



Alberta Council of Disability Services

**Annual Report
2011 - 2012**

Leading Excellence in Community Disability Services

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Gwen Plett

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Doreen Hogarth (Manager, Training and Development)

Jim Des Roches (Manager, Workforce Councils)

Jody Beattie (Workforce Coordinator)

Celeste Preston (Workforce Program Assistant)

Standards and Accreditation Team

Clova Lehr (Manager, Standards and Accreditation)

Corinne Thomas (Accreditation Coordinator)

Michelle Cole (Accreditation Coordinator)

Val McKinney (Accreditation Administrative Assistant)

Crys Lickiss (Accreditation Administrative Assistant)

Our Mandate:

ACDS' mandate is to provide supports to community-based service providers of individual's with developmental disabilities who require a wide range of care/support. The goal is to ensure quality service delivery for clients. In fulfilling this mandate, ACDS does not limit its support exclusively to its members. The association's education, accreditation, human resources and collaborating efforts also have a positive effect on organizations outside the umbrella.

ACDS is an important source of information for, and a respected partner with, other recognized groups engaged in strategic planning for the future of Community Disability Services. As a result, people who work in the field receive support in their efforts to provide people with disabilities with the quality of service they deserve.

VISION OF ACDS

- ◆ Leading Excellence in Community Disability Services

MISSION/PURPOSE OF ACDS

- ◆ To lead, support and influence Community Disability Services through education, partnerships and accreditation

ACDS PHILOSOPHY:

- ◆ We listen, learn and lead together with respect, integrity and responsibility

Contents:

President's Message	5
Reporting	6
Financial Summary	13
ACDS Members	14

Message from:

THE PRESIDENT

In preparing for this report I reviewed past President's reports and found a few words that popped up consistently: Change, Voice and Action. These are true of this past year although the focus has been sharpened.

Change is present in so many of our annual reports that it almost seems it should be in our name. This year change has come in the form of change of Ministries and Ministers responsible for the Persons with Developmental Disabilities portfolio. The only constant is that both previous Minister VanderBerg and new Associate Minister Oberle speak of their portfolio with respect and as one that deserves their full attention. Meetings with both have been productive and open, and demonstrated a desire to work with ACDS to address the wage issue in this field. The evidence was the announcement in the 2012 Alberta Budget of additional funding for our sector. In this fiscal year, funds have been identified for service providers, but more work has to happen as to how these funds will be allocated.

Thanks to the work of our CEO, Ann Nicol and her staff, ACDS does have a stronger **voice**. This is evidenced by the number of committees and input on issues that ACDS has been asked to respond to. The Ministry of Human Services does recognize that ACDS represents 80% of the service providers and that we are an efficient and (more importantly) effective resource for training and coordination of information. ACDS is the voice of service providers who provide services to Persons with Developmental Disabilities.

Finally, **action** is happening at ACDS. The Board of Directors has approved a communication strategy which was put into action during the last election with documentation being available for service providers to bring to their candidates. This documentation has recently been presented to the Associate Minister at a meeting and it was well received. Work also continues on the contract. This is a slow process but the door is still open to us to continue this dialogue.

I, personally, would like to thank the Board of Directors for their hard work and to express my appreciation for their willingness to welcome change at the Board level. As our Past President, Bob Greig, said in his report in 2010, "times are changing and we as a Council have to change". This was true in 2010 and 2012 and certainly truer of the future. I would also like to especially thank Board Members that are leaving the Board this year; Chris Turnmire and Terry Holmgren. Their work was most appreciated, they will be missed and we wish them the best. I also want to acknowledge and thank Ann Nicol and her staff for their patience in working with a new President and for all of their work. We could not do it without you. And finally to all the service providers I wish you all a good year and thank you for all the work for Persons with Developmental Disabilities.

Respectfully Submitted,
Helen Ficocelli, President

Reports:

MEMBERSHIP COUNCIL

Our work is guided by a clear vision, values, principles and a mandate to provide supports to community-based service providers of individuals with developmental disabilities requiring a wide range of care/support needs. The common goal is to ensure quality service delivery.

