



Pathways

Abilities Society

66th ANNUAL REPORT 2018 - 2019

“SERVING OUR COMMUNITY SINCE 1953”

EMBRACE, EMPOWER, EMPLOY

THANK YOU!

PATHWAYS ABILITIES SOCIETY

MISSION STATEMENT

The mission of the Pathways Abilities Society is to assist people with disabilities to reach their individual goals and to participate and contribute as equal members of the community.

VISION STATEMENT

The vision of Pathways Abilities Society is of welcome... building communities that support and value the diverse-abilities of all people”.

VALUES STATEMENT

WE BELIEVE EACH PERSON:

- Has the same rights and freedoms given to all people in our society and therefore is unique and valued.
- Is to be treated equally with dignity and respect.
- Has the right to be informed on all matters that affect his or her life and make their own choices and decisions.
- Has the right to speak for them self (self-advocate) or to choose someone to speak for them.
- Has the right to live, socialize, work and participate in all aspects of community life in the least restrictive environment and should be taught the necessary skills to do so.
- Has the right to individualized service within the scope of what the society can provide.
- Has the right to access employment in our community.
- Has the right to expect that the society is accountable, advocates when requested or required and positively represents all people.
- Has the right to opportunities that provide life long learning and an enriched life.
- Has the right to a supportive network of personal relationships with family, friends and advocates.
- Is entitled to good health, medical and dental care on a voluntary basis and is to be informed and give consent.
- Is entitled to aides or adaptations (something changed or added) that may be needed for greater independence.
- Is responsible for his/her own actions and therefore is responsible for the consequences.

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GENERAL MEETING AND MINUTES OF THE SPECIAL
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**PATHWAYS ABILITIES SOCIETY
MINUTES OF THE 65th ANNUAL GENERAL MEETING
September 10, 2018 at 4:00 pm
123 Franklyn Rd, Kelowna, BC, V1X 6A9**

In attendance: Jim Greenlay, Angie Greenlay, Charisse Daley, Gail Meier, Jean Hadgraft, Nick Pisio, Mark Reinelt, Beryl Hopkins, Chuck Hopkins, Rhonda Campbell, Darryl Harand, Alaina Reiswig, Barb Taylor, Cyndy Omand, Helen Phelan, David Low, Patricia Rantucci and Sinead Scanlon

1. Meeting called to order at 4:00 pm.

2. Gail Meier stated the notice of the meeting was sent 15 days prior to the Annual General Meeting to the membership and we have a quorum as outlined in our bylaws to proceed with the meeting.

3. Moved by Chuck Hopkins seconded by Mark Reinelt that the agenda be approved as presented. Carried.

4. Moved by Jean Hadgraft seconded by Mark Reinelt that the minutes of the September 18, 2017 Annual General Meeting be approved as circulated. Carried.

5. David Low introduced Sinead Scanlon from BDO to review the Auditor's Report. Sinead stated that BDO is an external auditor and the audit report is for the fiscal year ending March 31, 2018. Sinead stated they completed 2 site visits, one prior to the year-end being completed and the other after the year-end to complete the actual audit. She stated 2 letters are sent to the Board of Directors. The first, prior to the audit outlining BDO's plan and the second at the end of the audit outlining any issues or concerns identified during the audit that the Board of Directors needs to be aware of. Sinead stated Pathways is a highly efficient organization. Everything that we recommend or provided guidance on Rhonda and Charisse are very open. Sinead said there are 3 pages that highlight the audit. The Audit report on pages 2 which states it is a clean audit report. Page 4 is the Balance Sheet or Statement of Financial Position. As of March 31, 2018 the total assets are up from the prior year by approximately 1.5 million dollars with the purchase of the 2 new buildings. Cash subsequently went down to reflect the purchases. Long term debt increased to finance the new buildings by \$625,000.00. Accounts payable, GST, the sick accrual and deferred revenue also increased due to the elevator and the new van. Page 5 is the Income Statement and gives a full picture of what occurred through the year. Revenue increased mostly related to home share. Expenses also increased by \$417,000.00 which typically occurs when the revenue increases and relates mostly to home share. Interest expense increased due to the new properties. Last years at year-end Pathways had 1.2 million of revenue over expenses. This was revenue due to the sale of the 2 residential properties and was expensed the next fiscal year with the purchase of the new retail properties. Sinead stated there was a small typo missed by BDO, David, Rhonda and Charisse who reviewed the statement numerous times that was brought to our attention at the meeting by a member. Note 9 should have read March 31, 2018 versus March 31,

2017. David L. asked if there were any questions. There were none. **Moved by David Low seconded by Richard Pringle to accept the 2017/2018 audited financial statements as presented. Carried.**

6. Moved by Mark Reinelt seconded by Darryl Harand authorizing the Pathway's board of director's to appoint the auditors for the 2018-2019 fiscal year. Carried.

7. Gail Meier stated the President's Report is included in the AGM booklet. Gail stated this will be her last year as the President. Charisse stated Gail will remain on the board as the Past-President and her many years of service acknowledged at the next AGM. **Moved by Gail Meier seconded by Mark Reinelt to accept the President's Report as presented. Carried.**

8. Gail Meier introduced Barb Taylor. Barb reviewed the report that was included in the AGM booklet. **Moved by Darryl Harand seconded by Chuck Hopkins to accept the Self-Advocate's Report as presented. Carried.**

9. Richard Pringle stated the terms of four Directors have concluded and all have agreed to allow their names stand for re-election for a 3-year term, Nick Pisio, Jock Craddock, David Low and Patricia Rantucci. Nick is serving his 4th consecutive term, Jock his 3rd and David his 2nd. Patricia was appointed to the board in April of this year. Patricia has been an entrepreneur, starting a graphics design company, she started working part time with BC Assessment in 2007 as an information collector and found the work rewarding, and pursued a career as a property appraiser. Patricia has been working as a fulltime appraiser since 2010. In 2013 she completed a Diploma in Urban Land Economics with a focus on Appraisal. She then became a member of the Real Estate Institute of BC, and has been sitting on as a director for the Thompson Okanagan Chapter since 2013. Patricia currently volunteers with the Kelowna Canadian Italian Club, just completing a two year term as their treasurer, and now is a Trustee. Patricia and her husband started a small janitorial company in 2014, which hired primarily persons with diverse abilities. Patricia and her husband try and live their lives by being examples to others, through kindness, and empathy. Patricia would be a welcomed permanent addition to the board. **Moved by Richard Pringle seconded by Jim Greenlay that Nick Pisio, Jock Craddock, David Low and Patricia Rantucci be elected to the Pathway's board of directors for a three year term. Carried.**

10. Gail Meier adjourned the meeting at 4:15 pm.

**PATHWAYS ABILITIES SOCIETY
MINUTES OF SPECIAL GENERAL MEETING
December 20, 2018 at 11:15 am
Rutland Centennial Hall, 180 Rutland Road, Kelowna, BC, V1X 3B2**

In attendance:

Voting Members: Jim Greenlay, Angie Greenlay, Jean Hadgraft, Jim Hadgraft, Nick Pisio, Virginia Pisio, Mark Reinelt, Beryl Hopkins, Chuck Hopkins, Darryl Harand, Barb Taylor, David Low, Patricia Rantucci, Audrey Pekrul, Hua Meng, and Jock Cradock (late).

