

Clements Centre Society Annual Report 2018-2019



Clements Centre Society

ANNUAL REPORT 2018-2019

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From our Board and CEO

Welcome to our annual report!

The generosity of you, our community, is one of Clements Centre Society's greatest assets. Your support gives us the resources we need to bring innovative solutions to complex problems. Because you care, lives are transformed.

In 1957, you provided us with:

- Physical resources – use of an old school to start our first program for children with special needs
- Financial resources – funds for supplies
- Human resources – volunteers to raise funds and building maintenance
- Community resources – advocacy for children to remain in their community rather than live in institutions

Today, you, the volunteers, employees, donors, funders and community make possible the work that Clements does to assist children and youth with developmental needs and adults with developmental disabilities to reach their full potential and our vision of a community in which all individuals are included, valued and celebrated.

We are inspired by the resilience and dignity of those we serve. It is a privilege to be involved in unleashing the potential of so many children, adults and families.

The Clements Centre Annual report demonstrates that through your support of the Society, you make an amazing difference in ways you may not realize.

In the coming year, expect to see news of efforts to construct a Child Development Centre for the Cowichan Valley. There will be many opportunities for you to be a part of this exciting regional project; volunteering your time, sharing your story, or showing your support and interest on social media.

You can be a Champion for Kids!




Leslie Welin
Board President




Dianne Hinton
CEO

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?

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/Sundrops Support
- Family Resource Navigator
- Infant Development
- Regional Advisor for IDP
- Therapies
 - Speech and Language
 - Physiotherapy
 - Occupational Therapy
- Supported Child Development
- Children and Family Support – Social Integration/ After School and Spring/ Summer Groups
- Behavioural Support
- Child Care Resource and Referral
- Regional Child Care Resource and Referral

how much do we do?

248

referrals
this year

606

unique
children
receiving
service

202

children receiving
consultant
support...

...in 25
preschools
and daycares
across the
Cowichan
Valley

431

families/children
receive multiple
services

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

83

referrals to
Supported
Child
Development

how and where do we do it?

Sundrops Banks Road location is bustling with activity:

- CFS social inclusion program moved into the Banks Road location in late Spring of 2018. The program is available after school hours during the school year and offers Spring and Summer camps.
- Behavioural Support and Supported Child Development moved to Banks Road in February which has helped alleviate the overcrowding at Clements Centre administration building
- IDP is offering two weekly playgroups that are well attended by families receiving services from Sundrops, and families from the community, on Wednesday and Thursdays
- Circles of Security , a parent coaching program that focuses on supporting and strengthening secure parent-child relationships has been offered three times in the last year and will start again in the Fall
- Sundrops at Banks Road is hosting a Hiiye'yu Lelum (House of Friendship) weekly

community playgroup that is supported by Sundrops consultants and clinicians

- Consultants and clinicians have been able to participate in a wide range of training and workshop opportunities over the past year enhancing their knowledge and expertise in a wide range of topics: feeding, trauma informed practice, infant mental health, cultural sensitivity, and sensory integration.

56

children receive
school age
physio...

...in 17
schools.

Behavioural
Support helped

29

youth and their
families

54

children supported
through CFS social
inclusion programming
after school, spring
and summer breaks



parent feedback

“We are very happy with our team and all of the support they have provided our family. Everyone we have worked with has made us feel heard, understood, and valued. Our daughter loves coming to the Centre, and is always so excited to see a member of our team.”

“Sundrops is an incredible program! Every specialist I encountered was respectful, warm and knowledgeable. There was always so much thought and care put in to each visit. I know their case loads are heavy and I wish that Sundrops could receive more funding to grow the program. There are so many children in need.”

“We have appreciated all the work of everyone with our daughter. We were feeling rather lost and they were very supportive.”



“My son just loves everyone at Sundrops - they are like family too him. I am just so glad we have people helping us with our son. I couldn't thank each and every one of you guys that has helped us through with our son's disabilities.”

“We no longer receive services from Sundrops but we still receive notices and updates; we are not forgotten and it makes me feel great that we always have a home there!”



