

# Parkland Community Living and Supports Society 2016 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 addition, we deliver services within the community of Inuvik in the Canadian Arctic as well as collaborating with Service Providers in Latin America. The agency's mission is "To improve the quality of life of children and adults with developmental disabilities through individual choice, dignity and rights".

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

- **Citizenship** which is based on the principles of individual value and worth, individual rights and freedoms, and equality which recognizes the physical, mental, social, and spiritual needs of individuals
- **Choice** which empowers individuals to make real choices about real options in life, including where they will live and what they will do
- **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
- **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 has 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. All of which are possible due to the innovative and committed individuals that make up the Parkland employee team.

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## **CEO's REPORT**

*Phil 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 key activities and accomplishments that have advanced these strategic goals over the past year.

In support of quality services, Parkland CLASS completed the re-accreditation of all of its adult and children's programs through CAC (The Canadian Accreditation Council). As a result of this audit, the agency was found to be 100% compliant with all of the CAC accreditation standards, and it also received advance designations in "Specialized Needs Services" and "Aboriginal Services". Based on these factors, Parkland was re-accredited for a further four years with an "Excellence Designation", which is the highest achievement level available through CAC.

Prior to its accreditation, the agency also participated in a "MyLife - Quality of Life" review to measure the changes in quality of life over a 4 year period for adults in service. The independent MyLife review found improvements in all eight quality of life domains. This achievement was made possible by the dedication and efforts of all service delivery staff.

In support of organizational development, the agency started to implement a new "Enterprise Management System" to facilitate information management from, and between, Parkland's accounting, payroll, and human resources areas. This initiative also involved improvements in the ShareVision system that supports employee communication. This complex undertaking will take between 18 to 24 months to complete.

Parkland CLASS has also introduced new management and coordination staffing models within the administration and service delivery areas. These new models will ensure that management and coordination positions are appropriately matched with the functions and duties that need to be undertaken as the agency continues to grow and evolve.

In support of future service development, the agency undertook an analysis of the unique support requirements for individuals with complex medical and behavioural needs. This formal analysis identified the issues related to supporting complex needs, and the agency's capacity and human resource investments that would be required to properly serve these two target groups.

Finally, in support of improved program planning and oversight, the agency is establishing a financial and operational risk management process. Initial work has focused on the development of a "Risk Register Template". This template supports the identification and management of operational risks on the part of the agency's Senior Staff, and the oversight of organizational risk on the part of the Board of Directors. The risk management model will be refined over the next year, and eventually it will become part of the agency's annual strategic planning process.

**Parkland's ongoing priority will be to support the refinement of the agency's operating systems and the delivery of quality services for individuals and families. The accomplishments of the past year would not have been possible without the continued support of our employees, guardians, and individuals in service.**

## **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.

Alberta Human Services, Parkland CLASS's largest funder, will be introducing a new contract template during 2017. This template could significantly impact the agency at a variety of levels. Therefore, as a high priority, the agency will fully analyze the new contract, and it will develop a strategic and operational response. This response will attempt to minimize or mitigate any negative impacts of the new contract template, while optimizing the agency's management of resources to ensure the continuation of high quality services.

In support of ongoing program and service development, the agency will continue to investigate the potential to increase services to individuals with complex medical or behaviour needs. Based on a recent analysis of the unique needs of these target groups, formal recommendations and an action plan will be developed to address the agency's capacity and human resource investments that will be required to appropriately serve these individuals.

In support of ongoing organizational development, the agency will continue to implement its recently acquired information management system, ALTUS. This system will facilitate the amalgamation and flow of information between Parkland CLASS's various accounting, payroll, staff scheduling, and human resource management systems. This is a major undertaking that will continue for the next 18 months.

The Board also recognizes that the agency's current office is over-crowded, with an ineffective and deteriorating infrastructure. Therefore, the agency will continue to plan for the potential development of a new office building. Activities during 2017 will include the development of final construction plans for a new building, obtaining a development permit from the City of Red Deer, and fully assessing the financial impacts and timing of the project.

