

Pathways

Abilities Society

68th ANNUAL REPORT 2020 - 2021

“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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**PATHWAYS ABILITIES SOCIETY
MINUTES OF THE 67th ANNUAL GENERAL MEETING
September 14, 2020 at 4:00 pm
123 Franklyn Rd, Kelowna, BC, V1X 6A9**

In attendance: Charisse Daley, Jean Hadgraft, Jim Hadgraft, Nick Pisis, Mark Reinelt, Chuck Hopkins, Beryl Hopkins, Rhonda Campbell, Darryl Harand, Cyndy Omand, Helen Phelan, Patricia Rantucci, Glenda Mallach, Ruth Dodds, Chloe Hurn, Michelle Blackburne and Craig Folvik.

Voting by proxy: Richard Pringle for Patricia Pringle, Chuck Hopkins for Jock Craddock, Nick Pisis for Audrey Pekar, Virginia Pisis, Ray Blatter, Jim Greenlay and Angie Greenlay, Mark Reinelt for David Low.

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 AGM to the membership and we have a quorum as outlined in our by-laws to proceed with the meeting. Mark Reinelt stated that for first time in many years proxy voting is going to occur. Members that have proxy votes stated who they are voting for and if they are in favour or not in favour.

3. Moved by Chuck Hopkins seconded by Darryl Harand that the agenda be approved as presented. Carried.

4. Moved by Patricia Rantucci seconded by Nick Pisis to approve the minutes of the September 23, 2019 Annual General Meeting with the following amendment, Richard Pringle was present at the meeting. Carried.

5. Patricia Rantucci introduced Craig Folvik from BDO to review the Auditor's Report. Craig stated he was part of audit team and is representing BDO. He stated it was a clean audit and the qualification of donation revenue is a standard comment. He stated it was a strong financial year and thanked the team (Rhonda Campbell) for accommodating the changes due to COVID 19. He stated the highlights are the strong cash position which is up over last year. He stated there was minimal changes to property, equipment and long term debt. He stated the income statement outlines that revenue was up from the prior year, \$354,000.00 and contract and wage expenses increased. He stated it was a strong year for the society. **Moved by Patricia Rantucci seconded by Richard Pringle to accept the 2019/2020 audited financial statements as presented. Carried.**

6. Moved by Patricia Rantucci seconded by Mark Reinelt authorizing the Pathway's board of director's to appoint the auditors for the 2020-2021 fiscal year. Carried.

7. Mark Reinelt stated his report is included in the AGM booklet. He stated it is a crazy and unusual time. Mark thanked the team at Pathways for the way they carried through and stayed strong through the pandemic. **Moved by Mark Reinelt seconded by Darryl Harand to accept the President's Report as presented. Carried.**

Mark Reinelt asked Jean Hadgraft to come up and accept a small token of our appreciation for her years of service on the board. Mark Reinelt stated Jean first joined the Pathways' board September 13, 2010. She served as the Vice-President from 2011 to 2016. Mark Reinelt stated at my first Pathways Christmas party, when I joined the board my wife and I were fortunate enough to be able to sit with Jean and Bob for the meal. Their kindness, thoughtfulness and commitment to Pathways was clear from the beginning. As exemplified by how their son Jim was raised, Jean does not believe in barriers. Mark Reinelt stated one of the things I most admired about Jean was that she was of few words in our meetings, but when she did choose to speak, the words had weight and intention. Our organization is stronger for having her in it and her guidance on the board is missed.

8. Mark Reinelt introduced Tiffany Conner. Tiffany reviewed the Self-Advocate Report that was included in the AGM booklet. **Moved by Darryl Harand seconded by Richard Pringle to accept the Self-Advocate's Report as presented. Carried.**

9. Mark Reinelt introduced Richard Pringle to run the election of the officers. Richard Pringle stated the term of one Director has concluded, Darryl Harand, and he has agreed to allow his name to stand for re-election for a 3-year term. In addition, Jim Hadgraft has allowed his name to stand for election to the board of directors. Jim worked for the society for many years. Jim is a strong advocate for people with diverse-abilities and has demonstrated his commitment to Pathways through both financial support and donating time to projects. Both of these individuals would be welcomed assets to the board. **Moved by Richard Pringle seconded by Chuck Hopkins to elect Darryl Harand and Jim Hadgraft to the Pathway's board of directors for a 3 year term. Carried.**

10. Mark Reinelt adjourned the meeting at 4:13 pm.

*President's
Report*

PRESIDENT'S REPORT

2020-2021

This past year has been one of caution and a slow return to what once was. We have taken steps forward to be able to serve our people. Though slow it is forward movement. For that we are grateful.

I would like to begin by thanking the Teams that work with the people we serve, in all capacities. Through Covid, heat, smoke, and uncertainty you have again risen to the occasion. You have provided an unparalleled level of care and service that makes us all proud to be part of Pathways.

To the Leadership Team, on behalf of the board, thank you. The hours have been long and it has not gone without notice how you have risen to the challenge again this year.

I would also like to thank the members of the Board for their service. You have each had to face changes in your own lives and yet still were able to contribute to guiding team Pathways.

This past year we have broken ground on Hadgraft Wilson Place, which will become a home worthy of its namesakes, families long associated with Pathways. This will be another step forward to inclusivity for people with diverse-abilities in the heart of Kelowna.

We also moved into "New Meadows" early in 2021, another sign that we did not the pandemic stop progress.

