

2017

2018

READY

FOR THE FUTURE

DEVELOPMENTAL DISABILITIES ASSOCIATION ANNUAL REPORT

Developmental Disabilities Association
is a community living agency that
provides over 50 community-based
programs and services to children and
adults with developmental disabilities.

We create extended networks of
support, invest in individual needs,
and strive for an inclusive and safe
community. DDA serves over 1,800
individuals and families every year.



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BOARD MEMBERS



Ronda Karliner, Chair



Allyson Baker



Bill Adams



Bonnie Hunter



Devinder Sekon



Donna Neilson



John Neilson



Louise Huber



Nancy Panchuk



Rayanne Aguilar



Rob Bahd



Sandra Reder



Sue Hargrave



Sue Swayne



Ted Bruce



◀ Jane Barret-Lennard,
Chair, Self-Advocacy
Group

Alanna Hendren, >
Executive Director
of DDA



directors

Ronda Karliner, Chair
Jane Barret-Lennard
Allyson Baker
Bill Adams
Bonnie Hunter
Devinder Sekon
Donna Neilson
John Neilson

Louise Huber
Nancy Panchuk
Rayanne Aguilar
Rob Bahd
Sandra Reder
Sue Hargrave
Sue Swayne
Ted Bruce

trust – board of trustees

Rick Hamilton, President
John Neilson, Trustee
Donna Neilson, Trustee
Brian Wilson, Trustee
Ronda Karliner, Trustee
Alanna Hendren, Secretary
Sue Hargrave, Trustee
Bill Adams, Trustee

foundation – board of governors

Bill Adams, Chair
Ronda Karliner
John Neilson
Donna Neilson
Alanna Hendren, Secretary
Sue Swayne
Sue Hargrave

self-advocate advisory group

Jane Barrett-Lennard, Chair
Ray Beyerstein
Remy Chang

Stephanie Grant
Julie Huber
Mark Li

Christine Routledge
Esther Schmidt
Emma Swayne

PRESIDENT'S MESSAGE

ronda karliner, president



The DDA Board of Directors has spent the last two years doing the work of reviewing our Constitution, By-Laws, Board composition, Board job descriptions, selection process and setting a solid foundation for the future. We accomplished what we set out to do then shifted our focus to board member recruitment, where our efforts paid off with the appointment of four new Board members – Sue Hargrave, Sandra Reder, Ted Bruce, and Devinder Sekhon. We are very fortunate to welcome four such accomplished volunteers to our leadership team!

Our excitement at having added to our Board is tempered with sadness for the loss of Bill Adams. Bill was a longstanding Board member and will be sorely missed. In addition to the wealth of knowledge that he brought to the Board, Bill will also be missed for his thoughtfulness and gentle sense of humour.

Having been the President of DDA in the past and on the Board for many years, I agreed to assume the Presidency from John Neilson during the year. John led DDA through many initiatives to much success, so his are very big shoes to fill! John continues to contribute to the DDA Board and we are happy for that.


With all our reviews complete, we have realized the importance of a strong, stable, committed Board of Directors to take us into the future. The past twenty years at DDA have been years of hard work, perseverance and progress due to the great working relationship established between our Board, our Executive Director and Senior Management Team, but we could have achieved very little without the creativity, dedication and service of our staff. During these times of recruitment challenges, we are very grateful for all our employees, who live our values and are ever-focused on our mission. Because of them, the people who we support truly are maximizing their full potential!

We are excited about DDA's future. This is a vibrant, growing, innovative organization that will be overcoming the ever-present challenges that change throws our way. With a strong Board, excellent management, energetic staff and aspiring clients, there is no end to the positive impact we can have in the communities where we work for many years to come.



READY FOR THE FUTURE

alanna hendren, executive director



This year the Developmental Disabilities Association was favored by the 2017-2018 provincial budget's focus on providing more and better public services. Many initiatives will have a direct, positive impact on the people we support. A raise in minimum wage to \$15 per hour over the next three years will increase the pay for our Starworks employees and most of our Jobs West graduates who work in the community. People with disabilities will also benefit from an increased earnings exemption of \$200 per month, reinstituted funding for bus passes, increased disability assistance of \$100 per month and more worker protections at community employment sites. An increase in access to affordable housing will immensely benefit those in our Community Apartment Program, which is challenged with the extremely high cost of rentals in Vancouver. More affordable, accessible child care will benefit the families we support at our early development centers and those who currently cannot afford the high cost of providing these services in Vancouver.

