



Pathways

Abilities Society

69th ANNUAL REPORT 2021 - 2022

“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 diverse-abilities 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 right to equality, inclusion and belonging and is protected under the Canadian Charter of Rights and Freedoms.
- Is to be treated with dignity and respect.
- Has the right to be informed on all matters that affect their life and make their own choices and decisions.
- Has the right to speak for themselves (self-advocate) or to choose someone to speak for them.
- Has the right to be a valued and contributing member of the community at large and should be supported to learn 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 at equal pay for equal work.
- 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.
- Has the right to privacy and confidentiality.
- Has the right to a standard of living adequate for good health and wellbeing including appropriate accommodations.
- Has the right to maintain their health and therefore is entitled to 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 contribute to greater independence.
- Is responsible for their own actions and is therefore is responsible for the consequences.

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**PATHWAYS ABILITIES SOCIETY
MINUTES OF THE 68th ANNUAL GENERAL MEETING
September 13, 2021 at 4:00 pm
123 Franklyn Rd, Kelowna, BC, V1X 6A9**

In attendance: Charisse Daley, Nick Pisis, Mark Reinelt, Chuck Hopkins, Beryl Hopkins, Rhonda Campbell, Cyndy Omand, Helen Phelan, Patricia Rantucci, Nick Pisis, Virginia Pisis, Alaina Reisswig, Jock Craddock, David Low, Tiffany Conner, Richard Pringle and Sinead Scanlon.

1. Meeting called to order at 4:06 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.

3. **Moved by Chuck Hopkins seconded by Richard Pringle that the agenda be approved as presented. Carried.**

4. **Moved by David Low seconded by Patricia Rantucci to approve the minutes of the September 14, 2020 Annual General Meeting with the following amendment, Richard Pringle was present at the meeting. Carried.**

5. Patricia Rantucci introduced Sinead Scanlon from BDO. Sinead stated she is a partner at BDO. Sinead stated Pathway's has a clean audit report and nothing material identified. She stated the statements were approved by the board of directors June 28, 2021. She stated the audit was completed in April and May with preliminary work completed earlier in the year. She stated she enjoys the relationship they have with Rhonda Campbell and the team at Pathways. She stated highlights for the year include the addition of the Guisachan Road property, with the debt increasing. There was an increase of \$600,000.00 of revenue with a net income increase of \$718,000.00 at the year-end. Sinead asked if there were any questions. There were none. **Moved by Patricia Rantucci seconded by Richard Pringle to accept the 2020/2021 audited financial statements as presented. Carried.**

6. **Moved by Patricia Rantucci seconded by David Low authorizing the Pathway's board of directors to appoint the auditors for the 2021-2022 fiscal year. Carried.**

7. Mark Reinelt read his report which was included in the AGM booklet. Mark again thanked the team at Pathways for their hard work this past year. **Moved by Nick Pisis seconded by Patricia Rantucci to accept the President's Report as presented. Carried.**

Mark Reinelt asked Nick Pisis to come up and accept a small token of our appreciation for his years of service on the board. Mark Reinelt stated this year we say thank you to Nick Pisis who is retiring from the Pathways' Board of Directors. Nick first joined the

board in 1987 and served until 1997. He later rejoined the board in 2011 and served faithfully now giving up his seat. Nick's wisdom, guidance and expert knowledge have been crucial to Pathways success. Nick is one of the people who have literally built Pathways into the organization it is. The board and I will miss his input and insight particularly in matters regarding the buildings Pathway's owns. Charisse has always spoken of Nick's high value to the Board, and I know she will miss him as well. On behalf of the Board of Directors, thank you Nick for your years of service and willingness to go above and beyond for the organization and the people we serve.

8. Mark Reinelt introduced Tiffany Conner who read her Self-Advocate's Report. **Moved by Patricia Rantucci seconded by Chuck Hopkins to accept the Self-Advocate's Report as presented. Carried.**

9. Mark Reinelt stated Richard Pringle will run the Election of the Officers. Richard Pringle stated the terms of 4 Directors have concluded and 3 have agreed to allow their names to stand for re-election for a 3-year term, Jock Craddock, Patricia Rantucci and David Low. **Moved by Richard Pringle seconded by Chuck Hopkins to elect Jock Craddock, Patricia Rantucci and David Low to the Pathways' board of directors for a 3 year term. Carried.**

10. Mark Reinelt adjourned the meeting at 4:20 pm.

*President's
Report*

PRESIDENT'S REPORT

2021-2022

As life begins to return to what looks like prior to 2020, it is a great time to reflect and look ahead to the future of Pathways Abilities Society.

The Board as always is amazed by the dedication the Pathways team showed and how everyone rolled with events as things changed. You are truly living up to our three pathways of Embrace, Empower and Employ.

We are not immune to the staffing shortages that plague the Okanagan, we even felt this before most other industries. The Board is aware of the struggle to hire and support the initiatives that have been undertaken to try and relieve this issue.

