



# PERFORMANCE IMPROVEMENT REPORT 2018





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## **AiMHi 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.”

As people’s needs, desires and expectations change over time, AiMHi strives to keep services current and relevant. Our commitment to continuous improvement is stronger because of your input. Thank you to everyone who took the time to fill out a survey this year. This report is a summary of the accomplishments that have impacted and improved the services provided by AiMHi during the year 2018. Inside you will see comments from the surveys that YOU filled out. We appreciate the opportunity to present this information to you.

## **Message from the Performance Improvement Committee**

The Performance Improvement Committee is made up of AiMHi employees who meet throughout the year to develop surveys, review and resolve accessibility issues, obtain input, evaluate outcomes, and generate this report. Satisfaction surveys are available through Survey Monkey for employees and stakeholders which provide the option of including comments. Many people shared thoughts about their experience with AiMHi. You will find some of these comments interspersed throughout this report.

AiMHi provides services to over 700 people with disAbilities or special needs and their families in Prince George and Mackenzie. AiMHi places a high value on input from employees, persons served and their families, as well as professionals and businesses in the community. Their input concerning the satisfaction, effectiveness, efficiency, and access to our services encourages and influences our ongoing Association objectives.

## **The Performance Improvement Committee**

Randy Stubbs (Co-Chair), AJ Leason (Co-Chair), Angela Aubichon, Debby Hall, Bonnie Chow, Carol Upshall, Lee Miners, Blair Reggentin, Vera Donald, Judie Russman and Penny Soderena-Sutton. Cover photo was provided by Samuel Russell. Samuel submitted and won the Performance Improvement Committee photo contest. There were many excellent submissions for this contest. This contest will be run each year given its success and turnout of responses.

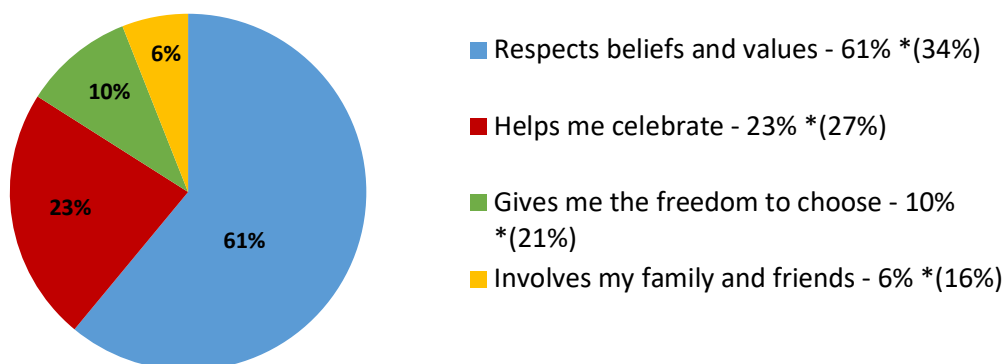
## The Qualitative Analysis

In October 2018, the Performance Improvement Committee asked respondents to provide further information to give a qualitative view of their satisfaction. A total of three questions were surveyed. The overall purpose of these questions is to help us see more clearly the lives of the people we support and how we can help them continue to have quality lives. Pie charts are used to display the answers and there is also a sampling of the responses submitted. The answers may surprise you with the diverse range of activities and abilities including holding a baby kangaroo and going to a bat cave in Niagara Falls.

Below is a summary of those answers showing common themes and a review of the responses which were submitted.

AiMHi's Cultural Committee ensures that people's rights to pursue their cultural beliefs are respected as well as providing support and advice.

### How does AiMHi support my cultural beliefs?



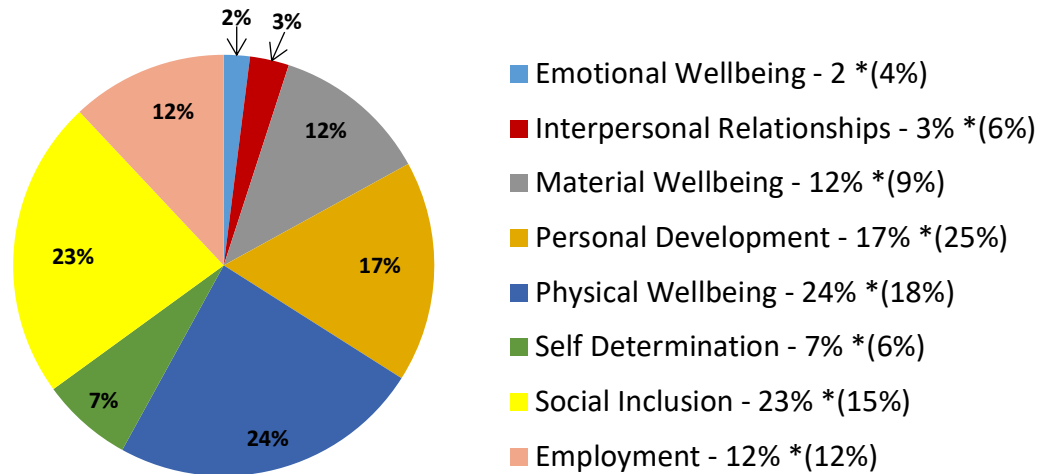
\*Statistics from 2017 for comparison.

The following statements are representative of the comments collected from the surveys of people we support:

- They help me go back to reserve to visit family.
- I take part in various activities in PG, Summerfest, New Years, Aboriginal Day.
- They believe my cultural voice. They let me speak. They help very much.
- Yes, Aboriginal days L'heidl Tenneh Park grand opening.
- They support my culture through my art.
- AiMHi supports my traditions and culture. Helps me get to Native events at Burns Lake.
- Yes, AiMHi helps take me to church for prayers every Sunday.
- There is respect shown for everyone's differences.
- Christmas traditions we do Christmas baking.
- AiMHi is open to cultural diversity. I know my Metis-ness.

- AiMHi supports me to go to church Gateway Christian Ministries.
- My support worker helped me try and start a Christian music group. She listens to the music I play for her.

### What skills or goals did you work on this year?



\*Statistics from 2017 for comparison.

### Did you reach your goals?

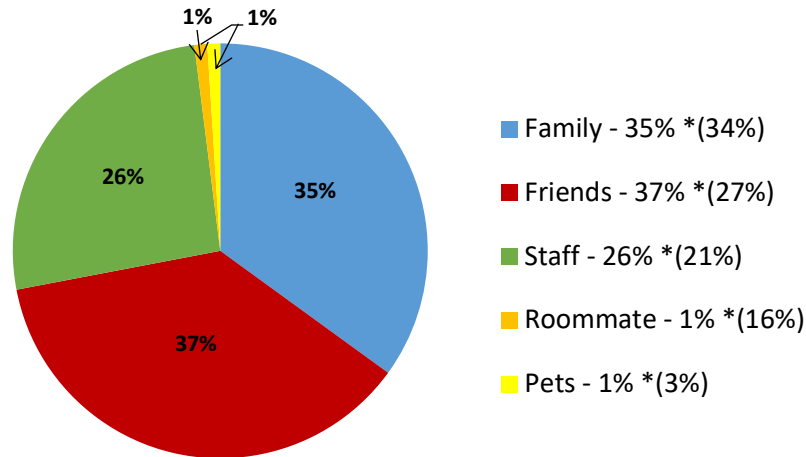
Out of 183 surveys received the responses were:

Yes	No	Not Yet	No Response	Not Sure
150	3	28	1	1

### Some of the goals worked on in 2018:

- Cutting down on smoking cigarettes.
- I want a tattoo. I'm still thinking of what to pick for tattoo.
- Looking for places to buy or rent. Need to keep getting rid of stuff.
- Recycling. I like to pick up all the bags. I like to give the bags to the man.
- I learned how to read nutrition facts labels and helped me learn what is important to me on those labels.
- I learned emergency safety skills.
- Volunteering at St Vincent.
- Taking art classes at the Art Gallery.
- Learned how to take the bus to AiMHi.
- I learned how to scan my own groceries.
- Canning, shopping, sewing - I made jelly and beans that I shared with my family.
- I'm still working on losing weight and I go to Small Changes workshop on Tuesdays.
- How to timber a tree.
- I learned new skills at my Starbucks job, and I enjoy it very much.
- Working to save for my Disneyland trip this spring.

## Who do you like spending time with?



\*Statistics from 2017 for comparison.

Do you have a wonderful experience that you would like to tell us about that happened in 2018?

- Showing people my art. Having my art displayed at the Art Gallery.
- My sister and I went to Barkerville to see a show and did some shopping.
- Going to the fair in Prince George, eating food and riding on the rides.
- Camping trip to Nelson with my family. Dog show at the BCNE with my friends.
- I got to go fishing and camping in Kelowna.
- Went quad-ing with outback quad group, fishing with my sister and friends.
- The wonderful thing that happened in 2018 was I moved back home on North Nechako.
- Going to mini golf with my friends.
- My best memory is helping others and enjoyed my Edmonton trip with friends.
- Went to Powell River for family reunion in October.
- Enjoying the petting zoo in Lake Country, holding a baby kangaroo for the first time.
- Having a meet and greet with Hedley!!
- Inclusion BC conference in Kelowna with an added-on 1-week holiday. I bought a purse.
- Season tickets to the PG Spruce Kings.
- I have a friend over once a month for "games night." The one I liked the most was the Halloween games night where I bobbed for apples. I loved getting my face wet.
- Going to the Fiddlers who perform weekly at the Senior's Centre.
- I'm looking forward to my big trip to Prince Rupert coming up in December.
- Attended the Nitty Gritty Dirt Band concert at CN Centre.
- I went to Takla this year and spent time with my family and learned about my culture.
- I went to Victoria this summer.
- I went to Grande Prairie with family. My mom got married.
- Going to the Russell Peters concert.
- I got to spend some time with an Aboriginal Group playing one of the drums at the park.
- I have made it in Special Olympics in the Vernon BC winter games 2019 – 5 pin bowling!
- I was happy to get my first tattoo in Vancouver with my sister.

## Early Childhood Development (Infant Development Program - IDP)

### Introduction

**Funder:** Ministry of Children & Family Department

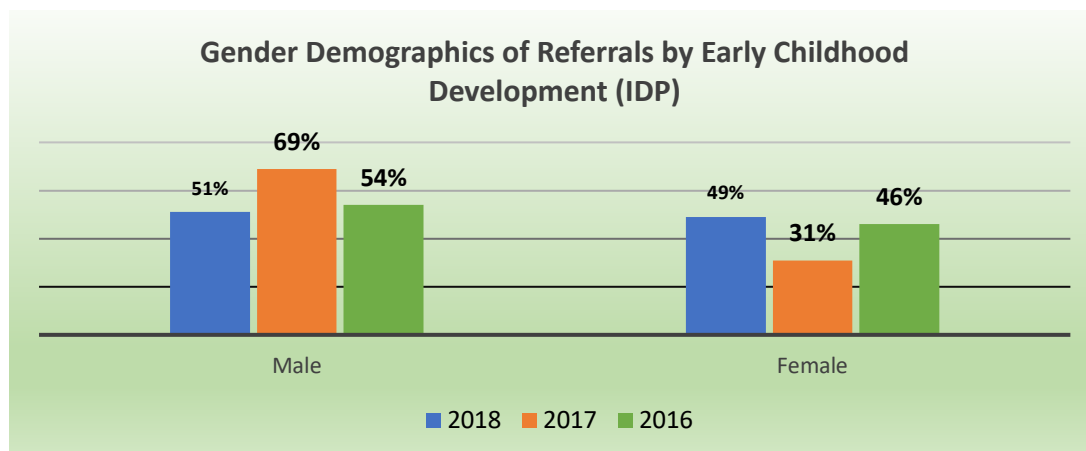
**Program Description:** This program provides home visiting services to families with infants from birth to three years of age who are identified as 'at risk' or developmentally delayed in one or more major skill areas. Services are provided by 4 full-time and 1 part-time IDP consultants which includes home visits, parent/childcare provider work-shops, developmental assessments and written reports, referrals to other resources, family conferences, parenting programs, resource loans (equipment, toys, books, etc.), parent/child programs and participation on a variety of community committees and events. Parents are actively involved during home visits and are encouraged to be partners in planning their child's program. The program has provided services to over 4000 infants and their families since it first began in 1979.

### 2018 Demographics

Total children on caseload from 1 January 2018 to 31 December 2018	266	*(332)	** (335)
Number of new referrals for 2018	159	*(151)	** (146)
Gender of new referrals by total number of children:			
Males	81	*(104)	** (79)
Females	78	*(47)	** (67)

\*Statistic from 2017 in the same category.

\*\*Statistic from 2016 in the same category.



*Note: Demographics are gathered from participants as of December 31, 2018.*



## **Recommendations**

### **Recommendations and Follow-Up from 2018**

1. ***Complete DAYC-2 (Developmental Assessment of Young Children, 2<sup>nd</sup> edition) Interpretations and training presentation.***

The IDP team reviewed and created a template of interpretations for the assessment tool. We compiled the information and created a presentation that includes handouts and video for future use.

2. ***Change the format for distribution of family surveys to hand delivery by consultants in order to secure more responses.***

This year consultants used a combination of hand delivered surveys and mailed surveys. At this time, it appears that our rate of return is better than the previous year; 2017 saw a 25% rate of return, and 2018 saw a 41% rate of return.

3. ***Continue to reinvest in training.***

The addition of a new Infant Development Consultant created a need for us to focus on her obtaining training specific to the position. These included training on how to become a certified Infant Massage Instructor and completing the Circle of Security Parenting Program. We also participated in a webinar series through the Infant Mental Health Promotion. The flexible webinar format better enabled consultants to acquire new information while also meeting the demands of our busy caseloads. We also invited members from other children's programs at AiMHi team to participate in the webinar sessions.

4. ***Reconfigure the IDP team workspace to accommodate the growing team in a more productive manner.***

The program was able to re-configure our workspace to better accommodate our additional consultant.

### **Recommendations for 2019**

1. Revise the Quality Records and Review form.
2. Review our language around child goals and objectives, to ensure that we are meeting CARF standards and program needs.
3. Re-visit DAYC-2 interpretations for consistency and clarity.

## **CARF Standards**

133 surveys were distributed with 54 surveys being returned. This resulted in a 41% rate of return. These statistics are based on the returned surveys.

<b>Satisfaction</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Are you receiving the support/service you are looking for?	96%	0%	4%
Are you receiving information that is helpful for you and your child?	96%	0%	4%
My consultant connected me to community resources that are beneficial to my child and family.	74%	8%	18%
My consultant is sensitive to the needs and wishes of my family.	96%	0%	4%

<b>Effectiveness</b>	<b>Yes</b>	<b>No</b>	<b>Some what</b>	<b>N/A</b>	<b>No Answer</b>
<b>My involvement with IDP made a difference by:</b>					
Increasing my confidence in caring for my child.	87%	1%	6%	6%	0%
Increasing my understanding of my child	96%	0%	2%	2%	0%
Increasing my knowledge of resources/services.	94%	0%	4%	2%	0%
Learning new skills to support my child.	94%	0%	4%	2%	0%
Supporting my relationship with my child.	87%	0%	6%	4%	3%

### **What do home visits with IDP mean to you and your family?**

#### **What else would you like to say about the Infant Development Program?**

- Parenting can be difficult, so it is much appreciated to have a program that offers support and tools to assist with development.
- The IDP playgroup is awesome! Thank you for providing such a great service.
- It's a great program. I feel it's great also for people that don't know about what our community has to offer.
- I appreciate the resources. It's helped my family learn how to encourage my son and to learn.

### **Efficiency**

- We receive verbal information on current milestones and what to expect next.
- If I have any questions that she [our consultant] is unsure of she will find out the answer promptly.
- The consultant is very flexible as to what topics are covered. She is also very accommodating if appointments need to be cancelled or rescheduled. Very supportive; we always feel happy/refreshed after our visits.
- Always friendly and willing to accommodate our schedule and sometimes dual appointments with the Child Development Centre.
- Goes over and beyond to make sure everyone is feeling great and important and well cared for.

## **CARF Standards**

### **IDP Professional Survey Results**

A wide range of professionals in the community were distributed surveys to capture the following data. As these surveys can and were encouraged to be disseminated amongst these professionals colleagues an accurate number of total surveys distributed is unable to be determined. A total of 22 surveys were returned from the following professionals:

Speech Language Pathologists	4	Social Worker	2
Occupational Therapist	2	Child and Youth Family Therapist	1
Physiotherapists	3	Child Psychiatrist	1
Supported Child Development	1	Primary Care Nursing	1
Pediatrician	1	Nurse Practitioner	1
Family Support Worker	1	Unspecified	2

<b>Are you aware the AiMHi IDP provides the following services?</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Information about child's development/delay/disability.	100%	0%	0%
Developmental assessments.	100%	0%	0%
Home visiting and support for families.	95%	5%	0%
Developmental activity suggestions.	100%	0%	0%
Resource lending (toys, books, equipment).	90%	10%	0%
Supporting healthy parent-child relationships.	95%	5%	0%
Referrals to other services and connecting families to community resources.	95%	5%	0%

<b>What type of contact have you had with the AiMHi IDP in the past year?</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Made referrals to IDP?	75%	25%	0%
Received referrals from IDP?	65%	35%	0%
Participated in joint visits with IDP?	75%	25%	0%
Attend community meetings or trained with IDP?	55%	45%	0%

### **Satisfaction**

- All scheduling was done in a way that worked around [child's] naps, my work schedule, and our family schedule. Lisa always made sure to understand what my concerns for [child] were and gave me strategies to work on the goals identified. Our experience was very family centered and always fully considered the needs and goals of our family.
- Very accommodating. Knowledgeable. Worked around schedules and addressed concerns. Helped us first-time parents navigate issues.
- Shelley worked alongside CDC and our preschool and with me to help my daughter make progress in her development goals.
- This amazing program has allowed us to borrow supplies (toys and books), has given us in home support and has been there to answer all our questions. Just that it was a wonderful help and part of our early months with [child]. We had never had a premature baby before and this service was very helpful in giving us concrete things

to work on so that we felt informed, and also normalizing our experiences with him and calming any worries we had (e.g., with standardized scores showing that he is developing well rather than my subjective feelings that he is likely doing well).

- I would like to emphasize how important the toy lending program was for our family. It helped our kids, and it helped us find developmental toys on our own as well.

### **Access**

The AiMHi IDP operates an open referral system and referrals come from a variety of sources including parent self-referral, the University Hospital of Northern British Columbia, pediatricians, and public health nurses. Referrals are received by phone, fax, and mail, and through a fillable online form that is available on the AiMHi website. There has been a steady increase in the number of referrals that the program receives online and we continue to adapt our online referral process in order to continue providing easy access to our services. Consultants with the program attempt to contact families within two weeks of receiving a referral. Families that are not visited within the month that they are referred are considered to be on a waitlist according the definitions provided by our funder.

### **Exit Reports**

There were a total of 148 children who exited the Infant Development Program (IDP) in 2018. This is an increase of 11 from the previous year. The following reasons for leaving were given:

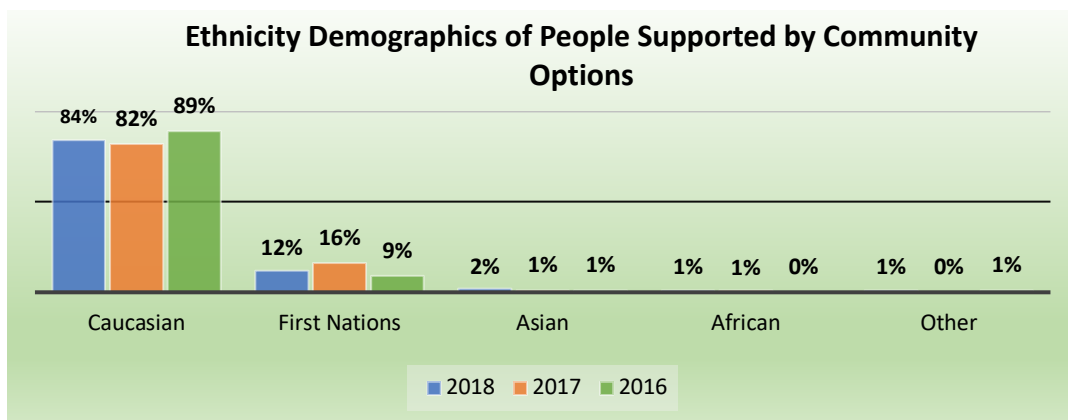
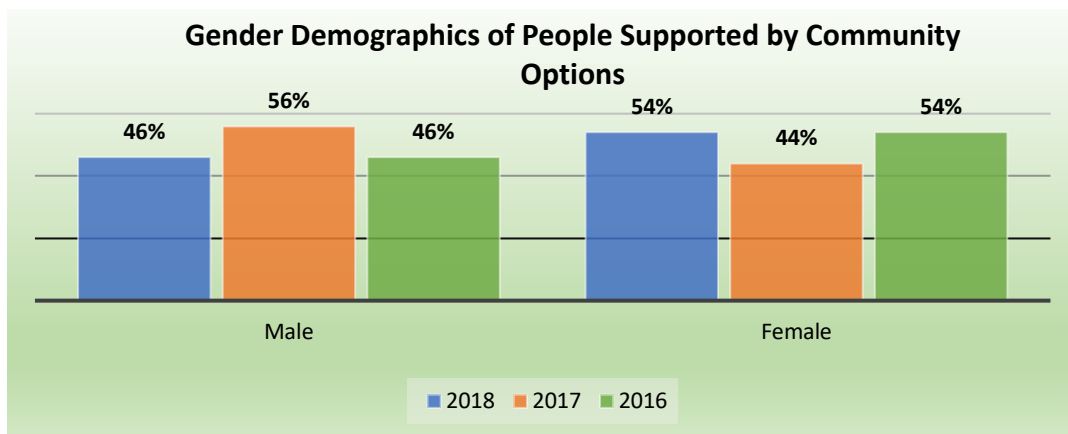
- 40 – Confident to proceed without service
- 43 – Child turned three years old
- 9 – Child moved
- 11 – Family moved
- 4 – Child referred to other service
- 1 – Child ineligible for service
- 13 – No response to initial contact
- 27 – No response to continued contact

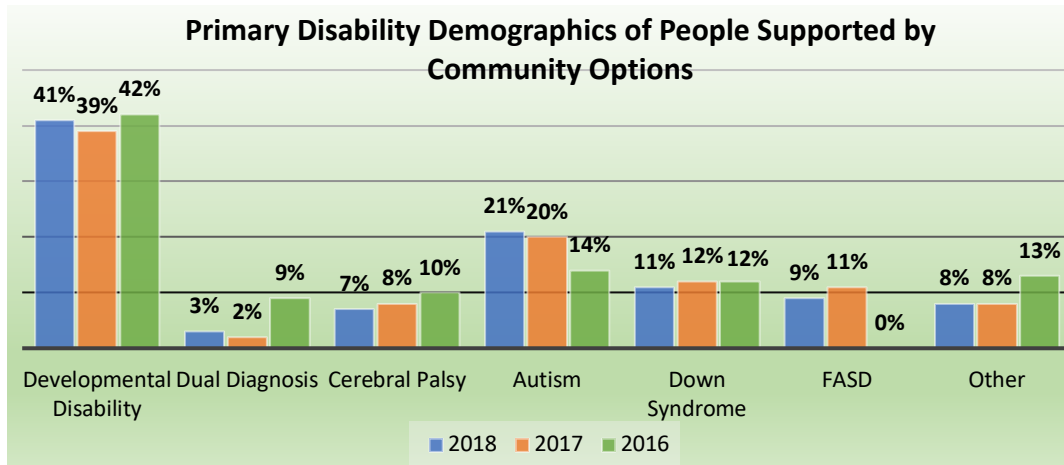
## Community Options

### Introduction:

**Funder:** Community Living BC

**Description:** There are approximately 13 employees who hold positions in our Community Options department. Community Options is a program designed to assist individuals with developmental disabilities develop skills that will enhance their sense of independence through participation in a variety of activities. Community Options employees assist these individuals in actively participating in community services and recreational opportunities in a group and one-on-one setting.





