



PERFORMANCE IMPROVEMENT REPORT 2019



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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 2019. 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 Barnard, Lee Miners, Blair Reggentin, Vera Donald, Judie Russman and Penny Soderena-Sutton.

Cover photo was provided by Agatha Short. Agatha, who works in AiMHi’s Mackenzie office, submitted and won the Performance Improvement Committee photo contest for 2019 with a lovely photo depicting a scene we know all too well whether you are in Prince George or Mackenzie. There were many excellent submissions for this contest and the Performance Improvement Committee would like to thank everyone who participated.

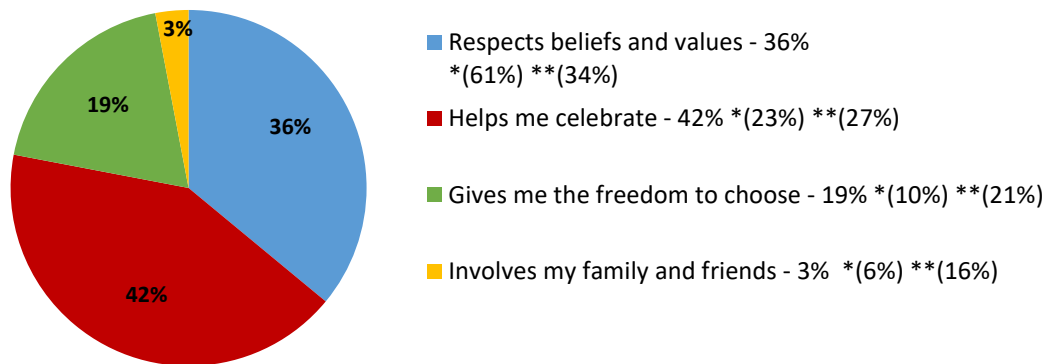
The Qualitative Analysis

In October 2019, the Performance Improvement Committee asked respondents to provide further information to give a qualitative view of their satisfaction by asking three questions. 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. The pie charts below display the answers and there is also a sampling of the responses submitted. Below is a summary of those answers showing common themes and a review of the responses which were submitted.

What struck the Performance Improvement Committee this year while reviewing the comments from the people supported was the straightforwardness of the goals that were worked on and the events they participated in. This shows that the people supported by AiMHi want to achieve and work towards the same types of goals and experience the same types of events as any typical person living in BC. These are goals of people who are able to live good lives and have choices and opportunities offered to them.

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 2018 for comparison

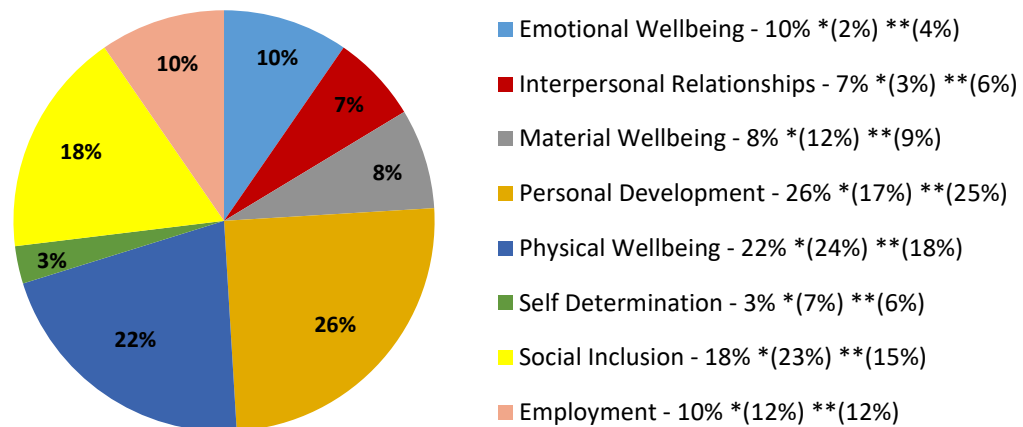
**Statistics from 2017 for comparison

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

- We bake for Christmas.
- I went to Aboriginal Day.
- I got the Bible App on my phone.
- Yes, I love going to POW-WOWs.
- Spent the day with my family.
- They respect that I'm Italian and Catholic.

- My staff helps me go to church on Sundays and visit my family.
- Staff helps me get gifts for my family at Christmas.
- I'm kind of religious, but I choose not to go to church and staff respect that.
- I love the AiMHi Christmas banquet.
- AiMHi is very supportive of my choices.
- They take me to activities outside of AiMHi.

What skills or goals did you work on this year?



*Statistics from 2018 for comparison
 ** Statistics from 2017 for comparison

Did you reach your goals?

Out of 164 surveys received the responses were:

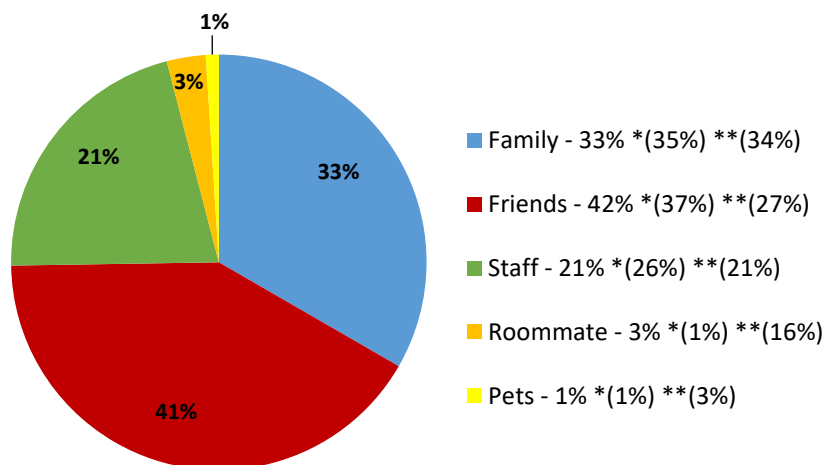
Yes	No	Not Yet	No Response	Not Sure
128	3	33	0	0

Some of the goals worked on in 2019:

- I made a Facebook page of my music named Pabion that has picture galleries and SoundCloud links to my tracks.
- I have been doing the meditation group at Lifeskills. It is fun!
- My favorite goals were meditation. It helped me with my mental health and how to relax.
- I learned different skills for cooking.
- I am doing amazing in the kitchen program.
- I went to Victoria with a friend.
- I like going to the bike and treadmills and stretching at the YMCA.
- I learned how to make cookies, art and how to use the computer.
- I love to be healthier for good food and work out on my own time.
- One of my main goals was to find a girlfriend and now I had a girlfriend I could continue with other goals like schooling and driving and jobs.
- I love volunteering at the Thrift shop.

- Got a part time work for the Citizen. I'm a newspaper boy. It's a chill job.
- My goal is to get a place to live.
- Staying clean has felt good when seeing people from past that could possible trigger me. Learning about self-care, how to cook.
- I went on vacation to Jasper, went to the zoo and West Edmonton Mall.
- I want to succeed on a job at Walmart Canada.
- Started recording and getting videos on new laptop.
- I learned to take the bus.
- Been doing laps in river at Aquatic Center.
- I joined dinner group on Thursday.
- I have been working at Starbucks.
- AiMHi gives me a lot of support for IES to look for jobs.

Who do you like spending time with?



*Statistics from 2018 for comparison

**Statistics from 2017 for comparison

Do you have a wonderful experience that you would like to tell us about that happened in 2019?

- Went to a wrestling match and then to Westwood Pub for a drink.
- I like riding the bus up to Walmart with my friend.
- I qualified for the winter games in June. I am going to Ontario in February.
- I went to Sun Peaks with my co-workers.
- I have been clean from all drugs for two years now.
- I had a wonderful afternoon visit with my youngest daughter recently where we had dinner at Joey's Only.
- I moved apartments and now have a garden and patio.
- I enjoy volunteering at St Vincent DePaul's because I enjoy making baked goods.
- I went to the Cougar's hockey game with some of my friends.
- We bought a puppy this past year and it has been a lot of work but has been worth it.
- My daughter is having a baby any day now and I'm so excited.
- I went to Vancouver NHL game and I bought a Canucks jersey.

- The biggest experience in 2019 is my trip to Disneyland.
- I spent time going to the zoo with my brother.
- I went to the Observatory and learned new things, the big telescope was cool.
- I got engaged.
- I played board games at the senior's home.
- I am travelling with Special Olympics.
- I like going bowling with my staff, she respects my space and my rights.
- Went to see Beauty and the Beast at the Playhouse.
- Traveled to Edmonton with my family.
- I'm going to see Johnny Reid!

Additional comments from 2019:

- I am upset that I can no longer access the foodbank due to me having a part time job that makes me earn more than the cut-off for foodbank services. Food should be for everyone. I feel like I am being punished for having a job.
- I am so happy to receive AiMHi services. With AiMHi I am able to do things I always thought I was unable to do or too shy and confident of myself.
- AiMHi is like family to me.

