

Hope.Help.Home.



Community Living
VICTORIA



annual report 2010 | 2011

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- WENDY-SUE ANDREW
- LAURIE COTTRELL
- J.B CUMMING
- ROY EASTERBROOK
- JANE HOLLAND
- JOAN KJARGAARD
- HELEN PERODEAU
- ANN SPICER
- DR. OTFRIED SPREEN
- ROWLAND WALLACE

DIRECTORS

- CARLENE THOMPSON, PRESIDENT
- JEAN JOLIVET, VICE-PRESIDENT
- MIKE CHADWICK
- BILL EDWARDS
- MARY EMMOND
- ROBIN FAST
- JOANNE FINNEGAN
- CHRISTINA MIDDLETON
- LOREEN O’BYRNE
- FRANCA PASTRO
- JENNA PROUDLOVE
- TERRY ROGERS

MANAGEMENT TEAM

- ELLEN TARSHIS, EXECUTIVE DIRECTOR
- ROB TURNER, FINANCE MANAGER
- LINETTE BAKER, PROGRAM MANAGER
- JULIE HICKEY, PROGRAM MANAGER
- MIKE JENSEN, PROGRAM MANAGER
- IRMGARD KNUDSKOV, HUMAN RESOURCES MANAGER
- CATHY MACDONALD, PROGRAM MANAGER

Community Living Victoria's mission

Community Living Victoria supports people with developmental disabilities together with their families, support networks and the community by promoting full citizenship.

On December 16, 1955, a group of dedicated parents founded what is now called Community Living Victoria. Today, as the largest non-profit community living service provider on Vancouver Island, Community Living Victoria provides a range of support services to children, youth and adults with developmental disabilities and their families.

QUALITY OF LIFE MATTERS

All of Community Living Victoria's services focus on supporting people to have access to a full range of life choices.

We are committed to the principles of community living. These include:

- » Respect for the uniqueness, dignity and worth of each individual
- » Recognition of each person's need for self-determination, personal happiness and satisfaction, and for
- » A meaningful life where their gifts and contributions are valued.



Remaining committed in challenging times

A MESSAGE FROM OUR PRESIDENT AND EXECUTIVE DIRECTOR

Change is upon us at Community Living Victoria (CLV), and together we are managing it with patience and integrity. Our funder, Community Living British Columbia (CLBC) is utilizing service redesign as the primary strategy to meet its budget pressures. CLV continues to face the challenges of reviewing and restructuring services while maintaining our commitment to the people we support. We will work with our partners and the community to find new solutions.

Service redesign requires that we discuss the possibilities of different living arrangements with people living in group homes (and their families). In September 2010, CLV met with a group of

families to discuss whether they would be interested in another residential option, such as Home Share. Many of our parents are aging, as are their children, and they were not interested in a change for their family member.

CLBC was able to meet their savings targets for 2010-2011. However, further savings are expected to be recovered this year from agencies by CLBC. There are growing waitlists for services including families with children transitioning from high school who are being told there is nothing available for them, unless they meet strict health and safety criteria. These factors, along with the impact of the economy will present significant challenges in the coming year.

Our Helgesen home in Sooke was closed in April 2011, as two of the three people who lived there passed away in late 2010. As CLV did not have any vacancies, the remaining person moved to a home operated by another agency.

There will be fewer staffed homes in the future, but it will happen naturally, as it did with Helgesen. There will be change over time as individuals make different choices.



CARLENE THOMPSON,
PRESIDENT

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FOSTERING CONNECTIONS

As well as our work at CLV, we participate and contribute to provincial committees. Ellen is involved in the BC CEO Network, a provincial association of CEOs in social services organizations, whose purpose is to promote effective business practices, leadership development and mutual support. Carlene is the co-chair of British Columbia Association for Community Living's (BCACL) Member Engagement Committee, which has been working to unify and strengthen BCACL as an organization and as a social movement.

CLV is a member of the BC Employment Development Strategy Network (BCESN). This group, comprised of 10 agencies from across the province, has been instrumental in advancing the employment agenda for people with disabilities. A large part of the work has been focused on restructuring day-options to include customized employment. The group has now developed a post-secondary curriculum that is offered through Continuing Education at Douglas College.