I would like to give a very special thank you to long standing and now retiring Board member, Nick Pisio. He has put his expertise and sweat into every Pathways building project. Thank you, Nick, for your service to the organization.

As we take slow steps towards the light over the next year, I am buoyed by the spirit of this Organization. It's Leadership, Team and the people we serve. It is easy to lose ourselves in stats, figures and projections. What is and what will always be are the people around us, and knowing you I know that we are going to come out of this stronger.

Respectfully submitted by Mark Reinelt
Employ, Empower, Embrace

*Secretary Treasurer's
Report*

TREASURER'S REPORT

2020 – 2021

It is with great pleasure that I submit this years' Secretary Treasurer's Report for Pathway Abilities Society for the year ended March 31, 2021.

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. This fiscal year started with the challenges of the COVID 19 pandemic and it's impact on our daily lives. Despite these challenges, we continued forward and were successful in providing basic services to our clients and building our Society.

The Pandemic challenged what we as a Society were able to offer our clients and impacted our staffing resources as well. As a result, our total revenues exceed our total expenditures by \$718,826, which is an increase of \$364,816 from last year. Our operating surpluses are mostly derived from CLBC funds that were un-realized due to the pandemic as well as sales of services and generous donations. The sales and services include our Bike Ways bike sales and bottle donations; both of which continue to do well in part due to the Pandemic.

As we continue to grow our Society, this fiscal year saw the demolition of 555 Fuller Ave and the construction of our new affordable housing building in it's place. We were also presented with an opportunity to purchase another home share home located at 1250 Guisachan Rd, which is now fully operational and enjoyed by several of our clients.

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, 2021

**Pathways Abilities Society
Financial Statements
For the Year Ended March 31, 2021**

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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, 2021, 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, 2021, 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, 2021 and 2020, current assets as at March 31, 2021 and 2020, and net assets as at April 1 and March 31 for both the 2021 and 2020 years. Our audit opinion on the financial statements for the year ended March 31, 2021 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.

BDO Canada LLP


Chartered Professional Accountants

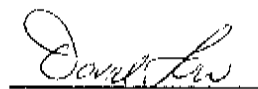
Kelowna, British Columbia
June 28, 2021

Pathways Abilities Society Statement of Financial Position

March 31	2021	2020
Assets		
Current		
Cash (Note 2)	\$ 1,744,696	\$ 873,790
Temporary investments	192,630	155,516
Accounts receivable	25,443	47,224
Prepaid expenses	30,688	31,971
	<u>1,993,457</u>	<u>1,108,501</u>
Property and equipment (Note 3)	<u>5,278,574</u>	<u>4,508,627</u>
	<u>\$ 7,272,031</u>	<u>\$ 5,617,128</u>
Liabilities		
Current		
Accounts payable and accrued liabilities (Note 4)	\$ 1,212,365	\$ 881,384
Current portion of long term debt (Note 5)	<u>90,626</u>	<u>74,706</u>
	<u>1,302,991</u>	<u>956,090</u>
Long term debt (Note 5)	<u>2,009,938</u>	<u>1,420,760</u>
	<u>3,312,929</u>	<u>2,376,850</u>
Net Assets		
Investment in property and equipment (Note 6)	3,182,898	3,013,160
Internally restricted (Note 7)	70,216	70,216
Externally restricted (Note 7)	626	626
Rental assistance surplus (Note 8)	93,717	83,619
Unrestricted net assets	<u>611,645</u>	<u>72,657</u>
	<u>3,959,102</u>	<u>3,240,278</u>
	<u>\$ 7,272,031</u>	<u>\$ 5,617,128</u>

On behalf of the Board:

 Director

 Director

Pathways Abilities Society Statement of Operations

For the year ended March 31

2021

2020

Revenue

Community Living BC	\$ 5,625,603	\$ 5,050,427
Fundraising	112,910	126,435
Sales of service	520,136	422,227
Tenant rent contributions	118,782	159,171
Individual funding	150,922	284,299
Subsidies and grants	133,617	125,457
Other revenue	121,553	11,422
	<u>6,783,523</u>	<u>6,179,438</u>

Expenses

Board and society expenses	10,511	3,467
Contracted services	1,464,792	1,179,684
Employee development	25,147	21,969
Food	42,352	29,914
Fundraising	104	228
Insurance	21,851	19,488
Interest on long term debt	86,046	74,926
Office expenses	46,118	48,017
Professional fees	19,564	17,932
Program expenses	14,875	36,111
Property taxes	13,357	10,601
Rent	184,560	185,490
Repairs and maintenance	118,072	102,258
Supplies	14,275	15,025
Telephone	22,840	20,590
Transportation	68,446	85,597
Utilities	42,303	41,259
Wages and benefits	3,797,240	3,885,223
	<u>5,992,453</u>	<u>5,777,779</u>

Excess of revenues over expenses before other items

\$ 791,070 \$ 401,659

Other Items

Amortization	(82,320)	(58,050)
Gain on disposal of properties	-	4,000
Unrealized gains on investments	10,076	6,401
	<u>(72,244)</u>	<u>(47,649)</u>

