

Parkland Community Living and Supports Society

2009 Annual Report

Parkland Community Living and Supports Society is a registered non-profit society serving children and adults with developmental disabilities from Central Alberta, Nunavut, and the Northwest Territories in the Canadian Arctic. The agency's mission is "To improve the quality of life of disabled children and adults through individual choice, rights and dignity".

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

- a) Citizenship which is based on the principles of individual value and worth, individual rights, and equality which recognizes the physical, mental, social, and spiritual needs of the disabled;
- b) Choice which empowers individuals to make real choices about real options in life, including where they will live and what they will do;
- c) Support which implies that every individual, regardless of their disability, is entitled to receive those technical, personal, and financial supports which are necessary to live as independently as possible within the community; and
- d) Equality of Opportunity which ensures that all disabled individuals have equal access to those aspects of life which are often taken for granted including, wherever possible, an education, employment, their own homes, friendships, and social interaction with others.

Changes in community attitudes and the promotion of rights have enabled individuals with disabilities to achieve lives of inclusion within their communities. New types of services are being developed to advance this inclusion.

Parkland CLASS has been proactive in developing and improving its programs and services. This report outlines the agency's recent accomplishments, its strategic direction, and its future goals.

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CEO's REPORT

Phillip Stephan

Parkland's Senior Staff and middle management team work towards the achievement of the goals and objectives that are outlined in the agency's "Three Year Strategic Plan". The CEO's report provides a summary of the activities and accomplishments that have advanced these key goals over the past year.

During 2009 Parkland CLASS was impacted by the financial challenges associated with the global economic crisis. As a result, we have seen some funding reductions in our children's programs as consumer vacancies have arisen. However, in spite of these funding reductions, the level and quality of services for most individuals in service has not been reduced or impacted. Likewise, the agency's largest funders provided increased funding to support retention compensation for many Parkland CLASS employees.

During the past year, Parkland's Board approved three strategic goals that were pursued through partnerships between the service management team and the agency's supervisor group. These goals included the following:

- Develop and test a new outcomes model for the agency's adult and children services programs. This model will ensure that positive outcomes are the focus of all activities undertaken at the Board, program and individual service levels.
- Develop and implement a "Supervisor Development Program" in the agency. This program will utilize formal training, mentorship, and protégé concepts to optimize the individual and team development of the entire Supervisor Group.
- Investigate and identify a uniform set of accreditation standards that will be used across all of the agency's adult and children services programs. This will not include Parkland School which is currently accredited by Alberta Education.

Joint Management - Supervisor Committees were established to develop strategic plans to support the achievement of the above goals. Over the past year positive progress has been made within each area. The achievement of these goals will contribute to increased agency sophistication, employee satisfaction, and service quality, all of which will set the stage for Parkland's future growth and development.

Parkland CLASS has continued its involvement in Latin America. This past year the agency partnered with the ITINERIS Foundation in Argentina to deliver training programs to 10 organization and parent groups in Argentina. Parkland CLASS has also entered into a partnership with the STIMULO organization of Mexico to pursue a remote community development project which is being funded by a large Mexican foundation.

Parkland's activities over the past year demonstrate the agency's strong commitment to its employees and the adults and children with developmental disabilities who receive direct services. Parkland CLASS continues to provide leadership and direct advocacy in support of disabled individuals in Alberta, the Canadian Arctic, and in Latin America.

PRESIDENT’S REPORT

Ray Dunham

Parkland’s Board of Directors establishes the 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.

A special focus of Parkland’s 2010 – 2012 strategic plan will be to increase overall agency “**sophistication**” across most program and administration areas; while at the same time ensuring agency “**sustainability**” in the face of financial uncertainty. This will require ongoing discussions and involvement with our key funders; and direct input from the agency’s Service Management Team, the Administration Team, and the members of the Supervisor’s Group who facilitate the delivery of direct consumer services.

Parkland CLASS will continue to create a new outcomes model that will be implemented across all children and adult services. This is a three year initiative that has just wrapped up its first year. Parkland’s Board is committed to increasing program sophistication and service quality through this particular initiative.

