

# Parkland Community Living and Supports Society 2015 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 teams 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.

The agency successfully developed a proposal for the continued operation of both the Charlotte Vehus and Billy Moore homes in Inuvik, NT. This proposal included increased administration funding to support additional senior staff oversight through the new "Director of Children and Arctic Services" position. The agency has also continued to foster positive working relationships with funders from both the Northwest and Nunavut Territories, and this has resulted in further referrals of both children and adults to Parkland's services.

A new Individual Support Planning process continues to be introduced, with over 80% of the agency's Alberta based adults and children now using the new ISP format. The remaining individuals will roll over by spring 2016, as their annual planning meetings occur. Parkland has also merged the ISP process with a quarterly reporting format which uses a survey to measure progress and outcomes. These new approaches focus on improving the quality of life of children and adults in service.

The major elements of the 3½ year Parkland CLASS 2015 project have been completed. This initiative had a focus to "Develop and realign 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". The 2015 outcomes that were achieved included multiple electronic and IT enhancements using the ShareVision program, and a variety of operating system improvements which are transitioning the agency from a paper based approach to an electronic approach to information management. A full report is available on the agency website.

The agency has also completed the development of a comprehensive Employee Relations Program. The primary objective of this initiative was to "Create a meaningful partnership with employees which would result in the development of an effective multi-dimensional Employee Relations Program. This program was based on the draft ERP proposal that employees endorsed in 2011."

The cornerstone of the ERP program was the development of five employee relations committees which have oversight of the key areas of employee – management interaction. The agency also implemented a wide range of communication and policy protocols that are supported on-line through the ShareVision program. A comprehensive report on the outcomes of the Employee Relations Program initiative is available on the agency's website, and through the agency's ShareVision portal.

Parkland's future priorities will be to continue expanding and supporting the refinement of agency systems and quality services for individuals and families. The accomplishments of the past year would not have been possible without the continued support and involvement of our employees, guardians, and funders.

## **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.

A major activity for the next year will be the formal accreditation of all of the agency's adult and children programs through CAC (The Canadian Accreditation Council). This process will be supplemented by the agency's participation in a PDD "MyLife Quality of Life Index" review for all adults in service. Based upon the outcomes of the CAC and MyLife reviews, the agency will develop formal strategies to improve overall program quality, and increased quality of life of the children and adults who are served by Parkland CLASS.

The agency is currently implementing a new "Enterprise Management System" to facilitate information management from, and between, Parkland's accounting, payroll, and human resources areas. In the future the Enterprise System will also support consumer information management. This complex goal will take between 18 to 24 months.

The agency will also develop new management and coordination staffing models for the administration and service delivery areas. These new models will ensure that management and coordination positions within each area are appropriately matched with the functions and duties that need to be undertaken. The first step in this undertaking was the replacement of the Chief Financial Officer and Chief Operating Officer positions with four new Director level positions.

The agency will also undertake a formal analysis of program supports for individuals with complex medical and behavioural needs. This analysis will determine the issues related to supporting complex needs, and the agency's capacity and required human resource investments to properly serve these two groups of individuals. This strategic goal supports better quality services to an aging population, while exploring the potential to delivery new types of services to higher needs individuals coming to the agency.

With the recent purchase of land adjacent to the current office building and the Parkland School, the agency can now proceed with the potential development and construction of a new office building. Activities during 2016 will include the development of final construction plans for the new building, designing and locating services for the building site, assessing the financial impacts and timing of the project, and commencing work with the City of Red Deer to see the project move ahead in an appropriate time frame.

As the agency pursues the above goals and initiatives, the Board of Directors recognizes the significant contributions that frontline staff, supervisors, and the Service Management Team provide. In the future the agency will continue to build on its partnership with employees and funders in support of meaningful activities and outcomes that improve the quality of life of the adults, children, and families who are served by the agency.

## 2016 – 2018 STRATEGIC DIRECTION

Parkland's Board and Senior Staff group held their annual three-day retreat in Canmore, Alberta between October 23<sup>rd</sup> and October 25<sup>th</sup>, 2015. 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 2015 Annual Report.

