



# 2018/2019

## Accredited Supportive Living Services

# Outcomes REPORT

Culture & Structure. Customers. Mastery.  
Partnerships. Financial

Accredited Supportive Living Services  
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Our **MISSION** is  
to provide quality  
services to Individuals  
with diverse needs  
by encouraging  
opportunities  
for **GROWTH,**  
**DEVELOPMENT,**  
and **COMMUNITY**  
**SUPPORT.**

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# Introduction

Welcome to Accredited Supportive Living Services (ASLS). ASLS is a proactive organization recognized for its commitment to excellence in providing inclusive and diverse services. Our Senior Leadership Team is comprised of our CEO, Rilla Websdale, our Director of Programs, Sterling Andrews, our Director of Finance, Sandy Doll, and our Director of Support Services, Liz Merlo. Together, they provide the leadership and guidance our organization needs to implement the quality services that comprise our mission. We support Individuals across Northern Alberta with offices and residences in Grande Prairie, Grimshaw, and Peace River.

Opened in 1969, our organization employs over 250 full-time and part-time staff and holds contracts with Children's Services, Persons with Developmental Disabilities (PDD), Family Support for Children with Disabilities (FSCD), and Alberta Health Services (AHS).

This report will feature a comprehensive overview of our organization and our performance based on the 5 pillars of our organization: Culture & Structure, Customers, Mastery, Partnerships, and Financial.

## OUR BOARD OF DIRECTORS

# CULTURE & STRUCTURE

ASLS is fortunate to be guided by a team of individuals who are passionate about this organization. The ASLS Board of Directors is the legal authority for the agency - each Director is a trustee and is responsible for the effective governance of the organization.

The Accredited Supportive Living Services Limited (ASLS) Board of Directors is a policy board. They set the general policy of the agency and monitor activities through the CEO to see that the agency remains on course. This is achieved through their involvement with Strategic Planning and monitoring progress towards goals identified through the Strategic Planning process. Additional responsibilities include reviewing and approving the annual budget, auditing financial statements, the hiring of the CEO, and conducting the CEO's annual Performance Appraisal.

Shannon Websdale



Gerald Loewen



Alanna Dickson



President of the Board

Nicole Flaten



Dan MacNeil

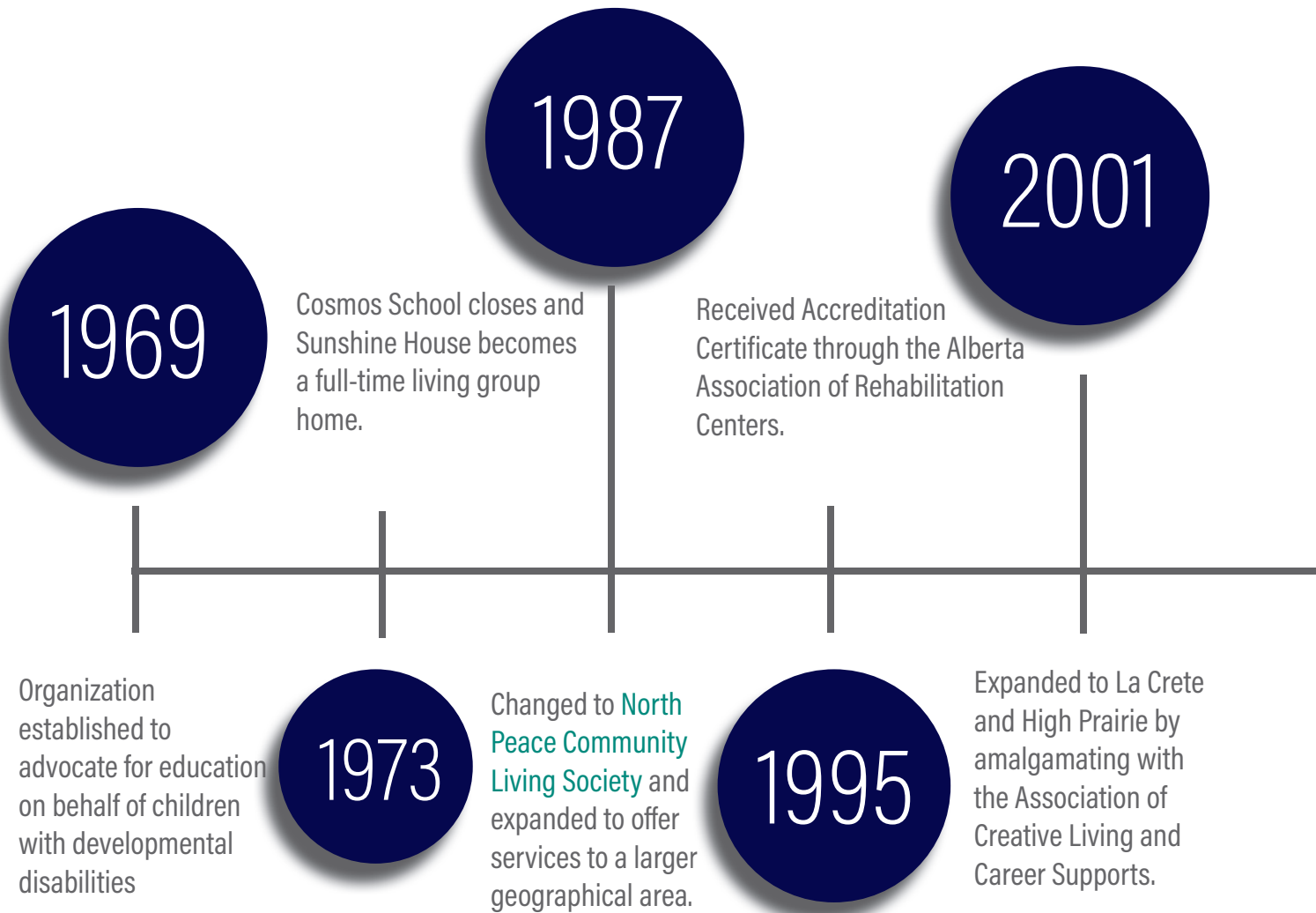


## OUR SENIOR LEADERSHIP TEAM

Our Senior Leadership Team is responsible for overseeing the programs we run and the daily needs of our organization. Working together, they advocate on behalf of the Individuals we support with funders, fulfill organizational goals, participate in strategic planning development, and inspire staff to achieve the best standard of service in our capability. In 2019, ASLS added the Director of Support Services role. This new director role oversees Human Resources, Staff Training, Maintenance, Marketing & Communications, Health & Safety, Food Prep Services (excluding Stone Brook), IT Support, Scheduling, and Administrative Support. Previously, these responsibilities were shared by the Director of Finance and the Director of Programs.

