

# Spectrum Society for Community Living

## Annual Report 2016



*Pictured on the front cover are Jenny, Lisa, Denis and Judy. “Through our connection with Vancouver ecoVillage, Judy and Lisa met Jenny and her dog Tutu. Every Friday they go for a walk in the Kitsilano area. This is always a time of chatting, laughing and playing. Kitsilano is a very popular place for other dog owners. So, Judy and Lisa have tons of opportunities to say “Hi” and chat with many people and interact with their pets.”*

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## Executive Director's Report



Welcome to Spectrum's 29th Annual Report!

Spectrum was officially registered as a non-profit society on April 8, 1987 – 29 Years ago! We'll be celebrating 30 years of service – supporting one person at a time – in 2017. Watch for special events and stories about what we have learned over the past 30 years.

### **Learning and Growing**

We refreshed our training plan this year to build on the activities people really value and provide structure for teams to get more opportunities for scheduled training sessions. Thank you to everyone who gave feedback to us on what was working and what could be improved. We'll highlight upcoming training in the weekly email newsletters. Spectrum has been supporting training opportunities across the Province. We've co-sponsored the Inclusion BC conference in Prince George, Family Focus conference in Richmond, the Vancouver Parents Transition Group, and a recent series on Healthy Sexuality for Young People. People connected to Spectrum (people we support, families, employees) have been presenting at and attending these conferences, learning and growing together with people from across the Province and around the world. As well, our Spectrum Consulting group has been providing training across the Province on Person Centred Planning.

### **Citizenship / Living in Community Requires Partnerships**

We've been exploring this idea of partnership with people we support more and more over the past year. Spectrum's role in providing necessary supports is always a collaborative partnership between the individual, their family, the funder and other supporters such as nursing consultants, community centres, mental health supports and other invited people. At a seminar this month, the presenter said this could be described as an open system – lots of variables and no central authority – which is in contrast to the way it was when people lived in institutions – where everyone followed the institutional rules and there were far fewer surprises. We really appreciate the support we receive from our partners and I want to recognize a few that have provided great assistance this year: Vinge and Associates provides a few of the people we support who have complex health needs with 24 hour access to nursing advice. They match a nurse with a team and that nurse gets to know the individual and family, provides direct training to the team, and is available to provide advice any time the team needs it. They have 24 hour phone access and will come to the hospital with the individual and team member to ensure all health issues are communicated effectively. This is a limited service – the Province established this global contract with Vinge over 20 years ago – but it provides an essential support to the small number of people with complex health issues so they can live successfully in community. Many of the other people we support and their teams get support from Health Services for Community Living (HSCL), a branch of Community Health that provides nursing, dental, OT and PT support. Our teams have been relying on the support of HSCL and Vinge even more this year as a number of people have spent time in hospital. Thank you to our teams, the professionals and the families who have guided us as people recovered and returned home. It is good to know that we have access to professionals that respond to the varying needs of the people we support.



## The Year Ahead

Our strategic plan guides our activities and initiatives and we look forward to more learning and outcomes in the coming year. In particular, our directions are:

1. Deepening interdependent relationships, networks and community partnerships.
2. Building person-centred practices that support the natural authority of individuals and their networks.
3. Shifting to an employment first focus in our community inclusion services.
4. Leadership development to sustain, grow and safeguard our 2020 vision.
5. Expand on training, workshops and dialogues and support reciprocal relationship and relational leadership strategies that are inclusive.

We hope you will participate with us in the activities that are developed to pursue these strategic directions. Make sure we have your email address so you get our weekly updates and invitations.

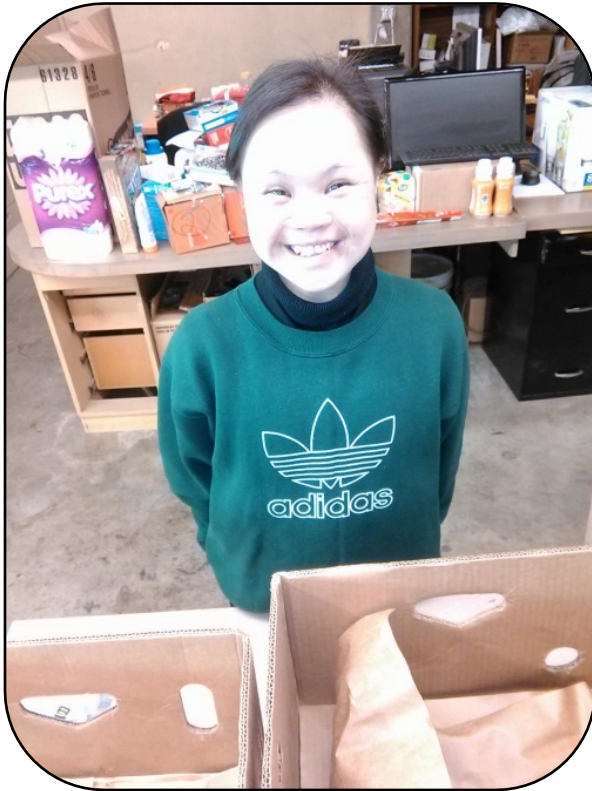
## Thank you!

Thank you to our teams for their daily efforts to ensure people we support are in their communities, contributing like all citizens, and being as safe and healthy as possible as they pursue their goals. Thank you to our monthly donors and payroll donors for giving us the flexibility to respond to individual requests for additional support when difficulties arise. And Thank You to our funders, CLBC, BC Housing, Fraser Health and the BC Gaming Commission, for their shared vision of good lives for people with disabilities in their own communities.

Ernie Baatz  
Executive Director



*Ernie and Bill at the annual Spectrum picnic*



Lisa started volunteering at Quest Food Exchange about 9 months ago. She enjoys it a lot. All the staff members at Quest also appreciate her contribution to the work of the warehouse. Lisa's job at Quest is never the same. Depending on what products are received as donations, Lisa's supervisor assigns her different tasks: de-labelling, sorting, packing, repacking are only some of them.