Excess of revenues over expenses

\$ 718,826 \$ 354,010

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

Pathways Abilities Society
Statement of Cash Flows

For the year ended March 31	2021	2020
Cash flows from operating activities		
Cash receipts from core operating grants and activities	\$ 6,780,303	\$ 6,141,700
Cash paid to suppliers and employees	(5,578,183)	(5,573,600)
Interest paid	(86,046)	(74,926)
	<u>1,116,074</u>	<u>493,174</u>
Cash flows from investing activities		
Acquisition of property and equipment	(850,267)	(169,096)
Proceeds on disposal of property and equipment	-	2,500
	<u>(850,267)</u>	<u>(166,596)</u>
Cash flows from financing activities		
Repayment of long-term debt	(194,901)	(101,996)
Proceeds from long-term debt	800,000	-
	<u>605,099</u>	<u>(101,996)</u>
Net increase in cash	870,906	224,582
Cash, beginning of the year	873,790	649,208
Cash, end of the year	\$ 1,744,696	\$ 873,790

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

Pathways Abilities Society Notes to Financial Statements

March 31, 2021

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.
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, 2021

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, 2021

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, 2021

2. Cash

	2021	2020
Restricted cash	\$ 257	\$ 256
Unrestricted cash	1,744,439	873,534
	<u>\$ 1,744,696</u>	<u>\$ 873,790</u>

3. Property and equipment

	2021		2020	
	Cost	Accumulated Amortization	Cost	Accumulated Amortization
Land	\$ 2,800,087	\$ -	\$ 2,505,012	\$ -
Buildings	2,888,101	494,946	2,372,529	447,149
Furniture and fixtures	322,589	319,623	319,521	319,360
Automotive equipment	342,694	260,328	304,142	226,068
	<u>6,353,471</u>	<u>1,074,897</u>	<u>5,501,204</u>	<u>992,577</u>
		<u>\$ 5,278,574</u>		<u>\$ 4,508,627</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 \$322,291 (2020 - \$330,870). As at March 31, 2021, \$379,021 (2020 - \$334,999) was accrued and is included in accounts payable and accrued liabilities.

Included in accounts payable and accrued liabilities are government remittances payable of \$27,471 (2020 - \$17,869).

Pathways Abilities Society Notes to Financial Statements

March 31, 2021

5. Long term debt

	2021	2020
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.	\$ 415,604	\$ 430,073
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.	295,588	306,392
Interior Savings Credit Union mortgage repayable in monthly installments of \$1,920, including interest at 3.45% per annum, due for renewal June 2, 2023 secured by land and buildings at 2476 Main Street, West Kelowna.	317,444	329,955
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.	284,978	402,225
CIBC mortgage repayable in monthly installments of \$4,619, including interest at 3.70% per annum, maturing September 29, 2040 secured by land and buildings at 1250 Guisachan Road and 647 Old Meadows Road.	786,950	-
Mortgage refinanced during the year.	-	26,821
	2,100,564	1,495,466
Less current portion	90,626	74,706
Long term portion	\$ 2,009,938	\$ 1,420,760

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

2022	90,626
2023	94,306
2024	98,140
2025	102,130
2026	106,287
Thereafter	1,609,075
	2,100,564

Pathways Abilities Society Notes to Financial Statements

March 31, 2021

6. Investment in property and equipment

	2021	2020
Beginning balance	\$ 3,013,160	\$ 2,802,619
Less: Amortization	(82,320)	(58,050)
Add: Net increase in mortgage principal	(600,210)	101,996
Add: Net investment in property and equipment	852,268	166,595
Ending balance	<u>\$ 3,182,898</u>	<u>\$ 3,013,160</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.

	2021	2020
Surplus, beginning of year	\$ 83,619	\$ 71,019
Operating fund subsidy adjustment	-	2,408
Excess of revenue over expenditures	10,098	10,192
	<u>\$ 93,717</u>	<u>\$ 83,619</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, 2021

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 \$202,525 (2020 - \$218,607) 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 85% (2020 - 86%) of the Society's total revenue for the year.

Pathways Abilities Society Notes to Financial Statements

March 31, 2021

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, 2021

13. Global pandemic

The impact of COVID-19 in Canada and on the global economy has increased significantly. As the impacts of COVID-19 continue, there could be further impact to the Society, employees, suppliers and other third party business associates that could impact the timing and amounts realized on the Society's assets and future ability to deliver services and projects. At this time, COVID-19 has not significantly impacted the operations of the Society.

At this time, any future impact of COVID-19 on the Society is not known. Although the disruption from the virus is expected to be temporary, given the dynamic nature of these circumstances, the duration of disruption and the related financial impact cannot be reasonably estimated at this time. The Society will continue to focus on managing expenditures, and leveraging existing operations to ensure it is able to continue to provide its services.

*Self-Advocate's
Report*

SELF ADVOCATE'S REPORT

2020 - 2021

Tiffany Conner was our Self-Advocate liaison for the 2020/2021 calendar year. Tiffany's responsibilities included providing opportunities and safe spaces for the people that we serve to discuss issues of their concern, to have opportunities to learn, or to talk about their rights and responsibilities. Tiffany began her position a month prior to the on-set of the Covid 19 pandemic and was only able to have 1 in person meeting/introduction in our auditorium before we began having to limit the amount of people in each room.

Tiffany then visited with smaller groups to check in and provide conversations about their rights and responsibilities until July 2020, at which point Tiffany had her first self-advocate meeting in the auditorium where the sign up limit was for 10 people maximum. Eventually as the interest grew larger and more people began to return; Tiffany moved to online Zoom meetings in March 2021.

