

Annual Report 2017-2018

# CLEMENTS CENTRE SOCIETY



# Clements Centre Society

ANNUAL REPORT 2017-2018



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# A Message from our Board and Executive Director

Thank you to our dedicated staff and senior management – the driving force of Clements. These are the folks who, in the past year, have delivered programs and services to over 800 children, youth and families and to 191 adults who live in the Cowichan region.

Thank you to the volunteers who share their gifts with Clements Centre.

Thank you to the nine volunteer members of the Board of Directors who learn from the folks we serve, from families and caregivers, from funders and donors, and from our greatest resource – the staff, that Clements makes a positive, meaningful difference in the lives of those we serve.

One of the roles of Board directors is to enhance the awareness of what Clements does in the community. Directors have been working hard to build relationships in the community and in understanding what is important to our donors and funders. Supporters of Clements have invested in changing the lives of so many children, youth, adults and families. It is a privilege to part of such a caring community.

This past year, as in previous years, Clements is working on developing and increasing our capacity to achieve the goals of our strategic plan

Early in the year we partnered with Eclipse HR to develop and deliver a 5-week training program that integrated our onboarding program to strengthen our retention of casual staff. As a result, we hired a total of eighteen new casual employees.



We have purchased property on Banks road as a first step to expanding our facilities to accommodate growth and meet the needs of the families served by our Sundrops team. A design team has helped translate “wish lists” into preliminary plans. The project is multi-phased and will create additional space in the Clements Street building. Additionally, progress on the South End development continues.

Whether it is infant development services speech/physical/occupational therapies for young children, family support services/ after school programs/child care resource referrals/adult day programs/residential housing/home share program/employment or independent living programs, the wellbeing of the people we serve depends upon the ability of Clements Centre Society to meet their needs.

It is because of our funders and donors we are able to deliver these programs and services. Thank you for caring!



A handwritten signature in black ink, appearing to read 'Leslie Welin'.

Leslie Welin  
*Board President*



A handwritten signature in black ink, appearing to read 'Dianne Hinton'.

Dianne Hinton  
*Executive Director*

# fond farewell to dominic rockall



It is with a mixture of sadness and gratitude that we say farewell to Dominic Rockall. Since 2012, Dominic has played a critical role in the development and success of the Society, and while we will miss Dominic and his inspiring leadership, we wish him the best of luck in his new endeavor as Executive Director of the Nanaimo Child Development Centre. The programs and services at Clements span from twinkle to twilight (pre-natal to end of life) and leading such an organization is no easy task. Dominic's diplomacy, tact and the ability to hear multiple points of view created a culture of positive management.

No organization can stand still. Change is a constant and Dominic oversaw a period of remarkable growth: a 60% increase in revenue; the development of a social enterprise – The Mindful Mouthful; the acquisition of properties to meet the changing needs of the people we serve; planning and executing the Clements Hockey Classic; bringing an innovative training program to Clements; and the development of a program to serve the needs of young adults.

Thank you, Dominic, for your unflappable presence, the ability to juggle multiple balls, your genuineness and caring.

In the words of Dr. Seuss, “Don’t cry because it is over; smile because it happened.”

Leslie Welin  
Chair, Board of Directors

# hearty congratulations to dianne hinton

Welcome to Dianne Hinton, the new Executive Director of Clements Centre Society.

As many of you know, Dianne is not new to Clements – she has been an integral part of Clements, beginning as a line worker in residential, community inclusion and outreach programs before being promoted to a senior management role.

Dianne brings a strong background in strategic planning, human resources, quality assurance, development of strong relationships with stakeholders, and innovative, collaborative approaches to services for people with developmental diverse-abilities and their families.



*"I am honoured to be offered the opportunity to work with the incredible community of loyal employees, engaged Board members, and passionate individuals and their families at the Clements Centre Society. The future holds many exciting challenges, I look forward to contributing to the Society's 60 year legacy."*

- D. Hinton



# the organization

## who we are

The Clements Centre Society operates the Sundrops Centre for Child Development and the Clements Centre for Community Living.

## vision

The Clements Centre Society envisions a community in which all individuals are included, valued and celebrated.

## mission

We assist children and youth with developmental needs and adults with developmental disabilities to reach their full potential. We do this by providing a comprehensive range of services for individuals and the families who care for them.

# inspiring beyond belief



**serving the  
cowichan valley  
since 1957**

# sundrops centre

*Lyn Taylor-Scott*

## what do we do?

We provide Early Intervention, Child and Youth Care, Behavioural Support, Supported Child Development and Child Care Resource and Referral services for the Cowichan Valley and surrounding area. This includes:

- Intake/Sundrops Support
- Family Resource Navigator
- Infant Development
- Therapies - Speech and Language, Physiotherapy & Occupational Therapy
- Supported Child Development (SCD)
- Children and Family Support - After School and Spring/Summer Groups
- Behavioural Support
- Child Care Resource and Referral
- Clements Centre is the host agency for the Regional Child Care Resource and Referral

## how much do we do?

**709**

referrals  
this year

**779**

children  
with active  
status

**136**

children receiving  
consultant  
support...