The Cowichan Valley community continues to support our services with their generous donations! These donations enhance the services Sundrops offers for children and families and allows us to provide additional support to more children. Donations from private donors have enabled us to update our adaptive equipment and resource library. These resources are available on loan to families at no cost.

Special thanks, for their ongoing support, to **Duncan Firefighters and Children's Health Foundation.**



ccrr

child care resource & referral cowichan valley

Carmen Barclay

Carmen Barclay
(Program
Coordinator)
Liz Manraj, Chloe
Parkes &
Rhiannon
Oldford (Program
Consultants)

**program
employees**

Affordable Child Care Benefit (ACCB) is an income based program that helps eligible families with funding to off-set the high cost of child care and is funded by the Ministry of Children and Family Development.

ACCB

Consultants provided 278 referrals to local and regional child care related agencies, resources, and services.

**referral
services to
families/
others**

Program consultants were involved with 57 community events, presentations or programs.

771

people were assisted in accessing the ACCB program benefits

449

families applying for the ACCB

289

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

202

childcare providers accessing the ACCB program

9

ACCB information sessions were held in the Cowichan Valley

151

participants attended the info sessions and received info and support regarding the ACCB

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.

Highlights from 2018-2019

The Cowichan Valley CCRR team met the goals set out for 2018-19 in developing relationships with Hiiye yu Lelum by attending the Healthy Babies program. We responded to the training requests from child care providers and offered 8 workshops and one course. We supported the recruitment of family child care and registered license not required by implementing the “You Are Not Alone” campaign (see below). We also maintained our annual community partnerships and outreach with visits and by bringing resources to them and their participants.

Program Goals

- Extended hours, CCRR open late two nights per month, one for networking and access to library, the other for workshops
- Conduct a client survey
- Support and recruit license not required and family child care providers
- Assist child care providers in the application process to child care grants and ACCB
- Assist parents with referrals to child care and access to the ACCB program
- Offer pop up playgroups in the rural areas of Lake Cowichan, Chemainus and Malahat
- Continue to develop relationships with BC Aboriginal Child Care Society and local Tribes
- Attend the House of Friendship playgroups to provide resources and services
- Maintain Community Partner Outreach Visits to Strong Start, Healthy Beginnings and Ready Set Learn
- Continue to participate in community development of child care services and resources
- Refresh and replenish the toy and equipment library

outreach

Hosted 8 workshops and a total of 224 child care providers attended.

toy & resource lending library (tll)

26 child care providers accessed theme boxes, toys, equipment and services.

Highlights from this past year include:

- ✔ Planned a successful RCCRR conference in Nanaimo, Cultivating Intuition 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, Powell River and Courtenay as a road trip with CCRR Coordinator along with visits to other CCRR programs
- ✔ Provided support to CCRR Programs, as an example, Teddy Bear Picnic in Nanaimo
- ✔ Attended Ready, Set Learn event in Cowichan Valley
- ✔ On-going discussions around provincial standards, CCRR Best Practices, contracts, the new Affordable Child Care Benefit, licensing regulations, BCACCS Library Partnership, the Professional Development Portal and new child care initiatives at provincial level
- ✔ Organized regular regional CCRR meetings including licensing team
- ✔ Supported community committees/events including VIU/ECEC event with Monique Grey Smith, Cowichan Early Years Community Discussion as examples
- ✔ Committed to life-long learning and attended professional development training at the PAC conference, Making Connections conference, The Village Project: The Journey of our Generation and e-learning opportunities as examples
- ✔ Organized and distributed CCRR promotional materials like pens, notepads/magnets, bandage holders, beach balls for consistent branding of CCRR programs across the island and province along with on-going ad in Island Parent magazine and Family Resource Guide
- ✔ Contributed Facebook posts for provincial CCRR page and Clements Facebook page
- ✔ Maintain and update regional CCRR website as needed
- ✔ Participated on provincial webinars for ECEBC, organized portal demos, discussed provincial conference idea and met with Hon. Minister Chen in Cowichan Valley and Nanaimo to discuss CCRR programs

This fiscal 2019-20 will continue to bring some exciting changes and initiatives to the child care field for providers and families. 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. It is my hope that Sundrops/Clements Centre continues in its hosting role for the RC and Cowichan Valley CCRR program as we look toward an RFP this fall.