Non-Voting members: Charisse Daley

1. Meeting called to order at 11:20 am by President, Mark Reinelt.
2. Mark Reinelt stated the notice of the meeting was sent 14 days prior to the Special General Meeting to the membership and we have a quorum as outlined in our Bylaws to proceed with the meeting.
3. **Moved by Chuck Hopkins seconded by Nick Pisio that the agenda be approved as presented. Carried.**
4. **Moved by Jim Greenlay seconded by Jean Hadgraft to adopt the minutes of October 13, 2018 Special General Meeting as presented. Carried.**
5. Mark Reinelt stated a special resolution is required to adopt the altered Bylaws (Bylaw 3.15 and 7.1.). He stated the notice outlined the changes and explains why. Mark Reinelt asked if there were any questions. There were none. **Moved by David Low seconded by Patricia Rantucci that it is resolved to adopt the altered Bylaws. Carried.**
6. Mark Reinelt adjourned the meeting at 11:25 am.

President's

Report

PRESIDENT'S REPORT

2018 - 2019

It is my honour to present my first report as President of the Board of Directors for Pathways Abilities Society. I have stepped into the role vacated by Gail Meyer after her 13 years of serving as President and I would like to extend a most heartfelt thank you on behalf of myself, the board and the entire organization for her many years of service to Pathways. Gail was vital in assisting the organization to achieve many goals in our quest to provide inclusive and welcoming communities.

It has been a year of learning and adjusting to my new role. It could not have been done without the aid and guidance of my fellow board members who have given decades in service to the pillars of Pathways, Embrace, Empower and Employ. I can only hope that a fraction of their knowledge, wisdom and heart for this organization has rubbed off on me so I may live up to the role put before me.

The Board held two special meetings of the membership to bring the Society's constitution and bylaws in compliance with BC Housing's requirements to progress the 555 Fuller rebuild project. We are optimistic that we will be breaking ground early next year.

The Board continued to make progress achieving the organizations' strategic plan goals, establishing policy and providing governance direction. We are pleased with the progress made.

The board officially held 10 board meetings, in addition to the Annual General Meeting and two special meetings. In between board meeting, we provided direction and supervision to the executive director.

I firmly believe that the most valuable part of any organization is its people, both the team that is employed, the volunteers and people that are served. My first experience with Pathways was by seeing the relationship between the staff and the people we serve. There was respect, honesty, empathy and caring on both sides. It shone a light on the heart of the organization and I knew that I would be proud to be able to serve Pathways in whatever way I could. So, with that being said I would like to thank Charisse, the leadership group and the entire Pathways team for your service. You have worked very hard this year during the current labour market drought and solved problems with creativity and flexibility in order to maintain quality consistent services. Your efforts have not gone unnoticed or unappreciated. This organization would not be the excellent example of what can be achieved without you.

Respectfully submitted by Mark Reinelt, President

Secretary Treasurer's
Report

TREASURER'S REPORT

2018 – 2019

It is with great pleasure that I submit my first Secretary Treasurer's Report for Pathway Abilities Society for the year ended March 31, 2019.

The board continued to monitor the society's financial position through-out the fiscal year, through monthly financial reports and statements and comparing budget to actuals. It was another successful year, as our total revenues exceed our total expenditures by \$269,533. This is an increase of \$56,255 from last year. Our operating surpluses are partially derived from our fundraising efforts. In 2019 we raised \$82,353 and 2018, we raised \$170,947.

The Fuller Street location was our home for many years, but it had reached the end of its useful life. Since that time, we have been working with BC Housing and the City of Kelowna to build affordable housing on the old site. We chose consultant's M'Akola and it is progressing well.

During the past year, we did reduce our long-term debt by \$102,011 through paying down our long mortgage debts.

I would like to thank Charisse Daley and Rhonda Campbell (our Finance Manager) for their diligence and dedication to ensuring the society's compliance with all financial reporting requirements and prudent monitoring our our precious financial resources.

Respectfully submitted by Patricia Rantucci, Secretary Treasurer

*Auditor's
Report*

Pathways Abilities Society
Financial Statements
For the year ended March 31, 2019

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Independent Auditor's Report

To the Members of Pathways Abilities Society

Report on the Audit of the Financial Statements

Qualified Opinion

We have audited the accompanying financial statements of Pathways Abilities Society ("the Society"), which comprise the statement of financial position as at March 31, 2019, and the statements of operations and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion section of our report, the accompanying financial statements present fairly, in all material respects, the financial position of the Society as at March 31, 2019, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Qualified Opinion

In common with many not-for-profit organizations, the Society derives revenue from donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of the Society. Therefore, we were not able to determine whether any adjustments might be necessary to donation revenue, excess of revenues over expenses, and cash flows from operations for the years ended March 31, 2019 and 2018, current assets as at March 31, 2019 and 2018, and net assets as at April 1 and March 31 for both the 2019 and 2018 years. Our audit opinion on the financial statements for the year ended March 31, 2019 was modified accordingly because of the possible effects of this limitation in scope.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Responsibility of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Society's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

As required by the Societies Act (British Columbia), we report that, in our opinion, the accounting principles in Canadian accounting standards for not-for-profit organizations have been applied on a basis consistent with that of the preceding year.

BDO Canada LLP

Chartered Professional Accountants

Kelowna, British Columbia
July 8, 2019

Pathways Abilities Society
Statement of Financial Position

March 31 2019 2018

Assets

Current Assets

Cash (Note 2)	\$ 649,208	\$ 508,277
Temporary investments	124,925	101,900
Accounts receivable	27,267	46,024
Prepaid expenses	35,865	30,543
	<u>837,265</u>	<u>686,744</u>

Property and equipment (Note 3)	<u>4,400,081</u>	<u>4,376,154</u>
	<u>\$ 5,237,346</u>	<u>\$ 5,062,898</u>

Liabilities

Current Liabilities


Accounts payable and accrued liabilities (Note 4)	\$ 756,025	\$ 681,091
Current portion of long term debt (Note 5)	71,405	69,137
Deferred revenue	-	54,663
	<u>827,430</u>	<u>804,891</u>


Long term debt (Note 5)	<u>1,526,057</u>	<u>1,628,068</u>
	<u>2,353,487</u>	<u>2,432,959</u>

Net Assets

Investment in property and equipment	2,802,619	2,678,949
Internally restricted (Note 6)	70,216	70,216
Externally restricted (Note 6)	626	626
Rental assistance surplus (Note 7)	71,019	58,123
Unrestricted net assets	<u>(60,621)</u>	<u>(177,975)</u>
	<u>2,883,859</u>	<u>2,629,939</u>
	<u>\$ 5,237,346</u>	<u>\$ 5,062,898</u>

Approved on behalf of the Board:

 Director

 Director



Pathways Abilities Society
Statement of Operations

For the year ended March 31	2019	2018
Revenue		
Community Living BC	\$ 4,360,110	\$ 4,222,426
Fundraising	82,353	170,497
Sales of service	366,366	332,001
Tenant rent contributions	167,505	160,306
Individual funding	268,025	267,950
Subsidies and grants	179,024	109,539
Other revenue	9,934	35,057
	<u>5,433,317</u>	<u>5,297,776</u>
Expenses		
Board and society expenses	8,003	11,886
Contracted services	971,441	874,720
Employee development	28,111	22,701
Food	24,520	23,464
Fundraising	1,735	4,518
Insurance	22,797	23,889
Interest on long term debt	73,759	62,883
Office	67,725	55,330
Professional fees	10,007	20,182
Program expenses	33,036	31,456
Property taxes	10,902	21,820
Rent	191,409	182,885
Repairs and maintenance	89,971	99,331
Supplies	15,056	29,736
Telephone	21,774	19,657
Transportation	84,628	77,882
Utilities	46,402	47,858
Wages and benefits	3,444,234	3,441,117
	<u>5,145,510</u>	<u>5,051,315</u>
Excess of revenue over expenses before other items	<u>287,807</u>	<u>246,461</u>
Other items		
Amortization	(56,912)	(48,796)
Unrealized gains on investments	38,638	15,613
	<u>(18,274)</u>	<u>(33,183)</u>
Excess of revenue over expenses	<u>\$ 269,533</u>	<u>\$ 213,278</u>

The accompanying notes are an integral part of these financial statements.

Pathways Abilities Society
Statement of Cash Flows

For the year ended March 31	2019	2018
Cash flows from operating activities		
Cash received from core operating grants and activities	\$ 5,397,411	\$ 5,362,067
Cash paid to employees and suppliers	(5,002,140)	(4,865,501)
Interest paid	(73,759)	(62,883)
	<u>321,512</u>	<u>433,683</u>
Cash flows from investing activities		
Acquisition of property and equipment	<u>(80,838)</u>	<u>(2,156,746)</u>
Cash flows from financing activities		
Repayment of long term debt	(99,743)	(162,141)
Issuance of long term debt	-	850,822
	<u>(99,743)</u>	<u>688,681</u>
Increase (decrease) in cash	140,931	(1,034,382)
Cash, beginning of year	<u>508,277</u>	<u>1,542,659</u>
Cash, end of year	<u>\$ 649,208</u>	<u>\$ 508,277</u>

Pathways Abilities Society Notes to Financial Statements

March 31, 2019

1. Summary of significant accounting policies

Nature of Business	The Pathways Abilities Society (the "Society") is incorporated under the laws of the Society Act of British Columbia as a not-for-profit organization and is a registered charity under the Income Tax Act. The Society provides service and support to people with developmental disabilities.
Basis of Accounting	The financial statements have been prepared using Canadian accounting standards for not-for-profit organizations.
Fund Accounting	The Society follows the restricted fund method of accounting. Accordingly, resources are classified for accounting and financial reporting purposes into funds. These funds are maintained in accordance with either the objectives specified by the donors or with the directives issued by the Board of Directors. Certain interfund transfers may be necessary to ensure the appropriate allocation of assets and liabilities to the respective funds.
Cash and Cash Equivalents	Cash and cash equivalents include short-term notes to maturity of one year or less at the date of acquisition.
Temporary Investments	Investments include all common shares, convertible securities, bonds, debentures, mortgages and real estate investments. These investments are recorded at their fair values determined, on a trade date basis, on the last day of business of the fiscal period.

Pathways Abilities Society

Notes to Financial Statements

March 31, 2019

1. Summary of significant accounting policies (continued)

Revenue Recognition

The Society follows the restricted fund method of accounting for contributions. Operating grants are recorded as revenue in the period to which they relate. Grants approved but not received at the end of the accounting period are accrued. When a portion of the grant relates to a future period, it is deferred and recognized in the subsequent period.

Contributions are recognized as revenue in the year they are received or become receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Revenue from user fees, rentals, vocational programs, and sales of products is recognized when the services are provided or the goods sold.

Revenue from user fees, rentals, vocational program, and sales of products and services is recognized when the services are provided or the goods sold.

In the normal course of operations, the Society may receive notice of an impending gift. Gifts, including bequests are recorded upon receipt of the donated asset. Pledges are not included in revenues until the funds are received. Gifts in a form other than cash or marketable securities are recorded at fair value at the time of receipt.

Interest on bonds, mortgages, and short-term notes are recorded on an accrual basis. Dividends that have been declared are recorded as income on the date of record set for the dividend. Investment income earned on restricted funds is recognized as revenue of the applicable restricted fund in accordance with the terms of the restricted contribution.

Contributed Services

A substantial number of volunteers contribute a significant amount of their time each year. Because of the difficulty of determining the fair value, contributed services are not recognized in the financial statements.

Pathways Abilities Society Notes to Financial Statements

March 31, 2019

1. Summary of significant accounting policies (continued)

Property and Equipment

Property and equipment is recorded at cost. Contributed property and equipment is recorded at fair value at date of contribution. Assets are amortized over their estimated useful lives and management has estimated the useful lives as follows:

Buildings	- 50 years straight line
Furniture and fixtures	- 10 years straight line
Asphalt and parking areas	- 10 years straight line
Automotive equipment	- 10 years straight line

Use of Estimates

The preparation of financial statements in accordance with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from management's best estimates as additional information becomes available in the future.

Management has provided an estimate on the Society's sick pay accrual. The Society's employees are provided with sick leave on the basis of 1 day per month to the maximum of 156 days per employee. Sick benefits are not paid out upon termination and any unpaid amounts revert to the Society. Accumulated sick leave can be carried over into succeeding years. The amount of sick pay that has been accrued and is included in accounts payable for the current year is based upon managements' best estimate based upon past performance.

Financial Instruments

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial instruments are reported either at cost or amortized cost less impairment when changes in circumstances indicate the asset could be impaired. Transaction costs on the acquisition, sale or issue of financial instruments are charged to the financial instrument.

Pathways Abilities Society
Notes to Financial Statements

March 31, 2019

2. Cash

	2019	2018
Restricted cash	\$ 726	\$ 20,292
Unrestricted cash	648,482	487,985
	<u>\$ 649,208</u>	<u>\$ 508,277</u>

3. Property and equipment

	2019		2018	
	Cost	Accumulated Amortization	Cost	Accumulated Amortization
Land	\$ 2,505,012	\$ -	\$ 2,505,012	\$ -
Buildings	2,218,867	401,160	2,179,581	354,099
Furniture and fixtures	322,021	319,360	322,021	324,577
Automotive equipment	302,569	231,485	261,017	217,104
Asphalt and parking areas	6,866	3,249	6,866	2,563
	<u>\$ 5,355,335</u>	<u>\$ 955,254</u>	<u>\$ 5,274,497</u>	<u>\$ 898,343</u>
		<u>\$ 4,400,081</u>		<u>\$ 4,376,154</u>

4. Accounts payable and accrued liabilities

The Society's employees are provided with sick leave on the basis of 1 day per month up to a maximum of 156 days per employee. The estimated total liability for sick pay is \$336,192 (2018 - \$333,721). As at March 31, 2018, \$254,451 (2018 - \$245,048) was accrued and is included in accounts payable and accrued liabilities.

