



PRINCE GEORGE ASSOCIATION
FOR COMMUNITY LIVING



2017 Annual Report

One Community – One Vision

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About AiMHi

AiMHi provides a wide range of services to children, youth, adults, and families. These services include supported living options, employment services, family support services, life skills teaching programs, and a variety of community programs.

We Believe

Respect, dignity and the freedom to make decisions are rights of all people. Risk-taking is a healthy part of everyone's life. Communication should be two-way, open, honest, respectful and clear. All people and their families may need support in advocating for their rights. Support should be people driven. AiMHi can play a role in education and advocacy. AiMHi is only one part of the support network for people with disabilities and their families. AiMHi should challenge our community to include all people.

Our Values

- The Right to Confidentiality
 - Self-Advocacy
 - Life-Long Personal Development
 - Contributions of Volunteers and Employees
 - Community Support
 - Goal Setting
 - Family Involvement
 - Professional Development
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- ♥ At the heart of AiMHi is the fundamental belief that the organization's role is to help people achieve a good life.
 - ♥ The foundation of AiMHi is a culture of excellence, innovation and celebration.
 - ♥ The individual development of every person contributes to the success and future of AiMHi.
 - ♥ AiMHi supports people to feel confident, empowered and connected to others around them.
 - ♥ AiMHi builds community through the development of respectful, supportive relationships and partnerships.
 - ♥ AiMHi supports people to define opportunities, make choices and challenge limitations.
 - ♥ AiMHi believes that advocating for positive social change contributes to a stronger, healthier community for everyone.

Our Mission Statement

Strong communities recognize and celebrate the value of all citizens. AiMHi contributes to a strong community by providing advocacy, supports and services to people who have special needs and their families.

Our culture supports people to have good lives at work, at home and in the community.



A Message from our President, Brenda Peacock

I would like to begin by acknowledging that the land on which we gather is the traditional and unceded territory of the Lheidli T'enneh First Nation.

Welcome to the 61st Annual General Meeting of AiMHi Prince George Association for Community Living.

To start, I am giving a heartfelt "Thank You". Without the support of our staff and volunteers we would not have such a strong and vibrant organization.

It has been a learning experience being your President and I would like to acknowledge my Board of Directors for their patience, understanding and above all lending their time and expertise to ensure our organization runs efficiently.

Executive Officers: Vice-President, Holly Kavanaugh
 Secretary/Treasurer, Paul Raines
 Past President, Rory Summers

Directors:	Mike Millard	Mary Parkin	Stan Hyatt
	Fred McLeod	Bryan Mix	Gary Godwin
	Theresa Robinson		

I would also like to personally thank Melinda Heidsma and her staff for the excellent work they do.

During the past year we focussed on monthly monitoring of budgets, financial statements, policies, risk management, insurance and strategic planning. We are moving ahead with the construction of five houses on Davie Street that will be available for people who live on restricted incomes. We are especially proud that during the BC Wildfires, we hosted 32 people from Williams Lake in our gymnasium and one of our meeting rooms. In appreciation, the Williams Lake group presented us with the beautiful wood carving that was carved on a burnt log by an Aboriginal artist from the Timber Kings. This wood carving is displayed in our foyer.

In the upcoming year, we will continue to address the challenges of working with a new administration in Government and an aging population which affects all areas including service delivery, housing and funding.

AiMHi is a shining example of how Prince George is a community of caring individuals and it is my honour to work with everyone to ensure we provide exceptional care and service to all that need us.

A Message from our Executive Director, Melinda Heidsma



Since the 1950's AiMHi has operated a wide range of supports and services in, and around the community of Prince George. In more recent years, these services have expanded into Mackenzie and Quesnel, BC and we are always pleased to participate in whatever is happening at the time in these communities we call home. As a Non-Profit, Charitable Organization, we want community members to see our organization as one that is always a good neighbour, gives back to community, and shares the capacity we have with others in whatever way we can.

Throughout these years, we have been very fortunate to receive the support of government in funds provided most often through Community Living BC, Ministry of Children and Families, and BC Housing. These funds have allowed AiMHi to support housing, services, and various types of support to people and families in these communities. In addition, these communities have shared funds with AiMHi through various means of fundraising; these funds have allowed us to support these communities in different ways, as needs arise. AiMHi has developed a range of capacity which we are pleased to share with others.

Over the past year, we were pleased to be able to host a large group of people from Williams Lake who were fleeing the wildfires in the summer of 2017. Many self-advocates and employees shared the responsibility of hosting these visitors with community as we opened our Main Office, and various homes to people who joined us here in Prince George. While this event was one of our largest, we also participated in a range of events with community partners throughout the year. Some of these included, Big Brothers Big Sisters of Prince George, Operation Red Nose, St. Vincent de Paul, UNBC Students, Adventures in Health Care with CNC, Northern Health, and the Rotary Clubs, Northern Development Initiatives Trust, Taste of India, Prince George Self-Advocates Caucus, together with various community partners who assisted us in planting and overseeing our Community Garden. We continue to host a vast array of Non-Profit Organizations which utilize meeting rooms and our gymnasium without charge throughout the year, including our Northern Executive Director partners. We are always pleased to share the capacity we have developed and to welcome community here at AiMHi – we want everyone to feel at home here and to share what we have.

