

SOUTH SHORE COMMUNITY SERVICE ASSOCIATION

ANNUAL REPORT

April 1, 2013 to March 31, 2014



2014

Bonny Lea Farm

Center for Independent Living

South Shore Work Activity Program

Chester Career Resource Centre

PO Box 560, Chester NS B0J 1J0

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Dedication

During the past year, we said farewell to two individuals who touched our community here at Bonny Lea Farm in a significant way.

James R. MacFarlane

For more than 25 years, James (Jim) MacFarlane worked for South Shore Community Service Association. Helping to launch our compost and mulch production he moved on to help lead our Work Activity Program. He then served as Assistant Managing Director later being promoted to the position of Managing Director. In his role he helped provide the tools and leadership that allowed our organization to grow and develop including the addition of new and expanded buildings. Upon his retirement in 2007, Jim continued to support our programs volunteering in several capacities. His passing in December left a void for all of those whom he touched during his many years at SSCSA.



Jennifer Brown

For just a few short years, we all had the privilege of working to help support Jennifer Brown. Jennifer joined our Day Program travelling every day from Lahave after moving there from Springhill. Jennifer faced a number of challenges each day in her life but could always be found with a smile and the most positive outlook. Being the determined individual she was, she became a strong self-advocate when she decided that she would like to live at Bonny Lea Farm too. Both she and her family overcame some systemic barriers that almost prevented that move. Jennifer was a strong contributor to life here at Bonny Lea taking a chance whenever she could to show us how to enjoy life. Sadly, Jennifer's medical condition required that she move from Bonny Lea Farm to a long term care facility but she insisted on being allowed to still attend our Day Program. She maintained this connection until she was hospitalized shortly before passing away. Jennifer's constant smile and infectious laugh will forever be remembered at Bonny Lea.



Our Board of Directors

Elected from the membership of South Shore Community Service Association, the following individuals served as Board members during the past year:

President	Dr. Alberta Pew Baker, D. Litt.		
Chair	Mary Ellen Clancey		
Vice President	Bruce Flinn		
Treasurer	Rachel Martin		
Executive Secretary	John Beibesheimer		
Directors	Barbara Carthew	Hiram Carver, LLb	Rick Fraughton
	Kim Geldart	Fred Honsburger	Colin MacDonald
	Robert Manuel	Karen Neal	Tobias Norwood
	Ronald Scott	Joseph Stackhouse	
Honorary Members	Allan Conrad	Anne Flinn	Dr. Michael MacMillan
	Grace McClung	David Waterbury, QC	
Life Members	Dr. Alberta Pew Baker, D. Litt	Jack Flemming	
	Dr. M. Allen Gibson MA, DD	Joseph Stackhouse	
Board Committees	Audit and Finance	Personnel	Fund Development/Public Relations
	Residence and Family	Negotiation	Nomination
	Strategic Planning	SSWAP Board of Management	
	Property Improvement		

Message from the Board Chair

After a year in this chair, all that I can seem to say is “ Thank you”.

Thank you to the participants who always bring the warmth and sunshine, so sadly lacking in our NS spring, to all of us who come to Bonny Lea Farm. You inspire us every day.

Thank you to the Bonny Lea Farm staff who continue a forty year tradition of caring and leadership, and a particular thank you to David Outhouse who invariably sets the example and leads by that example.

Thank you to the board colleagues who have placed their trust in me during this past year of many transitions and especially the other members of the executive whose expertise and support have made a daunting responsibility become almost fun.

Thank you to the newest members of our board who have offered to serve our community. We welcome you and wish your time of generous service to be gratifying and personally fulfilling.

Thank you all.

Mary Ellen Clancey
Board Chair



Figure 1 - Residents of Lunenburg County were presented with Caring Canadian Awards by His Excellency, David Johnston. Included in the recipient group were three people associated with Bonny Lea Farm.

Managing Director

Once again I am asking myself where has the time gone as we prepare for our 41st Annual General Meeting. Not only has the time flown by, the pace of activity has remained high in all parts of our operation.

