



2020 Annual Report

Believing. New Beginnings. Belonging.

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Inclusion Langley Society is a vibrant and dynamic organization that supports in excess of 1500 children with special or developmental needs, youth and adults with intellectual disabilities and Autism Spectrum Disorder as well as their families. The Society's activities are guided by a strong set of values and principles informed through our relationships with the people we serve and their families and friends. We are proud to be an important asset for the communities of Langley and a voice for those who require our support and assistance.

Our Society

We are a registered charitable organization governed by a dedicated Board of Directors selected from the membership of the organization. Our elected Board of Directors is comprised of family members, self advocates, members of the local business community and other interested community members. The Society offers a broad range of programs and services that are funded by various Ministries and Crown Agencies of the Province of BC.

These include:

- family respite and support services
- infant development programs
- supported child development programs
- aboriginal infant development programs
- aboriginal supported child development programs
- child and youth services
- early years services
- adult respite services
- a full range of residential supports from staffed, to home sharing services
- supported living
- community inclusion services
- personal network development services
- supported and customized employment services
- micro enterprise development services

All the organization's services are internationally accredited by CARF, the Commission for the Accreditation of Rehabilitation Services.

In addition to the delivery of services through contracts with various Ministries, the Society is very active locally, provincially and nationally in projects and initiatives that advance the inclusion and citizenship of people with intellectual disabilities. We are fortunate to have a dedicated team of staff and volunteers who are committed to the shared vision of inspiring a community where we all belong. We welcome and encourage the participation of any community members who have an interest in supporting the people we serve and our organization to be the very best.

OUR VISION

Inspiring a community where we all belong.

Principles of Service

Inclusion Langley Society is committed to assisting people receiving services to be active and contributing members of their community. We adhere to the following principles to guide us in this effort.

OUR MISSION

Inclusion Langley Society builds and strengthens community through advocacy, information and support. We provide services that improve quality of life for children with developmental or special needs and adults with intellectual disabilities and autism spectrum disorder.



Child Centred Services

Services provided to children are based on the philosophy that children have the right to quality services which facilitate their optimum development and that early recognition and prompt intervention can enhance a child's ability. We recognize that families are the centre of their children's lives and that each family is unique with individual strengths and competencies.



Person Centred Services

Planning and delivering of services will be centered on the person with the disability, their family and personal network. We must not fit a person we support into a service we provide, but create a service based on what the person wants and needs.



Supporting Families and Personal Networks

We believe that people are safest when family and friends surround them. We will assist all people receiving our services to develop and maintain personal support networks. The development of friendships and meaningful participation in community life will enhance the quality of life of the people we support.



Using Local Community Supports

Where possible and appropriate, the Society will utilize community supports to ensure that individuals' needs are met. We will partner with other community agencies and services to assist individuals to achieve their goals and build community.



Reliance on Individual and Family Satisfaction

The Society will rely on measures of individual and family satisfaction in monitoring and evaluating our efforts. We will be held accountable for desired outcomes.



Lifelong Learning

We believe that individuals learn and grow through participation and experience. All individuals will be supported to live dynamic and interesting lives.

Board of Directors

Bonnie Stewart PRESIDENT

Bonnie has served on the Board of Directors on several occasions in the past, beginning in 1983 when her daughter was only 12 years old. Bonnie's daughter, Michelle, has received services from ILS since 1990. Bonnie has always brought a strong family perspective to the Board and her humour, common sense and good nature are always welcome at the Board table.

Maggie Metcalfe VICE PRESIDENT

Maggie has lived in Langley for more than thirty years. She has been a member of Inclusion Langley Society board since 2000. She is married and the mother of two adult children Mark and Danielle. Mark presently receives support from ILS. Maggie's career was in the child development field and most recently she was the Director of Supported Child Development at the Fraser Valley Child Development Centre in Abbotsford. Presently she is the chair of the Upper Fraser Community Council for CLBC and is active in other community volunteer work.

