



MSA Society for Community Living

AGM REPORT

2022 - 2023



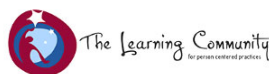


“ALONE WE CAN DO SO LITTLE, TOGETHER WE CAN DO SO MUCH”

Helen Keller



MSA is a CARF Accredited Organization that embraces Person Centered Thinking and uses True Colours and The Mandt System with our staff teams to enhance our communication with each other.



The Mandt System

Land Acknowledgement

"We would like to gratefully and respectfully acknowledge that the land where we live, work and play is on the traditional, ancestral and unceded territory of the Matsqui and Sumas Indigenous People."

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Our Leadership Team



MSA Society for Community Living
"Supporting People – Enhancing Lives"



www.msasociety.com



Our Mission

The MSA Society for Community Living is committed to supporting persons with developmental disabilities to fully access and equally participate in their community

Our Values

- We recognize that all people have gifts & are able to contribute to their community
- We promote an environment of continuous improvement
- We value the diversity of the communities we serve
- We invite & encourage our community to participate & enhance the lives of the people we support
- We foster & support contributions from all our members
- We strive to communicate openly & proactively
- We promote choice & independence

Our Vision

We are dedicated to empowering individuals and their families to maximize their independence and enhance their well-being

We inspire our employees to be imaginative, creative and flexible in their roles. We care for and respect one another. We communicate openly and proactively and nurture a team atmosphere

We foster and support contributions from all our members

BOARD OF DIRECTORS

2022 ~ 2023

President: Jonathan Ratzlaff

Vice President: Jim Sikorski

Treasurer: Rick Gendemann

Secretary: Wendy Beaulieu

Director: Garth Green

Self-Advocate: Mike Palitti

Director: Esther Paterson

Director: Don Velie

Director: Debbie McNeill

Director: Simon Gibson



President's Report

The past year has been a learning experience for all. For myself, in my term as board president, I have gained more insight to the operation of MSA Society for Community Living and the role that the Board of Directors plays in assisting the Society in achieving its Mission.

A good manager is both able to show leadership and communicate a vision and direction that she believes that the organization should move toward. Our Executive Director, Jackie Ayer, has done both. Working with the managers and team leaders, and the staff within the organization, maintaining and expanding relationships with our Funding Providers such as CLBC and BC Housing, and networking with other agencies. Thank you, Jackie.

An effective manager is able to appreciate and encourage the people around her to use their skills and abilities to help an organization. From my vantage point, I saw a cohesive group of managers and team leaders all working together with Jackie to provide the services to the people we are responsible for despite challenges with health, staffing shortages, and other issues beyond their control.

In this term as board president, I have come to appreciate the talents and wisdom of our board members. Every one has a unique set of skills and abilities to contribute to the board. Their dedication and ideas help make the board function. I want to thank them for helping me get through my term as board president.

The Society's experience with COVID taught us several things. Previously we were considering program activities in different locations. Even with programs at Crescent Way, and administration staff at McCallum there can be a disconnect in that administration staff do not always get to Crescent Way as often as they would like. We are considering consolidating our programs and administration in one single space to improve communication and efficiency.

There are many program opportunities we want to explore, from skill building, to dealing with individuals aging into adult care, to helping individuals with more complex behavioural needs. We have to be mindful that we can only do that with which we have the resources to do.

The buildings we own are starting to show their age and although they are functional, they are not the best use of the space we have. Our facilities committee are exploring solutions to the issues we face.

I am continually impressed by the dedication and ability of the support workers, Team Leaders, Administrative staff, Management and Board members. Without you, we would not be able to function as a Society.

Thank you so much for your support.

Jonathan Ratzlaff
BOARD CHAIR



Executive Director's Report

As I sit down to write this report, I find myself reflecting with gratitude on a year that has represented a time of celebration, returning to familiar practices, and embracing new, adapted, and preferred post pandemic practices that continue to provide thoughtful and intentional service delivery and person centred care.

