



**Bethesda**  
Faith. Service. Inclusion.

# Annual Report 2020



# This is our vision

People of all abilities belonging to communities where they are valued and empowered to share their God-given skills and abilities.

Bethesda supports and empowers people with diverse abilities and their families through services such as staffed residential homes, shared living, community inclusion, supported independent living, intentional communities where people of all abilities live, summer camps, employment services and family support services. At Bethesda we are committed to building communities of belonging; communities where everyone's God-given skills and abilities are welcomed and valued. Starting in Abbotsford in 1971, we now support about 300 people and their families in the Lower Mainland, south Okanagan and in Smithers. Bethesda is a Christian not-for-profit organization with a staff of approximately 400.

Find our Bethesda Mission, Vision and Values and more at  
<http://www.bethesdabc.com/>



## New Provincial Office Update

A scaled down ground-breaking ceremony took place April 2, 2020 to mark the kick-off of the Provincial Office construction project (a drawing of the new office is shown in the image to the left). The Leadership in attendance prayed and dedicated the property and building to the Lord. The new office will include space for Community Inclusion, Employment Services and training.

Hank Hamstra, President of Bethesda Foundation, George Boer, President of Bethesda Association, Jody Siebert, Bethesda CEO and Walter Nordeman, Bethesda Director of Property Development broke ground on the Emerson Street property in Abbotsford.



Construction is underway with an expected completion in the summer 2021.

What is 'diverse abilities'? People have diverse abilities. By focusing on people's abilities, rather than only their 'disabilities', they are empowered and supported to succeed in ways they were intended.

# CEO Message

**Living our Mission:** As an expression of our Christian faith, we support and empower people with disabilities and their families, experiencing the joys and challenges of life together.

This year, more than ever, our mission has been lived out in creative and unprecedented ways as we have collectively had to navigate the COVID-19 Pandemic. These extraordinary times have required much of the people we support, their families, staff and caregivers. At the end of the 2019-2020 fiscal we were already in full lock down as a community and as a service provider, practicing social and physical isolation to prevent the spread of COVID-19.

Our services became primarily focused on essential 24/7 residential care. Congregate services such as Community Inclusion and many Community support services were suspended, leaving some of the people we support, families and Home Share providers without critical day support services. This added extra strain for everyone.



I would be remiss if I did not do a shout out to our staff who showed up at work every day to support people on the front lines, putting the health of the people we support above their own. I witnessed staff courageously and selflessly serve in an uncertain and fearful time. Because of them, the people we support were kept safe physically and emotionally during this time.

When you pass through the waters, I will be with you; and when you pass through the rivers, they will not sweep over you. When you walk through the fire, you will not be burned; the flames will not set you ablaze. Isaiah 43:2 NIV

I am excited to share this year's Outcome Management Report with you. You will see many of the statistics and outcomes from the 2019-2020 year, which give you an idea of the work that has been accomplished by an amazing team of employees.

We all know that it is essential to measure outcomes to remain accountable for the work we are entrusted with, but we also know that there are many things we cannot measure that truly make a difference in someone's life: enjoying the reciprocity of relationships, experiencing true belonging where you know deep



in your soul that you are accepted for who you are, realizing that you have a safety net where it is safe to grow and fail and get back up again, knowing there are people who have your back and deeply care for you. Above all, 'knowing with the heart' that you belong, you are essential to, and play a critical role in, the lives of others.

We are so grateful for our employees who are committed to thoughtful, creative and intentional support that empowers people to lead lives of great value in their communities. We are also privileged to have a skilled and engaged administrative and technical support team, Leadership team and Board of Directors who faithfully commit themselves to the service of others.

We are especially grateful for the opportunity to 'share life' with the people who choose our services. Bethesda exists to support people with diverse abilities and thrives in reciprocal relationships, inclusive communities, and lifestyles rooted in true belonging. We are only capable of thriving when we thrive together.

