

2018-2019

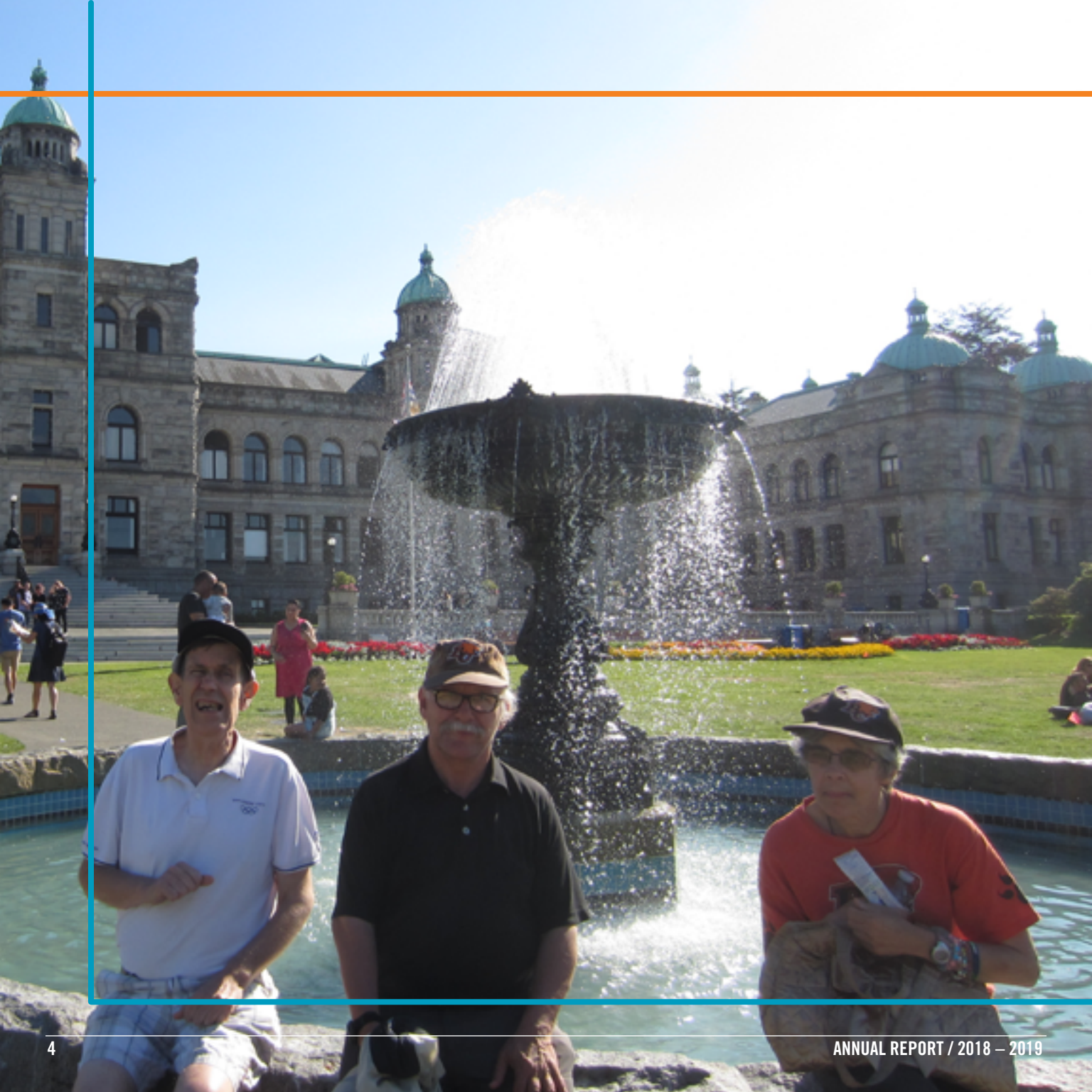
# FROM ACTION TO IMPACT

DEVELOPMENTAL DISABILITIES ASSOCIATION



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# BOARD MEMBERS



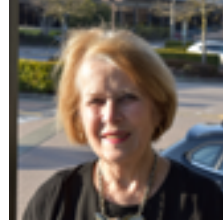
Ronda Karliner, President



Bonnie Hunter



Devinder Sekhon



Donna Neilson



Ian Tasker



John Neilson



Julie Mantle



Louise Huber



Nancy Panchuk



Rayanne Aguilar



Rob Bahd



Sandra Reder



Sue Hargrave



Sue Swayne



Ted Bruce



Jane Barrett Lennard  
Chair, Self-Advocacy Group



Alanna Hendren  
Executive Director



# **PRESIDENT'S MESSAGE**

# PRESIDENT'S MESSAGE

RONDA KARLINER, PRESIDENT



**“WE ARE  
FOUNDED  
ON THE  
BELIEF THAT  
EVERYONE  
BELONGS.”**

As I reflect upon another successful year at DDA, I am struck by the unwavering commitment and compassion of everyone involved with the organization. I am truly grateful to be a part of so much vibrant energy and innovation. Everyone at every level of the association strives to make a positive difference in the lives of the individuals and families we serve. Beyond this, they strive to make a difference in our communities. As you read about the activities and initiatives in each of our departments in the following Annual Report, I know you will agree that ours is an organization that excels in every area.

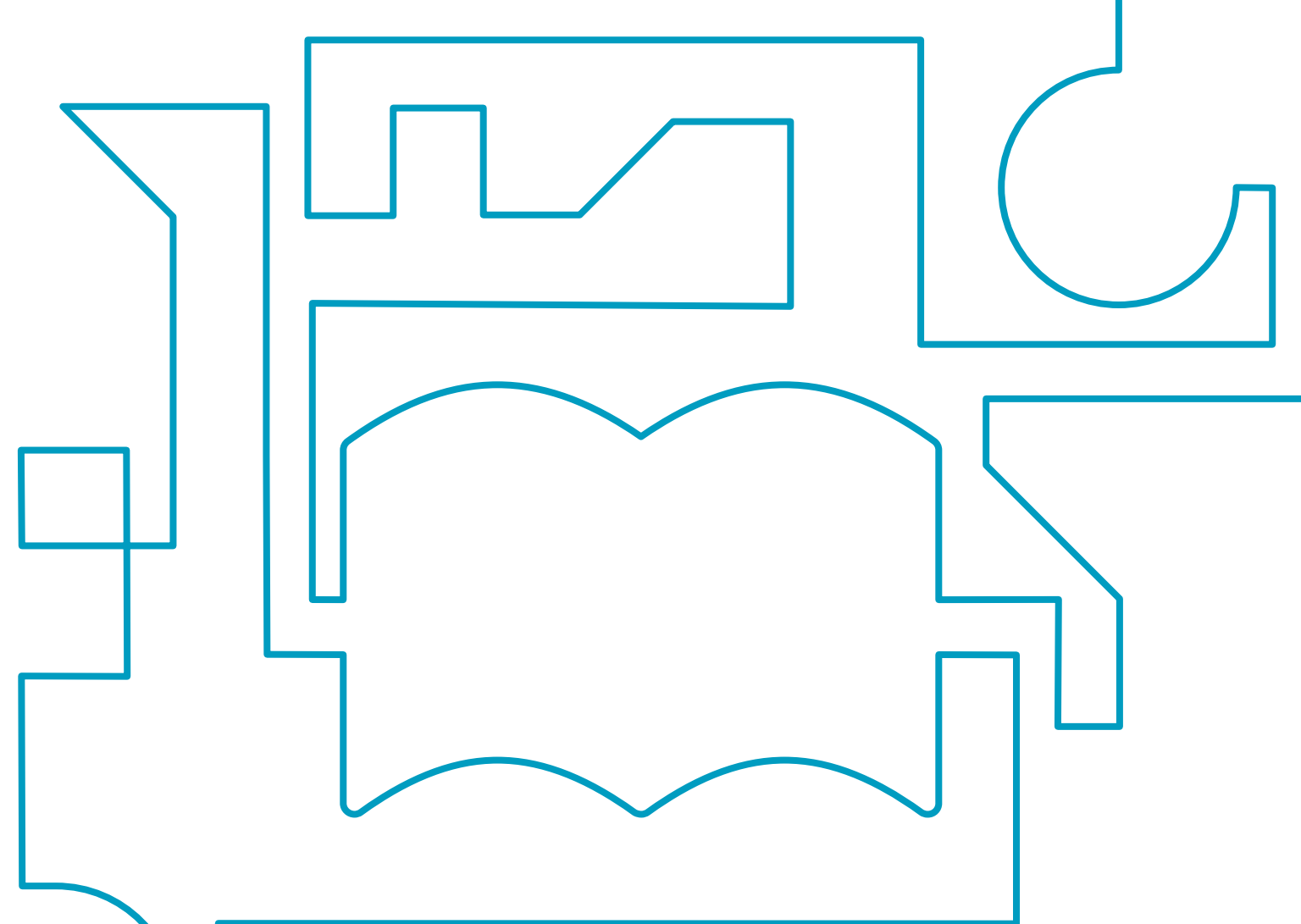
During the year, Alanna and I went to Africa as part of a delegation to learn about how services and supports for people with disabilities are provided in other countries and to share how we do the same. The trip was life-changing for me. We visited institutions, community programs and remote villages and met with service providers, volunteers, families, children and adults with developmental disabilities. Although cultures, languages and environments differed between and within Zambia and South Africa, we shared a set of common values – everyone was committed to making a positive difference in the lives of people with developmental disabilities and in their larger community. We shared common experiences and exchanged knowledge, regardless of our socio-economic differences. Families everywhere want healthy children, fear for their security, worry about their futures and want health, education and social support in their communities.