Finally, Parkland CLASS will invest additional effort and resources to further advance employee supports. This will include expanding the ShareVision program to increase effective employee communication. Actions will also be undertaken to address any shortfalls that were identified in the recent Employee Satisfaction Survey. The agency will also work with its provincial groups and colleagues to increase the awareness of government funders to the shrinking gap between the statutory minimum wage rates established by the province, and the agency's wage rates for both entry level and fully trained positions.

**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.**

## **2017 – 2019 STRATEGIC DIRECTION**

Parkland's Board and Senior Staff group held their annual three-day retreat in Canmore, Alberta between October 28<sup>th</sup> and October 30<sup>th</sup>, 2016. 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 2016 Annual Report.

### **PROGRAM DEVELOPMENT GOALS (Responses to External Opportunities)**

- Outcomes based service planning has been implemented across the organization. The only remaining aspect is integrating the new PMF tool that will be included with the new contract template. During 2017 the agency will complete its own development and implementation of a "Program PMF Reporting System" that correlates with the new PDD contract requirements. This PMF (Program Management Framework) will be introduced in the agency's Adult Services during 2017 and in Children Services and Arctic Services during 2018.
- Achieve full and appropriate utilization of the Agency's current housing inventory. This has been completed, with 2 residences identified as homes that we will be selling when the market is more conducive to that.
- Review and undertake a detailed SWOT analysis related to the potential for expanding services to individuals with complex medical and complex behavioral needs. This review was presented by Dan during Saturday's meeting. During 2017, specific recommendations and an action plan will be developed. This plan will take into consideration the agency's current capacity and limitations, the impacts of

the new Disability Services contract template, combined with the appropriate infrastructure that would be needed if the Board should choose to move in this direction.

### **AGENCY DEVELOPMENT GOALS (Responses to Internal Weaknesses)**

- Acquire and implement a new "Enterprise" management system to facilitate information management from, and between, Parkland's accounting, payroll, and human resources areas. In the future, the system will also accommodate Individual information management ongoing.
- Develop new management and coordination staffing models for both the administration and service delivery areas. This is well underway with ongoing training to key personnel as well as ongoing functional work review and the addition of some new positions. Implementation of the new Enterprise system is anticipated to have an impact and it will require some additional time to fully realize the new organizational structure ongoing.
- Continue with the development and construction of a new office building complex, and develop options for the use of the existing office building. Activities

during 2017 will include the acquisition of a development permit; the development of final construction plans; the development of final construction plans, the development of a formal response to the issues raised by the Waskasoo Community Association; and the development of a critical path for the completion of the project over several phases.

- Develop a financial and operational risk review process to assess the relevance and capacity of the Agency's technologies, facilities and its operating systems to respond to changing standards and new external practices that could be introduced or imposed upon the Agency.
- Analyze the new Disabilities Services contract and develop a workable response to the various elements of the new template that pose challenges to our ongoing operations. This response should mitigate or minimize any negative contract impacts, where possible. The response should also optimize the management and use of financial resources while, at the same time, maintaining full and defensible compliance to the various contract

terms.

## **INTERNATIONAL DEVELOPMENT**

- Continue to support the ITINERIS Foundation of Argentina, with a further two-year funding commitment, in the design and delivery of disability initiatives in Argentina. These initiatives support the long-term development of a national self-advocate movement in this country. Parkland CLASS has been partnering with ITINERIS since 2001 and will review their ongoing funding and specifically what role their participation should play in these initiatives at the 2017 Board Retreat.
- Future possible initiatives in the southern cone could align with four articles of the UNCRPD (United Nations Convention on the Rights of Persons with Disabilities). The specific focuses will be Article 8: Awareness, Article 19: Living independently and being included in the community, Article 24: Education, and Article 29: Participation in political and public life.

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## **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 multi-dependent handicapped students.

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

Target population was 10 full time multi-dependent handicapped students who were served in 2016, ranging in age from 5 to 18 years.

