

"Come and See"

Annual Report

L'Arche Greater Vancouver  
And  
The L'Arche Foundation of  
Greater Vancouver

2011-2012





**Identity and Mission Statements  
International Federation of  
L'Arche Communities:**

**Identity Statement:**

*We are people with and without developmental disabilities, sharing life in communities belonging to an International Federation.*

*Mutual relationships and trust in God are at the heart of our journey together.*

*We celebrate the unique value of every person and recognise our need of one another.*

**Mission Statement:**

*Our mission is to...*

*Make known the gifts of people with developmental disabilities, revealed through mutually transforming relationships.*

*Foster an environment in community that responds to the changing needs of our members, whilst being faithful to the core values of our founding story.*

*Engage in our diverse cultures, working together toward a more human society.*

*(Approved by the International Board March 2007;*

*Ratified by the General Assembly, Kolkata, India, October 2008)*

# L'Arche Greater Vancouver 2011-2012 Annual Report

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## President of L'Arche Greater Vancouver



It is an honor to submit this report as President of the Society of L'Arche Greater Vancouver. Following in the steps of our previous President, Trudi Shaw, presented a somewhat daunting prospect, but working together with our Community Leader Denise Haskett, we've been able to build on the work undertaken over the past few years.

A significant commitment of the Board this year has been the development of a formal Board recruitment process. To better serve the community we need to expand the number of Board members. We also need to find people with the specific skills required to better serve the Community's needs as they change over the years. The need for recruitment was brought home to us this year as Gary Begin left to take on the task of Foundation President and as Jim Dorsey's term as a Director has come to an end. In response to this situation, our newest Director, Ash Abhyankar and Penny Lim from the Foundation attended a workshop on Board recruitment. The information they gained has been quite useful to our Nominations Committee. Headed by Trudi Shaw, it has developed new guidelines and procedures for expanding the Board and orientating new members. These have already borne fruit and we are confident that they will continue to do so.

Our Housing Planning Committee has also been active under the guidance of Jim Dorsey, who although leaving the Board, has agreed to continue working with the Committee. They have received input from the Community and developed a Request for Proposals aimed at obtaining the help of consultants to assist us in exploring how long-term Community needs can best be met.

Another area of activity this past year has been the Board's endorsement of L'Arche Canada's compensation policy. We have not only committed to it in spirit, but have approved budgetary measures that will pursue its implementation.

Our joint meetings with the Foundation Board have proven to be useful in fostering communication and awareness of our shared goals in working on behalf of the L'Arche Greater Vancouver community. At our meeting last fall we paid a visit to each of the houses and enjoyed meeting with many of you in your home environments.

I've been able to attend the Regional Board Council this past year. It has provided much information that is of use in Board activities. But even more so, it provided an opportunity to meet Board members from all of the Communities of the Western Region. They are a very impressive group of individuals who provide a resource of skills and experience on which we intend to draw in future.

So to all of you "A job well done", and be assured of your Board's commitment to continued work on your behalf.

Respectfully submitted,

Tom Nowak



The Board of L'Arche Greater Vancouver  
*(left to right)*

Tom Nowak (President), Ash Abhyankar, Denise Haskett, Trudi Shaw,  
Jim Dorsey, Ken Lee (Treasurer) Garth Evans.

## President of the L'Arche Foundation of Greater Vancouver



I am pleased to report on the activities of the L'Arche Foundation of Greater Vancouver in this first combined Annual Report of the two societies. Since the Foundation exists solely to assist the Society of L'Arche Greater Vancouver in accomplishing its mission, it only makes sense to tell our stories in one place.

The last fiscal year has been a busy one with fundraising activities, new partnerships and celebrations. We were thrilled to be named one of the recipient organizations in Canada Life's 2011 Charity Softball Tournament. Our responsibilities were to make the day fun for the tournament participants and we were up to the challenge with various activities, including our own cheer team, the Ark Angels. Canada Life generously matched the money we raised and together we had over \$46,000 to use on our new vehicle fleet.

In the fall we hosted another Ark Builders Brunch filled with inspiration and joy as we recognized our key donors who faithfully keep our "ark" afloat. In late November we started the Advent Season with our Annual Benefit Concert. We were delighted to have a full house with Vancouver's own Gallery Singers performing in support of our sister L'Arche communities in Latin America.

Our Third Annual Art of Being Together drew in a number of new artists and guests. Funding from the City of Burnaby along with the generosity of our sponsors made it possible to spread the word and add more space to view and participate in the making of art that celebrates community and our need of each other.