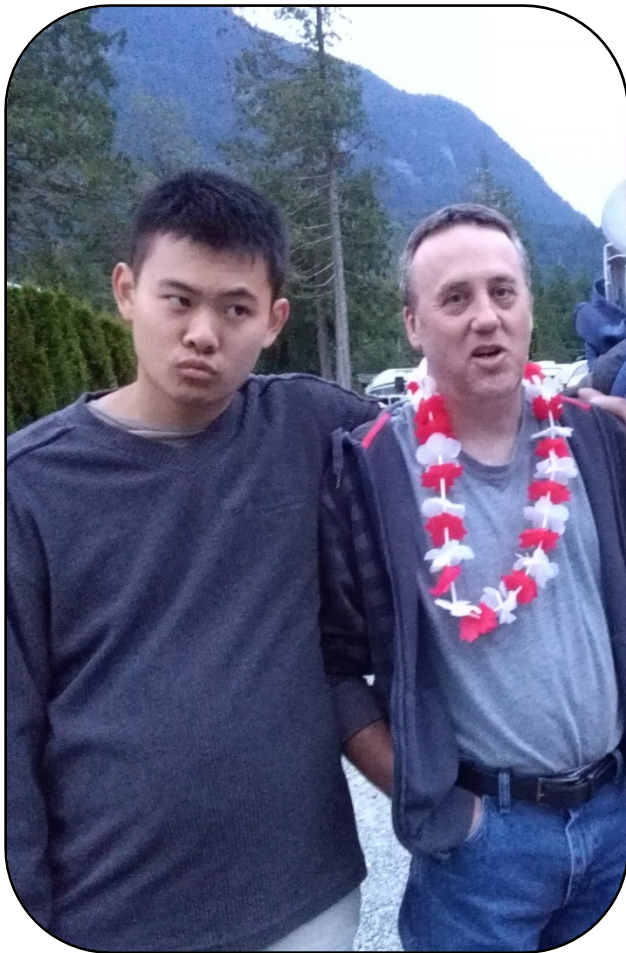


Lisa is also enjoying her volunteer position in the café of the Vancouver aquarium, where she clears off the tables, wipes them, assists with stacking the seats or bringing them chairs. She also greets customers and assists them with their disposables. It is an extremely busy environment with families, school groups, and visitors coming through the café.

Lisa is wonderful with young children and babies, helping moms with booster chairs and high chairs; helping with their garbage and always smiling and saying hello. She is diligent in her work and has become very comfortable in the environment. It is wonderful to see how staff and volunteers alike welcome Lisa each Thursday. Lisa always takes her role seriously. She is professional and shows great initiative.

At the end of her shift, Lisa visits the stingrays where she takes time to touch them. Because she is a regular, she has built a relationship with the stingrays. They always come up to her to feel her love for them.





*Allan and Paul*

When Allan started exploring employment possibilities, he decided that with his affection for good food, and his love of restaurants, he would like to work in a kitchen. He said, *"I don't want to cook because my cooking would be too spicy and people wouldn't like that. I like to clean up and I can be quick and I know where everything goes."*

Allan contacted Karen Lai, Spectrum's Employment Connector, and they started a job search. Karen let Allan know that the new Trump International Hotel and Tower would be hiring kitchen staff and so they prepared and sent in his resume. In the meantime Allan practiced his interview skills first with Karen and then with others he was less familiar with. When the day came for the real interview Allan did extremely well and was offered a position working in the kitchen shortly after.

Since then it has been quite a wait for the Trump Hotel and Tower to be completed. Allan was able to enjoy the summer where he spent a lot of time at Harrison Lake with Paul and Linda. His training for his new job will start in early November. He has practiced his bus route so he can get there easily from his home so now it's just a few more weeks of waiting. He is very excited and eager to get started!



*Eric enjoys being out and about in his neighbourhood*

## Communications and Quality Assurance



### Update on Strategic Plan

Spectrum's current strategic plan, "Commitment to Relational Leadership (2014-2017)," lays out a set of five goals, building on the momentum of our previous strategic plan, "Commitment to Partnership (2010-2013)." In the months leading up to that first plan in 2010, we held a series of focus groups with all our stakeholders, and together we articulated a vision for Spectrum for the next decade that was grounded in the idea that all people have the right to lead and direct their own lives, supported by family, friends and others of their choosing. As part of this strategic planning process, our Board adopted a new mission statement, signaling a shift in Spectrum's approach, from service provision as an end unto itself to seeing our services as supporting the self-determination, inclusion

and citizenship of those we serve. Two over-arching goals make up our "2020 vision":

1. Evolving toward a more person centred, person directed model of service
  - individuals, in partnership with their families, friends and allies, will be directing their own services to the best of their ability
2. Growing and developing leadership for the above
  - people to deliver and monitor the services
  - people to provide strategic oversight of Spectrum's services
  - leadership roles for persons served and their networks

It's been five years since we adopted this ten-year vision, and we've come a long way! Many people are now making a majority of decisions about their service and leading their own planning with the support of family and friends. Others are stepping into this with a goal of increasing their independence. Lately we've been meeting a number of young adults who are new to the service system and who are clear they do not want a placement in a program but rather support to live life on their terms and access the things other young adults are looking for – a job, a home of their own, a support network.

A majority of people supported by Spectrum now have individualized budgets, making it easier for them to change their support arrangement or even change service providers if they want to do something different.

Employment is a priority for many of the people we support. Last year we hired an Employment Consultant, Karen Lai, to lead a project aimed at identifying how many people were looking for work, where they were at in their journey, and report back to us on a plan for supporting these efforts in a more holistic way and addressing the gaps. This project was very successful, both in terms of providing a path forward to help us meet our employment goals, but also in terms of mobilizing people who are excited about the idea of employment but may not know where to start, or feel confident to take the next step. We are delighted that Karen has agreed to continue on in this role and expand the scope of her involvement as part of our leadership team. Karen has



connected with over 20 individuals over the past year and supported many of them to apply for and obtain employment. Some of their stories are shared in this report. Karen leads a monthly support group for individuals who are interested in working to share their experiences, learn job search skills, and support each other. A priority for the coming year will be to work more closely with Spectrum's leadership team to ensure that each individual has the support they need to follow through on their employment goals, and that the idea of "employment first" becomes embedded in our person-centred practice.

We have continued to grow and develop our leadership team, providing a number of opportunities for our current and emerging leaders to enhance their skills. Spectrum leaders represented us at a number of local and international conferences over the past year, both as participants and presenters. Many of us participate in committees and focus groups locally that connect us to our colleagues in other organizations and provide opportunities for us to influence conversations and decisions at a broader level. We also look for ways to support individuals and families to be leaders, for example supporting them to participate in training and conferences, facilitating their leadership in person-centred planning, and seeking their input on important decisions like who to hire and how best to utilize the funding and resources allocated for their support. I want to acknowledge our finance and HR teams for their responsiveness to individuals and families and their transparency in providing information to support informed decision making.

