



PARKLAND CLASS

2022 ANNUAL REPORT

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WHO WE ARE

Our Mission: "To improve the quality of life of children and adults with developmental disabilities through individual choice, dignity and rights."

Parkland Community Living and Supports Society is a registered non-profit society that provides services for children and adults with developmental disabilities. We are located in Central Alberta with partners in the Northwest Territories and Nunavut, as well as partnering in international initiatives promoting the rights of individuals with developmental disabilities.

We are accredited through the Canadian Accreditation Council (CAC) and hold designations as, Specialized Service Provider, Indigenous Service Provider, and Mental Health Provider.

Since 1963, Parkland CLASS has served hundreds of families and individuals with developmental disabilities to pursue their chosen lifestyle in the broader community. We deliver numerous programs within six service areas:

1. Parkland School
2. Children's Services
3. Residential Services
4. Adult Day Programs
5. Arctic Services
6. International Services

Parkland CLASS focuses on enhancing the quality of life for individuals with developmental disabilities who choose us to serve them. We strive to empower the people we serve, measuring success by the goals they set and achieve as they pursue their lives.

This Annual Report outlines the agency's recent accomplishments, it's strategic direction, and the future goals that will be undertaken in each program and service area.

Acknowledging and supporting diversity is central to our value system.

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 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 ensures that individuals have equal access to those aspects of life that are often taken for granted, including, wherever possible, an education, employment, their own homes, friendships, and social interaction with others.

Notwithstanding the past three years of pandemic restrictions, Community and Social Services (CSS) focus on “Critical and Urgent” service funding and the ongoing challenges with staffing: Parkland CLASS has worked with the Individuals that we serve and their Guardians to maintain the level of inclusion and support they request and have rightfully come to expect. Parkland is committed to building on the past decades of work focusing on positive community attitudes and the promotion of rights that have enabled individuals with disabilities to achieve lives of inclusion, choice and the everyday opportunities many take for granted within their communities.

PARKLAND COMMUNITY LIVING AND SUPPORTS SOCIETY

2022 ANNUAL REPORT

PARKLAND CLASS PROVIDES
SERVICES TO APPROXIMATELY
235 Children, adults
and families

**PARKLAND CLASS
HAS 7 DEDICATED
BOARD MEMBERS**

Parkland CLASS has
35 group homes in
Central Alberta

Parkland School
has existed
since **1960**

The Agency delivers
programs in **6** service areas

**PARKLAND
CLASS
utilizes a
staff base
of
620
employees**

Parkland CLASS incorporated
as a non-profit
society in **1963**

The Relax
Crew social
club has
over
290
community
members

Parkland School has 4 program areas

- Specialized Supports Program
- Inclusive School Program
- Complex Communications Program
- Technology Program



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DON OSZLI

Parkland CLASS Board President

This year, the Board of Directors has focused on providing strategic guidance to the Organization as we re-establish pre-COVID routines, return to regular practice, and focus on our Mission.

The past year has been busy, requiring that Parkland effectively navigate community re-engagement as COVID-19 becomes endemic. In addition, the current labour market challenges, staff shortages, and the continuance of no new Government funding for another year, compounded by inflation, and the outcome of Arbitration, have all contributed to the Agency's realities.

As an organization, Parkland has addressed all the identified issues as effectively as possible and focused on the individuals we serve and their unique desires and goals. However, these realities place significant demands on our employees and overall resources, and we recognize the dedication of our staff and the challenges they are experiencing.

The current operational focus has been integral to the organization's success during the past year. The ongoing commitment of Parklands staff to maintaining individual-focused services despite the challenges is a testament to their understanding and commitment to our Mission.

"Parkland Community Living and Supports Society exists to improve the quality of life of children and adults with developmental disabilities through individual choice, dignity and rights."

As an organization, we have worked diligently to pursue service delivery in innovative ways, ensuring that our individuals and guardians receive the services they desire.

During the past year, we have developed an NWT group home, a licensed adult home, and two one-person residences. Parkland School has done a commendable job addressing the 2021-2024 education plan and incrementally advancing the school's programs and offerings for the children we serve. The Board is committed to supporting the school as it addresses the long-term goals and identified priorities within the Education Plan. We appreciate Alberta Education and the Association of Independent Schools and Colleges in Alberta (AISCA) support.

Our desire to innovate and look for creative service options; has forced us to be methodical and well-thought-out in our approaches within our current environment and available resources.

This year has seen significant planning, discussion and re-energizing as we move forward from the past challenges and refocus on the individuals we serve and what potential opportunities may lie ahead.

