aboriginal awareness training in Parkland's Children Services, and cultural support initiatives occurring in the North; and moving to full compliance with "CAC Enhanced Aboriginal Standards" across all of the agency's programs and services.

Activities will involve providing technical assistance and building upon the existing relationships and services with GNWT and Nunavut officials. (Ongoing)

- Undertake the formal accreditation of all of the agency's adult and children programs through CAC (The Canadian Accreditation Council). This process will be supplemented by the agency's participation in a PDD "MyLife Quality of Life Index" review for all adults in service. Based upon the outcomes of the CAC and MyLife reviews, the agency will develop a formal strategic plan to improve overall service quality, and the quality of life of the children and adults served by Parkland CLASS. (Spring, 2013)
- Fully implement a sophisticated employee communication and service delivery management system throughout the agency utilizing new computer technologies, the internet, and the ShareVision program. (Spring, 2014)
- Develop and implement new supervision models, systems, and relationships that will empower supervisors, facilitate an increased partnership with SMT members, and improve the quality of supervision throughout the agency. (Fall, 2014)

Agency Development Goals

International Development Goals

- Develop and implement public awareness activities that will strengthen the image of Parkland CLASS in the community. Also develop a “Marketing and Branding Strategy”, to further strengthen this image. The primary goals of these activities will be to promote Parkland as a good place to work; to promote the values and philosophies of the “Community Living Movement”; and to increase the agency’s influence with local decision makers and corporate sponsors. (Ongoing)
 - Create a meaningful partnership with employees which will result in the development of an effective multidimensional Employee Relations Program. This program will be based on the draft ERP proposal that employees endorsed in November, 2010. (Ongoing)
 - Become directly involved provincially in providing input into PDD’s “Change Initiative #2” which combines the development of a “Supports Intensity Scale” funding approach that is combined with an “Outcomes Service Model”, and which introduces an alternate competitive contracting process. (Fall, 2013)
- Develop a formal partnership with CIDA (The Canadian International Development Agency), as a registered partner and expand Parkland’s international development activities to advance the objectives of the UN Convention on Disability. (Ongoing)
 - Continue to support the delivery of the ITINERIS education and self-advocacy programs through new training initiatives and national meetings with new and existing parent groups that have been established in Argentina. (Ongoing)
- Undertake a three year family support initiative in Mexico in partnership with CIDA and the STIMULO Organization of Mexico. This project will target aboriginal families in remote areas of Morelos Province. Participant families will be provided with professional supports and training, increased access to education, and community development. These goals will be pursued with the support of other NGO funders located both in Canada and abroad. (Ongoing)

PARKLAND SCHOOL REPORT

Trudy Lewis, Director

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

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

MDH Program

The Parkland School MDH Program provides education, life skills training and physical support to students who have multi-dependent handicaps and disabilities.

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

The target population was fourteen (14) full time students with multi-dependent handicaps who were served in 2011, ranging in age from 6 to 20 years.

Accomplishments and Outcomes:

- Primary and Secondary students have increased attendance in regular school classes.
- A swim program at Michener was put in place twice per month for Primary and Secondary students.
- 3 students in the Secondary classroom were included in daily sensory “load-ups” in the gym.
- Primary and Secondary students became involved in the life skills - cleaning skill development program.

Program Goals for 2012:

- Introduce 2 new Primary students referred from the assessment center, and support them to move from three hour days to six hour days.
- Fully integrate a new Primary student who enrolled late last term, and who is very medically fragile.
- Work with the City of Red Deer to install a lift at the Michener pool thus increasing student participation in the swim program.

Regular School Program

The Parkland School - 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 twenty-eight (28) full-time & one (1) part-time trainable, dependent, and multi-dependent school students who were served in 2011, ranging in age from 6 to 20 years.