SUPPORTING YOUTH

In September 2011, CLV expanded services to include youth with autism and their families. If families wish, they can approach CLV to coordinate their autism funding by matching them with



ELLEN TARSHIS,
EXECUTIVE DIRECTOR

an interventionist who will provide one-to-one support for their sons and daughters. In addition, we will be organizing weekly social groups and day camps over school breaks and summer time to assist these families in ensuring their children have fun, safe and skill-based learning experiences. We are excited to see this new program develop and welcome these new families to CLV!

We continue to be amazed by the activities and impact that Victoria Opportunities for Community Youth Leadership (VOCYL) has on our community. During this past school year, they delivered 44 presentations to 900 youth in Greater Victoria schools. In addition to the awards they received last year, VOCYL received grants from the Queen Alexandra Foundation for Children and the United Way of Greater Victoria. This will allow them to work with middle schools to further the message of inclusion and belonging for all.

Our Teen Community Connections program continues to receive high satisfaction levels from families. We support 32 youth from 12 schools in Greater Victoria in an after-school and summer program.

InclusionWorks! is an innovative program developed by families for their young adults who have graduated from high school. Now in its second year, this program was recognized by CLBC's Widening Our World (WOW) award, which acknowledges individuals or groups for their efforts towards community inclusion.

We continue to explore opportunities to expand in areas which will meet the unique needs of younger families and draw them to our organization.

MAINTAINING HIGH STANDARDS

CLV underwent our third successful Commission on Accreditation of Rehabilitation Facilities (CARF) survey in January 2011. We were very pleased with the results and received a full three-year accreditation.

In our efforts towards continuous quality improvement, each

year we produce a Measurable Outcomes Report (MOR). This comprehensive report includes effectiveness and efficiency goals for all of our services. It also incorporates the results from the satisfaction surveys from our major stakeholders including families who receive direct services, the people we support, our staff, employers, and those who utilize our family support services. This year, we also received feedback from our Host Agency families and individuals. The MOR is available on our website.

The satisfaction surveys highlighted how important our Family Support program is to the 450+ families who use our services every year. We are very pleased that it is supported by a United Way grant until December 2011, and that a Community Gaming grant will see that the program continues to be funded in the future.

The board of directors, management team, staff and key stakeholders participated in a strategic planning session in May 2011. Our strategic plan will soon be available on our website. In addition, the board is in the process of a complete review of all board policies.



"THE CHALLENGE FOR EVERY ORGANIZATION is to build a feeling of oneness; of dependence on one another, because the question is usually not how well each person works, but how well they work together." ANONYMOUS

The collective agreement expired in March 2010 and a tentative agreement, requiring ratification by both sides, was reached. We are pleased to have avoided the possibility of job action in our sector.

SALUTING OUR FOUNDATION

We acknowledge the work of our Foundation, which raises funds for Community Living Victoria. The Foundation held a very well-attended Thank You Breakfast for our sponsors in May 2011. The Foundation provided significant funds for capital needs in our homes and programs with the proceeds from the Michael Kaeshammer concert in November 2010. Another fundraising concert for Community Living Victoria will be performed by Holly Cole at the McPherson Playhouse in October 2011. This promises to be a spectacular evening!

The Foundation has also refreshed its media campaign,

“I’m Community Living,” with some new advertising. These efforts continue to successfully raise the profile of Community Living Victoria.

Our thanks go to our retiring board members Christina Middleton, Mary Emmond and Terry Rogers. Their perspective at the board table will be missed and we have greatly appreciated their guidance, input and support.

MOVING FORWARD TOGETHER

There will be challenges in the months ahead. We will continue to count on the dedication and commitment of our leadership team, our two boards of directors, our staff, self-advocates, families, and our membership to ensure we are providing quality services and supports to people with disabilities and their families.



CARLENE THOMPSON,
PRESIDENT



ELLEN TARSHIS,
EXECUTIVE DIRECTOR



Included and valued

Community Living Victoria provides a number of services to help people with developmental disabilities and their families feel included and valued in all aspects of community life. This includes access to:

- » Education
- » Relationships
- » Leisure
- » Housing
- » Health and health care
- » Jobs
- » Volunteering

EDUCATION

Promoting and supporting the inclusion of children with disabilities in their neighbourhood schools; providing learning opportunities for self-advocates, families, staff and community partners.