We hope to see some positive changes within the sector in the upcoming year, given the current changes in government, Provincial recognition of the funding disparities within the Disability Sector, and the increasing Provincial activity and advocacy by service groups and organizations.

Parkland CLASS Board is committed to its entrepreneurial focus. We continue to pursue activities that support our individuals' and their guardians' aspirations and goals. The organization remains dedicated to seeking increased funding and recognizes the importance of advocating on our employee's behalf, as we have always done. The Board acknowledges the staff team's significant contributions and appreciates their commitment to those we serve. We could not do the work we do without our valued employees.



DAN VERSTRAETE

Parkland CLASS CEO

2022 has been a busy year at Parkland CLASS as we balance our return to regular pre-COVID routines and maintain a reasonable safety and prevention level for both those we serve and our staff. As has been the case with many of our colleagues, the challenges of COVID have shifted from emergent to finding a reasonable balance between risk, safety and quality of life. Our practice has been cautious in keeping with the significant number of vulnerable individuals we serve. Seeing our individuals and staff re-engaging in their favourite activities and community participation has been gratifying. Outcomes of the COVID experience have been all the positive and creative new ways that emerged to keep our individuals connected; zoom family visits, iPad interactions and online programs and activities. In the future, we will maintain these practices as they increase opportunities and experiences for our individuals.

A factor that has required significant amounts of time and effort in the organization is chronic staff shortages. This has had an impact in terms of the lower numbers of individuals applying and fewer applicants with experience or education in the disability field. The staffing shortfall has presented significant challenges. As an organization, we continue looking for creative solutions to a global staffing issue. I am amazed at the creativity and commitment of our staff as we continue to work through these challenges and maintain our focus on the safety and well-being of our individuals.

As an organization, we have continued to pursue creative service solutions for individuals requesting our support. The Service Team has developed a licenced service model at one of our homes and has piloted unique mixed services. Additionally, the team has developed a residential model exclusively occupied by individuals from the NWT, along with two single- person models. As an organization, we want to lend our support when requested, where we have the resources to provide a safe, quality service.

Parkland School has done an excellent job addressing the changes and expectations from Alberta Education as the curriculum, inclusive education expectations and legislation change. We look forward to ongoing collaboration with the Association of Independent Schools and Colleges in Alberta (AISCA) and the new resources Alberta Education and AISCA can provide.

Parkland has continued to advocate for improved staff funding and tabling of current service challenges at both a Regional and Provincial level. There is considerable attention now being focused on the longstanding concern that the Disability Sector has been experiencing; no new money since 2014, low wages, chronic staffing shortages and the lack of credentials and training specific to the field. Organizations like Parkland have worked very hard to support these initiatives. Provincial advocacy is growing, and we are seeing groups like the Alberta Council of Disability Services (ACDS), Alberta Disability Workers Association (ADWA), Voices of Albertans with Disabilities (VAD), and Inclusion Alberta joining forces and lobbying the Government to address the deteriorating state of disability services. Parkland CLASS is a member of the organizations mentioned. We are represented on three Provincial Committees working with Government to address critical issues facing the disabilities sector and the regional PACE Committee and Contract Sub Committee. As an organization, Parkland CLASS is committed to and believes that we must advocate and continue to pursue solutions that will benefit those we serve and our committed staff.

We have had excellent discussions and Board support as we revisit and discuss our values and goals, where we see Parkland going as we return to our new normal, and where we see ourselves in the future. This reflection and discussion are essential as the organization establishes its next steps and what our impact needs to be in what is proving to be a service sector, province, country and world in transition.

In closing, I am grateful for our board's strong leadership and support, our committed staff's tenacity and endless ability to meet challenges and focus on those we serve, and our individuals and their guardians who choose Parkland CLASS. You are why the organization exists and provide the meaning and purpose to our actions.



TRUDY LEWIS

Parkland School Director

Parkland school is accredited by Alberta Education and works closely with local public and separate school jurisdictions, social services, and northern jurisdictions. Student educational goals are incorporated into individual program plans consistent with Alberta Education Programs of Study and assurance domains.

The past year has seen considerable progress as the Director and Principal have worked to execute the action plan developed with the support of Alberta Education. The Schools recent membership with AISCA has proven to be an excellent resource and support in this undertaking. Parkland CLASS's Board is committed to ensuring a quality Alberta Education-compliant program for those Parents and Children that are unable to obtain the supports they desire in the regular school system.