The agency will also be finalizing and publishing a new Guardian Handbook and a new Board Handbook. In recent years, a number of key agency policies have been developed and the agency’s Objectives and Bylaws have been amended. These changes will become the foundation for the two new handbooks.

Over the next two years, the agency will also work with several of its key funders to secure funding to strengthen Parkland’s administration and service delivery systems. A primary objective will be to increase communication across all program areas through the use of new technical and program support systems. The advancement of this goal will increase Parkland’s connection with frontline staff while soliciting their input to identify and resolve service delivery and operational issues.

Finally, Parkland’s involvement in international development and the advancement of disability rights will also continue to expand. With the support of third party funders, the agency has developed long term partnerships with two significant Argentina organizations - the ITINERIS Foundation and the Asociación Desarrollamós Capacidades (AMAR). Parkland is also undertaking a new project in Mexico in partnership with the STIMULO Foundation. In addition to these partnerships, Parkland will be increasing its membership involvement with Inclusion International.

Parkland’s Board of Directors acknowledge the significant contributions of all employees as we continue to pursue the advancement of the status and rights of disabled individuals and their families through the delivery of high quality services.

2010 - 2012 STRATEGIC DIRECTION

Parkland's Board and Senior Staff group held their annual four-day retreat in Canmore, Alberta between October 30th to November 1st, 2009. As a result of the discussions that took place, the following Program Development, Agency Development, and Board Development goals were established.

These strategic goals will be pursued over the next one to three years. These goals are in addition to the annual "program delivery goals" that are set forth throughout the agency's 2009 Annual Report.

Program Development Goals

- Implement an outcomes model in the agency's adult and children services programs. This will be advanced by Parkland's involvement with PDD's "Contract Implementation" and its "Priority Actions" initiatives. (Fall 2012)
- Investigate the expansion of services in the NWT and Nunavut by supporting the development of programs in Hay River and Gjoa Haven. Ongoing activities involve providing technical assistance and building upon existing relationships with NT and Nunavut officials. (Ongoing)
- Refine and implement the proposed "Supervisor Development Program" within the agency. This program will utilize formal training, mentorship, and protégé concepts to optimize the individual and team development of the supervisor group. (Fall, 2012)
- Develop and implement new supervision models, systems, and relationships that will empower supervisors while facilitating an increased partnership with SMT members within residential services area. (Fall, 2012)

- Pilot an outcomes shift in Parkland's Community Bridging Program that will derive meaningful benefits and shared supports. (Fall 2011)

Agency Development Goals

- Implement the Servant – Leadership model throughout the agency moving beyond the Service Management and Administration Teams, through the various levels of supervision down to the agency's frontline staff. (Fall, 2012)
- Increase employee communication in the agency by better utilization of IT systems, and improving supervisory linkages. This goal will include the development of a company-wide "Intranet" system. (Spring 2011)
- Continue to develop a set of full color agency brochures modeled after the format and material utilized in the agency's website and the 45th Anniversary Annual Report; and develop a high quality portable agency display unit utilizing these same materials. (Fall 2011)

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- Develop a revised Guardian Handbook and increase the agency's connection with guardians through roundtable discussions and guardian focus groups which will obtain feedback on policies and procedures, and develop a formal communications protocol. (Fall 2010)
- Investigate and identify a uniform set of accreditation standards that will be used across all of Parkland's adult and children services programs (not including the Parkland School), and comply with these standards to gain ongoing certification or accreditation status as a service provider. (Fall, 2011)
- Continue to support the delivery of the ITINERIS education and self-advocacy programs through new training initiatives and national meetings with new and existing parent groups that exist in Argentina. (Ongoing)
- Continue the partnership with the STIMULO Organization of Mexico with a focus on self-advocacy and community development. This goal will be pursued with the support of other NGO funders located both in Canada and abroad. (Fall 2011)

International Development Goals

- Increase involvement with Inclusion International to expand Parkland's international reputation and to work with this group to advance the objectives of the UN's Convention on Disability. (Fall 2011)
- Increase overall Board sophistication through professional development of individual Board members and group involvement in relevant workshops.
- Increase the involvement of Board members in program accreditation, agency audits, and direct inspection to measure the agency's compliance to key policies and procedures.