Tiffany with the help of Maureen went to work to create a schedule of informational videos to present to those who attended her meetings, followed by a conversation and question portion at the end of the meeting. Tiffany mostly utilized videos from an online site called Open Future Learning, this is a multi-faceted platform that shares information on disabilities for support workers, family members and for self-advocates. Tiffany's first video was a video provided by Community Living BC called "COVID 19 Vaccination Questions & Answers with Self Advocates & Doctors". Some of the other videos/topics Tiffany has covered to date are: "Looking after my mental health part 1 and 2", "Relationships, dating and intimacy", "Finding and building friendships", "Finding and building community".



Tiffany has created a new form in order to take attendance for her Zoom meetings and has been using that consistently since April 2021. Tiffany discovered that there was little to no understanding when asking some of the monthly questions i.e. "Do you feel that you are being treated fairly in your department?", "Are your rights being considered while at Pathways?" Tiffany is now working on creating a more plain-language document that can bring more understanding to the people in attendance.

We hope that as the new set of guidelines and recommendations role out in September 2021, that we will be able to meet once again as 1 group in our auditorium.

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

Service

Reports

SERVICES REPORT

2020 - 2021

Employment

During the past year ICO has continued to work actively with a limited number of new referrals to employment. Discovery reports and workplace assessments have continued to help with securing employment for each individual based on their skills and abilities.

Now that many people are vaccinated and the province has relaxed restrictions, employment opportunities are opening up again. Most recently, new customized positions were secured at Home Sense and UPS.



ICO sustainable paid employment for 14 individuals, in positions throughout the community. Pathways employment partner's are as follows: V2R Construction Group, Kelowna Shell Gas Stations, Kelowna Petro Can Stations, BC Growers Group, Fenders Auto body, Gasoline Harley Davidson, Okanagan Precision Machine, Kelowna Walmart, Clippendale's Luxury Grooming, 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, QHR Technologies, OK Tire, Okanagan Gymnastics Club, Grand 10 Theatre, Real Canadian Superstore, Rose Valley Veterinarians, Tim Hortons, Lake Country Dairy Queen, OK Tire, Guisachan Family Medical Clinic, and Scenic Rd Cidery, Home Sense West Kelowna, UPS.

The Cancer clinic has not resumed service. UBCO has maintained their reduced service schedule and the College has resumed reduced services.

BikeWays, continues to operate on a limited access sales format Monday to Friday. We continued to deal with an ongoing occurrences of vandalism at this location.

The community recycle continues to receive many donations of refundable cans and bottles from community. The ICO team along with community recycle continued to provide bottle pick ups in Sonoma Pines in West Kelowna and to the Glen Meadows community once monthly. These donations have truly contributed to a positive impact on the revenue received within the recycle program.

Pathways social enterprise partners are: Boston Pizza Dilworth, City of Kelowna, Columbia Bottle Depot, Kelowna Kia, Okanagan College, University of BC Okanagan and Kelowna Landfill.

In May we presented social ventures employees who have been employed for 5, 10, 15, 20 and 25 years with a certificate and gift card to thank them for their dedication to Pathways. All social ventures employees were also provided with a letter notifying them of the new hourly wage grid which allocates an elevated wage based on completed years of social ventures employment.

Thanks to the amazing team work of the support staff working out of St. Paul, we have continued to juggle coverage as needed in all employment areas and most recently we have welcomed Chris Masson and Shawn Hoffarth to BikeWays. D'Arcy is now back supporting in Activity Services after backfilling in BikeWays for a full year.

Volunteering

During the past year, the volunteer area of Pathways has been active in BikeWays with a regular group of four volunteers coming into the bike shop weekly to assist with re-furbishing bikes.



Most recently we welcomed back practicum students to assist in Activity Services. Many of the pre-COVID volunteers have not yet returned or are still waiting to return to their volunteer work, once Social Rec programs resume.

We added a list into ShareVision, for employees to enter volunteer request for specific areas and individuals we serve. Essentially the goal is to increase volunteerism and provide some new opportunities for social interaction to individuals who are living in one of the Pathways homes or perhaps a home share.

Submitted by Bonnie Fraser, Employment Manager

Bouvette Street, Guisachan Road and New Meadows

The past year had a significantly different view, approach and circumstance for all the homes. COVID definitely kept our home members grounded as never before. Most home members spent time away from their day services. Staff developed activities within the homes to provide entertainment and purpose for the home members. With the promise of change due to vaccinations and relief from restrictions, we will see the new normal taking place and the individuals returning to their activities albeit with reduced schedules. Other home members are in their retirement so remain at home however will endeavor to gain more access to community as things open up.

Some major adjustments did occur in the homes this year beginning with the purchase of a new home on Guisachan Road. The men from our Old Meadows Road home moved to their new place in January and by the end of February, we re-opened "New Meadows" and have three additional home members. This brings our numbers to 12 home members and a staff rotation of over 30 regular and several casual staff covering the various shifts in the three homes. Our process of hiring, orientating and filling shift lines and having casual staff available continues. We really appreciate the extra hours many of our regular staff are putting in to ensure all shifts are filled!



The new home (called New Meadows) is primarily to care for persons experiencing dementia. In all the homes, we are seeing changes in several home members as they are aging and experiencing increased health concerns. We continue with doctor and specialist care for all. There have been diet adjustments due to changing health needs. Mobility issues are also increasing for some of the individuals. We have undergone a major renovation at the Bouvette home to install a new shower and improve access to a bathroom for one home member. The move to the home on Guisachan Road proved beneficial for the men who were experiencing behavioral challenges. The additional space has provided the home members with the

opportunity for time to themselves and to re-group in their relationships with their housemates.