Accomplishments and Outcomes:

- Innovative sensory programs for students with unique needs were approved by the Sensory Integration Consultant.
- Sensory equipment was installed in the Advanced Classroom including desk risers, seat cushions, foam under feet, and back cushions.
- Code approved deadbolt locks were installed on all outside doors to comply with mandatory “Lockdown Procedures”.
- The Snoezelen room was completely renovated to include many new and advanced features.
- A \$13,800 commitment has been received from SHIP (Central Alberta Health Initiative) to continue their support for the sensory integration program.

Program Goals for 2012:

- Aides will be trained to wear sensory integration lanyards every day and use the load up, picture schedules, and sensory wagons as intended.

- Advocate for three students in the AAC trial so that they receive and use their own personal “Vocaflex” talkers.
- Expand music therapy, music theory, and music reading skills in the Advanced Classroom to build student confidence in performing skills.

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 2011, ranging in age from 6 to 20 years.

Accomplishments and Outcomes:

- Teachers assumed responsibility for pursuing Challenge Program goals for their individual homeroom students.
- Student aides participated with their students, and learned how to implement elements of the Challenge Program.
- Aides brought sensory equipment to the computer lab to assist students in their learning (fidget toys, move-n-sit cushions, foot rests, etc).

Program Goals for 2012:

- Continue to expand student use of computers in various areas including academics, talking books, and games.
- Work with Parkland’s IT staff to put computers in all children residences to increase student use.
- Purchase an IPAD-2 to investigate special uses and applications for several students.

Augmentative Communications Program

Parkland School’s Augmentative Communications Program uses computer systems and technical devices to develop communication skills for students who are non-verbal and multi-disabled.

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

Target Population was twenty-two (22) multi-dependent, dependent and trainable students with very limited, or non-existent, communication skills who were served in 2011. Students ranged in age from 6 to 20 years.

Accomplishments and Outcomes:

- Accessed U-Tube to download a variety of training and enjoyment videos for students.
- Utilized stories with switch access to support the independence of students in wheelchairs with limited mobility.
- Five students were introduced to the TeachTown Program, with three of them making good progress.

Program Goals for 2012

- Tour Michener Center’s Augmentative Communication Lab to develop contacts and to exchange ideas and approaches.
- Utilize the IPAD-2 to support students to access specialized applications, and to encourage parents to purchase an IPAD for those students who find them useful.
- Expand the use of the Teachtown ABA program in the lab to accommodate five students each day.
- Purchase new toys and communication software to use with the students.

CHILDREN'S SERVICES REPORT

Shauna Mayes, Manager

Children's Services provides supports to families and children with developmental 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 Central Alberta Child and Family Services 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 Services include the Family Support Program, the Children's Residential Programs, the Children's Relief Program, and the Supported Home Placement Program

Family Support Program

The Family Support Program provides in-home assistance for families to cope with, and manage their child's unique needs.

The program provides families with support staff, in-home parental relief, child care, behavior / developmental supports, and community involvement activities.

Target population was 19 trainable, multi-dependant and dependent children, and their families, who were served in 2011.

Accomplishments and Outcomes:

- The program has facilitated increased in-home staff knowledge and skills to better serve children and families.
- The agency purchased program supplies including video cameras to use in staff orientation, parent teaching, and service development.
- Diversity training was provided to staff through monthly staff meetings. This included the impact of cultural beliefs and attitudes on disabilities, the impact of religion on disabilities, and the impact of family dynamics on disabilities.

Program Goals for 2012:

- Continue to support skill and professional development of in-home support staff to better meet the needs of families.
- Prepare staff and complete a formal CAC accreditation review that will take place in May 2012.

Supported Home Placement Program

The Supported Home Placement Program (SHP) 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 behavioral needs. The program provides accommodation, combined with the family support and nurturing that is provided by a caregiver.

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

Target population was 30 children who were served in the Supported Home Placement Program during 2011.

Accomplishments and Outcomes:

- Two SHP program coordinators were trained in the completion of caregiver home studies.
- Three children from the SHP program were transitioned into a new group home setting to care for their medical needs.
- Provided services to a new funder through the placement of a child from Ysuut'ina Child and Family Services.