Included in accounts payable and accrued liabilities are government remittances payable of \$14,760 (2018 - \$67,078).

Pathways Abilities Society
Notes to Financial Statements

March 31, 2019

5. Long term debt

	<u>2019</u>	<u>2018</u>
Interior Savings Credit union mortgage repayable in monthly installments of \$2,928, including interest at 4.93% per annum, due for renewal January 1, 2024 secured by the underlying assets at 123 Franklyn Road.	\$ 443,800	\$ 458,967
Interior Savings Credit union mortgage repayable in monthly installments of \$1,963, including interest at 3.99% per annum, due for renewal January 1, 2021 secured by land and buildings at 647 Old Meadows Road.	77,795	126,689
Interior Savings Credit union mortgage repayable in monthly installments of \$2,070, including interest at 4.70% per annum, due for renewal September 1, 2023 secured by land and buildings at 2835 and 2837 Bouvette Street.	316,667	327,032
Interior Savings Credit union mortgage repayable in monthly installments of \$2,314, including interest at 4.75% per annum, due for renewal June 2, 2023 secured by land and buildings at 2476 Main Street, West Kelowna.	341,851	352,296
Interior Savings Credit union mortgage repayable in monthly installments of \$2,874, including interest at 4.75% per annum, due for renewal June 1, 2023 secured by land and buildings at 1216 St. Paul Street.	<u>417,349</u>	<u>432,221</u>
	\$ 1,597,462	\$ 1,697,205
Less current portion	<u>71,405</u>	<u>69,137</u>
Long term portion	<u>\$ 1,526,057</u>	<u>\$ 1,628,068</u>

Estimated principal repayments required on long term debt for the next five years and thereafter are due as follows:

2020	\$ 71,405
2021	74,707
2022	78,162
2023	70,264
2024	61,152
Thereafter	<u>1,241,772</u>
	<u>\$ 1,597,462</u>

Pathways Abilities Society

Notes to Financial Statements

March 31, 2019

6. Restricted funds

Included in the net assets of the Society are restricted reserves in a society fund and a building fund. There have been no changes to these reserve totals for the current year or the prior year.

7. Rental assistance surplus

The Rental Assistance Program is funded by the British Columbia Mortgage and Housing Corporation. The Society is required to segregate the operating surplus under this program from the surplus of other programs.

	2019	2018
Surplus, beginning of year	\$ 58,123	\$ 51,642
Operating fund subsidy adjustment	-	1,060
Excess of revenue over expenditures	12,896	5,421
	<u>\$ 71,019</u>	<u>\$ 58,123</u>

Subsidies for low income housing are reviewed on an annual basis by the British Columbia Housing Management Commission. Resulting adjustments are relating to the prior period and as such, are recorded as a change in net assets.

8. Commitments and contingencies

- a) The Society signed a 60 year premises lease agreement with the City of Kelowna on December 10, 2009, with an annual lease payment of \$1.
- b) The Society and its employees contribute to the Municipal Pension Plan (the "Plan"), a jointly trustee pension plan. The board of trustees, representing Plan members and employers, is responsible for overseeing the management of the pension plan, including investment of the assets and administration of the benefits. The Plan is a multi-employer contributory plan. The Plan has about 180,000 active contributors and approximately 85,000 retired members. Active members include approximately 50 contributors from the Society.

The most recent actuarial valuation as at December 31, 2015 indicated a \$2,224 million funding surplus for basic pension benefits. The next valuation will be conducted as at December 31, 2018 with results available in 2019. Employers participating in the plan record their pension expense as the amount of employer contributions made during the fiscal year. The Society paid \$217,344 (2018 - \$230,867) for employer contributions to the Plan.

Pathways Abilities Society Notes to Financial Statements

March 31, 2019

9. Economic dependence

The Society is funded primarily by the Province of British Columbia through budget arrangements established by Community Living British Columbia ("CLBC"). Funding from CLBC represents 85% (2018 - 85%) of the Society's total revenue for the year.

10. Financial instrument risk

Interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Society is not exposed to significant interest rate risk as the only financial instruments that are exposed to interest rate risk are GIC's, which have a fixed interest rate and cash which accrues nominal interest.

Credit risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The Society is exposed to credit risk resulting from the possibility that a party to a financial instrument defaults on their financial obligations; if there is a concentration of transactions carried out with the same counterparty; or of financial obligations which have similar economic characteristics such that they could be similarly affected by changes in economic conditions. The Society's financial instruments that are exposed to concentrations of credit risk relate primarily to the trade accounts receivable from companies to which services are provided.

Liquidity risk

Liquidity risk is the risk that the Society encounters difficulty in meeting its obligations associated with financial liabilities. Liquidity risk includes the risk that, as a result of operational liquidity requirements, the Society will not have sufficient funds to settle a transaction on the due date; will be forced to sell financial assets at a value, which is less than what they are worth; or may be unable to settle or recover a financial asset. Liquidity risk arises from accounts payable and accrued liabilities.

Management has determined that the Society is not significantly exposed to credit and liquidity risks arising from these financial instruments. There have been no changes from the previous year of policies, procedures and methods to measure the risk.

11. BC Society Act Disclosure

The Societies Act (British Columbia) requires certain information to be reported with regards to remuneration of employees, contractors and directors. Included in wages and benefits is one employee with remuneration over \$75,000. The total salaries paid to the individual for the year ended March 31, 2019 was \$90,534 (2018 - \$91,196). No honoraria were paid to members of the Board of Directors for the current year or the prior year.

Self-Advocate's
Report

SELF ADVOCATE'S REPORT

2018 - 2019

Barb Taylor continued to represent Pathways and the Self Advocates as the Society Liaison in the 2019 calendar year. Barb's duties were to chair meetings, set dates, set presentations, attend conferences, attend Occupational Health and Safety meetings and stand up for the rights of all people.

Barb's year started by sitting down with the Activity Supervisor Alaina Reiswig and together they created a calendar of events that went until December 2019.

The self-advocates were pleased to have the following presenters:

- October 26, 2018: Helen Phelan did a presentation on Infectious and Communicable Diseases. This was to help people to learn how to be healthy and to use precautions during the flu season.
- November 23, 2018: 2nd year UBCO Nursing Students: Nicole, Megan, Carla, and Jessica did a presentation on mental wellbeing and self-esteem. The presenters talked to the group, explained what wellbeing is, and used a slide show. They asked everyone a set of questions regarding their well-being and self-esteem. They then set up a collage activity for everyone to participate in.
- Shelley and Barb presented to the West Kelowna service site about what Self Advocacy is and Shelley talked about the upcoming changes that CLBC was doing.
- March 22, 2019 we welcomed 4 more UBCO nursing students to do a presentation on emotional regulation. They had prepared their 3 learning goals and an activity for the people we support to participate in. They provided everyone with a stress ball to squeeze when feeling frustrated.