*Note: Demographics are gathered from active participants as of December 31, 2018*

## **Recommendations**

### **Recommendations and Follow-Up from 2018**

- 1. Community Options were involved in an in-depth look at all programs offered. This included all stakeholders, employees, parents, and caregivers, individuals supported and our funders who provide feedback. Community Options will review this information and act on any outstanding issues presented.***

Community Options employees met with groups receiving services and conducted surveys with people supported to discover satisfaction with their current appointments and to gather suggestions on new activities that could be provided. People supported were given the opportunity to provide feedback. This resulted in some people in the groups choosing to do different activities on a weekly basis. Some of the new groups were created throughout the year based on the current activities and events offered in the community. Community Options activities and events were offered out into the community and helped supported by many local service providers. One of the most popular groups offered to community continues to be the Saturday Drop-In group. They are active in attending different events around the community such as Theatre Northwest, Relay for Life, and CANDO Social Event.

- 2. Community Options will make changes to ensure all new employees are aware of flex schedule expectations and job requirements.***

Community Options includes review of job description and schedules in the department orientation. Community Options now includes interview questions that cover job requirements and scheduling when hiring for new employees. Community Options now requires for new employees to the department to obtain a Class 4 driver's license.

### **3. Community Options will continue to implement the work started with the ANSO Component Trial.**

CLBC's newest catalogue of service ANSO, now known as LIFE-based services goal, is to provide a full scope of services to people supported that include support for employment, life-long learning, community connections, and relationship building. Community Options represents the community connection portion of this goal. In the Community Options department we have asked key workers to work with family members and friends of those that we support to help us create these community connections. Community Option asked individuals what are your goals what would you like to see in your life. Once we asked these questions we found that one individual wanted to go back to school so he registered into the "Adventure Seekers" at CNC. Others wanted to help in the community so they volunteer their time at many of the retirement homes. Some of the activities they help out with are reading books, calling out numbers when its bingo day, and helping paint ladies finger nails.

#### **Recommendations for 2019**

1. Community Options will work to offer individualized service while encouraging people supported to recognize what is important for them as well as what is important to them. Community Options will be aware of wants and needs of people supported as well as families/caregivers involved.
2. Community Options will continue to work in the community to promote and maintain partnerships.
3. Community Options will assist people supported to obtain and maintain meaningful relationships and volunteer opportunities in and out of the community.

#### **CARF Standards**

Community Options prepared 71 surveys and distributed them to active participants of the program. Of these 71 surveys there were 5 that were unable to be completed as the people supported were unable to respond, 1 person was unable to complete the survey due to illness and 1 person was unable to complete the survey as they were no longer receiving services. These statistics are compiled from the 64 survey respondents.

<b>Satisfaction</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Not Sure</b>	<b>No answer</b>
I know my rights.	98%	0%	0%	2%
I feel like part of the community.	97%	0%	0%	3%
I am happy with the services I get from AiMHi.	94%	1%	4%	1%
<b>Effectiveness</b>				
I feel AiMHi keeps my information private.	95%	0%	4%	1%
I get help to make my own choices and decisions.	98%	0%	0%	2%

### **Efficiency**

Community Options utilizes bonus hours when possible. Bonus hours pair people together in order to provide increased service hours without increasing cost of service. This also naturally allows people to work on their social skills and give them additional time to “hang with their friends”. Community Options provided 10518.77 bonus hours in 2018.

### **Access to Services**

Referrals to service.

There is no waitlist for Community Options. Referrals are received from Community Living BC and services are provided as referrals are received. PSI (Personal Supports Initiative) funding - 9 people received PSI Funding for Community Options in 2018.

### **Exit Reports**

8 people exited Community Options in 2018. The reasons were as follows:

- 2 – Passed away
- 2 – Wanted different services
- 3 – No longer wanted services
- 1 – Incarcerated

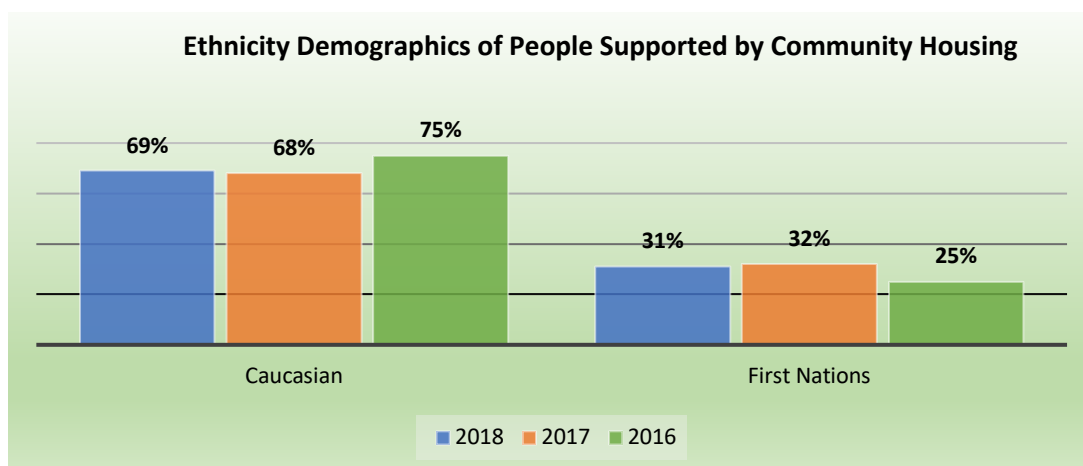
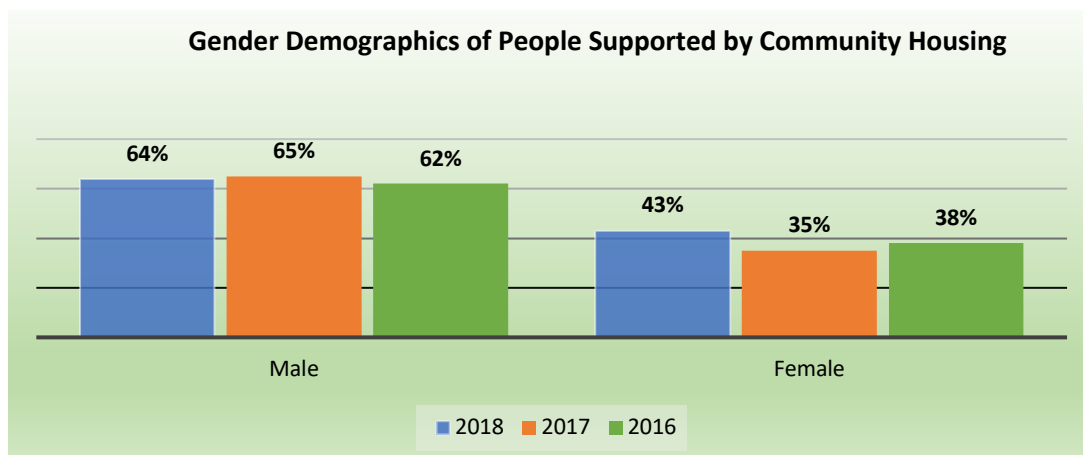


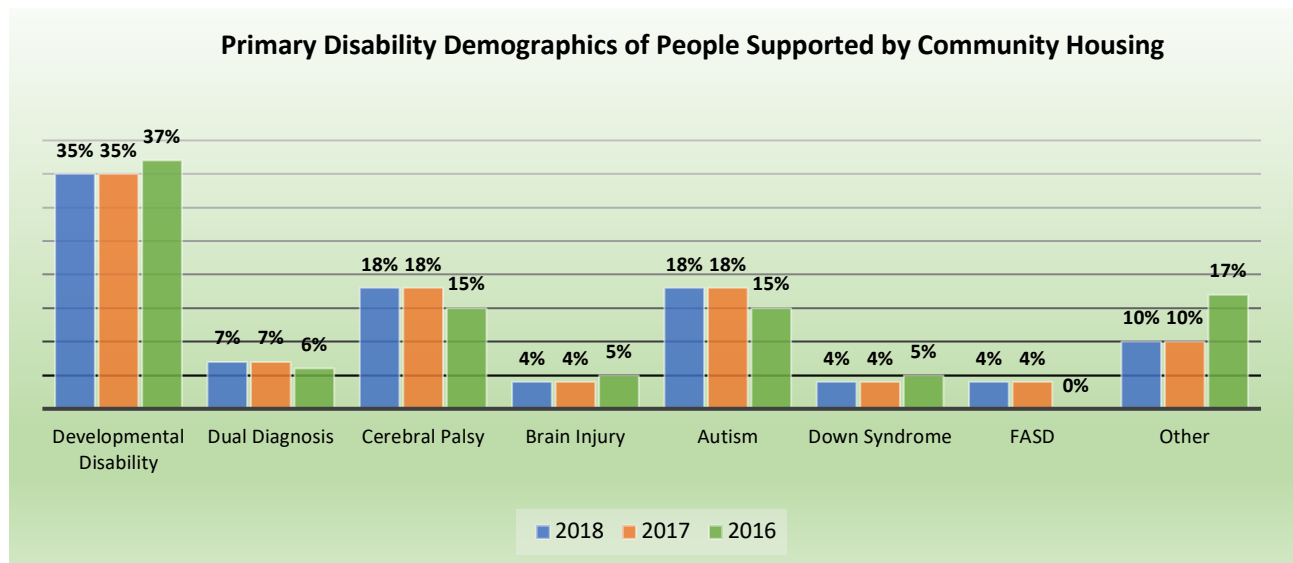
## Community Housing

### Introduction

**Funder:** Community Living BC

**Description:** There are approximately 230 employees who hold positions in our Community Housing departments. This includes employees who hold management, full time, part time and support positions. There are a number of employees from our Relief Pool who also work in these homes that are not included in this number. Employees help people in their homes with their day to day living in the following areas; accessing the community, food preparation, household maintenance, maintaining health, daily hygiene, exercise, activities, visiting family and friends, skill acquisition and development and support in attaining goals. The mandate of Community Housing is to provide support for people with disabilities to live as independently as possible in their home settings. AiMHi accommodates on an as-needed basis respite contracts and Home Sharing contracts within our current residential homes. There were 96 (1 Home Share) people supported; 61 male (1 Home Share) and 35 female.





*Note: Demographics are gathered from active participants as of December 31, 2018.*

## **Recommendations**

### **Recommendations and Follow-Up from 2018**

- 1. *AiMHi will plan to purchase accessible housing and/or modify existing housing in order to provide appropriate housing to better assist our current population to age in place.***

AiMHi has continued to seek out accessible housing for purchase. The market in this region does not have a lot of accessible housing available which has made finding and securing new locations very challenging. However, this is a requirement for us going forward, and we will not be purchasing any non-accessible housing in the foreseeable future. We have also made many changes to existing housing stock in order to improve accessibility, including such projects as small ramps, handrails, and grab bars.

- 2. *AiMHi will continue to emphasize the use of our capital plan and capital planning process to maintain and improve our residential homes.***

Our capital plan continues to be the primary guiding document for our annual project work. This emphasis will be continuing into next year as well.

- 3. *AiMHi will change daily logging in ShareVision to emphasize goal achievement.***

AiMHi changed the daily logging on ShareVision in 2018, as per work completed by the Person Centered Planning (PCP) Committee that reflects daily goals based around the 8 domains. This change is an additional goal system on top of the original goal tracking related to long-term goal planning and achievement.

- 4. *AiMHi will look at additional ways to prepare for and support people for the changes that they will experience as they age.***

AiMHi is continually working to improve awareness, knowledge and practices that support healthy aging for employees, families and people supported. AiMHi has been

reaching out to community services and programs for seniors to determine if they are a good fit (for example Alzheimer's Society). The Health Services Director is continually reviewing policies and procedures in place that relate to supporting people as they age. This year, regular dementia screening was added to a yearly checklist for people supported. The Health Services Director also plans to continue to build education and training, or bring in training that better equips employees, family members and people supported to plan for aging.

**5. *There will continue to be a greater leadership presence within our residential homes.***

In 2018 the Directors have increased their presence into departments and attend employee meetings in departments on a regular basis. The Directors will continue to increase their presence in this manner moving forward. The Directors have engaged in some very valuable conversations as they visit and interact with the people in their homes and are able to monitor the work of the manager. The discussions have included training, succession planning, reviewing goals and plans for the Association and philosophical discussions regarding our ultimate goal of ensuring people are having good, quality lives.

**Recommendations for 2019**

1. AiMHi will continue planning to purchase accessible housing and/or modify existing housing in order to provide appropriate housing to better assist our current population to age in place.
2. AiMHi will continue to emphasize the use of our capital plan and capital planning process to maintain and improve our residential homes.
3. AiMHi will look at additional ways to prepare for and support people for the changes that they will experience as they age.
4. There will continue to be a greater leadership presence within our residential homes.
5. AiMHi will continue to improve daily logging in ShareVision to emphasize goal tracking, planning and achievement.

**CARF Standards**

There were 97 people surveyed for Community Housing. Two of these people are under Home Sharing contracts within Community Housing. Of these distributed surveys 2 people were unable to understand the questions and did not complete the survey, 1 person declined to complete the survey, 1 person moved and did not complete the survey, 1 person was ill and was unable to complete the survey, 33 people are non-verbal and unable to complete the survey and 5 people were unable to complete surveys as they had passed away. These statistics are compiled from the 54 completed surveys.

Satisfaction	Happy	Unhappy	Not Sure	No Answer
I know my rights.	97%	2%	1%	0%
I feel important in AiMHi and the community.	92%	2%	1%	5%

I am happy with the services I get from AiMHi.	91%	8%	1%	0%
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AiMHi has purchased all of the homes people reside in within Community Housing with the exception of homes owned by BC Housing. This allows people financial freedom by making housing affordable and to personalize their home as they wish.

### Effectiveness

I feel AiMHi keeps my information private.	92%	3%	3%	2%
I get help to make my own choices and decisions.	92%	3%	3%	2%

### Efficiency

- Vacancy Rate – In 2018 there were 5 vacancies as a result of people passing away. 4 of these vacancies were filled and 1 has not been filled as of 2018.
- Goals/goal progress – A person's ShareVision site is used to document a person's goals and goal progress on a daily basis. Employees are provided ongoing training to ensure proper documentation and changes have been made on the site to address feedback received.
- AiMHi will continue to develop the shared support positions to enable an increase in support hours. AiMHi supports people to connect with others that have the same interest to ensure they are able to access the community and activities they choose.
- AiMHi will continue the usage of shared vehicles and maximize the use while minimizing the financial burden on the Association.

### Access to services

There are no waitlists maintained by AiMHi.

People who are new to services will go through the same intake process as per AiMHi process, i.e.: referrals through Community Living British Columbia. The Emergency Placement process occurs on an as needed basis according to needs and availability. This is a cooperative process between AiMHi, Community Living British Columbia and Licensing when applicable.

### Exit Reports

6 people exited services in 2018. The reasons were as follows:

- 5 – Passed away
- 1 – Removed from temporary placement

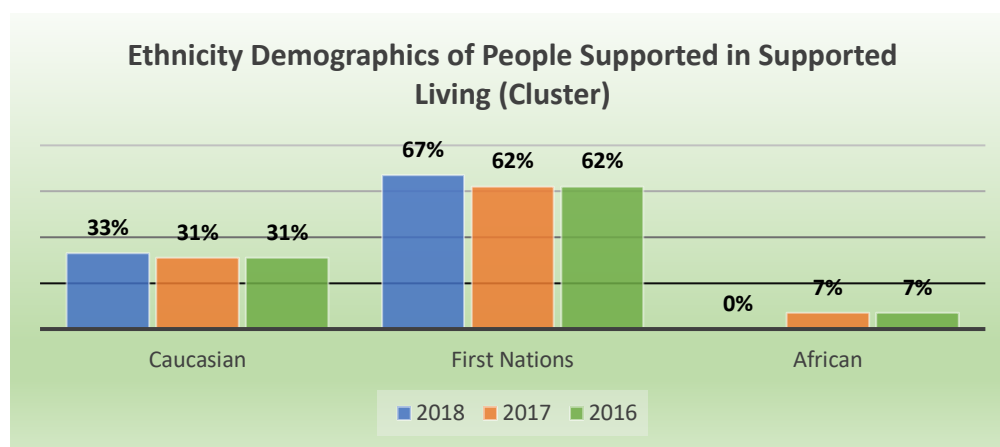
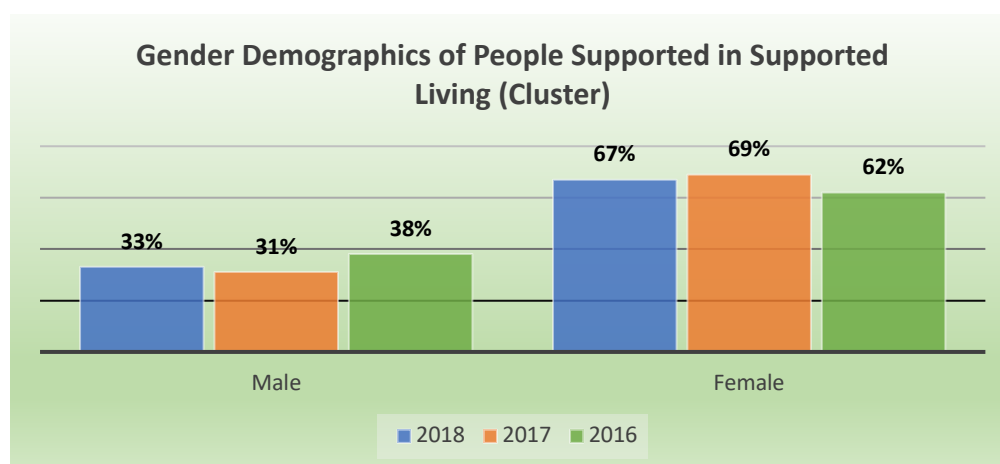
## Supported Living (Cluster)

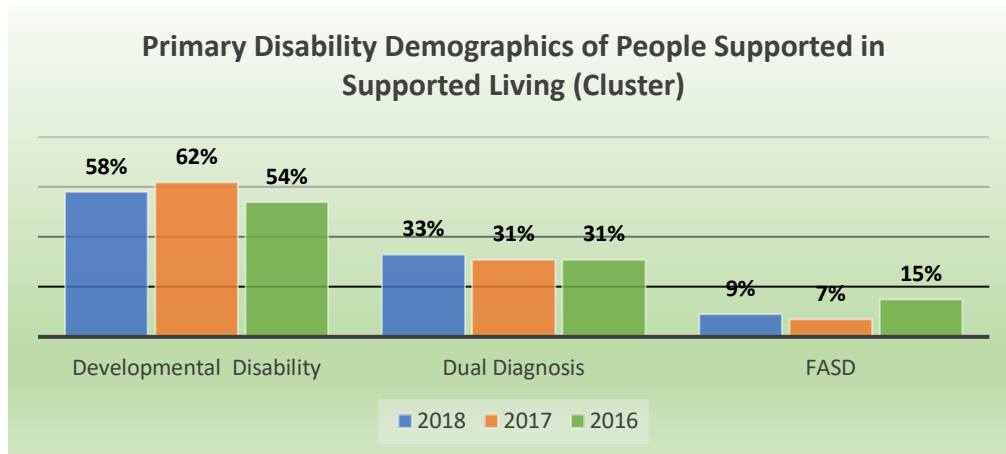
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### Introduction

**Funder:** Community Living BC

**Description:** There are 7 employees who hold positions in our Supported Living (Cluster) department. This includes employees who hold management, full-time, part-time positions. There are a number of employees from our Relief Pool who also work in these homes that are not included in this number. Employees help people in their homes with their day to day living in the following areas; accessing the community, food preparation, household maintenance, maintaining health, daily hygiene, exercise, activities, visiting family and friends, skill acquisition and development and support in attaining goals. The mandate of Supported Living (Cluster) is to provide support for people with disabilities who live independently in their own home. In 2018 there were 12 people supported; 4 male and 8 female. In 2017 there were 13 people supported; 4 male and 9 female. In 2016 there were 13 people supported; 5 male and 8 female.