Program Goals for 2012:

- Prepare staff and complete a formal CAC accreditation review that will take place in May 2012.
- Negotiate increases in SHP proprietorship remuneration with most funders.
- Purchase a Tee Pee and work with local aboriginal elders to increase culturally sensitivity where individuals can practice their customs.

Children's Residential Program

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

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

Target population was 13 dependent, multi-dependent, and medically fragile children with various disabling conditions and needs who were served in 2011.

Accomplishments and Outcomes:

- Opened a new group home for three medically fragile children who transferred from the Supported Home Placement (SHP) program.

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 child with special needs and assists in maintaining strong family units.

Target population was 3 dependent, multi-dependent, and medically fragile children each with various disabling conditions and needs who were served in 2011.

Accomplishments and Outcomes:

- Offered as many placement's as possible for relief in spite of limited spaces due to the increasing number of children in permanent residential care.

Program Goals for 2012:

- Prepare staff and complete a formal CAC accreditation review that will take place in May 2012.

Children Specialized Behavioral Support Services

Specialized Behavioral Support Services have been part of the children's program since 2004. The program provides support to children who experience behavior challenges, their families, and frontline staff.

Specialized Behavioral Supports are accomplished through the completion of formalized assessments, staff training, family support, and the development of positive behavioral support strategies.

The primary program objective is to increase and enhance the quality of life of the child while increasing opportunities for success.

Target population was 43 children with a variety of behavioral concerns or needs identified during 2011.

Accomplishments and Outcomes:

- Behavioral consultants attended a four day intensive behavior management program in Phoenix.
- Hay River Health & Social Service staff received training from the program's behavioral consultants.

Program Goals for 2012:

- Support the professional development of frontline staff through providing regular behavioral support classes.

RESIDENTIAL SERVICES REPORT

Terry Mitchell, Program Manager

Residential Services provides direct supports through agency operated community homes that offer living arrangements with two or three individuals sharing a home. As an alter-native, supports are also provided in proprietor homes or the apartments of individual consumers.

All Adult Residential Services conform to Alberta Council of Disabilities Services (ACDS) - Accreditation Standards. The Children Residential Program conforms to the Certification Standards of the Canadian Accreditation Council of Human Services (CAC).

Residential programs are operated under the direction of the families, guardians, individuals who are receiving services, Persons with Developmental Disabilities Central Alberta Community Board, and other government authorities or agencies.

Residential services are provided through Parkland CLASS's Adult Residential 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 staff. The resulting service fosters inclusion within the community.

Single family homes are most often used with three individuals sharing the cost of both accommodation and staffing.

The individual's needs are met while independence, personal empowerment, and participation within their home environment are maximized.

Target population was 103 dependent and multi-dependent adults with various disabling conditions and needs who were served in 2011.

Accomplishments and Outcomes:

- Individual home audits and staff training were completed for three high risk homes.
- Opened three new residences that were constructed under a provincial affordable housing program.
- Supervisor training was provided by a dietician for menu planning, the Epilepsy Association, Schizophrenia Society, and behavior and seizure medications review.
- Successfully integrated four individuals from PDD's Youngstown institution into community based residential settings

Program Goals for 2012:

- Prepare staff and complete a formal CAC accreditation review that will take place in May 2012.
- Review and modify the Annual Service Audit process.

Individual Life Styles (ILS) Program

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

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

Target population was 7 disabled adults who were served in their own homes during 2011.

Accomplishments and Outcomes:

- The program coordinator received training in working with people with mental health concerns.
- Developed staff teams to work with ILS individuals as a means of increasing supports and success.

Program Goals for 2012:

- Prepare staff and complete a formal CAC accreditation review that will take place in May 2012.

Adult Proprietorship Program

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

This service provides accommodation, friendship, and support from a caregiver in a family orientated or room-mate environment.