Students with special needs will also benefit from the additional teachers and educational assistants that will be hired in response to a successful BCTF court ruling. In the 2018 - 2019 budget, \$1 billion was provided for child care over three years; \$1.6 billion for housing; \$1.5 billion for health care and \$409 million for the K-12 system, adding to the improvements announced last fiscal year. Budget cuts impact vulnerable people the most severely, so budget increases like these can impact the lives of vulnerable people the most by improving the accessibility and quality of generic and specialized public services.

2017-2018 PROVINCIAL BUDGET

people with disabilities will benefit from:

increased earnings exemption of

\$200

per month

reinstated funding for



bus passes

increased disability assistance of

\$100

per month

funding announced for:



HOUSING

\$1.6 BILLION



HEALTH CARE

\$1.5 BILLION



CHILD CARE OVER 3 YEARS

\$1 BILLION



K-12 SYSTEM IN 2018/2019 BUDGET

\$409 MILLION

This is not to say that services have yet improved for the majority of people with disabilities. Funding announcements are fantastic but time always delays implementation. We continue to advocate for improvements in the special needs system that would result in greater ease of access for families, better targeted funding (thereby stretching existing funding) and improved effectiveness for the people we support. These recommendations include:

- Improve fairness in regional, agency, family and client funding distribution
- Develop a more comprehensive referral system that could follow individuals between Ministries and through the years so families do not have to keep repeating their stories
- Encourage generic systems to accept greater responsibility for people with developmental disabilities
- Promote the use of adaptive/assistive technologies to achieve greater independence
- Increase wages for sector employees.

The Developmental Disabilities Association has energetically advocated for increased wages for our staff because it is consistent with our values and because our wages are so low that recruitment has become our #1 challenge. Without our employees, DDA cannot fulfill its mission or contract obligations. We have been challenged in this regard for several years but now have some hope that a new government will help.

Demand for caregivers will increase significantly over the next ten years but net new entrants into the general workforce will be close to zero. More people will be retiring from the workforce (and need care themselves) while fewer new people will be moving into employment. Low pay permeates the social services sector, where recruitment poses a potential existential threat. Our staff make less than the established liveable wage in Vancouver, and this is for people who require ECE certificates to work in our child development centers and post-secondary training in order to deal with the challenging behaviors and high health care needs of the adults who we support. We want the best staff so we can offer the best supports!

DDA spent \$475,000 on recruitment and overtime costs during 2017. A recent American study determined that an individual with intellectual/developmental disabilities living with support from age 18 to 65, will have an average of 770 different support staff. There is no Canadian data but there is no reason to believe that we are much better off. Low staff wages impact all employers across the social services sector and must be addressed before we are forced to open institutions again to stretch the few employees we have left.

Because we cannot negotiate our collective agreements ourselves, our efforts have concentrated on appeals directly to government and to the Union Bargaining Association through the BCGEU. We are hopeful that our arguments, along with those of like minds, will prove consistent with this government's commitment to support vulnerable people and those who support them. Pay for home sharing and home-respite providers also needs a major increase so we can recruit and compensate these contractors at a rate commensurate with their responsibilities.

SENIOR MANAGEMENT TEAM

Senior Management Team's Strategic Plan placed recruitment and retention as our #1 priority. Other priorities included:

- Providing more manager training, training for new hires and existing staff
- Improving performance management
- Improving internal communications
- Improving targeted external communications to specific audiences
- Securing new bin locations and expanding our Cash4Clothes program
- Exploring and adopting new technologies to improve efficiency and effectiveness.

OUR DEPARTMENTS

and senior management team



EXECUTIVE DIRECTOR

alanna hendren



FINANCE

shazia jafri, director



CHILD & FAMILY SERVICES

andrew roets, director



HUMAN RESOURCES & PAYROLL

jill westlake, director



COMMUNITY & VOCATIONAL SERVICES

deanne ziebart, director



STAFF TRAINING & DEVELOPMENT

marsha goldford, director



RESIDENTIAL SERVICES

danielle white, director



COMMUNICATIONS

tanya cheung, manager



INFORMATION TECHNOLOGY

joe grilo, director



DEVELOPMENTAL DISABILITIES TRUST

deanna barlow, director

INFANT DEVELOPMENT

Our Infant Development Program (IDP) experienced a great deal of change during the past year. With Director Bonnie Barnes on extended leave, Assistant Director Vicki Lee's retirement and the loss of other staff, a new generation of Infant Development Consultants now operates the program - IDP welcomed five new staff since August 2017. Andrew Roets, Director of Child and Youth Services, assumed responsibility for IDP and has developed better integration between the program, child care, our Fostering Early Development (FED) initiative and the rest of the Association.

