

2017

Annual Report
L'Arche Greater Vancouver
and
The L'Arche Foundation of
Greater Vancouver





**Identity and Mission Statement
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.

L'Arche Greater Vancouver **April 1, 2016 - March 31, 2017** **Annual Report**

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President of L'Arche Greater Vancouver

This year the L'Arche Greater Vancouver Board welcomed two board members, Angela Uruski-Girard and Ken Lee who resumed his previous post of Treasurer after a year's well-deserved sabbatical.



As has by now become standard practice, the Board has assisted with the many events hosted by the L'Arche Greater Vancouver community: the annual Ark Builders Brunch, the Christmas Benefit Concert, the Business Luncheon and Open House, and the Art Together Show.

Again, as usual, the Operations Board met several times with the L'Arche Foundation of Greater Vancouver. At the end of June there was a review and discussion of the L'Arche International Board Manual, as well as a Housing committee update. The joint meeting in February 2017 was devoted to questions surrounding future housing needs and plans. This included reviewing the project overview, preliminary project drawings, and discussion of a feasibility study for a capital campaign.

In addition, along with the whole L'Arche Greater Vancouver community, the Operations Board participated in consultations for a new Mandate under the able guidance of Linda Filjak, the Vice Regional Leader for L'Arche Canada – Western Region. This Mandate will be approved in late spring and will direct and inspire the L'Arche Greater Vancouver community and its vision over the next four years.

Individually, too, members of the Board have been very active. Ted Kuntz and Jim Lattimer have served as appointees to the Foundation Board, while our Treasurer, Ken Lee, has served on the Finance Committee. Tom Nowak continued his revision of our Governance Responsibility Table, as well as serving on the joint Nominations Committee. Dan Kirkegaard and Jim Lattimer gave of their time and talents to the Mandate Committee. Ted Kuntz and Denise Haskett, co-chairs of the Housing Committee, did Trojan service in moving housing plans forward, while Garth Evans once more provided expert advice on legal and housing matters. The Board has also been grateful for Angela Uruski-Gerard's contribution and wealth of experience.

Lastly, I attended the National Community Leaders/Board Presidents Meeting and Annual General Meeting of L'Arche Canada in Chateauguay, Quebec. As in past years, I was impressed by the dedication and care that permeates L'Arche locally, regionally, and nationally.

As I noted at the end of last year's report, I feel privileged to work with my Board colleagues and all of the LGV community. I look forward to what we can accomplish in the year ahead.

Paul Mosca
President

L'Arche Greater Vancouver Board of Directors

Garth Evans
Denise Haskett
Dan Kirkegaard
Ted Kuntz
Jim Lattimer
Ken Lee
Paul Mosca
Tom Nowak
Angela Uruski-Girard

President of the L'Arche Foundation of Greater Vancouver

This year was another example of outstanding collaboration between the many people who make L'Arche great.

The most rewarding part of my role is having the pleasure of meeting and seeing all the bright, engaged, hardworking people we have in our community who truly want to make a meaningful difference in this world. My biggest challenges are learning how to lead a team in group decisions, representing L'Arche in the greater community, and, in the process, not losing sight of our mission and goals. What an opportunity!



As I reflect on the past year there are some significant accomplishments that come to mind. Our Art Together show opened at the Shadbolt Centre for the Arts in Burnaby and was based on our community theme. Our core members truly lit up the room. From there the show went on the road at the Metrotown library and then downtown Vancouver in the lobby of Park Place. We were able to introduce ourselves to many new people as a result. A very big thanks to Vancity and Rexall for their sponsorship of this event.

Once again the Foundation made it possible for over 70 people to attend the Annual Community Retreat. A number of individuals were also able to attend personal or small group retreats throughout the year.

In the summer we were invited to be part of Canada Life's annual Charity Softball tournament. Together we were able to raise just over \$45,000 towards a new van for Emily House. Many thanks to Canada Life for their support of L'Arche.

In the fall we hosted our annual Ark Builders Brunch for our major supporters. We are so grateful for these champions who have joined us on our journey – particularly as it leads us to a new building and expanded services.

Our advent season began with our annual Benefit Concert featuring Michael Hart and Garth Bowen. The \$3500 raised went toward our Solidarity Program that assists L'Arche communities in less affluent countries.

