



Parkland Community Living and Supports Society

2025 ANNUAL REPORT



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Parkland Community Living and Supports Society

INTRODUCTION

For more than six decades, Parkland Community Living and Supports Society (Parkland CLASS) has proudly served children and adults with developmental disabilities as a registered non-profit organization. Rooted in Central Alberta, with strong partnerships across the Northwest Territories and Nunavut, our reach extends nationally and internationally through collaborative initiatives that champion the rights and inclusion of individuals with developmental disabilities.

Our Board of Directors, comprised of committed local citizens and business leaders, takes great pride in our organization's long-standing legacy. United by a shared passion for advocacy, they continue to guide Parkland CLASS in strengthening the disability sector and enhancing the lives of the people we support.

Don Oszli: Board President
Jerry Van Someren: Treasurer
Herb Franklin: Director
Cal Dallas: Director

Terence Balgobin: Vice President
Vesna Higham: Secretary
Pat Schropfer: Director
Dallin Higham: Director

At the heart of our work is a simple and powerful purpose: to improve quality of life. We empower individuals to define their own goals, celebrate their achievements, and shape meaningful lives of their choosing. Their success is our success, and it continues to inspire everything we do.

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.

Core values

Equality of Opportunity

which ensures that individuals with developmental disabilities have, wherever possible, equal access to those aspects of life which are often taken for granted including employment, their own homes, social interaction and friendship, and access to generic community 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 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.



MESSAGE FROM THE BOARD PRESIDENT

In 2025, Parkland CLASS concentrated on strengthening internal systems while adapting to significant changes within the disability sector. The agency worked to balance growth with operational improvements to ensure responsiveness to the evolving needs of those we serve. Efforts included clarifying service capacity under complex-need designations, exploring opportunities to expand service models for groups with similar needs, and improving efficiency without compromising our commitment to Community inclusiveness.

A key priority was developing an operational communication plan to support strategic goals, provide critical metrics, and engage stakeholders both internally and externally. Succession planning also remained a focus, highlighted by the successful transition of two retiring Directors.

Throughout the year, Parkland continued to advocate for inclusive, community-based services and equitable funding for staff, while collaborating with government and funders to address sector challenges. The Board remains committed to innovation and meaningful adaptation to meet the needs of individuals requiring services. On behalf of Parkland CLASS, we extend our appreciation to employees, funders, guardians, and the individuals who choose us as their service provider.

Don Oszli





MESSAGE FROM THE CEO

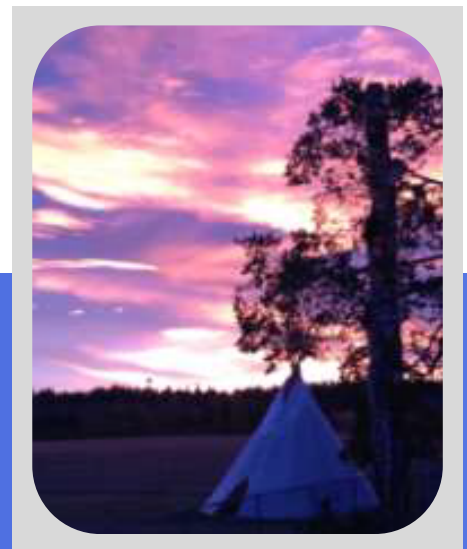
In 2025, Parkland CLASS advanced key strategic priorities while remaining focused on the needs and aspirations of the individuals we serve. Significant progress was made toward a paperless transition, supported by an expanded operations team dedicated to process improvements and operational efficiency. Our Finance and Payroll systems underwent significant enhancements, streamlining workflows.

We marked the retirement of two long-serving leaders: Trudy Lewis, Director of Education at Parkland School, and Shauna Mayes, Director of Children's and Arctic Services, both of whom have been key players in the evolution and growth of the Agency's programs. Leadership transitions were successfully implemented, including the appointment of Monica Lawes as Principal of Parkland School.

Parkland remains committed to balancing innovation with continuity, welcoming new talent while honouring the experience and knowledge of our alumni. Our success is built on strong relationships and the dedication of our staff, who make person-centred service delivery possible.

Looking ahead, we will continue to innovate, advocate for our employees, and enhance opportunities for those we serve, ensuring our organization remains responsive and inclusive.

Dan Verstraete





YEAR IN REVIEW

PROGRAMS AND SERVICES HIGHLIGHTS

In 2025, Parkland CLASS continued to deliver a broad range of person-centred programs and services to support those we serve in pursuing independence, inclusion, and the activities and goals that are important to them.

