



Penticton & District Community Resources Society

Making a Difference Since 1966

2010 - 2011 Annual Report



Living United

Our United Way Employee Campaign—
Partnering with the community to make a difference!

Our Vision is...

A Strong Community with Opportunities for All

www.PDCRS.com

A Word from the Board of Directors



In reflecting upon the past year, I find myself drawing on my personal life to describe a sense of the accomplishments for Penticton & District Community Resources Society. I am a triathlete; an endeavor that entails many hours of preparation and training. While many in Penticton see the results of that training on a Sunday in late August, what is not seen, except by the family and friends of a triathlete, is all the sweat and sacrifice that precedes the day. There are pulled muscles and early evenings that must be overcome to ensure that the rigors of race can be endured and even enjoyed!

2010/2011 has been a year of training for PDCRS.

With changes on the horizon to both the federal and provincial governments, we reaffirmed our focus on establishing financial security for the individual programs and for the organization at the outset of the year. As you will see in the financial statements, this has been a strong year for PDCRS. We have also laid the groundwork, or done the training, for establishing an official fundraising plan with money budgeted to hire staff whose mandate it will be to raise the profile and lead the fundraising efforts of the organization.

We have reached out to other organizations in our communities, further strengthening our network of resources that will prove valuable as we embark on our race. With community partners such as the United Way, the Community Foundation of the South Okanagan and BC Housing, I feel like we have an external team to assist in reaching our goals.

As a first year President, I would like to recognize and extend my sincere gratitude to several individuals.

First, to my fellow board members who showed great patience with my intermittent ignorance of board protocol and procedures. Their dedication to serving the needs of the Board and the Society reflects highly upon them as members of their communities.

Of course, the day to day and week to week challenges that are part of running the wide variety of programs and services fall squarely on the shoulders of our fabulous Executive Director, Tanya Behardien, and her wonderful group of managers and staff. We as a Board, continue to marvel at how fortunate we are to have such a superstar at the helm of your fabulous organization.

Yes, 2010/2011 has been a year of training for PDCRS; and I am very, very excited about the upcoming year. I know it will sometimes feel like a race, but I know that what we have established in the past year will allow PDCRS to make dramatic changes to the communities it serves.

The pieces are in place. The training is done. We are ready to race.

Mark Rutter
Board President



A Word from the Executive Director

Last year was described as a year of coming together and this year, I think, will be remembered for its many partnerships. As we began the year, we were honored by the United Way with the Community Partner Spirit Award. This was an inspiring way to begin and it certainly set the tone for where we continue to spend our energy—nurturing relationships and developing partnerships. We are continually reminded of the power of partnerships and that in working together in true collaboration the people we serve achieve better outcomes.



The year of 2010-2011 saw us focus on the area of learning and development. Together with other community partners and the Ministry of Children & Family Development (MCFD), we invited Dr. Vannessa Lapointe to help us continue to learn about the significance of attachment and belonging. I believe our coordinated learning efforts are beginning to serve the community better as we develop common language and frameworks with which to respond to participants. Another learning venture involved my participation as a Practice Change trainer with MCFD. The board of the Society was very gracious in allowing me to volunteer some of my time towards the Practice Change efforts. Within the context of the Practice Change, MCFD and community partners developed a charter document that outlines our values and our commitment to working together to achieve better outcomes for children and families. These conversations were often challenging, but I firmly believe that our grappling with difficult issues will help us as we strive to work together in a more comprehensive manner.

Our focus on partnerships was also reflected in the emergence of new programs, projects and initiatives. We expanded our handyDART service when BC Transit invited us to look after the service for Summerland. This meant the addition of new drivers to our team and an expanded workload for the schedulers and dispatchers. I am continually amazed at the team's efforts to work with myriad community groups to coordinate the safe transportation of our riders. We were also the fortunate recipient of one of the New Horizons for Seniors grants through Human Resources and Social Development Canada (HRSDC). This grant was applied for in partnership with Literacy Now to support grandparents and their grandchildren. The programming also yielded some new partnerships with Penticton Museum and Archives and the Penticton Indian Band Cultural School. In the communities of Oliver and Osoyoos, we were able to launch an Ages and Stages pilot project through support from Success By Six that we hope will significantly support families with young children in identifying developmental milestones. Lastly and very significantly, we were able to complete an Information Technology upgrade through a donor's generosity. This project was a major undertaking for us and we continue to smooth out some of the kinks that an endeavor like this can bring. We were so grateful for the donation which strengthened the infrastructure of our organization.