...in 22  
preschools  
and daycares  
across the  
Cowichan  
Valley

**232**

families/children  
receive multiple  
services

Sundrops continues to offer  
families group opportunities  
for physiotherapy, early  
stimulation language skills  
and pre-kindergarten skills.

**68**

referrals to  
Supported  
Child  
Development



# how do we do it?

The Cowichan Valley community continues to support our services with their generous donations! Special thanks for their ongoing support goes to Duncan Firefighters, United Way and Children's Health Foundation. These donations enhance the services Sundrops can offer for children and families and allow us to provide additional occupational therapy. In addition, donations from private donors have enabled us to purchase necessary therapy and update our adaptive equipment and resources.

There has been an increase in provincial funding for our early intervention services and Supported Child Development. This has allowed us to expand our Infant Development, Occupational Therapy and Speech and Language teams. We have not been able to recruit a physiotherapist to fill a position and this shortage of pediatric physiotherapists appears to be a provincial concern.

Children's Health Foundation continues to support the Family Resource Navigator with a three year extension. This position extends beyond Sundrops and offers support to families of children and youth in the Cowichan Valley access services, provide resources and navigate service delivery systems.

**37**

children receive  
support funding

**A concern across Vancouver Island is the shortage of child care spaces and early childhood educators. This has a ripple effect and prevents some families from accessing childcare and the support services that their children need. Support costs are increasing because of the complex needs of the children referred to SCD and this impacts the support dollars available.**

**30**

are waiting  
for additional  
funding support

Child and Family Support Program has moved to our new Banks Road location. Strategies to address waitlists includes offering a variety of groups: All Star Gross Motor Groups, Playing with Words, Fun with Sounds and Words, and Social Buddy Groups. Groups are offered at Sundrops and in community settings.

Clinicians and consultants have offered community training on a range of topics:

'The Social World of the Child' a collaborative presentation by OT/SLP and SCD was offered three times for early childhood educators in the Cowichan Valley and at Le'lum'uy'lh Daycare.

Infant Development Consultants, in collaboration with Child Care Resource and Referral, offered 'Infant Mental Health' for early childhood educators and for foster parents.

# sundrops family survey results

“Thank you for all that you do to help struggling families get the support and answers that they need.”



“ I want to thank everyone at the centre for everything! The support and help I have received for me and my premature baby is greatly appreciated. I did not expect this much support and help.”

“ I feel very welcomed and not judged as a new mom.”

“ The help I have received has been above expectations. Everyone is understanding, friendly and very helpful.”

“Our boys love the home visits and really look forward to them.”

100%

report that they were contacted within two to four weeks following referral

98%

report that appointments are scheduled with consideration of their family's schedule

96%

feel that they are respected member of their child's team and are satisfied overall with the service they receive

89%

state that there are no accessibility issues at Sundrops

90%

are satisfied with the current level of service

94%

state that they are able to follow the suggested activities for their child

\* Sundrops Centre for Child Development surveyed all families by mail out and email - 49 families or 10% percent of families responded to the survey. This is lower than in the previous two years even with the gift card incentive. This year, we had moved to nearly all email using Survey Monkey with only a small percentage sent with

86%

return address postage. A number of email surveys were returned as undeliverable.

71%

state that they receive the information they need to understand the services available at Sundrops and in the community

know what to do if they have a complaint or concern



# ccrr

## child care resource & referral cowichan valley

*Myna Thompson*

Myna Thompson  
(Program  
Coordinator)  
Liz Manraj &  
Jackie Mayo  
(Program  
Consultants)  
Chloe Schoefield,  
(Casual)

**program  
employees**

Accessibility of Services  
Quality of Referral Options  
User Satisfaction

**3**  
**program  
objectives**

Consultants provided  
586 referrals to  
local and regional  
child care related  
agencies, resources,  
and services.

**referral  
services to  
families/  
others**

Program consultants provided,  
attended or supported 36  
community events, presentations  
or programs.

**87**

**registered  
child care  
providers**

**1579**

**child care  
spaces to  
children  
0-12 yrs**

**345**

**child care  
referrals  
made to  
families in  
person, by  
phone or by  
email**

**577**

**families  
supported by  
consultants  
to apply for  
MCFD subsidy  
benefit**

**147**

**providers,  
parents,  
community  
members  
attended 5  
workshops at  
Sundrops**

**371**

**child care  
providers/  
others  
assisted  
with  
child care  
subsidy**

Child Care Resource & Referral (CCRR) is funded by the Ministry of Children and Family Development (MCFD) to deliver free and low cost child care related services to families, child care providers, and community members.

## Program Goals for 2017-18

- ☒ Hosted two (2) Licensing Information workshops with Licensing Officers from Island Health CCFLB Central/North.
- ☒ Maintained Community Partnerships with Island Health, Vancouver Island University, CCFLB Licensing, School District # 79. Maintained partnership with Global Vocational Services.
- ☒ Consultant participation on Cowichan Child Care Council.
- ☒ Met Kim Potter, MCFD Social Worker & Ned Jackson, MCFD Children and Youth Mental Health (CYMH) Team Leader at Sundrops CDC general meetings.
- ☐ Visits with families attending Hiiye'yu Lelum (House of Friendship) Healthy Children, Healthy Futures (HCHF).