Started over five years ago, DDA funded 50% of the costs of the FED initiative where trained early development specialists screen children-in-care for disabilities. As of this fiscal year, FED is 100% funded by MCFD. This year, 72 new children were added to the program, 47 were screened by fiscal year end, and 134 children returned to or stayed in the program from previous years, indicating that fewer were returning to their biological families.

In total, 181 children were screened through 321 assessments performed by FED staff. Some children were referred to other services suitable to meet their needs and only 22 were identified with developmental delays. By identifying these children as early as possible, professionals can work with foster families to maximize the developmental potential of each child. The earlier the intervention, the greater the positive impact. FED in general has proved to be a very helpful support to foster care providers. Staff also provided four sessions of the training course "Circle of Security" to foster parents and offered 13 other developmental and training opportunities throughout the Lower Mainland.

The Infant Development Program served over 450 families this year through home visits and individual case management. Parent groups also continued through our Parent-Child Mother Goose Programs in partnership with the Vancouver Public Library, Vancouver Parks and the Stan Strong Pool. We also provided 1,030 direct and group physiotherapy consultations this year.

Our Kaslo Hub site also experienced its biggest clean up ever – and we are looking forward to more upgrades in the upcoming year.

AT A GLANCE STATISTICS

infant development & childcare

fostering early development:

72

new foster kids
joined FED

47

foster kids screened
for development
milestones by fiscal
year end

134

foster kids returned
to or stayed in the
program from previous
years

infant development:

450 FAMILIES

served through home visits and individual case management

childcare:

8

child development
centres and
operated
programs by DDA
in Vancouver &
Richmond

373

child care spaces
available in total

88

spaces serve
children with
special needs





CHILDCARE

Our Childcare programs implemented several changes this year. We spent considerable time juggling numbers and developing plans to create sustainability in the sector. The department had been showing deficits for years, but these deficits arose only from two childcare centers, Waterside and Playhouse. Both had small numbers and originally were intended to be temporary, while more permanent, larger sites could be established. The only way we could pull Child and Youth Services out of accumulating significant deficits into the future was to close Waterside, in the Downtown Eastside, because it had the biggest deficits and smallest number of children. The Board struggled with this decision, knowing their decision could not help but disappoint local families who were counting on us to continue providing services. Although the closure was covered by the media, there was no assistance available because childcare had become a free-market enterprise, competing for business with other private enterprises. Until recently, government was removed from the child care sector.

DDA operates eight child development centres in Vancouver and one in Richmond. In total, these centres have 373 spaces and support about 435 families per year. 88 spaces serve children with special needs but these are stretched to support 110 families.

After many years in a deficit, Child and Youth Services showed a surplus this year. In addition to closing Waterside, we pumped up our marketing on social media, filled more spaces and created value-added services to help families reduce the amount of time taking their children to classes after work and further helping to enhance each child's potential. Our "Urban Outdoor Adventure (City Exploration) Program" promotes a connection to nature, environmental stewardship and increased independence through planning by taking trips away from the center. This pilot program has been very well-received by families at Creekside. Berwick also expanded their service offerings to include music and movement, yoga, music instruction and fine arts classes.





By the end of the fiscal year, new childcare funding announced by the provincial government changed the complexion of child care completely. Such significant funding can't help but reduce costs and improve accessibility for families. How funding will be distributed has not yet been determined due to the complexity of child care operations, but this funding will be necessary to attract early childhood educators in a competitive environment and improve services so that they focus more on early learning. Funding to reduce fees will make quality childcare more affordable for families, which in turn will offer them opportunities to re-enter the workforce while their children receive a preschool education.