In 2011, our Board of Directors adopted a strategic plan with four key pillars outlining the guiding objectives for our work in each of the four areas. It is now 2014 and while it could be productive to look at all that we've done around these objectives I would like to reflect on the activities planned in these four areas, for the coming year:

1. PARTICIPANTS – Program Options, Needs, Service Development, Service Expansion

- **Maintain services and supports that we currently offer**
 - Ensure that our employees have the essential skills to support and educate participants in their daily lives with a focus on giving power and control over their lives back to participants
 - Ensure our facilities can support the needs of participants in their work and home lives
 - Ensure that all components of our program service model embrace a person centered focus.
- **Develop strategies to support aging in place**
 - With the completion of the research document “Making the Right Choice”, the foundational research has led to the development of next steps to connect with the Department of Community Services and the Department of Health and Wellness to begin discussions around this topic.
 - Within our Day Program, prepare for the ability to offer a retirement option for those participants who have identified as their goal, the option to discontinue work. Conversely, within our residential program identify the appropriate supports to ensure that participants who choose to retire can be supported at home during the workday.
- **Identify new and/or modified service delivery options for new referrals and applicants**
 - Given the number of referrals and interested parties looking for some type of day program support investigation of a program delivery option that can support participants who identify as primarily connected to the Autism Spectrum which often involves 1:1 or 1:2 type of responses.

2. PARTNERSHIPS – Groups, Associations, Networks

- **Establish links with professional schools**
 - Build upon linkage with Mount St Vincent University dietician training program to support healthy eating at work and at home for program participants.
- **Continue expanding links with NSCC**
 - Host at least two students from the NSCC Human Service Workers programs – Lunenburg Campus and Kingstec Campus
- **Pursue ways to attract high school students**
 - Investigate activities for participants that can be supported by a high school student.
- **Establish an annual open house type of event for the general public**
 - Explore a theme for a public open house for Spring 2015 that will serve to inform the public on the services and products that BLF offers the community.

3. FUND DEVELOPMENT – Targets for ongoing, sustainable fund development and generation

- **Update/enhance website**
 - Put the finishing touches on a new website with a planned summer 2014 launch.
- **Develop promotional videos**
 - Ensure You Tube channel and BLF promo videos are linked to the new website.
- **Continue core fund raising/fund development activities and maintain public relations activities**
 - Maintain current events (Lobster Supper, Golf Tournament, Mail Campaign, Christmas Concert) while adding a Fall Conference (October 2014) which will serve as a staff professional development opportunity in addition to being a revenue generator.
 - Complete needs assessment of a major gift campaign program with recommendations to the Board of Directors by Fall 2014.

4.INFRASTRUCTURE – Human Resources, Facilities/Buildings, Specialized Equipment, Systems, Procedures, and Policies

- **Complete an inventory of building/space/equipment including identification of future needs**
 - **Using our completed building assessment, begin phase two of exterior building upgrade focusing on southerly exposure by upgrading windows, doors, and replacing exterior sheathing and finishes.**
 - **Complete upgrade of elevator/lift project.**
 - **Replace commercial dishwasher in cafeteria kitchen.**
- **Pursue options to provide up to date technology access**
 - **Investigate equipment required to extend wireless internet access within the Residential Complex.**
 - **Complete a technology inventory to identify gaps in resources available to employees and participants.**
- **Develop a process to provide performance feedback for the Managing Director**
 - **This process has been completed. The Managing Director will provide a completed self-evaluation to the chair of the Policy and Personnel Committee by the end of November 2014.**
- **Determine current and future staffing needs including development of succession plans for key senior management positions**
 - **The Board has created a succession plan for the Managing Director position. As part of the performance review process, the Managing Director will gather data from key senior managers. This data will be directed to the Policy and Personnel Committee to assist in the development of succession plans for the remaining positions.**

This year I learned that we are truly blessed to be doing what we do. Each day, the participants we support show us in a multitude of ways the value and importance of our work. Whether we help someone achieve a milestone in their life or we just help someone understand what they need, our contribution of support helps encourage growth and a sense of greater control.

We have a staff team who actively challenge themselves to be leaders in the field of supportive services to people who live with intellectual disabilities. Their respectful approach that serves to build trust with participants helps each person we support to feel safe. In addition to feeling safe, participants are able to be supported in taking risks and learning from mistakes in a way that fosters growth in many areas of their life.

Our Board of Directors continue to provide the necessary vision and tools to support our work at many levels. Their commitment, knowledge, expertise, and broad contacts help SSCSA and Bonny Lea Farm continue to thrive and be energized. To this group, we

owe a great deal of thanks and to our founder, Dr. Alberta Pew Baker a great debt of gratitude for her perseverance with her vision to establish this service in Nova Scotia.

Our year has been filled with many celebrations and events. This past September we marked our 40th Anniversary with a Gala Dinner held at the Atlantica Oak Island Resort. Over 200 guests joined our Emcee Nancy Reagan in celebrating this event.