Parkland School has four main program areas: the Specialized Supports Program, the Inclusive School Program, the Technology Program and the Complex Communications Program.



Parkland School (Special Education) exists to improve the quality of children and adults with developmental disabilities through choice, dignity and rights.

SPECIALIZED SUPPORTS PROGRAM

The Parkland School Program provides extensive support to students with multiple disabilities. The program addresses speech, physical and occupational therapy, liberating technology, communication, hearing, vision, Behaviour modification, sensory stimulation, medical assistance, and full support for all daily living needs. Nine (9) full-time students were served in 2022, ranging in age from 8 to 20 years.

ACCOMPLISHMENTS AND OUTCOMES:

PRIMARY CLASSROOM	SECONDARY CLASSROOM
A physiotherapist from Aspire provided, advice/recommendations on students' programs and also monitored their equipment needs.	A mini Snoezelen room was created in the secondary classroom, giving the students a place to rest and decompress during the day.
All students enjoyed a busy schedule with 1-3 academic classes per day plus all the activities and therapies in their homeroom.	Students were provided with increased hand-over-hand learning in their classes resulting in additional individual progress.
Significant progress was seen in students learning to self-feed this term.	An increase in walker and standing routines was programmed as per physiotherapist recommendations.
Due to the lifting of pandemic restrictions late in the year, in-person parent-teacher interviews were conducted providing a much better sense of programming, practices, equipment usage and parent engagement and feedback.	

PROGRAM GOALS FOR 2023:

- Have local consultants (PT, OT, vision / hearing, mobility) visit annually to assess and monitor programs and equipment under the AISCA initiative.
- Add Tech Town into the schedule for the use of the VR Program and the Lumo.
- Enjoy time in Snoezelen Room again now that restrictions are lifted.
- Continue dedicated Primary/Secondary literacy and numeracy classes.

INCLUSIVE SCHOOL PROGRAM

The Parkland School - Inclusive School Program focuses on student-centric concepts of education, socialization, and essential living skill development. All classes promote academic, personal, and physical development. Certificated teachers are responsible for academic and learning and evaluation of all students. The Inclusive School Program is delivered both within Parkland School and within the community on a regular basis. In 2022, 20 students were served, ranging in age from 8 to 20 years.

ACCOMPLISHMENTS AND OUTCOMES:

JUNIOR CLASSROOM	SENIOR CLASSROOM
The classroom was transformed to offer more space and an open concept, with a tranquility corner LED lighting, a grounding mat, stuffies, and sensory and musical toys, providing a safe place to rest, ground and decompress.	The dynamic nature of the staff team in the room led to rotational staffing and success with the students learning to trust and work with all staff equally. This flexibility is a great accomplishment for the students.
A Parkland Bucks reward system and store were created, providing additional student learning and opportunities.	The Smartboard was moved into the Senior classroom to allow Math classes to be conducted within the school.
ADVANCED CLASSROOM	
<ul style="list-style-type: none">All long-term IPP goals and lesson plans were revised to utilize goals from Alberta Education's Programs of Study.Parents were offered three options for parent-teacher interviews (in person, by phone or zoom).	

LITERACY		NUMERACY	
The Smartboard apps continued to be a very engaging source of activities for numeracy (math songs, counting activities, verbalization and signing, etc.).		Numeracy goals for three more advanced students included: skip counting, basic money, basic time, and place values.	
Monthly sight word lists were created for students.		More units were added that were themed fun for 100 days of school celebration.	
SNACK CLASS		PRE-VOCATIONAL	
Snacks were prepared and delivered to each classroom due to COVID restrictions. Allowing students to sample, enjoy and learn to eat a variety of food items.		Pre-vocational community training was partially resumed in May and June after COVID restrictions were lifted.	
SENSORY PROGRAM		TRANSPORTATION	
Students participated in group stretching and workout activities with the added bonus of being able to “lead” the group at times. The students thoroughly enjoyed their programs in the gym and were always eager to participate.		Due to the threat of vandalism, the Senator and Allstar buses were stored at the Red Deer Catholic bus yards for the summer months. UFA card lock cards were secured for fueling the buses to lower costs.	
ENROLLMENT		TECHNOLOGY	
Six students graduated this term. Currently, four new students have enrolled for the next term.		Both the Starfall app and the Gemiini Program are being maintained as they provide numerous training resources.	
STAFFING		ALBERTA EDUCATION	
The new collective agreement was put in place in August 2022, resulting in a 1.5% payout for 2020/21, a 1% grid raise and payout for 2021/22 and another 1% grid raise for 2022/23.		The Annual Operations Plan, Education Plan, Enrolment Projection, TWINS teacher information, severe funding documentation, preliminary budget for 22/23 and PASI info/updates were completed and submitted to AB Education.	
DONATIONS			
<ul style="list-style-type: none">• Total cash donations this term were \$11,734. These funds were used to pay for the new flooring in the portables.• School reserve funds were used for lighting, technology purchases and outdoor maintenance.			

