

1971-2011 Celebrating 40 Years  
**BETHESDA**

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**CHRISTIAN ASSOCIATION**  
**British Columbia**

**2011 Annual Outcomes Management Report**

April 1, 2010 to March 31, 2011



*Brad is thrilled to have a visit from his sister*

*"Supporting individuals with disabilities and their families"*

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*Chris and Dave at Camp – culturally Dutch*

## Living the Mission



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Our 2011 Outcome Management Report provides an opportunity to share a review with you of the services provided by Bethesda this past year. We are able to demonstrate an assessment of the effectiveness and efficiency of services provided. Most importantly we are pleased to report the levels of satisfaction experienced by the individuals, families and others associated with Bethesda.

We consider it a privilege to serve all the individuals entrusted to our care and their families. We have been blessed with the support of Community Living British Columbia, (CLBC), Ministry For Children and Family Development (MCFD), health care professionals and many other partners who work together in achieving a quality service. Long term church and business relationships, volunteers and staff provide Bethesda with a strong foundation for resource development as well as for the stability required to manage an environment of change.

In completing this year's annual review of Individual's Personal Goals it is evident that the majority of goals have been achieved with outcomes showing an increase or improvement. We were particularly pleased to see an increased emphasis in exploring each individual's vocational and spiritual giftedness with efforts to encourage increased growth and participation within their communities.

Providing for complex health and behavioral needs of our individuals requires careful proactive planning and team work. We are grateful that we have been able to maintain safe levels of care despite increasing health and aging related needs experienced by the individuals supported.

Despite funding challenges experienced within this province we have been able to respond to changing needs of individuals and develop new services within existing funds. With the financial support of our church community we have been able to provide supports and services to several new individuals and their families. Bethesda has remained faithful in maintaining its vision of supporting individuals with disabilities and their families with all of our resources.

It is with gratitude that we present this report acknowledging God's continued faithfulness to the Ministry of Bethesda over the past 40 years.

In His Service,

The CARF Accreditation Team

## Residential & Day Services

Bethesda provides residential and day support to 142 individuals. Our goal is to provide each individual with opportunities to live quality lives where they can make choices in an atmosphere of dignity and respect.

Residential support typically takes place in a staffed group home setting or a contracted Home Share. Home Share providers are contracted with families who care for 1 or 2 individuals. In each case support is personalized, ensuring that the individual's health and safety is met. What is important to each person is also protected in our commitment to upholding their rights and freedoms. Residential Services that include more than two individuals are licensed with the Ministry of Health (MOH). Adults are supported under Community Living British Columbia (CLBC) and children and youth are supported under the Ministry for Children and Family Development (MCFD).

Day Services typically occurs during the day and includes most of the individuals living in our group homes. Our Day Services are person centered where activities are tailored to the likes and dislikes of the individual. They are carried out at home or in the community and include educational, vocational and recreational activities. They can be carried out separately as in the case of the Bethesda Center, Graduate Day, Chilliwack Day, Langley Day Services and specific Home Share day services or as an extension of the group homes.

Residential and Day Services are contracted separately with the Ministry for Children and Family Development (MCFD) and Community Living British Columbia (CLBC). They are monitored by the Ministry of Health (MOH) the Commission on Accreditation for Rehabilitative Facilities (CARF) as well as contracted inspectors.

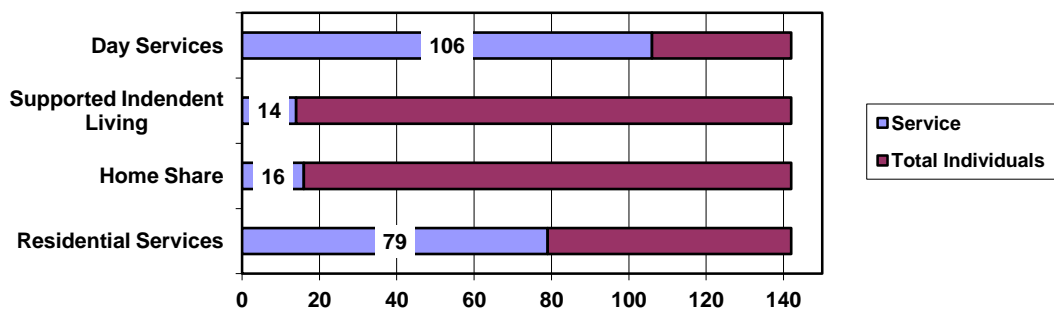
Supported Independent Living (SIL) includes self advocates who are either living on their own or who are developing skill towards living on their own.

