

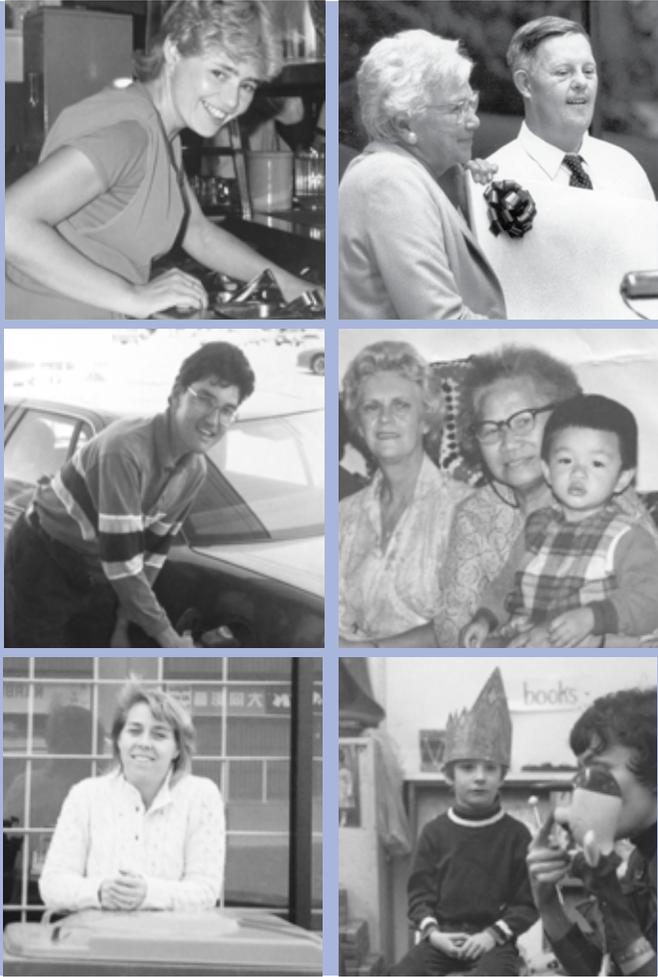
2012 2013  
**ANNUAL REPORT**  
CELEBRATING OUR PAST



DEVELOPMENTAL DISABILITIES ASSOCIATION



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# BOARD MEMBERS



The average number  
of years an individual  
is supported by DDA is

# 26.1



## Executive Committees

- John Neilson, President
- Louise Huber, Vice President
- Sue Swayne, Vice President
- Allyson Baker, Vice President
- Rob Bahd, Treasurer

## Immediate Past President

- Ronda Karliner

## Directors

- Bill Adams
- Bonnie Hunter
- Rayanne Aguilar
- Nancy Panchuk
- Jane Barret-Lennard
- Ken Pagani

## Board of Trustees

- Rick Hamilton, Officer and Director
- John Neilson, Officer and Director
- Alanna Hendren, Officer
- Brian Wilson, Officer and Director

## Foundation - Board of Governors

- Bill Adams, Chair
- John Neilson
- Ronda Karliner
- Nancy Panchuk
- Alanna Hendren



## VOLUNTEER! A GOOD WAY TO START AT THE TOP

PRESIDENT/ JOHN NEILSON

Volunteers play a key role in social service agencies and DDA is no exception. The appetite for people willing to donate their time is insatiable. When I became a volunteer some 15 years ago I had just completed 5 years as CEO of CSSEA, the social services collective bargaining agency, and faced with numerous volunteer opportunities I had some choices I had to make. Not an easy decision. They all did good work and they would all challenge my capabilities. As so often happens, my decision boiled down to a couple of key factors. One of these was my high regard for the Executive Director of DDA, Alanna Hendren. We had worked together at CSSEA, where Alanna had been an outspoken advocate for the rights of individual agencies. I also knew her to be a risk-taker who was not easily intimidated to abandon policies and positions which she felt to be to the benefit of her clients. She asked me to consider election to DDA's Board and 15 years later I am still here.

These 15 years have been marked by significant achievements, not the least of them being DDA's survival in the face of continuous

government reorganizations that have affected many key areas of our service delivery. Not only have we survived but we have been "highly complimented" by the government's approved accrediting agency, CARF, for serving adults and children in Richmond and Greater Vancouver with dignity and respect in various programs that support people with developmental disabilities.

All the time while doing this we have focused on creating an organization of hard working, committed professionals and volunteers. We don't have much turnover at any level, including the Board of Directors. I have been a member of the DDA Board for more than 15 years and others have been here longer than me. I don't know how many meetings this has involved but it has been many. (The only regret I have had was the relocation of Head Office from Vancouver to Richmond, which is a long commute from my home in North Vancouver.) There is no salary for the directors of non-profit organizations so you cannot measure this contribution in terms of money lost or gained.

So then, why do people volunteer? I think their motives are deeply personal. Some of my fellow directors have family members who have been recipients of DDA's services. They want to play an active part in fashioning those services. I cannot claim to be part of this client group. I do not have a history of developmental disabilities in my family. I think I have done it because I saw an opportunity for a person like me, a professional manager, to work with a dedicated team to achieve a worthwhile objective and to become invested in DDA's mission and values. I saw DDA to be a complex, multi-faceted organization where I could contribute and experience a great deal of personal satisfaction.

Part of my responsibilities as a director and more particularly Chair of the Board, is to contribute to the development of a succession plan. I need to be identifying and developing my replacement. At this point I have no idea who that might be. I am not rushing to give up the job but I know the time is coming when it should happen. If you would like to hear more about the job description, please call me. Meanwhile please enjoy reading this Annual

Report. It marks the end of 60 years of history.

There have been times in those 60 years when the Association has been tested almost to the breaking point. We would like to think those times are behind us, but it is probably not the case. We live in a highly politicized environment. But we have a strong balance sheet, a very capable staff, an excellent relationship with our union, and a report card from our accreditors that is the envy of our industry. Things are going very well indeed. The future is bright. I am going to have a part in some of it and I intend to enjoy it.

Respectfully submitted,

**John Neilson**

President and Chair of the Board of Directors





# CELEBRATING 60 YEARS

EXECUTIVE DIRECTOR/ ALANNA HENDREN

DDA provides services to approximately **1,500** clients each year.



Our 60th year brought us many reasons to celebrate our successes and reflect back on the role the Developmental Disabilities Association - in all its incarnations including the Vancouver Richmond Association for the Mentally Retarded (VRAMR) and the Vancouver Richmond Association for Mentally Handicapped People (VRAMHP) – played in the development of community services for people with intellectual disabilities in British Columbia and internationally.

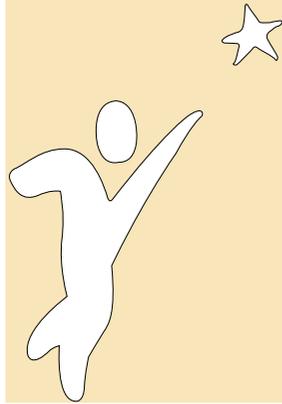
### Our History and Milestones

DDA began developing services in 1952 when our founders, led by Bea Purdy, created the first school for children with special needs who were unwelcome in the public school system at the time, in a church basement. Families developed and taught the curriculum until they received a small grant to hire their first teacher. We have come a long way since then!

