

Pathways

Abilities Society

67th ANNUAL REPORT 2019 - 2020

"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.

**PATHWAYS ABILITIES SOCIETY
MINUTES OF THE 66th ANNUAL GENERAL MEETING
September 23, 2019 at 4:00 pm
123 Franklyn Rd, Kelowna, BC, V1X 6A9**

In attendance: Jim Greenlay, Angie Greenlay, Charisse Daley, Gail Meier, Rae Meier, Jean Hadgraft, Nick Pisio, Mark Reinelt, Chuck Hopkins, Jock Craddock, Rhonda Campbell, Darryl Harand, Barb Taylor, Cyndy Omand, Helen Phelan, David Low, Patricia Rantucci, Leslie Munro, Maureen Shepherd, Cathy Gunderson, Glenda Mallach and Sinead Scanlon.

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

2. Mark Reinelt 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 Richard Pringle that the agenda be approved as presented. Carried.

4. Moved by Jean Hadgraft seconded by Patricia Rantucci that the minutes of the September 10, 2018 Annual General Meeting and the December 20, 2018 Special General Meeting be approved as circulated. Carried.

5. Patricia Rantucci introduced Sinead Scanlon from BDO to review the Auditor's Report. Sinead stated she is going to spend time on 3 pages. She stated the audit team comes out twice a year, in the fall and then after year-end. BDO sends a letter to the board of directors for the financial plan and potential risks. Sinead stated Pathway's has a clean audit report. She stated page 5 is the Statement of the Financial Position or Balance Sheet. It was a standard year for operations and the assets increased by \$175,000 from the previous year, with an increase in the temporary investments. She stated property and equipment increased due to the installation of the elevator at St. Paul and the new van and are offset by amortization. She stated liabilities increased due to employee's vacation and sick pay accruals and a CLBC potential repayment. She stated page 6 is the Statement of Operations and there was an increase in CLBC revenue of \$137,000.00 which includes an increase in contracts and the contract expense payments which increased by \$94,000.00. She stated there was a \$56,000.00 increase in excess revenue over expenses from the prior year. Sinead asked if there were any questions. There were none. **Moved by Richard Pringle seconded by Darryl Harand to accept the 2018/2019 audited financial statements as presented. Carried.**

6. Moved by Mark Reinelt seconded by Jean Hadgraft authorizing the Pathway's board of director's to appoint the auditors for the 2019-2020 fiscal year. Carried.

7. Mark Reinelt stated in Gail Meier's tradition, the President's Report is included in the AGM booklet. Mark Reinelt stated the heart of the work is completed by the staff and volunteers and "thank you". Mark Reinelt asked if there were any questions. There were none. **Moved by Jean Hadgraft seconded by Richard Pringle to accept the President's Report as presented. Carried.**

Mark Reinelt asked Gail Meier to come up and accept a small token of our appreciation for her years of service on the board. Mark Reinelt stated "Gail first joined the Pathways' board in 1999. Gail was a director until she was elected the President in 2002. Gail stepped down from the President position after the 2018 AGM and remained on the board until earlier this year. Gail worked tirelessly to progress the Fuller rebuild project, sitting on the various committees and meeting with various officials. Gail oversaw the growth of the organization including purchasing a new accessible residence for the folks now living at Bouvette, a new activity service and administration facility in anticipation or rebuilding Fuller Avenue, a new location for the bike shop and employment service and finally purchasing a location in West Kelowna to serve individuals on the other side of lake. Gail saw the agency through their first successful accreditation and five successful recertification's after. Gail was committed to quality service governance and providing the best possible services to the people Pathways' supports. Gail is and will be truly missed. Thank you!"

8. Mark Reinelt introduced Barb Taylor. Barb reviewed the Self-Advocate Report that was included in the AGM booklet. **Moved by Darryl Harand seconded by Patricia Rantucci to accept the Self-Advocate's Report as presented. Carried.**

9. Mark Reinelt introduced Nick Pisio to run the election of the officers. Nick Pisio 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, Mark Reinelt, Richard Pringle, Chuck Hopkins and Jean Hadgraft. **Moved by Nick Pisio seconded by Darryl Harand to elect Mark Reinelt, Richard Pringle, Chuck Hopkins and Jean Hadgraft to the Pathway's board of directors for a 3 year term. Carried.**

10. Mark Reinelt adjourned the meeting at 4:15 pm.

President's

Report

PRESIDENT'S REPORT

2019 – 2020

The world of today is a very different place than it was one year ago. If told that when going to work you would need to undergo a temperature check, practice physical distancing, wear a mask and go through a never-ending cycle of hand washing and sanitizing it would seem unbelievable, yet this is the world we are in today.

The term "Essential Service" made headlines this year, the work you do has always been an essential service for the people and families we provide service for. This year it was just made official.

The measures taken by the Leadership and Team at Pathways to ensure a safe environment for each other and the people we serve have been remarkable. Keep in mind that all the procedure and policy in the world mean nothing if the people they affect do not follow and adhere to them. You have all done a commendable job in this regard. The way services were adjusted, reduced and reconfigured in the best interest of all involved was not easy, but it had to be done and was done with the greater good in mind.

The excellence of the organization shone through yet again on a larger scale as the lens of the CARF accreditation team was on us once again, and your high standards gave us another 3 year term.