We are very proud of the difference that people here at AiMHi make in their communities each day. They not only provide a wide range of services, but in addition, they volunteer their time and energy into various community ventures – volunteering, helping, coordinating, and supporting good work that positively impacts the communities they work and play within. We are exceedingly proud of the resilience they have to assist whomever needs them at the time. This is simply what AiMHi does – every day, in any way we can. Community matters to us.

As I write this report, we are in the middle of a number of large projects; including, replacing the roof on our Main Office and finalizing the plans to build housing along Davie Street. However, these projects comprise only part of the busyness of AiMHi. We are constantly on the move to update the homes we operate, and to ensure that these homes are fully accessible to whomever chooses to make these houses their home. We are part of an aging population in Canada, and we want everyone to have the option to age in place – at home, whenever and wherever possible.

Once again at this year's AGM, we will be honouring an ever expanding group of long term service employees. This is personally my favourite part of each year's AGM – an opportunity to extend our sincere appreciation and thank those who step in, and step up every day to make a difference in people's lives. Together with all of our Directors that I am so proud of – Carol Dennison, Wendy Brophy, Sandra Beningfield (Program Directors), Kris Zemlak (HR Director), Nelson Lee Miners (Operations Director), Sarah White (Finance Director) and Elizabeth Mooring (Health Services Director) and every single one of what we know are the best Managers we could have here at AiMHi – we are honoured to thank these long term service employees.

Lastly, I extend our Management Team's appreciation for our Board of Directors. Throughout the year, they stay the course with AiMHi – no matter what might be unfolding at the time. Be assured that our organization is solid, and the governance of our Board of Directors ensures it remains that way. Special thanks from me to Brenda Peacock (President) and Rory Summers (Past President) as they definitely make my life easier as an Executive Director – thank you.



Meeting Minutes from our 2017 Annual General Meeting

Rory Summers, President, called the 60th Annual General Meeting for AiMHi – Prince George Association for Community Living to order at 5:30 pm.

Approval of 2016 Meeting Minutes

Moved by Holly Kavanaugh and seconded by Mike Millard to approve the 2016 Annual General Meeting Minutes for AiMHi – Prince George Association for Community Living as presented. Carried

Auditors Report

Auditors from KPMG LLP, Corey Naphtali, presented the summarized Financial Statements for the year ended March 31, 2017 for AiMHi – Prince George Association for Community Living. The summarized Financial Statements are available at the membership desk.

Moved by Mike Millard and seconded by Fred McLeod to accept the Financial Statements as presented. Carried

Appoint Auditors

Moved by Paul Raines and seconded by Brenda Peacock that the auditing firm of KPMG LLP, be appointed as auditors for AiMHi - Prince George Association for Community Living for the fiscal year 2017/18. Carried

President's Report

A summary of the President's Report was provided. The full President's Report is included in the Annual Report.

Nomination Committee Report

Bryan Mix, chair of the Nomination Committee, presented the Nomination Committee Report wherein the Nomination Committee put forward Holly Kavanaugh, Mike Millard, Gary Godwin, Fred McLeod and Theresa Robinson for the open Board of Director positions (the full Nomination Committee Report is included in the Annual Report).

Moved by Bryan Mix, seconded by Cassandra Burr to accept the slate of nominees put forward by the Nominations Committee. Carried

Recognition of Board Members

Members of the Board of Directors were acknowledged for their valuable contribution, support and commitment throughout the year.

Recognition of Employees Years of Service

Employee Recognition Awards for 5, 10, 15, 20, 25 and 30 years of service were presented to employees who attended the meeting. Employees recognized are listed in the Annual Report.

Annual General Meeting was adjourned at 6:30 pm.



Report from the Nominations Committee Chair, Fred McLeod

We would like to offer a big thank you to all of the volunteers who have served on the AiMHi Board of Directors over the past twelve months. The time and dedication of these individuals has been significant to another successful year of operations for the Association.

Each year, approximately half of the Board of Director positions become vacant for election. Five of the current Board members, who are in the midst of their two-year terms, have affirmed their commitment to complete their term as follows:

Mike Millard, Fred McLeod, Holly Kavanaugh, Gary Godwin and Theresa Robinson.

Five of our departing Directors whose terms have expired this year have agreed to let their name stand for another two-year term. They are:

Rory Summers, Brenda Peacock, Paul Raines, Mary Parkin and Bryan Mix.

The Nominations Committee is pleased to put forward our recommendation to fill a seat on the AiMHi Board.