As public institutions became bloated with thousands of children and adults in the 1950s, 1960s and 1970s, small groups of families began demonstrating that community services could better meet the needs of individuals with all types of disabilities. By recruiting

dedicated professionals, family boards at DDA promoted programs like the Vancouver Infant Development Program (IDP - started in 1972), a model of service now adopted internationally. Although DDA opened its first preschools in Richmond and at UBC in 1961, integrated child care was so successful that our special needs child care centers adapted by serving all children, including those with developmental disabilities.

VRAMR started the first social club for teens in 1957, giving birth to what we know as Brock Junction and Leisure Challenge. Although VRAMR opened the Oakridge School in 1961, a local Kiwanis delegation of businessmen presented a brief on behalf of the Association to Education Minister Les Petersen that led to school boards eventually agreeing to provide special needs education. In 1957, VRAMR developed the first woodworking and crafts workshop at Florence Nightingale School but soon moved to Moberly Annex to accommodate more young adults. By 1967, VARCO, a larger sheltered workshop was established to provide pre-vocational services to an additional 100 trainees. 1969 brought the renovation of an old house on Marine



Drive to serve as the Children's Hostel, the early beginnings of today's children's respite program. In 1970, VRAMR purchased a building on Clark Drive to create our first day program.

Our residential services department started in 1971 with the purchase of a home on Garry Street that supported 15 adults and operated on a house-parent model of support. By 1972, VRAMR had three workshops "employing" 200 individuals at a wage of \$100 per month. The Arlington Complex, providing residential services to 36 people in 8 units, opened in 1975 at a cost of \$600,000.

VRAMR continued to provide vocational programs and, in 1976, sponsored Project Polaris to help find competitive employment for qualified trainees. Polaris continued to find employment for people with special needs independent of DDA until government's creation of "one-stop" centers for employment in 2012 eliminated their funding. Jobs West, founded in 1986, continues to find jobs for referred clients. By 1998, Jobs West had placed 140 clients in jobs, some of which have lasted in excess of 25 years.

The Community Apartment Program (CAP), where people are supported to live independently, was launched for 16 people in 1979, the year the first Vancouver-Richmond People First group formed. A semi-independent program was developed in 1980 for people who were unable to live independently with minimal support. Two group homes were opened the same year for people leaving Tranquille, an institution in Kamloops. By this time, our vocational services supported 253 people, residential services supported a total of 96 and Infant Development saw 85 families during 1,700 home visits.

In 1980, DDA also became the first Canadian partner to Value Village Industries by opening the Business Center under a new Fundraising and PR department, giving birth to our current Starjumper Enterprises and Developmental Disabilities Trust. By 1987, VRAMHP settled our first collective agreement with the BCGEU and closed its first group home, Garry Street, when all 13 residents moved on to greater independence. Two more semi-independent homes were opened and seven more people moved into their own apartments. 41 people

were now living on their own with outreach support, but 30 people in urgent need of care were waiting on a growing list. By 1989, VRAMHP supported 469 children in IDP and pre-school, 131 in residential services and 382 in vocational services, including 70 in Jobs West, exceeding employment targets and becoming a leader in Canadian supported employment circles. Although these services grew quickly, they still could not meet demand.

Years of rapid growth and declining budgets resulted in a deficit equal to 25% of all VRAMHP assets by 1990. The provincial government funded only about 67% of VRAMHP's budget, starting an unfortunate trend that is with us today. By 1994, VRAMHP served 1,400 clients and their families each year, but 150 remained on a wait list while the province continued to pay only about two thirds of costs, even though other community agencies were fully funded at 100%. By 1997, families began to lose funded services altogether when their children turned 19, another unfortunate trend that continues. In 1998, additional funding cuts hit DDA hard because of our already lower rate of funding

in Vancouver and Richmond compared to any other region in the province. To address the plight of families, DDA launched the Family Support program in 1997 with a donation from John Purdy, the son of our founder.

Since then we have managed to increase our sources of revenue, target expenditures to meaningful life outcomes for our clients, define quality at a high standard, endure further government cuts, restructure programs, introduce computer and handheld technology, and share our mission with the communities where we work with hundreds of partners.

### 2012 - 2013

During the 2012-2013 fiscal year DDA moved forward by selling two properties, launching DDA's own intranet STARnet, presenting at various conferences, hosting annual employee recognition events, receiving another 3-year accreditation from CARF, and, finally, hosting at least one anniversary celebratory event per month. Of these, our President's Dinner, held in September, in honour of our past presidents who led the Association from the 70s to present was very special - we really do stand on the shoulders of giants. We hosted



a movie night at Nat Baily Stadium, "Building Connectivity" which was our first ever DDA staff and family conference, a big United Way Kick-off party, a very well attended Open House at VanDusen Gardens and a very special DDT-sponsored night at the Nat baseball game.

The fiscal year did not, unfortunately, bring good news from our adult services funder, CLBC. The Minister responsible for CLBC announced that wait lists would be eliminated by offering eligible applicants \$2,800 per year for support services. She also announced that adults living with senior parents would be eligible for residential services 48 hours before the anticipated death of the last surviving parent. A report prepared by the Deputy Ministers of Health, Education, Children and Social Development clearly expected families to provide the life-long supports their adult children will need. Families will not have access

to the many services provided by associations like DDA and funded by government in the past. The intent seems to be to close more group homes and day programs since CLBC now estimates that 50% of their caseload can

get jobs in the community, although very few supports are available for individuals to receive appropriate job placements and training. The Deputy Ministers also recommended a 12-point plan to improve CLBC but very little had changed by fiscal year end.

DDA was not silent during the year – as a member of the B.C. Community Living Action Group, we joined together with other advocates from the BCGEU, H.S.A., CUPE, HEU, Inclusion B.C. (formerly known as BCACL), MOMS, Family Net, and the B.C. Coalition of People with Disabilities, to monitor services and build public interest in supports for people with developmental disabilities. We provided information that spawned several media articles, spoke at rallies, got interviewed on the radio, and met with MLAs who wanted to help the people for whom we advocate. Since our employers' representative - CSSEA - was at the bargaining table for most of the year, we also advocated for the settlement of a new collective agreement that increased wages past 0% and 0% because our rates for new hires continued to be lower than they were ten years ago, making recruitment very difficult.

This year also saw our vision of a new social enterprise come closer to reality. OPRA– the Ohio Service Providers' Association - has partnered with DDA to embark on a pilot project to test Alchemist, our outcomes and costing software. The pilot will last a full year and tell us what we need to do if we are to commercialize our product. To do so, OPRA and DDA have engaged expert change management consultants, we at DDA worked on improving the software, developing training and helping OPRA launch their pilots in five state locations. Making a contribution to the sector and possibly making money for DDA's future is a great opportunity! As always, I would like to thank the leadership of the DDA board and our senior management team (in addition and all DDA staff) for their unwavering support and progressive contributions. We are becoming the non-profit of the future!

Respectfully submitted,

**Alanna Hendren**  
Executive Director





# INFANT DEVELOPMENT PROGRAM

INFANT DEVELOPMENT PROGRAM DIRECTOR/ BONNIE BARNES



## Overview

The Infant Development Program is a family centered; home based service developed for children from birth to 3 who are either at risk for developmental delay, experiencing developmental delay or have an established diagnosis.