Every second Friday Barb leads a meeting for self-advocates in our auditorium from 12:30pm until 1:30pm. It is either a regular meeting with regular monthly questions or together with supervisors a planned activity and/or presentation. At these meetings, Barb often speaks to the rights and responsibilities document and asks people if they know their rights and what the responsibility is that corresponds with the right being asked about. In the monthly meetings the following questions are asked and this can bring up other topics of interests:

- 1.) Do you feel that you are being treated fairly in your department?
- 2.) Do you feel your rights are being considered in your department?
- 3.) Do you feel that staff tries to get answers for your questions/concerns? Are they dealt with quickly?
- 4.) Does anyone have a health or safety concern in the Service Site?
- 5.) Would you like to see anything done differently at Pathways?

From May 23-25, 2019 Barb attended the Inclusion BC Conference in Victoria B.C. Barb enjoyed many things about the conference but was impressed with the opening

ceremonies and the First Nations ceremony where they celebrated culture and diversity. The most important lesson that Barb learned from the conference was to let people be who they are.

Barb continues to be an active member on Pathways Occupational health and safety committee where she contributes to the safety and well-being of all the people whom Pathway supports. Barb feels lucky that she was able to attend a professional development course on Bullying and Harassment in the Work Place in June 2019. Barb learned that there are signs everywhere for work place bullying and you really have to watch and be aware of your surroundings.

Respectfully Submitted by Barb Taylor and Alaina Reiswig

Service

Reports

SERVICE REPORTS

Employment and Social Ventures

Activity Services, Individualized Funding, Social Ventures and Integrated Career Opportunities (ICO) continue to support individuals to find and maintain employment. Pathways assists people to find work with community employers and also through agency operated social enterprises.

During the past year ICO has continued to work actively with individuals to complete discoveries and work towards securing employment for each individual based on their skills and abilities. During the month October, Adam Less continued to provide Kelowna Now with video content which acknowledged our employment partners in community. The video's focused on the Inclusive companies we work with to provide community customized employment.



ICO secured sustainable paid employment for 24 individuals and Activity Services is supporting 8 individuals, in positions throughout the community. Pathways employment partners are: Kelowna Shell Gas Stations, Kelowna Petro Can Stations, BC Growers Group, Prospera Place, Fenders Auto body, Gasoline Harley Davidson, Okanagan Precision Machine, West Kelowna Walmart, Kelowna Walmart, Clippendale's Luxury Grooming, Aramark Canada, Arby's, Big O Tire, Capital News, Protec Powder Coaters, Century 21 Assurance Realty Ltd, Choices Market, Cooper Medical Supply, David and Marie Brown, Delta Grand Okanagan Resort, Mara Lumber, Freddy's Brew Pub, Home Depot Kelowna, Jazz's Dog Grooming, Kelowna Curling Club, Kelowna Motors, QHR Technologies, Urban Harvest, Unitarian Church, OK Tire, Okanagan Gymnastics Club, Grand 10 Theatre, Real Canadian Superstore, Rose Valley Veterinarians, Safeway Dilworth, Tim Hortons, Wendy's West Kelowna, Lake Country Dairy Queen, OK Tire, Guisachan Family Medical Clinic, 97 St Pub, Scenic Rd. Cidery, Browns Social House and Calendar Club.

Social Ventures currently employs 46 individuals, who are paid employees in Pathways social enterprises. Pathways social enterprise partners are: BC Cancer Agency, Boston Pizza Dilworth, City of Kelowna, Columbia Bottle Depot, Glenpark Village Meadows, Kelowna Kia, Okanagan College, University of BC Okanagan and Kelowna Landfill and West Kelowna Landfill.

On May 28, 2019, we hosted our first Social Ventures Employee and Volunteer recognition BBQ. Employees and Volunteers who have dedicated 5, 10, 15, 20, 25, were all recognized with a certificate and gift card of thanks for their dedication to Pathways.

Also on May 28, 2019 BikeWays hosted 136 cyclists from 7:00 am to 9:00 am in celebration of Bike-to-Work Week. Thank you to the support of Sun Rype and BC Growers who provided a great selection of morning snacks to offer the attendees.

Submitted by Bonnie Fraser, Employment Manager

Old Meadows Road and Bouvette Street

All residents continue to access their community through their day time activities both at Pathways and Provision Resources. Daytime activities include such things as volunteering in community or participating in activities like arm chair yoga. Two of the eight residents are retired and access their community according to their desires and their own schedule. Both of these residents at Old Meadows enjoy daily access into the community.



Residents continue to visit with their physicians, opticians, podiatrists, and specialists for a total of 126 visits in this past year between the months of April 1, 2018 to June 30, 2019. Residents at both homes maintain regular contact with their physicians and specialists in their desire to remain healthy. Some of the concerns we've been dealing with include swallowing assessments and altered diets as well as lung issues and kidney function.

In the past year we have developed and implemented with PosAbilities support plans for two residents and a safety support plan for one of the residents. Once completed and implemented we had expected to lessen some of the risks and provide staff with more effective strategies while at the same time lessening the frustrations for individuals by providing them with more communication options. In this same time the society was able to secure through CLBC funding for a second weekend person on Sundays. This has improved both the safety and access to community on Sundays. We continued to advocate for better funding in order to provide more adequate supports to the men in the home.

While at home residents have accessed and participated in community through attending picnics, shopping, dining out, visiting parks, attending family functions and regularly visiting with family both in their family home and entertaining family at their home. Residents also enjoyed going out to movies, swimming and birthday celebrations. All residents at the Bouvette went to Mexico in the spring and with the exception of one broken shoulder due to a fall and a lost luggage resulting in a luggage claim, everyone reported having had a great time. One resident went off to visit with a friend who was an employee of Pathways and she along with her support worker spent time visiting in Abbotsford and Seattle.



Staff at both homes planned a summer vacation up at Agur Lake. As the residents of Bouvette have attended in the past and had a wonderful time, a vacation for both homes was planned for early July. Agur Lake Society is outfitted to accommodate all of our needs and everyone is able to fish, sit around a camp fire and still have all of the amenities that would provide for safety and care.

We continue to have the pleasure of two excellent volunteers, Bruce at Old Meadows and Rachel at Bouvette who come by the homes weekly to spend time with people. In the case of Old Meadows, to pick up one of the gentlemen and go out and do things in the community. The time spent with individuals either in house or in community adds richness and variety to those they spend time with.

Except for the lawn that was finally put down at the Old Meadows, property and additional support railing in the house, there haven't been any great renovations at either home. Plans for building a raised and covered deck at Bouvette along with a Gazebo were accepted and when these are constructed will allow all the residents at Bouvette to access the back yard and patio in safety.

We continue to meet standards as set out by Pathways, CARF, City Fire Inspectors, Licensing and Pharmacy reviews.

This past year continued to be challenging with respect to staffing at the homes and although the society has advertised and creatively sought new employees, the situation has not improved much. Over this time we have had three of our night staff take maternity leave and one of our night staff retired.

Respectfully submitted by Mark Wengrowich, Residential Supervisor

Activity Services

The objective of Activity Services is to provide meaningful and productive activities that enable the person to participate in his or her community, while mutually benefiting others, enhancing self-worth and improving health and wellness. It provides social

interaction enabling the person to develop relationships, and to learn to become more independent.

