



**Executive Director's Report to the Annual General Meeting  
July 20, 2015**

**Highlights from the Last Year**

- We had our fourth Accreditation Survey by CARF (the Commission for Accreditation of Rehabilitation Facilities) in February and obtained another 3-year Accreditation status. The report was very favourable with accolades given for the excellent person-centered services that we provide to clients and for strong leadership. The surveyors were impressed that we are able to involve our clients in the community and the extent of the services that we provide within our limited budget. (You can see the full report on our website at [www.cdscl.com](http://www.cdscl.com).)
- We were saddened by the passing away of Aina Strom in October 2014. Clients and staff attended a nice memorial service for her. Cheryl Perrin also passed away after moving to a seniors' care facility in June.
- We welcomed a new individual at Purcell Place in May and were happy to have two new clients joining the crew at the 8<sup>th</sup> Ave Day Programs.
- This last year was fairly stable with no major issues. Client and stakeholder surveys and feedback continue to show a high level of satisfaction for the clients we support. We were able to achieve most of our program and organizational goals for the year. We are fortunate to have excellent, dedicated staff who ensure a high level of support is provided to all of our clients.
- We continued providing training to staff in Non-Violent Crisis Intervention, First Aid/CPR, Dementia, Body Mechanics/Lifts & Transfers and Behaviour Management. We had two regular employees and one Casual retiree, along with a number of Casuals leaving. We hired ten new Casual employees throughout the year.
- **Rebekah Manor** continues to be fully occupied. There were four vacancies filled during the year. Tenants express their contentment living at the Manor, and especially like the meetings that are held every two months. In June 2015 the mortgage was fully paid and therefore we will no longer be receiving subsidy from BC Housing for this project. We have implemented a financial plan to deal with the resulting shortfall of funding while keeping the mandate to provide quality housing to seniors with low income.

- The **Therapeutic Riding Program** had the highest number of riders this year and continues to provide a superb therapeutic program to children and adults with various disabilities, thanks to the dedication of our staff and volunteers.
- Financially, we finished the 2014/15 fiscal year with a slight surplus. We managed to keep costs down and increase cash flow slightly despite a high number of overtimes last summer.

### **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 are especially seeing clients who are in semi-independent living losing some of their skills. We endeavour to help them maintain their independence while managing safety risks. We have adjusted staffing to accommodate this when possible, but are not able to obtain as many additional support hours as are desired.
- Financially, we are holding our own despite the freeze on funding increases, especially for program and operational expenses. Although we have not received the promised increases from our funding agency for the staff increases implemented as of April 1<sup>st</sup>, the money will be coming shortly. With the reduction in Administration from 10 to 9% last year, it is a challenge to stay within budget and meet all of the administrative demands of the organization.
- We have carried a low number of Board members over the last year and need new volunteers to serve on the Board. A number of our Board Members have been with CDSL since its inception in 1998. It looks like we will have four new Board members on the nomination slate for this AGM. We look forward to working with the new Board for the next year.

### **Looking to the Future**

Hopefully the stability we have had over the last year will continue. I am encouraged by the dedication of all the employees and volunteers of the organization and am sure that we will continue to provide a high standard of support 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