PROGRAM GOALS FOR 2023:

PRE-VOCATIONAL TRAINING	SENSORY INTEGRATION
Community access to training will resume in September 2022.	Dynamic stretching and functional heavy muscle work will be incorporated into daily load-up routines.
LITERACY	NUMERACY
Updated “Bits of Information” picture cards and objects will be sourced.	The Math program will remain the same utilizing technology and manipulatives for success in all areas.
JUNIOR CLASSROOM	SENIOR CLASSROOM
More LED lights will be installed. Welcomed one new student into the classroom.	Welcomed two new students into the classroom.
TRANSPORTATION	ADVANCED CLASSROOM
Continue to use Action Bus for transportation of all students in wheelchairs. Continue to use the Principal as a sub driver and obtain certification for two additional staff as soon as the S-Endorsement class becomes available.	Two new students have become part of the class.

TECHNOLOGY PROGRAM

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The purpose of the Parkland School Technology Program is to enhance academic classes and improve the students' capabilities in the areas of Literacy and Numeracy. Smartboards, laptops, iPads, Lumo, and Virtual Reality maximize the students' learning abilities through increased attentiveness and motivation.

STUDENTS WERE SERVED IN 2021/2022

ACCOMPLISHMENTS AND OUTCOMES:

- Virtual Reality and the Lumo interactive app machine were introduced with great success to all students.
- The use of the Lumo provides a new way to develop gross motor skills and increase mobility for the entire student population.

PROGRAM GOALS FOR 2023:

- Create our newest classroom, “Tech Town” providing all our students with access to Lumo, Virtual Reality, laptops and computers.
-

COMPLEX COMMUNICATIONS PROGRAM

The Parkland School Complex Communications Program uses computer systems, iPads, Gemini technical devices, eye gaze boards, picture schedules, photocards, choice boards and switches to develop communication skills for students with communication issues. In addition to developing alternative communication skills, students access innovative software, hardware and other technologies to advance living skills.

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**STUDENTS WITH VERY LIMITED
OR NON-EXISTENT
COMMUNICATION SKILLS**

were served in 2021/2022, ranging
in age from 8 to 20 years old

ACCOMPLISHMENTS AND OUTCOMES:

- The Gemini online video-modeling program once again delivered impressive results this term. A major increase was seen in the student accomplishment of IPP goals and assessment results due to their ability to understand the spoken word more easily and respond to instruction/requests more readily.

PROGRAM GOALS FOR 2023:

- Continue to use trial and error to find the best communication option for each student.
-

SHAUNA MAYES

Parkland CLASS Children's Services Director

Children's Services provide support to families and children with developmental disabilities through a variety of programs and services. Supports are delivered in the community and in the 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 CLASS' Children Services include:

- Family Support Program
- Children's Residential Programs
- Children's Relief Program
- Supported Home Placement Program



FAMILY SUPPORTS PROGRAM

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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, behaviour supports, and community involvement activities.

MULTI-DEPENDENT AND
DEPENDENT
CHILDREN AND THEIR FAMILIES
WERE SERVED IN 2022

ACCOMPLISHMENTS AND OUTCOMES:

- This program has had a complete turnover in service. After COVID, many contracts were not renewed, so the caseload decreased to 3 and, over the last year, increased to 15.
- An increase in sensory tools and strategies is being provided to families to manage within the home and successfully engage their children. Sensory diets, deep pressure techniques, and texture bins have been incorporated for parents to utilize.
- We have a new family support coordinator who has started this summer and is working collaboratively with funders to meet the needs of families.

PROGRAM GOALS FOR 2023:

- Integrate the existing training requirements for family supports personnel into staff meetings to more effectively maintain the training requirements of CAC.
 - Continue to contact provincial caseworkers bi-monthly. Reestablish the caseload to 18-20 children.
 - Facilitate increased connection between families and community resources i.e. FASD, Autism Society, and transitional PDD funding supports to assist in continuity of services for children in the program.
 - Develop an information night for families to become familiar with potential resources in the community, and hear guest speakers from community organizations explain their services and available resources
-

SUPPORTED HOME PLACEMENT PROGRAM

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CHILDREN WERE
SERVED IN 2022

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 can 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.