Grace and Peace,

*Jody*  
Jody Siebert, CEO

In response to all He has done for us, let us outdo each other in being helpful and kind to each other and in doing good. Hebrews 10:24 TLB

# 2019/20 at Bethesda

## Strategic Plan Year 2

### % goals completed in 5 priority areas

Capacity to respond to service needs

**90%**



Effective marketing and communication systems and practices

**88%**



Effective staff leadership development and succession practices

**71%**



Engaged and equipped staff

**77%**



People receiving services empowered as leaders and decision-makers

**89%**



## Meeting our strategic plan targets

2019/20 was year of strengthening the way we do things so we can support people better.

### Leadership

- new onboarding for new managers
- re-envisioning leadership development with consultant, including coaching
- participation in sector organizations

### Human resources

- improved work site health and safety
- recruitment and retention initiatives
- online training
- new integrated human resources management system

### Services

- developed a respite service and new respite suite in Abbotsford
- marketing strategy for Home Share
- updated on-call process for emergencies

### Self-Advocates

- formation of 2 self-advocate groups
- involved in training staff on the use of language and the developmental approach to supporting people

### Staff support

- skills development for all support workers
- online and video learning tools

### Communications

- launched new Bethesda brand
- revamped communications and marketing materials
- raised awareness by participating in community events

# How we responded to COVID-19

We responded immediately to the declaration of the COVID-19 pandemic in March. Our early response measures to mitigate the risks of outbreaks within Bethesda's services and worksites paid off. As of the end of March, no outbreaks had been reported in any of our sites.

## Our early emergency preparedness to the COVID-19 pandemic

An over-arching agency-wide Pandemic Plan

Preparedness Plans and Guidelines for each Bethesda site

Daily debriefs with managers at each site and leadership team

Suspension of "congregate" services (Community Inclusion, Employment Services, Supported Independent Living)

Check-ins with families, caregivers, and agency stakeholders

Procurement of PPE supplies and creation of outbreak response kits

Communications to persons served, families, staff and caregivers



Bethesda leaders sent a zoom video message of gratitude and encouragement to support workers who were working during the early days of the pandemic, when uncertainty and anxiety was high. During the pandemic, video conferencing became prominent in our lives for maintaining communication. In addition to messages of support, it became our key mode of communicating in meetings. Many of the people we support began to use video conferencing to stay connected with their friends, families and circle of support, church services and community inclusion activities.

# Our Services in 2019/20

Last year, 291 people with diverse abilities and their families participated in the 9 services we offered, some using more than one service.

## 458 participants in all 9 services

P	<b>111</b> Community Inclusion
A	<b>20</b> Employment
R	<b>118</b> Family Support
T	<b>45</b> Home Share
I	<b>15</b> Intentional Community
C	<b>1</b> Respite
I	<b>78</b> Staffed Residential
N	<b>39</b> Summer Camps
S	<b>30</b> Supported Independent Living

As diverse as the services are, they have in common a **commitment to inclusion and interdependence**. We believe that an inclusive world that makes room for people of all abilities is a world in which we can all grow together.

**121** people participated in Person-Centred Planning and set a total of **269** goals in **8** quality of life areas. So far, **44** goals have been accomplished.

- 41** Emotional and spiritual well-being
- 41** Interpersonal relationships
- 11** Material well-being
- 63** Personal development
- 56** Physical well-being and mental health
- 23** Self-determination
- 31** Social inclusion
- 3** Rights

Person Centered Planning is at the heart of all our services for people with diverse abilities and their families. Person Centered Planning asks, "What are the unique goals, gifts and abilities of each person?" Creating a plan is a collaboration between the person supported, their Circle of Support and their key or primary support staff. It sets out goals for promoting the person's quality of life.



## Employment Services

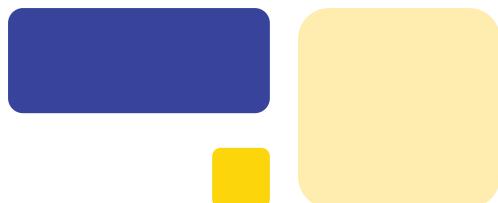
For many people we support, having a job—and one they can feel good about—is one of their top priorities. Having a job **builds strengths in areas beyond finances**.