### **PROGRAM DEVELOPMENT GOALS (Responses to External Opportunities)**

- Implement outcomes-based service planning across the agency from both an individual and program perspective. During 2016, the agency will complete the implementation of the new ISP and "individual" PMF tools in Parkland's Children and Arctic Services.

During 2017 the agency will complete the development and implementation of a correlated "Program Reporting System (PMF)" that will be introduced in the agency's Adult Services, Children Services, and Arctic Services Divisions.

- Achieve full and appropriate utilization of the agency's current housing inventory. For 2016, this may include the disposition of several dated inadequate homes, while relocating the individuals residing in these homes to fully accessible environments. In the long term, the agency will position the agency for future growth and response to new housing initiatives.
- Undertake a SWOT analysis related to the potential to expand services to individuals with both complex medical and / or complex behavior needs. This analysis will be undertaken to assess the agency's current capacity and limitations, combined with the tactical and strategic actions that would be needed if the Board should choose to move in this direction.

### **AGENCY DEVELOPMENT GOALS (Responses to Internal Weaknesses)**

- Acquire and implement an "Enterprise" management system to support information management between Parkland's accounting, payroll, and human resources areas. In the future the system will also support consumer information as well.
- Implement new management and coordination staff models for the administration and service delivery areas. These new models will ensure that management and coordination positions within each area are appropriately matched with the functions and duties that need to be undertaken.
- Undertake the development and eventual construction of a new office building complex, and develop options for the use of the existing office building. Activities during 2016 will include the development of the final construction plans for the new buildings; identifying services near or within the building site; and assess the financial capacity, impacts, and timing of this multi-phased project.
- Develop a financial and operational risk review process to assess the relevance and capacity of the agency's technologies, facilities, and its operating systems to respond to changing standards and new external practices that could be introduced or imposed upon the agency.

## INTERNATIONAL DEVELOPMENT

- Work with the STIMULO Organization of Mexico to design an international development tool called “The Parkland Project - Increasing Social Inclusion in Underprivileged Communities”. The final tool will include a two part handbook and a series of PowerPoint presentations.

The first part of the handbook will provide a narrative account of the development, delivery, and key outcomes of Parkland’s three year Mexico project.

The second part of the book will describe and outline a process for other communities, NGOs, or local government

authorities from developing nations to undertake an abbreviated 12 to 18 month project on their own without the need for substantial third party funding.

- Investigate and design a conceptual model for a future 3 to 5 year DFATD project in the Southern Cone of South America (The countries of Argentina, Chile, and Uruguay). This initiative would involve the ITINERIS Foundation of Argentina, and it will draw upon the process and outcomes of past Parkland CLASS / ITINERIS projects, particularly the recent 2 year self-advocate pilot project.

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## 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 Handi-capped) 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 students who have multi-dependent handicaps.

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

Target population was nine (9) full time students with multi-dependent handicaps who were served in 2015 from 10 to 20 years old.

### **Accomplishments and Outcomes:**

- Increased the use of “morning circle time” every day as a valuable activity to connect students and staff.
- Used i-Pad and laptop technology to help students connect to a greater variety of music, games, stories and other resources.
- The “Eye Gaze” program was expanded for one student to increase her knowledge of animals, colors, shapes, numbers and letters.
- An expanded sensory program was put in place for all students by utilizing more equipment in classroom and expanding sensory gym routines.

**Program Goals for 2016:**

- Increase the physical activity of the Primary students through increased use of walkers and sensory integration equipment.
- Integrate three new students into the Primary classroom and move one student from Primary to the Secondary classroom.
- Expand the use of switch toys (cause and effect training) and computer software from the Augmentative Communication lab into both classrooms.

**Regular School Program**

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

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

Target population was twenty-three (23) full-time & two (2) part-time students who had trainable, dependent, and multi-dependent disabilities who were served in 2015. Students ranged in age from 6 to 20 years.

**Accomplishments and Outcomes:**

- All Junior students enjoyed increased physical activities including bowling, swimming, and walks at the Kerry Wood Nature Centre, Three Mile Bend, and local parks to increase their strength and endurance.
- The Senior Class was reestablished with the addition of a new teacher, three former senior students, and two new student enrollments.
- Students earned money for their pre-vocational account by providing several hot lunches to staff.