Target population was 22 trainable and dependant adults who were served during 2011.

Accomplishments and Outcomes:

- Increased opportunities for a number of individuals to travel with trips to the NWT, Disneyland, Mexico, and Arizona.

Program Goals for 2012:

- Prepare staff and complete a formal CAC accreditation review that will take place in May 2012.
- Review and modify the Annual Service Audit process.

Adult Specialized Behavioral Support Services

The Specialized Behavioral Support service provides support to adult individuals who experience behavior challenges, their families, and frontline staff.

Specialized Behavioral Supports are accomplished through the completion of formalized assessments, staff training, family support, and the development of behavioral support strategies.

The program goal is to increase and enhance the quality of life of the individual while increasing opportunities for success.

Target population was 74 adults with a variety of behavioral concerns or needs identified during 2011.

Accomplishments and Outcomes:

- Key staff attended a four day intensive behavior management course in Phoenix Arizona.
- Provided behavior support training to staff from the Hay River Health and Social Services authority.

- Provided hands on training in residential homes for individual in crisis situations.
- Provided mulit-dimensional assessments, and developed intervention plans to meet the unique needs of individuals utilizing sensory, communication, and mental health and wellness approaches.

Program Goals for 2012:

- Undertake periodic service reviews to ensure staff compliance to formal behavior support plans.
- Provide in-home behavior support consultation and training to staff and others

COMMUNITY SUPPORTS PROGRAMS REPORT

Janet Lundquist, Manager

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 development of friendships and peer relations.

Community Supports programs are provided in the community as well as through an agency-operated facility, the RELAX Crew Clubhouse. Adult Day Programs operate under the direction of families and / or guardians, consumers, and the Persons with Developmental Disabilities Central Alberta Community Board.

A segment of the agency's Community Supports programs involve 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 include the Community Bridging Program, the Adult Respite Care Program, and the RELAX Crew Program

Community Bridging Program

The Community Bridging Program provides supports 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 alter-native to employment, if desired, or it supplements the individual's lifestyle.

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

Target population was 70 adults who were served during 2011.

Accomplishments and Outcomes:

- Staff attendance at Bridger meetings and communication has increased through the use of a program newsletter.
- The Community Bridging Program has continued to utilize an exclusive one to one staffing format.
- Completed Supports Intensity Scale (SIS) interviews for all individuals in service.

Program Goals for 2012:

- Increase support and involvement from the primary care givers in community bridging activities.
- Prepare staff and complete a formal CAC accreditation review that will take place in May 2012

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 adult with a disability. This contributes to the maintenance of stronger families.

Target population was 8 trainable dependent and multi-dependent adults who were served in 2011.

Accomplishments and Outcomes:

- Continued to advocate and negotiate with funder a reasonable wage for respite services.
- Staffing has been consistent for the families who are currently utilizing the respite program.

Program Goals for 2012:

- Continue to explore alternatives to traditional respite care for individuals with higher needs.
- Educate and raise awareness with families about the benefits of the Respite Program.
- Advocate for families to ensure other PDD services are made available.

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 individuals participate in a variety of leisure, recreational, and social activities or experiences.

Target population was 296 members who were affiliated with various agencies and who were served in 2011.

Accomplishments and Outcomes:

- The Relax Crew float received 1st Place in the Westerner Parade, for the second year in a row.
- Additional aboriginal activities were offered this year in support of cultural diversity.
- Increased and upgraded various IT equipment and technology to allow the program to run more efficiently.

Program Goals for 2012:

- Continue to expand and support Inuit activities and expand the “Going Green” program.

ARCTIC SERVICES 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, ILS placements, and training at the request of the NWT Government.

Services are delivered either in Central Alberta where 25 high needs children and adults have relocated, or in the Inuvik Region of the Northwest Territories where 8 adults are being served in one residential project.

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

Charlotte Vehus Group Home (CVH)

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. The target population was eight high needs medically dependent adults that were served in 2011.