*Note: Demographics are gathered from active participants as of December 31, 2018*

## **Recommendations**

### **Recommendations and Follow Up from 2018**

- 1. *Supported Living (Cluster) employees will work together with the people living in the Cluster to come up with ideas for group vacations. Employees will organize trips, plan the itinerary, arrange transportation and help people budget and save for the trips.***

In 2018, a camping trip to Ft. St. James and Stewart Lake was planned for August but had to be cancelled due to the forest fires as a health advisory was in place for the smoke. The Cluster employees also organized an overnight trip to Barkerville in September and four people were able to go. A trip to Disneyland is now in the planning stages.

- 2. *Supported Living (Cluster) employees will work on health and safety issues with the people living in the Cluster, making sure they understand what to do in emergencies.***

A list of phone numbers to call in an emergency are posted in each person's apartment for reference. Cluster employees work with people to understand the safety issues when going out in the community, at home, and when traveling. Each circumstance is different and Cluster employees communicate with each person about individual issues as they arise.

- 3. *Supported Living (Cluster) employees will perform rent subsidy inspections for each apartment on an ongoing basis.***

The Cluster employees and manager perform rent subsidy inspections on each apartment at least once a year. This timeline is flexible in that it can be done every month, every 3 months or every 6 months. The Cluster employees look for structural problems with the apartments and help the person supported to report issues. Cluster employees also take the time to give suggestions for cleanliness and look for bed bugs, mice infestations, etc.

**4. *Supported Living (Cluster) employees will offer enhanced life skills to people. Topics will include food security, apartment cleanliness, personal hygiene, community safety, internet safety, drug and alcohol awareness, and policies for apartment living.***

**Food security** – Supported living employees have encouraged people to keep more food on hand and helped them to access bulk stores for cheaper options. We help people budget and shop for food and batch cooking is offered. We will store food for people while they are saving up for a freezer. We help people sign up for and access food banks and we have given food to people in an emergency.

**Apartment Cleanliness** – There are expectations when living in Supported Living and apartment cleanliness is one of them. This is an area where many people struggle. We offer help with chores on a daily and weekly basis. We teach people when and how to clean and what needs to be done. We help people budget and purchase the proper tools and supplies for cleaning. We work with the landlords to make sure they are approved to continue living there.

**Personal Hygiene** – Cluster employees assist with laundry and help people budget for the purchase of laundry supplies and personal hygiene products. They also assist with scheduling and budgeting for haircuts, nail and foot care, dental and doctor appointments and accompany people to these appointments if requested.

**Community Safety** – Emergency phone lists are posted on each person's wall near their phones. Some people have emergency lifeline appliances which they wear and attach to their phones. We discuss how to be safe in the community, fraud scams, keeping information private including their bank cards and other information.

**Internet safety** – We work with the people who are able to go online to keep their passwords private and avoid scams on the internet. We also teach them that people they meet on the internet may not be safe.

**Drug and Alcohol awareness** – Many of the people we support struggle with addictions. We discuss safety when using drugs or alcohol, new drug laws and the rules of the apartment complexes they live in as well as budgeting money for essentials and not using it all on drugs and alcohol.

**Apartment Living** – We discuss the issues of apartment living, how to interact with landlords and the legal obligations of the rent subsidy and rental agreements. We help people communicate with their neighbors and any complaints that they may have or have received. We have a Cluster contract and rent subsidy inspection that must be signed in order to have support from the Cluster. These documents contain rules for living in an apartment setting.

**5. *Supported Living (Cluster) employees will host community dinners, brunches, and coffee club to help people build on social skills.***

Community dinners and brunches are hosted twice a month at the Cluster office. Coffee club is held every weekday morning. The Cluster also hosts holiday dinners on Easter, Thanksgiving, Christmas and New Year's Day.

## Recommendations for 2019

1. Supported Living (Cluster) employees will continue to work together with the people living in the Cluster to come up with ideas for group vacations. Employees will organize trips, plan the itinerary, arrange transportation and help people budget and save for the trips. Every few years a bigger trip out of the province will be planned.
2. Supported Living (Cluster) employees will work on health and safety issues with the people living in the Cluster, making sure they understand what to do in emergencies.
3. Supported Living (Cluster) employees will continue to perform rent subsidy inspections for each apartment on an ongoing basis.
4. Supported Living (Cluster) employees will offer enhanced life skills to people. Topics will include food security, apartment cleanliness, personal hygiene, community safety, internet safety, drug and alcohol awareness, and policies for apartment living. We will be offering classes on canning and freezing food this year.
5. Supported Living (Cluster) employees will host community dinners, brunches, and coffee club to help people build on social skills. We will start a birthday celebration every month.

## **CARF Standards**

There were 12 people surveyed for Support Living (Cluster). These statistics are compiled from the 12 completed surveys.

Satisfaction	Happy	Unhappy	Not Sure	No Answer
I know my rights.	100%	0%	0%	0%
I feel important in AiMHi and the community.	92%	8%	0%	0%
I am happy with the services I get from AiMHi.	84%	8%	8%	0%
Effectiveness				
I feel AiMHi keeps my information private.	92%	8%	0%	0%
I get help to make my own choices and decisions.	75%	8%	17%	0%
Efficiency				
<ul style="list-style-type: none"><li>• Vacancy Rate - There were no vacancies for Supported Living (Cluster) in 2018. Vacancies are filled by CLBC when they occur.</li><li>• Goals/goal progress – A person's ShareVision site is used to document a person's goals and goal progress on a daily basis. Employees are provided ongoing training to ensure proper documentation and changes have been made on the site to address feedback received.</li></ul>				
Access to services				
There are no waitlists maintained by AiMHi. People who are new to services will go through the same intake process as per AiMHi process, i.e.: referrals through Community Living British Columbia.				

**Exit Reports** : No people exited services in 2018.

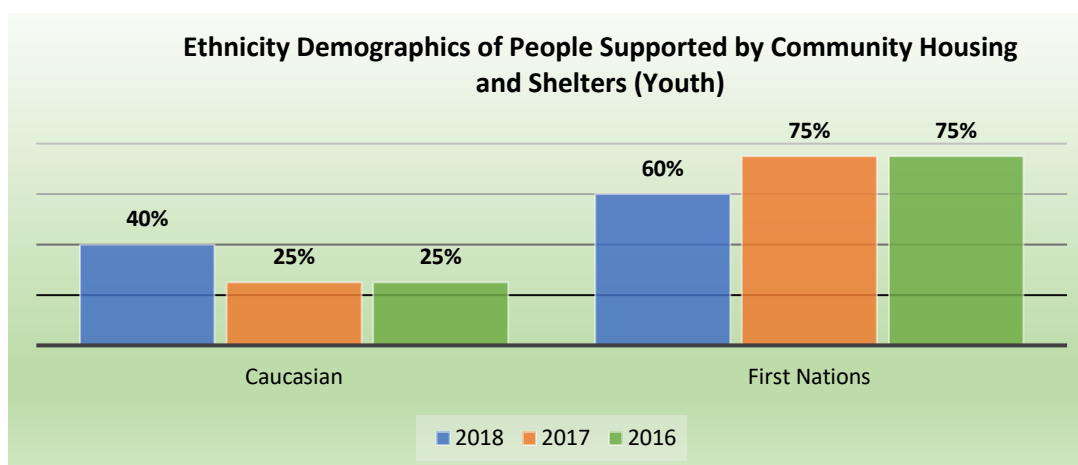
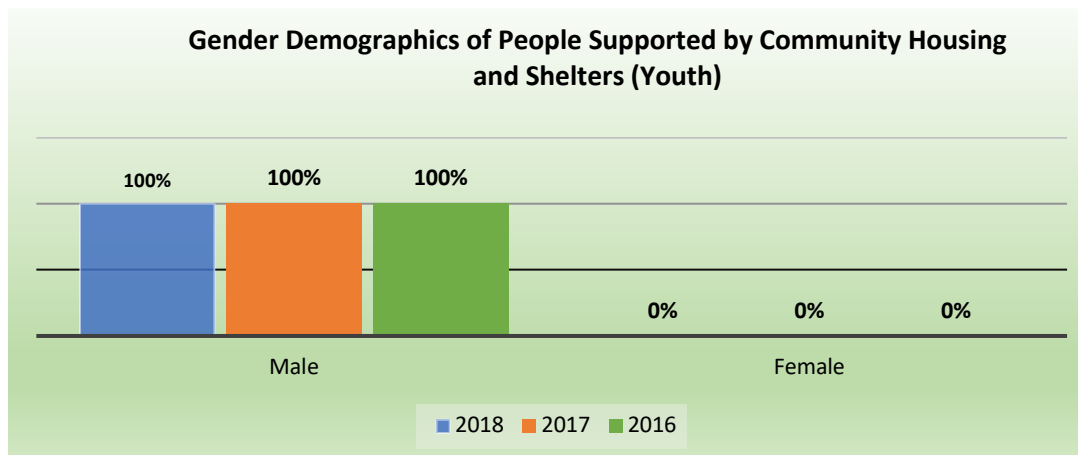


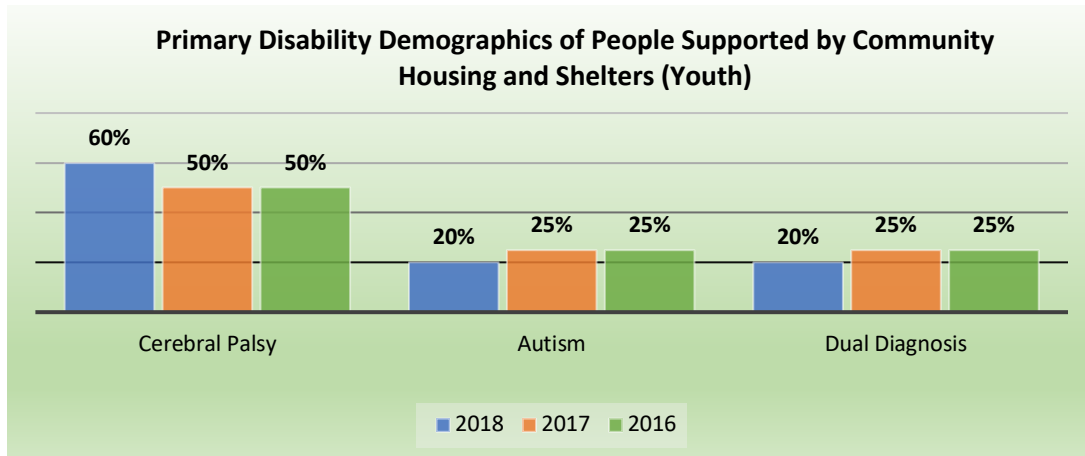
## Community Housing and Shelters (Youth)

### Introduction

**Funder:** Ministry of Children & Family Development (MCFD)

**Description:** AiMHi has two Community Homes to support children with Special Needs, funded by the Ministry of Children and Family Development (MCFD). There are 17 employees who hold positions in these homes and a number of trained Relief employees who are not included in this number. These homes have been designed specifically around the children supported to meet their accessibility and specialized needs. Employees assist the children supported in these homes with all of their day to day living needs including accessing the community, food preparation, skill acquisition, maintaining health and daily hygiene and the development and support in attaining goals. The purpose of these homes, as mandated by MCFD, is to provide specialized residential care services that allow for consistent high quality residential care, guidance and support for children and youth in care. The intent is to provide a structured living experience that keeps children and youth safe and happy, optimizes their development and stabilizes them for the eventual re-integration to family, community or adult services.





*Note: Demographics are gathered from participants as of December 31, 2018.*

### Recommendations and Follow-Up from 2018

1. ***Community Housing and Shelters will improve upon the collection of Satisfaction Surveys from families and other stakeholders applicable. Discuss with families and stakeholders the possible reasons for not completing the surveys to better meet their needs and increase the number of completed surveys returned.***

Reviewed with CYSN Guardians possible better ways to get the surveys completed and returned. One guardian requested that the survey would be emailed, completed, and then returned to AiMHi via email. The other guardian completes the paper copy of the survey. The children at the Residences are not able to complete the surveys due to limited communication abilities.

2. ***Community Housing and Shelters will continue to assist the supported youth to access community programs and extra-curricular activities, including cultural activities and other age appropriate youth group programs.***

The supported youth are able to access community programs that are of interest to them using program vehicles. The types of activities include; hockey games, library, Rail Museum, the movie theater, the local mall, etc. One of the children attended a "Welcome Home" Ceremony at his Gitxsan band office this summer.

3. ***Community Housing and Shelters will assist the supported youth to utilize communication tools both at home and at school.***

The supported youth at Eaglenest Residence have access to a computerized communication system at school and tablets at home with an augmentative communication application. The youth at Genevieve Residence works daily on a 'Pics' and 'Pecs' communication system.

## **Recommendations for 2019**

1. Community Housing and Shelters will continue to assist the supported youth to utilize communication tools both at home and at school.
2. Community Housing and Shelters will continue to look for ways to gather Survey input.
3. Community Housing and Shelters will continue to expand their access to community programs including cultural activities and other age appropriate youth group programs.
4. Community Housing and Shelters will begin introducing the youth to more young adult experiences, i.e., Special Olympics, to better prepare them for the transition to adulthood.

## **CARF Standards**

There were 4 pictographic surveys distributed; however, no surveys were returned as the children receiving services were unable to complete the surveys. Due to the children being unable to independently complete the surveys, there were 4 surveys distributed to the parent/guardians of children receiving services however, no surveys were returned.

### **Satisfaction**

There were no surveys completed in 2018, due to limited communication abilities, so there is no data to present with respect to Satisfaction.

### **Effectiveness**

There were no surveys completed in 2018, due to limited communication abilities, so there is no data to present with respect to Effectiveness.

### **Efficiency**

- Vacancy Rate – There were two vacancies in 2018 which occurred in early January and late December of 2018.
- AiMHi is working on cross training employees working in the MCFD funded homes to meet the specialized needs of the children and the requirements of MCFD.

### **Access to services**

People who are new to services will go through the same intake process as per AiMHi process, i.e.: referrals through the Ministry of Children and Family Development. The Emergency Placement process occurs on an as needed basis according to needs and availability.

## **Exit Reports**

2 people exited Community Housing and Shelters (Youth) in 2018. The reasons were as follows:

2 –Passed away

# Employees

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## Introduction

**Funder:** Community Living BC and Ministry of Children and Family Development

**Description:** By the end of 2018, AiMHi employed 267 full-time employees, 73 part-time employees and 67 relief employees. This works out to 283 Full-Time Equivalent (FTE) positions. There are also 3 non-unionized employees who hold 2 full-time positions and 1 part-time position. We have 11 unionized employees on LTD (Long-Term Disability). AiMHi employs 46 non-unionized management employees of which 7 are on LTD. This amounts to a total of 438 active employees and 18 employees on LTD.

**Locations:** Association-wide; all residential locations, Main Office departments and location in Mackenzie.

**Demographics:** No demographic information was collected for 2018. Employers are not permitted to request this information from employees, and information related to those who self-identify is protected by law.

## Recommendations

### Recommendations and Follow-Up from 2017

**1. *Human Resources will continue to develop and improve the Attendance Management Program.***

Human Resources (HR) worked with Management Team members to address attendance management issues with employees throughout 2018. HR developed template documents that managers could access to assist them in addressing attendance management issues with employees. HR continues to track the employee leave/sick calls on the weekends and provide this information along with a tracking amount of both 2018 and 2017 total leave/sick calls after each weekend, so managers have a quick reference to see areas of concern and address these with employees. HR shared some literature with the Management Team on attendance management programs to provide them with training and tools to address issues. HR will continue to provide formal training to the Management Team in 2019 to address attendance management issues.

**2. *HR will continue to work toward a standardized “Return to Work” Program that includes a formalized process and training.***

HR worked on this during 2018 but will be carrying this forward as a recommendation into 2019 as there is more work to be done in the area. HR is researching having a facilitator from Disability Management Institute (DMI) review with the Management Team the “Program Guide For Clients” to assist in this area. AiMHi worked with DMI to address some outstanding issues and sought clarity on the roles of accountability of each provider. DMI also expressed sincere compliments to the leadership on how

easy it is to work with us and how our employees are always speaking so highly of the Association. HR streamlined the process in the Return to Work (RTW) template documents to ensure the process is implemented effectively and accurately. HR continues to educate not only the Management Team but also the HR department on RTW so as to be more effective in our consultation and support of the managers developing the RTW plans. HR arranged training for the Management Team with respect to the "Community Social Services - Health and Safety Handbook." This was presented by the Community Social Services Employers Association (CSSEA) and the training provided strategies on how to reduce or prevent injuries for workers, how to report and respond to an occupational injury and how to effectively reintegrate workers back into the workplace after an injury occurs. CSSEA provided the Association with statistical information that identified the Association is greatly improving in their RTW statistics. This was also recognized in the Commission on Accreditation of Rehabilitation Facilities (CARF) survey and was identified in the final report. The CARF report noted it as, "AiMHi is recognized for providing superb leadership on injury prevention, disability management and overall best practices on health and safety in the workplace. The organization is commended for its vigilant work on health and safety practices."

**3. *HR will digitize Employee Personnel Files.***

This will continue to be a goal for 2019. During 2018, 8 specific documents have now become completely digitized (not duplicating them in employee binders and on the F-drive). Management Team members were provided with digital access to the File Room where the personnel files are maintained. This can be accessed through AiMHi's virtual private network (VPN). HR has put focus on creating more structured systems for personal privacy of documents and for the streamlining of all HR systems.

**4. *HR will provide online capacity for Food Safe certification for AiMHi.***

This goal was achieved and the entire Association completed their recertification.

**5. *HR will educate employees regarding their accountability with respect to employment requirements.***

Employee annual appraisals now include the process of reviewing the employee requisites and provide a tracking system to the employee if they do not already have one. The following policies were changed to include references to employment requisites, timelines for completion of requisites and accountability to employees if they do not comply with the policy. The policies that address these concerns are HR-13: Minimum Recruitment Standards, HR-11: Management of Employees, HR-19: Driver's License, Abstract and Vehicle Insurance and HR-26: First Aid Training/CPR Certification and a new policy developed of HR 43: Criminal Record Search. HR has sent out emails to the employee groups to notify of any changes or information that is relevant to them. There has also been an increased formal structure to managers accountability to ensure requisites are up to date and ensuring they are followed up.

**6. *HR will continue developing a robust recruitment program for AiMHi.***

AiMHi has designated a Management Team member to promote community awareness of the Association, positive work environments, job and career opportunities and the flexible work schedules AiMHi offers to its employees. AiMHi has participated in community events to set up booths and engage in conversations with community members to increase community awareness of AiMHi as well as participating in job fairs which offers access to job seekers. AiMHi continues its partnerships with educational facilities to provide opportunities for students to partake in their practicums at AiMHi and possibly join us for their career or work while they continue their studies. AiMHi participated in presentations to educational facilities to increase awareness of job opportunities in the Association. AiMHi continues to use its Employee Referral Program which encourages employees to assist AiMHi in the recruitment of employees with a financial reward if the referred employee is successful. AiMHi continues to encourage our current employee group to be the ambassadors for the Association.

AiMHi continues using external advertising for specific locations or when a specific skill set is required such as Human Resources Manager. AiMHi continues to promote our volunteer program. Information and application to volunteer at AiMHi is still found on the AiMHi website. Volunteers have the ability to become employees and also assist and promote community awareness. AiMHi continues to utilize social media (Facebook, Twitter, AiMHi website, LinkedIn) to provide awareness of AiMHi and its recruitment options. HR continues to look at all opportunities for recruitment and have reached out to the Management Team to recruit whenever they participate in any networking situation to access the most qualified applicants.

**7. *HR will continue to work towards reducing the employee turn-over on the relief list.***

AiMHi has promoted to the community at large that they have full-time and part-time jobs that provide benefits. AiMHi has moved away from hiring directly on to the relief list but rather to hire new employees directly in to regular positions. AiMHi has a one month engagement process which involves touching base with new employees to see how they are doing and keeping them engaged with the Association. AiMHi utilizes a formal onboarding process to ensure successful transition into the Association. HR has hired a Human Resources Relief Manager that oversees the relief pool and is their primary point of contact. The HR Relief Manager also ensures proper employee appraisals are completed to provide relief employees with clear communication on how they are doing and offer feedback in a personal setting.

**Recommendations for 2019**

1. HR will continue to focus on providing a safe, healthy, and supportive work environment by providing a variety of training, streamlined processes and policies designed to reduce the likelihood of illness or injury and promotion of Stay at Work/Return to Work programs.

2. HR will continue to work towards decreasing the paper copies on personnel files and moving towards electronic files.
3. HR will build an "Employee Newsletter" that will include Association information.
4. HR will begin to provide more opportunities to the Management team for training on areas that are related to Human Resources.
5. HR will work with other departments to begin the implementation of an annual training plan for employees.
6. HR will develop an Attendance Management Program.

