2021 Annual Report
The updated Inclusion Langley Society Strategic Plan is now available. Please email reception@inclusionlangley.com for a copy.

Inclusion Langley Society (ILS) is a vibrant and dynamic organization that supports in excess of 1400 children with developmental or support needs, youth and adults with intellectual disabilities and Autism Spectrum Disorder, as well as their families.

Our 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.

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, Supported Child Development, Aboriginal Infant Development, Aboriginal Supported Child Development, Early Years Family Navigation, Afterschool Program, Youth Services, Adult Respite, a full range of residential supports from Staffed, to Home Share, Supported Living, Community Inclusion, Supported and Customized Employment, Micro Enterprise Development and personal network 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.

Inclusion Langley Society is excited to share our new website! Visit us at inclusionlangley.com for more information about our organization.

We acknowledge that we are grateful guests on the unceded traditional territories of the Kwantlen, Katzie, Matsqui and Semiahmoo First Nations where we live, learn, work and play.
Principles of Service

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 delivery of services will be centered on the person with the support needs, 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 | 2020–2021

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 focusing 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. Shelley is currently Volunteer Coordinator 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 q̓ə (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, Inclusion Langley Child Development Services, 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.

Deb Kovacs Director

Debra, or “Deb”, has lived in Langley for 27 years with her husband Randall and daughter Kati. She was one of the founding members of the Parent “Special Needs” Support Group in Langley, and 20 years ago sat on the local Supported Child Care Committee as the Parent Representative. Her daughter was fortunate to attend one of the first fully integrated pre-schools in Walnut Grove, and more recently has received services from Partners in Employment and the Quest Program at ILS. Deb and Kati have also been involved in developing the new L.I.F.E.-based service from its earliest concept and design phase. She is thrilled to see this innovative, alternative service for individuals continue in its successful pilot stage. Deb enjoyed volunteering for 12 years as an in-school mentor with Big Brothers Big Sisters of Langley (BBBLS). She was also a Director on the Board of BBBLS for 10 years and served one term as Vice-President during a period of transition and reorganization of the agency. Currently, Deb volunteers with Special Olympics Langley and has been the Head Coach of Curling for 6 years.

Dan Reader Director

Dan is President and part-owner of Murray Latta Progressive Machine Inc., a Surrey, BC, based custom machinery manufacturer as well as a field millwright equipment installation company. Murray Latta was founded in 1918, presently has approximately 150 employees and serves the resource and several other diversified industry sectors. Dan joined Murray Latta in 1986 and became its President and part-owner in 1996. Dan holds a CPA, CA degree since 1983 and has a Bachelor of Commerce degree from Saint Mary’s University in Halifax, NS. Dan strives to increase the profile of the manufacturing industry, including any related education and training. Additionally, he is passionate about leadership and entrepreneurship. He is presently serving on several related education and training program advisory committees, including for the Industry Training Authority (ITA), BCIT and the CME. Dan believes that occupational health and safety is an integral part of corporate culture that is led with a top-down approach from the ownership and leadership. He has been a Board member of the Manufacturing Safety Alliance of BC, an Inaugural Member and Chair of the BC Safety Charter Steering Committee, and is the present Board Chair for The Executive Health & Safety Council of BC. During this time, Murray Latta has become OSSE-COR certified with Worksafe BC. As a staunch supporter of the enhancement and enrichment of our communities, Dan was a Big Brother for 12 years, has sat on the Boards for Big Brothers Big Sisters of Langley, Child Development Services and the People’s Law School. Murray Latta also supports several community events and charities and is a strong benefactor to the Surrey Hospital Foundation.
President’s Report

Hello everyone,

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

More than a year after the World Health Organization declared COVID-19 a global pandemic, many have looked back at how the disease has changed the fabric of our lives.

These are historic and unprecedented times we are all living in. The past 18 months have been challenging. We hope all of you are staying strong, positive, and healthy as we all live through this strange and unsettling pandemic.

