



Executive Director's Report to the Annual General Meeting September 16, 2013

Highlights from the Last Year

- We continue to work on maintaining our Accreditation status. Our next survey by the Commission for Accreditation of Rehabilitation Facilities (CARF) will be in October 2014.
- There has been a number of Training opportunities for staff including Fire Safety Training for all employees, Non-Violent Crisis Intervention, In-services on Medication Delivery and Nutrition, Training for employees specific to their area of work, Behaviour Management Planning and Food-safe.
- We have had some movement of clients within programs due to changes in their needs and ability to live semi-independently. We work with our funding agency, Health and family members to find ways to meet the needs of our clients. It is sometimes a challenge to find viable options for all clients within our services.
- Rebekah Manor has full occupancy, with all 26 apartments occupied, although there have been some changes throughout the year. Tenants continue to express their gratitude to CDSCL for managing the building and like the regular meetings every two months.
- Surveys sent out to families, care providers, staff and other stakeholders have again shown that we have a high satisfaction rate. CDSCL employees continue to provide excellent care and support to individuals in all programs.
- We continue to meet the expectations of Community Care Licensing, with low risk ratings in all homes.
- Due to reduction in expenses and adjustments in contracts, we were able to break even for the 2012/13 fiscal year.

Areas of Concern

- The overall increase in health concerns of clients as they age continues to be a major concern. We work with health professionals to help with these issues. In some cases, clients have had to move into higher levels of support. We have tried to provide options for them as much as possible.

- Three clients left our service during the last year – one due to incompatibility within the home, one moved into Swan Valley Lodge due to increasing health concerns and one chose to move into an alternate living arrangement.
- The Collective Agreement for Union staff expired on March 31, 2012. Bargaining ensued. After a short strike with limited strike action, a settlement was arrived at that provides small increases to staff. Unfortunately these increases are not enough to cover cost of living, let alone reach parity with counterparts in other sectors.
- The level of funding has also been a major concern, and will continue to do so. Even though we were able to break even for the last fiscal year, expenses continue to increase. The government owes some monies from increases promised last year. In addition, the new Collective Agreement provides small increases to staff, which will increase expenses by approximately 2.5% overall. After announcing that some of this will be funded, we have now been informed that we need to fund these increases internally. This will be a difficult challenge, but must be done without reducing support levels to clients.
- We started a pilot service to provide transition support to a student in high school. After a trial period, the family chose to use Individualized Funding to provide their own support to their son.

Looking to the Future

There will continue to be changes within this organization, but also opportunities. As we move forward, I am confident that CDSCL staff and volunteers will continue to provide high quality supports to people with developmental disabilities as well as tenancy for seniors and Therapeutic Riding for adults and children with various disabilities.

Respectfully submitted,

Peter Feltham
Executive Director