The New Year began with the excitement of our plans moving another step forward as we retained Waller and Associates to conduct a feasibility study for a capital campaign. Thank you to everyone who participated in this survey and

gave us the feedback we needed to continue on this journey.

In February we hosted our Third Annual Business Open House where we shared our plans for our new building and recognized the business partners who made a significant contribution to L'Arche in the last year.

All of these activities impact our Community in a positive way. Our donors make our growth and achievements possible. Thank you all from the bottom of our hearts.

Thank you to Denise Haskett, our Community Leader/Executive Director for all her hard work and support. I must also mention the core members, assistants, and staff that make L'Arche an exceptional place. Last, but not least, all of our Board Members who give their time and talents to keep us on the right path. I look forward to discovering all the possibilities ahead of us.

Audrey Staudacher
President

L'Arche Foundation of Greater Vancouver Board of Directors

Denise Haskett
Jennifer Hermkens
Joan Isac
Ted Kuntz
Jim Lattimer
Audrey Staudacher

Community Leader/Executive Director

This year we continued to work on plans for much needed accessible housing and expansion of our services; as well as responding to the changing needs of the people we serve. Our community theme affirmed our trust in Providence as we anticipate the road ahead. “Stand at the crossroads and look; Ask for the ancient paths, Ask where the good way is and walk in it, And you will find rest for your souls” Jer. 6 vs 16. Step by step a path is opening before us.



In spring of 2016 we submitted a Request for Qualification (RFQ) to our major funder, Community Living BC (CLBC), to expand our services for people with developmental disabilities. We received approval and will be able to welcome people into new models of support in the future. The CEO of CLBC Seonag Macrae came for a visit and we introduced our L’Arche model of intentional community and project plans.

This was a year of many consultations about our project with the community, the boards, and experts. We want to make sure we hear everyone’s input, especially from those who will be living and working in the new building! A special core members’ meeting resulted in a lovely visual sketch by Alex Richmond. As people gave ideas he added them to the drawing. This playful rendering of our new building now reminds us every day of our dream.

Our work with TL Housing Solutions continues. We retained Waller and Associates to conduct a feasibility study to assess our capability to raise funds for a new building. A change management consultant, Georganne Oldham, spent a day with the Directors team and will return to work with others in the community. As growth is a priority for L’Arche across the country, we also conferred with L’Arche Canada’s growth coordinator who gave us helpful guidance.

In preparation for growth, we took the first step in a structural review which will be completed in the Fall. Specifically we reviewed Residential Programs and the main administrative office. The vision for Residential is to strengthen the support in our existing homes, prepare for transition, and plan for new models of support. I am grateful for Landys Klyne who joined Akiko Iwataki as our second Director of Residential Programs and brings a breadth of L’Arche experience and knowledge. I am also grateful to Kuniko Fedoruk who took up the challenge of a new office manager position and is supporting the community in a myriad of ways.

It is a privilege to be part of a bigger organization where we receive support and inspiration to live our mission locally. This year we hosted the L'Arche Western Canada Regional Council and gave input into the L'Arche International Mandate. Developing future leaders is a priority across the L'Arche Federation. We participated in the L'Arche Western Canada Regional Assembly where conversations with assistants who are newer to L'Arche took place. It is important to listen to the next generation of potential leaders. We also hosted a training week on the L'Arche Canada Servant Leadership model and enjoyed seeing our friends from L'Arche Comox Valley for our annual picnic.

Linda Filjak, Vice-Regional Leader for Western Canada led two community processes starting with a community review to identify strengths and areas of growth in our life as a community. This process ensures we are in alignment with L'Arche's mission and core values. It laid important ground work for the community mandate meetings in early spring. The new mandate will set key direction and priorities for the next four years.

I look forward with hope to the road ahead. We are moving toward a significant time in our history – a time of rebirth and transformation. We are dreaming a big dream. I am so grateful to be on this journey with each one of you. Thank you to our core members, assistants, team leaders, the director's team, both boards and donors for your passion and commitment to the mission of L'Arche.

