



**Unlimited Potential**  
community services

ANNUAL REPORT  
2015 / 2016

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## Message From The President

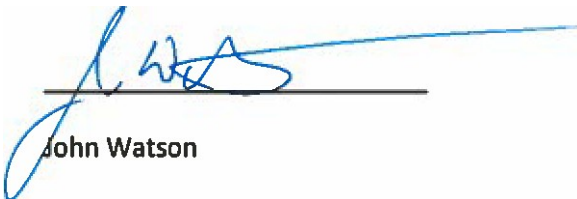
It has been busy but highly successful couple of years for our organization. I could easily fill the next few pages with all of the great accomplishments of our volunteers, staff, senior management and Board of Directors. All have worked tirelessly in advancing our mission, reaching our goals and protecting our values. I do, however, wish to highlight three of our major accomplishments.

The move to our new premises is now complete and we are fully operational at the Centre 170 location. The feedback from our stakeholders has been very positive and the new location truly reflects our professional abilities and standing. Most importantly our new classrooms are a tremendous hit with our students. The feedback from the students exhibits their appreciation in being a part of a true school environment.

We have embarked into the Collaborative Service Delivery model (the former OBSD). We always believed that we had the necessary infrastructure to be a leader in this area but we were more than just pleasantly surprised at being awarded such a large and unprecedented role from our stakeholder. It is a true reflection upon our staff and our services that the Ministry had such faith in our abilities. This is only the first step and we are already looking ahead to expand our base.

We have never been an organization to just sit back and "go with the flow". To that end we have embarked upon leading the way with our implementation of the Sanctuary Model. It has been a learning curve for all but no one shied from the challenge. It involved a new way of thinking and approaching issues but one that is already reaping positive outcomes.

On behalf of our Board of Directors thank you to all of our volunteers, staff and senior management. We are who we are as an organization because of your dedication and skill.



John Watson

President

## Co-CEO's Message

Dear Friends,

The last two years have been ones of significant change and growth for our organization. In 2015 we rebranded and changed our name from Bosco Homes a Society for Children and Families to Unlimited Potential Community Services Society. The change in name reflects the diversity of our services as well as our belief that we all have unlimited potential. Sometimes that potential is hidden or hard to access however through empowerment and the right support it is available to us all.

Our staff, peers, clients and funders were all involved in the process as we reworked our mission and values. In the end we have a new name, mission, values and logo that reflects who we are and what we do.

In October of 2014 we began operating the Youth Assessment Center in Red Deer under contract with Central Region Child and Family Services. In the spring of 2015 we received contracts to provide Collaborative Service Delivery in West Central Edmonton, Parkland County and Sturgeon County. In the summer of 2015 we moved our main office and schools to a new location on the west end of Edmonton. In addition we began implementing the Sanctuary Model across the organization in January of 2015.

All in all it's been a very busy two years and we would like to recognize and thank all of our staff and our Board for their ongoing commitment to the organization and the individuals and families we serve.

Sincerely

*Bruce Armson*

*Darcy Petrovic*

## Who We Are

We were originally incorporated in 1987 under the name “Bosco Homes: A Society for Children and Families”, and in April 2015, we became [Unlimited Potential Community Services Society \(UP\)](#) in recognition of our expanded services. From the beginning, UP became known as an organization that would not easily give up on an at-risk child.

Over the years, we expanded and diversified our services to include children, youth, families, and individuals in need. From the original treatment centre in the County of Strathcona 29 years ago, where we served 14 children and youth, we have continually developed new programs and services to meet the increasing needs of children, youth, adults, families, and communities.

Over the years our philosophy and approach to working with children and families changed from one where we were the experts, to family-centred relational practice, where we work collaboratively with children, families, and others. We intentionally reduced our group care capacity and specialized those services. We began to focus on community service delivery, assisting individuals and families’ access to supports and resources within their community.

As an organization, we strive to be a leader in providing a wide range of services, intentionally designed to meet the diverse needs of children, youth, adults, and families, as well as the communities we work in.

Today UP provides services to over 625 children, youth, adults, and families daily through four different service streams: Family and Community Support, Group Care, Mental Health, and Education.

## What's In A Name

The name Unlimited Potential Community Services conveys our mission of helping people, whether they are coping with mental health illnesses, abuse, overcoming addictions, developing life skills, or furthering their education or employment.