With possibly the most ambitious undertaking by Pathways, Hadgraft Wilson Place, scheduled for completion by the end of 2022, the organization has taken huge steps to ensure affordable housing for the people of Kelowna and provide independent housing for those in need.

The Board was happy to participate in strategic planning sessions that will provide a compass for Pathways to follow for the next few years.

I would like welcome Karl Vollman to the Board of Directors. Karl comes to us with a wealth of board experience having served on many in the past and has a keen mind for real estate and property management issues. He will be a great asset with our new building. Welcome Karl.

Long time board member Darryl Harand has stepped down temporarily. Darryl was valuable to the board, sharing his experience and insight into many issues. We wish Darryl well and hope to see him back with us in the future.

There are a number of people to express gratitude to.

Nick Pizio may have stepped down from the Board last year, but his involvement as a volunteer has continued without pause. Thank you, Nick.

To the Team at Pathways, thank you. From the management team and all the people who work to do the absolute best by the people we serve, thank you. I have said it before, but it is the people, not the buildings that make us an organization that is among the best in supporting people.

To Charisse, who has put in countless early morning and late nights. 20 years of service to Pathways has put us in a great position for the future. On behalf of the Board of Directors, thank you for everything you have done and how you lead your Team.

It is my pleasure to serve on the Board of Directors for an organization with the reputation of Pathways.

Respectfully submitted by Mark Reinelt

*Secretary Treasurer's
Report*

SECRETARY TREASURER'S REPORT

2021 – 2022

It is with great pleasure that I submit this years' Secretary Treasurer's Report for Pathway Abilities Society for the year ended March 31, 2022.

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. Despite the continued challenges with COVID 19 pandemic, and global economic impacts, the team at Pathways persevered.

This past year we have continued to see increase revenues through our Bottle Depot donations and Bikeways sales. To better support our clients and staff, we were able to purchase two wheelchair vans, pool wheelchair and heavy duty lift as well as ten iPads. This was possible through donations and grants that were received throughout the year. As a result, our total revenues exceed our total expenditures by \$920,334, which is an increase of \$201,511 from last year.

As we continue to grow our Society, this fiscal year saw the continued construction of Hadgraft Wilson Place, our new affordable housing building, which is slated for completion by the end of 2022. Our other home share sites continue to do well and meet the needs 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 of 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, 2022

**Pathways Abilities Society
Financial Statements
For the Year Ended March 31, 2022**

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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, 2022, the statements of operations, changes in net assets 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, 2022, 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, 2022 and 2021, current assets as at March 31, 2022 and 2021, and net assets as at April 1 and March 31 for both the 2022 and 2021 years. Our audit opinion on the financial statements for the year ended March 31, 2022 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 6, 2022

Pathways Abilities Society Statement of Financial Position

March 31	2022	2021
Assets		
Current		
Cash (Note 2)	\$ 2,356,911	\$ 1,744,696
Temporary investments	271,126	192,630
Accounts receivable	27,328	25,443
Prepaid expenses	29,362	30,688
	<u>2,684,727</u>	<u>1,993,457</u>
Property and equipment (Note 3)	5,317,140	5,278,574
	<u>\$ 8,001,867</u>	<u>\$ 7,272,031</u>
Liabilities		
Current		
Accounts payable and accrued liabilities (Note 4)	\$ 1,205,591	\$ 1,212,365
Current portion of long term debt (Note 5)	105,437	90,626
	<u>1,311,028</u>	<u>1,302,991</u>
Long term debt (Note 5)	1,811,403	2,009,938
	<u>3,122,431</u>	<u>3,312,929</u>
Net Assets		
Investment in property and equipment	3,405,188	3,182,898
Internally restricted (Note 6)	70,216	70,216
Externally restricted (Note 6)	626	626
Rental assistance surplus (Note 7)	103,552	93,717
Unrestricted net assets	<u>1,299,854</u>	<u>611,645</u>
	<u>4,879,436</u>	<u>3,959,102</u>
	<u>\$ 8,001,867</u>	<u>\$ 7,272,031</u>

On behalf of the Board:

Patricia Rantucci Director
ICF26S15901A40D ..

DocuSigned by:

Mark Reinelt Director
27F8B2FA3BA649C

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

**Pathways Abilities Society
Statement of Changes in Net Assets**

For the year ended March 31	Invested in Property and Equipment	Internally Restricted	Externally Restricted	Rental Assistance Surplus	Unrestricted	2022 Total	2021 Total
Balance, beginning of the year	\$ 3,182,898	\$ 70,216	\$ 626	\$ 93,717	\$ 611,645	\$ 3,959,102	\$ 3,240,279
Excess (deficiency) of revenues over expenses	(89,486)	-	-	9,835	999,985	920,334	718,823
Mortgage principal repayments	183,723	-	-	-	(183,723)	-	-
Purchase of property and equipment	128,053	-	-	-	(128,053)	-	-
Balance, end of the year	\$ 3,405,188	\$ 70,216	\$ 626	\$ 103,552	\$ 1,299,854	\$ 4,879,436	\$ 3,959,102

