

CLASS Report

Parkland Community Living & Supports Society 2012 Annual Report

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

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

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

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

Parkland CLASS has been proactive in developing and improving its programs and services. This report outlines the agency's recent accomplishments, its strategic direction, and the future goals that will be undertaken in each program and service area.

CONTENTS

CEO's Report	2
President's Report	3
Strategic Direction	4
Parkland School	5
Children's Services	7
Adult Residential	10
Community Supports	12
Arctic Services	13
Parkland International	15
Financial Report	19

CEO' REPORT

Phillip Stephan

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

During 2012 Parkland CLASS achieved full accreditation through the Canadian Accreditation Council. This accomplishment was made possible through the significant efforts of the agency's management team, supervisors, and frontline staff. In addition to a four year accreditation, the agency was also granted CAC's higher "Advanced Special Needs" and "Aboriginal Enhanced" designations.

This past year, Parkland CLASS also became the first Central Alberta service provider to participate in PDD's MyLife Quality of Life Survey. The MyLife survey measures quality of life for adults in service across eight domains. Ninety two (92) of the adults in Parkland's residential program participated. Through this process, the Service Management Team has been able to identify target areas where future improvements can be made to advance the quality of life of the adults and children who are served by the agency.

The Employee Relations Program also continues to be advanced through the efforts of its five joint employee / management committees. Each ERP committee has established its own unique agenda. The ERP Policy Committee developed and released a new "Employee Handbook" in February, 2012. Every employee policy was reviewed and / or amended prior to the release of the new handbook. Meanwhile the Compensation Committee implemented a new mandatory benefit plan; and the Communication Committee planned and oversaw a variety of key employee events.

In addition to the advancements made in Parkland's Alberta services, the agency was successful in its bid to take over the Billy Moore Community Service in Inuvik, NT. This is a major expansion of Parkland's northern services. Over the past year, the agency has also provided consultation to various local authorities in the North in an effort to strengthen its working relationship with northern funders.

In 2010 Parkland CLASS and the STIMULO organization from Mexico, undertook a pilot project with aboriginal families in remote Mexican communities. This pilot became the foundation of a major proposal that was approved by the Canadian government for a three year project valued at \$630,000. This project is taking place in four regions, and will involve 250 – 300 families. As part of the project, Parkland has entered into a partnership with the Environmental University of Mexico to support the development of a number of "Environmentally and Economically Sustainable - Family Based Micro-Enterprises and Community Cooperatives".

Parkland CLASS continues to create meaningful partnerships with agency employees, guardians, individuals receiving services, and outside organizations. It is through these partnership that unique initiatives and outcomes are achieved, whereby the agency and its employees advance the rights and status of the individuals who we serve in Alberta, the Canadian Arctic, and abroad.

PRESIDENT'S REPORT

Don Oszli

Parkland's Board of Directors establishes the long term goals which form the agency's "Three Year Strategic Plan". Objectives are developed within four categories - Agency Development Goals, Program Development Goals, International Development Goals, and Board Development Goals. For the purpose of this report, I will comment on a number of the more important activities that will be pursued over the next one to three years.

2013 marks the 50th anniversary of Parkland CLASS. Half a century ago, the agency emerged as a result the vision and efforts of six families who wanted a better life for their sons and daughters. We have now grown to become one of the largest disability support organizations in the province, with over 600 employees and caregivers and a full range of services that are delivered in Central Alberta, the Canadian Arctic, and in several Latin American nations. Special events are being planned over the upcoming year to commemorate Parkland's 50 years of growth and accomplishments.

Parkland CLASS follows a formal business model that requires the agency to go through periods of entrepreneurial growth and program development. These periods of significant growth must be followed by periods of systems development and operational change to support the effective and continued operation of the agency. After a decade of growth, Parkland's Board has instructed management to undertake a comprehensive review to improve our operating systems. This exercise is called Parkland CLASS 2015, and the key activities will include the following:

- An analysis of all staffing positions and functions within the administration area;
- An analysis of all service and administrative functions required of the Service Management Team;
- An analysis of all service and administrative functions required of supervisors; and
- The development and realignment of new service and administrative models, systems, job descriptions, and performance measures to support the future operation of the agency.