Not all partnerships or relationships last forever and indeed, one of our long term partnerships came to an end with one of our participants. As our involvement came to a close, I was struck by the integrity of the staff, the support of our funders, but above all, the resilience of the participant. We wish the individual a life that continues to be well lived and inclusive.

As we look ahead in the year to come, we see the growth of our current partnerships and the development of new ones. As a learning organization, we are committed to building capacity and we look forward to the launch of a Professional Development Series that we hope will assist us in our quest to work better together. We are also excited about some new potential partnerships on the horizon with BC Housing and the Interior Health Authority.

In closing, I'd like to thank the communities we serve, our funders, the Board of Directors, and the Management and Staff of the organization for being great partners. I am truly looking forward to the upcoming year to see what we might accomplish together.

Tanya Behardien

Highlights of the Year

Partnership Awards



At last year's Annual General Meeting, PDCRS awarded Partnership Awards to the two School Districts who help us to make a difference.

Jim Insley holds up the plaque for SD 53 (left) while Pam Butters and Wendy Hyer accepted the award for SD 67 from Dave Stigant.



We look forward to continuing these wonderful partnerships.

United Way Employee Campaign

This year, PDCRS was honoured to receive the United Way Community Partner Spirit Award.

Our third employee campaign saw a 209% increase in staff participation of the employee payroll deduction program over the year before. Our campaign coordinator keeps thinking up new and fun ways for staff to "Live United".

Our partnership with the United Way is both awarding and rewarding! PDCRS also received a generous grant from the United Way towards our Family Assistance Program. This program helps support families in our childcare programs during times of financial difficulties. This past year, we were able to help 58 families with financial assistance so they were able to continue working or going to school knowing their children were safe and having fun.



Many Thanks

Aaron McRann from the Community Foundation of the South Okanagan (left) and Blair Lischeron from Success by Six® / Communities for Kids stand with Tanya Behardien by the commemorative plaque thanking the two organizations for their generous donations towards the washroom renovation at the After School Program. These grants enabled ASP to increase their licensed capacity to 70 children from 60 and provide a wheelchair accessible washroom as well.



Broadening our Horizons in 2010-2011

...new ways we are Making a Difference

Community Services Office

PDCRS embarked on a major data systems upgrade that involved replacing our server and bringing all staff workstations under one networked system.

These improvements have positioned PDCRS to keep up to date in today's constantly changing technological environment.

Hand in Hand 3 to 5 Centre

Hand in Hand Infant Toddler Centre expanded operations in September by opening a new centre for three to five year olds. This enables us to provide a continuum of service for the young parents as their children age out of the infant toddler centre. Enrolment has steadily climbed and the centre is now operating at full capacity.

handyDART—Summerland

PDCRS assumed responsibility for operations of the Summerland handyDART in September. By combining scheduling and dispatch services with the Penticton handyDART, we have achieved some efficiencies in overall operations between the two communities.



Karen Yaciw, handyDART Dispatcher, provides information about the service at the Senior's Symposium held in Penticton in October

Ages & Stages

With funding from Communities for Kids, Ages & Stages in Oliver and Osoyoos is a pilot project that encourages connection with every family with a child 18 months to school entry. The project provides resources and information for parents to help them better understand and promote the development of their children.

We have built a strong partnership with Interior Health, and other communities have asked us to share our learning. We have had great responses from the parents who have accessed this program. All are willing to return for the following six month assessment.