We foster the potential in each one of our clients so that the only way to go is **UPI!**

## We Are Proudly Diverse

We believe culture and tradition are an important part of mental wellness, as a result we incorporate the culture and traditions of the individuals and families wherever possible. We strive to connect all the individuals and families we work with to their own cultural community.

## Our Goal

Restore stability and hope in the lives of children, youth, adults, and families in Alberta and the Northwest Territories so they can achieve personal independence and family unity.

## Our Mission

We empower individuals and families to reach their full potential and enhance community well-being.

## Our Values

### **Integrity**

We provide our services with the highest standards of honesty, trust, professionalism, transparency, and ethical behaviour.

### **Respect**

We believe that all persons have an innate worth and value, thus, we consistently maintain respect for the dignity of our clients and our colleagues.

### **Excellence**

As a client centered learning organization we ensure that innovation, evaluation, and revision are integral in our process of continual improvement in everything we do.

### **Humility**

We readily acknowledge and accept that there is always more to be learned.

### **Relationships**

Our genuine care and concern for our clients ensures authenticity and empathy in our interactions, and places an emphasis on consultation and collaboration in our provision of services.

# What's New

## Youth Assessment Centre (YAC)

On October 2014 UP signed a contract with Central Region Child and Family Services to operate the Red Deer YAC. We partnered with Vantage Community Services to provide the necessary clinical services. The program integrates a Trauma Informed Care and Resiliency Framework under the overarching principles of Family-Centered Practice. Psychiatric, addictions and recreational therapy are provide through a collaboration with Alberta Health Services. The clinician, psychiatric nurse, addictions counsellor, and recreation therapist are an integral part of the team and are involved in all aspects of care for the youth. They bring a particular expertise that lends itself to the Trauma Informed and Resiliency Framework that benefits the youth as they progress through stabilization and assessment. The program is for youth between the ages of 13 and 17 years and has nine assessment and stabilization beds and one secure bed.

### Assessment and Stabilization

Assessment is for youth who require a complete psychological and behavioral assessment to help determine their needs prior to moving to a long term placement. Stabilization is for those youth whose current placement is no longer viable and they need a structure program for a short time to assist them in adjusting and regaining control of their lives.

### Secure Services

Secure Services is a locked program where a youth who is receiving intervention services is confined by a court order. The goal of secure services is to provide a safe environment in which assessment and stabilization of high-risk behaviours can occur. Placement in secure services allows for short-term crisis management and assessment in a highly structured, therapeutic environment.



# What's New Continued

## **Collaborative Service Delivery (CSD)**

UP has been and continues to be a leader in providing child and family-centered services. In 2015 we were selected as one of the Collaborative Services Delivery (CSD) Leads for Edmonton and Area Child and Family Services. We are providing CSD services in collaboration with Children Services in West Central Edmonton, Parkland County and Sturgeon County.

The optimal goal of CSD is to have more children receiving services in their family homes, and their own communities; and only when child safety can't be immediately mitigated through safety planning are they removed from parental care with family based or kinship options always being explored first. More children are quickly returning home from care with shorter durations of interventions, leading to increased parental capacity. Through a creative, family-centered approach and engagement, we strive to provide the highest quality of care for those we serve, Child and Family Services, our partners, and the community.

Through the implementation of CSD we support individuals and families who struggle with a variety of issues which can include: past trauma or abuse, mental health concerns, addictions; poverty, child development, parenting, housing, and other life challenges. We quickly work to support and empower the families by building on existing strengths and strengthening and/or helping build their unique support network of family, friends and community members and agencies. We believe our adaptability, innovation, and determination to never give up assures an atmosphere that maximizes our client's well-being.

## What's New Continued

### **Sanctuary**

In January 2016 we began the implementation of the Sanctuary Model after significant research into trauma informed organizational models. The Sanctuary Model is an evidence-supported intervention and the only organizational and clinical intervention recognized as a Promising Practice by the National Child Traumatic Stress Network.

At its core, the model promotes safety and recovery from adversity through the creation of a trauma informed community within an organization. Trauma theory suggests that many behavioural symptoms are a direct result of coping with adverse experiences. Frequently, the focus of attention becomes exclusively the child's behaviour – or misbehaviour and the true complexity of the child's dynamics and injuries are lost in the struggle to simply control behaviour. The Sanctuary Model focuses on not what is wrong with an individual but rather what has happened to them.

Under the umbrella of trauma are issues surrounding brain development, grief and loss. Abuse or neglect, absence of responsive caregiving, chronically unreliable or inappropriate caregiving can alter the formation of the brain's architecture and can lead to disparities in learning, behaviour and development in children. The brain has the capacity to change and to respond to experience. Due to this capacity to change, there is much that caregivers can do, and there is ample opportunity for caregivers to support and promote a child's healthy growth and development.