Thank you to the Leadership and Team for making the best of a year that was unprecedented in our time. We have brought new faces on to the Team, welcome, and look to bring on more as the year continues. Thank you Mark Wengrowich for your amazing 30 years of service to our organization.

I would also like to thank the members of the board for their time and dedication. Their professional and keen approach to hearing all sides of an issue before reaching a decision during some hard issues this year made me appreciate you all even more. A special thank you to Jean Hadgraft for all of her work over the years and sound council during meetings. You are missed.

I wish I could say how long we will be in this new normal, but no one can. What I can say with confidence is that no matter what the next year brings this organization can face it, adapt and overcome in order to continue serving our community at the very highest level.

Respectfully submitted by Mark Reinelt
Employ, Empower, Embrace

*Secretary Treasurer's
Report*

TREASURER'S REPORT

2019 – 2020

It is with great pleasure that I submit this years' Secretary Treasurer's Report for Pathway Abilities Society for the year ended March 31, 2020.

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 \$354,010. This is an increase of \$84,477 from last year. Our operating surpluses are partially derived from our fundraising efforts and sales of services. In 2020 we had a 53.5% increase in fundraised funds and a 15% increase in sales of services. These sales and services include our Bike Ways bike sales and bottle donations.

We continue to work with BC Housing and the City of Kelowna to build affordable housing on our old Fuller Street location. Since choosing our consultant's M'Akola, we are progressing, albeit a bit slower than anticipated due to the City requiring our old building for a homeless shelter over the colder winter months and now due to the COVID 19 Pandemic. We are still moving forward anticipating construction Fall of 2020.

During the past year, we did reduce our long-term debt by \$105,297 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, 2020

Pathways Abilities Society
Financial Statements
For the Year Ended March 31, 2020

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Independent Auditor's Report

To the Members of Pathways Abilities Society

Qualified Opinion

We have audited the financial statements of Pathways Abilities Society (the "Society"), which comprise the statement of financial position as at March 31, 2020, 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, 2020, and its results of operations and 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, 2020 and 2019, current assets as at March 31, 2020 and 2019, and net assets as at April 1 and March 31 for both the 2020 and 2019 years. Our audit opinion on the financial statements for the year ended March 31, 2020 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 opinion.

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

Management is responsible for the preparation and fair presentation of the 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.

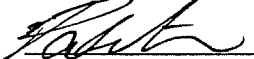
Chartered Professional Accountants

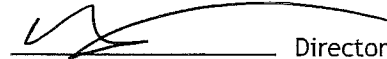
Kelowna, British Columbia
June 24, 2020

Pathways Abilities Society Statement of Financial Position

March 31	2020	2019
Assets		
Current		
Cash (Note 2)	\$ 873,790	\$ 649,208
Temporary investments	155,516	124,925
Accounts receivable	47,224	27,267
Prepaid expenses	31,971	35,865
	<u>1,108,501</u>	<u>837,265</u>
Property and equipment (Note 3)	4,508,627	4,400,081
	<u>\$ 5,617,128</u>	<u>\$ 5,237,346</u>
Liabilities		
Current		
Accounts payable and accrued liabilities (Note 4)	\$ 881,384	\$ 756,025
Current portion of long term debt (Note 5)	74,706	71,405
	<u>956,090</u>	<u>827,430</u>
Long term debt (Note 5)	1,420,760	1,526,057
	<u>2,376,850</u>	<u>2,353,487</u>
Net Assets		
Investment in property and equipment (Note 6)	3,013,160	2,802,619
Internally restricted (Note 7)	70,216	70,216
Externally restricted (Note 7)	626	626
Rental assistance surplus (Note 8)	83,619	71,019
Unrestricted net assets	72,657	(60,621)
	<u>3,240,278</u>	<u>2,883,859</u>
	<u>\$ 5,617,128</u>	<u>\$ 5,237,346</u>

On behalf of the Board:

 Director

 Director

Pathways Abilities Society Statement of Operations

For the year ended March 31

2020

2019

Revenue

Community Living BC	\$ 5,050,427	\$ 4,360,110
Fundraising	126,435	82,353
Sales of service	422,227	366,366
Tenant rent contributions	159,171	167,505
Individual funding	284,299	268,025
Subsidies and grants	125,457	179,024
Other revenue	11,422	9,934
	<u>6,179,438</u>	<u>5,433,317</u>

Expenses

Board and society expenses	3,467	8,003
Contracted services	1,179,684	971,441
Employee development	21,969	28,111
Food	29,914	24,520
Fundraising	228	1,735
Insurance	19,488	22,797
Interest on long term debt	74,926	73,759
Office expenses	48,017	67,725
Professional fees	17,932	10,007
Program expenses	36,111	33,036
Property taxes	10,601	10,902
Rent	185,490	191,409
Repairs and maintenance	102,258	89,971
Supplies	15,025	15,056
Telephone	20,590	21,774
Transportation	85,597	84,628
Utilities	41,259	46,402
Wages and benefits	3,885,223	3,444,234
	<u>5,777,779</u>	<u>5,145,510</u>

Excess of revenues over expenses before other items

\$ 401,659 \$ 287,807

Other Items

Amortization	(58,050)	(56,912)
Gain on disposal of properties	4,000	-
Unrealized gains on investments	6,401	38,638
	<u>(47,649)</u>	<u>(18,274)</u>