Accomplishments and Outcomes:

- The agency's outcomes committee has requested data from Ed Hatcher to produce formal program outcomes reports.

- The Agency's behavioral supports team has reviewed the current practices in use at the Charlotte Vehus Group Home and they have addressed all concerns.
- The service manager ensures that the individuals that reside in the home are engaged in numerous activities and events focusing on strong cultural connections.

Program Goals for 2012:

- Continue to foster additional first nations linkages in the Inuvik region.
- Develop strategies to renew the contract with increased stability and funding commitments.

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”.

Subsequent to the Montreal Declaration, 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 in developing nations.

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 eleven years, Parkland’s Latin American activities have involved 231 organizations and 13,881 individuals have been positively impacted. Of these, 3378 individuals participated in a 10 month “Values and Rights oriented” training program. This includes 582 family members, 351 self-advocates, and 2,323 frontline staff and 122 volunteers. A further 10,503 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.

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

Parkland Argentina Self Advocate Initiatives

Over the past 10 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 inter-national development, Parkland CLASS has presented at a number of conferences in North America and abroad.

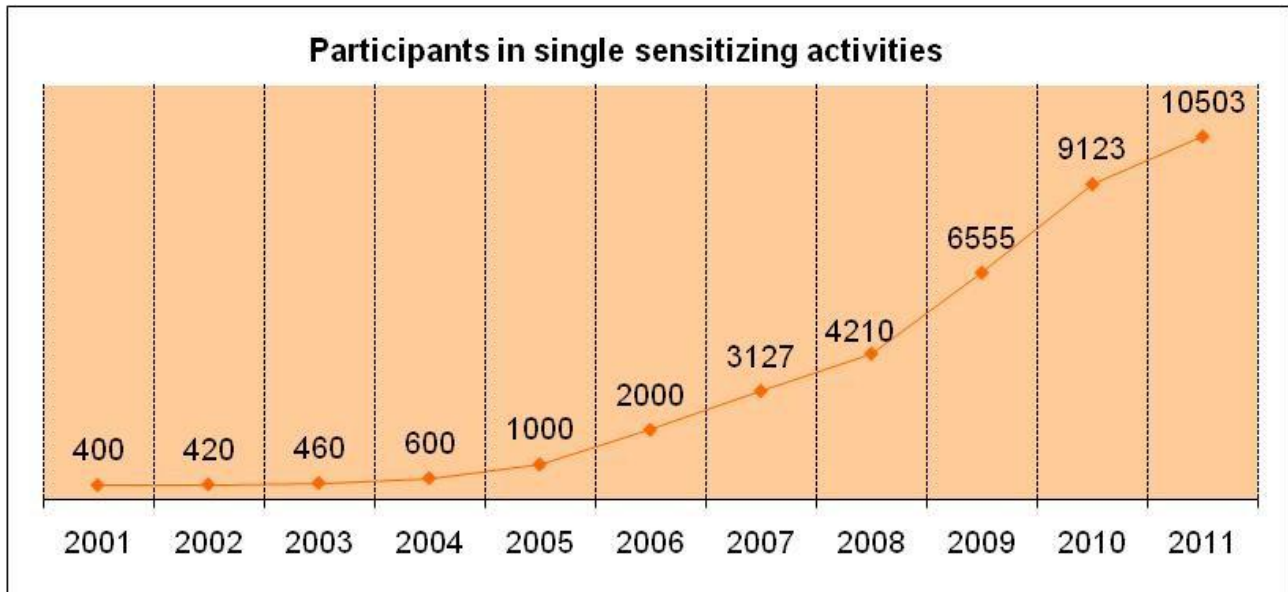
Parkland's rationale in participating in international conferences is two-fold. Firstly, it provides an opportunity to share the fundamental values and beliefs that are critical to both community inclusion and the advancement of the status of disabled children and adults.

