



Bethesda
Faith. Service. Inclusion.

Annual Report 2022

Empowering People with Diverse Abilities



This is 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.

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 almost 300 people and their families in the Lower Mainland, south Okanagan and Smithers. Bethesda is a Christian not-for-profit organization with a staff of approximately 415.

Find our mission, vision, values and more at bethesdabc.com/about-us/.

Help Us Reach New Christian Communities

Bethesda has always been a Christian service provider. Our renewed vision is to expand our services to churches outside our traditional church communities. Help us make these connections for only \$5/month!

Bethesda was formed by families within churches of Reformed communities in BC who saw a need to support people with diverse abilities and their families. They worked tirelessly to build support for the cause within their churches. The connections they formed were deep and sustained Bethesda faithfully over the decades. Because of their committed support of Bethesda, members of these churches have been there for countless families in their communities.

Today, many families not connected to one of Bethesda's traditional support churches seek the supports we offer. As a result of this expanded need, Bethesda has made a commitment to maintain its connection to the original church supporters while extending it to other Christian communities who desire the same faith-based supports.

To achieve this expanded reach, we have created a manager position responsible for community development. Together with the director of family support and community development, the new manager will create awareness of Bethesda and what it offers to new church communities. We will be a light on a hill for those seeking support in diverse Christian churches.

This is where you come in. Community development, like all our family support services, is not funded by service-based

government contracts. This important work is fully dependent on donations.

To fund this new community development position, we are asking you to support our goal to reach more people in other Christian communities for as little as **\$5/month**.

Give today at
bethesdabc.com/donate/

Become a Monthly Donor

Community Development Campaign

For as little as \$5/month

[Bethesdabc.com/donate/](https://bethesdabc.com/donate/)

CEO Message

Moving forward with hope. Navigating the pandemic over the last 2 years has led to weariness for many. It has become vital to be generous with the people around you so that have room to recover and renew their strength. This often involves waiting, and trusting in the Lord:

Yet those who wait for the Lord will gain new strength;
They will mount up with wings like eagles,
They will run and not get tired,
They will walk and not become weary. Isaiah 40: 31 NAS

We have endured many challenges, but we have also experienced many joys. We have witnessed amazing resilience in our staff and in the people we support. Yes, we are tired, but we are not without hope.

As we are moving back to opening up our services, there is excitement, mixed with relief, as we return to more 'in-person' connections. We have missed people! There is healing in just being together again. We still are committed to being together safely, following all the necessary health orders. And while there is some nervousness about gathering, we are refreshed by the genuine greetings and smiles of others.

We look forward, with hope, as we recover together and experience God's leading and provision in the days ahead.

We are profoundly thankful for all our staff who, throughout the pandemic, remained committed to the people we support and worked tirelessly to support and keep them safe. We are also extremely grateful for our skilled and engaged administrative and technical support team, leadership team and board of directors who faithfully commit themselves to the service of others.

I am excited to share this year's annual report with you. You will see statistics and outcomes from the 2021-2022 year, which give you an idea of the work that has been accomplished by an amazing team of employees. Despite



the pandemic, the work we are called to do carries on as we continuously strive for excellence in all we do.

We all know that it is essential to measure outcomes to remain accountable for the work we are entrusted with, and as a learning organization we want to continue to grow. Equally, we want to support and empower people with diverse abilities to live as self-directed lives as possible. 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.

I am excited to share this year's report with you. We continue to celebrate God's faithfulness and provision and, as we look back over the past year, we can see how God led us and protected us in so many ways.

Grace and Peace,

A handwritten signature in cursive script that reads "Jody".

Jody Siebert, CEO

Oh! May the God of great hope fill you up with joy, fill you up with peace, so that your believing lives, filled with the life-giving energy of the Holy Spirit, will brim over with hope!
Romans 15:13 MSG

There's so much more that Bethesda did in 2021/22.

Learn more about what people using our services did last year in our **Outcomes Management Report 2022**. Find the report at www.bethesdabc.com/about-us/#Accreditation



Stay up to date with our stories and opportunities on social media.



Our Services in 2021/22

Last year, 289 people with diverse abilities and their families participated in 9 services we offer, some using more than one service.

65 people participated in person-centred planning and set a total of 254 goals in 8 quality of life areas.