Denise Haskett
Community Leader/Leader



Housing Meeting Illustration by Alex Richmond

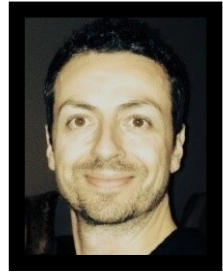


Neighbours Helping Neighbours



The Emmaus Centre Day Program

This last year has been a busy one of welcome and goodbyes. We welcomed two new core members, one assistant and a volunteer in the Emmaus Centre. I am always moved to see the effort core members initiate in making someone welcome. They approach them, show them around and are attentive to their needs. In my role I need to ensure that people fit in and be aware of issues that might arise. Core members just see someone who is going to be a new friend. Acceptance is unconditional. In the same way when people from the Emmaus Centre serve cookies at the food bank, they don't see people who may be struggling; they see someone who wants to talk. They are relationship builders.



Goodbyes are difficult. The biggest goodbye this year was losing Gwenda. Even though it was hard to say goodbye it was touching to see how core members comforted assistants. Talking about death isn't taboo, it is accepted as being part of life's journey and it doesn't change how people feel about the person who has passed away.

Neighbours Helping Neighbours build relationships with the people they serve. They have had another year of working at capacity by serving others with gardening, fence building and other carpentry projects. There is a wonderful ripple effect in many of these situations. Often when someone hasn't been able to take care of their yard their neighbours notice and are not happy about it. When our NHN crew goes in and takes care of the lawn and garden beds the customer is happy and so are their neighbours. They have unknowingly become agents of peace.

In a very personal way they brought peace and comfort to a customer who has been hospitalized for a number of months. They have continued to take care of her property while she has been ill, visiting her regularly and bringing her flowers from her own garden.

Whether it's the L'Arche Knitting Club meeting in a local coffee shop, or Neighbours Helping Neighbours assisting a senior with gardening work, our day programs are an important presence of L'Arche in the wider community. People notice the gifts of people in the group and how they relate to each other as they go about their activities.

I am grateful for Jackie and Alex, the Day Program Leaders and their teams. I appreciate their openness to new ideas and how they fulfill the mission of L'Arche.

Peter McKinley
Director of Day Programs

Human Resources in Numbers

Number of Permanent Personnel : 48
Number of Casual Support Personnel: 20
Number of Volunteer Hours: 1385
Number of Languages Spoken: 14

Length of Service

1 year 5	2-4 years 9	4-8 years 6	8+years 28
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Age Groups

19-30 7	31-40 15	41-50 9	51-60 11	61+ 6
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Human Resources

In the past year, Human Resources changed our approach with potential new assistants. Discerning someone's suitability for L'Arche's unique character as an intentional community has become a priority. We ask the applicant to provide a written statement about their motivation in coming to L'Arche and conduct an initial conversation before the actual interview with the Human Resources and Residential Programs Director. It is important for people to know that L'Arche is more than a job.



This year we welcomed new assistants from Germany, Canada, South Korea, Spain, and Japan. New assistants received orientation and training on L'Arche's history, its identity and mission and the L'Arche Canada Servant Leadership model. All assistants received training in cultural diversity, Health and Safety practices and Behavioural Support.

Human Resources also continued to facilitate the Servant Leadership Annual Review process for personnel. This included coaching House Leaders in review conversations, giving advice on how to give feedback, and meeting with assistants to help formulate their goals. All of these activities are meant to ensure that people are supported to grow professionally and personally.

During the year we researched a new Human Resources database that will make better use of our time and resources. It was a challenge to find a suitable database that supports the unique character of L'Arche and reflects the collaborative and participative employment relationship that we strive to build. We look forward to implementing our new database in the coming year.

One activity that has been a highlight for me was starting "Connections", a monthly social evening for people with and without developmental disabilities. Various activities included games, ice skating and movie nights. The evening is run by a team of current and former assistants who volunteer their time.

One of our biggest strengths is our long-serving personnel. Over 50% of our assistants and administration staff have been with L'Arche for more than eight years and over 70% have been here more than four years. I appreciate their dedication to L'Arche and our mission.

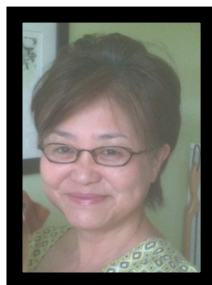
Thank you to all the people who give their time and talent to make L'Arche a vibrant community.

Annette Kuhn
Director of Human Resources



Residential Programs

For the first time this report comes from **two** Directors of Residential Programs. This important change was the result of an organizational review earlier in the year. In October Landys joined Akiko in the Residential office strengthening the support offered to our homes.