Early Childhood Development (Infant Development Program - IDP)

Introduction

Funder: Ministry of Children & Family Department

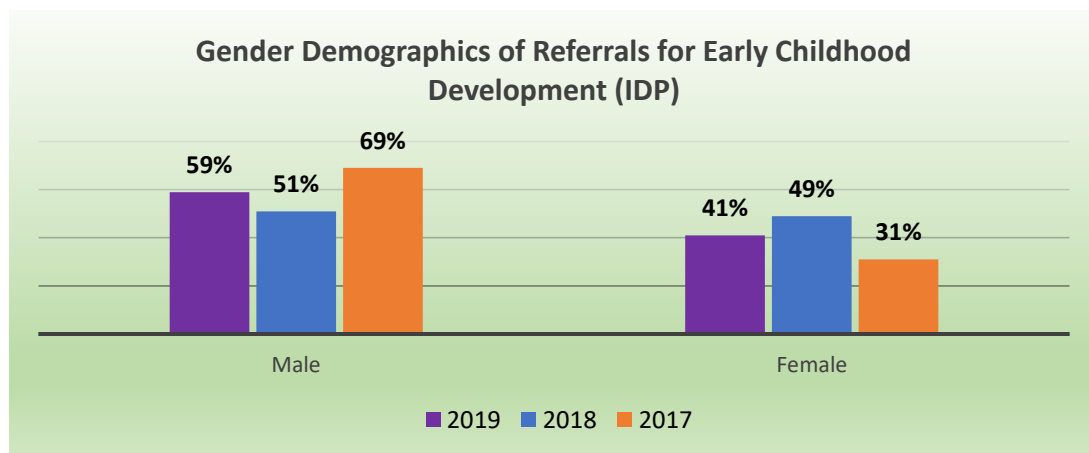
Program Description: This program provides home visiting services to families with infants from birth to three years of age who are identified as 'at risk' or developmentally delayed in one or more major skill areas. Services are provided by four full-time and one part-time IDP consultants which includes 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 4100 infants and their families since it first began in 1979.

2019 Demographics

Total children on caseload from 1 January 2019 to 31 December 2019	385	* (360) ** (332)
Number of new referrals for 2019	162	* (159) ** (151)
Gender of new referrals by total number of children:		
Males	96	* (81)
Females	66	** (104)
		* (78) ** (47)

*Statistic from 2018 in the same category

**Statistic from 2017 in the same category



Note: Demographics are gathered from participants as of December 31, 2019

Recommendations

Recommendations and follow-up from 2019

1. *Revise the Quality Records and Review form.*

The IDP team reviewed and made changes so the Quality Records Review form is more user-friendly and provides the type of information that is required for IDP's purposes.

2. *Review our language around child goals and objectives, to ensure that we are meeting CARF standards and program needs.*

The IDP team reviewed and made any needed changes for children's goals and objectives on the forms and information the team gathers and shares.

3. *Re-visit DAYC-2 interpretations for consistency and clarity.*

IDP went over the DAYC-2 assessment interpretations for each item in the assessment. IDP used these interpretations as part of the training we provided to the Northern Region on how to implement the DAYC-2 in their practice.

Recommendations for 2020

1. Pursuing training in Self-Regulation for each member of the team, as a baseline for our practice and service delivery.
2. Continuing to engage with community stakeholders.
3. Review and revise our IDP Welcome Package.

CARF Standards

These statistics are based on 51 returned surveys.

Satisfaction	Yes	No	N/A
Are you receiving the support/service you are looking for?	100%	0%	0%
Are you receiving information that is helpful for you and your child?	100%	0%	0%
My consultant connected me to community resources that are beneficial to my child and family.	82%	15%	3%
My consultant is sensitive to the needs and wishes of my family.	100%	0%	0%

Effectiveness	Yes	No	Some what	N/A	No Answer
My involvement with IDP made a difference by:					
Increasing my confidence in caring for my child.	94%	0%	0%	3%	0%
Increasing my understanding of my child.	100%	0%	0%	0%	0%
Increasing my knowledge of resources/services.	92%	0%	4%	4%	0%
Learning new skills to support my child.	100%	0%	0%	0%	0%
Supporting my relationship with my child.	94%	0%	2%	4%	0%

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

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

- Having IDP visits has been incredibly helpful for me. For the first 4 months of my child's life (once we were discharged from NICU) we had so many appointments where I'd have to bring my baby out and about for a ten minute appointment. I look forward to every IDP visit because it's stress free and supportive.
- They mean increased confidence as a parent and learning new skills/techniques to support my children.
- They mean everything to us and to help support us on weekends is very accommodating.
- Help, reassurance, social development as our social life is minimal. Educational. We really enjoy our visits and want them forever if we could.
- They help to give us perspective and help us to support child's positive development.
- It is a program needed to ensure children have the deserved help they need for positive growth and development.
- Has been great to have as a support, knowing where our children are at developmentally has helped us proactively seek support when needed.

Efficiency

- As a foster parent they have been very helpful with the children's needs for growth.
- IDP and my consultant have been great support for me (an immigrant) to learn different ways to interact with my children and work with them to encourage their learning and development.
- Home visits means me and my family get to check my girls are meeting their milestones when they need to and find more ways to support their growth.
- My consultant always answers my concerns and makes me feel confident about where we are at. It has greatly benefited us to have her support.

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 47 surveys were distributed and 21 surveys were returned from the following professionals:

Speech Language Pathologists	4	Family Resource Coordinator	1
Occupational Therapist	4	Audiology	1
Physiotherapists	5	Social Worker	2
Supported Child Development	1	Nurse Practitioner	1
Pediatrician	1	Unspecified	1

Are you aware the AiMHi IDP provides the following services?	Yes	No	N/A
Information about child's development/delay/disability.	100%	0%	0%

Developmental assessments.	100%	0%	0%
Home visiting and support for families.	100%	0%	0%
Developmental activity suggestions.	100%	0%	0%
Resource lending (toys, books, equipment).	100%	0%	0%
Supporting healthy parent-child relationships.	100%	0%	0%
Opportunities to learn infant massage, Itsy Bitsy yoga, Circle of Security Parenting, etc.	96%	4%	0%
Referrals to other services and connecting families to community resources.	100%	0%	0%

What type of contact have you had with the AiMHi IDP in the past year?	Yes	No	N/A
Made referrals to IDP?	82%	17%	1%
Received referrals from IDP?	86%	13%	1%
Participated in joint visits with IDP?	73%	26%	1%
Attend community meetings or trained with IDP?	55%	44%	1%

Satisfaction

- A valuable resource that support parents in caring for their infant's needs.
- IDP helps to support children in their development and offer resources and support to the families.
- IDP plays a valuable role for supporting new parents or overwhelmed parents whose children may be at risk or have developmental delays and need help connecting to resources.
- Provides support and parent coaching which helps reinforce and teach Speech Language Pathologist, Occupational Therapist and Physiotherapist goals and developmental milestones.
- Helps support healthy development and secure attachments.
- Support for parents and children to encourage healthy development utilizing teachings such as home visiting, community referrals, assessments and group intervention.

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 127 children who exited the Infant Development Program (IDP) in 2019. This was a decrease of 21 who exited in 2018. The following reasons for leaving were given:

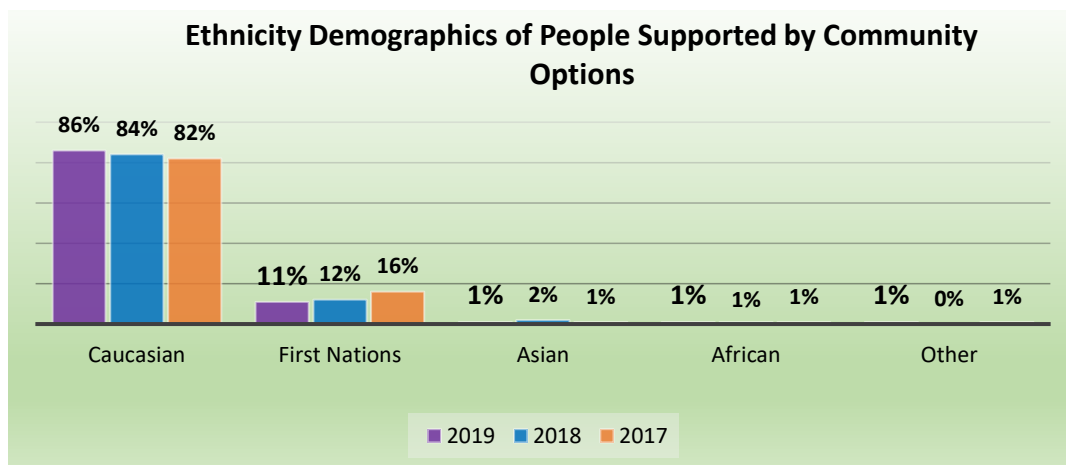
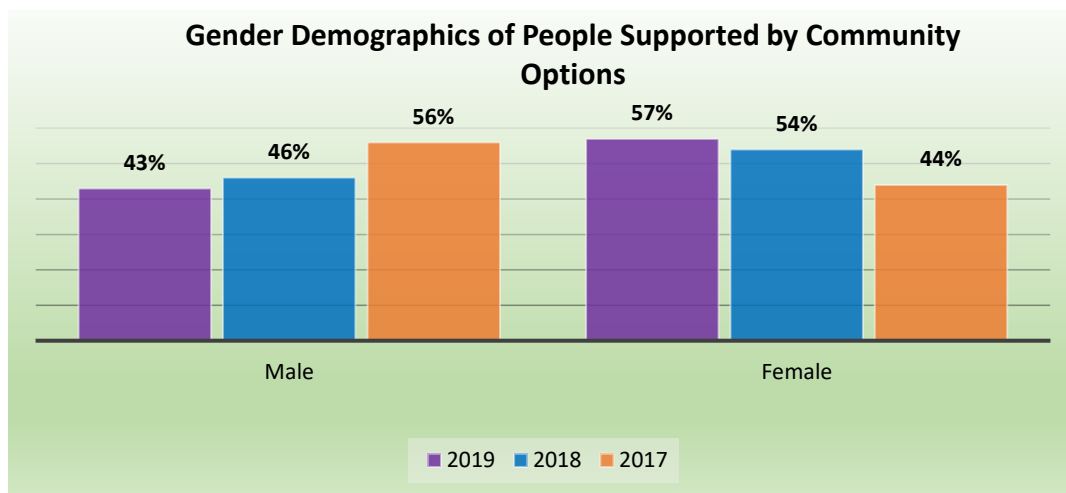
- 46 - Confident to proceed without service
- 35 - Child turned three years old
- 8 - Child / Family moved
- 1 - Passed away
- 2 - Child referred to other service
- 1 - Child ineligible for service
- 11 - No response to initial contact
- 23 - No response to continued contact