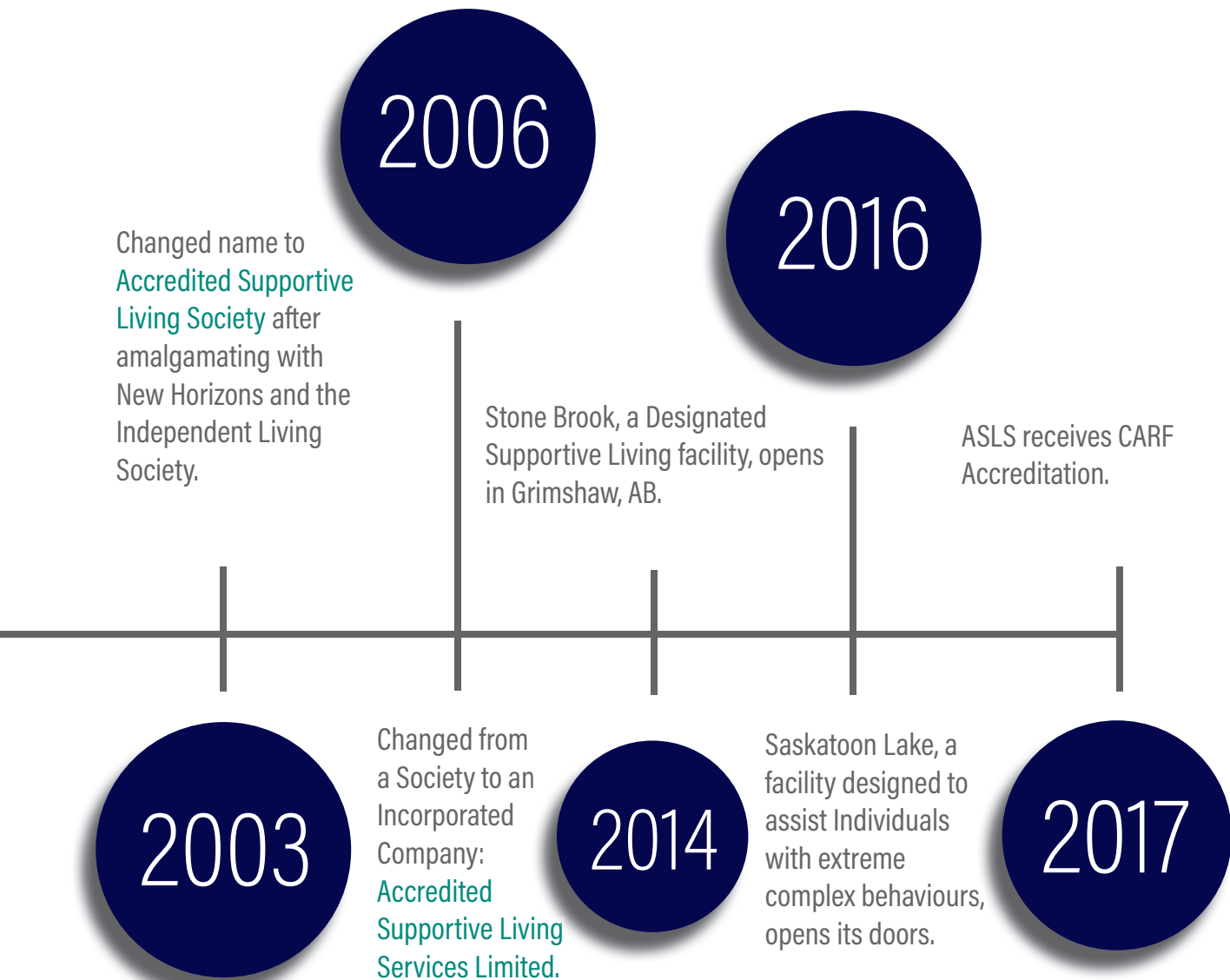


## OUR JOURNEY

WHERE WE  
CAME FROM

ASLS was founded in 1969 by a group of concerned parents. At the time, Alberta Education did not support children with developmental disabilities. Cosmos School and Sunshine House were opened to address this need. Over the years, as Alberta Education accepted the responsibility for including children with developmental disabilities in the education system, Cosmos School closed and Sunshine House, previously used to house children from out of town during the school week, continued as a full-time group home. Eventually, the organization expanded to include adult services and support Individuals in La Crete and High Prairie.

In 1992, Shannon Websdale was hired as the Chief Executive Officer. It was his influence that pushed our organization towards accreditation in 1995. At the time, accreditation was a voluntary process and we were the only agency north of Edmonton to achieve it. In 1998, we received a provincial award for meeting and exceeding accreditation standards. In 2014, ASLS expanded its services beyond disability and opened Stone Brook in Grimshaw. Stone Brook offers designated supportive living services for seniors. At the time of it's