### **CARF Standards**

In 2018, 70 employees completed the satisfaction survey. This is a decrease of 50 respondents from 2017.

<b>Satisfaction</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
You are satisfied with how information is shared between you and AiMHi.	16% *(17%) **(14%)	64% *(65%) **(75%)	14% *(13%) **(10%)	3% *(4%) **(1%)	3% *(1%) **(0%)
You are satisfied with AiMHi's policies and practices regarding confidentiality.	28% *(34%) **(27%)	67% *(62%) **(67%)	1% *(2%) **(5%)	1% *(2%) **(0%)	3% *(0%) **(1%)
You are satisfied that AiMHi promotes respect for people of different ethnic or cultural backgrounds.	36% *(32%) **(35%)	58% *(59%) **(61%)	3% *(3%) **(1%)	0% *(1%) **(0%)	3% *(5%) **(3%)
You are able to receive the assistance you require both during and after business hours.	26% *(21%) **(20%)	65% *(68%) **(66%)	3% *(4%) **(10%)	5% *(4%) **(1%)	1% *(3%) **(3%)
You are satisfied with the response time to your inquiries.	26% *(16%) **(17%)	64% *(71%) **(72%)	3% *(9%) **(5%)	5% *(2%) **(4%)	2% *(2%) **(2%)
You feel that AiMHi supports a positive teamwork environment.	17% *(16%) **(17%)	54% *(62%) **(72%)	19% *(12%) **(8%)	5% *(5%) **(2%)	5% *(5%) **(1%)
You are provided with adequate opportunities for training and/or education related to your employment.	25% *(19%)	58% *(69%)	7% *(8%)	5% *(2%)	5% *(2%)
The organization provides promotion opportunities for employees.	11% *(15%)	64% *(59%)	13% *(14%)	6% *(5%)	6% *(7%)

\*Statistic from 2017 in the same category (for comparison)

\*\*Statistic from 2016 in the same category (for comparison)

### **In what areas does AiMHi excel?**

Some quotes from the survey:

“Our ability to constantly re-examine ourselves, to grow and to change as needed.”

“AiMHi excels at planning awesome activities and events for our clients and family members to enjoy. AiMHi is always open to new ideas from employees, friends and/or people in our community.”

“The caring nature of the employees has never disappeared and the ability to keep employees happy day after day to enjoy their job is a community effort not only by the employers of AiMHi but by the individuals sharing their lives with the employees.”

### **Effectiveness**

To measure the effectiveness of information and training provided to employees the following question is posed.

**How helpful is the training information that is available to you (through ShareVision, the website, manuals, etc.)**

*The majority of respondents found the training/information provided to be helpful however, there are numerous criticisms that refer to speed of technology, retention of material and inability to determine what questions an employee got wrong.*

Some quotes from the survey:

- “The training online is great but if you don’t have a computer at home it is hard to get the courses completed on an 8 hour shift and do your job properly.”
- “Helpful though would appreciate to know which question I got wrong in the tests so I can learn and improve the next time I do the test. I can’t learn if I don’t know what I did wrong. Please work on fixing that.”
- “I believe it’s very valuable however it’s nice to do the training in a group at times.”

### **Efficiency**

To measure the efficiency of the Association, we asked the question “Are you aware of AiMHi’s policies (including SD-6) relating to appropriate response times?” A total of 88% of respondents answered positively. This is an increase of 4% from 2017 and 8% from 2016.

### **Access to services**

Employees do not require access to services but they have a number of employer benefits they are able to access.

Counselling      All employees have access to a third-party counseling service that is included with their benefits package. Information regarding these services was distributed with the benefits package.



Managers 24/7	Managers are available at all times to assist employees with any questions or concerns they may have. Managers work weekends according to a rotation schedule.
Suggestions	All employees have individual email addresses that they can use for correspondence with the Management Team or other respective parties.
Training	In addition to Pre-Employment Orientation, CPI and various refresher courses and Medication training on ShareVision there have been a few additional training opportunities for employees this year. Many employees are approved each year for training that is held external to the Association by organizations such as the College of New Caledonia, ACT (Autism Community Training) BC, Geneva Institute, the BC Non-Profit Housing Association and Community Living British Columbia.
Access to Benefits	Regular employees with a schedule of 20 hours or more per week are eligible for benefits. The Payroll and Benefits Assistant and Manager are available to employees to make it easier for employees to get information about their benefits and work out any issues that may arise.
Access to Positions	Postings are also available on AiMHi's website allowing easy access for employees and for external applicants. Additionally, all internal postings are posted via email to each department, along with a hard copy being posted at the Reception desk at our Main Office.

### **Exit Reports**

In 2018, 97 peoples' employment with AiMHi ended. Of these, 92 people resigned and 5 people were terminated. Of the total number of employees who left, 66 were relief employees, 18 were regular full-time employees, 11 were regular part-time employees and 2 were management employees.

Reasons are as follows:

20 – Abandonment	23 – Other Job
6 – Personal	1 – Travel
4 – Retirement	11 – School
4 – Family	1 – Unsuitable - Self
10 – Health	1 – Unsuitable - Pre-Employment
3 – Just Cause	2 – Unsuitable - Probation
9 – Moved	2 – Hours of Work

## Employment Services (Infinite Employment Solutions)

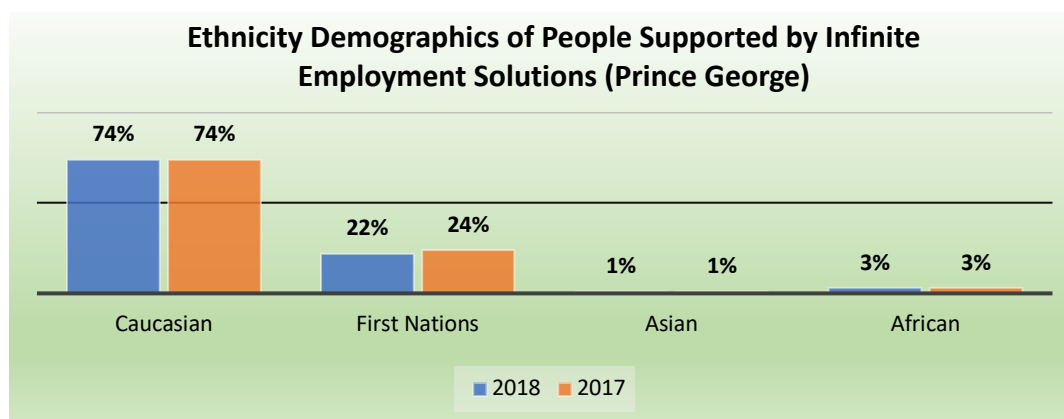
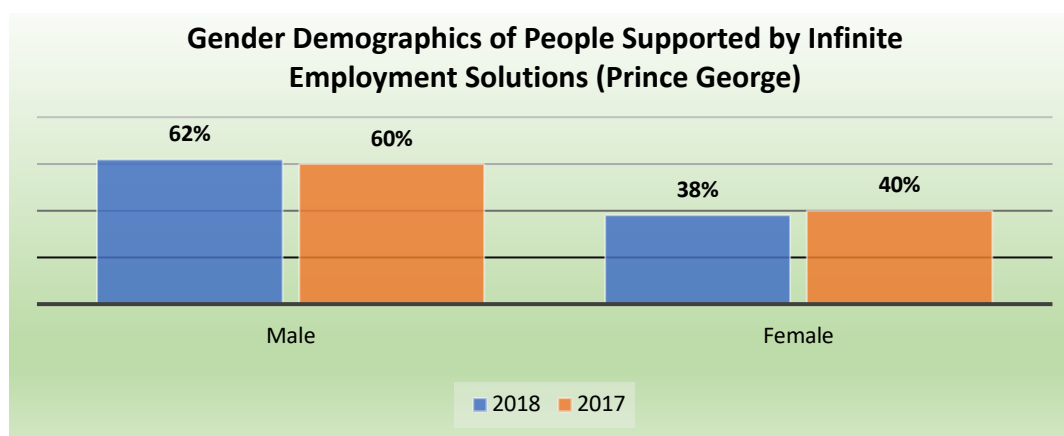
### Introduction

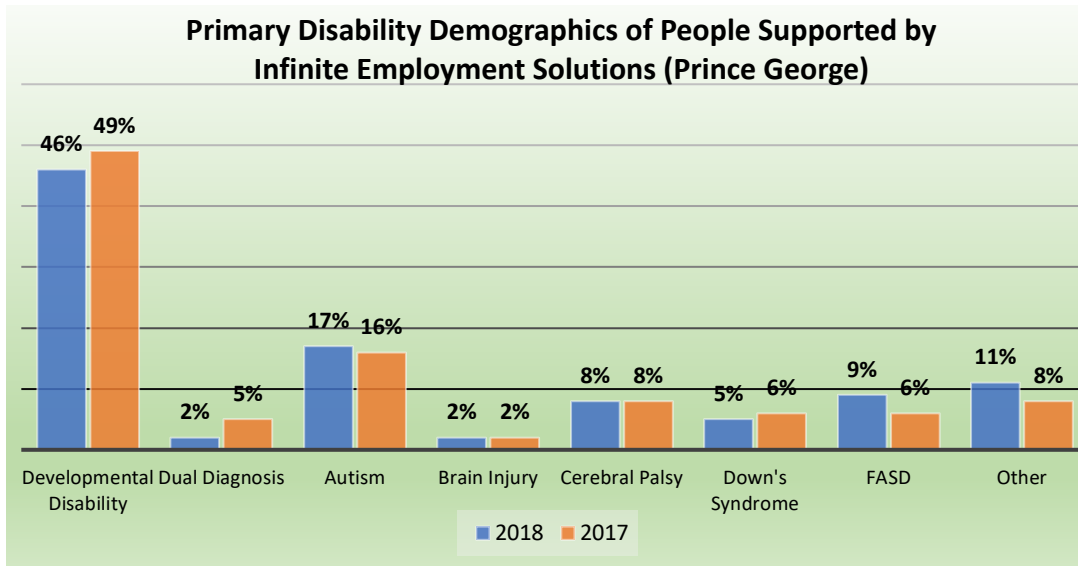
**Funder:** Community Living BC

**Description:** Infinite Employment Solutions (IES) Prince George and Infinite Employment Solutions (IES) Mackenzie.

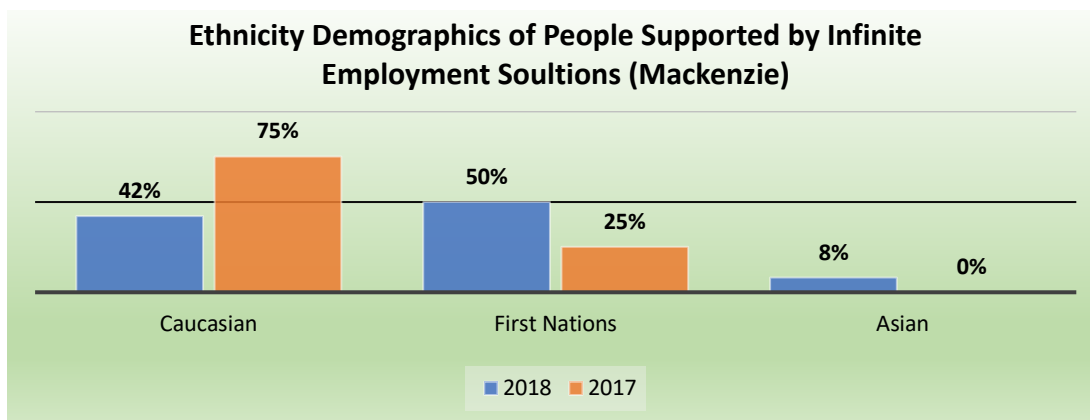
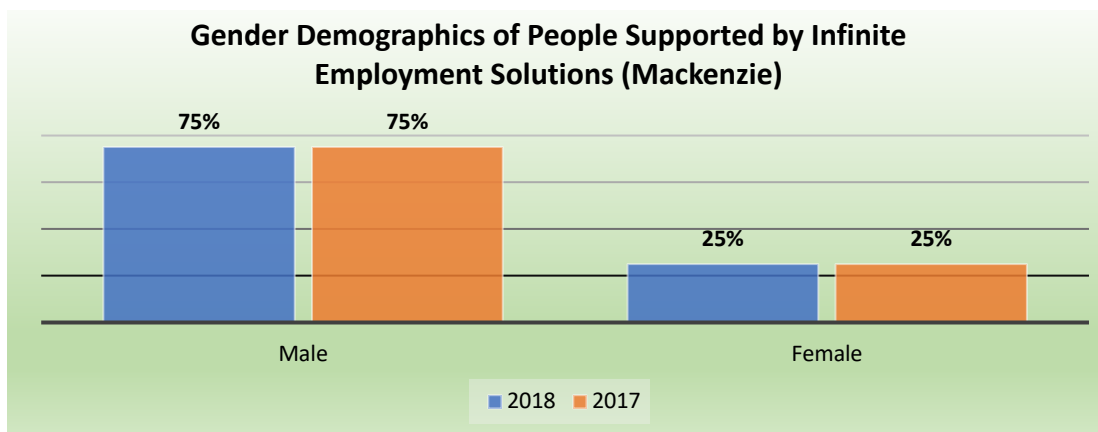
**Mandate:** “Infinite Employment Solutions believes that all people have the right to contribute to their community by having meaningful and gainful employment.” Infinite Employment Solutions provides assistance to those that have identified employment as one of their personal goals. Using a holistic approach the IES team works directly with people to create extensive career plans by way of career interest assessments, skill training, job development and job coaching in order to achieve labor market attachment.

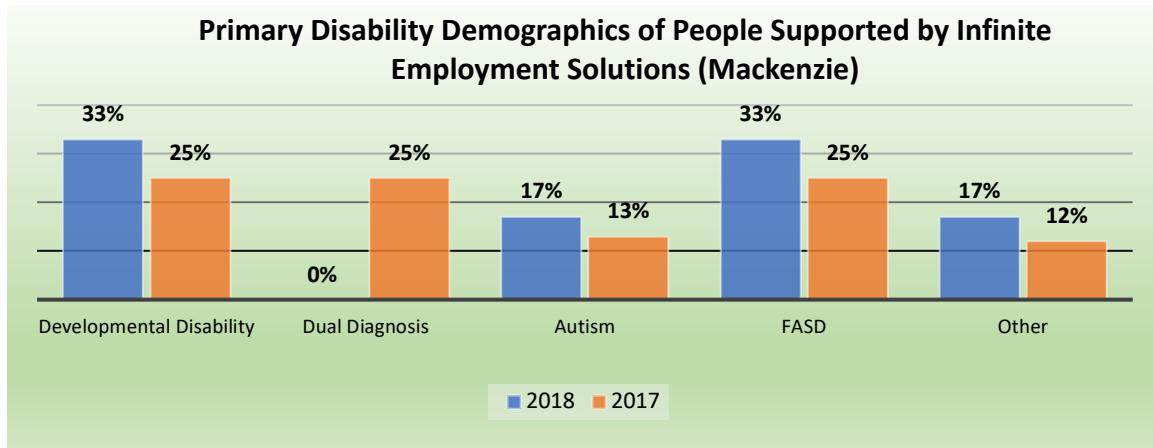
Infinite Employment Solutions Prince George currently employs six full time employees and three part-time employees out of the Kerry Street Main Office. Infinite Employment Solutions Mackenzie has two full time and two part time employees located within the College of New Caledonia/Evergreen Mall building.





*Note: Demographics are gathered from active participants as of December 31, 2018*





*Note: Demographics are gathered from active participants as of December 31, 2018*

### Programs that IES provides are listed below

- Individualized Career Planning:** Job Developers work with people on a one to one basis throughout the entire career planning process. This process could involve work interest assessments using COPS career assessment tools along with utilizing the online “ALIS” career planning sessions that result in determining individuals’ work values and workplace preferences. For some people, a more in-depth approach is required therefore using an employment Discovery model (Discovering Personal Genius – DPG) sanctioned by Cary Griffin and David Hammis utilizing the job seeker’s talents, interests and capacities which drive this process rather than the labour force. Within the seven stage process, we examine the ideal conditions for employment, vocational themes rather than job descriptions, Home and Neighborhood observation, interviewing family members, friends and people within the circle of support, ensuring we understand skills and ecological fit, create a descriptive narrative to produce the career development plan.
- Value Village/Common Goods:** The Common Goods program is based on a training model. Participants gain employment skills for a maximum of two years. In that time they are expected to secure community employment. 13 people are working in this paid training initiative. These individuals learn and develop skills to work as callers, telemarketers and truck swampers. There were 4 individuals trained and working as callers, 8 (1 on call) individuals trained and working as truck swampers in 2018. Each participant generally works 3 to 4 hour shifts and up to 3 days a week. Feedback is provided and mutual strategic planning/goal setting are reviewed on a quarterly basis.
- A&H Mobile Crew:** 20 people participate in this program and receive a training allowance. The program provides snow removal, lawn cutting, auto cleaning, steam cleaning, janitorial, and internal moving services to AiMHi and community customers. Employment readiness skills such as communication/social skills, initiative, production speed and quality of work completed are evaluated. Employment training such as work safety and WHMIS are reinforced through hands on work. Feedback is provided and mutual strategic planning/goal setting are reviewed on a monthly basis.

- **A&H Information Management:** A&H Information Management is a personal document destruction training program that collects documents from various community businesses/customers throughout the Prince George community. 21 workers regularly take part in this paid training program on a weekly basis. Participants are required to complete safety training, wear a uniform and come prepared for work. Ongoing assessments with support/job coaching are provided to promote independence. Each person is provided feedback on quarterly production targets, mutual goal setting and strategies for improvement are developed to assist learning.
- **Community Job Development Services:** Employment Training Specialists work one to one with people who wish to seek employment within the community. Resume and cover letter preparation services, interview skills and direct marketing to potential employers start this process. Once employment is secured, job coaching services are available along with assistance in understanding the workplace culture and expectations.

## **Recommendations**

### **Recommendations and Follow-Up from 2018**

1. ***Infinite Employment Solutions will pursue professional development in Marketing, Customized Employment Development and Career Assessments as well as having employees attend conferences as part of professional development.***

Infinite Employment Solutions experienced a turnover in employees in 2017 and early 2017 which meant that the department had employees with new skills sets but also needed to develop specialized skill sets for IES. In 2018 the general recommendation for professional development of IES employees was not fully achieved due to several factors however there were some positive training opportunities that were achieved in 2018. The turnovers in IES employees continued from 2017 and into 2018 which has resulted in additional training required for new employees coming on board which made it difficult to improve professional development as rudimentary skills were needed before additional professional development could be provided. The IES Manager and two employees attended the ASPECT 2018 Conference which was a valuable professional development opportunity for employment counselor work for Community Living and Work BC venues. The IES Manager facilitated several training sessions on topics such as Job Development and Motivational Interviewing. A training session was also organized in partnership with the Pacific Family Autism Network Spoke in Prince George where IES employees received training on Neurodiversity and Applied Behavioral Analysis (ABA).

2. ***Infinite Employment Solutions will strive to generate positive employment outcomes with individuals who live with significant barriers to employment such as those who live with multiple impairments. Individuals who live with mobility, communication as well as physical impairments may often require longer periods to gain employment.***

In 2018 IES expanded the application of Developing Personal Genius DOP, through Job Carving and Self Employment initiatives for this aforementioned demographic. The

goal of expanding job carving by way of employing the Development of Personal Genius did not occur to the level hoped for in 2018. The main reason for this is that there were great successes in labour market attachments in 2018 with 50 people attaching to the labour market in Prince George in Community Living services, 5 from Community Living services in Mackenzie and a further 18 from Work BC disability services in Mackenzie.

**3. *Infinite Employment Solutions will distribute the brochure to create partnerships with various sporting and/or service groups.***

Infinite Employment Solutions utilized the developed brochure by way of distributing this via PG Express which resulted in new advertising opportunities.

**4. *Infinite Employment Solutions Common Goods Program will participate in 10 Donation Drive Fundraiser (Fun Drive) events.***

In 2018 the Common Goods Program held donation and promotional events by way of two information booths at Value Village and one information booth at Pine Centre Mall, attended two Junk in the Truck events, one 'I Gave a Shirt' event for Value Village in Vanderhoof and there have been numerous Community group pickups for Rotary Club, Blackburn Community Centre, Pine View Hall, Church of Christ Our Saviour and Hart Senior Centre. Furthermore, IES goes up to Mackenzie every 6 weeks and provides community pickups as well as picking up items for Hospice twice per week.

**5. *Infinite Employment Solutions will participate in the provincial MentorAbility Project 2018 with IES securing 15 successful Protégé /Mentor matches during October's Community Living month.***

Infinite Employment Solutions achieved 12 MentorAbility placements between Prince George and Mackenzie.

**6. *Infinite Employment Solutions will host a Training Session during October's Community Living Month with Community Living British Columbia.***

This did not occur as CLBC hosted a training session in Smithers, BC. IES was unable to attend this session due to a scheduling issue.

**7. *Infinite Employment Solutions will continue to educate and raise awareness for inclusive employment hiring practices within the Prince George and Mackenzie communities through various educational seminars and public speaking events.***

The IES manager and employees attended and spoke at Chamber of Commerce and Work BC events in Prince George and Mackenzie.

**8. *Infinite Employment Solutions will strive to provide trainees more opportunity to expand their skills sets.***

During the 2018 landscaping season IES accessed a lawn tractor to support ongoing work at larger worksite. IES employees was able to train several trainees on how to safely and effectively operate the lawn tractor. Unfortunately due to employees

turnover and hiring new employees that required training with all respects of their job description there was little to no growth in learning new skills on the Mobile Crew.