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.

Now called the Affordable Child Care Benefit

3720
of subsidy assistance

4724
child care referrals

23,534
community referrals

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

664
individuals borrowing from lending libraries

2392
individuals trained

113
training opportunities

257
support visits made to rlnc & licensed providers

children and family support

Craig Webb

It's been an awesome year at CFS!

We've all settled in nicely at the Sundrops Centre on Banks road. We're still hoping for a new Van, but we got a new playground and finished building our planter boxes. The boxes are planted with veggies, flowers and herbs, thanks to our staff and participants.

The teens Friday night has seen continued success, with everyone working on their skills... either prepping, cooking or clean up. We enjoy planning excursions and doing dinners. Outings to Shawnigan Lake School remain an ongoing favourite with the kids! We go every other Monday for social interactions with the students.

As well as our spectacular after school program, the spring program was a huge hit! We had great weather and lots to do. We went to the petting zoo, Museum, skating, movies, play zone and more.

This summer is gearing up to be fantastic as well, with more exciting things coming our way.

Fingers crossed for a new van!



community living services info and demographics

Lisa Chileen

The year has flown by in my new role and I am enjoying the new challenges and diverse job duties. We have an amazing team of managers who work each day promoting the vision and mission of Clements Centre and are helping each supported individual to reach their fullest potential. There are many success stories that you will read about in the future submissions. And of course the daily challenges that we are working together as a multidimensional team to overcome.

I have continued as one of the Mandt Instructors and work alongside Kate MacLeod in this role. It is rewarding to work with teams on some of the challenges whether it is with persons served or with team dynamics. It is our desire that the instruction all staff receive will increase their ability to build healthy relationships in the workplace and provide for increased feelings of safety wherever people live, learn, work and play. The ultimate goal is “in this place, and with these people, I feel safe.”

Clements Centre Community Living Services contract with Community Living BC to serve adults with developmental disabilities and their families. Clements offers community inclusion programs (5 different programs), residential services (3 homes), and outreach supports including Employment and Independent Living. These programs are delivered for a total of 7 sites while accessing community supports on a daily basis. We also co-ordinate Homeshare.

Services:

We served 176 adults this year. The majority of the programs have enjoyed relative stability with the exception of our employment and outreach services which continue to grow. Some of these referrals are short term due to the nature of the service offered.

Some adults are receiving more than one service from Clements (i.e. Homeshare and Community Inclusion or Employment and Community Inclusion).

“Clements is very very caring and always takes the time to listen to anything I have to say. Staff is very helpful in discussing any issues with me, notifying me if someone isn’t eating or feeling well.”

Satisfaction

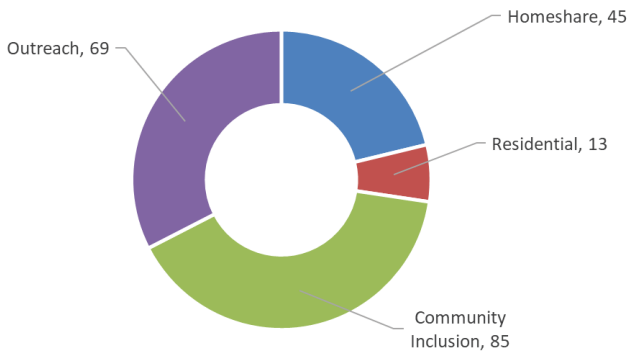
Satisfaction surveys are distributed yearly to individuals served, their family members and other stakeholders. They are distributed to local CLBC personnel and service providers.

Persons served – 45 out of the total 176 surveys were returned. 80% report feeling included, valued and celebrated at Clements Centre while 2% indicated they did not. 89% report that they feel safe, 71% report they know what to do if they have a complaint or concern, and 87% report that they are involved in setting goals for themselves. Overall 89% are satisfied with the current level of service. Our goal for next year will be to increase the number of surveys returned.