A priority for the next few years will be to continue to establish a meaningful partnership with employees through the development of an effective multi-dimensional Employee Relations Program. This program is based on the ERP proposal that employees endorsed in early, 2011. The focus of the program will be to empower the five joint employee / management committees to provide employee input into the operational matters that directly affect them.

To further support the agency's partnership with employees, and to respond to the anticipated outcomes of the Parkland CLASS 2015 exercise, the agency will continue to invest in the development of expanded employee communication and service management systems through-out the agency. This goal will involve increased utilization of computer technologies, the internet, and an expanded ShareVision program.

As the agency pursues its current three year strategic plan, the Board of Directors recognizes the significant contribution and support that is required from all employees, particularly frontline staff, supervisors, and the SMT. The primary objective of the next few years will be to position the agency for continued growth and sophistication as it moves beyond its fiftieth anniversary.

2013 – 2015 STRATEGIC DIRECTION

Parkland's Board and Senior Staff group held their annual three-day retreat in Canmore, Alberta between October 26th and October 28th, 2012. As a result of the discussions that took place, the following Program Development, Agency Development, and International Development goals were established. These strategic goals will be pursued over the next one to three years. Strategic goals are in addition to the annual "program delivery goals" that are stated throughout the agency's 2012 Annual Report.

Program Development Goals

- Finalize and implement an Outcomes Based Service Planning Model within the agency. Activities will include Parkland's involvement on a provincial committee to develop and refine an "Outcomes Funding Model" that is integrated with PDD's "Supports Intensity Scale".

In the future, a potential pilot project could be developed in the Billy Moore, NWT service where annual service plans would establish personal outcomes based on the eight MyLife Domains.

- Investigate the expansion of NWT and Nunavut services through supporting the development of new direct services in the north, and secondary services for those individuals who are relocated to Alberta to have their needs met. Activities will involve providing technical assistance and building upon existing relationships with NWT and Nunavut officials.
- Develop and implement a new foster care recruitment and training model which will support the increased quality and future growth of the "Supported Home Placement" and "Proprietorship" programs.
- Develop a "Best Practices Identification and Tracking Process" to ensure best practices are identified, shared, and communicated between similar types of agency services, and between different agency programs.

Agency Development Goals

- Based upon the results of the 2012 CAC accreditation audit and MyLife reviews, develop a strategic response to improve the agency's program quality, its service planning processes, and the quality of life of the children and adults who are served.
- Analyze Parkland's "Mandatory Training Programs" to revise the training elements and training methods that are used. Through this process, alternate training methods will be developed that may be either web based or accessed through the ShareVision program.
- Fully implement an advanced employee communication and service delivery management system throughout the agency utilizing the internet and the ShareVision program.
- Develop and implement new supervision models, systems, and relationships that will empower supervisors, facilitate an increased partnership with SMT members, and improve the quality of supervision.
- Develop and undertake public awareness activities that will strengthen the image of Parkland CLASS. The primary goals of these activities will be to promote Parkland as a good place to work; to promote the values and philosophies of the "Community Living Movement"; and to increase the agency's influence with local decision makers.

- Create a meaningful multi-dimensional Employee Relations Program. This program will be based on the ERP proposal that employees endorsed in early 2010. An underlying focus will include the “Servant Leadership” concept.
- Continue to support the delivery of ITINERIS education and self-advocacy programs through new training initiatives and national meetings with new and existing parent groups that exist in Argentina.

International Development Goals

- Continue involvement with the Canadian International Development Agency (CIDA) as a registered partner to expand Parkland’s international development activities in support of the UN Convention on Disability.
- Continue partnership activities with the STIMULO Organization of Mexico with a focus on family training, skill development, and community acceptance. This is being pursued with significant financial support from CIDA through a three year initiative that commenced in July, 2012.

PARKLAND SCHOOL REPORT

Trudy Lewis, Director

Parkland School is accredited by Alberta Education and works closely with many local public and separate school jurisdictions. Student educational goals are incorporated into individual program plans which are consistent with Alberta Education guidelines.

Parkland School has four main program areas: the MDH (Multi-dependent Handicapped) Program, the Regular School Program, the Challenge Program, and the Augmentative Communications Program.

MDH Program

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

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

Target population was fifteen (15) full time multi-dependent handicapped students who were served in 2012, ranging in age from 6 to 20 years.