Met with 137 families at StrongStart ELPs in 5 communities and 98 families at Healthy Beginnings (Island Health) in 3 communities.



60 individuals borrowed items by accessing in-office or outreach services.

## Program Goals for 2018-19

- ☐ Develop and build relationships with families by attending programs at Hiiye 'yu Lelum in Duncan.
- ☐ Respond to client survey requests for specific Professional Development training workshops.
- ☐ Support recruitment of RLNR providers.
- ☐ Maintain annual Community Partner Outreach visits.

# child care resource & referral vancouver island

Catherine Carter Clark

## Task List 2017-2018

- ☑ Planned a successful RCCRR conference in Victoria, Remembering to Play aimed at child care providers and early years educators
- ☑ Supported and acted as host to a training event in partnership with other community partners at Stz'uminus Community School
- ☑ Outreach to Port Alberni, Qualicum, Campbell River and Courtenay as a road trip
- ☑ Provided outreach and support to CCRR Programs, as an example, Teddy Bear Picnic in Nanaimo and new database demonstration in Victoria
- ☑ Attended Ready, Set Learn events in Cowichan Valley
- ☑ On-going discussions around provincial standards, CCRR Best Practices, contracts, Child Care Subsidy, licensing regulations, BCACCS Library Partnership, the Professional Development Portal and upcoming new child care initiatives at provincial level
- ☑ Organized regular regional CCRR meetings including licensing team
- ☑ Supported community committees/events including Ya-Ya Tal Early Years Table in Cowichan Valley, attended Early Years Table meetings in Sooke/West Shore, and Victoria regions as examples
- ☑ Attended professional development training at the PAC conference, Making Connections conference and e-learning opportunities
- ☑ Organized, assisted and distributed CCRR promotional materials like English provincial card, RLNR promo e-card. On-going ad in Island Parent magazine and Family Resource Guide, Clements article, Island Biz
- ☑ Contributed Facebook posts for provincial CCRR page and Clements Facebook page
- ☑ MCFD stats request, letters to Ministers, provincial call with Hon Chen and CCRR programs around BC all part of lead up to new child care initiatives
- ☑ Maintain and update regional CCRR website as needed

This coming fiscal year will bring some exciting changes and initiatives to the child care field. CCRR programs around the province continue to act in a supportive capacity to providers and families, as new child care initiatives roll out over time to work towards a more universal system of child care.



The Regional Child Care ReSource and Referral Coordinator (RCCRR) supports the CCRRS on Vancouver Island and liaises with The Ministry of Children and Family Development Child Care Branch (MCFD) and other Regional CCRR Coordinators around the province. Clements Centre acts as the hosting agency for the Regional CCRR position and the Cowichan Valley CCRR program.

**3317**

# of subsidy  
assistance

**3840**

child care  
referrals

**19,843**

community  
referrals

**highlights for  
the vancouver  
island ccrr  
quarterly stats**

(including professional  
development funds and  
contract funds)

**707**

individuals  
borrowing  
from lending  
libraries

**2166**

individuals  
trained

**104**

training  
opportunities

**244**

support visits  
made to rlnc  
& licensed  
providers

# children and family support

*Kenna Galigan*

It has been an action packed year for CFS! We became a part of the Sundrops team and moved from Somenos School to our new Sundrops Centre on Banks Road. We have started a partnership with the Cowichan Green Community's Urban Farm program and the St. John Ambulance Therapy Dog program. Both are loved by the staff and children.

We continue to enjoy our usual activities of swimming, geocaching, hiking, bowling and the pool hall. In our Friday night teen group, the teens have been taking part in the planning of activities and the prep and cooking of our dinners.

We had several new registrations for the summer program, which is in the planning stage of all the fun activities. We are still eager to have a new reliable van and have submitted an application to Children's Variety in the hopes they will fund a new van.

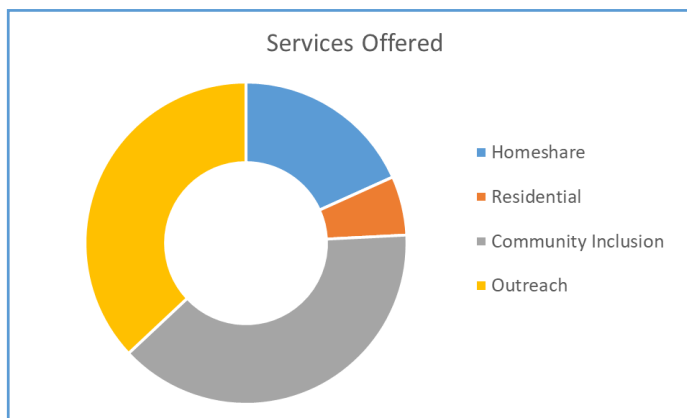
# community living services info and demographics

*Dianne Hinton*

Clements Centre Community Living Services contract with Community Living BC to serve adults with developmental disabilities and their families. Clements offers community inclusion programs, residential services and outreach supports including Employment and Independent Living. Those programs are delivered for a total of 8 sites and innumerable community locations.