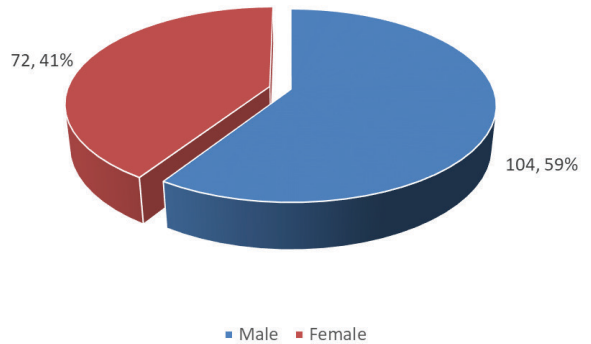
Family members – an even smaller portion of surveys came back from our families, 25 in total. 76% report they feel included, valued and celebrated by staff at Clements Centre while 0% said not at all. 100% report that their family member always or most of the time feels safe at the Clements Centre and 84% know what to do if they have a complaint or a concern. 96% of families indicate they receive the information they need.

Demographics

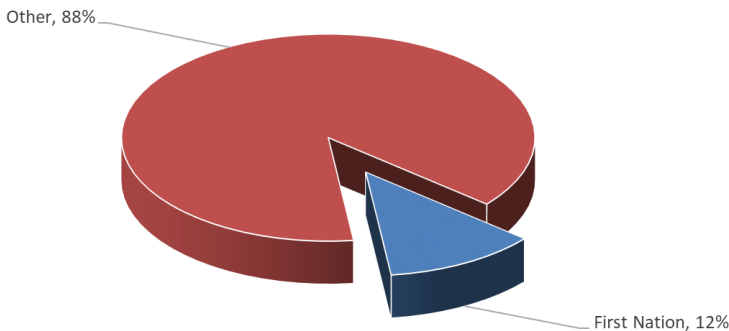
Service



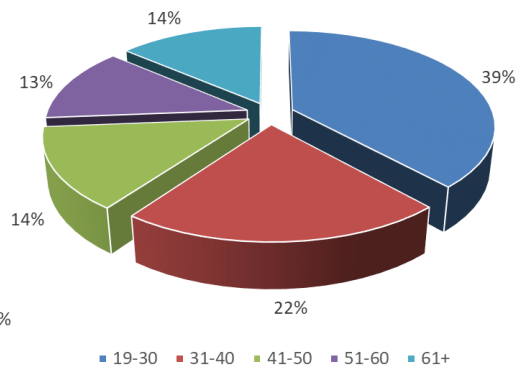
Gender



Ethnicity



Age



next step

Julie Ross

community inclusion

The Next Step day program is all about young adults connecting and contributing to their community. The program is designed as a safe base from which young adults can try new things and practice life skills, helping foster independence and self-determination, as they move into the next phase of life.

This group of young adults enjoy life as full citizens – working, giving back, having fun, exercising, socializing, trying new things, making mistakes and growing from them – they are “included, valued, and celebrated” in the community. Next Step is woven into the fabric of their lives, supporting them on a process of discovering their passions and interests, as they strive to reach their full potential.

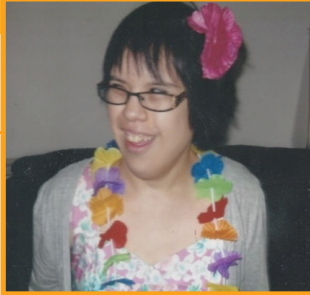
The program facilitates the development of holistic life skills and the making of community connections, which touch on all areas of life from relationships, to health, employment, creativity, self care, and more.

This year, armed with the advice of a long time occupational therapist, plans are underway to further improve the sensory environment at the program headquarters, ensuring it is a place to regulate, re-set and get ready to head off on adventures and opportunities.