ACCOMPLISHMENTS AND OUTCOMES:

- One child graduated high school in the public school system.
 - Two children participated in a naming ceremony and received their Cree names.
 - Three professionals have been secured as a resource when home studies are required.
 - Insurance coverage requirements were addressed with the assistance of Toole Peet.
 - All proprietors are now reporting their program data on ShareVision for outcome reports.were able to adapt the program to incorporate technology for home visits and training purposes to maintain accreditation standards
 - Coordinators have completed Trauma Informed Care training and are including the principles within the services they support.
 - Indigenous teachings have been incorporated into quarterly meetings, and there has been an increase in attendance at Kasohkowew cultural events.
-

PROGRAM GOALS FOR 2023:

- Program coordinators will establish Trauma-Informed Care training for all full-time and relief proprietors
- PRIDE training offered by the region will be set up for all new respite and full-time caregivers
- Have families gather for cultural events. Work on building positive relationships through attendance at local and reserve cultural activities.
- Better utilize staff meetings to provide required training to proprietors in an effort to better utilize both proprietor and agency's time and resources.

CHILDREN'S SPECIALIZED BEHAVIOURAL 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.

ACCOMPLISHMENTS AND OUTCOMES:

- Revised Approach to risk assessments so it is more user friendly and addresses various need levels
- Added behavioral resources online for children's proprietorships, examples of emotional regulation songs, stories and calming strategies.

PROGRAM GOALS FOR 2023:

- Update and teach all required positive behavioural supports for complex needs, per the new accreditation requirements. Co-Regulation/Self-Regulation Training with families.
 - Increase face-to-face training and problem-solving with proprietors for the upcoming year.
-

CHILDREN' S WELLNESS PROGRAM

The Children's Wellness Program has been in existence since 2000 and was primarily created to provide specialized on-site supports to medically fragile children.

These services may be in the form of hands on assessment and implementation of care, telephone triage, case consults, coordination and referral, medication reviews, and facilitation and participation in care planning with physicians and psychiatrists, nurse specialist, dieticians, occupational therapists, physiotherapists, and other specialties. Procurement and management of Parkland CLASS stock medical equipment is a function of the Nursing Department. Staff education and training, as well as ensuring best practice in current policy and procedure, are also a strong focus.

The primary program objective is to maintain or increase quality of life for individuals in service by optimizing health and functioning, focusing on preventative health strategies and minimizing the impact of chronic conditions or disease. All individuals access this service.

Funding for nursing in Dunham was discontinued as of January 2022.

The nursing coordinator continues with all medical training, examples being agency medication administration, Ergonomics training, and individual-specific training such as epi pens, and insulin administration.

Nursing coordinator has completed her certification as a Disabilities nurse this year.