## Services:

After a year of incredible growth in 2016-17 the community living team has enjoyed twelve months of relative stability. We have certainly noticed that the number of referrals to our outreach services has grown, although those can be short term referrals due to the nature of the services offered. Part can also be attributed to our supports to individuals who receive funding through CLBC's Personalized Support Initiatives. More information is available on this trend in the SILP report.



# community living services info and demographics

## Satisfaction

Satisfaction surveys are distributed to individuals served, their family members and other stakeholders

## Stakeholders

Surveys are distributed to local CLBC personnel and other professionals with whom we work to ensure the needs of persons served are met.

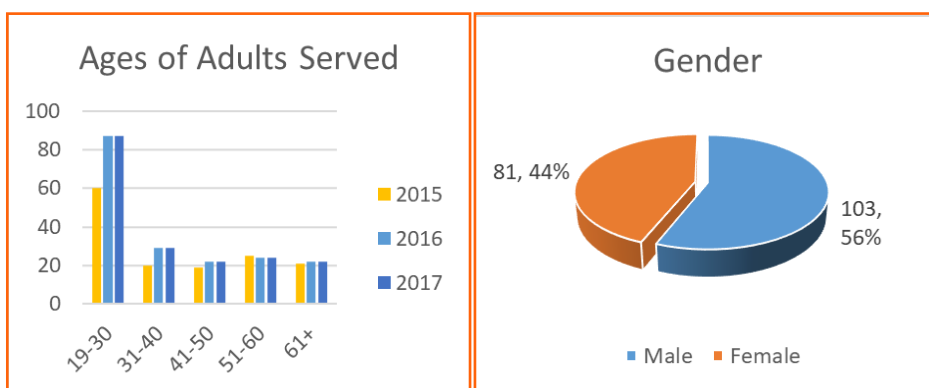
**Persons served** – 87.5% report feeling included valued and celebrated and the other 12.5% reported they ‘didn’t know’. 97.5% report feeling safe while at Clements Centre. However a full 15% report that they are not sure what to do if they have a complaint or concern. We will address this in the upcoming year - 87.5% report having made progress towards the goals they set. And 90% are satisfied with the level of services they receive.

**Family members** – A full 100% report that they always or most of the time feel included valued and celebrated by staff at the Clements Centre. And that their family member is safe while being served by Clements. Also 100% know what to do if they have a complaint or concern, at least ‘sometimes’ 11%, most of the time 44.5% and always 44.5%. Outside of waitlist concerns, families are generally satisfied.

# (cont.)

## Demographics

The chart below reinforces the relatively stable year in terms of numbers and ages of persons served.



## Community living – some proud moments of 2017/18:

- ☺ In partnership with Eclipse HR we offered an abbreviated CSW program to under-trained, unemployed adults in the community. This resulted in the hiring of 18 new casual on-call employees. As summer approaches we hope to have enough work to maintain this core group of new additions to our employee team.
- ☺ Mandt continues – “In this place and with these people, I feel safe” is becoming a well-known, oft-repeated phrase across teams.

# next step

Amy Gibb

## community inclusion

What is the next step after high school anyway? What does adulthood look like in our community? Well, if you were to ask the 8 participants of Next Step, they would be happy to tell you that this past year they have been busy jumping feet first into adulthood.

Glenora Trailhead Park, Arbutus Park, Cowichan Estuary, and the Chesterfield Track are just some of the spots we enjoy for fresh air, fitness and nature; an introduction to a lifelong routine of healthy living. Swimming, bowling, Kung Fu, Monday music, gym sports, colouring, playing cards, musical theatre, music therapy, dog therapy, video gaming, dancing, gardening, grocery shopping, and cooking are activities we do weekly! These activities provide us with the opportunity to develop strong muscles, fine and gross motor coordination, kitchen skills, money management, social skills, number recognition, sensory regulation, and bigger smiles.

Delivering stuffed toys to senior centres and hospitals, and volunteering as bingo callers at Ts'i'ts'uwatul' Lelum Assisted Living are a couple of examples of how we are giving back to the community while developing confidence, teamwork skills, and pride in our work.

The parents and caregivers of the program participants deserve a huge thank you for building a wonderful foundation for this program to grow from. Without their tireless advocating, the funding for such a wonderful program for adults who wish to develop the above skills wouldn't have come to be. Now that the program operates as part of Clements Centre, we have been able to recruit three wonderful staff. Staff who continue to advocate for the support these young adults need, as they take the next steps after childhood.





It's been a brand new start for the 4 participants of the Yellow House! Participant and staff faces have stayed the same, but after their previous day program closed its doors the participants transitioned to a brand new community inclusion program located at Clements Centre. Based out of the yellow house next door to our main centre, the program is facilitated by 3 part time staff and one swim volunteer. With new ideas and new annual service planning goals laid out, the participants have adjusted well and are trying new things all the time.

It's been so wonderful to be centrally located in Duncan, and begin to get to know other peers supported by Clements Centre. The participants have enjoyed bingo, visiting for tea, swimming, going out for lunch, neighborhood walks, and Educational Wednesdays next door with the AL and LOC community inclusion programs. We have invited friends in the community to share our gym rental for baseball, and provided refreshments for activities in the back yard.

