



CLASS Report

Parkland Community Living & Supports Society 2013 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.

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CEO's 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 strategic goals over the past year.

During the year the agency celebrated its 50th anniversary. Under the leadership of the Employee Communication Committee, a significant celebration occurred in August. This was attended by over 400 employees and family members and various local and provincial dignitaries. During the event, two 35 foot tree carvings were unveiled. The first focuses on aboriginal cultural icons and depicted a wide range of provincial wild life. The second tree represents the various milestones of growth and evolution that the agency has undergone since its creation by six families in 1963.

In other Employee Relations Program activities, the Employee Conflict Resolution Committee has commenced training in Servant Leadership, and the Employee Compensation Committee assumed a leadership role during the annual employee roundtable discussions. As a result of increased funder and Board commitments, all employees received wage increases in the past year. The agency also introduced an innovative "Employee Health and Wellness Benefit". With these recent advancements, all of the key compensation priorities that were established by Parkland CLASS employees in 2010, have now been implemented to benefit agency staff.

A new outcomes based service model has been introduced in all PDD adult services. Parkland CLASS was significantly involved in the development and refinement of this model and a related contract funding template. The agency was the first major service provider in the Central Region to introduce this new model, and during the upcoming one year transition process, the agency will incorporate an outcomes focus in all of its program and individual service planning processes.

A "Best Practice ShareVision Site" has also been established and is slowly being populated with information. It was recognized that best practices can be formal program delivery elements, or they can be identified through the positive or unique actions of agency employees. The current objective is to expand the ShareVision Site to clearly state and communicated best practices to employees.

The Canadian International Development Agency (CIDA) has rated the agency as a low risk partner. CIDA formally approved the Mexico project activities for the first year of operations, and a new annual work plan was approved for the second year of the project. Parkland CLASS has also developed a preliminary plan to expand its work in Argentina with a special emphasis on the development of a national self-advocacy movement.

Parkland's partnerships with employees, guardians, individuals receiving services, and outside organizations continues to expand and support the refinement of agency services and positive outcomes in the lives of individuals and families. The accomplishments of the past year are all positive indicators of the unique strength of the organization as it approaches the end of its 50th year of community services 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.

The agency's senior staff and management teams will continue to undertake a comprehensive review to improve the agency's operating systems. This exercise is called Parkland CLASS 2015, and it has the primary objective of "developing and realigning service and administration models, systems, budgets, job descriptions and performance measures to support the future operation of the agency, and the effective delivery of high quality services".

In conjunction with the Parkland CLASS 2015 exercise, the agency will also be implementing a new outcomes based service model. This model will see the agency move away from a focus on inputs such as staffing models and the units of service that are delivered, towards a new approach that focuses on quality of life outcomes for each individual in service. This is a multi-year initiative that will involve the introduction of new "Outcomes Based Individual Support Plans" and "Performance Management Frameworks" for all adults and children being served in Red Deer. In the long term these new models will be introduced within Parkland's arctic services.

Continuous improvement of employee relations will also be an important focus for Parkland. We will build on the positive advancements of the past five years which included improved wages and benefits, revised operating policies and procedures, and the development of a comprehensive Employee Relations Program. During 2014 attention will be directed to the further development of an advanced employee communication system utilizing new technologies, the internet, and the ShareVision program. The agency will also continue its focus on improving supervision models, systems, and relationships that will empower supervisors, facilitate an increased partnership with the Service Management Team, and improve the quality of supervision throughout the agency.

Finally, Parkland CLASS will continue its partnership with CIDA (The Canadian International Development Agency) in an effort to advance the objectives of the UN Convention on the Rights of Persons with Disabilities. Current agency activities involve a joint venture with the STIMULO Organization of Mexico, and the delivery of a three year aboriginal family training, skill development, and community acceptance initiative in twelve (12) Mexican communities. Parkland CLASS will also become involved in the development of a national self-advocacy movement in Argentina. This new multi-year initiative will be undertaken in partnership with the ITINERIS Foundation of Argentina.

As Parkland CLASS moves beyond its 50th year of operations, the Board of Directors recognizes the significant contributions that frontline staff, supervisors, and the Service Management Team have provided to improve agency programs and services. The agency's future focus will involve meaningful activities and outcomes that improve the quality of life of the adults, children, and families who are served by the agency.