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

- Two Wi-Fi boosters were installed in the to allow Internet access to all classrooms in school building and both portables.
- A registered nurse was hired as the Secondary teacher.
- An Occupational Therapist started coming to the school to assess students 15+ for future services under PDD.
- There was an increased enrollment of three new students in Primary classroom and two in Secondary.

#### **Program Goals for 2017:**

- Use the on-line GEMINI SPEECH PROGRAM for all students daily using interactive flat panels (IFPs).
- Make it possible for all MDH students to utilize the Michener warm pool 2/month.

### **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 21 full-time trainable, dependent, and multi-dependent students served in 2016, ranging in age from 6 to 20 years.

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

- Two advanced students participated in speeches about Parkland School to Notre Dame and Gateway school populations
- \$26,000 was raised by the Notre Dame graduates to donate to our school (Three IFPs were purchased with this donation).
- Two teachers were assessed by Alberta Education and received their Permanent Teacher Certifications.
- A Quiet Room with comfortable chairs, a bed and soft lighting was put into service with very positive results

#### **Program Goals for 2017:**

- Teachers will learn to use the new Interactive Flat Panels (IFPs) effectively.
- Expand the use of the GEMINI SPEECH PROGRAM for all students daily to promote verbalization.
- Community based pre-vocational training will be offered to graduating students in their final year (as appropriate).
- Investigate the potential replacement of the Goshen 2 bus for next term.

### **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 21 trainable, multi-dependent and dependent students who were served in 2016, ranging in age from 6 to 20 years.

**Accomplishments and Outcomes:**

- Through switch usage, students were able to choose stories and the length of time they could wait before “turning the page” to continue the story.
- Several students increased their focus time from 2 to 8 minutes.
- One student started singing along with various songs on the computer.
- All students improved their cause-effect concept, eye-hand coordination and enjoyment of computer time in the lab.

**Program Goals for 2017:**

- All classrooms will teach their own Challenge Program utilizing their own staff for 1-1 attention.
- The computer schedule will include an exclusive afternoon for each classroom.
- Students will be taught to utilize the computer for education as well as for personal leisure and games.

**Augmentative Communications Program**

Parkland School's Augmentative Communications Program uses computer systems and technical devices to develop communication skills for non-verbal and multi-dependent students.

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

Target Population was 31 multi-dependent, dependent and trainable students with very limited, or non-existent, communication skills who were served in 2016. Students ranged in age from 5 to 20 years.

**Accomplishments and Outcomes:**

- iPad usage was more effective and more widely used in all classrooms for education, music, games and leisure pursuits.
- More students have their own iPads now and bring them to school daily.

**Program Goals for 2017:**

- Continue to encourage parents/ guardians to purchase iPads for their students.
- Continue to load the Designer Tap to Talk application on all individual iPads for communication use at home and school.
- Record results of the GEMINI SPEECH PROGRAM in regards to the oral verbalization that is being learned.
- Continue to search for communication options for each student.

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**CHILDREN'S SERVICES REPORT**

*Shauna Mayes, Director of Children's and Arctic Services*

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.

### **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, childcare, behavior supports, and community involvement activities.

Target population was 25 multi-defendant and dependent children, and their families, who were served in 2016.

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

- All Family Support Intake and yearly CAC files are completed and uploaded to ShareVision. This is a continuous process as families enter and exit the program.
- 2 families have accessed and implemented the 1, 2, 3 Magic Program to assist with decreasing undesirable behavior.
- Block training continues to be done and parents are finding the process much easier to both implement and maintain consistency. (Block training focuses primarily on a single time frame in the day and the program fits well within this model/time. Skills should generalize from there once it becomes a habit.)
- Implemented yearly orientation provided to staff via group staff meetings.
- Cultural diversity addressed monthly at staff meetings.
- Three Families now have Specialized Services coordinated with their school program.

#### **Program Goals for 2017:**

- Continue to develop and implement hard copy and electronic Picture Schedules and PECS systems where applicable.
- Ensure all Family Support CAC files are current and up to date.
- Find new and creative ways of hiring and structuring hours.

### **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. These 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 18 children who were served in the Supported Home Placement Program during 2016.