P A R T I C I P A N T S	121	Community Inclusion
	23	Employment
	101	Family Support
	56	Home Share
	16	Intentional Community
	2	Respite
	79	Staffed Residential
	48	Summer Camps
	41	Supported Independent Living

G O A L S	39	Emotional and spiritual well-being
	28	Interpersonal relationships
	17	Material well-being
	55	Personal development
	72	Physical well-being and mental health
	22	Self-determination
	18	Social inclusion
	3	Rights

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.

Person-centred planning is at the heart of all our services for people with diverse abilities and their families. Person-centred 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.

Residential Homes

We couldn't support people the way we do without our amazing staff. Their dedication and commitment is apparent in all our homes.

Last June, one of the CARF accreditation surveyors remarked on the exceptional care they observed in the homes they visited, saying, "I was taken in by the care, warmth, and genuine compassion of staff toward the people they were supporting."

Each manager strives to cultivate a work environment that encourages their team members to show up each workday with purpose. When support workers arrive for their shift, they walk in the door grounded in the values of relationship, interdependence and prayer. This commitment to the respect and wellbeing of the people they support is noticed by family members, regulatory officials and health care professionals. They leave comments such as:

- "I know, our son is really in good hands and with loving people" (*from a family member*).
- "Bethesda is considered a top agency. People are asking to get in and I often have to say no" (*from a CLBC analyst*).
- "The staff in the home provide excellent standard of care and consistency for the residents. It's such a pleasure to work with the team" (*from a community nurse*).

Staff talk about the relationships they have with the people they support, the families and their co-workers. Deanna, a support worker, says, "I love the guys and working with them. They've spoken into my life and it feels so good to give back with what I have because they've helped me more than I help them."

Her co-worker Cylena adds, "One of my favourite things is we can pray together, we encourage each other spiritually, and express love. I love that in my home, the families are involved in their sons' care, they visit and have a say in choices and decisions. It feels so much like a real

home, no institutional feel at all."

So much comes down to the managers and their staff. While each support worker brings their own background and motivation to the job, they share a deep sense of caring and love for the people they support. And that makes for pretty great homes.



Deanna (*on right*) signed on for a few months as a part-time support worker while attending nursing school, and stayed for over three years. She cares deeply for Cameron (*on left*) and the other men she works with in the home. Read the story featuring Deanna and Cylena on our web blog www.bethesdabc.com/blog/.

A Few Highlights of our Services

Employment Services

People with diverse abilities aspire to jobs that empower them to use their gifts and passions meaningfully. Bethesda's employment services mission is to support job seekers to fulfill their aspirations and find their dream job. In 2021, we redefined the service, and revised our readiness process. Job seekers are now able to explore skills and interests and be prepared for interviews and what to expect on the job.

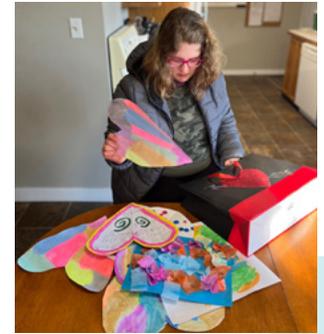


Two best friends, Rick and Jonathan, were hired last fall by PickEcoRefills zero waste grocery store to clean up litter in Chilliwack. Jonathan (above) fills up his cart with litter he picked up off the streets.

One of the challenges of our employment services is finding a variety of inclusive employers to meet the abilities and interests of the diverse group of job seekers. Last year we began collaborating with organizations with more established networks in the inclusive hiring community. Tapping into their networks of employers has broadened the possibilities available to those seeking jobs.

Youth Respite

Katelyn loves to make people happy. She wanted to make a Valentine's Day card for everyone in Bethesda. She started making cards in January at Mephi's Place, where she receives youth respite. In return, people at Langley Day Service put together a valentine's package for her, filled with stickers and cards they made. The photo on the left shows the group from Langley Day Service with their valentine's package they prepared for Katelyn and in photo at right, Katelyn, opening their cards.



Providing respite for children is a new Bethesda service that started in 2021. Funded through the Ministry of Children and Family Development, it offers families who support their child at home a much-needed service in an attractive, home-like setting designed for day and overnight respite. It is currently being accessed by one family, but is expected to grow. You can find more information is at www.bethesdabc.com/childrens-respite/.

Home Share

Home share. The idea is simple. People with an extra room or suite in their home welcome a person with a diverse ability to live with them. They provide support depending on the needs and preferences of the person and in exchange they receive remuneration to cover costs such as rent, food and caregiving.