Figure 2 - Hansi and Duncan presenting His Excellency with a memento of his visit to Bonny Lea Farm.

Just a few short weeks ago, we were honored to host a visit from His Excellency David Johnston, Governor General of Canada during his trip to Lunenburg County. Earlier that afternoon he presided over the presentation of Caring Canadian Medals to several residents of Lunenburg County including our Founder and President, Dr. Alberta Baker, Board member, Hiram Carver, and former Board member, Jim Barkhouse. During his visit with us, the Governor General toured our Greenhouse and Mulch Barn operations and learned about these two business operations from the staff and participants who work in these areas.

It has truly been a privilege to be able to part of all that is South Shore Community Service Association over the past year. Great things are on our horizon as we continue to grow and develop as individuals and as an organization.

Respectfully submitted,

David M Outhouse
Managing Director

Residential Services

Recently the number of residents residing in our program rose by three participants, with the amalgamation of Mattson House (our Respite home) and Gibson House (one of our Small Option homes) to form another Group Home. Our overall bed capacity increased by 3 to a total of 36.

There were four new admissions in recent months and all of these folks have adjusted to these new living arrangements and housemates.

There are currently thirty-six participants in Residence varying in age from twenty-five to sixty-five. The average age is fifty. Their interests and dreams vary as they would for all of us.

Their wishes are identified through the Individual Program Planning Process, are tracked regularly throughout the year. Their wishes have varied from simple outings for coffee to international trips to Disney. Residential Staff work very hard to fulfill these dreams and for the most part have succeeded. The Residential Counsellors in Group Homes have been supported by Participant Support Workers who work with individual participants to fulfill personal goals.

Healthy living for participants has been provided through following a healthy life style which includes a good diet and being active. Participants take advantage of organized activities such as Special Olympics, as well as local outings such as biking out to the Rails to Trails system or for a walk at Graves Island.



Participants have attended a variety of outings ranging from wrestling to “Stars on Ice” to Monster Truck rallies. They are always enthusiastic to attend any dance or concert that involves music and many folks are regulars at Karaoke night at the Chester Basin Legion. We have been able to accommodate a full variety of musical preferences from the Back Street Boys to Charlie Pride, and a one to one outing for one participant to see Metallica.

Participants as well have given back to the community through their involvement and support of worthy causes such as the Terry Fox Run, Bluenose Marathon or Cancer Society Fund raising. Often involvement in these events has a personal meaning to participants and they are proud of their ability to give something back.

This year one of the participants was selected for Jury Duty. She went through the selection process and found the experience educational. She was able to return to Bonny Lea and shared her experiences with her peers and our staff.



All participants have been offered the opportunity to attend camp in the summer. Four attend Camp Tidnish in Tatamagouche where they can accommodate individuals with mobility issues. Many others attend Camp Reachability in Bridgetown.

The Participant Council meets monthly throughout the year. This is open to all participants and gives them a voice in planning events, discussing issues that affect their daily lives on presenting on topics as varied as bullying to pet care. The meeting is organized by the Programs Supervisor, however, the participants run the meeting themselves.

Over the past year the Residential Department has developed and implemented specialized programming for a number of individuals to deal with health issues such as diabetes and dementia as well as unique behavioral issues. Residential Counsellors met the challenges that were presented. They demonstrated commitment and creativity in meeting the needs of these individuals until suitable programs could be accessed.



Figure 3 Crossing the finish line at the Scotiabank BlueNose Marathon 5K event.

Respectfully submitted,

Doug Spafford
Residential Coordinator

Day/Vocational Program



Puzzle: a game, a toy or a problem designed to test ingenuity or knowledge.
Rubik's Cube: a puzzle with 6 different solid coloured faces. An internal mechanism enables each face to turn independently.

The past year has felt a little like working on a puzzle and trying different pieces in different places until you find the right fit. We met several times throughout the reporting period to discuss ways to improve programming to better meet participant wants and/or needs. Two areas were targeted for improvement: different work opportunities and alternate programming. In following the mandate of providing a person-centered approach, we decided to focus on providing more alternate programming for the participants who wished to have scheduled activities during the day that are not primarily work related.

One facet of the Alternate program is made up of a group of participants who focus on educational and life skills activities. Occasionally they complete some work tasks too. They excel from being part of a smaller group and having a menu of activities to choose from within their schedule. Several participants had an opportunity to try the area. One group was fortunate to receive a visit from Starr Dobson!