Shelley Durant TREASURER

Shelley is an experienced accounting professional who has held several career positions fulfilling accounting, administration and management roles in a variety of industries. Shelley is married to Gerry and has two adult children, Jason and Danielle. Jason lives in Langley and has had services from ILS since 2004. Danielle lives in Richmond and is a French Immersion kindergarten teacher in East Vancouver. Shelley has been a member of the ILS Board since 2011.

Jayne Burton SECRETARY

Jayne is married to Steve, and together they have 2 adult children, Courtney and Christian. Jayne has resided in Langley for over 30 years and has been an active volunteer for organizations focussing on improving services and the quality of life for individuals with intellectual differences. Jayne comes to ILS from the Langley Child Development Center having served on the Board for 20 years. Her professional background is Financial Services Management and has varied experience in retail having owned an antique business in Fort Langley. Jayne is currently Volunteer Coordi-

nator for Langley Special Olympics, working with the Board and athletes for 7 years.

Cheryl Gabriel DIRECTOR

Cheryl is a member of the Kwantlen First Nation and currently works as an Education Coordinator for Preschool to Grade 12 and Post-Secondary and Trades students. Cheryl was an Aboriginal Support Worker from March 1994 to June 2004 in the Langley School District. This position helped with understanding the importance of networking on behalf of education and programs to help students succeed on their educational journey. Cheryl is a Board member for First Nations Education Steering Committee of B.C., for the last two years; an Aboriginal Advisory Member for Chilliwack, Mission, Maple Ridge, and Langley School Districts as representative of Kwantlen First Nation. Cheryl is an Executive member and Elder Guide for the Fraser Region Aboriginal Early Childhood Development Network under the new title of "Many Voices, One Mind" for more than 13 years. Cheryl and her husband Lekeyten have been elders for the Langley Child Development Center Family Gatherings for 13 years to help bring cultural and traditional teachings to Aboriginal

families in the Langley and Aldergrove areas. Cheryl is honored to be part of the tables and gatherings that help children and families. It is about giving back to the community in whatever way possible! Hay čxw qə (Thank you)

Adam Schatz DIRECTOR

Adam lives in Aldergrove and presently works 2 days per week at Home Hardware. Adam has been an active member of the Self Advocate Committee through Inclusion Langley Society for over 6 years. For the last 3 years Adam has supported individuals who receive supports through Inclusion Langley Society to complete satisfaction surveys. Adam has a variety of hobbies but has a passion for music and enjoys attending concerts.

Parm Rai DIRECTOR

Dr. Parm Rai has been practicing chiropractic in Langley for 12 years and before that, practiced for 2 years in the UK. He primarily focuses on corrective care, as well as pediatric and pregnancy care. He actively speaks on the importance of the human potential and how

our health can impact not only the individual, but our community. Dr. Rai and his office actively support multiple community organizations, such as the Langley Food Bank, the Gateway of Hope Foundation, the Langley Child Development Centre, and various other charities and clothing drives. Dr. Rai is honoured to be a current Board Director of the British Columbia Chiropractic College. Outside of the office and community work, his focus is his beautiful wife and two children. Growing up in the Fraser Valley, Dr. Rai has established strong and meaningful connections in this wonderful city. He enjoys being active in this area, and around the world, whether it be in the outdoors, with family, or with the people in his community.

