

Spectrum Society for Community Living

Annual Report 2024



Front cover: Ken, Angelica, Annabelle and Danielle at Spectrum's New Years Tea

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Executive Director's Report



Welcome to the 2024 Annual Report. We are in the middle of developing our next Strategic Plan and hope you have had an opportunity to contribute your ideas to us. Our strategic plans of the past 14 years have helped us focus on the big ideas and issues that keep Spectrum true to our mission statement. We will support people with disabilities to experience full citizenship and genuine belonging in community. Thank you to Chad Clippingdale for leading the information gathering and summarizing to get us to our next strategic plan.

The strategic plan for 2025 to 2027 will be reviewed and approved by our Board of Directors and we would like to thank our board members for their long and dedicated service to Spectrum. They approve and monitor our strategic plan. They approve the annual audit that assures them and our funders that we are managing our finances well. Their board charter lets them keep their eyes on key components of Spectrum's operations. And they hire and evaluate the Executive Director. As they have not hired an Executive Director for the last 37 years, this is an area that they are working on to increase their skills. I am planning to retire in about two years.

We have always had a focus on learning, both Provincially and Internationally. In December last year we went to Baltimore to attend the TASH Conference. In February 2024, we had two workshops with Cormac Russell on Asset-Based Community Development. Cormac is based in Ireland but also works closely with John McKnight in Ohio. We did this training in collaboration with Collingwood Neighbourhood House. In October this year, we collaborated with Community Living Society to bring Janet Klees from Ontario to train both Spectrum and CLS's manager teams on developing relationships for people we support.

We have received resources from CLBC and the BC CEO Network on Aging that will help the people we support and their families and our teams be better prepared for the issues that arise as people get older. This will be part of our training plan for the coming year.

Thank you to everyone for your contributions to Spectrum and to Community Living over the past year.

Ernie Baatz, Executive Director

On behalf of the Board of Directors,

Spectrum Society for Community Living



In December, Dallas, Cheyenne, Lindsay and Eilidh did a presentation to Spectrum's leadership team on Person-Centred Planning through an Indigenous Lens. They were selected to do a presentation at the Inclusion BC conference in the spring. Along with a few other attendees from Spectrum, Lindsay, Dallas and Eilidh went to Nanaimo for the 3-day conference. Their session was well attended and very well received!



Craig enjoyed a trip to Fort St John to visit his good friend Nancy



Barb and her sister-in-law Sheila on Saltspring Island, at an outdoor concert

Community Living Services



A highlight for me over the past year has been working with the coordinators team to strengthen and expand leadership opportunities at Spectrum. This has included new learning and projects for our existing team as well as supporting new and emerging leaders. We welcomed two new managers to our team this year, Hayleigh Fleming and Lindsay Clifton. We supported others to explore leadership and build their skills through training and increased responsibilities within their current roles.

In July, Spectrum had its scheduled accreditation survey. Two CARF surveyors spent three days with us, reviewing all aspects of our day-to-day operations and meeting with many different people. Naomi led the survey preparations and oversaw our CARF survey, taking over for me as Spectrum's accreditation lead. Many thanks to Naomi for her efforts leading up to the survey and organizing all the materials and visits for the surveyors. It was a successful survey, resulting in another three year accreditation award.

In June, I co-presented with Ernie at the annual Inclusion BC conference in Nanaimo. The title of our presentation was "Service Quality and Person-Centred Supports: staying focused on what matters most." The idea for this workshop came from what seems to us an endless increase in external reporting and monitoring expectations that service providers are required to satisfy. The emphasis on bureaucratic compliance in our field diverts precious time and resources away from other activities that are equally or more important indicators of service quality, like building community and helping people build and sustain meaningful relationships. In our presentation we discussed the importance of balancing formal and informal safeguards, and not losing sight of the things that are most important to those we serve as they pursue their best life.

We held a series of three training days with our managers team over the past year, and teamed up with the Community Living Society to co-host three days of training with Janet Klees. Janet's presentation, "It's All About Relationship," reminded us of the importance of mutually rewarding relationships and provided practical strategies for supporting people to connect through shared interests.

In November, we will be welcoming back Shauna Carson to do workshops with our managers on aging and end of life planning. Many people will need more or different support as they get older. Having a clear plan and enlisting necessary supports early on will allow people to remain in their own homes for as long as possible, supported by those who know them best.