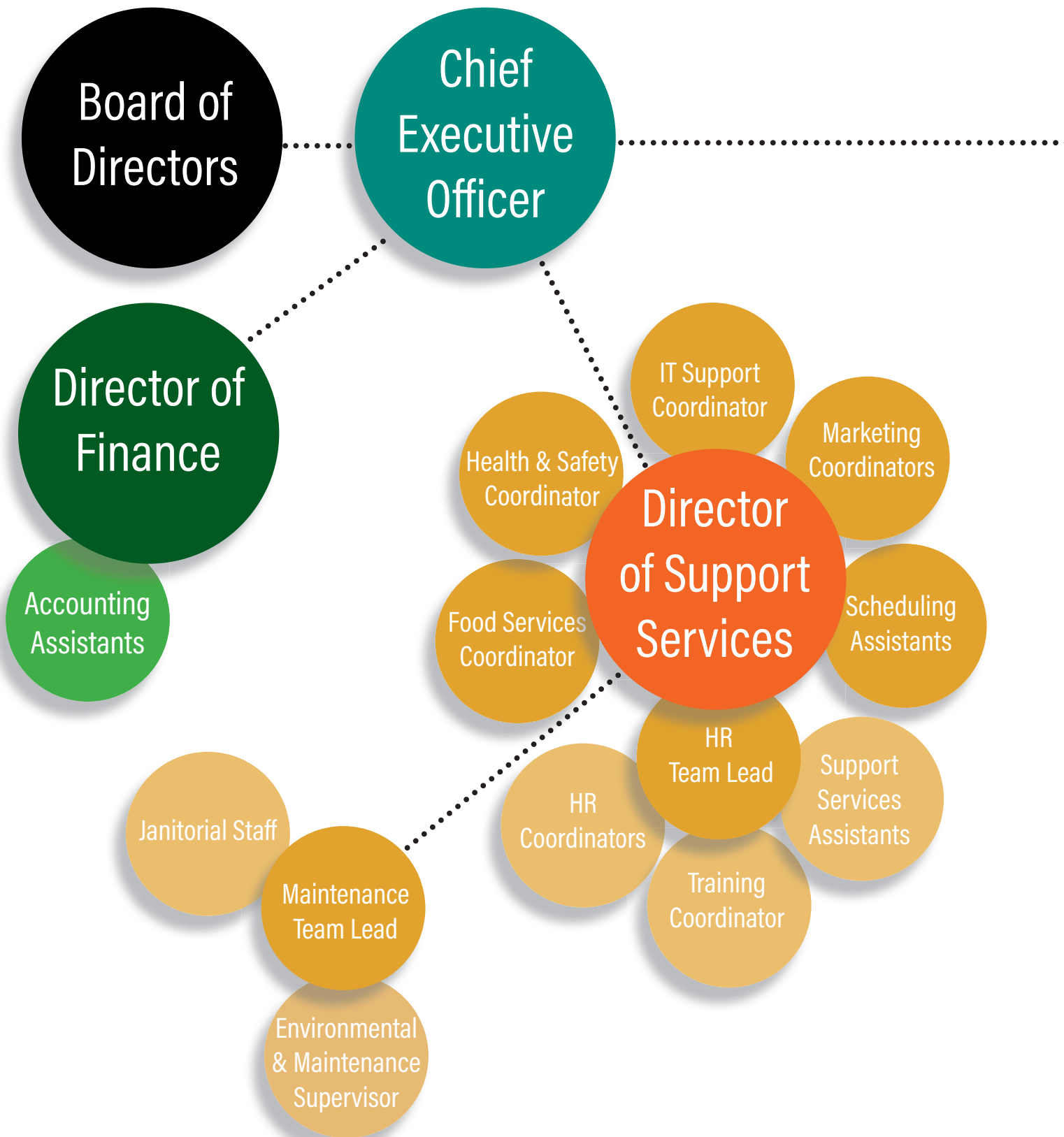


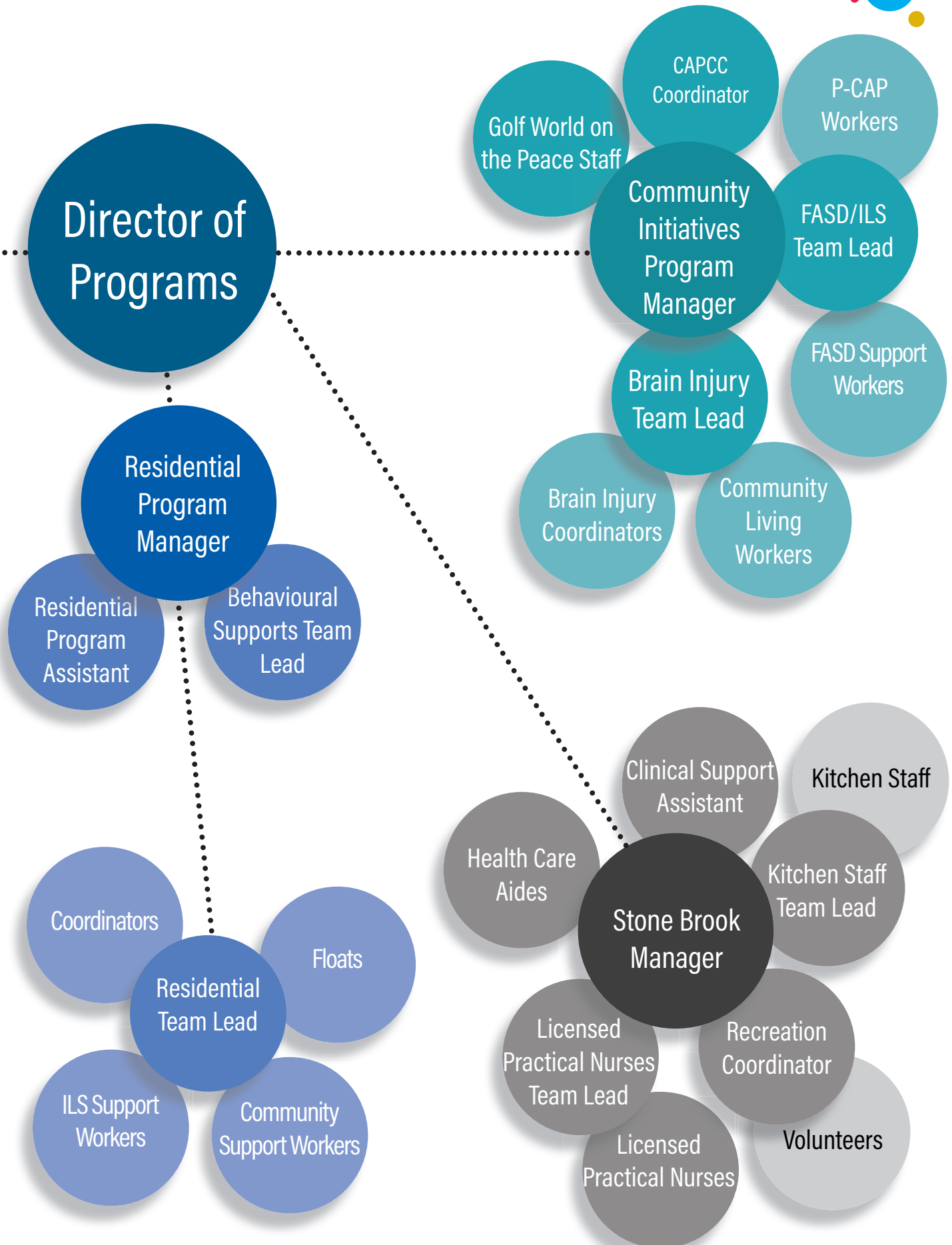
opening, 56 of the 76 beds available were contracted by Alberta Health Services for their clients. In 2016, ASLS expanded its program offer again with the purchase of a farm near Saskatoon Lake in the County of Grande Prairie. The homes built on Saskatoon Lake were customized and designed to house Individuals with extreme complex behavioural needs. These individuals are an underrepresented segment in the disability services sector and often end up institutionalized. Saskatoon Lake represents our commitment to filling this service gap and an opportunity for these Individuals to be successfully supported in a home environment.