During turbulent times, our beliefs give us focus and clarity. We are able to identify the strategic priorities within this framework and focus our energy on clear objectives; building on the strengths, collective wisdom and commitment of our membership and the value of the work that they do.

We believe our members provide value to their clients, the community, and the Province of Alberta and believe in their desire and ability to improve services whenever possible.

We believe in helping one another, that the sum is greater than its parts, and that our strength as an industry can be advanced through strength in numbers and in speaking with one voice.

We believe that by finding and tilling common ground we are more able to do good work together, and create and sustain win-win approaches to problems, issues and their solutions.

We believe in strong leadership and that it is found and nurtured through shared vision, trust in one another, a commitment to professional and personal growth, and the willingness to place others above personal interest and gain.

We believe in confidence and humility. We approach our work with the confidence that we can fulfill our mission, meet the needs of our members, and successfully overcome obstacles and yet we understand our limitations, the extent to which we need the expertise and ideas of others.

2011-2012 was a year that presented many challenges, new directions, new initiatives and competing pressures. It was also a year of opportunities to influence, engage and communicate proactively with strong collective, opening doors at new levels with confidence and clarity. Our anchor was our commitment to the priorities identified by our members as being critical to sustain quality services in our current environment:

1. Our first priority was identified as the wage issue for community service provider staff. This continues to be the most significant catalyst for our ongoing labor shortages, turnover, and recruitment of qualified employees. Quality services are dependent upon skilled, professional staff stability. During the provincial leadership campaign we were on the agenda and the new Premier committed to address the issues.

2. The second priority identified was the establishment of a predictable, stable, adequate multi-year block funding contract versus hourly unit of service invoicing. The new Premier also recognized this issue as part of her leadership social policy platform. We believe this will promote a more stable planning environment for both individuals and service providers, and provide greater opportunity for efficiencies and effectiveness in operations and service delivery.
3. The third priority was to communicate our desire for meaningful stakeholder engagement. To ensure the best possible outcomes for the individuals we support, engagement needs to be proactive and include stakeholder perspectives in the planning, policy development and implementation stages. The stakeholder's role needs to be participatory and inclusive in the decision-making process. We have seen progress and will continue to promote this message.

None of this would have been possible without the unwavering support and wisdom of the ACDS Board of Directors, the ACDS staff and the membership who committed their time and expertise to provide information, feedback and support. Our strength and ability to influence the future for quality services is through you and with you.

Respectfully Submitted,
Ann Nicol, CEO

WORKFORCE COUNCIL

One of the important components of the disability sector is a professional workforce. ACDS' Workforce initiatives work closely with provincial and regional stakeholders, including the private not-for-profit and educational components of the industry.

The Provincial and Regional Workforce Councils continue to support and develop initiatives on the three key themes identified in the strategic plan: Marketing and Branding, HR Infrastructure and Skilled Workforce.

One of the major thrusts of the provincial HR Strategy has been to continue to refine and implement the Workforce Classification System. Many service providers participated in the one-day information sessions implemented throughout the province. The Pro-Tracker implemented an interim download in September and a province-wide download was completed in January. Vecova completed both reports, which were presented on October 2011 and March 2012. The implementation of the Workforce Classification System and the Pro-Tracker, as a provincial tracking tool, help identify workforce trends and establish Foundations in Community and Disability Studies as the minimum standard for knowledge and qualifications in our sector.

ACDS has developed and cultivated its strategic partners such as Alberta Employment and Immigration, Service Canada and regional service provider councils; together we have been able to move forward and professionalize the field. With post-secondary institutions partnering in the strategies, a collaborative first meeting was held in February to develop a certification process for the workforce. Other strategies, such as the Visibility and Awareness Committee, were developed and systematically implemented to build public awareness of the sector, and hopefully increase the number of qualified applicants.