The other facet of the Alternate program is the seniors group. We currently have eight participants in this group. Although their focus is primarily relaxation and recreation, they help other areas with special events and projects. They also have one outside work contract. This group also writes cards to the troops overseas at Christmas, Easter, Canada Day and Thanksgiving. During this reporting period, one member completed a project about birds, while another has learned how to use an I pad. They had an opportunity to go to the Museum of Natural History and to Risser's beach on a hot summer day. Needing to use a wheelchair didn't slow Valerie Roode down! She used the "beach buggy" to get to the water and cool off.





We developed our own mission statement to describe our role within the organization. It is: ***“To support day program clients in their interests around work, learning, recreation and creative opportunities.”*** Our Behavioural Consultant felt that it has been very rewarding to watch participants become more empowered to make their own decisions and choices. She feels that our move toward person centered programming continues to make participants more accountable for their choices and therefore their own lives.

We found one of the right pieces, to the puzzle of providing the best person-centered program possible, by increasing time for the Alternative program. There has been a marked, positive difference for participants in that program. Throughout the next reporting period we will have to use our ingenuity and knowledge to focus on the other area identified for improvement: finding different work opportunities, as we continue to work at completing our puzzle.

Respectfully submitted,

Stacey Macdonald
Day Program Coordinator

Association Support Coordinator

The Person Centered Individual Program Plan *A Recipe for Success*

New ingredients can improve any recipe-including your recipe for success. Essential ingredients of anyone's recipe for success are attitude, aptitude and action. Bonny Lea Farm's Person Centered Individual Program Plan helps to support participants with the ingredients they need for success. IPP's focus on quality of life and emphasize dreams, desires, outcomes and meaningful experiences. Let me share with you Amanda's recipe for success that she planned for herself over the course of a year.

Amanda is a very compassionate person who makes everyone feel good when in her company. Amanda's desire to help others is of primary importance to her. One way of being of service to others is certainly when someone is in distress. Amanda chose to have as her first goal to enroll in a first aid course. She attended a two day training session and successfully completed the course. It wasn't long after the training when Amanda needed to use her newly acquired skills when her dear friend collapsed to the ground on the way to work. Amanda immediately got help. She realized that her friend may have sustained a back injury and proceeded to support his head and neck. She reassured her friend that he would be ok and remained with him until the ambulance arrived. Amanda remained calm throughout this situation. The right attitude, aptitude and action were quite evident.



Figure 4 - Amanda with her newly acquired First Aid Manual

Amanda felt that it was important to gain knowledge in food safety and enrolled in a safe food handler's course. This experience related to her work in the vocational program. Amanda has received training in our production kitchen and has been involved in the production of our herbal oils and vinegars. She now has a better understanding of the procedures for proper sterilization and filtration and the temperature regulations involved in the processing of these. Once again Amanda has demonstrated how her attitude, aptitude, and action have contributed to her success.



Amanda is also a competitive athlete in Special Olympics. Amanda's goal continues to be maintaining her skills as a champion swimmer and she wishes to be on the podium again. Amanda's competitive spirit, while at the same time showing good sportsmanship toward others is another example of the three A's of success.

Amanda is a wonderful blend of love, loyalty, hope, tenderness, sharing and laughter. The ingredients you put into life make a powerful statement about you. Amanda is a great example of how our person centered programming through the Individual Program Plan is the best recipe for success.

Respectfully submitted by,

Jane Rafuse
Association Support Coordinator

Figure 5 - Amanda proudly displaying medals she won at the Special Olympics Summer Games.



Facilities and Maintenance

In the past year we have completed over 200 maintenance requests. Generated from the RTU, Day Program and SSWAP many of these are basic maintenance issues, broken items minor repairs and installing new equipment or appliances.

In addition to this work we completed inspections on buildings, vehicles, assisted with inspections with the Fire Marshal, the Department of Labour, the Department of Environment, the Department Of Agriculture and the Utilities and Review Board.

This past year we have started a program of window replacement at the Main Building, starting on the east side and moving to the south side this year, this project will take several years to complete and will include insulating and shingle replacement.

At the RTU, the Baker House bath room renovation is completed and is a welcome change from the old one. Gibson House as had a new living room floor installed as well as Larry's bed room floor. Church house has had a small storage shed constructed to house their new generator the will provide emergency power should the main power be interrupted, this generator will only run the basics but will provide comfort and security to the staff and participants.

Hamilton House has had a major bath room renovation on the first floor this included a new raised toilet, a large accessible shower, a new vanity and sink. A patio was constructed in the front yard to provide a safe area for participants and staff to relax and enjoy the outdoors. Piers House has also had minor renovations to their wash room off the hall way to provide better access for the participants and added grab bars for safety. Mattson House has had a small office area constructed to provide staff with an office and a meds cabinet to hold the participants medications.