Some highlights from the year:

- A gardening program with the innovative Cowichan Green Community Incubator Seed Farm
- A weekly healthy snack program (with fresh produce participants have grown)
- Relationships and healthy boundaries workshops
- Employment with the North Cowichan garbage pick-up program
- A partnership with the Vancouver Island Health Authority (VIHA), where the Next Step team delivered hundreds of teddy bears over the Christmas season to hospital wards and treatment centres
- Volunteering with the Ts’i’ts’uwatul Lelum assisted living seniors’ centre, as celebrated bingo callers
- Performing in Adage Studio’s annual community show at the Quamichan School Theatre





The Yellow House day program is one of connection and continuity - the program participants have been together for many years and are by all accounts a family. Our 1 to 1 program participants enjoy a customized day program, which focuses on their interests, strengths, and passions.

These individuals are all so unique and enjoy different things, but thrive with the sense of familiarity and belonging the Yellow House and 1 to 1 program provides. The programs offer a safe jumping off point to meaningfully engage with the community – visiting and being known by local businesses, enjoying the many beautiful parks in the Cowichan Valley, and bringing joy to downtown Duncan by playing the public piano. These folks are recognized, valued and celebrated around town!

The Yellow House participants and staff are dedicated environmental stewards. They are master recyclers and even hosted an Educational Wednesday at, our neighbouring program, Activation Leisure on how to properly recycle.

It should also be noted that the Yellow House and 1 to 1 participants are serious social butterflies – hosting and attending teas parties, lunches, and all day outings with other day programs at Clements and throughout the Cowichan Valley.

When they are not socializing or cleaning up the environment, these folks can be found horse riding, on sailing adventures, at a music therapy class, swimming, or gardening.



south end program

Mavis Nolte

community inclusion

The South End and PIC programs operate out of Cobble Hill and currently support a total of 15 people.

In the last year we had one participant move out of the area and one unfortunately passed away; we are currently in the process of welcoming one new participant. Two of the South End participants have developed a special relationship with Larry the baker at the Mill Bay Tim Horton's. On our weekly visits we enter calling out, "Where's Larry?" Wherever Larry is he comes out and greets everyone. Larry is very kind; he has even given 2 special staff t-shirts from Cookie Day. When we hosted the Clements' Coffee event in October Larry was invited. He arrived early, was given the grand tour,



met everyone who doesn't go on the coffee outing, helped set up tables, joined participants from a number of programs at the coloring table we had set up, helped with putting away the tables at the end, and has extended an invitation for the whole program to come to Tim's as a group. We sent a letter to the manager at Tim Horton's recognizing Larry, and we will be taking him up on the invitation in the near future. Another South End regular who contributed greatly to the success of our Coffee House was our Music Therapist

Mahri Sherlock; it just so happened that this was one of her Wednesdays so we had a real Coffee House with live music!

pic day programs



The PIC program now supports 2 guys on-site with a third individual now served in community. He is supported through his day by one of two employees he knows well. This change has been of great benefit to all. This participant is much more outgoing and engaged. All of the PIC participants and employees feel much safer and there has been less crises since the change was made.



community inclusion

activation leisure & lunch on clements

Sheila Coogan

community inclusion



Another year has rolled by in the blink of an eye! This year has seen many changes – old friends leaving, new friends joining us, and Lisa moving up from Program Coordinator to Program Director. One thing that never changes though is the impact that our programs have on the lives of the people we serve.

Sometimes those impacts are big and easy to see – providing an opportunity for employment through the Mindful Mouthful business, or working as part of our road clean-up crews (who are also coming on board as signed-up Clements employees!). Seeing the pride people show as they receive their pay statement lets us know that the job we do providing support is making a real difference in someone's life.





Sometimes they are much smaller, but lead to bigger impacts. Consistent modeling of healthy relationships, showing kindness and humour, reinforcing how to be a good friend – those are all things that aren't easy to measure, or gauge the effectiveness of. But then, out of the blue, we witness a shift in behavior, a different way of interacting with others. We hear a person who used to love to share other people's business suddenly self-correct and say "Oh yeah, that's not my story to share". It's subtle, but it's huge too. Suddenly, that person has more friends, the happy days outweigh the days with conflict. That person's self- esteem and confidence grow exponentially.