PARKLAND SCHOOL REPORT

Trudy Lewis, Director

Parkland School is accredited by Alberta Learning and works closely with many local public and separate school jurisdictions. Student educational goals are incorporated into individual education plans which are consistent with Alberta Learning guidelines. Parkland School has four main program areas: the MDH (Multi-Dependent Handicapped) Program, Regular School Program, Challenge Program, and the Augmentative Communications Program.

MDH Program

The Parkland School MDH Program provides education, life skills training and physical maintenance to multi-dependent handicapped students.

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

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Target population was fifteen full- time multi-dependent handicapped students who were served in 2009, ranging in age from 4 to 19 years.

Accomplishments and Outcomes:

- Computer program was expanded in both the Primary and Intermediate classrooms.
- MDH students participated in a new music therapy program provided by JB Music from Calgary once a week.
- Some MDH students are receiving sensory integration consultations from Galipeau Physiotherapy.

Program Goals for 2010:

- Participate in a new augmentative communications project utilizing AISI grant funding.
- Pursue a swimming program at the Collicutt Centre for the Primary and Secondary classes.

Regular School Program

The Parkland School Regular School Program focuses on the basic concepts of education and essential living-skill development. Various classes promote academic, non-academic, personal, and physical development.

The regular school program is delivered both within Parkland School and in the community on a regular basis.

Target population was thirty-one (31) full-time & two (2) part-time trainable, dependent, and multi-dependent students who were served in 2009, ranging in age from 6 to 21 years.

Accomplishments and Outcomes:

- Delivered 30 minutes of mandatory physical education for all students as required by Alberta Education.
- CHCA News produced and aired a 30 minute community interest story on Parkland CLASS and Parkland School.
- Friday recreation program expanded to include bowling, dances, movies, and use of the Collicutt field house.
- “Bits of Information” program was added to the reading class to increase student knowledge and vocabulary.

Program Goals for 2010:

- Create a new class curriculum for the Advanced Classroom in response to five new students with varying skill levels and social skills moving up.
- Acquire and utilize the “Spice” kit for a new hearing impaired student entering the Advanced Classroom.

Challenge Program

The Parkland School Challenge Program uses computer technology to supplement regular academic classes and enhance the students’ capabilities in the areas of language arts, reading, and mathematics.

Target Population was thirty-one (31) trainable, multi-dependent and dependent students who were served in 2009, ranging in age from 7 to 21 years.

Accomplishments and Outcomes:

- Individual student aides were trained and utilized in the delivery of the challenge program which accommodated increased learning.

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- The “TeachTown” ABA program for students with autism was expanded to offer 6 students the opportunity to use it on a daily basis.

Program Goals for 2010:

- Work with teachers to provide more Challenge Lab activities for students as part of their formal educational program.
- Coordinate with Parkland’s Service Management Team to see computers placed in all children residences.

Augmentative Communication Program

The Parkland School Augmentative Communication Program uses computer systems and other 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 living skills.

Target Population was twenty students with very limited, or non-existent, communication skills who were served in 2009. Students ranged in age from 4 to 19 years.

Accomplishments and Outcomes:

- Developed expanded Individual Program Plans (IPP) to incorporate Augmentative Communication goals for all students in this program.
- Acquired new switches to enable some students to fully utilize the Augmentative Communication program.

Program Goals for 2010:

- Utilize a communications specialist from Michener Centre to develop individual communications systems for students using technical talkers, board maker strips, and picture schedules (New AISI Project).

CHILDREN’S SERVICES REPORT

Shauna Mayes, Manager

Children’s Services provides supports to families and disabled children through a variety of programs and services. Supports are delivered in the community and homes of families and proprietors.

All Children’s programs conform to the Alberta Association for Services to Children and Families standards. Services are delivered under the direction of families, guardians, and the Region 4 Child and Family Authority.