In August 2022, MSA Society celebrated 65 years of dedicated services with a party in the park! Many of you joined us for a beautiful day at Matsqui Village Park where we gathered together, played in the sun, listened to a local guitarist, face painted, enjoyed the generous donation of Freybe Meats, devoured gourmet cupcakes, connected with new and old friends and were honoured with the presence of several local politicians. We listened to stories of appreciation and fondly held memories from persons served and family members who have been connected to MSA Society from its beginning days. Thank you to all who planned, organized and attended this special day!

The Mission Statement of MSA Society for Community Living states that ***“we are committed to supporting persons with developmental disabilities to fully access and equally participate in their community”***. This mission statement drives and inspires the work we do as volunteers, Board members, employees and leaders. We understand that the living-out of this mission statement requires a lot of dedication on the part of the staff teams, both frontline and admin, who daily welcome each person we serve into a safe space of community connection, life skills development, relationship building, self-care and self-determination. We are very grateful for the many people at MSA who provide this person centred, holistic and wrap-around support day by day in our Community Housing and Community Inclusion programs. MSA has a deeply held value of treating each other, the people we serve, their family members, community partners and our funders with dignity and respect. We are a learning community, recognizing the tremendous value of feedback and making improvements that strengthen and reinforce best practices. We have adopted the motto from our Mandt Systems training that states, ***“In this place and with these people, I feel safe.”***

I would like to take a moment to thank our Board members who contribute to the strength of our agency by sharing their vast experience and knowledge, and by providing ongoing support and input to this agency – some for many years and for others for a short time as they have just recently joined us. Their steady presence, and genuine commitment to the mission, vision, and values of MSA Society continues to provide a firm foundation and a strong voice of encouragement for the work we do day by day.

I would also like to acknowledge the MSA Leadership and Admin team who tirelessly commit themselves to providing leadership, supervision, problem solving, training and vision. They lead with integrity, kindness and commitment. They are my sounding board, my cheerleaders and trusted inner circle. I am so grateful to be surrounded by such a very dynamic and dedicated team of people who strive to ensure that the lives of the people we serve and the teams we lead are richer and fuller because of their connection to MSA Society.

If you were to stop in at any of our six Community Inclusion or Community Housing program sites throughout the City of Abbotsford, you would be greeted by a team of people who have focused their professional careers on providing safe, stable and welcoming home and program environments that encourage personal growth and goal achievement, relationship development, the exploration of new experiences and a variety of fun and interesting opportunities to connect to the community. Our dedicated frontline team creates a person centred, respectful and inclusive space for the people we serve and for each other and we are grateful for every one of them!



Executive Director's Report con't

As I reflected on this past year, I realized that there are many ways to measure success. For some, it is represented in the financial growth of an organization. For others it may be measured by the increase in services and the number of individuals and families who benefit from these places of growth. For MSA our success lies in our shared commitment to providing services, experiences and outcomes that enrich the lives of people we serve and support. This commitment has led us to explore the expansion of service delivery, community partnerships and experiences, which we hope will nurture opportunities for increased personal growth, goal achievement and strategic community connections for the people we serve.

In the Fall of 2022, we launched our Skill Seekers program. This program is focused on life skills and pre-employment skills. It was decided that this new program would be inclusive, inviting all persons served in our Community Inclusion program to participate at their own unique level. It will be rolled out in stages allowing for an incremental increase in skill development and engagement within the community. This program will involve two specific components which we believe will expand employment opportunities in the future. The two components Fine Arts and Culinary Arts will provide experiences with drama and hospitality, contributing to the development of such skills as self-confidence, communication, time management and teamwork, all of which are identified through research as essential pre-employment/employment skills. The Community Inclusion groups have already worked their way through three life skills related projects over the past 9 months including nutrition, mental health and a photo journal of daily activities. We have met with Abbotsford School District 34 and the University of the Fraser Valley (UFV) Fine Arts and Culinary Arts departments to explore future partnerships.