The Infant Development Program (IDP) has a contract with the Ministry of Children and Families to provide service to a caseload of 275 families ongoing. Referrals come directly to IDP from any source including parents and with parent permission. Pediatricians had the largest referral rate at 35%, followed by Community Health Nurses at 32%. Of the total referrals, 53% were under the age of 5 months.

IDP had contact with 900 families:

- 333 families were referred to the program.
- 171 left the program
- Active caseload of 275, while actively monitoring an additional 121.
- The combined total of home visits was 4,397 for the period.

The Vancouver Infant Development Program provides physiotherapy consultation to those children identified as having a delay in their gross motor development. The Program contracts with 5 private pediatric physiotherapists who provided 949 physiotherapy visits last year, for less than the cost of one full time employee equivalent. The Vancouver IDP continues to serve in excess of our contracted number of infants, partner with UBC to determine best practices and exceed family expectations all while receiving less funding per capita than any other infant development program in the province



## Projects

This past year the IDP initiated a review of the program referral intake systems. The team took on various small group projects to complete the review and develop a new framework for service delivery. The new model increased access, provided service in a timely manner, and significantly reduced the waitlist. Although we did not receive any additional funding for this, we were able to review where our existing resources were being used and evaluate whether they were being used both effectively and efficiently then make the necessary changes. As a result we created a very effective screening program and developed a developmental monitoring program that serves an additional 121 children, which ensures that no child would fall through the cracks.

## Technology

This past year, IDP has been introducing technology into our clinical practice. Our consultants have been using iPads on home visits as a teaching tool, as well as a way to include family members unable to be on visits through skype. We film physiotherapists

on visits when they are teaching a particular strategy and then share the video with the family electronically so they can reference it at any time. The iPad has been used to film children who were demonstrating physical symptoms that were not present during doctors' visits but could then be emailed to the specialist for further evaluation, resulting in a quicker diagnosis. Consultants have filmed developmental assessments and used them as a reference while developing goals with the family and to measure progress. This next year our goal is to explore the opportunity to use iPads as an assistant translator / interpreter.

Respectfully submitted,

A handwritten signature in cursive script that reads "Bonnie Barnes".

Bonnie Barnes

Director of Infant Development



# CHILD & YOUTH SERVICES

DIRECTOR OF CHILD CARE & YOUTH SERVICES/ ANDREW ROETS



**DDA is the largest provider of inclusive child care in Vancouver**



## Child Development Centres

Creekside Child Development Centre celebrated its one year anniversary. With the program now at full capacity and an ever expanding waitlist, we continued to define our partnership with the Vancouver Parks and Recreation and the City of Vancouver. Creekside's location has contributed to a variety of new vendor relationships in the area, including the Telus World of Science. Science World provides ongoing access for our children as well as educational outreach to our centre.

Berwick Child Development Centre's classroom renovations were completed in the summer of 2012. This increased our capacity to 96 spaces, making it the largest inclusive preschool in Vancouver. UBC provided the funding for this expansion and also improved accessibility to Berwick by building a new ramp, deck and play area this past fiscal year.

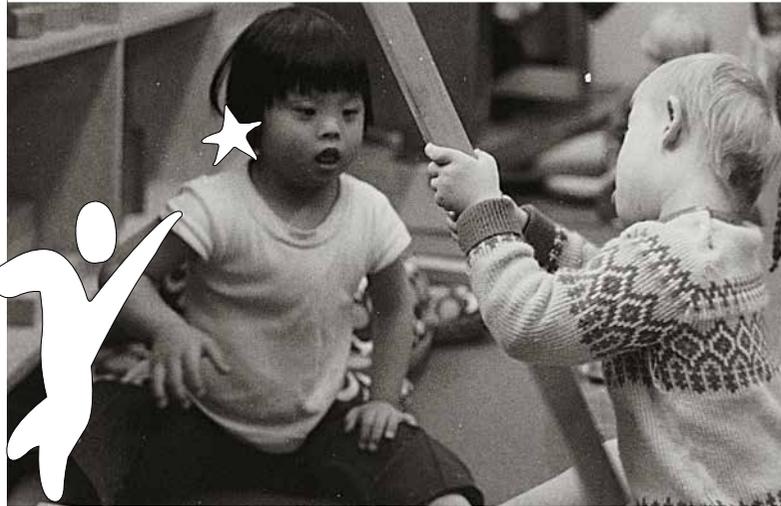
## Events

In July 2012, our first annual Family and Friends Outdoor Movie was held at Nat Bailey Stadium with great success. Approximately

250 participants enjoyed the movie *Up* and a variety of activities. Some of the highlights of the evening included a dunk tank, inflatable playground activities, and clothing donations for the Trust. We look forward to hosting this event again this upcoming summer.

Participating in DDA's Building Connectivity conference allowed staff to network with peers as well as interact with our client families on the parent-focus day. Child care was offered at our nearby Creekside Child Development Centre. We received positive feedback from our staff regarding how beneficial this learning opportunity was.

Our department was pleased to help host the DDA Holiday Open House at VanDusen Gardens. With an estimated 700 people in attendance including our children and their families, friends and clients all enjoyed the opening night of the Festival of Lights.



## Staff

Another avenue of our ongoing commitment to professional development was the provision of monthly leadership training for new Child and Youth program managers. The Leadership Development Project was made available through our partnership with Vancouver Supported Child Development Program.

As we reflect on our department's past successes, we now move forward focusing on growth while nurturing current partnerships and developing new ones.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'A. Roets'.

**Andrew Roets**  
Director of Child Care & Youth Services



# RESIDENTIAL SERVICES

DIRECTOR OF ADULT RESIDENTIAL SERVICES/ DANIELLE WHITE



The average length of time an individual is supported in a **DDA** residence is over **26 years**

## Overview

The Residential Services department consists of 21 group homes in Vancouver and Richmond which operate 24 hours a day, 7 days a week. Over 60,000 shifts a year are scheduled in these sites with professionally trained staff. Our primary goal is to enable individuals to achieve their goals and to be healthy, safe and included in their communities.

## Events

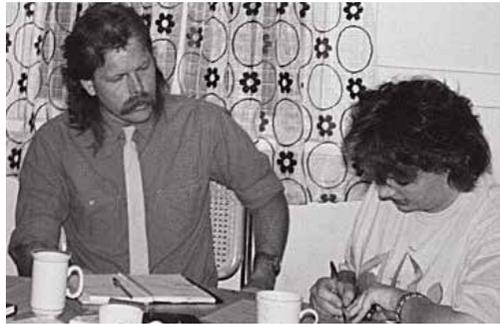
We celebrated our 60th year in 2012 by hosting and participating in several events. Our focus was on celebrating our successes and acknowledging our past.

Last May, we invited families, past presidents of the Board, Board members, members of the association, families, staff and residents to celebrate our history with a DDA tradition, an Arlington Tea Party. White tablecloths, silver teapots, vases filled with beautiful flowers adorned the tables scattered throughout the property. Resident photo albums and other memorabilia were set up on tables for everyone to glance through. Parents, siblings

and friends reminisced about “breaking ground” on the property back in 1975.