2014 – 2016 STRATEGIC DIRECTION

Parkland's Board and Senior Staff group held their annual three-day retreat in Canmore, Alberta between October 25th and October 27th, 2013. 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 2013 Annual Report.

Program Development Goals

- Implement outcomes-based service planning using both an individual and program perspective. 2014 activities include implementing Parkland's new "Outcomes ISP" (Individual Support Plan) and "Outcomes PMF" (Performance Management Framework) for all adults and children being served in Red Deer based services. 2015 activities will involve the implementation of outcomes ISP and PMF planning tools for Parkland's Inuvik services.
- Develop and implement a new foster care recruitment and training model which will support the increased quality and future growth of both 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.
- Review and analyze Parkland's "Mandatory Training Programs" to modify and revise the agency's training elements and the training methods that are used. Through this process, the agency will develop alternate training methods that may be web based, or accessed individually through the ShareVision program. (Parkland CLASS 2015 Goal, (Fall, 2015))
- Fully implement an advanced employee communication and service delivery management system throughout the agency utilizing computer technologies, the internet, and the ShareVision program. (Parkland CLASS 2015 Goal)
- 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 throughout the agency. (Parkland CLASS 2015 Goal)

Agency Development Goals

- Undertake the Parkland CLASS 2015 exercise which will involve the creation of new systems, procedures, and processes to effectively operate the agency in the future. Specific goals include the following:
 - Address the issues related to staff overcrowding at the office building. Consider short term actions to relieve this pressure. In the long term investigate the construction of a new office building and pass the existing office over to the school for classroom expansion.

- Continue the delivery of public awareness activities that will strengthen the image of Parkland CLASS in the community. 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 and corporate sponsors.
- Design and implement operational and budgetary strategies that will support the effective and efficient use of the agency’s financial and human resources. These strategies will also result in an annual sustainability fund contribution ranging between 1.5% to 2.5% of the agency’s annual operating revenue.

Sustainability funds will be used to support the ongoing capital and program development of the agency. Fund expenditures will be made pursuant to Board Policy and Agency Bylaw limitations.

International Development Goals

- Continue involvement with the Canadian International Development Agency as a registered partner to expand Parkland’s international development activities which advance the UN Convention on the Rights of Persons with Disabilities.

- 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.
- Design and undertake a two year pilot project in support of the development of a national Argentina self-advocate movement. The pilot will build upon the joint activities of The ITINERIS Foundation and Parkland CLASS over the past four years, with a particular focus on the Buenos Aires and Rosario regions.

The pilot will also draw support from CONADIS - The National Advisory Commission for the Integration of Persons with Disabilities in Argentina, and local funders who are associated with the ITINERIS Foundation.

- Continue partnership activities with the STIMULO Organization of Mexico with a focus on family training, skill development, and community inclusion of aboriginal families and their children with disabilities.

This goal is being pursued through a three year initiative that commenced in July, 2012 with significant financial support from CIDA - The Canadian International Development Agency.

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 modification, sensory stimulation, and medical needs of students.

Target population was thirteen (13) full time multi-dependent handicapped students who were served in 2013, ranging in age from 6 to 19 years.

Accomplishments and Outcomes:

- New students joined the MDH program from Wolfcreek School Division and Red Deer Catholic School District.
- A circulation massage machine was purchased to improve blood circulation in the students' feet and legs.
- The swim program at Michener was continued twice per month for MDH students.

Program Goals for 2014:

- Continue to increase the physical activity of Primary students through the use of walkers and other sensory integration equipment.
- Increase the number of students from Primary and Secondary classrooms swimming at the Michener pool and advocate for the installation of a lift.
- Incorporate the interactive reading stories program into both classrooms this term.

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-four (24) trainable, dependent and multi-dependent students served in 2013, ranging in age from 6 to 20 years.

Accomplishments and Outcomes:

- Increased physical activities for all students including swimming, bowling, shopping, visits to SPCA and three mile bend, walks, and playground use.
- Converted the former Augmentative Communication lab into a second classroom for Intermediate students.
- All classes received group iPad training sessions once per week by using all the classroom iPads.
- New equipment was purchased for the sensory gym program: pea pod sitter, parachute, mega spinner, trampoline, squoosh chair and new frog swing.

Program Goals for 2014:

- Rearrange sensory gym to provide more space after metal structure is removed in the summer.

- Address the ongoing space and transportation issues in the Intermediate classroom.
- Acquire and install the Designer Tap-to-Talk application on all class room and private student iPads for use next term.
- Develop and offer a year-long themed unit in Health and Nutrition within the Advanced class.