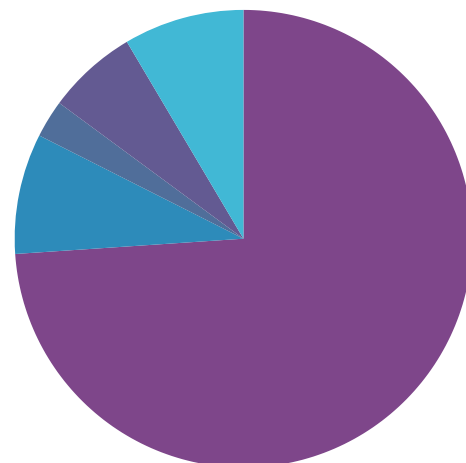
Each program offered by Parkland is based on our values of citizenship, choice, support, and equality of opportunity, which reflect our commitment to innovation, responsiveness, and collaboration with families, guardians, and Community partners to advance those values.

Individuals served across all programs
No. served

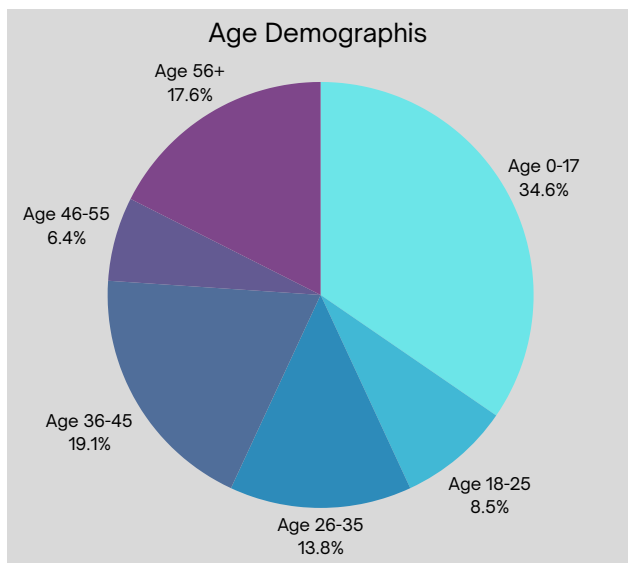


Geographic Reach
No. of Individuals

● Alberta
● Kasohkewew
● Nunavut
● NWT
● O'Chiese, Maskwacis, Sunchild Communities



Age Demographics



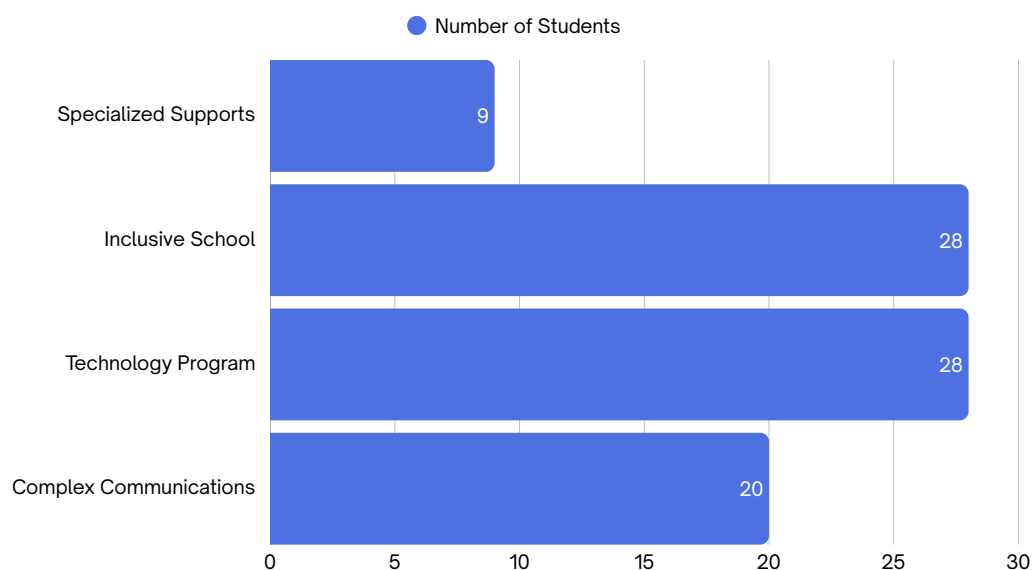
Gender

Female 35%
Male 65%



PARKLAND SCHOOL

This year marked a significant milestone for Parkland School with the retirement of Trudy Lewis, Director of Education, after more than four decades of dedicated service. Leadership transitioned smoothly with Monica Lawes assuming the role of full-time Principal. The school has focused on changes from Alberta Education, emphasizing personalized learning and skill development aligned with Alberta Education standards. Parkland School remains focused on inclusive, high-quality education and continues to adapt its programs to meet evolving student needs.