- expands friendships and social relationships
- increases self-confidence and a sense of belonging
- increases independence and self-determination

Our Employment Services offers people a complete Job Readiness course and support so they can find a job, succeed in the job and enjoy the full rewards of contributing and belonging.

Stephen has been working at Produce Gone Wild in Chilliwack since 2017. His advice to job seekers and employees everywhere is....

"If you find a job hang onto it and keep working at it. Be nice to your boss, your customers and always be on time!"



# A Few Highlights of our Services

## Staffed Residential

Staffed residential homes offer 24/7 support from qualified staff teams. Between 2 and 4 people live in a home where they **receive personalized support to ensure each person's health, safety and well-being**, as well as opportunities to experience full citizenship in their communities. Our homes are located in communities throughout BC: 4 in the Richmond/Ladner area, 4 in the south Okanagan, 8 in the Abbotsford area, 1 each in Surrey, Maple Ridge, and Langley, and 4 in the Chilliwack area.



At Clearbrook home, we love going out for coffee. It's a way we love to connect socially in the community. When the COVID-19 pandemic started with its stay at home restrictions, we had to adjust. A staff brought in their Espresso machine so the people living at Clearbrook home could enjoy good coffee at home. As soon as Darlene saw the machine she realized what it was because she'd watched her sister use one at her home a few years ago. Darlene got very excited and asked if she could try it. Darlene began grinding

the coffee, tamping it down, turning on the machine and frothing the milk. Now it's Darlene we all go to for the best specialty coffees. She always has the biggest smile on her face when she's asked, and gets to it with such determination and skill. This is the new normal for Darlene here in Clearbrook Home – and one that is very loved by all!

## Supported Independent Living

People come to Supported Independent Living, or SIL, for support because they live or want to live independently and need some support in achieving this goal. SIL is made up of Self-Advocates who come to **learn the skills it takes to live a healthy life, independent from family or caregivers**. We discover people's strengths and build on those step by step until their ultimate goal is achieved.

SIL puts on events throughout the year for participants. In February, staff organized something a little different: an evening cooking class. The night of the class, people arrived at Langley Day Service where they learned to prepare and cook a chicken stir-fry from scratch. Then they all sat and enjoyed their meals together. Everyone went home with a frying pan, flipper, knife, cutting board and the stir-fry recipe. Some of the comments heard, "I can't believe I cooked something that tasted so good" and "I can't wait to use this at home".



## Home Share

Home Sharing is a contracted service with people or families in the community who offer to share their home with an adult with diverse abilities. Bethesda supports and monitors relationships between Home Share families and the person supported. Home Share providers **create a nurturing environment and welcome them into their family**. They encourage them to grow and thrive physically, emotionally, socially, and spiritually.



Martin has lived with Correne and her family for 8 years. Correne says "He's one of the family, so we naturally involve him in things we do. My mom and I were going to a paint night. When I asked Martin if he'd like to come along he said, 'oh that'll be fun'. He came along, worked hard at it, and now his painting is proudly displayed in his room. We take him on trips, to see his favorite singers in concert... he's one of us."

## Didn't see what you're looking for?

There's so much more to say about what Bethesda did in 2019/20

You can see the full picture of what we did last year in our **Outcomes Management Report 2020**. An immensely read-able account of our goals, achievements, stories and much more.

Find the OMR report at  
[www.bethesdabc.com/wp-content/uploads/2020/07/OMR-2020-final.pdf](http://www.bethesdabc.com/wp-content/uploads/2020/07/OMR-2020-final.pdf)