The demand is there. Over the past year, Bethesda supported 56 people in home share arrangements, or 22% more than the previous year. The challenge is finding home share providers.

Opening your home to another is incredibly rewarding. Marnie, one of our longtime home share providers, talks about supporting the two people her and her husband have welcomed into their home. "It's work, but so gratifying. What you put in, you get back ten-fold. It's a positive feeling seeing the people you support flourish and become active members of the community."

One of the obstacles can be the unknown, the uncertainty of whether the person will be a good fit with your family. While our home share coordinators Karis and June are skilled in considering lifestyle, interests and values when matching people, it can be reassuring to gain experience before committing to a contract.

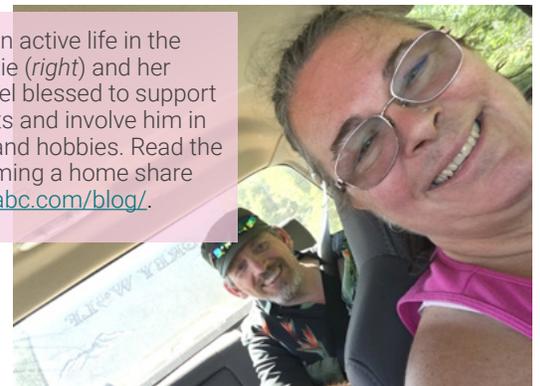
Becoming a respite provider for a home share contractor offers an opportunity to discover if home sharing is a calling you may

want to pursue. Most contracts come with several hours of respite funding per month and the demand for respite contractors is high.

Volunteering is another good way. Marnie says "Look for a chance to volunteer with Special Olympics or at a group home, or where you can get to know people with diverse abilities, if you don't already have that in your life."

Find out more about home sharing at bethesdabc.com/home-share-contracts/ or contact Karis or June at 604-850-6604.

David (left) lives an active life in the community. Marnie (right) and her husband, Mike, feel blessed to support him in his interests and involve him in their family trips and hobbies. Read the full story of becoming a home share provider bethesdabc.com/blog/.



Empowering People with D

Support workers in all our services were extremely creative during the second year of the COVID pandemic, helping the people they support remain active and engaged.

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



Mary and Arlene are sisters who have been supported at Bethesda for a long time. They share a love of knitting, something that takes them back to the early days at Mt. Lehman home when they knitted blankets and other items to sell at the annual Bethesda open house.

Today, they are still knitting. Last year they wanted to do something to bless their church community in Chilliwack and to let everyone know how much they missed seeing them over the pandemic. So they knitted a dookie for every family in the church and a baby blanket for those with new babies. That turned out to be 189 dookies and 9 blankets!



The photos show Arlene with the stacks of knitted dookies (top) and Mary with the blankets (left), and the car loaded with gift bags (right) ready to be delivered to the church.



Oliver is proud to show visitors his woodworking workshop. Oliver lives in one of our staffed homes, Surrey Home. His parents, Dieter and Waultraud Ramm, were one of the founding families of Bethesda, so he has a long connection with Bethesda. He's always been interested in woodworking, but since 2016, his interest has been encouraged and actively supported by the manager, John, who also happens to be passionate about woodworking. Together Oliver and John plan and create an array of woodworking projects that provide Oliver with satisfaction and fulfilment. Read Oliver's story bethesdabc.com/relationship-through-woodworking/



People receiving supported independent living services didn't have many shared social events to go to last year because of COVID restrictions. In early December, they met for Christmas dinner together at the Old Spaghetti Factory and then to Lafarge Lake in Coquitlam to walk around and look at the Christmas lights. Everyone appreciated the chance to get together again and renew friendships after a long time apart.

Diverse Abilities

The people at Crossroads Community Inclusion at Vedder Terrace took a novel approach to the pandemic. They decided to "Travel the World" in the only way they were able to... virtually! Over several months they travelled from Brazil to Italy, Egypt to Australia.

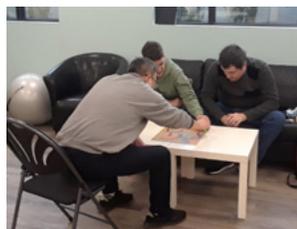
Each week they focused on different countries, learning their flags, popular landmarks, tourist attractions and food. They had a tea party in the United Kingdom, did a safari in Africa, went to the Australia zoo, and found beautiful beaches all over the world. Everyone had so much fun celebrating the beautiful world God had created for them to explore. Learn more about our community inclusion services at <https://bethesdabc.com/community-inclusion/>.