Brad Riches DIRECTOR

Graduating with a BSc (Hons) from the University of Waterloo in 1981, Brad Riches went on to spend 10 years with Canadian Liquid Air. As National Product Manager for the Specialty Gases division, he and his team were responsible for all high-tech gas applications across the country. With a strong background in technology and a keen entrepreneurial spirit, Mr. Riches assembled a team of key personnel to build

the CIMS Group of companies in 1991. Focusing on wireless data collection, the organization would develop critical skills in software development, wireless engineering, and off-shore manufacturing of specific hardware components required by the company, but not readily available at the time in the marketplace. To date, CIMS has deployed applications in 18 countries over 5 continents. Married to Margaret with 3 children and one grandchild, and at 35 years of age their eldest son Michael receives support from Inclusion Langley. Over the years, Michael's family have been recipients of substantial support from the Inclusion Langley, through Michael's direct activities along with the involvement of CIMS in the supported employment program. The family is grateful to Inclusion Langley staff and management and wish to continue their support of the association's continued efforts moving forward. Brad enjoys boating, mountain biking and the seemingly endless pursuit of a "weed free" lawn.

President's Report

It has been my pleasure to serve as the Board President.

These are historic and unprecedented times we are all living in. We hope all of you are staying strong, positive, and healthy as we all live through this strange and unsettling pandemic.

On top of this, we continue to experience some of the constant challenges facing our sector these days (recruitment, funding, and competition to name a few), and any one of them could slow down our progress.

I am always impressed with the capacity of our organization and the leadership team to maintain responsiveness in the face of this.

We continue to meet with Langley individuals and families and explore ways that our organization can grow to meet current and future needs. As Board members, we truly appreciate that Inclusion Langley has tremendous leadership and a staff team that delivers services with pride and excellence every day.

We have a dedicated and committed Board of Directors who take their stewardship of Inclusion Langley very seriously.

Thus far, our collective efforts, creative solutions, compassion and kindness have served us well. As is customary, we want to express our sincere thanks to each of you for your patience with our efforts to maintain service continuity in the face of the challenges presented.



We continue to meet with Langley individuals and families and explore ways that our organization can grow to meet current and future needs.

Respectfully submitted,

Bonnie Stewart

PRESIDENT
Inclusion Langley Society



Executive Director's Report



Inclusion Langley Society is strong and resilient in its commitment to provide services across the lifespan. We have experienced another exceptionally busy year.

As always, the year brought its share of accomplishments and challenges, but overall there is movement forward. Thanks to our volunteer Board of Directors who offer their guidance and wisdom, encouraging innovation and creativity in all that we do.

We are concluding our 2017-2020 Strategic Plan confident that our collective efforts have advanced the citizenship aspirations of those we support, assisted in building a more inclusive and welcoming community for people with disabilities, and improved the way we organize to accomplish a diverse range of goals.

As we explore aspirations arising from a new Strategic Plan that will guide us over the coming years, we will challenge ourselves to address matters that our

stakeholders have identified. They want us to continue to seek ways to meet the needs of our growing communities and neighbourhoods, recognizing that there are many children and families waiting for services. We continue to experience significant demand for respite and home share providers as individuals and families seek these services. Stakeholders want us to work with others in our community to address the struggle to find safe and affordable housing. Individuals want to work in local business and industry and ask that we keep inclusive employment front and centre on our agenda.

Like so many organizations of our kind across Canada, we are confronting a labour recruitment and retention challenge. Our organization's success and ultimately the success of those we support requires having a talented and committed workforce. We continue to focus efforts on attracting and keeping employees who will work with us to advance our mission and our vision.

I remain humbled by the opportunity to lead a talented leadership team. Together, we see the individual and team commitment to excellence every day. We are fortunate to support so many wonderful children, youth, adults and their families, and we are grateful for their trust in our organization.

Dan Collins

EXECUTIVE DIRECTOR
Inclusion Langley Society

A photograph of three children sitting on a bench outdoors. On the left is a young boy with dark curly hair, wearing a red t-shirt with a yellow Pikachu character. In the middle is a girl with long dark hair, wearing a teal t-shirt with a white butterfly and the word 'SUMMER' printed on it. On the right is another girl with long dark hair, wearing a purple t-shirt with a unicorn and the text 'BE MAGICAL'. They are all smiling at the camera. The background shows a grassy area and a white tent structure.