Glen Schmidt

Glen was born in Winnipeg, Manitoba. He is a Registered Clinical Social Worker (RCSW) and holds a BA, BSW, MSW and PhD. He was employed as a provincial government social worker for 13 years in northern Manitoba. He worked as a child welfare worker, a supervisor in child welfare, and the Regional Coordinator of Community Mental Health Services. He spent two additional years in northern Manitoba working for the University of Manitoba as a faculty member in its Social Work Access Program out of Thompson. In 1994 he joined the School of Social Work at the University of Northern British Columbia where he served in various roles including Field Director, BSW Coordinator, MSW Coordinator, and Chair. He is a Full Tenured Professor. Glen served on Provincial Ministerial Advisory Committees, National Steering Committees, and local, provincial, and national boards of non-profit societies including Intersect, Canadian Mental Health Association, and Parent Support Services. He also served on the British Columbia Association Social Work Provincial Board as well as the Provincial Board of the BC College of Social Workers. He is currently a member of the National Commission on Accreditation for the Canadian Association of Social Work Education. Glen is interested in northern and remote social work practice and issues such as the recruitment and retention of social workers, service delivery methods, and aspects of mental health and child welfare practice. Glen is married and has two children and three grandchildren. His wife Josephine Kerrigan is a Primary School Teacher with experience in Learning Assistance. His daughters are nurses employed by the NGA and IHA.

Our Board of Directors has confirmed their support of these Directors in continuing to govern AiMHi by serving on our Board through the next year.

Behind the Scenes

Finance Department

Over the last year, the payroll and benefits department has joined the finance team. We continue to work closely with the HR and Direct Care departments to ensure employees are paid accurately. This change has allowed us to build capacity and cross-train key financial functions.



This year AiMHi started providing electronic paystubs for employees. We have also implemented an electronic reporting process for Manager's financial reports which has allowed for more flexibility and easier access to information.

Human Resources Department

Human Resources - putting the human back into HR!

Human Resources has some new faces this year! AiMHi welcomed Fraser Deacon (HR Manager), Roberta Bunbury (HR Relief Manager) to the Management Team and Kris Zemlak (HR Director) moved from Direct Care over to Human Resources! Fresh faces, fresh ideas! New directions!

HR has been looking at **"how can the department be the best that it can be"** and this is by providing the best service to the various departments that rely on them. HR has been focusing on policy and process development to ensure the association has consistent guiding tools to operate. These policies and procedures focus on developing a set of standards so we can all be clear on the "rules" of operation. HR is accountable to make things easier, more efficient and clear, simpler and continue to make AiMHi a great place to work!

Our goals have included:

- The organization mission, culture and philosophy are to be imbedded throughout HR management practices.
- To establish and implement processes to ensure the association meets strategic, objectives, established requirements and the relevant legislations.
- HR fosters an environment that promotes provisions of services that center on enhancing the lives of persons supported and their families.
- Promote a culture that builds and enhances a positive and respectful work environment for employees.

HR has experienced a flurry of activity over the last year!

Retention and Recruitment: AiMHi wants to be one of the top employers in the city! The HR Team continues to jump at all opportunities to increase community awareness which will promote employment opportunities here. We have worked hard at changing the culture that has previously had new employees go directly to the relief list. While we will always need applicants looking for this type of work, we also want applicants coming in looking for full-time or part-time regular work. To promote this shift, we offered additional part time work with benefits! We were serious about changing the culture from relying solely on our Relief List for coverage. Managers have increased the number of employees in their homes to proactively plan for absences! Why is this working so well?

- Better quality of services with the same people working at the departments. All people develop more established relationships with those that are constant in their lives.
- Keeps unfunded overtime costs down as Managers have a larger pool of regular employees to provide coverage.
- Less burn-out for employees.
- Reduced costs for continual orientations to departments.
- Employees receive more program specific training and orientation.
- Part time employees become part of a team.
- Less reliance on the Relief List - using the list for “unplanned absences” only.
- The list truly goes on and on!

AiMHi had the opportunity to share these new “part-time positions with benefits” to the community on the news!

Other Exciting Projects

Accreditation: Workforce Development and Management: HR CARF Standards have a new name with some new terminology! The team worked hard with the preparation survey guide as they learned “all” about the standards.

Stay at Work: HR continues to promote a culture where employees are encouraged and provided with all available opportunities for modified duties to remain, or return to work. The statistical information and feedback from WorkSafeBC and Disability Management Institute have provided us with the proof that what we are doing - is making a positive difference.

Labour Relations: HR is accountable to have professional and collaborative relationships with the BCGEU to promote the fair and consistent implementation of our Collective Agreement.

Performance Improvement Report: HR did some serious thinking about the important vision goals for 2017. What does the HR department need to achieve to make it “the best it can be” and help the agency provide the best services? We will continue to strive to meet our goals.

Operations Department

This year, the Operations Department serviced 1,099 Work Orders: an average of 91.6 per month, or 4.6 per day. This is an increase of 4.4% over the previous year.