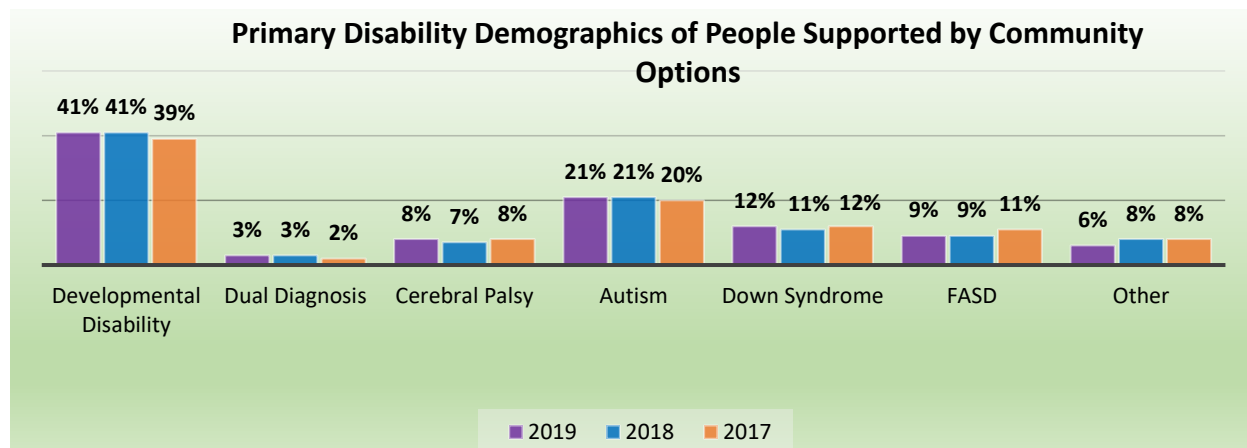
Community Options

Introduction:

Funder: Community Living BC

Description: There are approximately 17 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, 2019

Recommendations

Recommendations and follow-up from 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.***

Community Options matched people in groups more on compatibility and the people's wants and needs than previous years. Community Options further improved on this fact by creating smaller groups to be able to focus more on individual goals for people.

- 2. *Community Options will continue to work in the community to promote and maintain partnerships.***

Community Options continues and maintains partnerships throughout the community; for example, Meals on Wheels, Trinity Church, CFUR, and IMSS. Community Options has also been diligent in establishing new relationships with the community and have received positive feedback for example, Every Voice Choir is going into many of the elderly homes in Prince George which has resulted in beautiful emails from the homes where this has occurred.

- 3. *Community Options will assist people supported to obtain and maintain meaningful relationships and volunteer opportunities in and out of the community.***

Community Options continues to support and create new opportunities for building relations and volunteer opportunities. Some examples of these opportunities are scrapbooking and the Change Matters program which assists and educates people about weight and weight management while promoting healthy lifestyle choices and options.

Recommendations for 2020

1. Community Options will empower and assist people supported with communication issues around safety and abuse and neglect.
2. Community Options will be changing to individualized SMART goals from group goals.
3. Community Options will continue to work in the community to promote and maintain partnerships.

CARF Standards

Community Options prepared 71 surveys and distributed them to active participants of the program. Of these 71 surveys there were 6 that were unable to be completed as the people supported were unable to respond, one person was unable to complete the survey due to illness, two people were unable to be contacted and five people had left services. These statistics are compiled from the 57 survey respondents.

Satisfaction	Happy	Unhappy	Not Sure	No answer
I know my rights.	98%	2%	0%	0%
I feel like part of the community.	96%	4%	0%	0%
I am happy with the services I get from AiMHi.	96%	2%	2%	0%

Effectiveness

I feel AiMHi keeps my information private.	94%	2%	4%	0%
I get help to make my own choices and decisions.	100%	0%	0%	0%

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 17,534 bonus hours in 2019.

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 - ten people received PSI Funding for Community Options in 2019.

Exit Reports

Five people exited Community Options in 2019. The reasons were as follows:

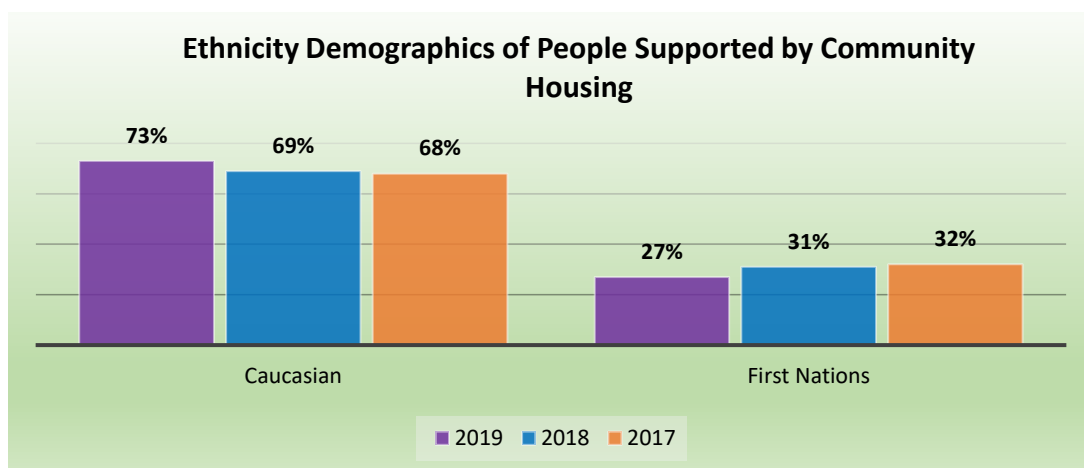
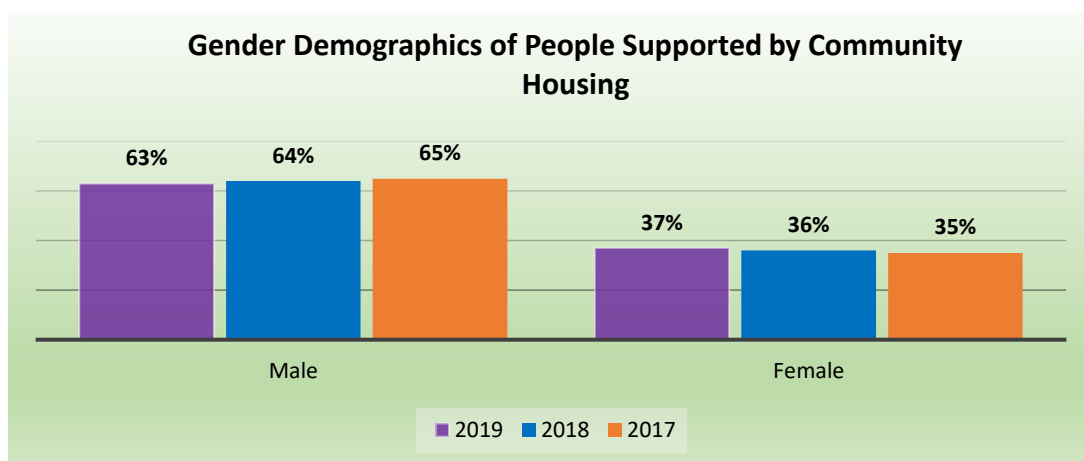
- 3 - Wanted different services.
- 1 - Service contract ended.
- 1 - Changed to Life Skills services.

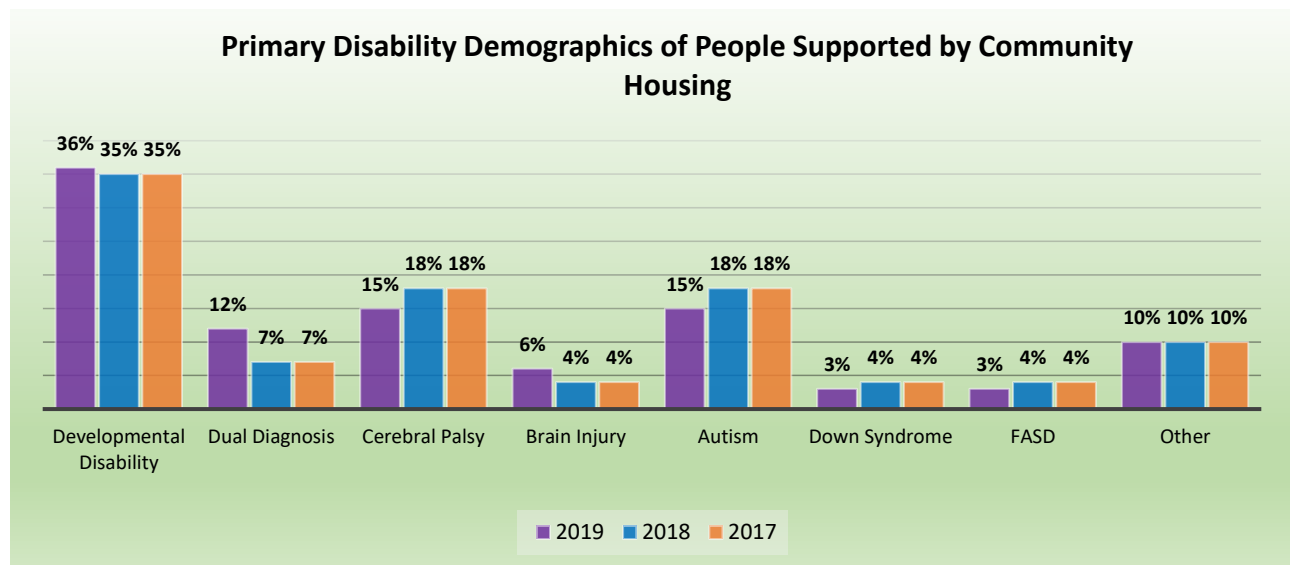
Community Housing

Introduction

Funder: Community Living BC

Description: There are approximately 240 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 90 (1 Home Share) people supported; 57 male (1 Home Share) and 33 female.