Some goals that participants have already achieved include enjoying the Imax and exploring Victoria, going to the pub for lunch, swimming, walking and standing independently, doing laundry, and building stronger friendships.

Once we reach our one year mark in July, we will review participant goals and think about what we can do to go the extra mile. How can we better utilize the physical space, inside and out? How can we offer activities that really make the days of the people in the program, and increase their quality of life? How can we organize ourselves to plan activities to invite others to, just as they've done for us? Stay tuned for more from Yellow House!



# south end and PIC day programs

Mavis Nolte

*"we are out there"*

The South End and PIC programs operate out of Cobble Hill and support a total of 17 people. Mavis Nolte accepted the coordinator position in June following Kerry Gortan's move to SILP; Jackie DeJong officially joined the team and Jen Elmore came on board, all in the same week. Shannon Campbell moved on to Next Step this winter and she is missed.

In the South End program mornings start with exercise; some people go for a walk and the others boogie to the tunes under Jackie D's leadership, "wiggle, wiggle, wiggle!"

There is seldom a day that we are not on the move and on the road. Every Monday we attend Music and bowling, swim and go to the library in Mill Bay on Tuesdays, some of us deliver newspapers on Wednesdays while others go to Tim Horton's in Mill Bay. They are considered regulars, in fact a couple of the staff members at the Mill Bay Tim Horton's have become friends, even gifting Cookie Day t-shirts. A number of folks do pottery at the Hub. Last fall one of our participants discovered Geocaching and ventured through the woods and neighbourhoods in search of various caches. We have outings and adventures all over the area – to Kaatsa Museum in Lake Cowichan, to the Nanaimo Museum, to the Laurel Point Inn to see the Gingerbread Houses, to the Forest Discovery Centre, to Goldstream Park to celebrate the first day of spring with a wiener roast and S'mores. We even rented out a room at James Street Billiards for a game or two. Two participants and one staff attended the Clements Camp, and most of the rest of us were able to attend the one day camp; the weather was lovely for it! We have occasional lunchtime visits from the bunch at LOC.

One participant volunteers at the Hub and takes part in Kung Fu with Next Step. Another works at the Cobblestone twice a week, and is working on her Serving It Right certificate.



# community inclusion

We celebrated, crafted for or otherwise observed St Patrick's Day, Easter (twice!), Canada Day, BC Day, Halloween, Christmas, Valentine's Day, and Pink Shirt (anti-bullying) Day. A foot spa package was created for Mothers' Day and a barbecue package for Fathers' Day. Our Christmas Potluck Lunch was a veritable groaning board! In bad weather we had a Pyjama and Movie Day, and on a snowy day we had oven S'mores beside the fireplace and played Bingo. And on warm weather we barbecue in the backyard, and we had a Sports Day. We went to 39 Days of Music in Duncan at least once a week all month, and often included a visit to the Centennial Park Water Park. A number of folks went to Kevan's retirement party; we participated in The Great BC Shakeout in October, and went to the Clements Variety Show in December. Mahri Logan brings Music Therapy to us every second week. On top of all that most weeks are rounded off with a sock hop!

Monthly Hot Lunches range from hot dogs and hamburgers to chili and Irish stew. We have a Movie Night most months; on the last Friday of the month everyone is invited to come back after dinner for a movie, popcorn, pop, and a treat. We have managed to buy a new Instant Pot for the Lunch program with what we have collected, and we are closing in on being able to buy a new bigger TV for movies!

The PIC program supports 3 guys. They are busy crafters and can always be counted on to be decked out in the best, no matter what the season. They are also avid gardeners; if you want fresh salad makings or herbs for your cooking you need only visit the backyard. There were even cantaloupes and watermelon last summer! They also spend a fair amount of time on the road visiting beaches, parks, thrift stores or the library. One of the fellows volunteers at the Salvation Army Thrift Store in Mill Bay. There are trips to the IMAX Theatre and the Royal BC Museum in Victoria as well as outings to explore Mill Bay, Duncan, Chemainus, Ladysmith and Nanaimo. Monday is recycling day and on Friday it is lunch outings, takeout or a home cooked meal!



# day programs

Lisa Chileen

community inclusion

## Educational Wednesday

We learned a lot through a variety of unique presentations for our Educational Wednesdays. These were either led directly by our fabulous staff team or by guest speakers who were invited to teach our group. ADP staff taught us about gemstones, the weather, the Olympics, and we had fun in the Egg Drop Science Olympic challenge. Our guest speakers taught us about local wildlife, dog detection & nose work, and wolves.



Thank you to all the day program participants for sharing your strengths at the program and for building such deep friendships. I am grateful to work alongside my staff team that go above and beyond on a daily basis empowering everyone to reach their fullest potential.

"It was another fantastic year for our day program."

## Campout

We ventured into the woods for three days in September to host our day program out of the Cowichan River Bible Camp. Many others braved the two nights of added fun (especially the staff)! Yup, that's a group playing a mean game of poker.

## Christmas

This is our busiest time of the year with the Duncan Light Up, Christmas Variety Show, Christmas Luncheon and a night trip to Butchart Gardens.