These funds were used for a trip to the Royal Tyrell Museum, and a year-end Chinese buffet.

- Three graduating students volunteer at the Coop, Red Deer Food Bank, and the Red Deer Hospital cafeteria.
- New teaching techniques were introduced including “Carpet Time” to teach signs, fine motor skills, and gross motor skill movements.
- Students attended sensory gym sessions for four mornings and one afternoon per week, which allowed students to work on their individual sensory programs.

**Program Goals for 2016:**

- Keep all sensory programs current and increase accessibility to all staff, parents, and guardians
- Develop life skills lessons using safety signs and traffic lights to learn shapes and colors.
- Develop “what comes next” skills through picture story cards that promote forward thinking.
- Develop and encourage communication options for all Intermediate students to express their wants and needs more easily.

**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 ten (10) students who were served in 2015, ranging in age from 6 to 20 years. These students had trainable, multi-dependent and dependent disabilities.

**Accomplishments and Outcomes:**

- All students improved their skill due to increased one-to-one teaching aide time and flexible scheduling.

- Increased the variety of choices for student program activities based on their preferences, limitations, and strengths.

**Program Goals for 2016:**

- Continue to search for software that suits each individual student's needs with an emphasis on reading, math and spelling.
- Increase communication between teachers and aides regarding student planning, and responding to their challenge program needs.

**Augmentative Communications Program**

The Parkland School Augmentative Communications Program uses computer systems and IT devices to develop communication skills for students who are non-verbal and or have multi-dependent disabilities.

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

The target population was thirty-one (31) students who had dependent or multi-dependent limitations, and who had very limited, or non-existent, communication skills served in 2015. Students ranged in age from 6 to 20 years.

**Accomplishments and Outcomes:**

- All school staff were given an iPad usage tutorial to learn how to use all of the apps that are loaded onto the classroom iPads.
- Language class students received group iPad training sessions once per week by using all the classroom iPads at once.
- The Designer Tap to Talk app was loaded onto all the school iPads and also several personal student iPads for use at home.

**Program Goals for 2016:**

- Continue to encourage parents and guardians to purchase iPads for their children.
- Continue to load the Designer Tap to Talk app on all individual iPads to support increased communication at home and school.

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**CHILDREN'S SERVICES REPORT**

*Shauna Mayes, Director*

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 in the homes of families and proprietors.

Children's programs conform to the Canadian Accreditation Council of Human Services. Services are delivered under the direction of families, guardians, and the Central Alberta Child and Family Services Authority.

The agency also delivers Children's Services under the authority of various aboriginal band councils and Territorial Government agencies from the NT 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 served in 2015 was twenty four (24) children who had dependent and multi-dependent limitations.

#### **Accomplishments and Outcomes:**

- All intake and yearly files were completed and uploaded to Share-Vision for CAC accreditation reviews.
- The Program Coordinator was an active member on the Agency Sector Committee and assisted in the development of the new FSCD Outcomes Survey.
- The program supported a family to access the "Specialized Services Coordinated Approach" which is a partnership with the public school system.

#### **Program Goals for 2016:**

- Implement outcomes training at all staff meetings to increase knowledge and use of successful program indicators.
- Create an updated Annual and Quarterly Outcomes Report to incorporate the new "Agency Survey" required by FSCD.

### **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 Nineteen (19) children who were served in the Supported Home Placement Program during 2015.

#### **Accomplishments and Outcomes:**

- Relief staff recruitment was improved by diversified advertising, trade shows, and staff referrals.
- Successfully licensed a relief home to be used for multiple children from the Supported Home Placement program.

#### **Program Goals for 2016:**

- Facilitate safe baby training for providers with children under the age of three.
- Continue to expand the recently licensed relief home to provide more permanent relief options for families.

### **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 ten (10) children with various disabling conditions and needs who were served in 2015.

**Accomplishments and Outcomes:**

- A home for individuals from the NT and Nunavut territories was developed and operated as a culturally based program which fosters ongoing family connections.
- Successfully acquired funding for a two space group home to meet needs of two cousins from Nunavut.