Our Main Office saw a major renovation project this year – our bathrooms were renovated and updated, with new fixtures, counters, flooring, stall hardware, paint, and high-efficiency lighting. This work was done by Cantilever Construction.

In addition, we turned a space in the Main Office into a Training Room. This room features desks that can be easily folded and moved aside, a projection screen, storage cabinets, and multiple networked computers to allow for a variety of training to be delivered. This work was done by our in-house personnel, with the furniture being installed by Spee-Dee Printers.

The Davie Street Housing development project progressed this year, with an architect being selected (Chernoff Thompson Architects North) with work starting on the designs for the new houses. In addition, the rezoning was completed, and an engineering firm was selected (McElhanney Consulting) to begin work on the subdivision proposal.

We did numerous modifications to various locations to improve the accessibility of the homes. Most notably, one of our homes was modified to make it fully accessible, including ramps, a bathroom rebuild, and widening of several doorways. This work was performed by JR & Sons Construction. Another example was the raising of the floor in an entryway at another home, which allowed for ramps to be built and provide access from the outside. This work was performed by Winmar Restorations and JRS Construction.

In an attempt to get more of the capital work that we needed performed completed, we hired a contractor for a block of time spanning 5 months, rather than for individual projects. The contractor, JRS Construction, completed a variety of projects in that time; including, three wheelchair ramps, replacing the windows in two houses, redoing some siding, rebuilding front steps, installing French doors out onto a porch and wheelchair ramp, as well as completely renovating 2 kitchens and a bathroom.

The roof was replaced at one house this year (done by Cantilever Construction), and another house saw a new peaked roof structure being built to replace the failing flat roof system that was in place. The new roof structure was built by JRS Construction.

Several homes (7 in total) were painted this year. This was done as a large interior painting project by Excel Painting. The colours were selected by the people living in the homes with the assistance of various Managers.

An Expression of Interest was sent out this year for both our Fleet Insurance and our General Insurance packages. Hub International was the successful applicant for both packages.

Quality Assurance

Quality Assurance at AiMHi is a unique role that assesses, monitoring and promotes conformance of many different laws, regulations, policies and standards. It includes obtaining and implementing CARF Standards, participating in the Annual Policy Review, monitoring the implementation of the Operational Plan, visiting each department to monitor conformance and promote the implementation of recent changes that affect the services we provide. The Quality Assurance Manager is always looking for new research that could improve our services while reviewing current practices to ensure they are effective and efficient. Lastly, ensuring AiMHi employees are educated on current practices and new processes to ensure consistency throughout the association. This fall we are preparing for our 6th CARF survey. With over 2200 standards to conform to, the association is working hard to ensure we address each one of these standards to ensure we meet, or exceed each of them.

Community Options

Community Options have been very busy offering opportunities, creating workshops, and taking part in community events and activities. Community Inclusion is a primary focus within Community Options - people served by AiMHi join others within the community, taking part in a common interest side by side. Workshops, clubs and choir are just a few of the groups created by Community Options - open to the public to join along with everyone. Men's group is a very popular group and well attended with poker nights and various activities being held within the community.



Throughout the summer, Community Options is very active in taking part in the community events around the city, a definite highlight for people is taking part in the Foody Fridays. We take part in purchasing lunches, trying ethnic dishes at various venues, and join other community members in having lunch.

Community Options took part in welcoming other agencies affected by the wild fires in the summer of 2017, by opening our groups, activities, outings, to those staying here in Prince George. Through this interaction and integration, friendships were established.

Community Options choir is going strong with several performances throughout the year at senior's homes, facilities and at the AiMHi Christmas Banquet. Community Options reinstated the ever popular dances for everyone - End of Summer and a Valentine Dance were very well attended with people dancing, dancing and having fun.

People volunteer as their way of “giving back to the community” - partnerships have been established with community groups through active volunteerism. Community Options provides support to a group of ladies who get together to create quilts, sleeping sacks, and then donate the finished product to women and children in crisis. The sewing group has also established partnerships with a daycare where we donate left over remnants of material for their “littles” to use their creativity.



People expressed an interest in learning to do their own canning - apples were picked, cleaned, cooked, and apple jelly was created. This initial project was so popular, more people asked to be involved, and additional canning workshops were organized. People have already made their request for next year and along with making their own jams and jellies, they would like to make pickled beets. A workshop will be created to meet their request.

Community Options takes part in the yearly Festival of Trees event, this is an outing which is a highlight for people and is discussed throughout the year. Ideas from this event are reflected in the many crafts created in craft groups.



Community Options supported people to attend various concerts this past year; including, Journey, Flo Rida, Johnny Reid, Joan Jett and Heart. Many people would not have had an opportunity to attend, without the support of employees adjusting their schedules to accommodate - a definite excitement and appreciation by the people who attended.