Most recently, ASLS renewed its commitment to quality and excellence by achieving accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF) in 2017. When a program or service is CARF accredited, it means the organization has passed an in-depth review and meets rigorous CARF guidelines for service and quality—a qualified endorsement that it conforms to internationally recognized service standards.

2018-2019

## ASLS ORGANIZATION CHART





# CUSTOMERS

## OUR SERVICES

ASLS is committed to  
person-centered service.



### Residential Supports Program

The Residential Supports Program serves individuals in our community who require 24-hour direct support. Fully trained residential support staff work with individuals and their families to meet specific needs and achieve personalized goals.



### Behavioural Supports Program

Funded through PDD and Children Services, the Behavioural Support Program uses the Positive Practices approach to develop a Behaviour Support Plan (BSP) for the Individual to achieve positive outcomes. This program is available to Individuals in the ILS and the Residential Support Programs.



### Independent Living Services (ILS) Program

The Independent Living Services Program serves individuals with developmental disabilities who live in the Peace Region and La Crete by providing training and support so they can live in the community of their choice.



## Designated Supportive Living Program

Our Designated Supportive Living Program, run out of our Stone Brook facility in Grimshaw, AB, provides a higher level of personal care supports and health care services on site for scheduled and unscheduled care needs - allowing residents to enjoy both privacy and independence in a home setting.

One of the main focuses entering the 2018-2019 fiscal year was the need to distill the services we offer and continue to concentrate our efforts on people with developmental disabilities of all ages who have been identified as having complex behavioral needs in a residential setting.

To accomplish this shift in service and continue to expand our Residential Supports Program, ASLS did not renew our contracts for the Homeless Supports, Family Supports, FASD, P-CAP, CAPCC, and Brain Injury Programs. We were then able to allocate more resources to our Residential Supports Program. This move didn't make a service gap in the community as the contracts ASLS gave up were bid on by other service providers. Currently, we are the largest human services organization specializing primarily in high behavioural and complex needs Individuals in the Northern Alberta region.



## Homeless Supports Program

ASLS' Intensive Case Management Team supports Individuals by helping clients maintain their housing and achieve an optimum quality of life through developing plans, enhancing life skills, addressing health and mental needs, engaging in meaningful activities and building social and community relations.

ASLS' contract with this program ended in **April 2018**.



## Family Supports Program

The Family Support Program serves families who have children with disabilities by assisting with the recruitment, training, and administrative tasks associated with hiring respite aides and other services.

ASLS' contract with this program ended in **September 2018**.



## Brain Injury Supports Program

The Brain Injury Program serves individuals who have been diagnosed with a Brain Injury or suspected brain injury. It promotes independence through provision of information, service coordination, support, and advocacy.

ASLS' contract with this program ended in **March 2019**.



## Parent-Child Assistance Program

The Parent-Child Assistance Program (P-CAP) serves women of child-bearing age who are at risk of abusing drugs and/or alcohol while pregnant.

ASLS' contract with this program ended in **March 2019**.



## FASD Program

The FASD Program provides support and advocacy for youths and adults (13+) with a diagnosis of FASD or who are suspected to have FASD.

ASLS' contract with this program ended in **March 2019**.



## CAPCC Program

Community Access for People in Continuing Care is a program that focuses on providing community inclusion and recreation opportunities for individuals in long-term care facilities who are under the age of 65.

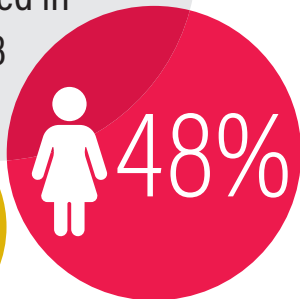
ASLS' contract with this program ended in **March 2019**.