**Program Goals for 2016:**

- Develop strategies to recruit and retain long term staff to address the need for staffing stability and consistency.

**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 four (4) children with a variety of disabling conditions and needs who were served in 2015.

**Accomplishments and Outcomes:**

- Served four children on a consistent basis. These children are potential candidates for upcoming spaces that will become available at the Dunham children's residence.
- A formal intake process is being implemented in the relief program.

**Program Goals for 2016:**

- Develop a process with FSCD to create and prioritize a wait list for relief spaces.

**Children Specialized Behavioral Support Services**

Specialized Behavioral Support Services provides supports 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 the child's opportunities for success.

Target population was sixteen (16) children with a variety of behavioral needs identified during 2015.

**Accomplishments and Outcomes:**

- Created the first four 'Meaningful Life Positive Behavior Supports' modules that will be used to train children proprietors.
- Enhanced the program through an on-line library, educational CDs, DVDs, and books that are available for loan to proprietors.

**Program Goals for 2016:**

- Behaviorists will attend training in Assessment of Risk of Violence, and the Eighth Sensory System.
- Develop the final three modules in the 'Meaningful Life and Positive Behaviour Supports' series and upload this onto the ShareVision - Best Practices site.

## **ADULT RESIDENTIAL SERVICES REPORT**

***Terry Mitchell, Program Manager***

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 Region, 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 one hundred and nine (109) adults with various disabling conditions and needs who were served in 2015.

#### **Accomplishments and Outcomes:**

- Opened two new three space homes to accommodate six individuals from the Michener Centre.
- Completed the Labour Market Development (LMD) Program which trained new frontline staff and residential supervisors. Transitioned frontline graduates to vacant positions within the agency as they arose.

- Of the thirteen supervisor trainees in the LMD Program, nine were placed into supervisory positions.

#### **Program Goals for 2016:**

- Implement an on-line Incident Reporting process which includes medication errors and fall tracking.
- Complete Personal Outcomes Index and Quality of Life plans for all individuals.
- Ensure all residences meet both the 2016 CAC accreditation audit and PDD's Safety Standard 8.

### **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 either an apartment or basement suite.

Staffing for ILS individuals ranges from (8) eight hours to (88) eighty eight hours per week. Target population was seven (7) adults who were served in their own homes during 2015.

**Accomplishments and Outcomes:**

- ILS Team Leaders are now attending all Supervisor meetings and training.
- Provided specialized supports during consumer stays at both the Centennial Center and the Red Deer Regional Hospital.

**Program Goals for 2016:**

- Successfully complete the CAC accreditation audit of the ILS program in 2016.

**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 caregivers in a family orientated or room-mate environment.

Target population was twenty one (21) adults with various disabilities who were served during 2015.

**Accomplishments and Outcomes:**

- Successfully transitioned three (3) new individuals to Parkland’s proprietorship program.
- Increased number of proprietors attending and participating in formal proprietor meetings and training.

**Program Goals for 2016:**

- Successfully complete the CAC accreditation audit of the Adult Proprietorship program in 2016.
- Review and improve the agency’s Project Management Framework (PFM) to align with the model that is being developed by PDD.
- Identify and provide supplemental training and professional development that is of interest to Proprietors.

**Specialized Behavioral Support Services**

The Specialized Behavioral Support service provides supports to adult individuals who experience behavioral challenges through 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 one hundred and thirty seven (137) adults with a variety of behavioral concerns or needs identified during 2015.

**Accomplishments and Outcomes:**

- Created and presented four “Meaningful Life and Positive Behavior Supports” Modules for supervisors and frontline staff. All of the modules are available to staff through ShareVision.
- Participated in the “Regional Supports Complex Needs Committee” and the PDD “Regional Supports Qualified Person Subcommittee”.
- Helped develop specialized services for several individual with various complex needs.
- Researched and implemented new library and online resources and strategies to enhance the program.

**Program Goals for 2016:**

- Assess the validity of delivering on-line Behavior Modification modules for staff training.
- Create the final three modules in the “Meaningful Life / Positive Behavior Supports” series, and place this modules onto the ShareVision platform.

## **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 individuals to facilitate out-of-home community activities that are based on the individual's likes, interests, and abilities.