I am deeply grateful to the dedicated personnel who daily live the mission of L'Arche. Our Foundation meetings start with someone sharing how the support of the Foundation has benefitted their life in community. These are highlights of our time together and serve to remind us of our important work. I am also grateful for the people who serve on the Board with me. Although we are a small group, we have been able to accomplish a great deal. I'm also thankful for the work of Tom Nowak, who has worked tirelessly in reviewing and revising the constitutions of both societies.

Whenever I come in to the building, I am greeted with warmth and true friendship. I am always reminded that L'Arche considers the possibilities, not the limitations. I want to thank everyone in the community for showing me this important lesson – and for our faithful donors who make it possible.

Respectfully Submitted,

Gary Begin



The Board of the L'Arche Foundation of Greater Vancouver  
*(left to right)*

Denise Haskett, Jim Dorsey, Penny Lim, Donna Diskos  
(Treasurer) and Gary Begin (President)

## Community Leader/Executive Director



As I reflect on our year I am so grateful for the wonderful diversity of people who are drawn to L'Arche and this mission of sharing life together. The commitment of each person to build and strengthen the community really touches me. Our theme, "Come and See", taken from John's Gospel, guided many of our activities. It propelled us to be even more intentional about welcoming others and looking for Jesus in ourselves and in our world.

In September we hosted the Vancouver leg of the first-ever L'Arche Western Canada Pilgrimage. People came from Calgary, Comox Valley, Edmonton, Lethbridge and Winnipeg to join us in celebration, times of reflection, and a prayerful walk through the neighbourhood.

Another first for the community was our "38 Ways to Care" initiative, where many people engaged in simple acts of kindness as a way to prepare for our 38<sup>th</sup> Anniversary celebrations. It is beautiful to see people grow and their gifts revealed both within L'Arche and through their meaningful contributions to the greater community.

We continue to participate in L'Arche Regional and National retreats and formations which provide opportunities to build relationships and contribute to the larger L'Arche family. To ensure people have additional opportunities to be spiritually nourished we provided small group retreats locally on Bowen Island. All of these unique activities require on-going funding and I am very grateful to the L'Arche Foundation for their support.

Our community was busy this spring preparing for the CARF accreditation survey scheduled in June 2012. This process challenges us to be the best we can be in supporting people. I want to thank all those who work so hard to ensure the highest standards and quality of life possible for people in our homes and day programs.

Along with other L'Arche communities around the world we participated in the L'Arche International process on commitment and belonging. This provided important times of reflection together on what it means to be an intentional community and to offer important input to L'Arche International.

Our Community Mandate was extended from March 2011 to December 2012 in order for us to explore accessible housing options for our members as well as dream about how we might grow. There was an extensive community consultation on this topic, from which a Vision and Objective Statement was developed. We are excited about how this initiative will unfold in the coming year.

We continue dialogue with our partner and major funder Community Living BC about the changing needs of people and for ongoing equitable funding. We are grateful for their support.

I want to close with heartfelt thanks to Tom Nowak for taking on the role of LGV Board President and Gary Begin for his continued guidance on the LFGV Board. To all members of both Boards and my leadership team, thank you for your passion and commitment to L'Arche and the privilege of working with you.

Respectfully Submitted,

Denise Haskett





The Neighbours Helping Neighbours Team  
*Left to Right: Conrad, Patrick, Niall, Garth and Jackie*



The Emmaus Day Program  
*Back Row, left to right: Ken, Caroline, Evelyne, Rick, Theresa, Emily, Lorne, Julie and Alex*  
*Front Row, left to right: Delinda, Gwenda, Mary, Guy, Ilonka and Rola*

## Day Programs



I am grateful for the strong leadership in both programs and the commitment and compassion of the assistants who have assisted me to grow since coming into this role almost a year ago. They have been open and have embraced many new ideas. We have a respectful and collaborative relationship that will continue to provide the best possible day time activities for the people we serve.

The Emmaus Centre is a multi-activity based program that includes 12 adults with developmental disabilities. We were delighted to welcome a new part-time participant in January. Six participants are part-time, two live at home with their parents and seven are over the age of 55. The Emmaus assistant team consists of one team leader, three full-time assistants and four regular volunteers.

Emmaus provides meaningful, recreational, artistic and social activities which include baking, music, drama, arts and crafts. Emmaus participates in outreach activities such as the Hospitality Project at a local food bank where cookies baked by the Emmaus team are offered and relationships are built. They are also busy with letter writing, creating art cards and inviting guests to their Friday lunches.