The end of the year found us discussing childcare with Minister of State Katrina Chen and Assistant Deputy Minister Christine Massey during their visit to Berwick. Berwick Manager Diane Burgar, Assistant Director Kathy Moncalieri, Director of Child and Youth Services Andrew Roets, and Executive Director Alanna Hendren all gave their perspectives on the current state of child care and where improvements are most needed. Minister of State Chen and ADM Massey listened with great attention. Of course the children helped us demonstrate Berwick in action!

We look forward to expanding our services now that we have streamlined the department and can more optimistically get ready for the future!

RESPIRE & HOME SHARE

This year brought 43 new families into children's respite and eight into adult respite. To better serve families, our children's respite program provides individual overnight and group respite opportunities on weekends. 42 Youth in Transition were also paired with Child and Youth Workers this year to develop plans for adulthood.

Reimbursement rates to respite and home-share providers have declined significantly over the years and currently pose tough recruitment challenges, but DDA introduced some strategies to retain the providers we do have by offering free



United Way

Give. Volunteer. Act.



United Way

Give. Volunteer. Act.



AT A GLANCE STATISTICS

respite, home share, family support & community apartment program

respite:



family support services:

150 FAMILIES

accessed our Family Support services this year

community apartment program:

30

individuals were supported to live independently in our community



**United Way
Lower Mainland**

We are proud to be partners with the United Way of the Lower Mainland for our Family Support Program and seniors at Starworks and the Drop-In.

First Aid training and other incentives. The Kaslo hub also hosted the Vancouver School of Massage Therapy to offer complimentary massage sessions to home share families and caregivers for one full month. Altogether, 103 children received respite this year, joined by an additional 60 adults. Home share providers also completed 28 e-learning courses to improve their skills.

FAMILY SUPPORT

A total of 150 families accessed our Family Support services this year. Due to increasing demand, we launched a second Japanese Support Group and continued adding to our other groups. Leisure Fair had 23 organizations participate with information and demonstrations on far-ranging topics like Representation Agreements, RDSPs, Sexual Health, Education and Assistive Technology. 90 families attended.

With funding from Community Living B.C., Family Support started a Seniors' Outreach Pilot Program this year to increase the length of time individuals can live (and mutually support) their elderly parents. We got appropriate community services involved to support the health and well-being of the parent(s) and developed a plan for the individual's care and well-being after their passing. Elderly people with developmental disabilities who live with their even more elderly parents in the community usually experience their most dramatic life change when their last parent passes away. They often lose their home, their family connections, their community and their support network. The community (and CLBC) is very, very rarely prepared to support these surviving elderly offspring once they are left alone. Our Seniors' Outreach program is designed to ease the upheaval of these situations.

So far we have served 14 families headed by elderly parents with a dependant adult living at home. Services have included wills and estates planning, emergency planning and coordination of families, the individual concerned, CLBC, the Regional Health District, the United Way's 'Better at Home' program, and other senior's services.





COMMUNITY APARTMENT PROGRAM

The Community Apartment Program (CAP) worked with three new individuals this year and supported a total of 30 to live independently in the community. Regretfully, two of our older residents passed away this year due to health problems and diseases related to aging. Another resident moved to Assisted Living, moving over to the health system. Monitoring health and following up on medical appointments are becoming a central focus of our life skills workers. As those who joined DDA when they were children – some going back to the days of the Oakridge School – lose their hard-fought independence, they need higher levels of support including nursing care, but we are with them to the end.

CAP also continues to support individuals with chronic and severe mental health and addictions challenges to live independently. Although our residents struggle to overcome major challenges every day, their biggest challenge – and ours with them – is access to affordable housing. The shortage of affordable housing in Vancouver is critical and particularly desperate for vulnerable people. Many are homeless, living on the street because they have no one who will advocate for them. Unlike previous generations, children today are using street drugs at an earlier age and may live with families where addiction is a serious problem.

DAY PROGRAMS

DDA's day programs served over 100 participants this year. Seven new clients joined our services, three moved between programs and for the first time, three new clients at our Victoria Drive site graduated from high school without a gap in supports. Ever imaginative, day program teams worked with a group of six UBC students to review and present their findings on the topic of accessible learning tools and life skills curricula. The Grandview team continued its relationship with the Disability Sailing Association which supports adaptive water sports. Our Fraser site started a baking and cake decorating class. The Drop-In continued to serve 150 semi-independent participants and increased the number in an “under 30” group to provide a higher level of activity, a focus on life skills and volunteering to give back to the community. 95% of West 8th participants engaged in volunteering this year!



