

# 2021-2022 Annual Report









# Land Acknowledgment

We respectfully acknowledge that our work in supporting good and full lives for everyone, takes place on the ancestral territories of the Coast Salish and Interior Salish peoples, including the xʷməθkwəy̓əm, Skwxwú7mesh, and Səlilwətaʔ/Selilwitulh nations. We are grateful for their care and teachings about the land, water, sky and life that they sustain. May we honour these teachings by accelerating equity, embracing diversity, and fostering inclusion in the communities where we live and work.





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# About Us

Welcome to *posAbilities*! We are a not-for-profit association that offers community living support services to individuals across British Columbia. Our services are guided by a core set of values that describe how we work with persons served, families, community partners, and each other. They are a part of all that we do, and a reminder of the heart that is in our work

## Our vision

Inclusive communities, enriched lives.

## Our mission

We assist persons with developmental disabilities to lead meaningful and healthy lives by partnering with the community to provide a comprehensive range of person-centred services for individuals and the families who care for them.

## Our values

### **Person-Centredness**

We are person-centred in our thinking and our actions.

### **Inclusion**

We embrace diversity and believe every person is an equal and valued member of community.

### **Learning**

We encourage innovation, learning and growth.

### **Excellence**

We act ethically and with integrity in all that we do.  
We celebrate the best in ourselves and others.





# In Memorium

As our Association ages, we grieve the passing of the following individuals who have been long-time members of the *posAbilities*' family.

Let's take a moment to remember them, and their many contributions to community:

Tyniya Amero

Edna Chow

Keenan Clay

Frank Daly

Mark Halliday

Theresa Joe

Bryan Lauridsen

Caroline Loucks

Donna Megahy



***Freedom Forest***

*Rachelle Desousa, Artist*

*Alternative Creations Studio*

# Reflections from Our Senior Leaders

Before the start of this fiscal year, we were paying attention to how *posAbilities* could “build back better” following the global pandemic. Although we had hoped the pandemic would be behind us by now, we discovered that we have strengthened the resilience of our Association through the course of its waves. Our services, our people, and our systems have all been tested, and we are now more adept at rebounding and pivoting to meet the needs of the individuals and families we serve.

When the Omicron wave of COVID-19 arrived, our version of “back to normal” had to be scaled back. We were psychologically interrupted during this time. Our efforts to prepare for the return to group activities, socialize with friends and family, and embracing our former lifestyles were quickly muted as we reverted back to our original COVID-19 Safety Plans. At this point, we recognized that our operations could be scaled back at any time of the year. Our journey with COVID-19 wasn’t over...

Living with this kind of uncertainty and frequently having to change course can be deeply uncomfortable. Yet we find that our teams are able to do so with much greater ease these days given their collective pandemic experience. These are very stressful times for our employees, caregivers, and their families – and by extension, the persons we serve and their families.

We also experienced some staff shortages, and with them, existing team members took on additional shifts. We deeply appreciate how colleagues stepped up for each other, and for the folks they support. Having a good work/life balance and engaging in self-care is essential for all of us, and is virtually impossible when that balance is off. Thank you to those who helped us through these crunch times. We spend so much of our lives at work. A healthy mind, body, and soul are crucial to our well-being.

Also crucial, is finding your anchor – those places of safety in a storm. We focused on sharing relevant, timely, and consistent information with all of our stakeholders throughout this second year of pandemic operations. I appreciate how the Communications department made use of various communication channels available to us. Through regular employee and stakeholder updates, phone calls, and other safe ways to check in, our people felt secure in the information, guidance, and resources provided.

I would also like to recognize our operational managers and directors for their work over the past year. These leaders formed our Pandemic Response Committee. They prepared their teams for the new variants of COVID-19 that appeared, made sense of changing and sometimes conflicting advice from various public officials in the field, and ensured that everyone was kept up to date on the changes that impacted them.

*Continued on next page*



Fernando Coelho,  
CEO

I am so proud of our team for getting better at everything we did virtually: zoom meetings and family visits, behaviour consultations, online community inclusion, and even our virtual art show (with pre-pandemic levels of participation and sales!). We also delivered in-person outreach supports safely, (e.g., nutritious prepared food, holiday gifts, art classes).

In our first year of pandemic operations, we developed new habits. In our second, we ingrained those habits and found ways to thrive – and indeed, ‘build back better!’ One of those habits is a hybrid work model, which we believe will continue indefinitely. Although the path ahead is uncertain, I am confident that we will continue to move forward and reach the finish line of this pandemic. Our services, our people, and our systems are ready.



Fernando Coelho,  
Chief Executive Officer,  
posAbilities Association of British Columbia



**“Like tiny seeds with potent power to push through tough ground and become mighty trees, we hold innate reserves of unimaginable strength. We are resilient.”**

*- Catherine DeVrye, The Gift of Nature*



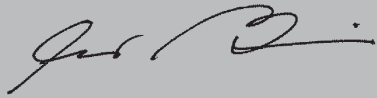
# Reflections from Our Senior Leaders

Once again, it has been a great honour to serve on posAbilities' Board of Directors. On behalf of the Directors, I'd like to extend my deepest thanks to Fernando, his leadership team, and all of posAbilities' employees for the care and support they provide.

This is the second year that we have zoomed into our board meetings, staying well informed of program operations and pandemic-related challenges. We were impressed by the ability you all have to be creative, collaborative and innovative during challenging times. These attributes support our journey towards "good and full lives for everyone," regardless of the bumps in the road along the way.

The Board's confidence that our stakeholders are in good hands remains fast. This Association has deep roots, and a proven record of providing innovative and responsive community living services. We are sure that your resilience as individuals, and as a collective will carry us through to the end of this pandemic.