All three homes will have wheelchair accessible transportation of their own – we currently have two vans and one is being researched now. This will improve the options to get the entire group of home members on outings together whenever events entice all.

With Covid-19 restrictions lifting, we are ready to enjoy having company at the homes. We are planning two housewarming events for the New Meadows and Guisachan



houses. We also are having a summer get together at Bouvette. We are encouraging past volunteers to return to the homes and re-establish the friendships that were developing prior to Covid-19 and we are recruiting new volunteers to become acquainted with our home members.

While not able to travel out of the country, we were able to have some of the Bouvette home members have a “staycation” at the Sparkling Hills Resort. Camping is planned this summer at Camp Owaissi as organized by Pathways. The home members also plan to visit Agur Lake again. The Bouvette home members are particularly looking forward to their next Mexico vacation – hopefully in 2022.

Respectfully Submitted: Laura McKinnon, Homes Supervisor

Home Share

Home share is a supported living option where adults with diverse abilities share a home with an individual or family in the community. Pathways Abilities Society’s home sharing program works to match individuals and families who have common interests and are compatible. Any member of the community can apply to become a home share provider, and they go through an extensive application process and home study to determine if they are approved. The home share provider welcomes an individual into their home and provides 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 provider or family.



One of the strengths of the home sharing model is that the model allows for so many variations of lifestyle, as each home share situation is unique. Home share providers can be individuals, couples or families with children. Pathways home share contractors currently consist of 16 couples with children in the home, 10 couples without children in the home, 3 single parents with children and 7 single providers. They live in owned or rented premises. Currently home share is being provided in 27 houses, 1 apartment, 3 mobile homes and 5 townhomes.

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) and requirements must be maintained and monitored by Pathways. Pathways recruits, trains and provides 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.



Pathways has a team of three home share coordination managers who each oversee their own set of home share contracts. At the start of June, Pathways' home share team welcomed Michelle Blackburne as a new home share coordination manager. Home share managers visit home share providers in their home at least three times per year to complete a set of annual monitoring visits. Home share managers also meet privately with individuals supported in home share at least twice per year, to help form a trusting relationship and give the individual the opportunity to express how satisfied they are with the support received in their home.

The 47 individuals who currently live in Pathways coordinated home shares are avid walkers, hikers, college graduates, music lovers, car enthusiasts, employees, job seekers, community volunteers, record collectors, cooks, movie watchers, gardeners and story tellers. There are currently 29 men and 18 women being supported in Pathways home shares. Ten 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 for transportation. Many individuals take the city bus, handiDART, 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.

At the beginning of the fiscal year on April 1, 2020 Pathways held 49 home share contracts with 39 home share providers. As of June 25, 2021 there are 47 home share contracts and 36 home share providers.

Since last year's CARF Accreditation Survey, Pathways has followed CARF's recommendations and developed a medication audit form which home share managers complete with home share providers who assist individuals with their medication. Pathways has also incorporated private meetings with individuals at least twice per year to assess their well-being and satisfaction in their living situation. These meetings with individuals are documented and anything requiring following up is reviewed at home share team meetings.



The COVID-19 pandemic still affects home share providers and supported individuals as we slowly transition to a "new normal". Home share managers continue to wear a

mask, social distance and sanitize when visiting home shares. Individuals in home share received letters in the mail starting in March 2021 which allowed individuals receiving PWD to be categorized as “clinically extremely vulnerable” and thus receive priority for their first vaccinations. Individuals continue to exercise their choice in whether or not they want to get vaccinated. Information on vaccines has been shared with home share providers and they are encouraged to share this information with the people they support.



Wildfire season has begun in the Okanagan, and this creates an added risk for individuals and home share providers to be evacuated from their homes. In July, CLBC requested that all home share providers complete an emergency evacuation plan that outlines emergency contacts and steps to be followed. These plans are documented in the home share provider's file at Pathways and by CLBC. Safety monitoring visits were also completed throughout June and July to ensure that home share providers have the necessary emergency

systems and plans in place in case of emergencies such as a house fire, evacuation alert, or health crisis.

Respectfully submitted by, Laryssa Rock, Home Share Coordination Manager

Activity Services

To preface this AGM report, what a strange year 2021 continues to be, and to report on. 2021 was as strange of a year as 2020 was; with the on-set of the Coronavirus. No one could predict that we would be continuing to talk about COVID19 a year and a half after the pandemic hit.

Activity Services continued to provide meaningful and productive activities that enabled people to participate in their community as much as we were able to be. Many community activities were put on hold until they re-opened to the public. The scheduling committee had a difficult task and had to be twice as creative when coming up with community activity ideas.

COVID19 continued to impact our attendance greatly. We were told by WorkSafeBC that based on our building capacity we were not to exceed 71 people in the building at one time, this does not include the Leadership staff members who have designated office spaces.



In September, October and November 2020 we continued to see the people we support return to services at a rate of about 1-2 additional people per week. We were fortunate that some individuals were able to meet their groups for their activities and/or volunteer positions out in the community, therefore keeping our number limitations down at the Franklyn building. Unfortunately we did experience 2 staff testing positive for COVID19, 1 in December and 1 in late April. This did dwindle our attendance rates and some people chose to then stay home again for a period of time, based on recommendations and directives from the provincial government. Due to lower attendance rates and the high availability of staff during that time we were able to provide some home visits or time in the community. These visits allowed for the people we support who did not want to return to the building, or have been away since the on-set of the pandemic, to have some independent support and interaction with staff.