Many other adventures also came our way including Pink Shirt and Pyjama Day.

## The Mindful Mouthful

And a shout out to the dedicated employees of the Mindful Mouthful making daily cookies, meat pies, sausage rolls, and squares. We also welcomed two new employees into the business.



community inclusion

Do Good.



Feel Good.

# Food With a Purpose



The Mindful Mouthful is an  
Equal Opportunity Employer  
for People with Diverse Abilities.







After a year of many lessons and resulting changes and growth, The Mindful Mouthful is well on its way. Morgan Newington was hired in January as the food production worker. He has proven himself an amazing asset to the business. It is through his efforts that our cookies are now available at several local retail outlets including; both the Old Farm Market and Russell Farm Market, Chemainus Health Food Store, Gibby's Cafe at Cowichan Secondary School and Fishbowl Café. The Mindful Mouthful is also part of the Cow-Op – a local food cooperative that offers online weekly purchasing. These opportunities get The Mindful Mouthful name out there and of course the product speaks for itself.

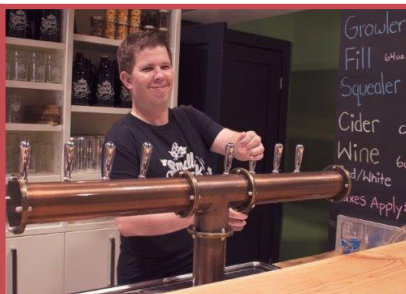
We were very excited to be invited to provide cookies to the BC Summer Games. Each athlete will receive a cookie as part of their welcome package. 3500 cookies! And 3500 consumers of cookies. What a wonderful opportunity!

We have one year left on the grant from the Vancouver Foundation and we look forward to the challenge of becoming self-sufficient. There are currently 20 adults with diversabilities employed by The Mindful Mouthful – this is what matters most!

# supported independent living program (silp) & personal supports initiative (psi)

*Cindy Collins*

## The Triumphs



## The Challenges

The past year for the team at SILP has been one of growth and challenge as we struggle to be responsive to clients in need while maintaining appropriate staffing levels. More and more frequently CLBC is funding referred individuals in desperate need of service when there are no spaces available. While the team is committed to assisting as many people as we can, the perpetual need for more staffing can be draining on the team. Working more closely with CLBC analyst will hopefully over time create a system that can be responsive as well as practical and efficient.

Although there have been many successes to celebrate, the most significant challenge this year has again been housing. With increased rental rates (often over \$1000/month), exaggerated screening of applicants, sub-standard PWD rates, and lack of available rentals, finding housing often feels like an impossible task. In the past year, we have supported 12 people who have either been at risk of homelessness or have been homeless. Two individuals have left the region because they could not find housing, one person has been at Warmlands Shelter for the past 6 months, one family is waiting for the “official” eviction, one person had to pay for two places for one month in order to hold it, one individual has suffered personal loss, unsafe living conditions, and spousal abuse after loss of housing, and one individual who has been homeless most of the year is now in a correctional facility.

# silp & psi (cont.)

We have periodically arrived at work to find one of our clients waiting there, and learn that they spent the night outside. And we witness first-hand the effects of stress, anxiety, and mental and physical health deterioration on people who have already been marginalized.

*“When you push people to the edge of society by not allowing them a place within it, you marginalize them.”*

*(Vocabulary.com)*



This sadly emerging trend for the population we support is also giving rise to more mental health, substance abuse, and legal issues which has, in turn, charted the course of our learning and our connections to resources this past year. The staff have participated in workshops and presentations about homelessness, Naloxone training, and trauma informed practice. We have built connections with Warmlands shelter, Legal Aid Services, local lawyers, Crisis Response Team, Transition Housing, Cowichan District Hospital (Psychiatry Unit) and Mental Health and Addictions outreach.

This coming year, we hope to connect with more community housing advocates and learn more about potential resources with the hope of initiating an action plan that can better support those individuals at risk.

Many thanks and appreciation to the SILP team for their professionalism, their desire for knowledge, and their contributions to the individuals they support whether in crisis or in celebrating success. Thank you Marlene Smiley, Kerry Gortan, Krista Phillips, Jenn Kosh, Roger Grosskleg, and our regular casual, Sarah Fletcher!



# supported employment program (sep)

*Cindy Collins*

The past year for SEP has focused on growth in our employer base and job development strategies, as well as continuing to welcome new referrals when space is available. Because of the many people who want jobs, we try to be responsive by exiting individuals who no longer need support, and making space for others to join. This has created a bit of a 'swinging door' phenomenon, but brings excitement and energy to the team as we celebrate all the new jobs individuals attain.

The SEP team has had some changes in the latter half of this year, and we are still in an adjustment period of hiring and training new coaches. We said good-bye to Leigh Thiessen this year as she embarks on a different employment path. We wish her all the best in her future endeavours.

Libby Searle was the successful candidate for a Coordinator 1 position in SEP to assist in the growing needs of the Outreach programs. Thank you to all the staff in SEP who have contributed to the success of this program and worked so diligently to help people find jobs in our community. As of April 30th, 30 out of 39 job seekers this year have found jobs and that number grows each day. Today, we have 3 jobs pending, only waiting for the individuals to be formally signed on.