The following is a list of Bethesda's residential and day services:

- Abbotsford Apartment
  - 2 ladies supported by Francine DeJong and her staff team
- Abbotsford Home & Day Services
  - 4 gentlemen supported by Sava Duran and his staff team
- Bethesda Center Home Day Services
  - 9 gentlemen supported by Glen Schroeder and staff team
- Chilliwack Day Services
  - 7 ladies supported by Maggie Doldersum and her staff team
- Chilliwack Home
  - 2 ladies supported by Maggie Doldersum and her staff team
- Clearbrook Home & Day Services
  - 4 ladies supported by Tiffany Wolters and her staff team
- East Kelowna Home & Day Services
  - 3 ladies & 2 gentlemen supported by Heidi McLellan and her staff team
- Fort Langley Home
  - 2 gentlemen supported by Cora Bitter and her staff team
- Home Share 16 & Day Services 3
  - supported by Cora Bitter and her staff team
- Graduate Day Services
  - 7 ladies & 5 gentlemen supported by Tanya Buskell and her staff team
- Kelowna Home & Day Services
  - 1 lady & 2 gentlemen & 1 teen supported by Susan De Merchant and her staff team
- Ladner Home
  - 2 gentlemen supported by Beth Renema and her staff team
- Langley Day Services
  - 3 gentlemen supported by Mike Armstrong and his staff team
- Langley Home & Day Services
  - 4 gentlemen supported by Mike Armstrong and his staff team
- Maple Ridge Home
  - 1 lady and 1 teen supported by Francine DeJong and her staff team
- Matsqui Home & Day Services
  - 5 gentlemen supported by Lorraine Derksen and her staff team

- Mt. Lehman Home & Day Services
  - 6 ladies & 1 gentleman supported by Patty Fredette and staff team
- North Chilliwack Home
  - 2 gentlemen supported by Barb Kobes and her staff team
- North Kelowna Home & Day Services
  - 2 ladies & 2 gentlemen supported by Colleen Borreson and her staff team
- Penticton Home & Day Services
  - 2 ladies & 2 gentlemen supported by Dianne Lamb and her staff team
- Richmond Home & Day Services
  - 2 ladies & 2 gentlemen supported by Carolyn Koehle and her staff team
- Sardis Home & Day Services
  - 1 teen supported by Maggie Doldersum and her staff team
- South Richmond Home & Day Services
  - 3 ladies & 1 gentleman supported by Norm Baugh and his staff team
- Surrey Day Services
  - 1 gentleman supported by Claire Chang and her staff team
- Supported Independent Living
  - 3 ladies & 11 gentlemen supported by Joyce Vander Hoek and her staff team
- Surrey Home & Day Services
  - 2 ladies & 3 gentlemen supported by Janna VanHengel and her staff team
- Trethewey Home
  - 2 gentlemen supported by Glen Schroeder and his staff team
- Victoria Tenant Program
  - 1 gentleman supported by Cora Bitter and her staff team
- West Abbotsford Home
  - 3 ladies & 2 gentlemen supported by Jeanette VanVeen and her staff team
- West Clearbrook Home & Day Services
  - 4 ladies & 1 gentleman supported by Margarete Vinke and her staff team
- West Richmond Home & Day Services
  - 3 gentlemen supported by Gelinda Friend and her staff team

The following graph depicts types and percentages of services within Bethesda.



*John Koning (Associate Director), Claire Chang (Regional Director), Ann Trudeau (Regional Director), Dawna Braun (Regional Director), Cora Bitter (Community Resource Manager), Steve Walsh (Community Resource Manager), Francine DeJong (Interim Community Resource Manager) also provides leadership support in this service area.*

## Home Share

While living in Sechelt on the Sunshine Coast my husband, Dave, and I were involved with Joy Fellowship, a Christian ministry focused on supporting individuals with disabilities. Often we would talk about sharing our home with someone who needed a caring and stable environment. It was not until we moved to Langley that we experienced God's plan for us to fulfill that desire.

We found out about Bethesda's Home Share program where individuals are offered a "family" setting to receive support. Soon after, we met with David and his family to discuss whether living with us would be a good idea. After several more meetings and visits, everyone agreed that this would be a positive move for David. We are involved in his life in a variety of ways; facilitating medical and dental appointments, monitoring his health and safety and assisting him with budgeting as well as other needs that arise.

The living arrangement allows him to have his own bedroom as well as a place for crafts, watching TV and playing computer games. He looks after making his own breakfast and lunch. Whenever we go to the movies or plays, hockey game, car drive, our annual PNE visit or dining out, he is always willing to come along, and we all enjoy our time together.

David attends a Day Program through Langley Association for Community Living and is very involved in Special Olympics. Among his many interests, he loves to paint/draw, do woodworking projects and make model planes. Last summer David had an opportunity to help out with the children during the Vacation Bible School at our home church. He has also assisted in providing a meal for the homeless in downtown Vancouver. Since David has come to live with us, our family life has been enriched and we find it difficult to imagine our lives without him. Besides, I get the bonus of getting two David's when I call out for one!

Sue Devitt



*David enjoys a game of cards with the Devitt family*

## **Characteristics and Changes of Individuals Receiving Support**

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Of the 142 individual supported by Bethesda this past year, 53% (70) are over 40 years of age. A total of 11 are 60 years of age or older and 3 are 18 years of age or younger.

The majority of individuals supported within Bethesda have a severe/profound level of disability. Almost one half (47%) require the support of a wheelchair. 83% of our individuals have a secondary disability such as mental illness, epilepsy or cerebral palsy. 63% suffer from significant medical needs and 73% require round the clock support.

We remain committed to supporting each individual in a home and day service that is best suited to their needs. Whether new to the Bethesda family or moving to a different location, each individual is carefully matched with the home and individuals in which they will live. Along with their family, they have opportunity to give input into selecting their staff and preferred living arrangement.