The Activity Service had many modifications throughout the 2018-2019 year. One significant change was the addition of a second supervisor. Maureen Shepherd was hired and is responsible for the West Kelowna location, Senior Services and Individualized Funding.



In January 2019, Eva Gunther from CLBC requested a monitoring meeting with Maureen, Lena and Alaina to talk about the Activity Services. The purpose of this meeting was to go over the quality assurance of the services that Activity Services provides. We prepared for this meeting by providing an updated list of all the people supported in the Activity Service locations, a critical report summary and by going over the number of referrals that are currently being processed. We met on January 29, 2019 and went over the aforementioned as well as some others. Eva followed up with a letter indicating Activity Services' strengths and the highlights are "we have flexible and responsive staff to individuals and their families, we focus on individuals' wishes and needs, we have strong and positive relationships with other partners in the community, and we have an open door policy."

Activity Services focuses on aiding the people we support with communication challenges. Approximately 16 people in the Activity Services have a support plan and a safety plan. Activity Services, along with our Behaviour Leads, work very closely with the team at PossAbilities and have had many of the behaviourists come to our staff meetings for our staff to gain a better understanding of the current plans and how to properly implement them.

The daily activity schedule changed twice this year, once in November 2018 and once in June 2019. The Spring Summer schedule was late to start in June as we worked on making some modifications to add more community activities and to have a better support service structure. Activity Services continues to add, and look for more community activities and volunteer opportunities all the time.

Though there were changes made in the schedule the more popular community activities remained. Billiards at Rusty's Steakhouse is one of the more popular activities which did see a minor change this year. We started playing billiards on Tuesdays and Thursdays, however Rusty's asked us to change our days to Mondays and Tuesdays. The new community based activities that were implemented are as follows: two classes facilitated by the Rotary Center of the Arts, one is a Mixed Abilities Dance Class and the other one is a HeartFit Painting Class. Two new all day activities, one a walk at the CNC Walking Track followed by a Zumba Class at the Capital News Center and the second, a Recreation Avenue Sports Day starting with badminton in the morning, followed by Curling in the afternoon. An additional community garden was purchased at the Willow Park Church Community Garden plot.

Activity Service Volunteerism

Activity Services currently volunteers at twenty-five different volunteer placements.

Twenty-two placements are in the community, while three are done in-house at 123 Franklyn Road or West Kelowna. We acquired 2 new volunteer placements, one, the Winfield Food Bank and the second, the Metro Clothing Room. Unfortunately, we did lose 2 long term volunteer placements due to changes made to the structure of their programs, Bethesada house and The Village at Mill Creek, bingo.

Activity Service Employment

Activity Services has 8 individuals working in community employment. Six people are working independently in the community and 2 people are working supported through individualized funding. Five people are working for Pathways doing kitchen clean-up and within that, four people are independent and 1 person is supported.

Activity Service West Kelowna

We started off 2019 celebrating West Kelowna's 1 year anniversary of the site's opening with a lunch at a neighboring restaurant.

The front entrance of the building had an addition constructed to create more wheelchair accessibility for those people who may be entering from the Main street.



Throughout the year, the West Kelowna location, made many opportunities to participate as members of the community. Some events and outings that were attended this year were as follows, the new Okanagan Regional Library learning lab, Paynter's Market, Planet Bee, The Aboriginal Day Festival, The Birds of Prey exhibit, The Japanese Gardens, Kalamoor Park, Gellatly Bay, A picnic in the Rotary Park, The Royal LePage, Live music at St Michaels church, A tour of the Laurel Packing House, Rotary Art center, CRIS adaptive adventures and several museums.

We continue to volunteer diligently at 2 different volunteer placements, the West Side Health Network and Pine Acres. These volunteer placements continue to be a vital, enjoyable and fulfilling part of the people that we serve lives. One of our regular volunteer placements; Westbank United Church asked us to take a break from attending while they focus on restructuring their program.

Two people that we support signed up for, and have been participating in the adaptive sailing classes at the Kelowna Yacht Club and are very happy to be participants of this program.

Activity Service Seniors Service

The senior services has endured some changes to their weekly schedule this year, as more out of house activities were created for the June schedule; to increase the amount of community participation. Adopt a road and all day picnic outings were incorporated

into their schedules, while some seniors have joined groups at the Capital News Center walking track and the Women's Haven on Tuesdays.

The seniors continue to attend their regular out of house activities on Monday mornings for carpet bowling, Thursday afternoons bingo and bowling and Fridays all day for community bingo at Branch 55.

The seniors did attend the CLBC Community Council BBQ in June and hope to attend more community events in the near future that align with their goals and their interests.

Individualized Funding

Maureen took over the supervision of 13 Individualized Funding contracts in early 2019 and spent time getting to know each one of them just a little bit more. Each contract is unique to the person that we serve, meets their own specific requirements and individual needs.



One contract is Monday through Saturday, with extended days and operates out of a person's own home. He however spends a lot of his time in the community engaging with others and participating in events.

Four of the contracts are Monday through Friday. Three of those contracts are during Pathway's Activity Service hours and one is from 3:00 pm to 5:00 pm. Two, contracts are with individuals who are supported primarily in

the community, whereas the other two contracts are with people who are supported while at Pathways, at times joining in with the Pathways planned activities.

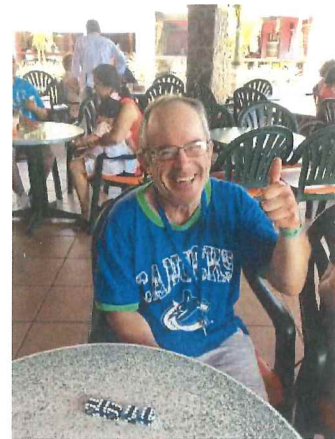
Eight of the contracts are part-time hours or part-time days. Out of the eight contracts, four of those contracts support people for two days out the week. All but one of the four contracts has supported employment for one of their individualized funding days. As far as the other four contracts go, three of the contracts support people for just one day out of the week and the fourth contract supports someone for three hours, five days a week.

Respectful submitted by Alaina Reiswig, Activity Supervisor and Maureen Shepherd, Activity Supervisor/ Individualized Funding

Home Share

Home share is a supported living option where adults with diverse abilities share a home with a family in the community. Pathways Abilities Society Home Share works to match individuals and families who have interests in common and are compatible. The home share provider welcomes in an individual who will receive support, and the individual will also contribute and become part of the household in their own way. Home sharing provides individuals with a safe and secure environment and a sense of belonging with their chosen family.

One of the strengths of the home sharing model is that the model allows for so many variations of life style. Every home share situation is different and unique. Home share providers can be individuals, couples or families. They may be a family with young children, a couple, or a single person. Pathways home share contractors consist of 17 couples without children, 5 couples with children in the home, 11 single people, 2 singles with children, and one large home where two families live with their children. They live in owned or rented premises. Currently home share is provided in 4 apartments, 28 houses, 2 mobile homes, 3 townhomes.