### **Recommendations for 2019**

1. Infinite Employment Solutions will participate in the provincial MentorAbility Project 2019 with IES securing 15 successful Protégé/Mentor matches during October's Community Living month. In addition IES will develop a printed MentorAbility Leaflet/Magazine in house to be used to promote MentorAbility experience for Protégés and valued Mentors.
2. Infinite Employment Solutions to consider hosting a Training Session during October 2019 Community Living Month with CLBC.
3. Infinite Employment Solutions will continue to educate and raise awareness for inclusive employment hiring practices within the Prince George and Mackenzie communities through various educational seminars and public speaking events.
4. Infinite Employment Solutions will strive to provide trainees more opportunity to expand their skills sets. IES will continue expanding opportunities for IES employees to train Mobile Crew Trainees on how to safely operate other power tools and small equipment as trainees have identified they would like to gain experience with these tools.
5. Infinite Employment Solutions will work on partnerships with various sporting and/or service groups and our Common Goods Program will utilize the brochure that has been developed that will enable 10 Donation Drive Fundraiser (Fun Drive) events. In addition, changes in CGP fundraising initiative will need to be addressed with the removal of outside collection bins in the community.
6. Infinite Employment Solutions will work to find ways to harvest employment statistics from the Periodic Report that could then be used in marketing the IES program successes. For example, how long are people in IES before they secure employment and how long at each stage; intake, Career Decision Making, Discovery and Job Development.
7. Infinite Employment Solution will strive to refurbish of all IES training programs to meet the Employment Standards of BC. This will include implementing structure in the training programs for learning outcomes, timeline for participation and engagement of the trainees in their career planning job development.
8. Infinite Employment Solutions will strive to have 50 employment outcomes in 2019. This will consist of various labour market attachments achieved through Customized and Supported Employment along with robust employment maintenance activities.

### **CARF Standards**

IES surveys were prepared for 78 people. 1 person was unable to complete the survey due to being non-verbal, 1 person declined to answer the survey, 5 people exited services and 2 people were unable to be contacted to complete the survey and 1 person passed away. The following results are based on those 68 surveys that were completed.

<b>Satisfaction</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Unsure</b>	<b>No Answer</b>
IES helped me discover my career choices.	90%	0%	9%	1%

IES helps me gain skills to get paying jobs, work experiences or volunteer opportunities.	78%	5%	12%	5%
I am happy with the services I get from IES.	93%	1%	5%	1%

#### Effectiveness

I feel that IES keeps my information private.	91%	0%	5%	4%
I make my own choices and decisions in IES.	93%	0%	4%	3%

#### Efficiency

- **Common Goods** – IES had 13 people trained in this paid initiative as callers, telemarketers and truck swampers. There were 4 callers and 8 truck swampers in 2018.
- **Mobile Crew** – This crew maintains the AiMHi owned homes under the mow to snow contract along with several community customers.
- **IES Mackenzie** – IES Mackenzie now has 1 full time employee (over 20 hours per week), 3 part time employees and 1 relief employee.

#### Access to Service

Community Living BC holds the referral list for all people interested in services. The person must qualify for Community Living BC services. The referral may be incorporated into the global contract or they will initiate a funding guide template (FGT); then pass along the referral to the Infinite Employment Solutions Manager. If the IES team member is unable to connect with the person referred, the IES Manager will contact Community Living BC to provide additional contact information and seek further instructions.

### Exit Report

34 people exited out of Infinite Employment Solutions in 2018. The reasons were as follows:

- 6 – Employment stable within community
- 6 – Unable to contact
- 4 – Moved
- 13 – No longer seeking employment in the community
- 3 – Health
- 1 – Incarcerated
- 1 – Passed away



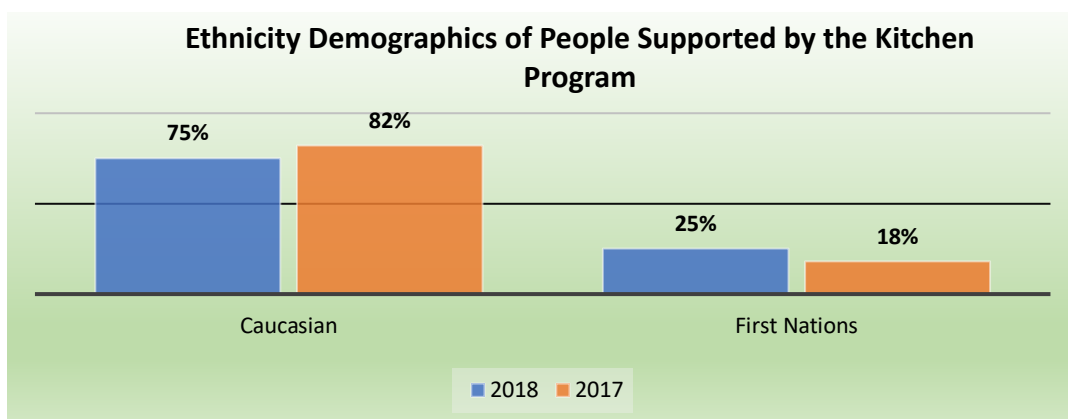
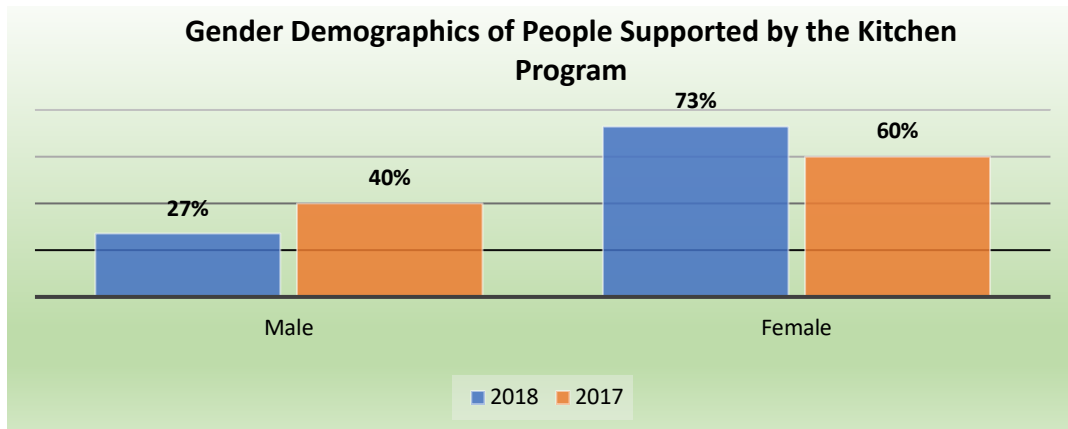
# The Kitchen Program

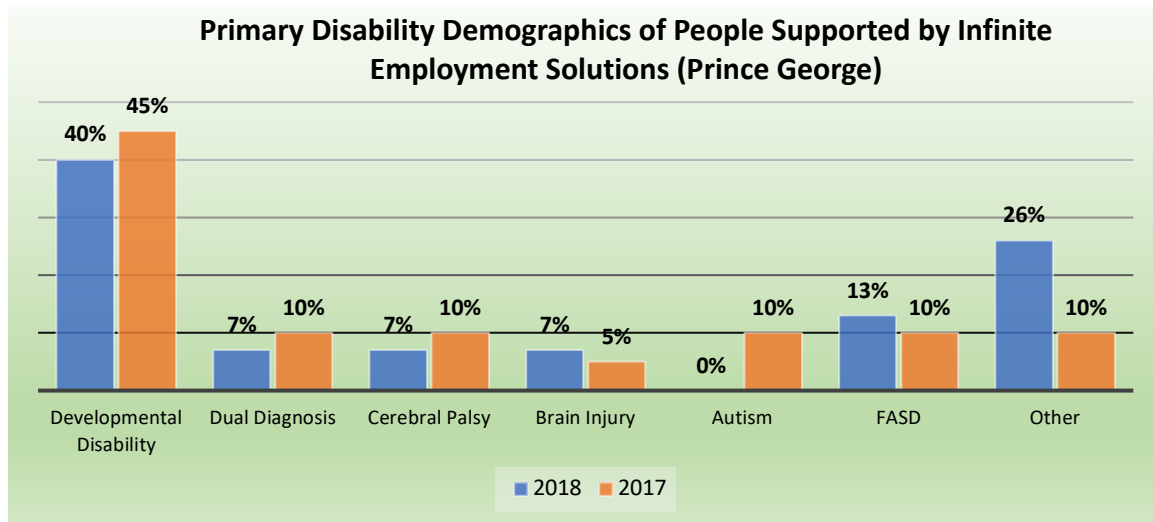
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## Introduction

**Funder:** Community Living BC

**Description:** The Kitchen Program is designed to teach people with developmental disabilities skills to enhance their food skills and kitchen safety, build confidence, and develop self-esteem and work towards employment. The Kitchen Program has 1 employee and interested people start with the Kitchen Skills Program. This 12 week program gives people basic training on food safety, kitchen safety and a taste of what employment is like in this field. The 12 week Kitchen Skills program offers a 4 part/12 week rotation that prepares people on kitchen safety and food skills with paid employment training. This program teaches skills in food preparation, as a food server, front counter attendant and a sanitation/dishwasher attendant. This program will prepare people for employment opportunities in the community.





*Note: Demographics are gathered from active participants as of December 31, 2018*

## **Recommendations**

### **Recommendations and Follow-Up from 2017**

- 1. The Kitchen Program will discover various kitchen strategy methods in the community and bring this knowledge into the Kitchen Program.***

The Kitchen Program brought in a debit machine that not only provided convenience which the customers appreciated but also gave the Kitchen the opportunity to implement new training into our Kitchen training program. This training provides valuable experience for those entering the work place where debit is utilized.

- 2. The Kitchen Program will purchase new kitchen equipment.***

The Kitchen Program did not purchase any major kitchen equipment this year however several smaller purchases were made such as a new food processor, grills and coffee container. The training that is provided on this new equipment will help our trainees keep up with the changes that they may find in the work place.

- 3. The Kitchen Program will create partnerships with local restaurants to facilitate a bridge to future employment.***

The Kitchen Program was asked again this year to operate a food booth at the BCNE. This year the Kitchen Program had 8 trainees participate in this wonderful opportunity. The beauty of working in this environment is that it provides a real life experience of working and serving the public at large outside of the Kerry Street Kitchen location. The participants are able to demonstrate the skills they have developed in the kitchen program and implement this knowledge in a different setting. This also provided the participants with an opportunity to better determine if they would like to pursue employment in the service industry. This year the Kitchen Program had 3 individuals successfully obtain employment with local business such as Starbucks and 7-11.

## Recommendations for 2019

1. The Kitchen Program will work to connect with local business and set up times that visits can be arranged to allow individuals to witness a kitchen program in action.
2. The Kitchen Program will purchase new equipment to better train those that go through the kitchen program and better prepare them for employment.
3. The Kitchen Program will increase the amount of kitchen program opportunities so that Kerry Kitchen can continue to provide training opportunities and also have enough trainees to operate the kitchen appropriately.

## CARF Standards

The Satisfaction Survey was distributed to 15 Kitchen Program trainees. Of the 15 surveys sent out, one was unable to be completed as the person exited the kitchen program before completion. The data presented is based on the 14 completed surveys.

Satisfaction	Happy	Unhappy	Not Sure	No Answer
I am happy with the services I get from the AiMHi Kitchen Program.	79%	0%	7%	14%
I know my rights.	86%	7%	0%	7%
I felt supported learning all the different jobs in the kitchen.	93%	0%	7%	0%

Effectiveness				
I feel that AiMHi keeps my information private.	93%	0%	7%	0%
I get help to make my own choices and decisions.	93%	0%	7%	0%
The AiMHi Kitchen Program helped me learn new skills in all areas in the kitchen for both personal and job opportunity.	93%	0%	7%	0%

### Efficiency

The efficiency of the Kitchen Program is measured by participation, success, and incompleteness rates. The Kitchen Program started the year with 15 people. During 2018, 5 new people started the Kitchen Program and 5 people completed the program. There were 15 people in the Kitchen Program as of December 2018.

### Access to Service

The Kitchen Program received 10 referrals in 2018. Each referral wait time is dependent on the start dates of each 12 week rotation. In 2018, the average wait to start was 6 weeks. People who are interested in the Kitchen Skills Program will identify their desire by contacting Community Living BC and request a referral to the kitchen.

## Exit Reports

In 2018, 5 people exited out of the Kitchen Program. 2 people had conflicts with other employment options, 2 people no longer wanted services and 1 person found employment.

## Intensive Family-Based Services (Family Support)

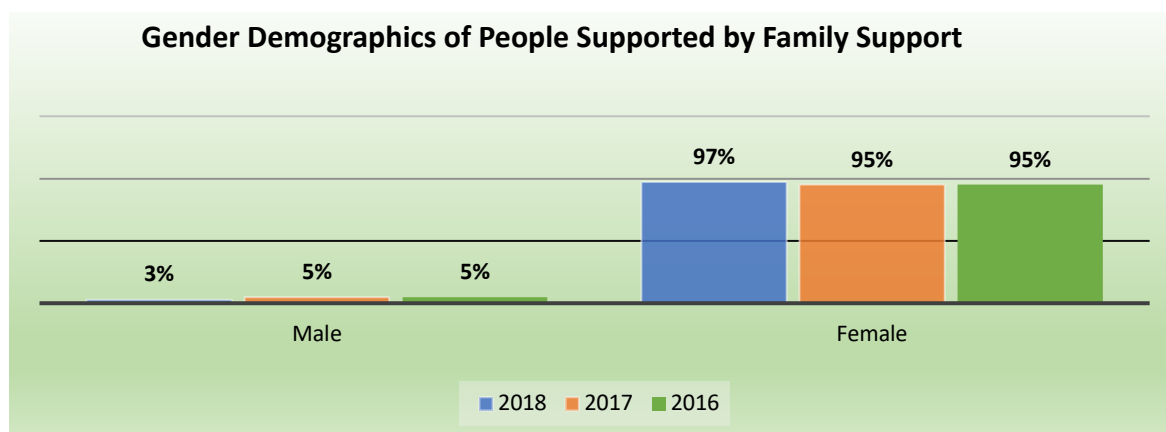
### Introduction

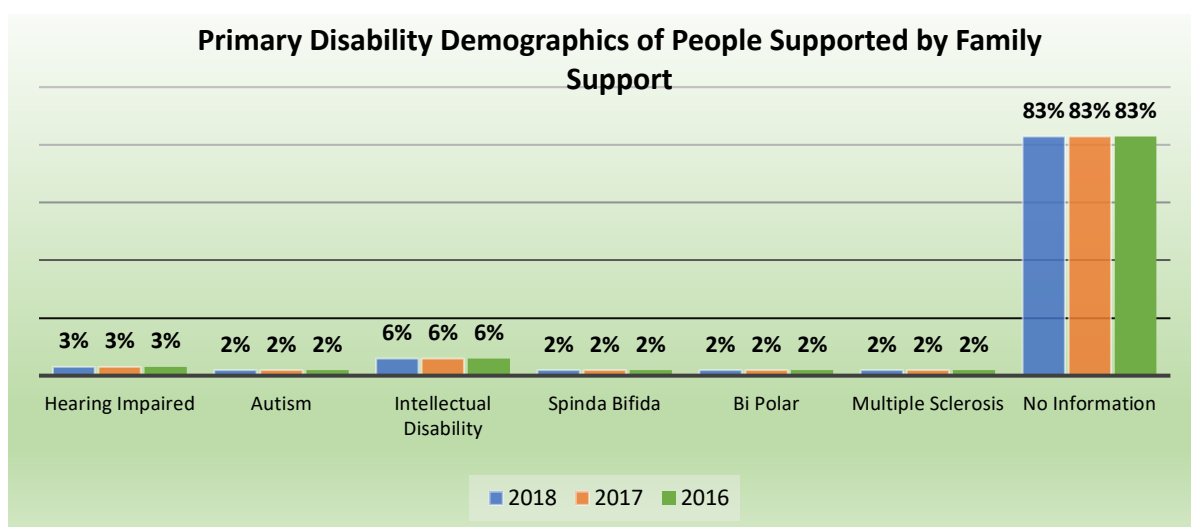
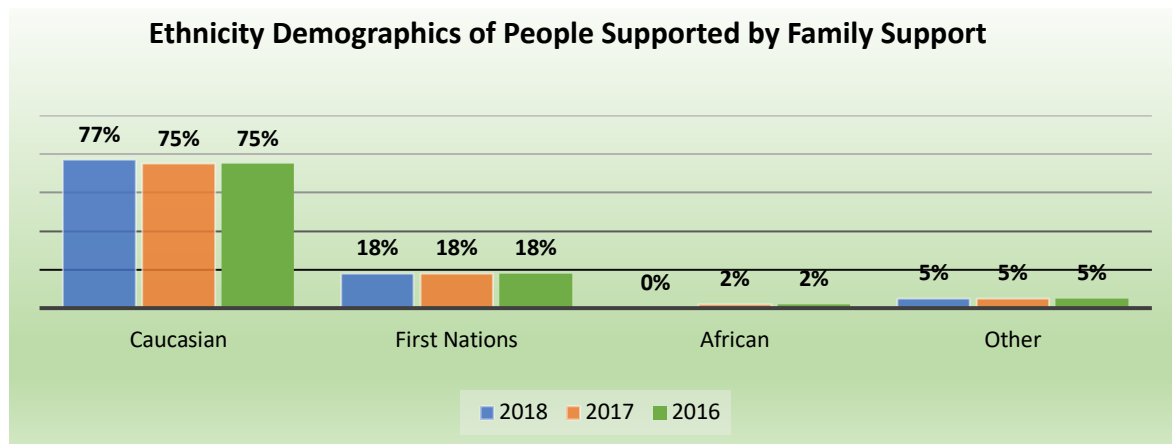
**Funder:** Ministry of Children and Family Development/Children and Youth with Special Needs

**Description:** The Family Support Program is available to all families who have children under the age of 19 that are diagnosed with a developmental disability. The family is referred by the Children and Youth with Special Needs (CYSN) which is funded by the Ministry of Children and Family Development (MCFD). Family Support is a community and home based service in which the parents are the chief decision makers.

**Our mandate** is to facilitate a family centered support system based upon the strengths and needs of the families. We assist families with:

- Developing and maintaining a sense of responsibility, motivation, commitment and independence.
- Coordinating health, educational and social services within the community through accessing community programs and resources, i.e.: leisure, education, parenting, etc.
- Obtaining referrals for families to other agencies, programs and specialists.
- Enhancing communication skills.
- Promoting healthy lifestyles.
- Prenatal and postnatal care.
- Development of support networks.
- Facilitating transitions and establishing routines.
- Gathering and interpreting resource information.
- Crisis intervention as required.
- Helping parents learn how to manage their child's behaviour.
- Learning to advocate for their families.
- Funding for their child's assistive needs.
- Self-care strategies.





*Note: Demographics are gathered from active participants as of December 31, 2018.*

*Please note that in Family Support it is most often that the parent/guardian of a person with disabilities is receiving support from Family Support. This is the reason for Primary Disability of People Supported primarily being reporting as 'No Information'.*

## Recommendations

### Recommendations and Follow-Up from 2018

- In regards to group support, Family Support will provide parent education/ information on child/family management techniques, problem solving strategies, and provide opportunities for peer to peer support through personal support networking.***

Family Support met this goal as we hosted two groups for families to come share their feedback and brainstorm future groups along with a group session for RDSP plans with a representative from Disability Alliance BC attending. Family Support partnered with the Pacific Autism Network to work alongside them for a girls group for females with Autism and neuro/developmental differences. This group is attended once per month with a family Support worker attending to act as one of the facilitators.

**2. Family Support will gradually transition families from individual interventions to group services to encourage and promote continued learning and connectivity and decrease isolation through formal and informal community support.**

Family Support did not meet this goal completely this past year, however, Family Support have started having the conversations with families and inviting them to attend group sessions whenever possible. Connecting families with the Pacific Autism Network was successful for some and Family Support will continue to support this connection moving forward.

**Recommendations for 2019**

1. Family Support will continue to gradually transition families from individual to group sessions to encourage and promote continued learning/connectivity and decrease isolation through formal and informal community supports.
2. Family Support will connect families to existing community resources whenever possible to strengthen their capacity to manage their circumstances. Provide opportunities for families to explore and access recreational opportunities, maintain independence and maximize quality of life through community integration.

**CARF Standards**

The Satisfaction Survey was prepared for 33 families. Of the 33 families surveyed, 1 family had exited and was unable to complete the survey, 5 families did not return any calls or texts to complete the survey, 1 family was away on vacation and was unable to complete the survey and 1 family chose not to complete the survey. The following is based on the 25 families who completed the survey.

	Yes	No	No Answer
<b>Satisfaction</b>			
Has your involvement with Family Support been helpful?	96%	0%	4%
Are you satisfied with the support you receive?	92%	4%	4%

<b>Effectiveness</b>			
Family Support has provided me with:			
• Increased knowledge of community resources, services and funding.	84%		16%
• Crisis intervention when needed.	48%		52%
• Problem solving support.	76%		24%
• Emotional support when needed.	84%		16%
• Advocacy when requested.	72%		28%
• Personal support.	76%		24%
• Increased confidence in caring for my child.	68%		32%
• Support with appointments or meetings.	72%		28%
• Other*	28%		72%

\* (Support for healthy living, taking care of myself, budgeting money, applying for guardianship, landlord issues, residential tenancy application, assistance completing paperwork and preparing for meetings).