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 fourteen (14) trainable, multi-dependent and dependent students who were served in 2013, ranging in age from 6 to 20 years.

Accomplishments and Outcomes:

- Established a more consistent technology routine with students for use in regular classrooms.
- Spent time interfacing with all teachers and aides regarding preferred techniques, progress and IPP goals and observations.

Program Goals for 2014:

- Search for innovative software (more story programs with highlighted words for reading practice).
- Develop formal communication strategies with teachers and aides regarding student needs.

Augmentative Communications Program

The Parkland School 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 can access innovative software, hardware and other technologies to advance living skills.

Target Population was thirty-five (35) multi-dependent, dependent and trainable students with very limited, or non-existent, communication skills who were served in 2013. Students ranged in age from 5 to 20 years.

Accomplishments and Outcomes:

- Developed an iPad checklist to be incorporated within each student's IPP planning process.
- Spent 3 out of 4 days working with individual students on iPads in their school environments.
- Encouraged some families to purchase iPads for students for use at home and to extend the benefits of the school iPad initiative.
- Taught the basics of using 40 applications in order to determine the preferences and skill levels of each student.

Program Goals for 2014:

- Move all Augmentative Communication lab switches, toys, and software to the Primary and Secondary classrooms for continued use by students.
- Continue to encourage more parents to purchase iPads for their children for use at home.
- Load the Designer Tap to Talk application onto any private iPads for use as the child's communication devise.
- Incorporate the switch toys (cause and effect training) and computer software from the Augmentative Communication lab into regular classrooms.

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.

Parkland's Children programs conform with the standards of 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 19 multi-dependent and dependent children, and their families, who were served in 2013.

Accomplishments and Outcomes:

- Developed an expanding resource library for staff, children, and parents on the Parkland site. (The program coordinator reviews all material prior to posting it for public use.)

Program Goals for 2014:

- Research and possibly alter the employment policy to allow hiring 18 year old grade twelve students as a response to existing recruiting obstacles within the family support program.

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, and community.

Target population was 23 children who were served in the Supported Home Placement Program during 2013.

Accomplishments and Outcomes:

- Aboriginal Elders trained both Cree and Dene children on their rites of passage.

- Three cultural gatherings with local Elders occurred for the first time this year. Aboriginal individuals took part in drumming, stories, singing and dancing.
- Met with the Siksika Nation Executive Director to discuss Parkland CLASS service options.
- Children in this program have also engaged in cultural camps that are offered through the Kashokowew Child Wellness Society.

Program Goals for 2014:

- Implement Parkland CLASS’s new outcomes based “Individual Support Plan” template and its associated “Performance Management Framework” for all children served in the SHP proprietorship program.
- Develop and implement new reporting protocols in support of the outcomes-based “Program & Division Performance Management Framework”.
- Develop and implement strategies to increase employee communication and ShareVision use.

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 and health issues.

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 12 dependent, multi-dependent, and medically fragile children who were served in 2013.

Accomplishments and Outcomes:

- Implemented five staff training sessions to instruct in - learning to play, planning recreational activities in the community, one to one play activities, crafts, and how to initiate and facilitate activities.
- All children participated in camping at LG Barnes for a four day trip. Both children and staff benefited by integrated recreational goals and incorporated team building opportunities.
- Established a structured summer schedule of community activities based on the preferences of the children.

Program Goals for 2014:

- Implement Parkland CLASS’s new outcomes based “Individual Support Plan” template and its associated “Performance Management Framework” for all children served in residential services.
- Develop and implement new reporting protocols in support of the outcomes-based “Program & Division Performance Management Framework”.
- Develop and implement strategies to increase employee communication and ShareVision use as part of the Parkland CLASS 2015 initiative.

Children’s Relief Program

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

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

Target population was 6 dependent, multi-dependent, and medically fragile children

each with various disabling conditions and needs who were served in 2013.

Accomplishments and Outcomes:

- The program was able to accommodate more families in the relief services than in previous years.

Program Goals for 2014:

- Evaluate the potential utilization of outcomes based service planning and service delivery for children who are accessing the relief program; and based on this review, propose adaptations to the new service planning and reporting frameworks.

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 21 children with a variety of behavioral concerns or needs identified during 2013.

Accomplishments and Outcomes:

- Trained all supervisors, coordinators, and managers on the process and the roles and responsibilities in behavior consultation.
- The program has developed and implemented a behavior tracking system to monitor the individual’s behaviors and consistency in data collection.

Program Goals for 2014:

- Evaluate the behavioral needs in specific homes and develop unique staff training material in response to these needs.

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 103 adults with various disabling conditions and needs who were served in 2013.

Accomplishments and Outcomes:

- Established a monitoring system to support the consistent updating and maintenance of accreditation binders.
- Initiated random home safety audits to be done quarterly and successfully completed the PDD Safety Standards audit process.
- Developed and successfully delivered more in depth training system for new supervisors with scheduled follow-up sessions to assess training effectiveness. (Mentoring Matters)

Program Goals for 2014:

- Implement Parkland CLASS's new outcomes-based "Individual Support Plan" template and its associated "Performance Management Framework" for adults.
- Develop and implement new reporting protocols in support of the outcomes-based "Program & Division Performance Management Framework".

- Develop and implement strategies to increase employee communication and ShareVision use as part of the Parkland CLASS 2015 initiative.

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 9 adults who were served in their own homes in 2013.

Accomplishments and Outcomes:

- Provided monthly opportunities for Team Leaders to meet and share information with each other and their coordinators.

Program Goals for 2014:

- Implement Parkland CLASS's new outcomes based "Individual Support Plan" template and its associated "Performance Management Framework".
- Develop and implement new reporting protocols in support of the outcomes-based "Program & Division Performance Management Framework".
- Develop and implement strategies to increase employee communication and ShareVision use.

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 19 adults with various disabilities who were served during 2013.

Accomplishments and Outcomes:

- Training was provided on how to use Sharevision, and all Proprietors are now doing their log notes on Sharevision.

Program Goals for 2014:

- Implement Parkland CLASS’s new outcomes based “Individual Support Plan” template and its associated “Performance Management Framework” for all adults served in proprietorship services.
- Develop and implement new reporting protocols in support of the outcomes-based “Program & Division Performance Management Framework”.

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 120 adults with a variety of behavioral concerns or needs identified during 2013.

Accomplishments and Outcomes:

- Trained all supervisors, coordinators, and managers on the process and the roles and responsibilities in the behavior consultation process.
- Two homes were piloted and completed a new comprehensive residential behavior response assessment process.
- The program developed and implemented a behavior tracking system to monitor the individual’s behaviors and consistency in data collection.
- Behavior Specialists provided training on using Visual Strategies and Behavior Supports.

Program Goals for 2014:

- Evaluate the behavioral needs in specific homes and develop unique staff training material in response to these needs.

COMMUNITY SUPPORTS PROGRAMS REPORT

Janet Lundquist, Manager

Community Supports programs 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 supplement the individual's lifestyle.

Personal supports are provided so that individual needs are met and community participation is maximized. Target population was 67 adults who were served during 2013.

Accomplishments and Outcomes:

- All individuals with an Aboriginal decent have individual Cultural Curriculums implemented as part of their annual service plan.
- Introduced individual service plan goals for that fall within the My Life domains.
- Participated in the development and use of a ShareVision training application called "Test Bridger".

Program Goals for 2014:

- Implement Parkland CLASS's new outcomes based "Individual Support Plan" template and its associated "Performance Management Framework" for all adults served in Community Supports Programs.
- Develop and implement new reporting protocols in support of the outcomes-based "Program & Division Performance Management Framework".
- Develop and implement strategies to increase employee communication and ShareVision use as part of the Parkland CLASS 2015 initiative.

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 4 adults with various disabling conditions who were served in 2013.

Accomplishments and Outcomes:

- Supported several families to transition from agency delivered services to PDD's Family Managed Care program.
- Advocated for families and supported them to negotiate fair wages for respite services.

Program Goals for 2014:

- Assess the viability of Respite Services being provided by Parkland CLASS in the future, and make recommendations to the Board in October 2014.

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 community based experiences.

Target population was 352 members who were affiliated with various Central Alberta service providers being served in 2013.

Accomplishments and Outcomes:

- Members are taking a more active role in the daily operations of the clubhouse.
- Sponsored workshops to discuss living with FAS, anger management, living with roommates, nutrition and bullying.

- Continue to support the Self-Advocate 2014 Conference committee, and promote the conference through the RELAX Crew members.