Jack, Julia, Matthew and Justin (in front row) covered the walls of their community inclusion space with representations of the countries they visited as part of their "Travel the World" learning series.

It's a challenge we all face - how to keep active during the winter when it's cold and wet. Michael (in photo at right) exercises to keep healthy. Last winter, staff at Abbotsford home found the perfect treadmill for sale on Marketplace, just the right size and looked like it was rarely used.

Michael likes his treadmill. Now when the weather is bad, he inserts his iPad into the control panel and listens to music or watches videos to help get through his 30 minutes of walking each day.



In 2021, while activities were still restricted by COVID guidelines, staff became creative in finding person-centred activities within the home setting for the people receiving services. Often these took the form of games, baking, puzzles, music, or learning new skills.

We Remember

But our commonwealth is in heaven, and from it we await a Savior, the Lord Jesus Christ, who will change our lowly body to be like his glorious body, by the power which enables him even to subject all things to himself." Philippians 3:20-21.



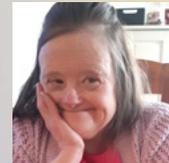
Rachel



Kathy



Lucy



Colleen



Charles



David



Wilma

We remember these dear 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.

2021/22 Strategic Targets

Year 4 of the strategic plan

In 2021/22 we were still operating within a global pandemic. We continued to work towards our Year 4 strategic plan targets focused on improving our systems and services, developing leadership capacity, and creating motivating and safe workplaces for staff. We experienced a staffing setback in the fall of 2021 because of COVID-related absences and a sector-wide vaccine mandate, resulting in a reduction of our non-essential services. By April 2022, we had resumed our full array of services. These are the strategic targets reached in 2021/22.

Strategic Plan Year 4

% goals completed in 5 priority areas

Capacity to respond to service needs

95%*



Effective marketing and communication
systems and practices

100%



Effective staff leadership development
and succession practices

44%



Engaged and equipped staff

85%



People receiving services empowered as
leaders and decision-makers

58%



Leadership Targets

- Launched new non-profit leadership certificate program for Bethesda leadership.
- Created a plan for new leader-in-training program.
- Course on Leadership Communication offered to all staff in leadership positions.

Services Targets

- Completed renovations on Kingfisher home to increase capacity to a 5-person licensed home.
- Developed guidelines for respite suites at Vedder Terrace, Chilcotin and Cameron homes.
- Developed an emergency respite resource for MCFD.
- Provided home share coordinator training to Okanagan leadership so we can begin accepting new home share referrals in the region.

Staff Support Targets

- Mental wellness online resources, support groups and wellness days offered to employees.
- Provided advanced care planning training for Bethesda resource leadership.
- Offered grief training for managers.
- CEO hosted two CONNECT meetings with frontline staff representatives and leadership to connect directly with staff, provide organizational updates, and to discuss questions or challenges.
- Level 3 training expanded to all resources providing medical related support.

Staff Recruitment Targets

- Contracted help to focus on resume processing and initial screening of applicants which resulted in a significant increase in hiring new staff.
- Developed new strategies for staff referral incentive program.

Community Development Targets

- Created a community development plan.
- New Lend a Hand procedures implemented, with goal of raising \$200,000.

Self-Advocates Targets

- Funding 8 staffing hours/week to support self-advocates.
- CEO met with the self-advocates advisory committee to gather input on future training needs and opportunities.

*Due to pandemic restrictions, some of our service goals were postponed.