As the province ramps up its vaccination program, we are cautiously optimistic that as more British Columbians are immunized, restrictions will be eased further, and people will be able to have small gatherings.

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.

Respectfully submitted,

Bonnie Stewart

President
Inclusion Langley Society
CEO’s Report

We have repeatedly heard words like unprecedented, unusual, and extraordinary to describe our collective experiences of the pandemic. We talk of a new normal and a wish to return to the ways of life and work pre-pandemic. I am choosing to describe this experience as amazing.

I am amazed at the ways the people we support, and their families have adjusted and adapted to the impact of COVID-19. I am amazed and impressed with the ways in which our organization pivoted in a very short span of time to adapt workplaces, adjust schedules of service delivery, and continue to provide support and connection to participants and families virtually, using new technology platforms. I am amazed and impressed with the willingness of our staff and care providers who skillfully provide direct supports and to show-up in people’s lives in ways that kept them safe, supported, and secure at a time of significant uncertainty.

Notwithstanding the challenges that this last year have brought to us, we continue to grow and prosper throughout the organization. This growth reflects our communities’ growth and prosperity. We continue to receive referrals in child development services that exceed our capacity. We are prudent with the use of existing resources to support as many children and families as we possibly can, and we have many community partners supporting this. We are advocating to government to provide additional financial resources as every child needs to be included. We see steady growth in the demand and utilization of the variety of employment and community inclusion services we offer, and we are meeting and engaging with more and more youth to support their aspirations for post-secondary education, skills training, and employment. We are fortunate to work with an engaged and inclusive business community very open to hiring individuals with diverse abilities. Despite a pandemic we have expanded our staffed residential service this year through the acquisition of a new home in Murrayville. Our staffed residential services team support both complex and older individuals with exceptional care and kindness. Supported Living services experiences a continued demand mitigated only by the rising cost to rent suitable and safe accommodation in Langley. Our Home Share and Adult Respite services are exceptionally busy, and they maintain and continue to recruit a talented and diverse group of local citizens who willingly share their lives and their families with others.

Government and its Ministries and Crown agencies that provide much of our funding have been very helpful, flexible, and supportive this year. They reacted early in the pandemic by confirming that they would continue to fund all services even if service delivery were disrupted, they participated in the Federal Government essential worker pandemic pay initiative, funding us to ensure all employees working received this additional compensation. They provided significant financial resources to enable us to give additional payments to Home Share providers for several months. Lastly, they supported service delivery adaptations that enable us to support some families in unique and unprecedented ways.

It is with an enormous debt of gratitude to everyone who makes Inclusion Langley Society successful: the people we support and their families, staff, care providers, board members and volunteers that I express my appreciation. Together we are achieving our mission and inspiring our vision throughout Langley.

Respectfully,

Dan Collins
Chief Executive Officer
Inclusion Langley Society
Financial Overview

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.

We are grateful for the ongoing support and financial commitment of Community Living British Columbia (CLBC) and the Ministry of Children and Family Development (MCFD). 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 support needs 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.

Individuals

Alexandra Kruthaup-Harper
Joyce Uy
Rudolph Storteboom
Allyson Hankins
Judy Forster
Sara Doyle
Bonnie Stewart
Karen Williams
Stacey Fleming
Carol Rawluk
Lori Emanuels
Susan Kydd
Carroll Boydell
Madsen Family
Susanne Mauris
Drew Trewn
Manika and Benjamin Baby
Tifaine Magnusson
Gerald Philipchuk
Mayor Val Van den Broek