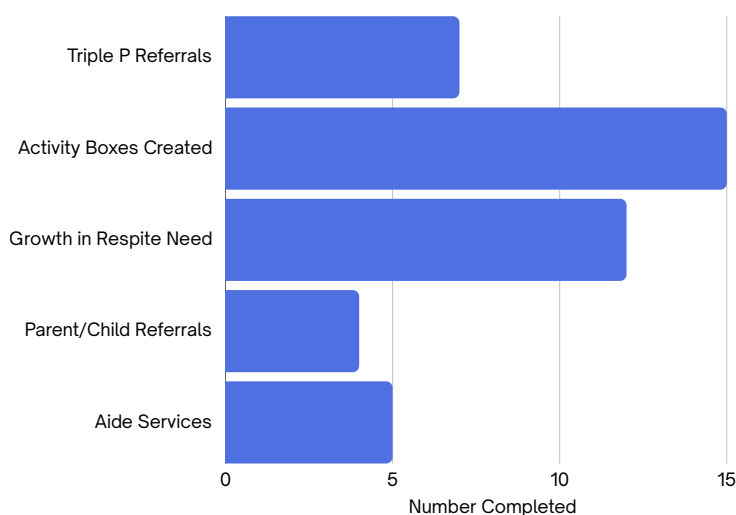
In 2025, one classroom expanded its traditional weekly Community Awareness outings. Students explored a wider range of community spaces, including the Public Library, Blue Grass, Bower Ponds, Heritage Ranch, and The Mercantile, gaining new experiences, confidence, and meaningful connection to their local community.





FAMILY SUPPORT

The Family Support Program plays a vital role in assisting families caring for children with complex needs. Throughout 2025, the program continued to serve as an essential community resource by expanding its training capacity, enhancing frontline support, and introducing new tools designed to strengthen in-home developmental outcomes. Families relied on the program for practical support during challenging life circumstances, and access to consistent, high-quality services backed by FSCD's transition to three-year contracts.



In 2025, the program advanced its effectiveness through several impactful accomplishments. The Coordinator became a certified Triple P practitioner and developed a modified Triple P model tailored to staff learning needs, increasing the program's capacity to support families. Families benefited from customized developmental activity boxes and monthly activity lists designed to promote skill-building at home.

Activity Boxes





SUPPORTED HOME PLACEMENT

The Supported Home Placement Program offered safe, nurturing homes for 18 children requiring out-of-home care. Two new homes were opened, including one for a sibling group. Transition planning for youth approaching adulthood remained a priority, alongside quarterly FASD training for foster parents.

In 2025, the Supported Home Placement Program strengthened relationships between children, caregivers, and Proprietors by coordinating a meaningful series of community-building events.

Throughout the year, the Coordinator organized gatherings that encouraged families to connect, share meals, and give children opportunities to play and build friendships. Highlights included a picnic and potluck at Discovery Canyon, the program's annual Halloween potluck, and a festive winter gathering featuring sledding and skating at Bower Ponds. These activities created welcoming spaces for families to network, fostered stronger bonds within the program, and supported positive social experiences for the children.

Purpose of Events (Qualitative Summary)

- Community Engagement
- Social Play and Inclusion
- Parent/Caregiver Networking
- Build Friendships among children

