

2016-2017

# Annual Report

Clements Centre  
Society

Sundrops  
Centre  
for Child  
Development



Clements  
Centre for  
Community  
Living

Inspiring Beyond Belief

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# message from our board and executive director

Clements Centre Society's 60<sup>th</sup> anniversary presents opportunities to continue creating the kind of community we want to live, work, learn, and play in. For the Society, that means a place in which all people are included, valued and celebrated and that everyone's gifts and talents are invited into the community.

Our Board members have a deep appreciation that the children, youth, and adults we serve and their families "have a lot to teach us about creativity, ethical behaviour, and persistence, usually under adverse circumstances...their impact is under-recognized. Their talents under-estimated. Their contributions under-appreciated" (Al Etmanski). The Society is inspired to really listen to what people say they need and to do our utmost to not only respond to immediate needs, but also to look to the future and prepare for it.

So, over the past year, staff and the Board at Clements:

- Implemented a new enterprise – The Mindful Mouthful. Thanks to a grant from the Vancouver Foundation, people now are employed and are doing meaningful work.
- Bought a building in Downtown Duncan – the Canada Building. This means people who are seeking independent living and employment opportunities participate in programs in the heart of the business community.
- Spread the word about Clements and the work it does by working with community partners to host the 1<sup>st</sup> Clements Hockey Classic.

A lot of activity over a short period of time. Thank you to the amazing staff and engaged Board of Directors for imagining the possibilities these endeavors could provide for the people we serve and working so hard to make them happen.

We do face challenges:

- Inadequate funding to meet growing and complex needs of the people we serve – aging folks with increasing health needs and increasing numbers of children requiring both short and long-term support
- Employee shortages and competition for employees from the education and health sectors: these sectors pay more for people with the same job descriptions and qualifications than social service contracts
- Insufficient space for programs

Through smart, strong and staff-driven budgeting, board-staff partnership, a solid cash reserve and an increasing focus on diverse and balanced funding streams, the Society is financially stable.

What does the future hold? We will:

- Expand facilities to accommodate growth and to meet the needs of people served by developing a comprehensive program/facility plan with the intent to redesign existing spaces and to construct a new building by 2020.
- Build employee skill sets and increase employment opportunities for youth making Clements an employer of choice.
- Enhance staff and Board education, training and learning by collaborating with other organizations to bring opportunities to the Cowichan region.

As the Society moves into its 60<sup>th</sup> year of service to children, youth and adults with diverse abilities and their families, we plan to celebrate our successes and reach out to community to support our ability to meet the needs of folks we serve. So, keep tuned for:

- A Family Fun Fair
- The Clements Classic Golf Tournament
- And More

Thank you to our committed staff, funders, donors, cookie and pie purchasers, knowledge philanthropists, and the citizens of the Cowichan region for your continued support of the people we serve and for working with us to cultivate a community that includes, values and celebrates all people.