### **Efficiency**

There were approximately 40 families served at any one time during the year. These families are supported by 1 full-time Family Support Worker and by 1 part-time Family Support Worker. Families are allowed the flexibility to keep their caseloads open when they do not need support and ask for more support when they need it most. Families are encouraged to have contact with a Support Worker every few months to update their files and discuss future support needs.

### **Access to Service**

The average time from receipt of referral to contact with the family is two weeks. There is no waitlist at either Ministry of Children and Family Development/Children and Youth with Special Needs or at AiMHi and services for Family Support can be started as soon as the referral is received.

### **Exit Reports**

There were 28 families exited from this program in 2018. The reasons were as follows:

- 3 - Families moved out of service area
- 3 - Child reached the age of 19
- 12 - Families completed short term goals and support
- 10 - No longer required services

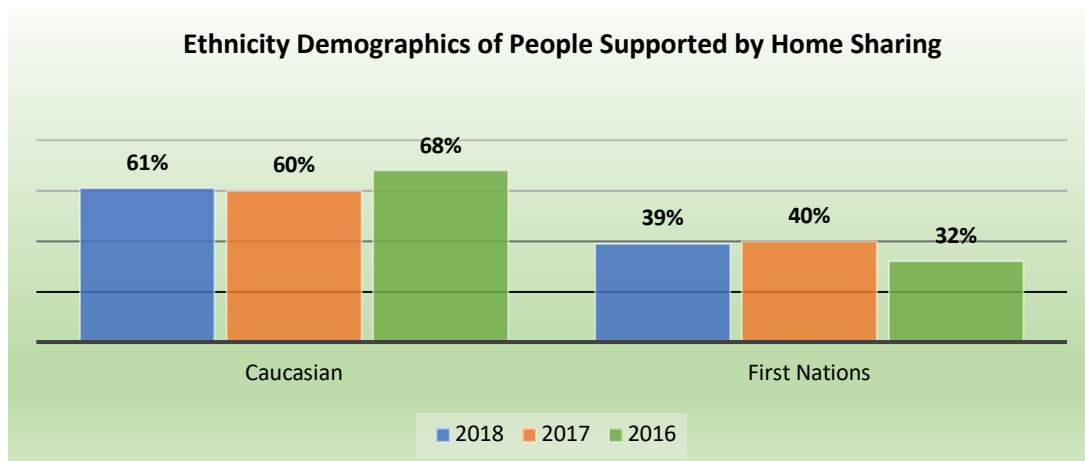
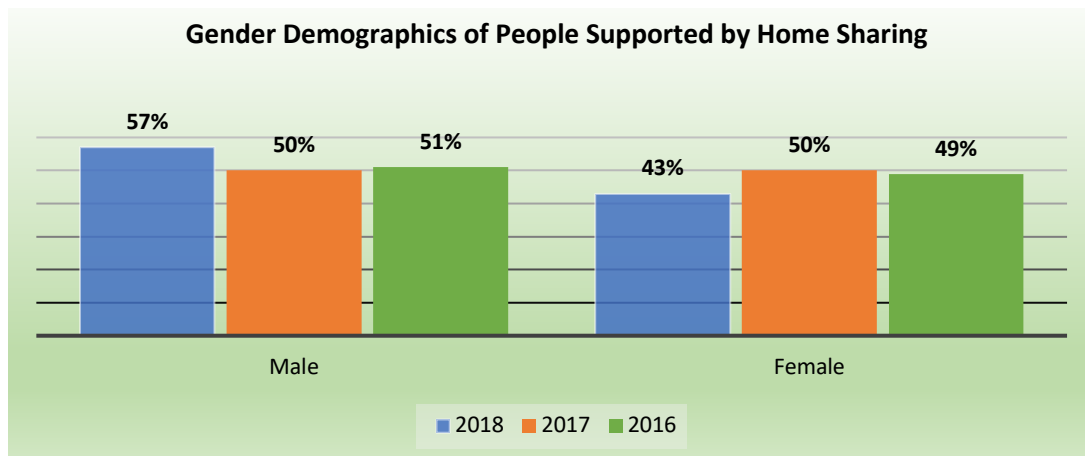
# Home Sharing

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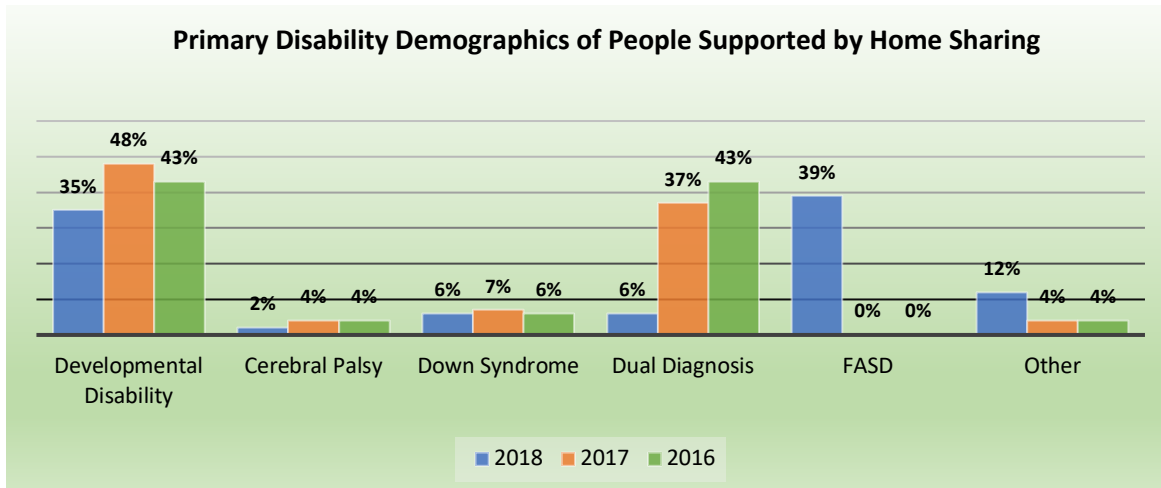
## Introduction

**Funder:** Community Living BC

**Description:** Managers are the sole employees of this program. The Home Share Providers are independent contractors and are not employees of AiMHi. In most cases, Home Sharing services are provided in the independent contractors' home. The mandate of the program is to find home sharing matches for people who want this type of living option. Home Sharing is very person centered and the level of support is directed by the person receiving the services and their needs and desires. The Home Sharing Program provides services to adults age 19 and over. We have a varied age range and ethnicity and support people with developmental disabilities and/or a dual diagnosis of a developmental disability and mental illness.







*Note: Demographics are gathered from active participants as of December 31, 2018.*

## **Recommendations**

### **Recommendations and Follow-Up from 2018**

- 1. *The Home Sharing Managers will continue to work to increase the number of people who are provided Home Sharing Services (where referrals have been received).***

Home Sharing added 8 new contracts in 2018.

- 2. *Feedback will continue to be sought from Home Share Providers on their Home Sharing Manager as part of their performance evaluation.***

Home Sharing created a feedback form in 2018 to send to our Home Share Providers to gather information for our performance evaluations. Although not everyone responded those that did were included in our performance evaluations.

- 3. *Home Share Managers will continue to keep themselves updated on best practices for Home Sharing and where applicable, share this information with the Home Share Providers.***

Home Sharing received and distributed a new respite template. Home Sharing made changes to our contracts, handbook and resource book to address concerns around Home Share Providers needing to take time away due to disability. Home Sharing also provided direction around the use of Cannabis as it became legal in October 2018.

- 4. *Home Sharing Managers will continue to send out a monthly newsletter to help keep Home Share Providers informed of best practices and their contractual obligations.***

Home Sharing sent out a regular monthly newsletter to all the Home Share Providers throughout 2018. Some topics of education included; Relationship safeguards, medication administration, head injuries protocol, emergency preparedness and required documentation.

**5. The Home Sharing Managers will review recruitment methods and placement planning to address the growing need of the department within Prince George and surrounding areas.**

Home Sharing did a significant amount of advertising on-line and in print media in both Prince George and Quesnel. Word of mouth continues to be our best source of finding new Home Share Contractors. Home Sharing attended Job Fairs in both Prince George and Quesnel in 2018.

**Recommendations for 2019**

1. Home Sharing will continue to work to increase the number of people who are provided Home Sharing Services (where referrals have been received).
2. Home Sharing will work to increase communication with the Weekend Coverage Managers to handle an emergency with a Home Share Provider.
3. Home Sharing will continue to keep themselves updated on best practices for Home Sharing and where applicable, share this information with the Home Share Providers.
4. Home Sharing will increase communication within the AiMHi outreach programs to ensure that we are working effectively together and keeping the providers informed about important things happening with the people supported.

**CARF Standards**

There were 55 surveys prepared and handed out to people living in Home Sharing in 2018. 2 people were nonverbal and unable to complete the survey. The following responses are from the 18 people supported who completed the survey.

Satisfaction	Happy	Unhappy	Not sure	Chose not to participate
I know my rights.	100%	0%	0%	0%
I am happy with the services I get from AiMHi.	100%	0%	0%	0%
Effectiveness				
I feel that AiMHi keeps my information private.	100%	0%	0%	0%
I get help to make my own decisions.	100%	0%	0%	0%
Efficiency				
<ul style="list-style-type: none"><li>• In 2018, there were 8 new Home Sharing Contracts.</li><li>• In 2018, there were 8 changes in Home Share Providers within the program.</li></ul>				

**Access to Service**

AiMHi does not maintain an identified waitlist for Home Sharing. As people are referred they are checked against the current approved providers to see if there is a possible match. If there is not, then we continue to recruit for that person. The time it takes to be placed depends on the person's needs and desires. Connecting a person with the right person /

family could happen right away or it could take more time depending on the person's needs and who is available.

### **Exit Reports**

10 people exited Home Sharing during 2018. The reasons were as follows:

- 2 – Moved in with family as per the person's choice
- 4 – Moved in with friends as per the person's choice
- 2 – Moved to a Staffed Residential Group Home
- 2 – Incarceration

# Adult Life Skills

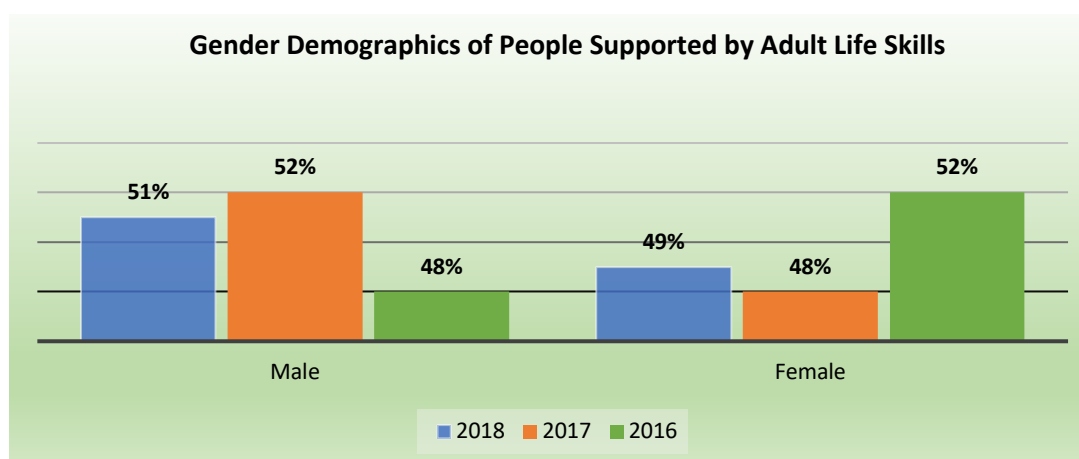
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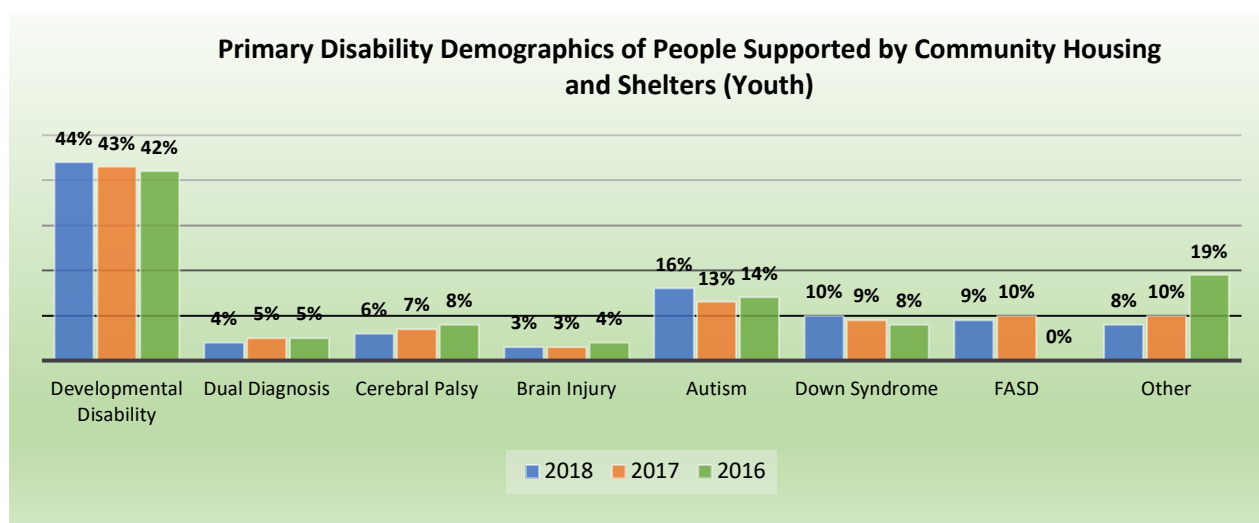
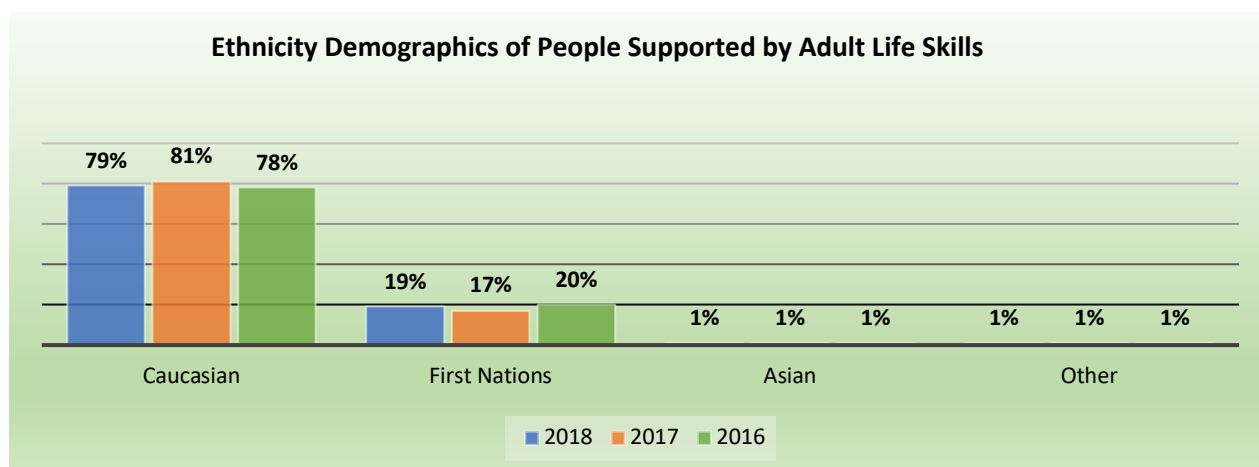
## Introduction

**Funder:** Community Living BC

**Description:** The Adult Life Skills Program offers training and support to adults, 19 years and older, who have developmental disabilities. Our mission is to help people live as full citizens in their community. A team of 29 employees (shared with Children's Life Skills) provide services that are uniquely tailored to each person's goals and needs, offering flexible schedules with varying times and days based on personal choice. Training is provided in the following areas (but not limited to these): Household Management, Financial Management, Nutritional Health and Meal Preparation, Relationship Building and Personal Development, Transportation Training, Personal Wellness, Access to Community Resources, Crisis Supports and Management, Leisure and Recreational Skills and Education Exploration.

We are a strength-based, person-centered program that focuses on the positive qualities and accomplishments of each person. We develop goals, training, and support based on strength and needs assessment of skill level, and work with the person receiving services (and their support network) to develop short-term goals. 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. Each goal is monitored and reviewed throughout the service delivery period to ensure that information is current and up to date; changes in objectives or strategies are monitored on a regular basis.





*Note: Demographics are gathered from active participants as of December 31, 2018.*

## **Recommendations**

### **Recommendations and Follow-Up from 2018**

- As the ANSO component trial ended in December 2017, Adult Life Skills, as a community inclusion department, will start to evolve and become more flexible in programming, focus on transitions and provide wrap around services for people.***

ANSO, now known as LIFE-based services, is CLBC's newest catalogue of service slated to be offered January 2020. The goal of LIFE-based services is to provide a full scope of services to people supported that include support for employment, life-long learning, community connections, and relationship building. During the trial components people supported discussed being interested in employment, but not just employment. They did not want to choose between community-based services and employment. AiMHi recognizes the importance of having a full life which includes the components of learning, community connections, relationship building, and employment. We selected a few people and their families to provide feedback on

current programming. We learned that families and caregivers wanted “more” for people, while the people supported want to try a few new activities. In 2019, the life skills department will be trialing over 30 groups, some favorites and some new groups to include all the components of CLBC’s LIFE-based services.

***2. Adult Life Skills will review program service delivery working towards incorporating more activities and partnerships in the community.***

The Adult Life Skills Department has actively partnered with new community members such as the Native Friendship Centre, St. Vincent de Paul, Salvation Army, Carney Hill Neighborhood Society, Hadih House, Ketso Yoh, PG Literacy Program, Two Rivers Art Gallery, Community Voicemail, Hospice House, Healthiest Babies Possible, New Beginnings, Infant Development Program, Caledonia Rambler, the YMCA and the City of PG. Adult Life Skills have started a volunteering program and have initiated a few new community volunteer places for people to give back to in the spirit of community inclusion.

***3. Training opportunities will be offered based on trends from the feedback received from people supported.***

Adult Life Skills took input from all the people supported and we have developed some new training and programming as a result. We spent the majority of 2018 putting together the resources for the training and will be starting the new programming January 2019 with over 35 groups which include some favorites and some new groups.

**Recommendations for 2019**

1. Adult Life Skills will offer a wide range of programming that people supported enjoy participating in.
2. Adult Life Skills’ Program Service Delivery will incorporate more partnerships in the community (accommodations, food, etc.)
3. Adult Life Skills will offer training opportunities for employees and people supported based on identified trends and needs.
4. Adult Life Skills will aim for having 90% of goals being attempted or achieved by people supported.
5. Adult Life Skills will complete Dementia Screening Assessments for people supported who are over the age of 40.

**CARF Standards**

There were 163 total surveys distributed and 126 surveys were returned in 2018. Of the 126 responses to the survey, 4 people were unable to complete the survey as they had moved from the service area, 10 people has exited services and did not complete the survey, 5 people declined to complete or were unable to complete due to illness, 7 were unable to be contacted and 3 people were unable to complete due to being non-verbal and 37 were not returned. The following statistics are compiled from the 126 people who responded to our surveys.

Satisfaction	Happy	Unhappy	Unsure or No Answer
The Life Skills Program helps teach me my rights, so I am able to make my own choices and decisions.	92%	2%	6%
AiMHi helps me get my transportation needs met.	65%	10%	25%
I am happy with the services I get from the Life Skills Program.	95%	2%	3%

Effectiveness			
I feel supported by my Life Skills Instructor while working on my goals.	95%	2%	3%
The Life Skills Program helps me learn new skills and complete my goals.	92%	2%	6%

Efficiency
Adult Life Skills provides classroom training for adults on such topics as Food Skills for families sponsored by the Diabetes Association. Other training is provided as needed on health, wellness, sexuality and safety. We often pair people and work with people in groups which increase our efficiency by providing more hours to people. Adult Life Skills is in the process of creating group training for more efficiency.

Access to Service
Life Skills has a global contract. We monitor the global contract monthly and as soon as hours are available, we take on new people. Once we receive the referral with hours attached from CLBC, an intake is completed and a Life Skills Instructor is assigned. Referrals received with direct funding are processed immediately with an approximate intake time of 2 weeks.