Note: Demographics are gathered from active participants as of December 31, 2019

Recommendations

Recommendations and follow-up from 2019

- 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. One home was purchased in 2019 and one less accessible home was sold.

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

The AiMHi Safe Moving and Assisting Plan was developed and circulated for feedback. This plan will be implemented in 2020. This plan is to help better prepare employees to have more knowledge and awareness around mobility,

mobility assessments, fall risk and prevention and how to support people who are experiencing mobility changes as they age.

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

Management team members continue to work primarily from the homes they manage and in some cases managers have offices set up within the homes. This is beneficial as they are able to work at the homes without disrupting the work of the employees. The Directors attended numerous staff meetings in 2019 and visited the homes on an ongoing basis. This greater presence of leadership has helped with communication and monitoring, between management team members and residential and community inclusion employees. The Directors have really enjoyed getting to see the wonderful things people are doing at home and hearing about what is happening while they are out in the community. Attending the employee meetings has allowed the Directors an opportunity to bring organizational information to the teams and answer questions while supporting the managers.

5. *AiMHi will continue to improve daily logging in ShareVision to emphasize goal tracking, planning and achievement.*

Employees were trained on how to complete their daily logging, this training was held in conjunction with the Person Centered Planning Training that was held at the main office. The in person training provided context to employees on how to accurately complete Day Charts using meaningful detail that provides the information needed on goal progress. Employees were trained on effective goal development and tracking. The information shared in this training will be part of onboarding for employees moving forward.

Recommendations for 2020

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 continue to explore ways to prepare for and support people for the changes they may experience as they age such as end of life planning.
4. AiMHi leadership will continue to be a strong presence in the homes and will look for new ways to best support employees in the work that they perform.
5. AiMHi will work on improving the employee training with regards to Health and Safety and Monthly Safety Inspections.

CARF Standards

There were 97 people surveyed for Community Housing. One of these people is under Home Sharing contract within Community Housing. Of these distributed surveys two people were unable to understand the questions and did not complete the survey, three people declined to complete the survey, one person moved and did not complete the survey, two people were ill and were unable to complete the survey, 41 people are non-verbal and unable to complete the survey, one person was unable to complete survey as they had passed away and three surveys were not returned. These statistics are compiled from the 44 completed surveys.

Satisfaction	Happy	Unhappy	Not Sure	No Answer
I know my rights.	98%	0%	0%	2%
I feel important in AiMHi and the community.	100%	0%	0%	0%
I am happy with the services I get from AiMHi.	98%	2%	0%	0%
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.	93%	0%	7%	0%
I get help to make my own choices and decisions.	98%	2%	0%	0%

Efficiency
<ul style="list-style-type: none"> Vacancy Rate – At the beginning of 2019 there were three vacancies. Of these three vacancies, two were filled permanently in 2019. There were an additional six vacancies that resulted from five people passing away and one person moving for a total of seven vacancies at the end of 2019. Of these seven vacancies, two were filled temporarily. 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
<p>There are no waitlists maintained by AiMHi.</p> <p>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.</p>

Exit Reports

Six people exited services in 2019. The reasons were as follows:

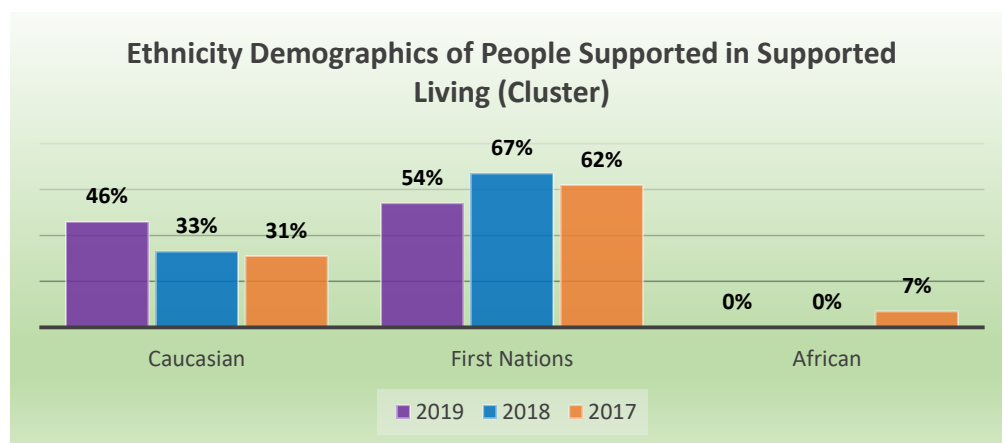
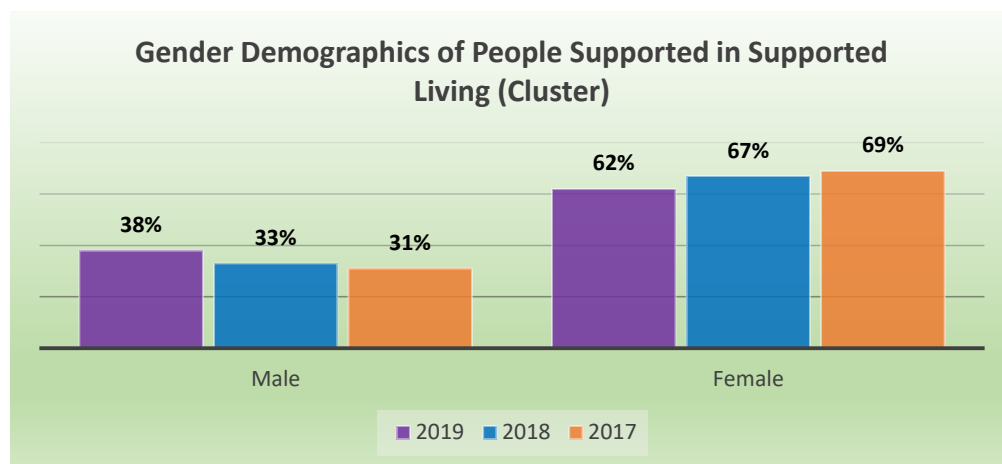
- 5 - Passed away
- 1 - Moved to independent living

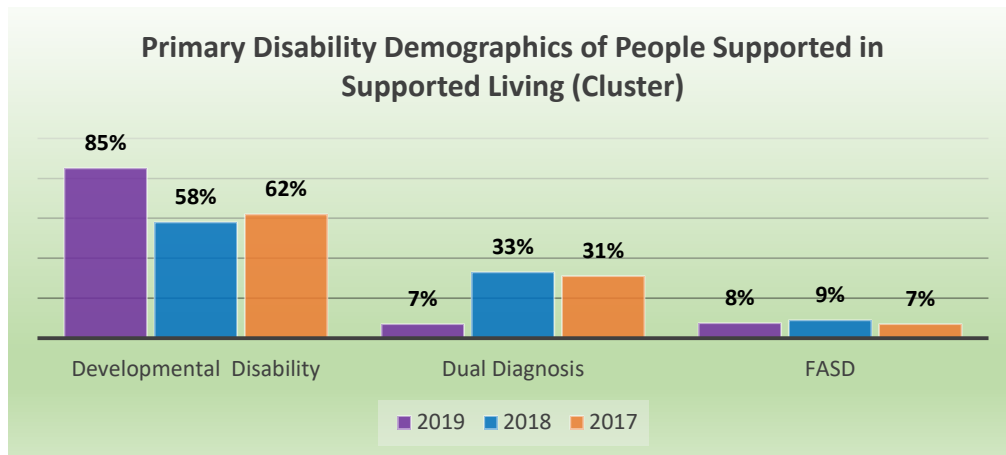
Supported Living (Cluster)

Introduction

Funder: Community Living BC

Description: There are seven 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 2019 there were 13 people supported; five male and eight female. In 2018 there were 12 people supported; four male and eight female. In 2017 there were 13 people supported; four male and nine female.





Note: Demographics are gathered from active participants as of December 31, 2019

Recommendations

Recommendations and follow-up from 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.***

A successful trip was planned for four people and two employees to Disneyland in May for 14 days. Several people also traveled to Barkerville in July for an overnight stay in Wells. Trip proposals are used to arrange/organize vacations, arrange for transportation and trip itineraries. The people we support often utilize Adventure Odyssey for additional travel funds.

