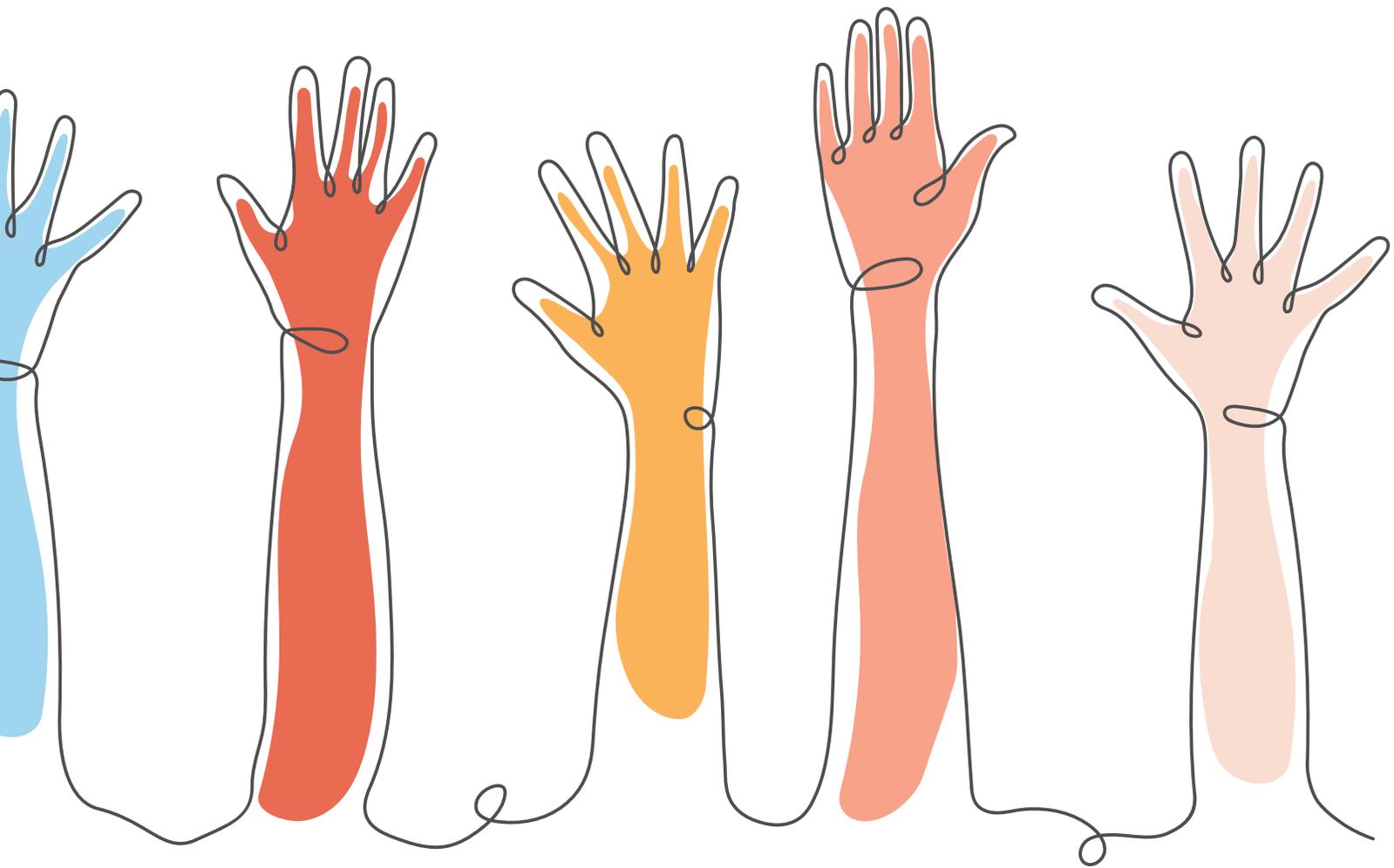


2022

Annual Report



Believing. New Beginnings. Belonging.