Dominic Rockall  
*Executive Director*



Leslie Welin  
*Board President*

# the organization

## who we are

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

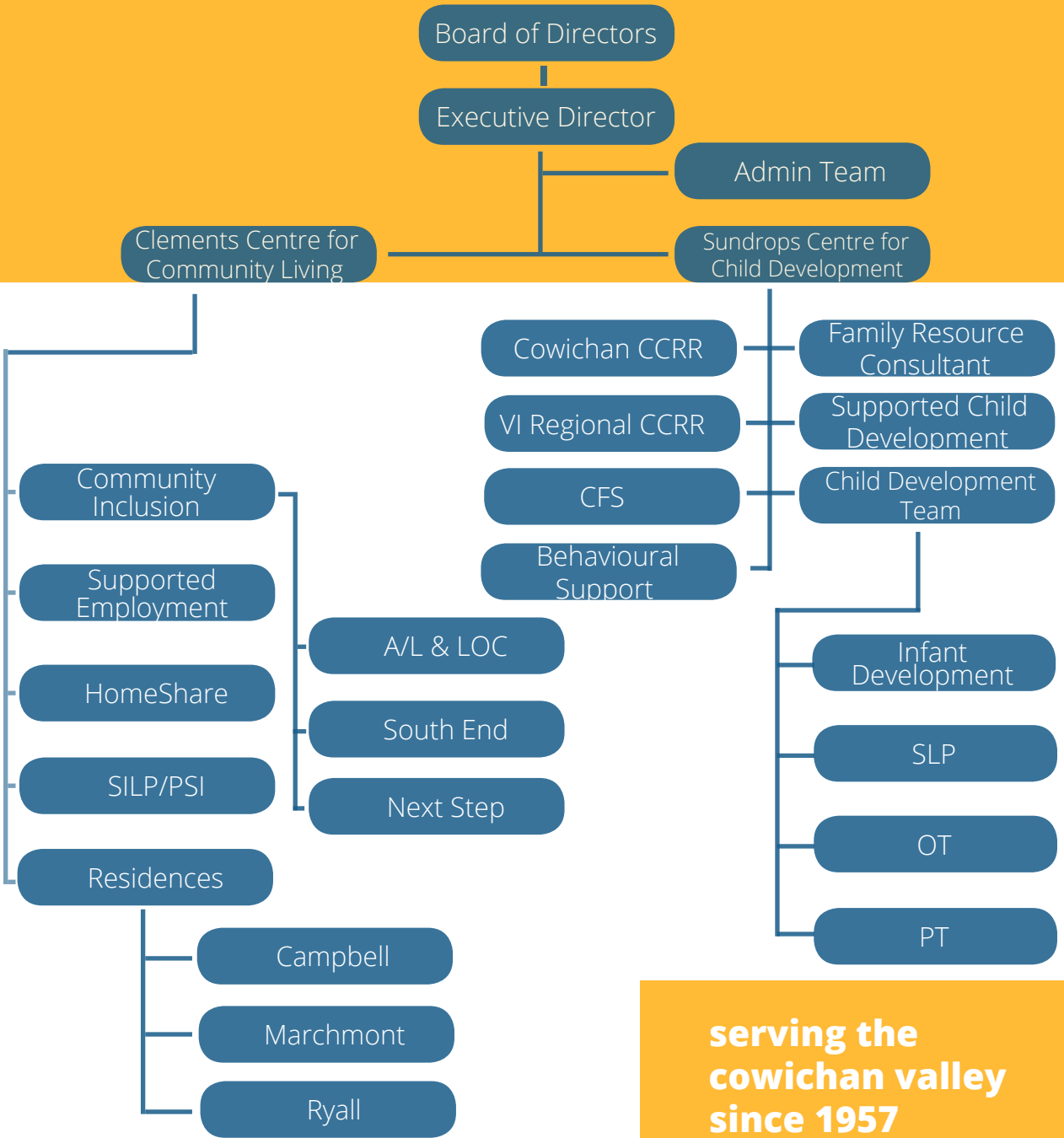
## vision

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

*by Lyn Taylor-Scott*



Feedback from our 2106-2017 surveys show that significant wait times for service, speech and language pathology continue to be a concern for families. Comments made on the annual survey indicate that although families are frustrated, they understand that staff do their best with limited resources.

"Love our team. Wish waiting lists were shorter."

"A great service to have in the community. It makes me feel like my child matters!"

"Sundrops is lovely, very comforting. I have home visits and they are always on time and work with our schedule."

"Very kind and compassionate".

"Sundrops helped my son in so many ways with his development and speech. I am thankful for the guidance."

"We feel so grateful for our team! They are wonderful and have made huge difference in our lives. Thank you!!"

"They go over and above helping us get everything we need for our foster child to succeed."

"Love our team. Couldn't ask for better care and guidance."

"Staff are great to work with and always make me feel involved."

Sundrops  
Centre for Child  
Development  
received

**746**

new referrals this  
year.

We serve

**789**

children.

**534**

children receive  
multiple  
services

Supported  
Child  
Development  
received

**69**

referrals this  
year...

...we  
currently provide

**136**

children with  
consultant support.

**62**

receive additional  
support funding to  
ensure community  
inclusion.

**47**

children were  
waiting for extra  
support funds.

**Sundrops Centre for Child Development surveyed all families by mail out and email - 66 (or 14% percent of) families responded to the survey.**

**100%**

report they were  
contacted within 2-4  
weeks following  
referral

**97%**

feel that they  
are respected  
members of  
their child's  
team

**94%**

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

**95%**

stated that  
staff explain  
things in a  
way that they  
can under-  
stand always  
or most of  
the time

**98%**

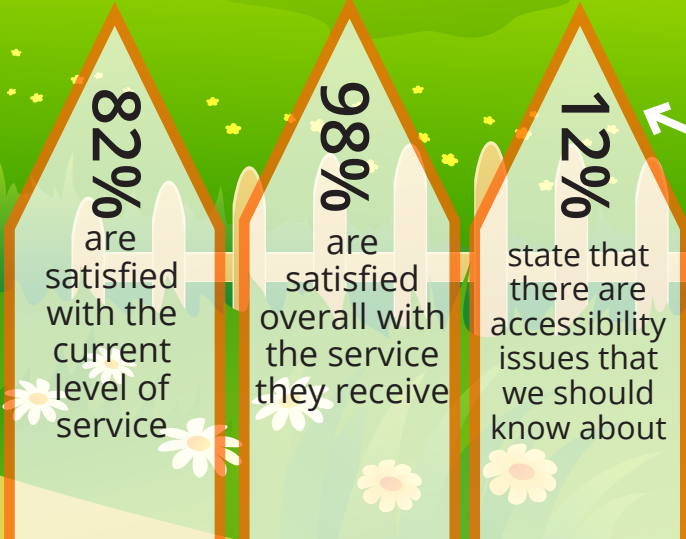
of families  
state that  
they are able  
to follow the  
suggested  
activities for  
their child



Although there is an increase in the referral rate this year, the increase in numbers of children receiving active service is also attributed to the inclusion of school age physiotherapy, Children's Family Support, (CFS) and Behavioural support (an additional 123 unique children and youth). CFS and Behavioural Support moved over to Sundrops program area in January of this year.