We welcomed new board members at our last Annual General Meeting and I am happy to report that they have already made enthusiastic contributions to our decision-making processes and leadership abilities. With the experience

and persistence of our more seasoned members, we have had many balanced discussions made more interesting by the diverse backgrounds of our board members.

I am proud of what we have already accomplished at DDA and look forward with excitement to the coming year. We are founded on the belief that everyone belongs. We are driven, passionate and innovative. Those characteristics, along with the knowledge and expertise of our Board, leadership team, staff, families and the clients who we support will surely serve us well in the years ahead.

As President, I am thankful to all who have devoted their time and energy to this wonderful organization. I am humbled and grateful for your continued support.



**EXECUTIVE  
DIRECTOR'S REPORT**



# EXECUTIVE DIRECTOR'S REPORT

ALANNA HENDREN, EXECUTIVE DIRECTOR



**O**ur theme for this year's report is From Action to Impact because we are a triple impact organization that benefits the individuals and families we support directly, the social world in which we operate and the environment, through our clothing recycling and reuse business. Our CARF survey this year reflected high levels of individual and family satisfaction with all our services. Our efforts to ensure people with developmental and other disabilities are included in everyday life, our belief that we must all give back to the communities where we live and work to keep human waste to a minimum, all make DDA a triple action organization whose impact positively affects individuals, society and our environment.

This year, we gained 17 new association members and several new board members who are already making a big contribution to our decision-making processes. We treasure our board, who have worked hard, reviewing RFPs,

systems, services, long-term plans, risks and developing strategic plans that reflect our community of stakeholders.

The biggest accomplishment in the sector this year was the conclusion of a three-year collective agreement that provides our staff with an increase that makes up for the wage rollbacks the sector experienced earlier in the millennium. Staff have struggled with our inability to compensate them in a way that reflects the value of their contributions to individual's lives, DDA, and society as a whole. DDA has been advocating for higher wages for our predominantly female workforce for decades, so we received news of this settlement with great appreciation. Staff received the standard government offer of 2% but also received another 4% from a low-wage redress fund. Recruitment immediately improved when we posted the new rates and retention has also benefitted. We are filling vacancies and turnover is decreasing. This will also help with recruitment of staff into our sector instead of losing them to long-term care, schools, or government. We still have not resolved how our collective agreement will be funded in the Child Care sector because few child care agencies are included in this collective agreement. The demand for this additional funding is occurring at the same time the government is launching other initiatives to increase child care worker pay and reduce parent fees, but a clear path to ongoing wage supplements in child care is not yet evident. If the government does not fund adequately, then we'll have to increase parent fees, which is something no one wants to do.

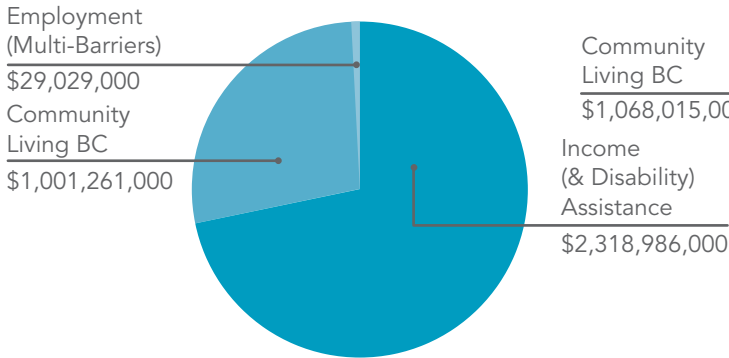
We also completed our in-house, online training package for new hires who need a deeper understanding of the sector because their education or experience have not fully prepared them to deliver the quality services that we provide at DDA. We pilot tested modules and incorporated feedback into the final set, ready to go for general launch in 2019/20, facilitated by new training processes.

# PROVINCIAL BUDGET

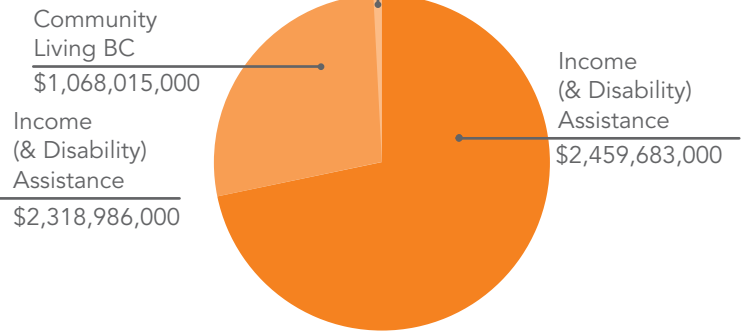
The government announced additional initiatives to benefit the people who we support and their families to begin in 2018/2019.

## MINISTRY OF SOCIAL DEVELOPMENT & POVERTY REDUCTION

2018/2019

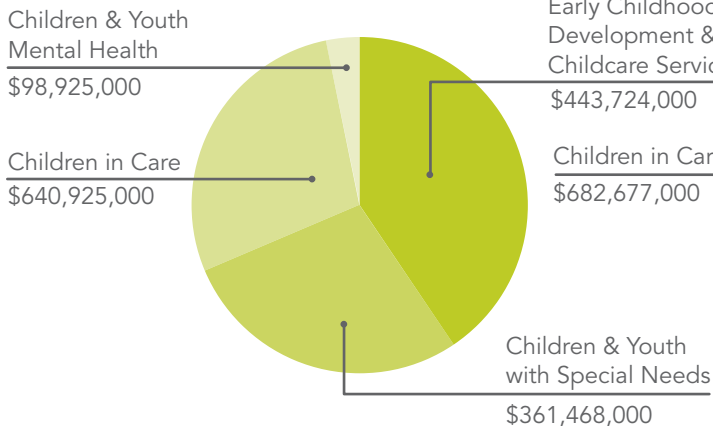


2019/2020

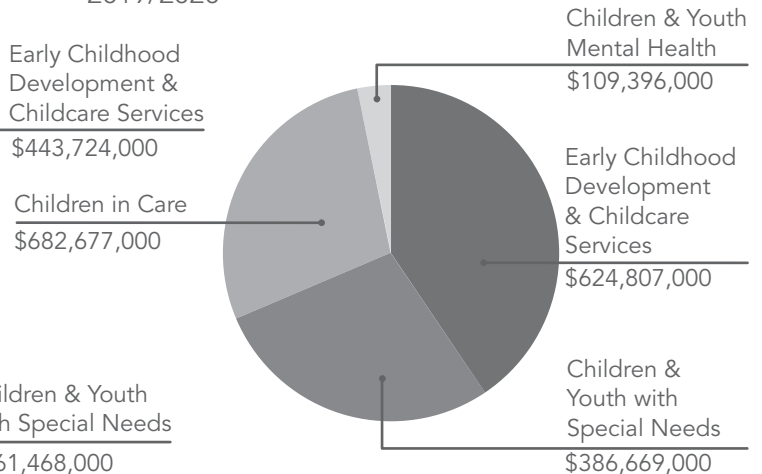


## MINISTRY OF CHILD & FAMILY DEVELOPMENT

2018/2019



2019/2020



## SPECIFIC PROVINCIAL INITIATIVES INCLUDE:

- Additional funding for childcare to reduce parent fees and increase worker pay.
- Reducing existing MCFD caseloads.
- Small increase in autism benefits.
- More respite services for children with disabilities.
- An increase of \$50 per month in provincial disability income rates.
- Enhancing disability employment.
- Rate increases for foster families, shared living providers, and kinship caregiving parents.