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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.



Our Society

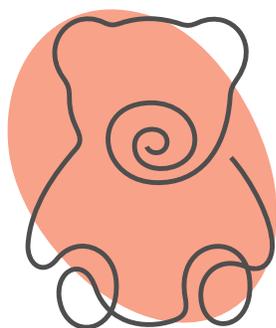
The Society's activities are guided by a strong set of values and principles informed through our relationships with the people we serve and their families and friends. We are proud to be an important asset for the communities of Langley and a voice for those who require our support and assistance.

Inclusion Langley Society is a vibrant and dynamic organization that supports more than 1300 children with developmental or extra support needs, youth and adults with developmental disabilities, autism spectrum disorder and fetal alcohol spectrum disorder, as well as their families.

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 services include infant development program, a supported child development program, an aboriginal infant development program, an aboriginal supported child development program, family respite, early years family navigation services and an after school service. ILS also delivers an adult respite service, a full range of residential supports from staffed, to home sharing services, supported living, community inclusion services, LIFE-Based services, supported and customized employment services and 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.

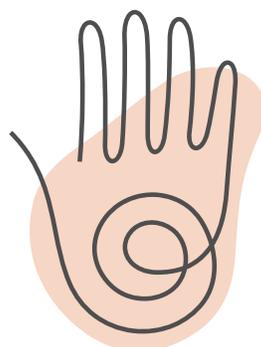
Principles of Service



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.

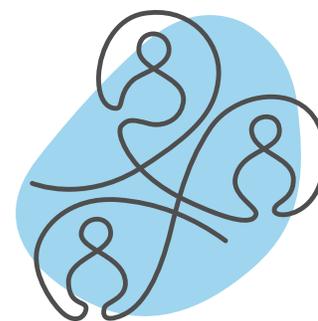
We recognize that families are the center of their children's lives and that each family is unique with individual strengths and competencies.



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.

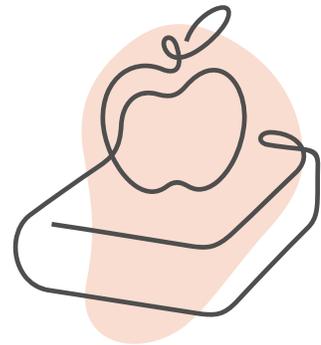
We will partner with other community agencies and local business and industry to assist individuals to achieve their goals and experience quality of life.



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 | 2021–2022

Bonnie Stewart President

Bonnie is a consummate volunteer who gives her time generously to the Society. 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.

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.

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 organisations focusing on improving services and the quality of life for individuals with intellectual differences. Jayne is currently Volunteer Coordinator for Langley Special Olympics.

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 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 at Home Hardware. Adam has a variety of hobbies but his greatest passion is music. Adam enjoys seeing local bands and concerts in Vancouver.

Parm Rai Director

Dr. Parm Rai has been practicing chiropractic in Langley for 12 years. Dr. Rai and his office actively support multiple community organizations, such as Langley Food Bank, the Gateway of Hope Foundation and Inclusion Langley Child Development Services.

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. Deb and Kati have also been involved in developing the new L.I.F.E.-based service from its earliest concept and design phase. 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. Dan holds a CPA, CA degree since 1983 and has a Bachelor of Commerce degree from Saint Mary's University in Halifax, NS. Dan has served on a number of Board of Directors, including the Langley Children's Society.

President's Report



I am always impressed with the capacity of our organization and the leadership team to maintain strength throughout this trying time.

Hello everyone,

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

COVID-19 continues to impact our lives, but thankfully with the roll-out of vaccines, the numbers seem to be decreasing. 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 had the pleasure to visit some of our employees at some of the programs and some of our homes, I am always impressed with the capacity of our organization and the leadership team to maintain strength throughout this trying time. 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 Society 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 support and understanding with our efforts to maintain service continuity in the face of the challenges presented.