The Main Building has had the paved area increased to the rear of the building; this will provide the participants and staff with a safe route to take during drills and emergencies and will provide another accessible loading area for the bus should it be needed. The Wipers vocational area has had major renovations that included doors removal, a wall built to add more partitioning, cupboards added and counters altered to provide better working space for the participants.

This past year we in the maintenance Department do what we do best: work with Managers, Staff and the Participants at the RTU and Day program to build and assemble items, help find solutions that will help improve the participants life, happiness and mobility, in their homes and work place.

Respectfully submitted,

Douglas Morash, Facility and Maintenance Manager

South Shore Work Activity Program



This year's theme is - *"All I really need to know I learned in Kindergarten"* by Robert Fulghum.....

The past year has continued to follow the theme of last year's report, in the sense that it has continued to be a year of change, development, challenges and accomplishments. We have taken the year to review our curriculum, revise and improve what we offered and determined how to best prepare our participants for the world of work. In order to do this, our staff team has taken this time to revisit and become true to the guiding principles by which SSWAP operates. Our mission statement, vision and values all speak to how we conduct ourselves on a daily basis, the support we offer to our clients and the hope we have for each individual that entrusts us to help them take that first step. In moving through our year, I reflect on the very simple but yet empowering values in which we consider to be governing:

- Respect
- Honesty and Truthfulness
- Professionalism
- Acceptance
- Working as a Team

These values mirror Robert Fulghum's guide for Global leadership:

"All I really need to know about how to live and what to do and how to be I learned in kindergarten. Wisdom was not at the top of the graduate school mountain, but there in the sand pile at school..... These are (some of) the things I learned:

- *Share Everything*
 - *Play Fair*
- *Put things back where you found them*
- *Don't take things that aren't yours*
- *Say you're sorry when you hurt someone*
- *live a balanced life – learn some and think some and draw and paint and sing and dance and play and work every day some*
 - *When you go out into the world, watch out for traffic, hold hands and stick together.*
 - *Be aware of wonder.*

Everything you need to know is in there somewhere. The Golden rule and love and basic sanitation. Ecology and politics and equality and sane living.

Take any one of those items and extrapolate it into sophisticated adult terms and apply it to your family life or your work or government or your world and it holds true and clear and firm.

As part of the new curriculum, we planted our very first garden at SSWAP. Every participant took place in this process, from the preparation of the garden, to the planning of what would be grown, to the watering and weekly weeding and tending the plants to the hodge podge we had for lunch. For most, it was the first time they had the opportunity to plant a garden and see the product of their labours. In addition to the garden as part of healthy living, we made a point to help plan work and life balances and the importance of this for everyone to have a healthy productive life. As part of this, we had several field trips that allowed participants realize that recreational activities and activities that allow you to learn can be easily found and we are all much healthier and happier when we are able to strive for balance in our life.

In addition to the curriculum changes, there was the implementation of a wonderful case management tool called ESAT. ESAT is an employability skills assessment tool that allows staff to independently and collaboratively assess a participant in 9 areas of employability. The participant is able to assess themselves and their employability skills are then mapped. This tool has been wonderful to allow staff and participants to see areas of growth, deficiencies and differential assessments between self-perception and staff perceptions. It has encouraged self-development and growth in all participants.

This year saw many exciting accomplishments of many of our participants. Participant Scott Vaughn was one of four winners in a contest for adult learners across Nova Scotia. He wrote a poem about learning while he as a participant at SSWAP and won the workplace/workforce category. We have had 39 participants start our program since June 2013 and had seen 13 participants find either part time or full time employment. It's been an exciting year of growth and development. We look forward to our continued growth for 2014-2015.

This annual report is dedicated to the memory of SSWAP participant, Tracy Naugler, who passed away on June 2, 2013.