### **Update on Goals for 2016:**

1. Develop and implement Phase 3 of our leadership planning project, working with Spectrum's leadership team to highlight best practices and address identified gaps to ensure strong leadership and oversight of all Spectrum's services.

*Update: Goal completed. Developed a project plan to strengthen positive practices and address identified leadership gaps; this work is in progress and being tracked through monthly meetings with coordinators and associate directors and quarterly training days with the whole leadership team.*

2. Continue working with Finance and Human Resources departments to streamline administrative processes in support of reliable person-centred practice.

*Update: This goal is ongoing. All new services include individualized budgets. HR is in regular contact with individuals and families who are involved in choosing their supports and are always looking for ways to simplify the process so it is least bureaucratic.*

3. Review Service Plan framework; develop and implement a process for monitoring and revising the partnership agreement with individuals and their networks as needed.

*Update: Service Plans are fully implemented and we are in the process of reviewing / updating those that were piloted last year.*

4. Review Outcomes management process and propose revisions to support timely and effective monitoring of service quality.

*Update: This goal is in progress.*

5. Follow up on CARF accreditation survey recommendations.

*Update: This goal was completed.*

### **Goals for 2017:**

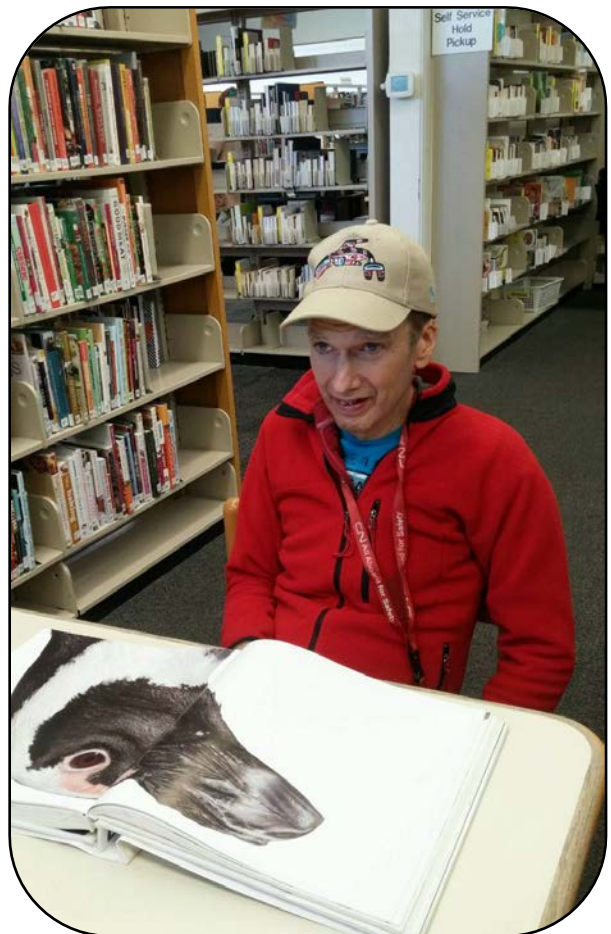
1. Explore alternative approaches to gathering feedback from individuals and families on their satisfaction with services.
2. Review / update indicators of service quality and related monitoring and reporting framework.
3. Develop next phase of leadership project – clarify leadership roles and accountabilities.

Susan Stanfield  
Director, Communications and Quality Assurance

This summer Don went to Squamish to check out the train museum. Don was thrilled with all the trains there were to see and was especially happy to get a chance to walk onboard the Royal Hudson; he was talking about it for weeks.

Don loves living in the Dunbar area of Vancouver, where he grew up. He often runs into long time family friends and enjoys being close to people and places he's known his whole life, like the woman who owns the local bookstore, or Henry and Henry's mother, who he reminisces with when he runs into them on his travels.

Here's a picture of Don at the Dunbar library, which is just up the street from his house.





Nick is truly a happy guy. All of Nick's family, friends and those who work with Nick know this. We needed to share this happiness.

Early last Spring Nick's Mom thought about her joyous son and how he could visit 2 seniors from their church. Nick went to their Seniors' home a few times but we began to realize these were 2 very busy seniors. We began to think of people that live right in Nick's neighbourhood and a few friends that could not get out all the time; the list got pretty big. Now most Wednesdays and Thursdays Nick heads out to visit someone from his list of friends and neighbours. Sometimes they eat lunch together, sometimes they just enjoy each other's company. Nick likes when music is involved!

Check it out, it's Deepi and Estephania! Deepi is an active community member of CiTR 101.9 FM along with Estephania. Deepi's energy is nourished when she is out in Vancouver interviewing people within the accessibility community. She has the knowledge and talent to overcome any obstacle that comes her way! In her radio career, Deepi has been nominated for several awards, worked on radio documentaries and is highly regarded in her community. To top it off, she is also a philanthropist and supporter of animal rights.

We look forward to what Deepi will do this year!

Deepi's Facebook Like Page

<https://www.facebook.com/deepileihlperspectives>

CiTR weekly show: All Access Pass | Thurs @ 5

"All Access Pass" Like Page on Facebook:

<https://www.facebook.com/AllAccessPassCiTR/>





## Human Resources



It's been an eventful and busy year in Spectrum's Human Resources department. The following are some of the areas we've been supporting:

- Recruiting and Retention continue to be a core focus this year. We have been looking at ways to engage and interest applicants for casual employment within Spectrum that would encourage a longer term commitment to the organization. Our turnover is consistently low and we have not experienced a shortage of applicants, however, sourcing out the *right* talent for our casual employee pool, has been somewhat challenging this year.

We have often relied on unsolicited or referred applicants to staff our relief pool, in addition to these means however, we expanded those efforts by placing relief recruiting job postings on our Spectrum website job posting board and external online posting sites, each of which has been successful in providing several quality applicants.

Referrals are still a large part of the staff we've recruited this year, with nearly half of our new hires coming to us via personal referral from existing employees or individuals we support. It's inspiring to see such forward thinking people join our team; staff that understand and are very committed to our person-centered vision, from a variety of backgrounds and with a diverse set of skills.

- We're thrilled that Amy Hand (nee Rodgers), Spectrum Manager who oversees some of our BC Housing supports, was added into HR this year on a part-time basis, assisting us with some administrative functions. Her assistance has provided us with the consistency of employee rotations, which translates into an efficient payroll process for managers and accounting.

- Judy Smith, our Office Manager, has been an integral part along with HR in ensuring that our weekly newsletter is up to date and ready for publishing. We've received some great input from our employees on the newsletter content and will continue to provide information that increases employee engagement and communication. Thank you for all your help Judy!