## **Exit Reports**

16 people exited Adult Life Skills during 2018. The reasons were as follows:

- 4 – People moved
- 4 – Incarcerated
- 4 – Person no longer required services
- 1 – Moved into a Supported Living home
- 2 – Medical treatment
- 1 – Passed away

## Community Youth Development (Children's Life Skills)

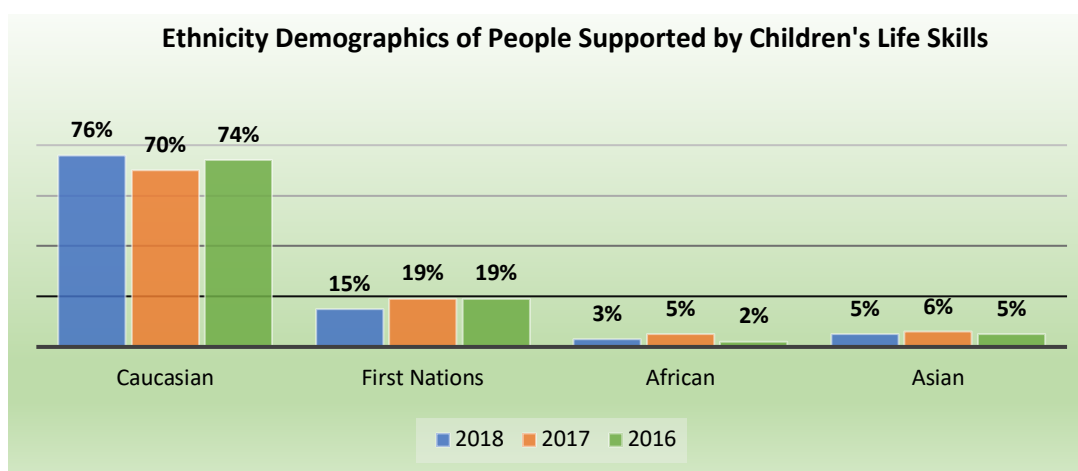
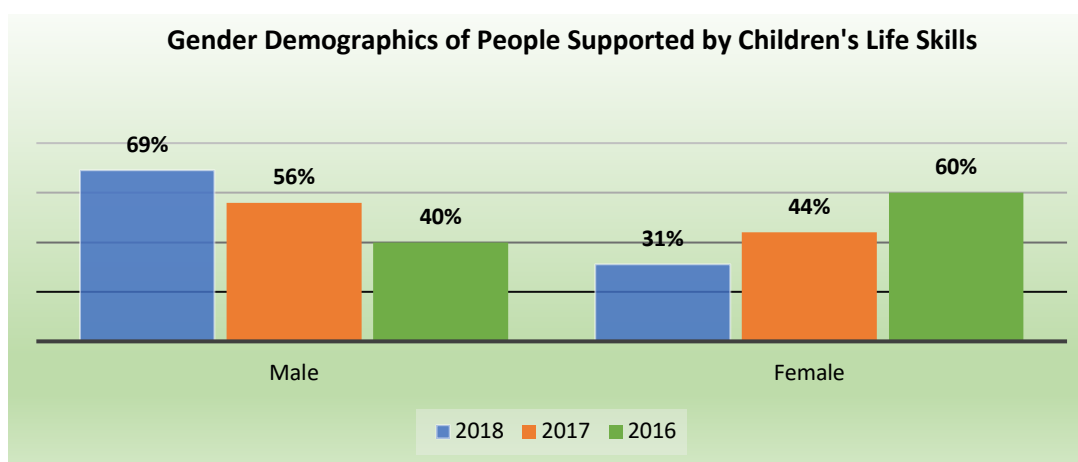
### Introduction

**Funder:** Ministry of Children & Family Development

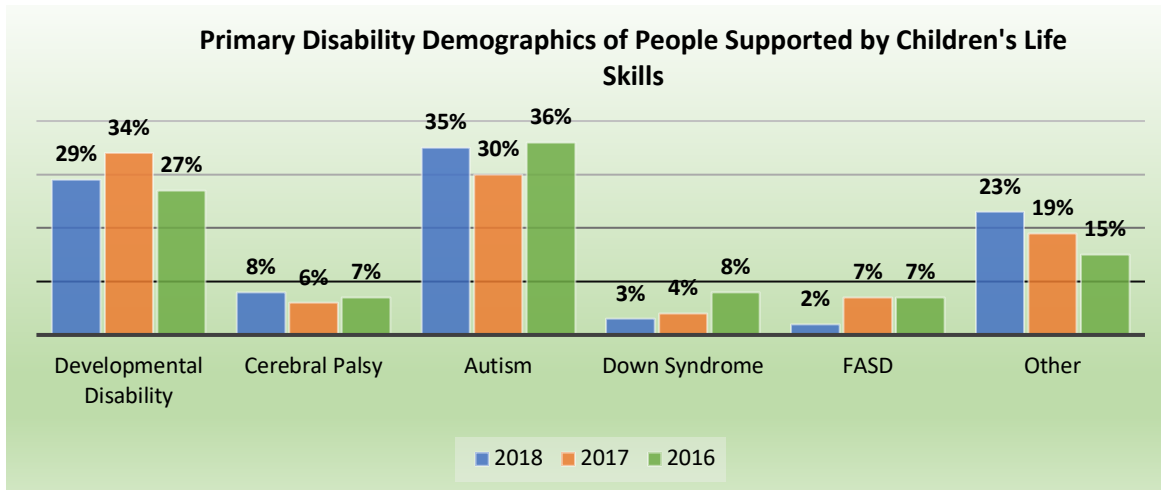
**Program Description:** Children with special needs (ages 0-18) are referred by the Children and Youth with Special Needs (CYSN) Team to the Life Skills Program at AiMHi. Parents sign a Child Care Contract and are assigned a Life Skills Instructor to work with their child on different skills defined by the parents and Social Worker. These include, among other things, pro-social skills, independence and transition skills, recreation, life skills and support to families. There were 29 Life Skills Instructors who are shared with the Adult Life Skills department working out of the Main Office at AiMHi in 2018.

The desired outcomes as defined by Ministry of Children & Family Development are to:

- Strengthen the family's capacity to manage and care for their children's special needs.
- Optimize the child's potential.
- Maintain and enhance the independence and quality of life of families served.







*Note: Demographics are gathered from active participants as of December 31, 2018.*

## **Recommendations**

### **Recommendations and Follow-Up for 2018**

- 1. Children's Life Skills group work will focus on goal based activities using a module approach examples: Kitchen skills-cooking and nutrition components, Independence and Transition: living skills for the youth who may live independently as adults.***

While Children's Life Skills was working on this it was realized that the Independent Living Assessment (ILA) does not meet the needs of Children and Youth. A task group was formed and Children's Life Skills has been actively working on a draft of a child-friendly version of the ILA that meets the specific Skill Development outlined in the CYSN service agreement.

- 2. We will continue to offer and expand on group activities; during extended holidays such as spring, summer and Christmas break. Groups will be offered to enhance current services and allow for interaction with others during times that schools are closed. These group services will focus on recreation opportunities and community integration.***

Children's Life Skills held various groups, field trips and invited all of children services to participate in the fun and learning. This was expanded and employees offered painting groups, sporting events, Famous Player nights and other community based recreation opportunities.

- 3. Children's Life Skills will continue to offer feedback opportunities to families using surveys, direct conversations and contract renewal times to gather information so we are offering the best supports to children and their families.***

Children's Life Skills completed the yearly survey along with another survey for children/youth to complete with their families. These surveys were collected and reviewed by the manager along with personal conversations with families to see how our current services can be enhanced.

## Recommendations for 2019

1. Children's Life Skills will continue with the Children's Life Skills Independent Living Assessment revisions. Incorporating the service agreement skill development goals into the document. Once this document is complete module learning templates will be created for generic learning allowing for individual learning styles.
2. Children's Life Skills will host Pro-D day activities for all schools looking at the private school sector along with District 57 days off. Activities will be community based with an increase in field trips and learning opportunities for different age groups. The focus will be community integration and full participation opportunities for all.

## CARF Standards

38 surveys were prepared for Children's Life Skills. Life Skills Instructors phoned or spoke to parents in person. Calls were made during the day, evening and on weekends to allow families to participate during different hours to increase response. Of the 38 surveys prepared, 1 family was unable to be contacted for the purpose of this survey, 10 children exited services and did not complete the survey and 2 children did not complete the survey as they were no longer receiving services. These statistics are based on 25 respondents to the survey.

Satisfaction	Happy	Unhappy	Not sure	No Answer
Are you happy with the services you are getting from AiMHi?	100%	0%	0%	0%

1. What does Children's Life Skills do well?
  - Great environment. Kids are looked after and employees works well with them. Their needs are always met. [Child] loves the programs she attends at AiMHi. Enjoys the other kids.
  - Establish boundaries and creates safe environment for my son. Work on the social cues and boundaries more.
  - Doing a great job of meeting goals.
2. What can we do better?
  - More group/peer groups (teen, girls, crafts, etc.. Would be great towards developing social skills as in the past.
  - Having consistency with employees. Ensuring subs read the file on the child they are with.
  - Finding resources and connections to fully support clients and family. Finding/creating social activities that are geared to higher functioning clients.

Effectiveness				
Do you feel that AiMHi keeps my child's information private?	100%	0%	0%	0%
Do you feel that the goals set are being worked on with your child?	100%	0%	0%	0%

Efficiency	Happy	Unhappy	Not sure	No Answer
<p>This year there were more group activities encouraged which provided social opportunities and activities to a number of children. Teen Fun Nights continued to meet weekly and several groups were formed for children that facilitated community inclusion and healthy self-care and appropriate social interaction with peers as well as facilitating positive social interactions and skill development in relation to recreation, social skills and promoting self-awareness and choice. Children's Life Skills will continue to offer and expand on group activities; during extended holidays such as spring, summer and Christmas break. Groups will be offered to enhance current services and allow for interaction with others during times that schools are closed. These group services will focus on recreation opportunities and community integration.</p>				

#### Access to services

A parent who has a child with a disability must contact CYSN to get a referral to Children's Life Skills. CYSN will send referrals to AiMHi as hours are made available when other children exit the program. The length of time from referral to first appointment varies from 2 weeks to 1 month depending on the needs of the child and the time needed to schedule the LSI, Social Worker and family into the same meeting.

#### Exit Reports

18 children exited the program in 2018 for the following reasons:

- 2 – Moved away from service area
- 5 – Reached the age of 19 and were no longer was eligible for service
- 11 – No longer required services

## Respite Services (Adults)

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### Introduction

**Funder:** Community Living BC

**Description:** Respite Services offer relief for adults with developmental disabilities and their families or caregivers so they can take a break from their primary care giving. Respite Services are usually provided on an emergency basis and can be short term offering temporary relief from crisis situation for the family/caregiver or individual. Services can be for specified hours, days, or longer until the crisis is resolved, alternative permanent placement is arranged or the person is able to return to their home. Respite Services are provided within any appropriate AiMHi home.

### **Recommendations and Follow-Up from 2018**

- 1. AiMHi will monitor the use of this service as well as available placement opportunities.***

AiMHi did not utilize the use of the respite service in 2018 for any people supported.

### **Recommendations for 2019**

1. AiMHi will monitor the use of this service as well as available placement opportunities.

### **CARF Standards**

Respite Services (Adults) was not accessed in 2018; therefore, there is no demographic or survey data regarding Satisfaction, Efficiency or Exit Reporting.

#### **Effectiveness**

The Manager determines the ratio of employees that is needed as per respite needs. Services are based on the needs of the person served and may include life skills, health and safety skills and social skill development.

#### **Access to Service**

There is no waitlist for Respite Services (Adults). Requests for service are received through CLBC on an as needed basis.

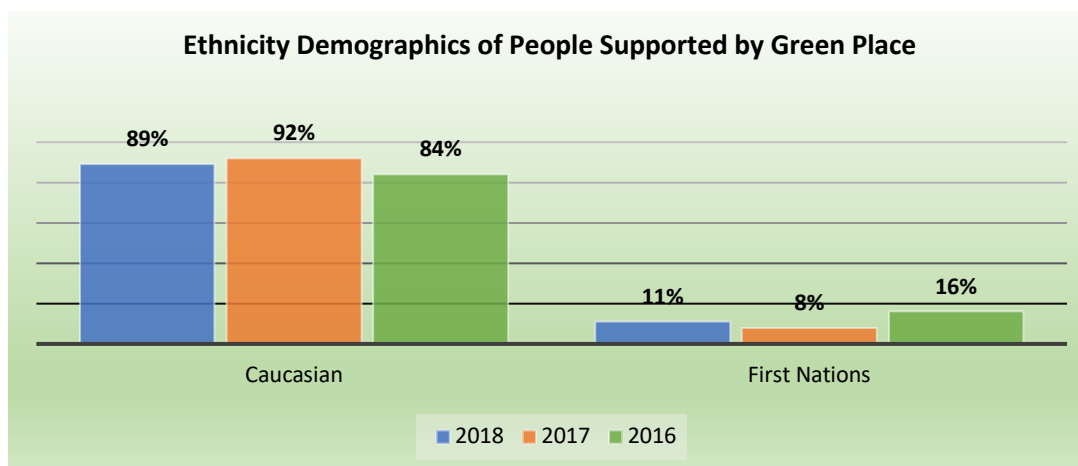
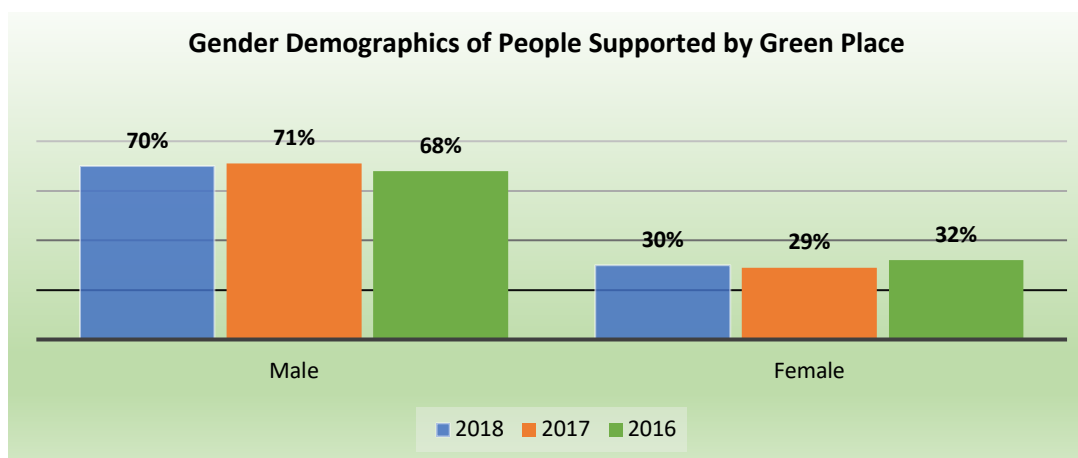
## Respite Services (Children's Residence aka Green Place)

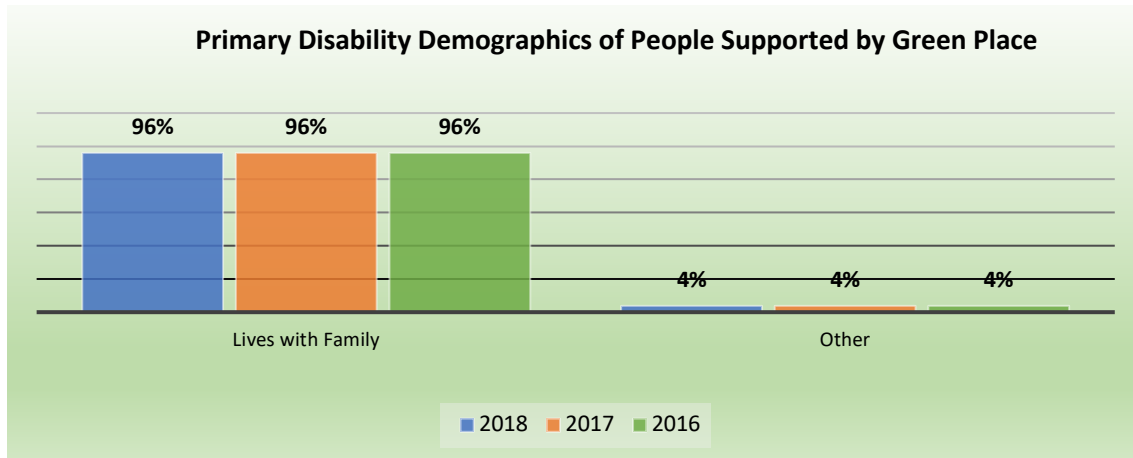
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### Introduction

**Funder:** Ministry of Children and Family Development

**Description:** The Children's Respite Home (known as Green Place) is a respite home for children who have special needs and their families. Green Place also provides emergency respite that can be accessed when required. Children's Residence is a group home that supports families by providing respite for their children with disabilities. The respite home supports children until a child reaches 19 years of age. Green Place employs 7 full-time employees and 4 part-time employees.





*Note: Demographics are gathered from active participants as of December 31, 2018.*

## **Recommendations**

### **Recommendations and Follow-Up from 2018**

**1. *Children's Residence will continue to seek opportunities for more community outings.***

Children's Residence was able to access some of the community with the children supported. December and the summer months of July/August were very busy with activities throughout the community.

**2. *Children's Residence will continue to work together with Children's Life Skills to look at planning more Fun Nights for children supported at Children's Residence allowing the employees and children to attend.***

Children's Residence did not achieve this due to a number of mitigating factors that prevented it from being accomplished.

**3. *Children's Residence Manager will work with a family that is donating a "Make a Wish Dream" in a child's name to set up a Snoezelen Room in the basement of Green Place.***

This was unable to be completed as the child passed away during 2018.

### **Recommendations for 2019**

1. Children's Residence will continue to seek opportunities for more community outings.
2. Children's Residence will continue to be creative and come up with new activities for children supported to engage in both at the location and in the community.

## **CARF Standards**

In 2018, four viewpoint questions were solicited from the 30 families that are provided services. These results are based on the 16 completed surveys that were returned.

## Satisfaction

The parents/guardians utilizing the respite services were asked the following survey questions:

### **1. *What does Children's Residence do well?***

- Provide safe environment for daughter to have a break from family and family from her. Feels comfortable, feels welcome. Positive experience for everyone. Feels like a second home.
- Good with kids. Accommodating around parent's needs. Give plenty of notice of dates. Child is attached to a lot of the employees. Unique service that helps.
- Meals are great. Child has fun when there. Feels confident. Socializing. He's supervised. Learning empathy when seeing other children have their needs met. Likes overall experience he gets here.

### **2. *What can we do better?***

- Have funds available for activities.
- Scheduling with other kids of same age – understands that's difficult and does not expect employees to do it every time.
- Returning clothes – could be better in making sure they get their clothes back.

### **3. *Do you feel employees are knowledgeable about your child?***

- Yes – feel like staff is other parents.
- Yes. She's comfortable with staff and trusts them.

### **4. *Do you have any additional comments?***

- Really appreciates service. Helps manage lives better. Gives siblings a chance to do stuff out with parents. Lifesaving.
- Happy that children are safe here and staff will notify her if there's a problem. Mom feels at ease and sleeps well while they are here.
- Thank you for the service. It was hard to accept letting others take care of her children and she feels comfortable with us looking after them.

## Effectiveness

The Manager determines the ratio of employees that is needed as per respite needs or the child's needs.

## Efficiency

The efficiency of Children's Respite was measured by looking at how many beds were available or left unused. When there are 0 beds available it is translated to mean Children's Respite was running at full capacity. This information does not include the beds used for separately funded MCFD emergency placements outside of our global contract. In 2018 Children's ran at full capacity 68% of the time which is a decrease of 8 percent from 2017.

### **Access to Service**

6 Children were referred from MCFD; all of the children intakes were within 3 weeks. To address emergent and long term needs of MCFD the residence ran above the standard 6 bed per night funding for 9 nights in 2018. These extra nights were funded separately by MCFD.

### **Exit Reports**

In 2018, 2 children were exited out of this service. The reasons were as follows:

- 1 – Service not a good fit
- 1 – Entered into residential services



# Stakeholders

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## Introduction

AiMHi has many various stakeholders ranging from the families of those we support to the professionals we have contact with and independent contractors, including Home Sharing providers, and also our funders. AiMHi raises funds in partnership with other businesses around our city. Stakeholders provide us with valuable insight as to how we are perceived and the importance of our work.

## Recommendations

### **Recommendations and Follow-Up from 2018**

***1. AiMHi will continue to work on resource development and revenue diversification for the organization.***

The position of Resource Development and Fundraising was not filled for the majority of 2018. In the interim before this position was filled at the end of September 2018 all follow-up reports were completed by the Directors as they came due. Infinite Employment Solutions performed work with Value Village with respect to donations for both organizations.

***2. AiMHi will look into new ways to promote community awareness.***

Human Resources performed work on Community Awareness with respect to employment opportunities through job fairs and other various events in the community. Regular events, such as bagging opportunities, with our partners at Value Village as well as sharing opportunities of training sessions with others in the community provide the community further awareness of AiMHi.

***3. AiMHi will review the structure of our Fundraising and Resource Development Department.***

For the majority of 2018 the position of Fundraising and Resource Development was vacant however there was an appointment of a half-time Director dedicated to Fundraising and Resource Development at the end of September 2018.

***4. AiMHi will plan to utilize effective communications strategies and make excellent use of emerging social media trends and tools to develop and implement a modern, multifaceted resource development platform.***

The area of social media is overseen by an employee who receives any submissions and utilizes these to great effect under the platforms of Facebook, Twitter and the AiMHi website. These submissions may be from various ongoing or new projects or to promote upcoming events or achievements. These are not strictly related to AiMHi but also its various community partners and affiliates.

## Recommendations 2019

1. AiMHi will continue to work on resource development and revenue diversification for the organization.
2. AiMHi will look into new ways to promote community awareness.
3. AiMHi will review the structure of our Fundraising and Resource Development Department.

## CARF Standards

20 Stakeholder surveys were completed in 2018.

Satisfaction	Happy	Unhappy	Not sure
Are you satisfied with how information is shared between AiMHi and you/your organization?	90%	10%	0%
Are you satisfied that AiMHi works cooperatively with you/your organization?	95%	5%	0%
Are you satisfied with our policies regarding confidentiality?	90%	5%	5%

Effectiveness			
Are you aware that AiMHi supports children who have special needs, adults who have developmental disAbilities and their families?	100%	0%	0%
Are you aware that AiMHi advocates for employment within the community for people with developmental disAbilities?	90%	5%	5%

Efficiency
We do not ask a formal efficiency question but do ask for comments in regards to our services and organization in general. The following are some comments received from our stakeholders.
<i>"AiMHi is a valuable resource who provides the necessary tools to the caregivers and the clients (people supported)."</i>
<i>"AiMHi should offer more educational opportunities to its contractors. AiMHi should articulate how it is working to improve the lives of people with disabilities at a higher (e.g.: provincial level – show leadership. AiMHi needs more age appropriate activities for those young people with FASD. Client reporting should be done on a secure site – NOT by g-mail/e-mail. And any staff working with any particular individual should be able to access that client's records for the sake of continuity of care (the person we supported told different stakeholders different stories – so we were all reacting differently and thus all contributed to a poor team approach."</i>

*“Very satisfied with the support from AiMHi.”*

#### **Access to Service**

To measure stakeholders’ access to AiMHi, we asked if they were able to contact someone at AiMHi both during and after business hours. Of the 19 who responded to this question all 19 respondents indicated yes they felt they were able to make contact with someone at AiMHi during and after business hours.