Program Goals for 2014:

- Implement Parkland CLASS's new outcomes based "Individual Support Plan" template and its associated "Performance Management Framework" for all adults served in Community Supports Programs.
- Develop and implement strategies to increase employee communication and ShareVision use as part of the Parkland CLASS 2015 initiative.

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 13 children and adults with high needs have been relocated (10 from the NWT and 3 from Nunavut), 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 2013.

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 dependent aboriginal adults with moderate needs who were served in 2013.

Combined Accomplishments & Outcomes:

- Designed and implemented a preliminary outcomes-based service planning system that will be used to contribute to a broader agency-wide model.
- Implemented cultural curriculum within the Inuvik service to ensure culturally based programming and individualized services.
- Received formal hospital accreditation through the Beaufort-Delta Health and Social Services Authority (BDHSSA).

- Provided solutions to several regional health authority placement issues without impacting Parkland's Inuvik services.

Program Goals for 2014:

- Implement new ASP outcome elements as a preliminary step to introducing the Agency's new outcomes service planning and reporting model.
- Align BDHSSA contract requirements to agency's new outcome model that incorporates the eight domains in the MyLife Quality of Life Index. .
- Assist in the development of the new BDHSSA service continuum and provide recommendations or innovative solutions to their placement issues.

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 pursues its involvement in international development through a range of activities. These activities include the delivery of formal conference presentations and workshops, combined with direct involvement at the local, regional, and national levels. Parkland is currently involved in Argentina and Mexico.

In Argentina over the past 13 years Parkland CLASS's activities have reached 390 organizations and 19,652 individuals have been positively impacted. Of these, 3,779 individuals participated in a 10 month "Values and Rights oriented" training program. This includes 680 family members, 378 self-advocates, 2,532 frontline staff, 151 volunteers, and 38 government employees. A further 15,873 professionals and community members attended single three hour sensitization workshops.

In Mexico, Parkland CLASS is involved in a 3 year program to support the education, skill development, and social inclusion of aboriginal children with intellectual disabilities in twelve communities and four regions of Morelos State. Thus far 838 individuals have been positively impacted. Of these 632 are family members involved in the three year training program, and 206 professionals and community members have 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 presenting at 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:

- 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.
- 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 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 Argentina 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 Argentina Self-Advocate Congress, in Rosario, Argentina, 2012
- International Exchange on Self-Advocacy Workshop hosted by National Advisory Commission for the Integration of Persons with Disabilities in Argentina CONADIS, ITINERIS, and the CIAPAT Foundation, Buenos Aires, Argentina, 2013

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 twelve 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:

- Completed the first year of a three year project funded by a \$473,000 grant from the Canadian International Development Association.
- The above project currently supports 172 aboriginal children with disabilities and their families in four regions of the state of Morelos.
- A local team of eight psychologists have completed 487 assessments using three different assessments tools.
- The psychologists also delivered workshops within six topic areas with a total combined attendance of 585.
- In addition to family workshops, the team presented one-time three hour workshops to various local community leaders and professionals with 206 individuals in attendance.
- Parkland CLASS also presented at a Mexican National Congress on two topics - employment supports and the development of non-government organizations.

Program Goals for 2014:

- Expand the CIDA project to two more communities in Morelos State and recruit, screen, and enroll the eligible children within the program.

- Undertake the ICAP, ITINERIS Quality of Life, and Mexican CUIS assessments on all new children and families who are enrolled in the CIDA project.
- Expand the number of workshop topics from the current six themes to a total of eight themes and topics.
- Increase the target group of community members who will participate in the three hour sensitization workshops.

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:

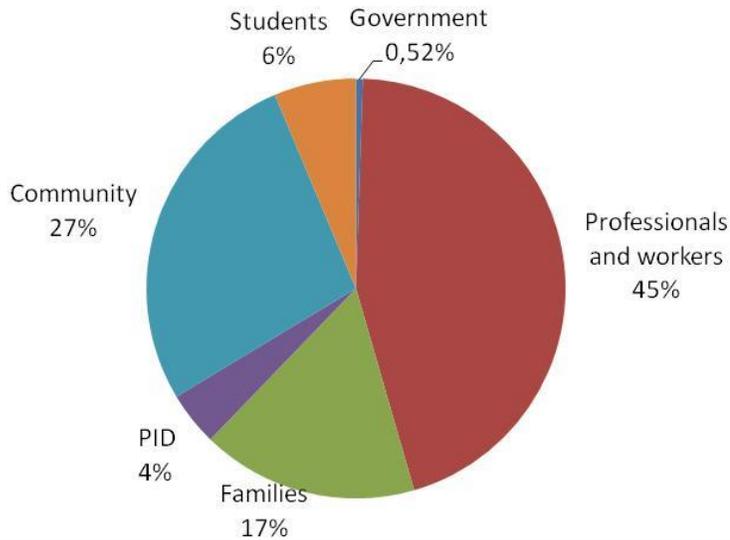
- ITINERIS became involved with the National Advisory Commission for the Integration of Persons with Disabilities in Argentina (CONADIS).
- ITINERIS also became involved with the National Observatory on the implementation of the UN Convention on the Rights of Persons with Disabilities and serve as co-chairs of the education subcommittee.
- Expanded the ITINERIS training and self-advocate programs into two more regions and communities.
- Developed a conceptual model of a national self-advocate movement based on the formal declaration of attendees at the 2012 Rosario Self-advocate Congress.

Program Goals for 2014:

- Continue to deliver the basic ITINERIS training program and sensitization workshops in various communities and regions in Argentina.
- Sponsor and present at the 3rd National Self-advocate Congress which will be held in Rosario Argentina.
- Undertake a two year pilot project in support of the development of a national Argentina self-advocate movement. The pilot will build upon the joint activities of the ITINERIS Foundation and Parkland CLASS over the past four years.

Parkland CLASS / ITINERIS – Cumulative Results 2000 - 2013

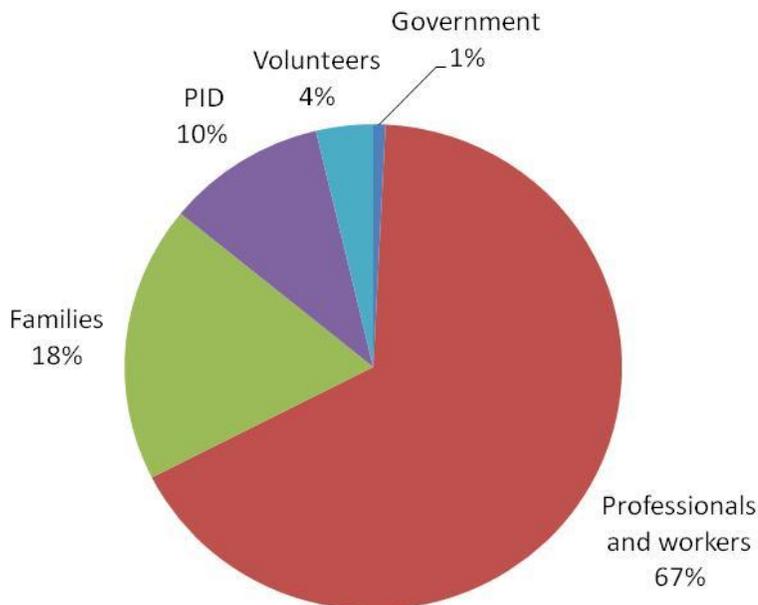
Historical composition of audiences in single sensitizing activities (15873 people)



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 (3779 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
 Summarized Statement of Operations for the General Fund
 Year Ended August 31, 2013 (Audited)

	2013	2012
Revenue		
Government funding	21,204,289	21,984,327
Rental income	486,220	451,863
School jurisdictions	310,135	383,364
Fees for services	84,844	102,677
Donations, interest and other	55,599	45,473
	22,141,087	22,967,704
Expenses		
Salaries and benefits	19,735,092	20,216,239
Facility costs	643,151	669,026
Supplies	526,005	598,516
Amortization of capital assets	198,083	194,242
Transportation	189,160	166,526
International programs	172,443	60,995
Staff training	162,748	190,297
Recreation/social programs	124,102	158,740
Insurance	109,509	110,668
Mortgage interest	102,008	70,603
Professional fees	45,163	40,393
GST	26,575	28,048
Other	5,653	15,004
	22,039,692	22,519,297
Excess of revenue over expenses	101,395	448,407
Mortgage and loan principal	(225,266)	(225,492)
Capital purchases and transfers	(17,946)	(313,946)
Reserve transfer	(1,434)	
Capital transfer - amortization	198,083	194,242
	54,832	103,211
Net Addition to General Fund	54,832	103,211
% of Revenue	0.25%	0.45%

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