- HR and our 3<sup>rd</sup> party administrator, DMI (Disability Management Institute) are committed to providing prompt and effective support to our employees when they are off work due to illness or injury, or are planning to return to work after any short or long term absence. We have actively pursued timely communication, follow up and return to work planning; our efforts have directly shown a positive impact on the reduction of long term leaves this year.

- HR Manager Rachel Gartland (nee Suri) and I have attended workshops, trainings and conferences on HR practices, Employment, Labor Law, Human Rights, Privacy, Wellness, and Mediation.

- A variety of staff training opportunities were provided this year, including Norman Kunc and Emma Van Der Klift's "Conversations that Matter" web based values training. This training is available to all Spectrum employees and includes a great assortment of thought provoking interviews with leaders in our field from across North America. Another focus for our training over the past year has been around person-centred planning,

with Shelley Nessman facilitating a series of dialogues and in-service training with our leadership team that included presentations by a number of individuals and staff on their experiences with person-centred planning.

## **Update on 2016 Goals**

1. Determining other avenues/resources for expanding our recruitment efforts and review retention strategies or programs.

*Update: The use of external sites such as Craigslist have proven to be successful in attracting both permanent and casual applicants to Spectrum.*

2. Implement meet & greet evenings for new and existing casual employees; providing an opportunity for people to meet supervisors and individuals and further the individuals involvement in the 'right match' for their supports.

*Update: This is an area of opportunity for HR to continue to explore. Our focus on retaining quality casual employees will require some strategic planning in regards to actively seeking out opportunities for people to meet, engage and build right relationship with quality supports.*

3. Explore new evaluation methods to further enhance our current review process.

*Update: We have introduced a Feedback Form that can be used in place or in conjunction with the Evaluation Form. The feedback form provides an alternative way to provide reflective input into an employee evaluation, a method which has had favorable reviews from those that have used it. We'll be continuing research into evaluation methods that will speak to effective ways to measure employee performance.*

4. Review current annual Training Plans for all employees and determine areas of opportunity.

*Update: Spectrum formalized an annual Training Plan and we are in the process of rolling out some new training sessions that will be provided on a recurring basis to our staff teams, the priority being that all employees will have access to ongoing training. In addition to Mandt and PATH training, which are offered several times a year, sessions dealing with supporting people who have a dual diagnosis, recognition and prevention of abuse, and community-based instructional strategies are in the works. Spectrum staff and leaders attended a variety of conferences over the past year, including the annual Inclusion BC conference, TASH International, IIMH/IIDL conference, Claiming Full Citizenship conference, and workshops hosted by Spectrum with Dr. David Pitonyak and Dr. Michael Kendrick.*

5. Promotion of Employee Engagement/Wellness through consistent online communication and finding ways to be involved in team meetings to provide additional learning opportunities.

*Update: The employee newsletter has incorporated community events, learning opportunities, wellness tips and competitions for employees to participate in as they choose. HR has attended various team meetings over the year which has contributed to building staff rapport and lending focused time to information sharing and team building.*

## Goals for 2017

1. Implement new staff training plan
2. Expand orientation of new employees to include more networking and co-learning opportunities
3. Review and update job descriptions and evaluation format

Naomi Holmes  
Associate Director, Support Services



### *A walk in the Woods (featuring Steve and Kelly)*

Typically a Sunday at our house includes a huge egg and bacon style breakfast brunch with the family (sitting and eating). One week Kelly mentioned that he had an A&W voucher for a breakfast sandwich that he wanted to use before the end of the month. I said there was an A&W at UBC, maybe we could walk to UBC from our house and get our breakfast there? Kelly agreed, he said he knew the trails well, “It will be a one and a half hour walk”. I was surprised he knew this; Kelly said he knew the trails well from his Scouting days, I was not aware of this. *Serendipity strikes again ;)*

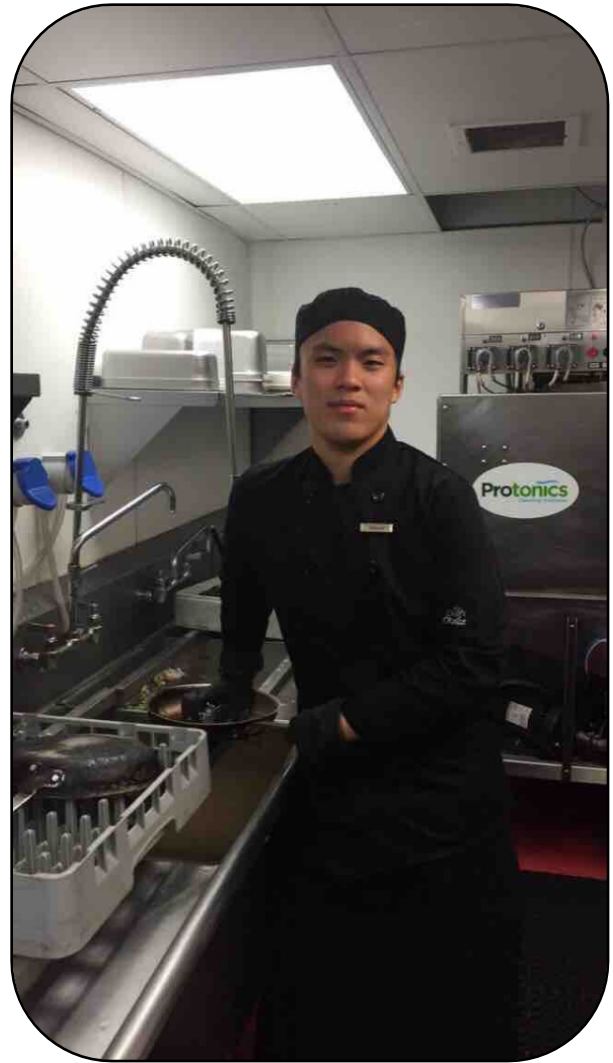
This was the first of many Sunday walks to UBC. Kelly and I are both middle-aged men, we need to include exercise in our lifestyles more so these days, and we need to eat less Egg and Bacon brunches ;)

Last weekend we did not have an A&W voucher and were both short on funds to buy a breakfast sandwich. We ate oatmeal at home and the walk to UBC still went ahead.