- 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.***

Reminders are given to employees regarding the emergency phone list by the person who completes the monthly safety inspection. Employees check to see if it is still posted in people's apartments and then document this in ShareVision on individual day charts. There is also an emergency phone list on the Community Calendar in the office apartment dining area for people to see. Bed bug checks are done by key workers on a monthly basis and documented in ShareVision. Employees discussed bike/road safety with one person and wrote individual meeting minutes. Employees taught weather awareness and assisted people in buying ice grips for their shoes/boots. Cluster implemented a requirement for every person we support to check in with employees and/or be contacted by employees to ensure they are safe every 24 hours. This will be recorded in the day charts on ShareVision. If Cluster does not make contact with the person then a missing person's report will be filed with the police.

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

Rent subsidy inspections for each apartment were completed on an annual basis. There is a rent subsidy form that is filled out. This process will continue on going.

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.

Requests and reminders for hygiene and apartment cleanliness is done on an ongoing basis. Employees assist with budgeting and banking weekly. Employees did offer to teach food canning but no one was interested in this skill. A sewing machine was purchased and sewing lessons have been offered at the Cluster apartment twice a month. This has been well received by the people supported.

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.

Birthday celebrations were held for three months but it was decided that it takes time away from teaching and coaching life skills to the people supported. Employees host holiday gatherings/meals and twice a month Cluster host's brunch, Cluster dinners and go out to Connections Clubhouse. Coffee Club is held at the Cluster during the weekdays.

Recommendations for 2020

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 supported in the Cluster so they understand what to do in an emergency.
3. 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.
4. 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 to be held on the last Cluster dinner of each month for those who are in attendance.

CARF Standards

There were 12 people surveyed for Support Living (Cluster). One person was not able to be surveyed as they entered services after the surveys had been created and distributed. 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.	84%	8%	0%	8%
I am happy with the services I get from AiMHi.	92%	0%	0%	8%
Effectiveness				
I feel AiMHi keeps my information private.	100%	0%	0%	0%
I get help to make my own choices and decisions.	92%	8%	0%	0%
Efficiency				
<ul style="list-style-type: none"> • Vacancy rate - There were no vacancies for Supported Living (Cluster) in 2019. Vacancies are filled by CLBC when they occur. • 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. 				
Access to services				
<p>There are no waitlists maintained by AiMHi.</p> <p>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.</p>				

Exit Reports

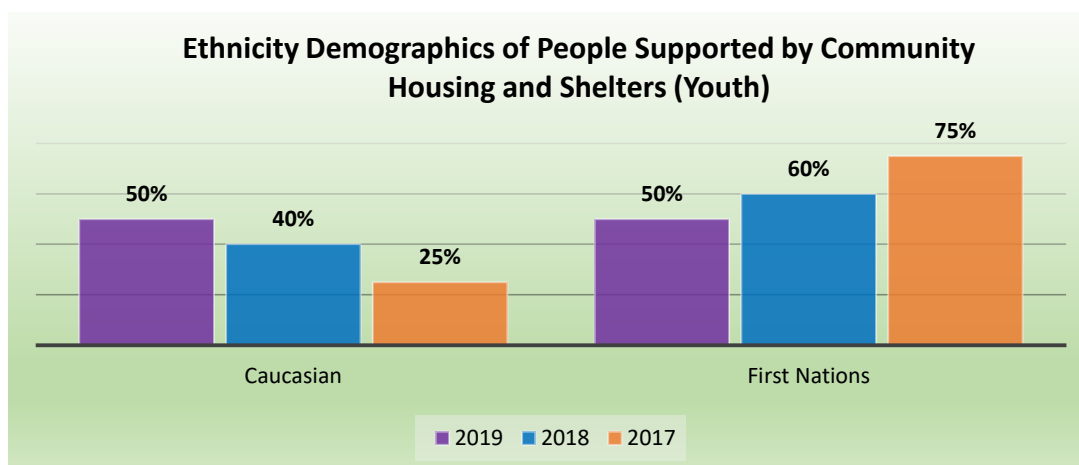
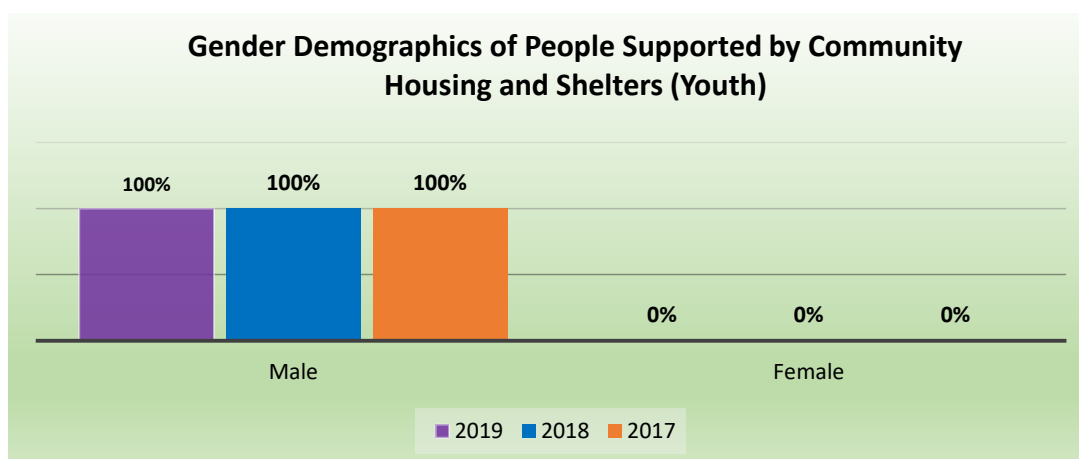
No people exited services in 2019.

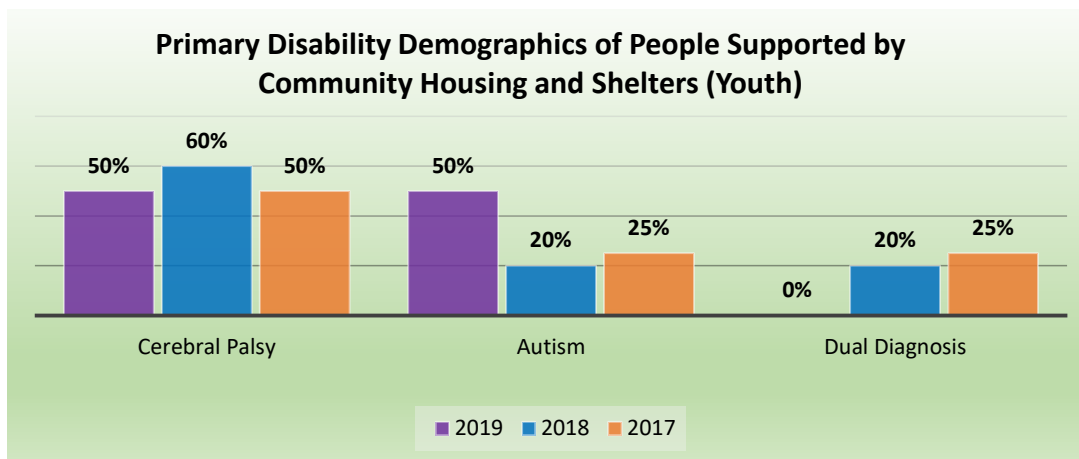
Community Housing and Shelters (Youth)

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 14 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, 2019

Recommendations and follow-up from 2019

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

The youth are supported on a daily basis to use communication tools at home and at school such as tablets, gestures and picture boards.

- 2. Community Housing and Shelters will continue to look for ways to gather Survey input.***

Guardians and family members were contacted and they provided suggestions to increase the likelihood of providing input to surveys. Guardians will in future provide more assistance and input towards the survey process.

- 3. Community Housing and Shelters will continue to expand their access to community programs including cultural activities and other age appropriate youth group programs.***

Youth at the Residential homes consistently access community programs such as the Native Friendship Centre, Children's Lifeskills, the library, Lheidli T'enneh Memorial Park and attending Welcome Home Celebrations at their family's ancestral homes.

- 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.***

Youth at the Residential homes have been accessing events at AiMHi, attending youth hockey games and any other youth event that they express interest in attending.

Recommendations for 2020

1. Community Housing and Shelters will continue to introduce the youth to young adult experiences to better prepare them for the transition to adulthood.
2. Community Housing and Shelters will assist the youth to further explore ways to celebrate their culture and teach others around them of some of their traditional customs.
3. Community Housing and Shelters will assist the youth to increase their circle of friends in their neighborhood and at school.

CARF Standards

There have been four pictographic surveys developed for the people supported to complete however the children receiving services were still unable to complete these surveys independently or with employee assistance. The surveys were distributed to the parent/guardians of children receiving services in an effort to assist in completion however no surveys were returned.

Satisfaction

There were no surveys completed in 2019 due to limited communication abilities so there is no data to present with respect to Satisfaction.

Effectiveness

There were no surveys completed in 2019 due to limited communication abilities so there is no data to present with respect to Effectiveness.

Efficiency

- Vacancy rate – There was one vacancy in 2019 which occurred in June and was filled in October 2019.
- 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

One person exited Community Housing and Shelters (Youth) in 2019. The reason was as follows:

- 1 - Moved back home with parent

Employees

Introduction

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

Description: By the end of 2019, AiMHi employed 336 full-time employees, 69 part-time employees and 96 casual employees. This works out to 293 Full-Time Equivalent (FTE) positions. There are also three non-unionized employees who hold two full-time positions and one part-time position. AiMHi has 11 unionized employees on Long-Term Disability (LTD). AiMHi employs 49 non-unionized management employees of which six are on LTD. This amounts to a total of 490 active employees and 17 employees on LTD.