# DEMOGRAPHICS

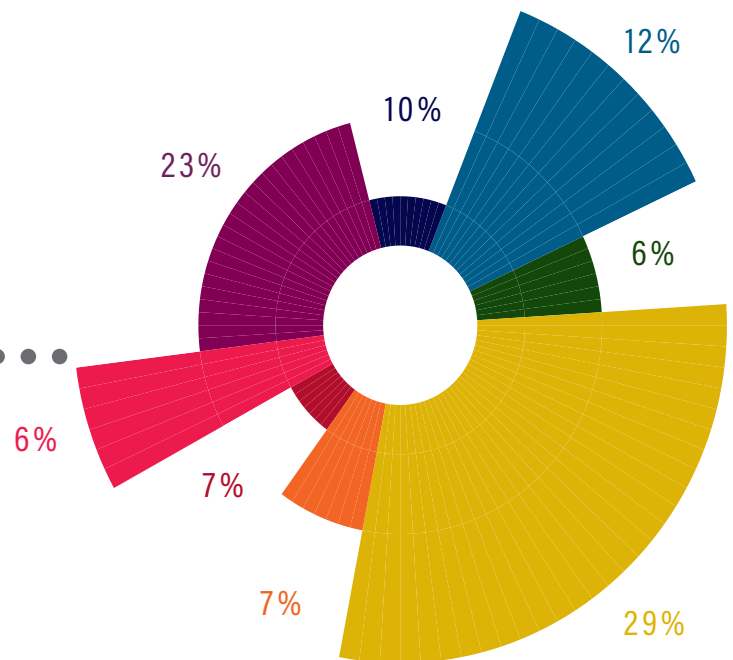
## OUR INDIVIDUALS



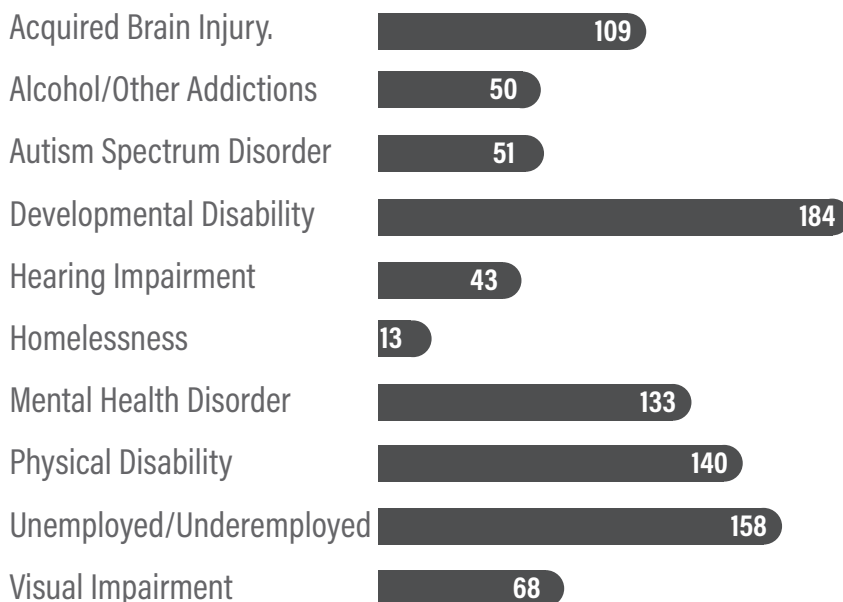
**400**  
Individuals  
Supported in  
2018



Percentage of Individuals  
Supported in each program



## Disabilities and Barriers that our Individuals face



Designated Supportive Living Program

Residential Supports Program

Independent Living Services Program

Family Supports

CAPCC Program

FASD Support Program

FASD PCAP Program

Brain Injury Program

## OUR RESIDENCES

# CUSTOMIZED FOR SUCCESS

Specializing in Individuals diagnosed with high behavioural and complex needs requires a great deal of planning and forethought. To accommodate Individuals of any age, our facilities not only have to adhere to the standards set forth by multiple government agencies, they also need to be suited to the specific needs of the Individual. To create a space where these individuals could be successfully supported, our Leadership Team collected information from our current facilities and even toured other similar facilities. This information allowed us to develop a template for the development of future residences and culminated in the improvements made to our Saskatoon Lake facility.

ASLS Currently runs 15 facilities in Grande Prairie, Grimshaw, and Peace River.



All ASLS Facilities meet the licensing requirements set forth by Children Services, FSCD, and PDD.

In 2018, ASLS introduced integral maintenance services. Maintenance personnel are available to attend to any required repairs or modifications to the residences.



The doors of our facilities are solid wood and reinforced with a stronger frame so they can withstand force. The handles of all doors have been replaced with knobs so that a door cannot be held closed.



All doors and entryways feature pin pad access. This allows for faster entry and exits for staff and eliminates the risk of lost, misplaced, or stolen keys.