Sincerely,



*Celso A. A. Boscariol, QC*  
President,  
posAbilities Association of British Columbia



Celso A. A. Boscariol,  
President, Board of Directors



**"When we learn how to become resilient, we learn how to embrace the beautifully broad spectrum of the human experience."**

*- Jaeda Dewalt*



# ***posAbilities'***

## Board of Directors 2021-2022

Celso Boscariol, *President*

Linda Eaves, *1<sup>st</sup> Vice President*

Lorie Sherritt, *2nd Vice President*

Nicole Moore, *Treasurer*

Chris Doerksen, *Secretary*

Directors at Large:

Trish Burleigh

Stuart Carmichael

Jo-Anne Gauthier

Vincenzo Guerriero

Anita Lee

Helen Premia



*Director Helen Premia surrounded by her family. Angelina (seated) in this photo, inspires the Premia family to support others who have children with additional support needs. After graduating from secondary school, Angelina developed a brief, life threatening illness. Her spirit ascended into heaven on July 28, 2021. Angelina is deeply loved and missed by all who knew her; and we thank Helen and her family for their community contributions.*



# An Overview of Programs and Services

Who would have imagined that another whole year would pass and the pandemic would continue to have been a central focus in all of our lives? There have been countless examples reflecting the amazing dedication, determination, adaptability, and heart that persons served, staff, and families exemplify.

I want to acknowledge that being resilient; having the ability to bounce back quickly from challenges; is not easy by any means. Particularly, when over the past year there have been so many pandemic-related ups and downs on top of everything else that goes on in our lives. It has sometimes been emotionally and physically draining. Yet through it all, each of us has found ways to remain hopeful, positive and committed to creating opportunities for laughter, joy, connection, wonder, learning and purpose. Staff continued to rise to the occasion and demonstrated a lot of creativity in ensuring those they supported continued to receive high-quality, person-centered service.

Our home living supports include staffed residential homes, life sharing arrangements supported by caregivers, and outreach services that foster ongoing independent living. Staff and caregivers worked tirelessly to ensure that not only were the basic needs of persons served met, but that they also had opportunities to enhance their overall well-being and happiness. The importance of exposure to new experiences, fostering social connections and celebrations with families and friends continued to be in focus. They were also instrumental in facilitating vaccinations against COVID-19. In some cases, this required staff or caregivers to provide information so persons served could make informed choices, facilitating multiple attempts, trying different methods, locations and strategies. Given the timelines and coordination involved, this was no small feat and a testament to their resourcefulness.

Community Inclusion teams were imaginative in designing programming that still enabled persons served to access the community safely and meaningfully. The performance and art-based programs explored new mediums and formats for self-expression. Programs continued to use technology to maintain connections with persons served who were not ready to return to in-person supports and as a tool for learning. Their commitment to leaving no one without was highlighted in instances where programs stepped in to provide supports to those who were linked to other services within the agency but whose external day programs had not opened yet.

Outreach teams rose to the challenge of providing services that blended virtual and in-person supports.

The use of technology-enabled services to offer workshops and connections to persons served and families where historically accessing them in person was a barrier. With the pivot to regularly incorporating virtual supports, many persons served by these staff teams built skills in using technology as well as offered a new medium to grow leadership skills. These teams continued to focus on providing responsive supports through the exploration of new ways of meeting the needs of persons served and their families. An example of this is all the ongoing development in the area of healthy relationships, dating, and sexuality.



Vinita Prasad,  
Director of Programs



As we move forward together on the journey towards our vision of Good and Full lives for everyone, I am hopeful that we continue to hold space for ongoing compassion and care, not only for those we support and each other but also for ourselves.

The highlights above represent a small sample of the amazing work and achievements of everyone at posAbilities over the past year. With each new day, we continued to learn. Whatever came next, we managed to face as a team. Now we are stronger and more resilient because of it. None of this would have been possible with the efforts of just one person. We could only have weathered the storms we encountered together. And for that, I offer my heartfelt appreciation to all of you. Thank you, for making our collective resiliency so much stronger.

Respectfully submitted,

Vinita Prasad



**“Being resilient is so much easier when you’re surrounded by the right people.”**

*- Maxime Lagacé*

# Our Work is Soul Work

Another year of the pandemic. Increasing political division and social conflict. A war. So many people were displaced. Lives in tatters. And here we are, pressing forward with the work, trying to do our best, because in Canada we are largely insulated from the worst of world events. Though folks on the margins always fare worse.

A critique of resilience is that it puts the accent on healing, adapting, and overcoming rather than on addressing the corrosive socio-economic conditions and destructive forces that threaten wellbeing. Yes, and, without resilience, the journey comes to an end. We shatter; we stop.

A stretch mindset (which we argue for in [The Trampoline Effect: Redesigning Our Social Safety Nets](#)) helps us to appreciate that issues are multi-faceted and that there is no single, simple perspective. And hopefully, it leads to a little more humility and wisdom.

A quote that has carried me more than once this year is one by Francis Ward Weller:

“The work of the mature person is to carry grief in one hand and gratitude in the other and to be stretched large by them. How much sorrow can I hold? That’s how much gratitude I can give. If I carry only grief, I’ll bend toward cynicism and despair. If I have only gratitude, I’ll become saccharine and won’t develop much compassion for other people’s suffering. Grief keeps the heart fluid and soft, which helps make compassion possible.”