Thank you to Libby, Roger Grosskleg, Blaire Craig, and Sarah Fletcher for the genuine and individualized service you provide to our job seekers. Sadly Blaire, too, has chosen a different career path and will be leaving us shortly. We wish her all the best and appreciate all she offered in the time she worked in SEP.

We welcome Jennifer Fox to our team, and look forward to our next successful candidate to complete our SEP team.

In the year to come, the team will be focusing on new jobs and coaching, as well as adjusting to new team members. This year we also hope to host an appreciation night for existing and potential employers in thanks and in preparation for the new wave of job seekers we know will be coming!

# supported employment program (cont.)

## HATS OFF to our past and present local employer partners!

Home Depot  
Fisher Rd. Recycling  
Walmart  
A&W  
JYSK  
Cedar Mills Exteriors  
Winners  
49th Parallel – Chemainus/Duncan  
Farmer Ben's  
Queen Margaret's School  
Little Caesar's  
Jake's on the Lake  
Thrifty's  
Russell Farms  
Small Block Brewery  
Pacific Energy  
The Citizen

Buddies Natural Pet Food  
Great Greens  
Pharmasave – Chemainus/Mill Bay  
The Mindful Mouthful  
Caprice Theatre  
Boston Pizza  
Drumroaster Coffee  
Kal Tire  
OK Tire  
Maxwell's Auto  
Vancouver Regional Library  
Birds of Prey  
Oceanfront Suites  
Salvation Army  
eOmni Solutions  
Sheer Essentials  
Tim Horton's- Duncan/Mill Bay/Lake  
Cowichan





# homeshare

*Nancy Copley and Wendy Zeer*

Homeshare has continued to expand from 36 individuals served in 2017, to 41 at this time. We were sorry to see Amy Gibb leave in the summer to coordinate other CCS programs but welcomed Nancy Copley to the part-time position. She has found Homeshare to be rewarding and challenging and finds lots of opportunity for new learning experiences.

We expect to see more growth in Homeshare this coming year as referrals from other areas including Nanaimo and the Mainland arrive from CLBC. Clements was approved to provide home share supports through the Personalized Supports Initiative this last year and now have one person supported through the program who is funded through PSI.

We have also noticed a difference in the support needs of recent referrals. There is an increase of individuals with mental health diagnosis, addiction and those who are involved in the judicial system.

One person we support in Homeshare is involved in the court system. We attended his hearing and follow up appearances. He went through the Native Court system. This turned out to be a rewarding and almost spiritual experience for him, his homeshare provider and homeshare coordinator. Their practice is based on healing, acceptance, forgiveness and a community approach rather than a punitive approach. Through the Native Court they were able to connect him to his culture. This was something that he felt had been missing from his life for many years.

As always it's been a challenge to find the necessary support and funding to improve the quality of life of the people we support. We continue to work collaboratively with CLBC, Tribes, VIHA and Island Mental Health to come up with creative solutions to support not only the individuals living in homeshare situations but their care providers and family members as well.

Our goal for this year is to continue to support individuals, providers, and families currently served by the homeshare program while balancing the continuing expansion of the program to meet the increasing need for homeshares in our community.





**Campbell**  
residence

It has been another challenging year for the Campbell residents and staff.

Sadly one of our oldest residents passed away in March 2018. This was a particularly difficult time for residents, family, and long time staff. His presence is greatly missed but we were very fortunate to be able to say goodbye to him over the tea and coffee, share memories and laughs with our fellow members and participants at Clements Centre. This big loss presented challenges for our residents and staff as our staffing hours were reduced. The support hours needed to be adjusted to better accommodate everyone's needs. It has been only a month and we are slowly adjusting.

Despite all of this our folks are still able to participate in community activities and enjoy their outings, like going to the movies, hockey games, aboriginal festivals etc.; visit their friends and see their families as much as possible.

As summer is approaching, the house has many day trips planned to enjoy the beautiful season.

We have made some necessary adjustments to accommodate not only the needs of our aging clients but also to be able to provide the support they need. The wheelchair ramp was installed at the front door for better access and to prevent any injuries. One resident moved to empty room in downstairs apartment allowing us to introduce Semi-independent home structure to one of our long term resident and reduce aggression in the home. Our driveway still needs to be fixed up and is on the plan for 2018.

Campbell House had many new staff to come and go but the core staffing remains the same. We had the opportunity to be part of Eclipse Program training and gain a lot of new casual staff that are excited to be members of our society.

We also welcomed a new manager Pavlina Arnostova who has been a Campbell staff member for approximately 10 years and knows our folks very well.

Pavlina Arnostova





marc hmont  
residence

We were successful in advocating for additional 20 hours to be added to our core funding so two of our aging residents could retire from day program. They now have a program at the house that is tailored to their needs. One of our residents has now connected with all of her siblings after years of not seeing any of them. This took a lot of time and some connections in the community but it has worked out great for everyone. Some of the activities planned throughout the year for all the residents are trips to Nanaimo, Saltspring, Victoria and Lake Cowichan as well as enjoy the many activities offered locally in Duncan.