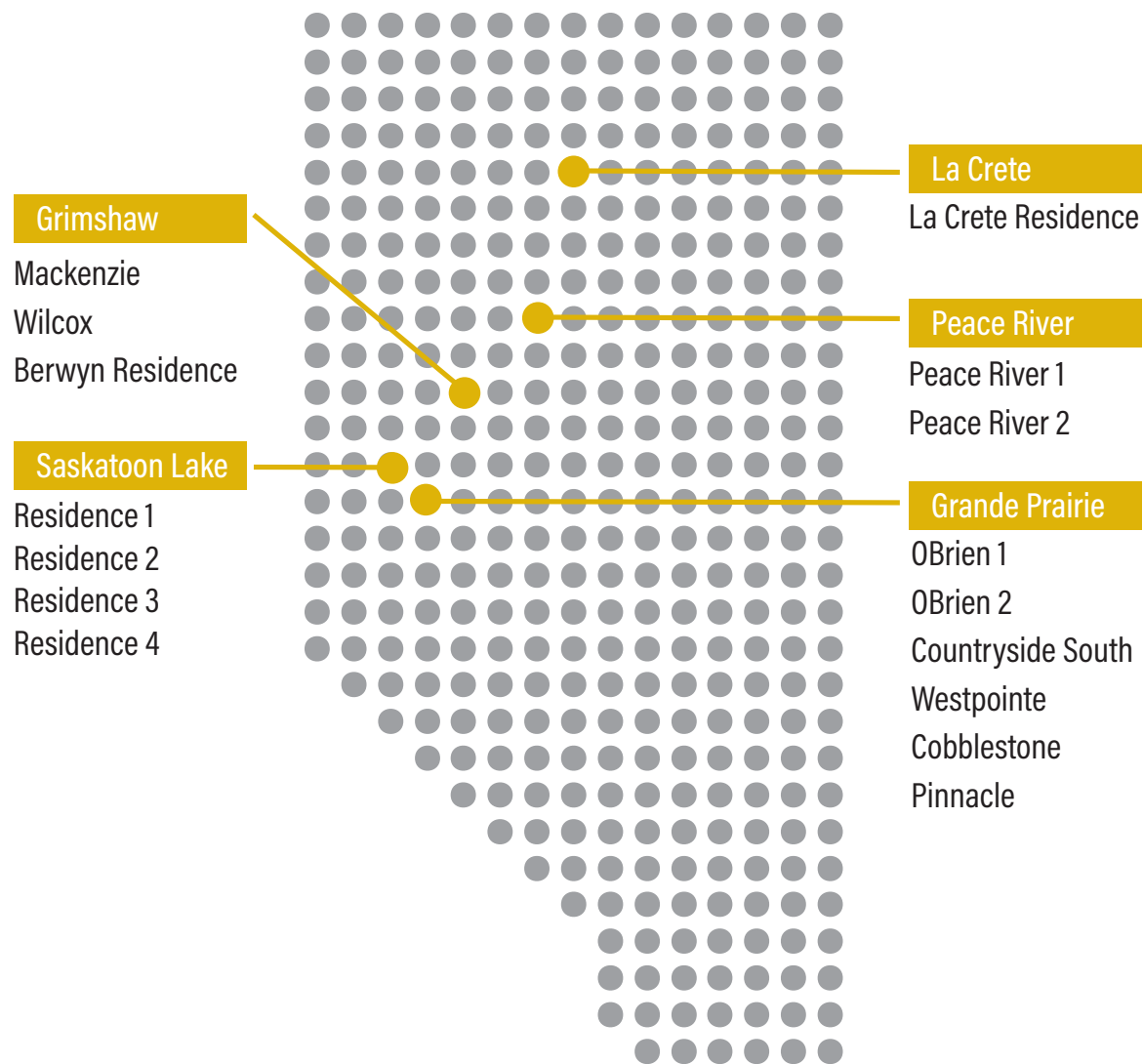
Our residential homes are constructed with sturdier materials such as plywood reinforced walls and industrial grade flooring to ensure durability, decrease repair costs, and increase lifespan.



Multiple living spaces provide ample room for residents so they are not forced into social situations. The residences are also equipped with multiple washrooms to further reduce the chance of conflict.



Homes are designed to create a calming effect with neutral colour schemes and dimmer lighting. Calm rooms are provided for residents. These rooms feature padded walls to reduce risk of injury to the individual and employee in the event of a behavioural occurrence.



Televisions, windows, and light fixtures are covered with shatter-proof Lexian glass to prevent damage and reduce the risk of injury from broken glass.



Furniture is bolted down so that it cannot be picked up or thrown during a behavioural occurrence.



The residences at Saskatoon Lake offer a private rural environment. Located on 57 acres of land, residents can enjoy taking opportunities to participate in outdoor activities, and exploring the area in safety and comfort.



ASLS ensures that each resident is appropriately staffed. Casual workers and floats ensure that any shift gaps can be addressed promptly.



Many of our facilities are home to resident pets. These dogs and cats provide comfort and companionship to individuals.

# PERSON-CENTERED QUALITY OF LIFE DOMAINS PLANNING

All Individuals in our Residential and Independent Living Services Programs have a Person-Centered Plan. These plans are uploaded to the Individual's profile on Sharevision and are updated and monitored on a regular basis. The purpose of these plans is to identify and set goals around the Individual's abilities, interests, and needs. The plan specifies the responsibilities of involved persons and services to meet these goals. All Person-Centered Plans include identified goals, strategies to meet each goal, the individual responsible for each goal, timelines for completion of each goal, and the objective of each goal. Each goal represents a Quality of Life Domain that directly ties to our mission statement as demonstrated by the graphic below. Some goals can pertain to more than one Quality of Life Domain.