Strategic Plan Update

This was the final year of Spectrum's current strategic plan. Chad Clippingdale is leading our new strategic planning process, with a goal of having our next plan ready to share by the new year.

Goal #1. Spectrum Society will support individuals to be actively engaged in community.

Spectrum Society recognizes that quality of life is enhanced when individuals have opportunities to contribute to community in active and meaningful ways.

Update on 2024 Actions:

- Please 2 of Active Support project implemented.
- We have been sharing stories via the Spectrum newsletter of people actively engaged in community.
- Increased the number of people in our Inclusion Plus service from 10 to 19.
- The Remote Supports pilot project added a second cohort of learners this year.
- Completed review of Spectrum's community inclusion services and implemented community of practice where staff working in our community inclusion services can meet and share ideas, hosted by Chad.

Goal #2. Spectrum Society will actively support individuals to strengthen their social connections.

Spectrum Society recognizes that quality of life is enhanced when individuals are meaningfully connected to family and friends.

Update on 2024 Actions:

- Reviewed individual networks, service plans and support plans to ensure contacts are up to date.
- Shared stories via the Spectrum newsletter of people meaningfully engaged with their networks.

Goal #3. Spectrum Society will ensure a sustainable and secure future for the organization.

A succession plan to safeguard Spectrum Society will identify and develop future leaders while preserving the organization's unique values, culture, and contributions to the community living sector.

Update on 2024 Actions:

- Documentation of Spectrum's approach to person-centred supports is in progress.
- Reviewed fundraising activities.
- Implemented new CLBC homeshare coordination standards.
- Explored reflective practice with the coordinators team and built this into our monthly meetings.
- Worked with Bird Communications to create a video of Spectrum's history and person-centred supports. This video is now part of the new staff orientation and will be used to support our recruitment efforts.

Goal #4. Spectrum Society will be aligned with and accessible to the diverse communities we support.

Embedding the principles, practices and messaging of diversity, equity and inclusion into all areas of the organization will strengthen Spectrum's teams and build mutual understanding with the diverse people and networks we support.

Update on 2024 Actions:

- Implemented Phase 2 of Person-Centred Planning through an Indigenous Lens project.
- Redesigned the Spectrum website and rolled out new website with updated content and links.
- Implemented training with leadership team on Diversity, Equity and Inclusion.

Goal #5. Spectrum Society will expand and maintain its community partnerships.

Just as the people we support are strengthened by their networks and connection, so too is our organization. Spectrum will build its network of community partners to promote continuous learning, collaboration and innovation.

Update on 2024 Actions:

- Completion of partnerships list and key contacts is in progress.

Susan Stanfield
Director, Community Living Services

Inclusion Plus

For over a year and a half now, Spectrum has been offering the Inclusion Plus service (called LIFE by Community Living BC). The LIFE service focuses on four key areas: employment, connecting with the community, learning new things, and forming new relationships. Inclusion Plus is designed to help people set their own goals and express how these goals will positively impact their lives. Support is available on-demand, meaning people receive assistance whenever they choose to do so, and not when they don't need it.

Currently, Spectrum is providing support to 19 people through Inclusion Plus and we have 8 new referrals who are interested in joining the service. Our dedicated team, consisting of Hayleigh as the Manager, and Ali, Joey, and Rylee as Inclusion Facilitators, has been working hard to help people meet their goals in the LIFE areas. We continue to learn every day how to best deliver support in this service offering, ensuring it benefits the people we serve.



One of the people we support had this to say about her time with the service: "It's been really awesome and really helpful. I've learned a lot and have been succeeding in my goals. I'm really proud about my goal setting and taking the serving it right test and reading the questions clearly".

If you have any questions about Inclusion Plus, please reach out to Chad Clippingdale at cclippingdale@spectrumsociety.org. For more information on CLBC's LIFE service, click [here](#).



Bill and Yuji at Bill's birthday dinner at the Old Spaghetti Factory



Ellie enjoys her weekly Zumba class at the False Creek Community Centre



Gary and Lyle at Spectrum's annual New Years Tea



Kira and Trevor caught up at the Spectrum summer picnic, which doubled as a birthday party for Kira!

Human Resources



Our HR team has remained focused on three key areas: enhancing recruitment and retention, streamlining processes, and fostering stronger connections with staff and teams.

In addition to improving our internal processes, we've also worked on strengthening our external presence. A key initiative was the redesign of our website, enhancing its user-friendliness and showcasing our open career opportunities to attract top talent.