A strategy to address waitlist numbers includes offering group opportunities for physiotherapy and speech and language pathology. In this fiscal, Sundrops offered 23 groups from early stimulation language skills to pre-kindergarten skills.

indicates that the addition of Sundrops designated parking has improved accessibility for families



Sundrops Centre for Child Development provides 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:

## Intake/Family Resource



### Infant Development Program

IDP supports infants and children from birth to three years old who are at risk of or have a delay in development. IDP is a home based program that assists families in encouraging their child's development.

### Therapy

Speech and Language, Physio and Occupational therapists provide support to children from birth to 5 years of age. Therapy services are offered in the child's home or at the centre. A Speech and Language Pathologist from Vancouver Island Health Authority resides with us.



### Supported Child Development

SCD provides a range of consulting and support services to children, families and child care centres so children with extra support needs can participate in fully inclusive child care settings. The program is intended to serve children from birth to age 12. There is a small group of youth, aged thirteen to nineteen years who receive service while their families are at work.

### Children and Family Support

CFS provides after school groups for children and youth aged 6 to 18 years and spring break and summer recreational opportunities. Referral is through MCFD/CYSN.



### Behavioural Support

Support for families who have a child with challenging behaviours. Support is provided wherever needed, in the family home, school, community. Referral is through MCFD/CYSN.

Clements Centre also acts as the hosting agency for the Regional CCRR and the Cowichan Valley CCRR.



Cowichan Valley Child Care Resource and Referral is a provincial program funded by the Ministry for Families and Child Development. The goal of CCRR is to enhance the availability and quality of a range of child care options for families by providing information, support, resource and referral services to family and child care providers.

The Regional Child Care Resource and Referral Coordinator is a resource for the CCRRs on Vancouver Island and promotes the local CCRRs in their region and liaises with regional authorities.



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 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.

# Thanks!

**children's**  
HEALTH FOUNDATION  
OF VANCOUVER ISLAND

**Duncan  
Volunteer  
Firefighters**



**United Way**  
Central & Northern  
Vancouver Island

# ccrr

## child care resource & referral cowichan valley

by Myna Thompson

Myna Thompson  
(Program  
Coordinator)  
Liz Manraj &  
Susie Peterson  
(Program  
Consultants)  
Amy Gibb, (Casual)

**program  
employees**

Accessibility  
Quality of Referral Options  
Satisfaction

**3  
program  
objectives**

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

**referral  
services to  
families/  
others**

Professional  
development courses &  
conferences supported:  
Promoting Excellence in Our Early  
Learning Environments, Make N'  
Take, The Business of Child Care,  
Community Care Facilities Child Care  
Licensing Information, Partnerships  
in Communication Speech Sounds,  
Social world of the child, and  
An Evening with Sundrops  
Physical Therapists.

**83**

**registered  
child care  
providers**

**1570**

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

**368**

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

**564**

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

**126**

**providers,  
parents,  
community  
members  
attended 7  
workshops at  
Sundrops**

**288**

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

Child Care Resource & Referral Program Consultants deliver program services on-site at the Clements Centre office and in communities. Families are supported with child care referrals and child care subsidy assistance. Services to registered child care providers includes free and/or low-cost professional development workshops and courses, borrowing privileges to the Toy & Resource Library both on-site and in 8 communities, consultations on general child care related issues, and individualized help for Registered License-Not-Required programs. Services to communities include: sharing child care related information and resources, child care business start-up assistance, CCCR participation in events and programs, and when funding permits support to host conferences and special events.

## Program Goals for 2017-18

- ✓ Develop and build relationships with families by attending programs at Hiiye 'yu Lelum in Duncan.
- ✓ Support applying RLNR to complete registration process.
- ✓ Recruit additional RNLR's through outreach events, workshops, and brochure mail out drive.
- ✓ Host annual Licensing Information workshop in partnership with Island Health Community Care Facilities Branch.
- ✓ Maintain Community Partnerships with Cowichan Success By 6, Aboriginal Success by 6, Coast Salish Employment & Training Society (CSETS), Ya Ya Tul Early Learning Table, Island Health, Vancouver Island University, CCFLB Licensing, School District # 79, Global Vocational Services, Cowichan Green Society, and Cowichan Child Care Council.

### community development

68 events/presentations/ programs were provided, attended, and/or supported in & around the Cowichan Valley region with Community Partners.

### toy & resource lending library (tll)

86 providers borrowed items. Providers received TLL delivery & pickup services .

# ccrr

## child care resource & referral vancouver island

*by Catherine Carter Clark*

A TYPICAL  
YEAR  
IN OUR  
REGIONAL  
OFFICE?  
CHECK IT  
OUT!

- ★ planned, organized and supported conferences, forums, training, community events and meetings relating to CCRR
- ★ provided leadership training, outreach and support to CCRR programs and community committees and events
- ★ organized advertising and marketing efforts to raise the profile of CCRR on a regional and provincial level
- ★ professional development
- ★ created and maintained new regional CCRR web site
- ★ contributed material for social media on a provincial and local level
- ★ organized and distributed promotional material and media for publications



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.

That's an increase of 8,716 for island CCRR programs.