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

Pathways Abilities Society Statement of Operations

For the year ended March 31	2022	2021
Revenue		
Community Living BC	\$ 6,336,661	\$ 5,625,603
Fundraising	129,412	112,910
Sales of service	537,307	520,136
Tenant rent contributions	143,411	118,782
Individual funding	143,775	150,922
Subsidies and grants	285,251	147,455
Other revenue	40,162	121,553
	<u>7,615,979</u>	<u>6,797,361</u>
Expenses		
Board and society expenses	5,209	10,511
Contracted services	1,120,699	1,464,792
Employee development	21,809	25,147
Food	52,995	42,352
Fundraising	-	104
Grants	140,860	13,838
Insurance	27,710	21,851
Interest on long term debt	93,172	86,046
Office expenses	62,686	46,121
Professional fees	19,437	19,564
Program expenses	23,461	14,875
Property taxes	15,594	13,357
Rent	186,398	184,560
Repairs and maintenance	131,468	118,072
Supplies	24,968	14,275
Telephone	22,256	22,840
Transportation	86,685	68,446
Utilities	52,237	42,303
Wages and benefits	4,518,515	3,797,240
	<u>6,606,159</u>	<u>6,006,294</u>
Excess of revenues over expenses before other items	<u>\$ 1,009,820</u>	<u>\$ 791,067</u>
Other Items		
Amortization	(89,486)	(82,320)
Unrealized gain on investments	-	10,076
	<u>(89,486)</u>	<u>(72,244)</u>
Excess of revenues over expenses	<u>\$ 920,334</u>	<u>\$ 718,823</u>

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

Pathways Abilities Society Statement of Cash Flows

For the year ended March 31	2022	2021
Cash flows from operating activities		
Cash receipts from core operating grants and activities	\$ 7,557,878	\$ 6,794,141
Cash paid to suppliers and employees	(6,540,715)	(5,592,021)
Interest paid	(93,172)	(86,046)
	<u>923,991</u>	<u>1,116,074</u>
Cash flows from investing activities		
Acquisition of property and equipment	(128,053)	(850,267)
Cash flows from financing activities		
Repayment of long-term debt	(183,723)	(194,901)
Proceeds from long-term debt	-	800,000
	<u>(183,723)</u>	<u>605,099</u>
Net increase in cash	612,215	870,906
Cash, beginning of the year	<u>1,744,696</u>	<u>873,790</u>
Cash, end of the year	<u>\$ 2,356,911</u>	<u>\$ 1,744,696</u>

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

Pathways Abilities Society Notes to Financial Statements

March 31, 2022

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, 2022

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 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, 2022

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, 2022

2. Cash

	2022	2021
Restricted cash	\$ 414	\$ 257
Unrestricted cash	2,356,497	1,744,439
	<u>\$ 2,356,911</u>	<u>\$ 1,744,696</u>

3. Property and equipment

	2022		2021	
	Cost	Accumulated Amortization	Cost	Accumulated Amortization
Land	\$ 2,800,087	\$ -	\$ 2,800,087	\$ -
Buildings	2,908,870	548,711	2,888,101	494,946
Furniture and fixtures	322,589	319,930	322,589	319,623
Automotive equipment	449,978	295,743	342,694	260,328
	<u>6,481,524</u>	<u>1,164,384</u>	<u>6,353,471</u>	<u>1,074,897</u>
		<u>\$ 5,317,140</u>		<u>\$ 5,278,574</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 \$337,070 (2021 - \$322,291). As at March 31, 2022, \$327,714 (2021 - \$379,021) was accrued and is included in accounts payable and accrued liabilities.

Included in accounts payable and accrued liabilities are government remittances payable of \$26,416 (2021 - \$27,471).

Pathways Abilities Society Notes to Financial Statements

March 31, 2022

5. Long term debt

	<u>2022</u>	<u>2021</u>
Interior Savings Credit Union mortgage repayable in monthly instalments 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.	\$ 375,369	\$ 415,604
Interior Savings Credit Union mortgage repayable in monthly instalments of \$1,903, including interest at 4.70% per annum, due for renewal September 1, 2023 secured by land and buildings at 2835 and 2837 Bouvette Street.	284,269	295,588
Interior Savings Credit Union mortgage repayable in monthly instalments of \$2,874, including interest at 4.75% per annum, due for renewal June 2, 2023 secured by land and buildings at 2476 Main Street, West Kelowna.	283,539	317,444
Interior Savings Credit Union mortgage repayable in monthly instalments of \$2,874, including interest at 4.75% per annum, due for renewal June 2, 2023 secured by land and buildings at 1216 St. Paul Street.	213,355	284,978
CIBC mortgage repayable in monthly instalments of \$4,619, including interest at 3.95% per annum, maturing September 29, 2040 secured by land and buildings at 1250 Guisachan Road and 647 Old Meadows Road.	760,308	786,950
	<u>1,916,840</u>	<u>2,100,564</u>
Less current portion	105,437	90,626
Long term portion	<u>\$ 1,811,403</u>	<u>\$ 2,009,938</u>

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

2023	105,437
2024	107,197
2025	114,076
2026	119,148
2027	121,811
Thereafter	<u>1,349,171</u>
	<u>1,916,840</u>

Pathways Abilities Society Notes to Financial Statements

March 31, 2022

6. Restricted funds

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

7. Rental assistance surplus

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

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

8. 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% (2021 - 85%) of the Society's total revenue for the year.