Excess of revenues over expenses

\$ 354,010 \$ 269,533

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

Pathways Abilities Society
Statement of Cash Flows

For the year ended March 31	2020	2019
Cash flows from operating activities		
Cash receipts from core operating grants and activities	\$ 6,141,700	\$ 5,397,411
Cash paid to suppliers and employees	(5,573,600)	(5,002,140)
Interest paid	(74,926)	(73,759)
	<u>493,174</u>	<u>321,512</u>
Cash flows from investing activities		
Acquisition of property and equipment	(169,096)	(80,838)
Proceeds on disposal of property and equipment	2,500	-
	<u>(166,596)</u>	<u>(80,838)</u>
Cash flows from financing activities		
Repayment of long-term debt	(101,996)	(99,743)
	<u>(101,996)</u>	<u>(99,743)</u>
Net increase in cash	224,582	140,931
Cash, beginning of the year	<u>649,208</u>	<u>508,277</u>
Cash, end of the year	<u>\$ 873,790</u>	<u>\$ 649,208</u>

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

Pathways Abilities Society Notes to Financial Statements

March 31, 2020

1. 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. e follows the deferral method of accounting for contributions.
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, 2020

1. 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.

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:

	Method	Rate
Buildings	Straight-line	50 years
Furniture and fixtures	Straight-line	10 years
Asphalt and parking areas	Straight-line	10 years
Automotive equipment	Straight-line	10 years

Pathways Abilities Society Notes to Financial Statements

March 31, 2020

1. Significant Accounting Policies (continued)

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, 2020

2. Cash

	2020	2019
Restricted cash	\$ 256	\$ 726
Unrestricted cash	873,534	648,482
	<u>\$ 873,790</u>	<u>\$ 649,208</u>

3. Property and equipment

	2020		2019	
	Cost	Accumulated Amortization	Cost	Accumulated Amortization
Land	\$ 2,505,012	\$ -	\$ 2,505,012	\$ -
Buildings	2,365,663	443,213	2,218,867	401,160
Furniture and fixtures	319,521	319,360	322,021	319,360
Automotive equipment	304,142	226,068	302,569	231,485
Asphalt and parking areas	6,866	3,936	6,866	3,249
	5,501,204	992,577	5,355,335	955,254
	\$ 4,508,627		\$ 4,400,081	

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 \$330,870 (2019 - \$336,192). As at March 31, 2020, \$334,999 (2019 - \$254,451) was accrued and is included in accounts payable and accrued liabilities.

Included in accounts payable and accrued liabilities are government remittances payable of \$17,869 (2019 - \$14,760).

Pathways Abilities Society Notes to Financial Statements

March 31, 2020

5. Long term debt

	2020	2019
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.	\$ 430,073	\$ 443,800
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.	26,821	77,795
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.	306,392	316,667
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.	329,955	341,851
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.	402,225	417,349
	1,495,466	1,597,462
Less current portion	74,706	71,405
Long term portion	\$ 1,420,760	\$ 1,526,057

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

2021	74,706
2022	78,162
2023	70,893
2024	61,152
2025	64,145
Thereafter	1,146,408
	1,495,466

Pathways Abilities Society Notes to Financial Statements

March 31, 2020

6. Investment in Property and Equipment

	2020	2019
Beginning balance	\$ 2,802,619	\$ 2,678,951
Less: Amortization	(58,050)	(56,912)
Add: Repayment of long term debt	101,996	99,743
Add: Net investment in property and equipment	166,595	80,837
Ending balance	<u>\$ 3,013,160</u>	<u>\$ 2,802,619</u>

7. 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.

8. 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.

	2020	2019
Surplus, beginning of year	\$ 71,019	\$ 58,123
Operating fund subsidy adjustment	2,408	-
Excess of revenue over expenditures	10,192	12,896
	<u>\$ 83,619</u>	<u>\$ 71,019</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.

Pathways Abilities Society Notes to Financial Statements

March 31, 2020

9. 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 (a jointly trustee pension plan). The board of trustees, representing plan members and employers, is responsible for administering the plan, including investment of assets and administration of benefits. The plan is a multi-employer defined benefit pension plan. Basic pension benefits are based on a formula. As at December 31, 2018, the plan has about 205,000 active members and approximately 101,000 retired members. Active members include approximately 40,000 contributors from local governments.

Every three years, an actuarial valuation is performed to assess the financial position of the plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The most recent actuarial valuation for the Municipal Pension Plan as at December 31, 2018, indicated a \$2,866 million funding surplus for basic pension benefits on a going concern basis.

The Society paid \$218,607 (2019 - \$217,344) for employer contributions to the Plan. The next valuation will be as at December 31, 2021, with results available in 2022. Employers participating in the plan record their pension expense as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the plan records accrued liabilities and accrued assets for the plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to individual employers participating in the plan.

10. 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 86% (2019 - 85%) of the Society's total revenue for the year.

Pathways Abilities Society Notes to Financial Statements

March 31, 2020

11. Financial Instruments

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.

12. BC Society Act disclosure

The Societies Act (British Columbia) requires certain information be reported in regards to remuneration of employees, contractors and directors. Included in wages and benefits is one employee with remuneration over \$75,000. No honoraria were paid to members of the Board of Directors for the current year or the prior year.

Pathways Abilities Society Notes to Financial Statements

March 31, 2020

13. Subsequent event

Subsequent to year end, the impact of COVID-19 in Canada and on the global economy increased significantly. As the impacts of COVID-19 continue, there could be further impact on the Society, its funders, clients and donors. Management is actively monitoring the affect on its financial condition, liquidity, operations, suppliers, industry and workforce.