CLV made more than 240 presentations to teaching assistants, Community Support Workers, Family Studies students and Child and Youth Care students.

Together with Community Living BC (CLBC), the Garth Homer Society, the Community Council and Integra, CLV hosted the 2011 Resource Fair. Thirty-nine agencies were represented with over 200 people in attendance.

Our Parent Support Program (PSP) offered ongoing training in skill development and implementation of daily routines, good nutrition and health care, child safety, positive parenting strategies, community inclusion and emergency preparedness.



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“We love Teen Community Connections. We especially appreciate the fact that they know our family so well, they know what our needs are and they know what is available “out there” for our kids. We always know that someone will help us when we are feeling confused any step of the way. They also help without judgment or criticism – always with patience and enormous support.”

TEEN COMMUNITY CONNECTIONS FAMILY

Over the course of the year, Community Living Victoria organized, hosted or facilitated many presentations and events including:

- » The Role of Family Support and access/eligibility for Community Living BC services with the Fetal Alcohol Spectrum Disorder (FASD) Parent group
- » Two “Aging Conversation” sessions
- » A “Road to Inclusion” event with BC Association of Community Living (BCACL)
- » Two “Transition to Work” networking sessions
- » A “Family Mentorship” session at the Building Bridges Conference;
- » A presentation at the Transition Night at South Island Distance Education School (SIDES)
- » Three workshops on Registered Disability Savings Plans (RDSP), to help families secure a better financial future for their children

Through our Employment Services program, we supported 11 people in attaining their Food Safe certificates.

We helped school district personnel and families access out-of-school supports and other resources.

Over 900 youth in our community heard the message of inclusion and belonging from VOCYL members' presentations. Results: 82% of students surveyed said that since the VOCYL presentation they have been more accepting and inclusive of other students.

HOUSING

People we support have access to a range of housing options that are affordable, appropriate and timely.

CLV provided direct home and personal support to 104 individuals: 60 people who live in CLV homes; 29 who live on their own and receive regular or as needed support through the Supported Independent Living program (SIL) and 13 people in our Supported Apartment Living (SAL) program.

"This is the best place I have ever lived (Supported Apartment Living program).

It was the best move I ever made!" CLV CONSUMER

We currently have 52 people supported in Home Share arrangements.

CLV continued our successful partnership with other affordable housing providers to operate a BCHMC housing complex that provides subsidized apartments for 6 people we support. We also continued to manage 30 subsidized housing units for BC Housing.

We worked with BC Housing and CLBC to improve accessibility of homes in order for people to age safely in place.



We advocated for housing support options for families, including direct funding, individualized funding and home ownership.

CLV played a supportive role in a variety of independent living situations regarding debt management, avoidance of eviction, and conflict resolution for landlord/tenant disputes.

Our staff helped individuals with home maintenance and upgrading needs of all kinds and to improve or change their housing as required.

Assisted a CLV consumer through the process of estate and trust settlement and resulting home ownership.

JOBS

Employment Services helps people develop to find and maintain jobs.

There are 50 people currently in paid employment through our Employment Services; all of these people earn minimum wage or better. Twelve new jobs were supported this year.

We assisted employees at Thrifty Foods in getting their Food Wise certificates and doing on-line computer training.

Our after-school teen program works with youth to develop important everyday living and social skills that will help them in their future workplaces.

CLV utilized a grant from the Victoria Foundation to help people in our day programs explore customized employment options.

CLV assisted people without funds who were starting new jobs to purchase work clothes.



Our Employer of the Year is the RnR Diner in Saanichton, owned and operated by Bernice Rimmer and Rick Beal.

LEISURE

We assist people to access a wide variety of recreational activities and to pursue their individual interests.

Teen Community Connections (TCC) provided over 30 youth with the opportunity to participate in after school activities and summer camps. Participants engaged in outdoor exploration, sports, music, dance, crafts, gardening, local tours and more. By partnering with the Power to Be Adventure Therapy Society, our TCC youth also tried kayaking, canoeing and rock climbing.

CLV obtained life passes for many people in our programs to enjoy community centre activities and fitness at a reduced cost.