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

- Provided numerous training and development opportunities to Proprietors

- Parkland CLASS has a basement suite that has been licensed for providing proprietor relief. With the licensed home and having more applicants who have specialized skills, the program is very close to resolving the lack of relief issue.

**Program Goals for 2017:**

- Work with our Northern partners to provide new spaces to more children.

**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 7 dependent, multi-dependent, and medically fragile children with various disabling conditions and needs who were served in 2016.

**Accomplishments and Outcomes:**

- CAC accreditation was granted 27th May 2016 to all Children’s Program with both Aboriginal and Specialized Needs Program Designations.
- We are now scanning our files as opposed to relying on a paper archival system.

**Program Goals for 2017:**

- Continue with the Enterprise and CRM development (information management)

- Continue to refine our service delivery processes: intake, risk management, and service delivery models, through effective allocation of resources.

**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 6 dependent, multi-dependent, and medically fragile children each with various disabling conditions and needs who were served in 2016.

**Accomplishments and Outcomes:**

- Parkland CLASS has a basement suite that has been licensed for providing family relief. With the licensed home and having more applicants who have specialized skills, the program is very close to resolving the lack of family relief for non-complex needs individuals.

**Program Goals for 2017:**

- Continue to develop additional respite resources.

**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.

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 opportunities for success.

Target population was 28 children with a variety of behavioral concerns or needs identified during 2016.

**Accomplishments and Outcomes:**

- External professional development taken by Behavior Specialists during 2016 included - Introspection on The Eight Sensory Systems; Risk of Violence Conference; and the Wellness Leader Workshop.

- Specialized training that was presented in the organization included - Meaningful Life and Positive Behavior Supports; Meaningful Motivation; Meaningful Activities; Meaningful Cooperation; Community Inclusion; Involving Individuals in Daily Living; and Sensory Fun.
- All of the noted training programs were uploaded to ShareVision.

**Program Goals for 2017:**

- Work with nursing team to revise PRN protocols.
- Review and streamline the Assistive Technologies practices and protocols.
- Continue to develop targeted training for staff

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**ADULT RESIDENTIAL SERVICES REPORT**

*Terry Mitchell, Director of Adult Services and Renee Tiffin, 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 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 119 adults with various disabling conditions and needs who were served in 2016.

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

- Accreditation was granted 27th May 2016 to all Adult Programs with Aboriginal and Specialized Needs Designations.
- The Minister of Human Services, Irfan Sabir, released a Provincial Consultation Report on the PDD Safety Standards. All major recommendations were approved and the PDD Safety Standard was repealed. Parkland CLASS participated in the consultation process.
- A POI (Personal Outcomes Index) audit was completed and the Quality of Life results increased across all of the POI domains.

#### **Program Goals for 2017:**

- Continue with the Enterprise and CRM development of a comprehensive information management system.
- Continue to refine the service delivery processes including intake, risk management, service delivery models, and the effective uses and allocation of resources.

#### **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 2016.

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

- Accreditation was granted 27th May 2016 to all Adult Programs with Aboriginal and Specialized Needs Designations.
- A POI (Personal Outcomes Index) audit was completed and the Quality of Life results increased across all of the POI domains.
- Pilot some innovative activity initiatives to reduce community isolation for some individuals.

#### **Program Goals for 2017:**

- Continue with the Enterprise and CRM development of a comprehensive information management system.
- Continue to refine the service delivery processes including intake, risk management, service delivery models, and the effective uses and allocation of resources.

#### **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 caregivers in a family orientated or roommate environment.

Target population was 23 adults with various disabilities who were served during 2016.

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

- Accreditation was granted 27th May 2016 to all Adult Programs with Aboriginal and Specialized Needs Designations.

- A POI (Personal Outcomes Index) audit was completed and the Quality of Life results increased across all of the POI domains.

**Program Goals for 2017:**

- Continue with the Enterprise and CRM development of a comprehensive information management system.
- Continue to refine the service delivery processes including intake, risk management, service delivery models, and the effective uses and allocation of resources.