PDCRS Programs and Services

Child Care & Support Services

After School Program

There are lots of activities for the children throughout the year. Winter break, Spring Break and Summer Break offer time for extra fun. We have a random act of kindness month where we dress up as superheroes and go out to clean up the community and we leave potted flowers with kind messages on the doorsteps of our neighbours. The children go on all kinds of field trips—to the beaches and parks, on hikes along Munson Mountain and the KVR trail—and they were thrilled when members of the Penticton Vees dropped by to play a game of floor hockey with them.

This was the final year of our Kindergarten Enrichment program now that full day kindergarten is starting in the fall. We are looking at other ways to use the great space we have during the school hours.

The washroom renovation at Edmonton Avenue is complete and we have increased our licensed capacity from 60 to 70. We support up to 100 children per day at both centres.



Skylar, Liam & Jonathan stand by a sunflower they planted only weeks before

Supported Child Development Program

Supported Child Development provides services to support children who have a documented delay to attend a childcare program. Our services are provided throughout the South Okanagan/Similkameen. This year we moved to a model of allocating services to community areas based on population and identified needs. This model has increased our capacity for supports for the rural communities in our service area.

This year, SCD focused on developing our tools for screening, assessment and early intervention supports. We have been able to support an increasing number of children in the SCD program as a result of increased skills and supports provided by staff. We also continue to provide consultative supports to the childcare programs that have children on the waitlist for our services. By providing consultation to the childcare providers, we have been a part of building our capacity as a community.

The SCD Regional Advisor role has increased our leadership and connectivity in the Interior Region and provided the opportunity for us to share our knowledge and experience in areas of best practice for early intervention and inclusion.

ECD Hub

The virtual ECD Hub continues to connect front-line workers with each other to provide opportunities for networking and resource exchange.

The *Rejuvenate* event is now a popular annual event.

Child Care Resource & Referral

CCRR has been busy supporting families and caregivers.

In February, we hosted Dr. Vanessa Lapointe, R.Psych who presented a workshop for CCRR members. “Entering the World of the Child: The Importance of Play”, was a huge success with 45 attendees.

PDCRS Programs and Services

Child Care & Support Services

Little Triumphs Early Childhood Centre



Frank enjoys a game of *Memory* with the children

LTT had another wonderfully busy year. Enrolment remained steady throughout the year, with us serving 58 families.

Our centre is fortunate to have seven highly qualified, experienced and dedicated staff who provide a fun, stimulating developmentally appropriate program for the children and a supportive setting for their families.

We maintain our friendship with the elders from the Good Samaritan Society's Village by the Station. In March, we hosted a Spring Tea and invited the residents for a play date and lunch.

We went on several field trips, including the SPCA and the Fire Department. Another big event is the annual Christmas party sponsored by the Lions Club. Over 70 children and their families enjoyed good food and a visit from Santa.

We have a great time around here!



Kianna gets a warm welcome from an SPCA resident

Tuc El Nuit & Osoyoos Elementary Preschools

The preschoolers in the South Okanagan are a busy lot! The children at the Osoyoos preschool have forged a friendship with the Mariposa Gardens Senior centre. They got together to bake cookies for Valentines and coloured eggs for Easter. They had so much fun, they have set dates again for next year.

The children at Tuc El Nuit have been equally busy. They learned all about animals and have had cats, puppies, birds, turtles and many bugs in the classroom. For five weeks this spring they watched tadpoles transform into frogs.

We were also very pleased to form two new partnerships this year as well. Oliver Public Library has welcomed us for story time throughout the year and the Grade 5/6's have taken the pre-school children on as buddies.

Hand in Hand Infant Toddler Centre

The infant toddler centre has been very busy this past year. Last summer, we partnered with the School District to keep our doors open during the summer months. Our opening during the summer allowed parents a childcare option so they could work or go to school. Keeping the centre open in July and August offered families stability, consistency, support and safety. It was a great success and we are set to stay open again this summer.



PDCRS Programs and Services

Community Living Services



Community Living Celebrated

In October, Community Living Services hosted a friends and neighbours lunchtime Halloween Barbecue at the PDCRS main office. It was an enjoyable, costume-filled event that we will repeat again this year.