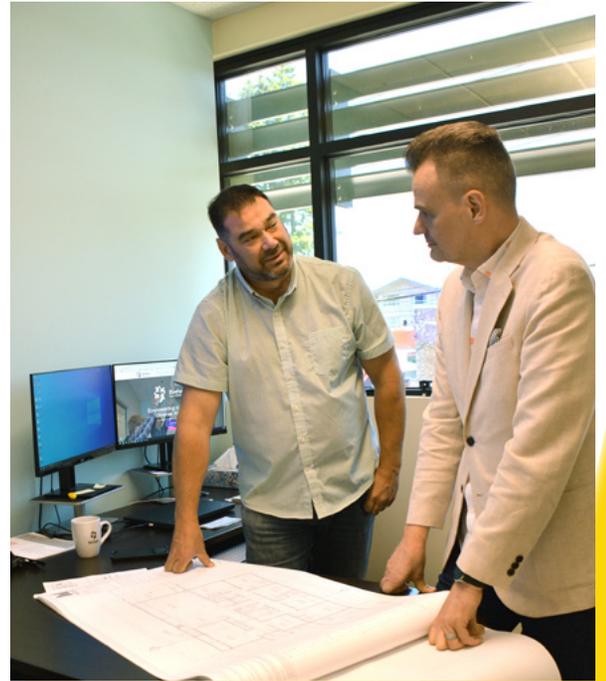
Asset Development

Several years ago, Bethesda, at the direction of the board of directors, committed to improving the accessibility in older homes that were not purpose-built. Starting in February 2021, we identified four homes that needed to be replaced or renovated to be fully accessible. Last year, we completed one of the four homes, Kingfisher Home, formerly known as West Abbotsford Home.

Major renovations to the Kingfisher Home in Abbotsford in 2021 resulted in wider hallways, larger washrooms with accessible showering fixtures, and cosmetic upgrades, such as new windows, flooring, lighting fixtures and landscaping.

The next priority in the development plan is the Jackson Home, formerly known as Abbotsford home. The plan is to tear down the existing home in 2022 and replace it with a fully accessible, single story home for 2023.

One of the more ambitious asset development plans that has been underway for the past year is the construction of an intentional community on Emerson Street beside the office building. The project hinges on the approval of our Phase 1 application. If it is approved, Bethesda will complete a full development plan and submit it to the City of Abbotsford. The timeline of this project is expected to be approximately three years.



Walter Nordeman (*on left*) was promoted to the newly created position of Chief Assets & Development Officer in 2022. He is responsible for new development, maintenance of existing assets and vehicles. He previously served on the Bethesda board of directors.

Annual General Meeting

Join us on September 15 for our AGM. Location to be announced on our website in August. Food trucks at 5:30 pm, meeting starts at 6:20 pm.



E-newsletter!

You can receive news, updates and stories to your inbox 4 times per year. Sign up for email delivery of our e-newsletter at bethesdabc.com/contact-us/#email-signup/

Human Resources



The HR story in 2021/22 was disruption in staffing because of COVID-19. Whether staff were sick or had tested positive to the virus, employee absences were high. Employee fatigue and burnout was widespread from the disruptions of the two year pandemic. Staff were required to cover extra shifts, were moved to different services as needed, and new initiatives were delayed. It was a challenging year, requiring extraordinary resiliency from the staff. Messages of appreciation and encouragement were sent, such as this one from CEO Jody Siebert, "I again need to tell you all that you are heroes, unsung though you may be. You face these challenges every day with a view to providing the best possible supports to the people we support and their families while keeping them safe. I know you are all weary beyond measure and that this is taking a toll on you. I truly hope that we will soon see a life beyond crisis and be able to breathe deeply, take a recess from the daily turmoil and reset ourselves with a view to the future." We made it through and for our extraordinary staff, we are beyond grateful.

Stats At a Glance

415 employees

82% female

8.0 average years service

44.2 years average age

130 new employees hired

13.2% turnover (permanent staff)

one

COVID-19 continued to affect staffing levels in our services. Staff absences, higher than normal staff turnover and the COVID vaccine requirement caused significant staffing gaps in many residential homes. We re-deployed staff from less essential services to residential homes, increased the staff referral bonus, and hired a contractor to recruit new staff. As a result, we hired 53 new employees between December 10, 2021 and March 31, 2022 and have re-opened other services that were temporarily scaled back or closed.

two

The Joint Occupational Health and Safety Committee conducted a mental health staff survey, resulting in Bethesda implementing a two-wellness days/year policy for use against an employee's accrued sick leave.

three

Bethesda's training program for new and current employees includes Mandt, Respectful Workplace, occupational health and safety, autism, Bethesda Levels, and quarterly modules on a variety of topics. In May 2021, we launched our online Level 3 training through Open Future Learning.

four

Last fall we launched our Non-Profit Leadership certificate program, consisting of nine courses. Courses offered were Leadership Communication, Building Teams and Developing Organizational Culture, and Leading through Conflict and Difficult Conversations. Newer managers also took leadership coaching training, a core requirement of our leadership program.

five

Results of our staff satisfaction survey show increases in positive responses to measures of job satisfaction. Agreement with such indicators as alignment with Bethesda's vision, mission and values, contributing meaningfully to the workplace, enjoyment of work, and positive relationship with supervisor, are all over 90%. Such measures indicate strong internal motivators, a sign of a healthy workplace.