Two years ago, we opened a Resource and Life Skills Transition Home. The purpose of this program was to provide a safe and stable, fully staffed environment for individuals who were experiencing difficult and challenging changes within their physical, mental and/or emotional wellbeing. A specialized team of staff have been trained to provide consistent practices creating a calm and stable home experience. Over the past two years we have observed significant improvements in the individual's quality of life. Last month we were able to welcome a second individual into the Resource Home. Transitions are always challenging but we are very hopeful that with time, consistency and trustworthy support this new resident will begin to experience a steady improvement in their sense of belonging, relational safety and sense of self.

In 2021 we developed a three-year Strategic Plan that continues to guide our program plans and service expansions. A brief description of our Strategic Plan is included in this annual report. As with any plan we anticipate adjustments along the way acknowledging the need to remain somewhat fluid and able to pivot or modify timelines as changing needs and opportunities arise.

We are grateful for our funders and acknowledge our dependence on the support, generous donations and participation of our community. Through continued collaboration, and our commitment to innovation, we are hopeful that we will continue to find better ways of facilitating opportunities for people with developmental disabilities to realize their potential and dreams in their communities.

Jackie Ayer

EXECUTIVE DIRECTOR



Strategic Plan 2022 - 2025

Community Inclusion

Strategic Direction: To Diversify and Expand Service Delivery

1

Develop and implement a Life Skills and Employment Program

2

Increase and expand community inclusive opportunities for persons served

3

Create and develop an intentional seniors-focused program

Facilities and Housing

Strategic Direction: To Provide Safe, Community-Centred Housing Options that Allow for Increased Capacity

1

Explore possible relocation of MSA programming and housing

2

Purchase permanent housing for Resource Home

3

Develop a crisis response service framework and proposal



Facilities and Housing

Strategic Direction: To Provide Safe, Community-Centred Housing Options that Allow for Increased Capacity

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Operational Excellence

Strategic Direction: To Create A Culture Of Innovation, Ongoing Quality Improvement And Problem Solving

1

Implement an automated accounting system that will allow for future growth and expansion

2

Expand usage of ComVida payroll system to create greater efficiencies and reduce redundancies

3

Expand Technology Plan to Ensure Increased Security Measures and Efficiencies

4

Embed CARF practices and standards into all programs and services

5

Create opportunities for MSA employees to engage in ongoing quality improvement, innovative thinking and problem solving

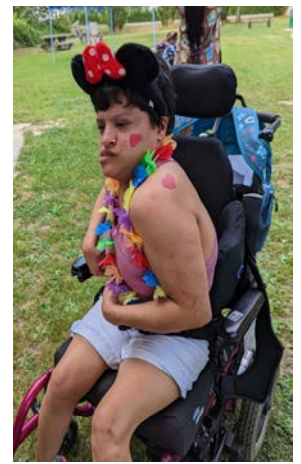


Mission Statement

The MSA Society for Community Living is committed to supporting persons with developmental disabilities to fully access and equally participate in their community.



Celebrating MSA's 65th Anniversary - August 2022

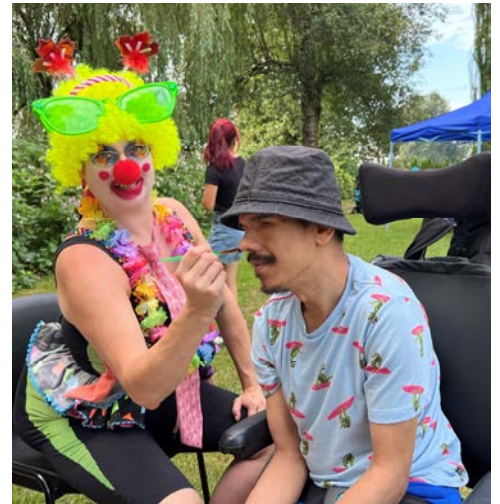


MSA Society for Community Living celebrates 65 years

"In August 2022, MSA Society celebrated 65 years of dedicated services with a party in the park! Many of you joined us for a beautiful day at Matsqui Village Park where we gathered together, played in the sun, listened to a local guitarist, face painted, enjoyed the generous donation of Freybe Meats, devoured gourmet cupcakes, connected with new and old friends and were honoured with the presence of several local politicians. We listened to stories of appreciation and fondly held memories from persons served and family members who have been connected to MSA Society from its beginning days."