Residential Services

Baskin House has been renovated to create a wheelchair accessible washroom, a new wheelchair accessible shower room and a new wheelchair ramp. We would like to thank the Community Foundation of the South Okanagan and Community Living BC for their generous contribution to this much needed project.

Paper Shuffle

Penticton Paper Shuffle has just completed its first year of the Shred Eze service. We have employed four individuals on a weekly casual basis. We continue to receive applications.

Community Support Coordination

A new service was launched this year that provides coordination of community services to support CLBC-referred participants with complex care needs on a mostly short term basis.

The Club

Club participants enjoyed another year of social and recreational activities and events. They volunteered their good energies to help clean up Powell Beach and they adopted an owl.

Participants took part in fundraising for the United Way and this past spring and participated in the MS Walk (picture at right).





PDCRS Programs and Services

Youth & Family Services

Sexual Abuse Intervention Program

This past year has seen an increase in community involvement and outreach with the Sexual Abuse Intervention Program. In collaboration with the South Okanagan Victims Assistance Society (SOVAS), we presented films about date rape drugs and issues for male survivors of sexual abuse.

We also made visits to KVR Middle School to talk to groups of students about healthy relationships, sexual abuse and the SAIP program.

Service to children and youth who have been affected by issues of sexual abuse is provided in the Penticton and Summerland area and staff also travel to Keremeos and Princeton. Currently, there is a waitlist for service.

Penticton Alternate Schools

Staff at the alternate programs at Pen High and Princess Margaret are engaging youth in grades 8-12 who are marginalized for variety of reasons to develop skills to participate effectively in the school and community.

School wide events, small group activities and outings are all part of the PAS environment. Agency staff assist, guide, and support students in planning special events, individual activities, and small group games, and outings.

PDCRS staff primarily focus on supporting students to take responsibility for their choices and providing a safe environment in which to do so. Some of the main themes include: self care, choosing a positive attitude, respecting others, respecting self, taking responsibility, addressing personal issues and developing planning and organizational skills.

FASD Key Worker/Parent to Parent Support Worker

This service is now well established—community education has created more awareness of the concerns related to alcohol and pregnancy, and of the support to parents that the service can provide. Service is available in the Penticton & Summerland area and staff travel to Keremeos & Princeton.

Key Workers are often involved early in the assessment process to support parents in gathering the information needed for the referral to IHCAN for the assessment. We stay in touch while parents wait for the assessment and then are involved in implementing the recommendations and helping parents to plan for school and developmental transitions.

Parenting After Separation

PDCRS has been providing this service since the inception of the program in 1998. This parenting session is now mandatory for parents seeking a court date to resolve issues related the care of their children. We are now offering sessions about twice a month.

Integrated Family Development

Staff have been working with MCFD staff and other contracted agencies to jointly develop a Community Charter which outlines an integrated perspective on service delivery for better outcomes for children, youth and families.

We continue to provide support and information to children, youth and families in the Penticton and Summerland area, and there is currently a waitlist.



Community Partners

We value our relationships with staff of government ministries and educational organizations with which we contract as well as the many community organizations with whom we work to make a difference in our communities.

* ARC Programs	* Okanagan College
* Attorney General	* Okanagan Similkameen / Neurological Society (OSNS)
* Child & Youth Mental Health	* Osoyoos Indian Band
* City of Penticton	* PACE
* Community Foundation of the South Okanagan	* PDSCL
* Communities for Kids	* Penticton & District Multicultural Society
* Communitas Supportive Care Society	* Penticton Indian Band
* Community Living BC	* Princeton Childcare Society
* Community Living Council	* SADI
* Interior Health	* School District 53
* Lower Similkameen Indian Band	* School District 67
* McNaughton Support	* SOLO
* Ministry of Attorney General	* Summerland Community Support
* Ministry of Children & Family Development	* United Way
* Okanagan Boys & Girls Clubs	* Upper Similkameen Indian Band



Generous Donors & Contributors

We would like to thank the following individuals, groups and organizations for your support. Together, we truly make a difference!

