

**2016 - 2017 Annual Report**

**Inclusion Through Education**

The Developmental Disabilities Resource Centre (DDRC) of Calgary is a non-profit, registered, charitable organization dedicated to facilitating the inclusion of people with developmental disabilities in the community in real and meaningful ways.

Operating under the direction of a volunteer Board of Directors, the DDRC's activities are funded through government contracts, fee-for-service programs, fundraising events, corporate partnerships, and individual donations.

Our business number is 10683 0060 RR0001.

## Table of Contents

### About Us

About Us	4
Everyone Belongs	4

### Our Leadership

Greetings from the Board and CEO	5
Client Voice Committee	6
Meet Clients Bryan and Shaneef	8

### Our Services

Career and Leisure Services	10
Employment Services	10
Home Based Services	10

### Our Organization

Human Resources	12
Financial Reporting	13
Positive Behaviour Supports (PBS)	14
PBS Consultation Success	15



### Our Mission

The DDRC promotes awareness and supports communities to include persons with developmental disabilities, thereby strengthening communities for all citizens.

### Our Vision

Everyone Belongs.

### Our Values and Principles

- We value diversity;
- We believe individuals have a right to explore and fulfill their potentials;
- We recognize the need for accountability and responsibility; and
- We foster an environment of respect, acceptance, accessibility, and interdependence.



“Everyone Belongs” is not only the DDRC’s vision, it is also our social brand, launched in 2003.

*everyone belongs™* is guided by:

- A fundamental belief in the importance of **human connection**.
- A passionate sense of **possibility**.
- A deep commitment to **community**.
- A positive spirit of **championship**.
- An authentic voice of **inclusion**.

*everyone belongs™* promotes the inclusion and contribution of all people, regardless of disability, ethnocultural background, age, sexual orientation, or socioeconomic class, in the ordinary stuff of life: going to school, working, volunteering, making friends, and having a place to call home.

*We believe communities that welcome all citizens are better communities—stronger, healthier, and more vibrant.*

## Greetings from the Board and CEO

In 2016-2017 the DDRC continued to strengthen its work on inclusion with several new initiatives designed to engage clients with community members in focused activities. These events included Zumba and theatre workshops aimed at encouraging participation from clients with social inclusion and physical activity goals. The positive feedback confirmed that the clients found value with the activities which surpassed their expectations.

During the first quarter of the year MLA Greg Clark presented the DDRC with a Community Facility Enhancement Grant to upgrade washrooms and kitchens making them more practical and accessible for clients and stakeholders. Clients and staff alike were delighted to have the work completed in time for our annual Stampede event. More than 800 people and several dignitaries attended breakfast alongside families and community members. The enjoyment continued into September when the DDRC’s annual Inclusion Awards took place at the Glenmore Inn. This sold out event showcased successful community inclusion, and how the community as a whole impacted change.

As a member of the Calgary Employment First Network (CEFN) the DDRC along with several other agencies participated in promoting workplace diversity which is showcased each October during Disability Employment Awareness Month.

In preparation for the agency’s 65th anniversary, planning was also a huge focus for us during the latter part of 2016. There was a lot to celebrate over the past sixty five years with many individuals to honour for the huge shift in supports and attitudes towards individuals with developmental disabilities. We hope to share some of those successes with you next year.

Finally, the Alberta Council of Disability Services (ACDS) three year accreditation survey took place at the DDRC during March, 2017. Each agency that receives PDD funding is evaluated for the quality of services provided to the individuals we serve. We are proud to confirm that for the second consecutive survey the DDRC met the highest level of accreditation and was awarded the Level II Certification. We were also accredited to support those with Complex Needs.

Prentice Dent  
President, Board of Directors



Helen Cowie  
Chief Executive Officer

### 2016 - 2017 Board of Directors

President/ Chair: Prentice Dent

Vice President: Kevin Haughton

Treasurer: Shawna Taylor

Director: Kyle Guild

Director: Tom Christie

Director: Ali Waissi

Director: Linda Demchuk

CEO: Helen Cowie

# Client Voice Committee

The Client Voice Committee’s objectives are to represent the views of adults with developmental disabilities as they relate to decisions that will have an impact on their lives and on agency direction. This ensures that DDRC decisions and processes follow the standard of “nothing about us without us.”