Our collective efforts have advanced the citizenship aspirations of those we support, assisted in building a more inclusive and welcoming community for people with disabilities, and improved the way we organize to accomplish a diverse range of goals.

Financial Overview

Our Primary Funders

We are grateful for the ongoing support and financial commitment of Community Living British Columbia and the Ministry of Children and Family Development. CLBC and MCFD fund a majority of our programs and services and without their ongoing support we would be unable to achieve the successes we do. Together, we are creating positive futures for the citizens of Langley who have a special need or a developmental disability.

In addition to CLBC and MCFD, we must acknowledge the support of the following organizations whose generous contributions this year have been a critical part of our success:

BC Housing Management Commission

The United Way of The Lower Mainland

The Township of Langley

The City of Langley

Ministry of Social Development and Poverty Reduction

BC Lottery Corporation and Gaming Policy & Enforcement Branch



Township of Langley

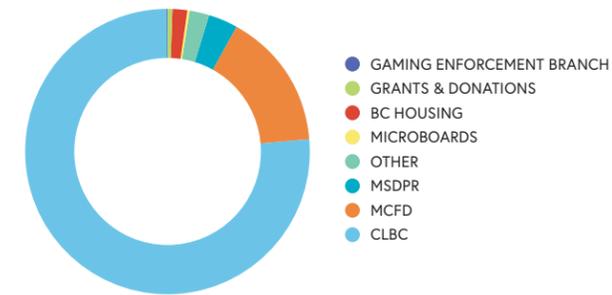
We are especially appreciative of the fact that we deliver services in a community that embraces diversity and inclusion. The Township of Langley has always been and remains a vital partner of our organization. In addition to providing the organization with a lease for property that houses our administration offices and Bridge Centre, the Township offers grant opportunities and permissive exemption to taxation for the homes we own in the Township. Council and staff have always been proud supporters of our organization and the individuals and families we support. We thank them for their ongoing commitment.



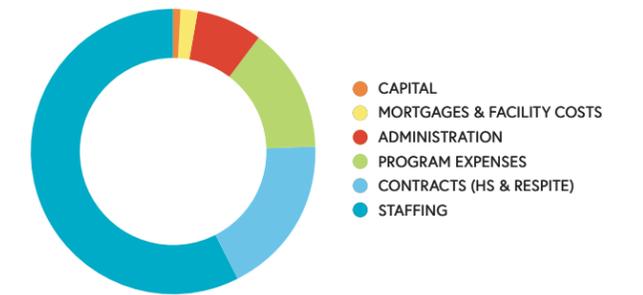
The City of Langley

We appreciate the support we receive from the City of Langley council members and staff. Ensuring that we all live, work and play in a safe and welcoming City is a goal we have in common. The City is a wonderful supporter of You've Gotta Have Friends, as well as our community events and activities. We appreciate the City community grants that enable our organization to host community events and improve our infrastructure. We thank them for their enduring support.

Where the money came from:



How we put the money to work:



We are most grateful to the following individuals, businesses and organizations for their personal donations to the Society:

INDIVIDUALS

- | | |
|-----------------------|------------------------|
| John Aldag | Mellis Family |
| Blair Barnet | Christina Mets |
| Heather Becker | Paige Moller |
| Nicole Bowes | Lisa Morrison |
| Michelle Cambuzzi | Susanne Mouris |
| Lucy Christianson | Bill Nixon |
| Dr. Aven Poynter | Jeff O'Connor |
| Dr. Vanessa Lapointe | Mary Polak |
| Lori Emanuels | Matthew Purdy |
| Jeff Farrell | John Pybus |
| Greg & Karla Fortin | Dr. Parm Rai |
| Ryan & Carly Hale | Dan Reader |
| Rod Hampton | Brad & Margaret Riches |
| Gary Heer | Naomi Sohi |
| Rebecca Hein | Elaine St. John |
| Kymm Hunter | Bonnie Stewart |
| Shana Kositsky | Rianna Walser |
| Susan & Kevin Kydd | Marsha Joan Wilson |
| Meghan Lacoste | Karen Wright |
| Theresa & Kwanwoo Lee | Charlene Wuerch |
| Tifaine Magnusson | Crystal Wuthrich |
| Vince McKay | |