Respectfully submitted,

Bonnie Stewart

President
Inclusion Langley Society

Thus far, our collective efforts, creative solutions, compassion, and kindness have served us well.

CEO's Report



Demand for our services continued to grow and we were able to support an increasing number of individuals across our child development, youth, and adult service areas.

We have successfully navigated another complex and dynamic year fraught with challenges arising from the enduring presence of COVID-19 in our community. While an increasing number of people served and staff experienced COVID-19 positive tests results in the December-January period, I am pleased to note that everyone reported a successful recovery. The comprehensive pandemic safety plans in place across the organization, coupled with the commitment of all staff to follow these protocols, has helped to keep everyone safe. Unfortunately, it appears that Covid-19 is not quite in the rearview mirror and that we will have to maintain our vigilance for much longer.

Notwithstanding the presence of a pandemic that impacted all our lives, demand for our services continued to grow and we were able to support an increasing number of individuals across our child development, youth, and adult service areas. As we conclude the fiscal year, we have high demand and increasing wait times for infant development and supported child development services as well as steady intake in several our community inclusion and employment services. Demand for respite services for children and adults and requests for Home Share continue despite the increasing challenge to recruit contractors to these services. Recruitment for staff in all adult services is the largest challenge we faced in the past year with little hope of relief on this front in the coming year.

We are guided by the actions identified in our strategic plan and continue to advance our mission with a focus on these goals. We have been successful in securing additional funds to meet high service demand in supported child development. More than fifty youth were supported to secure employment and build their connections in community. Individuals who lost employment in the early days of the pandemic have returned to old or new jobs. Our PSI services have transitioned to a LIFE-based model of service delivery. Our staffed residential services have stabilized a new resource in Murrayville and our Home Share team continues to be flexible in accommodating a wide range of presenting need.

The environments we deliver services in are increasingly complex. We must maintain a costly and comprehensive information management system and IT infrastructure to meet data and information demands from our funders and other regulatory bodies. We require a full team of talent to accomplish this and are growing accordingly. We have onboarded a family support advisor, an additional payroll and benefit clerk, an office assistant, a recruitment and retention specialist as well as two supervisory personnel to meet our administration and leadership needs.



Last June we participated in our 7th CARF accreditation survey. Four CARF surveyors spent 2.5 days testing our conformance to more than 1300 international standards. The results were overwhelmingly positive, and ILS was awarded another three-year accreditation from CARF. My sincere thanks to everyone in the organization for their contribution to this success. The full survey report is available on our new website.

There is little doubt that COVID-19 has disrupted our lives. The added stressors at work and home have taken a toll on the most resilient among us. Despite this, we have persevered and experienced growth and welcomed new people and services in the organization, successfully achieved accreditation in a pandemic, delivered a Santa Express event for children and families and an outdoor Christmas Toy Drive. We have persevered in maintaining service delivery in the face of extraordinary high levels of staff illness and vacancies. Words can't adequately convey the gratitude I feel for every single employee, home share and respite provider and volunteer who has journeyed with us this last year. You are making a difference in the lives of the people you support and their families, and I am grateful that you are a part of Inclusion Langley Society.

Respectfully,

Dan Collins

Chief Executive Officer
Inclusion Langley Society

We have persevered and experienced growth and welcomed new people and services in the organization, successfully achieved accreditation in a pandemic, delivered a Santa Express event for children and families and an outdoor Christmas Toy Drive.



What Inclusion Langley Society provides:



Home Share and Adult Respite Services



Residential Services



Supported Living Services



Community Inclusion Services



Employment Services



Child Development Service and Family Respite



Early Years Services

Key Measures of Success

Inclusion Langley Society provides a range of quality services to meet the needs of children with developmental and support needs and adults with intellectual disabilities and autism spectrum disorder 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.