Accomplishments and Outcomes:

- A wooden climber was designed and installed by school staff as an expansion to the sensory program.
- New safety measures were put in place in response to unique student needs and behaviours.
- The swim program at Michener was continued, and several students were able to expand the program by moving to the Collicutt pool.
- Music therapy sessions for Primary and Secondary students continued weekly with a therapist provided by JB Music in Calgary.

Program Goals for 2013:

- Continue to increase physical activity of Primary students through use of walkers and sensory integration equipment.
- Increase the number of students from the Primary and Secondary classrooms who swim at the Michener pool.
- Investigate the current issues and possible funding solutions to have a lift installed at the Michener pool.

Regular School Program

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

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

Target population was twenty-six (26) full-time and one part-time trainable, dependent, and multi-dependent students served in 2012, ranging in age from 6 to 20 years.

Accomplishments and Outcomes:

- Five students were able to utilize home reading program with success.
- Students created the "Advanced Pre-Vocational Student Group" and they elected officers (president, secretary and treasurer).
- New equipment was purchased for the sensory gym program, and 66% of Junior students now complete their program load-ups independently.
- 12 laptop computers and 50 towers with flat screen monitors were received from Computers for Schools.

- 10 iPads were purchased or donated for the AISI (Alberta Initiatives for School Improvements) trial that commenced in September 2012. This is a three year pilot project.

Program Goals for 2013:

- Encourage students to become more independent with load-up routines using pictures and verbal cues.
- Increase sign language for deaf and hard of hearing students in the "Fine Motor" and "Math" classrooms to promote better communication.
- Develop strategies to introduce iPads into every classroom, and incorporate iPad checklists within all IPP documents.

Challenge Program

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

Target Population was twenty-three (23) trainable, multi-dependent and dependent students who were served in 2012, ranging in age from 6 to 20 years.

Accomplishments and Outcomes:

- Updated several computer hard drives and applications in the computer lab.
- Developed and implemented new student challenge programs on a 1-1 basis.

Program Goals for 2013:

- Expand student training to utilize computers for a variety of uses (academics, games, and talking books)

- Work with the classroom teachers to provide new Challenge Lab activities for students during their designated afternoon in the lab

Augmentative Communications Program

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

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

Target Population was nineteen (19) multi-dependent, dependent and trainable students with very limited, or non-existent, communication skills who were served in 2012. Students ranged in age from 6 to 19 years.

Accomplishments and Outcomes:

- Utilized a number of specialized switches (thumb roller, different sizes, etc) to teach cause and effect with toys and household appliances.
- Introduced “You Tube” for students to access for various training and enjoyment purposes.
- Increased communication for non-verbal students utilizing “Vocaflex” communicators, sign language, and picture cards.

Program Goals for 2013

- Expand the use of switches and support cause and effect in household appliances including an electric fan, hair dryer, lamp and blender.
- Expand the iPad trial into classes outside of the lab in the mornings, and continue using iPads in the computer lab in the afternoons.

CHILDREN’S SERVICES REPORT

Shauna Mayes, Manager

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

Children’s programs conform to the Canadian Accreditation Council of Human Services. Services are delivered under the direction of families, guardians, and the Central Alberta Child and Family Services Authority. The agency also delivers Children’s Services under the authority of various aboriginal band councils and Territorial Government agencies from the NWT and Nunavut. Parkland’s Children Services include the Family Support Program, the Children’s Residential Programs, the Children’s Relief Program, and the Supported Home Placement Program

Family Support Program

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

The program provides families with support staff, in-home parental relief, child care, behavior supports, and community involvement activities.

Target population was 18, multi-dependant and dependent children, and their families, who were served in 2012.

Accomplishments and Outcomes:

- Six children pursued formal program goals through the agency's behavioral developmental services.
- Strengthened relationship with local community schools through providing consultation services.

Program Goals for 2013:

- Develop a behavioral training library for children, staff, and parents to utilize on share vision.

Supported Home Placement Program

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

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

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

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

Target population was 26 children who were served in the Supported Home Placement Program during 2012.

Accomplishments and Outcomes:

- Implemented personal cultural curriculum for twenty five aboriginal children in the Supported Home Placement program.
- Completed a formal ceremony with local Elders to dedicate the Parkland Tee Pee, and facilitated a variety of multicultural events using the tee pee.
- Three children were transferred to non - agency services in order to meet their needs more effectively (ie: external psychological services).