We continued to assist over 200 individuals in our homes, independent living programs and day services to access a wide variety of recreation options; to use generic community services (recreation centers, churches, summer camps, daycares); to attend special events; and, to try some new activities.

CLV continues to use donation money and 50/50 employee payroll lottery funds to finance leisure opportunities including vacations and needed items for people we support. In December 2010, a total of \$8,700 was distributed to 92 individuals and families; this past summer \$8,300 was distributed to 96 people.



Annual gatherings and celebrations such as a Halloween bonfire, Christmas parties, summer BBQs were also supported by CLV.

We continued the distribution of free tickets to people we support for a variety of community events and fundraisers including tickets to the wonderful Michael Kaeshammer concert.

Together with other community partners, CLV co-hosted the 2nd community event “One Day Together” where more than 400 people came out to a kickball tournament with an opportunity to play, enjoy live music and food.

Fourteen youth enjoyed a summer experience of their choosing through the McAdam Foundation.

RELATIONSHIPS

Through our many social opportunities, people with disabilities make friends and enjoy greater well-being and self-esteem.

CLV maintains an open door policy in our homes and programs for families and friends welcoming their involvement in people’s lives. For those who have no involved family or friends, we focussed on trying to increase the number of unpaid people in their lives.

We continually facilitate friendships between the people who live in our homes and who attend our day services and assist Host Agency families in arranging supports that are based on relationships.

Teen Community Connections provides a trusting space where youth can relax and meet new people. It also creates an atmosphere where the youth are comfortable and accepted and can form natural and long-lasting friendships. Several events held over the year also give families an opportunity to network.

CLV facilitated parent-to-parent matches; the most valuable source of support and information for parents is another parent with similar experiences who has already gone through what they are facing.

Our Making A Difference award was presented to Lisa Trotter, Store Manager, Thrifty Foods, Saanich Centre in recognition of her strong relationship with employees.

We foster connections and networking in many different ways:

- » connected with 93 individuals from 45 different agencies/ groups and all three school districts to share information and resources

- » referred 2 Parent Support Program fathers to Legal Aid so that they could apply for custody of their toddlers
- » the Supported Apartment Living program continues to hold “coffee club” events once per month; consumers are encouraged to invite a friend to join them
- » use of email, Skype, web-cams to support individuals to keep in touch with family members and friends



HEALTH AND HEALTH CARE

We work to ensure access to appropriate health care for all those we support.

CLV continues to:

- » maintain and update health care plans for the people we support residentially
- » assist the people we support to enhance their health by maintaining regular appointments with health practitioners
- » support people through numerous complex health issues
- » support individuals through significant and lengthy hospitalizations requiring additional staff supports both in hospital and at home, and through palliative care

CLV supported families through an advocacy initiative to change an existing practice that denied them adequate health care funding to meet the health related needs of their sons and daughters. This resulted in a significant increase in support funding for some of them.

Through our Supported Independent Living program, Family Support, Employment and Parent Support, we assisted a number of people to become eligible for support through CLBC, secure additional supports to address critical health issues or access funding through PWD Benefits.

Continued to access generic community health services specialized resources such as Developmental Disabilities Mental Health Support Team, Health Services for Community Living (nursing support, physical and occupational therapy, nutritionist, dental hygienist), behavioural support services, counselors, as required.

Our Parent Support program continued to assist parents to get infant and toddlers' vaccinations /dentist appointments as well as maintaining health record booklets.

Staff in residential and day services continues to receive Task II training by health care nurses as required to deal with complex medical conditions.

We revised our policies on medication administration, including the medication shadowing process and audits, to enhance our medication safety.

VOLUNTEERING

As involved and caring citizens, people with disabilities contribute significant volunteer hours to the Victoria community.

Through the efforts of over 55 people supported through our day programs, more than 2900 volunteer hours were contributed to the Victoria community.

ACTIVITY HOURS

Meals on Wheels.....	156
Community newsletters & mailings	410
James Bay kids' lunch program/school grounds clean-up	530
Community Centers (toy cleaning, toddler program, baking, YMCA outreach).....	558
Non-profit thrift stores	180
Elementary Schools (sorting library books, reading stories).....	212
Seniors' Centers (Priory, Mt. St. Mary's, Selkirk House)	882
Delivering library books to seniors	48

Hope, Help, Home

A MESSAGE FROM THE CLV FOUNDATION PRESIDENT

The past year continued to be exciting for our Foundation board and our activities are diverse, fun and profitable. I am pleased that we have added some new faces to our board of directors and we continue to work effectively with both boards to advance our two goals – fundraising and increasing community awareness. The enthusiastic commitment of our volunteers, staff and sponsors remains the key to our success.