**South Shore Work Activity Program
Statistical Report and Outcomes Summary**
April 1, 2013 - March 31, 2014

General Information

Total number served	74 (21 carry over clients from 2012-13)
Total number screened	53
Total number enrolled	39
Total number of males	18
Total number of females	21
Number of graduates	10
Total number did not start	1
Total number enrolled at March 31, 2013	16
Average length of program (Graduates)	12 months

Income Source

Income Assistance	67%
Family Support	27%
Other (Insurance/EI/CPP)	6%

Referral Source

Department of Community Services	32%
School - Public	6%
Self Referrals	47%
Other Agencies & Professionals (Employment Solutions, Mental Health Services)	15%

Primary Barrier to Employment

Social/Environmental Barrier	41%
Mental Illness	18%
Learning Disability	21%
Developmental Disability	9%
Medical and Health Issues	11%

Home Communities

Town of Bridgewater	46%
Lunenburg County	41%
Mahone Bay/Blockhouse	4%
Municipality of Chester	9%
Queens County	0%

Education Level

	<u>Completed</u>	<u>Assessed</u>
Less than Grade 5	0%	42%
Grade 5 - 6	3%	23%
Grade 7-8	39%	12%
Grade 9-10	17%	15%
Grade 11-12	41%	8%
Post-Secondary	0%	NA

Period of Unemployment

Less than 6 Months	0%
6-12 Months	23%
13-24 Months	27%
More than 24 Months	19%
Never Worked	31%

Status of Program Graduates

Full Time Employment	20%
Part Time Employment	50%
Job Search	30%
Return to School (NSCC)	0%

Work Placements
April 1, 2013 – March 31, 2014

Bonny Lea Farm (Housekeeping, Reception and Maintenance)
Successfully hosted 3 level 3 placements

Buck's Home Building Center – Bridgewater, NS
Successfully hosted one level 3 placement

Canadian Tire- Bridgewater, NS
Successfully hosted one level 4 placement

Denise Peterson-Rafuse Office- Chester, NS
Currently hosting a successful level 3 placement

Dollarama - Bridgewater, NS
Successfully hosted one level 3 placement and one level 4 placement

Foodland - Chester, NS
Currently hosting a successful level 3 placement

Gow's Home Hardware – Bridgewater, NS
Currently hosting a successful level 3 placement

Lobster Point Properties – Chester, NS
Successfully hosted one level 3 placement

Mecklenburgh Inn - Chester, NS
Successfully hosted one level 3 placement and one level 4 placement

Oceanmark Resort - Chester Basin, NS
Employment offered to a participant at the end of a level 4 placement

Save-Easy - Chester, NS
Successful hosted one level 3 placement

Shine Factory - Bridgewater, NS
Successful hosted one level 3 placement and level 4 placement

Sobeys - Bridgewater, NS
Successfully hosted level 3 placement and one level 4 placement

Superstore - Bridgewater, NS
Employment offered to participant at the end of a level 4 placement

The Water Market – Lunenburg, NS
Full time employment offered to participant

Chester Career Resource Centre



Over the past year the Chester Career Resource Centre has been busy settling into its new office space and is now sporting a new logo. The Centre continues to provide employment assisted services to the residents of Chester and surrounding communities. The services include self-help employment services, access to computer hardware and software, and printers to assist clients in their job search.

Over the past year there have been several new developments. In March we welcomed Ellen Armstrong as our new Service Navigator. Along with assisting clients Ellen looks after social media for the Centre.

Staff has continued to work on new marketing strategies for the Centre. Over the past year we have created a Facebook Page and a new Website has been designed. We have been exceptionally busy creating public awareness by designing and placing posters around the local community, placing ads in the New Ross Flyer, The Progress Bulletin, The Masthead News, The South Shore Breaker, and Kijiji. We held Information Sessions at Forest Heights Community High School and we were interviewed for an article in The South Shore Breaker. We would like to thank Foodland and Save Easy for allowing us to have our Information Flyer placed in grocery bags.

We continue to book out office space to outside agencies and organizations. Since moving to our new location we have a much larger and private space available. We encourage local businesses to use it for conducting interviews or private meetings.

Over the past year we have maintained an extensive client data base. Some of the information gathered consists of number of referrals to outside agencies, number of clients with disabilities, clients who are older workers, how many are youth (ages 15 to 30), and how many of our clients are female. We also keep up-to-date stats on the number of new registrations who are EI recipients, number who are EI eligible, and number of new registrations in receipt of income assistance. Our records indicate that we had a total of **1580 client visits** to the Centre, **136 new client registrations**, and **326 walk-ins** (not registered clients). We have also identified a growing number of success stories.

We continually receive positive feedback from our clients. The following are just a few examples:

- ✓ I have been coming to the Chester office since 2009. They helped me so much over the years. Every time someone asks for help with their resume this office always comes to mind. Nothing compares to here. Most of my son's friends have come here and we live in the Bridgewater area. I wouldn't know what to do without this place.
- ✓ The service was excellent. They went above and beyond. Thank you!
- ✓ I would just like to say thank you for all your help with my resume etc. It helped me to get a job out West that I was trying for. You guys have been a great help and helped me to find information and answers. I needed to be successful!! Thanks again!