Community Stakeholder Feedback

87%

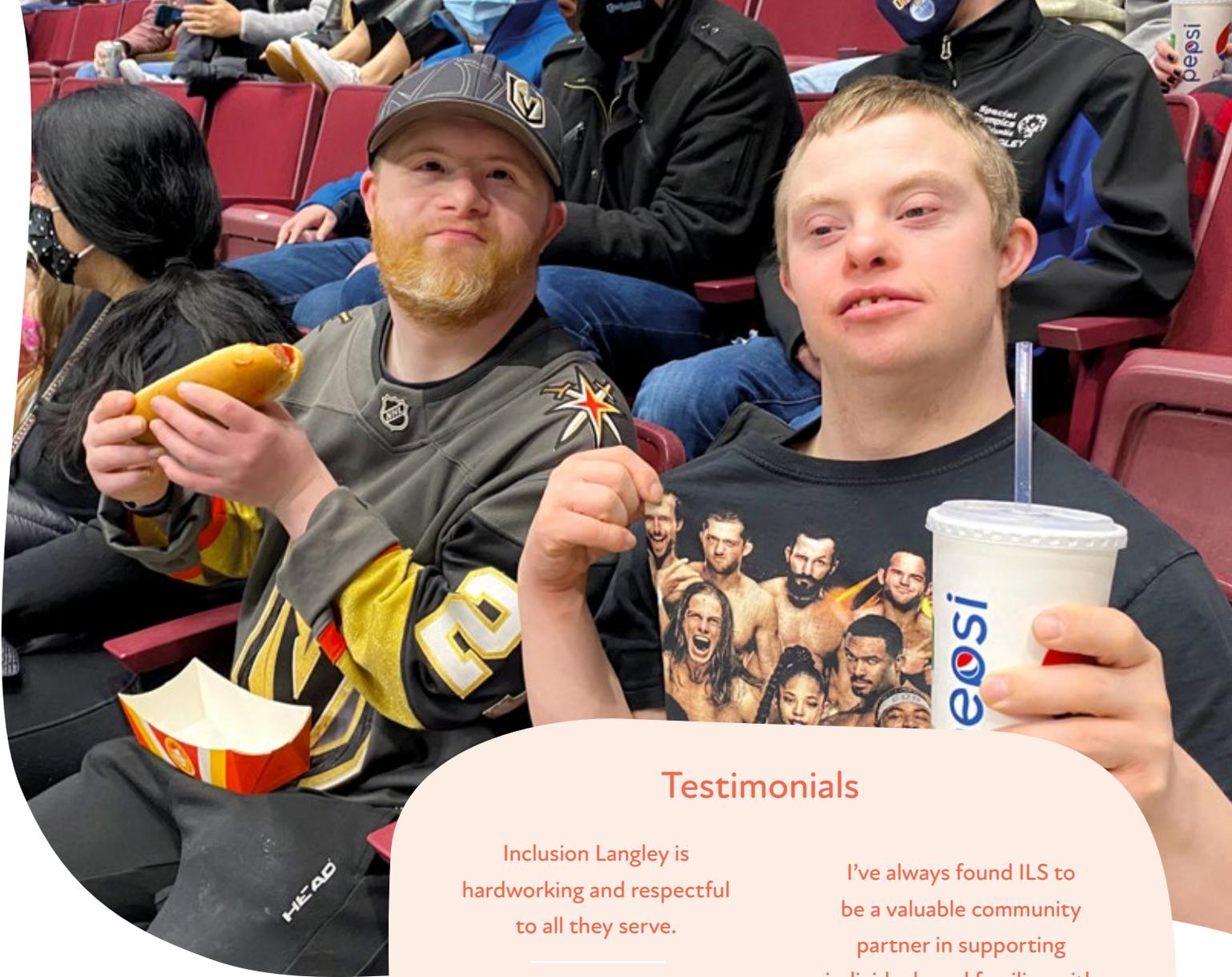
indicated they **would recommend the services** offered by ILS

82%

indicated ILS has **strong leadership**

93%

rated ILS as **very professional**



Testimonials

Inclusion Langley is hardworking and respectful to all they serve.