**Specialized Behavioral Support Services**

The Specialized Behavioral Support service provides supports to adult individuals who experience behavioral challenges, their families, and their 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. Target population was 143 adults with a variety of

behavioral concerns or needs identified during 2016.

**Accomplishments and Outcomes:**

- External professional development taken by Behavior Specialists during 2016 included - Introspection on The Eight Sensory Systems; Risk of Violence Conference; and the Wellness Leader Workshop.
- Specialized training that was presented in the organization included - Meaningful Life and Positive Behavior Supports; Meaningful Motivation; Meaningful Activities; Meaningful Cooperation; Community Inclusion; Involving Individuals in Daily Living; and Sensory Fun. All of these training programs were also uploaded to ShareVision.

**Program Goals for 2017:**

- Work with nursing team to revise PRN protocols
- Review and streamline the Assistive Technologies practices and protocols.
- Continue to develop targeted training for staff.

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**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. These programs operate under the direction of families and / or guardians, consumers, and the Persons with Developmental Disabilities Central

Alberta Community Board. 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 provides a structured alternative to employment, if desired, or it supplements the individual's lifestyle.

Personal supports are provided so that individual needs are met and community participation is maximized. Target population was 59 adults who were served during 2016.

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

- Meaningful and Positive Behaviour Supports training for Community Bridging was delivered on January 7, 2016 and April 7, 2016.

#### **Program Goals for 2017:**

- Review overall program costs and determine if any new options exist related to effective use of resources.
- Maintain one to one staffing supports for individuals that require this level of involvement.
- Continue to develop strategies to provide more staff supervision for community Bridger's during activities.

### **RELAX Crew Program**

The RELAX Crew Social Club is an Individual 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 312 adults, who were served during 2016. Parkland CLASS served 126, while the remaining 186 members were affiliated with various Central Alberta service providers.

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

- Self-Advocate Conference – Relax Crew Executive were sponsored by donation to attend, as well 7 other Parkland CLASS individuals.
- Relax Crew has formalized its Volunteer Program. Individuals in service are filling currently 17 positions.
- The Relax Crew calendar offers a monthly cultural activity i.e. Chinese New Year, Filipino Day, etc.
- Day trips to Central Alberta educational interest points including the Double Tree Ranch, Reynold's Museum, and the City of Red Deer Ghost walk.
- Onsite activities such as Cooking Class, Keeping Safe Workshop, Relationships and Roommates, a Self-Advocate speaker

on FASD, Seniors Day, and Exercise Classes were sponsored.

**Program Goals for 2017:**

- Continue to support Relax Crew's involvement in all future self-advocate initiatives.

- Increase educational and cultural programs for members.
- Work with external members to insure that there is adequate staff support for those individuals attending Relax Crew function.

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**ARCTIC SERVICES REPORT**

*Shauna Mayes, Director 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 the NWT Government.

Services are delivered either in Central Alberta where 16 adults and 2 children with high needs have been relocated, or in the Inuvik Region of the Northwest Territories where 13 adults are being served in two residential projects.

The services that support northern adults and children in Central Alberta have been previously reported. The services that are located in the north 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 2016.

**Billy Moore Community Group Home**

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

This service fosters inclusion within the community while individual participation and

choices are maximized in their home environment. Target Population was 5 defendant aboriginal adults with moderate needs who were served in 2016.

**Joint Accomplishments and Outcomes:**

- Both homes have been trained in the Cultural Curriculum and have been implementing the concepts for the last six months.
- Parkland's Program Director was in Inuvik and provided training around documentation on ShareVision for the various cultural events that take place.
- Program Director and a local Inuvialuit staff have been working on aboriginal training and will be teaching staff at the group home.

- Parkland CLASS partners with the Elder Program at the Beaufort Delta Hospital with cultural events at the Charlotte Vehus home every second month.
- There has been an increase in local knowledge of what Parkland CLASS services are and more exposure to the work we do for people of the Inuvialuit and Dene culture.
- Over that last year Parkland CLASS has made an arrangement with the college in Inuvik to assist in the placement of practicum students from the PCA program to gain work experience both homes.
- Parkland CLASS has obtained a two-year extension on its contracts which now run to March 2018.