**3584**  
# of subsidy assistance

**3860**  
child care referrals

**22,514**  
community referrals

**highlights for the vancouver island ccrr quarterly stats**  
(including professional development funds and contract funds)

**791**  
individuals borrowing from lending libraries

**2163**  
individuals trained

**81**  
training opportunities

**220**  
support visits made to rlnr & licensed providers



# children & family support

*by Emily Brockhurst*



What a great year for CFS! We have higher numbers than ever and have been able to expand our program capacity by funding an extra staff position. This year we changed up the age groups and dates to accommodate the growing number of young children accessing our program.

We have enjoyed many of our usual activities such as swimming, bowling, and museums. This past year we have been using our outside space year round and loved having a gym to play in when it gets too wet for us outside.

We are still eager to get a new reliable van to help us do our community field trips. We are gearing up for another busy summer.



# community living services

*by 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. These programs are delivered from a total of 8 sites and innumerable community locations. For more specific information reports from each program manager are included.

## Proud moments of 2016/17

**149 Canada Ave opening! This spacious location has been great for the growing Supported Employment, Independent Living and PSI services. A downtown location has been a long time goal.**

**NEXT STEP – check out their facebook page!**

**Mandt continues – “In this place and with these people, I feel safe” is becoming a well-known, oft-repeated phrase across teams.**

Satisfaction surveys are distributed to individuals served, their family members and other stakeholders. Here are some results!

## 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.



90% are satisfied with the level of services they receive.

## Family Members



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.



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 wait-list concerns, families are generally satisfied.

## Stakeholders

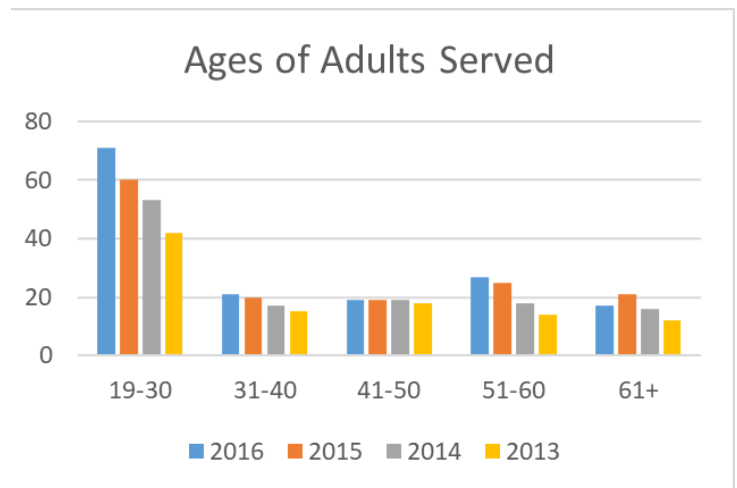
Surveys are distributed to local CLBC personnel and other professionals with whom we work to ensure the needs of persons served are met.

# community living services demographics

The programs have been growing and with the increased workload I had to make the unfortunate decision to let go of the Children Family Support (CFS) and Behavioural Support programs. I have so enjoyed working with the two teams over the years but the time had come to admit defeat. They will be far better supported by Lyn, and the Sundrops team, with her years of experience with similar programming.

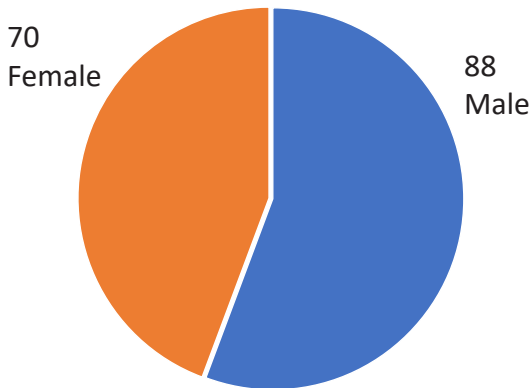
Our relationship with the families of CFS helped make the recent introduction of Next Step possible. Families under-served were strong advocates for something new, something entirely individualized and truly family-centred. After many months of advocacy the group of families was successful in their efforts and secured support in the form of a contract between CLBC and Clements Centre. The 'Next Step' community inclusion program has been in operation for a few months and by all accounts has been a great success. We are excited about the growth to our community inclusion programming, and look forward to future adventures!

**Demographics:** The greatest increase in persons served was in the 19-30 age group. There were two years of many youth turning 19 and transitioning to adulthood, and consequently services from CLBC. Because we deliver the CFS program we are able to monitor such trends and were prepared to work with families. We are not expecting another such 'surge' in several years.