## What's New Continued

### **Our New Home**

Once we received notice that we would be providing Collaborative Service Delivery in West Central Edmonton, Parkland County and Sturgeon County we began looking for a new home for the organization closer to these areas. After many challenges finding the right size with the right zoning we found a space in Centre 170. The space is 26000 square feet and wide open, which provided the opportunity for us to design the offices, meeting rooms, and schools in a way that made sense for us. It also allowed us to think differently about how people and divisions in the organization interacted and interfaced.

In the end we created a modern open concept work space with a number of family and meeting rooms. The open concept allows staff from all areas of the organization to be more engaged in discussions and brainstorming. The family rooms and meeting rooms provide a private space when needed.

The school has five classroom's, two snoozelen rooms, an artroom, fitness room and a small gym.

Our new home is enjoyed by staff, the children, youth, individuals, and families we serve.

## Our Purpose

Billy came to our school program halfway through his Grade 9 year. He was struggling a great deal in his community school. At the intake meeting this student told the principal he 'just wanted to go to school'. He was currently only allowed to be at school for an hour and a half and many days he did not even last that long. His parents would be called to come and pick him up due to his aggressive behaviour. When Billy started with us he had not used a textbook due to safety concerns regarding him throwing it at staff members. He would also isolate himself and not interact with staff or students.

We had a really rough go for the first few months that he was with us where there were critical incidents involving severe aggression towards staff. As staff worked with Billy, building a relationship and tapping into his intelligence, a total transformation occurred. Billy by Grade 11 wrote his Chemistry 30 Diploma exam and got a 94%. He became quite social with his peers and staff. He has since graduated with his High School Diploma receiving similar marks in the area of Math and Science.

At this time he is in his second year of Post-Secondary Education at MacEwan University. With the support of his parents, the school and community Billy has been able to reach his potential. We often get updates on his continued success.

## Our Purpose Continued

A family, referred to our Collaborative Service Delivery Team, consisting of mom, dad and two young children, had no Child and Family Services involvement until addiction and domestic violence concerns prevented mom from staying in the home. When mom left the home, dad assumed full time care of the children. Throughout this time, the team worked with dad building a relationship where he trusted people to help him. However, shortly after mom left the home, he also started using drugs more often, blaming his use on wanting to spend more time with his wife. Ultimately, dad was unable to meet the needs of his children and the children were put into kinship care with their grandfather.

While in kinship care, the Team worked with the grandfather ensuring he was able to stay home and care for his grandchildren and not have to work as this was deemed in the best interest of the children at the time. The Team assisted the grandfather ensuring the children were enrolled in school and had access to supports to help enhance their development. The children stayed in kinship care for eleven months, the team supported the kinship caregivers, as well as access with the parents and their children on a weekly basis. The Team worked hard to build their relationship with all parties and gain the trust of both parents. A talking circle was held with the family to work on the relationship between the parents and the grandfather. Through the process the family was able to identify that they all needed to work together.

Throughout the time, the Team worked with mom to develop a relationship in which they could help mom identify that she wanted to go to addictions treatment. Through further exploration with the team, mom identified a specific treatment program that she felt would benefit her the most even though it meant waiting for a later admission date. The Team helped mom get registered for the program and supported mom in creating a plan to maintain her sobriety until her admission date. Mom was successful at completing the 21 day program with ADAAC. Eight months after the children were placed into care, staff supported mom through encouragement, access to her children during treatment, and transportation to complete a residential treatment program. While mom was attending treatment dad started addressing his addiction concerns by attending individual counselling and Alcohol Anonymous meetings. The parents were able to reconcile their relationship issues and started attending couples counselling and working on their family again.

Since the parents were doing everything they needed too and had made significant progress in their recoveries the children were returned home on an extended visit. The extended visit continued with no concerns and the children were returned home full time. The Team continues to support the family with budgeting, conflict resolution, and creating a larger network of supports to ensure sobriety. If everything continues to go well the file will be closed January 2017.

## Our Purpose Continued

“Pete” a 16 year old male was referred to us on January 15, 2015 needing immediate placement. Due to Pete’s issues, high mental health needs and FASD diagnosis, we needed to be creative in finding the right placement. Our treatment team met with Pete and his case worker and we made a commitment to work with him and decided to place him at our Willow program.