# one

# two

## Stats at a glance

393 employees

83% female

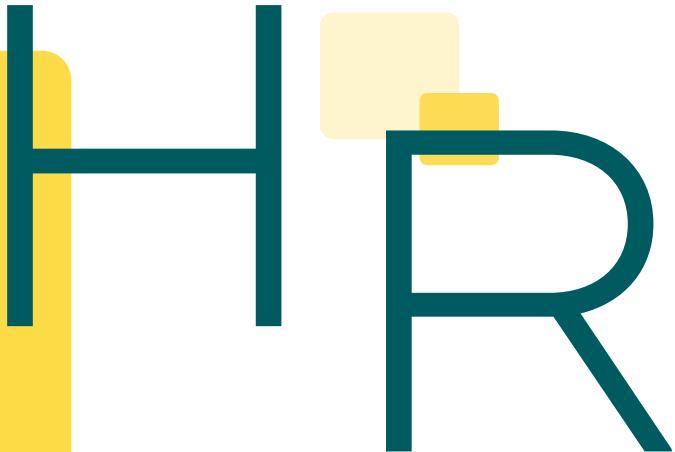
8.3 Average years service

44.3 years average age

89 new employees hired

5.8% turnover (permanent staff)

It was a busy year for Human Resources (HR) as we took on initiatives in **5 key areas**, as well as maintaining administration for a staff of almost 400. While our work force is stable overall, we continue to press forward on new recruitment and retention initiatives. HR was also involved in improvements to our Health and Safety program while also playing a key role in responding to the COVID-19 pandemic. In 2019 we made significant progress toward our goal of making training courses available online. We also began a major upgrade to our human resources data management system. To strengthen connection with staff, we seek their input annually on how they experience their work and receive constructive suggestions on how we can improve.



## three

We have moved to online training to meet the needs of staff. Two of the basic training courses are now offered online, as well as the Health and Safety course. More courses will be available online as they are developed.

## four

We contracted with a software company to create a custom integrated human resources management system. The new platform allows us to transition to digital, as well as integrate a wide range of HR functions such as payroll, onboarding, recruiting, and staff access to personal information. By early 2020, the payroll and time entry functions were fully operational.

## five

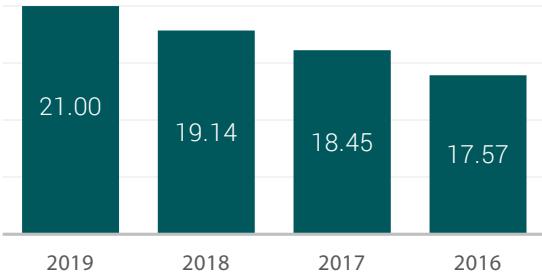
Our recruitment initiatives included redesigning our advertising with our new brand, increasing the reach of our ads, actively recruiting at community events intentionally targeting Christian job seekers. The first full year of our employee referral program proved to be an effective way to find suitable staff: 24% of new hires were referred by our staff.

We upgraded our Worker Health & Safety program to reduce risk of injury to staff. We now have worker representative committees equipped with up-to-date health and safety procedures at each site. At each site, the staff rep is involved in regular inspections, monitoring and reporting. All new staff receive 'Health and Safety in the Workplace' training when they begin working.

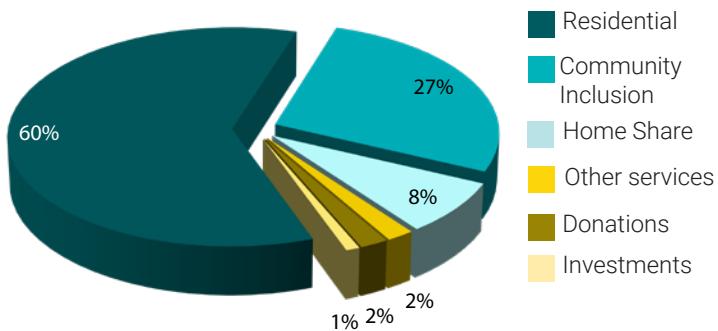
Staff satisfaction survey results last year were overall positive. Most employees feel Bethesda's Vision, Mission and Values are important to them personally (93%), enjoy their work (89%), have a positive relationship with their supervisor (78%), and make a meaningful contribution to their workplace (97%). We increased our staff appreciation through new initiatives and events including a staff incentive referral program, regional BBQs and events, and a staff 'parking lot party' prior to the AGM.