Branding and Marketing:

A highly focused approach continues to be taken. During 2011-12, the Workforce Coordinator achieved considerable success building awareness through specific social marketing strategies. Four career recruitment videos were produced and are available on CD and on YouTube. The continuation of the Visibility and Awareness Committee as a Calgary region Workforce initiative builds exposure and visibility with youth and develops a network of emerging leaders to promote the sector. This was the program's second year with a coordinator working two days a week to implement the program. Other marketing and promotional material continues to be distributed.

HR Infrastructure:

Much of the focus for the Workforce Classification System this past year was on implementing the system provincially using a more efficient job evaluation process. A wage grid evaluation and training was conducted by a professionally trained instructor. The Workforce Classification System was revised and edited into an easier to read version. Once this was completed the manual was made available to all service providers. 2011 saw the initial stages of the development of job specific and general competencies. Research was done and focus groups were held across the province to explore each of the six job positions in the classification system.

The Pro-Tracker Tool was also presented as part of the workshop format. Connecting the Workforce Classification System and the Pro-Tracker proved to be effective. The interim upload in September was initiated consisting of five identified fields in the Pro-Tracker. This was done to allow for more frequent turn-around information for service providers.

Skilled Workforce:

The sector's need for qualified employees is still an impacting issue. The next human resource crisis always seems imminent; particularly considering recent trends in the non-profit labor market, coupled with dropping enrolment into post-secondary programs. Ensuring we have the fundamental knowledge and skills strengthens the sector. Foundations, ACDS' basic training in Community Disability Studies, is seen as a core function and the minimum training required for work in the sector. Therefore, increasing the opportunity for potential learners to access the training is essential. One option is to develop comprehensive on-line learning opportunities. Pilots offered in Red Deer through Cosmos and through REDI in Medicine Hat provided an opportunity for learners where they might not have had access previously. These initiatives need to be further developed and appropriately funded.

The Nurturing Diversity and Building Inclusive Workplace Initiative pilot completed phase one. Funding was applied for and approved, and phase two began in October 2011.

Respectfully Submitted,
Jim Des Roches,
Workforce Development Team

Quality Staff, Quality Supports: Training and Development

ACDS continues to strive towards professionalizing the workforce by offering training programs that provide the sector with a standardized body of knowledge, flexible delivery systems and certification for trainers.

Thank you to the Persons with Developmental Disabilities Program for funding Positive Behaviour Supports and Foundations Online training from January 1 - March 31, 2012. Many thanks must also go out to the trainers and staff; Shawna Churchill, Dana Wild, Leslie Peddie, Michelle Cole and Christine Scott for making the opportunity such a success.

Identified future trends include the need for all material to be culturally sensitive, with an appropriate literacy level for staff with English as a second language (ESL), applicability to family managed staff, and with a review of health and safety concerns for a population increasing in complexity.

Foundations in Community Disability Studies:

- Foundations Face to Face: 467 new learners
- Foundations Online: 75 new learners
- Foundations Challenge: 9 new learners
- Train the Trainer: 22 trainers certified

Positive Behaviour Supports V.3 (PBS)

- Level 1&2: 382 graduates over 18 workshops
- Train the Trainer: 28 trainers certified

Alberta Supported Employment Consultant Training (ASEC) (Partnered with A.A.S.E.)

- 10 graduates from one workshop

Annual Spring Conference: Piecing it All TOGETHER! May 2-4, 2012, Delta Edmonton South Conference Centre, was focused on three broad themes Transformation, Personalization and Relationships.

This is one of the few provincial events that bring together varied stakeholders from across the province, and this year was no exception with 410 participants. International speakers included Helen Sanderson from the United Kingdom, Michael Callahan, Peter Leidy and Patti Scott from the United States as well as many from close to home, including our membership. We have a lot of knowledge and expertise to share. This was also the year of TWITTER, #hashtags and POD's!

Many thanks to this year's planning committee: Jennifer Loc, Cindy De Bruijn, Wyn Bassendowski, Paul Fujishige, Deb Lefaive, Sue Manery, Karen Huta and the staff at ACDS. To quote a few of the participants: "Inspiring and Invigorating", "Simply Amazing", "Empowering and Insightful", "Valuable Learning", Excellent in all Regards! Thank you!