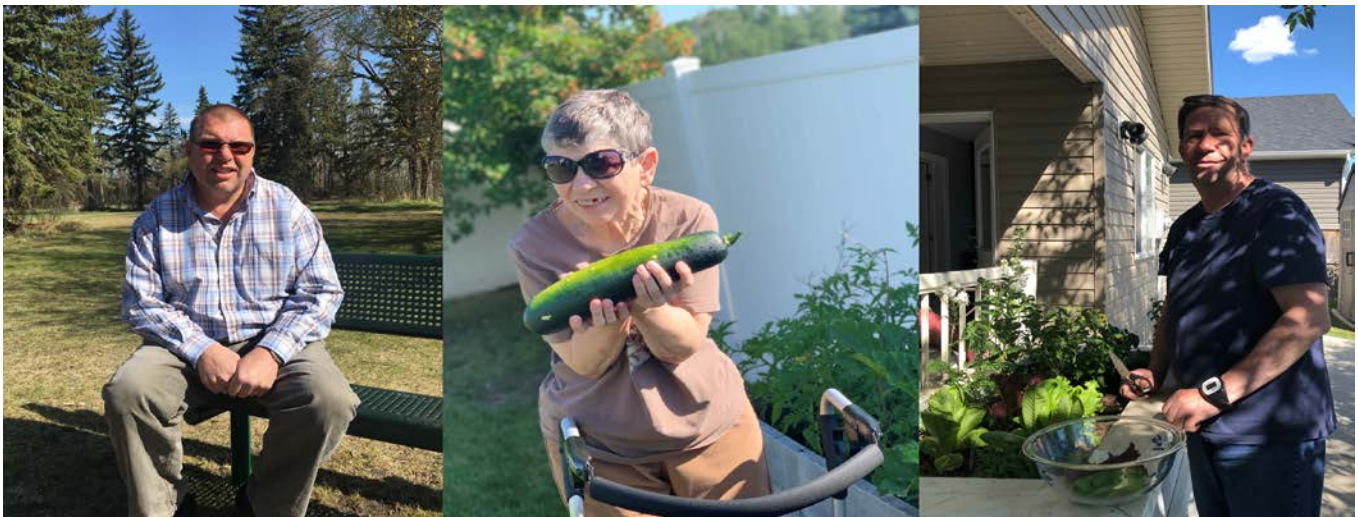
ADULT RESIDENTIAL SERVICES

RENEE TIFFIN*Adult Residential Services Director***NANCY DOUCETTE***Adult Residential Services Manager*

Residential Services provides a variety of direct supports based on the needs of individuals. Living arrangements include agency operated community homes that offer 24 hour shared living arrangements with two or three individuals; proprietor homes where individuals receive 24-hour support in a family home; or apartments of individual's themselves with specialized supports based on need. 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, and individuals who are receiving services, Persons with Developmental Disabilities Central Alberta, and other government authorities or agencies as appropriate. Residential services are provided through:

- Adult Residential Program
- Adult Proprietorship Program
- Independent Lifestyles Program (ILS)



ADULT RESIDENTIAL PROGRAM

96

ADULTS WITH VARIOUS NEEDS

WERE SERVED IN 2022

The Adult Residential Program provides housing and accommodation, combined with 24-hour 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.

ACCOMPLISHMENTS AND OUTCOMES:

- **Agency Promotion**
 - Attended a virtual Resource fair designed to promote intake. The 2022 Central Alberta Resource Fair was put on by the Children's Link Society and hosted by KNXION events.
 - **Turnover**
 - We are challenged on both the Supervisor and Frontline staff front to obtain individuals with the requisite training, background and experience within the field.
 - We are working on creative solutions to manage the current shortage of man-power.
 - **Succession Planning & Training**
 - Director enrolled in CSAE-certified Executive Program.
 - Manager completed 'conducting workplace investigations' training.
 - We have enrolled 5 service/admin employees in the Bullet Proof manager program through Crestcom Leadership training.
 - 2 Coordinators completed the training to become CAC reviewers.
 - Safe Resident Handling (Ergonomics) training the trainer was completed with 4 service/admin employees and 1 Supervisor. This has expanded our ability to train frontline staff.
 - All Pro-ACT trainers completed their recertification.
 - Both Service and Admin employees completed Making Sense of Workplace Conflict through Karen Naslund
-

- Sent one Coordinator to a course through Alberta Safeguards Foundation (What People with Disabilities are up Against, & What Can Be Done About It: an SRV Approach
- Completed Performance Management training with Coordinators.
- Completed 2 'Lunch and Learn' sessions with Coordinators.
- **Service Intake/ Exit**
 - 7 individuals have passed away.
 - 1 individual moved from Proprietorship into residential
 - 1 Individual left the program (with family) until another service becomes available.
 - 1 individual left service to move closer to family in Edmonton.
 - We had 7 new individuals move into residential
 - We closed 2 homes and reopened them within the year. We currently have 2 homes vacant

PROGRAM GOALS FOR 2023:

- Communication Plan / Strategy
 - Increase Agency Profile
 - Increased Recruitment
 - Succession Planning and Restructuring
 - Review the Role of Supervision and Coordination
 - Access additional training
 - New Services
 - Diversify services where needs identified
 - Increase services to our indigenous funders
 - Review Service models and review alternative service delivery methods
 - General
 - Continue to look for ways to increase opportunities for front line training
-

INDIVIDUAL LIFESTYLES PROGRAM (ILS)

3

ADULTS WERE SERVED IN
THEIR OWN HOMES
IN 2022

The Individual Life Style Program (ILS) provides support to adults who do not require live-in support. Individuals generally live on their own in an apartment or basement suite. Staffing for ILS individuals ranges from (13) thirteen to (168) one hundred sixty-eight hours per week.

ACCOMPLISHMENTS AND OUTCOMES:

- The organization supported individuals in following COVID restrictions and managing personal risk factors successfully.
- One individual has completed an online training program and is starting a practicum in September.
- Two individuals from residential are requesting a transition to ILS support, working with individuals, funders and Guardians to support their choices.