All day programs have embraced and developed visual schedules for participants, used iPhones and iPads to augment client communication abilities and worked with professionals from Communication Assistance for Youth and Adults (CAYA). With the support of our Assistive Technology Specialist, this is an area that will develop in the future for greater participant independence and to reduce the impact of barriers to inclusion.

JOBS WEST

Jobs West expanded its services to include individuals eligible for the Personal Supports Initiative for adults with autism whose higher IQs exclude them from a developmental disabilities designation. Overall, Jobs West supported 196 job seekers this fiscal year, largely in our role as a contractor with WorkBC, where we now support clients in Vancouver, Richmond and North Vancouver. 52 of our candidates got jobs and 16 participated in work experiences this year.

Jobs West staff continued to hold weekly workshops for those not yet ready for paid employment but who need to acquire work readiness skills. They also hosted a luncheon for our Employer of the Year Award winner – the City of Richmond – to recognize their excellent, inclusive employment practices.

STARWORKS

Our production workers enjoyed two pay increases this year as a result of an increasing minimum wage. This is great for them, but has increased our challenges to financially break even on our business. We continue to employ 36 former clients but have had a few retirements as well. Many of our workers have mental health disorders so our flexible schedules and back-to-work plans help them maintain their jobs. Soaring rents and overhead costs in Vancouver are also a challenge to profitability but we are committed to stay in place for the sake of worker accessibility. We have expanded our corporate gift and energy efficiency kit work, keeping the business sustainable for at least the next few years. Our goal is always to acquire more work for the people who we support in employment and we were successful again this year.





SELF-ADVOCACY

The DDA Self-Advocacy Group was formed last year as an Advisory Committee to the Board. Alternating between the Drop-In and West 8th, the group continues to meet every second month. Discussions this year have mainly centred on input and participation in public transit stakeholders' meetings with Translink, who made changes to HandyDART services this year. The group also developed some community safety tips that will be shared with all programs.

RESIDENTIAL SERVICES

Residential Services strives to provide the highest quality services possible by supporting individuals to live and participate fully in their home and community. We focus on each individual's strengths, needs and changes, while respecting each person's individuality, unique abilities and cultural traditions. We encourage exploration of new interests, experiences and opportunities.

Every year, our residents develop plans with their networks and staff. These plans are personal development plans that focus on goals the individual would like to realize during the year. Some goals are subsets of longer-term goals and others can be accomplished within the year. This information is added to each resident's electronic file and tracks progress. This year, in spite of very high employee turnover, the average goal attainment rate for all 80 individual residential plans was 94%. Survey results also indicated high satisfaction rates amongst the individuals we support.

Health and Wellness goals continue to rank high for both residents and staff. Our Bollywood dance sessions promote healthy learning, cultural diversity, social inclusion and an active lifestyle. The number of Bollywood dance participants continues to grow. This year, our Bollywood dancers performed at Namaste Canada, a mega cultural event where more than 20 cultural societies were represented. All residential services promote fitness, good nutrition planning, stress management and healthcare planning. Since 72% of the individuals living in DDA's 22 group homes are over the age of 50, goals are mitigated by the declining physical abilities that challenge many of the people who we support.

Because community involvement remains a high priority for our residents, partnering with hospitals, universities, the cities of Vancouver and Richmond and generic community

groups with a focus on inclusive participation. The goal is to strengthen relationships and provide a developmental disability perspective to discussions. As a result, our residents deliver meals on wheels, participate in Richmond's 'Adopt-a-Street' program, recycle and volunteer in parades. We host six lunches per year honoring the different cultures our residents represent. Our residents are very active! They go on vacations, to the gym, walk the track, bowl, play (and watch) baseball and hockey. We go to Folk Fest, Harmony and other festivals, and of course the PNE!

All of this has been accomplished in spite of our recruitment crisis – thanks to the great work of our managers and program staff who continued to work hard with dedication, creativity and perseverance. Our goal for the 2019 round of collective bargaining is for CSSEA and the BCGEU to successfully negotiate higher wages for DDA and other social sector employees.

Residential services staff have also embraced the use of assistive technology to help individuals reach their goals and will be growing in this area in the future. With support from our Tech program, staff are helping residents use communication, educational, recreational and transportation apps. Using social media, Facetime, Skype and Facebook, residents have increased their connections to family and friends who live in the Lower Mainland or overseas. Managers are also using iPads to train and orient new employees.

We welcomed a new resident at Camsell House in Richmond this year. His name is "Aether" and he is a collaborative service robot who makes his way around the house, which he has mapped, generating curiosity and wonder from those he meets. His best friend is Carol, who continues to be part of his design team. She's known him since he was just a laptop. He will be staying at Camsell for another year as Carol and others teach him the things he needs to know about interacting with people and meeting some of their needs. If Aether is successful, one day we may give him the job of lightening the workload of our staff and helping our residents reach more goals.

Technology regained the spotlight when Jon Morris from JDQ and Alanna Hendren from DDA talked about Aether at the Coleman Conference in Boulder, Colorado in early November. The Coleman Institute at the University of Colorado studies technology use with people who have developmental and cognitive disabilities and promotes universal access. Our assistive robot project has been extended for another year of funding, so Aether will continue to develop and learn with Carol at his side.

INFORMATION TECHNOLOGY

This year, the Information Technology (IT) department upgraded the network infrastructure and replaced a good portion of our aging IT hardware. This included more than 150 units of workstations, laptops, iPads and printers. We switched from old floor model servers to rackmount servers and rolled out newer corporate-grade network firewalls. For data storage, we moved data to the cloud and introduced applications to streamline budgeting and truck routing.

We still have a way to go and will continue to develop our IT services in concert with future technological advances – and perhaps create a few of our own.

FINANCE

The Finance Department's focus over the last fiscal year has been to contribute to DDA's overall effectiveness and efficiency as we get ready for the future. Finance has discovered new ways to streamline and integrate systems to improve the quality of financial reporting and analysis.

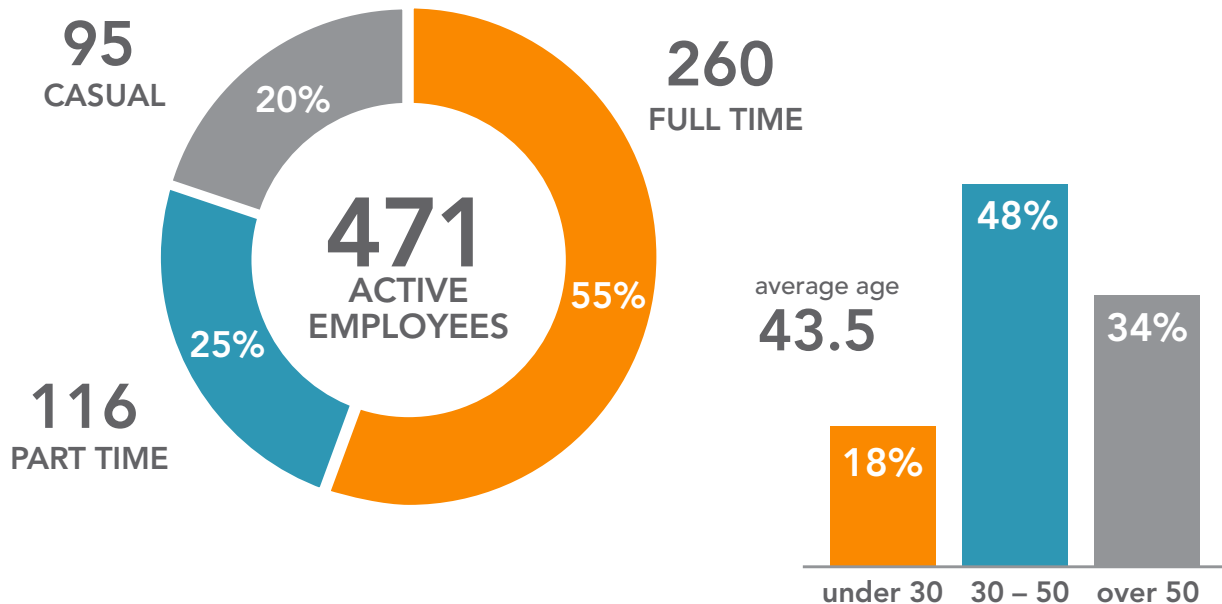
One big job completed this year was preparing for the Board's update to our Constitution and By-laws to successfully transition to the new Societies Act.