Tommy has really gotten his career started this year. He started working as a dishwasher in March 2016 at Glowbal restaurant, and he also worked with Jobs West in delivering the Georgia Straight newspaper. His hard work and dedication has paid off, after graduating from high school in June, he was able to secure full-time hours at Glowbal:

*"And my story why I like work at Glowbal is I did work experience at Denny's back in 2012 and when I wanted to work as a dishwasher I decided to work at Glowbal. I worked very hard at the dishwashing and to make sure if there is no food stuck on the plates. I carried a lot of pans on the blue bins so I can be strong at carrying pan pickups. I am also good at mopping the floors, sweeping the floors and cleaning my station when I finish my shift. I made some friends at my work."*



Jan is attending Aikido Mondays and Wednesdays, in Roberts Creek on the Sunshine Coast. Also, Jan commutes into the city each week, to Groundwork Athletics, in downtown Vancouver, where he has resumed participating in Special Olympics weight training. Something he's done for many years prior to moving to the Sunshine Coast: bench pressing, deadlifting & squatting on Tuesdays. The place where everyone knows his name! He's quite the celebrity, or so it seems.

## Finance



The Finance department fulfills important support functions for Spectrum Society. We keep clear records of revenues and expenses. This gives our funders the confidence to continue contracting with us to provide essential community services. We also process payroll for approximately 200 employees. Our department pays the bills for the products and services we use in the delivery of essential supports in the community. The finance department also provides budgets and monthly statements for each program. With each of these roles, we strive for accuracy, timeliness and clarity to ensure we are supporting Spectrum's mission and vision.

### Strategic Plan

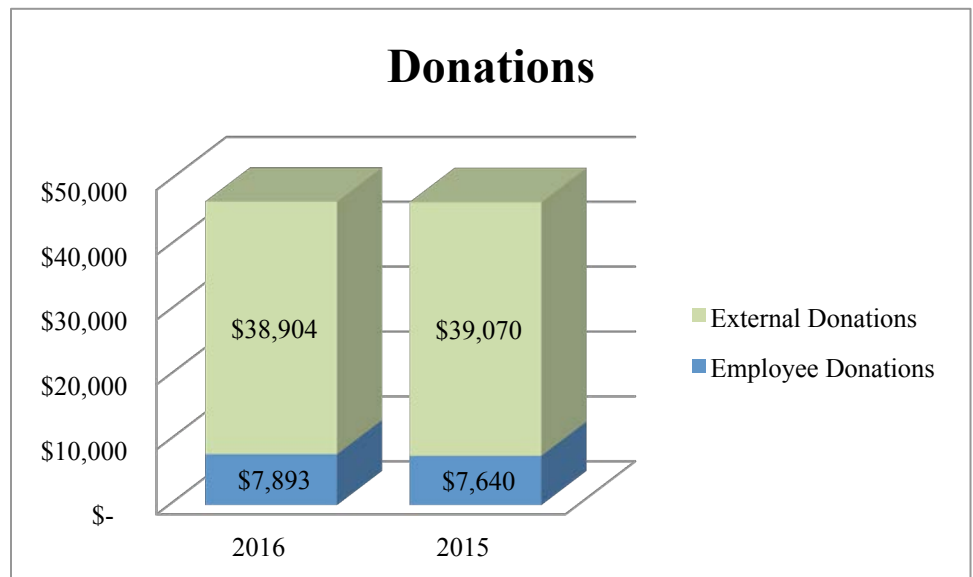
One of the ways we are supporting Spectrum's current strategic plan is through the individualizing of budgets. Over half of the departments at Spectrum are for one person's supports. Some of CLBC's contracts group several individuals together. These grouped contracts are separated in our accounting system so that the individual and their family can have clearer information on the resources available to them. We also support some individuals who have Host Agency contracts which require separate accounting and different reports to the funder.

### Finance Team

Grace is our finance manager. She is a willing and reliable source of information for everyone at Spectrum. Tomomi is our Accounts Payables clerk but also assists Grace and myself in many other projects. Both Grace and Tomomi are excellent at their jobs, and also maintain wonderful relationships with everyone who visits the finance office.

### Donations

Donations totaled \$46,797 in 2016 compared to \$46,710 in 2015. Employee donations make up a significant portion of the donations received through semi-monthly payroll deductions. We also have a dedicated group of members who provide us with monthly contributions through direct deposit. These monthly givers and our employees who give from every paycheck give us additional cash flow to support special requests not covered by government funding.

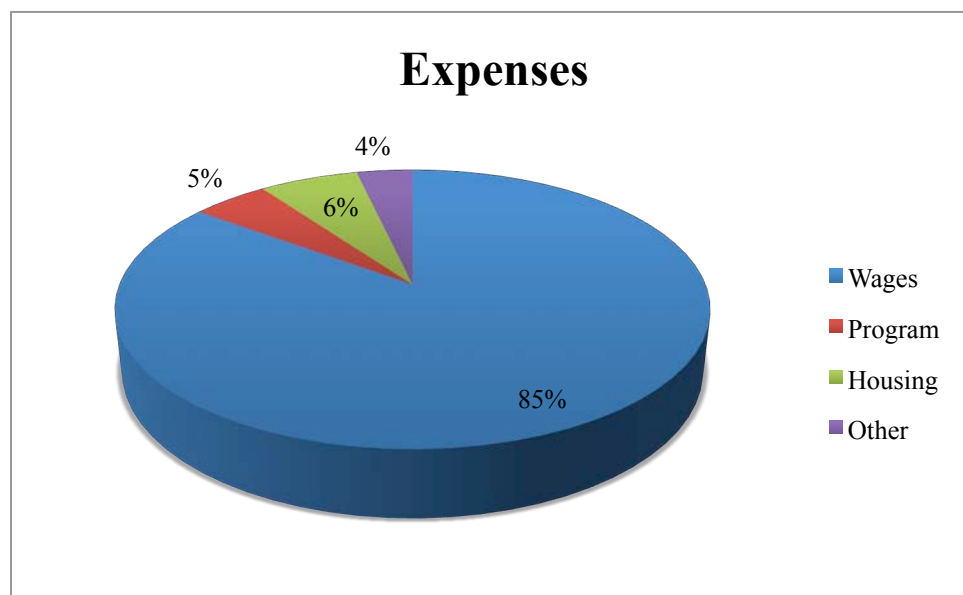
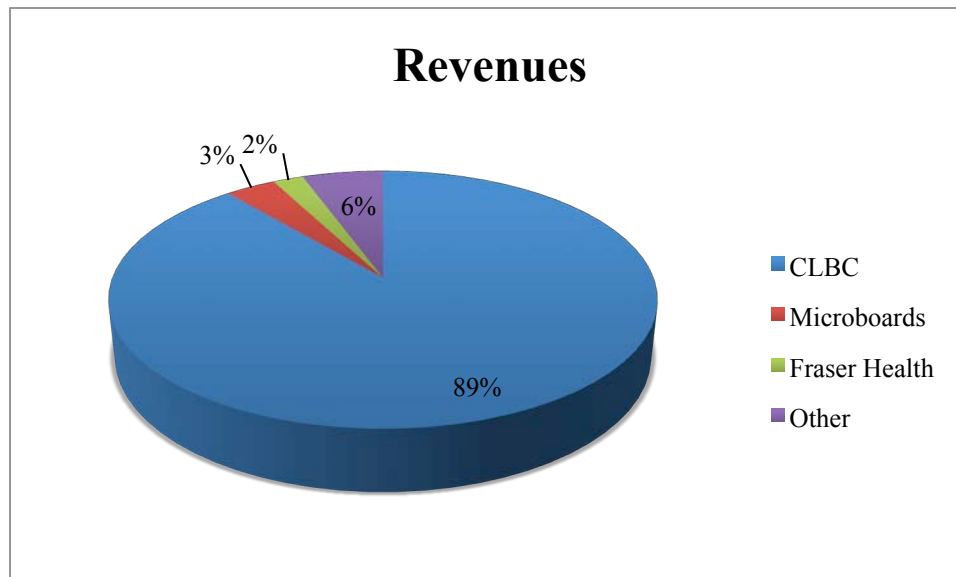