At the end of the day, we want the people we support to achieve their goals, make friends, feel safe and most of all, be happy. Anyone who has spent any time here knows that is the best impact you can have on anyone's life!

Do Good.



Feel Good.

Food With a Purpose



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





This past year has been a productive one for the Mindful Mouthful. The desire for the Mindful Mouthful products has grown across the valley with new contracts and retailers across the Cowichan area. The employees have met every challenge with vigor and enthusiasm. More than 8 locations across the Cowichan Valley including; the Old Farm Market, Russell Farms, Sweet Meadows, Chemainus Healthfood Store, Scarletts Boutique, Great Greens, Carmanah Pizza, and Pizza By The Beach carry the Mindful Mouthful products. The Mindful Mouthful continues to work with the Cow-op – a local food cooperative that offers online weekly purchasing.

This last year's opportunities, combined with staff eagerness, continues to push the Mindful Mouthful into the future. We look forward to the developments and changes that await this coming year

Morgan Newington

homeshare

Nancy Copley and Wendy Zeer



Homeshare has continued to expand from 41 individuals served in 2018, to 47 at this time. Three individuals are living with family members who are Homeshare providers; this is an exciting move by CLBC to pay family members. We continue to get new referrals from CLBC, and we are finding it increasingly difficult to recruit new providers.

Many of the people we support in Homeshare are experiencing age-related healthcare challenges. Some are presenting with dementia, and physical decline that requires adaptation to their home environment. Young adults recently referred are working towards gaining more independence with the support of their providers.

One person referred to the Homeshare program in April had been living in isolation due to lack of CLBC approved funding for a van that is now attached to our Homeshare contract. The Homeshare provider said his quality of life has improved so much and he loves his travels in the van. Homeshare and Marchmont are sharing the use of this vehicle, a creative use of limited resources. .

After a province-wide review of Homeshare, CLBC offered an increase to the rates paid to providers. CLBC has also been meeting with some of the

individuals that we support to assess their needs and determine allocations based on those needs, which is also good news.

Last summer, we hosted a barbecue for Homeshare providers and those they support. Everyone who attended enjoyed themselves, and new friends were made.



On May 2nd, along with Homeshare Coordinators from Vital Society, and BeConnected, we hosted a Cowichan Valley Homeshare Provider Pro-D Day workshop at VIU Duncan. Guest speakers included David Marr from Public Guardian Trustee, Mara Burnstein from Ministry of Social Development and Public Guardian and Trustee, and a representative from Worksafe BC. It was very informative and well received.

Our goal for this year is to balance the support needs of individuals, providers, and families currently served by the Homeshare program with continued expansion of the program.



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

Cindy Collins

“The Clements Centre envisions a community in which all individuals are included, accepted and valued.”

Our Work

A young man arrives in the community fresh out of rehab and facing numerous criminal charges. He is referred to us. When he breaches conditions and is detained in Corrections, he and his family stay in contact with the worker. The court orders continued involvement of SILP workers. He has now been released, all charges dealt with, and enjoying his first time in his own apartment! He is now seeking employment with the help of staff.

A young woman has had an altercation with her partner that has resulted in police contact, and she faces possible criminal charges and fears MCFD removal of her child. She texts her worker for help. Staff help her through the legal processes and offer support during this emotional time. No charges were laid and the family unit was restored.

A man has been seriously injured in another city and is in the hospital. His partner, whom he was visiting, has beaten him up again. He

gives our business card (that he carries with him) to the social worker at the hospital. She calls us. SILP staff support him at the hospital and follow up medical appointments. He eventually chooses not to be with his partner, recognizing how dangerous the relationship has become.

A gentleman with a history of self-harm and suicide attempts tells his worker that he has been engaging in dangerous self-harming behaviour and wants help to access resources. He now has regular contact with his doctor who monitors his mental health, has obtained employment that he loves, and has less frequent incidents of self-harm.