Twenty-one home share providers work outside the home, 12 do not work outside the home, and five are retired seniors. Pathways home share providers are grandparents, new parents, construction workers, professional bloggers, professional singers, travellers, RV enthusiasts, business owners, nurses, naturopathic doctors, foodies, gardeners, advocates, photographers, adventurers, financial planners, includers, accommodators, and intentional community builders. People who contract to provide home share services with Pathways come from a variety of backgrounds. What they have in common is that they want to share their lives with individuals who are seeking a home. Home share providers are not employees of Pathways, they are independent contractors. Home share providers must be approved based on the standards set by Community Living BC (CLBC).

The 46 individuals who currently live in Pathways co-ordinated home share are coffee lovers, foodies, videographers, musicians, story collectors, artists, employees, job seekers, community volunteers, advocates, bingo lovers, church members, grocery clerks, farmers, neighbourhood watch volunteers, snowbirds, hockey fans, workaholics, car owners, helpers, and jokesters. They are 21 women and 25 men. Nine are seniors over the age of 65. Three own vehicles, 25 are dependent on others for transportation, and 18 are independent using city bus, bike or other means to get around the community. Five are looking for work, 26 have employment.

We recruit, train and provide support to home share providers to ensure quality home environments that meet the needs and goals of individuals. Home sharing is not a “job” and involves sharing a home and life. Much consideration is placed upon identifying a match in lifestyles, personalities and interests to ensure a long-term fit.

At the beginning of the fiscal year on April 1, 2018 Pathways held 42 home share contracts with 31 home share providers. As of March 31, 2019 there are 46 home share contracts and 36 home share providers.

On February 19, 2018, the Minister of Social Development and Poverty reduction presented Community Living BC with a mandate letter requesting that CLBC engage home share providers and the representative groups to identify support needs and return to the minister with recommendations for improvement. During April 2018 CLBC facilitated sessions throughout the province to gather information from home share providers. In June 2018 CLBC reported out the findings in *“What We Heard: Summary of CLBC’s engagement with Home Sharing Providers and home share providing*

Agencies". Not surprisingly the biggest issue for home share providers was the lack of rate increases for more than ten years. A working group of stakeholders was created to follow up on the non-funding related issues. In February 2019 it was announced that rate increases would be in effect as of April 2019. In July 2019 we received the information regarding increases for Pathways contractors, and we are currently working to implement the changes. We look forward to further improvements to the home sharing system.

Volunteers

Pathways' team of volunteers continues to grow. The numbers quoted below include volunteers that contribute time directly to our service areas.



Primary Area of Volunteerism	2016-17	2017-18	2018-19
Activity Services	3	13	17
Social Recreation	1	1	2
BikeWays and Social Ventures	3	5	8
Residential	1	2	4
Maintenance	2	2	1
Special Events	1	1	2
Total Volunteers	11	24	34
Total Hours Contributed	804	1,255	1,562
Practicum Students	2	8	4
New Volunteers	8**	14	17

** New

Volunteers category does not include practicum students

We are very grateful for the time and energy volunteers contribute to Pathways.

Respectful submitted by Leslie Munro, Home Share Manager

Apartment Subsidy

Pathways continues to administer 19 apartment subsidies through our administration department in partnership with B C Housing. An annual application is completed and sent to B C Housing each year for each of the individuals. We follow the guidelines established by B C Housing and the budgets they have set for our area. Rates are also established based on the person's earnings. The society collects the rent due from the person either directly from the Ministry of Housing and Social Development or from the person directly and collects the B C Housing portion. We in turn pay the landlords the complete amounts.

Travel Club

Travelling to exotic destinations and opportunities to have adventures with friends are goals for many people. Through the Travel Club Pathways is able to provide opportunities for individuals to travel, to rest, to relax and to have experiences outside their own community.



Each year a Travel Club plan is created. Dates, duration of events and trips vary from year-to-year. Funding for staff for this service is provided by Pathways Abilities Society. Travel participants pay their own travel expenses and the travel of their supports. This year 22 people went to Mexico, 13 people went to Disneyland and Universal Studios and 35 people went to Camp Owaissi. This camp trip allows individuals who have limited budgets to enjoy a relaxing get away vacation.

Respectfully submitted by Rhonda Campbell, Finance Manager

*Activity Quality Assurance
Manager's (AQAM)*

Report

ACTIVITY QUALITY ASSURANCE

2018 – 2019

This year the employees at Pathways supported 207 individuals, assisting them to achieve their goals and encouraging them to contribute to their community. Health and safety was foremost in our minds for all Pathways employees, volunteers and individuals served and our policies, procedures and practices continue to reflect this. We continue to strive to help those with communication challenges to aim for the highest possible quality of life. We have provided continuous training to our employees, volunteers and contractors so they can effectively do so. We track our achievements through various reports and surveys. Through these reports and surveys, we are also continuously looking for ways to improve our services. Finally, we are starting to prepare for our Commission on Accreditation of Rehabilitation Facilities (CARF) survey, which measures how well we are meeting not only our own standards but also organizational and program standards that are internationally recognized.

As we look towards our next CARF survey, we continue to complete our annual safety inspections using both internal and external resources. We contracted again with Victoria Baschzok, who has seen us through three previous inspections. This was her first visit to our St. Paul and West Kelowna locations and she was very impressed with the safety mechanisms we have in place for our employees and persons served. From the bike racks that BikeWays uses to help their employees safety do their jobs to the new instillation of ramp at our West Kelowna location. She also thought our use of ShareVision to test employees on key safety policies and procedures was not only impressive but also a proactive step in ensuring our employees are knowledgeable of these important procedures. This past November was the first year testing employees using a three-part Core Competency quiz. The quiz asks employees to not only review safety and other key policies and procedures but also tests their proficiency in them. This proactive step is just one of many of the things that Pathways implemented this year.

Pathways was fortunate to have a reduction in staff injuries due to aggressive behaviors this year and this may be due in part to the extra Mandt training added this year. Pathways hired an outside trainer to teach the physical skills of avoidance and release until I became a certified in these skills. The purpose of Mandt training is to prevent, de-escalate and if necessary intervene when the behavior of an individual poses a threat of harm to themselves and/or others. In the past, Pathways focused on the portion of Mandt concerned with building relationships and preventing incidents. This continues to be our focus; however, with Pathways employees supporting more than 25 individuals that have the potential to exhibit challenging communications the Leadership team felt the need to provide more tools for the cases where individuals became physically assertive. Pathways is also training a second behavioral lead in addition to myself so that we can work together as a team to develop proactive behavioral strategies and keep behavioral plans up to date. This extra training and behavioral lead training were initiatives taken from our Satisfaction and Outcomes Action Plans.