The agency also delivers Children’s Services under the authority of various Aboriginal Tribal Councils and Territorial Government agencies from the Northwest Territories and Nunavut Territory.

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Parkland's Children's Services include the Family Support Program, the Supported Home Placement Program, the Children's Residential Program, and Child Specialized Behavioural Management Services.

Family Support Program

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

The program provides the family with support staff, in-home parental relief, child care, home making services, and community involvement activities.

Target population was twenty-five (25) trainable, multi-dependant and dependent children, and their families, who were served in 2009.

Accomplishments and Outcomes:

- The Program Coordinator attends quarterly meetings with FSCD and monthly meetings with the Behavior / Developmental Support Team.
- The use of visual strategies, behavior supports and case management protocols was taught by the Program Coordinator to other regional service providers.

Program Goals for 2010:

- Address funding and operating issues with regional funders in an effort to improve program outcomes and ensure sustainability.

Supported Home Placement Program

The Supported Home Placement (SHP) Program allows disabled children to live in the home of an individual caregiver or family.

Children require out-of-home placement for a variety of reasons including school attendance, family breakdown, chronic illness, or high behavioral needs.

The program provides accommodation, combined with family support and nurturing that is provided by the caregiver.

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

Target population was twenty nine (29) children who were served in the SHP (Supported Home Placement) Program during 2009.

Accomplishments and Outcomes:

- Parkland CLASS was successful in expanding its referral base to include Region 7 and several communities in Nunavut.
- Parkland CLASS was asked to provide advice and technical assistance related to a future group home development in Gjoa Haven, Nunavut.

Program Goals for 2010:

- Train SHP program coordinators to become surveyors for the Canadian Accreditation Council (CAC).

Children’s Residential Program

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

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

Target population was eleven (11) multi-dependent, dependent, and medically fragile children with various disabling conditions and needs who were served in 2009.

Accomplishments and Outcomes:

- Three children were successfully transitioned to a purpose built home in the Adult Residential program.
- Worked with the Nunavut Territorial Government to provide a one month service option for a family prior to the placement of their child in the West Park Residence.

Program Goals for 2010:

- Review the residential staffing model at the Dunham Residence to identify operational efficiencies.
- Negotiate a fee for service funding model for the Children’s Wellness Program to ensure its sustainability.

Child Specialized Behavioural Management Services

Specialized Behavioral Management Services provides support to children who experience behavior challenges.

Behavioral Management involves the completion of formalized assessments, staff training, family support, and the development of behavioral management strategies. The primary objective is to increase and enhance quality of life.

Target population was 55 children with a variety of behavioral concerns or needs who were served during 2009.

Accomplishments and Outcomes:

- Developed a team approach to offer behavior supports to any child in a residential placement. (This does not include children served through the Family Supports Program).
- Completed a communications survey of all individuals in residential placements.
- Behaviour specialists were active in providing training and workshops for other service providers in the region.
- Developed a new process to measure aggregate outcomes related to the use of positive approaches to managing behaviours of concern.

Program Goals for 2010:

- Revise the Behaviour Management Data Base to provide current information on program due dates and renewals.
- Implement a process for managing data tracking systems to ensure easy availability to current and reliable information.

Children’s Relief Program

The Children’s Relief Program offers temporary care and supports to disabled children through short-term stays at agency operated children’s residences.

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The relief program offers families an opportunity to temporarily divest themselves of the daily demands of a special needs child and assists in maintaining strong family units.

Target population was eight (8) multi-dependent, dependent, and medically fragile children with various disabling conditions and needs who were served in 2009.

Accomplishments and Outcomes:

- Parkland was able to continue providing relief in spite of the loss of one of the children's residences.

Program Goals for 2010:

- Continue to investigate the feasibility of providing ongoing relief services in the Dunham Residence.

RESIDENTIAL SERVICES REPORT

Terry Mitchell and Kirk Burgess, Program Managers

Residential Services provide supports in agency operated community homes that offer living arrangements with two or three consumers sharing a home. As an alternative, these supports are provided in proprietor homes or the apartments of individual consumers.