The committee conducts annual reviews of: the DDRC’s mission and values; strategic plans for programs; Client Rights Statement; Client Handbook; Client Satisfaction Surveys; promotional materials including *everyone belongs™*; intake and application documents for service packages; concerns, grievances and appeal processes; appropriate vocabulary related to persons receiving service from DDRC; the Client Safety Plan; and plain language documents. Pictured below are some of our committee members at popular DDRC events.



**Clients working towards and achieving their goals.**



Back row (Left to right): Ryan Denhoff, Riley Sanesh, Shaneef Jiwani (Committee Chair)  
Front row (Left to right): Marian Vanderhouwen, Lisa King, Kais Mussa

## Bryan Gosselin

Central Team client Bryan Gosselin has been coming to the DDRC since 1977. Due to his involvement with the DDRC, he has found meaningful employment and volunteer work.

Using the knowledge he has gained in the last five years as a volunteer for Ronald McDonald House's "Let's Do Lunch" initiative, Bryan hopes to become involved with Meals on Wheels in the future. The lunches he helps pack are distributed to families waiting in the emergency room at the Alberta Children's Hospital and families with a child in the neonatal intensive care unit at the Foothills Hospital. Bryan enjoys doing this volunteer work, because he "really like[s] helping people".



For the past ten years, Bryan has worked as a dishwasher at Ikea for one or two days a week. He explained that his coworkers are "very nice people" and that he feels respected and included when at work. Gosselin has also been working one day a week at Fairplay Stores Limited, a pet supply store, for the last eight years. At Fairplay, as the store is commonly known by those who frequent, Bryan works to keep the store neat and tidy.

Barb Blackbird, a community resource worker on the Central Team, says Bryan is very confident in both his jobs and volunteer work. "He's got great skills," Blackbird said. "He's a very hard worker. Bryan loves to help people. He's very friendly and easygoing."

That easygoing nature means he's not afraid to try new things. In March, Bryan registered for a drumming class at the Calgary Society of Community Opportunities. He said he is quite excited about learning how to drum.

Fitness and sports are also important to Bryan. He likes to keep active by exercising during the week and is a proud member of the Special Olympics bowling team.

"We practice every Saturday," Gosselin said. "We're a good team!"

When he's not participating in sports, he can likely be found watching them. A diehard fan of any Calgary sports team, Gosselin mentioned how excited he was to see a Calgary Hitmen junior hockey game at the time of this interview.

"They're going to win," he said with a nod. "I know it."

## Shaneef Jiwani

Sixteen years after Shaneef Jiwani and his family moved from Toronto to Calgary, a friend recommended that he join the DDRC. Two years after joining, he decided to run for the Client Voice Committee (CVC) Chair, and was successful in his effort. Before becoming involved with the DDRC team Shaneef thought he would work in a medical laboratory with Alberta Health Services, but after becoming involved in the PACE Program, Shaneef became interested in business administration, and realized that his career goal is to become a leader in his family's linen business that operates in Calgary and Edmonton. Working with the PACE Team, he is now in his second year at Bow Valley College's Business Administration program.

Since becoming a member of the DDRC, Shaneef says the biggest thing he has learned is that the DDRC "offers a lot of opportunities for you [clients] to grasp" and take advantage of. He has particularly enjoyed learning about, and practicing, self-advocacy.

As chair of the CVC, Shaneef loves that he gets to represent people with disabilities in a positive manner, while practicing self-advocacy for the clients, particularly those who struggle with communicating their ideas, and "helping people in the disabled community".

"I love being the Chairman. I love meeting and interacting with the new people. It's given me the opportunity to meet people I've never met."

Through his work with the DDRC's Learning and Leadership Centre he has learned the skills that have made meeting new people, both members of the DDRC and policy-makers, at events such as the Stampede Breakfast and the Inclusion Awards.

Outside of the DDRC, Shaneef enjoys driving and being on the open road, volunteering at his mosque, learning about history and historical events, and travelling to new places. He found the DDRC's Toastmasters club helpful in his volunteer work at his mosque, where he makes speeches and is an active member. His two favourite places are: St. Petersburg and Stockholm, where he enjoyed a trip to the Vasa museum, which allowed him to learn about the Vasa's failed voyage.