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## **“OUR DUTY IS TO ESTABLISH A FOUNDATION...STABLE, SUSTAINABLE, AND PERMANENT ENOUGH FOR PEOPLE TO RELY ON US TO HELP THEM THROUGH.”**

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**W**e are grateful for the government’s acknowledgment of the value sector staff provide to families, children and adults with developmental disabilities – all toward the greater goal of strengthening our communities and urban ecosystems. A more stable sector will allow us to increase our focus on training and innovation instead of interviewing.

We are also grateful for government increases directly to individuals with developmental disabilities and their families, including home share families. Increases to basic disability income assistance for people who live in the most expensive city in Canada are appreciated by all disability advocates but because of so many years of unchecked income disparity in Vancouver, we need to improve access to affordable housing to appreciably improve quality of life. The Minister of Social Development has announced a Poverty Reduction Committee and launched consultations, so we are hoping this process will result in more direct assistance for a majority of the individuals who we support.

With support from numerous government and charitable agencies, the communities where we

work and the neighbourhoods where we live, with the dedication of our employees and Board of Directors, with the trust of the people who we support, DDA has made significant contributions to the lives of individuals, families, students, workers, infants and toddlers in Vancouver and Richmond this year. At 66 years old, the Association is still going strong, although we are always changing, keeping up with the demands of new generations.

In many ways, staff, families, clients, and members are participating in a transition from the baby boomer generation to a digitized, globalized, screen-oriented, tech-dominant, environment-conscious, debt-laden generation. They will shape the future of tomorrow’s Association, along with the families of children not yet born. Our duty is to establish a foundation for their work and lives, stable, sustainable, and permanent enough for people to rely on DDA to help them through for many decades to come.

Through times of success and some anguish, we managed to stay focused on our goals and maintain a stable financial position. We hope you enjoy it!

The report that follows offers the highlights of DDA’s accomplishments over the 2018-2019 fiscal year.

# DEPARTMENTS

AND SENIOR MANAGEMENT TEAM



**EXECUTIVE DIRECTOR**  
ALANNA HENDREN



**CHILD & FAMILY SERVICES**  
ANDREW ROETS



**COMMUNITY &  
VOCATIONAL SERVICES**  
DEANNE ZIEBART



**RESIDENTIAL SERVICES**  
DANIELLE WHITE



**STAFF TRAINING  
& DEVELOPMENT**  
MARSHA GOLDFORD



**INFORMATION TECHNOLOGY**  
JOE GRILO



**FINANCE**  
SHAZIA JAFRI



**HUMAN RESOURCES**  
JILL WESTLAKE



**COMMUNICATIONS**  
KEVIN CHAN



**DEVELOPMENTAL  
DISABILITIES TRUST**  
DEANNA BARLOW

OUR PROGRAMS COVER THE

# LIFECYCLE

OF AN INDIVIDUAL WITH  
DEVELOPMENTAL  
DISABILITIES

INFANT  
DEVELOPMENT



FAMILY  
SUPPORT



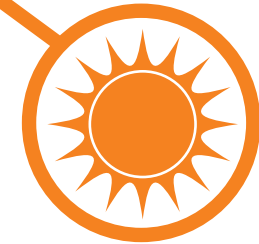
CHILD  
DEVELOPMENT  
CENTRES



AFTER SCHOOL  
PROGRAMS



RESIDENTIAL &  
RESPITE PROGRAMS



DAY PROGRAMS  
& EMPLOYMENT  
SUPPORT





**EARLY  
LEARNING**



**“FAMILIES WITH THE INFANT DEVELOPMENT PROGRAM STATED THAT THE PROGRAM STAFFS’ INVOLVEMENT WITH THEIR FAMILIES HAS BEEN LIFE-CHANGING.”**

– CARF REPORT 2018

## INFANT DEVELOPMENT

When new parents first get the news their infant may have a developmental delay or disability, they don’t understand what this means or what to do. DDA’s Vancouver Infant Development Program (IDP) meets with these young families and other caregivers to ensure they know how to maximize the potential of their child’s physical, sensory, emotional and intellectual development.

OVER  
**350**  
NEW REFERRALS

OVER  
**1800**  
HOME VISITS

**82**  
GROUP SESSIONS

**835**  
PEDIATRIC  
PHYSIOTHERAPY  
SESSIONS

## IDP ON FIR SQUARE

This year we partnered with BC Women’s Hospital to provide Infant Development services to mothers battling addiction while adjusting to motherhood in a unique program that seeks to keep mothers and their babies together. Rather than the usual apprehension of these infants at birth, mothers are offered a choice to receive in-patient treatment and learn how to become good mothers. We help by providing group programs to moms (and families) with adapted Mother Goose and Circle of Security programs, by working with care teams

to implement developmental infant assessments and by assisting each family to transition and re-integrate into their home communities. Our community IDP services continue to support families through regular home visits, referrals to other services, help to secure resources and liaison with the Ministry of Children and Family Development (MCFD) social workers. Already, we have seen so much progress and are inspired by the success of this amazing initiative.



# FOSTERING EARLY DEVELOPMENT

We provide developmental screening services to children in government care from birth to age six. Working with MCFD and the Vancouver Aboriginal Child and Family Services Society (VACFSS), we assess and screen children to make sure they are reaching their developmental milestones. Research data indicates that about 40% of children in care have a developmental delay, so it is important that they receive positive interventions as early as possible. We cannot target interventions unless we can screen the children. This year, we eliminated our waitlist!

We also provide ongoing training and support to foster parents, caregivers, social workers, and

other community partners. One special program we provided in partnership with VACFSS was the highly-acclaimed, well-resourced eight-week long Circle of Security, a parenting group for biological mothers and grandmothers who are preparing for the return of their children from foster care. Outcomes should be superior for those families of children with developmental delays involved in the foster care system who receive support from Vancouver IDP during their transition home. IDP is just as much about supporting families as it is about infants. Transitioning from foster care back home with a child may provide IDP Consultants a chance to maintain a relationship with everyone concerned.

88

NEW ADMISSIONS

60

NEW ADMISSIONS  
SCREENED

22

WITH DEVELOP-  
MENTAL DELAYS

134

RETURNING FROM  
PREVIOUS YEARS

181

# OF CHILDREN  
SCREENED

326

DEVELOPMENTAL  
SCREENINGS



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**“...THE ORGANIZATION IS HIGHLY FLEXIBLE WITH REGARD TO SUPPORTING YOUTH AND THEIR FAMILIES WITH INTENSIVE NEEDS, AND IT HAS COMMITTED TO PROVIDING INDIVIDUALIZED SUPPORTS TO ENSURE THE SUCCESS OF EACH CLIENT.”**

– CARF REPORT 2018

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## CHILD & YOUTH PROGRAMS

**T**wo government initiatives improved morale at DDA’s Child and Youth programs this year – a policy announcement that will move British Columbia towards \$10 per day childcare and a wage lift that will help overcome previous decades of stagnant salaries. We are still not entirely sure of how this will be funded, but the goal is to better compensate child care providers and reduce costs for families. We are moving in the right direction in B.C. Families also benefitted from an Affordable

Child Care Benefit, a new subsidy that will reduce fees and reverse the upward cost increases that have plagued families for many years.

We are also expanding the use of technology to support children with special needs through a University of Victoria CanAssist initiative that has increased the supports available to staff so they can improve outcomes for all children. These are enabling tech devices, not screens to occupy their time.



**8** CHILD  
DEVELOPMENT  
CENTRES

**1**  
YOUTH  
PROGRAM

**377** CHILD  
CARE  
SPACES

**PARTNERSHIPS**

Adopt-A-Block  
Science World  
Let's Go Biking  
Early Childhood  
Education Students  
Kids on Wheels

Vancouver Police  
Department  
UBC Nursing Students  
Art Therapists  
Vancouver's Joint Child  
Care Committee