Direct Care

Direct Care has been continually working on providing guidance and oversight to all employees to support people to have good lives in community, to be engaged and to have opportunities to experience new adventures!

People have travelled on vacations, participated in sporting events, attended concerts, secured employment, and volunteered, made new friendships, and developed goals for the coming months and into the future. There have been many achievements along the way!

The Management Team has been learning about and working to create an Accountability Based Management Organization - this shift in our way of thinking about the work that we do will be valuable to AiMHi and the people we support for years to come. Direct Care is working on a tool that will help us deliver on our promise to people - to support them to live the life they desire. The group has been gathering input from employees and people we support around the agency to create a coffee table book - "A is for AiMHi" - this will double as a way for people to share their stories about their experiences at AiMHi and will be used as a training resource that will help our newer employees learn from some of those stories. The philosophical learning that will be shared will create opportunities for rich and important discussions among our employee teams!

There continue to be ongoing changes for AiMHi with our contractual and regulatory requirements; we have experienced a number of changes this year resulting in changes to our policies, new procedures and the development of a variety of plans for moving forward. Some of those areas include Licensing, MCFD, CLBC, and CARF. The agency is always supportive and acts with high initiative and professionalism in rising to meet any requirements that we experience from time to time. The team always pulls together and seems to sometimes make magic happen!

The Program Directors work out in the community visiting various AiMHi departments; this provides an opportunity to meet with employees, people receiving services and to spend additional time with the Managers. This strategy has proven to be a great way to share what is happening, what is new and what is important as trends change in the sector and across the organization. These visits also provide an opportunity to engage in healthy philosophical discussions.

Over this past year we have created a new way of providing coverage within the various departments for vacation and various leaves by hiring employees into Part Time positions with Benefits where they are working various flexible schedules. This new way of bringing employees on board has many benefits; the most noteworthy for Direct Care is the quality of services provided. There is continuity of supports and people have better experiences when they have others who know them well, in their lives each day.

Family Support

Family Support measures its successes in drops. Every step in supporting a family to enhance its function and prevent family breakdown is an accomplishment. Family Support helps access funding, community support and services. We help develop advocacy skills, and provide advocacy support.

We help develop an understanding of behaviors and how to manage them. We provide support with custody and family maintenance, and have assisted with federal and provincial court funding programs. We have assisted with home renovation grants, services for the deaf and hard of hearing, as well as to help procure funding for various hearing devices.

Family Support helps to prepare the families to build confidence to move forward by developing the skills needed and creating the confidence and ability to move forward without needing our support.

THE RIPPLE EFFECT:

“A RIPPLE WORKS BECAUSE EVERYONE INFLUENCES EVERYONE ELSE, IF YOUR LIFE WORKS, YOU INFLUENCE YOUR FAMILY. IF YOUR FAMILY WORKS, YOUR FAMILY INFLUENCES THE COMMUNITY. IF YOUR COMMUNITY WORKS, YOUR COMMUNITY INFLUENCES THE NATION. IF THE NATION WORKS, YOUR NATION INFLUENCES THE WORLD.”

Home Sharing

We continue to increase capacity within our Home Sharing Program here at AiMHi. As of December 2017, we had 52 people being supported through this program. We saw a number of moves for people in 2017 with 7 new people entering the program. We only had 2 people exit the program; one of those went to a more independent living situation and the other moved into a staffed home. We have increased our ability to transition people within the program to new providers. We have started providing services in Quesnel and area and are looking for creative ways to promote the program there and recruit for local providers. We continued to raise community awareness about the Home Sharing Program and are appreciative of the support and efforts from our existing contractors in promoting this program through word of mouth.

We continue to see more long term matches for people with their Home Sharing families. We celebrate our long term placements through appreciation events and during our quarterly visits. We continue to strive to ensure we are making the best matches for people and that we are connecting people with common interests and life styles that are compatible.

Our contractors report that they feel well supported. Our regular monitoring and follow up with both the person and the Home Share family ensures everyone's interests are being considered and respected and people are safe and healthy. We pride ourselves in working to provide the best possible support with ongoing assistance and resources to these families to ensure they will always feel they have help when they need it and have all of the tools they need to be successful.



We review and check all legal requirements and our funding agencies policies; as well, connect with other organizations to ensure that we are following Best Practices and abiding by all of our contractual requirements. We provided our contractors with a contract template for their use when using respite services. To help our contractors stay up to date and on top of their contractual requirements and best practices we continue to provide them with a monthly news update and provide each of them with a spreadsheet to aid them in ensuring they are renewing their pre-requisites in a timely manner, as required under their contracts.

Infant Development Program

“There is no such thing as a baby, there is only a baby and someone.”

-Donald Winnicott, M.D.