A young woman is admitted to hospital for mental health observation....

A man has a substance abuse disorder that is negatively impacting his family and his job.....

Yes, we help individuals attend appointments, learn to cook meals, budget, and fill out paperwork. But it can go far beyond that as the world changes and we respond by embracing our vision. We “meet people where they are at”, without judgement or opinion. No matter where life’s road has taken them or what obstacles they face. In the real world, things happen to stand in the way of our most spectacular goals. This is not how we measure success. Every time someone contacts us because they trust us enough to “accept and value” them, right where they are, we have succeeded.

Our Program

This past year has had continued growth in the number of clients and many fluctuations as individuals move in and out of our community. SILP presently supports 24 clients with an additional 13 PSI clients divided into community inclusion support and outreach support. As each client is supported individually, in their homes or at various community appointments, the total of 37 clients supported by 4.8 FTE’s can be challenging.



Many thanks to the SILP team: Marlene Smiley, Jenn Kosh, Krista Phillips, Roger Grosskleg, Kelly Henault, Sarah Fletcher and Venus Baeza-Silva. Welcome to Tyler Rintoul and Maureen Stone our newest additions to the team! And Good Luck to Kerry Gortan who has moved on to a new career direction in a new community.

Our Future

With the changing needs of the people we serve, we look forward in the year ahead to ongoing professional development, continued growth that meets the needs of individuals in the gaps of service, and collaboration with new and existing resources to create a more integrated approach to the complex needs people have today.

supported employment program (sep)



What an exciting year this has been! The past year has again brought growth to SEP in the number of job seekers. With a CLBC funding increase we are presently able to help 35 people looking for work....and we are still growing. By the end of the year, we anticipate that number to be even higher. Even more exciting is that 30 of them are presently working!!

In celebration of our community's many inclusive employers...and in the hopes of raising awareness with others...Clements Centre Supported Employment Program hosted an Inclusive Employer Gala in April. The Awards of Excellence were presented to local businesses after a delicious dinner at OceanFront Suites in Cowichan Bay and some inspiring speeches from program participants and Duncan Mayor, Michelle Staples.

Many thanks to the SEP team who put so many hours into preparation and all their work in supporting people to find employment.

The Team: Libby Searle, Jennifer Fox, Sarah Fletcher and Venus Baeza-Silva



celebrating years of service

25 James
Williamson
YEARS

30 Kelly
Abbott
YEARS

15 Kate MacLeod
John Madden
YEARS

10 Pavlina Arnostova
Maureen Stone
YEARS

**Our Staff
Know
How to Have
Fun**

5 Kayla Clarke
Shannon Campbell
Kathleen Dean
Kyle Waddelius
YEARS



Campbell
residence

After 15 years living at Campbell, one resident has decided to move on and is exploring the option of Homeshare. We are all excited to see her grow, getting more independent and spreading her wings. Her potential move will give us an opportunity to house two more individuals in need.

In a short period of time we welcomed a new resident. The lovely gentlemen and joker came from Duncan where he was living in a home share situation for several years. Introducing the group home structure to him was a challenge as he was not accustomed to living with roommates. It was not only a big adjustment for him but also for the residents and staff as we all learned how to best incorporate him into the home. He has adjusted well and loves his new home and roommates.

It has been a very challenging yet exciting year for the Campbell residents and staff. Sadly one resident passed away in March last year. This was a particularly difficult time for residents, family and long time staff. His presence is greatly missed. This big loss presented challenges to our residents and staff as our staffing hours were reduced. The support hours needed to be adjusted to better accommodate everyone's needs.

Employees continue to flow through the organization and Campbell home is no exception. We continue to hire new casuals and it feels like as soon as our numbers increase we lose some. The house is blessed to have amazing casual staff that have replaced regular staff on sick leave. Thanks to their dedication and caring for the folks to get the support they need.

The yard at Campbell has had a few rough months and years. We hired professionals to help us with a face lift and we are hoping to be able to stay with upkeep. And of course we got a new driveway during last summer which made our yard look even better.