The Finance Department fulfills critical support functions and is responsible for all the financial activities of the Association, including insurance, contract management, financial donation management, real estate administration, investments, Board reporting and annual audits.

Finance also experienced some turnover this year. This has an outsize impact on the department's small team but everyone worked through it. We are already developing solutions to the potential challenges posed by CLBC's new funding guide template for adult services and otherwise preparing for the future!

HUMAN RESOURCES AND PAYROLL

This year, the department continued to integrate human resources and payroll services while also working with Directors on solutions to our recruitment challenges. We have improved disability management and initiated new employee health, wellness and safety initiatives. We also automated applications through our website www.develop.bc.ca, improved applicant tracking and on-boarding and streamlined processes using ADP's functionality to produce pay accuracy, benefits and financial information. We will continue to improve systems and try to reduce manager workload to stay ready for the future.



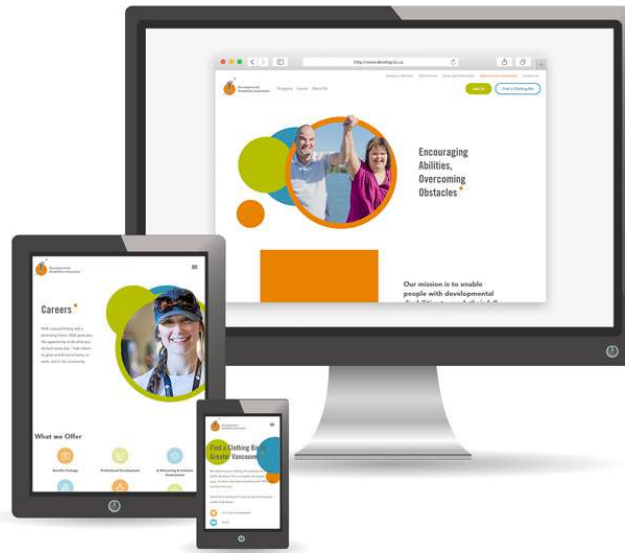


STAFF TRAINING AND DEVELOPMENT

To improve retention and the quality of our services, we delivered a broad range of training courses to our employees this year including General Orientations (GO), Individualized client planning, First Aid/CPR, Non-violent Crisis Intervention; Safe Driving; Medication Administration, computer skills, Adaptive Communication; and Technology. All staff also have access to ReliasLearning.com to take any of 607 courses related to the broad social services sector. Two managers also completed our custom Leadership Development program this year as we piloted some changes in delivery approach to better accommodate the schedules of participants.

The major focus of staff training this year has been the development of our Basic Training Program, aimed at new recruits in adult services who may not come to us with the level of education or experience we required in the past. The program, entirely developed at DDA, will be completed within the first year by new hires who are also learning on the job. Courses focus on building capacity, community inclusion and how to teach new skills to people with developmental disabilities.

Basic Training will blend on-line, on-site, classroom training and coaching to acquaint new hires with the goals, values, strategies, clinical techniques and spirit of community on which our services are built. Our first Basic Trainees will pilot the program in mid-2018 so we're ready for the future!



COMMUNICATIONS

Our new, refreshed website (www.develop.bc.ca) launched in November 2017 and we finally have a quality website that meets our needs. Our future communications strategy is built on the features we have developed on our website, so this project was critical. We continue to work on our website's functionality and accessibility, like making searches easier and optimizing images. Our session visits increased every month since the launch.

We also launched a new website at www.jobswest.ca and are in the midst of developing a new Starworks website as well.

We also finished shooting our recruitment video in November and have been working to edit down hours of film into segments that are one minute to six minutes long, depending on audience. This will be added to our website to encourage potential employees to Join Us!

Our Twitter followers remained stable at about 2,600 and we had about 1,600 Facebook friends. At the end of the year we sadly lost Tanya Cheung, our Communications Manager for the past seven years to greener pastures. As a peek into next year's report, we hired her replacement - Kevin Chan - by the end of April 2018.

THE DEVELOPMENTAL DISABILITIES TRUST

We began the year negotiating a new contract with Savers/Value Village, our used clothing purchaser and ended the year completing negotiations on another contract. Savers has been involved in two major lawsuits with the governments of Minnesota and Washington State respectively and has had to make changes accordingly. We are aware that we only have one customer for our goods and hope that customer stays in business!