All Adult Residential Services conform to Alberta Council for Disability Services - Accreditation Standards. The Children Residential Program conforms to the Certification Standards of the Alberta Association for Services to Children and Families.

Parkland CLASS residential services operate under the direction of families, guardians, consumers, Persons with Developmental Disabilities Central Alberta Community Board, and other government authorities or agencies. Services are provided through Parkland's Adult Residential Program, the Adult Proprietorship Program, the Individual Life Styles (ILS) Program, and Adult Specialized Behavioural Management Services.

Adult Residential Program

The Adult Residential Program provides housing and accommodation, combined with personal support staffing. The resulting model fosters inclusion within the community.

Single family housing is most often used typically with three consumers sharing the cost of accommodation and staffing.

Adult consumer needs are met while independence, empowerment, and consumer participation within the home environment are maximized.

Target population was one hundred and fourteen (114) dependent and multi-dependent adults with various disabling conditions and needs who were served in 2009.

Accomplishments and Outcomes:

- Established a Supervisor Development Committee which investigates and make recommendations regarding training and orientation actions.
- Successfully moved 21 individuals into new residential services and matches after consultation with consumers, guardians, and funders.
- Undertook a comprehensive review of residential services and budgets to ensure that consumer needs are being appropriately met.

Program Goals for 2010:

- Implement the recommendations of the recently established Supervisor Development Committee.
- Further develop a working relationship with the NWT and Nunavut government officials to facilitate future placements.
- Increase the connection with private and public guardians to solicit their input into future service and program development.
- Pursue the development of three new homes through the Alberta Government's ASLI (Affordable Supportive Living Initiative) program.

Individual Life Styles (ILS) Program

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

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

Target population was nine (9) trainable disabled adults who were served in their own apartments during 2009.

Accomplishments and Outcomes:

- Developed a specialized ILS placement serving an individual utilizing the Michael Kendrick philosophy.
- Undertook a comprehensive review of all ILS services and budgets to ensure that consumer needs are being appropriately met.

Program Goals for 2010

- Pursue the development of three new apartment suites through the ASLI provincial housing program.

Adult Proprietorship Program

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

This service provides accommodation, friendship, and support provided by the caregiver in a family orientated or roommate focused environment.

Target population was twenty-four (24) trainable and dependent adults who were served during 2009.

Accomplishments and Outcomes:

- Developed a list of relief proprietors who completed all required training.

Program Goals for 2010:

- Increase recruitment efforts to secure more relief proprietors and expand the pool of full-time proprietors.

Adult Specialized Behavioural Management Services

Specialized Behavioural Management services provides support to adult individuals who are experiencing behavior challenges. The program goal is to increase and enhance the quality of life of the individual.

Specialized Behavioral Management is accomplished through the completion of formalized assessments, staff training, family support, and the development of behavioral management strategies.

Target population was 80 adults with a variety of behavioral concerns or needs who were served during 2009.

Accomplishments and Outcomes:

- Developed a team approach to offer behavior supports to any adult in a Parkland residential placement.

- Completed a communications survey of all individuals in residential placements.
- Behaviour specialists were active in providing training and workshops for other service providers in the region.
- Developed a new process to measure aggregate outcomes related to the use of positive approaches to managing behaviours of concern

Program Goals for 2010:

- Revise the Behaviour Management Data Base to provide current information on program due dates and renewals.
- Implement a process for managing data tracking systems to ensure easy availability to current and reliable information.
- Implement a practice of visiting each community home to meeting with staff teams and to provide consumer specific training.

ADULT DAY PROGRAMS

Janet Lundquist, Manager

Parkland's Adult Day 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 the development of strong friendships and peer relations.

Adult Day Program supports are provided in the community as well as through an agency operated facility, the RELAX Crew Clubhouse. A segment of the agency's day program services involves providing relief and respite care to families who are caring for a dependently disabled adult son, daughter, or sibling in their family home.

Adult Day Programs operate under the direction of families and guardians, consumers, and the PDD (Persons with Developmental Disabilities) Central Alberta Community Board. Adult Day Program Services include the Community Bridging Program, the Adult Respite Care Program, and the RELAX Crew Program.