I want to welcome Tim Taddy and Catherine Collver to our Community Living family as board members and we all look forward to working with you.

SUCCESSFUL MEDIA CAMPAIGN

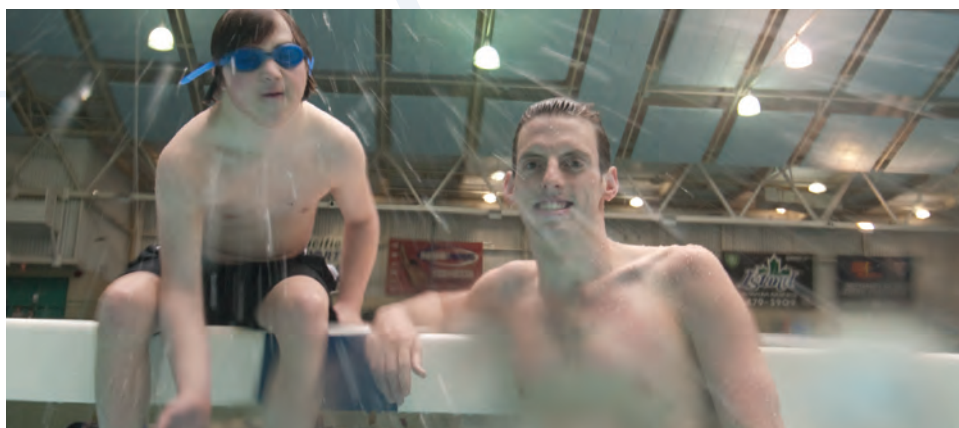
Earlier this year, we re-launched our very successful “I’m Community

Living” media campaign which appears on television, radio, buses and in the local print media. It continues to effectively brand and communicate the important work we do and how we do it, and receives very positive comment from our community. We will continue to use its consistent messaging for all of our current and future media and promotional requirements.

WELCOME RYAN COCHRANE, OLYMPIC SILVER MEDALIST

I am very pleased that Ryan Cochrane, Olympic Silver Medalist currently training and competing in many world competitive swimming events, has agreed to be a spokesperson for us. You will see Ryan’s image and endorsement of our work as part of our “I’m Community Living” campaign. We are pleased to welcome Ryan to our Community Living family.

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SUCCESSFUL FUNDRAISING EFFORTS

In November 2010, we hosted our Michael Kaeshammer concert at the McPherson Playhouse. By all accounts it was a great success, raising in excess of \$47,000 for Community Living Victoria.

I want to acknowledge the leadership and commitment of Sharlet Poole which resulted in such a great evening, one which was fun and profitable! Coast Capital was our title sponsor again and I appreciate their consistent leadership and support for our events over the past several years.

The Foundation had another successful year and was able to provide Community Living Victoria with more than \$155,000. This money went toward upgrades, renovations, furniture and vehicles for our homes and programs. In addition, the main office bathrooms were completely renovated, improving the accessibility and comfort for the people we support. Money raised through our direct mail campaigns goes directly to the people we support so they can enjoy an activity that otherwise they could

not afford, such as dinner and a movie, or gifts at Christmas, or needed items such as groceries.

We're anticipating a sellout for our next fundraising concert, starring Holly Cole in October 2011. It should be great fun and will raise significant dollars for Community Living Victoria.

Our Foundation continues to be influenced by the global recession; however we did not experience any actual losses. We plan to stay the course and fully expect continued growth of our investments over time.