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

Personal supports are provided so that individual needs are met and community participation is maximized. Target population was sixty (60) adults who were served during 2015.

#### **Accomplishments and Outcomes:**

- Implemented Parkland CLASS's new outcomes based "Individual Support Plan" for all adults served in Community bridging.
- Developed and implemented various strategies to support increased employee communication through ShareVision.
- Revised internal agency processes to enhance supervision in the Community Bridging Program.

- Collaborated with Adult Residential Services to develop Individual Support Plan and quarterly reporting processes.

#### **Program Goals for 2016:**

- Successfully achieve accreditation by CAC during 2016 with an enhanced designation in both Aboriginal Services and Specialized Needs categories.
- Maintain one to one staffing for all individuals who require this level of personal support.
- All Community Bridging Program documents will be transferred to Share-Vision.

### **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 them-selves of the daily demands of caring for an adult with a disability. This contributes to the maintenance of stronger families.

Target population was zero adults with various disabling conditions who were served in 2015.

**Program Goals for 2016:**

- Recommend to Board to discontinue the respite program.

**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 three hundred and eighty seven (387) members who were affiliated with various Central Alberta service providers being served in 2015.

**Accomplishments and Outcomes:**

- The RELAX Crew Parade float was awarded 1st place for the 2015 Red Deer Westerner parade.
- The RELAX Crew annual member survey was revised and updated by the RELAX Crew Executive.
- The RELAX Crew monthly newsletter and calendars have been reformatted and loaded into ShareVision which supports easier access.

**Program Goals for 2016**

- The RELAX Crew will continue its involvement and support for the 2016 Self-Advocate Conference.
- Continue to support and increase the number of volunteer placements at the RELAX Crew.
- Increase educational and cultural programs and activities for RELAX Crew members supporting by their input and choice.
- Successfully achieve accreditation by CAC in 2016 with enhanced designation in Aboriginal and Specialized Needs.

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**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 Arctic Government officials.

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 programs.

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 seven (7) higher needs medically dependent adults who were served in 2015.

### **Billy Moore Community Group Home**

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

This service fosters community inclusion while consumer participation and choices are maximized in their home environment.

The target population was five (5) dependent aboriginal adults who had moderate needs were served in 2015.

### **Accomplishments and Outcomes:**

- Implemented a community recreational planning model for all staff to follow daily for the individuals.
- A Snoezelen room was developed in the Charlotte Vehus home
- Transitioned one individual into a placement in the community with minimal supports from home care through the hospital.

### **Program Goals for 2016:**

- Load consumer profiles, Individual Service Plans, and Incident Reports onto ShareVision.
- Increase community connections for all individuals by strengthening relationships with local elders.
- Recruit, train, and mentor local staff into relief and full-time positions to increase the cultural connections for the individual.
- Implement the cultural curriculum in both homes for each individual in service.

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## **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 it's involved 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 both Argentina and Mexico.

In Argentina, over the past 15 years Parkland CLASS's activities have reached 560 organizations and 29,827 individuals have been positively impacted. Of these, 4,301 individuals participated in a 6 to 10 month "Values and Rights oriented" training program. A further 25,526 professionals and community members attended single three hour sensitization workshops.

In Mexico, Parkland CLASS recently completed s 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. By the end of this project, 3,370 individuals have been positively impacted. Of these 1,159 were family members impacted by the three year training program, and 2,211 professionals and community members have attended single three hour sensitization workshops.

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

### **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:

- 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 2<sup>nd</sup> Ibero-American International Congress Buenos Aires, Argentina, 2009.
- Individual and Group Self-Advocacy Efforts in Canada at the 1<sup>st</sup> 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 2<sup>nd</sup> National Argentina Self-Advocate Congress, in Rosario, Argentina, 2012
- The Interaction of Self-Advocacy, Rights, and Independent Living in Canada, at the Third National Argentina Self-Advocate Congress, in Rosario, Argentina, 2014
- 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, 2014

### **The STIMULO Program - Mexico**

The STIMULO Program advanced 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 Department of Foreign Affairs and Trade Development (DFATD). Through this expanded initiative, families in twelve communities and four regions of Morelos State became involved in the project.