On any given day, headlines and newsfeeds are filled with numbers. Sixteen sticks along a road side in rural Saskatchewan where two long stretches of highway intersect. An 8lb 7oz prince born at 11:01am who will be fifth in line to the throne. Ten photographs of people whose stories will forever be connected to an otherwise standard bustling street in downtown Toronto. \$1.619 at the gas pumps and 3000 more jobs at the Amazon headquarters in Vancouver. Numbers highlight moments and events that can resonate within communities, throughout nations and sometimes, across the entire globe. A number is tangible and something solid that we can latch onto. Numbers often tell us that we should pay closer attention; even if only briefly. Yet, we draw meaning not from the numbers themselves but from how those numbers are significant to us. What matters most is what connects to those numbers.

The Infant Development Program can highlight plenty of numbers. Like 332 children on caseloads in 2017 or 151 new referrals annually and a whopping 104 of those new referrals being male! Certainly, our expansion from four consultants to five has been a pretty significant number to our team as well. Day-to-day, however, we do not really pay that much attention to our numbers. What we pay attention to is our connections. Whether it is trying to establish that initial connection with families where we discuss the program to see if it is a good fit for them or whether it is the constant self-reflection and effort that goes into maintaining healthy and positive relationships with the families that we visit. We pay attention to nurturing valuable connections and partnerships with other service providers in the community and across the province. And we definitely pay attention to the connections that exist between the infants and children that we meet and the significant “big people” in their lives.





Some moments and events happen and they barely register on the 'radar screens' of our lives. And other moments or events happen where we practically feel the earth shift under our feet. The privilege of working with families who have young children is that we can be present for moments that may barely blip on the radar screen and for events that land with such force that the needle flies off the chart. Our work is within all of these moments; the large and small and the 'in-between'.

We know that all of these moments help to create a template for our internal belief system. How we see ourselves and the quality of our connection to others can



have a profound impact on our relationships and our physical and mental health throughout our lifetime.

"Whether early in life or in adulthood, coming to know ourselves within the context of being known--genuinely understood, honoured, and cared for, can make all the difference" (*Circle of Security Parenting Program website*). Those of us who are in the 'business of caring' are reminded on a daily basis of the impact that connection can have on a person. And we know that in the end, it does not come from numbers.

Infinite Employment Solutions

This division supports people seeking employment services in the Prince George and Mackenzie regions. Through a fully developed career plan, the Employment Training Specialists seek community employment for up to 130 people in Prince George and 10 people in the Mackenzie Region. Additionally, through the Work BC program, IES assists people captured under the "specialized population" category to deliver employment services. This year, this Work BC division carried a dynamic caseload of 25-30 job seekers.

IES Prince George continues to provide training programs to assist people to become primed to take on the rigors of competitive employment. These divisions are Information Management, Mobile Crew, Bike Warehouse and Common Goods Program. In total, over 50 people enriched their employment readiness skills and on the job training skills that will assist them in securing labour market attachment within their community in the future. The accomplishments of participants and the IES team are infinite and diverse. Our motto heard around the bullpen is, *"While the difficult takes time, the impossible just takes a little longer."*



The IES Department plays an integral role in logistics for the agency and departments as we supported efforts for transporting supplies for fire evacuees, pumpkins for Halloween, new bricks for the Community Garden and numerous other events in community for promotion and fundraising.



In 2016, Community Living BC had been working with a small group of people called the Design Team that featured parents, people receiving services and their service providers along with CLBC staff brainstorming a new service delivery model called the Advancing New Services Options (ANSO) Project.



In the spring of 2017, CLBC issued a call out to service providers in the province to participate in a trial of this new service delivery model. CLBC reports that they had an abundance of applications and AiMHi was selected as one of four providers to participate in this project. Trials for this model were completed during September to November 2017. In the spring of 2018, Community Inclusion Managers attended sessions with CLBC providing contributions in the finalization of the Request for Qualifications. CLBC reports that this new service delivery option is expected to be available to approved service providers in 2018.

In 2017, the IES Department facilitated several successful MentorAbility placements which furthers employment opportunities for our job seekers. NR Motors is just one of the valued community employers who open their doors to our job seekers.



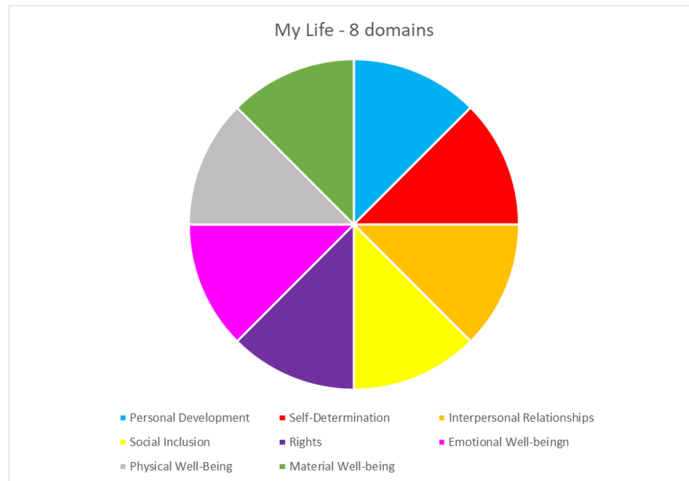
The Mackenzie Division won Best Information Booth at the Chamber of Commerce Mackenzie Spring Exposition as well as a Service Provider award for the work we do in partnership with the Work BC Employment Centre and local employers. IES Mackenzie staff are active in their community and take pride in representing AiMHi.