## Quality of Life Domains

## Mission Statement

### Well Being

Physical Well Being  
Material Well Being  
Emotional Well Being



**GROWTH**

### Independence

Personal Development  
Self Determination



**DEVELOPMENT**

### Social Participation

Rights  
Social Inclusion  
Interpersonal Relations

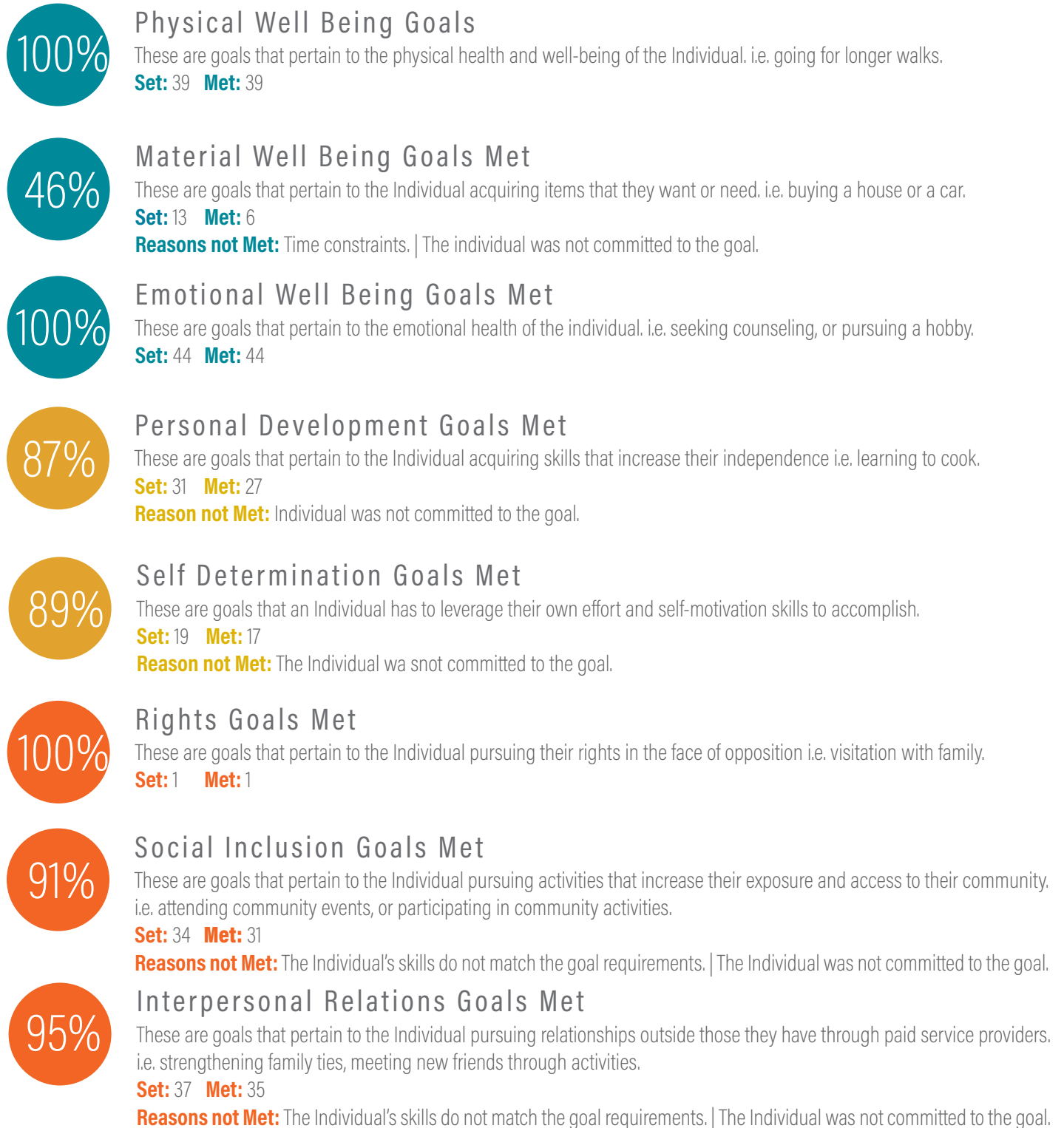


**COMMUNITY INCLUSION**

ASLS is committed to helping all supported Individuals succeed in their goals; however, sometimes there are factors beyond our control. As such, if an Individual does not reach their goal, we want to ensure that it is not due to a deficiency in the services that ASLS provides.

## OUR SUCCESS

# GOAL SETTING



## OUR FUNDERS

# FINANCIAL

### Percentage of Funds Received from

#### Human Services - Government of Alberta

Persons with Developmental Disabilities (PDD)

Family Support for Children with Disabilities (FSCD)

Brain Injury Program

Behavioural Support Program

CAPCC Program

#### Alberta Health Services

Stone Brook

#### Children's Services

#### City of Grande Prairie

FASD Program

**2017/18**
**63.72%**

58.02%

.75%

2.69%

1.42%

.84%

**17.75%**

17.75%

**16.44%**
**2.09%**

2.09%

The bank account is monitored daily to ensure there is always a positive cash flow and no instances of fraud. If funds are below a set amount in the chequing account, money is transferred from the savings account.

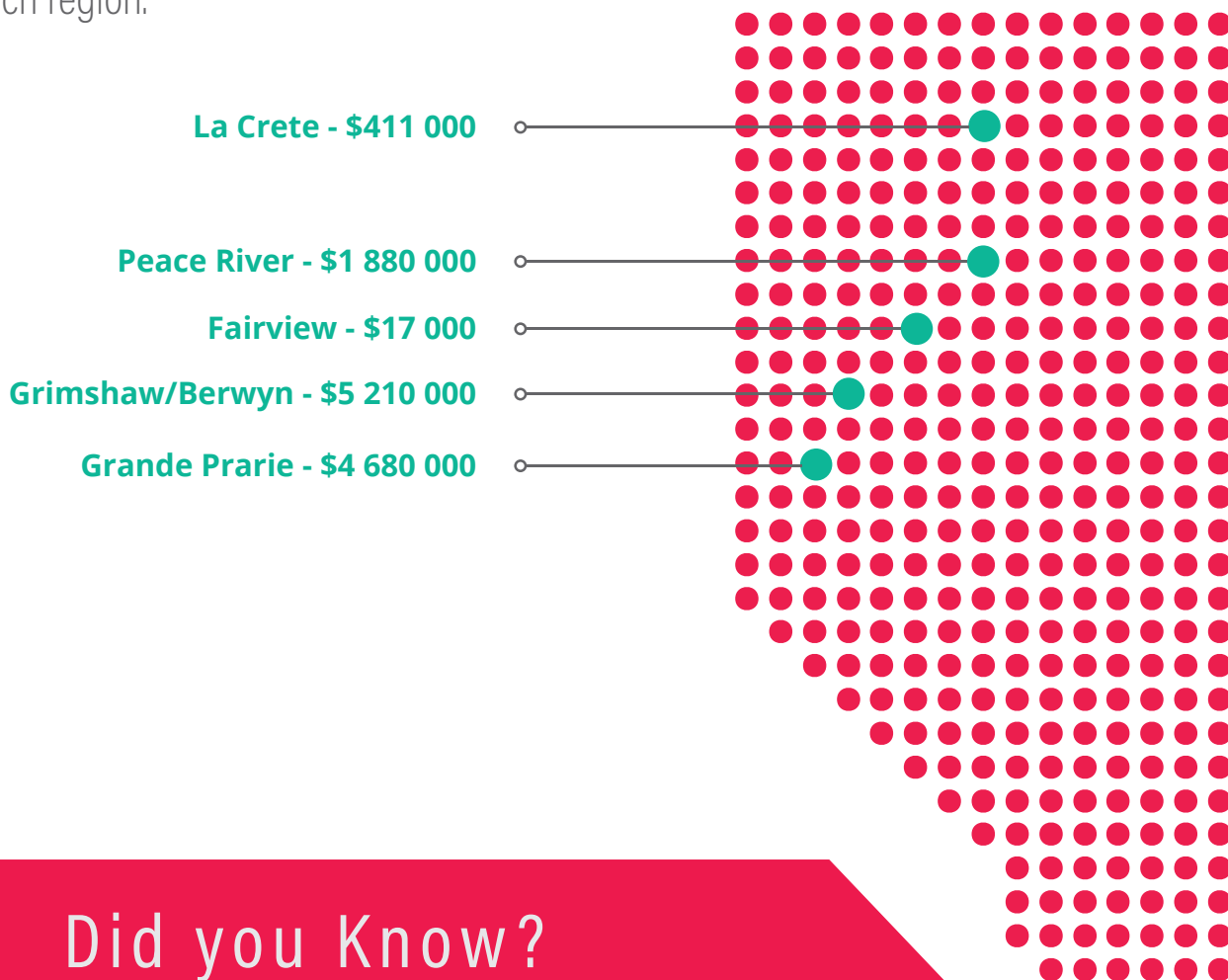
If there was an immediate risk of not having \$500,000 available for operational expenses, we would look at financing some or all our sites that are paid in full. At this time this is not a concern.