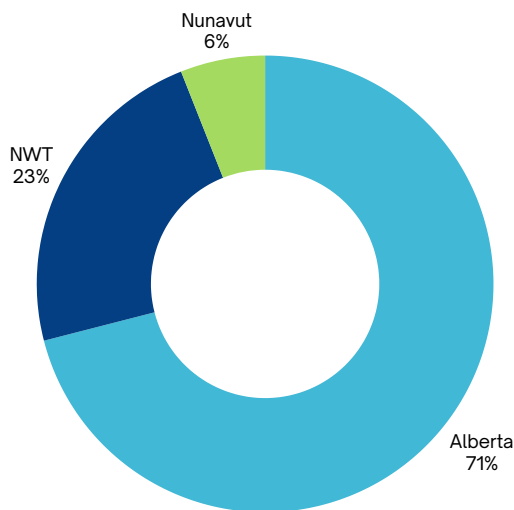




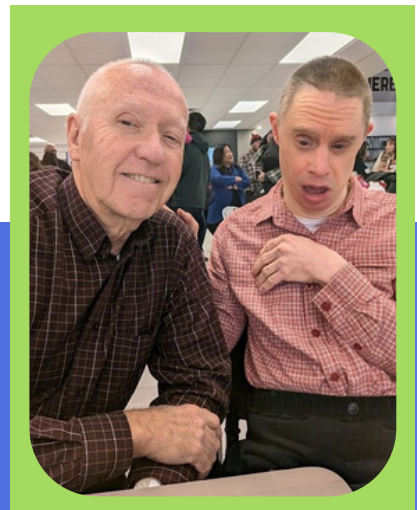
ADULT RESIDENTIAL

The Adult Residential Program provides 24-hour, person-centred support in a variety of home-based settings, including agency-operated residences, family-style proprietor homes, and individualized living arrangements. Guided by CAC accreditation standards and the preferences of individuals, families, and funders, the program ensures adults receive safe, supportive housing that promotes independence, empowerment, and meaningful participation in home and community life.

Individuals Supported by Region



In 2025, the Adult Residential Program strengthened its infrastructure and workforce by reducing supervisor vacancies, completing key leadership transitions, advancing renovations across several homes, and improving behavioural documentation and online supervision systems. Staff capacity and service quality were further enhanced through targeted training in areas such as mental health first aid, dementia, fire safety, palliative care, and medication education, contributing to more consistent and responsive residential supports.





INDIVIDUAL LIFE STYLE

The ILS Program continues to support adults living independently, with staffing tailored to individual needs.



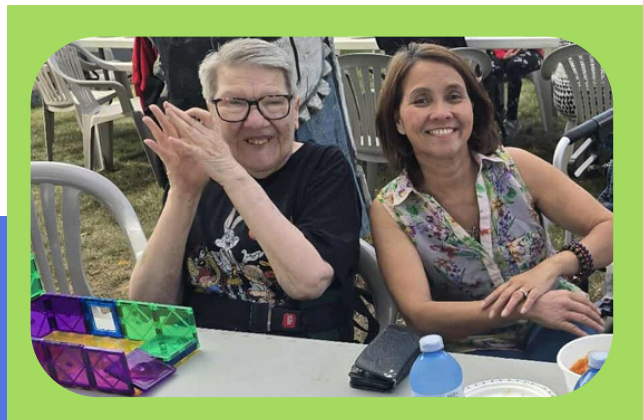
Gender

Female 33%

Male 67%



In 2025, the ILS Program strengthened its capacity to support adults living independently by expanding team readiness through Mental Health First Aid training for leaders and increasing cross-training to better meet evolving service needs. The program continued to adapt to rising service demands, welcoming a new individual and responding to increased referrals for in-home respite, while exploring creative housing models to address affordability challenges. Collaboration with community agencies to support employment opportunities remained a key focus, helping individuals pursue greater independence and community involvement.



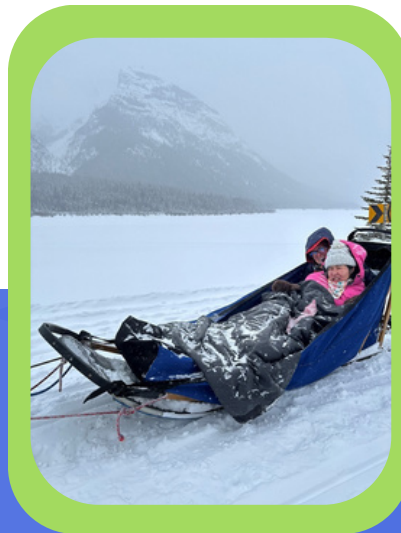


ADULT PROPRIETORSHIP

The Adult Proprietorship Program offers adults with developmental disabilities the opportunity to live in welcoming family-style homes where they receive personalized daily support, companionship, and stability. Unlike traditional group living models, proprietorship placements match individuals with caregivers who integrate support into the natural rhythm of family life, creating a home environment that fosters belonging, independence, and community participation. Services are guided by the preferences of individuals, families, and funders, ensuring each placement is designed to support meaningful, relationship-based care within a safe and supportive setting.