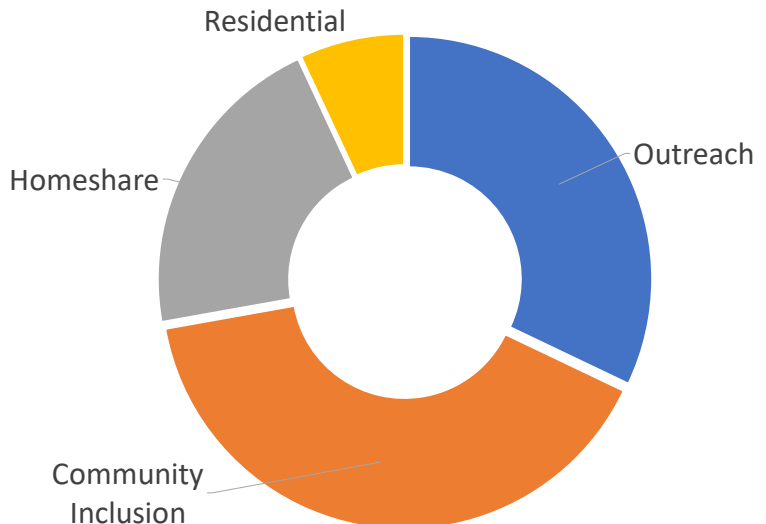


# Many changes to the Community Living department this past year!

## Gender



## Services Provided



# south end and pic day programs

by Kerry Gortan

The South End program is at capacity supporting 13 participants with 8 staff. The PIC program which operates out of a portable in the back yard supports 4 participants with 2 staff and is also at capacity. 'Capacity' refers to both contracted spaces and the physical space available to safely manage participant diverse abilities.

Both programs offer a number of activities throughout the week:  
**Mondays**-live music and dancing at the Duncan Lodge, then bowling in the afternoon.

**Tuesdays**- swimming in the morning then to the library in the afternoon.

**Wednesdays**- paper route in the morning then Music Therapy in the afternoon.

**Thursdays**-an all-day outing and/or a hot lunch and then pottery class in the afternoon.

**Fridays** - paper route.

In addition, all participants identify for themselves goals and methods to reach them during their service planning session each year.

We are proud as a team to use the **MANDT** philosophy in our daily practice, this has increased team cohesiveness. Recent indications of this growing cohesiveness includes a recently





Music, dancing, bowling, swimming, pottery, library visits and paper routes. Could you keep up with a south ender?



organized and SOLD OUT Paint Nite fundraiser for June 7 which raised over \$1000 for the program, and monthly movie nights which offer not only a few extra dollars for the program but better still, an evening activity for folks who might otherwise spend Friday night at home.

**We are not without challenges...**

- 1) The lack of on call/casual staffing to cover employee absences has been a challenge throughout the community living department
- 2) The wide range of support needs for each individual. To provide the best support, employees have to be very creative, flexible and sensitive.
- 3) Accessibility to community resources; our Cobble Hill location limits the availability of recreational opportunities so we have to be creative with our in-house activities, maximize local treasures and track mileage expenditures.
- 4) Our older building requires constant maintenance, particularly our septic system. We are happy the board has acknowledged this and included it in their future planning

# community inclusion day programs

*by Lisa Chileen*

## See, we have no fun here!

Another year has flashed by and Activation Leisure and Lunch On Clements continue to flourish with the hustle and bustle of activity and laughter. This is a snap shot of our year:

**Summer** – Clements went Hollywood this year and won best Community Group in the Grande Parade. The Mindful Mouthful employees received their first pay check and we all screamed for ice cream as the Hummingbird Hill truck pulled up to Clements for a very special visit. This was followed by our annual camp trip to the Cowichan River Bible Camp where we all played, laughed and ate, and ate, and ate.

**Fall** – Is always a busy time of the year but started with the ever popular Halloween party and evening dance. We all enjoyed Pajama Day lounging in our jammies and eating afternoon S'mores. Thanks to everyone that stopped at our booth for the Duncan Light Up for a scrumptious Mindful Mouthful cookie and hot chocolate. We hosted an evening pizza party and Christmas Light Tour in Ladysmith and met our goal of collecting 2,016 pairs of socks for the Sock Drive. We wrapped up the year with our Christmas Variety show and Christmas Luncheon at the Silver Bridge.





**Winter** – Our staff team scrummed for a day and we rolled out our new programs. This now includes birthday bashes, Educational Wednesday, and Star of the Month. What we didn't plan for was record snow and 3.5 days of program closure! We hosted an evening sleepover in January and learned the importance of kindness at our Anti-Bullying Day workshop. Both the Musical Theatre Group and Clements Jazz Group performed at the Cowichan Music Festival.

**Spring** – Has been filled with learning how to vote and a group of 11 participants attended a 10 week program on Building Better Relationships. We danced the Irish Jig at the St. Patty's evening dance and hunted for Easter eggs in our back yard. And most recently we all enjoyed a pancake breakfast hosted by the Duncan Rotary Club and movie party with friends at the Duncan Caprice Theatre.



This  
building  
bursts...

I am so blessed to work with our growing staff team of 14. It is their exemplary work and dedication each and every day that makes our program flourish and each individual attending our program to reach their fullest potential. I said it last year, but will say it again.... this building bursts with love!



... with  
love!

Do Good.



Feel Good.

# Food With a Purpose



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





In August of 2016 22 Lunch on Clements program participants were signed up as employees of the Clements Centre's new social enterprise called The Mindful Mouthful. We are now 10 months into this venture and are very happy about the progress we have made. For readers unfamiliar with the venture the short story is that we took a training kitchen program (albeit a very long running program) famous for its cookies and pies, and turned it into a business. We received a grant from the Vancouver Foundation to help with marketing expenses and subsidize wages while we increase sales and revenues to the point where we become self-sufficient.