Community Bridging Program

The Community Bridging Program provides staff support to individual consumers to facilitate out-of-home community activities that are based on consumer likes, interests, and abilities.

This program provides a structured alternative to employment, if desired, or it supplements the consumer's lifestyle.

Personal supports are provided so that consumer needs are met and community participation is maximized. Target population was eighty (80) adults who were served during 2009.

Accomplishments and Outcomes:

- Increased the number of individuals served through the program from 68 to 80 individuals.
- Developed a new staff time-sheet procedure to increase accountability and tracking.

Program Goals for 2010:

- Develop a number of pilots to test the merit of shared supports for some individuals.
- Ensure that service quality and outcomes are not impacted by changes in the program.

Adult Respite Care Program

The Adult Respite Care Program offers temporary care and support to disabled adults through short term out-of-home stays away from their family, or through providing the family with in-home staff.

Respite care offers families an opportunity to temporarily divest themselves of the daily demands of caring for a

disabled adult. This also contributes to the maintenance of stronger families.

Target population was eleven (11) dependent, multi-dependent and trainable adults who were served in 2009.

Accomplishments and Outcomes:

- Increased the number of individuals served through the relief program as the primary funder is encouraging families to use relief rather than full-time residential placements.

Program Goals for 2010:

- Explore alternatives to the traditional respite program while ensuring that family needs are being met.

RELAX Crew Program

The RELAX Crew social club is a consumer directed social, leisure, and recreational organization which gives members increased opportunities to develop and expand friendships with other disabled individuals who have common interests.

This outcome is achieved as consumers participate in a wide variety of leisure, recreational, and social activities or experiences

Target population was two hundred and eighty-one (281) members who are affiliated with various agencies, and who were served in 2009.

Accomplishments and Outcomes:

- The RELAX Crew has incorporated a number of educational options for its members to participate in.

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- Red Deer College students were involved in supporting a number of RELAX Crew activities.
- Increased the involvement of local community groups who presented workshops on a number of topics.
- Explore options to access additional aboriginal and Inuit activities to support the cultural identities of First Nations members.

Program Goals for 2010:

NORTHWEST TERRITORIES REPORT

Dan Verstraete, Director and Ed Hatcher, Program Manager

Parkland CLASS is very active in the development and delivery of services for disabled adults and children from the Northwest Territories and the Nunavut Territory. These services include residential placements, adult and children proprietorships, and ILS placements.

Supports are provided either in Central Alberta where, due to a lack of local northern services, twenty-five (25) high needs children and adults have been moved; or in the Inuvik Region of the Northwest Territories where eight (8) adults are being served in a residential project which is operated by Parkland CLASS.

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

Charlotte Vehus Group Home

The Charlotte Vehus Group Home provides medically based residential services for high needs medically dependent adults.

This service combines a rehabilitation model with a medical support model to ensure a holistic service is used to meet the unique needs of individuals.

Target population was eight (8) high needs medically dependent adults who were served in 2009.

Accomplishments and Outcomes:

- Successful retendered the Charlotte Vehus service for a further 3 years.

- Several Inuvik employees have now completed the ACDS Foundations training program.
- There has been a substantial increase in the number of community outings.
- The consumers and their staff won second place for their participation in the Inuvik Aboriginal Days and Summer Festival parades.

Program Goals for 2010:

- Develop comprehensive care plans and daily living routines for all individuals in service.
- Update frontline staff training and certification to satisfy all mandatory training requirements.

PARKLAND INTERNATIONAL REPORT

Phillip Stephan, CEO

In support of the agency's charitable mandate, in October 1999, Parkland's Board of Directors established a strategic goal – “To become a recognized international NGO with the goal of advancing the status and rights of intellectually disabled adults, children, and their families in developing nations”.

In October 2004, the Pan-American Health Organization (PAHO) and the World Health Organization (WHO) issued the Montreal Declaration, through which international organizations and others were called upon - “to collaborate with States, persons with disabilities, family members, and NGOs to dedicate resources and technical assistance to support the full participation in society of persons with intellectual disabilities and integrated models of community services”.