# Revenue & Expenses

## Program revenues million \$\$/yr



## Revenue % by source



CLBC is the funding source for Residential, Community Inclusion and Home Share services making up 95% of all revenue

## Donations

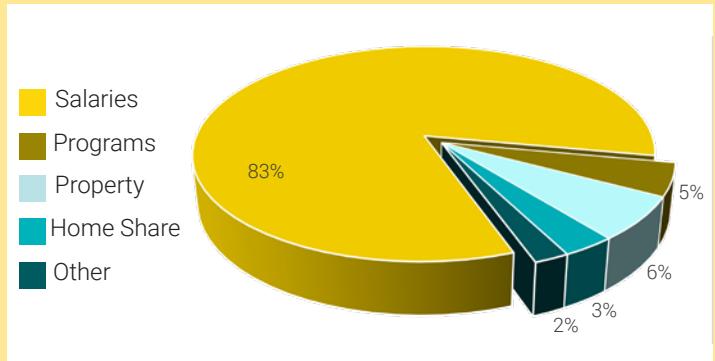
The total donations received by Bethesda this year were \$439,359, which were slightly higher than last year. We are grateful to all who support Bethesda's ministry financially and in prayer for the work we do in supporting people with diverse abilities and their families. The impact of this generosity on the people we support and their families is far-reaching.

Generous support from communities throughout BC have allowed Bethesda to meet and exceed our donation budget again this year. Our annual Lend-a-Hand campaign helped start off the year for our Family Support budget and covered needs and requests that were not eligible for Government support. Other donations that contributed came from the generous response to our 2019



Students from John Calvin School raised \$1224 for Bethesda through a toonies challenge. Their donation was used to purchase a basketball hoop and a treadmill for the people of Vedder Terrace.

## Expenses by category



Christmas appeal and the 2019 Canada Summer Jobs Grant that supported our Summer Day Camps service and Camp Bethesda at Camp Stillwood.

We are fortunate to have community supporters who partner with us in fundraising activities. Many local businesses and organizations as well as individuals, supported Bethesda with specific needs throughout the year.

Each year Bethesda has their financial books and records reviewed by an independent auditor. The audit found the March 31, 2019 Financial Statements "present fairly, in all material respects, the financial position of Bethesda Christian Association". Bethesda continues to operate well within our financial means and budgets, to provide consistent and ongoing support to people in Bethesda's communities. We remain incredibly grateful, so very thankful, and unbelievably blessed.

# Richness of True Community

Throughout the year, on social media and our website, we share many moments of people's joys and accomplishments large and small. Each a celebration of inclusion that leads to true belonging.

Here are a few stories of how our services empower people with diverse abilities, with an unceasing commitment to inclusion and interdependence.

Each year the Bethesda Community in Kelowna and Penticton meets to have an Ability Baseball game. Last summer, 25 people came out to play. After the game, everyone stayed for lunch, laughing together and breaking bread. The annual game is one of the ways people in the four homes in the Okanagan build relationship.



Last December, several residents from Vedder Terrace volunteered with the Chilliwack Salvation Army to fill food hampers. The experience provided a wonderful opportunity to serve in their community. The group of Self-Advocates worked tirelessly pushing and sorting carts full of canned and dry goods and working in an assembly line to fill over 150 hampers. They enjoyed a coffee break with other community volunteers and Salvation Army staff where they were able to learn more about the food hamper program and how it benefits those in need during the Christmas season. When the Self-Advocates returned home to Vedder Terrace, they reported that it felt really great to volunteer and they all plan to participate again next year.



Jack and Yoshi fill hampers for the Salvation Army's Christmas Hamper service.

In May 2019, Amy, Jamie and Rachel entered their first "Run for Water" in Abbotsford. All the funds raised go towards helping building clean water projects in some of the most remote and marginalized areas of Ethiopia. Everyone had so much fun raising money for a great cause.



# Thriving in a Pandemic

It was an afternoon in March when we talked to Jasmine about the COVID-19 pandemic. We read a social story with her that explained the virus going around. It explained she would have to stay home until it's safe to go out to her favourite places and to visit with people again. As the weeks pass, she misses her normal busy life.