We are grateful for the funders who made it possible for the Emmaus Centre to have a deck and wheelchair ramp. This allows for an additional fire exit and much easier access for those with mobility issues to enjoy the outdoors without having to actually leave the building.

Neighbours Helping Neighbours (NHN) is our outreach-focused program. The NHN crew is comprised of one manager, four adults with developmental disabilities and two volunteers. They provide a valuable service which includes lawn and garden care, rubbish removal and simple maintenance tasks for seniors and others with physical disabilities in Burnaby, New Westminister and South and East Vancouver. This past year NHN attracted 23 new customers, helped 65 clients and worked over 2300 hours in total. The popularity and demand for this service has meant an increase in repeat customers.

Neighbours Helping Neighbours also volunteered a total of 540 hours in a variety of other ways such as Meals on Wheels, New Vista Society and serving coffee to people at the Food Bank.

Peter McKinley  
Director of Day Programs

## Human Resources in Numbers

Number of permanent personnel	51
Number of casual support personnel	25
Number of volunteer hours	3810
Number of languages spoken	16

### Length of Service:

1 year: 9    2 to 4 years: 10    4 to 8 years: 8    8+ years: 21

### Age Groups:

19 to 30 years: 13  
31 to 40 years: 10  
41 to 50 years: 11  
51 to 60 years: 9  
61+ years: 5



## Human Resources

It was with our community theme of “Come and See” that we welcomed a number of people to L’Arche in the last year.



Part of L’Arche’s mission is to welcome young people to our homes and day programs as Assistants to experience community as they share life with people with and without developmental disabilities. Over the last year we welcomed Assistants from Canada, Japan, Jordan, South Korea and the Netherlands.

In order to ensure high standards and quality care, L’Arche Greater Vancouver provides ongoing formation and training to Assistants in addition to individual training in the homes and day programs. Formation is held monthly to familiarize Assistants with the identity and mission and the spirituality and values of L’Arche.

Six training sessions were offered in the Assistant meetings over the last year. Topics covered were in the areas of team work, care of people and health and safety. Workshops on conflict resolution and leading effective meetings were offered for people in supervisory positions at L’Arche.

L’Arche depends on the people who give their time and energy to build and maintain our community life, help us reach out to the wider community and enable our members with a disability to be involved and use their gifts in the wider community. We are grateful for the volunteer hours our personnel and friends offered to L’Arche over the year.

During the last year we experienced some difficulties obtaining work permits for some of our international applicants. Thankfully, we were able to increase our recruitment locally and nationally.

Valuing people’s commitment and responsibilities in L’Arche is important. We were able to further implement the L’Arche Canada compensation policy honoring people’s length of service in L’Arche as well as their roles. Our challenge continues to be to secure more funding in order to offer equitable wages and benefits.

Annette Kuhn  
Acting Director of Human Resources



## Residential Programs



As I go into my fourth year in this role I am once again impressed with the many people that make L'Arche a unique model of intentional community. I am grateful for the dedication of the house leaders and their team members as they often are called upon to balance complex needs and still keep the homes running smoothly. I'm also appreciative of Kuniko Fedoruk for her calm demeanor and meticulous administrative support.

Most of all I am thankful for the members with disabilities in our homes. Their kindness and commitment to community continue to inspire me in my role and affirm my place in L'Arche. They are my teachers.

It is these 22 individuals who are the heart of our community. They live in our six homes - Bethel, Creation and Unity (which are attached to our main building on Sussex Ave) Emily, Nazirah and The Crossing (which are in the surrounding neighbourhood). Together with the assistants who support them, they share life together in family-like settings.

This year we made some progress in making our homes more accessible. The people in Emily House now enjoy safer and easier access with a roll-in shower and other features in the upstairs bathroom. Creation House has a new deck that is surrounded by tall trees and overlooks the park next to L'Arche. We are thankful for the generous donors who made these improvements to our homes possible.

Annual Quality of Life reviews were held for all individuals and indicated that everyone is happy in their homes. The House Assistants made every effort that core people could realize the wishes they articulated in their review. Family members have given consistent positive feedback and are grateful that their loved one has a community that supports them and helps them reach their potential.

We are grateful for another year with everyone in good health, the Community and God's grace.