Respectfully submitted,
Doreen Hogarth,
Manager, Training and Development

ACCREDITATION COUNCIL

The Standards and Accreditation Department (Accreditation Council) remained busy during the 2011-12 fiscal year. In addition to focussing on quality improvement within the services provided by community-based disability service providers and the Accreditation Council, we embarked on a strategy to improve our accreditation site-survey systems and to revise the Creating Excellence Together (CET) Standards.

Ensuring Quality Standards and Processes

In 2011, we began revising the CET Standards by reviewing all the feedback received from service providers and surveyors, and by collaborating extensively with members and stakeholders to gather additional information on what quality of life outcomes need to be measured and how best to evaluate outcomes for individuals. Because the sector needs quality staff to support good outcomes and provide quality services, as measured through CET, the Accreditation Council also teamed up with the Workforce Council to ensure that adequately-trained human resources are available to provide quality supports and to ensure that the CET Standards reflect the needs of the workforce, which include stability, required training and qualifications, and safe work environments. The revised standards are expected to be in place by April 2013.

Beginning in 2012, the Accreditation Council dissected its survey processes – from the application process through to the confirmation process – to see where these could be streamlined and improved. This resulted in revising and reformatting all of the surveyor and service provider tools to make them more user-friendly and configuring all of the documentation into electronic format. The rebuilding of the ACDS website allowed us to expand the Accreditation Council section to include a Surveyor-only section.

The Accreditation Council also continues to work with policy makers to improve the safety and quality of disability services, to ensure cost-effective services and to minimize duplication. Our contributions include the evaluation of quality assurance mechanisms, which is needful for the development of a Provincial Accountability Framework.

To ensure that our CET surveyors' skills remain sharp and relevant, we conducted Surveyor Refresher Training in September 2011; it was well attended.

Summing up Survey Data from 2011-12

During this fiscal year, the Accreditation Council's CET surveyors conducted over 300 on-site conversations with individuals receiving service in addition to interviewing the individuals' paid and natural supports. From these conversations, we found that:

- Individuals feel they are supported to build strong positive relationships;
- Individuals feel they are treated with dignity and respect;
- Individuals feel they have personal control;
- Individuals feel they are supported to **make decisions about everyday matters**; and
- Individuals enjoy their leisure time.

Conversely, the conversations also show that having meaningful training about abuse and having socially-valued roles were the areas least likely to be present in the individuals' lives.

Of the 41 CET Level 1 surveys completed in 2011-12:

- Thirty-four service providers, three of which were multi-regional, achieved accreditation immediately following the site survey;
- Five service providers achieved accreditation after receiving additional time and support; and
- Two service providers are still striving for accreditation through the standards alignment process.

Of the other surveys completed:

- Eight providers were awarded Level 2 accreditation by achieving a higher overall rating as well as by being endorsed by the Commission on Accreditation;
- Seven providers successfully aligned themselves with the CET Complex Behaviour Support (CBS) indicators, which are offered at both Level 1 and Level 2; and
- A multi-regional service provider successfully piloted the redeveloped* Children's Standards in conjunction with a Level 2 survey in March 2012.

* The former Children's Standards, which were too adult-focused, were redeveloped in January 2012 to make each standard more relevant to a child's life and abilities.

Of the service providers surveyed during the 2011-12 year, 20% of were rated as non-compliant for the standards that address situations and behaviours of concerns, compared with 18% in the previous year.

Many service providers received commendations for outstanding practices. A few of these are highlighted below.

- Running a fleet of vehicles to meet individuals' transportation requirements, primarily to those who cannot access the community independently and do not meet criteria for the local accessible transportation. This has given those individuals opportunities to access a variety of community options that may not otherwise be available.
- Involving individuals and staff in self-advocacy groups and making an extraordinary effort to teach and support self-advocacy.
- Having individuals nominate and vote for a representative to sit on the organization's board.
- Ensuring that individuals have input into how they are supported in their homes by including them in regular staff meetings. Asking the individuals to provide feedback on how staff are supporting them and what staff could do to better meet the needs of the residents.
- Having a notable focus on inclusion that extends to individuals both with and without disabilities thus ensuring that the risk to individuals receiving service is well managed. The risk management process that is included in the 24-hour plan is a comprehensive tool that assists in keeping individuals safe while taking risks that occur in daily living.