Thank you to all who planned, organized and attended this special day!





Community Housing and Respite Program



Home is where the ❤️ heart is! A place to build memories, a place where we can truly be ourselves, as well as a place to build future wealth. A home is built not by bricks or wood alone, but by having the relationships that fulfill and support our daily lives. MSA is committed in fostering the relationships of the friends and families to the individuals we support.

MSA's Community Housing program is very excited to welcome a new member to our Community Housing Program at our Mill Lake Home. This lady came from a Home Share, where she lived for many years. Her transition into community living has been very successful. She lets us know daily, how happy she is, to be

living where she is. She has a brother that lives minutes from her home and visits her regularly. She has lots of personality, spunk and keeps us all on our toes.

MSA is now providing a safe and inclusive environment to 6 individuals, 4 individuals who share the Mill Lake group home, 2 individuals who have 24 hour support in their own apartments and 1 respite individual who comes every second week. MSA continues to support individuals in their everyday daily lives, with their community activities, and with their personal connections with friends and family.

We look forward to continually expanding our Community Housing Program.



Carmen
Lundy

COMMUNITY HOUSING
MANAGER



"At MSA, we are passionate about taking a person-centered approach and believe that individuals with intellectual and developmental disabilities are people first. We consider it a privilege to be invited into the lives of the individuals we serve."

Community Inclusion

Over the past year, our Community Inclusion Program have made significant strides in expanding our programming and strengthening our commitment to providing a person-centered focus to support services.

One of the major accomplishments of the year was our successful implementation of the Skill Seeker Program. This program involved completing four different projects that focused on:

- Fine Arts
- Mental Health
- Physical Health and Nutrition
- Celebrating Different Cultures Celebrations (*December 2023*)

Persons-served have shown great enthusiasm and dedication towards completing these projects, and we are proud to have incredible employees that have facilitated in providing them with a platform to develop their skills and showcase their talents.



Additionally, we have been able to hire some outstanding new staff members, who have brought fresh ideas and perspectives to our programming. The employees who have taken a step up in training the new staff have shared their expertise. This has helped us to further enhance the quality of our services and provide even more opportunities for the people we serve.

Overall, it has been a productive and rewarding year for our Community Inclusion Program. We remain committed to providing the 56 people we serve with the best possible support and opportunities for growth and development, and we look forward to continuing to make a positive impact in the community.

With appreciation,

**Natasha
Desrochers**

COMMUNITY
INCLUSION MANAGER



*Thank you Karen for
being so helpful with
the recycling of the
refundables!*

*Every penny
counts towards our
program's activities!*



Home Share

The MSA Home Share Program has remained relatively stable throughout this last year. We have vetted three new Home Share providers this year but have not found placements for them to do the criteria they are suitable for and also the criteria for the persons served whom are looking for homes. We have not had to say good-bye to any persons served.



We are always looking for families and individuals who would like to share their lives and share their home with a person served. We welcome all enquiries and look forward to exploring with all those interested whether Home Share might be a great fit for their lifestyle and family dynamics. This year we have tried many reams of advertising for Home Share providers in the way of Coffee talk (weekly newspaper ad) and a 3-month advertisement on the movie prescreen show at Cottonwood Cinemas in Chilliwack. We are finding that it is becoming increasingly hard to obtain new Home Share providers whom are able to provide the home share support that is needed due to the amount of money they receive from the government for providing the care that is need to the persons served.