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

Demographics: No demographic information was collected for 2019. 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 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.***

HR has set up systems in 2019 for the agency to become effective in the implementation of a strong Stay at Work/Return to Work culture. The statistical numbers continue to be on the decline with the length of time employees are off from work. AiMHi and HR have made the focus on getting people back to work as quickly as possible. The Recover at Work/Stay at Work tools are continuously reviewed to ensure AiMHi is effectively supporting and managing all injuries or time away from work. The management team obtained Level One First Aid training in the past year to become qualified to complete first aid assessments when required and in 2019 and 2020 renewals of this training have and will continue to occur. HR will continue to have this project as a priority in their work to ensure employees are always getting back to work as quickly and safely as possible.

The work the Certification of Recognition (COR) committee is doing impacts this section immensely. This committee has made additions to two HR policies and introduced near miss reporting to the agency. Furthermore, department risk assessments have been developed which are a new requirement to identify risks pertinent to the each specific home. Additionally the management team now has a mandatory safety discussion component at each management team meeting.

HR made arrangements for a meet and greet between WorkSafeBC and the Joint Occupational Safety and Health (JOSH) committee, safety representatives and managers. This proved to be a useful discussion to review some of the pertinent regulations and provide focus to the agency on WorkSafeBC training requirements. In another training session, Disability Management Institute (DMI) provided training to the management team on Return to Work planning and how to continue to improve in this area.

2. *HR will continue to work towards decreasing the paper copies on personnel files and moving towards electronic files.*

HR continues to work on moving all paper copies on personnel files to electronic versions however this requires a document by document process. As of 2019 this process has not been completed. However, managers are now accessing the digital systems on a more regular basis than the personnel binders due to the ability to electronically access these documents from any computer or smart electronic device (cell phone, iPad, tablet, etc.). This remains a focus for HR and this project will continue in to 2020 with a tentative goal of having a completion date of 2021.

3. *HR will build an “Employee Newsletter” that will include Association information.*

HR has not completed this goal as of 2019 however there has been progress made as HR is working with management members to have a very exciting edition coming out before the end of March 2020.

4. *HR will begin to provide more opportunities to the management team for training on areas that are related to Human Resources.*

There has been several training opportunities provided based around Certificate of Recognition (COR), Near Miss reporting and Health and Safety reporting and processes. This provided the managers with the tools they need to move the agency forward in getting COR certified and allowed them to provide this training to their employee team members.

HR organized Community Social Services Employers' Association (CSSEA) to come and provide training surrounding suggestions and strategies to support, guide and direct employees in regards to performance management. There was a focus on coaching and the probationary period.

HR reviewed the confidentiality policy and current practices with the management team and several discussions and input was taken from the team to improve this process.

HR provided training to the management team on hiring processes and how to hire the most qualified and suitable applicant. HR is working diligently at developing processes to support managers to get the most suitable and qualified applicants.

HR provided ComVida training to the management team with sporadic sessions to review ComVida process and provide helpful hints and tips to better utilize the system and reduce errors and issues that are most common.

5. *HR will work with other departments to begin the implementation of an annual training plan for employees.*

HR organized training for managers, safety representatives and Joint Occupational Safety and Health (JOSH) representatives on Accident Investigations and WCB Reporting Requirements.

As of January 31, 2019 80 percent of employees have completed CLBC required Privacy training. This number includes all employees including management team members. This training opportunity provided by CLBC was beneficial as a strong reminder to all employees how privacy and the safe storage and access of materials and data is important.

AiMHi employees continue to participate in monthly theme month training which provides training and opportunities for discussion on various topics such as WHMIS, aging, and Performance Improvement.

In 2019 HR added an annual policy review to the annual employee appraisal. This promotes discussion of all policy and procedures at AiMHi and ensures employees are aware and informed about old and new policies.

6. *HR will develop an Attendance Management Program.*

HR has provided the management team with the tools to implement an effective attendance management program. These tools are template questions and documentation to facilitate meeting with employees with respect to attendance management. Furthermore, there have been policies put in to place and old policies updated to reflect attendance management moving forward.

Recommendations for 2020

1. HR will ensure that appropriate and effective processes, which will include improved clarity in policies and procedures, are in place to provide an adequate workforce for shift coverage (related to unplanned absences) and that management is hiring new employees into homes versus hiring to the relief list.
2. HR will ensure job postings, hire letters and job descriptions are streamlined and updated. HR will also ensure the inclusion of accountability based philosophy and language is used in these processes moving forward.
3. HR will ensure an adequate workforce by hiring employees who possess the knowledge, skills and qualifications required to best perform their role. This goal will focus on recruitment, community awareness and a review of application and hiring practices.

4. HR will develop a plan to complete proper assessments during the probationary period.
5. HR will work toward moving all employee personnel records into electronic files.

CARF Standards

In 2019, 44 employees completed the satisfaction survey. This is a decrease of 26 respondents from 2018.

Satisfaction	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
You are satisfied with how information is shared between you and AiMHi.	14% *(16%) **(17%)	79% *(64%) **(65%)	5% *(14%) **(13%)	0% *(3%) **(4%)	2% *(3%) **(1%)
You are satisfied with AiMHi's policies and practices regarding confidentiality.	30% *(28%) **(34%)	61% *(67%) **(62%)	7% *(1%) **(2%)	0% *(1%) **(2%)	2% *(3%) **(0%)
You are satisfied that AiMHi promotes respect for people of different ethnic or cultural backgrounds.	39% *(36%) **(32%)	52% *(58%) **(59%)	2% *(3%) **(3%)	0% *(0%) **(1%)	7% *(3%) **(5%)
You are able to receive the assistance you require both during and after business hours.	39% *(26%) **(21%)	59% *(65%) **(68%)	2% *(3%) **(4%)	0% *(5%) **(4%)	0% *(1%) **(3%)
You are satisfied with the response time to your inquiries.	20% *(26%) **(16%)	68% *(64%) **(71%)	5% *(3%) **(9%)	0% *(5%) **(2%)	7% *(2%) **(2%)
You feel that AiMHi supports a positive teamwork environment.	14% *(17%) **(16%)	70% *(54%) **(62%)	7% *(19%) **(12%)	0% *(5%) **(5%)	9% *(5%) **(5%)
You are provided with adequate opportunities for training and/or education related to your employment.	32% *(25%) **(19%)	52% *(58%) **(69%)	14% *(7%) **(8%)	0% *(5%) **(2%)	2% *(5%) **(2%)
The organization provides promotion opportunities for employees.	16% *(11%) **(15%)	59% *(64%) **(59%)	10% *(13%) **(14%)	0% *(6%) **(5%)	15% *(6%) **(7%)

*Statistic from 2018 in the same category (for comparison)

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

In what areas does AiMHi excel?

Some quotes from the survey:

“AiMHi promotes team environments. They work hard at working together with all departments which is something that is hard to do based on the wide variety of services provided.”

“Serving the needs of the individual. Seeing their need and being intentional in finding solutions to meet those needs.”

“Increasing the visibility and value of people with disabilities in Prince George.”

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 lack of group involvement or interaction, quality control with respect to incorrect answers and the inability to determine what questions an employee got wrong.

Some quotes from the survey:

- “Online, on-demand training is convenient and cost effective, but I miss the discussions that happen when training is done as a group. There is also no feedback online from other participants.”
- “Information is often difficult to find and sometimes multiple versions of processes exist. It is difficult to ask people to be accountable to processes that are unclear or not well communicated.”
- “Training information is helpful in refreshing the things I learn year to year.”

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 100% of respondents answered positively. This is an increase of 12% from 2018 and 4% from 2017.

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.
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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, Autism Community Training (ACT) 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 2019, 96 peoples' employment with AiMHi ended. Of these, 93 people resigned and three people were terminated. Of the total number of employees who left, 57 were casual employees, 26 were regular full-time employees, 17 were regular part-time employees and two were management employees.

Reasons are as follows:

6 - Abandonment	5 - Travel
1 - Personal	9 - School
6 - Retirement	1 - Unsuitable - Self
12 - Family	2 - Unsuitable - Pre-Employment
10 - Health	2 - Unsuitable - Probation
1 - Passed away	2 - Unsuitable - Eligible to Work
6 - Moved	5 - Unsuitable - Other
28 - Other Job	

Employment Services (Infinite Employment Solutions)