- ✓ Thanks for all your help – I really appreciate it. My resume looks great! Wonderful service!
- ✓ I found the staff here very friendly and helpful. I will come back again and recommend it to my friends.
- ✓ I have found this facility extremely important as I work on applications that involve a lot of time, writing and editing. Currently I am without a laptop and so the work I'm doing could not be done right now without the Resource Centre. Also, the staff is knowledgeable and helpful and the atmosphere is an excellent work environment.

Our stats reflect that our client usage is constantly rising, and we are looking forward to another year of continuous growth.

Respectfully submitted,

Zita Beck-Morris, Coordinator

Community Wheels Transportation Project



The Municipality of Chester Transportation Society's "Community Wheels" transportation program continues to grow. In 2013/14 it grew in ridership numbers, kilometers traveled, donation amounts received, charter fees earned AND with an addition to its fleet of vehicles.

Eligibility for the Accessible Transportation Assistance Program (ATAP) was expanded in 2013/14 to allow community transit organizations to apply for funds to purchase non-accessible vehicles as long as their fleet had a ratio of two accessible vehicles for each non-accessible vehicle. The application submitted for Community Wheels was successful and we received 50% of the cost to purchase a small, fuel-efficient, low maintenance car for our program; to use when wheelchair accessible transportation is not required.

The Community Wheels program now has three vehicles: a 2010 14-passenger, wheelchair accessible mini-bus, a 2011 4-passenger, wheelchair accessible Ford Transit Connect van and a 2012 4-passenger Nissan, Versa.

2013/14 saw a sustained increase in requests for transportation to medical appointments from residents of all parts of the municipality. Grant funds received from United Way of Lunenburg County and Lunenburg County Community Health Board's Wellness Grant were used to help with the operating costs to provide those rides to medical appointments and services.



Our service is not only about just transportation; we have become much more than that for many people. Often we are a support for a caregiver caring for a family member in the home. One such example is a senior lady and her husband, who use our service to access his medical appointments on a monthly basis. One day she called to confirm a long-standing booking and then told me she had actually called because she just wanted to chat with me for a few minutes. One of our Community Wheels drivers, while picking up a wheelchair user for a dental appointment, noticed that the trees along her driveway needed to be trimmed. He returned when not working and voluntarily trimmed the trees for her. Our drivers regularly carry groceries into the house for riders, direct or escort them to where they need to be in the larger medical facilities, and even help with grocery shopping when needed. I frequently set up clients' medical, dental or hairdresser appointments so that I can coordinate it for a date when we can provide a ride. It's often months, or in some cases years, before I actually meet a client in person but usually when we do meet, it's like we are old friends.

The following email received recently from Vicki Perry, Constituency Assistant, Hon. Denise Peterson-Rafuse is an excellent testament to how the Community Wheels

service is making a positive difference for the residents of the Municipality of the District of Chester:

“Good afternoon Sandra: Earlier today I was speaking with one of the constituents from the New Ross area and started to end the conversation with the phrase if you are ever in the area drop in the office I would love to put a face to the voice.

She proceeded to tell me she usually comes to Chester on Thursday with Community Wheels and if she had time she would stop in but wouldn't want to hold the other travellers up. She talked about how wonderful it is to have the bus and what a time of fellowship it is. She doesn't have to worry about driving in the winter they come right to her door and she thinks that she will continue to travel once our snow and bad roads are gone because she would miss the people.

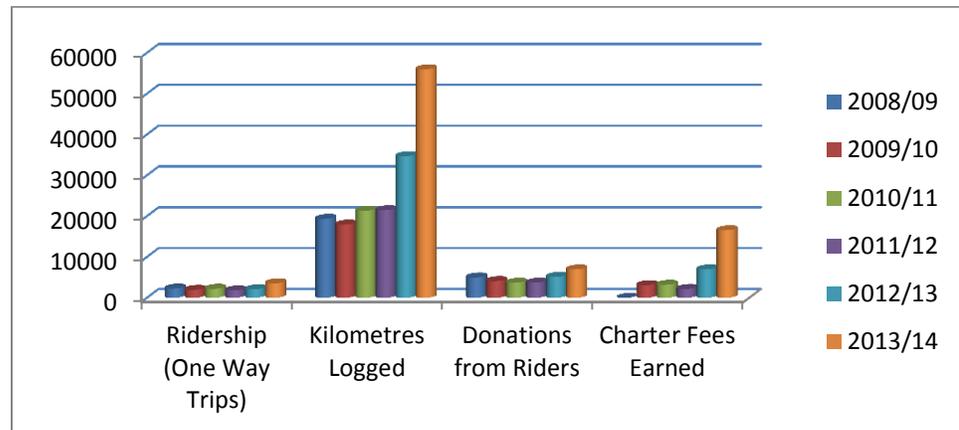
She spoke about the sense of family on the bus and sang the praises of the driver, how kind he is and how well he treats all the travellers.