Pete was traumatized by his placement breakdown, as it was a family he had been living with for the majority of his life. He struggled with not having them in his life and being in a new environment. He displayed this by going absent from care and placing himself at risk in the community.

Pete was placed at the Alberta Hospital in August 2015 due to his behaviour and mental health needs. During this time the staff from the program visited him to maintain the relationship as he was returning to the program upon his release. He returned to us in early December 2015, with very stringent conditions. He was required to have one to one staffing 24 hours a day 7 days a week, he also could not be out in the community unless there were two staff present.

We worked very closely with Edmonton Child & Family Services (CFS) to develop an individualized program which was created within the group home in which he was placed. We designed a program that best met Pete’s needs while not affecting the treatment of the other youth in the program.

With this program in place Pete’s behaviour has stabilized. He attends school with a focus on work experience. Due to his functioning level and his diagnosis of FASD, staff have created a work program for him that is focused on life skills which include creating a meal plan, a grocery list and grocery shopping. As well, staff take him to various businesses such as car dealerships, grocery stores and Walmart to show him the different types of jobs that he may want to pursue in the future.

Pete continues to stay at our Willow Program (FASD) successfully. His success is contributed to the collaboration between our Organization and Child and Family Services in Edmonton. This is an example of everyone working together to meet the needs and best interests of a youth in providing a stable and safe environment.

# Thank You to Our Sponsors



# How You Can Help

## **Fundraising**

Our goal this year is to raise \$40,000 to buy Interactive Projectors for our 9 classrooms. As a private school we are very limited in what our funding will allow us to buy and these are definitely not on the radar for receiving funds from Alberta Education. We work hard for our students to assist them in achieving an education for a better future.

[If you are interested in donating to UP, please follow the link](#)

<http://upcs.org/donate/>

[Or contact:](#)

Darcy Petrovic, Co-CEO

E-mail: [dpetrovic@upcs.org](mailto:dpetrovic@upcs.org)

Phone: (780) 440-0708 Ext. 253

## **Volunteer and Help Make a Difference**

There are many opportunities to volunteer with UPCS. We are looking for caring, compassionate, and energetic people to volunteer throughout our Organization. Opportunities to volunteer include casinos and other fundraising events, in our programs, and in the community.

[For more information please contact:](#)

Ryan Chopin

Email: [volunteer@upcs.org](mailto:volunteer@upcs.org)

Phone: (780) 440-0708 Ext. 205



## 2014 Long Service Awards

Three Years	Five Years	Seven Years	Ten Years
Darryl Miller Kimberlee Sears Melanie Luchka Mandi Sauve Britney Butterworth Amy Campbell Brittany Mal Stephanie StandingontheRoad Justin Adams Roger Enero Nadine Arnold Lana Hilmoie Teri Campbell Tracey Verbonac Mabinty Bangura	Tatiana Makar Krista Brown Tavrie Smith Landan Hildebrand Aisha Johnson Christie Harcus Joyce Nyamazana		Christine Gamble Kimberlee Sears
Thirteen Years	Fifteen Years	Seventeen Years	Twenty Years
Daniel Clouston Gena Decker Noemi Gonzales Kimberly Lefebvre Katherine King Kathleen McKinnon Roseanna Moses Viviana Wekwert	Blain Clouthier Deborah Hillier Shawn Roden Paul Greenwood	Blair Anderson-Croft	Peter Van Eysden Mary Ann Petersik

# 2014 Employee Of The Year Awards

## Group Care Services – Edmonton Region

### House Manager of the Year

Vlad Galic  
Shanon Hedgecock

### Shift Leader of the Year

Tavrie Smith

### CYCW of the Year

Justin Thomson  
Tatiana Makar  
Colin Hibbert  
Aidyn Rayment

### Night Staff of the Year

Dolores Joy  
Emmanuel Nimoh

### Relief Staff of the Year

Ann Steiner  
Farhyia Warsame

Chantal Leroux  
Jessica Power  
Lana Hilmoe

## Bridges Program

Denise Juaire – Papineau

## Open Arms Program

Natalya Ancheta

## Education Department

Cheryl Cooper  
Shawn Roden  
Kelly Milliken

## Wetaskiwin - Mental Health Program

Curtis Brandt

## Supported Independent Living

Ashley Kerik

## TTC

Brian Jasper

## Administration

Sofia Tambasco  
Roger Enero  
Mark Balog

Melanie Luchka

# 2015 Long Service Awards

Three Years	Five Years	Seven Years	Ten Years
Mark Balog Bruce Beaudet Paul Bruinsma Shon Crocker Brian Jasper Sacha Kelly Amanda McGuire Katherine Ottie Rosalyn Schmidt Darlene Swanson Dezrine Tomlin Smith	Patricia Adamson Justin Anderson Leslie Cassidy Shelly Duke Jabbie Abubakar Danielle MacIntyre Tara Wood	Ellen Cordell Eileen Francoeur Megan Metcalf Kelly Milliken Pamela Peterson Jed Roberts Katherine Ross Christopher Stogrin	Annie Brandt Dillon Elliott Darryl(Blake) Halwa Margo Hopkins Ralph Melnyk
Thirteen Years	Fifteen Years	Seventeen Years	Twenty Years
Mikal Boudreau Brian Uhlmann	Elizabeth Slaney Tian Fang (David) Tang	Razija Hajdarevic Carol Hrenyk Paul Meger Sofia Tambasco	Laura Johns
Twenty-Three Years	Twenty-Five Years		
Dolores Joy	Bruce Armson Catherine Taylor		

# 2015 Employee Of The Year Awards

## **Group Care Services**

### House Manager of the Year

Megan Metcalf  
Justin Adams

### Shift Leader of the Year

Aidyn Rayment

### CYCW of the Year

Megan McGrath  
Jessica Jabbour  
Dana Muir  
June Wilkie

### Night Staff of the Year

Ibrahim Keita

### Relief CYCW of the Year

Meghan Brookson  
Alison Oldford

Sandy Szemiot  
Kolten Solomon  
Nadine Arnold

## **Bridges Program**

Mandi Sauve

## **OBSD West Central**

Annie Brandt

## **OBSD Spruce Grove & St. Albert**

Amber Pahlke

## **Open Arms Program**

Jennifer Sewepagaham

## **Supported Independent Living**

Barbara Dowker

## **Education Department**

Michael Lundberg  
Julienne Umukunzi  
Dillon Elliott

## **Administration**

Laverta Pacholik  
Tammy Hunt  
An Vu

## **Wetaskiwin - Mental Health Program**

Colleen Angus

# Financials

## Unlimited Potential Community Services Society Non-Consolidated Statement of Financial Position

	March 31	
	2016	2015
<u>ASSETS</u>		
<b>CURRENT ASSETS</b>		
Cash and Short Term Investments	2,489,164	2,381,341
Accounts Receivable	1,258,464	1,373,055
Prepaid Expenses and Deposits	231,655	84,719
	<u>3,979,283</u>	<u>3,839,115</u>
Investment in Subsidiaries	200	200
Significant Influence Investments	25	25
Capital Assets	1,176,519	536,134
	<u>5,156,027</u>	<u>4,375,474</u>
<u>LIABILITIES AND NET ASSETS</u>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	1,782,286	902,998
Unearned Revenue	256,521	320,309
Deferred Contributions	28,184	43,556
Current Portion of Long Term Debt	28,869	27,784
	<u>2,095,860</u>	<u>1,294,647</u>
<u>Long Term Debt</u>	94,195	95,024
<u>Net Assets</u>	<u>2,965,972</u>	<u>2,985,803</u>
	<u>5,156,027</u>	<u>4,375,474</u>

# Financials Continued

## Unlimited Potential Community Services Society Non-Consolidated Statement of Revenues and Expenditures

	March 31	
	2016	2015
<u>REVENUE</u>		
Program Revenue	18,985,041	15,561,635
Donations, Fundraising and Grant	187,135	178,618
Interest Income	40,684	58,528
	19,212,860	15,798,781
<u>EXPENSES</u>		
Salary and Benefits	14,457,775	12,999,544
Facility and Direct Client Costs	2,271,996	1,662,240
Other Administration Including Insurance, Advertising, Staff Recruitment, Dues, Professional Fees, Rebranding	752,615	628,075
Office Supplies and Communications	657,930	227,475
Vehicle	215,002	178,700
Amortization	172,592	210,411
Fundraising Expenses	5,490	44,427
Bad Debts	1,269	-
Interest on Long Term Debt	1,228	576
Loss on Disposal of Capital Assets	109,617	6
Program Surpluses Refunded	586,864	371,294
Unrealized Gain(Loss) on Marketable Securities	313	- 19
	19,232,691	16,322,729
<u>DEFICIENCY OF REVENUES OVER EXPENDITURES</u>	- 19,831	- 523,948