## Technology

Residential group homes continue to incorporate technology to support the independence of adults with disabilities. This has been done with the use of portable devices with augmentative communication software. The in-home technology systems provide opportunities for learning and igniting the interests of staff and the individuals we support. Adaptive equipment will continue to be installed to accommodate mobility requirements, as well as electronic games for wellness, entertainment and education. Employee orientation information, training materials to facilitate access and learning are now accessed through touchscreen devices for our staff.



## Funding

In 2012, DDA responded to CLBC's request to provide four term certain crisis response placements within our residential service structure. We were able to accommodate their request as we currently have vacant bedrooms within our group homes and have the staff expertise to provide this specialized service. As an agency, we are committed to staff development and want to ensure that our employees have the qualifications required to effectively manage these challenges.

Despite the continuous concerns surrounding funding, our aging population, and future needs of the individuals we support, we continue to pursue our goal in Residential Services. This objective is to enable individuals with developmental disabilities to live inclusive, safe, healthy and networked lives in the residence and neighbourhood of their choice.

As we look at the challenges that we face now and in the years to come, we are very fortunate to have our dedicated and committed staff teams in place. Our turnover rates are lower than average and

our staff survey results are fantastic. There are a tremendous number of resources and tenacious people at DDA and our clients do truly benefit!

Respectfully submitted,

**Danielle White**

Director of Adult Residential Services



## VOCATIONAL & COMMUNITY SERVICES

DIRECTOR OF COMMUNITY PROGRAMS/ DEANNE ZIEBART



DDA staff completed over  
**2,250**  
hours of online learning

### Jobs West

Jobs West supported 24 work experiences that led to 14 paid jobs this year. We also supported 30 volunteer placements for those who were not yet ready for employment and needed to gain independence skills. This is the highest number of placements since the mid-90s! We selected Save On Meats as our Employer of the Year for their commitment to hiring people with disabilities and other challenges.

We served 25 new clients in Richmond as part of our new partnership with Avia Employment, which is a division of Back In Motion Rehabilitation delivering the new WorkBC program.

### Starworks

As with the economy, Starworks Packaging & Assembly had a slow, but steady year and maintained part-time employment for 45 people with multiple barriers to employment. 18% of these workers are now seniors who have been with us for over a decade. As the economy improves, we look forward to providing more work hours and steady

incomes to our production workers.

### Day Programs

We had 11 new referrals, most of whom are young adults and eager to learn new things, so along with their families, we did individual plans and set goals for each participant. Our art program expanded this year, with over 60 artists participating from our day programs. We held two very successful art shows in 2012 and participated in several opportunities to display our art and talents of people with disabilities. Many artists sold their art, with 100% of the proceeds paid to the artists.

The Grandview Day Program completed a preliminary study of participants who use our multisensory Snoezelen room and plan to continue investigating the efficacy of various techniques. We have now trained facilitators at each day program with the tools and use of this specialized resource.

Our day program participants volunteer with over 12 local organizations on a weekly basis, helping seniors, maintaining gardens and recycling, as examples. This greatly increases community exposure and sends a positive

message about adults with disabilities, their abilities, and desire to help in the community.

Our annual picnics and holiday celebrations were well attended by families at all of our day programs. Our family support groups also had 8 family barbeques at Jericho Beach.

Our Drop-In Centre now supports over 25 people on an outreach basis (those who are not attached to any centre-based activities and who are often at risk in the community). In addition to that, over 100 people continue to access the Drop-In on a regular basis, during the day and evening and weekends.

### Family Support and Respite

In 2012, Family Support facilitated 16 events and workshops, attended by 590 attendees (including Leisure Fair with over 100 families). Through our Respite program, 43 DDA members benefitted from a complimentary stay at 8 local hotels.

Family Support provided service to 164 new families this past year, mainly for information and resources for their child. We provide ongoing support to an additional 30 to 40 families per year. Our work in Family Support

would not be possible without our financial support from the United Way of the Lower Mainland, who also contribute to seniors programming at our Drop-In. We are grateful for their support.



**United Way**  
**Lower Mainland**  
Change starts here.

In partnership with local schools and churches who were so generous with donations, Family Support distributed 22 gift and wellness baskets to families in need.

We had a very busy year matching caregivers to 25 new referrals to Children's Respite and 2 new referrals to Adult Respite for a total of 200 families served in the Respite Program. Our dedicated group of caregivers makes this program such a success, with many having relationships with families and clients for many years.

We have expanded respite to include a youth transition option at age 17. We served 41

youth aged 17 & 18 in our youth transition program which teaches the practical skills and services needed for adults turning 19. We now have a team of 12 casual staff who work individually with each youth on their specific goals.

### Individual Care Network (ICN)

We did a program review and added additional monitoring standards and quality of life measures to our Individual Care Network, which now supports 13 clients living in home share arrangements. We had two new referrals this year and hosted three dinners for all caregivers and participants to come together for social networking.

### Community Apartment Program

The Community Apartment Program (CAP) had two new referrals this year and both have moved into their own apartments and are doing well living independently. Affordable housing continues to be a struggle for those who must rely on market rentals. One of our very long term DDA clients passed away last fall, so our total served in CAP is now 23.

### Services and Staff

We were accredited for an additional three years in all areas of service, with great results and no recommendations. Our family and client surveys also continue to be very positive. We encourage open dialogue with clients, families and their networks in how best to serve people to help them reach their goals.

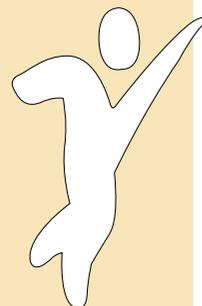
In addition to external courses and training in first aid and non-violent crisis intervention, DDA staff completed over 2,250 hours of online learning last year, involving over 100 different courses pertaining to their specific domain and clientele.

All of this would not be possible without the dedication and skills of our staff at all levels of our organization and the spirit of our clients in trying new things and pursuing their goals with passion.

Respectfully submitted,



**Deanne Ziebart**  
Director of Community Programs





# QUALITY ASSURANCE

DIRECTOR OF QUALITY ASSURANCE/ PAUL SANKEY

## Accreditation

In June 2012, a team of 4 CARF Surveyors rated DDA on 969 Standards. DDA received only 3 recommendations. A recommendation is given when the organization does not fully conform to a standard. It is not uncommon for agencies to receive 30 or more recommendations on a survey; the number of recommendations typically ranges from 15 to 100 or more. 2012 was the Association's fourth 3-year accreditation in 10 years. (The others were in 2003, 2006, and 2009)

The CARF survey report recognizes the Association for quality and innovation in creating person centered services that achieve meaningful results for individuals and families. The Association received the following exemplary commendation (An exemplary commendation refers to a practice which is above and beyond the standard, worthy of publication in a journal, or a presentation at a Conference), by stating "DDA is commended for its commitment to continually seek the most creative ways to support individual persons served and its efforts to provide opportunities to develop skills and behaviours

that enhance their quality of life.... "

The Survey Report (also available on DDA's website) provides over 5 pages of strengths of DDA, which include:

- Organizational advocacy for services
- Quality publications
- Commitment to improving access for individuals with a developmental disability
- A person first environment and a commitment to supporting independence
- Strong fiscal management
- A comprehensive Health and Safety program
- A strong commitment to staff training
- The commitment and professionalism of staff members
- Embracing cultural diversity
- An innovative approach to technology
- An excellent video explaining rights, utilizing persons served in the presentation
- Individual plans that are clear, realistic, thorough and that emphasize community opportunities

- and natural supports
- Excellent, easy to understand, handbooks for persons served
- Commitment to providing "green" services
- Homes that are extremely well maintained, personal, and inviting
- Day programs that provide a broad variety of community based activities
- A well-organized medication administration system
- Child Care Centres that are safe and well maintained, that provide a variety of stimulating developmental activities for children
- A Board of Directors that is engaged in the mission and passionate about the quality of services delivered to persons served
- The professionalism and sincerity of staff members who are engaged with persons served and families in ways that promote successful outcomes

The 2012 Accreditation survey results speak both to the quality of the services provided, and the dedication and abilities of employees

and volunteers in providing those services. The CARF Survey team summarized the survey outcome as follows:

" ... DDA is an organization that serves children and adults with disabilities with dignity and respect, making every attempt to eliminate barriers to inclusion in their work, living, and social environments. Customizing services to fit the needs of individuals is a part of the person-centred mission of the organization. The leadership and staff members are invested in the lives of the individuals receiving services and are committed to assisting persons served with achieving the outcomes they desire. The integrated child care facilities, adult community integration, and community employment programs are very well suited to community inclusion. The numerous residential settings and respite and host family services make the organization one that can fill many needs of the persons served and their families. DDA values the importance of assessing process, setting strategies, implementing a plan, reviewing the results, and effecting change.... The leadership and staff members are recognized for the outstanding efforts they have made in achieving accreditation.



Congratulations are extended to all involved with the organization for creating an environment where positive outcomes, rights, and dignity for all served are paramount in service delivery.”

The Association’s next accreditation survey will take place in the spring of 2015. The work that leads to continuous improvement and enables future successful accreditation is ongoing. The contributions of everyone at DDA, volunteers, employees, Board Members and community partners, in support of the mission of the Association, enable us to achieve such outstanding accreditation results

## Demographics

The Association provides supports to both children and adults with an intellectual disability. In fact, we support individuals from 1 to 83, as illustrated below in Figure 1.1. Over 40% of the adults DDA supports are 50 or older. While the Association supports increasing numbers of aging adults over 50, there has also been a significant increase in the numbers of adults supported between 20 and 29, while there are relatively few adults receiving services between the ages of 30 and 37 (shown in Figure 1.1). In fact 25% of the individuals supported by the Association are between 19 and 29 while only 13% are between 30 and 39 (shown in Figure 1.2)

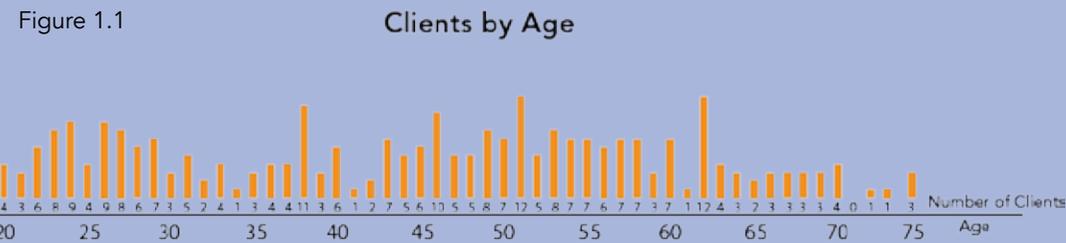
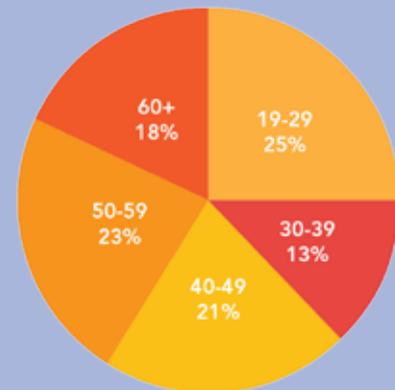


Figure 1.2 Percentage of Adults Supported by DDA by Age Range



The Association also supports more males than females; this difference is more pronounced in Child Care, where the ratio of males to females with special needs is almost 3 to 1, shown in figure 1.3 and 1.4. The 3 most common disabilities of children and adults who receive services from the Association are autism, Down ‘s syndrome and cerebral palsy.

Shown in Figure 1.5, the dramatic difference in the prevalence of autism in children who receive services, versus adults. The percentage of adults diagnosed with autism has gradually increased in recent years, while the percentage of adults diagnosed with cerebral palsy has declined. Many adults who receive services have no formal diagnosis other than an intellectual disability.

Figure 1.3 Adults Supported by DDA by Age and Gender

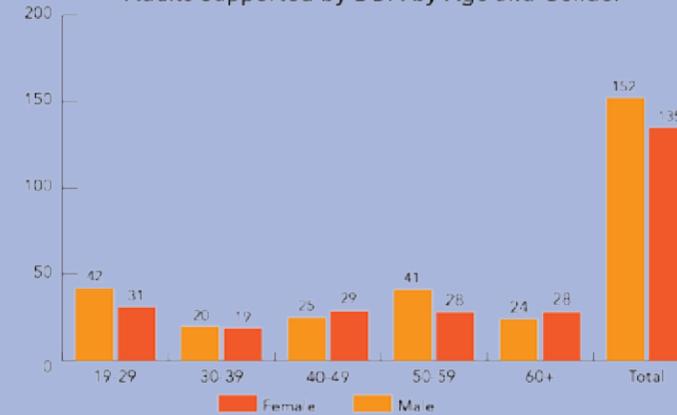


Figure 1.4 Individuals Supported by DDA, by Gender, Children and Adults

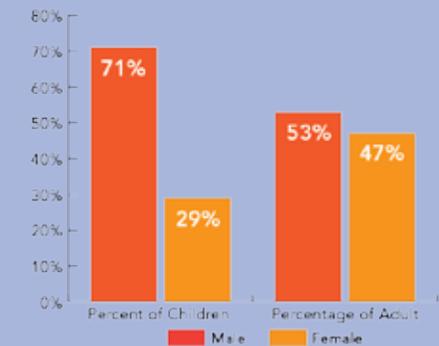
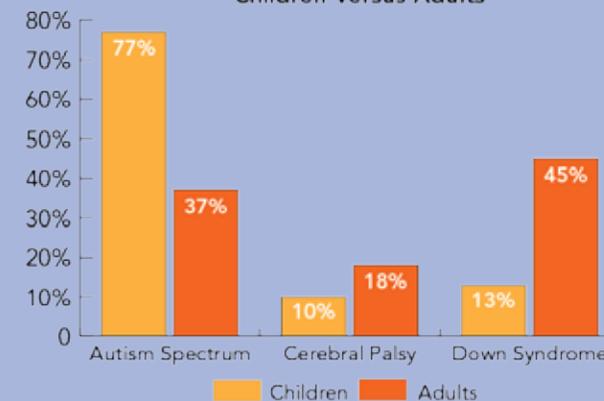