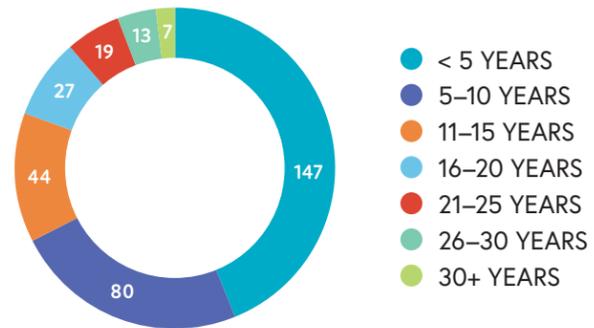
BUSINESSES

- | | |
|--|---------------------------------|
| Abettor Agencies Limited | Langley Teachers Association |
| Adamson Educational Services Inc. | LARK Enterprises |
| Aldor Acres | Millenium Landscape Contractors |
| Aart's Nursery | Ralph's Farm Market |
| Boston Pizza Foundation | Roy's Copier Service |
| C & D Logistics | Toy Traders |
| Fit Ortho Studio | Vancouver Whale Watch |
| Fountain Tire | Wishing Star Foundation |
| Infinity Properties Limited | Tim Hortons |
| Insight Optometry & Vision Therapy | |
| J & J Sales | |
| JCK Enterprises | |
| Jewish Community Foundation of Greater Vancouver | |
| Kinsmen Rehabilitation Foundation | |
| Langley Kinsmen | |

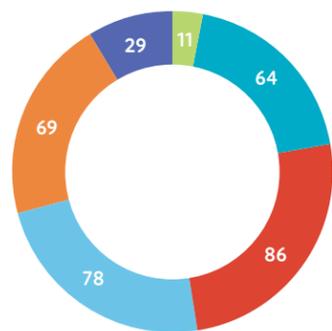
Human Resources Facts & Figures

Inclusion Langley Society is fortunate to have an exceptional team of skilled and talented staff. We cannot achieve our mission without their contribution, compassion and commitment to supporting each person to achieve their goals. We are grateful to every employee and care provider for his or her work.

Employee Years of Service 2019-20

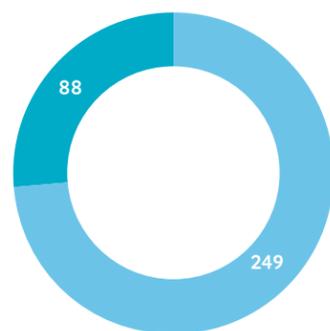


Employee Composition 2019-20



EMPLOYEE AGE

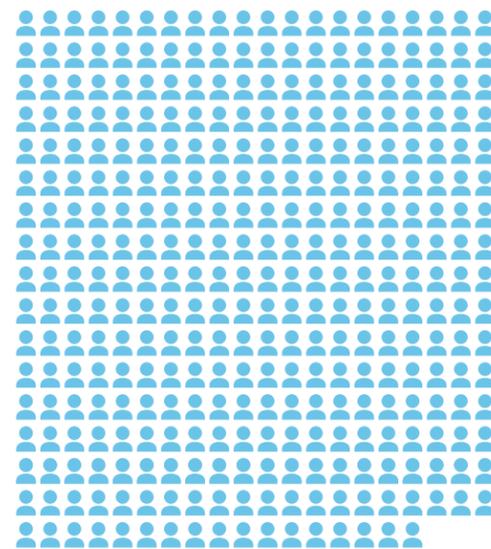
- <26
- 26-35
- 36-45
- 46-55
- 56-65
- >65



EMPLOYEE GENDER

- MALE
- FEMALE

337 EMPLOYEES



Care Providers



218

Number of ILS active care providers



76

offer children's respite services



60

offer adult respite services



82

offer home sharing services



What it means to be a care provider with ILS

In Children's Respite it means you provide rest and renewal to parents and primary care providers for children/youth with special or developmental needs.