As a result, management anticipates a temporary decline in fundraising, sales of services revenue, and in the offering of certain services. Given the daily evolution of the COVID-19 outbreak and the global responses to curb its spread, the Society is not able to fully estimate the effects of the COVID-19 outbreak on its results of operations, financial condition, or liquidity at this time.

Self-Advocate's Report

SELF ADVOCATE'S REPORT

2019 - 2020

Barb Taylor began the 2019 calendar year as Pathways Self advocate liaison; continuing her duties of providing opportunities and safe spaces for the people that we serve to discuss issues of their concern or to talk about their rights. Barb assisted in several second interviews with potential employees of Pathways; asking valuable questions and giving valuable information about the society and the Activity Services as a whole.

As the year went on Barb's health began to decline and therefore Barb decided to retire as the Society Liaison. Barb's last official day was February 7, 2020.

Tiffany Conner applied for the job of self-advocate liaison and was the successful applicant for the position, Tiffany was officially hired on February 20, 2020. During Tiffany's time as the self-advocate in the 2020 calendar year things have looked quite different due to the onset of the Covid-19 pandemic. Tiffany's first meeting was July 10, 2020.



Tiffany has not held big group self-advocate meetings at this time, but has gone around to individual rooms within the building every other Friday and various other days throughout the week if possible to meet with smaller groups of people at a time. During Tiffany's meetings she has given information about health and safety and spoken about rights and responsibilities. Some of the questions that are asked as it relates to rights and responsibilities are:

- 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?

Tiffany attended her first Occupational Health and Safety meeting via Zoom on July 22, 2020 and provided some feedback on a safety component that an individual is interested in learning more about.

Tiffany is looking forward to getting to know the people more and providing help where needed.

Respectfully submitted by Tiffany Conner, Self-Advocate Liaison and Maureen Shepherd, Activity Service Supervisor

Service

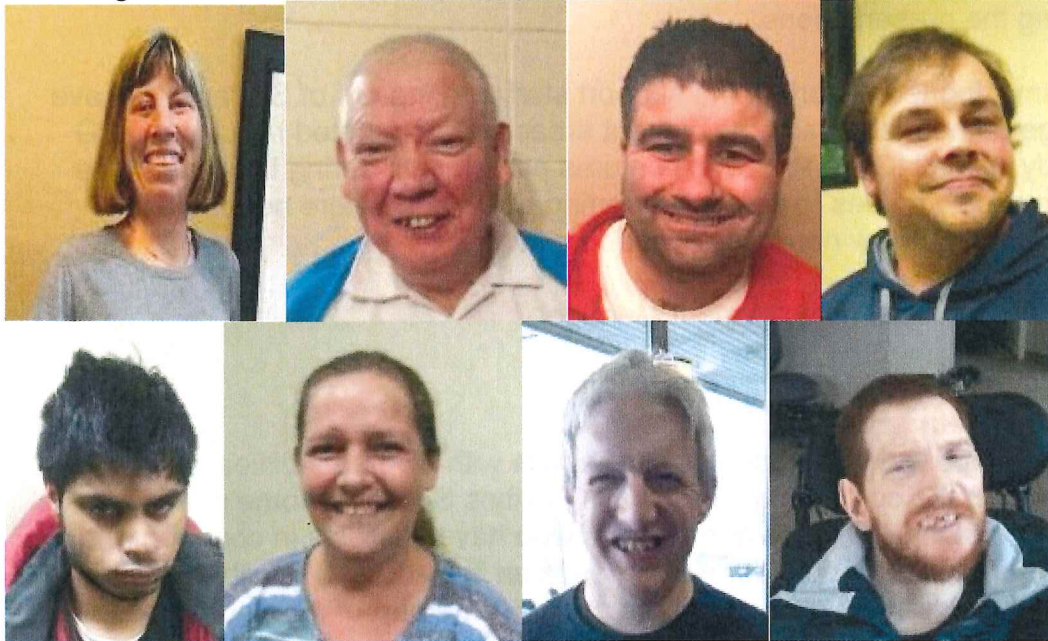
Reports

SERVICES REPORT

2019-2020

Employment

During the past year ICO has continued to work actively with recipients to complete discovery and work towards securing employment for each individual based on their skills and abilities. COVID has certainly changes the employment landscape in 2020. Following many lay offs, it is great to see a large number of people going back to work. ICO is supporting with the transition back to work for many individuals, job coaching and assisting with job description changes etc. Many employers need to be assured, knowing that COVID procedures are clearly understood and followed by employees returning to work.



ICO secured sustainable paid employment for 21 individuals, in positions throughout the community. Pathways employment partner's pre-COVID are as follows:

Kilowna Friendship Society, V2R Construction Group, Kelowna Shell Gas Stations, Kelowna Petro Can Stations, BC Growers Group, Prospera Place, Fenders Auto body, Gasoline Harley Davidson, Okanagan Precision Machine, Kelowna Walmart, Clippendale's Luxury Grooming, 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, Tim Hortons, Wendy's West Kelowna, Lake Country Dairy Queen, OK Tire, Guisachan Family Medical Clinic, 97 St Pub and Scenic Rd.