Businesses

Applied Plastics
Langley Kinsmen Club
Rotary Club of Langley
Bright Sky Immigration Services
Lark Group Ltd
Roy’s Copier Service Ltd
C & D Logistics
Living Waters Church
Surrey Cares Community Foundation
Coast Capital Savings
Mainland Construction Materials
Seabird Island Indian Band Donation
Community Foundations of Canada
Murray Latta Progressive Machine
Staying Power Asset Management Corp
Emco Corporation
Panache Consulting Limited
The Kinsmen Foundation of BC
Fit Ortho Studio Ltd
Prowood Designs
The Wishing Star
Geometrix
Rai Chiropractic
Ministry of Social Development
Glow Pediatric Dentistry
Ralph’s Farm Market
Rotary Club of Langley
Hominum
Rotary Club of Langley Central

Where the money came from:

- **Gaming Branch**
- **Mortgages & Facility Costs**
- **Grants**
- **Administration**
- **BC Housing**
- **MISC Income**
- **Program Expenses**
- **Donations**
- **Staffing**
- **Capital**
- **Mortgages & Facility Costs**
- **INSPIRE/TOAS**
- **Administration**
- **BC Housing**
- **GRANTS**
- **INSPIRE/TOAS**
- **Donations**
- **Staffing**
- **Mortgages & Facility Costs**
- **Capital**

How we put the money to work:

- **Gaming Branch**
- **Mortgages & Facility Costs**
- **Grants**
- **Administration**
- **BC Housing**
- **MISC Income**
- **Program Expenses**
- **Donations**
- **Staffing**
- **Capital**
- **Mortgages & Facility Costs**
- **INSPIRE/TOAS**
- **Administration**
- **BC Housing**
- **GRANTS**
- **INSPIRE/TOAS**
- **Donations**
- **Staffing**
- **Mortgages & Facility Costs**
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Our Primary Funders

We are grateful for the ongoing support and financial commitment of Community Living British Columbia (CLBC) and the Ministry of Children and Family Development (MCFD). 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 support needs or a developmental disability.

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- **The Township of Langley**
- **The City of Langley**
- **Ministry of Social Development and Poverty Reduction**
- **BC Housing Management Commission**
- **The City of Langley**
- **BC Lottery Corporation and Gaming Policy & Enforcement Branch**
- **Ministry of Social Development and Poverty Reduction**
- **BC Housing Management Commission**

List of Donors | 2020–2021

- **Community Foundations of Canada**
- **Roya’s Community Foundation**
- **Surrey Cares Community Foundation**
- **Seabird Island Indian Band Donation**
- **Staying Power Asset Management Corp**
- **The Kinsmen Foundation of BC**
- **The Wishing Star**
- **Ministry of Social Development and Poverty Reduction**
- **Rudolph Storteboom**
- **Sara Doyle**
- **Stacey Fleming**
- **Susan Kydd**
- **Susanne Mauris**
- **Tifaine Magnusson**

- **Applied Plastics**
- **Bright Sky Immigration Services**
- **C & D Logistics**
- **Coast Capital Savings**
- **Community Foundations of Canada**
- **Emco Corporation**
- **Fit Ortho Studio Ltd**
- **Geometrix**
- **Glow Pediatric Dentistry**
- **Hominum**
- **Langley Kinsmen Club**
- **Lark Group Ltd**
- **Living Waters Church**
- **Mainland Construction Materials**
- **Murray Latta Progressive Machine**
- **Panache Consulting Limited**
- **Prowood Designs**
- **Rai Chiropractic**
- **Ralph’s Farm Market**
- **Rotary Club of Langley Central**
- **Rotary Club of Langley**
- **Roy’s Copier Service Ltd**
- **Surrey Cares Community Foundation**
- **Seabird Island Indian Band Donation**
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- **Carol Rawluk**
- **Carroll Boydell**
- **Drew Trewn**
- **Gerald Philipchuk**
- **Joyce Uy**
- **Judy Forster**
- **Karen Williams**
- **Lori Emanuels**
- **Madsen Family**
- **Manika and Benjamin Baby**
- **Mayor Val Van den Broek**
Human Resources Facts & Figures

While it has been a unique year which was heavily influenced by the COVID-19 pandemic, it was a year that also enhanced our appreciation of the many strengths and talents of our employees.