A goal that emerged from our Outcomes to reduce staff injuries and increase staff satisfaction was to develop our lift and transfer policy and procedure. As always, Pathways reviews and updates policies and procedures as needed. In some cases, Pathways creates new policies and procedures to reflect best practice and safety practices. This was the case with the creation of this new policy and procedure. Pathways now will only allow mechanical lift and transfer for individuals who are unable to support most of their own weight without assistance except in cases of medical emergency. This new policy and procedure will not only reduce the number of musculoskeletal injuries reported by staff but also will ensure safety for the individuals we support. Other safety outcomes found in our action plan include reducing the number of preventable falls suffered by the individuals we support in Activity Service. By examining each fall, the Leadership team and employees can look for preventative ways to reduce and prevent falls. By continually tracking falls, we can identify individuals who have had several falls. We can then ascertain if we need the intervention from services of medical professionals or if we need to change aspects of the Pathways environment to prevent future falls. These proactive strategies are not only meeting Pathways endeavor for excellent service but also holds up to the CARF standards.

Pathways has for the past two years worked to maintain CARF's standards but we now have begun to actively prepare for our next survey which occurs in May of 2020. I have developed a timeline of responsibilities for the Leadership team to complete before the survey takes place. I am finding this task simple as we have taken it upon ourselves to stay on top of all the standards on a regular basis. The Leadership team will continue to review the ever-evolving standards to stay on top of any changes that may take place. Once such change that we have already implemented is our alteration of Internet policy and procedure. This policy and procedure now includes reference to Social Media, which not only is a part of the standards of CARF, but also is so relevant in today's world.

I am immensely proud of the work we did this year but we are not done yet. We will continue to solicit input from all of our stakeholders and seek advice on how we can continue to evolve our Society. We are persistently striving to get closer to fulfill our mission to assist people with divers-abilities to reach their goals and to participate as equal members of the community. As we do this, we look forward to meeting or exceeding the international standards set by CARF and hope to provide a safe, fun and rewarding work place for our employees and the individuals we support.

Respectfully submitted by Helen Phelan, LPN and Activity Quality Assurance Manager

*Executive Director's
Report*

EXECUTIVE DIRECTOR'S REPORT

2018 – 2019

We are all different, which is great because we are all unique. Without diversity life would be very boring.” *Catherine Pulsifer*

In partnership with M'Akola Housing, we continued to work with BC Housing to evolve the Fuller Avenue rebuild project. We received the necessary variances to construct 68 units. Construction of 9 studio units, 40 one bedrooms units and 19 two bedroom units is scheduled to begin in 2020.

The Okanagan Chinese Canadian Association, the Okanagan Korean Culture and Knowledge Society and the Men's Shed continued to use our 555 Fuller Avenue location until May 31, 2019. The groups vacated the facility in anticipation of demolishing the building by the year's end.

The elevator installation project for 1216 St. Paul Street was finally completed! The elevator officially became operational June 6, 2019!

Pathways was nominated for the Chamber of Commerce not-for-profit organization of the year. We were one of the 3 finalists and unfortunately we came in second or third. It was an honor to be nominated and make it as far as we did.

Sadly, this year June Vandergram and Jeannie Wilson passed away. June received services from KCDS and then Pathways from 1995 to 2018. She passed away peacefully at Brookhaven. Jeannie attended Pathway's Activity Service from 1993 to 2019. She passed away peacefully at Hospice House. Both women are truly missed.

The year ended with the annual holiday party luncheon at Rutland Centennial Hall. We were very fortunate to have a group from BDO come again and volunteer their time serving lunch. Thank you again BDO!

Recruitment continued to be a significant issue this past year. To again put it in perspective, in 2017 we corresponded with 73 applicants, in 2018, 92. Though there was an increase, it did not reach the level required to meet our hiring needs. That-being-said we are **very fortunate** to have 12 employees with over 10 years of service and 10 employees with over 20 years of service!

Significant financial donations were received from the Low Family, Randy Christian, Century 21, Jean Hadgraft, Jim Hadgraft, Columbia Bottle Depot, the BC Golf Superintendents Association-Interior Chapter, Terry and Richard Trager, Leslie Munro and Charisse Daley. A huge thank you to those listed above and all who also made donations to our society.

The Community Living Action Committee (CLAC) continued to facilitate Pathway's involvement in our community. The City of Kelowna proclaimed October 2018

Community Inclusion Month. The group coordinated another successful "Inclusion Chain" in front of Kelowna City Hall where mayor, Colin Basran, presented the proclamation. Additional events included open house barbeques, the third annual Hero's Gala and participation in the Rutland Scarecrow Festival. I must again thank all the CLAC committee members who work to ensure Pathway's is participating in community events!

A second part-time Activity Supervisor position was established to address the demand of the service area. Maureen Shepherd was hired and is responsible for the West Kelowna location and the individualized funding services. A third part-time Home Share Coordination manager was hired, Layrssa Rock, to address the increase in home share contracts. We are very pleased to have them both join the leadership team.

The 34th annual Vipond Golf Tournament was held with the proceeds again being donated to our society. Because of the tournament's success last year, we were able to purchase a cargo van for our social ventures service. Thank you coordinators David Walker and Brad Grittner, committee members, the participants and the Kelowna Golf and Country Club for continuing to host this annual event. Each year the membership gives up their course for the day. Thank you also to the hole in one spotter volunteers, Nick Pisio, Mark Reinelt, Audrey Pekrul, Symphony Schaaf and Ray Blatter for donating their time at the tournament. Thank you Jeannie Temple and Helen Phelan for helping with tournament registration.

Each year at the end of my report I thank those not already acknowledged above. As I continue to state in each of my reports, I hope the repetitiveness of this section does not take away from the heartfelt and truly thankful feelings I wish to express. Without all those listed below, we would not be making a positive difference in our community and in the lives of people with diverse-abilities. **THANK YOU:**

♥ Our staff, including the leadership team. They worked very hard this past year with continued staffing shortages. **I would like to specifically thank the leadership team for their patience during this difficult staffing time and the staff that have been so flexible and willingly accommodating unexpected schedule changes. THANK YOU!**

♥ The self-advocates who support one another and work to progress the rights of all citizens to welcoming, inclusive communities.

♥ All our volunteers; new and longstanding. We were very fortunate to have our long-term volunteers, Nick Pisio who continued to volunteer his time doing our building maintenance and overseeing various building projects and Norm Vados who continued to volunteer at BikeWays, striving to make the shop flourish. Nick has donated so much time to the society-without him my job would be much harder than it is.

♥ The Pathways' Board of Directors. They continue to demonstrate their commitment to strong governance and leadership. I would like to specifically thank past President and retiring director, Gail Meier. It was a pleasure working for Gail and I will truly miss her.

♥ Glenda Mallach for continuing to coordinate our annual Christmas party and camp. Glenda is committed to ensuring everyone has a great time!

♥ Community Living BC (CLBC) our primary funder and partner. We continued to work collectively to serve our community. I would like to specifically thank Eva Gunther our CLBC liaison. Eva was readily available and supported our efforts to provide quality, community services.

- ♥ The many individuals, families and groups that continue to support our society.
- ♥ Our other community partners and supporters including employers and volunteer sites BC Housing, the City of Kelowna, Gaming, Interior Health, the Ministry of Housing and Social Development, who work in partnership with our organization to serve individuals and the community.
- ♥ **Thank you all again!**

Respectfully submitted by Charisse Daley
Employ, Empower, Embrace



Our wonderful staff!



Gail Meier receiving her volunteer recognition.