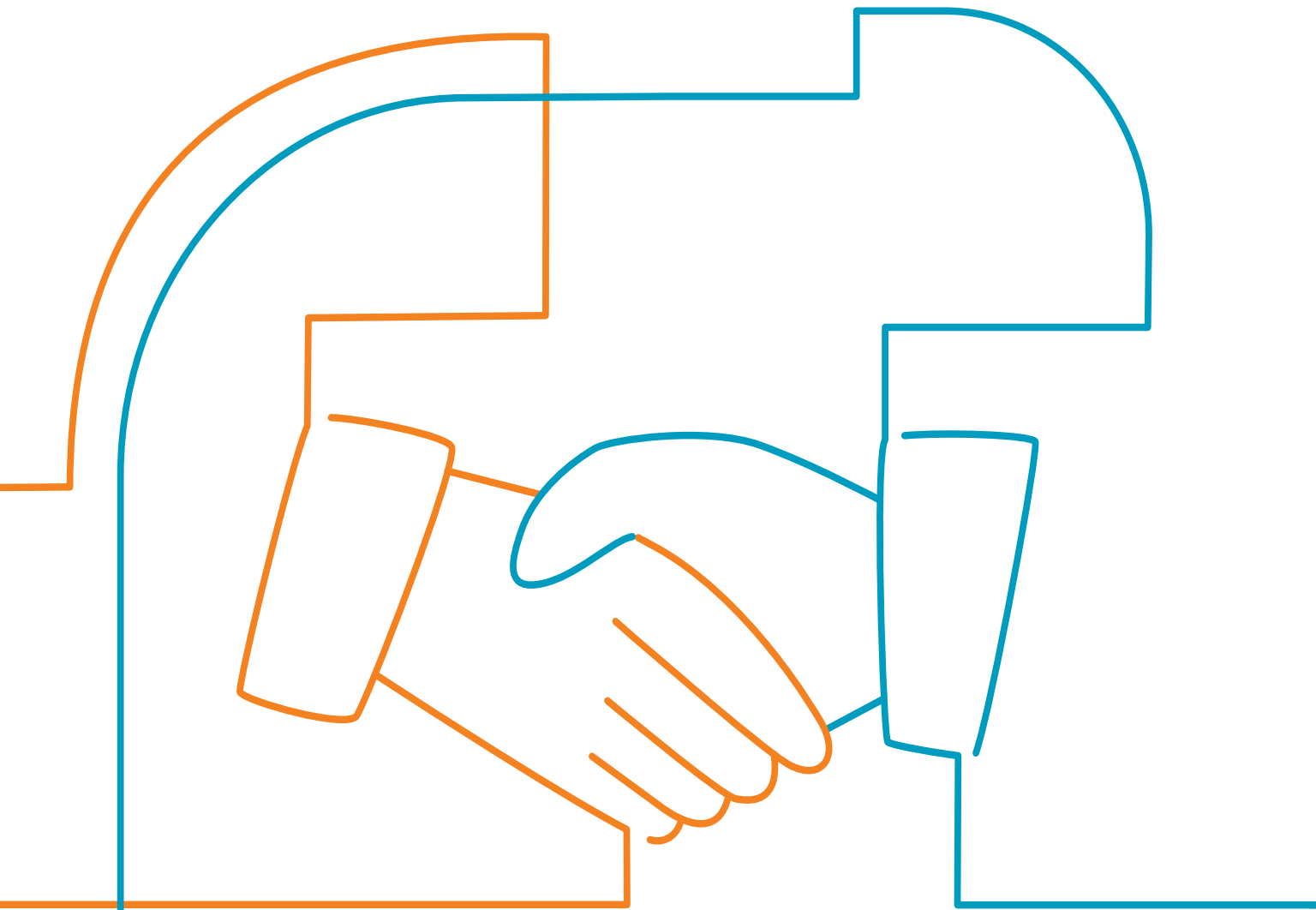
**425**  
CHILDREN  
SERVED

**21**  
LANGUAGES  
SPOKEN BY A  
CHILD & YOUTH  
STAFF

**1** EMPLOYEE WENT FROM A  
CHILD AT A DDA CDC TO  
WORKING AT A DDA CDC

**89** CHILDREN  
WITH SPECIAL  
NEEDS

**70%**  
OF STAFF HAVE WORKED  
AT DDA FOR OVER 5 YEARS



**VOCATIONAL, DAY &  
COMMUNITY PROGRAMS**



**“DDA’S DROP-IN CENTRES AND DAY PROGRAMS ARE A HUB OF ACTIVITIES THAT PROVIDE TRAINING TO DEVELOP AND MAINTAIN PROPER VOCATIONAL, SOCIAL, AND/OR BEHAVIOURAL SKILLS TO PREPARE CLIENTS FOR INDEPENDENCE.”**

– CARF REPORT 2018

## DAY PROGRAMS

**A**dult Community Services posted excellent results in spite of staff scarcity – our West 8th program saw 100% turnover. Recruitment has been difficult but we are optimistic that the higher rates negotiated during collective bargaining will improve recruitment and retention. Our Home Share program was also limited by the declining number of people willing to support a person with a disability in their homes. Rental rates are so high in Vancouver that people can rent out space to people who do not need care and support for about the same amount of income. Some providers have retired. Others have become ill and are unable to continue providing services. Competition from foster and seniors’ care has also increased demand for home share providers. Referrals to home share need to be more appropriate for those with intense health or behavioural barriers to inclusion.

# RESPITE

RESPITE  
SERVICE CAPACITY  
INCREASED BY

13%

179

RESPITE  
FAMILIES

HOURS RESPITE PROVIDED

# 35,000

# DAY SERVICES

# 13,198

VOLUNTEER HOURS

2256 ACROSS DAY  
SERVICES  
CENTRE

19 COMMUNITY AGENCIES SERVED 30 COMMUNITY PARTNERSHIPS

## JOBS WEST

Several of our former Jobs West clients celebrated full-time work anniversaries of 20 and 25 years, many with the same employer! One job can last a lifetime. We also honoured three 'Employers of the Year' – MyBadges.com (Richmond), Superstore 1517 (Vancouver) and Walmart (North Vancouver).

**13** ↘  
YOUTH  
TRANSITIONS TO  
EMPLOYMENT



## STARWORKS

Starworks had its best year in the last four years, with 10% growth over the previous fiscal year. Our workers there received a wage increase of \$1.30 per hour. We saw a reduction in our Finning contract after over 25 years but we received a new BC Hydro contract and several new customers to make up for the loss. Two production staff were reassigned to our business to help overcome our bin crisis and they continue to be on-call. Many of our original production workers are moving on to retirement, so the business is getting younger.

**13,262** **10%** ↘  
TOTAL HOURS  
WORKED BY  
PRODUCTION STAFF  
GROWTH IN  
REVENUE

**238** JOB SEEKERS  
SERVED  
**70** TOTAL NEW  
PAID  
JOBS  
**16** TOTAL WORK  
EXPERIENCES



## COMMUNITY APARTMENT PROGRAM

The Community Apartment program is increasingly supporting a very diverse group, who are learning life skills to live independently. We also provided outreach services to those who are experiencing homelessness and supported them to navigate addiction services, temporary housing and the legal system. Some of our older clients are no longer capable of the independence necessary to live alone, so they are planning for retirement and need increased support for health needs related to aging.


**29**  
 RESIDENTS  
 SUPPORTED  
 BY THE  
 COMMUNITY  
 APARTMENT  
 PROGRAM

## VOCATIONAL, DAY & COMMUNITY PROGRAMS

The department also hosted a number of events – Walk & Roll-A-Thon and barbecue at Trout Lake, art displayed at the Granville Island Farmers Market and a special art show dedicated to Bill Adams, a dedicated board member who passed away.