By recruiting new members and having more engagement in the CVC BBQ and Inclusion Awards, Shaneef feels the CVC has achieved his personal goal for the CVC to become "really, really strong". He feels individual members of the CVC have not only faced new challenges, but conquered those challenges, which in turn has meant the CVC has successfully dealt with adversity over the year. He hopes that individuals will continue to grow personally, and that the CVC will become even stronger because of the members' strength.



Next year he hopes the CVC will be more involved in the Holiday Open House, Inclusion Awards, and other DDRC events. Shaneef also hopes that next year the CVC will be able to launch the "push through" marketing campaign.

### Career and Leisure Services (CLS)

The CLS program continued to serve an increasing number of clients in their own communities. Inclusion was and continues to be central to the services provided by the Agency.

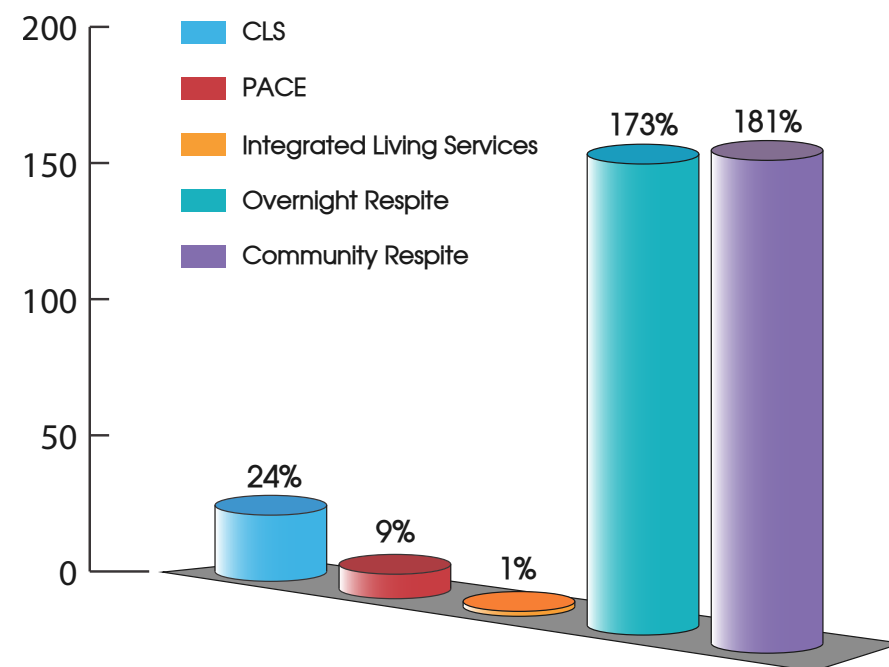
The DDRC collaborated in a number of new community partnerships that provided creative and engaging ways for clients to work towards their chosen individualised goals and increased quality of life. Milestone achievements were recorded and reported back to parents and guardians during annual meetings.

### Employment Services

The PACE program underwent a redesign in 2016 – 2017 becoming our Employment Services department but it has retained the PACE name. The redesigned program continued to work towards creating a diverse and inclusive workforce in Calgary.

Clients received guidance on finding and securing suitable employment that matched their diverse skills and talents. Our employment coaches worked with progressive employers who were interested in adding a person with a developmental disability to their workforce. Clients also enrolled in educational program(s) that were designed to build additional knowledge and talents as a path to chosen paid employment.

Program Efficiency Increase Percentage



### Home Based Services

**Integrated Living Services (ILS)** provided individuals with the option to live in an Integrated Living Practitioner’s home where everyday living support was given, or to live independently while receiving part-time assistance from a Community Support Worker was given. The program’s continued purpose is to offer approved comfortable support homes where clients goals are met; access and community participation are of primary importance.

**Overnight Respite** provided trained, experienced practitioners ready to provide out-of-home respite for adults. This type of respite gave support for one night or a series of nights that allowed the individual’s family to have time away while ensuring a safe environment for their family member. Additionally, respite encourages independence and can be a stepping stone for the individual to move towards a different type of home setting should the individual be interested in exploring other home settings.