Program Goals for 2013:

- Combine quarterly meetings for both the adult proprietorship and children SHP program, focusing on caregiver training.
- Advocate for increased funding to support and deliver additional relief services for caregivers.
- Arrange two northern cultural trainings this year in partnership with external resources.
- Develop two training sessions in the Parkland Tee Pee for individuals focusing on their aboriginal culture.
- Consult with Kasohkewew tribal elders, regarding "Rites of Passage" training for all adolescents in the SHP program.

Children's Residential Program

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

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

Target population was 11 dependent, multi-dependent, and medically fragile children with various disabling conditions and needs who were served in 2012.

Accomplishments and Outcomes:

- Transitioned two older children into the agency's adult services.
- Increased structured activities within the residential program resulting in a decrease in problematic behaviors.
- Focused on staff development and team building in the Northern children's homes resulting in improved quality of life.

Program Goals for 2013:

- Develop and implement stronger community connections for all children.
- Develop and implement bi-annual training for staff on how to engage positive play activities.

Children's Relief Program

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

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

Target population was two dependent, multi-dependent, and medically fragile children each with various disabling conditions and needs who were served in 2012.

Accomplishments and Outcomes:

- Provided marginal relief services in spite of the increase in permanent children remaining in the homes 7/24.

Program Goals for 2013:

- Continue to offer respite placements in Dunham until permanent children placements are found for this home.

Children Specialized Behavioral Support Services

Specialized Behavioral Support Services have been part of the children's program since 2004. The program provides support to children who experience behavior challenges, their families, and frontline staff.

Behavioral Supports are provided through the completion of formalized assessments, staff training, family support, and the development of positive behavioral support strategies.

The primary program objective is to increase and enhance the quality of life of the child while increasing opportunities for success.

Target population was 37 children with a variety of behavioral concerns or needs identified during 2012.

Accomplishments and Outcomes:

- Completed in-depth staff training on "Behavior Supports Plans" followed by testing of skills and knowledge.
- Behavior specialists completed regular home visits, consultations, and provided in-service training on behavioral programs unique to the home.

Program Goals for 2013:

- Develop and implement a behavior management process training for SMT.
- Undertake residential assessments which consist of a review of all documentation, staff training, and measurement of skill levels and professionalism in the home.

ADULT RESIDENTIAL SERVICES REPORT

Terry Mitchell, Program Managers

Residential Services provides direct supports through agency operated community homes that offer living arrangements with two or three individuals sharing a home. As an alternative, supports are also provided in proprietor homes or the apartments of individual consumers. All Adult Residential Services conform to the Accreditation Standards of the Canadian Accreditation Council of Human Services (CAC).

Residential programs are operated under the direction of the families, guardians, individuals who are receiving services, Persons with Developmental Disabilities Central Alberta Community Board, and other government authorities or agencies. Residential services are provided through Parkland CLASS's Adult Residential Program, the Adult Proprietorship Program, and the Individual Life Styles (ILS) Program.

Adult Residential Program

The Adult Residential Program provides housing and accommodation, combined with personal support staff. The resulting service fosters individualized homes and inclusion within the community.

Single family homes are most often used with three individuals sharing the cost of both accommodation and staffing.

The individual's needs are met while independence, personal empowerment, and participation within their home environment are maximized.

Target population was 107 adults with various disabling conditions and needs who were served in 2012.

Accomplishments and Outcomes:

- A "Fall Prevention Survey" was undertaken which lead to specialized fall prevention training for Supervisors.
- Achieved Aboriginal / Culturally Specific and Specialized Needs accreditation through the 2012 CAC accreditation audit.
- Established a system for data collection focusing on Quality of Life outcomes.

- Opened two new adult residences -Turner and Timothy for six individuals.
- A retired RCMP officer provided an in-service on how to properly respond to abuse allegations.

Program Goals for 2013:

- Dr. Greg Wells, Psychologist from Red Deer College will provide training on working with individuals with dementia.
- Investigate and tour one or more external programs tailored to serving people with dementia.
- Develop and implement individualized Cultural Curriculums in all residential homes
- Undertake semi-annual home audits and provide follow-up training for home staff.

Individual Life Styles (ILS) Program

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

Staffing for ILS individuals ranges from (8) eight hours to (88) eighty eight hours per week. Target population was 8 adults who were served in their own homes during 2012.