We knew she was worried about whether she could still visit with her Mom and Dad. We found some creative solutions for that. She has video calls with her Mom a few times a week. Smelling things and people are important to Jasmine, so she tries to smell Mom through the iPad when they have a video call. Jasmine confirms, "She still smells good!" She also loves it when her Mom and Dad come for a window visit. "They bring me an ice cream!"

Jasmine was thinking about her Omas too in this pandemic, so she sends them cards that she decorates with stickers. "I hope they like them" she says.

Jasmine still stays super busy during the pandemic. She goes for a walk with her walker pretty much every day, even in the rain. "I even completely wore out my shoes, that's how much I walked! I have new walker shoes now. I don't always feel like walking, but once I'm done, the exercise makes feel better." She is blessed with a wonderful pastor. He had some devotional time with Jasmine through Zoom. She says, "My pastor and his wife played the guitar and sang some songs for me. I loved it!"

Life has been different for sure, but Jasmine is finding ways to keep active and busy. As restrictions begin to ease, one of things she looks forward to is resuming her visits to her Mom and Dad's home again.

Decorating windows, making cards and going for walks are a few of the ways Jasmine's getting through the COVID-19 pandemic. Read more stories of how people we support are adapting and thriving during the pandemic at [www.bethesdabc.com/category/stories/](http://www.bethesdabc.com/category/stories/)

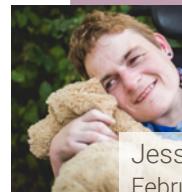


## Stories on social media

We regularly post stories, photos and videos about what people who use our services are doing. Find us on facebook, instagram, twitter and youtube to share the joy, laughter and be inspired.



## We Remember



Jessika Penner  
February 14, 1979 – June 10, 2019



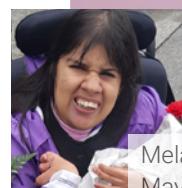
Leona Barendregt  
October 12, 1983 – August 7, 2019



Isabel Burritt  
March 5, 1948 – November 9, 2019



William Dundas  
September 28, 1950 – January 5, 2020



Melanie Myers  
May 19, 1988 – March 30, 2020

We remember these previous lives, forever burning bright in our hearts and memories. They leave a deep impact on the many people they touched with their love and unique spirit. Until we meet again.

*"He will wipe every tear from their eyes. There will be no more death or mourning or crying or pain, for the old order of things has passed away." Revelation 21:4*



# Bethesda Leadership

## The Board of Directors

George Boer, President  
Rachel Ludwig, Vice President  
Leslie Scholtens, Secretary  
Ray Olthuis, Treasurer  
Eric VanderGriendt, Director  
Alan VandenBerg, Director  
Nick Hogewoning, Director  
James Greendyk, Director  
Kris Versluis, Director  
Kevin Pastoor, Self Advocate



## The Executive Team

Jody Siebert, Chief Executive Officer  
Tori Dalair, Chief Operations Officer  
Dan Steenburgh, Chief Operations Officer/Human Resources  
Greta Nicholson, Chief Financial Officer  
Darlys Carlson McDonald, Chief Human Resources Officer  
Joyce Vander Hoek, Director of Family Support Services  
Ann Trudeau, Director of Services  
Dawna Braun, Director of Services  
Steve Walsh, Director of Services  
Francine De Jong, Director of Services  
Darlene Davy, Director of Services  
Mike Strain, Director of Services  
Walter Nordeman, Director of Property Development

## Get in touch

### BETHESDA

105-2975 Gladwin Rd, Abbotsford BC V2T 5T4  
**t** 604.850.6604   **f** 604.850.7242   **t-f** 1-866.455.2231  
**e** Life@BethesdaBC.com   [www.bethesdabc.com](http://www.bethesdabc.com)

Receive e-news delivered to your email and save postage.  
Sign-up at [www.bethesdabc.com](http://www.bethesdabc.com)

Save the date! Virtual Annual General Meeting September 17  
Details available in early September at [www.bethesdabc.com](http://www.bethesdabc.com)

Donate to Bethesda's ministry at  
<https://www.bethesdabc.com/donate> or by post