**Community Respite** provided clients with opportunities to explore positive and rewarding community experiences and, at the same time, allowed the client’s family the chance to go to appointments or attend to daily tasks.

The **Comprehensive Care program** offered two different services; Community Respite and Client Services Coordination. The Comprehensive Care team provided proactive and regular communication regarding the current status of a client’s application and service requests to ensure:

- Parents and guardians were knowledgeable of the DDRC’s Comprehensive Care services and how to access them;
- Parents and guardians are able to access and use respite services to provide a measure of relief from caring for their family members who might otherwise require permanent placement outside the home;
- Families recognize the components of a stable, healthy and safe respite match
- The DDRC continued to work towards being a high-profile champion for community inclusion.

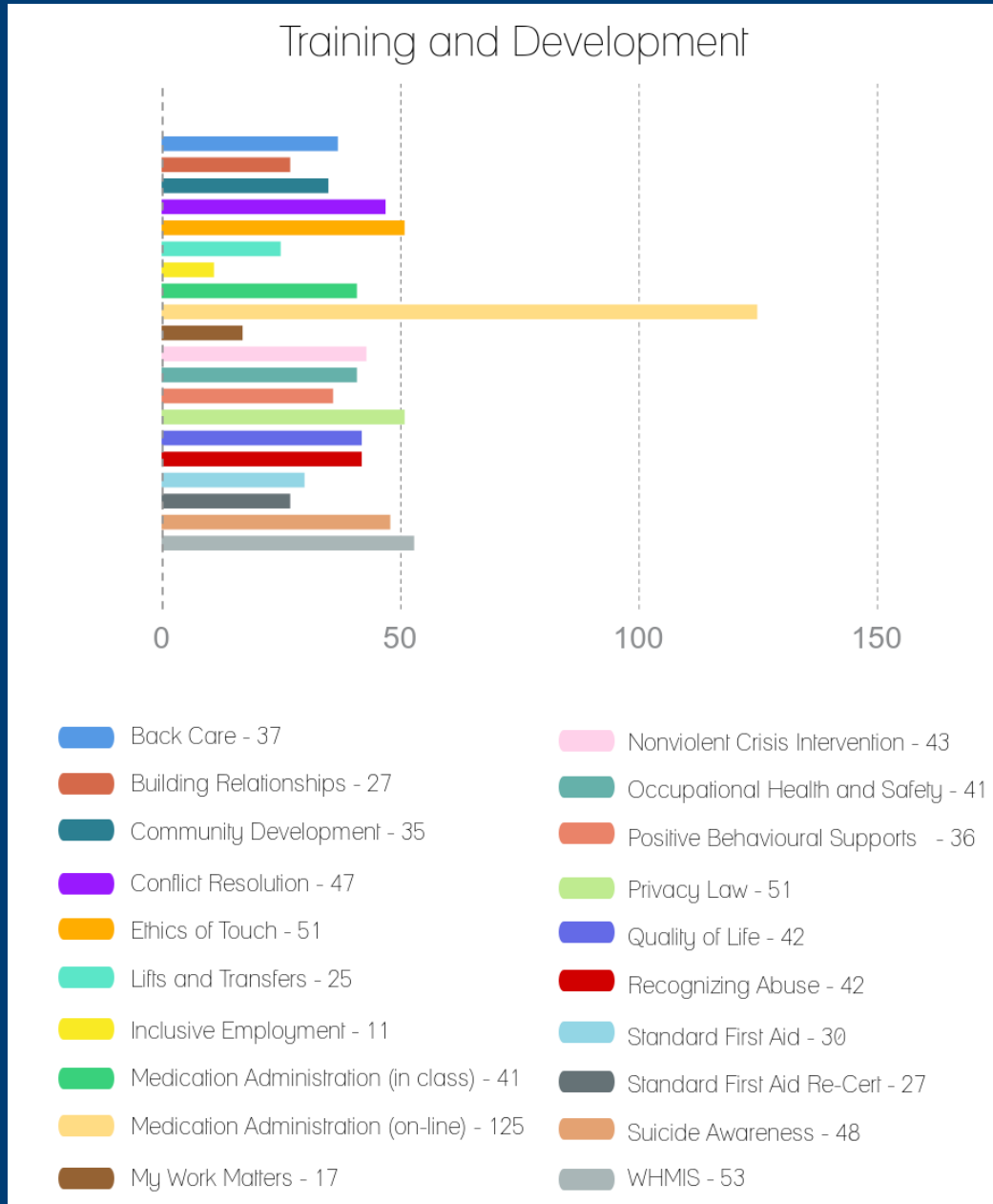
# of Client Shifts Served by Program

613	Respite
286	Aide

Average Monthly Occupancy rate - 91%

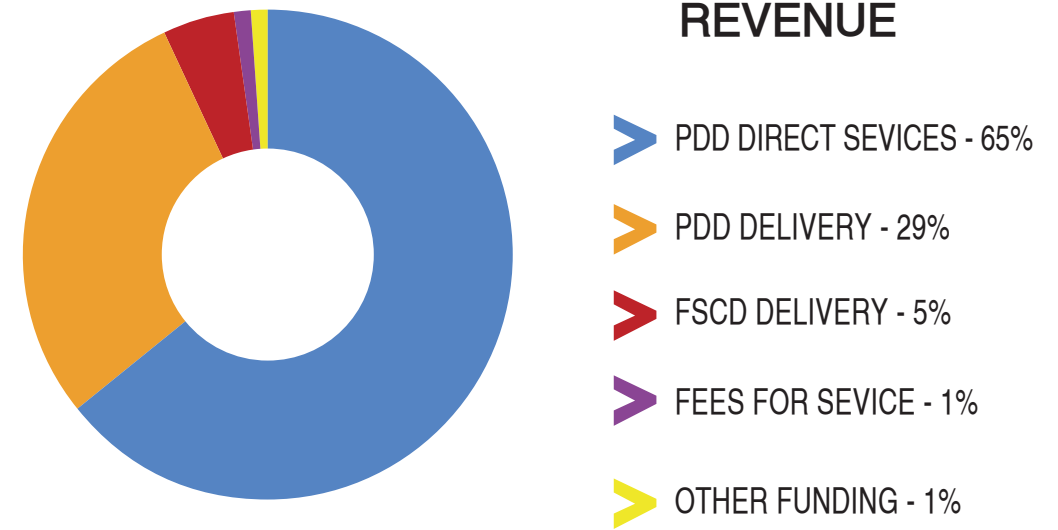
## Human Resources

DDRC prides itself on providing all employees and sub-contractors with the tools to succeed in their daily support of clients. To this end, our orientation sessions and training initiatives support stakeholders in attaining a higher quality of services. Training and development courses facilitate a more qualified and skillful approach when delivering services. The DDRC collaborative culture encourages our clients in being more successful in achieving their goals.