Formal family training was 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 final year of a three year project funded by a \$473,000 grant from Canada's - Department of Foreign Affairs, Trade and Development.
- The project supported 279 aboriginal children with disabilities and their families in four regions of the state of Morelos.
- By the end of the project, a local team of eight psychologists had completed 1,188 assessments using four assessments tools.



- The psychologists also delivered workshops within ten topic areas with a total combined attendance of 2,205 individuals.
- In addition to family workshops, the team presented one-time three hour workshops to various local community leaders and to local professionals with 2,244 individuals in attendance.
- New school enrolment was facilitated for 27 children. The project staff and local authorities also intervened to support the continued education of 6 other children who were facing imminent termination from their school programs.
- 96% of the families in the project agreed with the statement that “I am using the new techniques and approaches that I have learned to help my disabled child gain new skills for themselves.”
- 70% of the families agreed with the statement that “The social inclusion of my child has increased since becoming involved in this project”.

#### **Goals for 2016:**

- Complete the final wrap-up and Audit of the three year DFATD funded Mexico project.
- Develop a new international development tool called “The Parkland Project - Increasing Social Inclusion in Under Privileged Communities”. The final tool will include a two part handbook and a series of PowerPoint presentations.

#### **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.

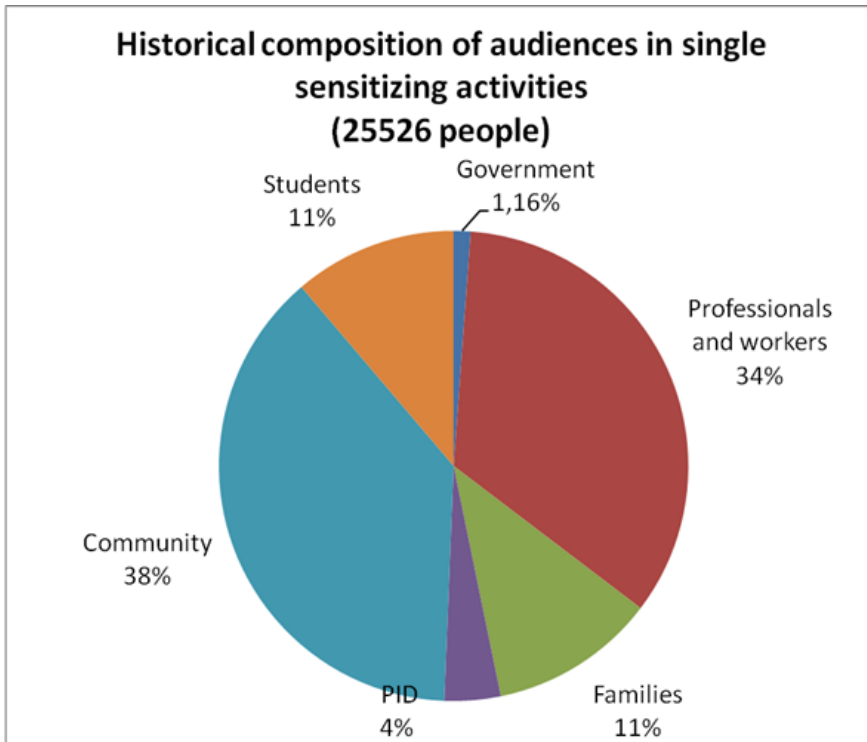
#### **Accomplishments and Outcomes:**

- ITINERIS continued its involvement with the National Advisory Commission for the Integration of Persons with Disabilities in Argentina (CONADIS), and the National Observatory on the implementation of the UN Convention on the Rights of Persons with Disabilities.
- Expanded the ITINERIS training and self-advocate programs into eight new regions and communities by utilizing a distance learning and video conference approach.
- Continued the implementation of a new model for a national self-advocate movement based on the formal declaration of attendees at the 2014 Rosario Self-advocate Congress.