She is very thankful to have the community wheels and hopes that many more communities that have the program take advantage of it.

In this day and age so often all we hear is the bad or negative things that happen or what wasn't done right and we forget to praise the good. This lady may not have felt comfortable to tell you or your driver this but sang the praises to the highest to me and I have no problem passing along the compliments.

Good job to you and your drivers.”

In 2013/14, the Community Wheels transportation service logged 56 010 kilometres of travel and provided 3 569 one-way trips for the residents of the municipality. Donation amounts received from riders totalled \$6,982.58. \$16 576.84 was earned in charter fees in 2013/14, showing a remarkable increase over the previous years. Revenue earned from charter fees are used to help support the “pay what you can” service.

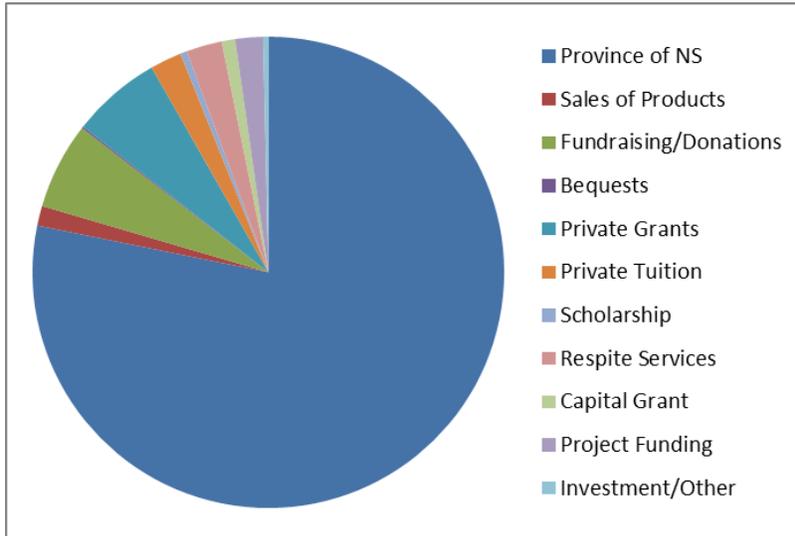


Respectfully Submitted by:

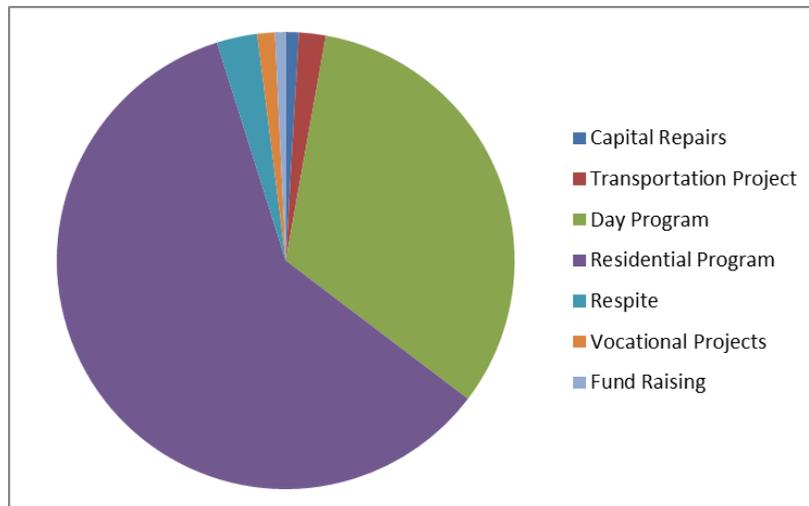
Sandra Reynolds, Coordinator
Community Wheels

Financial Overview

The following graphical representation shows the sources and portion of revenue by source:



The following graphical representation shows the expenditure areas for the 2013/2014 fiscal year:



** This information is taken from the unaudited financial statements. Full audited financial statements as prepared by Collins Barrow, Chartered Accountants are available upon request.*