Accomplishments and Outcomes:

- Established a system for data collection focusing on Quality of Life outcomes.
- One individual moved from a high level of support found in their proprietorship, to living independently in their own home.
- Initiated a new services for a mother who requires additional unique supports.

Program Goals for 2013:

- Provide monthly opportunities for ILS services to meet and share resources, training, and staffing.

Adult Proprietorship Program

The Adult Proprietorship Program allows adults with disabilities to live in the home of an individual caregiver or family.

This service provides accommodation, friendship, and support from a caregiver in a family orientated or room-mate environment.

Target population was 20 adults with various disabilities who were served during 2012.

Accomplishments and Outcomes:

- Developed a new auditing system for monitoring health and safety on a monthly basis.
- Developed a new comprehensive Service Agreement for Proprietors.
- Combined adult and children quarterly proprietor meetings to enable sharing of resources.

Program Goals for 2013:

- Develop and implement a new process to support proprietors in maintaining their core training requirements.
- Initiate outcomes based goals and data collection that focus on Quality of Life.

- Develop and introduce individualized Aboriginal Curriculums to support the cultural diversity of individuals in service.

Specialized Behavioral Support Services

The Specialized Behavioral Support service provides supports to adult individuals who experience behavioral challenges, their families, and their frontline staff.

Specialized Behavioral Supports are accomplished through the completion of formalized assessments, staff training, family support, and the development of behavioral support strategies.

The program goal is to increase and enhance the quality of life of the individual. Target population was 76 adults with a variety of behavioral concerns or needs identified during 2012.

Accomplishments and Outcomes:

- Three homes received in-depth behavior support plan training.
- Initiated periodic testing of front line staff regarding their knowledge of Behaviour Support Plans.
- Undertook regular drop-in visits and consultations to provide training at staff meetings.
- Developed an in-service to train staff in preparing individuals to attend appointments, while reducing their stress.

Program Goals for 2013:

- Implement “Behavior Management Process Training” for all members of the Service Management Team.
- Complete a minimum of two comprehensive residential assessments which consist of a documentation review, safety and professionalism in the workplace, and staff training.

COMMUNITY SUPPORTS PROGRAMS REPORT

Janet Lundquist, Manager

Community Supports programs are alternatives to full-time employment and generally focus on individual access to generic community activities and services. Supports are also provided for group activities which foster development of friendships and peer relations.

Community Supports programs are provided in the community as well as through an agency-operated facility, the RELAX Crew Clubhouse. These programs operate under the direction of families and / or guardians, consumers, and the Persons with Developmental Disabilities Central Alberta Community Board. All Community Supports Programs conform to the Accreditation Standards of the Canadian Accreditation Council of Human Services (CAC).

A segment of the agency's Community Supports involves providing relief and respite care to families who are caring for an adult son, daughter, or sibling in their family home. Community Supports Programs include the Community Bridging Program, the Adult Respite Care Program, and the RELAX Crew Program

Community Bridging Program

The Community Bridging Program provides supports to individual consumers to facilitate out-of-home community activities that are based on the individual's likes, interests, and abilities. The program provides a structured alternative to employment, if desired, or it supplements the individual's lifestyle.

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

Target population was 62 adults who were served during 2012.

Accomplishments and Outcomes:

- Remained a one to one model despite ongoing cost pressure within PDD.
- Internal program communication and rapport with bridging staff has improved.
- Gained accreditation from CAC with the Enhanced Designation in Aboriginal or Culturally Specific and Specialized Needs Programs.

Program Goals for 2013:

- Start to introduce ASP goals for individuals that are aligned with the domains that are contained in the "MyLife" survey.
- Continue to assess the needs of individuals through the quarterly outcome surveys and adjust as required.

Adult Respite Care Program

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

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

Target population was 6 (six) adults with various disabling conditions who were served in 2012.

Accomplishments and Outcomes:

- Supported two families with high needs individuals to transition to the Family Managed Care program of PDD.
- Continued to advocate and negotiate a reasonable wage rate for respite services with funders.

Program Goals for 2013:

- Continue to explore new alternatives to traditional respite services for individuals with higher needs.

RELAX Crew Program

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

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

Target population was 288 members who were affiliated with various Central Alberta service providers being served in 2012.