We want to acknowledge the tremendous care and consistent support our Home Share contractors have provided to the individuals they serve. It has not been an easy time with changing restrictions, protocols, CLBC mandate to increased yearly visitations, Handidart on strike ,etc., but our Home Share providers and persons served have shown incredible resiliency by adapting to these changes.

Onward and upward. We will continue to strive to find the best possible Home Share providers and provide the best quality of care to both our persons served and Home Share providers.

Year by year I am more appreciative and honoured to work with such hard working and dedicated persons served and Home Share providers!



If you would like to explore MSA as an option for your adult family member we invite you contact:

Trisha Ambridge

✉ tambridge@msasociety.com

☎ 604-613-8485

**Trisha
Ambridge**

HOME SHARE MANAGER
/ CONTINUOUS
QUALITY
IMPROVEMENT
OFFICER



Individual and Family Support Program



Throughout this past year there has been an emphasis on expanding the Individual and Family Support services to include specific topics and services that reflect the changing needs and dynamics for families within our community.

Throughout the year, there has been a continued focus on Representation Agreements through Nidus and expanding the awareness of the necessity for individuals and family members to obtain the documentation needed to ensure the individual's rights and wishes are protected.

Over the past year the Individual and Family Support Facilitator has attended community events such as Bridging the Gap and Mission School District Transition Fair that partner with the Ministry of Education and Community Living BC to equip families with information and community resources that will help support future decisions as their family member moves from youth into adulthood.

One-to-one support and resourcing are ongoing services that this program is able to provide. Throughout the year, multiple individuals and families were offered crisis support, online mediation and in person care. As well, various agencies throughout the lower mainland received supports and resourcing specific to their needs. Many family members and agencies have expressed their gratitude and appreciation for the guidance they have received from our program.



The Family Support Group that meets monthly will continue to provide much needed resourcing and support for families and care providers. In response to the changing needs and current concerns of individuals and family members/care givers intentional information sessions will also be scheduled throughout the year addressing such topics as:

- Home Share – next steps for families with young people transitioning into supportive independent living
- Community Inclusion Programs
- Employment/Volunteer Opportunities within the community
- Ministry requirements for preparing a youth to shift into adult services
- Representation Agreements
- In-home services
- Mandt Systems

Join us on Thursday, July 13, 2023 from 12:00noon-2:00pm to mark our 3rd Annual Abbotsford Self Advocates Picnic at Mill Lake Park!

We look forward to meeting new families and making connections while advocating for awareness of accessibility and inclusion within our community.

Everyone is welcome!

Amber McGill

INDIVIDUAL AND FAMILY SUPPORT
PROGRAM FACILITATOR



Fundraising and Program Development

Last year, we expressed our joy upon the relief from most pandemic limitations and held our first "in-person" fundraising event, at the Abbotsford Town Hall pub in November 2022. This event, which was low-key, but fun, brought in more than 30 participants and raised more than \$1,000. Thank you to all who participated and supported our first Pub Night!

During the launch of our Community Inclusion Skill Seekers program this spring, MSA Society was successful in receiving two grants from the Abbotsford Community Foundation (\$10,000) and CIBC (\$25,000). We are grateful to both Abbotsford Community Foundation and CIBC in providing funds that will be instrumental to the take-off of the up and coming Skill Seekers program.



As a result of receiving funding from the "Canada Summer Job Wage Subsidy," our administrative staff was able to bring on Yuen Kay DeBoer during the summer of 2022 to assist with filing and organizing tasks that were urgently in need of attention.

We were honoured to have been nominated for the "Non-Profit of the Year" award presented by the Abbotsford Chamber of Commerce in the autumn of 2022. We had a wonderful time taking in the presentations that were given that evening and congratulate all who make this community thrive.



MSA Society for Community Living has been more visible in social media and on a variety of external venues, including the Black Press, Cottonwood 4 Cinema Theatre, Coffee News, and the Chamber of Commerce edition of the Abbotsford newspaper.