Life Skills - Adults

Here is what transpires when you have a dynamic group of employees and an energetic group of people supported. When those two things collide you get.... What's Happening? What's New? At Adult Life Skills. Here is a look....

The Adult Life Skills Program offers training and support to adults, 19 years and older, who have



developmental disabilities. The program is funded by CLBC. We are a strength-based, person-centered program that focuses on the positive qualities and accomplishments of each person. We provide opportunities for people to learn about themselves, explore their strengths and challenges, develop interpersonal communication skills, employability skills and build relationships with others.

We use these 8 domains as our guide for meeting goals for the people we support.



The Community Voice Mail program provides a free phone voicemail service to people who are in crisis and/or transition and in need of a phone. They liaise with both sponsors and clients to offer free voicemail to anyone who needs phone access. Our partnership allows the people supported by AiMHi to maintain contact with health and legal professionals, government agencies, employment opportunities, family, friends, and others who may need to connect.

The City of Prince George – Transit Division, is instrumental in providing people and their Life Skills Instructors with temporary bus passes. This has proven to be invaluable as we were able to teach a number of people in the Adult Life Skills program how to navigate the city public transit system. They have learned how to get around to many places independently as a result.



Adult Life Skills offered two 12 week sessions of the Food Skills Program during the year to the agency; people and their families were able to participate in the program. Two AiMHi employees, Adina and Veronica, are Food Skills Trainers with the Canadian Diabetes Association. The course focuses on healthy eating, meal planning, and meal preparation. This is a popular program and always well attended.

The YMCA continues to be a strong supporter for people in the Adult Life Skills program. The YMCA provides a discount on their memberships to the people we support to attend the YMCA. They recognize the importance of physical fitness to people's wellbeing and overall health and the financial difficulties that many may face.



Building healthy communities



Salvation Army Food Bank and St. Vincent De Paul's continue to be important community agencies that we use regularly. Some people need to make ends meet by using their services. We also have a number of the people we work with who volunteer at the kitchen or the thrift store.



We were able to partner with the Spruce Kings and offered a Christmas Light Tour around Prince George in the Spruce Kings bus for many people. We were joined in the evening by some of the Spruce King Players. All the participants were able to see the lights from the bus, have some treats and hot chocolate, and then were given a hockey stick as a souvenir at the end of the night.



Darcie's goal is to one day live on her own; she worked on a number of skills that she would need to build in order to fulfill that goal. She worked on her cooking skills and her finance management. She has cooked a new recipe each week since October 2017. She has learned to make stews, soups, tacos, rice pilaf, etc. She has even mastered the very difficult scone recipe! She has also learned to manage her finances. Way to go Darcie!

We had an opportunity to participate in the CLBC trial for a new catalogue of service. The application started in early 2017 and AiMHi was one of four agencies selected throughout the province to participate in the trial. The trial went from September – December 2017. The service is currently called ANSO, but the name of the new catalogue of service will likely have a name change. We were fortunate to have 4 people at AiMHi participate in the trial - Casi, Darcie, Greg C, and Greg E. Each of them, as well as their family, simulated what it would be like to go through the service from start to finish. This included working through the initial process of obtaining services with CLBC, going through an intake process with a service provider, and then working with the service provider. A big thank you to Jude and Katarina from CLBC for participating in the project and to Sylvie our animator for her support during the trial component.

Casi picked as one of her goals to work with horses; we were able to connect her with the PG Equine and Animal Society and she has had the opportunity to meet with Nicola who runs the program. Casi has enjoyed working with the horses. She would groom the horses, help clean the stalls, and feed the horses. Casi did this throughout the winter months and has continued throughout the spring. Even though the trial ended in December, Casi has continued working with the horses and the other animals that are on the farm. She says that aside from a muddy spring, it is much easier to work with the horses in the warm weather.



Greg C. has always wanted to be a police officer. During the trial, he was able to experience this. He had a tour of the RCMP detachment and the secret rooms that only police have authorization to go to, he went on a ride along, and helped at the front desk of community policing. He had a lot of fun. Here he is trying on the 27 pound sniper gear!

Greg E. looked at various work in the community; he was a man on a mission to get a job. He visited Goodlife Fitness, the Chateau, and Black Diamond Bowling. He visited each place and asked about potential employment - in the end he was fortunate to connect with a former employer and works at the movie theatre. Great Job, Greg!



It has been an exciting year at Adult Life Skills, looking forward to see what next year brings.