A leader in the Community Living sector.

Inclusion Langley has been very supportive and we have always felt welcomed when contacting them for any queries.

I've always found ILS to be a valuable community partner in supporting individuals and families with diverse abilities. ILS strives to look for gaps in services to meet the needs of families as they evolve. It has been a pleasure to work with their team.

89%

rated ILS as **very responsive to the community**

73%

rated ILS competency to have a **knowledgeable and skilled workforce**

Home Share Services

Provides support to adults seeking to share their lives with others. The individual may live with a single person or a couple or family that lives in Langley and shares a common lifestyle.

12

new Home Sharing Providers successfully onboarded who have welcomed an individual into their home

102

individuals were **supported in a home share setting** with another 6 people awaiting a match (as of March 31, 2022)

Highlights

- participated in the development of the new Provincial Home Share Coordinators Handbook in partnership with the BCCEO Network
- launched the new ShareVision Portal and provided technical training to all Home Sharing Providers

Adult Respite Services

Provides rest and renewal for parents who are the primary care provider for their family member with an intellectual disability and/or autism spectrum disorder.



41

individuals and their families are supported within adult respite services (as of March 31, 2022)



7

additional individuals and their families supported who **experienced an unanticipated critical need** during the fiscal year



8

new applicants successfully onboarded, for a total of 34 Adult Respite Providers connected to the service

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.

1

new admission from within
the Langley community

53.5

average age
of residents

21%

of residents are
over 70 years old

34

individuals served 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.



24

individuals receive supported living services (as of March 31, 2022)

- **Long term planning support** is being offered to parents who are aging and have a family member with an intellectual disability who lives independently.
- **A Parent Support Group** is being offered to parents with intellectual disabilities living in Langley and surrounding areas.



Community Inclusion Services

12% growth in Community Inclusion Services

Employment Services – Youth Services

In 2021/2022 ILS provided employment supports to 80 youth through 6 projects with a focus on employment skill development and/or securing summer or part time employment.

22

youth were supported

63%

secured permanent part time employment

100%

secured employment

Spring Break Employment Bootcamp (ages 16–19)

- 11 youth participated
- 64% expressed an interest in applying for YouthWorks
- 57% of the youth that expressed an interest in YouthWorks were accepted into the service



Self-Advocacy Development

- ILS continues to provide support to the **Self-Advocate Committee with a flexible membership of 25 people**, who meet monthly on Zoom
- **Leadership training and advisory support** is being provided to 8 self-advocates who are interested in developing their leadership skills and being part of self-advocacy group in Langley

Child Development Services



100%

of families report that their **child's development has improved** as a result of our Infant development program



85%

of families report that the delivery of the Aboriginal Infant and Supported Child Development services have **met their families' unique needs**



81%

of families report that their **children's skills and abilities have increased** since participating in the Supported Child Development Program



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.

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



Financial Overview

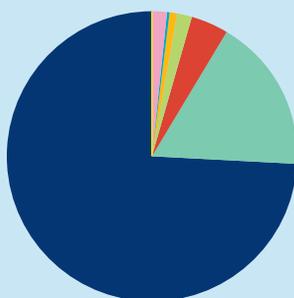


We are especially appreciative of the fact that we deliver services in a community that embraces diversity and inclusion. The Township of Langley has always been and remains a vital partner of our organization. In addition to providing the organization with a lease for property that houses our administration 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.



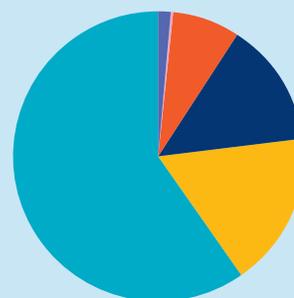
We are appreciative of the support we receive from the City of Langley council members and staff. Ensuring that we all live, work and play in a safe and welcoming City is a goal we share. We extend our sincere appreciation for the historical permissive exemptions to taxation that enable us to operate local resources more effectively, as well as for grants that provide the opportunity for ILS to host community events and improve our infrastructure. We thank the City of Langley for its enduring support of our organization.