Akiko Iwataki  
Director of Residential Programs

## Celebrations with Family and Friends



Emily House



Unity House



Bethel House



Nazirah House



The Crossing

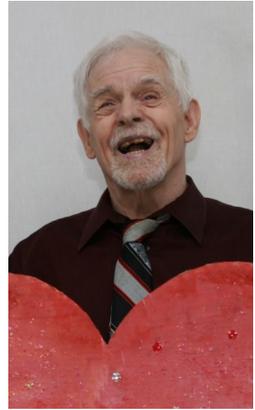


Creation House

## Our Big Numbers

### Creation House

- 25 parties
- Over 50 cakes washed down with 1095 cups of tea
- Rick swam 5.2 km
- Total age of people at Creation House 576 years
- Total weight of people at Creation House 1789 lbs.
- Ron has listened to 18,250 songs



### Unity House

- 1460 loads of laundry
- 5 different kinds of cat sounds by various people
- Walked 5356 km together
- Linda and Delinda completed 25+ puzzles



### Nazirah House

- 60 guests for dinner
- 14 birthday parties (serving 196 guests)
- 24 guests at Thanksgiving dinner
- 53 Tim Horton Visits (with a goal to visit all the Tim Horton's in the lower mainland)
- 2800 cups of tea served after dinner



### Shiloah (The Big House)

- 4062 bottles and cans recycled for Solidarity
- Number of times Evelyn and Betty came to pray for the community 208—that included prayer for 487 of our donors.
- Community prayer gatherings 43
- Where we sang about 215 songs

## Our Big Numbers

### Emmaus Centre

- Baked 600 dozen cookies (that's 7,200 individual cookies!) that they served at the hospitality project and other L'Arche special events. There are no leftovers.
- Washed about 1,800 cups at the Hospitality Project in New Westminster.
- Did 1,140 loads of dishes in their own kitchen
- Produced 500 original art cards for sale or given to friends of L'Arche.
- Welcomed 109 people (and one baby) to their Friday lunches.



### Emily House

- Melinda walked 45 minutes a day equaling more than 273 hours throughout the year
- Philip spent over 90 minutes on his bike (and ate about 180 butter tarts)
- Rosemarie went for 156 walks
- Together the people in Emily House folded over 7000 towels !



### Neighbours Helping Neighbours

- Delivered 370 meals for Meals on Wheels
- Prepared and served 1280 cups of coffee at the Burnaby Food Bank.

### Bethel House

- Enjoyed 216 gallons of tea (not counting what was served to guests! )

### The Crossing

- Enjoyed 2,604 slices of bread
- Loaded and unloaded 5110 plates from the dishwasher.



## Our Financial Picture

### Our Big Numbers - Audited

<u>L'Arche Greater Vancouver</u>	<u>Year ended</u> <u>March 31,</u> <u>2012</u>	<u>Year ended</u> <u>March 31,</u> <u>2011</u>
<b><u>Revenues</u></b>		
Provincial grants	\$ 2,263,887	\$ 2,274,783
Room and board	123,334	132,218
Donations from L'Arche Foundation of Greater Vancouver*	118,678	97,545
Other	48,290	39,678
	2,554,189	2,544,224
<b><u>Expenses</u></b>		
Direct program costs	1,977,464	1,957,002
Facility costs	321,297	310,944
Administrative costs	288,187	259,622
L'Arche membership fees	60,736	58,124
	2,647,684	2,585,692
Deficiency of revenue over expenses	\$ (93,495)	\$ (41,468)

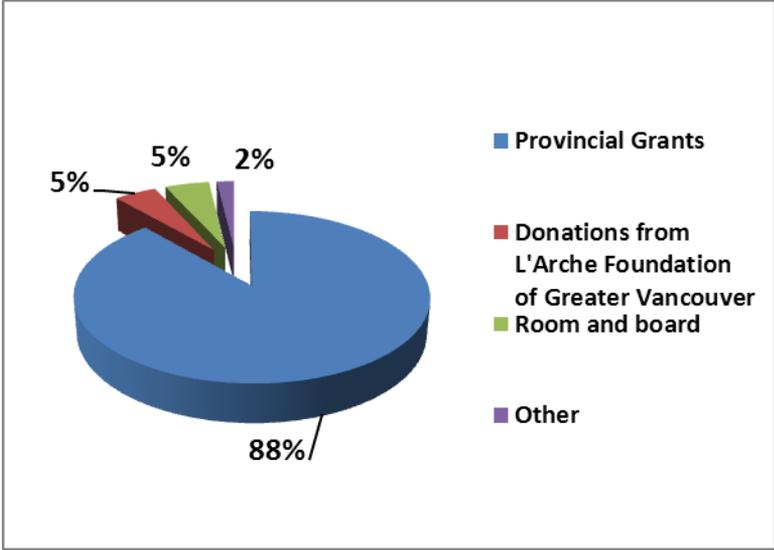
Taken from **L'Arche Greater Vancouver's** Audited Financial Statements for the year ended March 31, 2012.