Life Skills – Children

Children's Life Skills focuses on teaching five different skill development areas:

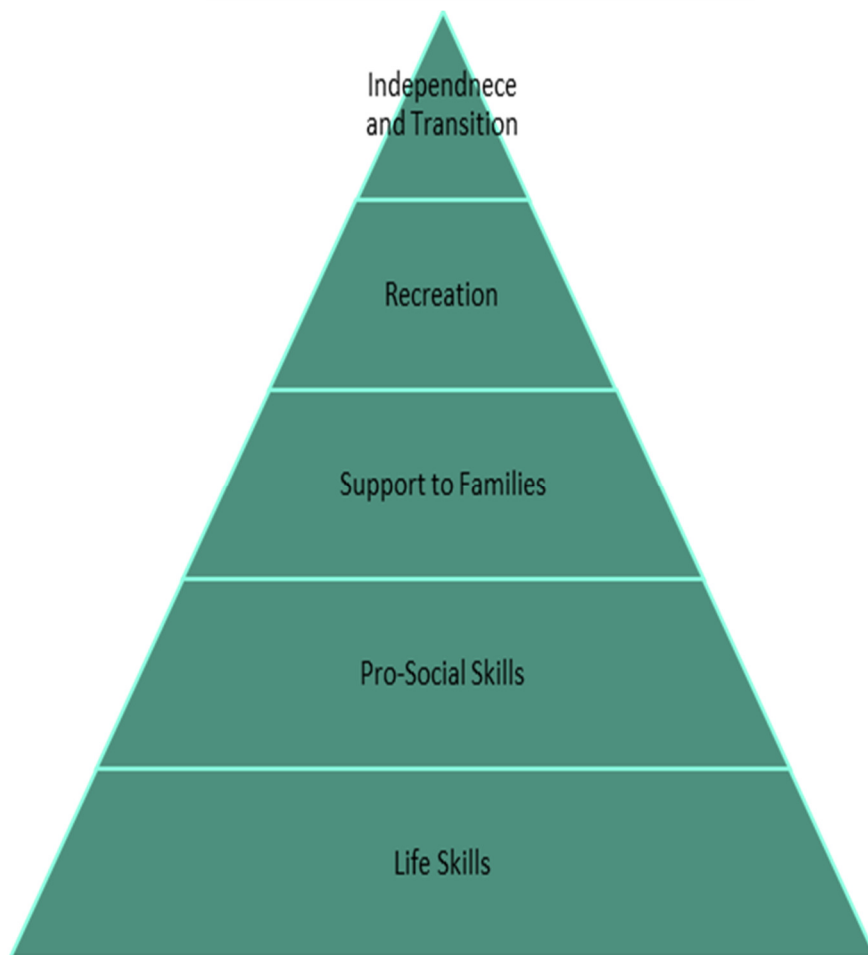
Independence and Transition – Cooking, nutrition, consumer/money skills, accessing transportation and responding to emergent situations.

Recreation – Physical development, participation skills, and community integration.

Support to Families – Teaching techniques and skills to help manage their special needs children on a day to day basis and support to the child or youth's skills development and growth.

Pro-social skills - Interactions with others, community participation, and appropriate social behaviors

Life Skills - developmental needs such as hygiene, self-care, safety, and effective communication of wants and needs.



We see our success measured in unique ways. A person being supported by this department worked for years on traffic safety. On their last day receiving services they went to buy a celebration cake for transitioning into adulthood. In the parking lot with no prompts from the lifeskills instructor the supported person stopped before crossing and looked to make sure it was safe. It's the smallest accomplishments that remind all of us why we are here.



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Employee Recognition Awards

25 Years

Laurie Bolen
Steve Weinard

20 Years

Bonnie Chow
Diane MacFarlane
Nina Rude

15 Years

Anita Lauder
Aylene Anchete
Chris Mikulasik
Karen Miller
LeeAnn Simon
Loretta Westlake
Lori Neilson
Louise McQuay
Sandi Beningfield
Sandy Mathews
Sharron Drury
Shelley Anderson
Teresita Janson
Wally Evers

10 Years

Allan Green
Donna Hargrove
Jessica Singh
Kathy Cook
Kumi Okayama
Randi Dalzell
Saroj Bains
Sherry Laxdal

5 Years

Adrianna Zotich
Annaliza Burguillos
Bas Rynsewyn
Brenda Waddell
Darcy Lovell
Dawn Hoedt
Danny Varma
Doris Kilba
Eileen Hardy
Harjit Gill
Holly LeComte
Jaswant Dusange
Jenn Vankoughnett
Joel Piano
John Young
Karen Todd
Kristina Ward
Leziel Galvez
Lisa Takhar
Lynnae Wilson
Marilyn Marcelo
Megan Townrow
Melody Duluena
Mylene Ramilo
Oluwatoyin Folorunso
Samantha-Jean Dube
Steven Lorenz
Sonya Kim
Sunday Ojo
Susan Lorraine