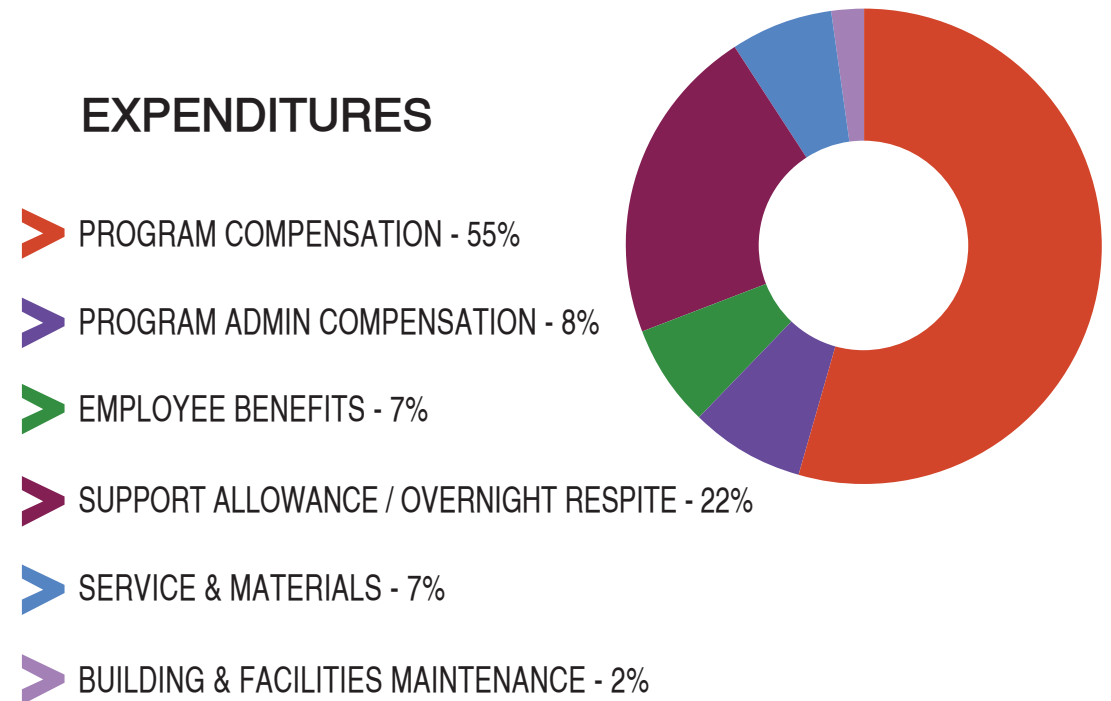


## Financial Reporting

### REVENUE

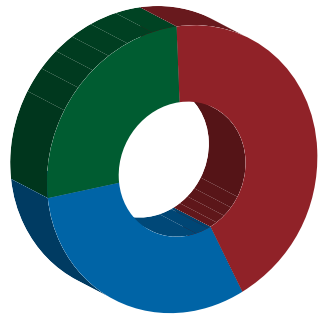


### EXPENDITURES



## Positive Behaviour Supports (PBS)

During the period from April 1, 2016, to March 31, 2017, PBS had success in four main areas: individual client outcomes, process improvements, Comprehensive Care consultations, and knowledge development.

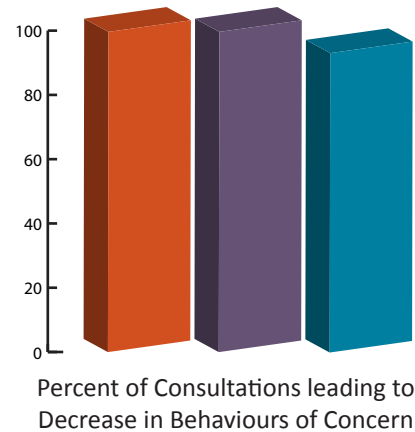


### Behaviour Plans

- Ongoing - 43.48%
- PBS File Closed due to Success - 30.43%
- Newly Developed - 26.09%

### PBS Consultation Success

- PACE/CLS Behaviour Plan - 100%
- Comprehensive Care Behaviour Plan - 100%
- Behaviour Tracking and Coaching - 93.50%



### Highlights:

- PACE and CLS programs had 7 fewer clients requiring behaviour support plans due to individual accomplishments and skill development.
- Process improvements were made to the behaviour tracking system that enhanced communication between programs and provided instantaneous report generation and assessment statistics that allowed quicker and more accurate responses to behavioural concerns.
- PBS training initiatives improved staff expertise in positive supports and CET Standards.

## Triple P

Triple P expanded its services to include two programs not previously offered, Primary Care Stepping Stones and Primary Care Teen. The program offered the following training.

### Stepping Stones

A 10 session program with individual families that teaches parents how to create a positive learning environment, encourages skill development, and effective responses to problematic behaviour exhibited by children 2 to 12 years old.

### Primary Care Stepping Stones

A 4 session abridged version of the Stepping Stones program that helps a family address a specific, less intense behavioural concern in a child 2 to 12 years old.

### Primary Care Teen

A program similar in structure to the Primary Care Stepping Stones program that helps a family address behavioural concerns specific to teenaged children.



DDRC staff and clients building an inclusive Calgary.





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© **Developmental Disabilities Resource Centre of Calgary**

4631 Richardson Way S.W. • Calgary, Alberta T3E 7B7

Tel 403.240.3111 • Fax 403.240.3230

[www.ddrc.ca](http://www.ddrc.ca)