PROGRAM GOALS FOR 2023:

- Work with funders to meet the demand for appropriate individualized services.
-

ADULT PROPRIETORSHIP PROGRAM

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ADULTS WITH VARIOUS
DISABILITIES WERE SERVED
IN 2022

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 oriented or roommate environment.

ACCOMPLISHMENTS AND OUTCOMES:

- New insurance coverage requirements were addressed with assistance from Toole Peet.
- Supported families followed COVID guidelines and restrictions while maintaining program goals.
- 1 Individual moved from Proprietorship to Residential Services.
- 2 long term Proprietors retired this year requiring service transitions for the individuals served.
- Recruitment of Proprietors as well as respite has been challenging.
- Proprietors training continues to be a challenge and we are pursuing additional options to maintain mandatory training.

PROGRAM GOALS FOR 2023:

- Continue Increased recruitment of Proprietors and respite
 - Increase opportunities for incidental training and mentorship between Proprietors
-

SPECIALIZED BEHAVIOURAL SUPPORT SERVICES

Specialized Behavioral Support service provides support to adult individuals who experience behavioural challenges, their families, and their frontline staff. Specialized Behavioural Supports are accomplished through the completion of formalized assessments, staff training, family support, and the development of behavioural support strategies. The program's goal is to increase and enhance the quality of life of the individual.

ACCOMPLISHMENTS AND OUTCOMES:

- Brought three complex individuals into service within a short time frame (OH&S Assessments, Behavior Programs, Restrictive Practices for the individuals and the roommates, PRN Protocols, training staff teams, offering ongoing support, meeting with multidisciplinary teams, etc.)
- Revised the approach to Risk Assessments to make the approach more widely available and applicable to supporting a greater variety of situations (at least 5 Risk Assessments have been completed since April).

PROGRAM GOALS FOR 2023:

- Update/revise the Positive Behavior Supports course and begin offering this training to staff
- Identify ways to track the house or individual specific training that we provide
- Develop Sensory Tool Kits that can be loaned to the individuals to trial
- Offer Sensory Workshops to promote the value of sensory tools for individuals

ADULT HEALTH AND WELLNESS PROGRAM

ALL INDIVIDUALS IN ADULT
SERVICES ACCESS THE ADULT
WELLNESS PROGRAM

The purpose of the Adult Health and Wellness Program has been to provide specialized on-site support to individuals requiring nursing intervention and support within the Adult Programs. The goal is to allow medically fragile individuals the ability to continue to live in their homes and achieve an optimal balance in terms of health management, illness prevention and community inclusion as opposed to needing a medical-focused model.

These services may be in the form of hands-on assessment and implementation of care, telephone triage, case consults, coordination and referral, and medication reviews. The services also involve facilitation and participation in care planning with physicians, psychiatrists, nurse specialists, dietitians, occupational therapists, physiotherapists, and other medical specialties. Procurement and management of Parkland CLASS stock medical equipment is a function of the Nursing Department.

Staff education and training, as well as ensuring best practices in current policy and procedure, are a strong focus of this program.

The primary program objective is to maintain or increase the quality of life of individuals in service by optimizing health and functioning, focusing on preventative health strategies and minimizing the impact of chronic conditions or diseases.

ACCOMPLISHMENTS AND OUTCOMES:

- Program Coordinator received her designation as a Disability Nurse.

PROGRAM GOALS FOR 2023:

- Increase staff skill/ knowledge in managing individual medical issues.
 - Create additional online training resources and options for employees.
-

COMMUNITY SUPPORTS PROGRAM

RENEE TIFFIN*Adult Services Director*

Community Supports programs are alternatives to full-time employment and generally focus on individual goals directed at accessing generic community activities and services promoting community inclusion and participation. Supports are also provided for group activities which foster the 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, Individuals in service, and in collaboration with PDD, Central Region. All Community Supports Programs conform to the Accreditation Standards of the Canadian Accreditation Council of Human Services (CAC). Community Supports Programs include the Community Bridging Program and the RELAX Crew Program.



COMMUNITY BRIDGING

52

ADULTS WERE SERVED
IN THE COMMUNITY BRIDGING
PROGRAM IN 2022

The Community Bridging Program provides support 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.

ACCOMPLISHMENTS AND OUTCOMES:

- The Amalgamated the Bridging and RELAX Crew programs and worked towards creating an optimum balance of the two programs.
- Provided modified programming due to COVID.