- Teaching individuals receiving service about safety issues, safety procedures and the use of safety equipment by using group presentations and training sessions as needed, and by modeling and using teachable moments in the home and in the community to create awareness of and to educate individuals in best practices for ensuring safety (e.g., street safety skills when out in the community with their children). Also by bringing attention to potential hazards in the home, by working in collaboration with the individuals to address any concerns, and by encouraging individuals to familiarize themselves with emergency plans and exits when in public buildings.

Thanks and Acknowledgements

The Accreditation Council (the department) is only possible through the support of the funder, of the service providers, of employer-supported and other volunteers, of contracted team leaders and editor, and of ACDS's dedicated staff. My thanks goes out to all of these supporters as well as to the members of the Accreditation Council (the committee), the Commission on Accreditation, and the surveyors, all of whom give of their time to further the quality assurance mechanism in the community disability services field. This, with the teamwork found within the staffing complement at ACDS, has contributed to another successful and productive year.

Respectfully Submitted,
Clova Lehr,
Standards and Accreditation Manager

Financial Reports:

Statement of Financial Position as at March 31, 2012

	2012	2011
Assets:		
Cash	\$ 616,609	\$ 439,401
Accounts receivable	247,866	130,125
Prepaid expenses	27,508	21,999
Property and Equipment	3,732	30,566
	<u>\$ 895,715</u>	<u>\$ 622,091</u>
Liabilities:		
Accounts payable	\$ 138,588	\$ 72,347
Deferred revenue	294,714	210,248
Funds due to C.A.I.D.D.	0	685
Net Assets:		
Invested in property and equipment	3,732	30,566
Unrestricted	458,681	308,245
	<u>\$ 895,715</u>	<u>\$ 622,091</u>

Statement of Changes in Net Assets for the Year Ended March 31, 2012

	Invested in Capital Assets	Unrestricted	2012
Net assets, beginning of year	\$ <u>30,566</u>	\$ <u>308,245</u>	\$ <u>338,811</u>
Surpluses (Deficiency) of revenue over expenses			
Administration operations	-	34,413	34,413
Standards & Accreditation operations	-	(13,544)	(13,544)
Workforce (Professional Development) operations	-	90,775	90,775
Workforce (Project) operations	-	11,959	11,959
	<u>-</u>	<u>123,603</u>	<u>123,603</u>
Amortization of property and equipment	(28,268)	28,268	-
Investment in property and equipment	1,435	(1,435)	-
Net Assets, end of year	<u>\$ 3,733</u>	<u>\$ 458,681</u>	<u>\$ 462,414</u>

ACDS Members

CENTRAL

Accredited Supports to the Community
Advance Society Innisfail
Bea Fisher Centre Inc. (The)
Camrose Association for Community Living (CAFCL)
Centra Cam Vocational Training Association
Cope Rocky Mountain House Society
Cosmos Community Support Services Ltd.
Drumheller and Region Transition Society (DARTS)
Employment Placement and Support Services (EPSS)
Falcon Enterprises, Wainwright & District Association
Flaggstaff Family and Community Services
Focus, Vermilion Association for Persons with Disabilities
Horizons Training Centre Society
Lacombe Action Group for the Handicapped
Michener Services
Olds Association for Community Living
Parkland Community Living and Supports Society
Providing Residential Options & Services (PROS)
Regional Living Skills
The SS I*C*E*
Wainwright Association for Community Living
Westward Goals Support Services Inc.
Wetaskiwin & District Association for Community Services