In 2025, the program continued its efforts to recruit new proprietors and respite providers while addressing challenges related to funding, training, and home requirements. It supported individuals through placement reviews and transitions when needed, and advanced proprietor readiness by expanding Mental Health First Aid training and improving the use of digital, paperless processes.

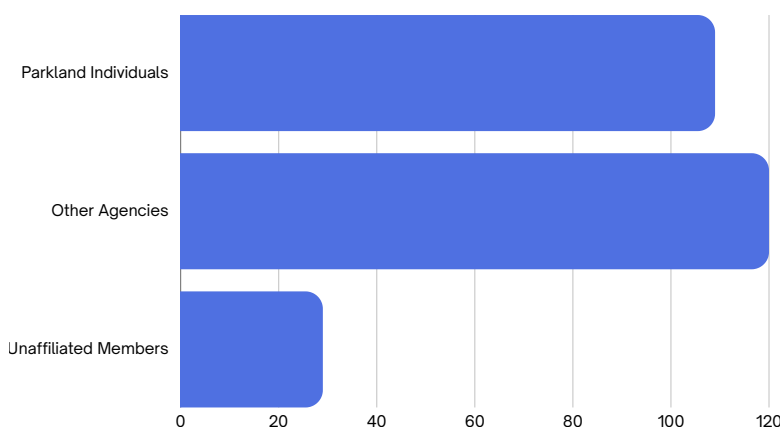




COMMUNITY SUPPORTS

Community Supports programs offer alternatives to full-time employment, promoting inclusion and social engagement through individualized and group activities. Community Bridging supports participation in community-based activities. With 21 new members joining this year, the club delivered cultural and educational programs, including Indigenous teachings, wildlife rehabilitation, math skills workshops, and fitness classes. Members and the Executive continued expanding their advocacy to include supporting members to attend CAAN meetings, contributing to the development of the Parkland Ethics and Values course for staff, and reinforcing leadership and advocacy within the Community.

Membership



In 2025, the Community Supports Program enhanced individualized and group participation by ensuring Community Bridging staff were fully trained and supported through ADP, enabling consistent, timely access to community activities. The RELAX Crew Social Club continued to grow and diversify its membership, offering a wide range of cultural, educational, and recreational opportunities while strengthening members' roles in advocacy and community leadership. With 21 new members joining, the program reinforced social connection, inclusion, and meaningful engagement across the broader Central Alberta community.





Parkland Community Living and Supports Society

ARCTIC AND INDIGENOUS SERVICES

Parkland continued its strong partnerships with Arctic regions and Indigenous communities, serving adults from Nunavut and the Northwest Territories, children from Kasohkowew, and individuals from O'Chiese, Maskwacis, and Sunchild reserves. Services included residential placements, proprietorships, ILS supports, and specialized training. Parkland participates in the Urban Aboriginal Voices Society committees on health, housing, and youth, advocating for Indigenous rights and culturally responsive services.

Parkland strengthened its partnerships with northern and Indigenous communities in 2025 by maintaining close relationships, providing ongoing support, and tailoring services to each community's cultural and program needs. The team contributed significant support to the Safe Harbour Feast, including behind-the-scenes preparation and hosting Oskapewis training at the RELAX Crew, where meals were provided for about 30 young helpers. The work was guided by local and Maskwacis elders to ensure cultural integrity and leadership.

A meaningful highlight of the year was the community's honouring of Shauna, who was blanketed and presented with an eagle feather in recognition of her longstanding dedication and allyship. Elder Theresa "Corky" Larsen Jonasson offered words following the celebration.

Communities Served
No. of Individuals

● Kasohkowew ● Nunavut ● NWT
● O'Chiese, Maskwacis, Sunchild Communities



'I've learned to be careful in the use of the word indigenous ALLY... because Ally is an action word. This woman's actions have long been proven in this community, all the love and care for our metis, indigenous and Inuit peoples was seen a long, long time ago.

Love you Shauna.....Happy retirement!'

- Theresa Corky Larsen Jonasson





SPECIALIZED SUPPORTS

BEHAVIOURAL SUPPORTS

The Specialized Behavioural Support Program provides individualized assessments and positive behaviour strategies for children and adults with complex needs. By guiding teams and caregivers through evidence-based approaches, the program helps ensure safe, consistent, and person-centred behavioural support across settings.