* Anonymous	* PDCRS Board of Directors
* Breakfast for Learning	* Penny Lane Bargain Centre
* Canadian Home Builders	* Penticton School of Hair
* Children's Aid—Stay in School Fund	* Quota International
* Community Foundation of the South Okanagan	* Remax
* Emerald Irrigation	* Sherwood Trophies
* Harcott Glanville Insurance Brokers	* Summerland Resource Centre
* Insight Support Services, Kamloops	* Sun Valley Tint
* International Women's Day Planning Committee	* Toys for Tots to Teens
* Loblaws Inc. (President's Choice)	* V Madson
* J. Louwe	* P. Wand
* MacDonald Builders	* Women's Resource Centre
* OK Builders	* Wright's Beach Camp
* Okanagan Fest-of-Ale	* TH Ashton Medical
* Penticton Rehab Massage	* United Way
* PDCRS Staff	* 574389 BC Ltd.



Our Board of Directors

The Management and staff at PDCRS would like to thank our volunteer Board of Directors for their leadership, support and encouragement.

Our Board of Directors are:

Mark Rutter, President
Anne Cossentine, Secretary
Sheilagh Seaton
Kathryn Lundman
John Mott

Heather Cooke, Vice President
Terry Rolston, Treasurer
Lise Ecclestone
Dave Stigant, Past President

Our Mission:

PDCRS strengthens the community by helping people to achieve their maximum potential through the provision of quality supports and services that meet identified needs.

Our Goals

Public Service

PDCRS seeks to provide a broad range of services addressing the diverse needs of the community through programs, information and support systems and person-centred, strength-based services

Contribution

In all its activities PDCRS works to make a difference—to increase opportunities for and to enhance the ability of individuals and groups to participate fully in the community.

Advocacy

PDCRS undertakes to provide a voice for disadvantaged persons in order to influence community attitudes and public policies to assert the recognition and rights of the persons and groups it seeks to benefit and serve.

Excellence

Along with delivering practical services, PDCRS undertakes to stimulate and contribute to learning, innovation, and development of current best practice in its fields of work.

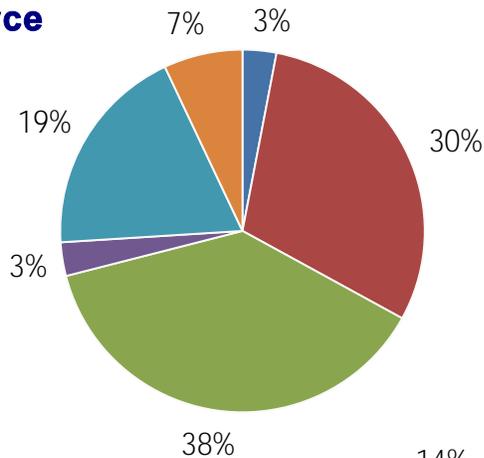
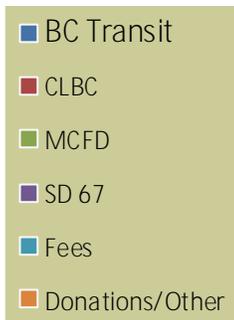


Financial Information

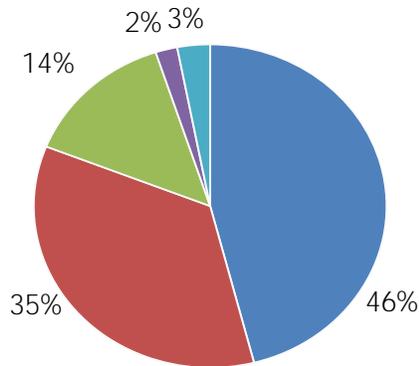
Statement of Operations

Revenue	\$5,582,857
Expenses	
Direct Programming	4,307,931
Facilities	346,986
Fundraising, Promotion & Administration	<u>917,556</u>
Surplus (deficit) for the year ending March 31, 2011	<u>\$10,384</u>

Revenue by Source



Revenue by Program Area



Where the Financial Support Goes