Accomplishments and Outcomes:

- The Relax Crew Float received 2nd place in the 2012 Westerner Parade.
- Additional aboriginal and Inuit activities were offered, along with various multi-cultural activities on a monthly basis.
- Expanded the “going green” initiative and incorporated more emphasis on health and fitness.
- Increased the number of community volunteer activities and positions that are available for RELAX Crew members.

Program Goals for 2013:

- Empower members to take a more active role in the day to day operations of the RELAX Crew clubhouse.
- Offer workshops to address the deficits in the key domains of the “My Life” survey.
- Improve local communication and community awareness of the RELAX Crew

ARCTIC SERVICES REPORT

Dan Verstraete, COO and Ed Hatcher, Program Manager

Parkland CLASS is very active in the development and delivery of services for adults and children with disabilities from the Northwest Territories and the Nunavut Territory. These services include residential placements, adult and children proprietorships, ILS placements, and training at the request of the NWT Government.

Services are delivered either in Central Alberta where 24 children and adults with high needs have been relocated, or in the Inuvik Region of the Northwest Territories where 13 adults are being served in two residential projects.

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

Charlotte Vehus Group Home (CVH)

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

This service combines a rehabilitation model with a medical support model. The target population was 8 high needs medically dependent adults who were served in 2012.

Accomplishments and Outcomes:

- Increased the number of local on-land activities and outing to various parks and locations within the Inuvik region, and supported a variety of new recreational activities.
- Participated in Aboriginal Day, Canada Day, Disability Awareness, Valentines Dance, Terry Fox BBQ, and the Muskrat Jamboree.
- Expanded the regular swimming program and introduced a Skidoo program that utilized a sled for non-ambulatory individuals.

Program Goals for 2013:

- Increase “Elder” involvement with individuals in service including the expansion of craft activities, storytelling, speaking aboriginal language, and preparing and cooking cultural foods.
- Increase community connections with the business and aboriginal community to promote community awareness and to develop a positive image for Parkland CLASS.
- Develop a conceptual model for a new annual service planning process that incorporates the eight domains in the MyLife Quality of Life Index.

Billy Moore Community Group Home

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

This service fosters inclusion within the community while consumer participation and choices are maximized in their home environment. Target Population was 5 dependant aboriginal adults with moderate needs who were served in 2012.

Accomplishments and Outcomes:

- Successfully tendered for a three year contract for the operation of the Bully Moore Community home and commenced operations in April, 2012.
- Increased on-land activities including fishing, berry picking, observation of wild life, hiking, and outings to local parks.
- Participated in a local “Elders Program” and various cultural events including the Aklavik Jamboree, Tuktoyaktuk Jamboree and Aboriginal Day.
- Participated in Canada Day, Disability Awareness, Valentines Dance, Terry Fox BBQ, and Camp He-Ho-Ha in Alberta.
- Expanded the regular swimming program and introduced a Skidoo program that utilized a sled for non-ambulatory individuals.

Program Goals for 2013:

- Increase trips and family visits to each individual’s northern home community.
- Increase community awareness to support a positive image for Parkland CLASS.
- Develop a conceptual model for a new annual service planning process that incorporates the eight domains in the MyLife Quality of Life Index.

PARKLAND INTERNATIONAL REPORT

Phillip Stephan, CEO

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

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

Subsequent to the Montreal Declaration, in 2009 the Government of Canada formally endorsed the United Nation's “Convention on the Rights of Persons with Disabilities”. Through the UN Convention there is a renewed emphasis on international cooperation and support to achieve meaningful change and the further advancement of disability rights in developing nations.

Parkland CLASS is directly involved in international development through three separate avenues of international activities. These activities include the delivery of formal conference presentations and workshops, combined with direct involvement at the local, regional, and national levels in Mexico and in Argentina.

Over the past thirteen years, Parkland's Latin American activities have involved 310 organizations and 15,407 individuals have been positively impacted. Of these, 3,653 individuals participated in a 10 month “Values and Rights oriented” training program. This includes 616 family members, 385 self-advocates, 2,495 frontline staff, 127 volunteers, and 30 government employees. A further 11,754 professionals and community members attended single three hour sensitization workshops.

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

Conference Presentations

As a result of its involvement in international development, Parkland CLASS has presented at numerous conferences in North and South America.

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

Secondly, it provides an opportunity to identify future international partners while at the same time encouraging other North American service providers to become involved internationally in support of the UN Convention. The following represents Parkland's key international conference addresses:

- Service Delivery in a Cross Cultural Context at the American Association of Intellectual and Developmental Disabilities) Conference, in Florida, 2003.

- Supporting Disability Rights in Latin America at the YAI International Conference, in New York, 2004.
- The Self-Advocate Journey at the AMIA (Asociacion Mutual Israelita Argentina) International Congress, in Buenos Aires, Argentina, 2005.
- The ITINERIS Project – Promoting a New Paradigm of Intellectual Disability, at the Asociacion AMAR Desarrollamos Capacidades’ Ibero-American Congress in Buenos Aires, Argentina, 2005.
- International Partnerships Advancing the Status of Intellectually Disabled Adults in Latin America at the International Summit for the Alliance on Social Inclusion, in Montreal, Canada, 2006.
- The Advancement of Community Services and Individual Rights at the 2006 Foro Pro Congress - Jornadas Prestacionales - 25 Years of Building Together, Buenos Aires, Argentina.
- International Partnerships Supporting the Montreal Declaration, at World Congress of Inclusion International, Acapulco, Mexico, 2006.
- The Advancement of Self-Advocacy and Individual Rights within an Institutional Context at the Cottolengo Don Orione - National Congress, Cordoba, Argentina, 2008
- The Correlation Between Human Rights & Community Service Development at The Asociacion AMAR 2nd Ibero-American International Congress Buenos Aires, Argentina, 2009.
- Individual and Group Self-Advocacy Efforts in Canada at the 1st National Argentine Self-Advocate Congress, in Rosario, Argentina, 2011
- Strategic Change in NGO Development - 12 Years of Experience in Argentina, at the World Congress of the International Association for Scientific Research of Intellectual Disability, Halifax, Canada, 2012
- Business Models & Incubation Practices to Support NGO Development in Latin America, at the National Congress on Supported Employment, Mexico City, Mexico, 2012
- Two Canadian Models used to Measure “Quality of Life” for Individuals with Intellectual Disabilities, at 2nd National Argentine Self-Advocate Congress, in Rosario, Argentina, 2012

The STIMULO Program - Mexico

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

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

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

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

Accomplishments and Outcomes:

- The Canadian International Development Association (CIDA) approved a \$473,000 contribution for a three year project to support aboriginal children and families in four regions of the state of Morelos.
- Eight psychologists were hired in Mexico as frontline staff to undertake the CIDA project.
- The eight STIMULO psychologists were trained in the use the “ITINERIS Latin American Quality of Life” tool and the “ICAP” functional assessment tool.
- The first 64 children were screened and enrolled in the CIDA project, 39 children were indentified for future screening and enrollment.

Program Goals for 2013:

- Expand the CIDA project to all 4 regions in Morelos State and screen and enroll the eligible children within the program.
- Undertake the ICAP, ITINERIS Quality of Life, and Mexican CUIS assessments on all children who are enrolled in the CIDA project.
- Deliver the first six training workshops to the families involved in the CIDA project, and train citizens of influence in the four regions on the new paradigm.

The ITINERIS Program - Argentina

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

This has been accomplished through the development and delivery of a unique family and front-line staff education program.

This ten month training program challenges the negative beliefs and values that limit the personal development and full inclusion of individuals with disabilities.

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

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

Accomplishments and Outcomes:

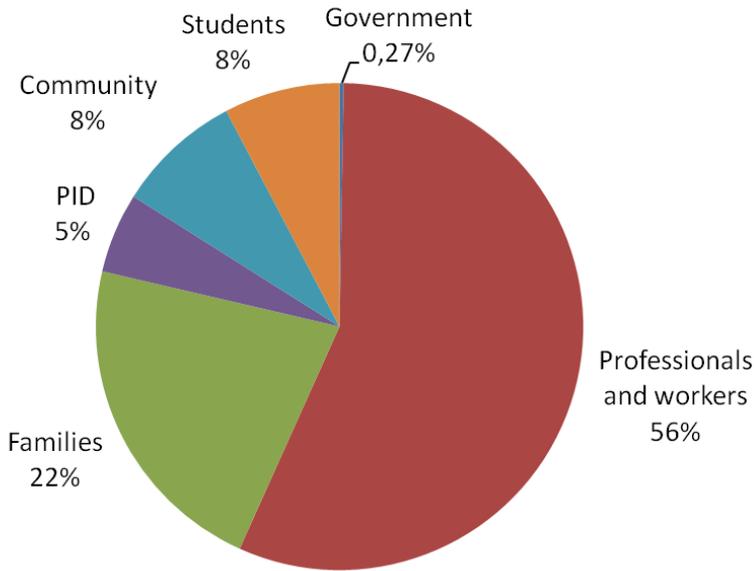
- A day centre was established in the Community of Tandil after three years of working with local families, professionals, and self-advocates.
- A new training program comprised of 8 workshops was developed in partnership with CIAPAT (an inter-American center for assistive technology). Training is provided by families and self-advocates.
- Self-advocacy was advanced through new self-advocate groups, sponsoring the 2nd National Self-advocate Congress, and by creating a national Self-advocate movement in Argentina.
- Entered into public sector reform discussions with the National Task Force on Education, and the City of Buenos Aires Advisory Committee on Disability.