We have accomplished a lot of work in the past year including re-branding and repackaging, making some promotional films (televised on Shaw TV), TV appearance on CTV local and National news, a radio interview, as well as numerous behind the scenes operations to ensure the products meet federal rules and guidelines for retail sales. In the kitchen we have been brainstorming about how to meet increasing demand as the products become more popular.

Over the next year we are ready to focus just on sales as we move forward to become fully self-sufficient and self-sustaining and spread mindful mouthfuls throughout the Cowichan Valley!

# supported employment program

by Cindy Collins

Much of this past year for SEP has been preparation for CARF accreditation, as we took on the daunting task of seeking accreditation for SEP in “Community Employment Services: Employment Supports”. All that hard work paid off when SEP met the standards for **both** “Employment Supports” and “Job Development”. Many thanks to the SEP team, Leigh Thiessen, Libby Searle, and Roger Grosskleg for their commitment to a thriving employment program!

Also this year was another move for the program. SEP is now located in a downtown location at 149 Canada Ave. The exposure to the downtown business core will hopefully bring more contact with the Duncan business community and potential employment for our job seekers. Although space is still limited for SEP offices, we are excited to have an accessible meeting room that can double as a small training room for the Employment Readiness Workshops, or other training for SEP or SILP, as needed.







Staffing and funded SEP spaces remain stable with 3 fulltime staff providing various stages of job seeking and support to a caseload of 31 clients. Over the course of a year, the specific individuals change when people no longer need our support at work, or they move, or they take absences from the work force for various other reasons. This means that we have a perpetual “swinging door” of job seekers and it demonstrates our goal to address the waitlist in as timely a fashion as possible. The number of individuals who remain stable in their jobs and no longer need our support is a testimony to their own abilities, the support of the various employers in the Cowichan Valley, and the skill of our job developers and coaches.

A couple of new strategies for a job seeker and an existing employee were tried this year with great success. Based on information provided at an employment workshop with BCGEU and CLBC, we were able to provide the information to the Unionized employer that resulted in agreement from the Union involved to offer a position to an individual for a non-trade position. This strategy has opened up the world of Union jobs and we look forward to utilizing it further. This year also marked the first time we made a formal written request for accommodation at the worksite. The request for accommodation was specific to required annual video learning and assisted HR in modifying expectations for this client, thus ensuring continued employment.

In the year to come, we hope to concentrate on increased job development and community awareness as competition for jobs in the area increases. We would also like to host an Employer Recognition event that will celebrate the many employers in the Cowichan Valley who are supportive of a diversified work force.

We are looking forward to another exciting year!

# supported independent living program &

*by Cindy Collins*

It's hard to believe another year has passed so quickly. We have had yet another move for both SILP and SEP, and are now located in the beautiful spacious downtown offices at 149 Canada Ave. The additional space has allowed our team to create a private meeting space for individuals and their supports, as well as a training area for workshops, without sacrificing valuable office space. As SILP and PSI continue to expand in staffing and individuals supported, this space has become crucial for our present needs as well as anticipated future needs.

We presently provide service to 30 individuals in the Duncan and Lake Cowichan areas. While much of the support is assisting individuals in community or at home, many of our clients are more frequently just stopping by with questions, or needing support, or just to say hello. This has provided the opportunity for social connections within our group, and in the spirit of this, SILP hosted a Movie Social during the Christmas season which a number of our younger folks enjoyed. Many of the individuals we support have expressed their desire to make friends and spend less time alone so in the coming year we hope to provide more of these social opportunities that will include movies as well as group learning opportunities. This has been made possible with the additional space we now have at Canada Ave, and all the staff are looking forward to the increased potential for our services to help people attain their goals.

Although the staff continue to assist individuals with child protection, legal aid and court appearances, mental health and addictions, employment, education, etc., it seems that housing has become the most crucial issue at

# personal support initiative (psi)



Lindsey, volunteering at The Raptors, has also recently attained her Animal Care Aide Certificate and is hoping to find a career working with birds of prey.

this time in the Cowichan Valley. The 1% vacancy rate, coupled with skyrocketing rental prices, and inadequate PWD rates, have made finding affordable housing almost impossible. The SILP team is constantly on the lookout for housing with minimal success. Our fear is that this housing crisis will lead to increased homelessness for this vulnerable sector.

Our goal for the year is to explore other affordable living options, and advocate where we can for increased affordable housing in Cowichan Valley.

Staffing has also undergone some changes recently. Early this year, we were able to increase our staffing by 14 hours per week and Krista Phillips was the successful applicant. Welcome Krista! In May, we regretfully said goodbye to long term employee, Vicki Eason, who has taken early retirement from Clements to start a new adventure in Parksville. She will be greatly missed in both the SILP and SEP programs where she has spent the last 10 years of her work. We feel very fortunate to have this vacancy filled by Kerry Gortan, former South End Coordinator. I anticipate a smooth transition to our new team, and look forward to getting to know Krista and Kerry's skill sets better. Many thanks to Marlene Smiley, Jenn Kosh, and Kelly Henault who have adjusted to the many changes in staffing, location, and ever changing client needs with professionalism and a positive attitude.