## FAMILY SUPPORT

10 SENIORS OUTREACH PARTICIPANTS

**1,500**

HOURS OF  
SUPPORT


**213**

FAMILIES  
SUPPORTED



## YOUTH IN TRANSITION

**23** NEW  
REFERRALS

9 TRANSITIONING  
STRAIGHT TO  
EMPLOYMENT

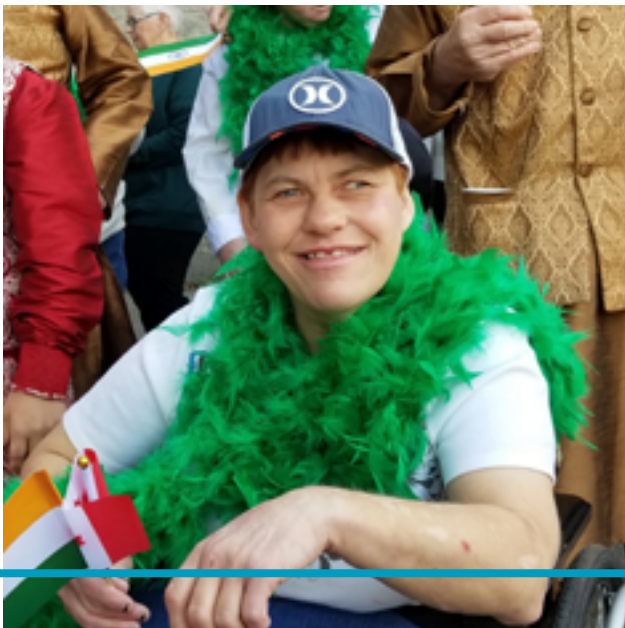
**35** **1,400**

YOUTH HOURS OF  
TRANSITION  
PLANNING

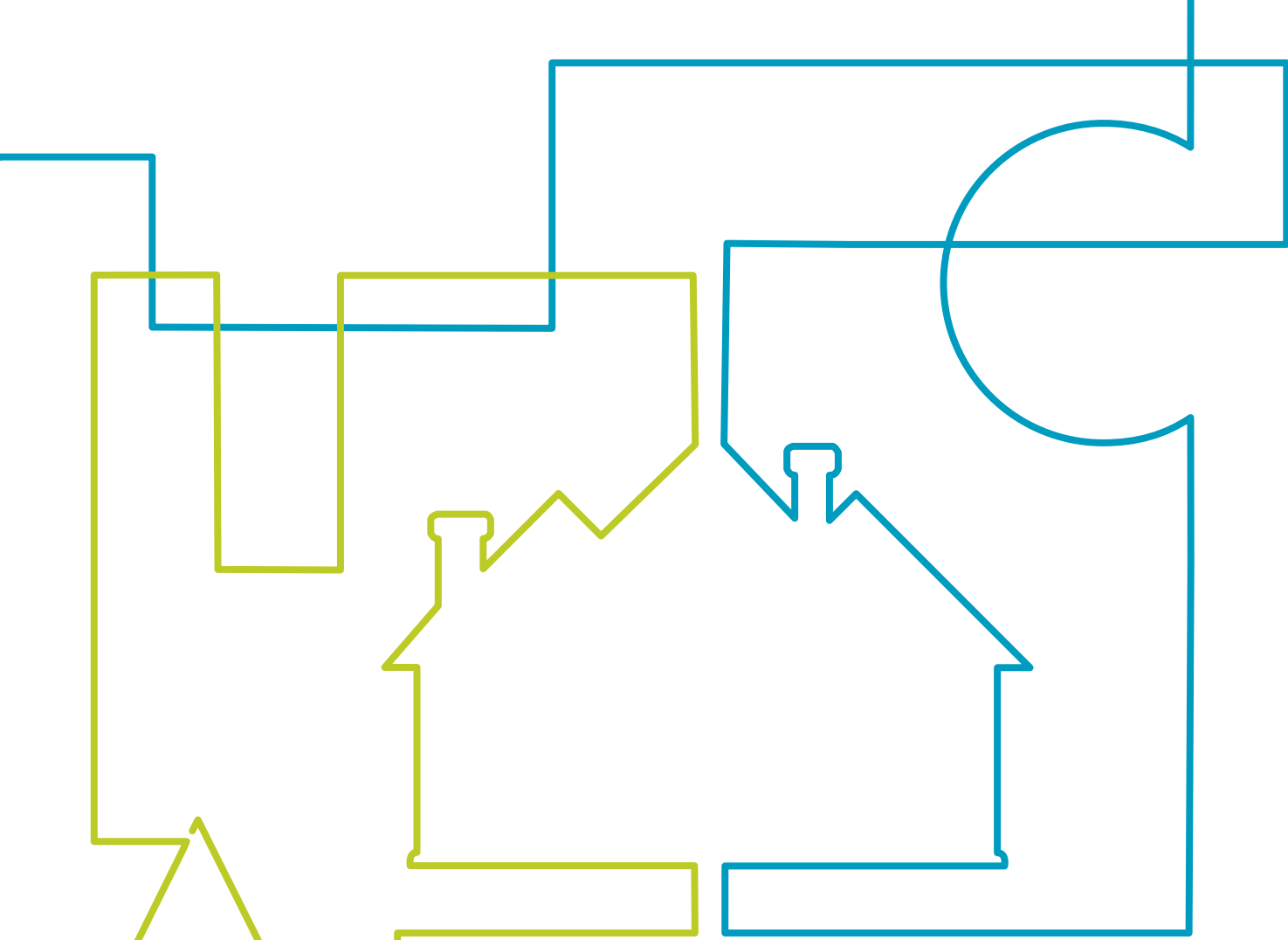
## HOME SHARE

**9** HOME  
SHARE  
PROVIDERS

**14** INDIVI  
DUALS  
SUPPORTED







**RESIDENTIAL  
SERVICES**

## RESIDENTIAL SERVICES

**H** *Health, wellness, cultural diversity and social interaction* sums up Residential Services priorities for the year and into the future, but good times were still had by all. We partnered with Theatre Terrific so some residents could perform in a heartwarming play - "Coming Together." A donation of theatre costumes helped the production look professional and a community church provided a great location. Our Bollywood Dance Troupe also meets in a church, so dancers can practice routines for their performances. This year, the Bollywood Troupe was featured on JoyTV, published in the Vancouver Sun, featured in a South Asian magazine and were awarded a certificate of appreciation from the Indian Consulate of Canada, where they are also promoted on their website. Their traditional costumes also got a major upgrade this year.

Residents also attended "Pow Wow" dance classes, "Wheeling 8's Square Dance Group" classes, community centres, gyms, Special Olympics practices, and many volunteered in their communities. Everyone has to do something to contribute back to the community. With work, house parties, time with family, friends, and routine events, everyone has an active social life and is very busy.

We renovated our Arlington complex this year and are working through our capital plan to ensure that our properties maintain a high standard of upkeep. Residential Services senior staff gave back to the community by contributing 1,236 paid hours attending meetings of various hospitals and universities, Vancouver City Council, Richmond City Council, the UBC Joint Medical School Training

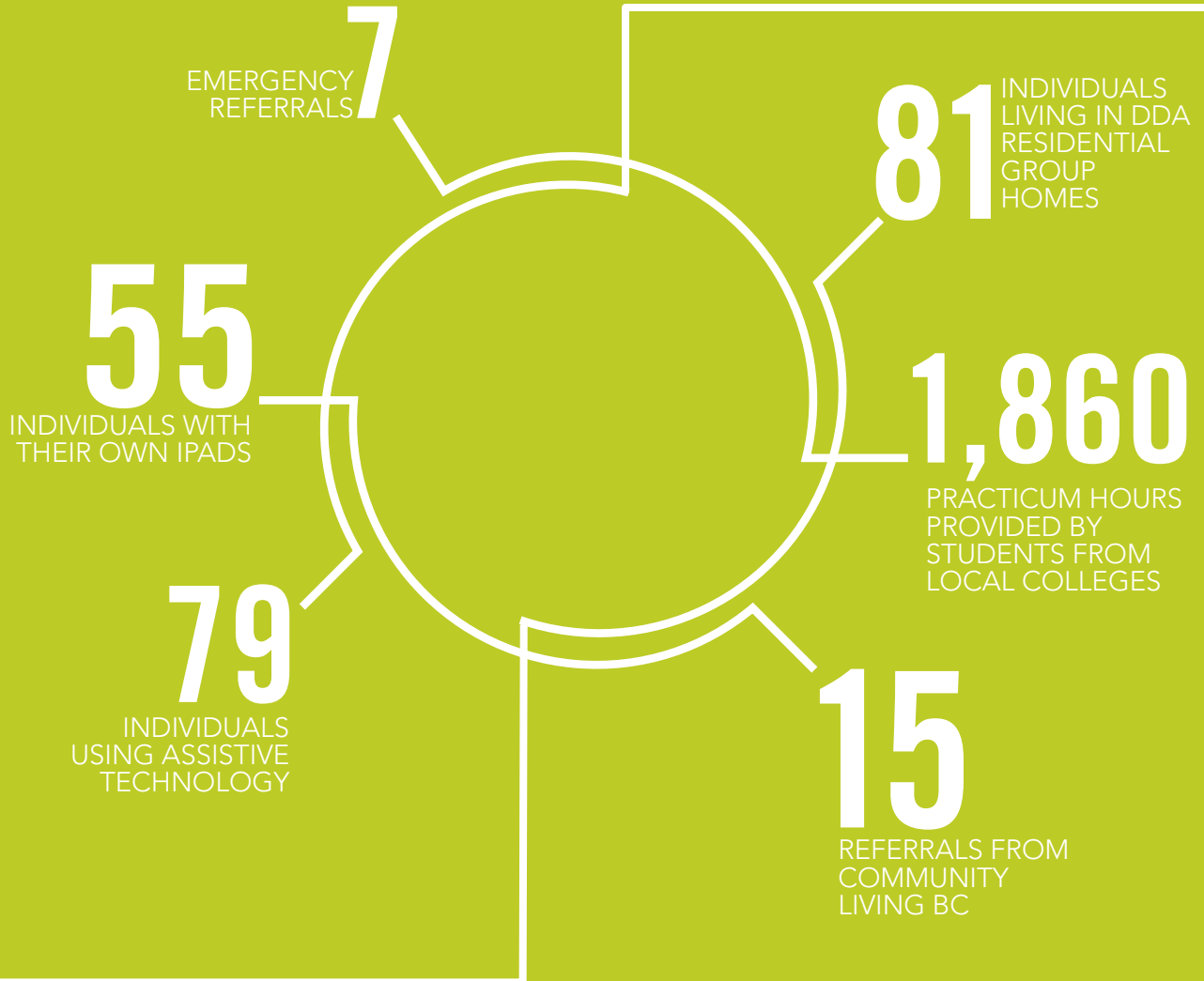
Committee, the City of Vancouver's Committee for Persons with Disabilities, Social Inclusion Committee, Transportation Committee, and Accessibility City Task Force.