Figure 1.5 Prevalence of Autism, Down Syndrome and Cerebral Palsy; Children Versus Adults



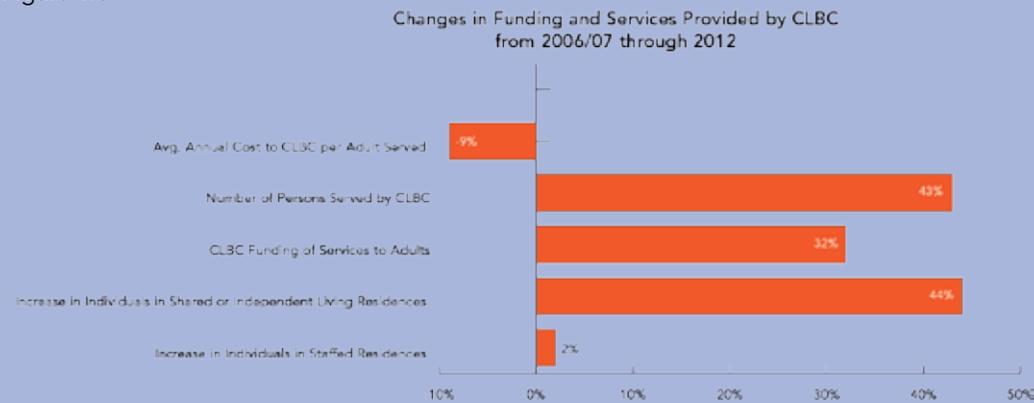


## Technology and Accessibility

The Association's Planning and Costing Tool, Alchemist, has attracted international attention and will be tested as a pilot project with service providers in Ohio in the coming year. Alchemist is an internet based application, which allows users with internet access and security permissions to view, create, and share information. Advantages of this system include a reduction in the use of paper, and in the time required to share information. As an example, up to date emergency information is available to all who require access to this in real time. Alchemist emphasizes the preferences of the individual, and results (outcomes) over inputs.

The Association is also implementing a process whereby individuals can complete surveys on the Internet, using touch screen devices such as iPads. The surveys use augmentative communication methods (pictures and icons) to enhance comprehension and are easy to complete. We look forward to developing online surveys for families to complete in the near future.

Figure 1.6



Over the past year the use of iPads and touchscreens has exploded in adult services. Many individuals use applications that allow them to communicate more effectively. Other applications support bus training and safety. As the cost of technology declines and ease of use increases, we anticipate further implementation of technological solutions that support greater independence of individuals in future years.

## Service Delivery Trends in Community Living

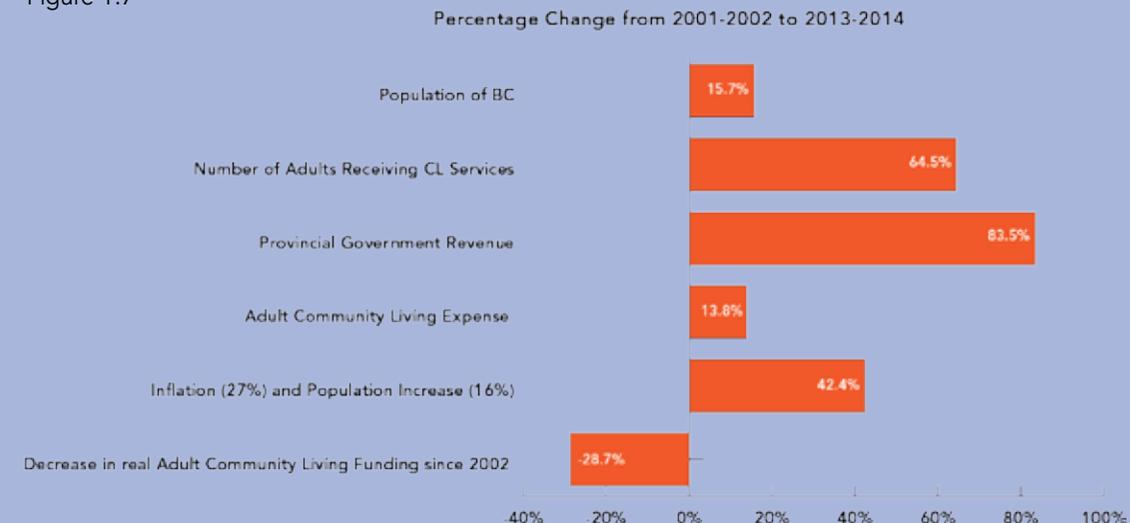
Over the past 12 years, the government has methodically and dramatically changed the way community living services are delivered in BC, with an emphasis on reduced costs and less service.

Figure 1.6 shows the trend towards Shared Living (also known as "Home Share", or "Adult Foster Care") in BC. The number of individuals served by CLBC in shared living increased by 44% over the past 6 years, while

the number of individuals in group homes (staffed residences) increased by only 2%. This change in priority has resulted in a reduction in the average annual cost of services per person.

Figure 1.7 illustrates the declining will of the government in BC to pay for services for adults with a disability. Although provincial government revenue increased by almost 85%

Figure 1.7



Increasing demand for services, coupled with funding restraints is resulting in fewer services per person, and less expensive services per person.

Future projections indicate increases in new individuals seeking services of approximately 5% per year. The percentage of adults who are aging (45-65) is also increasing, and as these individuals age, more services will be needed. As funding fails to follow demographics (increasing numbers, escalating need) we can anticipate more crisis situations and more reliance on families to

over the past 12 years, government increases for Adult Community Living amounted to a modest 14%, although 65% more adults began to receive community living services by the end of 2012. In real (inflation and population adjusted) dollars, community living funding has declined by almost 30% since 2001.

create their own services in an era of declining resources.

Respectfully submitted,

**Paul Sankey**

Director of Quality Assurance



# DEVELOPMENTAL DISABILITIES TRUST

DIRECTOR OF TRUST/ DEANNA BARLOW



DDA recycles approximately **6 million** pounds of clothing each year.



## Sales

In 2012/2013, the Developmental Disabilities Trust (DDT) sales amounted to 5,862,266 pounds of cloth and 2,049,376 pounds of housewares, overall this contributed to an increase of 2.1%.

Our housewares percentage was an all-time high at 35%.

## Operations

DDT's clothing, book & bottle donation bins are critical to the success of our business.

In the last year, 71% of our cloth donations came from our clothing donation bins. Our bottle bins collected over 400,000 bottles and cans.

Our donation bin program is as strong as it has ever been with an increase in active donation bins, thanks to our dedicated and knowledgeable staff who continuously maintain amicable and longstanding relationships with our bin hosts. As a show of our appreciation, we recognized and will continue to recognize businesses, community centres, universities and individuals who have

hosted a DDA Bin for over 10 years.

While we have built a strong program, for-profit donation bin companies continue to be a serious concern for our business. In 2012, we continued to communicate with the for-profit company, TransContinental Textile Recycling, try to work with their company. Unfortunately, this company is not open to working with our organization. Throughout 2012, they have consistently placed their bins next to ours, which regrettably encourages dumping by donors and a site ban for all bins at the location.