#### **Program Goals for 2016:**

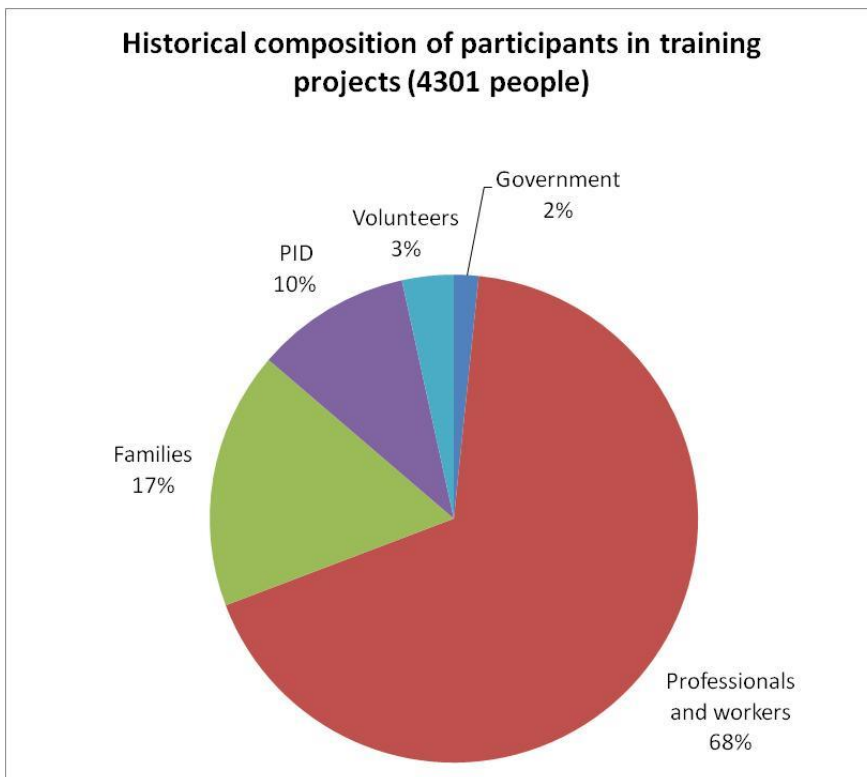
- Continue to deliver the basic ITINERIS training program and sensitization workshops in various communities and regions in Argentina.
- Design a conceptual model for a future 3 to 5 year DFATD project in the Southern Cone of South America (The countries of Argentina, Chile, and Uruguay).

**Parkland CLASS / ITINERIS – Cumulative Results 2000 – 2015**



**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.



**ITINERIS Training Programs**

Training programs are generally six months to ten months in long where the participants attend up to six 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**  
*Janna Miller, Director of Finance*

Summarized Statement of Operations for the General Fund  
 Year ended August 31, 2015

	2015	2014
<b>Revenue</b>		
Government funding	25,851,838	23,903,467
Rental income	613,354	498,506
School jurisdictions	383,294	388,965
Fees for services	100,092	84,422
Donations, interest and other	66,459	39,664
	<b>27,015,037</b>	<b>24,915,024</b>
<b>Expenses</b>		
Salaries and benefits	23,400,709	21,547,037
Facility costs	733,996	742,840
Supplies	548,339	550,155
Transportation	240,198	223,862
Amortization of capital assets	236,285	210,306
Staff training	207,875	200,816
International programs	206,389	214,573
Insurance	127,895	109,487
Recreation/social programs	123,523	135,567
Mortgage interest	115,236	94,817
Professional fees	42,216	52,046
GST	31,137	27,399
Other	17,348	17,924
	<b>26,031,146</b>	<b>24,126,829</b>
<b>Excess of revenue over expenses from operations</b>	<b>983,891</b>	<b>788,195</b>
<b>Gain (loss) on sale of assets</b>	<b>50</b>	<b>95</b>
<b>Excess of revenue over expenses</b>	<b>983,941</b>	<b>788,290</b>
Mortgage and loan principal payments	(232,166)	(204,498)
Capital purchases and transfers	(646,344)	(269,470)
Reserve transfer	(1,147)	(1,147)
Capital transfer - amortization	236,285	210,306
<b>Net Addition to General Fund</b>	<b>340,569</b>	<b>523,481</b>
<b>% of Revenue</b>	<b>1.26%</b>	<b>2.10%</b>

Statement provides summarized financial information for the general fund operations