Social Ventures is still recognizing the effects of COVID. The Cancer clinic and College recycle programs have not resumed service requirements. UBCO has significantly decreased their need for recycle services until classes resume in September. Glenpark

decided to discontinue the cleaning contract and BikeWays, continues to operate on a restricted appointment based sales format Monday to Friday. Community recycle continues to receive many donations of refundable cans and bottles from community. The ICO team along with community recycle have provided bottle pick ups once monthly in Sonoma Pines in West Kelowna throughout the COVID time frame. These donations have accounted for approx. 5000.00 return revenue. Pathways social enterprise partners are: BC Cancer Agency, Boston Pizza Dilworth, City of Kelowna, Columbia Bottle Depot, Kelowna Kia, Okanagan College, University of BC Okanagan and Kelowna Landfill.

On May 26, 2020 we hosted our second Social Ventures Employee recognition. Employees who have dedicated 5,10,15,20,25, were all recognized with a certificate and gift card of thanks for their dedication to Pathways. A pizza lunch was held at 1216 St. Paul following the presentations.

Thanks to the amazing team work of the support staff working out of St Paul, we have juggled coverage as needed in all employment areas and completed regular COVID check-ins weekly with all ICO and Social ventures participants during the quarantine months. Our focus now moves to safely supporting when and where needed as employment returns to a new normal way of doing things.

Submitted by Bonnie Fraser, Employment Manager

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's home sharing program 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 lifestyle. Every home share situation is different and unique. Home share providers can be individuals, couples or families. Pathways home share contractors currently consist of 20 couples without children, 7 couples with children in the home, 9 single people, 1 single parent with children, and one large home where two families live together with their children. They live in owned or rented premises. Currently home share is being provided in 27 houses, 5 apartments, 1 mobile home, and 5 townhomes.



Pathways home share providers are grandparents, new parents, construction workers, professional bloggers, travellers, business owners, nurses, naturopathic doctors, gardeners, advocates, photographers, financial planners, accommodators, and intentional community builders. People who contract to provide home share services with Pathways come from a variety of backgrounds. What they all 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 48 individuals who currently live in Pathways co-ordinated home share are coffee lovers, foodies, videographers, musicians, story tellers, artists, employees, job seekers, community volunteers, advocates, bingo lovers, church members, grocery clerks, farmers, neighbourhood watch volunteers, hockey fans, workaholics, car enthusiasts, and collectors. There are currently 29 men and 19 women being supported in Pathways home shares. Nine are seniors over the age of 65. Some individuals supported in home share own and drive their own vehicles, whereas others are dependent on others or Handi-dart for transportation. Many individuals take the city bus, ride bikes, or walk independently to get around. The majority of individuals supported in home share are currently employed or are seeking employment. Several individuals also volunteer in the community.

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 together. 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 1st, 2019 Pathways held 46 home share contracts with 31 home share providers. As of July 15, 2020 there are 48 home share contracts and 38 home share providers.

Pathways participated in a CARF Accreditation Survey from March 2 to 4, 2020. Two surveyors came and evaluated Pathways' different service areas against industry standards. They provided Pathways with three recommendations relating to home share:

- 1) A medication audit form has been developed. It will be applied to new home share providers who are responsible for overseeing medication administration for the individuals they support or if medication support is required when it previously was not before. Reference regarding the audit was added to the Home Share Procedure.
- 2) Home share managers will be meeting privately with individuals every six months to ask them a list of questions regarding their home share. Our Home Share procedure has also been revised to reflect this. With regards to ensuring we are following up on areas required from the Home Share Manager Notes and Site Visits, we have added as a reoccurring agenda item for home share meetings.

The COVID-19 pandemic grew increasingly more serious across Canada and the entire world throughout March 2020, resulting in most individuals staying home rather than attending employment or community services. Pathways home share coordinators checked in on home share providers and individuals on a weekly or bi-weekly basis,

depending on the risk level of the household. These check-ins and regular monitoring were done through phone calls and Zoom video chats. CLBC announced that home share providers would be receiving COVID-19 emergency funding if the individual they were supporting was not able to access community inclusion or other supports they normally rely on, or if they have taken on extra duties and costs to help keep supported individuals safe. There were 31 home share contractors who qualified for funding in April and May, and 29 in June. On June 21, 2020, we were notified that this emergency funding would be extended through the months of July and August.

After receiving information regarding rate increases for Pathways home share contractors, the increases were implemented and paid out to home share providers on May 15th, 2020. These payments included the increases retroactive to April 1st, 2020.

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	2019-20
Activity Services	3	13	17	17
Social Recreation	1	1	2	4
BikeWays and Social Ventures	3	5	8	6
Residential	1	2	4	3
Maintenance	2	2	1	1
Special Events	1	1	2	2
Total Volunteers	11	24	34	33
Total Hours Contributed	804	1,255	1,562	1,038
Practicum Students	2	8	4	2
New Volunteers	8**	14	17	6

** New Volunteers category does not include practicum students

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

Submitted by Laryssa Rock, Home Share and Volunteer Coordinator

Activity Services

Activity Services is somewhere for people with diverse abilities to enjoy socializations with friends and to participate in everyday activities. It is also a place to work on life skills and to develop independence, while also forming relationships and creating partnerships with businesses and organizations in the community through volunteerism and work opportunities.