Much of our last year focused on preparation for growth. We were grateful to receive approval for our Request for Qualifications (RFQ) from Community Living BC to expand our services for people with developmental disabilities.

Keeping this hope for growth in mind we introduced new ways for people to share their ideas about upcoming changes within the community. The feedback we received about new homes and welcoming people was enthusiastic and creative. Everyone's voices were welcomed and heard.



Fostering leadership has been a growing theme for our community as we implement L'Arche Canada's Servant Leadership model. People in our homes are helping each other discover their gifts and practice their leadership abilities.

We were able to introduce a new residential database this year that is helping us streamline our record keeping. This new efficient system is proving to be an asset for CARF accreditation reporting.

A small group of people from our homes were able to attend a Core Members retreat in Seattle hosted by L'Arche USA's Western Region. This is always a positive experience for us and strengthens our connection to our L'Arche USA family. Other core members were able to attend a retreat on Bowen Island.

We were sad to say good bye to Gwenda, a founding core member, who was such a bright light in our community for many years. She will be missed by all who met her at L'Arche. Once again we were reminded to walk more tenderly with each other as the needs of our community members change.

We are grateful for everyone who contributes to making life at L'Arche possible. Thank you to our House Leaders, Team Members, Core People, volunteers, support personnel and Donors. L'Arche Greater Vancouver is here because of you.

Akiko Iwataki and Landys Klyne
Directors of Residential Programs

Our Homes



Bethel House



Creation House



The Crossing

Emily House



Unity



Nazirah
House



Our Big Numbers

Bethel House

Garth and Barb went to the library **50** times and borrowed **250** DVD's.

Creation House

Wayne volunteered **156** hours at the Salvation Army

Guy did **420** hours of exercises after his surgery

Arthur picked up the Creation House mail **315** times

We enjoyed **54** cakes at birthdays and other celebrations

The Crossing

We drove **1732** kms for our house holiday to Banff, Alberta

We had **78** outings together on weekends

We sang **45** songs per month during our karaoke time

Emily House

Philip listened to his Britney Spears CD **116** times

Melina did **144** crosswords

Our volunteer Sharon spent **256** hours with us

We sang 'Jesus Loves Me' **96** times together during meal time

Nazirah House

Ken distributed and collected songbooks for **45** Community Prayer evenings.

We went on **60** outings together on weekends and stat holidays

Sue spent **40** hours babysitting

Patrick mowed the lawn for a total of **35** hours during summer

Our Big Numbers

Unity House

We walked a combined total of **500** kilometers

We welcomed **15** guests from other L'Arche communities

We went on outings **55** times

We watched **55** movies together

Emmaus Centre

We welcomed **78** guests for Friday Lunches

We made **3400** cookies

We celebrated **34** Birthdays

We spent **68** hours volunteering for Meals on Wheels

We volunteered for **52** hours at the Food Bank

We volunteered **32** times to teach art at the elementary school

Neighbours Helping Neighbours

Served **53** customers **12** of which were new

Mowed **186** lawns

Delivered **180** meals for Meals on Wheels

Shoveled snow for **38** customers.

Fixed railings on **2** outside staircases for customers

Fixed garage doors for **2** customers

Replaced **1** entire staircase

Replaced rotten lumber on a deck and staircase for **1** customer

Community Life

45 Community Prayer evenings where we sang **225** songs

30 guests were welcomed

6 Core members and **13** Assistants attended retreats

Over **70** People attended our Annual Community Retreat

Our Financial Picture

L’Arche Greater Vancouver— The Big Numbers—Audited

Our Financial Picture

L’Arche Greater Vancouver - The Big Numbers - Audited

Year ended
March 31, 2017

Revenues

Provincial Grants	\$ 2,486,317
Donations from L’Arche Foundation of Greater Vancouver	204,532
Other	232,612
	<hr/>
	2,923,461

Expenses

Direct program costs	2,253,941
Facility costs	314,656
Administrative costs	344,908
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	2,913,505

Excess (Deficiency) of revenue over expenses	<hr/> \$ 9,956
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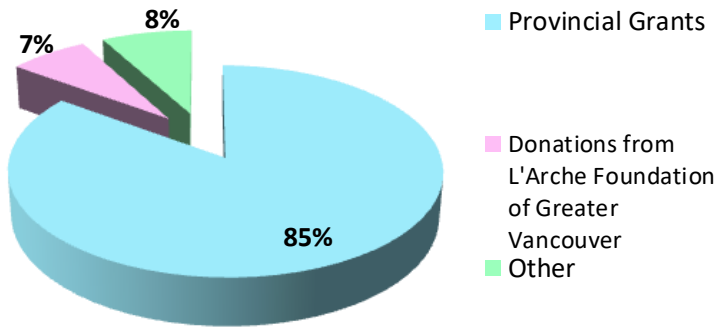
Numbers taken from L’Arche Greater Vancouver’s Audited Financial Statements for the year ended March 31, 2017.