## Financials

Our Audit was completed by Tomkins Wozney & Miller in August 2016. The audit went smoothly and we ended the year with a small surplus.

There have been additional programs and individuals that have joined Spectrum this year resulting in a higher revenue amount. CLBC is still our biggest funder.

Wages and program costs continue to take up the largest percentage of expenses. We ended the year with a small surplus of \$120,060. Our short term plan is to continue to build our reserve.



Ivy Tse  
Accountant



Dallas (aka Underdog) is a Special Olympics athlete, a First Nations self-advocate, a great friend to many people and we are proud to have him as a Board member of Spectrum Society.

And, Dallas is a talented rapper! Here are a couple of verses from one of his original compositions:

*I'm the Sniper  
That goalie won't last  
I'm the sniper  
I'll get the puck right past  
When you call me  
Hockey shooter won't do  
I'm mister underdog sniper  
How do yah do?*

*I'm a Coast Salish warrior,  
Born in September  
If you don't remember  
I like to be busy  
Some say I'm really hyper  
But when I play sports  
They call me the sniper*

Dallas had a great time competing at the Nationals in Newfoundland this year, with his friend and teammate Otto. *"It was great being on the other side of Canada and being in the Nationals for floor hockey,"* he said.



*Dallas and Sarah*

Last February 28<sup>th</sup> to March 5 a very excited Otto went with his floor hockey team to play in the Nationals in Cornerbrook Newfoundland. It had been a long journey preparing for the competition which started in September 2015. At the Kensington Community Centre Otto and his team mates spent hours running and working out at the gym. The team was split into two groups and given a list of exercises and running routes. While half the team went to the gym, the other ran and then they reversed the routine. This was their life for five months.

In late February they arrived in Cornerbrook after an enjoyable flight. The Opening Ceremonies took place the next day. Otto said "I was so proud and excited it brought tears to my eyes." For the next week the team played three games a day, fighting to win the Gold. Otto's chaperone said, *"they fought through the stress, exhaustion, tears, seizures and freezing cold weather. They were all so dedicated and determined. True athletes! They worked together and encouraged one another at all times."* Otto said, *"I scored six goals but it wasn't just me. It was a team effort. The whole team was responsible and we won, we won the Gold!"*

The last day they had a party with dancing, refreshments and fun before returning home happy and proud. That week will always remain a cherished memory for Otto, his team mates, and the chaperones.

## ***Interview with Yuji Kajiwaru***

When the provincial government announced an end to the annual bus pass program for people with disabilities, this struck a cord with Yuji (pictured here with his friend Bill). As someone who relies on this program, he felt compelled to learn more about the issues and take action:

### **Why is the bus pass issue important to you?**

The cost of a bus pass went from \$45 a year to \$624 per year, an increase of 13.5 times, which is a huge increase and I don't feel it's fair. Our province is very expensive to live in, not only transportation but food, medications. I showed people the letter I got from government saying what the increase was and people were surprised to hear that.

Transportation is very important because I've been using almost every day for my day to day living, going to see friends, to the doctor, shopping, local getaway trips instead of staying home in my room for my mental and physical well-being. Our PWD rates are the lowest in the country. In Alberta and Saskatchewan it is more so that's a double attack.

### **You were very interested in the idea of sending a petition to government about this issue. Tell me how you went about that.**

I took the petition to my friends and family, my doctor, anybody who knows me. I got 43 signatures. Nobody hesitated to sign because everyone thought it was unfair. The petition was sent to [Minister of Social Development and Social Innovation] Michelle Stilwell.

### **What happened after the petition went in?**

There was a rally at the Broadway skytrain that some people from Spectrum went to and another one last month that I went to. I met an MLA there and introduced myself to her. She lived in the area and saw the rally was happening.

### **You have been to a number of meetings about this issue, and made a presentation to some MLAs, is that right?**

Yes, that is right. Judy, Spectrum's office manager, was looking for self advocates to work with Inclusion BC and she thought of me right away. Seven months ago Michelle Stilwell was coming to the BC Coalition on West Broadway and I was invited to attend. I went with Faith Bodnar, who is the Executive Director of Inclusion BC, to this meeting. On May 18<sup>th</sup> I went with Faith and Karla from Inclusion BC and we did a presentation to the BC Non Profit Housing Association. Then recently we met with the Standing Committee on Finance and Government Services in Richmond to advocate for the bus pass and increased PWD rates. After this meeting a letter that I wrote was sent to all the MLAs who were in attendance. I will be going to another meeting with Michelle Stilwell where I'll be able to speak about these issues directly to her and say the same message to her.

### **What have you enjoyed most about this experience?**

I am learning about how government works. Faith has taught me about what MLAs do and what's going on in government. I've enjoyed meeting so many people, like Faith and Karla. I like being helpful to them. I've enjoyed going



to meetings and learning presentation and communication skills. I enjoy speaking to a group. I appreciate support from people at Spectrum like Greg and Judy and Ernie and Susan Wilson – everyone has been so nice and helpful, very supportive. I feel like I am getting mentally and physically better, I've improved my social interaction skills. I like that I'm doing something helpful, not only for myself or people at Spectrum but for all people with disabilities in BC.