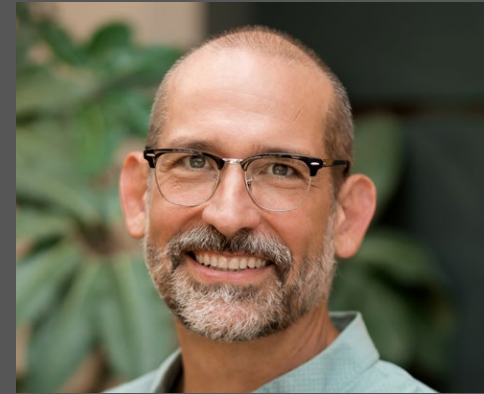
How do we muster? How do we push down our fatigue and despair and press through? We feed our souls: gratitude, beauty, laughter, purpose, creativity, reflection, hope, and love. We turn to history, culture, tradition, art, philosophy, and the sacred, to rituals that connect us to something greater than this oppressive moment. It’s hard to imagine adding that to a checklist, but it’ll be as important as anything we do.

This year we’ve been trying to get Curiko up and running and scaling because its primary purpose is to create conditions that lead to flourishing lives. How, in times like today, do we create moments of connection to oneself and one’s body, others, land, culture and politics, and the human project? How do we work across divides and differences to create understanding and connection? That is what we are trying to figure out.

This work we do, in the end, is soul work. Even when we’re besieged by tasks and deadlines. So, let’s find more ways to kindle and nourish it.

Warmly,

Gord Tulloch,  
Director of Innovation



Gord Tulloch,  
Director of Innovation



# Embedding New Rhythms and Routines

In 2021-22, the need for pandemic information updates continued. The Community Engagement Team was the hub for gathering and distributing information about virtual events, tech tools and a variety of other resources. We offered our support to our teams, and the folks and families who remained primarily at home. My heartfelt thanks to Justine Olah (nee Chubb), Senior Communications Specialist; Alicia Neptune, Communications Specialist; student interns Alyssa Chan and Alexandra Masse; and long-time consultant Mike Butcher, for their combined dedication to finding our tribe and doing their part to keep us all informed, engaged and connected to each other. Together, we help strengthen *posAbilities'* resilience.

We work with all departments to enhance our employees' experience through informative campaigns, assisting them with public events, meetings/gatherings, recruitment and connections to the communities and stakeholders we serve. We play a convening role on the Association's Diversity and Inclusion Committee; Art Show Committee, and dedicate resources to enhance equity and innovation initiatives across the Association.

As the Director of Community Engagement, I am also privileged to work alongside local and provincial family groups and other external partners to help advance our mission. These include:

- Autism Society of BC
- BC Non-Profit Housing Society, Lower Mainland Director
- City of Burnaby's Social Planning and Anti-Racism Committees
- Burnaby Intercultural Planning Table/Burnaby Together Coalition
- Burnaby and Greater Vancouver Boards of Trade
- Burnaby Primary Care Network – Developmental Disabilities Table
- Early Years Child Development Table
- Family Support Institute of BC
- Family support workers, advocates and other professionals across BC
- PALS Adult Services Society (PASS)
- PLAN Lifetime Advocacy Network
- Queen's University Research Partnership
- University of British Columbia, Community Engaged Research
- Square Peg Society
- Vancouver Parents of Youth In Transition

Thank you for the opportunity to serve, it's been an enriching year.



Monique Nelson,  
Director of Community  
Engagement



**What comes next?** I foresee continued collaboration amongst us, as we work to tackle challenges that we have in common: engaging in anti-racism work, recruiting and retaining talent, securing employment opportunities for newcomers and refugees, accessing affordable housing, primary health care and mental health services, all while addressing the increase in the cost of living.

Add to this, some specific community living sector trends that need attention, such as the transition of care oversight to siblings/relatives, accessing appropriate, person-centred support for neurodiverse individuals and aging individuals (e.g. accessible and affordable housing, specialized mental health counselling), and the retirement of a large portion of senior leaders over the next few years.

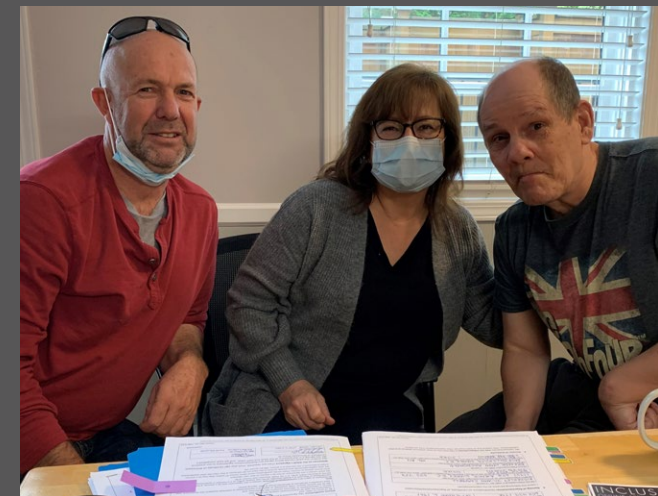
So, I ask: *"Where do we have the opportunity to make progress towards our vision of Good and Full Lives for Everyone?"* Perhaps answering these questions will get us closer...

- *What if we... built capacity in communities and networks of care by breaking down silos and redistributing their investments?*
- *What if we... found ways to work with government, the non-profit sector and community to strengthen our collective resiliency?*
- *What if we... embraced collectivism, over individualism; or interdependence, over independence?*

On our paths to good and full lives for everyone, let's walk together.