# campbell residence

*by Tania Rowland*

This has been a fairly stable year without many changes or disruptions. One resident moved out to live in a Home Share in February. It was a positive move for him although he is greatly missed here at the house. He does still come for frequent visits and sees his past roommates at community events and shared activities.

Last summer two residents went on holidays. One gentleman had a holiday in Victoria and another went camping in Qualicum.

Clements Centre and Activation Leisure program helped us celebrate a retirement in November. It was a big party. His sister, brother – in-law and many, many friends were there to eat cake and show their love. He will no longer attend the Activation Leisure program due to his age and increasing support needs. Instead we have the privilege of having 2 regular volunteers giving us their time to spend with him, taking him for walks and helping with his exercises or just giving him a foot rub. Thank you Hillary and Ivette!

We now have a regular landscaper who comes by to mow our lawn, and make sure our property stays tidy and pretty. Thank you Frank.

In November of 2016 Campbell house welcomed a new resident Manager, Tania Rowland. We also have two new permanent casual employees: Angie Mossa and Tyler Rintoul who started in the early part of the year. Welcome to the team!

We now have a regular landscaper who comes by to mow our lawn, and make sure our property stays tidy and pretty.



New accessibility aids were added over the past year to assist us in better caring for a resident with his loss of mobility. A new ceiling lift was installed in January and in March we were provided with a new van with wheelchair accessibility! We can now take him out for appointments and outings without needing a special cab or handy-dart. The van will also help us in future and has made Campbell a fully accessible home.

Another resident took part in many sporting events this past year. She enjoyed going to club fit at Alexander school, belonged to a bowling team and went skating and swimming on a weekly basis at the aquatic centre and at Island Savings centre. She also started Operation Track-shoes in April again this year.

We are looking forward to planning summer vacations for the residents. Some of the things on our wish list for the coming year is to have our driveway re-paved or fixed up and planting some herbs and vegetables in pots with our people to enjoy a fun green activity together and decorate our back deck.

# marchmont residence

*by Heather Fillery*

There are two residents that live at the house that have expressed the desire to retire and I have gone through all the necessary steps to gain funding to support their goals. I am currently waiting from CLBC to see if funding has been approved. Though out the year the residents have taken trips to Mt Washington, Nanaimo, Saltspring, Victoria and Lake Cowichan as well as enjoy the many activities that Duncan has offered such as theatre performances and the 39 days of July.

We have been busy planning flowers out back attempting to make it a more peaceful space for our folks to relax and enjoy their yard. Next we are looking into getting a water fountain and some comfy furniture to finish off the space. The driveway will be paved this year which will make it more accessible for the folks that are aging and needing the assistance of a wheel chairs.

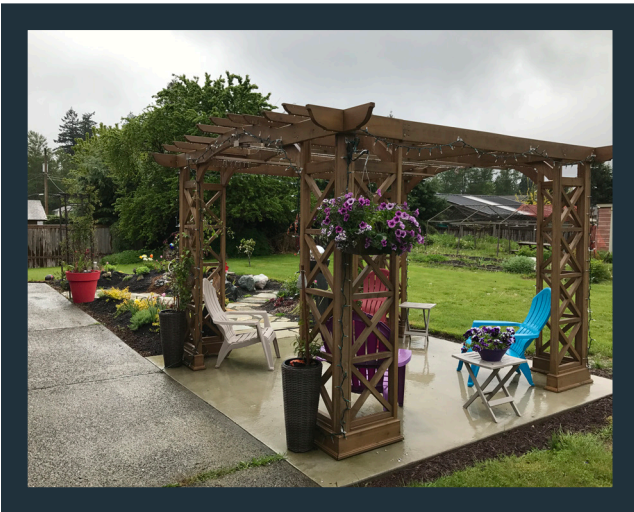
We have been busy planting flowers out back to make it a more peaceful space for our folks to relax and enjoy their yard.



The biggest challenge for the year has been staffing. We haven't been able to keep up with hiring enough staff or to find staff that are qualified to keep up with our demands thus creating overtime shifts making it impossible to stay on budget. We had several people off on unexpected medical leaves through the year, regular staff off on vacation and programs expanding so fast making it hard to predict how many new staff to hire. The wage at which we hire also presents challenges as an employee with the same education can work in a senior's complex at \$3.00 more an hour. Hopefully the board can advocate on behalf of the employees for comparable wages next time bargaining comes around.

# ryall residence

*by Cara Tompkins*



The past year here at Ryall, one of our parent volunteers has been very busy beautifying the yard for the residents. It is a beautiful rock garden area in the back yard with a beautiful pergola, drought tolerant plants and grasses, water feature and much more! It looks amazing!

Some of our residents have been busy planning and taking some pretty exciting vacations! One of our residents went to Mexico with 2 support staff. One resident leaves for Disneyland in a few weeks with support staff accompanying him.