We've also expanded our partnerships to broaden our candidate pool. By collaborating with colleges and universities to host practicum students, we've been able to support future talent while strengthening our ties with academic institutions.

Additionally, we've participated in Hire Fairs hosted by Vancouver Neighborhood House, Progressive Intercultural Community Services (PICS) Society, YWCA, and Mosaic, connecting with skilled candidates from across the Lower Mainland.

Looking ahead, we are committed to building on the progress made this year. Our focus will remain on refining our recruitment strategies, enhancing the employee experience, and creating a work environment where our teams can thrive. By deepening our partnerships and continuing to leverage technology, we aim to retain and support top talent, fostering a culture of inclusion and collaboration that sustains the success of our organization.

Goals for 2025

1. Research HR generative AI solutions to support workloads and provide more time to focus on things that add value to the organization, its employees and people served.
2. Foster a Culture of Gratitude – Survey employees to understand what makes them feel appreciated and develop a Reward and Recognition program that highlights even the smallest acts of contribution that may otherwise go unnoticed.

HR Support:

Thank you to the Human Resources Team:

Rachel is celebrating 15 years of service this year! We appreciate your ongoing loyalty and dedication to Spectrum. Thank you for your consistent attention to detail and clear, supportive communication with all Spectrum employees.

Danna, thank you for your proactive efforts with our Talent Acquisition and ensuring the positive experience of all new employees. We appreciate your uplifting and calm support to our Managers and staff.

We want to welcome Charlotte to the team, in the HR Assistant role. With Charlotte's success in the Office Assistant role and demonstrating strong efforts, she was the successful candidate for this position. She has proven to be a quick study in learning our processes and procedures. We are very happy to have her on the team, maintaining the continuity of strong support to our teams.

Marj has moved into a recruitment role with the Fraser Health Authority. We wish her the best in this new role.

Training & Professional Growth:

HR has participated in workshops, trainings and conferences that review HR best practice, Employment, Labour and Immigration Law, Human Rights, Privacy, Wellness and Leadership Development.

Staff trainings provided were:

- Mandt – with Susan Wilson ~ The **Mandt** System is a comprehensive, integrated approach to preventing, de-escalating, and if necessary, intervening when the behavior of an individual poses a threat of harm to themselves and/or others.
- Spectrum Orientation – with Eilidh Nicholson ~ Overview of the history, vision and values of Spectrum and those people we support.
- Manager Updates & Training – Directors and Special Guests ~ updates, new information and topics below to enhance or add into our skill sets.
 - Reflective Practice and Difficult Conversations in the Workplace Training – Chad Clippingdale and Naomi Holmes
 - Active Support and Planning – Eilidh Nicholson and Susan Wilson
 - Spectrum History and Foundations – Susan Stanfield and Ernie Baatz
- Open Future Learning – Online Training available to all employees with a variety of topics related to Health & Safety, Communication and Person-Centered supports. Certificates are provided upon completion of each training.
- CLBC Privacy and Information Management Training and certificate
- BC CEO Network – Leadership Forum and Professional Development Day
- Inclusion BC Conference – Ernie, Susan, Eilidh, Dallas and Lindsay presented
- PATH and MAPS Training – Eilidh Nicholson and Aaron Johannes
- Asset Based Community Development training – Cormac Russell

Update on 2024 Goals

1. Employee Orientations – implemented a consistent check in with all new staff in the first 6 months – 1 year of employment. Staff feedback has shown that new employees have felt confident in their training experience and are enjoying their work.
2. Leadership Conversations – Consistent feedback is being gathered, offering staff opportunities to share what's working and where more attention or training may be needed. Leaders also participated in a half-day training on "Difficult Conversations in the Workplace," equipping them with tools to navigate these discussions confidently.

Marj and Rachel at one of several recruitment fairs the HR team took part in this year



Naomi Holmes
Director, Human Resources



Eddie is very interested in the new Capstan Canada Line skytrain station in Richmond. He has gotten to know the construction site supervisor, pictured here with him.



Camelia, Rachelle, Nicholas and Ernie at the Spectrum New Years Tea



Shelley had a great time in Penticton at the Elvis festival!



Tom at the New Years tea

Shirlane spent time at the Coldwater Ranch this summer, where she got up close to a horse!



Richard and Ernie were part of Team Spectrum at the Vancouver Sun Run



Tanvir crafting!