Now that some of the restrictions have eased off and people are receiving their vaccinations, attendance rates are increasing. We are getting closer to pre-pandemic levels, though we are still not at full capacity and look forward to seeing what the September 2021 provincial orders will be. Hopefully we will be operating at full service level provisions at that time.



Activity Services started hosting a daily Zoom call with people whom were at home and were not yet attending in person. These began as just an interaction to get re-introduced via technology to peers and staff at Pathways, and progressed into different activity ideas. In April 2021 an online portal was built using our Pathways website to create activities via Zoom that people could pre-register for on Mondays, Wednesdays and Fridays. The activities that are available via Zoom are Music with Tom, Karate with Sachie, Bingo, Armchair Travel, Games, Crafts, Open Future Learning, HASfit stretches and the Self-Advocate meetings. Attendance via Zoom unfortunately has not been as successful as we hoped.



The daily activity schedule usually changes twice per year, however; this year it only changed in the Spring/Summer time. We decided to postpone the Fall/Winter schedule change due to COVID19 and multiple outbreaks in our region at that time, not to mention that most of our community activities were on hiatus. We continued to slowly bring back the community activities that had COVID19 policies and procedures in place. As always we continued with new activity and volunteer placements. One new activity that started in January 2021 was linking with another agency CRIS Adaptive Adventures and joining them on their weekly Wednesday City Adventures such as Hiking and Cycling.

On April 22, 2021 Activity Services, along with the Leadership team participated in an Agency wide Earth Day cleanup. For 1 hour everyone went out into the community and used garbage pickers and gloves to clean up our neighborhood, as well as the road that Pathways adopts; from Franklyn Road and Hwy 33 all the way down to McCurdy.



The Spring Summer schedule started in May 2021. This schedule was more enjoyable to create as more community activities, volunteer placements and public facilities started to re-open. Two different H2O swimming groups were created, as well as a 3rd Peachland accessible dock swimming group. All 3 groups are well

attended and 2 of those groups has a certified lifeguard on staff who has been able to teach/assist people how to safely swim.

Activity Service Volunteerism:

Activity Services volunteers at twenty-eight different volunteer placements. 3 of those 28 volunteer placements are done through our West Kelowna location. 17 volunteer placements are currently active, while 11 volunteer placements are on hold because of COVID19. Of the active volunteer placements, 14 are done in the community while 3 are done in-house at Pathways. We did acquire 4 new volunteer placements; they are Food for Thought, Lake Country Art Gallery, Okanagan Tree Fruit Project and Mama's for Mama's chicken coop. We did conclude volunteering for the Salvation Army Food Bank as they no longer required the assistance that they used to, as a thank you they graciously donated to us a basketball hoop game for the people we support to utilize in their down time. Hope Center was the other volunteer placement that we lost due to COVID19 and them no longer providing the services we were volunteering for.



Activity Service Employment:

Activity Services has 5 individuals working in employment. 2 people are employed at Pathways, 1 in administration and 1 at the Front desk. 2 people are working in community being supported through individualized funding contracts. 1 person has been hired back on seasonally from May until September with support from staff members.

West Kelowna:

West Kelowna has welcomed some new faces in 2021. A long time staff member gave up her position and allowed some new faces to support the West Kelowna individuals. 4 new referrals came into West Kelowna and have started attending. West Kelowna along with 123 Franklyn Activity Services have a limited amount of people who can attend, West Kelowna's building capacity is 11 people.

**Individualized Funding:**

Pathways supports 14 Individualized Funding contracts throughout the year. Each contract is unique to the person that we serve, meets their own specific requirements and individual needs. 1 of the contracts is full time; supported Monday through Saturday with longer shifts, in his own home, and he spends a lot of his time out in the community engaging with others and participating in events.

Four of the contracts are full time; supported Monday through Friday, 3 of those contracts are during Pathways service hours and 1 of those contracts is from 8AM-1PM. Three of these contracts are with individuals who are supported primarily in the community, whereas the other contract is with a person who is supported while at Pathways; at times joining in along with the Pathways planned activities.

Nine of the contracts are part time hours or part time days. Out of the nine contracts, 3 of those contracts support people for 2 days out the week. As far as the other 6 contracts go; the contracts support people for just 1 day out of the week.

Respectful submitted by: Alaina Reiswig, Full time Activity Supervisor and Maureen Shepherd, Part time Activity Supervisor

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.

Submitted by Rhonda Campbell

*Activity Quality Assurance
Manager's (AQAM)*

Report

ACTIVITY QUALITY ASSURANCE

2020 – 2021

As with the rest of the world, Pathways Abilities Society is still trying to rebound from the pandemic. Pathways experienced low attendance numbers in Activity Service at the beginning of the pandemic in March of 2020. Our employment service also suffered, as many individuals stopped working due to their fear of catching the virus and many businesses that employed Pathways individuals had shutdown. Things are beginning to recover as vaccinations roll out and the number of people catching COVID-19 are coming down in the province. Throughout the pandemic, Pathways has remained on top of the changing health requirements set by federal and provincial health bodies as well as the ones set by WorkSafeBC. Pathways remains ready to adapt and make the required changes to stay ahead of these turbulent times.