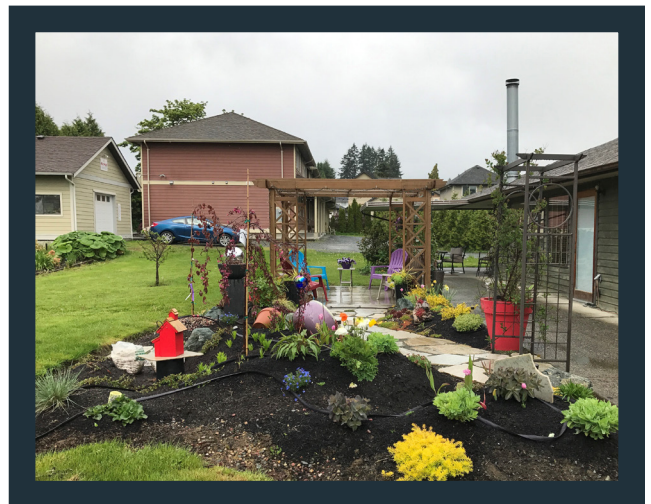


It looks  
amazing!



Also, another resident is turning 70 this year and is going on a Cruise to Alaska!! These big trips aren't all! We have lots of other smaller trips and events to attend around the here and the rest of the island!

We are struggling to keep up with the hiring needs. We are going in to overtime on a regular basis and unable to cover shifts quite a bit. We are losing staff to higher paying jobs, ie: school, VIHA, etc.



# homeshare

*by Wendy Zeer*

This had been an eventful year for Homeshare with 14 new referrals, 2 terminations and 4 individuals moving within the program to new Homeshare residences. We also now have a part-time coordinator Amy at 21 hours per week to accommodate the increased workload.

Of the 14 referrals we were able to accommodate 13. This is remarkable as we have found it increasingly difficult to find providers. There is also a change in the support needs of the people we are placing. Of the 14 new referrals 9 could not be left alone. This means that Homeshare providers must be available 24/7. The funding levels for these individuals seldom reflects the level of care required and finding providers who do not need to supplement Homeshare funding with other employment is one of our greatest challenges.

Another challenge we have faced this past year is the aging population with individuals served. Signs of dementia are increasing and in one case we had to find a new provider for an existing Homeshare individual whose provider was not equipped to care for her any longer. We needed to look for a provider with the skill level to accommodate her increasing health care needs. Again this became a challenge as the level of funding does not reflect the skill level required. We were able after lots of negotiating with CLBC to avoid a long-term care facility for the individual. We feel we will not be so lucky in the future as other individual's health care needs change. Our providers supporting aging individuals are being told that wait lists are 1 to 1.5 years for long-term care. This increases the health and safety risk to individuals living with providers who do not have the knowledge base or skill level to support their increasing health care needs.

The movement of the 3 other individuals within our program also taxed our resources. However we were able to find them homes that better suited their lifestyles.

Because of our limited resources in potential providers we had to return one referral and have had to let several families know when they were in the agency family preferencing phase that we didn't have providers available.

Our goal in the coming year is to have a bank of providers in waiting so we won't have to turn back families and individuals or rely on long-term care as a substitution for Homeshare living.

# years of service

Congratulations to the following employees:

20

Shiela  
Coogan  
Heather Fillery  
Sonia Latter

15

Wendy Zeer

5

Lisa Chileen  
Julieta Harris  
Tonya Kilmer  
Liz Manraj  
Jay McQuarrie

10

Donna MacPhee  
Debbie Oliwa

# volunteers

1,217 total volunteer hours – and that's outside those contributed by board and employees to enhance the quality of lives of those we support.

We would like to acknowledge Marnie, Hilary, Ivette, Betty, Mitchell, Dalene, Jane as well as our board and employees who go above and beyond when it comes to serving the needs of the wonderful people in our community.



The amazing Hilary Hallam a recently retired long time Clements Centre employee – returned as volunteer. And what the volunteer! Hilary has a long term relationship with many of the folks we support so when one fellow started to experience age-related changes to his support needs, he and Hilary started ‘hanging out’. They spend time together – on sunny days this might mean a walk in the neighbourhood, in inclement weather, maybe a TV show, or some colouring or a quiet visit. Hilary is sensitive to his needs, he is appreciative of her visits. It is a beautiful relationship.

# Say cheese!



# Smiles do make...



# ... the world go round!



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Ringham, Beryl

Rowley, Charles  
& Margaret  
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Patzwald, Janice  
Strocen, Edith  
Calverley, Richard  
Eclectic Avenue  
Welin, Crystal  
Welin, Glen

\$20-  
\$99

# revenue = \$6,961,815

\$ 30,223	0.43%		rental
miscellaneous		\$ 44,875	0.64%
\$ 14,789	0.21%		interest
united way		\$ 20,446	0.29%
\$ 79,099	1.14%		donations & fundraising
gaming		\$ 34,600	0.50%
\$ 25,478	0.37%		contract & product sales
fees for service		\$ 18,625	0.27%
\$ 6,693,680	96.15%		government contracts & grants

for the year ending march 31, 2017

# expenses = \$6,866,393

mortgage  
interest



\$ 11,388 0.17%

\$ 111,016 1.62%



transportation

office



\$ 71,769 1.05%

\$ 149,044 2.17%



amortization

occupancy



\$ 252,045 3.67%

\$ 1,488,287  
21.67%



programs

salaries  
& benefits

\$ 4,782,844  
69.66%





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