## Association

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### Introduction

**Funder:** Ministry of Children and Family Development / Community Living BC

AiMHi serves approximately 430 (excluding people supported by IDP) people with disabilities of various degrees. We have 42 homes for adults and children (not separate houses – there are often multiple departments operating within one house). In addition, AiMHi runs 8 non-residential programs in Prince George with one location in Mackenzie, serving people in many different models of service from assisted living to outreach and community inclusion services. People live at home with family, on their own, with a roommate and with or without assistance. AiMHi employs approximately 438 employees. AiMHi also supports people to live with another family on an independent contract basis through Home Sharing.

### Recommendations

#### **Recommendations and Follow-Up from 2018**

***1. AiMHi's Community Inclusion departments will continue working towards providing wrap-around services as begun during the ANSO Component Trial.***

The CLBC's newest catalogue of service ANSO (now known as LIFE-based services) goal is to provide a full scope of services to people supported that include support for employment, life-long learning, community connections, and relationship building. CLBC learned during the trial components that people supported talked about being interested in employment but not solely employment. They did not want to choose between community-based services and employment thus the creation of LIFE-based services. AiMHi recognizes the importance of having all of the components of learning, community connections, relationship building, and employment. AiMHi started by having the Community Inclusion employees start working together with the mutual people they supported. The employees of our various community inclusion programs identify who the key worker in each department is so that the employees can further connect regarding the people supported. AiMHi moved some aspects of training to the different departments by having supports for volunteer work, employment soft skills training, etc. out of the employment program. AiMHi completed several focus groups regarding the type of learning and community connections that people supported wanted to focus on. In 2019, the Life Skills department will be starting 35 groups with some favorites and some new groups to include all the components of CLBC's LIFE-based services.

***2. In 2018, there will be a focus on developing and utilizing current strategies to improve awareness of the benefits of healthy habits that attribute to healthy aging.***

Throughout the organization there has been a focus on health promotion activities like Health Topic Thursdays, small changes workshop, Big Bike Ride with the Heart and Stroke Foundation, and the influenza vaccination clinic/program. ShareVision training modules and health promotion resources are still under development.

3. ***In early 2018, we will finalize the draft Role Descriptions and Appraisals documents in ABM language. The use of these new processes will be a work in progress as we continue to move to a better understanding of the “accountability” of ourselves and our respective Teams; different than simply our “responsibility” to complete our tasks. Later in the year, if needed, we will make any revisions required to these documents after we have had an initial test of them in June, 2018. Our Directors will continue to work through the Work Plan as we strive to formalize some of the best features of Accountability Based Management here at AiMHi.***

Our Management Team completed the arduous task of revising all of the Management Team Role Descriptions and developed corresponding Appraisals in the language associated with Accountability Based Management (ABM). Doug Cartan (Ontario Consultant) participated in numerous conference calls with us through 2018 together with in-person training sessions for both our Directors, and our Management Team as a whole in order to complete this work. Through 2018, we implemented these revised documents which were used to complete the Management Team’s Appraisals. Our Directors are currently finalizing some pieces of their ABM Work Plan. Over the past year, we have seen some significant shifts in the understanding of our Managers / Directors in the roles they are accountable for, and in particular, a focus on Level 2 and 3 work.

4. ***Finance will evaluate the current financial statement review process and recommend a more automated system that will allow for better sharing of financial information and follow up on financial statement issues as needed.***

The Finance department now provides Monthly Financial Statements for the management team to review on ShareVision using the Financial Statement Follow up Form. Quarterly Service Hour reports are also available on ShareVision using the Quarterly Service Hour Review Form. Managers are able to provide comments as well as highlight action items. The Finance Department and the Director are also able to provide comments on these forms.

5. ***In response to the difficulty in finding affordable, accessible housing in the North, AiMHi will continue to work towards developing new single family dwellings.***

AiMHi has made a great deal of progress in our single family dwelling development. We have a design for 5 fully accessible buildings, with 2 bedroom primary and 1 bedroom secondary suites in each. As of this writing, the servicing process is underway in preparation for subdivision. AiMHi is expecting to be able to start building this coming summer.

6. ***AiMHi will put measures into place to aid in the safe travel of management team members outside of city limits.***

In 2018, AiMHi purchased a new vehicle for use by Management Team Members when they are traveling outside of the city limits on Association business. This vehicle is maintained as part of our fleet, allowing us to ensure that it is road-worthy and appropriate for long-distance travel.

## **Recommendations for 2019**

1. AiMHi's Community Inclusion departments will continue working towards providing wrap-around services with respect to LIFE-based services (ANSO).
2. There will be a continued focus on developing and utilizing strategies to improve awareness of the benefits of healthy habits that attribute to healthy living.
3. With the increase in supporting those who are aging there will be continued focus on adapting to and supporting the changing needs of people who are aging.
4. The AiMHi Management Team will continue down the path of increasing our knowledge of Accountability Based Management (ABM) and the vast improvements we have seen in our Management Team's understanding of the principles of ABM. The ABM Work Plan will be finalized and implemented in 2019.
5. The finance department is looking to implement an automated Electronic Payment System for vendor payments. This will allow less paper cheques to be printed and mailed. Payment advices will be e-mailed to vendors and payments will be made within 2 business days of approval.
6. AiMHi will undertake the construction of the five-building development project. These buildings will be used as rental units for people with disabilities, providing a low-cost accessible housing option in the city.
7. AiMHi will work towards achieving WorkSafe BC's Certification of Recognition (COR).
8. The Health and Safety committee will review the standardized Fire Plans for residential location and ensure they are consistently implemented through all locations.
9. The Health and Safety committee will develop and incorporate Sheltering in Place drills within the current Emergency Response Drills, where appropriate.
10. The Joint Occupational Safety and Health committee will review current processes, training and education to further mitigate risk to employees who may be exposed to illicit narcotics or drugs.

## **CARF Standards**

### **Satisfaction**

During 2018, AiMHi received 12 community complaints. Managers of the appropriate departments were contacted to resolve the issues. Response time varies in accordance to the issue at hand. All issues are responded to and resolved as quickly as possible.

### **Effectiveness**

One Director continues to oversee all of AiMHi's MCFD contracts. One Director continues to oversee all Community Inclusion programs at AiMHi. This supports consistency among Children's Programs and Community Inclusion programs.

### **Efficiency**

The process of providing training through ShareVision continued in 2018. The training modules have grown to not only include Medication, Finance, Health and Safety, Dementia and Person Centered Planning but also WHMIS, Privacy, Bullying and

Harassment and various other training modules that address safety and confidentiality. New modules will continue to be developed in 2019.

#### **Access to Service**

AiMHi does not hold a waitlist; CLBC and MCFD maintain a list of prioritized people. Access to services is not usually done through AiMHi. Intakes are initiated when time, space, and resources allow.

# Performance Improvement Report

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## Introduction

**Funder:** Ministry of Children and Family Development / Community Living BC

AiMHi serves over 430 people who have disabilities or special needs. The Performance Improvement Committee studies each service provided and looks at the experience of the people supported with the performance indicators Satisfaction, Efficiency, Effectiveness and Access to service in mind on an annual basis.

## Recommendations

### Recommendations and Follow-Up from 2018

1. ***The Performance Improvement Committee will include more communication with the Management Team prior to report writing to ensure that all required information is gathered before report writing commences and provide alternative methods for Management Team Members to provide input to their respective sections of the report.***

The Performance Improvement Committee sent out notices several months in advance to the respective Management Team members who contribute to the report. There was also calendar invites to set deadlines and reminders sent out to each respective member. Using these methods the majority of the information required to write the report was collected prior to the deadlines set out.

2. ***The Performance Improvement Committee will provide training to the Management Team and Home Sharing Contractors to ensure that surveys are completed accurately by communicating with employees who are completing surveys with people supported.***

The Performance Improvement Committee provided training for the Management Team with respect to the addition of a signature box on the back of all surveys distributed. Each survey returned was to be signed off by the respective Manager to indicate it had been reviewed prior to submission to the Committee. This also provided a means of improving accountability for both the Manager and the employee who may, or may not, have assisted a person supported complete the survey.

3. ***The Performance Improvement Committee will continue to work on our demographic system in ShareVision to improve the integrity of the data.***

The Performance Improvement Committee made modifications to the ethnicity section of the Overview on ShareVision which resulted in significant improvement in data consistency.



## **Recommendations for 2019**

1. The Performance Improvement Committee will plan to include previous year's data to selective sections of the report as a means of setting context and potentially identifying trends.
2. The Performance Improvement Committee, in an effort to promote awareness of the report, will hold an annual Photo contest that is open to all employees and people supported to determine the cover photo for the Performance Improvement Report.
3. The Performance Improvement Committee will aspire to improve readership of the report by working to condense the length of the report.
4. The Performance Improvement Committee will look for ways to improve the participation rate of the employee satisfaction survey.

## **CARF Standards**

### **Satisfaction**

Our report continues to receive positive feedback in its current format. It flows clearly and provides a complete picture of our services and the satisfaction that people identify on our surveys. By providing our past recommendations and the response to them, we will continue to provide a clear, holistic picture to those reading the report.

### **Effectiveness**

The Performance Improvement Committee makes changes to the report when necessary based on received feedback. By providing the past two years of data alongside the current year trends and observances can be seen through a comparative analysis.

### **Efficiency**

Applying performance indicators from the surveys provided to all stakeholders allows for more efficiency in the information gathered, examined and reported on. It also allows us to make adjustments to our surveys and the survey process when indicated or necessary. The Performance Improvement Report is reviewed during Theme Month training on an annual basis.

### **Access to services**

Our report is distributed to the Board of Directors and published on AiMHi's website. A plain language report is available to the people we support. Employees are informed of the contents of the report and a copy is available at their work location. Anyone who wishes to see the report in full will be provided with a copy.

## **Exit Reports**

Exit Reports are collected and analyzed for each department in the report separately. This provides a more accurate picture of exits and the circumstances surrounding them. Some departments, such as Children's Services and Early Childhood Development, have more exits due to the children aging out of the program. Most times, these children simply transition to another type of service and not necessarily out of AiMHi's services.

# Accessibility

## Recommendations and Follow Up from 2018

### Architectural Barriers

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**Barrier:** Persons served can experience changes through the aging process.

- **Solution:** AiMHi will accommodate persons served as they age by working closely with Health Services for Community Living (HSCL), using assistive devices, and training employees on specific individual needs and the aging process. AiMHi continues to provide resources such as a variety of pamphlets and articles on aging which are available in the employee lunch room. AiMHi representatives meet regularly with HSCL to ensure needs are being met and identify any training/support that may be required. HSCL supports a number of people in their homes at AiMHi.
- **Solution:** AiMHi will continue to educate its employees and the community on the aging process of people. An information binder specific to aging is available for Managers which identifies processes for accessing the Old Age Security Pension and general information on aging. Dementia training is available to all employees through ShareVision. A dementia Screening Assessment is completed for each person supported after the age of 40 to establish a baseline and is to be completed annually or as needed.
- **Solution:** Ramps, tracking and lifts will be installed and kept in good repair to meet the mobility needs in the homes that AiMHi operates services within. Throughout the winter, Infinite Employment Solutions (IES) will assist with keeping ramps and driveways clear to assist with mobility and safety. Several homes in AiMHi have been updated to improve accessibility and safety for both employees and people supported. Many homes have also received modifications to meet the needs of the people supported. This includes removing shower doors, lowering shelves and raising toilets.
- **Solution:** AiMHi will continue to advocate for increased accessibility in the community; especially in community gathering places such as arenas, swimming pools, and parks.

### Financial Barriers

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**Barrier:** Finances are always a concern for people who live on limited incomes.

- **Solution:** In order to alleviate financial barriers for people, AiMHi has purchased all of the homes in our Community Housing programs excluding homes owned by BC Housing. AiMHi charges less in rent and utilities than most landlords.

- **Solution:** Even though the Community Living sector has continued to experience financial difficulties, AiMHi will continue to strive in providing quality service to the people we support. AiMHi will continue to provide workshops on a variety of topics related to finance for the people we support and their families. Each year AiMHi provides a Tax Clinic in partnership with CRA volunteers to complete income tax returns for people of low income in the community at no cost.
- **Solution:** AiMHi, through various departments, assists people to budget, access RDSP's and teaches financial planning and how to apply for affordable housing.
- **Solution:** AiMHi manages and distributes 45 rent subsidies provided by BC Housing. This includes performing inspections, managing the waitlist and communicating with landlords. AiMHi acknowledges the financial support of the BC Government.
- **Solution:** Adventure Odyssey is a group within AiMHi, who organize fundraising efforts to assist in supporting people to achieve a wish for a vacation or to have an emergent need covered financially. This group was set up to assist people who are part of AiMHi, to continue to have a good quality of life in acquiring items which promote their quality of life due to being funded by the Adventure Odyssey funds.

In 2018 Adventure Odyssey approved \$15,641.52 in requests. People must submit a request in writing based on established criteria. This request is reviewed on a monthly or as needed basis. There were 22 approved requests for different items such as hotel costs for a vacation, emergency cost for a flight to attend a funeral, eye glass repair, foot care, purchase of tablets as means of a communication device, three computers replaced in the Bistro, several moves for people supported, dental work, work shoes, registration in to First Aid for an employment opportunity, purchase of a new bed and mattress covers due to bed bugs, a hearing aid and cleaning supplies for a bed bug infestation.

Fundraising efforts include an Employee 50/50 Draw every pay period, bottle collection throughout the AiMHi Main office and Value Village, and through specific contributions from the Kerry Kitchen.

**Barrier:** During this time of economic uncertainty, AiMHi has faced financial challenges in some areas.

- **Solution:** AiMHi saw changes in the Resource Development area in 2018. For most of the year the Resource and Development position was vacant however some work continued by way of temporarily delegating work to various Directors. In September 2018 AiMHi appointed a half-time Director to this position. AiMHi continued to partner with Value Village which included maintaining collection bins throughout the community, participating in sale days at Value Village and running the Common Goods program where items are collected directly from the source and delivered to Value Village. The re-instatement of hosting customer appreciation and information sessions at Value Village on AiMHi's

partnership was started back up in 2018. AiMHi hosted a small fundraising campaign with Rocky Road Chocolate Factory in December to partner with and support a local business.

### **Environmental Barriers**

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**Barrier:** As the needs change of the people supported, their homes and vehicles may need updates in equipment and/or environment to enable them to remain as independent as possible.

- **Solution:** AiMHi will continue to replace and update equipment and vehicles in our houses as needed. In 2018, one vehicle was purchased to be shared amongst one residential location and community inclusion departments. This benefited numerous departments. Regular maintenance was performed on all vehicles and equipment as needed.
- **Solution:** The Emergency Disaster and Preparedness plan was finalized in 2018 and distributed to all residential locations for implementation and posted alongside the Fire Plans to address any safety concerns with respect to the ever-changing environmental concerns that pose risk to the Prince George and surrounding area(s).

### **Employment Barriers**

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**Barrier:** Persons with developmental disabilities need paid employment.

- **Solution:** IES continues to offer services in Prince George and Mackenzie funded through Community Living BC and Work BC. In 2018, there were a total of 54 people who participated in paid employment with the Common Goods program, A&H Mobile Crew and A&H Information Management. People utilizing the employment training program offered through IES assisted 50 people to achieve labour market attachment in Prince George, 5 people in Mackenzie and 18 people from Work BC Disability Services in Mackenzie. IES continues to work towards assisting people to achieve paid employment through customized, supported or entrepreneurial ventures.

### **Transportation Barriers**

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**Barrier:** Persons served occasionally face challenges accessing regular and wheelchair accessible transportation offered by the community.

- **Solution:** AiMHi has a number of regular and wheelchair accessible vehicles within our Community Housing departments. AiMHi assists people to access Carefree transportation and to purchase taxi saver coupons.

- **Solution:** A partnership with the city of Prince George and Adult Life Skills provides two free annual bus passes to the Life Skills instructors in order to support people to learn how to use the public transportation system.

## **Attitudinal Barriers**

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**Barrier:** There is a lack of awareness and inclusion of people with disabilities.

- **Solution:** AiMHi will continue to develop partnerships in the community. AiMHi's Community Inclusion departments made community partnerships a focus in 2018. Numerous groups accessed various community organizations and/or activities. Some of these connections were for training while others gave people an opportunity to participate in community programs. These partnerships included, but are not limited to, the Native Friendship Centre, the Art Gallery, City of Prince George, YMCA, Parent Project North, Hospice House, St. Vincent De Paul's, Value Village and the Carney Hill Neighborhood Society. AiMHi also continues to invite the community to attend various training opportunities held at the Main Office and to participate in other events held here such as the BIG SQUEEZE which supported Big Brothers and Big Sisters and the Big Bike which supported the Heart and Stroke Foundation.

## **Communication Barriers**

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**Barrier:** It is important to maintain communication between AiMHi and our Stakeholders (people we support, family, employees and professionals).

- **Solution:** Information about AiMHi including Special Events, social media, website, job boards, funding information, positions available, and reports such as the Performance Improvement Report will be available in different formats for Stakeholders to access. The Performance Improvement Report is located on ShareVision and on the AiMHi website. Additionally, a plain language copy is written each year with input from our Self-Advocate Peer Advisor. The AiMHi website has many features including a way for prospective employees to apply online. All employees have AiMHi email addresses so it is easy to share information with them. Emails about special events, positions available, newsletters and bulletins, food recalls and information regarding consumer product safety, information updates, and "In the News" from Inclusion BC are sent to all employees. The AiMHi Life Skills department has partnered with Community Voicemail which provides an answering service to people who do not have access to an answering machine or phone system. This way they can have access to messages from doctors, family or otherwise.

**Barrier:** Employees need training on Person Centered Planning (PCP).

- **Solution:** Person Centered Training (PCP) is included in Pre-Employment Training and continues to be listed in the Theme Month training. Residential and Non-Residential Day

Charting were modified to include a daily goal section. Each employee is required to review PCP training and write an exam on the information in April each year.

## Recommendations for 2019

### Architectural Barriers

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**Barrier:** Persons served can experience changes through the aging process.

- **Solution:** AiMHi will accommodate persons served as they age by working closely with Health Services for Community Living (HSCL), using assistive devices, and training employees on specific individual needs and the aging process.
- **Solution:** AiMHi will continue to educate its employees and the community on the aging process of people.
- **Solution:** Ramps, tracking and lifts will be installed and kept in good repair to meet the mobility needs in the homes that AiMHi operates services within. Throughout the winter, Infinite Employment Solutions (IES) will keep ramps and driveways clear to assist with mobility and safety.
- **Solution:** AiMHi will continue to educate its employees and the community on the aging process of people.
- **Solution:** AiMHi will continue to advocate for increased accessibility in the community; especially in community gathering places such as arenas, swimming pools, and parks.

### Financial Barriers

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**Barrier:** Finances are always a concern for people who live on limited incomes.

- **Solution:** In order to alleviate financial barriers for people, AiMHi has purchased most of the homes that people live in, and charges less in rent and utilities than most landlords.
- **Solution:** Even though the Community Living sector has continued to experience financial difficulties, AiMHi will continue to strive in providing quality service to the people we support. AiMHi will continue to provide workshops on a variety of topics related to finance for the people we support and their families.

**Barrier:** During this time of economic uncertainty, AiMHi has faced financial challenges in some areas.

- **Solution:** The Resource Development Committee will continue to work together to raise funds for the organization.
- **Solution:** AiMHi will support people to learn about and access Registered Disability Savings Plans.

- **Solution:** The Fund Raising Manager has developed a group who continue to work together to raise funds for the organization.

### **Environmental Barriers**

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**Barrier:** As the needs change of the people supported, their homes and vehicles may need updates in equipment and/or environment to enable them to remain as independent as possible.

- **Solution:** AiMHi will continue to replace and update equipment and vehicles in our houses as needed.

### **Employment Barriers**

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**Barrier:** Persons with developmental disabilities need paid employment.

- **Solution:** IES continues to offer services in Prince George and Mackenzie funded through Community Living BC and Work BC.

### **Transportation Barriers**

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**Barrier:** Persons served occasionally face challenges accessing regular and wheelchair accessible transportation offered by the community.

- **Solution:** The Performance Improvement Committee (PIC) will continue to advocate for better access to accessible transportation in Prince George by having a representative of the PIC apply to be a committee member of the Prince George Advisory Committee on Accessibility (PGACA), a subcommittee of City Council.

### **Attitudinal Barriers**

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**Barrier:** There is a lack of awareness and inclusion of people with disabilities.

- **Solution:** AiMHi will continue to develop partnerships in the community.

**Barrier:** It is important to maintain communication between AiMHi and our Stakeholders (people we support, family, employees, and professionals).

- **Solution:** Information about AiMHi including Newsletters, Bulletins, Special Events, funding information, positions available, and reports such as the Performance Improvement Report will be available in different formats for Stakeholders to access.