During this unprecedented year, Pathways made the decision to revise our original Outcome Objectives approved at the beginning of April 2020. We recognized that some of the community goals originally set were going to be impossible to attain with the current health restrictions. In addition, we realized that some of the employment results we wished to reach were set too high. The board approved the revised outcomes in June of 2020. Pathways was creative in trying to meet these outcomes, using virtual platforms to bring the community to us in safe ways. We were able to meet one of the outcomes for individuals who live in homes Pathways oversees. The individuals were able to participate in visits with their family using video conference calls during the height of the pandemic. When the weather improved and the restrictions eased a bit, the individuals who live on our homes visited with their family members outside while practicing social distancing. We also achieved the outcome of purchasing a larger home for four individuals that we support. Our home share providers met the outcome for preparing a pandemic plan that gave self-guidance in case anyone in their home became sick with the virus. Thankfully, the virus directly affected only handful of our home shares and the individuals they support.

Our Home Share service area saw a big increase in applicants who wanted to become a home share provider near the beginning of the pandemic. We assume this was probably because they suffered a loss of employment due to pandemic restrictions. However, Pathways did not receive as many referrals from individuals looking for home share from Community Living BC as we have received in the previous years. There was a 32% decrease in referrals this year when compared to last fiscal year. With the decrease in referrals, Pathways was not able to match many approved home share applicants with an individual looking for home share in a timely fashion and the home share providers lost interest in providing home share. Referrals in all service areas are beginning to increase now that restrictions are beginning to ease and in March of 2021, we welcomed three new individuals to one of the homes that Pathways supports. The pandemic affected not only the amount referrals we received; it also affected the responses in general to our satisfaction surveys.

As with every year, we distributed our annual satisfaction surveys. Out of the five hundred and six surveys given out this year to individuals we serve, families, volunteers,

community volunteer sites, community employers, employers who contract with Pathways, Community Living BC, caregivers and home share providers, we received ninety-five responses. The response rate was substantially down from the previous year. Pathways received some blank surveys with respondents stating that they were unable to rate our services due to lack of attendance of the individuals they support. Our Social Recreation service did not run at all this year due to the pandemic because of the health restrictions put into place. Furthermore, the low rate of return of our satisfaction surveys affected the results as a single low rating from one respondent sometimes brought down the overall rating in some questions greatly. Most survey respondent's comments gave us positive feedback regarding on how we effectively kept all stakeholders informed of our pandemic response and they stated they appreciated all the measures Pathways had put in place to keep everyone safe.

In January of 2021, Pathways trained an additional Mandt instructor. Mandt is a relationally based program that trains all of our employees annually to prevent, de-escalate and if necessary, intervene in behavioral interactions. The physical component to Mandt is challenging to teach because of the pandemic, as learning the physical skills generally goes against the rules of social distancing. However, learning Mandt is necessary because employees must at times break the rules of social distancing in order to properly and safely support individuals that we serve. Using guidelines provided by Mandt and keeping in line with provincial health regulations much as possible, we were able to certify new employees and recertify current employees in Mandt's physical skill component. The addition of another Mandt trainer was vital as Pathways began to see an increase in new employees who needed to receive Mandt training. To guarantee quality assurance, it was vital to make certain the new employees received this training as soon as feasible so they could provide excellent support to the individuals that partake in our services. Pathways ensures that the safety that all of our employees and individuals we support is paramount and we follow all government health guidance.

One of the many government bodies that Pathways had paid close attention to this past year has been WorkSafeBC. WorkSafeBC required Pathways and all other workplaces to develop an exposure control plan for SARS-CoV-2. Pathways completed this after we had already proactively developed our own COVID-19 Pandemic Prevention at service Sites policy and procedure. Pathways updates this policy and procedure at least every three months. Now that restrictions are easing, WorkSafeBC is requiring us to develop a communicable disease plan. The development of this plan is underway and we will implement the plan as soon as it is developed.

Although the past year was full of uncertainty, Pathways was able to keep up with the many changes and challenges that the pandemic threw our way. Our attendance numbers are now again on the rise and we are once again receiving more referrals from our funding body, CLBC. We are in the middle of transferring from our exposure control plan to WorkSafeBC's required communicable disease plan. Although no one, including Pathways, is out of the woods yet and we most certainly will face additional challenges and continued changes, Pathways will continue to adhere to the guidelines set by WorkSafeBC, and the guidelines set by our provincial and federal government.

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

Human Resource Manager's Report

HUMAN RESOURCES

2020 – 2021

This year has taught me a multitude of new things and provided me with many successes and challenges. The successes and challenges include hiring, monthly staff training, securing the Community Workforce Response Grant, great practicum students, the new Applicant Tracking software and completing our online activity services portal through KelownaSoftware.

The challenges faced were the huge staffing shortage this sector is facing.

Since starting in September 2020 I have hired with the assistance of the leadership team 38 new employees with 29 currently still employed. Hiring has been a highlight of my 9 months at Pathways.

Bringing on new team members is a very exciting part of my job, and many of our new employees have been a great addition to our experienced staff. The hiring process has shown me that our staff are incredible. This has been demonstrated through assisting new staff to build relationships with the people we support, sharing information, and providing advice and feedback. I have received feedback from many staff that they are excited about their new team members and that the new hires have brought increased positivity to the organization.