All accounting policies are followed to mitigate fraud, as all duties are segregated, and a second person oversees all items. Two examples of this: all cheques need to have two signatures and Bank Reconciliations are completed by the Director of Administration. As well ASLS is audited once a year by an external Accounting firm, MNP LLP.

Each month, a Financial Statement is uploaded to Sharevision and presented at the Senior Leadership meeting, as well the Financial Statement is submitted to the Board of Directors on a quarterly basis for their review.

## OUR CONTRIBUTIONS

ASLS supports the communities it operates in through employment opportunities and increased revenue. We employ close to 250 full-time and part-time staff in La Crete, Peace River, Grimshaw, Fairview, and Grande Prairie. The graphic below showcases how much ASLS pays in salary for each region.



### Did you Know?

ASLS Staff's charitable donations totalled

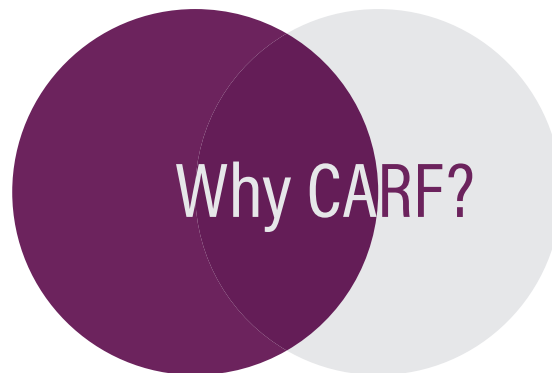
an incredible **\$5000** in 2018/19

These donations went to the Community Foundation of NW Alberta fund established by ASLS Employees.

## OUR MASTERY

# CARF ACCREDITATION

ASLS began its accreditation journey in 1995 when we first received our accreditation through the Alberta Association of Rehabilitation Centers. The benefits of accreditation are substantial - not only to our organization, but also to the Individuals and Guardians we serve and the funders that we have partnered with. Accreditation aligns with our commitment to continuous quality improvement. Adhering to accreditation standards allows us an organization to streamline our operations, improve our quality of care, and build trust with our community and the individuals we serve by adding credibility, supporting changes to policies and procedures, minimizing risk, and helping us provide consistent service.



### Quality

The Commission on Accreditation of Rehabilitation Facilities (CARF) is the premier health care standards organization in the home health and rehabilitation field. CARF is the result of more than four decades of standards developed by a broad team that includes physicians and service providers, family members, insurers, policy makers and consumers. CARF accredited facilities must demonstrate a commitment to quality both in services and business practices.

### Accountability

CARF accreditation confirms that a program or service is accountable for its performance by implementing policies and procedures that require the organization to actively monitor its performance through outcomes evidence and the satisfaction of persons served through interviews, surveys, and general feedback. The information must not only be collected, but also acted upon to help consistently improve the organizations processes, practices, and services.

### Results

The process of CARF accreditation doesn't end once accreditation is achieved. Each organization that receives CARF accreditation must submit a Quality Improvement Plan (QIP) to CARF. This plan addresses areas within the organization for improvement. Each year, during the term of accreditation, the organization must submit a report to CARF outlining the improvements it has made to address those areas in the QIP. This ensures continuous improvement within the organization.

## Maintaining our Accreditation


In 2017, ASLS received its 1 year Accreditation through CARF following an intensive review process.

Throughout that year, ASLS continued to improve our processes and systems to align with CARF standards.

In 2018, our accreditation was renewed for another 3 years.



ASLS received its  
3 year CARF  
International  
Accreditation on  
June 30, 2018



94% of our  
staff would refer someone  
to work at ASLS

**OUR PARTNERS****PARTNERSHIPS**

Without our partnerships,  
none of the services ASLS  
offers would be possible.



Alberta Health  
Services



## ASLS IS SUPPORTED BY THE FOLLOWING PROVINCIAL AND MUNICIPAL FUNDERS:

### Government of Alberta - Ministry of Community and Social Services

The Ministry of Community and Social Services leads income, employment, disabilities and community-based supports, family violence prevention, and family & community support services. It includes services providers like AISH, PDD, and FSCD.

### Government of Alberta - Ministry of Children Services

The Ministry of Children's Services leads child care and intervention, early childhood development, foster and kinship care, adoption, and improvements for children and youth.

### Alberta Health Services (AHS)

Alberta Health Services (AHS) is responsible for promoting wellness and providing health care services across the province.

### City of Grande Prairie

The City of Grande Prairie supports our Homeless Supports and FASD Programs.

## LAND ACKNOWLEDGEMENT

Accredited Supportive Living Services acknowledges that the land we provide our services on is located within the Treaty 8 Territory. Covering 840 000 square kilometers, the Treaty 8 Territory encompasses the ancestral homelands of the Woodland Cree, Dunneza (Beaver), Chipewyan, and Metis. We would like to express our gratitude to these diverse First Nations and Metis people and endeavor to respect the culture, traditions, and legacy that this land represents.

# THANK YOU



Accredited Supportive Living Services

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