\* **L'Arche Greater Vancouver** is assisted in its mission by the **L'Arche Foundation of Greater Vancouver**, a charitable organization dedicated to finding funds from non government sources. The Foundation is also responsible for new construction projects and building programs.

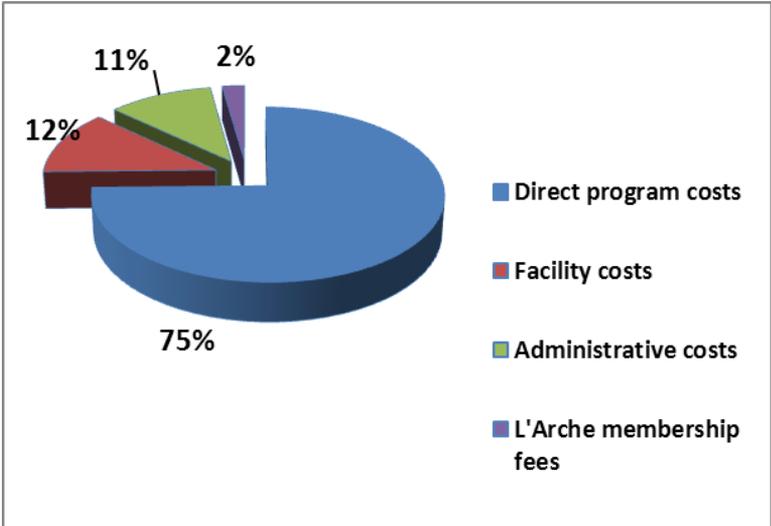
Full financial statements of both L'Arche Greater Vancouver and the L'Arche Foundation of Greater Vancouver are available upon request.

# Our Financial Picture

## L'Arche Greater Vancouver Revenues



## L'Arche Greater Vancouver Expenses



## Our Corporate and Community Supporters

Archdiocese of Vancouver

B.E. Digitally Hip Corporation

Bosa Foods

Burnaby Board of Trade

Burnaby Firefighters Charitable Society LTD

Burnaby Newsleader

Burnaby Rhododendron & Gardens Society

Canada Life

Catholic Women's League of St. Joseph's Church

Catholic Women's League St. Augustine's  
Council

Catholic Womens League, St. Mary Vancouver

Catholic Women's League, St. Peter's Parish

Charlie's Chocolate Factory

Choices Market New Westminster

CI Investments

City of Burnaby

Coit

Columbia-Bowell Funeral Chapel

Community Living British Columbia (CLBC)

Complete Brokerage Services LTD

D & D Reesor Family Holdings Inc.

Fidelity Investments Canada ULC

Franklin Templeton Investments Corp.

FS Financial Strategies

Fujitsu Consulting Inc

GBL Architects

Geologix Exploration

Graybar Metal Works Ltd.

Greater Vancouver Community Credit Union

Griffin Transportation

Hilton Metrotown

IBM Canada Ltd.

Investors Group

J & G Servant Foundation

JH Fine Art

Jo Dickey Foundation

Knights of Columbus (BC) Charity Foundation

Knights of Columbus Fraser Valley Council, No.  
2552

## Our Corporate and Community Supporters

Knights of Columbus, Holy Cross Council, No. 5423	South Burnaby United Church AOTS Men's Club
L'Arche Canada Foundation	South Burnaby United Church Women
LBL Holdings LTD	St. Anthony of Padua Fraternity, S.F.O.
Mackin Creek Farm	St. Augustine's Church
Made in Print	St. Thomas Anglican Church
Mainstream Association for Proactive Community Living (MAPCL)	Steelhead Business Products
Manning Elliott LLP	Telus Communication Inc.
Mink Chocolates	Ten Thousand Villages
Myung Sung Church	The Great West Life Assurance Company
Our Lady of Perpetual Help Parish	The New Vista Society
Open Source Solutions for Business	United Way of the Lower Mainland
Provincial Employees Community Services Fund	Uprising Breads
QC Productions	VanCity, South Burnaby Community Branch
Shadbolt Centre for the Arts	VanDusen Botanical Gardens
Shang Chiu Wong Family Trust	West Coast Door Service
Sisters of Instruction of the Child Jesus	ZLC Financial Group
Smart Frames	



**L'Arche Foundation of Greater Vancouver**

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Charitable Registration No. 13764867-RR0001