Pathways Abilities Society Notes to Financial Statements

March 31, 2022

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 \$236,696 (2021 - \$202,525) 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.

Pathways Abilities Society Notes to Financial Statements

March 31, 2022

10. 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 exposed to interest rate risk primarily through changes in interest rates on its long term debt, but also through the interest earned on its GIC's which have a fixed interest rate, and cash which accrues nominal interest.

Credit risk

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

Liquidity risk

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

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

11. BC Society Act disclosure

The Societies Act (British Columbia) requires certain information 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.

12. Comparative figures

Certain comparative figures have been reclassified to conform to the current year's presentation.

*Self-Advocate's
Report*

SELF-ADVOCATE'S REPORT

2021- 2022

Tiffany Conner was our Self-Advocate liaison for the 2021/2022 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 is in her second year in the self-advocate position. From July 2021 to March 2022 no in person meetings were held due to room capacity limits. Zoom meetings were attempted through the summer and fall though eventually they were stopped due to low attendance.

Tiffany continued to visit with smaller groups to check in and provide conversations about their rights and responsibilities until March 2022, at which point Tiffany had her second self-advocate meeting in the auditorium where 8 people signed up to discuss Public Safety. This meeting was well received by the attendees. Two other meetings followed on the topic of Rights and Responsibilities documents which were well attended, with 20 and 10 attendees respectively.

Tiffany with the help of several Pathways staff created a new 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 moved away from videos on Open Future Learning due to length and they lacked engaging content. Instead Tiffany utilized videos found on various YouTube channels. The videos Tiffany showed appeared to be more engaging to the attendees of the Self-advocate meetings.

This year we strongly focused on the discussion of Rights and Responsibilities of the people who attend Pathways services. Tiffany discovered that there was continuously 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 with a new set of guidelines and recommendations that were rolled out in June 2022, that we will continue to meet bi-weekly as one group in our auditorium.

Respectfully Submitted by Tiffany Conner, Self-Advocate Liaison and Michelle Blackburne Activity Service Supervisor

Service

Reports

SERVICES REPORT

2021 - 2022

Employment Services

During the past year Integrated Career opportunities (ICO) actively supported individuals working in community and social ventures. Recently, new referrals have been received and new discovery sessions are on-going, which will once again include work place assessments. Most recently, new customized positions were secured at Best Western, Planet Earth, Winners and Costco.



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, 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, Freddy's Brew Pub, Home Depot Kelowna, 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, Winners Kelowna, Best Western, Planet Earth and Costco.

Social Ventures contracts continued. UBCO resumed their pre-COVID service schedule and the College resumed full services which required extra support on site to re-train employees on route schedules. BikeWays, continued to operate Monday to Friday. We continued to deal with on-going occurrences of yard camping, vandalism and break in's at the 1216 St. Paul street location. Most recently, steel gates and window bars, including a google nest camera have been installed in BikeWays. Community recycle continued to receive many donations of refundable cans and bottles from community. The ICO team along with community recycle continue to provide bottle pick ups in Sonoma Pines, Glen Meadows, Sandalwood Regency, Legacy Two and Westwood retirement communities once per month. The Kelowna Yacht Club also donates their product during the summer months, twice weekly. 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.

Thanks to the amazing team work of the support staff working out of St. Paul and Kent Road sorting depot, we continue to provide support where and when needed in all employment areas. Most recently we have welcomed Jim McLeod to BikeWays.

Volunteering



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

We have welcomed six new volunteers in 2022. We continue to focus on increasing 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. We are also adding to the volunteers available to assist with Social Recreation Activities, now that it is once again operational.

Submitted by Bonnie Fraser, Employment Manager

Home Share

Home Sharing is when a person or family in the community shares their home with an individual with diverse-abilities. Home share providers ensure a safe, respectful, supportive environment to foster an individual's independence and growth in a manner that reflects their lifestyle choices. Pathways Abilities Society matches individuals with persons or families who share similar interests and lifestyle, while ensuring that the home share provider is equipped and able to support the individual's unique support needs 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 end of May, Pathways' home share team welcomed Emily Stuart as a new home share coordination manager.



Each individual is unique in the support that they require, and each individual has their own set of skills and knowledge just as anyone else. Pathways has a wide array of unique home share situations. Our current home share contractors consist of 10 couples with children in the home, 16 couples without children in the home, 4 single parents with children in the home, and 11 single home share providers. Home share providers can live in owned or rented premises. Currently, home share is being provided in 31 houses, 2 apartments, 1 mobile home and 7 townhomes.



People who apply to become a home share provider 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 long-term fits.