L’Arche Greater Vancouver is assisted in its mission by the L’Arche Foundation of Greater Vancouver, a registered charity dedicated to finding funds from non-government sources in support of L’Arche Greater Vancouver. The Foundation is responsible for building modernization and improvements as well as new building projects.

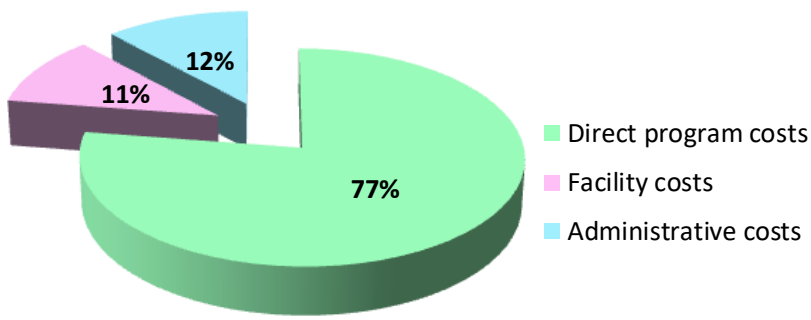
Full audited financial statements for L’Arche Greater Vancouver and the L’Arche Foundation of Greater Vancouver are available upon request.

Our Financial Picture

L'Arche Greater Vancouver - Revenues



L'Arche Greater Vancouver - Expenses



Our Corporate and Community Supporters

Agape Catholic Charities Fund	Community Living BC
Amencare Services Ltd	Digitally Hip Corporation
Andrew Mahon Foundation	First Christian Reformed Church of New Westminster
Archdiocese of Vancouver	FS Financial Strategies
Art's Nursery	Gateway Casinos & Entertainment Limited
BC Housing	GVC Credit Union
BC Lions	Holy Cross C.W.L.
Bruendl Foundation	Investors Group
Burnaby Board of Trade	J & G Servant Foundation
Canada Life	Knights of Columbus, Father Peter McGuire Council, No. 4615
CWL of Canada O.L.P.H. Council	Knights of Columbus, Fraser Valley Council, No. 2552
CWL of St Joseph Church	Knights of Columbus, Holy Cross Council, No. 5423
CWL of St. Mary's Parish	
CWL of St Peter's Parish	Knights of Columbus, No 8853
Celtic Cross Charitable Foundation	Landsea Tours & Adventure
Choices Markets	Leoganda Financial & Insurance Services
Cobs Bread (Marine Way)	
Columbia Howell Funeral Chapel	Mackin Creek Farm

Our Corporate and Community Supporters

Mount Pleasant War Memorial Community Cooperative Association	St. Thomas Anglican Church
	Steelhead Business Products
New Vista Society	Team TELUS Cares
Old Spaghetti Factory	The Great West Life Assurance Company
Provincial Employees Community Services Fund	The Keg Steakhouse & Bar
Purdy's Chocolates	United Way of the Lower Mainland
Rexall Health Solutions	United Way of Toronto & York Region
Saint Mary's Health Foundation	Vancity Community Foundation
Sisters of Instruction of the Child Jesus	Vancity Royal Oak Branch
SCWH Holdings Ltd	Vancity South Burnaby Community Branch
South Burnaby United Church Women	Vancouver Aquarium
St. Andrews Books, Gifts & Church Supply	Vancouver Canadians Baseball
St. Anthony of Padua Fraternity S.F.O	Vancouver Foundation
St. Augustine's Parish	Vancouver Symphony Orchestra
St. Francis de Sales CWL	VanDusen Botanical Garden
St, John's Anglican Church ACW	
St Joseph the Worker Parish	Whitecaps Foundation



L'Arche Foundation of Greater Vancouver

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Charitable Registration No. 137648671-RR0001