In efforts to educate our donors and the community, we launched a new marketing strategy with our "100% NON-PROFIT OWNED & OPERATED" seal. Our seal (shown on the right) was created to distinguish ourselves from for-profit bin operators, and the glaring concerns of for-profit bins affecting our cause.





## Community Partnerships

Our Cash 4 Clothes program continues to be a strong community program, giving local schools and sports organizations the opportunity to raise funds for their programs with the collection of clothing from their peers. In 2012, our program hosted 171 occasions and collected 35,000 bags.

## Community Events

DDT participates in over 20 events in local communities each year promoting DDA's services and programs. In addition to these events, we continued to host two major annual events in 2012, Earth Day celebrations in April at two Regional Recycling Centres and DDA Night @ the Nat with the Vancouver Canadians at Nat Bailey Stadium. Both celebrations are community events where we have the opportunity to thank our donors and remind them of the programs and services operated by DDA.

## Donation bins

We have 300 active cloth donation bins, 10 book bins and over 30 bottle bins in 18 communities

## Fleet

Through our new fleet of Freightliner trucks, we have decreased distribution expenses. These units have 18-foot boxes, a 2 foot increase from our previous trucks, allowing us to increase daily quota deliveries to Value Village stores, and thus, heightening economic and time efficiency with our drivers.

Special thanks to all our staff for their work, our clients for their work and participation in community events and to the DDA Board of Directors and DDT Board of Trustees for their countless hours of work.

Respectfully submitted,

*Deanna*

Deanna Barlow  
Director of Trust



# FINANCE

DIRECTOR OF FINANCE/ KEN MOORE



**7,800**  
sheets of paper per year saved  
by implementing paperless  
**financial statements**

## Responsibilities

The Finance department is responsible for all of the financial activities of the Association and information technology services. This includes accounting functions, asset risk management, budget functions, inter-site courier services, employee benefits, payroll, and maintenance of all computers, software and computer systems.

The Finance department is also responsible for the purchase and maintenance of major office equipment, such as the telephone system, photocopiers, printers, postage machines, and secure computer systems which provide access to the internet and e-mail.

## Payroll System

Payroll, while carrying out its primary functions of producing the payroll and administering benefits for the Association, also:

- Maintained the benefit packages for the organization, including Worksafe BC and Municipal Pension Plan

- Designed several reports for accounting that allowed the electronic transfer of Payroll data to the General Ledger
- Created various documents in an electronic pdf format that allows paperless storage and easy reprinting of individual pages

## Financial Audits and Reviews

Audits during the 2012/13 fiscal year were limited to the regular year end and interim audits. In both cases, the resulting Management Letter from our external auditors contained no significant finance related problems for us to address.

The focus for the 2013/14 fiscal year will again be on the many challenges that will result from:

- Changes in funding and operations from the Ministry of Children and Family Development and Community Living BC, implementing the terms of new or adjusted contracts, and other changes in our sector; and



- More complex accounting standards relating to investments and annual audit requirements as we move towards the eventual implementation of the International Financial Reporting Standards

The Finance team will adapt to and manage these challenges with all the flexibility and efficiency they have demonstrated in the past.

Respectfully submitted,

Ken Moore , CGA  
Director of Finance & Administration

Rob Bahd, CGA  
Treasurer

### Projects

Accounting has gone paperless with internal monthly financial reports being delivered to management and the Board electronically.

The Finance department will continue leading two projects:

- An experimental project to convert some current paper documents into secure, searchable electronic documents. We are using desktop scanners to convert some incoming documents into an electronic format. We are starting with all new contracts.
- Continue to explore the expanded use of our current ComVida Payroll and Human Resource programs to produce more readily available information for all levels of management and the Board.



# COMMUNICATIONS

COMMUNICATIONS & MARKETING MANAGER / TANYA CHEUNG

2012/2013 was a year of celebrations in light of our 60th anniversary at DDA. The Communications department was responsible for all internal and external communications at DDA, which included media relations, events, award submissions, and brand development.

## Technology

Technology remained a primary focus for the communications department. Internally and externally, we expanded our communication channels by launching our intranet, STARnet to all staff. Since successfully launching our site in April 2012, our visits and staff interaction have been steadily increasing. We were also able to create a paperless secure system to communicate to our Board through STARnet. We look forward to continue growing user frequency by consistently providing training sessions and improving site features throughout 2013.

In 2012, we explored new social media avenues, which included pinterest and developing a new site as an extension of our blog. This new site was specifically created for apps reviews. Since introducing iPads to our clients at various sites, we wanted to create a

platform where we could share these apps that we have found useful and beneficial, as well as apps that we found weren't as effective as they claimed. The apps site was launched at our "Building Connectivity" conference and we encouraged all parents and families to use this site as a resource.

## 60th Anniversary

In honour of our 60th anniversary, we celebrated the entire year by hosting an event each month which included our Art Show, Spring Fashion Extravaganza, Arlington Tea, DDA Night @ The Nat, Outdoor Movie Night, President's Dinner, Building Connectivity Conference, and Open House at VanDusen, with over 2,000 guests in attendance. Each event presented DDA an opportunity to celebrate and honour our stakeholders at DDA, especially at our President's Dinner, an intimate event, where we took the opportunity to recognize the longstanding support of past presidents and supporters throughout the years.

## Building Connectivity Conference

DDA hosted its first ever conference for staff and families. Hosted over three days, the Building Connectivity conference provided staff a more intimate understanding of our Organization, social services sector challenges and news, as well as a professional and personal development opportunity. Families enjoyed a full day filled with sessions that spanned from topics including sleep, housing options, and financial planning while self-advocates attended a full day of sessions specifically created for them. Building Connectivity was a great success and we look forward to hosting a second conference in the near future.

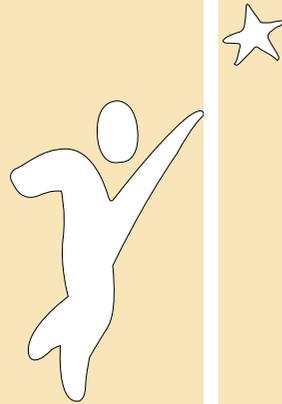
## Branding

Our efforts also continued with broadening our brand profile with awards submissions; our PSA was once again recognized with the Hermes Platinum award, an international competition for creative professionals involved in the concept, writing and design of traditional materials and programs, and emerging technologies.

In light of our 60th anniversary, the Communications department created a 60th anniversary logo that was placed on all our marketing collateral in 2012. In 2012, we focused on celebrating our past, without the support we received over the past 60 years, we would not be where we are today. In the next year, we look forward to continue to innovate and create impactful opportunities for individuals with and without developmental disabilities.

Respectfully submitted,

**Tanya Cheung**  
Communications & Marketing Manager





# HUMAN RESOURCES

DIRECTOR OF HUMAN RESOURCES/ MARSHA GOLDFORD

**DDA** workforce consists  
of **4 generations**  
Traditionalists,  
Baby Boomers,  
Gen X'ers and Millennials



## Overview

DDA's Human Resources department partners with program management to support a range of key HR functions including:

- attracting and recruiting new employees
- orientation and training in core knowledge and skills
- organizational development in terms of job design and classification
- labour relations
- managing people
- trends analysis and information reporting
- employee health and safety
- pension and benefits administration
- maintaining employee records

The introduction of StarNet, DDA's intranet site, offered a vehicle for posting all internal jobs electronically so that our casual staff could regularly view these opportunities online anywhere, anytime. As well, HR added Health & Safety information and minutes of joint BCGEU/DDA meetings and published a series of Employee Fact Sheets about health benefits, sick and medical leave and the Municipal Pension Plan to offer staff a place to go to get a plain language explanation of their benefits and entitlements.