This year, CLBC introduced a new standard that monitoring visits must be completed with home share providers four times per year. Pathways was previously doing three monitoring visits per year, therefore we needed to add a fourth monitoring visit. We labelled this fourth monitoring visit as the "Satisfaction" monitoring, and it is aimed at ensuring the satisfaction of our home share providers, collecting feedback for improvement, and discussing communication and problem-resolution strategies for home share providers to use with the people they support. These fourth monitoring visits will be completed in October and November of this year.

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. This year, we collected feedback from some supported individuals who stated that our interview questions were too complicated and difficult to understand. We edited our Home Share Interview forms to simplify some of the language.

The 50 individuals who currently live in Pathways co-ordinated home shares have various interests and such as singing, making music videos, building remote control cars, crossword puzzles, going out for coffee, walking, bike riding, hiking, playing badminton, going to baseball games, and camping. Many individuals have aspirations to attend college or get a job. Several individuals in home share are already employed with various jobs such as meal preparation, landscaping, office administration, janitorial, farming, grocery stocking, newspaper delivery, childcare, and bottle sorting. Several individuals in home share also volunteer in the community at thrift stores, food delivery services, SPCA, care homes, and other non-profit organizations.



There are currently 31 men and 19 women being supported in Pathways home share. Eleven are seniors over the age of 65. Some individuals supported in home share own and drive their own vehicles, whereas others use city transit, handyDART, ride bikes, walk independently, or rely on others for transportation.

At the beginning of the fiscal year on April 1, 2021 Pathways held 46 home share contracts with 35 home share providers. As of July 22, 2022 there are 50 home share contracts and 41 home share providers. On April 1, 2022, CLBC divested all of their direct home share contracts and they were transferred to other agencies. Pathways received 6 home share contracts from CLBC and thorough home studies were completed with all home share providers. Pathways currently has two approved home share situations available, and 4 active applicants who we are in the process of collecting requirements from before we proceed with home studies.

On June 9, 2022, Pathways held a BBQ for home share providers, individuals supported in home share, and their friends and family members. Despite the rain, several individuals and home share providers still attended and enjoyed burgers and cake in honour of Pathways' 69th anniversary.

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. Last year, CLBC requested that emergency evacuation plans be completed for all home shares. We are currently in the process of ensuring that all home share providers have a written emergency evacuation plan on file, with clear steps to be followed.

Respectfully submitted by, Laryssa Rock, Home Share Coordination Manager

Activity Services

The Activity Services continues to provide opportunities for the people we support and encourage independence by supporting people in volunteerism and employment, with a hefty emphasis on recreation and leisure.

The Activity Service itself has not seen a lot of change this year except when it comes to the staff providing support. We have seen quite a few new staff members, and I am glad to say, we almost have a full complement of staff at this very moment. Sadly, we had a staff member suddenly pass away in October 2021.

Throughout the year, we were lucky to host 19 different practicum students from all different schools providing education the in Human Service Worker sector.



Early in the year, COVID was still affecting our daily attendance, and in September 2021, proof of vaccination was required in B.C. for people to attend certain social and recreational activities. The Activity Service staff and supervisors supported people to obtain their vaccination passports, but this did pose a problem for scheduling as only the people who obtained these passes were able to attend their chosen community activities. In November, a public health order came into effect requiring staff to be double vaccinated which resulted in Pathways losing staff, not only in the Activity Service but at all the different service sites. In January, we once again were cautious about COVID-19 and the onset of the new variant, which lead to many community

activities being suspended for the entire month. However, we did continue to see people return to service but some did decide to exit. We have approximately eight people who have not returned and have not exited and we are continuing to do periodic telephone calls with these individuals to encourage them to return in whatever capacity they are comfortable with.

The daily activity schedule changed twice this year. The Fall/Winter schedule started in November 2021 and the Spring/Summer schedule started in May 2022. Our swimming activity continued to be our most popular activity by far, which created the need for more days of swimming to be added to the schedule. Swimming was added to the schedule four times per week. Another change that we saw for swimming was it became a paid user activity and everyone who signed up for swimming had to purchase an ability pass to H2O. This is due to the rules changing for a coupon program we were previously using. The always-favorite activities continued such as Hiking, Snowshoeing, Bowling, Badminton, Curling, Skating, Golf, Biking and many more. This year we tried the following new activities Beyond the Music, District Billiards, Ping Pong, Crux Climbing and Simplex Sportzone. Regrettably Crux and Simplex were beyond our abilities and not successful for the activity service schedule.

Sadly, we saw our part-time supervisor Maureen Shepherd leave in 2021 but we were ecstatic to welcome Michelle Blackburne, into the position in January 2022.

Activity Service Volunteerism

Activity Services volunteers at twenty-two different volunteer placements. Twenty volunteer placements are currently active. While two volunteer placements are still on hold because of COVID, we will be returning to one, in September 2022. Of the active volunteer placements, 17 are in the community while three are in-house. We did acquire three new volunteer placements; Dress for Success, Symphony Poster Delivery and Kelowna Community Fridge. We did lose a long time volunteer placement Easy Breeze Acres this year due to the coordinator moving and closing down the farm.