Program Goals for 2013:

- Deliver the basic ITINERIS training program in 2 new regions - Coastal Patagonia (South) and Chaco Province (Northeast).
- Parkland will contribute to ITINERIS’s new book by writing a chapter on the evolution of the agency’s programs.
- Mentor self-advocate organizations to network them with other disability groups and government agencies.

Parkland CLASS / ITINERIS – Cumulative Results 2000 - 2012

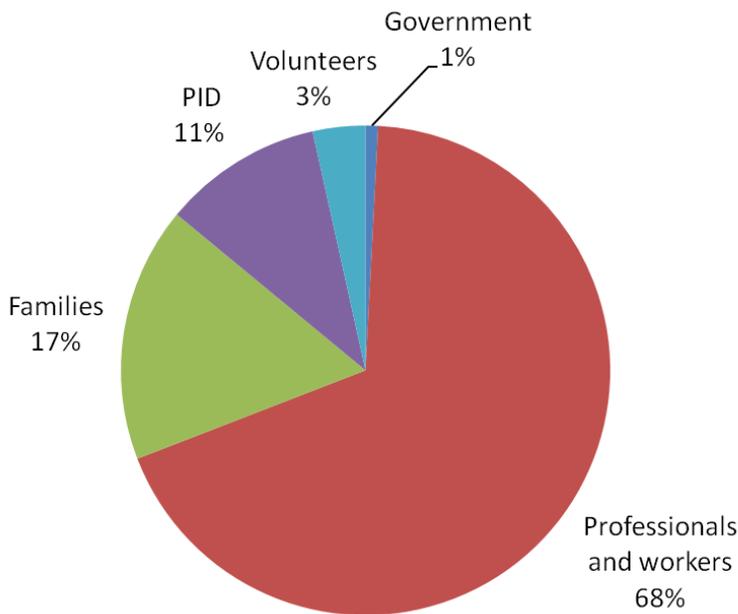
Historical composition of audiences in single sensitizing activities (11754 people)



ITINERIS Sensitization Workshops

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

Historical composition of participants in training projects (3653 people)



ITINERIS Training Programs

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

FINANCIAL REPORT
Roxanne MacKenzie, CFO

Parkland Community Living and Supports Society
 Audited Summarized Statement of Operations for the General Fund
 Year ended August 31, 2012

	2012	2011
Revenue		
Government funding	21,984,327	20,389,709
Rental income	451,863	425,860
School jurisdictions	383,364	335,967
Fees for services	102,677	118,199
Donations, interest and other	45,473	75,988
	22,967,704	21,345,723
Expenses		
Salaries and benefits	20,216,239	18,582,597
Facility costs	669,026	679,479
Supplies	598,516	570,898
Amortization of capital assets	194,242	183,500
Staff training	190,297	152,878
Transportation	166,526	169,101
Recreation/social programs	158,740	159,193
Insurance	110,668	107,207
Mortgage interest	70,603	76,035
International programs	60,995	18,000
Professional fees	40,393	45,333
GST	28,048	24,982
Other	15,004	10,505
	22,519,297	20,779,708
Excess of revenue over expenses from operations	448,407	566,015
Mortgage and loan principal payments	(225,492)	(136,232)
Capital purchases and transfers	(313,946)	(156,618)
Capital transfer - amortization	194,242	183,500
Net Addition to General Fund	103,211	456,665
% of Revenue	0.45%	2.14%

Note 1: This audited statement provides summarized financial information only. It includes the General Fund operations of the agency.