Activity Services daily activity schedule changes twice a year and focuses on creating meaningful activities that provide learning and enjoyment for everyone. It also provides individuals with opportunities to strengthen qualities and skills within themselves, and



provides the opportunity for meaningful contributions to society. Pathways creates their schedules with input from staff, individuals and Pathways yearly outcomes; which are based on feedback from surveys taken by staff, individuals, home share providers and families.

Mostly all the individuals who attend our activities are working towards a goal, or several goals with the help of their support team and their support workers at Pathways.

Some goals are personal or focus on skill development or friendship building, and others pertain to assisting with managing some form of challenging behavior or undesirable pattern.

Pathways works alongside our own Behavior Leads, as well as closely with many behaviorists from possAbilities; a social services organization, to develop behavioral support plans and safety plans for the people who may be in need. Behavioral plans outline specific behavior support interventions, strategies and implementation requirements. It is a tool for all support networks to be consistent in the strategies they are using when dealing with challenging behaviors. Currently Pathways supports 17 individuals with behavioral support plans and safety plans.

In keeping in line with Pathways mission statement, to participate and contribute as equal members of the community, Pathways hosted a public screening in October 2019 of a documentary called Us&Them. This documentary's goal was to educate as many people as possible on the realities of homelessness, and to encourage proactive solutions. Staff, individuals and members of the community joined to watch the short 1 ½ hour film in the auditorium, followed by an opportunity for a brief discussion surrounding homelessness.



This year we welcomed many new support workers to our team at Pathways and sadly said goodbye to one of the people that we supported. Annaliis Autio passed away on February 17, 2020. Annaliis attended Pathways for 12 years and during that time made many friends and accomplished many goals. Annaliis will be greatly missed by all. Annaliis was a happy face, always curious how everyone was doing and wishing us well every chance that she had.

This year Activity Services made several transitions in supervisors. In September 2019 Alaina Reiswig took a maternity leave and soon after gave birth to a beautiful baby girl Adalynn. Amy Herbison then joined Maureen Shepherd, the part time Activity Service supervisor and took Alaina's place as the full time Activity Supervisor for 5 months. Amy then stepped down in February 2020, followed by a maternity leave and gave birth to her handsome son Dashed in June 2020. Lisa Milligan then took over the position of Activity Supervisor from Amy in February 2020 until June 2020 where she moved to the

Kootenays to be with family after being employed by Pathways for 20 years. Lisa will be greatly missed as she was a valued part of the organization and Pathways union representative. Michelle Blackburne has now temporarily stepped into the Activity Supervisor role until Alaina returns in the month of October. Michelle brings many great qualities to the table and we are happy to have her alongside Maureen.



At the beginning of March 16, 2020 travellers enjoyed a week of fun in the sun at the Decameron Los Cocos all inclusive resort in Puerto Vallarta. Swimming with the dolphins and whale watching were a highlight for many on the trip. The weather was great, the food was good, the service was excellent, the entertainment was awesome and everyone enjoyed the shopping. Upon their return began the onset of the Covid-19 pandemic and everyone on that trip was required to self isolate for 14 days.

Pathways went to work to develop their own safety plan, practices, protocols, policies and procedures. Pathways employees and individuals are now required to wear masks, practice social distancing, practice continued hand washing and sanitize their work stations. No visitors are allowed unless pre-approved. Branch 55 was opened up Wednesday afternoons to allow for better group spacing. Limited group sizes and discussions around the pandemic continue.



As many individuals decided to stay home during the high of the pandemic, this drastically lowered the attendance numbers. During this time staff focused on sanitizing, preparing social distanced areas for people to work in upon their return, and painting various different areas of the building.

Activity Service Volunteerism

During the 2019 year Activity Services volunteered with 25 different organizations throughout the surrounding community. In December 2019 Pathways lost a volunteer placement that the individuals attended called The Good Food Box due to a need to close their doors. The Good Food Box was a volunteer, non-profit, produce buying cooperative that helps everyone to include more fresh fruit and vegetables in their meals. Pathways did gain 2 other opportunities in its place. One being the Gospel Mission Thrift Store, where individuals assist in folding and sorting clothing, and the other being The Hope Center; a coffee drop in center for seniors.



Pathways volunteered at the 55+ games which Kelowna hosted in 2019. The BC 55+ games is a large multi-sport event with over 2500 participants competing in 26 different events. Fourteen individuals who attend at 123 Franklyn Road

and West Kelowna activity services attended and assisted with recycling, 8 staff and 1 Pathways volunteer.

Due to the onset of the Covid-19 pandemic many different organizations closed their doors for many months, and only 3 in-house volunteer placements continued. Compassionate Canada bandage making, pet bed cutting for the SPCA, and Adopt-a Road.

As time has gone on some placements have re-opened their doors with Covid-19 safety protocols in place. Pathways is now continuing to volunteer at Freedoms Door, Mission Thrift Store, Petsmart, Gospel Mission Thrift Store, Hands In Service, Trinity Baptist Church and MCC Thrift Store, with the hope of seeing others re-open once it is safe to do so.

Activity Service Employment

Activity Services began the year employing 5 individuals overall, 2 as dishwashers at Pathways, 1 in administration, 1 at the front desk and 1 in supported community employment. These numbers fluctuated as the year progressed and currently we support 3 individuals with employment. Three jobs around kitchen clean-up were removed with the discontinuation of coffee services due to the pandemic. A job in sanitization opened up to ensure that the building was kept clean and safe, the receptionist was hired back on after being laid-off in the spring, and a job in the community doing light garden duties continued. Two clients were tasked with small day jobs of helping out with building maintenance, such as yard work and painting during the height of the pandemic in March, April and May.