Another area of success has been with hosting practicum students. I have worked with Sprott Shaw College, Discovery College, First College, and Okanagan College, to provide practicum placements for a total of 8 students. It's been a great opportunity to work with the colleges and develop relationships with their practicum coordinators. Of the 8 practicum students, we have had 4 who are interested in seeking employment with Pathways.

I'm currently working on increasing the training that is available to staff and adding in additional mandatory training during the orientation process. This training would include Unconscious Bias in the Workplace and Respect and Inclusion in the Workplace. The monthly in-house staff training has been successful and will continue. Through trial, it's evident that staff want training that directly supports them to develop their skills as support workers. I will utilize this information when booking the remainder of the training sessions for 2021. Monthly training that has been completed includes Dementia Training, Autism and Sensory Processing, Working on the Inside, and Gender Diversity Training.

The Community Workforce Response Grant is well underway and set to begin August 9, 2021 to November 19, 2021. The Community Support Worker Certification provided by Eclipse College is fully vetted by subject matter experts at PTIB. The program consists of 12 courses that total 480 hours of online training, and a practicum term of 120 hours. In entirety, participants will attend 600 total program hours. We are confident that we will have 20 people participating. I have been working with Eclipse College to source

candidates, interview, and enroll them in the program. Overall it's a very exciting opportunity for Pathways and members of the surrounding community.

Our new PayWorks Applicant Tracking system has been very successful so far. The new system allows for a streamlined process between us as the employer and the applicants. The new system allows for automated emails, less time spent entering data, and more accurate tracking of people who have applied. The system also allows for us to post jobs to multiple job boards directly without having to submit to multiple sites.

I look forward to increasing efficiencies across all departments and hope to continue to work with and develop strong working relationships with all of my coworkers.

Overall it has been a very fast 9 months with many projects, learning, growth, and an overall better understanding of what Pathways is. I'm thrilled to be a part of this team and happy that I can help contribute to such a great organization.

Thank you, Chloe Hurn, Human Resources Manager

*Executive Director's
Report*

EXECUTIVE DIRECTOR'S REPORT

2020 – 2021

"You never really know what's coming. A small wave, or maybe a big one. All you can really do is hope that when it comes, you can surf over it, instead of drown in its monstrosity." Alysha Speer

This quote is apropos and describes exactly how we tried to manage a full year of COVID. We strived to meet all provincial and federal regulations and recommendations while providing quality services. All service areas remained operational though some people continued to choose not to attend. Though we were vigilant in our commitment to stay safe, we were not unscathed, with a few people connected to the society testing positive for the virus. We are very grateful that no one was extremely sick.

Two new washrooms were constructed at 123 Franklyn Road to accommodate the need for increased sanitization.

A new Human Resource Manager position was created and an additional part-time Home Share Coordinator Manager hired.

In September the society purchased a new house for the men living at their home on Old Meadows Road. The new house has far more room and better meet their needs. Renovations were completed and they moved into their new home in January 2021.

Three new people moved into the house on Old Meadows Road March 1, 2021. The accessible home meets their aging needs.

In October our building at 555 Fuller Avenue was finally demolished! Though we are saddened by loss of a building that held so much of our history and memories-we were very excited to move forward! Construction of 68 units of affordable housing began in February 2021.

The City of Kelowna proclaimed October 2020 "Community Inclusion Month."

Two virtual in-services were held enabling staff to connect and learn. Though not ideal, it was very nice to see faces with no masks!

In lieu of our annual Christmas party, personalized picture mugs were created and distributed to the people we support, staff and volunteers.

Significant financial donations were received from Jean Hadgraft, Columbia Bottle Depot, Randy Christian, Terry and Richard Trager, Chuck and Beryl Hopkin, Leslie Munro, Charisse Daley, Jason Abougoush and Budget Blinds. A huge thank you to those listed above and all who also made donations to our society. Unfortunately, the annual Vipond Golf tournament was again cancelled.

Sadly, this year Kenny Fontaine, Genovieve Purcell and Cindy Lutz passed away. Kenny worked in the woodshop and attend activity services. Kenny was a joker and

truly a happy-go-lucky guy. Genovieve attended the Kelowna Community Development Society (KCDS) senior's service for many years. Genovieve always appeared very nicely dressed, was very social and loved being around people. Cindy attended services through KCDS as well for many years and was supported in a Pathway's home share. She loved music, dancing and bingo. They are truly missed.

Each year at the end of my report I thank and acknowledge the people and groups that enable our organization to stay strong. 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 grateful feelings I wish to express. Without all those listed below, we would not be making a difference in our community. **THANK YOU:**

♥ Our staff, including the leadership team. They continued to work so hard this past year wearing masks, with staffing shortages and within the limitations of the pandemic.

♥ The people we support. They were the most effected by the pandemic however persevered and supported 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 to our building maintenance and overseeing various projects. Nick has donated **so much time** to the Pathways. I am so grateful; he is my "go to" and is always there to help!

♥ The Pathways' Board of Directors. They continue to demonstrate their commitment to strong governance and leadership.

♥ Community Living BC (CLBC) our primary funder and partner. We continued to work collectively to serve our community. I would like to again specifically thank Eva Gunther our CLBC liaison. Eva is always available and extremely supportive.

♥ The many individuals, families and groups that continue to support our society.

♥ Our other community partners and supporters including employers and volunteer sites, M'Akola Housing, Knights of Columbus Father Delestre Council, 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