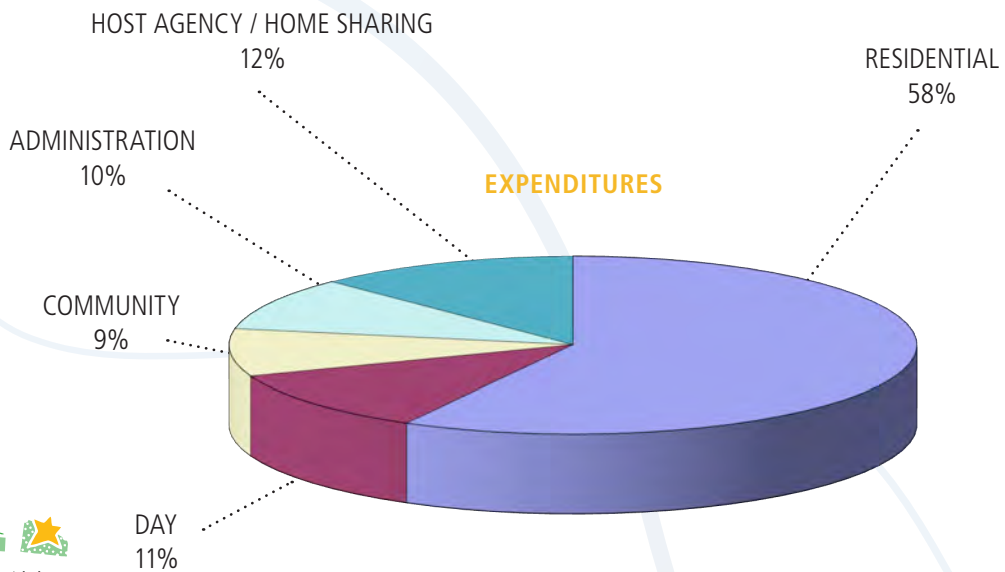
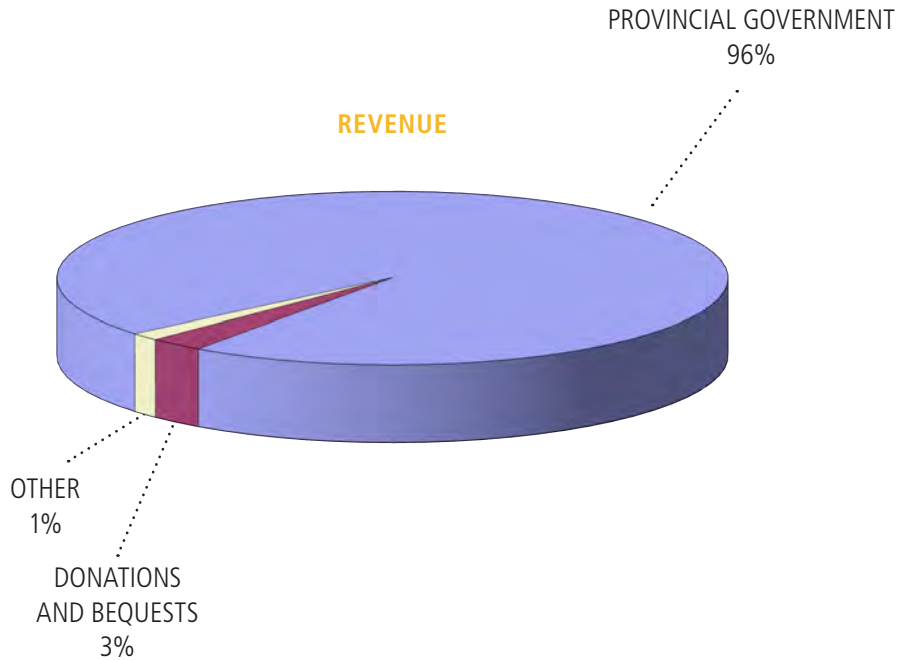
THANK YOU FOR YOUR CONTRIBUTION

This year one of our board members, John Martin, stepped down after several years of commitment to our work and cause. I want to take this opportunity to thank him for his hard work and support. Also, thanks to Frank Bourree who is taking a short sabbatical from his board responsibilities. We're pleased that he will continue to support our fundraising activities.

I look forward to working with stakeholders, volunteers and donors in the coming year to enhance the lives of the people we support.

JOHN STEVENSON, PRESIDENT
COMMUNITY LIVING VICTORIA FOUNDATION

Financial Information 2010-2011





COMPLETE AUDITED FINANCIAL STATEMENTS AVAILABLE BY REQUEST



Community Living VICTORIA

Different abilities. One community.

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