As summer is approaching, many days trips are planned to enjoy the beautiful season. For residents who want to go on vacation this year, staff at Campbell continue to go above and beyond. Vacations could not be possible without employee involvement and commitment.

I cannot say enough about the people who work at Campbell. They face many challenges each day, deal with crisis and stressful situations. Yet they come to work with smiles and positive attitudes, wanting to make difference in other people's lives and make their days full of rainbows and butterflies.

Pavlina Arnostova



marchmont
residence



We had many big changes at Marchmont this year. Health needs have changed significantly for one resident, so our focus has been mainly on that transition. Fortunately, the health of other residents is good. To accommodate age-related needs, a bathroom renovation to install a wheel-in shower is pending.

We have been sharing a wheel chair accessible van with Home share a couple of days a week so one of our residents can get out in the community. Ideally, we would purchase a second van so that particular individual could be out and about more often.

The main challenge for the year has been staffing and keeping positions filled.

Cara Tompkins





Ryall
residence



We recently received a replacement supply shed built by VIU with donations from the Kiwanis Club. We are working with some volunteers to make our yard even more amazing than it already is.

Some of the residents have been looking into cruises and vacations but are still in the “research” phase. We have lots of fun ideas for summer day trips and mini vacations.

It is always a struggle to keep up with hiring needs. Planning trips and vacations for the residents is difficult due to the staffing crisis.

Cara Tompkins



thanks to our donors and supporters

Linda Roseneck

This has been a year of many “first time” donations added to our trusted and loyal long-time donors resulting in a cumulative total of just under \$50,000! We are so very grateful for the many new opportunities this opens up for the families, caregivers and people we serve, funding programs, services, equipment and our new “Champion For Kids” capital campaign to build the Sundrops Centre for Child Development.

Your generous contributions make a difference in so many lives. The Clements Centre is on the grow and we value the continued support of the community and individual donors to make our dreams a reality!

This year we received our first legacy donation from the Stenberg Family. Carol and Terry are longtime supporters and friends of the Clements Centre and we were honored to be recipients of a legacy bequest in Carol's will.

Heartfelt thanks to our faithful donors and businesses who have been loyal supporters over the years.

\$5,000+ Major Gifts

Duncan Volunteer Fire Department Magic Show

100 Woman Who Care Cowichan

Patrick Priestner -Island Ford Superstore

SunLife Assurance Company of Canada

\$1000 - \$4999 Major Gifts

Leslie and Darrel Welin
Michael and Barbara Stone
Helen Evans
Krystyna Thompson
Sean and Nancy Davison
Tracy Ruffner
Marj Kallstrom
Duncan Bingo Dabbers
Matrix Marble and Stone
Duncan Lions Club
Steller Architectural

\$500 - \$999

Donna Hobson
Ruth and John Howells
Brian Danyliw
Joanne Bodard
Knack Family Fund
Grant Clement Personal Real Estate Corp.
Coastal Community Credit Union
Knights of Columbus
Mr Mikes Steak House
Superior Excavating Ltd.
Tidewater Midstream & infrastructure
Ltd.

Many thanks for the numerous donations in the FRIENDS of Clements category (\$25-\$499). Every contribution makes a difference to the families we serve daily.

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 = \$ 8,730,853

\$40,782 0.47%



rental

miscellaneous



\$ 69,016 0.79%

\$ 17,044 0.20%



interest

united way



\$ 11,007 0.13%

\$ 57,494 0.66%



donations & fundraising

gaming grant



\$ 34,600 0.40%

\$ 59,585 0.68%



contract & product sales

fees for service



\$ 21,874 0.25%

\$8,419,451

96.43%



government contracts & grants

for the year ending march 31, 2019

expenses = \$8,484,491

mortgage
interest



\$ 38,819 0.46%

\$ 142,571 1.68%



transportation

office



\$ 101,329 1.19%

\$ 202,710 2.39%



amortization

occupancy



\$ 288,969 3.41%

\$ 1,983,059
23.37%



programs

salaries
& benefits

\$ 5,727,034
67.50%





With support from:

