



CHRISTIAN ASSOCIATION

British Columbia

2009 Annual Outcomes Management Report

April 1, 2008 to March 31, 2009



*Donald Perkins of Langley Home studying the watch collection
at the Train Museum in Burnaby*

"Supporting individuals with disabilities and their families"

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David and Chris – Bethesda Centre buddies

Living the Mission



"The core values of an organization define those principles to which it seeks to remain committed." Bethesda's values state, "as ambassadors of our Lord Jesus Christ we will honor God and each person in all we do and with all of our resources."

Over this past year we have tried to do just that by expanding services to several new individuals in family support, day programs and family care homes. This has resulted from new funding but also from the combined efforts of many people finding creative ways to support people in need. Renovations to several of our group homes and day service locations as well as the development of the Smithers Apartment project continue to progress. Constant challenges brought about by the changing needs of individuals call us back to our core values again and again. In two cases we funded specialized training for staff. In another we added a day service to an existing group home. And in yet another we expanded a residential service to an existing day program.

Our efforts this past year have included preparation for another survey by the Commission on Accreditation of Rehabilitation Facilities (CARF). They will be arriving on June 8 to spend three days with us. During that time they will visit select sites and peruse a wealth of material prepared in advance to demonstrate how we fulfill specific industry standards for the support of persons with disabilities. Their core values reflect our own at Bethesda and serve as the backdrop to their survey:

- All people have the right to be treated with dignity and respect
- All people should have access to needed services that achieve optimal outcomes
- All people should be empowered to exercise informed choice.

Person centered planning has taken on a fresh meaning as we seek to live up to these values. You can see samples of these "personal goals" in the Appendix to this report. Outcomes are measured by the progress each individual makes at achieving their own goals. To that end we listen and ask and then go back to the drawing board, all in an effort to help our friends achieve their goals and dreams.

One of the ways we ensure that we are in fact living up to these values is to survey the individuals and families that we support. Satisfaction surveys were conducted among these as well as the professional community with whom we serve this year. Some of the results can be seen in the following pages. In general they were very affirming. Where suggestions offer us ways to improve our services we are committed to follow up.

God's grace continues to shine through many lives and in many situations. It enables us to keep on living out our core values, bringing honor to our Lord and our friends with disabilities. We continue to salute each person's commitment to this ministry. May God bless your efforts.

George Boer
President

Bert Altena
Executive Director

Residential & Day Services



Bethesda provides residential and day support to 133 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 family care home. Family care homes 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). Individuals are supported under Community Living British Columbia (CLBC) and the Ministry for Children and Family Development (MCFD).

Day Services typically take place during the days of the week and include 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 both educational and recreational activities. Day services are contracted separately from residential programs. They can be carried out separately as in the case of the Bethesda Center, Graduate Day, Chilliwack Day and specific family care home 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.

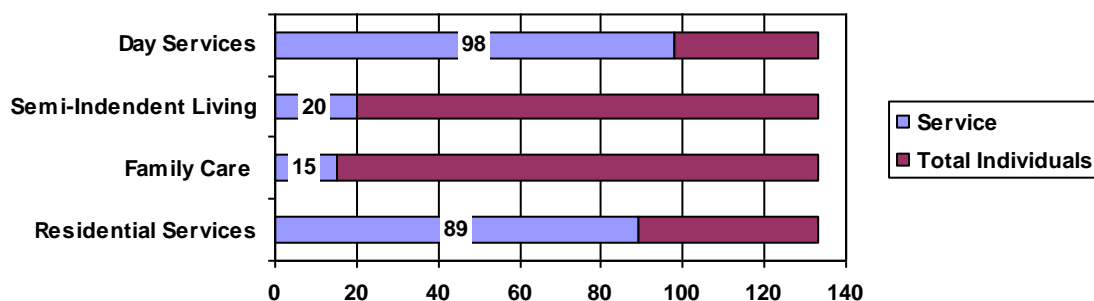
Supported Independent Living (SIL) includes self advocates who are either living on their own or who are developing skill towards living on their own.

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

- Abbotsford Home & Day Services
 - 4 gentlemen supported by Sava Duran and his staff team
- West Abbotsford Home
 - 3 ladies & 2 gentlemen supported by Jeanette VanVeen and her staff team
- Mt. Lehman Home & Day Services
 - 4 ladies & 1 gentlemen supported by Patty Fredette and her staff team
- Clearbrook Home & Day Services
 - 6 ladies supported by Tiffany Wolters and her staff team
- West Clearbrook Home & Day Services
 - 4 ladies & 1 gentleman supported by Steve Walsh and his staff team
- Matsqui Home & Day Services
 - 5 gentlemen supported by Lorraine Derksen and her staff team
- Bethesda Center Home and Day Services
 - 9 gentlemen supported by Glen Schroeder and his staff team
- Chilliwack Home and Day Services
 - 5 ladies and 2 teens supported by Maggie Doldersum and her staff team
- Maple Ridge Home
 - 2 teens supported by Francine DeJong and her staff team
- Langley Home & Day Services / Fort Langley Home
 - 7 gentlemen supported by Margo VanVeen and her staff team
- Surrey Home & Day Services
 - 2 ladies & 3 gentlemen supported by Bev Green and her staff team
- Surrey Day Services
 - 1 lady & 1 gentleman supported by Dawna Braun and Claire Chang
- Richmond Home & Day Services
 - 2 ladies & 3 gentlemen supported by Carolyn Koehle and her staff team
- West Richmond Home & Day Services
 - 2 ladies & 2 gentlemen supported by Gelinda Vriend and her staff team

- South Richmond Home & Day Services
 - 3 ladies & 1 gentlemen supported by Norm Baugh and his staff team
- Ladner Home
 - 2 gentlemen supported by Jody Siba and her staff team
- Kelowna Home & Day Services
 - 2 ladies & 2 gentlemen supported by Susan De Merchant and her staff team
- North Kelowna Home & Day Services
 - 2 ladies & 2 gentlemen supported by Colleen Borreson and her staff team
- East Kelowna Home & Day Services
 - 3 ladies & 2 gentlemen supported by Rita Jorgensen and her staff team
- Penticton Home & Day Services
 - 2 ladies & 2 gentlemen supported by Dianne Lamb and her staff team
- Supported Independent Living
 - 7 ladies & 13 gentlemen supported by Joyce Vander Hoek and her staff team
- Graduate Day Services
 - 3 ladies & 4 gentlemen supported by Tanya Buskell and her staff team
- Family Care Homes, Day Services & Victoria Apartment
 - 9 ladies & 8 gentlemen supported by Cora Bitter and her staff team

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



John Koning (Associate Director), Claire Chang (Regional Director), Harold Sawatzky (Regional Director), Cora Bitter (Community Resource Manager) Ann Trudeau (Community Resource Manager) and Dawna Braun (Community Resource Manager) also provide leadership support in this service area.

MayVaughan Smith

May's relationship to Bethesda began back in 1990 when she lived at North Surrey Home. Then in 2004 she moved to Abbotsford where she lives in a Family Care Home. Among the many people that have become important to May is her friend Lise. You can see them doing Meals on Wheels together or strolling around Mill Lake on a nice day. Lise has a cabin on the way to Mt Baker to which she takes May whenever they have the chance. Picture the two of them playing games or roasting marshmallows around the campfire and you know May is a happy camper! May continues to explore new interests as well. She now takes on sewing projects and has been learning to cook as well. Variety is the spice of life and May will never run out of interesting and exciting things to do.



Characteristics and Changes of Individuals Receiving Support

Of the 133 individual supported by Bethesda this past year, 53% (70) are over 40 years of age. A total of 10 are 60 years of age or older and 6 are 18 years of age or younger.

The majority of individuals supported within Bethesda have a severe/profound level of disability. Almost one half (42%) require the support of a wheelchair. 80% of our individuals have a secondary disability such as mental illness, epilepsy or cerebral palsy. 61% suffer from significant medical needs and 65% 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 Mt Lehman experienced the passing of their friend Quenton.
- David C. (Abbotsford) and Rachel (Abbotsford) moved into Family Care Homes. Angela (Surrey) chose a different living arrangement with another Agency.
- Erin was added to the day services at the East Kelowna Home
- Isabel joined the day services at the Surrey Home
- Justin joined the day services at Langley home.
- Chris S. joined the Bethesda Center Day Services
- The Bethesda Center residential program was expanded to full time for Ken and Chris.
- A half time residential apartment was developed for Ashley.
- Janna, Matthew and Richard were welcomed into the graduate Day Services. Elyse chose to move out of town and receive services through another agency.



Ashley Cusiak

Ashley has been a friend of Bethesda for several years, first with Family Support, and later with Summer Programs and Graduate Day Services. In January 2009 Ashley was able to fulfill a long-time dream held by herself and her family as she moved into an apartment in Abbotsford. She enjoys the independence of being on her own, with help from Bethesda, for part of the week and rejoining her parents on the weekends. Ashley is learning to cook and clean in her home, realizing confidence and independence in making choices and making new friends. The staff who work with Ashley find her interesting personality wonderful to work with. Her constant praise and encouragement brings joy to the heart and healing to the soul. Ashley likes to say that "her Bethesda is a blessing," and for her, this is only the beginning.



Rachel DeHaan

My name is Rachel. I am 19 years old and have been with Graduate Day Service (GDS) since July 2008. One of the things I like to do at GDS is kitchen duty. This includes stacking the dishes in the dishwasher and later and putting them away. I do some peer mentoring at GDS; helping with reading, handwriting and teaching. Last year I learned how to make flower arrangements. I helped at Bethesda's Annual General Meeting and even made a few to sell at Thanksgiving and Christmas. This June I am going to do Relay for Life at Rotary Stadium, raising money for cancer research in honor of my Dad. I have put together a team with my friends, family and staff from GDS. We call ourselves the "Big Kahuna Warriors"! My future goal is to become more independent and becoming road safe so that I can eventually make my own way to and from Graduate Day Service. I appreciate all the staff helping me.

Person Centered Planning

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.

This year saw an evolution in our commitment to measuring each individual’s success at achieving goals. Rather than measure each individual’s progress against a generic set of agency goals or indicators, we offered each person a chance to measure his/her progress at completing goals. Personal goal planning still takes place with the help of PATH (Planning Tomorrows with Hope) or MAPs but from there on each person defines progress on his/her terms. See samples of these personal goals in Appendix 1.

Bethesda continues to respect 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.

Increase or maintain each individual’s relationship with family and friends	97%
Increase or maintain each individual’s informed decision-making	97%
Increase or maintain each individual’s satisfaction with his/her home and support	98%
Increase or maintain each individual’s optimal health, safety and well-being	84%
Increase or maintain each individual’s skills in daily living activities	89%
Increase or maintain each individual’s interaction with his/her community	95%

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 Goal Planning completed	90%
Person Centered Plans completed	99%
Healthcare Plans completed	92%



Justin Pilkey

Justin, or the "J-Train" as staff call him, is a whirlwind of energy and excitement. With his ever positive attitude, infectious laughter, and nonstop energy, Justin brings joy to everyone he meets. He is always ready with a handshake and a smile for the customers on his Meals on Wheels route. Justin loves to be one of the guys, playing catch in the park, or just roughhousing with his friends. He is always on the go in and around the community most every day. Some of his favorite outings are to Stanley Park where he visits the Aquarium and the Langley Chiefs games.

Justin Makonin

Justin started working for the Leader Newspaper in October, 2008. The staff were very accommodating by giving Justin a local route not far from his home. He delivers the papers once a week and splits them

between morning and afternoon. Besides enjoying the outdoors and taking a walk Justin enjoys his job. He is paid once a month and has used his money to purchase a bookshelf for his living space. This will continue to be a successful work experience for Justin and we are so grateful that he has this opportunity.

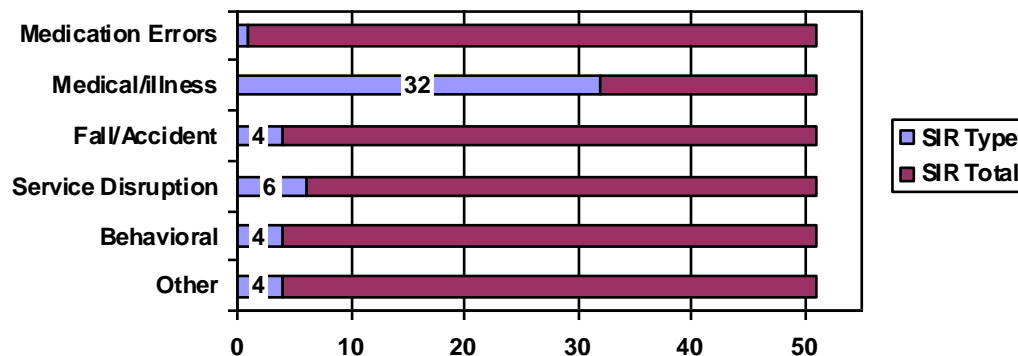


Risk Management

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. And as the need arises, additional anticipatory health care plans address upcoming issues like surgery or anticipated changes in the individual's health and wellbeing. Professionals increase their involvement when there is need for additional assessment and crisis support.

Bethesda reports to both the Ministry of Health's Community Care Facilities Licensing and Community Living BC when serious incidents occur that require outside medical attention or there was a disruption of service. Overall reportable incidents were up 20% this year totaling 51. 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 of happening. Last year there were 278 such reports. That's a decrease of 12 % from the previous year. The majority of unusual occurrences were due to falls, challenging behaviors, injuries and various medical concerns.

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

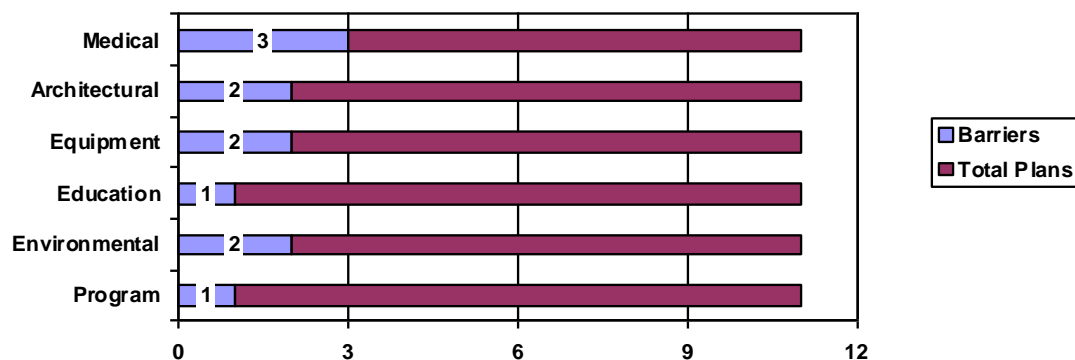
- Night time security checklists and safety protocols were implemented. A buddy system was also implemented where different resources having awake staff now check in with each other during the night.
- Concern for possible harm to visitors in one home resulted in staff training in redirection and responding to the sensory needs of an individual.
- Exit alarms and security protocols were implemented in one home to protect the individual from wandering onto a busy street.
- Changing health care needs of individuals led to changes in care plans and staff training. Palliative care plans were also put in place in two locations.
- An agency wide guide for end of life and palliative care was developed to be used in supporting individuals with complex health care needs.

Inspections occurred in most of our licensed group homes this past year. In all locations we received a "low hazard" rating. Bethesda also contracted with an external monitor to inspect five non licensed facilities. While there were no notable infractions, all 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 62% of service locations.

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

Please see Appendix 2 for details.



Rachel Tham has been a part of South Richmond Home since the spring of 2002, when she came to us from her family home. As we came to know Rachel and learned about her care, we also learned about the series of challenges to her life and health that she had already overcome. In spite of those difficulties, Rachel came to us with a smile. Being on the receiving end of one of her warm smiles has been one of the great pleasures for us. This past year brought a new series of challenges for Rachel as she experienced several stays in hospital, one of which was quite lengthy and serious. Rachel enjoys a close and supportive relationship with her parents and sister, and they were at her side each time she was in hospital. South Richmond Home caregivers were also providing support for Rachel with their presence and their prayers. And God is good. As we prayed for and with Rachel and her family during her illness we saw her gradually gain in strength and the smile return to her face. Rachel is now back at South Richmond Home enjoying her favorite music, watching videos with Gordie and Ada and going out in the community for swimming, shopping and trips to the library. Weekends are normally reserved for her family, but when Rachel is with us through the week, we are thankful to once again be on the receiving end of her lovely smiles.



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 a external survey that we undergo every three years, the next being in 2009. CARF (*The Commission on Accreditation of Rehabilitative Facilities*) surveys us within following four programs:

- Community Housing (*Residential*)
- Supported Living (*Residential*)
- Community Integration (*Day Services*)
- Host Family Services (*Family Care Homes*)

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 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:

Individuals

It's nice. I like going to the Sunshine dance. If I want to go it's up to me – Nena

I'm content where I am. I love my caregiver but sometimes the TV is too loud – May

Sometimes I don't know what my doctor is talking about – Mac

Staff pray with me about my eye problem. Stickers on the washer and dryer help me because of my eye. I like to sing and read the Bible and pray. Sometimes I'm not feeling good and I tell staff "no program" – Arlene

When asked if he liked where he is being supported, Phil smiled widely and buried his face in his hands. He responds like this when he's really happy. He talks regularly with his brother on the phone.

I go with my family every weekend to the mosque and on Mondays I go to the Circle of Friends - Aly

I like to do as much independently as possible. It makes me feel good. – Elizabeth

Sometimes I have a hard time communicating and sometimes I feel that staff rush me and don't understand what I'm trying to say – Alexis

I would just like to have my name on my door. I would like to go out for lunch once a month – Vanda



Laszlo and Emery Balatoni enjoying view of Harrison Lake

Families

The manager and staff of this home are always most welcoming and truly exemplify the true meaning of loving and caring in a most respectful and sincere manner. This home is to be commended for the service it renders. We are so blessed to have Vanda be a resident here – Vanda's sister.

All the managers and caregivers are enthusiastic and committed to their duties. We are very satisfied and grateful for the services they provide to our boys – Omar and Alykan's dad

Please know that from Dad's and my perspective, Gordie couldn't be in a better place. The warmth of your staff, the way Gordie has settled in, and the ongoing care and commitment to his health and wellbeing are unparalleled.... You are such a support to my Dad as well – Gordie's sister

Thank you for all you do. We thank God most of all for Bethesda and the godly workers there. Thanks you all for your love first for God and also for our Ken – Ken's mom

It is hard to answer these questions for we aren't able to see her that often. But when we have we have been very impressed - Janene's sister

John's family care program has been good for his emotional and mental health throughout the last year despite some bumps in the road. Thanks to all who support him faithfully with care and dedication – John's friend

We are so grateful for the care provided to Franklin as well as the warm relationship both Teena and I have with both the manager and her assistant as well as the rest of the staff – Franklin's dad

Having multiple people working with Richard has had some frustrations. Some needs communicated to one worker are not always passed onto others. One main contact person is more effective – Richard's mom

You all should know how wonderful it is to know my brother is so well cared for especially at this trying time in his life and mine. My love and gratitude to all – Perky's sister

I will add that all of Dann's family members are very happy and satisfied and grateful for the care given to their loved one at this Bethesda home. May God bless all involved in this wonderful program – Dann's mom

When Gordon Hilderman moved into South Richmond Home, we took time to prepare for his arrival. What we were not prepared for was the contribution that his father Fred Hilderman would bring. Fred has always maintained a close relationship with Gordie, and when Gordie moved in, we were pleased to see Fred come by to spend time with Gordie on a regular basis. Over the next few months, Fred purchased a van which could accommodate Gordie's wheelchair and moved from Vancouver to a house within walking distance of South Richmond Home. We began to see even more of Fred, as he would come along on activities, taking Gordie in his van while the other 3 individuals travelled in the Resource van. Fred's involvement made a number of activities more manageable, especially when he came to help with a day trip to Whistler, as well as picnics, fishing, the zoo and skating, Gordie also loves to bowl, and with Fred's help, he and another SRH individual have become involved in bowling once a week with Special Olympics. But even more important for Gordie and his Dad is their connection to Joy Fellowship, where Gordie is a founding member. Together they attend Sunday morning services and Wednesday evening Bible studies in Richmond, and there Fred willingly offers help to bring people in and out of the building, or to give any other assistance he can. Fred likes to be busy, and he is skilled with his hands. It wasn't long after Gordie moved in before Fred was offering to help out with things around the yard and house, we were pleased to accept. Among other things, Fred has helped us by pruning trees in the yard, re-finishing our picnic table, making minor repairs to the van and putting up shelves in Gordie's room. Gordie has been a wonderful addition to South Richmond Home; we think that Fred has too.



Professionals

It is a pleasure to work in the Bethesda group homes – Nutritionist

I would like to see Bethesda establish homes for younger clients; pre-adolescent – adolescent – Physio therapist

Staff always go above and beyond for care! They have an eagerness to learn and problem solve always. Open more Langley homes – HSCL nurse Upper Fraser

Homes are organized, well run and follow instructions – Dietitian

Caregivers are always asking if there are any new products or techniques that would benefit their residents. Keep up the great care. It's a pleasure to visit with your staff and residents – HSCL nurse Vancouver Coastal

Caregivers are very professional. In my assessments the care is excellent! – Pastor

Care is exemplary. Documentation is excellent. The staff are encouraged to offer opinions. I respect their abilities and their input – Vinge nurse

On the topic of training, I'd like to see HSCL get involved in regular training of new staff again. We have gotten away from this for some reason – no one's fault, just the way things evolve sometimes – Registered dietitian

Staff are very knowledgeable about each individual and supportive of their families – CLBC Analyst

Sandy stated that she just wanted to linger here because she felt there was such a peace in our home, a reverence and she was just enjoying being in it. – Occupational Therapist



*Kathleen of North Kelowna Home
enjoying a visit from the Day Care next door*

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 173 families this past year. Some of these services included:

- **Family Visitation** - 41 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 68 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 9 families access funding to pay respite caregivers, assists in identifying suitable caregivers, and helps 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 4 families identify and arrange for supports that are necessary when these crises happen.
- **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 28 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 1 family 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 9 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 15 parents in providing a confidential and supportive environment for parents to listen, share, learn and pray together.
- **Church Program Support** - Bethesda helped 4 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 the 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

"Laura and I appreciate all the help Bethesda has offered to us over the years. As you know, raising a child with a disability is not an easy process but with the help of Bethesda it is made easier. Thanks again!"

"We just want to thank you and Bethesda so much for your help with this transition. Also a huge thank you for what you have provided for with respite Needless to say I have really valued that time to either get something done that would be difficult to do with Matthew or just plain took the time to walk etc. A huge thank you from all of us for all your help. We appreciate you!"

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

Human Resources



We celebrated the 5-year incremental milestone years of service for our staff and volunteers at 3 events this year. Thirty-nine staff members and twenty volunteers were recognized. All three of these events were special evenings of celebrating with those who were being recognized and of thanksgiving to God for the ministry that we have. We are truly thankful for the dedication and commitment that our staff and volunteers demonstrate in supporting individuals with disabilities and their families.

Volunteers

The dedication and passion of our volunteers for Bethesda’s ministry of providing support to over 260 individuals with disabilities and their families is gratefully appreciated. 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 decrease in 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.

	2009	2008	2007
Church Coordinators	60	64	57
Drive Canvassers	132	162	186
Friends	42	45	29
Camp Counselors	21	19	16



Oma VanOosterom

During one of our goal planning meetings in 2005 we met “Oma VanOosterom.” She is the grandmother of one of the individuals who attends Chilliwack Day Service. Oma volunteered to come in and teach both ladies how to knit. Over the years the Day Services expanded and Oma’s involvement changed from not only knitting, but also to playing games, helping with crafts, baking and writing. Oma has come along on several outings such as a play in a local high school, a visit to the park and a special remembrance service. She often comes when special occasions are celebrated in the program. Oma is very loved by all the ladies at the Day Service, and is seen by all as their own Oma. Her

thoughtfulness and special treats are much appreciated; like the flowers, baking and candy. We are very thankful for Oma VanOosterom, and hope she will continue to be part of Bethesda Chilliwack for many more years to come.

Jeff VanderPloeg

Volunteers serve in many roles and can make a difference in the lives of the individuals we support. One such volunteer is Jeff VanderPloeg. Jeff moved to Abbotsford from Ontario where he was actively involved in volunteer services. Jeff approached Bethesda seeking an opportunity to help out. He soon connected with Abbotsford Home where he began to build a relationship with Donald. Jeff has been a volunteer at Abbotsford Home for over 4 years. He has served Donald with much love, care and respect. Every week Jeff takes Donald out once or twice. They always go to Tim Horton's for tea. Donald loves sipping on his tea while Jeff talks with him about all sorts of interesting things. At times, Jeff and Donald go for a walk and a drive. Both enjoy their time together; evident on their smiling faces when they return. Having such a great volunteer as part of Donald's life is a blessing to all of us at Abby Home.



Staff

At the beginning of this fiscal year, recruitment and retention of newly hired employees was very challenging. Throughout the Community Living Sector in British Columbia, statistics were gathered to determine the primary causes of this issue in order to develop strategies to help agencies with the staffing shortages they might be experiencing. In looking at the specific information gathered regarding Bethesda's turnover, we found that during the first nine months of the fiscal year, the high number of employees leaving employment held casual positions and had been employed for less than 1 year. The turnover information that we show in the adjoining table shows only those employees who resigned from full-time or part-time positions. This number has not significantly changed from previous years, but would show a much higher percentage if we included those resignations from casual positions. Even though we have experienced the challenge of recruitment and retention, fortunately we have been fairly stable with our employees in the regular hourly positions. As the economy changed during the end of 2008, we started to see a change in the turnover of all employees. In the first 3 months of 2009, very few people have left employment with Bethesda. We expect this pattern to continue for much of the coming fiscal year.

	2009	2008	2007
# of Staff	360	351	352
Average Age (yrs)	40.5	39.2	42
Female/Male %	80/20	77/23	75/25
Turnover %	11.7	11.1	13.1
Average Yrs of Services	6.3	5.9	6.2

During this year we established a bi-monthly staff newsletter to improve communication throughout our agency. These newsletters carry many personal interest stories of our staff within and outside of work. They also provide an avenue for providing employees information about their employment that is important to them. The newsletters have helped to increase our connectedness over the province and have provided creative ideas for various staff teams to utilize.

Even though many of our employees do not come to Bethesda with formal training in support to people with disabilities, they receive excellent training through their employment at Bethesda. The surveys about Bethesda's services that family members and professionals completed this past year reflect a very high overall satisfaction. It affirms the genuine care that our staff teams give to our friends with disabilities.

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

Finance



Bethesda's Statement of Operations reflected expenditures of \$14 million this past year. This was an increase of 3% over the prior year. This change was the net effect of negotiated collective agreement wage improvements and benefit enhancements as well as growth in our Day Services.

Bethesda utilized their financial resources in a stewardly manner and operated at a relative breakeven point, resulting in 3.5% of excess funds. Bethesda continues to have an admirable 1.7 current ratio indicating assets exceeding liabilities suggesting its strong ability to manage its financial obligations.

Total replacement reserves amount to \$1.06 million for the purposes of future replacement of special equipment, vehicles, furnishings and building improvements. It was noted that furnishings were acquired and an additional vehicle was added to our fleet.

Bethesda's total operating budget for the 2009/2010 year is projected to be \$14.7 million dollars. Anticipated revenue is comprised as follows:

- CLBC contracts & MEIA funding of \$14,185,000 (96%)
- BC Housing contracts of \$85,000 (.5%)
- Donation, program fees, investment and Foundation funds of \$525,000 (3.5%)

The independent financial audit for 2008/09 was conducted by the Meyers Norris Penny (MNP) Chartered Accounting firm.

Bethesda's spending of funds is confined to Board approved programs and purchases. Each gift that is 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 Director Notes

The Board represents the society's Membership in determining and demanding appropriate organizational performance and to make specific contributions that lead the Society toward the desired performance and to ensure that it occurs.

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 fourth 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 37th Annual General Meeting in September 2008 welcomed 217 people including members, volunteers, staff, individuals and families. Everyone enjoyed great fellowship and reflecting on Bethesda's ministry. A History Photo Gallery of residential, day support and family support services helped visitors identify with individuals in Bethesda's care. The membership elected 3 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 2007/08 and Meyers Norris Penny Chartered Accountants were appointed as auditors for 2008/09.

Community Support



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 BC (CLBC) and the Government of British Columbia (BC Housing, MCFD, 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.
- CARF (*The Commission on Accreditation of Rehabilitative Facilities*) 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 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.
- Fraser Valley Training Committee – networking with other service providers in supporting 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.

Outcome

1. Each individual's relationship with family and friends have been maintained or increased.
 - I would like to host my own Birthday party in August. I would like to assist with invites, decorating and food choices for my party.

Perky hosted his birthday party at Langley home. He sent out invitations for all his friends and family and they all attended. He was so excited for his birthday that after lunch he immediately went to his room to get all dressed up. He loved all the food and cake. He was happy all day and had a wonderful birthday.
2. Each individual's making informed decisions on matters affecting his/her life has been maintained or increased.
 - I would like Sensory Integration table so that I am able to work with a choice of sensory activities at home. This should provide me with the same kind of ability to make choices that they provided for me at school.

Lindsay's Occupational Therapist applied for the funding necessary to purchase a Sensory Integration table. It was approved by CLBC three months later. The table just arrived and the plan is to build a special place in the main room for it.
3. Each individual's satisfaction with his/her home environment and support provided has been maintained or increased.
 - I would like my Resource Manager to arrange for CNIB to visit my home in order to help me achieve more independence and safety. She will also arrange for me to have cane training from CNIB.

CNIB did a presentation at the staff meeting. Arlene attended as well. A walk-about the home resulted in recommendations for a color contrasted mop and pail and a raised label for the coffee maker so Arlene can make her own coffee. The Mobility Specialist from CNIB also came to do mobility training for Arlene and her staff with her new walking cane.
4. Each individual's optimal health, safety and well-being has been maintained or increased.
 - I would like to review my use of hand splint. Mine is old and I would also like to get a new one for my left hand.

Jamie had an appointment with the hand specialist who made a cast of his hand. A plan was put in place to use the new splint one hour per day. After using the splint progressively staff noticed that Jamie had some swelling on his smallest finger. Jamie's OT and nurse were consulted and a follow up visit was scheduled with the hand therapist.
5. Each individual's skills in daily living activities has been maintained or increased.
 - Mary expressed an interest in covering the cost of wool to support her knitting hobby. Staff will see if she can earn money through doing piece work for Staples or another company, since she used to enjoy doing this.

Instead of doing piece work, Mary chose to knit scarves. She sold many of them at the Christmas Open House, at the Ladies Fellowship and to staff. As a result she was able to purchase a fresh supply of wool and looks forward to knitting many more items.
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 would like to go to an event in the community (concerts, musicals, or the circus) at least twice a year. During the Christmas season is particularly important.

Kathleen went skating with her roommates at the Capital News Centre. They enjoyed the Christmas décor and lights

Appendix 2**Accessibility Plans**

Resource	Barrier identification	Progress on removal	Resources required
Graduate Day Services	Environmental – individual frequently pulls the fire alarm	Alarm covers installed to minimize the false alarms from reoccurring. Completed March 2009	Facility approval received, cost to BCA \$568.00
Graduate Day Services	Equipment/Program – need for change table with safety rails	Medical supplies costs were approved and bed purchased July 2008	Cost to BCA \$1825.00
Chilliwack	Architectural – concern with roommate going into another's bedroom disrupting belongings	A keypad lock was installed. Circle of support in agreement completed September 2008	Cost to BCA \$80.00
Mt Lehman	Transportation – need for vehicle access for two individuals who are now using wheelchairs	Wheelchair access vehicle identified and will be shared with West Abbotsford. Completed in May 2008	Bethesda owned vehicle assigned
West Abbotsford	Architectural – access to side and back yard when using a walker or wheelchair	Proposal prepared for four foot wide pathway to access side yard to backyard. Completed October 2008	Cost of \$1157.00 covered by donation funds
West Abbotsford	Environmental – decline in eye sight has affected access and coping in ones environment	CNIB contacted to assess two individuals sight and environment needs, training provided to individuals and staff, some modifications made. Completed in Feb 2009	Cost for staff training at \$200.00, individual consultation- no cost
Surrey	Medical – pharmacist unable to provide inspections and weekend service	New Pharmacist identified – Murrayville in Langley with delivery service and ability to provide training and site inspections. Completed October 2008	No additional costs, we have achieved some cost savings
Ladner	Medical – pharmacist located out of town with mileage claims when medications are picked up	New pharmacist sought in the community of Ladner, Individuals are involved in weekly pick up of meds Completed March 2009	No additional costs, some cost savings have been achieved.
Kelowna	Medical – Equipment malfunction with a computerized bed causing an ongoing safety hazard	Bed replaced and equipped with a safety stop switch should this one malfunction. Completed October 2008	No cost to BCA
East Kelowna	Equipment/Safety – safely and efficiently accessing the vehicle lift and tie downs with wider wheelchairs, resulted in a fall for staff	New van tie downs installed reducing hazards for staff. Q-strait ties have been modified to prevent tipping of wheelchairs. Completed in October 2008	Cost to BCA \$1092.00
Penticton	Education – lack of in-service from professional supports for back care safety and injury prevention	Manager has sought the services of an independent professional Pro-Physio to provide the training, completed January 2009	Cost to BCA is \$250.00



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