Residential staff also expanded technology use throughout the department to increase learning and independence. We are working with Tap Systems Inc. in California to develop an assistive communication device that can interpret single-hand gesture input. They have donated four devices for our use and testing with residents. We also used a Fitbit to map anxiety levels based on heart rate and created a measurement and analysis system that indicates when residents might be experiencing anxiety. This helps identify triggers and recognizes when individuals are stressed or anxious in real-time. We can help by teaching self-regulation skills and trigger avoidance.

This year we completed the development of a Basic Training program to provide an understanding of the skills and abilities necessary for new staff who may not have much experience or education in our sector but otherwise have a natural ability and related skills that we can build on together. This has inspired our hiring success and is currently being updated based on participant and facilitator feedback from our highly successful pilot. With this, our Leadership Development Program, a host of new recruitment strategies and increased wage rates, the last five months of the fiscal year resulted in a remarkable 193% increase in our average monthly rate of hire.

**“DDA PROVIDES COMMUNITY RESIDENTIAL SERVICES IN HOMES THAT ARE ATTRACTIVE, MODERN, WELL-MAINTAINED AND EFFECTIVELY INTEGRATED IN THE SURROUNDING COMMUNITIES.”**

– CARF REPORT 2018



## AETHER ROBOTIC PROJECT

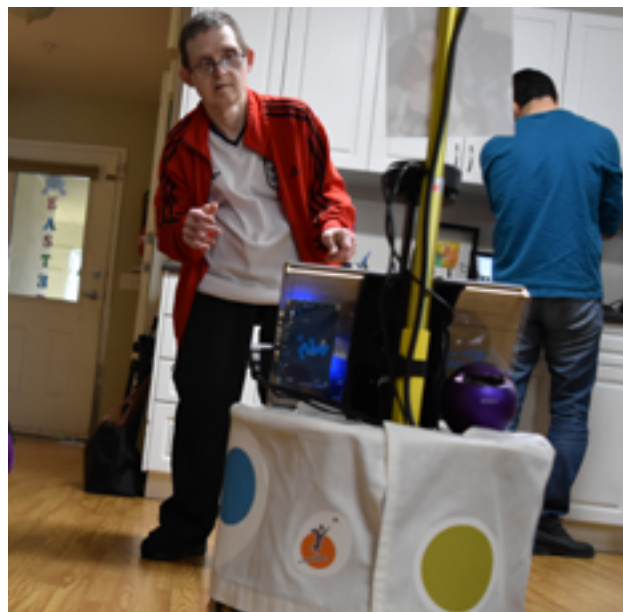
**A**ether, our personal service robot prototype, continued to learn and develop this year but we had to think hard about who we wanted Aether to become. The 3Spheres Robotic Project Team completed a three-month focus group that compared and contrasted personal service requirements for seniors living in eldercare homes and adults with developmental disabilities living in DDA group homes, many of whom are also seniors. Similarities became evident, as did the need to narrow our focus to one of the following basic types of service robots. Over time, we can add functionality but robots are not very bright to start with and take a long time to learn!

- The Entertainer: Who entertains and redirects individuals if they are lost; an interesting companion with a cheerful, fun demeanour.
- The Chaperone: Helps people get from Point A to Point B indoors where GPS doesn't work. A companion who encourages exercise and movement that can navigate environments and assist with forgetfulness, memory loss and skill loss. Picture a robot in the shape of a walker that can park itself once it has guided someone to their seat at dinner.
- The Safety Inspector: Monitors hallways, bedrooms, and other areas to alert staff to falls, aggressive behaviour or safety hazards.
- The Mother: Helps people plan activities, make appointments, provide reminders of when to complete tasks and make sure each task is completed. This robot could provide unconditional

love and focus on the individual's developmental potential.

Over the next year, we will be testing one or two of these robot types and determine what service role Aether is destined to fulfill. Mothers are usually entertainers, chaperones and safety inspectors as well, so one day we could have a robot that fulfills all of these defined roles, thereby freeing up time for staff and families to concentrate on building human relationships and social activities.

This year, Aether learned how to recognize faces, identify people, follow an identified person, play "chase me" and label hazards. Aether can also "ask Alexa" for songs, jokes, games, movies, bus schedules, news, general information and give appointment reminders. We can talk to Aether and s/he talks back!





# ADMINISTRATIVE SERVICES

## INFORMATION TECHNOLOGY

Fiscal 2017/2018 produced a focus on information technology with the appointment of an IT Director, and a major catch-up to reach our immediate technology goals like updating and upgrading IT infrastructure, evergreening our hardware, acquiring new Ricoh photocopiers/printers, making major network upgrades and beginning our move to cloud-based data backups.

In 2018/2019, we worked on longer-term IT objectives like internet upgrades, phone connections and wireless systems at most of our

sites. The Accounting software was upgraded and new budgeting software was implemented. The IDP database was upgraded and we implemented new truck-fleet dispatch software. By the end of the fiscal year, we rolled out new Customer Relationship Management (CRM) software and will finally have integrated lists of all our contacts so we can develop more targeted mailings and improve communication with all our stakeholders. The department also maintained its customer service focus on client, staff and department needs.

**2,260**

HELP DESK TICKETS  
SUBMITTED &  
RESOLVED

**31**

SITES SWITCHED TO  
NEW SERVICES FOR  
FASTER SPEED

**180**

UNITS OF HARDWARE  
ROLLED OUT

**3,634**

CONTACT RECORDS  
IN NEW CUSTOMER  
RELATIONS DATABASE

## HUMAN RESOURCES

Human resources and Payroll continued to integrate their processes and communications online and face-to-face. Recruitment and retention have been major priorities. We also participated in a WorkSafeBC pilot project to get sick and injured

workers back to work in a safe and timely fashion that resulted in a trend towards a reduction in claim costs and lower rates. Staff also participated in nine job fairs and posted open positions on ten different job search sites.

**“TRAINING AT DDA IS HELD IN HIGH REGARD ... A NEW STAFF MEMBER ORIENTATION TRAINING PROGRAM IS UTILIZED TO ASSIST STAFF MEMBERS TO GAIN THE KNOWLEDGE NECESSARY TO WORK EFFECTIVELY WITH THE CLIENTS.”**

– CARF REPORT 2018

**504**  
DDA STAFF

**264**  
FULL TIME  
STAFF

**32**  
NON-UNION  
STAFF

**188**  
OVER  
AGE 50

**245**  
BETWEEN  
AGES 30-50

**89**  
UNDER  
AGE 30

**91**  
CASUAL  
STAFF

**117**  
PART TIME  
STAFF

**143**  
6-15 YEARS  
WITH DDA

**12**  
FULL TIME  
DDT STAFF

**5**  
PART TIME  
DDT STAFF

**12**  
30+ YEARS  
WITH DDA

**18**  
DDT STAFF

**DDA STAFF**

**159**  
1-5 YEARS  
WITH DDA

**1**  
CASUAL  
DDT STAFF

**19**  
16-30 YEARS  
WITH DDA

**117**  
LESS THAN 1  
YEAR WITH DDA



**“THE ORGANIZATION’S FINANCIAL STABILITY IS COMMENDED. DDA HAS DEMONSTRATED A HIGH LEVEL OF EXPERTISE IN MANAGING ITS FINANCES AND ENSURING THAT THE STAFF MEMBERS HAVE THE SUPPORT NECESSARY TO PROVIDE QUALITY SERVICES.”**