Vicky and Senad catching up at the New Years tea



Josh and Allison serving cake at the New Years tea



Teresa celebrated her 60th birthday with friends and family



Jimmy and Victor at the New Years tea



Chad and Vishnu strategic planning interview

Finance



The ongoing financial objective of Spectrum is to use financial resources optimally and sustainably. Spectrum upholds its commitment to using funds to maximize the social good and revenues are offset with operational expenses keeping the bottom line near breakeven.

Financial Statements

Our audit was completed by Tompkins Wozny LLP. The auditors reviewed our statements and examined the records and processes behind the statements and expressed their opinion that the statements present fairly the financial position of Spectrum on 31 March 2024. Revenues increased by 17% compared to 2023 due to changes to services and increased amounts for existing services.

Offsetting expenses increased by 16% as compared to 2023. The year ended with a surplus of \$237,461 or 1.49%.

Staff

A dedicated team of four meet the financial needs of Spectrum and its community.

Grace has been working in our finance department since 2012. She is accountable for the accurate processing of payroll and management of contracts as well as many other tasks within the department.

Jeane joined Spectrum in 2021 as Director of Finance.

Judy joined Spectrum in 2022 and is accountable for the accurate processing of our Accounts Payable.

Elizabeth joined Spectrum in 2022 as a Senior Accountant.

Donations

Spectrum received \$40.166 in donations for 2024. 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 pay cheque give us a little additional cash flow to support special requests not covered by government funding. If you would like to help Spectrum with a donation, please visit the donations page on the Spectrum website at: [Donations | Spectrum Society for Community Living](#)

Jeane Rogers
Director of Finance

In Memoriam

Over the past year, with much sadness, we said good-bye to three people who were supported by Spectrum for many years. Our sincere condolences to their families, friends and supporters, and all who knew them.



Kathy Taylor (1956 – 2024)

Kathy was one of the first people Spectrum started supporting back in 1988. She moved out of Woodlands with Bill, Jack and Virginia into our first home on East 61st Avenue in Vancouver, and then to Taunton Street, and eventually into her own home with a live-in caregiver and staff support. She had many long-term supporters including Ernie who regularly met Kathy for breakfast at White Spot and remained a close friend to her all these years.

Kathy is pre-deceased by her parents, Bev and Wally, who were early allies of Spectrum as we were finding our way as a new service provider.

We are grateful to the medical team at VGH who went above and beyond to investigate all possible causes of Kathy's decline over the past 10 days, and to her dedicated Spectrum team.



Anderson Cheng (1977 – 2024)

Anderson first joined Spectrum's community inclusion service in 2005. He was part of the Bridges program that supported young adults to explore recreation, education and employment opportunities. We have many fond memories of those early days with Anderson, who endeared himself to all who knew him. In 2015 Anderson moved to Chilliwack to live with his good friend Paula. When she retired in 2022, Anderson moved back to Vancouver and reconnected with Spectrum.

Anderson loved exploring the community, especially if it involved taking transit. He enjoyed spending time with his parents and siblings, who he met up with regularly for dim sum at their favourite restaurant. He had a great sense of humour and was known for his quick wit and colourful comebacks. Anderson passed away in 2024, leaving behind his family, his dear friend Paula, and many longtime supporters.



Robin Vincenzi (1967 – 2023)

Robin was served by Spectrum for many years, she was a joy to support. She was known for her deep faith in Jesus, she was involved in at least three Churches, and three women's Bible studies, each of which had many representatives at her memorial service where she was celebrated warmly by family and her many friends, both young and old. Faith and friendship were vibrant in Robin's life, she was generous in living and sharing her faith and had a deep love for her friends, frequently living a sacrificial life to help others.

Robin was a private person who lived in public in a generous manner, prepared to provide humour, a smile, a laugh and advice as well as get her fingernails dirty digging in to help. It was said several times at her memorial service by those who knew her well, that while she had a disability her love and wisdom were powerful and life transforming.

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 and Poverty Reduction
- Microboards
- B.C. Housing Management Commission
- B.C. Gaming Commission
- Corporate and community partners

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Barb Goode
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...and anonymous donors



Spectrum Society for Community Living

3231 Kingsway

Vancouver, B.C. V5R 5K3

Phone (604) 323-1433

Fax (604) 321-4144

www.spectrumociety.org

www.101friends.ca