#### **Program Goals for 2017:**

- Look for some alternative mechanisms to hire and retain a Billy Moore Supervisor.
- Explore alternative hiring options with Fort MacPherson and Tuktoyuktuk.
- Continue to recruit local expertise for cultural training.

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## **PARKLAND INTERNATIONAL REPORT**

*Dan Verstraete, 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”**.

### **Conference Presentations**

We continued with our support of the third biannual conference in Rosario which was well attended and had 104 self-advocates present. This year's theme “Personal Revolutions Organizational Evolution” presentations were well received and there was a marked increase in presentations by self-advocates.

Planning for the 2018 conference will include a review of the fee structure and offerings specifically tailored to professionals.

### **The STIMULO Program - Mexico**

The STIMULO Program advanced disability rights in Mexico through a unique partnership

between Parkland CLASS and the STIMULO Foundation of Mexico.

### **Accomplishments and Outcomes:**

- Final audit was completed by Global Affairs Canada bringing the three year project to a close.

### **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.

### **Accomplishments and Outcomes:**

- ITINERIS developed two virtual courses on basic concepts of intellectual disabilities which they were able to deliver.
- ITINERIS published 'I want to be a Self-Advocate' a 70 page, full colour, illustrated, manual translated into simple Spanish by self-advocates of Buenos Aires, which is designed to support the virtual courses that have been developed.
- Post-graduate course about Quality of life and Self-determination was developed and delivered as a Joint venture with the University of San Pablo, Tucumán
- First postgraduate university course on Person Centered Planning was delivered at The National University of San Martín with 20 professionals graduating.
- First provincial course to develop a network of self-advocates was delivered as a joint venture with IProDiCh (Instituto

Provincial para la Inclusión de las Personas con Discapacidad de la Provincia del Chaco).

- Coordination of the four existing self-advocates groups trained by ITINERIS was undertaken, which was instrumental in the increased participation in the Rosario Conference.
- ITINERIS produced four short videos that can be part of a campaign or material for training in independent living

### **Program Goals for 2017:**

- Continue to support the ITINERIS Foundation of Argentina, with a further two-year commitment, in the design and delivery of disability initiatives in Argentina. These initiatives support the long-term development of a national self-advocate movement in this country.

**FINANCIAL REPORT***Janna Miller, Director of Finance*

Summarized Statement of Operations for the General Fund

Year ended August 31, 2016

	2016	2015
<b>Revenue</b>		
Government funding	25,359,552	25,851,838
Rental income	663,586	613,354
School jurisdictions	400,938	383,294
Fees for services	116,696	100,092
Donations, interest and other	112,239	66,459
	<b>26,653,011</b>	<b>27,015,037</b>
<b>Expenses</b>		
Salaries and benefits	23,747,047	23,400,709
Facility costs	827,674	733,996
Supplies	565,406	548,339
Amortization of capital assets	251,045	236,285
Staff training	188,589	207,875
Transportation	184,885	240,198
Insurance	123,901	127,895
Mortgage interest	115,821	115,236
Recreation/social programs	115,699	123,523
International programs	58,897	206,389
Professional fees	37,200	42,216
GST	33,180	31,137
Other	15,559	17,348
	<b>26,264,903</b>	<b>26,031,146</b>
<b>Excess of revenue over expenses from operations</b>	<b>388,108</b>	<b>983,891</b>
<b>Gain (loss) on sale of assets</b>		<b>50</b>
<b>Excess of revenue over expenses</b>	<b>388,108</b>	<b>983,941</b>
Mortgage and loan principal payments	(243,820)	(232,166)
Capital purchases and transfers	(150,563)	(646,344)
Reserve transfer	(1,227)	(1,147)
Capital transfer - amortization	251,045	236,285
<b>Net Addition to General Fund</b>	<b>243,543</b>	<b>340,569</b>
<b>% of Revenue</b>	<b>0.91%</b>	<b>1.26%</b>

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