**What would be the best result?**

I hope Michelle Stilwell will understand my comments in my letter and agree to fund transportation support and increased PWD rates for all people with disabilities in BC.

**Is there anything else you'd like to mention?**

All of you have been so helpful and supportive. That has been a really big support and I want to thank everyone.



*Yuji with Annette Delaplace, Past President of Inclusion BC and Faith Bodnar, Executive Director of Inclusion BC, preparing for a meeting with the Select Standing Committee on Finance*





Every Friday, Tom takes the skytrain to his job at the Wood and Metal Furnishings in New Westminster. Dawson, who used to work at Spectrum, wanted to give an opportunity to Tom, and he needed someone to clean, so it was a win-win situation for both of them. Tom started cleaning the washroom and the bathtub, and sweeps the office area. He takes pride in his job.

When asked what is his favourite part of the job, Tom says “petting the dogs,” and smiles. He also likes socializing with the staff and keeping the office clean.

Every week, Dawson gives Tom a new task so he is gradually comfortable with his duties.



*Nice selfie, Diana and Mishel!*

## Strategic Initiatives



It's been a busy and transitional year for us at Spectrum Consulting! Aaron and I continue to be the West Coast teachers of the PATH Process and have enjoyed supporting people from all walks of life to understand the process while learning the many values in planning in a person centered way.

This year we were excited to take our training on the road with trips to Victoria, Prince George and Los Angeles which helped us to expand our thinking and learning about our work. In Los Angeles we spent 3 days talking to the staff from 2 agencies and a government department about person centeredness, the importance of listening and how to support someone to speak about and actuate their dreams.

In Victoria we taught the PATH process to a dedicated team of teachers and other professionals that travel the province to support students who require extra support.



*PATH training in Los Angeles*

In Prince George we partnered with Jennifer Lengyel of Total Living Concept (a sister agency in Kent Washington), Sheldon Schwitek from The Center for Positive Living Supports in Michigan and Mike McLellan from Courtenay BC to talk about supported decision making and continue our conversation about a person's right to take risks.

I was privileged to attend the Toronto Summer Institute this year with Jack Pearpoint, Lynda Kahn and John and Connie O'Brien. This is a yearly event in July and is packed with opportunities to meet and learn from people from around the world. I found myself in conversations about every aspect of our work that expanded my thinking and filled my head with ideas for the coming year.

One of the things I have enjoyed doing in 2016 has been taking a leadership role in the quarterly Leadership Learning Journey. We decided to focus on person centered thinking and planning this year and have spent our days exploring ideas like discovery and understanding the gifts and capacities of people. We heard wonderful stories from some of the people we support - about things like planning from a personal perspective and employment successes. Many of the managers who attend these days express their enjoyment of this aspect of the days. Stories are powerful and inspiring!

It's been another busy year at Kaleidoscope. Kaleidoscope supports people and their networks to learn about family and individual governed services.



*Kaleidoscope team – Shelley, Aaron, Kim, Casey*

We gather as a group quarterly to socialize, swap ideas and tell stories. Kim and Casey work together as project facilitators to ensure that the people we support and their networks are involved in the decision making that pops up daily as well as over the long term. I would like to thank Kim and Casey and all the dedicated individuals, staff and families of Kaleidoscope - what a great crew...I am looking forward to the next year as we continue this learning about family and individual governance.

### ***My planning role at Spectrum***

This has been a year of transition and learning for me at Spectrum! My enhanced role overseeing planning for the organization has taught me a lot about myself and about the people who are supported in some way by the organization.

Planning is really about listening and can take many forms in agencies. It could look like a big formal meeting or a cup of coffee with a friend and usually lands somewhere in between these two things. Part of our commitment to people is to ensure that they have some form of planning once a year and our hope is that this supports the person to have optimal opportunities to create a juicy life that is fulfilling, fun, considers risk, brings variety and a diversity of experiences.

We work to ensure that a person and their family, friends and supporters have time dedicated to explore their hopes and dreams and map out how they might take some steps toward achieving them. This can be done day to day, once a year or any number of ways.

This year brought many highlights - two great examples are planning sessions done with Karen D and Vicki M.

Karen gathered her network of family and friends to plan for her upcoming year. As we munched pizza - we explored all kinds of things with Karen including her wish to work, volunteer and get out and socialize more! Karen enjoyed sharing with her mom Pat and with two students from Douglas College who came along with their great ideas for her to try.

Vicki and her family gathered in North Vancouver and spent a couple of hours talking about how great her year has been, what could be done differently, what really made their hearts sing and what she might like to do in this coming year. A big wish on Vicki's part was to travel and so she planned for a minimum of two trips this year! Go Vicki!

For these two women we used a process called PATH which was created as a way for people with disabilities to dream for the future and focus on what is working and how to create more! PATH facilitators support the person and their supporters to dream, set positive and possible goals, explore the way things are today and most importantly - who are we going to invite into the person's life so that they might achieve their goals. We honour the fact that no one gets anywhere alone... we all need interdependent relationships and we also know that every person can make a contribution to their community, family and elsewhere... every one of us!

Planning can be as formal as a 3 hour meeting with a graphic depiction or it could be 3 one hour meetings at a coffee shop, it could be a PATH, a MAP or just a good conversation! It's really up to the person and their network to decide what would work best.

If you would like to talk to someone about planning for the coming year or years - or to think about what kind of process might work for you - feel free to give me a call!

Respectfully submitted  
Shelley Nessman



## 30<sup>th</sup> Anniversary of the “Eve Case”

Thirty years ago, our friend and ally Barb Goode, author of The Goode Life: Memoirs of Disability Rights Activist Barb Goode (Spectrum Press, 2011), was involved in a landmark court case that challenged the laws on sterilization of people with disabilities. As a board member of the Canadian Association for the Mentally Retarded (now Canadian Association for Community Living) and a member of People First, Barb worked with a group of self advocates, lawyers and community leaders on behalf of “Eve,” a woman from Prince Edward Island whose mother wanted her to be sterilized without her consent.