The following changes took place this past year:

- The individuals and staff at West Richmond experienced the passing of their friend Janene.
- Diana and Joanna moved from Clearbrook home to West Abbotsford.
- Jasmine moved into a fully accessible home in Sardis.
- Arlene and Mary now live more independently in Chilliwack; they have both joined the Chilliwack Day Services.
- Dustin and Connor have joined the Langley Day Services.
- Rachel has moved into apartment living in Abbotsford.
- Edwin and Rick have moved into their home at North Chilliwack.
- Brandon has joined Bethesda Center Day Services.
- Melanie receives Day Services at Mt Lehman Home.
- David is supported with Home Share in Abbotsford
- Ted has joined Graduate Day Services

*Diana and Joanna give the 'thumbs up' in their new home*



Dianna and Joanna moved into their new home at West Abbotsford on March 2<sup>nd</sup>. They arrived excited to see their new rooms freshly painted in their favorite color that they had chosen a month earlier. Furniture was moved in, boxes unpacked, curtains placed on their window and their pictures hung. Pleased with their new surroundings, they began to settle in and call West Abby their home. Joanna enjoys doing her crafts in the living room where she has a great view of activities inside and outside the house. She regularly says, "I like my new home." Diana renewed friendships with Henry, Phil and Janice, with whom she had shared a home years ago at Mt. Lehman. Diana and Janice enjoy spending time together watching favorite movies, playing with visiting pet dogs as well continuing to stay in touch with families by phone calls and visits.

## Person Centered Planning

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Person Centered Planning gets at the heart of supporting persons with disabilities and their families. Person Centered Planning asks, "What are the unique interests, gifts and abilities of each person?" This means asking what is "important to" the individual alongside what is "important for" the individual. Offering real choice can only result from listening to each person.

Goals are created through a person centered planning process that involves ones circle of support. Each goal is designed to achieve specific outcomes which are measured and accounted for by the end of the year. Share Vision continues to be an important tool in tracking the progress towards meeting these goals.

Bethesda continues to promote six basic outcomes as listed in the contracts Bethesda has with CLBC for the support of each individual. Our commitment to fulfilling these outcomes can be seen by the following percentages. In each case we asked whether the individuals increased or maintained in that particular outcome. Our goal is to see improvement each year in our ability to support each individual according to those priorities. Please see Appendix 1 for Outcomes statements.

Increase or maintain each individual's relationship with family and friends	94%
Increase or maintain each individual's informed decision-making	96%
Increase or maintain each individual's satisfaction with his/her home and support	93%
Increase or maintain each individual's optimal health, safety and well-being	85%
Increase or maintain each individual's skills in daily living activities	89%
Increase or maintain each individual's interaction with his/her community	96%

Key Workers play a strategic role in meeting the individual's goals, choices and dreams. Not only do they ensure that the individual's day to day needs are met but they are responsible to work with them and their family to plan annual goals. It is the individual's interests that drive the content and direction of these goals and activities, especially their day services. As the year progresses and these goals are undertaken, they are also reviewed and in some situations further adjusted to be even more person centered.

Individuality is further expressed in where and how each person expresses their faith. While each individual is encouraged to belong in the church community they are also encouraged to serve in ways that suit their gifts and abilities.

At home, choice is observed in room décor, staff selection and menu etc. Each individual has a person centered plan that describes their unique history, routines and support preferences. This plan aims to preserve the rights of each person. Consent to manage this information is granted every three years by the individual themselves or a representative.

Challenges to the individual's ongoing health are addressed in collaboration with health care professionals. Each person's health care plan is reviewed annually in order to ensure that each person's unique needs are being addressed. Unusual occurrences or changes are carefully observed by caregivers so that potential health care issues are being addressed.

Person centered planning and support is only as effective as it is observable and measurable. The following data shows how many individuals benefited from goal planning as well as updates to their personal and health care plans.

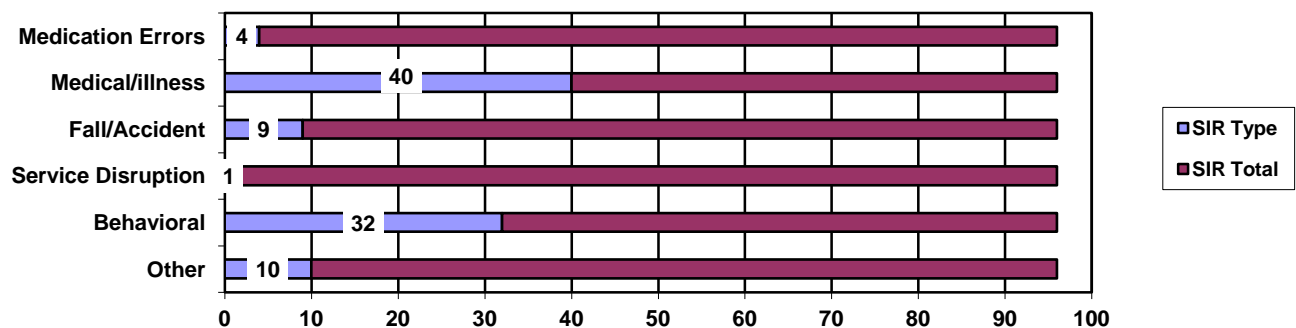
Personal Centered Plans completed	93%
Person Centered Goal Planning completed	78%
Healthcare Plans completed	96%

## Risk Management

The health and safety of each individual supported in Bethesda continues to be a strong focus with the risk management team meeting twice annually to review current risks to the lives of the individuals. Recommendations from this review lead to changes in policy (e.g. infection control), staff training or agency strategic initiatives.

Health care plans are developed with the help of health care professionals to address specific areas of concern. As the need arises, additional anticipatory health care plans address upcoming issues for surgery or anticipated changes such as aging. Professionals increase their involvement when there is need for additional assessment and crisis support. In several instances we have needed to secure additional health care professionals to ensure the necessary professional supports are being provided.

Bethesda reports to both the Ministry of Health's Community Care Facilities Licensing and Community Living BC and Ministry for Children and Family Development when serious incidents occur that require outside medical attention or there is a disruption of service. Reportable incidents are at 96 which are up from 37 last year. Over half of them were due to medical illness. See the graph below for a detailed breakdown of all reportable incidents.



Unusual occurrences are typically less serious in nature and reported internally within 24 hours. This last year there were 513 such reports. That's an increase of 43% from the previous year. The majority of unusual occurrences were due to challenging behaviors 253, injuries 88, accidents/falls 96, medical 58 and other 18 including; med errors, wandering, vehicle incidents, financial use and medical equipment failure.

Monitoring the health and safety of our individuals helps us to reduce risks in the future. Fourteen risk assessments were conducted this past year with recommendations to reduce those risks. The following include some of the recommendations made:

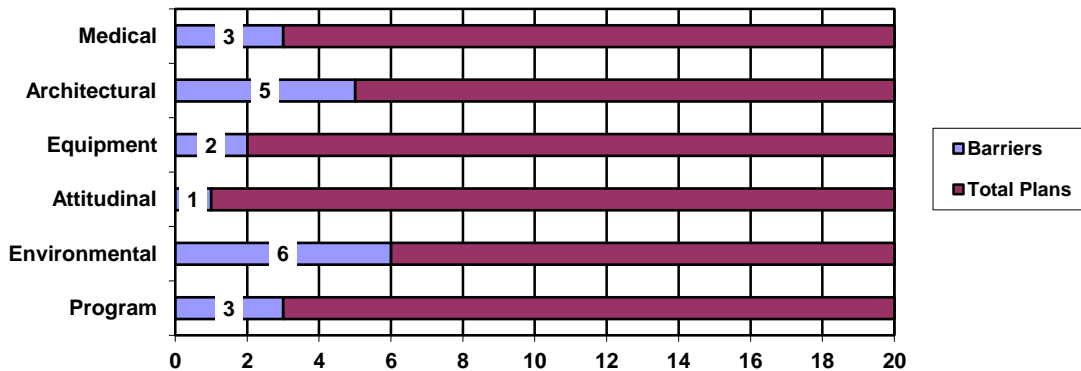
- Assessing areas of safety for sleepover staff arriving on shift during early evening, late night and early morning staff arriving on shift. Neighborhood disturbances, trespassing through the property and loitering have raised awareness and prompted a review of home security and resource specific guidelines for staff.
- Bethesda's Circle of Friends group meets regularly on Monday morning from 10 am-12:00 noon. The attendance has grown to a weekly average of 150. People attending this group include those receiving services from Bethesda as well as other from the community. A subcommittee was struck to review the evacuation plans for the building, accessibility issues, parking hazards, and security.
- Several Individuals with aging needs and changes in mobility are at increased risk for slips, trips and falls. Managers have consulted with Physical Therapists and Occupational Therapists to assess the individual at risk for falling and have implemented training and instruction for individuals and staff.

Licensing inspections occurred in most of our licensed resources this past year. In all locations we received a "low hazard" rating and where recommendations were necessary, follow up has been completed. Bethesda also contracted with an external monitor to review nine non licensed facilities. While there were no notable areas for concern, minor recommendations will be followed up. Local fire departments and fire protection services continue to carry out routine inspections at many locations as well.

The safety for all individuals receiving residential/day services is further ensured by means of emergency preparedness plans that are specific to the location and needs of the individual. In addition to routine fire and earthquake drills, mock evacuations test the entire agency's ability to respond to severe weather, natural disasters, systems failure and other disruptions of service. These plans are updated annually. Mock evacuations were conducted at two thirds of service locations.

Barriers may exist in the lives of individuals that hinder the individual's ability to lead an optimum quality of life. Twenty such barriers were identified in this past year. In each case plans were undertaken for their removal.

Please see Appendix 2 for details.



## How Are We Doing? – Individual, Family & Professional Satisfaction

Bethesda's mission statement is "to support persons with disabilities and their families." How well we do is reflected in the results of an external survey that we undergo every three years, the next being in 2011. CARF (*The Commission on Accreditation of Rehabilitative Facilities*) surveys us within the following four programs:

- Community Housing (*Residential*)
- Supported Living (*Residential*)
- Community Integration (*Day Services*)
- Host Family Services (*Home Share*)

Each year we complete an Accreditation Conformance to Quality Report keeping the CARF team up to date with significant changes that have occurred within the Agency. Being accredited indicates that we are meeting internationally accepted standards for providing quality care. For more information about accreditation please see [www.bethesdabc.com/accreditation.htm](http://www.bethesdabc.com/accreditation.htm) the services that are surveyed are those contracted through Community Living British Columbia.