In Adult Respite it means that you provide rest and renewal for parents who are the primary care provider for their adult sons and daughters with intellectual disabilities and/or autism spectrum disorder.

In Home Sharing it means you enable an individual to share many aspects of their lives with you, while supporting the individual to maintain their autonomy. The care provider is responsible to provide support and assistance based on the individual's specific needs and goals.

It means you embrace our mission, vision and values.

It means you have a wide variety of skills necessary to provide quality care and support for another human being.

Employers: An Essential Partner

- | | | |
|--------------------------------------|--|--|
| A&W 200th St | Driving Force | M&M Connemaras Horse Farm |
| A&W Aldergrove | Everything but the Groom | McDonald's ByPass |
| A&W Campbell Heights | First West Credit Union | McDonald's Gateway |
| A&W Grandview Heights | Fort Sport and Family Physio | McDonald's Murrayville |
| A&W Murrayville | Fraser StrataCare | McDonald's Pioneer |
| A&W Port Kells | Hakam's Independent Grocer | Meridian Meats & Seafood |
| A&W Walnut Grove | Home Hardware Aldergrove | MEC |
| Adelicia's Mexican Restaurante | HomeSense | Midland Liquidators |
| Aldergrove Credit Union, Aldergrove | IGA Murrayville | Murrayville Pub |
| Aldergrove Credit Union, Murrayville | IGA Walnut Grove | Newlands Golf & Country Club |
| Aldergrove Credit Union; Otter | Inclusion Langley Society | Old Navy |
| Alderview Townhomes | Inclusion Langley Society Homeshare | Original Joe's |
| Alpine Building Maintenance Inc | Inclusion Langley Society Child Development Services | Pacific Academy |
| Artful Dodger Pub & Liquor Store | JD Farms Specialty Turkey | Party City |
| Autoworld | J&J Sales | Phil Floors |
| Bayshore Therapy & Rehab | Kal Tire Cloverdale | Port Kells Nurseries |
| Beach Basket | Kettle & Foods Kitchen Ltd | Premiere Van Lines |
| Blue Planet Recycling | Langley Golf & Banquet Centre | QuadReal Property Group |
| Bruno Andreone | Langley Seniors Resource Centre | Ralph's Farm Market |
| Buddy With A Truck | Langley Sports Medicine Clinic | Real Canadian Superstore |
| Canmor Farms | Liberty Tax Service Aldergrove | Red Robins |
| Canopy Growth Corporation | Liberty Tax Service Langley City | R.D.M Enterprises |
| Centaur Awards | Liberty Tax Service Walnut Grove | Richmond Golf Course |
| Chipotle Mexican Grill | LMI Technologies | Ricky's All Day Grill Willowbrook |
| Community Living British Columbia | Lynn Jefferies | S+L Restaurant & Bar |
| Costco | Mangia E Scappa | School District #35 Langley |
| Country Bumpkins Daycare | Marshalls | Smith Vroom Investment |
| Discover Canada Tours | M&M Food Market | Sodexo Services @ Trinity Western University |
| Downtown Langley Business Assoc. | | Sportsplex |
| | | Starbucks Brookwood |
| | | Starbucks Fraser Crossing |

- | |
|--|
| Starbucks Fraser Station |
| Starbucks Jericho |
| Starbucks Thunderbird Centre |
| The Langley Hockey House |
| The Home Depot |
| The Joy of Coffee |
| Three Peaks Health |
| Toys R Us |
| Tracy Cakes Bakery & Cafe |
| Trademark Group of Companies (Hillcrest Shopping Centre) |
| Trinity Western University |
| Valley First Aid |
| Vancity Credit Union, Langley |
| Vancity Credit Union, Walnut Grove |
| Wendel's Bookstore & Café |
| Whitespot Willowbrook |
| Windsor Plywood |
| Winners |
| Zancopé Notary Public |



Organizational Outcomes

What is our purpose?