Here is an excerpt from Barb’s book, where she describes the experience of working on the “Eve Case”:

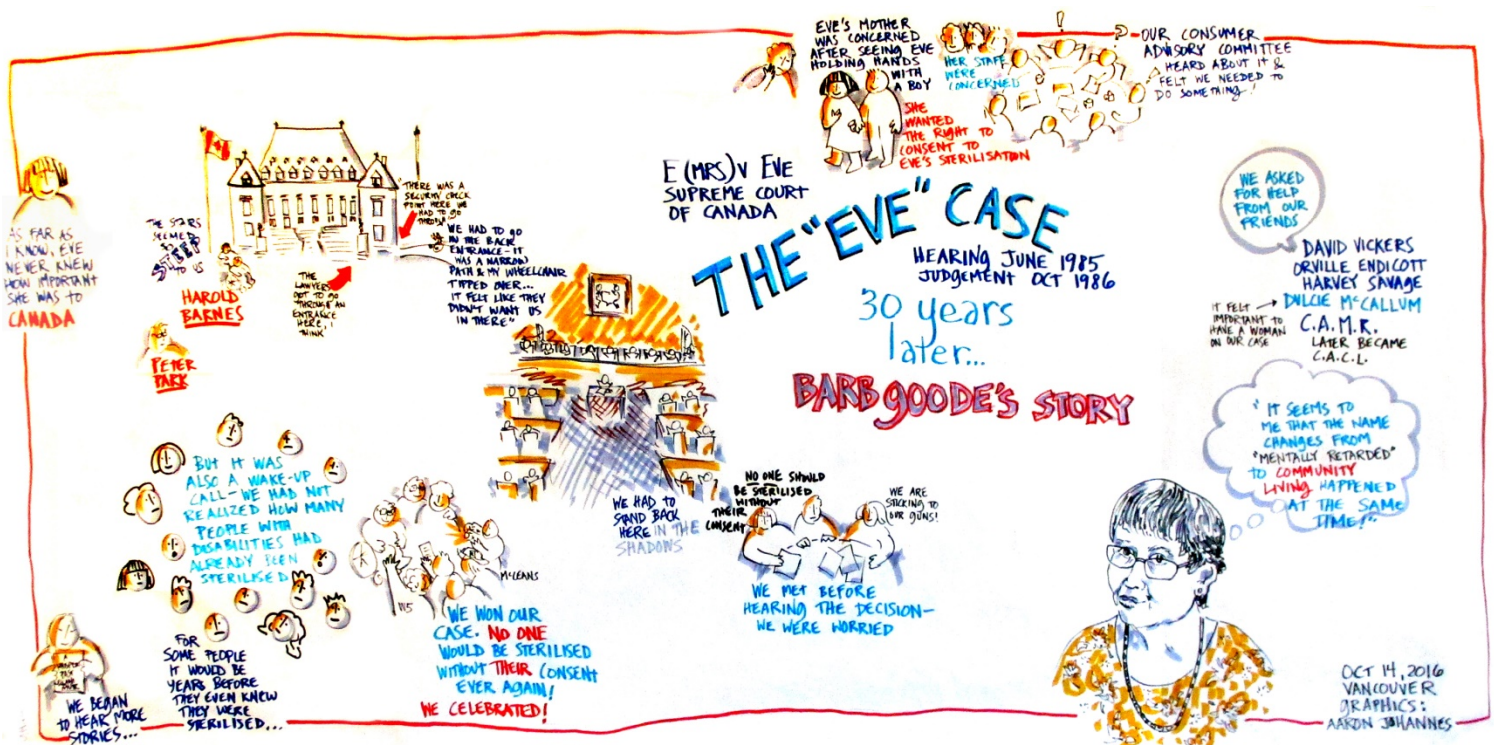
*In the early 1980s we at People First were all standing up for “Eve”’s right not to be sterilized against her will – or anyone’s right. We were against anything happening to a person’s body without their consent. We formed the “Eve” committee and took her mother to court.*

*People needed to learn what informed consent means. This goes for any operation, not just sterilization.*

*People with disabilities need to be able to get all the information we need to be able to give our consent.*

*We need to understand all the benefits and all the risks involved. Partly, this is about people without disabilities learning to communicate with people who have a disability in ways that they can understand.*

Thanks to their efforts, the laws in Canada were changed. This was a huge victory for people with disabilities all across the country. Thank you for your commitment to justice, Barb!





Gary took a break from his volunteer work with Meals on Wheels and Habitat for Humanity and went to Harrison Hot Springs for a holiday at the end of May. Besides enjoying the hot springs, highlights of the holiday for Gary were going on the tram at Hell's Gate and for a boat trip up the Harrison River.

Here's a picture of Gary with the bear in the lobby of the Harrison Hot Springs Resort.



*Cynthia (pictured here with Jacki) is happy to be settled in her new home in Kits, which she shares with Ronelle.*

## Spectrum's Supporters

Spectrum's services would not be possible without the ongoing support of many individuals, funders and community partners. We gratefully acknowledge the funding provided to Spectrum by:

- Community Living British Columbia (CLBC)
- Vancouver Coastal Health Authority
- Fraser Health Authority
- Ministry of Social Development
- Microboards
- B.C. Housing Management Commission
- B.C. Gaming Commission
- Corporate and community partners

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*Aaron Johannes*

*Shelley Nessman*

*Ianjamam Rajaonaliniarivo*

*Ron Smith*

*Andrey Studenov*

*Ivy Tse*

*Christina Virstuk*

*Maurice Calleja*

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*Susan Wilson*

*Yo Wene Chan*

*Ricson Francisco*

*Naomi Mayes*

*Noemi Romero*

*Yonas Tedros*

*...and all our anonymous donors*

## ***In Memoriam***



***Teresa (Terrie) Gustavson***  
***(Dec. 13, 1952 – July 6, 2016)***

*After spending a lovely day with her favorite people Terrie Gustavson passed away on the afternoon of July 6<sup>th</sup>. Terrie was born and lived in Vancouver throughout her life. One of Terrie's greatest delights was being a part of the Hughes/Clemens/Bylander family group in Surrey. She loved the activity of her surroundings; joining in camping trips and vacations, celebrations, birthday parties, going to movies, having manicures, playing Yahtzee, attending special performances, going to the racetrack and just hanging out and having fun with people. Terrie had a passion for horses that she loved to share with others. Her quiet, dry wit always brought a smile to those around her.*

*Terrie was a loving and generous friend who enjoyed taking others out to partake in the much loved daily cup of coffee.*

*Terrie will remain in the hearts of those who knew her. She will be greatly missed by her caregiver, Dena Hughes, roommates and close friends Sandy Bylander, Vittorio Bresolin, members of the Clemens/Hughes family, her friends Lindsay, Rosie and Scott, and Terrie's foster sister, Dorothy Horvat, in Nelson B.C. She will be missed by her friends at Spectrum Society.*



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