PROGRAM GOALS FOR 2023:

- Increase focus on transportation training (City transit) due to increasing transportation costs for staff and individuals in service.
 - Explore partnerships with community businesses to support volunteer opportunities for the individuals we serve
 - Recruitment of qualified staff
-

RELAX CREW

296

ADULTS WERE SERVED
IN 2022

The RELAX Crew Social Club is a Member elected and directed social, leisure, and recreational organization which gives members increased opportunities to develop and expand friendships with other individuals who have common interests. This outcome is achieved as individuals participate in a variety of leisure, recreational, and social activities or experiences.

107

WERE FROM
PARKLAND CLASS

161

WERE FROM VARIOUS
CENTRAL ALBERTA
SERVICE PROVIDERS

28

HAD NO AFFILIATION

ACCOMPLISHMENTS AND OUTCOMES:

- The program was significantly impacted by closures due to COVID for most of the year.
- The program re-opened to PCLASS members in March 2022 and external community members.
- The Relax Crew supports 12 volunteer positions.

PROGRAM GOALS FOR 2023:

- To focus on further developing the link between Bridging and Relax Crew.
 - To explore partnerships with community businesses to support volunteer opportunities for the individuals we serve.
 - Explore additional activity options and programs with the Relax Crew Executive.
-

ARCTIC SERVICES

SHAUNA MAYES*Program Director***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's proprietorships, ILS placements, and training at the request of the NWT Government.

Services were delivered in Central Alberta, where 15 adults have been relocated, and in the Inuvik Region of the Northwest Territories, where 13 adults are being served in two residential homes.

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 (CVH) provides medically based residential services for adults. This service combines rehabilitation and medical support models.

BILLY MOORE COMMUNITY GROUP HOME

The Billy Moore Community Home (BMH) provides residential services to adults with moderate disabilities. This service fosters inclusion within the community while participation and choices are maximized in their home environment.

7 MEDICALLY DEPENDENT
ADULTS WERE SERVED
IN 2022

DEPENDENT FIRST NATIONS
ADULTS WITH MODERATE
NEEDS WERE SERVED
IN 2022

5

JOINT ACCOMPLISHMENTS AND OUTCOMES:

- **Family Contact**
 - Parkland CLASS has been successful in connecting with community members during the COVID restrictions. Our focus has been to connect our individuals in both homes, pursuing language practice, cooking traditional foods, and increasing family contacts.
 - The individuals in the home found it reinforcing to connect with their families on iPads and FaceTime
- **Heritage Grant**
 - Due to the hard work and dedication of the Charlotte Vehus and Billy Moore staff, many community members have expressed their appreciation to Parkland Class and the Heritage funding grant to provide Community Elders with traditional foods and language resources

- **Community Feasts**
 - In the last year, throughout the pandemic, staff prepared 100 bagged lunches for 9 feasts. We focused on people who were between homes, elders in long-term care, elders in their own homes and local organizations like the Inuvialuit Regional Corporation, Ingamo Hall for Elders and the Gwich'in Tribal Council.
 - All the feasts were advertised on the local Inuvik Facebook and radio station, and people would tell us if they required a drop-off at their homes. We were able to visit from outside doorsteps, and in September, we were able to gather and have the feast in the Agri plex. Gwich'in Tribal Council, the Inuvialuit Regional Corporation, and Parkland worked cooperatively to plan and host the reconciliation event for the community
- **Promotion of the Inuvialuit Language**
 - We were able to use local resources for the language classes and able to utilize Zoom for people who were interested in practicing their language.
 - Engagement in the community was very high and was seen as a very positive project in a time of uncertainty and disconnection.
- **Contract Term**
 - Currently transitioning the Charlotte Vehus and Billy Moore homes back to the NWT.

PROGRAM GOALS FOR 2023:

- Going forward, we will maintain our relationships within the Inuvik community and will provide our services should they be requested.
-

PARKLAND CLASS INTERNATIONAL

DAN VERSTRAETE*Parkland CLASS CEO*

In support of the Agency's charitable mandate, Parkland CLASS is 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. The organizations' international activities are addressed through the delivery of formal conference presentations and workshops, combined with direct involvement at the local, regional, and national levels, typically within South America. However, Parkland CLASS is not limited to one geographic location.

Parkland CLASS was pleased to be one of the organizations supporting ITINERIS with their bi-annual Rosario Congress, which had been on hold during the COVID pandemic. Parkland has participated in this Congress since its inception over a decade ago. The Rosario Congress directly benefits Southern Cone Disability groups, Service Providers, Self-Advocates, Individuals and their families.