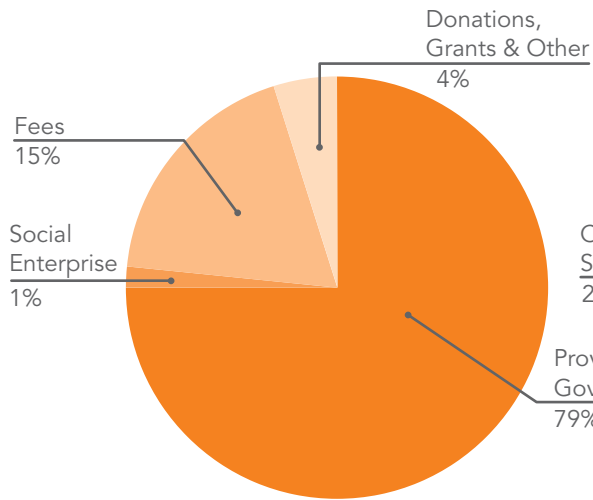
– CARF REPORT 2018

## FINANCE

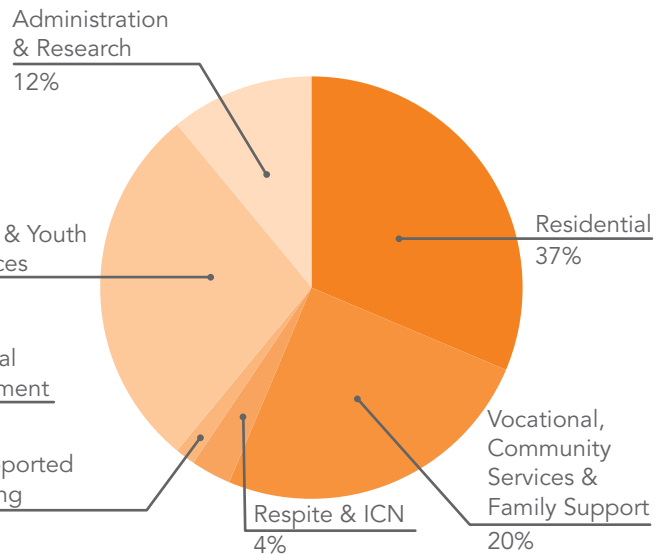
The Finance department toils in the background of DDA’s constant activities, fulfilling all our financial functions and helping us make sure that all bills are paid, all staff are compensated, all financial transactions are recorded properly and that all our money is spent according to policy. Every year the department has auditors investigate their work to make sure they have fulfilled their functions according to Generally Accepted Accounting Principles.

This work includes insurance, contract management, donation and grant management, real estate management, and investments, as well as ensuring that DDA does everything properly when it comes to non-profit charity and accounting regulations. The department coordinated requests for proposals for a number of contracts and made a great many process improvements this year.

REVENUE



EXPENSES





# COMMUNICATIONS

This year we updated our website to make it easier to navigate and added the ability for Google to translate our website into multiple languages. We also established good working relationships with various web developers and digital agencies to improve the overall accessibility of our online communications.

To support our recruitment efforts, Communications has developed new banners, postcards and other materials that capture our positive culture – Join Us!

We amped up our social media channels when the bin crisis demanded multiple simultaneous communications responses. The department produced many new materials online and in hardcopy including our new Community Impact Report that details our positive impact on the environment, families and individuals in the communities we support.

Through Jobs West, we worked with UBC's Code the Change program to develop a new mobile app

that will assist employment seekers with training that can be customized to each individual's needs.

Via various newspaper articles, op-eds, radio and television interviews, we have increased our visibility as subject matter experts on services to adults and children with developmental disabilities and clothing reuse/recycling.

We developed many media relationships and enjoyed an abundance of community support. Along with Value Village, DDA's Starworks program was featured on Entertainment Tonight Canada as part of a Giving Tuesday feature. This allowed us to highlight one of the areas where profits from our clothing donation program have benefitted the people who we support.

We hope to exceed our expectations again in the upcoming year. Stay tuned!

**10%**

TOTAL GROWTH  
INCREASE IN FACEBOOK AUDIENCE

**90%**

INCREASE IN TOTAL  
WEBPAGE VIEWS

**90%**

INCREASE IN TOTAL  
WEBPAGE USERS

**1,744**

TOTAL AUDIENCE  
BY SOCIAL MEDIA  
NETWORKS

FACEBOOK

**2,615**

TWITTER

**1,558**

LINKEDIN



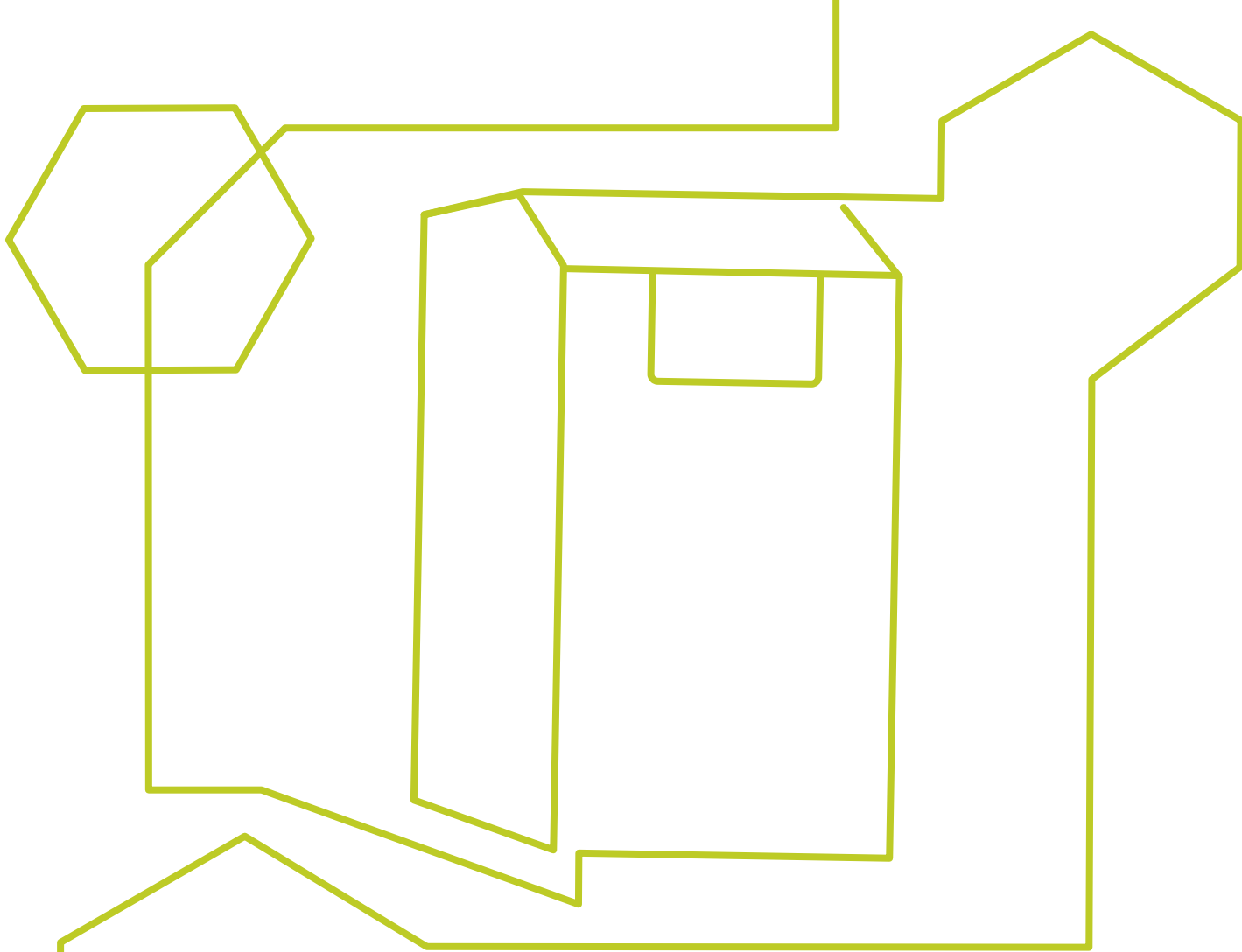
## CARF ACCREDITATION

**C**ARF (Commission on Accreditation of Rehabilitation Facilities) is the organization that reviews and monitors contract performance for the social services sector in B.C. Our staff could claim service supremacy when the 2018 DDA report was written. The full report can be found on our website ([www.develop.bc.ca/about-us/quality-assurance/](http://www.develop.bc.ca/about-us/quality-assurance/)), but we cannot resist bragging by using a few CARF quotes:

- Leadership provides excellent guidance to the staff members and persons served. The executive director is a highly respected leader and has assembled an outstanding senior management team. The staff members of DDA are highly motivated, long-tenured, and committed to providing the highest quality services to persons served.
- Teamwork and cooperation are evident throughout DDA. The organization balances a welcoming environment for the persons served and a supportive work culture for the staff members with prudent and closely monitored service delivery and business practices that are focused on facilitating positive outcomes for the persons served and their families.
- The organization's ability to be forward thinking and its willingness to take financial risks in order to

improve or innovate services are impressive. This is evident by the undertaking of unfunded initiatives.

- The managers and team members are talented, creative, and compassionate as they effectively manage many functions and responsibilities. The team appears skilled in connecting, fostering relationships, and partnering with external stakeholders and employers.
- The organization enjoys a good reputation in the community and maintains positive working relationships with community agencies and other service partners. The organization offers well-defined services that benefit the clients.
- The staff members are DDA's greatest asset. The staff members are spirited, motivated, and person-centred and have the clients' needs at the forefront of the services. The staff members are enthusiastic and proud of the work that takes place at DDA.
- There is strong support for self-advocacy throughout the organization. Support and encouragement are evident throughout all programs for persons speaking out on their own behalf and being knowledgeable of their rights and responsibilities. Family support groups, which have been in place for years, reflect the ever-changing Richmond/Vancouver culture.