Approaches include:

- Completion of formalized behavioural assessments
- Development of positive behavioural support strategies
- Staff training and capacity building
- Ongoing family support and collaboration

Behavioural Plans Developed
No. of Plans



In 2025, the program completed risk assessments for all complex-needs individuals and introduced a shortened Wellness Facilitation tool to help staff apply behavioural concepts more effectively. An anger-management curriculum was launched, and behavioural documentation, including restrictive practices and PRN protocols, was updated and streamlined to improve accuracy and tracking.

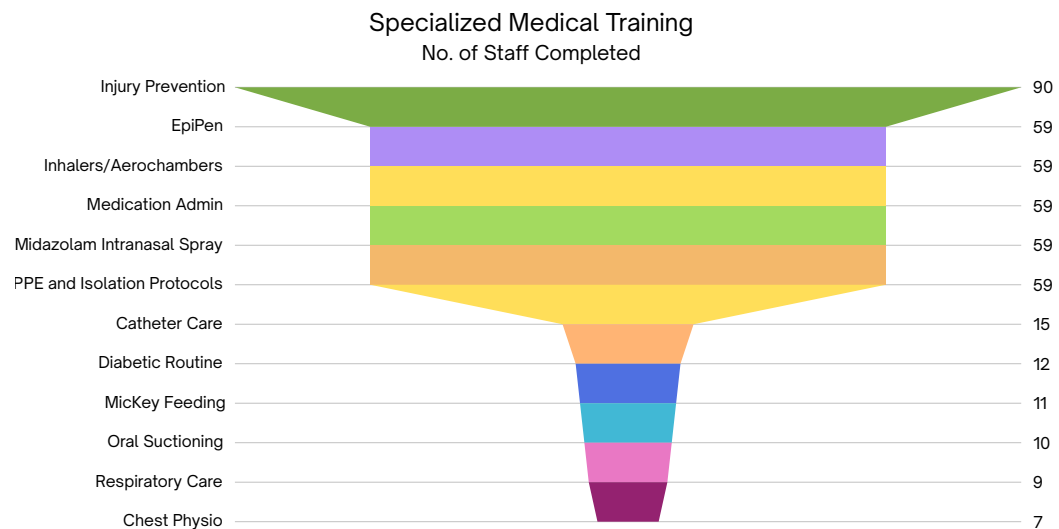




SPECIALIZED SUPPORTS

HEALTH AND WELLNESS

The Health and Wellness Program provides specialized clinical support for both children and adults who are medically fragile or require nursing involvement. Services include assessments, medication reviews, hands-on care, interdisciplinary planning, and ongoing coordination with physicians, specialists, and community health partners. The program ensures individuals receive proactive, person-centred healthcare that promotes safety, stability, and improved quality of life.



In 2025, the program expanded clinical expertise and capacity by completing dementia, palliative care, diabetes, and complex care navigator training, allowing for more comprehensive wrap-around supports. Progress was made toward digitizing medical processes through exploration of electronic MAR systems, adding online medication and ergonomics training to ShareVision, and reviewing grant opportunities to enhance program development. Partnerships with Indigenous communities were strengthened through medical training initiatives and support for on-reserve staff, further extending culturally responsive health services.





Parkland Community Living and Supports Society

MEMORABLE STORIES

KALLI'S TEACHING JOURNEY

Over the past three years, Kalli has grown into an inspiring cultural educator whose presence and passion have touched many in our community. What she enjoys most about teaching is the strong encouragement she receives from those who gather to hear her speak. Their support energizes her, and she takes great pride in sharing knowledge that reflects the richness of her culture.



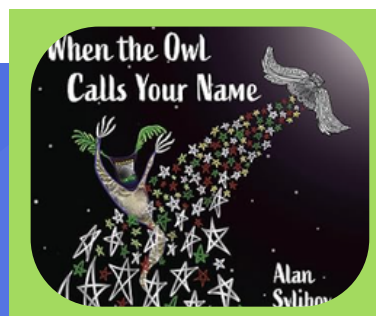
Kalli's favourite topics to teach are those deeply rooted in her Indigenous heritage. Whether presenting on traditional practices, stories, or significant days of remembrance, she brings authenticity and heart to every session.

One of her most memorable presentations involved reading *When the Owl Calls Your Name* by Alan Syliboy. The book explores how some Indigenous cultures understand death, and it opened space for Kalli to share her own story, speaking about her father's passing and the way he continues to inspire her as both a singer and a fancy dancer. Her openness created a powerful moment of connection with her audience.