West Kelowna

The West Kelowna location has made many wonderful connections with people in the community this year, one of which advocated for the city to place a bench in the front of the building for anyone who may need to take a rest, we are very grateful to have this lovely bench.

Other opportunities that have been made to participate as members of the community and attend events and outings are as follows: 1 staff and 2 individuals attended a sign language 101 class at the library close by, this was to gain more skills for communicating with one of the other participants. On November 4th Joanne Poole; an educator who teaches at the Okanagan College, was invited to give a presentation on personal boundaries and sexuality. An interactive art exhibit was attended at the Kelowna Art Gallery called F- minor.

West Kelowna volunteers with the Westbank Food Bank; picking weeds and planting harvest when necessary, as well as ongoing volunteering with Pine Acres. Due to the pandemic, Pine Acres did close their doors to incoming volunteers. West Kelowna was previously volunteering with the West Side Health Network folding pamphlets and placing stickers but passed this duty on to an independent individual who attends services at the Franklyn location. In place of this volunteer opportunity loss, the Franklyn location Activity Services transferred their volunteer placement with Peachland Wellness Center over to the people at the Westbank location. This new volunteer

placement has been a welcome opportunity for 2 independent people who currently reside in Peachland.

Individualized Funding:

Pathways supports 15 people in Individualized Funding contracts throughout the year. Each contract varies within its hour compositions, some contracts are a couple hours a week, a few hours a day, a few days a week or full days Monday- Friday, with one contract full days Monday-Saturday within the persons own home.

Two of the individuals that are supported through Individualized Funding receive assistance in their community employment. One individual is supported at two different employers; Home Hardware and Harley Davidson, while the other individual is supported at Choice Market.

Several of the contracts are to support individuals in their daily living and life skills, while others are used to support the individual in their daily activities while at Pathways. Each contract is unique to the needs of the individual being supported.

Respectfully submitted by Michelle Blackburne, Temporary Activity Supervisor and Maureen Shepherd, Activity Supervisor/ Individualized Funding

Apartment Subsidy

Pathways continues to administer 18 apartment subsidies through our administration department in partnership with BC Housing. An annual application is completed and sent to BC Housing each year for each of the individuals. We follow the guidelines established by BC 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 BC 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 16 people went to Mexico, 10 people went to West Edmonton Mall and 44 people went to Camp Owaissi. This camp trip allows individuals who have limited budgets to enjoy a relaxing get away vacation.

Submitted by Rhonda Campbell

*Activity Quality Assurance
Manager's (AQAM)*

Report

ACTIVITY QUALITY ASSURANCE

2019 – 2020

This has been a year of many highlights and difficulties. This year Pathways endeavored to support two hundred and ten people to participate and contribute equal members of our community. We faced a dramatic slowdown in our services in March of this year due to the COVID-19 pandemic. Although we never completely shut down, we did see a significant reduction in the number of people attending our activity service and employment service areas. The number of people attending is now gradually increasing and we have put many measures in place to keep employees and individuals safe.

Throughout the pandemic our health and safety committee not only met regularly, we met at an increased frequency during the peak of the pandemic through virtual meetings. Pathways quickly adapted to our new normal by developing new and adjusting current policies and procedures to meet the provincial and WorkSafeBC health and safety guidelines. Throughout the pandemic Pathways continues to complete all the organizational requirements needed to fulfill Community Living BC (CLBC) and Commission on Accreditation of Rehabilitation Facilities' (CARF) requirements so we can continue to deliver exceptional service to all our stakeholders.

This year we successfully completed our CARF survey. Out of the one thousand seventy four standards that CARF examined, we only received seven recommendations. The recommendations included assembling vehicle to go kits containing first aid supplies and emergency equipment for use by employees when using their vehicles to transport people we support. Another recommendation was for Pathways to complete an overnight fire drill at both of our residences. We were required to make changes to our Review and Analysis report to include the actions we are taking to achieve our annual outcomes. We are now ensuring we are gaining formal consent for the handling of funding for the people living in our residences and amended our Risk Management and Accessibility action plan to examine the results of the actions taken. The two recommendations in our Home Share service area included meeting privately with people supported in home share twice a year to confirm they are happy and feel safe in the home share they are living in and ensuring we are monitoring the follow up required from our monitoring visits. Lastly, we will be performing a medication audit with home share providers who are responsible for assisting with medication administration.

Once again, Victoria Baschzok completed our annual safety inspections at all of our facilities this year. She was impressed with our commitment to safety and the report she submitted reflected this. Victoria also is employed with the school system and she stated that she would bring forth some of our COVID-19 safety protocols we have implemented to her school board. Because of COVID-19, we adjusted and resubmitted some revised outcome measures to ensure they could be realistically achievable. We removed the goal for our residence to travel outside of Kelowna due to the danger this represents due to the pandemic. In addition, we have suspended service to our Social Recreation service area because of the pandemic. For that reason, we removed our outcome to increase awareness of this service area to individuals supported in home share. Instead of this outcome, we added the goal of having all home share providers

create an epidemic/pandemic safety plan. I am working on a template to give to home share providers to not only simplify this process but also so that nothing important is overlooked.