Where the money came from:



- CLBC
- MCFD
- MSDPR/PT/OAS
- GRANTS
- MISC. INCOME
- BC HOUSING
- DONATIONS
- GAMING BRANCH

How we put the money to work:



- STAFFING
- CONTRACTS (HS & RESPITE)
- PROGRAM EXPENSES
- ADMINISTRATION
- CAPITAL
- MORTGAGES & FACILITY COSTS

List of Donors | 2021-2022

Businesses

Art's Nursery

Bright Sky Immigration Services Inc.

Curious Caterer Productions Inc.

FME Food Machinery Engineering Ltd.

Fort Langley Properties Ltd.

G & F Financial Group

Kerrisdale Cameras Ltd.

Kinsmen Club of Langley

Langley Golf and Banquet Centre

Living Waters Church

Millenium Landscape Contractors

Roy's Copier Service Ltd.



Individuals

Annette Borrows

Bonnie Stewart

Carole McCarthy

Daniel Collins

Gregory Fortin

Jason Linn

Kymm Hunter

Lori Emanuels

Parker Lund

Rudolph Storteboom

Steven Co

Sue Kydd

Micaela Carlson



Human Resources Facts & Figures

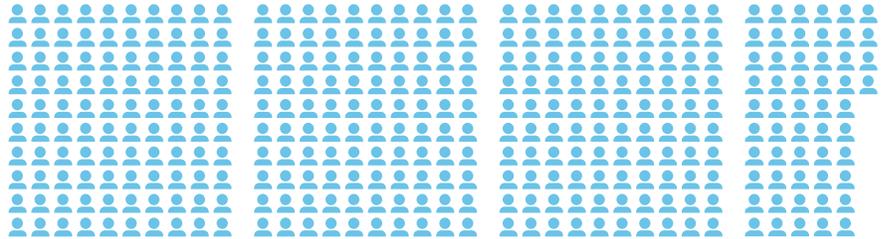
This past year was very busy for Human Resources as we continued to navigate the pandemic.

HR has remained committed to ensuring a safe, welcoming work environment at ILS that enables staff to do their best work every day. As part of helping to ensure employee's health, specifically mental health, one of our supervisors was recently certified as a trainer in mental health first aid.

Despite the on-going challenges in recruitment brought about by low unemployment rates, Covid-19 and a Public Health Officer's order of mandatory vaccinations for all employees, ILS ended the year hiring and retaining a greater number of employees than we have in previous years. This was due to the combined efforts of our interviewing team and payroll.

With the welcome addition of a Recruitment and Retention specialist in the latter part of the year, it is hoped we will be successful in hiring more talent to the Agency to provide excellent services to the individuals being supported.

354 Employees



Total number of hours worked by all Employees



415,570

Years of service

<1 year



22

1-5 years



167

6-10 years



64

>10 years



101

Employee Gender



Female
267

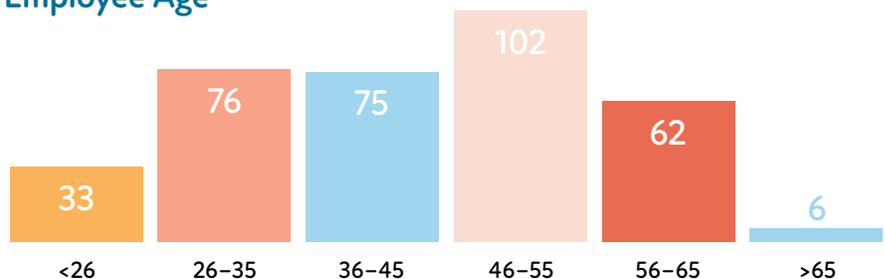


Male
86



Other
1

Employee Age



Care Providers

What it means to be
a care provider with ILS



165

Number of ILS
active care providers



80

offer home
sharing services



32

offer adult
respite services



53

offer children's
respite services

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.