Finally, in 2006, the United Nations issued its “Convention on the Rights of Persons with Disabilities”. Through the UN convention there is a renewed emphasis on international cooperation and support to achieve meaningful change and the further advancement of disability rights.

Parkland CLASS has advanced its strategic goal in support of both the Montreal Declaration and the UN Convention through three separate avenues of international activities. These activities include the ITINERIS Education Program, the Parkland-Argentina Self-advocacy Initiatives, and through formal international conference presentations.

Over the past seven years, Parkland's Latin American activities have involved 133 organizations and 9152 individuals have been positively impacted. Of these, 448 family members, 176 self-advocates, and 1943 frontline staff and 30 volunteers have completed a 10 month values oriented training program. A further 6,515 professionals and community members have attended sensitization workshops. The following is a cumulative report of Parkland's key international activities.

The ITINERIS Education Program

The ITINERIS project operates as a unique partnership involving Parkland CLASS and the ITINERIS Foundation of Argentina. Since 2000 The ITINERIS project has supported the advancement of disability rights in Latin America.

This has been accomplished through the development and delivery of a unique family and frontline staff education pro-

gram. This 10 month course challenges negative beliefs and values that limit community inclusion. These negative views are replaced with new values that support equality, increased human rights, self-determination, and full participation.

The participant groups targeted by the ITINERIS education program include parent and sibling groups, service providers and frontline staff who support disabled children and adults.

Parkland Argentina
Self -Advocacy Initiatives

Over the years, various self-advocacy initiatives have been developed and undertaken in partnership with some of Argentina's most significant human service organizations including The Fundacion ITINERIS, The Asociacion AMAR, Asociacion Mutual Israelita Argentina, and Cottolengo Don Orione.

The desired result of these self-advocacy initiatives is to empower individuals in

Conference Presentations

As a result of its involvement in international development, Parkland CLASS has been invited to present at a number of conferences in North America and abroad.

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

Secondly, it provides an opportunity to identify future international partners while at the same time encouraging other North American service providers to become involved internationally in support of the UN Convention..

The following represents Parkland's key international conference addresses:

- Service Delivery in a Cross Cultural Context at the AAMR (American Association on Mental Retardation)

self-determination and optimizing their personal control over their lives. Self-advocacy is preparatory to increasing overall community capacity.

Through increased community capacity, disabled individuals will move from a marginalized economic and social status to become valued participants within their own communities.

International Conference, in Orlando Florida, 2003.

- Supporting Disability Rights in Latin America at the YAI International Conference, in New York, New York, 2004.
- The Self-advocate Journey at the AMIA (Asociacion Mutual Israelita Argentina) International Congress, in Buenos Aires, Argentina, 2005.
- The ITINERIS Project – Promoting a New Paradigm of Intellectual Disability, at the Asociacion AMAR Desarrollamos Capacidades' Ibero-American International Congress in Buenos Aires, Argentina, 2005.
- International Partnerships Advancing the Status of Intellectually Disabled Adults in Latin America at the International Summit for the Alliance on Social Inclusion, in Montreal, Canada, 2006.
- The Advancement of Community Services and Individual Rights at the 2006 Foro Pro Congress - Jornadas Prestacionales - 25 Years of Building Together, Buenos Aires, Argentina.

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- Organizational Growth and Development within the Non-Profit Sector, at the University of San Andreas, Faculty of Economics, Buenos Aires, Argentina, 2006.
- International Partnerships Supporting the Montreal Declaration, at World Congress of Inclusion International, Acapulco, Mexico, 2006.
- A Canadian Experience in Self-advocacy at the ITINERIS Argentina Self-advocate Congress, in Buenos Aires, Argentina, October 2007.
- The Advancement of Self-advocacy and Individual Rights within an Institutional Context at the Cottolengo Don Orione - National Congress, in Cordoba, Argentina, 2008
- The Correlation Between Disability Rights & Community Service Development at The Asociacion AMAR Desarrollamos Capacidades? Second Ibero-American International Congress Buenos Aires, Argentina, 2009.