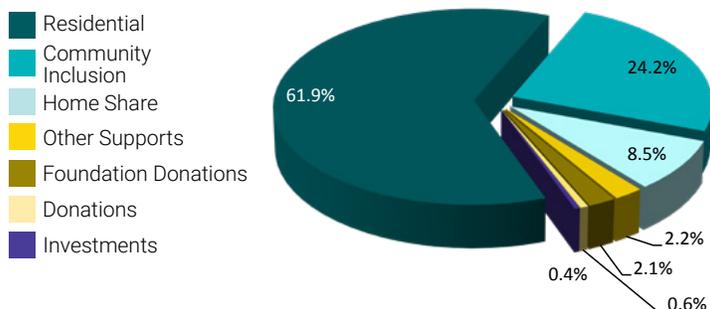
Finance Report

Revenue & Expenses

Revenue from Service Contracts, Donations and Investments

Bethesda's primary funder is Community Living BC (CLBC). CLBC funds services for residential, community inclusion, home share and other supports. The revenue from CLBC makes up 96.9% of all revenue. Other sources of revenue are Fraser Health, BC Housing, Ministry of Social Development and Poverty Reduction, Canada Summer Jobs, private donors, Foundation donations and investment income.

Revenue by Category (% of total)

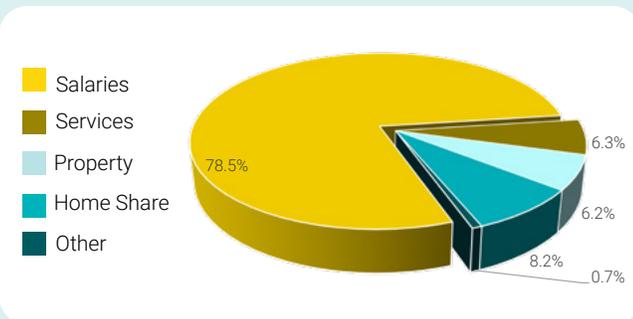


Service Revenues

Million \$\$/year



Expenses by Category (% of total)



Donations

We received an abundance of financial donations from supporters in communities throughout BC, as well as contributions from Bethesda Christian Foundation Society. The total donations received for donation-based services by Bethesda this year were \$535,361. The funding met needs not covered by provincial government funding, including personal protective equipment,

support for families, summer camps, employment services and support for self-advocates.

Our fundraising started in the spring, with the Lend a Hand campaign to raise funds for our family

support services. The annual campaign is a critical fundraising event that helps cover needs and request for services that are not eligible for government support. We raised \$169,723, or 84.9% of our target of \$200,000

On September 15, 2021, we celebrated our 50th anniversary and

opening of our new Provincial office in Abbotsford. As part of the anniversary year celebration and to raise awareness of Bethesda, we organized a 50K challenge amongst the staff to raise funds to support Bethesda's self-advocate group and Hope Haven's work in Guatemala. The event brought people together in teams, and collectively raised \$14,737 in donations.



Rodney Wiebe and Jody Siebert present a cheque from the donations raised in the 50K challenge to self-advocate representatives, Joanne and Yoshi Doldersum.

Bethesda Leadership

The Board of Directors

Rachel Ludwig, President
Dan Nicholson, 1st Vice President
Nick Hogewoning, 2nd Vice President
Andrea Froese, Secretary
Adam Herman, Treasurer
Greg van Popta, Director

James Greendyck, Director
George Boer, Director
Kris Versluis, Director
Jean Dykshoorn Hooze, Director
Ray Olthius, 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
Walter Nordeman, Chief Asset &
Development Officer

Rodney Wiebe, Director of Family Support &
Community Development
Ann Trudeau, Director of Services
Dawna Braun, Director of Services
Steve Walsh, Director of Services
Francine Lee, Director of Services
Darlene Davy, Director of Services
Mike Strain, Director of Services

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Save the date! Annual General Meeting - September 15, 2022.
Details at <https://bethesdabc.com/>.

Donate to Bethesda's ministry at bethesdabc.com/donate/
or by post.

Stay Connected



Bethesda
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