Through the resiliency of our staff teams, we were able to ensure all regular staff had the opportunity to continue to work and provide supports to the individuals in a safe working environment. We also were able to adapt quickly to the challenges the pandemic brought by utilizing virtual platforms to onboard new employees and host a hiring event through Indeed at the beginning of 2021. The innovative and creative efforts of our First Aid and MANDT trainers allowed us to adjust in the delivery of our training to employees to ensure skill level competency was maintained.

Throughout this past year, we were continually reminded how fortunate we are as an Agency to have such exceptional and talented staff. We want to take this opportunity to thank each one of our employees for their contributions and hard work that make the success of Inclusion Langley Society possible.

<table>
<thead>
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<tr>
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<tr>
<td>Male</td>
<td>86</td>
</tr>
<tr>
<td>Other</td>
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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>&lt;26</td>
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<tr>
<td>26-35</td>
<td>70</td>
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<tr>
<td>36-45</td>
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<td>46-55</td>
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</tr>
<tr>
<td>56-65</td>
<td>68</td>
</tr>
<tr>
<td>&gt;65</td>
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339 Employees

Total number of hours worked by all Employees: 402,752

Years of service

<table>
<thead>
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<th>Number of Employees</th>
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<tr>
<td>&lt;1 year</td>
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<td>1-5 years</td>
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<tr>
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<td>&gt;10 years</td>
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Care Providers

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<thead>
<tr>
<th>Type of Service</th>
<th>Number of Providers</th>
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</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Children’s Respite</td>
<td>179</td>
</tr>
<tr>
<td>Home Sharing</td>
<td>78</td>
</tr>
</tbody>
</table>

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.

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 and youth with developmental and support 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.
Employers: An Essential Partner

Our sincere thanks to all Langley business and industry who have provided inclusive employment opportunities for individuals in our Employment Services.
Organizational Outcomes

The purpose of Inclusion Langley Society is to provide a range of quality services to meet the needs of children with developmental and support needs and adults with intellectual disabilities living in our community.

We support individuals with a wide range of abilities and as such, 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.

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.

- 100% of individuals are satisfied with where they are living
- 81% of individuals feel safe during the pandemic
- 94% of families are satisfied with their family member’s living arrangement
- 94% of families feel the health and well-being of their family member were safeguarded during the Pandemic

Employment and Community Inclusion Services
Shares a common goal of supporting individuals to explore their full potential through skill development, employment, volunteering and access to community.

- 42 individuals lost their employment during the initial phase of COVID-19
- 62% have returned to work

Residential Services

Supported Living 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.

- 94% of individuals feel safe in their community
- 94% of individuals understand their rights as a tenant

Staffed Residential 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.

- 62% of job seekers secured employment within the first 6 months from referral
- 100% of employers were satisfied with the job training and support provided

100% of individuals served were COVID free and 94% received their first vaccination

Inclusion Langley Society opened our 15th home “Murrayville” in January 2021
Organizational Outcomes

Child Development Services

**Supported Child Development Services**

- 95% of families agreed that their child’s skills and abilities increased since participating in the program.
- 68% of families reported that the virtual service provided during COVID-19 met their family’s needs.

**Infant Development Program (IDP)**

- 100% of families agree that their child’s confidence and independence increased because of the services.
- 88% of families agree that the service they received from the IDP program meets their needs.

**Aboriginal Infant and Supported Child Development Services (AISCD)**

- 100% of families agree that their child’s skills and abilities have increased since participating in the AISCD program.
- 100% of families responding reported that the services provided met their unique needs.

**Afterschool Program**

- 100% of families agree that their child’s confidence and independence increased because of the services.

**Children’s Respite Services**

- 100% of funds allocated for Respite were utilized by families.
- 85% of families reported that the respite service met their family’s needs.

Referrals to the Infant Development Program increased by 6.5% in 2020, despite the pandemic.