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 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' 2nd 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, 2011

Parkland CLASS / ITINERIS Argentina – Cumulative Results

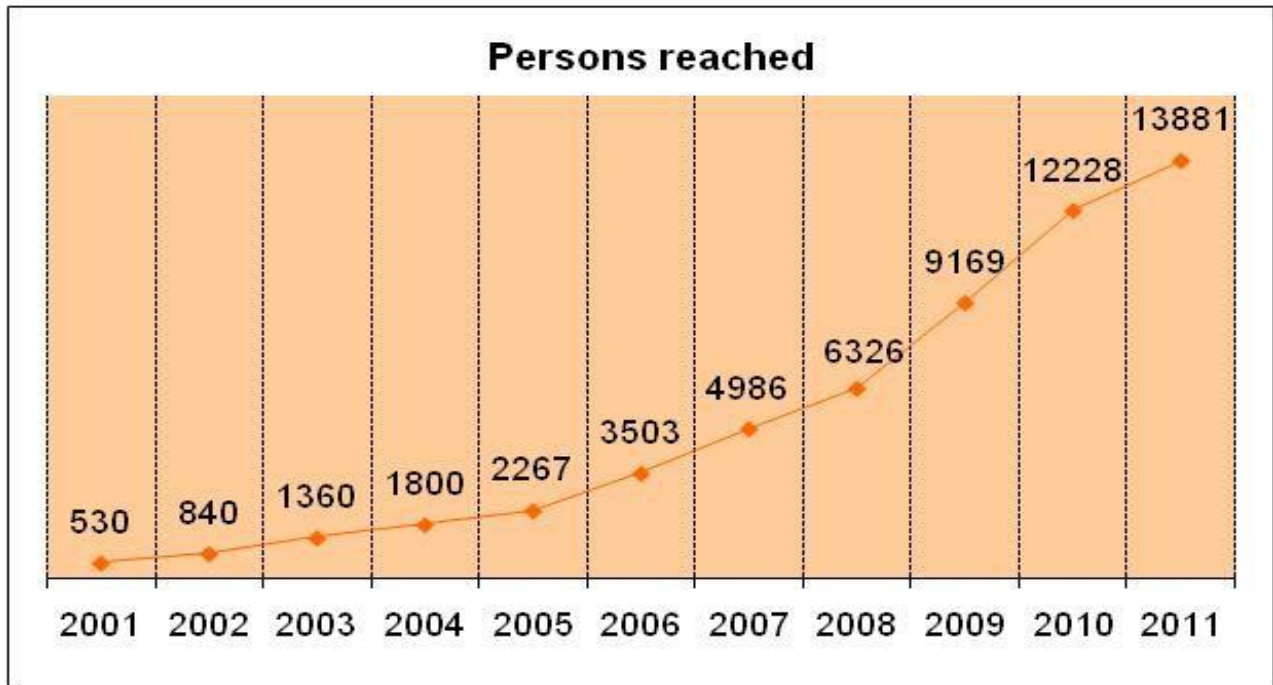


10,503 individuals have participated in single sensitization activities most of which were 3-hour workshops dealing with the new paradigm of disability, community inclusion, and human rights.