Sincerely yours,

*Monique Nelson,*  
Director of Community Engagement



**"Courage doesn't always roar. Sometimes courage is the quiet voice at the end of the day saying 'I will try again tomorrow'."**

*- Mary Anne Radmacher*



# Community Engagement Activities 2021-2022

- 24** pandemic updates kept employees, families, and caregivers informed of changing public health guidance
- 4** People of posAbilities (PoP) employee newsletters showcased the cool things our people were up to
- 5** seasonal issues of Imagine! (including the special Okanagan edition)
- 12** monthly e-mails to subscribers, focused on news, digital resources and virtual events
- 50** guest bloggers and internal contributors produced weekly stories for your pleasure and inspiration
- 50** employee e-news updates kept everyone in the loop on sector news and events
- 150** information requests by email, phone or internal referral were fulfilled
- 250** daily intranet posts connected our team members
- 250+** social media posts on the posAbilitiesCA social media sites; Facebook, Twitter, Instagram, LinkedIn, YouTube; and a few more on additional programs specific profiles
- 1** new Good for All podcast episode on Healthy Sexuality and Relationships, introducing Link!
- 8** websites were maintained and/or created:
  - [alternativesart.ca](http://alternativesart.ca) promotes Alternatives Art Studio and Gallery
  - [ArtRise.ca](http://ArtRise.ca), features collaborative arts projects,
  - [INCLUSIONArtShow.com](http://INCLUSIONArtShow.com), serves as a digital showcase and shopping cart
  - [LaurelBC.ca](http://LaurelBC.ca), shares information about services and supports, and as a portal to training across regions
  - [LinkSRS.ca](http://LinkSRS.ca), a site dedicated to adapted sexual health education
  - [PESWorks](http://PESWorks), our site for neurodiverse career seekers, and our primary site
  - [posAbilities.ca](http://posAbilities.ca), where you can learn about all services and link to more information.
  - Lastly, we are partners with other professionals who have come together to demystify autism and to share resources with Punjabi speaking families through [Umeed.ca](http://Umeed.ca), a place for Hope.



# Change Is Constant for Team Laurel

We are inspired by the strong resilience of the individuals we serve, their families, and supporters despite the challenges we all faced during the second year of the pandemic. Team Laurel remained responsive to the needs of individuals, streamlined its processes to improve efficiency, and was creative with resources. In addition, access to support increased through the use of technology.

Our strong and resilient team (36 Behaviour Consultants, a Clinical Manager, two Clinical Supervisors and two Service Coordinators) found opportunities to connect, learn and celebrate successes! Our services continued in all regions -Central-Southern Vancouver Island, all Metro Vancouver communities, the North and South Okanagan. Our diverse team offers a range of educational backgrounds, life experiences, and language proficiencies in addition to strong clinical skills. I can't thank them enough for their dedication to this field, and to each other – as several of their colleagues took a break to enjoy parental leave.

Together, we continued to expand our adult services in the Fraser Region and the South-Central Island, supported agency capacity development across the Okanagan, and delivered individual and group trainings in all regions served. We did this, even though we experienced significant staff shortages at certain points in time.

We secured grants to help us offer LINK! - our Sexual Health Education program, and PEERS® social skills training to many individuals who were experiencing social isolation and wanting to know more about healthy relationships. With support from Autism Speaks Canada, and in partnership with the Square Peg Society, we will soon co-create curriculum on sexual health and dating that incorporates the voice of people with diverse abilities.

Our Behaviour Consultants are coaching support staff from other organizations, families, and caregivers, providing them with the strategies and tools needed to build team capacity and teach individuals new skills, so that they can experience a much-improved quality of life.

Quality service delivery, community capacity building and ongoing growth across regions requires a skilled and dedicated team powered by



Kavita Kamat,  
Clinical Director





technology. In the early days of the pandemic, technology was pivotal to our ability to connect. What the past two years has also helped us see, are the various advantages to using technology. The hybrid model (virtual and in-person) service delivery is here to stay. We are continuing to enhance our skills in the area of online engagement.

Looking to the future, Team Laurel has several goals it will continue working on:

- To build indigenous awareness and culturally safe practices
- To strengthen and grow adult services
- To be leaders of sexual education and health in the disability sector
- To strengthen and build partnerships within the community

As we move forward, we must note that change has been a constant these past two years. We expect change to continue to impact our work in the next two plus years too. We are preparing ourselves for the redesigned Framework of Service Delivery that is currently in the process of being implemented across BC. This initiative, lead by the Ministry of Children and Family Development - Services to Children and Youth with Additional Support Needs may test our resilience. However, with the strong team that we have at Laurel, I am hopeful that we will continue to deliver the services that individuals, families and communities depend on.

With thanks to my team, our leadership and the Board of Directors for their support,

Kavita V. Kamat, MSW, M.Ed., BCBA (She/Her/Hers)  
Clinical Director  
Laurel Behaviour Support Services



# posAbilities Employment Services : Yearly Highlights

Our Employment Specialists assist career seekers with finding and maintaining competitive, community-based employment. They also work alongside employers, assisting them with inclusive hiring practices. Fiscal year 2021-22 was exceptional for us. We supported 96 career seekers in finding new roles! We have a few little stories to share that capture various phases of a career seeker's journey: a new role, developing within a company and achieving a service milestone.



**Meet Natanya**, one of the individuals who found her perfect fit as a coach at Jump Gymnastics. With the motto "Courage for Life," Jump Gymnastics is a local Vancouver company that fosters physical literacy skills for children from 6 months to 8 years of age, promoting healthy development. This is also a place where Natanya thrives. She contributes her experience coaching children with diverse needs, while learning more about herself, and having the opportunity for ongoing professional development with her company. Natanya says: "My favourite part of the job is seeing the smiles on the kids' faces when they're learning important life and physical literacy skills."