Activity Service Employment

Activity Services has a very small portion of people employed. Currently if people are interested in employment, they have to go to CLBC and ask for a referral to ICO or Social Ventures. Four people are presently working. Two of the four people remain employed through Pathways, 1 in administration and 1 at the Front desk. We have one person working in community supported through their individualized funding contract. One person has seasonally employment from May until September with support from staff members.

West Kelowna

West Kelowna continues to be a successful entity of the Activity Services. They support 21 people throughout the week. Currently two people have still not returned from the onset of COVID in 2020. West Kelowna has seen three new people attend this year and an abundance of new staff faces. Along with a practicum student for the first time. West Kelowna has recently started a new activity of going to the driving range, which was a request of a person attending.

Three long time attendees of West Kelowna moved to this side of the bridge and attended services at the 123 Franklyn location once again.

Individualized Funding

Pathways support 12 Individualized Funding contracts throughout the year. Each contract is unique to the person that we serve, meets their own specific requirements and individuals needs. One of the contracts is full time; supported Monday through Saturday. Four of the contracts are full time; supported Monday through Friday, three of those contracts are during Pathways service hours and one of those contracts is early morning to early afternoon.

Seven of the contracts are part time hours or part time days. Two contracts support people for 2 days out the week. The other five contracts support people for just 1 day out of the week.

Respectful submitted by Alaina Reiswig, Activity Supervisor and Michelle Blackburne, Activity Supervisor

The Homes



Over the last year, the houses have begun to return to a new normal. Although our staff remain cautious, COVID restrictions continued to change and loosen allowing the home members and staff to access the community in different ways. The home members were able to access restaurants, movie theaters as well as various community events and are now able to return to their previous activities at Pathways Abilities Society. In addition, staff have been able to provide new activities as well as access other agencies for new activities and more community engagement.

Many staff have been working extra hours and various shifts to accommodate an agency wide shortage of staff. Throughout this the home members and staff have been fortunate to have a great team of employees to cover the shortage and provide support for all our individuals' unique needs.

The purchase of a new wheelchair accessible van at the Guisachan home is allowing the home members to access the community in a more reliable and comfortable vehicle. This van provides wheelchair security as well as modern technology for all needs.

Home members continue to keep in touch with their families and friends in a variety of ways. They spend time with their families and friends by phone call, in person visits and via postal services. They also take part in birthday celebrations, holidays and regular weekly visits. Having friends and family join in all home celebrations and festivities again has been a great source of joy for everyone.



This summer, we will see some exciting plans; summer BBQ and Get Together planned for each of the houses. All staff, family members and friends were invited to attend, making this an opportunity for some home members to visit with long distance family they don't often see. Camp Owaissi will be running again this year, several very excited home members will attend. Others have booked a Mexican vacation with the Pathways Travel Club for this winter. Home members at Bouvette have a summer getaway planned to Revelstoke in August. Spending a day at the Enchanted Forest and another at the Three Valley Gap ghost town.

Other home members have been attending the Kelowna Falcons baseball games as well as visiting local beaches and fruit stands throughout the summer. Also new this year, individuals have been participating in the Pathways Social Recreation Department events and weekly outings.

Overall, this last year has displayed how we can come together to overcome hardship and persevere as a society and team.

Submitted by Joanna Wittke



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

2021 – 2022

Things have almost returned to normal as the restrictions from the pandemic have almost all been removed. We can see everyone's smiling faces again as we have made masks optional for employees and the individuals we serve. Staffing levels have increased and almost all individuals have returned to service and our Social Recreation service area has restarted.

We are heading into an accreditation year and expect the Commission Accreditation of Rehabilitation Facilities (CARF) to schedule our next survey in March or April of 2023. We have already begun to prepare by going through the CARF manual to ensure we are meeting all CARF standards. One standard that we met thoroughly last year was our ongoing training. All employees are tested upon hire and annually on our policies and procedures. We also offered additional training through a new online platform called Open Future Learning. At the request of Community Living BC (CLBC), all the employees are required to take a course on preventing abuse. In addition to this training, there is a wide range of different learning modules available for employees to take.

In addition to this training, employees are required to certify in Mandt training upon hire and recertify annually. Mandt is a relationship-based program that trains all our employees annually to prevent, de-escalate and if necessary, intervene in challenging or unsafe behavioral interactions. Michelle Blackburne (Activity Service Supervisor) became a certified instructor, and now we have two Mandt instructors that are able to teach this course. It is a blend of online and in-person training that combines relational teaching with physical skills to help de-escalate individuals in a respectful manner, and if necessary, use physical techniques to keep individuals and employees safe.

Annually each service area develops goals or outcome measures for the year. To meet CARF standards, we need at least one outcome in each of the following areas: effectiveness, efficiency, service access, and satisfaction. We achieved nineteen out of twenty-five outcome measures. Some of the outcomes that were achieved last year include a service access outcome of building a second ramp to the front door at our New Meadows home, satisfaction outcomes for employees, an effectiveness outcome for getting individuals into the community, and an efficiency outcome for individuals retaining their employment. After outcomes are drafted, they are sent to the Board for approval.

To enable us to calculate our satisfaction outcome measures to gauge areas where we need to improve and areas that we are excelling at, we distribute satisfaction surveys annually. We sent out three hundred sixty-two surveys this year. Unfortunately, our rate of return was only thirty percent. The satisfaction rate for Pathways services overall was one hundred percent for individuals, eighty-seven percent for families, and ninety-eight percent for other stakeholders (volunteers, volunteer sites, community employers, Pathways contractors, CLBC, and home share providers).

The satisfaction surveys are analyzed in our Review and Analysis report. This report also analyzes our demographics, participation in services, exits, entrances, and outcome measures for each service area and agency. We saw a decrease of eighteen people participating in our services and the average age of the individuals in our service increased by one year. This is a fourteen percent increase from last year. We did see an increase in individuals supported in home share as CLBC decided to give up all their home share contracts to other agencies. This will be reflected in next year's Review and Analysis report as the contracts started in April 2022.

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

*People and Culture
Manager's
Report*

PEOPLE AND CULTURE REPORT

2021 – 2022

This year we worked through the effects of the COVID pandemic. We adapted to meet public health mandates, including employee vaccination requirements, social distancing, extra sanitization procedures, health assessment forms upon entry and mandatory mask wearing. As we approach the end of the fiscal year, we have moved away from the COVID response procedures and have focused more on a pandemic policy. Mask wearing has become optional, vaccination requirements remain in place, we no longer require a COVID check-in upon entry to the buildings, and we have consistently adapted to meet each new stage of pandemic recovery. The pandemic has been an ever-changing and challenging situation, but our team has reliably committed to being a part of the solution to our present situation. When the vaccine requirement came into effect, some employees refused to provide proof of vaccination and are now on an unpaid leave.

This year we faced a significant shortage of employees and applicants. At one point this year, we had ten vacant positions. The vacant positions caused our current employees, supervisors, and management to work more shifts, increase their flexibility, and accomplish more tasks during a perspective shift. Although this was not an easy time for Pathways, our team rose to the challenge and managed to meet the needs of the individuals we support without sacrificing our mission, mandate, and values. This year we hired and onboarded forty-four new employees, almost half our current staff base. The leadership team focused more on staff appreciation, including the recognition of the employees that went above and beyond during these trying times. Leadership implemented more staff check-ins across the agency, and I ensured leadership connected with each employee individually. When necessary, leadership provided extra support to employees and became more flexible to ensure we met the employee's needs. We also had to be conscientious of several employees facing a personal crisis's and feeling the effects of living in our region at this time.

This year we moved towards using the PayWorks system for hiring and recruitment but realized in early 2022 that sponsoring positions directly through the Indeed platform provided more traction. We listed our jobs without hours and titled them Permanent and Casual, which increased our advertising budget. We adapted and problem solved to be sure we were doing everything possible to hire more employees and fill our vacancies. One of these adaptations was shifting our policies and procedures to allow us to hire casual employees without a class five driver's licence. This strategy has proven useful and facilitated the immediate hiring of employees who were not previously eligible to work at Pathways, some of whom have now achieved their class five license. We currently have six new casual employees based on this change alone.

Additionally, we connected more with post-secondary institutions and had many practicum students this year, which allowed us to ease added pressure on our current employees. We have deepened relationships and made personal connections with new administration staff at Discovery College, Sprott Shaw, and the Academy of Learning. We have also developed a partnership with Robyn Bunn at UBCO that will enable

Pathways to be included in new projects where students dedicate a portion of their class time to supporting a non-profit agency in various ways. This partnership may include recruitment, service design, online presence, and administrative assistance.

Another area we focused on this year was our online presence. Pathways developed an Instagram page and employment landing page. Our social media accounts are being updated more regularly, and we have seen an increase in followers across platforms. Our employment landing page allows potential employees to see a different side of Pathways and is focused solely on recruitment. We designed the webpage to engage new hires in obtaining employment that makes a difference in people's lives. We also edited our job description on Indeed to reflect a more personalized posting and added a link to the employment page. We also participated in online recruitment training that inspired some of these new changes. Connecting with other agencies to problem-solve has also helped us learn new strategies surrounding the province-wide staffing shortage.

This year we implemented new training opportunities for our employees, which included CLBC-mandated abuse training. The leadership team also participated in an online course called "difficult conversations: a guide for managers." We also applied and were approved for Labour Adjustment and Education funding for 13 of our staff to partake in a 9-week sign-language course hosted through UBC.

We also participated in the Kelowna Pride Festival to support our community and increase advocacy and awareness for the individuals we support. We also connected with community members interested in employment and obtained contact information for twenty-five prospective new job applicants. We held our in-service this year and focused on team building and communication. We had a speaker come and instruct employees on effective communication strategies, and we implemented activities and games to allow employees to test what they had learned. The in-service allowed employees to connect more with leadership; connection is a critical factor in maintaining a positive working environment.

We have significantly changed our orientation procedure and continue to condense the time spent conducting the agency orientation, allowing new hires to spend more time orientating in the working environment. This way, new employees get more hands-on experience and are more prepared to work independently. We have also identified two current employees that will be assisting new hires in achieving their class four driver's license, one of whom used to be a class four driving instructor.

We also changed the title of Human Resource Manager to People and Culture Manager to make management more approachable and supportive. We also hired a new People and Culture Manager in early 2022 and added another Home Share Manager to our team.

We have spent the last few months gearing up to switch out timesheets to the PayWork platform to conduct our payroll and streamline our process more efficiently.

We have looked into the temporary foreign worker's program and have been approved to hire workers from other regions in the world should we face a similar staffing crisis in

the future. We are still working on our LMIA application letter and hope to have this process fully completed this year. We also have several potential employees willing to relocate to Canada should this be approved. Currently, we have two vacant positions and are looking at adding several casual employees to our team to be sure we can cover any available shifts. We are optimistic as we move forward with an almost full complement of employees in our shift lines. Pandemic recovery has boosted our team morale and created a more positive working environment. We have also implemented a break form to ensure employees can access rest periods during their busy shifts.

As we close out this year, we remember the tough time's Pathways and many other agencies across our region have faced regarding staffing shortages. Still, we are encouraged that we were able to recover and rise above the challenges we faced this year. Our pandemic recovery was made possible by teamwork, dedication and a fundamental desire to provide the best support possible to the individuals that the Pathways team supports.

Whitney Evans, People and Culture Manager

*Executive Director's
Report*

EXECUTIVE DIRECTOR'S REPORT

2021 – 2022

"Don't let negativity from yesterday dull the sparkle of today." Doreen Virtue

In early 2022 we were very grateful pandemic restrictions eased enabling the society to begin to operate in the new normal!

We continued to remain vigilant ensuring our policies, procedures and practices kept people safe! We adjusted, modified, revised, adapted, changed, altered and accommodated services to remain compliant with provincial and federal government directives and orders!



Much progress was made on the construction of our new building Hadgraft Wilson Place at 1360 Bertram Street (formerly 555 Fuller Avenue). We anticipate occupancy occurring December 1, 2022! I must say, I cannot wait-this was the never-ending, forever changing project!

The board with the assistance of Resilience Planning completed a new three to five year strategic plan.

Recruitment and retention continued to be a significant issue and concern. We implemented new initiatives to attract new employees with some success. Unfortunately we continued to struggle.

We secured grants to purchase an Aqua Creek Pool access wheelchair, a presence heavy duty lift and the Hoyer Advanced lift. They will be used to assist the people we support who use wheelchairs to transfer when traveling and the pool wheelchair is specifically designed for use in and around water.

We purchased a new gently used van for one of our homes.

Camp Owaissi was back! Forty people enjoyed camp at the end of August even though they had to wear masks and practice social distancing. Everyone was so pleased to get away and enjoy swimming, canoeing, dancing, playing games, roasting marshmallows, great food and most importantly, each other's company!

Nick Pisio, a longtime volunteer retired from the Board of Directors. True to form, Mr. Pisio continued to volunteer his time helping with projects and property and building maintenance. I continue to be VERY grateful. Mr. Pisio is always there when needed.

Significant financial donations were received from Jean Hadgraft and the Hadgraft Family, Columbia Bottle Depot, Randy Christian, Valley First, Nick and Virginia Pisio, Jim and Angie Greenlay, Chuck and Beryl Hopkin, Secure-Rite and Charisse Daley. 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 Arlene Bouchard, Eugene Gardypie and Thelma Johnson passed away. Arlene attended the activity service and lived in a Pathway's home share. She was the "life of the party" and loved socializing, dancing, music, family and Elvis. Eugene had an exuberant personality and loved coming to the Activity Services and Camp Owassi. Thelma loved life, practical jokes and enjoyed bowling, music bingo and volunteering at the Women's Haven.

Due to the cold snap in December, in two sections of the 123 Franklyn Road building, the pipes froze and the areas flooded! Fortunately minimal repair was required in one area, while the kitchen needed significant repairs.

On June 10, 2022 we held our first post-pandemic BBQ! It was great to see everyone is person again!

On July 2, 2022 I celebrated 20 years of service with the society. It seems as though I just started! It has been incredible having met so many amazing people over the years and seeing the progress we have collectively made.

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. I just cannot say enough how grateful I am to work with such a remarkable group. Staffing shortages continued to be a very significant issue and they continued to pull together to try and provide the best services possible!

♥ The people we support. They were the most effected by staffing shortages. We are very grateful for their understanding and patience!

♥ All our volunteers; new and longstanding. They definitely enhance our services!

♥ The Pathways' Board of Directors. They continue to demonstrate their commitment to strong governance, community inclusion 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

