



Executive Director's Report to the Annual General Meeting September 24, 2012

Highlights from the Last Year

- We were once again successful in obtaining another 3-year Accreditation under the Commission for Accreditation of Rehabilitation Facilities (CARF). Our survey in October 2011 went very well; we received the lowest number of recommendations to date. The report highlighted the many positive aspects of the organization. Congratulations and thanks to staff for this achievement.
- Friends and family members shared in giving our respects and celebrating the life of Bruno Bourgeois after he passed away in February. It was wonderful to hear the stories of all of the people he touched during his life.
- The Therapeutic Riding Program (TRP) continues to do very well and is now at maximum capacity. A major highlight of the year for CDSCL was the TRP's sponsorship of Creston in the annual Kraft Celebration Tour competition. With the help of the whole town and many volunteers, we were successful in winning and had a wonderful celebration on August 17th 2012. We also won \$25,000 for the TRP!
- 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, Training and practice for Class 4 Driver's License, Behaviour Management Planning, Food-safe and Health and Safety for Supervisors.
- 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.

- The Policy Committee has completed a full review and revision of the CDSCL Policy and Procedure Manual.

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. We have also seen an increase in aggressive tendencies by clients which has a major impact on other clients in the homes as well as staff. Compatibility of clients within a home or program is a factor. Staff work hard to find ways to manage these concerns with the least impact possible.
- The level of funding has also been a major concern. Expenses have increased dramatically over the last two years with only minor matching increases from our funding sources. We have had to decrease staffing in some areas in order to meet the budget requirements.
- The Collective Agreement for Union staff expired on March 31, 2012. Bargaining ensued, but talks ended in June. A strike vote was held with a positive mandate for strike action. CDSCL employees continue to work for wages well below their counterparts in other sectors and are long overdue for recognition by the government for the work they do in the form of competitive wages.

Looking to the Future

We have been approached to provide support to one or more individuals after school and are looking at ways to provide different types of programs to meet the needs of people with developmental disabilities in the Creston community.

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