**DEVELOPMENTAL  
DISABILITIES TRUST**

## DEVELOPMENTAL DISABILITIES TRUST

In the last year our business operation has recycled 6 million pounds of clothing, housewares, books, bottles and small furniture items. Cloth sales in the past fiscal year were down by 8% over 2017/2018. Housewares were down 19% over 2017/2018 numbers. The increase in Value Village (VVS) on-site donations is significant and directly impacts donations that would otherwise have been donated to charities. At this time, VVS is directly receiving six times the amount of goods they took in from in-store donations 20 years ago. To increase these donations they use numerous marketing campaigns and provide in-store incentives such as discounts on future purchases. The business also saw a decline in donations per bin due to an increase in competition from for-profit bin operators. Through so much competition, DDA's bin hosts continue to be loyal to our efforts to enrich the lives of people with developmental disabilities.

## DONATION BINS

We ended 2018/2019 with 250 active clothing donation bins. This is a decline of 32%. The majority of the 118 lost locations happened in the first three months of 2019 due to extraordinary media attention throughout January 2019.

On December 31, 2019, a man was found dead in an Inclusion BC bin in West Vancouver. Another woman also passed away in a donation bin in Toronto. Two other people had already lost their lives in bins before these tragedies took place. Unfortunately, the media did not balance their coverage and the story became one about the

# 6

MILLION  
POUNDS  
OF TEXTILES &  
HOUSEWARES  
RECYCLED

# 250

ACTIVE  
DONATION  
BINS

# 600%

INCREASE IN  
VALUE VILLAGE  
DONATIONS

dangers of donation bins without discussing the benefits those bins have provided to the communities, municipalities and the people who we support. The negative media that lasted for over a month frightened many of our bin hosts and some municipalities banned donation bins. We replaced all of our rolling chute bins with open chute bins over one month, an exercise that enlisted workers from Starworks and even senior staff spouses! Open chutes have no moving parts that can pinch an individual's body or neck. If people are able to climb in, they are able to climb back out. No one has ever died in an open chute bin. We have also



been providing industry expertise to university researchers and fabricators who are trying to design a safer bin.

We have been experiencing greater competition from private operators and Value Village itself, so we are most grateful to our loyal, generous bin hosts without whom we would have no program!

## NATIONAL ASSOCIATION OF CHARITABLE TEXTILE RECYCLERS

**E**arly in 2018, something happened that had never happened before. Executive directors, CEOs, and operation managers with the Salvation Army, Diabetes Canada, Big Brothers of Greater Vancouver, and Mission Thrift Stores joined together in an effort to form a national organization of Canadian charities who operate textile recycling

programs. We ended 2018 with the incorporation of the National Association of Charitable Textile Recyclers (NACTR), with the Developmental Disabilities Trust as a founding member. NACTR is registered nationally and has a head office in Toronto, where the majority of members work. We communicate by conference call and computer. We have all very much enjoyed getting to know one another and hope to do great things on the environmental front in the future.

The purposes of the new Association are to foster the interests of non-profit organizations engaged in the collection and/or recycling of textiles by: promoting uniformity, co-operating in research and development; encouraging exchange of ideas for the common good and welfare of its members; and generally promoting and fostering a broad and friendly discourse among charitable organizations, government and the public.

# DONORS

## INDIVIDUALS

Willie Amero  
Dayan Batara  
Diane Blackwood  
Thomas Bourke  
Jill Brandon  
Aralee Buckland  
Tian Cai  
Margaret Campbell  
Emilia Candido  
Peter Carver  
George Chan  
Ivor Chee  
Tianyuan Cheng  
Ka Hong Cheung  
Eric Chew  
Eva Chew  
Darren Chew  
Daisy Ching  
Eddie Chiu  
Kin Yip Chu  
Yvonne Kit Ying Chuen  
Wai Yu Chung  
Ivaldo Tributino De  
Sousa  
Kang Min Deng  
Manjinder Deol  
Maurizio DePaoli  
Leslie Barbara Evans

Charleena Fan  
Rita & Raymond Fong  
James Frain  
Dora Fung  
Karen Gaia-Maretta  
Mina Gatfield  
Ken Giang  
Sheila Grant  
Susan Hargrave  
Choy Shim Hing  
Esther Ho  
Letty Ho  
Pamie Wai Man Ho  
Nina Hooker  
Pauline Hui  
In Chee Hwang  
Catherine Ip  
Victor Jang  
Marnie Jarvis  
Denise Johnson  
Ada Ko & Leonard Lee  
Chiu Ying Kwan  
Donald Kydd  
Amy Lam  
Mark Lam  
Pauline Lam  
Sophia Lam  
Philip Lau

Steven Lau  
Juan LeClair  
Colin Lee  
Fabina Kwok Kay Lee  
Nora Lee  
Rita Lee  
Xiao Jun Sophia Lei  
Hang Li  
Hing Bon Richard Li  
Hoi Li  
Molly Lin  
Kaitlin Nicole Ling  
Kurits Ling  
Shaun Liong  
Yu (Sarah) Liu  
Alan Edward Lloyd  
Florence S.F. Lo  
Margo Longland & Rob  
Padgham  
J. Wes Loreth  
Wendy Low  
Zhi Ming Lu  
Sue & Jim MacDonald  
Susan Macht  
Neal Maher  
Tony Man  
Merrienne Mar  
Stephan Mar

John McLennan  
Joanne Melville  
Dennis Michailides &  
Yen Chun Chou  
Geraldine Morgan  
Colette Mrazek  
Zhi Jian Na  
John Neilson  
Donna Neilson  
Chau Ng  
Rebecca Ng  
Noah Nitikman  
Catherine Nyfors  
Jenny Obermeier  
Martin & Julie O'Keane  
David Wai Kee On  
Giacomo & Bertilla  
Orivolo  
Christina Poon  
Roman & Mona Pradela  
Sally Puri  
Catherine A. Rayment  
Anthony & Myrna  
Reznick  
Michael Roche  
Bertha Romero  
John Roosa  
Veneta Roth

THANK YOU TO OUR  
SUPPORTERS!



## CORPORATE & GROUPS

Gunther Ruppel  
 Joyce Seto  
 Yu Young She  
 Doris Lai Shiu  
 Kit Wa Shum  
 Lionel Wei Situ  
 Edwin So  
 Patrick & Cory Stancomb  
 Vera Sterling  
 Catherine Stewart &  
 Michael O'Neil  
 Kristy Streetferk & Matt  
 Austin  
 Peter & Susan Swayne  
 Shirley Tam  
 Ayren Tan  
 Rosalinda & Timothy  
 Tang  
 Sajjan Thomas  
 Kevin Tong  
 Vivian Tse  
 Wai Yee Tsui

Ian Wallace  
 Linda A. Walters  
 Julie M Wang &  
 Christopher G. Rea  
 Nyal Wilcox  
 Cedric Wong  
 David Wong  
 Grace Wong  
 Michelle Wu & Luke  
 Chang  
 Yanhong Xu  
 David Yang  
 Kwang Yang  
 Victoria Yang  
 Mona Mon Lee Yee  
 Camony Yim  
 Fiona Yip  
 Cissy Yu  
 Calvin Yuen  
 Bin Zeng  
 Hong Zhao  
 Yinan Zhou

Burnaby Lougheed Lions  
 Club Gaming  
 Brown Bros. Ford  
 City of Richmond  
 Estate of Elizabeth  
 Turner  
 Estate of Joseph Hemm  
 Insurance Institute of BC  
 IRL Construction Ltd.  
 Jacob Bros.  
 Construction  
 John Douglas Temple  
 John Oliver Secondary  
 School  
 Leola Purdy Foundation  
 Licon Construction Ltd.  
 Low Price Auto Sales &  
 Services Ltd.  
 Mabel's Labels Inc.  
 Pathfinder Youth Centre  
 Society  
 Need Brophy Services  
 Ltd.  
 PayPal Giving Fund  
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 Sound Inc.  
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 Columbia - General  
 Provincial Employees  
 Community Services  
 Fund  
 PWCE Education Inc.  
 Regional Recycling  
 Whistler  
 Royal Bank of Canada  
 Stella Yiu Real Estate  
 Corporation  
 Strategic Charitable  
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 The Wawanesa Mutual  
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 United Way – Lower  
 Mainland  
 United Way Toronto &  
 York Region  
 Wolrige Foundation  
 YVR



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