This fall, November 2023, we are excited to host our next "in-person" fundraising event, Musical Madness! It's going to be a blast of music from the past, see the poster on the next page → → and mark your calendars for the excitement now! Tickets will be available soon!

Follow us on Instagram and Facebook too!



**Mandy
Paisley
McMahon**

**FUNDRAISING
/PROGRAM
DEVELOPMENT
MANAGER**





Human Resources

Welcome. Train. Engage

The Human Resource department has spent the past year focusing much of its efforts and resources on filling full and part time positions available in our Community Inclusion and Community Housing programs. As we move past Covid-19 restrictions, new hiring challenges have emerged. A competitive job market and an unusually low number of qualified applicants for existing positions across all sectors has resulted in a very tight job market in which job openings outnumber job seekers. This current situation impedes operational efficiency and increases the workload of existing employees.



To address these hiring challenges MSA has implemented the following strategies:

- Continuous posting of available positions on employment websites and social media platforms. A team of seasoned leaders have dedicated many hours to screening and interviewing applicants, following up on references and hiring successful candidates.
- Newly developed onboarding materials that welcome new employees, provide vital introductions to MSA's person-centred philosophy, standard of care and HR, payroll and program practices.
- MSA 101: A four-week extensive training program designed to encourage employee retention and engage new hires in team-building opportunities that will equip them with the tools and skills required to provide quality support and care for the people we serve.
- Practicum Partnerships: MSA has recently engaged with local colleges and institutions to establish intentional talent pipelines. This strategy collaborates with educational institutions to recruit new talent and close the skill gap. To promote our organization and employment prospects, we have collaborated with the UFV Coordinator of Practicum and Internship School of Social Work and Human Services to begin a collaborative partnership.

We are very grateful for the number of new Residential and Community Support Workers we have been able to welcome, train and engage in recent months. We remain very confident that the positions still available will be filled in the 2023-2024 program year.

MSA Society recognizes the importance of providing a healthy and accepting workplace culture and environment. We also understand how essential it is to be able to offer competitive wages and benefits. The recent ratification of the collective agreement has had a very positive impact on assuring employee retention and satisfaction. The following points elaborate on these matters:

Collective Agreement: The successfully negotiated collective agreement has addressed many of the concerns raised by employees. One significant aspect of the agreement is the inclusion of wage increases for all employees, with a particular focus on those on step one, as part of a low wage redress. These increases have significantly improved compensation fairness and positively impacted employee satisfaction.

Enhanced Employee Support: While the collective agreement has addressed some hiring and retention concerns, the HR team acknowledges that further efforts are required to foster a positive organizational culture. In addition to the wage increases, the company has also implemented an Employee Family Assistance Program (EFAP) that provides support and resources for all employees and their families, not just those who are currently on benefits. This program aims to enhance overall well-being and further contribute to a positive work environment.

By addressing these aspects, MSA will continue to strive to create an environment where employees feel valued, motivated, and supported in their personal and professional growth.



Matt Lutz

HUMAN RESOURCE
MANAGER

Employee Service Recognition

This year there are a number of amazing employees we would like to recognize for their commitment and contributions to the MSA Society for Community Living. They showed up, they worked hard, and they made a difference in the lives of the people we serve.

Thank you all very much for helping to make MSA Society a remarkable place to work. Without the support of these amazing people we would be unable to provide the quality services we currently offer.



25 years	Teresa Teichmann (1998)
20 years	Simone Douglas (2003)
15 years	Christine Coffey (2008) Leah Doran
5 years	Paramjit Rakkar (2018) Armando Escobar Jagjit Gill Christine Hoffard Tammy Mills Baldish Dhada Kumari Nakka Mandy McMahon

Thanks For All You Do!

Shelly Talbot- Clout

DIRECTOR OF PROGRAMMING



AGM REPORT

2022—2023



MSA Society for Community Living
"Supporting People – Enhancing Lives"



@MSASOCIETY

WWW.MSASOCIETY.COM

604-852-6800