How well we are doing is further reflected in the feedback we receive from those same individual and their families as well as the professionals who help us. Accountability requires that we strive to meet the expectations of individuals and their families.

The following comments are samples of responses to the services Bethesda provides from individuals together with the help of staff support:

### **Individuals**

*"My two gifts are serving and faith. I have used my gifts in many ways such as serving tea and goodies for Dawna's baby shower. When I go to Circle of Friends I show my gift by worshipping God. I serve by cleaning the tables, helping with dishes and answering the front door when the bell rings."* Kelsey

*"My gifts are compassion and encouragement. I use my compassion by volunteering for Imagine Ministries. For encouragement I wrote a letter to my Auntie Helen and thanked her help to me. My other gift is faith, I used it at Devotion in Motion to share my faith with others and encouraged others to lean on God through hard times in life"* Rachel

*"I have been working at Camson Creek Cedars for the past three years. My job is to get the weeds out of the pots of trees. Sometimes I get called in to do an extra day. I love working outside and I am good at my job"* Ashley



*Wayne is totally relaxed in his new home, celebrating with his keyworker Jennifer and long time friend, Sandy*

*"I like my job at Camson Creek Cedars; I work as a yard man with general clean up and weeding around the property. I really like to make things neat and tidy, I go to work once a week and I get paid."*

*Matthew*



## **Families**

*"I really appreciate you guys having this Christmas Party every year. It means a lot to us to bring all Paul's friends."*

*Jenny*

*"Thank you for the lovely calendar that Lucy sent me, it's the best present I ever got, and it's like having Lucy here with me."*

*Aunt Elizabeth*

*"It's great to see the smile on my son's face when he comes to Bethesda Center, he has a place to fit in."*

*Randy*

*"I always appreciate what Bethesda is doing and how your ministry reaches out even to Guatemala, what a great thing you are doing by sending these used wheelchairs to people who can use them."*

*Fred*

*"It's been amazing to see how well Wayne has taken to his new home; he is so relaxed and content. I can see that he will get along well here with the other two men. This home is much quieter and the staff already know him well."*

*Sandy*

*"I feel very grateful knowing Harry is loved and so well taken care of by you and your staff. He always seems so happy!"*

*Barb*



*Paul and his family*

A strong family relationship – a sense of belonging, that's what Paul's parents feel when they come to West Richmond Home. Jenny and Paul Senior love their son very much and often come and visit Paul. They make sure to take Paul out for dinner on special occasions, bring cooked food to share with everyone or have coffee and desserts with Paul and staff. Even though they have moved recently to Langley they continue to come most Thursday's to connect with Paul and his staff. Jenny expressed, "We are blessed to know Bethesda; our son is in good hands".

## **Professionals**

*"You guys have done a great job of looking after the guys."*

*Access Therapy OT*

*"Thanks again for your assistance while I completed my review; it is my privilege to work with organizations such as Bethesda who show such a commitment to the delivery of quality care."*

*Licensing Nutritionist*

*"David has been much happier and noticeably relaxed since moving to his new home."*

*Handidart driver*

*"I was very pleased with the overall condition of the home."*

*BC Housing annual inspection*

*A Licensing officer completed an unexpected annual inspection. She "said that there is no place in her form at this point, for a comment and asked RM to pass along to our Head Office that she is pleased with this home and enjoyed hearing an individual (Dann) joining in the singing during devotions.*

*Michelle Page*

*Pharmacist from Skaha Pharmacy completed his Medication Review and complimented us for being organized and following the guidelines that are in place.*

*Greg Wheeler*

## Family Support Services



Family Support is offered to families within B.C.'s Christian community who have a loved one at home living with a developmental disability. Believing that the home is typically the best environment to grow up in, no matter what an individual's disability, we try to do whatever it takes to help a person stay in his/her natural family home. We also recognize that an individual's disability can be of such a challenge that placement outside of the home with compassionate and skilled caregivers, would be in the best interest of the individual as well as for the family. Support is provided to the family and the individual to help maintain and re-build healthy relationships.

Family support is intended to be "family-centered" meaning that help is provided in a manner that families can make informed decisions, and that workers will be sensitive to the needs of the entire family and be flexible enough to respond to the unique needs of different families.

Bethesda Family Support has offered services to 155 families this past year. Some of these services included:

- **Family Visitation** - 35 families received visits to offer emotional, informational and spiritual support. A needs assessment is conducted to determine the concerns and to develop a plan to address the needs.
- **Camps & Excursions** - Camp programs provide fun, recreational and faith-enriching vacation times for 47 campers while successfully meeting the respite needs of parents during the summer school break. Bethesda workers also offer day and overnight excursions to individuals who live independently with minimal support and who have difficulty planning their own vacations. These opportunities provide meaningful opportunities for individuals to take a break from their normal routines and to develop and strengthen friendships.
- **Respite Care** - One of the greatest needs for many families is to have regular times for rest and regaining physical, emotional and spiritual strength. This is achieved by having access to respite care. Bethesda helped 6 families access funding to pay respite caregivers, assisted in identifying suitable caregivers, and helped problem-solve barriers.
- **Crisis Support** - Sudden illness or trauma in the family can cause additional strain on parents that may bring them near a breaking point. Bethesda helped 2 families identify and arrange for supports that were necessary during a time of crisis.
- **Problem Solving, Short & Long Term Planning** - Parents can often feel overwhelmed and perplexed by upcoming transitions in their son or daughter's life that can be quite different from the typical transitions in life. Complex support needs require careful planning for summer respite needs, changes in school settings, residential or day services needs, anticipated surgeries, changes in family dynamics, etc. Bethesda helped 32 families understand and plan for these transitions and related processes as well as for the future when it may be difficult for parents to be closely involved due to illness or death.
- **Special Equipment** - Specialized equipment, i.e. vehicle lifts, wheelchairs, adaptive communication devices, etc., can be very expensive. Bethesda helped 2 families purchase necessary adaptive equipment that assists with the care of their family member.
- **Workshops & Seminars** - Bethesda is able to help families gain a greater understanding of their child's disability and some of the unique issues that face them. Families were given opportunity to attend 3 events relevant to their needs. Bethesda also supports churches, schools and individual community members in addressing disability-related concerns.

- **Parent Support Groups** - The joys and struggles of raising and loving a son or daughter with disabilities can be a lonely experience made less lonely by coming together with others who share common experiences. Bethesda's Parent Support Groups welcomed 26 parents in providing a confidential and supportive environment for parents to listen, share, learn and pray together.
- **Church Program Support** - Bethesda helps churches as they seek to understand how a disability impacts the individual and the family and how they may be able to help. Support is provided to the church in seeking ways to welcome and integrate an individual with a disability into the full life of the congregation. Bethesda seeks to work in partnership with each family's home church.
- **Transportation Assistance** - Bethesda's fleet of vehicles is adapted so that individuals who are wheelchair dependent can travel safely to activities and appointments. We share this resource with our supporting community when there are extra-ordinary travel requirements.



### **How Are We Doing? – Individual & Family Satisfaction**

*"I am so thankful for the care (my sister) receives at Bethesda!"*

*"Thank you for (the) encouragement and support and also for the support Summer Day Camps have given us as a family."*

*"God bless you and Bethesda for helping families such as ours, that we can relinquish our beloved son both to God and your facility."*

*"Thank you once again for the lovely visit and taking time ... to help us with some important decisions."*

*Joyce Vander Hoek, Family Support Director, and her staff team provide support in this service area.*

The number of years that employees serve at Bethesda continues to rise as reflected in the adjoining table. This year during our annual recognition events where we celebrate the 5-year incremental milestone years of service for our staff and volunteers, we recognized 25 employees for 5 years, 20 employees for 10 years, 16 employees for 15 years, 1 employee for 25 years and 1 employee for 30 years of service. In all we recognized 63 Bethesda staff members. These numbers reflect the dedication and commitment that our employees have towards serving with Bethesda's ministry. We are very thankful for their service.

### Staff

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The turnover information shown in the adjoining table represents those employees who resigned or were laid off from full-time or part-time positions. Last year's turnover rate was very low, which reflected the difficult economy that we were experiencing. Even though the economy may be improving, community living organizations have been faced with a change in funding parameters from Community Living British Columbia. For many agencies, this has resulted in cutbacks and layoffs. Bethesda has been able to continue to support the individuals we serve with minimal changes to the staffing. As a result, even though our turnover rate has increased a bit, it is still much lower than 2009 and previous years before that. In fact, half of the turnover percentage, reflects employees who resigned because they moved out of the area or chose to attend post secondary education.

	2011	2010	2009
# of Staff	347	358	360
Average Age (yrs)	41.1	41	40.5
Female/Male %	77/23	80/20	80/20
Turnover %	7.8	4.7	11.7
Average Yrs of Service	7.4	6.9	6.3

In the midst of funding challenges, Bethesda has also been able to expand its services to support more individuals as we set up three new sites this fiscal year. Even though our staffing numbers have reduced slightly, we continue to be able to provide optimum support to more people. We also had an opportunity to provide better support to some of our individuals by moving them into different settings. The moves affected three of our residential settings and their staff teams. We are thankful that all of the staff members in these sites were able to continue in positions with Bethesda. The devotion and sensitivity that these employees showed in their support to the individuals through these moves were instrumental in the smooth transitions that took place. Bethesda's ministry has truly been blessed with excellent staff members.

*Darlys Carlson McDonald, Human Resources Director, and staff team provide support in this service area.*

## Volunteers

Volunteers for Bethesda’s ministry provide support to over 260 individuals with disabilities and their families. Volunteers choose to become involved out of a desire to serve, to share their life and to walk together with people who have disabilities. Although the number of volunteers involved as Friends and Camp Counselors has remained consistent, a continuing decrease in Church Coordinators and Drive Canvassers in our annual “Lend a Hand” Campaign has been noted. This leads us into determining new strategies and processes in carrying out the drive.

Volunteers include:

- Church Coordinators who provide the link between Bethesda and its supporting church community.
- Drive Canvassers who help recruit members and raise funds to support donation-based services.
- Friends who provide a sense of belonging and friendship to individuals, who contribute to the effectiveness and quality of a residential, day or family support service or who provide a sustained and, often, life-long relationship with an individual in supporting him/her.
- Camp Counselors who provide safe, fun summer programs for children, teens and adults.

	2010	2009	2008
Church Coordinators	43	60	64
Drive Canvassers	95	132	162
Friends	40	42	45
Camp Counselors	16	21	19

*Audrey Ram served as a faithful volunteer to the individuals at West Clearbrook Home for the past twenty years*



## Finance

Bethesda's Statement of Operations reflected expenditures of \$16 million this past year. This was an increase of 6.5% over the prior year. This change amounted to \$1 million in negotiated development of services in Chilliwack and Langley as well as expanded care for individuals in existing services.

Bethesda's total operating budget for the 2011/2012 year is projected to be \$15 million dollars. Although Bethesda has maintained and even expanded services, this is a decrease from previous years' as our organization works towards efficiencies in redesigning our services. Bethesda in partnership with our major funder, Community Living BC, continues to meet the needs of the individuals we serve along with the strong and faithful support of our members, donors and the Bethesda Foundation.

The provincially required independent financial audit for 2010/2011 is conducted by the Meyers Norris Penny (MNP) Chartered Accounting firm.

Bethesda's finances are confined to Board approved programs and purchases. Each gift designated toward an approved program will be used as designated, with the understanding that when any given need has been met, designated gifts will be used where most needed. Gifts are acknowledged and eligible for a tax deductible receipt.

*David Naples, Business Administrator, and his staff team provide support in this department.*

## Board of Directors



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The Board represents the society's membership in determining and representing appropriate organizational performance and to make specific contributions that lead the Society toward the desired performance standards. On behalf of the people who live and/or work in Bethesda, the Board guarantees the accountability of Bethesda Christian Association by assuring that it:

- commits to continual improvement of its Christian values and vision,
- achieves appropriate results for the appropriate persons at an appropriate cost, and
- avoids unacceptable activities, conditions and decisions.

The Board has governed with an emphasis on fulfilling the agency's vision, on encouragement of diversity in viewpoints, on strategic leadership, on clear distinction of Board and Executive Director roles, and on collective decision-making that focuses on future/proactive thinking.

We have met seven times this fiscal period, usually on the third Wednesday of the month. Additionally, Board members serving on the Audit, Finance, Nomination and Property Development Committees have met throughout the year.

## **Annual General Meeting**

Bethesda's Annual General Meeting was held on September 10, 2010. We welcomed approximately 150 people including members, volunteers, staff, individuals and families. Everyone enjoyed great fellowship and reflected on Bethesda's ministry. The membership elected three new Directors who will serve for a 3-year period. All Directors can serve up to two consecutive 3-year terms.

The Membership also approved Bethesda's financial statements for 2009/2010 and Meyers Norris Penny Chartered Accountants were appointed as auditors for 2010-2011.

Working together in supporting individuals with disabilities and their families is a community effort with the following people and organizations helping Bethesda provide quality services.

- Christian Church Community of BC Partnership meets needs of individuals and families, spiritual support, membership, gift offerings.
- Community Living British Columbia (CLBC) and the Government of British Columbia (BC Housing, MCFD, and MOH) provides contractual, case management and monitoring support.
- BC Association for Community Living works to ensure children and adults with developmental disabilities are able to live quality lives in their communities.
- Canadian Council of Christian Charities monitors organizational and financial integrity.
- The Commission on Accreditation of Rehabilitative Facilities (CARF) promotes the quality, value and optimal outcomes of services that centers on enhancing the lives of the individuals receiving services.
- Christian Stewardship Services helps with estate & financial planning, planned giving and gift management.
- Community Social Services Employers Association assists with human resources development, labor relations & policy development.
- Christian Labor Association of Canada (CLAC) represents workers through collective bargaining and workplace representation.
- Community Services Benefits Trust operates a health and welfare plan for employees.

Our contribution as good neighbors has Bethesda staff involved in a variety of committees, task forces and projects that benefits our community. These include:

- Christian Church – assisting churches with vision planning and training in their support of individuals with disabilities.
- Christian School – providing advisory support in developing policy.
- Circle of Friends – assisting churches to develop support systems for members with disabilities who are in need.
- Circle of Friends Coffee House – providing spiritual nurturance for individuals with developmental disabilities.
- Friendship Groups Canada – assisting with the development of Bible study programs.
- Parent Support Groups – inviting parents to support and encourage each other.
- Richmond Hospital – participation on the hospital’s Infection Control Committee.
- Student Bursary – assisting post-secondary students with financial support.
- Student Work Placement - educating students in the field of disability.
- Richmond Managers Networking Committee – interagency networking
- Langley community Living Days – Interagency participation for community living events
- Hope Haven Canada Ministries – Guatemala Outreach
- Joy Fellowship – promoting outreach for worship services and Bible Study in Richmond

1. Each individual's relationship with family and friends have been maintained or increased.
  - I will keep in contact with my family and friends regularly.

Brad's Big Day: my sister Sandy came from Australia for a visit; she held my hand and we both took lots of pictures. I showed her my room. I really liked the T-shirt she brought me from Australia.
2. Each individual's making informed decisions on matters affecting his/her life has been maintained or increased.
  - I want to be informed about the changes that would affect me

My staff sat down with me and explained that my roommate will be moving to another Bethesda home in the late summer. They both answered all my questions and reassured me that I would still see him on a regular basis and that we would still celebrate our birthdays together.
3. Each individual's satisfaction with his/her home environment and support provided has been maintained or increased.
  - I would like to participate as much as possible in preparations for special events such as birthdays and seasonal celebrations.

I spent time with staff as they made signs and snacks on the 9<sup>th</sup>. On the 10<sup>th</sup> I co-hosted a Soccer Play-off party. We played games in the back yard and enjoyed eating together on the patio.
4. Each individual's optimal health, safety and well-being has been maintained or increased.
  - I go to the pool bi weekly as part of my exercise program

I continue going swimming on a weekly basis. My staff supports me in walking in the pool as part of my exercise program and my strength is improving.
5. Each individual's skills in daily living activities has been maintained or increased.
  - I will choose a new activity that is consistent with my abilities and preferences that I can do to help clean up around the house.

Cathy now has access to the washer and dryer and did very well trying out this new task. She only needed a few prompts from staff and was very proud of herself after the task was accomplished.
6. Each individual's interaction with his/her community that is consistent with his/her abilities, interests, cultural and spiritual preferences has been maintained or increased.
  - I have opportunities to be involved and give to my community

I have begun to contribute to a local street ministry called '5&2 Ministries' My staff support me in making 30-50 sandwiches for a local street ministry every other Friday. I'm the official taste tester. The supplies are donated by Matsqui staff and the finished sandwiches are given to the street ministry to distribute.

**Appendix 2****Accessibility Plans**

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<b>Resource</b>	<b>Barrier Identification</b>	<b>Progress on removal, follow up, and resources required</b>
Abbotsford Apt	Architectural	Apartment renovation needed to provide access to bathroom, required strata approval, city permits and funding provided by BCA, completed March 2010.
Abbotsford	Architectural	Access to bathroom to meet changing needs of one individual. BCA has covered the renovation costs.
Abbotsford	Program Access	Secure a music therapist for one individual to provide a monthly music program, costs to be covered by life skills operational budget.
Clearbrook	Environmental	Compatibility with roommates prompted a residential review of the individuals at the home; two ladies were identified to relocate to a more accessible home with a quieter environment which addresses the aging issues for these two ladies. Moving costs were covered by Bethesda.
Kelowna	Attitudinal	An individual's changes in nutritional health resulted in increased care required by staff at a community based after school club. The program staff was not able to accommodate this and the program ended on February 1, 2011.
Kelowna	Environmental	The current phone system runs out of power after four hours, for night time security staff have purchased a battery walkie talkie system to be used between the co-location to check in for night time safety and during a longer power outage.
Ladner	Community Access	One individual has experienced a loss of access to adult horseback riding, due to owners moving out of town.
North Kelowna	Environmental	Noise due to heavy traffic and the expansion of a four lane highway directly beside the home, BC Housing consulted, a row of cedar trees has been planted.
Penticton	Program Access	Minor renovations needed to create Day Service space in order to expand day program to more individuals.
Richmond	Equipment	A family home received ceiling tracking which had been previously donated to BCA, allowing their son to access the family home after his decline in mobility.

Richmond	Environmental	Access to bathroom was disrupted due to extensive renovations, licensing informed, alternate plans were made for showering and washroom use over one week.
Richmond area	Medical Health	Access for PT/OT services has been reduced, BCA continues to advocate for services for ROM training for caregivers and equipment needs for individuals.
Richmond area	Medical Health	Services for surgery for a G tube feed was delayed, this has been referred to the Ethics committee at the Richmond General Hospital, and Family members have met with hospital members to voice their concerns.
Sardis Home	Mobility access	decrease in one individual's mobility required a fully accessible home. BCA purchased a new home and provided minor renovations with donation funds.
Surrey	Architectural	Access to bathroom for individuals and staff use BCA owned home, costs covered by Bethesda.
West Abbotsford	Environmental	Renovations to basement area to increase individuals level of independence. These plans are currently put on hold due to alternate living identified for two ladies.
West Abbotsford	Environmental	Changes made for two individuals requesting a different residential living situation for more independence. An alternate living situation has been secured in Chilliwack.
West Richmond	Transportation	Parking and drop off safety due to crowded parking at individuals Day Service, installed a rear parking camera for added safety when parking and backing up, cost covered by operational budget.
West Richmond	Medical Health	Weight scale is inaccurate, Nutritional Health care plans requires weekly weight to be taken for three individuals, Request made to order a new scale for the lift system, BCA to cover the cost.
Home Share	Architectural	An elevator was installed due to the changing aging needs of one individual; this has enabled them to continue living at the same location and with the same family.



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**Board of Directors**

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Florina Neutel  
Gregory van Popta  
Tony Togeretz

Bert Altena, Executive Director

Kevin Pastoor, Self Advocate Representative

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*“...as we have opportunity, let us do good to all people...”*  
Galatians 6:10

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