**Meet Adam**, one of the first hires at Goodbye Garbage™. The company was familiar with Adam from his time at Goodbye Graffiti™, and knew he does not shy away from hard work. They are dedicated to paying a living wage, and stated a mutual journey of developing a flourishing business that lives its values with their employees. As a 1st Mate, Adam works with a partner on a work truck and provides daily dedication to professional services, keeping a clean and livable community in mind. Adam arrives at work excited for the day and what new experiences may come out of it. His employer is honored that Adam thinks so highly of their culture and working for Goodbye Garbage™ and they are grateful to have him on their team.



**Meet Andy**, employed for 11 years with MacDonalds in various roles. Before connecting with posAbilities Employment Services (PES) over a decade ago, Andy had no formal job training. He had completed a work experience term at a grocery store during his high school days, and had picked up transit skills when attending a day program at Aegis West. For Andy, employment was an opportunity to gain more experience, make new friends, and earn his own money. To get started on his career path, he began working with Employment Specialists at PES. "They helped me a lot," he recalls, referring to the support they gave him in preparing his resume, practicing interview questions in advance, and learning how to make a work schedule. The rest, is history! Andy's greatest joy when off the job is travelling.



# Hats Off! *posAbilities*' Teams Recognized throughout Maple Ridge Community

## Summer 2021 – Imagine Newsletter

It's become an annual tradition, that our amazing colleagues at *posAbilities* Employment Service (PES) and their peers at Selkirk Centre for Community Engagement receive some local love through the Downtown Maple Ridge Community Awards. This year, we are proud to share that PES received the Favourite Community Service Provider Award, while their neighbours at Selkirk were honoured with a nomination of Favorite Government or Charitable Organization. Hosted by the Downtown Maple Ridge Association, the awards are a celebration of community contribution and engagement. The Association launched public polling online in May, and we were paired with other stellar local businesses and organizations. It's an honour to be nominated and to win these awards. We'd like to thank everyone at *posAbilities* who took the time to vote, and all of the folks out in Maple Ridge who placed their vote of confidence in the people of *posAbilities*, and the valuable services that they provide. Our Employment Specialists are involved in various aspects of community life, creating an ecosystem of support for career seekers as they pursue, secure, and strive to maintain competitive employment. They participate in school district events and committees, assisting educators, youth, and families as they work through the process of transitioning young people to adulthood, connect job seekers to opportunities that suit their aspirations and skills in a variety of industries, and coach them to success. When a job is found, they then work alongside employees and employers to maintain a positive, productive and supportive work environment. Meanwhile, Selkirk has definitely made a positive impression on our community with their participation in various community events. They turned heads with their themed window decorating, collected resources for the Food Bank, and played a role in the Christmas Parade, just to name a few!



*Employment Specialists, Liane Lowden and Andrea Pacheco, celebrate with their award.*

## Looking Forward to More Learning Opportunities

The pandemic altered many things for everyone. Journey Facilitators and Community Connectors noticed early on that their roles were shifting into new territory - supporting people to use technology like never before and supporting people to navigate their own mental health, like never before. Through community, we found two incredible resources: Techlink became a go to for people requiring extra support and in September 2021 they provided a series of workshops for BCC and Explore Participants called 'Staying Safe Online'. In January 2022, Community Connectors and Journey Facilitators were also able to take advantage of a grant and be subsidized to attend a 2-day virtual Mental Health First Aid course, increasing awareness, confidence and learning about what to do - and what not to do - when supporting a person in crisis. As things continue to shift and change, we look forward to more learning opportunities!







# The 3 Rs – Resilient, Reliable, Remarkable

So much for the pandemic being over! The pandemic evolves and so does *posAbilities*. We find new strategies to overcome old challenges and use old strategies to overcome new challenges.

*posAbilities'* persons served, team members, and systems continued to demonstrate their resiliency and reliability by showing up each day, in many different ways. ShareVision, ComVida, E-Mar, and Relias all reliably chugged along providing the teams with real-time information about persons served and staff scheduling. By now, everyone is moderately comfortable using Zoom, Team, Google Hangout, Business Connect, and Webex. Have a link – will attend!

ShareVision Version 3 has served us well since it went live on July 1, 2013. The ShareVision Team has been busy planning for the implementation of ShareVision Version 4, and we look forward to its rollout later in 2022.

In this fiscal year, we received our second consecutive 3-Year CARF Accreditation with no recommendations. Over 1,200 standards were applied, and we met all of them! This is a remarkable accomplishment achieved by a very small percentage of CARF Accredited organizations worldwide.

I would also like to take this time to recognize the A-Team:

- **Nancy Green**, our Property & Vehicle Manager for the past 32 years, retired. To thank her for her tireless service, we named our newly purchased Community Housing program, after her – Nancy's House.
- **Hemant Kulkarni**, was promoted to Quality Assurance and Training Manager and has been busy working on organization-wide training plans, updating our Performance Measurement Plan, and attending to all items related to Quality Assurance.
- **Joanna Chui**, Database Administrator, continues to make ShareVision sing.
- Confidential Secretary, **Olutosin Akinsomisoye**, and her husband welcomed Baby Tess in January, 2022.
- **Angelica Rocha**, Confidential Secretary, finally was able to travel home to see her family in Mexico.
- We welcomed back our four Office Greeters: **Shahista Jaffer**, **Kathleen Kung**, **Thea Murray** and **Elaine Ng**, who had been furloughed during COVID-19.
- We said farewell to our Canada Summer Job Student, **Kevin Hy**, who finally got us started on our Digital Archiving Project.
- We welcomed **Alan James** to the A-Team in the role of Property & Vehicle Manager.

This was a great year!

Sincerely,

Gina Rowan  
Director of Administration



Gina Rowan,  
Director of Administration



# Strengthening Resilience in Our People

When reflecting on another year gone by, the word that comes to mind when I think of our team members is “longevity.” We experienced the second year of limitations to the life we used to live, brought on by one pandemic wave after another. Living under continuous stress made preserving mental health a priority for many. Yet our organizational health as measured in our annual employee survey remained as strong as ever. Our team members’ endurance and commitment to their work have been remarkable, to say the least. It gives us the confidence to press on in our pursuit of full and good lives for everyone.

One illustration of our longevity was that for the first time we received a discount on our WorkSafeBC premium rates due to the fact that our work-related injuries were lower than the average among other social services providers. This was the culmination of a health and safety quality improvement project that started 10 years ago.

We launched LifeSpeak, a new resource for employee well-being. Every month a topic related to physical or mental health is discussed in team meetings after watching a short, expert-led video presentation.

We reached a new agreement with the union to facilitate more flexible work schedules for our team members working in Community Inclusion related services, to also support persons served in events and activities outside the traditional Monday to Friday daytime hours.

After working from home for most of the time in the last two years, head office team members have transitioned to a hybrid model where they are in the office for 2 set days a week. Team members appreciate the flexibility that working from home brings, but also see great value in maintaining our team culture by connecting in person.

Recruitment efforts have turned a corner since the beginning of 2022, after we lost 20% of our pool of casual employees during the pandemic. We are now on track to be back to full strength in 2023.

And so, we look to the future with optimism, strengthened by the resilience of all of our workers that has been so evident during challenging times. It is a privilege to be part of the *posAbilities* team!

On that note, I would like to thank the Human Resource team members for their dedication and unfailing support: Maria Han, Diane Brien, Robin Wright, and Eseza Nsibambi Ssali.

Sincerely yours,

Bouwe Wierdsma, CPHR  
Director Human Resources/Labour Relations



Bouwe Wierdsma,  
Director of Human  
Resources/Labour Relations

Number of  
Employees

**467**

Number of  
Persons Served

**1,939**

Number of  
Hours Worked

**492,950**



# Strength in Numbers

Another pandemic year over. Finance and Information Technology (IT) can be quite repetitive. The same deadlines, similar issues and problems to overcome. Eventually, outcomes are achieved. One could call it “Groundhog Day” in the Finance department. But, the people who work within the department, could never be confused for a groundhog. There is sarcasm, wit, empathy, and family. We all rely on each other, regardless of whether we are in the office, or working from home.

For the majority of the year, we were mostly apart, again. It didn't matter, our responsibility is to the operations team and the clients *posAbilities* supports. We assist the team to achieve our operational and strategic goals, and accurately report on our operations to our Funders and the Board of Directors.

This year, we saw no shadow and tried a few new things. We went paperless in our journal entries, went into the cloud for our payroll, and put a plan in place to go paperless with Accounts Payable in the next fiscal year. During this fiscal year, we continued our investment in infrastructure to support our programs, including introducing the *posAbilities* Secure Cloud (PSC). This is a Canadian Cloud where team members can securely save and share documents with other team members, inside and outside of the organization. The PSC was the result of the combined efforts of the IT, Administration and Community Engagement teams.

We also celebrated. Ronal became a daddy to a beautiful healthy little girl, we welcomed Elahe and Mabel to our department, Wayne married his high school sweetheart, and, we even managed a team day in Squamish learning about the history of mining in BC. We are looking forward to more celebrations to come, and developing new and improved ways to assist *posAbilities*.

My heartfelt thanks to Candice, Elahe, Jodie, Lori, Mabel, Ronal, and Wayne.

Sincerely yours,

Monica Ussher, CPA, CA, BBA  
Director of Finance



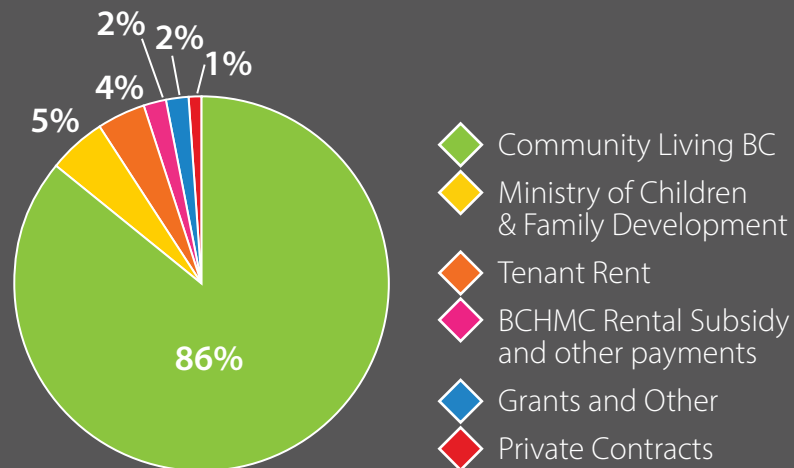
Monica Ussher,  
Director of Finance/  
Information Technology



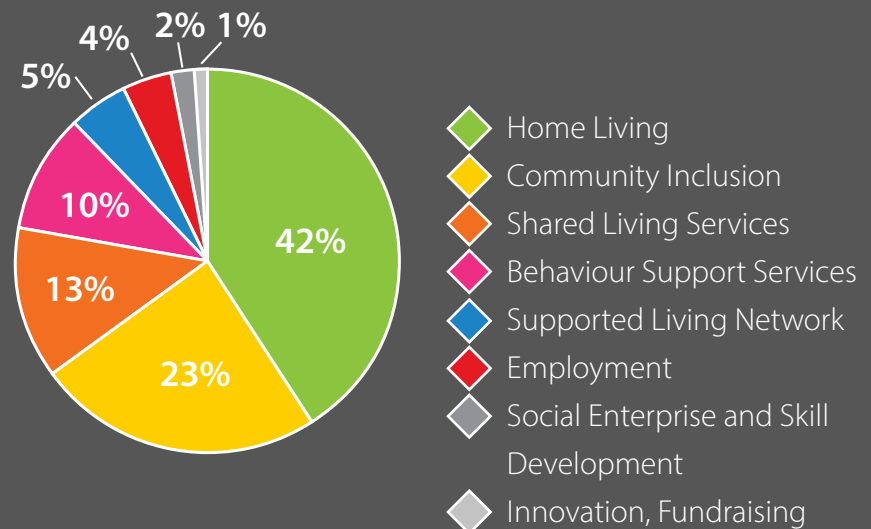
# Our Finances

posAbilities is a non-profit community living service provider that receives the majority of its funding from the provincial government. Over 90% of our revenue is spent on direct service, which includes salaries and benefits, property rentals and maintenance and transportation costs.

## Where the Money Came From



## How We Put the Money to Work



\* Our administrative fees are capped at 8.45%, excluding our facility costs.



# POSABILITIES ASSOCIATION OF BRITISH COLUMBIA

## Statement of Financial Position

March 31, 2022, with comparative information for 2021

	2022	2021
<b>Assets</b>		
Current assets:		
Cash and cash equivalents	\$ 5,409,168	\$ 6,951,912
Short-term investments	550,000	3,162,658
Marketable securities	2,367,594	-
Accounts receivable	173,466	136,245
Prepaid expenses and deposits	176,093	181,544
	8,676,321	10,432,359
Investments	3,262,450	-
Investment in associate	100	100
British Columbia Housing Management Commission ("BCHMC") Replacement Reserve Fund (note 2(f)(i))	580,368	654,690
Capital assets (note 3)	6,453,585	5,491,122
	<u>\$ 18,972,824</u>	<u>\$ 16,578,271</u>
<b>Liabilities and Net Assets</b>		
Current liabilities:		
Accounts payable and accrued liabilities (note 4)	\$ 5,748,441	5,265,423
Current portion of mortgages payable (note 5)	414,081	461,133
Deferred revenue (note 6)	3,659,245	2,602,185
	9,821,767	8,328,741
Mortgages payable (note 5)	3,941,226	3,441,668
Deferred liabilities	76,518	116,869
Deferred contributions:		
BCHMC Replacement Reserve Fund (note 7)	580,368	654,690
Capital assets (note 8)	640,839	442,504
Autism Spectrum Disorder Research and Development Fund (note 9)	61,867	61,867
	1,283,074	1,159,061
	15,122,585	13,046,339
Net assets:		
Replacement Reserve Fund (note 2(f)(ii))	558,600	524,230
Invested in capital assets	2,037,225	1,725,604
Building Fund	989,577	989,577
Unrestricted surplus	264,837	292,521
	3,850,239	3,531,932
Lease commitments (note 10)		
	<u>\$ 18,972,824</u>	<u>\$ 16,578,271</u>

See accompanying notes to financial statements.

Approved on behalf of the Board:



Celso Boscariol, President



Nicole Moore, Treasurer

# POSABILITIES ASSOCIATION OF BRITISH COLUMBIA

## Statement of Operations

Year ended March 31, 2022, with comparative information for 2021

	2022	2021
Revenue:		
Community Living British Columbia / Ministry of Children and Family	\$ 31,996,038	\$ 32,135,467
Tenant rent	1,450,698	1,455,393
BCHMC rental subsidy and other payments	555,271	436,970
Private contracts	264,322	212,300
Amortization of deferred contributions - capital assets (note 8)	42,070	20,870
Interest income	102,207	104,860
Other	411,441	289,394
	<u>34,822,047</u>	<u>34,655,254</u>
Expenses:		
Salaries, wages and benefits	25,997,632	25,837,579
Professional fees and shared living fees	3,909,055	4,497,690
Building costs	2,091,198	1,782,031
Program and equipment	1,605,794	1,696,717
Amortization of capital assets	533,164	500,880
Mortgage interest	130,646	134,919
Office expenses	115,492	116,228
	<u>34,382,981</u>	<u>34,566,044</u>
Excess of revenue over expenses before the undernoted	439,066	89,210
Other income (expenses):		
Gain on disposal of capital assets	300	5,300
Unrealized loss on marketable securities	(121,059)	-
Excess of revenue over expenses	<u>\$ 318,307</u>	<u>\$ 94,510</u>

See accompanying notes to financial statements.

To view the audited financial statements in full,  
please visit our website: [posabilities.ca/resources/reports](https://posabilities.ca/resources/reports) or contact us.



# With Thanks To Our Supporters

We thank the following funders, grantors, corporate and community supporters for their contributions to *posAbilities*' programs and services this fiscal year.

## Our Funders

- BC Housing
  - Community Living BC
  - Ministry of Children & Family Development
- 

## Granting Organizations

- Autism Speaks Canada
  - BC Community Gaming Grant
  - Christ Church Cathedral
  - Community Foundations of Canada
  - Government of Canada
  - Inclusion BC Employment Grant (Ready, Willing, Able)
  - Neighbourhood Small Grants – Lights of Hope
  - Neighbourhood Small Grants – Seasons of Giving
  - The Hamber Foundation
  - Unity of Autism
  - Vancouver Foundation
  - Work BC – Work Experience Grant
- 

## Our Special Event Sponsors and Donors

- City of Vancouver
  - BC General Employees' Union
- 

## Our Families and Friends

- Rae Dhesi and Family

*posAbilities* receives many donations from individuals who wish to remain anonymous, and we thank them for their generosity.