The purpose of Inclusion Langley Society is to provide a range of quality services to meet the needs of children with developmental delays and adults with intellectual disabilities living in our community. We support individuals with a wide range of abilities and as such, individual support needs vary. We do our very best to ensure that support is individualized and focused on the strengths of the person to assist them to achieve personal success.

WHAT WE PROVIDE

- Community Inclusion Services
- Employment Services
- Residential Services
- Supported Living Services
- Home Sharing Services
- Child Development Services



We support individuals to develop their potential

Inclusion Langley Society helps individuals to develop their potential through the delivery of quality services.

To help us achieve this, we collect information so that we can make informed decisions about how to improve service delivery.

Collecting "data" gives us accurate information.

Outcomes information is an important part of our quality management strategy.



Community Inclusion Services

Share a common goal of supporting individuals to explore their full potential through skill development, employment, volunteering and access to community.

145

individuals served

70%

of young adults are employed

50%

of adults who receive individualized support are employed

23%

of seniors are employed

80%

individuals served in the LIFE-based project were employed



Employment Services



Provides individualized support that includes; employment planning, job search, job coaching and employment monitoring to ensure continued success.

122 individuals served

16% of individuals secured full time employment

78% of individuals secured part time employment

6% of individuals secured seasonal work



Residential Services

Staffed Residential Services

Provides services to adults who require more intensive support to address their unique medical and/or behavioral needs with a focus on the person's quality of life.

33 individuals served

33% of individuals in Residential services are 65 years and older

52 years of age is the average in Residential Services

Supported Living Services

Offers a wide array of supports to adults who live independently in their own home or are planning to live independently in the near future.

26 individuals served

\$164.5k spent annually in rental subsidies provided to individuals served

3 of the 26 individuals served are single parents.

30% of individuals served have mental health issues in addition to their disability



Home Sharing Services

Provides support to adults who are seeking a different living arrangement. The individual may live with a single person or a couple or family that lives in Langley and shares a common lifestyle.

- 101** individuals served
- 5%** increase in the number of individuals served from the previous year
- 99%** of individuals referred in 2019/20 are matched with a home share provider by fiscal year end
- 82** Home Share Providers share their home and life with an individual(s)



Adult Respite Services

- 41** individuals served
- 2%** reduction in service delivery from the previous year
- 60** Adult Respite Providers assist families to have opportunities for rest and renewal
- 21,000+** hours of respite service was delivered

Child Development Services

Offers a wide range of services to children and their families depending on the unique needs of each child and their family circumstances.

Infant Development Program

- 313** children served
- 119** are female
- 194** are male
- 34.8%** of referrals are from parents directly
- 12** is the average number of referrals per month

Supported Child Development

- 502** children served
- 149** are female
- 353** are male
- 166** children are on a waitlist for a Childcare Consultant
- 177** children need extra support funding



IDP Playgroups

- 133** playgroups hosted
- 805** children attended



Aboriginal Infant and Supported Child Development Program

- 199** | children served
- 79** | children receive support from Aboriginal Infant Development Program
- 120** | children receive support from the Aboriginal Supported Development Program

Child and Youth After-School Program

- 7** | children served
- 10** | children participating in summer camps

Children's Respite Service



Self-Advocate Bill of Rights

Everyone has the right to

- be included
- support
- live in a safe place
- employment
- privacy
- be treated respectfully
- have time to think and respond
- choose what they do in their day
- have fun
- good medical and dental care
- protection of their personal information
- communicate in his or her own way
- speak up

Revised April 3, 2018
Langley Association for Community Living



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 Inclusion Langley Society

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