Because Savers has been marketing and raising awareness about their on-site donations, we have seen our donations decline over the past year. Cloth sales were down 17% over last year and housewares were down 23%, while donations through Value Village stores increased by 21%. The Trust developed a new strategic plan and re-organized functions within the business. We now have more bin locations than we ever have but competition for donations with other collectors and Value Village has also increased. Fortunately, DDA's bin hosts are very supportive of our mission to enrich the lives of people with developmental disabilities.

Over the past year we refurbished old bins, rebranded our new and improved trucks, installed new routing software to improve efficiency, expanded Cash4Clothes, reorganized Donation Station product flows, participated in over 20 community events, including parades and festivals, held our 11th annual Night-at-the-Nat baseball night, and increased staff engagement through recognition events and improved working conditions. We also continued our sponsorship of B.C. Challenger Baseball, a program for children with cognitive and/or physical disabilities.

We are ready for the future and will continue to expand the scope of DDA's brand, increase community connections, create efficiencies in our operating systems and use the experience of our drivers and other staff to better compete for profits that can support our mission to help people with developmental disabilities realize their full potential.





THANK YOU TO OUR SUPPORTERS

INDIVIDUALS

Nilesh Agnihotri
Rayanne Aguilar
Valerie Ahwee
Shirley Ann Anderson
D.Leslie Aydin
Allyson Baker
Roberta Bavis
James Borthwick
Jill Brandon
Margaret Campbell
Eunice Chan
Wanda Yuen Wah Chu
Kin Yip Chu
Joanna Clarke
Lianbin Dai
Ryan Dempster
Moshe Elkanah Denburg
Maurizio DePaoli
Marlene G Franks
Helen Gardom
George Goodman

Sheila Grant
Pat Hargrave
Estate of Joseph Hemm
Fred Hilderman
Bin Xiao Hong &
Man Ru Xia
Paul Hossack
Joanne Marie Howren
Richard Forres James
Marnie Jarvis
Denise Johnson
Ada Ko
Donald Kydd
Pauline Lam
Juan LeClair
Margo Longland &
Rob Padgham
J Wes Loreth
Wendy Low
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Mrs. D Arden Manson

Stephan Mar
Paula Mar
Allan & Roberta McKay
Sean Miles
Geraldine Morgan
Noah Nitikman
Jenny Obermeier
Doireann O'Brien
James O'Connell
Giacomo & Bertilla
Orivolo
Alisha Parashar
Margaret J. Parlor
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Roman & Mona Pradela
Michael Prokosh &
Rebecca Siggner
Anthony & Myrna Reznick
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CORPORATE & GROUP

Gunther Ruppel
 Lori Sanvido
 Joyce Seto
 Yu Young She
 Jody Siu
 Eleanor Spence
 David Storm
 Sandra Sung
 Peter and Susan Swayne
 Rosalinda Tang
 Helen Tran
 Estate of Elizabeth Turner
 Linda A. Walters
 Julie Wang
 Ray Wang
 Nyal Wilcox
 Dan Wilson
 Monique Wong
 Jason Wu
 Calvin Yuen
 Mary Zoteck

1-Bridge Logistics Corp.
 After February Studio Ltd.
 Burnaby Loughheed Lions
 Club Gaming
 City of Richmond
 City of Vancouver (Grants)
 Davis Benefits &
 Pensions Ltd.
 Dr. C. Aydin and Dr. I.
 Cheyne Inc.
 Electronic Arts (Canada) Inc.
 Helping Hands of
 WorkSafe BC
 Leola Purdy Foundation
 North Shore Productions
 NWM Private Giving
 Foundation
 Province of British Columbia
 - General
 Provincial Employees
 Community Services Fund

RBC Royal Bank
 RBC Wealth Management
 Regional Recycling Whistler
 Sartori Environmental Inc.
 Spud.com
 The Bloom Group
 Community Services Society
 The Pacific Children's Heart
 Network
 United Way - Lower
 Mainland
 United Way Toronto & York
 Region
 Vancouver Foundation
 Wayne's Towing
 Westcoast Child Care
 Resource Centre
 Wolrige Foundation
 Work Safe BC Helping
 Hands



Developmental Disabilities Association

DEVELOPMENTAL DISABILITIES ASSOCIATION

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