*posAbilities* provides a variety of services in all 21 of Metro Vancouver's municipalities, including: Vancouver, North Shore, Surrey, Delta, Richmond, Burnaby, New Westminster, Tri-Cities, Langley, Maple Ridge, Pitt Meadows and Abbotsford through to Hope. We also offer local services on the Sunshine Coast, Vancouver Island and in the B.C. interior. Between April 1, 2021 and March 31, 2022, *posAbilities* provided services to **1939 persons served**, some of whom are enrolled in multiple programs.

## Our Services

### Behaviour Consultation - 961 persons served

- Early Intensive Behaviour Intervention, ages 0-6
- School-aged children and youth, ages 6-18
- Adult services, ages 19 and older
- Social skills development for youth
- Adapted sexual health education
- Parent, team and professional training
- Family resource coordination

### Community Inclusion - 197 Persons Served

- Specialized arts and theatre programs:
  - Alternative Creations Studio
  - Stage Door Theatre Troupe
- Community engagement group programs
- Community connecting service

### Employment - 344 Persons Served

- *posAbilities* Employment Service
- IMPACT Youth employment initiatives

### Home Living - 305 Persons Served

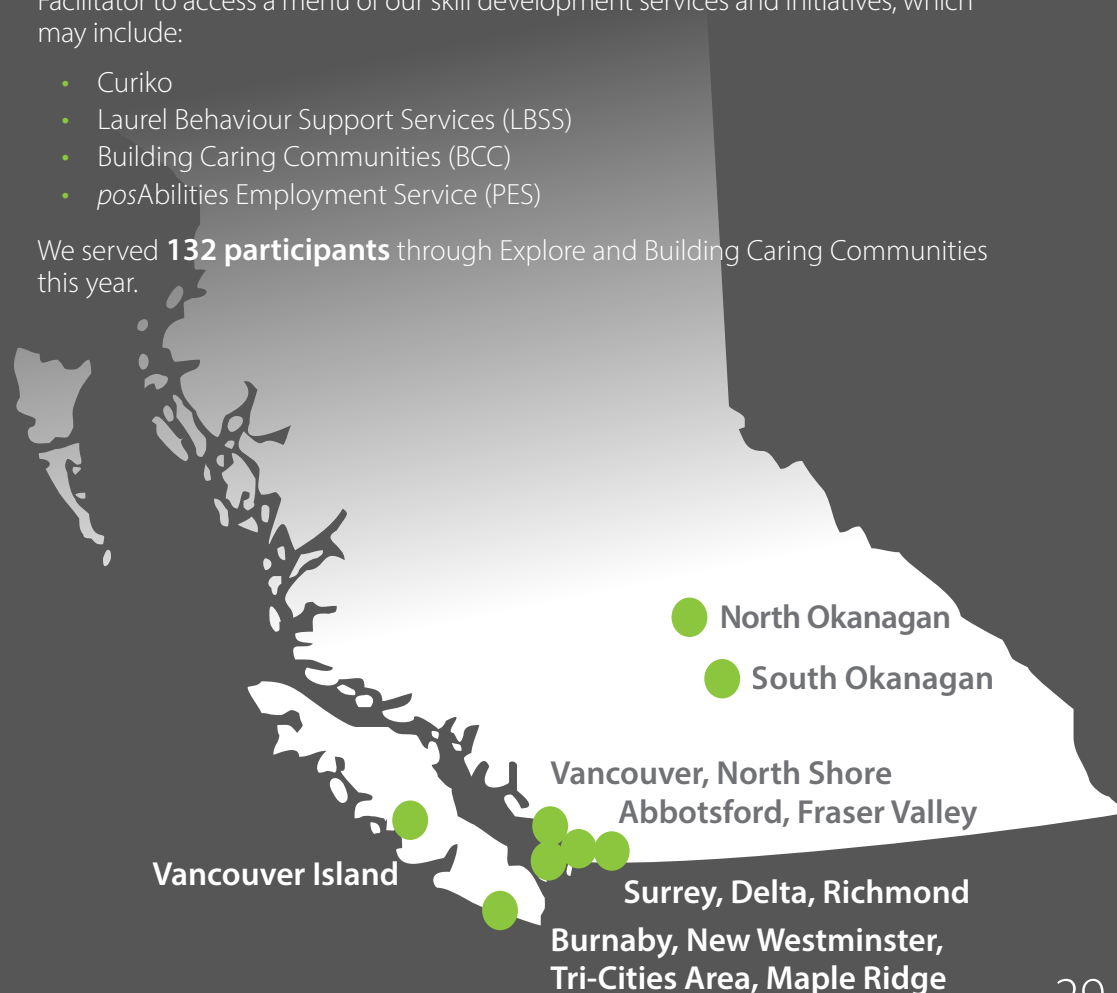
- Shared Living and respite
- Semi-independent homes
- Fully staffed homes
- Supported independent living

### Explore

Our Explore platform assists individuals with understanding their options and building agency in shaping their journeys. This service connects an individual with a Journey Facilitator to access a menu of our skill development services and initiatives, which may include:

- Curiko
- Laurel Behaviour Support Services (LBSS)
- Building Caring Communities (BCC)
- *posAbilities* Employment Service (PES)

We served **132 participants** through Explore and Building Caring Communities this year.





## Let's Stay Connected!

Sign up for our newsletters, share our stories, volunteer or make a donation to support our work. Your participation in the community living movement advances inclusion and enriches lives.



**posAbilities Head Office:**

240-4664 Lougheed Hwy., Burnaby, BC, V5C 5T5  
Tel (604) 299-4001 Fax (604) 299-0329  
Email: [info@posAbilities.ca](mailto:info@posAbilities.ca)

Ask what our CARF  
accreditation means to you.  
[www.carf.org](http://www.carf.org)



**Believe • Engage • Inspire!**