Kalli's teaching journey began when her passion for her culture became unmistakably clear. After observing the enthusiasm and pride she brought to her conversations, it became evident that she had a gift worth sharing. With encouragement, she delivered her first presentation at the RELAX Crew, reading a story about a fancy dancer to a large group. She addressed their questions with confidence and grace, revealing a natural talent for public speaking.

Since then, Kalli has continued to present with growing independence, often teaching with little or no support. Together, she and her mentor select themes based on important events throughout the year, such as Red Dress Day, Orange Shirt Day, and Indigenous Veterans Day, researching each topic thoughtfully and adding engaging activities like colouring pages to enrich the experience.

Kalli's desire to teach continues to grow. She hopes to present even more frequently in the future, and her dedication, courage, and cultural pride make her an invaluable voice within our community.





MEMORABLE STORIES

ANTOINETTE'S INUVIK ADVENTURE



In June 2025, Antoinette travelled home to Inuvik for a five-day visit with her travel companion, Shauna, a trip that became deeply meaningful and transformative. From the beginning, Antoinette was welcomed with warmth and familiarity. She visited her sister several times, re-establishing a connection that she now maintains through monthly phone calls. She was also invited to a homemade spaghetti dinner with her cousin, who expressed her hope to stay closely connected in the future.

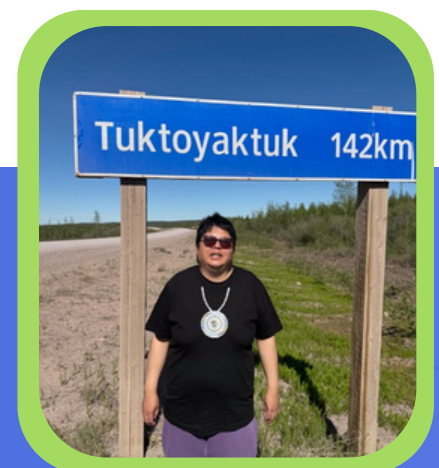
One of the most impactful moments of the trip was the reunion with Ida, the foster mom who raised Antoinette and her sister in Fort McPherson. At the long-term care home, they worked on a puzzle together and shared stories from Antoinette's early years, some memories resurfacing for the first time in decades. These visits helped Antoinette reconnect with her roots and provided a sense of comfort and belonging.

Throughout the trip, the community's generosity shone through. A local nurse lent them her truck for the afternoon, allowing Antoinette and Shauna to drive the breathtaking Inuvik-Tuktoyaktuk Highway. They explored the arctic landscape, picked beautiful green river rocks, and experienced the magic of the midnight sun, still bright and warm even late into the evening.

Daily adventures became highlights in themselves. Antoinette loved their early-morning walks, shopping outings, and of course, her favourite breakfast treat, pizza pops. She proudly shares a memory book she created from the trip, showing each page with excitement and pride.

Since returning, the impact of the trip has been remarkable. Once shy and reserved, Antoinette is eager to chat, share stories, and spend time with others. Her renewed confidence, stronger family connections, and deeper cultural understanding have made this trip a lasting milestone in her life.

A heartfelt thank-you to Shauna, whose knowledge of the community, culture, and local history made this journey both meaningful and unforgettable.





HR UPDATE

Parkland remains committed to recruiting and retaining qualified, dedicated staff to ensure the delivery of high-quality services to the individuals we serve. The agency continues to focus on cultivating a strong, skilled workforce that reflects dedication, experience, and a deep commitment to care.

64% of staff work within the residential program, representing the core of Parkland's service delivery.

Years of service span from brand-new employees to those with an extraordinary 47 years of dedication, reflecting both strong retention and agency loyalty.