CALGARY

Association for the Rehabilitation of the Brain Injured (ARBI)
Calgary Alternative Support Services (CASS)
Calgary Community Day Services
Calgary SCOPE Society
Calgary Society for Persons with Disabilities (CSPD)
Calgary Society for Community Opportunities (The)
Columbia College
Community Living Alternative Services Ltd.
Connections Counselling and Consulting Foundation
Developmental Disabilities Resource Centre (DDRC)
Foothills Advocacy in Motion (A.I.M.) Society
Graduated Supports
In-Definite Arts Society

L'Arche Association of Calgary
New Age Services
Optional Rehabilitation Services (OPTIONS) Inc.
Prospect Human Services Society
Resicare Society of Calgary
Resourceful Futures Community Support Ltd.
Springboard Centre for Adults with Disabilities
Supported Lifestyles Ltd.
Universal Rehabilitation Service Agency
Vantage Enterprises Ltd.
Vecova Centre for Disability Services and Research

EDMONTON

Alberta AdaptAbilities Association
ARCH Enterprises & Training Assoc of Edmonton
Association for Supported Community Connections
Assoc. Supporting Choices of People, Edson (SCOPE)
Beehive Support Services Association
Catholic Social Services
CHANGES
Chimo Youth Retreat Centre
Chrysalis: An Alberta Society for Citizens with Disabilities
Edmonton Integrated Services Ltd.
Elves Special Needs Society
EmployAbilities Society of Alberta
Excel Resources Society
Gateway Association for Community Living
Good Samaritan Society (The)
Goodwill Industries of Alberta
Home-Within-a-Home Society
I Have a Chance Support Services
Independent Advocacy Inc.
Key Support Services Inc.
L'Arche Association of Edmonton
Leduc Community Living Association
Leduc Linx Connect Centre
Lo-Se-Ca Foundation
Mcman Youth, Family and Community Services Assoc.
Mill Woods Society for Community Living

MIRA Facilitation Centre
MirkaCare Services Inc.
Prince Charles Residence
Rehoboth Christian Ministries
Residential Aide Placement Services Society
Residential and Support Services, PDD
Robin Hood Association
Selections, Career Support Services
Skills Society
Tralee Residential Services
Transitions Rehabilitation Assoc. of St. Albert and District
Winder Inclusive Communities Service (WICS)
Winnifred Stewart Association
WJS Alberta
YWCA of Edmonton

SOUTH

Alfred Egan Home (Palliser Health Authority)
Bluefox Association
Cardston & District Association for the Handicapped
Clients Ongoing Rehabilitation and Equality (CORE) Assoc.
Crowsnest Community Support Society
Health Care Homes Ltd.
L'Arche Association of Lethbridge
Lethbridge Family Services
Newell Community Action Group - BSPD
Next Step Residential Services (Medicine Hat) Ltd.
Peak Vocational Services
Quest Support Services Inc.
REDI Enterprises Society
Rehabilitation Society of Southwestern Alberta
Southern Alberta Community Living Association
Southern Alberta Society for the Handicapped
Support, Hope, Opportunity & Progress
Taber Special Needs Society
Wheat Country Special Needs Society

NORTHEAST

Blue Heron Support Services Association
Blue Heron Vocational Training Centre Association

Dove Centre
Empowering Citizens for Health and Opportunity Society
(ECHOS)
Lac La Biche Disability Services
Salvation Army Start Program(The)
St. Paul Abilities Network (SPAN)
Vegreville Association for Living in Dignity (VALID)
Westlock Independence Network (WIN)

NORTHWEST

Accredited Supportive Living Society (ASLS)
Community Life Acceptance Independence Resources Inc.
Falher Friendship Corner Association
Marigold Enterprises Rehabilitation Services Society
Northern Lights Ranch
Signature Support Services

ASSOCIATE ORGANIZATION MEMBER

HSA Canada/Centerpoint Facilitation
M-Powered Planning Ltd.
Naslund Consulting Group
Think Jar Consulting

ASSOCIATE INDIVIDUAL MEMBER

Sheila Foster
Lin Hermanson
Jean Jones
Margaret Teasdale-Labrie
Avnish Mehta
Rita O'Connor
Lorelei and Cassidy Storm

CORPORATE MEMBER

Technology North Corporation



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