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

- A&W 200th St
- A&W Aldergrove
- A&W Campbell Heights
- A&W Grandview Heights
- A&W Murrayville
- A&W Port Kells
- A&W Walnut Grove
- Adelicia's Mexican Restaurante
- Aldergrove Credit Union; Aldergrove
- Aldergrove Credit Union; Murrayville
- Aldergrove Credit Union; Otter
- Alpine Building Maintenance Inc
- Artful Dodger Pub & Liquor Store
- Autoworld
- Beach Basket Giftware
- Bert's Electric
- Blue Planet Recycling
- Bob's Bar n'Grill
- Buddy With A Truck
- C&S Around the House
- Canada Revenue Agency
- Carbide Tool Works
- CB Supplies
- Checkers Premium Fudge
- Chuck E Cheese
- Coffee News
- Country Bumpkins Daycare
- Cintas
- Coldwell Banker Marquise Realty-
Kim Sabbagh - Realtor Community
Living British Columbia
- Cora
- Costco
- Discover Canada Tours
- Downtown Langley Business Assoc.
- Everything Wine
- Fort Sport and Family Physio
- Fraser StrataCare
- Glass House Estate Winery
- Hakam's Independent Grocer
- Home Hardware Aldergrove
- HomeSense
- Horizon Landscape Contractors Inc.
- HJ Property Waterstone
- IGA Murrayville
- IGA Walnut Grove
- Inclusion Langley Society
- Inclusion Langley Society Homeshare
- Inclusion Langley Society
Child Development Services
- JD Farms Specialty Turkey
- Langley Golf & Banquet Centre
- Langley Seniors Resource Centre
- Langley Sports Medicine Clinic
- Liberty Tax Service Langley City
- Liberty Tax Service Walnut Grove
- LMI Technologies
- Magnus Law
- M&M Food Market
- McDonald's ByPass
- McDonald's Gateway
- McDonald's Pioneer
- McFrugal's Discount Outlet
- Meridian Meats & Seafood
- Midland Liquidators
- Newlands Golf & Country Club
- Nitrera Technologies
- Norco Trailer Manufacturing



Our sincere thanks to all the businesses and industries who have provided inclusive employment opportunities for individuals in our Employment Services.

Old Navy

Pacific Academy

Party City

Phils floors

Pinkavo

Port Kells Nurseries

Preston Chevrolet Buick
GMC Cadillac Ltd.

QuadReal Property Group

Ralph's Meridian Farm Market

Rendezvous Pub

RC Pit Stop

Real Canadian Superstore

Real Canadian Superstore - Produce

R.D.M Enterprises

Ricky's Murrayville

RW&Co.

Salvation Army Gateway of Hope

Save-On-Foods-Aldergrove

School District #35 Langley

Shoppers Drug Mart Aldergrove

Shoppers Drug Mart Brookwood

Sierra Waste Services Ltd.

Simply Spa

Smith Vroom Investment

Sodexo Services
@ Trinity Western University

Sonshine Street Preschool

Starbucks Brookwood

Starbucks Fraser Crossing

Starbucks Jericho

Starbucks Thunderbird Centre

Stickys Candy & Bakery Langley

Streamline Fencing

Surrey Golf Club

The Home Depot

Three Peaks Health

Toys R Us

Tracycakes Bakery Cafe

Trademark Group of Companies
(Hillcrest Shopping Centre)

Traveland RV Supercentre

Trinity Western University

Valley First Aid Training

Vancity Credit Union Langley

Vancity Credit Union Walnut Grove

Wendel's Bookstore & Café

Windsor Plywood

Winners

Zancope Notary Public



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