From our previous year's outcomes, we achieved our goal of constructing a patio and ramp at our Bouvette location. In addition, one hundred percent of the individuals living at our residents reported that they were happy where they were living. We achieved our goal to complete home studies in a timely fashion and ninety-three percent of home share providers were happy with our response time to their questions and concerns. There was a seventeen percent increase in the number of activities offered in the community and a seventy-two percent decrease in preventable falls this year in Activity Service. We also achieved our goal of holding a promotional event to promote BikeWays and held a successful event during bike to work week.

Pathways distributed four hundred thirty-three surveys to individuals we serve, families and volunteers, community volunteer sites, community employers, employers who contract with Pathways, CLBC, caregivers and home share providers. The individuals living at our residences who chose to take part in the survey reported one hundred percent satisfaction regarding where they live. Pathways volunteers that participated in the survey reported the highest satisfaction with most aspects of our services out of any other stakeholder. We are still receiving calls from community members who would like to become Pathways volunteers; however, the pandemic has made orientating them challenging.

Pathways continues to work towards meeting our outcomes always keeping our mission statement in mind, even during the current pandemic. We are keeping up to date with WorkSafeBC, the health ministry and CLBC's recommendations throughout. As we do this, we strive to continue to provide the quality service that all of our stakeholders expect while keeping the health and safety of our employees and the individuals we support in mind.

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

Executive Director's

Report

EXECUTIVE DIRECTOR'S REPORT

2019 – 2020

Challenges are what make life interesting and overcoming them is what makes life meaningful. –Joshua J. Marine

COVID 19 took over the world! March 16, 2020 was a significant day at Pathways. The impact on the people we support and staff was immense. The travel club group who returned from Mexico, March 15, 2020 were forced to self-isolate for a 14 day period. Due to restrictions and preventive measures, many people opted to self-isolate or were required to stay home due to underlying health issues. All Pathway's departments remained open, though attendance the first few months was minimal. Sanitizing, masks and social distancing became absolutely paramount! Most volunteer placements "closed" and people with diverse-abilities working in community employment were laid off. The annual Vipond Golf tournament was cancelled.

Two-weeks prior to the COVID 19 outbreak we had our 6th CARF Accreditation survey completed. Two CARF surveyors, Kathy Leuelling and Liz Kellough spent two and half days surveying the organization. We successfully achieved another 3 year designation!

In partnership with M'Akola Housing, we continued to work with BC Housing to evolve the Fuller Avenue rebuild project to construct sixty-eight units, nine studio apartments, forty, one bedrooms units and nineteen, two bedroom units. The demolition of Fuller was delayed due to BC Housing and the City of Kelowna appropriating the current building for their specific usage from October 2019 to October 2020.

The City of Kelowna proclaimed October 2019 "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 music and pizza at the Black Box Theatre, an open house barbeque and hosting the documentary "Us and Them".

We held our first "Staff Razzie Award" in October 2019 and fun was had by all who attended.

A new gazebo was constructed for the enjoyment of the people living at Bouvette Street. New flooring and two additional washrooms were added to the main floor of 123 Franklyn Road.

The year ended with the annual holiday party with a luncheon at Rutland Centennial Hall. Likely the last year for quite sometime!

Pathways' was one of three not-for-profit organizations invited to present to 100 Women Who Care. Shelley DeCoste presented on our behalf and we fortunate enough to tie for first place with the Central Okanagan Bursary and Scholarship Society. We received \$2,250.00.

On May 26, 2020 we hosted our second annual social ventures and volunteer recognition event. Due to COVID 19 the event was small, hosted at BikeWays and social distancing practiced!

Long term employee Mark Wengrowich retired from the residential supervisor position after 30 years of employment with Pathways!

Significant financial donations were received from Jean Hadgraft, Columbia Bottle Depot, Jim Hadgraft, Randy Christian, Terry and Richard Trager, Chuck and Beryl Hopkin, Shawn Talbot, Leslie Munro, Charisse Daley, Don Brown and Doug Brown. *A huge thank you to those listed above and all who also made donations to our society.*

Sadly, this year Annaliis Autio and Mary Brown passed away. Annaliis attended Pathway's services for over 12 years. Annaliis loved people and always wanted to know how you were. Mary was a past board member, and both her and her husband, Walter who predeceased her, contributed and volunteered many hours with the society. Both women are truly missed.

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.

THANK YOU:

♥ Our staff, including the leadership team. They worked very hard this past year with continued staffing shortages and during COVID 19.

♥ The self-advocates and people we support. They ensure that we are doing what we are supposed to be doing and support one another.

♥ All our volunteers; new and longstanding. We were very fortunate to have our long-term volunteer, **Nick Pisio** continue to volunteer countless hours doing our building maintenance and overseeing various building projects. Nick has donated **so much time** to the society-without him, sometimes I am not quite sure what we would do!

♥ The Pathways' Board of Directors. They continue to demonstrate their commitment to strong governance and leadership. I would like to specifically thank **Jean Hadgraft** who retired this year. Jean not only volunteered her time on the board, she volunteered for many years in the activity service and both her and her husband Bob, contributed regularly, financially to the society. Jean is a strong advocate for people with diverse-abilities and I will truly miss the support she provided directly to me!

♥ Glenda Mallach for continuing to coordinate our annual Christmas party and camp. Glenda is very 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, 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 talented staff (prior to the need to socially distance) at the January 27, 2020 In-service.