With our new retired gentlemen and staff assistance the back yard is being transformed into a peaceful oasis. Currently, we are in need of renovations to both bathrooms as we currently have bathtubs and are needing something more accessible for the residents as they are aging and having more difficulties getting in and out of the bath.

The main challenge for the year has been staffing. Made possible with a government grant, we are pleased to have graduated 18 new casuals from the Eclipse training program.

*Heather Fillery*



**ryall**  
residence



The past year we have all been working with the residents to redecorate their bedrooms. New paint, lights and décor, each looks amazing! The garden is in full bloom and the residents and visitors all enjoy it.

As a team we have been busy planning and taking some pretty exciting vacations! One of the residents with 2 support staff made a trip to Disneyland in June. Another resident and support worker went on a Cruise to Alaska in September. They all had spectacular trips. A Disney Cruise with some friends is in the works for the near future. We have lots of other smaller trips and local activities we plan to attend over the summer.

We always struggle to keep up with the hiring needs. Thankfully, this year we were able to offer a 5 week CSW training program with help from a federal government grant. From the Eclipse program we have 18 new hires.

*Cara Tompkins*



# Our Staff Know How to Have Fun



# celebrating years of service

**25**  
YEARS

Janet Bradford  
Roger Grosskleg  
Dianne Hinton

**30**  
YEARS

Marie Reno

**15**  
YEARS

Megan Bourns  
Nancy Copley  
Heather Dawson

**20**  
YEARS

Kulwinder  
Manhas  
Terri Stanko

**5**  
YEARS

Ana Biello  
Laura Bottoms  
Daniel Francis  
Jennifer Kosh  
Kristin MacColl  
Annette MacGregor  
Megan Strang  
Alanna Pamminger  
Krista Phillips

**10**  
YEARS

Marg Crowley  
Teri Maclead  
Marlene Smiley  
Cara Tompkins  
Alexis vanNieuwkerk



# thanks to our donors and supporters

*Linda Roseneck*

Big THANK YOU to all our donors and supporters. YOU make the difference to us on a daily basis by providing the EXTRA funding needed make programs and services more person centered. Upkeep and new equipment would not be possible if not for your loyal support.

## *Put the "FUN" back into Fundraising*

This year the Board of Directors made the strategic decision to hire a Director of Advancement to work with the Executive Director in advancing the growth of the organization and attracting new funding for programs and services. The NEW build of the Sundrops Child Development Centre on Banks Road in Duncan also requires a very aggressive search for Provincial, Federal, Municipal funding as well as support from Foundations to ensure we can provide a modern, energy efficient facility that will meet the growing needs of the families and children in the Cowichan Valley.

Thank you for the increase in gifts-in-kind, donations from local businesses, service clubs, existing and new donors. The CVRD and North Cowichan Municipality funded playground equipment and site preparation. The Ladysmith Auxiliary contributed over \$5,000 towards a wheelchair swing for our south end program and a sensory chair for treatment of young children with developmental delays. The Lions Club funded a new bed for one of our residents after a fire and The Kiwanis Club of Duncan donated a thousand dollars towards a new shed at our Ryall Road residence. Western Insurance and Coast Capital Insurance Services Ltd. also stepped up to the plate with contributions of over \$6,000 for equipment in the new Child Development Center.

Thank you for your generosity!

This past year we had our first Whiskey Tasting event at the Duncan Community Lodge. Over 50 Scotch enthusiasts attended the informative evening with great food, as the Ambassador from Beam Suntory Distillery guided participants through a tour and tasting of international whiskeys. It was an enjoyable and educational evening supported by the Beverly Corners Liquor store which raised over \$5000. We look forward to another event in the fall of 2018.

Generous donations from WestJet, Pacific Energy and South Island Fireplace and Spa resulted in a successful raffle that netted close to 10,000 dollars.

2018 will reap even more rewards as we launch our “Champion for Kids Campaign” and apply for numerous large grants. Several community fundraisers are also planned to supplement and fund new and existing ventures.

# Thanks Volunteers!

For 1,400+ total volunteer hours – and that's in addition to those contributed by the board and employees - to enhance the quality of lives of those we support.

# financials

## revenue = \$ 7,978,658

**\$48,587    0.61%**



**rental**

**miscellaneous**



**\$ 59,891    0.75%**

**\$ 14,204    0.18%**



**interest**

**united way**



**\$ 19,112    0.24%**

**\$ 34,340    0.43%**



**donations & fundraising**

**gaming grant**



**\$ 29,000    0.36%**

**\$ 32,436    0.41%**



**contract & product sales**

**fees for service**



**\$ 25,292    0.32%**

**\$7,715,796**

**96.71%**



**government contracts & grants**



for the year ending march 31, 2018

**expenses = \$7,858,270**

**interest on debt  
& demand loans**



**\$ 25,242 0.33%**

**\$ 130,426 1.66%**



**transportation**

**office**



**\$ 87,879 1.12%**

**\$ 176,544 2.25%**



**amortization**

**occupancy**



**\$ 285,855 3.64%**

**\$ 1,645,315  
20.94%**



**programs**

**salaries  
& benefits**

**\$ 5,507,009  
70.08%**





With support from:

