



CLASS Report

Parkland Community Living & Supports Society 2014 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 children and adults with disabilities 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 individuals with disabilities;
- 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 social 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'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 key activities and accomplishments that have advanced these strategic goals over the past year.

The agency constructed seven new homes and purchased an eighth accessible home on the resale market to accommodate PDD adults coming into service. By the end of the year, 3 of these homes were allocated to individuals leaving Michener Centre. However, with the provincial government's decision to keep Michener Centre open, the demand for accommodation has diminished. The agency is now investigating options with PDD for the remaining five homes.

The agency has increased its use of the ShareVision system in support of improved employee communication. All job postings, key communications, and employee training information is now contained on ShareVision. Parkland is also in the final stages of having its outcomes based Individual Service Planning (ISP) template placed on ShareVision, and a related Performance Management Framework (PMF) has been introduced which now forms the basis of the agency's outcomes reports. ShareVision supports a shift from a paper based to a computer based system.

In partnership with PDD and Alberta Works, the agency designed and implemented a Labour Market Development training initiative. This project supported comprehensive training and work experience for 60 new frontline staff (broken into three groups of 20). The project also provided training and work experience for 13 supervisor interns. Each training group ran for 17 weeks and frontline graduates are being phased into employment positions in the agency's residential programs. Most supervisor interns currently hold frontline positions, and will be phased into future supervisor vacancies as they arise.

Parkland CLASS successfully completed the second year of a three year project in Mexico. A total of 215 families with 233 children and youth with disabilities have participated in training. Family workshop attendance over the year exceeded 1000 individuals, and an additional 1170 community members attended sensitization workshops. Parkland's project partners also undertook 385 assessments and developed individual support programs for many of these children.

In September, 2014 Parkland's Mexican partner was invited to participate as a member of a consortium of Mexican NGOs which presented information to a committee of the United Nations High Commission on Human Rights (UNO) in Switzerland. The UNO was reviewing the advancements that were being reported by the Mexican government regarding their support of the UNCRPD (UN Convention on the Rights of Persons with Disabilities). Parkland's project activities and outcomes were presented as examples of the positive efforts that are taking place. The Switzerland mission was very successful, and it set the stage for future partnership activities.

Parkland's priority is to continue to expand and support the refinement of agency systems and quality services for individuals and families. The accomplishments of the past year would not have been possible without the continued support and involvement of our employees, guardians, and funders.

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 an ongoing priority, the senior management team will continue to assess the agency's operating systems through the Parkland CLASS 2015 exercise. The primary objective of this initiative is to improve the agency's service and administration models, systems, budgets, job descriptions and performance measures to support the future operation of the agency, and the effective delivery of high quality services.

For the current year, the focus will be to investigate and secure a new "Enterprise" or "HRIS" information management system. Currently the agency uses a number of independent systems and approaches for managing information in our accounting, payroll, human resources, and client services areas. These approaches are labour intensive and paper driven. A new enterprise system will amalgamate all these administrative activities under one uniform information management system which will support the continued growth and future expansion of the agency.

Parkland CLASS will continue to implement its new outcomes based service planning process. This model moves away from a primary focus on training programs which support skill development to an expanded focus on increased quality of life for individuals in service. The outcomes model was initially introduced in Parkland's adult and children's services, and over the next year it will be introduced within the agency's Arctic services.

The agency will also be submitting proposals to renew its Arctic services. Currently Parkland operates the Billy Moore Community Home and the Charlotte Vehus Service in Inuvik. As part of its proposed activities, the agency will be introducing a continuum service that supports individuals with complex medical needs in the Charlotte Vehus home, while individuals with moderate needs are being addressed at the Billy Moore home. The agency will also support independent living situations as a goal for those individuals who have minimal needs and increased skills.

Finally, Parkland CLASS will be completing its three year joint venture with the STIMULO Organization of Mexico. This project involves the delivery of family training, skill development, and community acceptance for 280 families in twelve (12) Mexican communities. Parkland CLASS will also be completing a two year project to develop a national self-advocacy movement in Argentina. This project is being undertaken in partnership with the ITINERIS Foundation of Argentina.

As the agency pursues the above goals and initiatives, the Board of Directors recognizes the significant contributions that frontline staff, supervisors, and the Service Management Team provide. In the future the agency will continue to build on its partnership with employees and funders in support of meaningful activities and outcomes that improve the quality of life of the adults, children, and families who are served by the agency.

2015 – 2017 STRATEGIC DIRECTION

Parkland's Board and Senior Staff group held their annual three-day retreat in Canmore, Alberta between October 24th and October 26th, 2014. 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 2014 Annual Report.

PROGRAM DEVELOPMENT GOALS

(Responses to External Opportunities)

- Develop and implement a new foster care recruitment and training model which will support the increased quality and future growth of the "Supported Home Placement" and the "Proprietorship" programs.
- Respond to a NWT government Request for Proposal to operate the Billy Moore and Charlotte Vehus homes in Inuvik for a further three years. Incorporate in the proposal, an increase in administration revenue and additional funding to support senior staff oversight.
- Investigate and pursue options to expand residential services by filling the 4 vacant homes that had been initially intended for Michener clients. Possible target groups could be drawn from PDD, Children Services, Seniors, or the Canadian Arctic.

AGENCY DEVELOPMENT GOALS

(Responses to Internal Weaknesses)

- Implement outcomes service planning across the agency from both an individual and program perspective. 2015 activities include implementation of Parkland's new "Outcomes ISP" for all adults served in Red Deer followed by preliminary actions to introduce the new tool in Parkland's Children and Inuvik services.

During 2016, the agency will complete the implementation of the ISP in Parkland's Children and Arctic Services, and it will develop and implement a correlated "Program and PMF Reporting System".

- Parkland will continue to serve as Central Region's service provider representative on the Provincial PDD Contract Advisory Committee that is mandated to refine the "Outcomes Funding Model" and a revised "Funding Allocation Approach".
- Continue the Parkland CLASS 2015 exercise which involves the creation of new systems, procedures, and processes to effectively operate the agency in the future. Specific goals include:
 - Research, acquire, and implement a new "Enterprise" or "HRIS" system to manage information from and between Parkland's accounting, payroll, and human resources areas.
 - Revise staffing models for the administration and service delivery areas. This will ensure that management and coordination positions within each area are appropriately matched with the functions and duties that need to be undertaken. The focus in 2015 will be realigning positions in administration.

- Undertake the initial development and eventual construction of a new office building. Activities during 2015 will include the final subdivision of the Chinook's Edge land, and the preliminary development of construction plans for the new building.
- Complete the final year of a three year joint venture with the STIMULO Organization of Mexico focusing on family training, skill development, and community inclusion of aboriginal families and their children with disabilities. This project is being undertaken with financial support from Canada's Department of Foreign Affairs, Trade, and Development.

INTERNATIONAL DEVELOPMENT

- Complete the two year ITINERIS pilot project supporting the development of a national Argentine self-advocate movement. The pilot builds on the activities of the past four years, with a particular focus on the Buenos Aires and Rosario regions. The pilot will draw formal support from CONADIS - The National Advisory Commission for the Integration of Persons with Disabilities in Argentina.
- Create a preliminary conceptual model for a future 3 to 4 year DFATD project in the Southern Cone of South America (The countries of Argentina, Chile, and Uruguay). This design would involve the ITINERIS Foundation of Argentina, and it will draw on the results of past Parkland CLASS / ITINERIS projects, particularly the current two year self-advocate pilot project.

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 disabilities.

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

Target population was thirteen (13) full time multi-dependent handicapped students who were served in 2014, ranging in age from 6 to 20 years.

Accomplishments and Outcomes:

- Introduced a morning circle time every day as a valuable activity to connect students and staff.

- All Primary and Secondary MDH students were able to attend regular classes to increase interaction with other students and enjoyment of academic subjects.
- The swim program at the Michener pool was expanded to twice per month for MDH students.

Program Goals for 2015:

- Work with the City of Red Deer to have a lift installed at the Michener Centre Pool.
- Continue to expand the interactive reading stories in both MDH classrooms this term.
- Continue to incorporate the switch toys (cause and effect training) and computer software from the Augmentative Communications lab into both classrooms.

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-three (23) full-time & one (1) part-time trainable, dependent, and multi-dependent students who were served in 2014, ranging in age from 6 to 20 years.

Accomplishments and Outcomes:

- Junior students enjoyed daily sensory load ups and learned to complete these routines on their own.
- Juniors expanded their shopping program to Toys R Us, Walmart, and Costco in order to learn appropriate skills in the community.

- The Intermediate teacher expanded the modified outings for students to meet their unique behavioral needs in the community.
- iPads are being used for communication, teaching and leisure activities in both classrooms.
- Started “social-time” where students can discuss formal strategies for dealing with frustration, anger, and friendship skills.

Program Goals for 2015:

- Keep all sensory programs current and accessible to all staff and parents or guardians.
- Create new connections with local organizations and businesses to support work experience opportunities.

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 fourteen (14) trainable, multi-dependent and dependent students who were served in 2014, ranging in age from 6 to 18 years.

Accomplishments and Outcomes:

- Promoted increased student choice-making through the use of technology.
- Greater independence and self-confidence was shown by these students this term.
- Promoted more leisure activity learning - listening to music, reading stories on computers, simple games.

Program Goals for 2015:

- Continue to teach students to utilize the computers for a variety of uses including academics, games, and talking books.

- Search for more software such as story programs with highlighted words for reading practice.
- Maintain a high level of communication with teachers and aides regarding students and what they need from this program.

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, these students access innovative software, hardware and other technologies to advance personal living skills.

Target Population was thirty-five (35) multi-dependent, dependent and trainable students

with very limited or non-existent, communication skills who were served in 2014. Students ranged in age from 6 to 20 years.

Accomplishments and Outcomes:

- All language classes received group iPad training sessions once per week to increase student skills and learning.
- The Designer Tap to Talk application was loaded onto all the school iPads.
- Switches, switch toys, and software continue to be utilized in both the Primary and Secondary student classrooms.

Program Goals for 2015:

- Train all staff to use the Tap to Talk application and the other communication applications on the iPads.
- Incorporate additional iPads applications for leisure and fine motor training skills.

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.

Parkland's Children programs conform with the standards of 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 supports, and community involvement activities.

Target population was 19 multi-dependent and dependent children, and their families, who were served in 2014.

Accomplishments and Outcomes:

- In-take forms for Family Supports children files have been electronically uploaded on ShareVision to support CAC accreditation.
- Behavioral contracts have increased due to the specialized skills and supports families have been requiring from the agency.
- There has been an increase in requests from FSCD for coordinator consultation for families and specialized services.

Program Goals for 2015:

- Ensure all historical electronic CAC files for family supports have been completed by year end.
- The circles program will be implemented as required for children according to each individual's program plan.
- Implement the block training system for those families who require unique strategies to meet children's goals
- Involve the siblings of the child with the disability in the programs at the family home to involve the whole family.

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 their skill development, personal empowerment and full participation in their home, family, and community.

Target population was 20 children who were served in the Supported Home Placement Program during 2014.

Accomplishments and Outcomes:

- Increased attendance in Cultural Activities due to the presences and support of several local aboriginal elders.
- Two foster families have assisted in transitioning children back into their family homes after previous repatriation effort were unsuccessful.
- Children have attended regular cultural activities with their foster parents at a variety of Kasohkowew events.
- Rites-Of-Passage training has occurred for all Cree children in the program as per expectations from Kasohkowew.

Program Goals for 2015:

- Investigate Alberta government licensing process for "relief" versus "respite" services, as the expectations may be less intense for families.
- Implement a quarterly meeting with all Kasohkowew caseworkers to up-date them on contracts, individual cases, and to sign out-standing documentation.

- Kasohokowew has asked Parkland to train caseworkers and consult on behavioral issues on complex needs individuals.

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 8 dependent, multi-dependent, and medically fragile children with various disabling conditions and needs who were served in 2014.

Accomplishments and Outcomes:

- Three children in residential services were successfully transitioned into PDD adult services.
- Overall health of the medically fragile children has improved due to increased medical attention and interventions.
- Improvement in the overall care for these children due to new processes put in place for routines, scheduling, and follow up.

Program Goals for 2015:

- Investigate and purchase appropriate seating systems for the house so children are out of their wheel chairs more frequently.

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

Target population was 4 dependent, multi-dependent, and medically fragile children each with various disabling conditions and needs who were served in 2014.

Accomplishments and Outcomes:

- Three new children from the region are accessing the relief program offered in the Dunham home.

Program Goals for 2015:

- Work with the FASD casework supervisor to identify and prioritize children most in need of relief time in the Dunham home.

Children Specialized Behavioral Support Services

Specialized Behavioral Support Services provides support to frontline staff and children who experience behavior challenges.

Behavioral Supports are provided 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 their opportunities for success.

Target population was 22 children with a variety of behavioral concerns or needs identified during 2014.

Accomplishments and Outcomes:

- Improved the consistency in behavior tracking and incident reporting through staff / proprietor education and quarterly data reports.

- Completed a module training in Non-aversive Behavioral Support and the Basic Principles of Positive Programing (IABA).
- Program coordinator completed a Behavior Strategies Certificate program through the Mount Royal University.
- Program staff assisted in the development of a new children's residential service which included the development of formal behavioral programs.

Program Goals for 2015:

- Develop training modules to support the preliminary planning phases of a 'Positive Behavior Supports and Meaningful Life' workshop.
- Identify common areas of training that are required for proprietors, and develop formal training modules to address these needs.

ADULT 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 alternative, supports are also provided in proprietor homes or the apartments of individual consumers. All Adult Residential Services conform to the Accreditation 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 individualized homes and inclusion within the community.

Single family homes are most often used with two or 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 113 adults with various disabling conditions and needs who were served in 2014.

Accomplishments and Outcomes:

- Opened four new adult group homes (three of these were for individuals leaving Michener Services).
- Completed Safety and Risk assessments on all individuals who were coming from Michener Services.
- Hired 40 new staff and provided 1 full week of training and orientation to the staff and supervisors for each new home.

- Developed a Labour Market Development Project to train 60 new front line staff and 13 new supervisors. Each group received a total of 4 months of training.
- All individual intake information has been uploaded to ShareVision which will simplify the future accreditation process.
- The Rosehaven Group provided dementia training to Parkland CLASS Supervisors over a four month period.
- The new Outcomes Based Individual Service Planning model was introduced within the program.

Program Goals for 2015:

- Work with child and adult funders to identify individuals to move into four new homes that are vacant.
- Undertake preliminary preparations for the upcoming 2016 CAC accreditation review.

Individual Life Styles (ILS) Program

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

Staffing for ILS individuals ranges from (8) eight hours to (88) eighty eight hours per week. Target population was 7 adults who were served in their own homes during 2014.

Accomplishments and Outcomes:

- Intake information was uploaded to Share Vision which will simplify the future CAC accreditation process.

Program Goals for 2015:

- Help individuals in the ILS program to build natural supports in the community as part of their service goals.
- Create increased independence and peer group networking for individuals in the ILS program.

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 21 adults with various disabilities who were served during 2014.

Accomplishments and Outcomes:

- The new Outcomes Based Individual Service Planning model was introduced within the program.
- Proprietors are utilizing ShareVision for recording documentation. This is moving away from paper based reporting.

Program Goals for 2015:

- Develop proprietor protocols and training modules to maintain the health and safety of individuals.
- Increased the recruitment and screening of relief proprietors which will stabilize the program and support full-time proprietors.

Specialized Behavioral Support Services

The Specialized Behavioral Support service provides supports to families, caregivers, front-line staff, and adult individuals who experience behavioral challenges.

Specialized Behavioral Supports are delivered through completing formal 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. Target population was 102 adults with a variety of behavioral concerns or needs identified during 2014.

Accomplishments and Outcomes:

- Provided a basic behavior skill training module for students in the LMD (Labour Market Development) program.
- Improved the consistency in Behaviour Tracking through staff education and quarterly reporting.
- Assessed the effectiveness of current training programs and revised these to create an engaging learning experience.
- Completed module training in Non-aversive Behavioural Support and Basic Principles of Positive Programming - (IABA).
- The coordinator completed a Behaviour Strategies Certificate through the Mount Royal University.

- Developed Sensory Experience workshop for various individuals, and facilitated this workshop twice.
- Provided house specific training to a number of homes and staff in residential services.

Program Goals for 2015:

- Develop a “Positive Behaviour Supports and Meaningful Life” workshop which will be broken into modules and presented to supervisors.
- Reduce paper based system, and increase staff accessibility to Service Management Documents (Behavior Programs, Positive Approaches, Restrictive Practices, and ATEI’s).

COMMUNITY SUPPORTS PROGRAMS REPORT

Janet Lundquist, Manager

Community Supports programs 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. These programs operate under the direction of families and / or guardians, consumers, and the Persons with Developmental Disabilities (PDD) Program. All Community Supports Programs conform to the Accreditation Standards of the Canadian Accreditation Council of Human Services (CAC).

A segment of the agency’s Community Supports involves providing relief and respite care to families who are caring for an 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 individuals to facilitate out-of-home community activities that are based on

the individual’s likes, interests, and abilities. The program is an alternative to employment and it supplements the individual’s lifestyle.

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

Target population was 61 adults who were served during 2014.

Accomplishments and Outcomes:

- Developed and implemented strategies to increase employee communication using the ShareVision program.
- Finalized and implemented the new outcomes based service planning model for individual in this program.
- Developed and implemented formal strategies for increased staff accountability addressing off-site supervision concerns.
- The majority of Bridger's are now using ShareVision for their daily logs and other on-line reporting and documentation.

Program Goals for 2015:

- Development of a portable individual information card for each person in the program to better orientate relief staff.
- Maintain the one to one supports model for those individuals who require that higher level of support.
- Complete the transfer of Community Bridging program documents and forms onto ShareVision, and move away from a paper system.

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 relief staff.

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

However no individuals were served in 2014 as most relief services are now supported through family managed care rather than agency delivered services.

Program Goals for 2015:

- Work with Parkland's Board to determine the future of the Respite Care program, including the possibility of its discontinuance.

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 individuals in service 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 332 members who were affiliated with various Central Alberta service providers being served in 2014.

Accomplishments and Outcomes:

- Relax Crew float was awarded 2nd place Westerner Day Parade. (This recognition occurs almost annually.)
- Development of a crosswalk on Orr Drive in front of Relax Crew was undertaken and completed in the fall of 2014.
- Relax Crew hosted a public forum for the Government of Alberta Ombudsmen and officials from the Minister's office.

Program Goals for 2015:

- The Relax Crew will continue to support the 2016 Self-Advocate Conference.
- Encourage all members and their support staff to take an active role in supporting the operations of the RELAX Crew.

ARCTIC SERVICES REPORT

Dan Verstraete, COO and Ed Hatcher, Program Manager

Parkland CLASS is very active in the development and delivery of services for adults and children with disabilities 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 Arctic Government officials.

Services are delivered either in Central Alberta where 13 children and adults with high needs have been relocated (10 from the NWT and 3 from Nunavut), or in the Inuvik Region of the Northwest Territories where 13 adults are being served in two residential programs.

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

Charlotte Vehus Group Home (CVH)

The Charlotte Vehus Group Home provides medically based residential services for young adults with high medical needs.

This service combines a rehabilitation model with a medical support model. The target population was 8 higher needs medically dependent adults who were served in 2014.

Billy Moore Community Group Home

The Billy Moore Community Group Home provides residential services to adults with moderate disabilities.

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

Target Population was 5 dependent aboriginal adults with moderate needs who were served in 2014.

Combined Accomplishments & Outcomes:

- Designed and introduced a preliminary outcomes-based service planning system that will be used to contribute to a broader agency-wide service delivery model.

- Continued to support individual cultural curriculum within the Inuvik services to ensure culturally sensitive programing and services for each individual.
- Maintained formal hospital accreditation through the Beaufort-Delta Health and Social Services Authority (BDHSSA).
- Meet with and surveyed all Inuvik staff to identify and resolve any service concerns and employment issues.

Program Goals for 2015:

- Implement the agency's new outcome based Individual Service Plans (ISP) that incorporates the eight domains in the MyLife Quality of Life Index.
- Implement a new Performance Management Framework (PMF) that guides and measures the results of the new outcomes based ISP format.
- Successfully respond to the BDHSSA "request for proposals" and extend the agency's residential service contracts for a further three years in Inuvik.
- Continue the development of the new BDHSSA service continuum and provide recommendations or innovative solutions to address local placement issues.

PARKLAND INTERNATIONAL REPORT

Phillip Stephan, CEO

In support of the agency's charitable mandate, in October 1999, Parkland's Board of Directors established the 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”.

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 pursues it's involved in international development through a range of activities. These activities include the delivery of formal conference presentations and workshops, combined with direct involvement at the local, regional, and national levels. Parkland is currently involved in both Argentina and Mexico.

In Argentina, over the past 14 years Parkland CLASS's activities have reached 478 organizations and 27,517 individuals have been positively impacted. Of these, 4,036 individuals participated in a 10 month “Values and Rights oriented” training program. This includes 716 family members, 403 self-advocates, 2,727 frontline staff, 140 volunteers, and 50 government employees. A further 23,481 professionals and community members attended single three hour sensitization workshops.

In Mexico, Parkland CLASS is involved in a 3 year program to support the education, skill development, and social inclusion of aboriginal children with intellectual disabilities in twelve communities and four regions of Morelos State. Thus far 2,481 individuals have been positively impacted. Of these 1117 were family members impacted by the three year training program, and 1,364 professionals and community members have attended single three hour sensitization workshops.

The following is a report of Parkland's key international activities:

Conference Presentations

As a result of its involvement in international development, Parkland CLASS has presented at numerous conferences in North and South America. Parkland's rationale in presenting at international conferences is two-fold.

Firstly, it provides an opportunity to share the fundamental values & beliefs that are critical to both community inclusion and the advancement of the rights and status of children and adults with developmental disabilities.

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 American Association of Intellectual and Developmental Disabilities) Conference, in 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.
- International Partnerships Supporting the Montreal Declaration, at World Congress of Inclusion International, Acapulco, Mexico, 2006.
- The Advancement of Self-Advocacy and Individual Rights within an Institutional Context at the Cottolengo Don Orione - National Congress, Cordoba, Argentina, 2008.
- The Correlation Between Human Rights & Community Service Development at The Asociacion AMAR 2nd Ibero-American International Congress Buenos Aires, Argentina, 2009.
- Individual and Group Self-Advocacy Efforts in Canada at the 1st National Argentina Self-Advocate Congress, in Rosario, Argentina, 2011
- Strategic Change in NGO Development - 12 Years of Experience in Argentina, at the World Congress of the International Association for Scientific Research of Intellectual Disability, Halifax, Canada, 2012
- Business Models & Incubation Practices to Support NGO Development in Latin America, at the National Congress on Supported Employment, Mexico City, Mexico, 2012
- Two Canadian Models used to Measure "Quality of Life" for Individuals with Intellectual Disabilities, at 2nd National Argentina Self-Advocate Congress, in Rosario, Argentina, 2012
- The Interaction of Self-Advocacy, Rights, and Independent Living in Canada, at the Third National Argentina Self-Advocate Congress, in Rosario, Argentina, 2014
- International Exchange on Self-Advocacy Workshop hosted by National Advisory Commission for the Integration of Persons with Disabilities in Argentina CONADIS, ITINERIS, and the CIAPAT Foundation, Buenos Aires, Argentina, 2014

The STIMULO Program - Mexico

The STIMULO Program advances disability rights in Mexico through a unique partnership between Parkland CLASS and the STIMULO Foundation of Mexico.

Commencing in 2009 the STIMULO program began to support the education, skill development, and social inclusion of aboriginal children with intellectual disabilities in a few communities in the state of Morelos, Mexico.

In 2012 Parkland CLASS's activities were significantly expanded through a three year funding commitment from the Canadian International Development Agency (CIDA). Through this expanded initiative, families in twelve communities and four regions of Morelos State are now involved in the project.

Formal family training is provided through regional workshops and home visits by a team of psychologists who are hired through the project. Training topics align with individual needs that have been identified through "functional" and "quality of life" assessments.

Current Accomplishments and Outcomes:

- Completed the second year of a three year project funded by a \$473,000 grant from Canada's - Department of Foreign Affairs, Trade and Development.
- The above project currently supports 233 aboriginal children with disabilities and their families in four regions of the state of Morelos.
- A local team of eight psychologists have completed 385 assessments using four different assessments tools.
- The psychologists also delivered workshops within ten topic areas with a total combined attendance of 1004 individuals.
- In addition to family workshops, the team presented one-time three hour workshops to various local community leaders and to

local professionals with 1129 individuals in attendance.

Program Goals for 2015:

- Complete the final expansion of the project in all targeted communities, and recruit, screen, and enroll eligible children into the program.
- Undertake the ICAP, ITINERIS Quality of Life, and Mexican CUIS assessments on all new children and families who are enrolled in the project.
- Expand the number of workshop topics from the current ten themes to a total of fourteen themes and topics.
- Increase the target group of community members who will participate in the three hour sensitization workshops.
- Develop regional parent support groups and several self-advocate groups; provide training and support to position these groups for long term sustainability.
- Develop formal regional declarations of the "Rights of Families and Individuals with Disabilities". Have these declarations signed at official government ceremonies.

The ITINERIS Program - Argentina

The ITINERIS Program operates as a unique partnership involving Parkland CLASS and the ITINERIS Foundation of Argentina. Since 2000, the ITINERIS program has supported the advancement of disability rights and the increase in "quality of life" for children and adults with developmental disabilities.

This has been accomplished through the development and delivery of a unique family and front-line staff education program. This ten month training program challenges the negative beliefs and values that limit the personal development and full inclusion of individuals with disabilities.

These negative views are replaced with new values that support equality, increased human rights, self-determination, and full community participation.

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

Current Accomplishments and Outcomes:

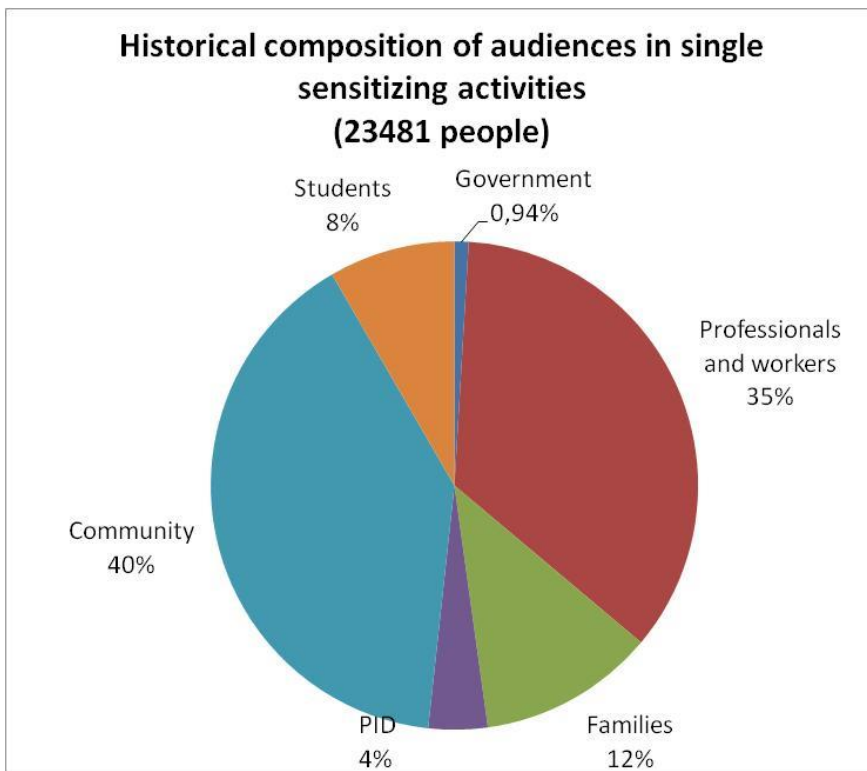
- ITINERIS continued its involvement with the National Advisory Commission for the Integration of Persons with Disabilities in Argentina (CONADIS).
- ITINERIS also continued its involvement with the National Observatory on the implementation of the UN Convention on the Rights of Persons with Disabilities, and they also serve as co-chairs of the education subcommittee.

- Expanded the ITINERIS training and self-advocate programs into several new regions and communities.
- Commenced the implementation of a new model for a national self-advocate movement based on the formal declaration of attendees at the 2014 Rosario Self-advocate Congress.

Program Goals for 2015:

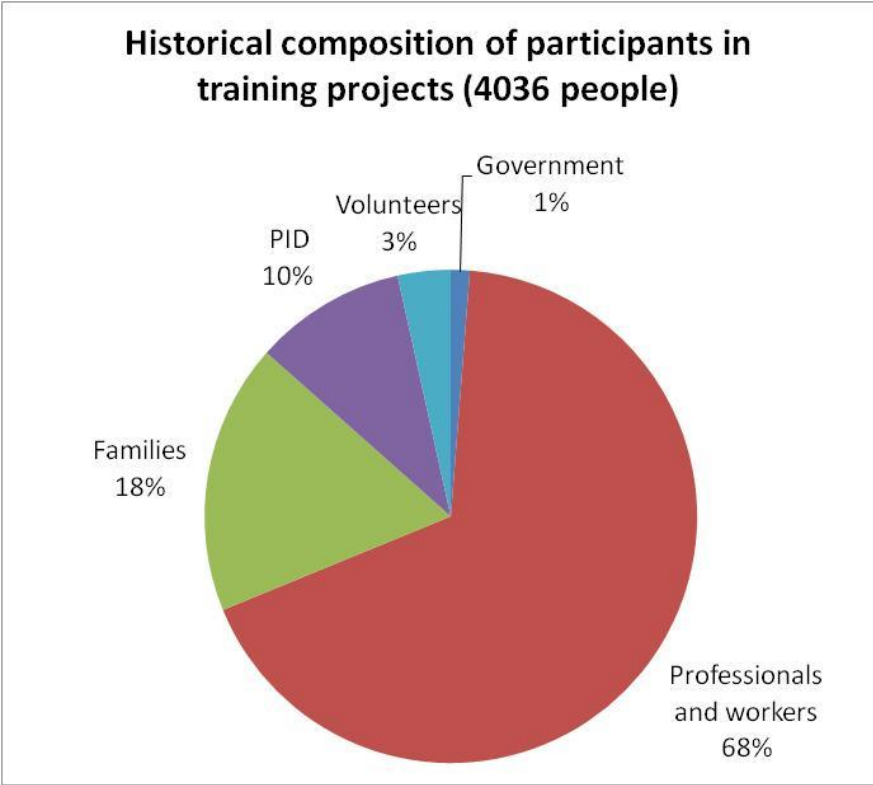
- Continue to deliver the basic ITINERIS training program and sensitization workshops in various communities and regions in Argentina.
- Complete the two year pilot project in support of the development of a national Argentina self-advocate movement. The pilot builds upon the joint activities of the ITINERIS Foundation and Parkland CLASS over the past five years.

Parkland CLASS / ITINERIS – Cumulative Results 2000 – 2014



ITINERIS Sensitization Workshops

A sensitization workshop is a single event approximately 3 hour in duration. The workshop provides participants with an introduction to a new paradigm of beliefs and values that respect the rights, social inclusion and self-determination of children and adults with a developmental disability.

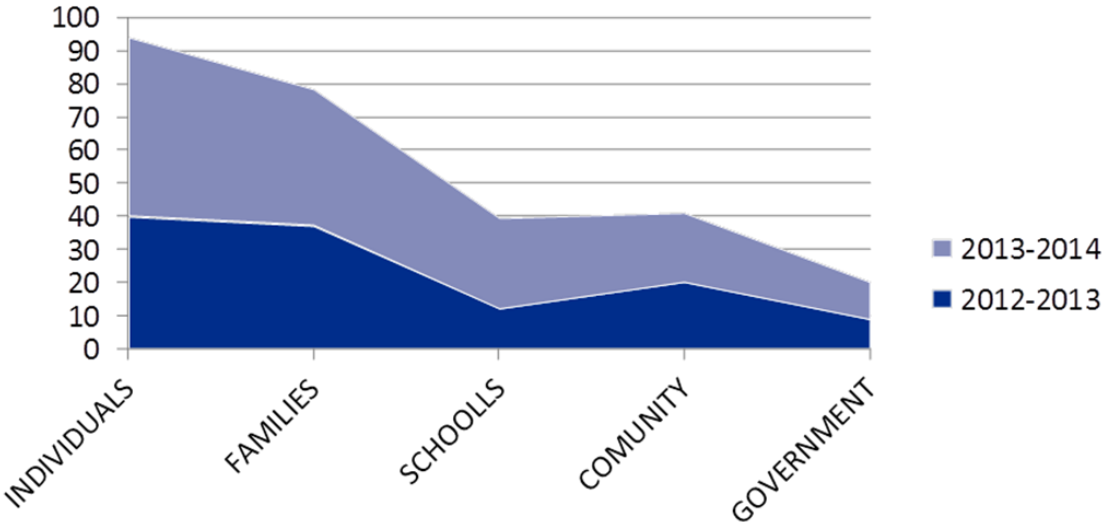


ITINERIS Training Programs

Training programs are generally 10 months in length wherein the participants attend up to 6 workshops. The workshops provide a value based framework combined with formal practices that support changes in the quality of life and the rights of children and adults with developmental disabilities.

Parkland CLASS / STIMULO – Cumulative Results 2012 - 2014

Comparative Attitude and Impact Scores Shown as % for Various Target Groups Over the Initial Phases of the Project



The four priorities for the final year of the project (2015) will be 1 - To complete the full cycle of Family Workshops; 2 - To implement formal strategies to support increase school participation; 3 - To work with families to create effective Parent Support Groups; and 4 - To work with local authorities to co-sign local Declarations on the Rights of Families and Children with Disabilities.

FINANCIAL REPORT
Roxanne MacKenzie, CFO

Parkland Community Living and Supports Society

Summarized Statement of Operations for the General Fund

Year Ended August 31, 2014 (Audited)

	2014	2013
Revenue		
Government funding	23,903,467	21,204,289
Rental income	498,506	486,220
School jurisdictions	388,965	310,135
Fees for services	84,422	84,844
Donations, interest and other	39,759	55,599
	24,915,119	22,141,087
Expenses		
Salaries and benefits	21,547,037	19,735,092
Facility costs	742,840	643,151
Supplies	550,155	526,005
Transportation	223,862	189,160
International programs	214,573	172,443
Amortization of capital assets	210,306	198,083
Staff training	200,816	162,748
Recreation/social programs	135,567	124,102
Insurance	109,487	109,509
Mortgage interest	94,817	102,008
Professional fees	52,046	45,163
GST	27,399	26,575
Other	17,924	5,653
	24,126,829	22,039,692
Excess of revenue over expenses from operations	788,290	101,395
Mortgage and loan principal payments	(204,498)	(225,266)
Capital purchases and transfers	(269,470)	(17,946)
Reserve transfer	(1,147)	(1,434)
Capital transfer - amortization	210,306	198,083
Net Addition to General Fund	523,481	54,832
% of Revenue	2.10%	0.25%

Note 1: This statement provides summarized financial information only. It includes the general fund operations of the agency.