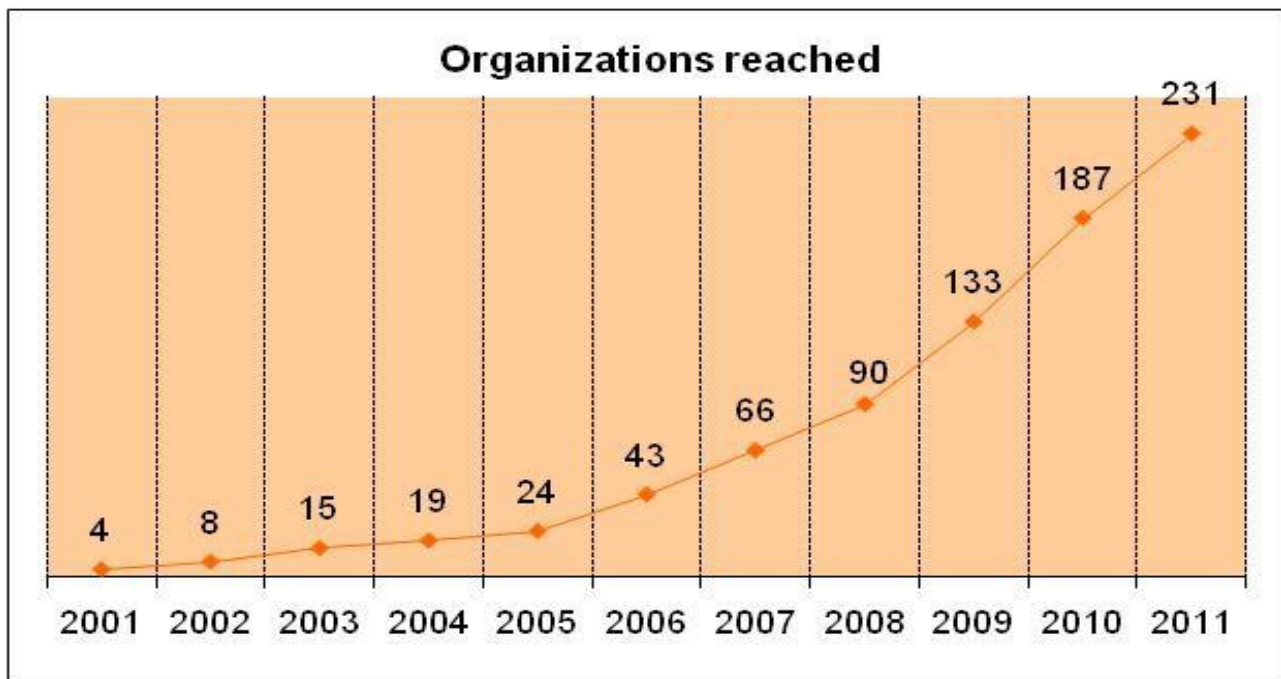


A total of 3,378 individuals have participated in extended training programs with multiple workshops that ran over at least a six month timeframe. Of the total number of participants, 2,323 were professionals, 582 were family members, 351 were self-advocates, and 122 were volunteers.

Parkland CLASS / ITINERIS Argentina – Cumulative Results



A total of 13,881 individuals have been directly involved in either extended training programs or sensitization workshops. Of these 8063 were professionals, 3109 were family members, 1058 were community members or volunteers, and 590 were students.



FINANCIAL REPORT
Roxanne MacKenzie, CFO

Parkland Community Living and Supports Society

Audited Summarized Statement of Operations for the General Fund
year ended August 31, 2011

	2011	2010
Revenue		
Government funding	20,389,709	20,391,062
Rental income	425,860	430,108
School jurisdictions	335,967	312,254
Fees for services	118,199	90,892
Donations, interest and other	76,422	19,657
Investment income (loss)	(434)	(4,208)
	21,345,723	21,239,765
Expenses		
Salaries and benefits	18,582,597	18,559,681
Facility costs	679,479	702,488
Supplies	570,898	538,187
Amortization of capital assets	183,500	182,595
Transportation	169,101	147,986
Recreation/social programs	159,193	144,488
Staff training	152,878	190,668
Insurance	107,207	106,885
Mortgage interest	76,035	88,653
Professional fees	45,333	195,433
Other	28,505	42,334
GST	24,982	28,302
	20,779,708	20,927,700
Excess of revenue over expenses from operations	566,015	312,065
Mortgage and loan principal payments	(136,232)	(227,402)
Capital purchases and transfers	(156,618)	(446,742)
Capital transfer - amortization	183,500	182,595
Net Addition to General Fund	456,665	(179,484)
% of Revenue	2.14%	(0.85%)

Note 1

This statement provides summarized financial information only. It includes the general fund operations of the agency.