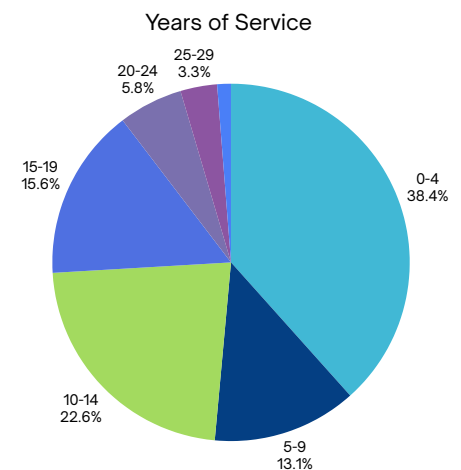
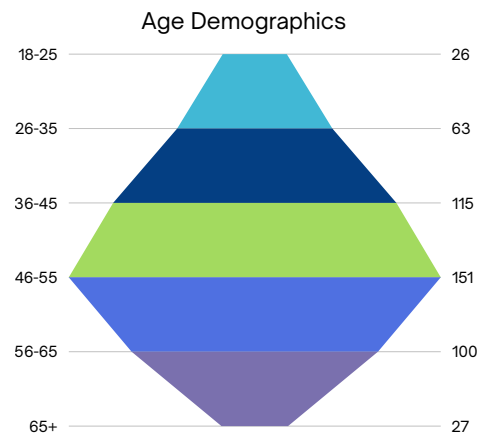
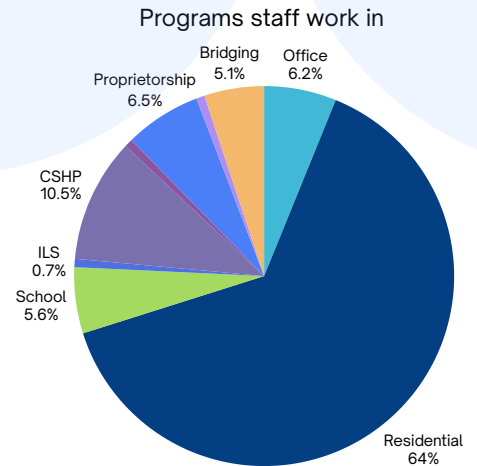
Employee ages range from 18 to 74, highlighting:

- A diverse mix of experience levels
- A broad range of skills and perspectives
- A multi-generational workforce deeply invested in providing exceptional care

Together, these demographics illustrate a stable and diverse employee base that continues to meet the evolving needs of the individuals and communities Parkland supports.

Parkland proudly recognizes and celebrates employees who have reached significant milestones in their careers. This year's Long Service Awards were presented to 62 employees for their 5, 10, 15, 20, 25, and 30 years service. These achievements reflect consistent dedication and long-term commitment to the organization's mission.

Parkland extends heartfelt thanks to all employees for the work you do every day. Your contributions, whether you are new to the organization or have served for decades, are essential in continuing to deliver compassionate, high-quality support to the community. Special appreciation goes to those recognized with Long Service Awards for their continued dedication and service.





Parkland Community Living and Supports Society

STAFF TRAINING

Parkland provides comprehensive mandatory and specialized training to ensure staff are equipped to deliver safe, high-quality support. Core training includes Abuse Prevention and Response, Medication Administration, Pro-ACT, Suicide Intervention, First Aid/CPR and Trauma-Informed Care. Additional specialized medical training is provided based on individual needs, such as g-tube care, PPE and isolation protocols, diabetic routine and management, and catheter care.



In 2025, employees completed **8,590** total training hours, which included 6,695 recertification hours and 1,895 hours for probationary staff.

GETTING INVOLVED AT PARKLAND CLASS

Parkland CLASS is committed to hiring and supporting compassionate, qualified staff who help us provide high-quality services throughout the community. With more than 550 employees and caregivers, we offer full-time, part-time, casual, and contract roles, all supported with training and ongoing development. Joining Parkland means making a meaningful difference by becoming part of a supportive, family-oriented team. We look for individuals who are empathetic, aligned with our mission and values, and eager to make a hands-on impact in people's lives. Opportunities range from working with children, youth, adults, and seniors to supporting individuals with medical, developmental, or physical needs in homes, schools, residential programs, and community settings. At Parkland, the opportunity to make a lasting impact is truly endless.

We're growing our team.
If you're passionate about
supporting our individuals and
our community, visit
www.parklandclass.org or email
HR@pclass.org to learn more.



FUTURE OUTLOOK

Future Plan



Looking ahead, the organization plans to strengthen service delivery by expanding digital processes, enhancing medical and behavioural documentation systems, and continuing to build staff capacity through targeted training. Additional goals include exploring new housing models, improving program succession planning, and deepening partnerships with Indigenous and northern communities to meet evolving regional needs.

Innovation

Innovation in 2025 focused on modernizing tools and workflows, including the development of electronic systems such as eMAR, online medication and ergonomics training, and streamlined behavioural documentation. The organization also piloted new approaches, such as adapted staff learning tools, advanced care training, and exploration of AI-supported behavioural data management, to improve efficiency, consistency, and person-centred outcomes across programs.





Parkland Community Living and Supports Society

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