HR also collaborated with the program areas to launch a pilot that streamlined and automated aspects of the recruitment process. This has significantly reduced paperwork and time to interview.

## Projects

A change in management in 2012 presented an opportunity to take a fresh look at HR practices and systems at DDA with a view to creating simpler, more efficient processes and quicker access to HR services and information for managers and staff.



### Labour Relations

On the labour relations front, DDA's contract with the BCGEU was re-negotiated through the Community Social Services Employers' Association (CSSEA) resulting in modest improvements in wages and conditions of employment. Despite rotating strike activity which affected our operations for one day, we continue to experience positive and productive relationships with the BCGEU, our employees' bargaining representative.

out an ambitious plan to guide us through change in the months to come. The foundation is laid for revamping and renewal of HR programs, processes and systems to better support the people in DDA who work so hard to provide service to others.

Respectfully submitted,

**Marsha Goldford MPA, CHRP**  
Director of Human Resources

### Reporting

HR, in concert with our Payroll department, began the initial work on a Human Resources Information System that will ultimately allow managers the ability to view records, anticipate and plan for human resource needs. Moreover, management reports generated by the system are expected to enhance managers' ability to identify and address issues and opportunities from recruitment and turnover to productivity and absenteeism and a range of other areas.

As the year ended, we set priorities, established an HR committee, and mapped

# THANK YOU TO OUR SUPPORTERS

The Developmental Disabilities Association would like to thank all of the individuals, organizations, service clubs, and governments for their outstanding support this year. We look forward to working together again in the coming year. Your support has enabled individuals and families with developmental disabilities to reach their full potential.

## Individual

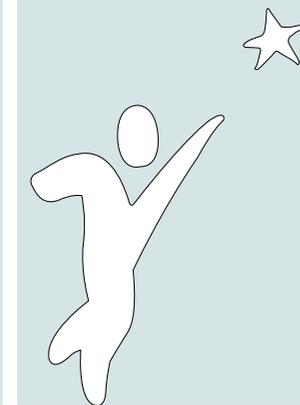
Abakhan, Avril  
Abbott, Patricia  
Adam, Helga  
Atchison, Gerald  
Atchison, Norman & Maureen  
Babul, Dinmohamed  
Baines, Hayley  
Baird, Jean  
Baker, Cheryl,  
Banks, Ena  
Bavis, Roberta  
Baynes, Linda  
Blue, Diane  
Bower, Kieth  
Brandon, Jill  
Burnett, James  
Campbell, Margaret  
Campbell, Rachel  
Canas, Roberto  
Carr, Ann & John  
Choo, Suk Ying  
Chu, Kin Yip  
Conder, David & Barbara  
Coolen, Jason  
Deol, Kanwaljit  
Devine, Cynthia  
Dickie, Allan  
Dolynski, Jean  
Eldred, Nora  
Estate of Cameron, Dorette Joyce  
Estate of Hawksworth, Ralph  
Estate of Hemm, Joseph  
Estate of Kennedy, Violet Elizabeth  
French, Patricia  
Goodman, George  
Hawksworth, Brian  
Haynes, Mary  
Hayward, Dave  
Henderson, Les & Karen  
Heseltine, Olive  
Hilderman, Fred  
Hindmarch, Jane  
Hui, Anita  
Johnson, Denise

Jones, Louise  
Karsen, Belinda  
Kay, Bruce  
Kazaee, Laya Ramzee  
Kilner, Aaron  
Ko, Ada  
Kosaka, Cheryl  
Krikau, Herbert & Elsie  
Kwok, Fanny  
Kydd, Donald  
Lam, Dora  
Lam, Yvonne  
Lang, Jeffrey  
LeClair, Anthony  
Lee, Nazma  
Lee, Quinn  
Lees, James  
Lith, Paul  
Meloche, Lizanne  
Milanovic, Aleksandar  
Lo, Larry  
Loreth, James  
Low, Wendy  
Luey, Robert & Rose  
MacDonald, Sylvia  
Macht, Susan  
Malcolm, Mary  
Mar, Paula  
Marr, Arthur  
Mason, Christopher  
McClelland, Dorothy  
Melville, Joanne  
Morgan, Geraldine  
O'Brien, Lillian  
Ostheimer, Shawn  
Parlor, Margaret  
Paterson, Lindsay  
Philp, Ann  
Poon, Christina  
Porte, Yvette  
Pradela, Roman & Mona  
Price, Leah  
Prowse, Janet  
Purdy, Jill

## Corporate & Group

Allondale Animal Hospital (1990) Ltd.  
Back In Motion Rehab Inc.  
Canadian Mattress Recycling Inc.  
City of Vancouver Engineering Services  
Clark Wilson LLP  
Cody's Fund  
Developmental Disabilities Association  
Dorlite Systems Inc  
Evergreen Community Health Centre  
Fluor United Way Campaign  
Honda Financial Services  
JTB International (Canada) Ltd  
Kyi Partners Inc.  
Motive Productions Inc.  
NWM Private Giving Foundation  
Pacific Response First Aid Training  
Province of British Columbia - General  
Provincial Employees Community Services Fund  
RBC Foundation  
Steele, Joan  
Richmond Chinese Evangelical Free Church  
TELUS Corporation  
The Pacific Children's Heart Network  
United Way - Lower Mainland  
Wolrige Foundation

Puri, Roger  
Purkis, Jeffrey  
Putman, Lorne  
Quach, Ngning Tuyen  
Rabas, Elizabeth  
Radage, Laila  
Reznick, Anthony & Myrna  
Roberts, Caroline  
Rodier, Jordan  
Rossa, John  
Rothery, Teryl Jean  
Roxas, Josefina  
Schrempp, Manuel  
Scorse, Marilyn  
Seto, Joyce  
She, Joseph  
Smellie, Gael  
Sorensen, Nicole  
Square-Briggs, Frances  
Steele, Joan  
Sterling, Alex & Vera  
Storm, David  
Sudiona, Djohan  
Swayne, Peter and Susan  
Tang, Rosalinda  
Tate, James  
Tjahjadi, Petrus  
Tseung, Anna  
Turner, Edward  
Turner, Sharon  
Von Dehn, Ulf  
Walters, Linda  
Weatherby, Joan  
Wells, Hope  
Wilcox, Thea  
Williams, Susan  
Wong, Eric  
Yip, Jadina  
Yuen, Calvin  
Ziebart, Arthur & Ida  
Zoteck, Mary  
Zulkoskey, Tania





**Developmental Disabilities Association**

Overcoming Obstacles, Encouraging Abilities.

Suite 100 -3851 Shell Road, Richmond BC V6X 2W2

Tel: 604.273.9778 Fax: 604.273.9770

[www.develop.bc.ca](http://www.develop.bc.ca)