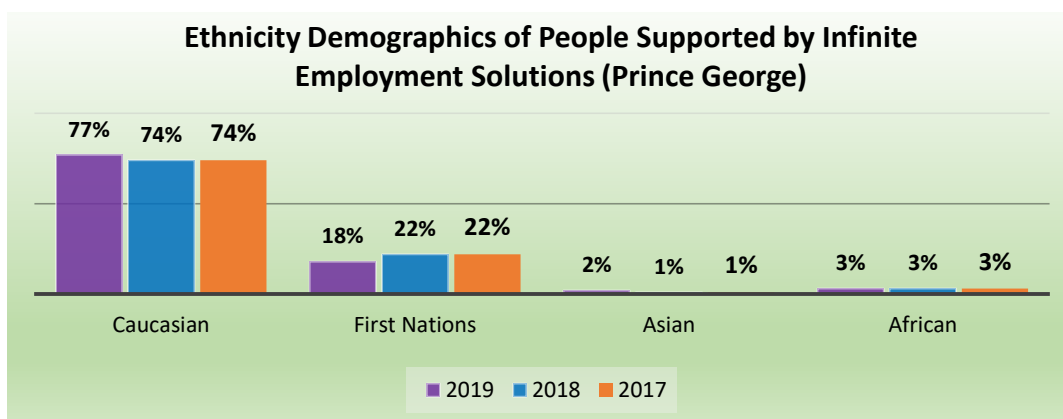
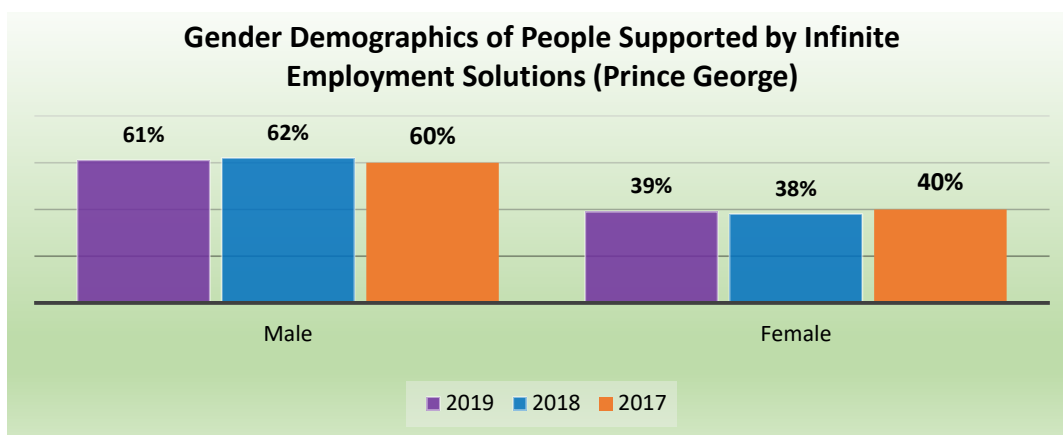
Introduction

Funder: Community Living BC

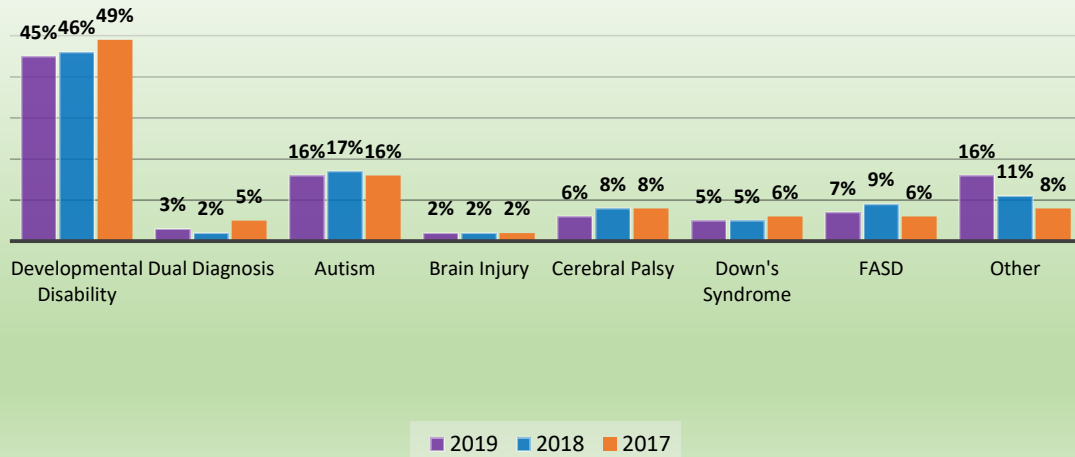
Description: Infinite Employment Solutions (IES) Prince George and Infinite Employment Solutions (IES) Mackenzie.

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 one full-time and one part-time employee located within the College of New Caledonia building.

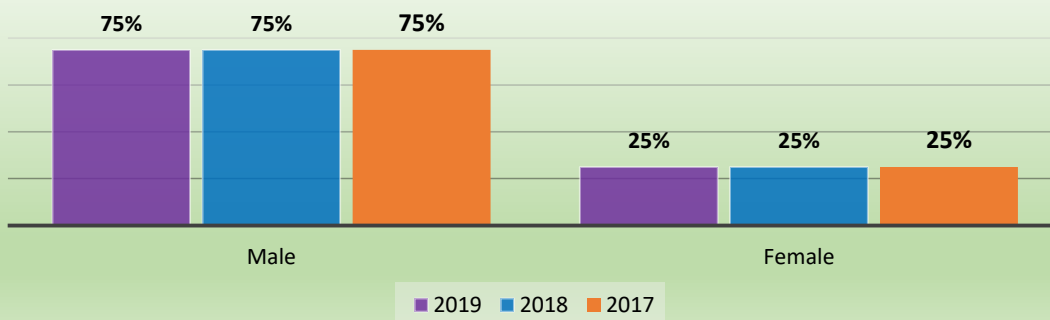


Primary Disability Demographics of People Supported by Infinite Employment Solutions (Prince George)

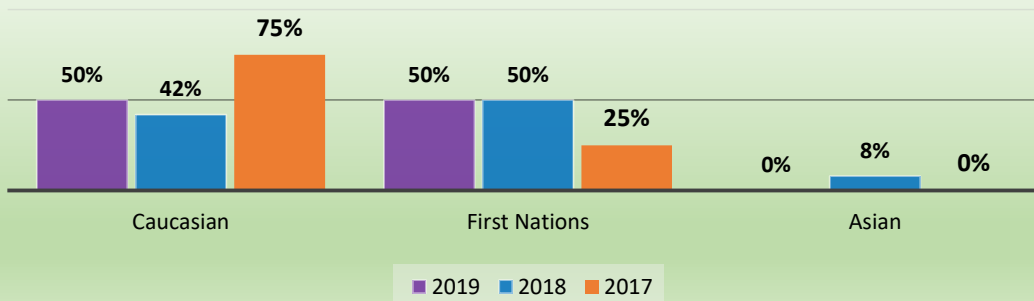


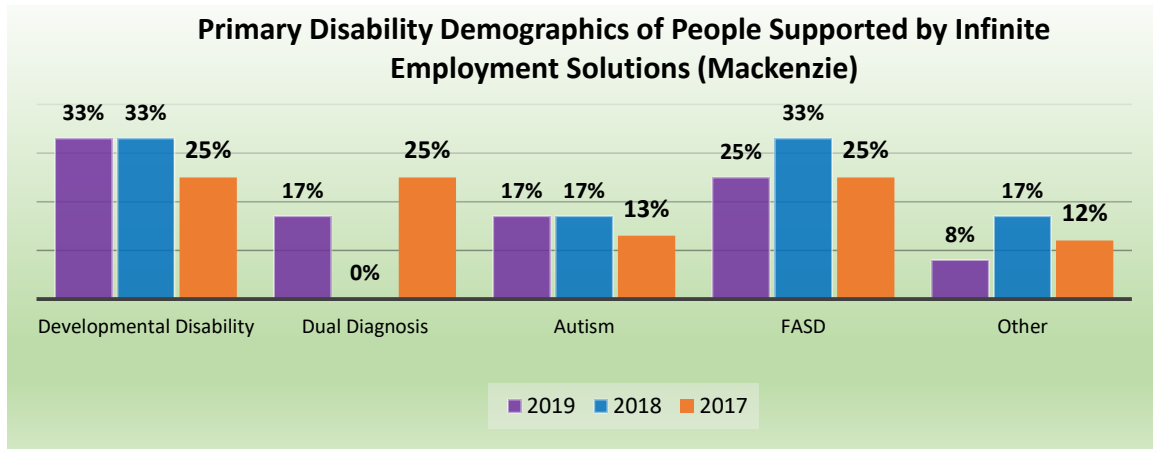
Note: Demographics are gathered from active participants as of December 31, 2019

Gender Demographics of People Supported by Infinite Employment Solutions (Mackenzie)



Ethnicity Demographics of People Supported by Infinite Employment Solutions (Mackenzie)





Note: Demographics are gathered from active participants as of December 31, 2019

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. Eleven people are working in this paid training initiative. These individuals learn and develop skills to work as callers, telemarketers and truck swampers. There were five people trained and working as callers, one person as a telemarketer and five people trained and working as truck swampers in 2019. Each participant generally works three to four hour shifts and up to three days a week. Feedback is provided and mutual strategic planning/goal setting are reviewed on a quarterly basis.
- A&H Mobile Crew:** Nine 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. Eight people 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. There were 37 community job started in 2019.

Recommendations

Recommendations and follow-up from 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.***

MentorAbility has shifted to an in-house program and away from the support of CASE as such, the magazine was not created and we need dedicated time for connections. There were two successful MentorAbilities this year.

2. ***Infinite Employment Solutions to consider hosting a Training Session during October 2019 Community Living Month with CLBC.***

This did not occur in 2019 as October was eventful and this training session was unable to be arranged. This event will need pre-planning but is still seen as a value. Instead of this training IES dedicated time to AiMHi's annual give back event in October.

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.***

Inclusive hiring practices are promoted currently through the job developers. Mackenzie raised awareness by running a booth at a hiring fair. Prince George

attended a booth at the BCNE and two hiring fairs. More focus on raising awareness for inclusive employment is necessary. With consistency in leadership we should be able to attend and speak at more events to promote this goal.

- 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.**

The training programs now have clear process and expanded learning opportunities and are running more efficiently with expanded opportunities for skills development and leadership among the trainees. Each trainee now participates in an evaluation three times per year.

- 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.**

Outside collection bins have now been removed and are successfully being replaced with indoor collection bins. Common goods attended the Junk in the Trunk event and various other events over the year meeting the goal of 10 events attended. Marketing and consistency for the common goods program has been top priority this year.

- 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.**

With improvements and process changes in addition to new leadership, statistics are no longer necessary for marketing purposes. The support we provide to people is person centered and these sorts of statistic do not reflect the individualized value in the work that IES performs.

- 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.**

Training program structure is improving and learning outcomes are being discussed to find the most efficient way of capturing the job readiness skills development. Evaluations and curriculum are being looked at to create more streamlined goal attainment in all of our employment training programs.

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.

There were 37 job starts this year which is below the target. However, with new and consistent management and a delegated employee to focus on employer marketing, IES will be working towards the goal of 50 for next year.

Recommendations for 2020

1. IES will work towards achieving 50 employment outcomes this year.
2. IES will develop strategies to address the decrease in revenue from the Common Goods program attributed to the removal of the outside collection bins.
3. IES will work towards developing clear curriculum and evaluation that is person centered and shows a clear line from the training program skill development to obtaining successful community employment in regards to its training programs.
4. IES will host an employer recognition and/or recruitment event which will ideally take place in October.
5. IES 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.

CARF Standards

IES surveys were prepared for 112 people. Five people were unable to complete the survey due to being non-verbal, one person declined to answer the survey, 21 people exited services, one person was unable to be contacted to complete the survey, and one person was ill and could not complete the survey and two people moved away. The following results are based on 81 surveys that were completed.

Satisfaction	Happy	Unhappy	Unsure	No Answer
IES helped me discover my career choices.	95%	1%	3%	1%
IES helps me gain skills to get paying jobs, work experiences or volunteer opportunities.	87%	1%	9%	3%
I am happy with the services I get from IES.	96%	0%	3%	1%
Effectiveness				
I feel that IES keeps my information private.	94%	0%	3%	3%
I make my own choices and decisions in IES.	92%	1%	3%	4%
Efficiency				

- **Common Goods** – IES had eleven people trained in this paid initiative as callers, telemarketers and truck swappers. There were five callers, one telemarketer and five truck swappers in 2019.

- **Mobile Crew** – This nine person crew maintains the AiMHi owned homes under the mow to snow contract along with several community customers.
- **IES Mackenzie** – IES Mackenzie now has one full-time employee (over 20 hours per week) and one part-time 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

Twenty-eight people exited out of Infinite Employment Solutions in 2019. The reasons were as follows:

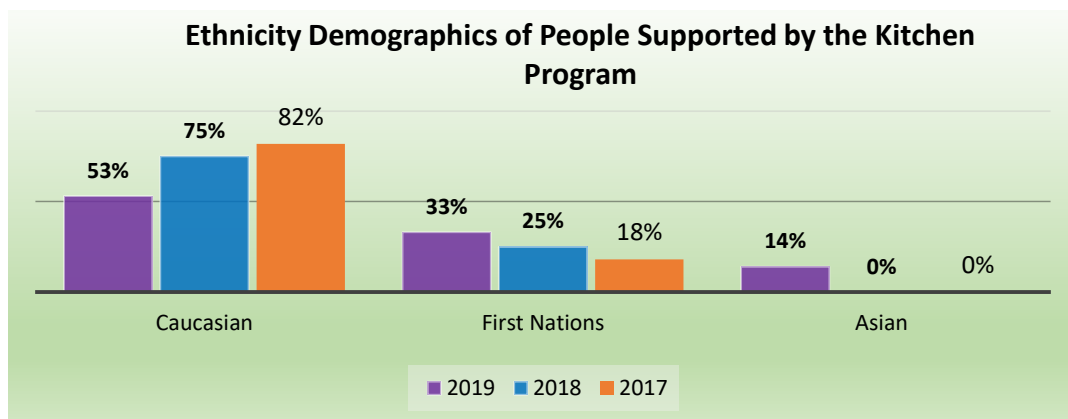
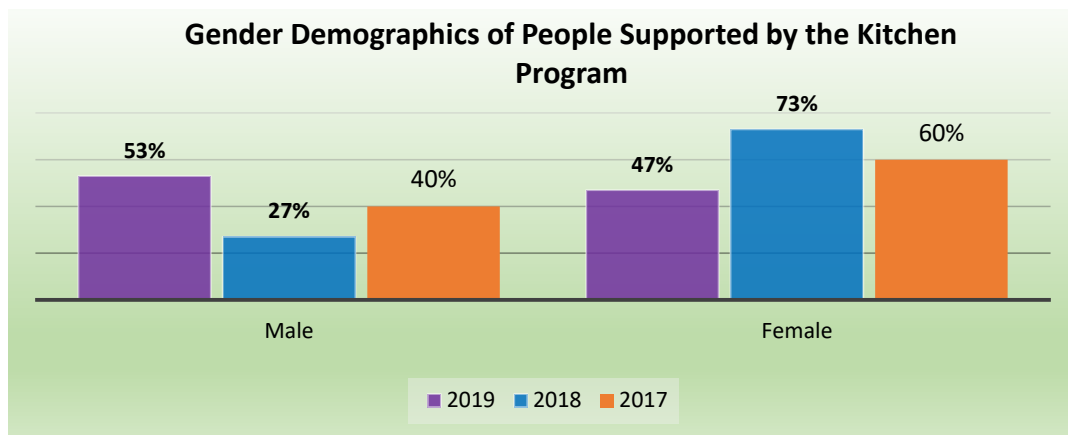
- 7 - Gainfully employed and no longer required services
- 1 - Passed away
- 8 - Moved
- 12 - No longer requesting IES job services

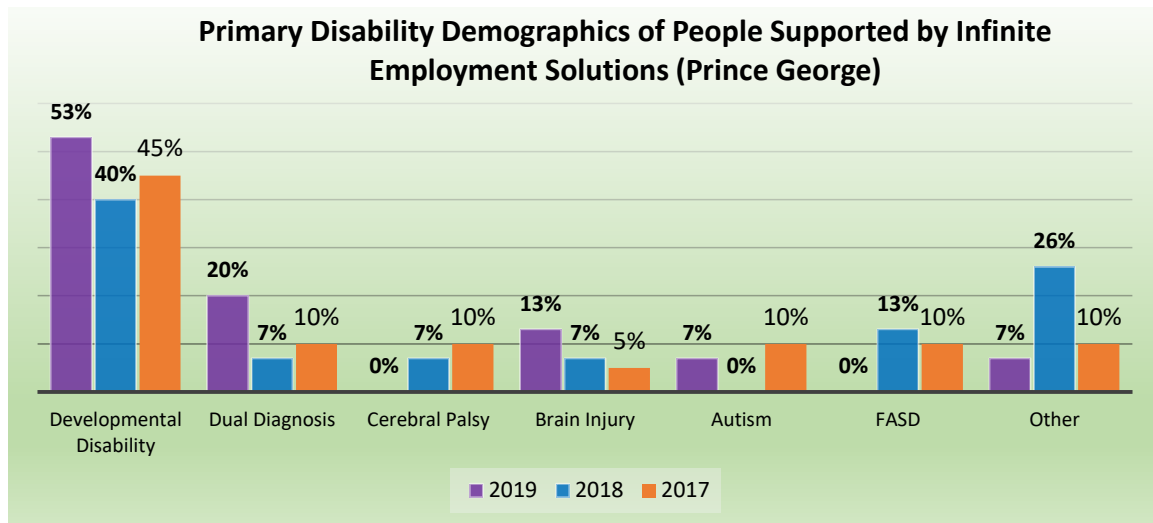
The Kitchen Program

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 one 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 four 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, 2019

Recommendations

Recommendations and follow-up from 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.***

This goal was not achieved in 2019. This goal will be carried forward for the next year.

- 2. The Kitchen Program will purchase new equipment to better train those that go through the kitchen program and better prepare them for employment.***

The Kitchen purchased new grills, microwave, pots and pans, waffle maker and a crock pot in 2019.

- 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.***

The Kitchen created the job role of Lead Hand as a new kitchen program training opportunity.

Recommendations for 2020

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 will re-evaluate the cost structure of meal pricing.
3. The Kitchen will work on redeveloping the training programs offered.

CARF Standards

The Satisfaction Survey was distributed to 17 Kitchen Program trainees. There were three people unable to be complete 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.	100%	0%	0%	0%
I know my rights.	100%	0%	0%	0%
I felt supported learning all the different jobs in the kitchen.	93%	0%	0%	7%

Effectiveness				
I feel that AiMHi keeps my information private.	100%	0%	0%	0%
I get help to make my own choices and decisions.	100%	0%	0%	0%
The AiMHi Kitchen Program helped me learn new skills in all areas in the kitchen for both personal and job opportunity.	93%	0%	0%	7%

Efficiency

The efficiency of the Kitchen Program is measured by participation, success, and incompletion rates. The Kitchen Program started the year with 16 people. During 2019, three new people started the Kitchen Program and three people completed the program. There were 19 people in the Kitchen Program as of December 2019.

Access to Service

The Kitchen Program received 14 referrals in 2019. Each referral wait time is dependent on the start dates of each 12 week rotation. In 2019, the average wait to start was two 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 2019, nine people exited out of the Kitchen Program. The reasons were as follows:

- 4 - No longer wanted to work in the kitchen program
- 1 - Kitchen program was not an appropriate fit
- 4 - Completed their 2 year end-date for the kitchen program

Intensive Family-Based Services (Family Support)

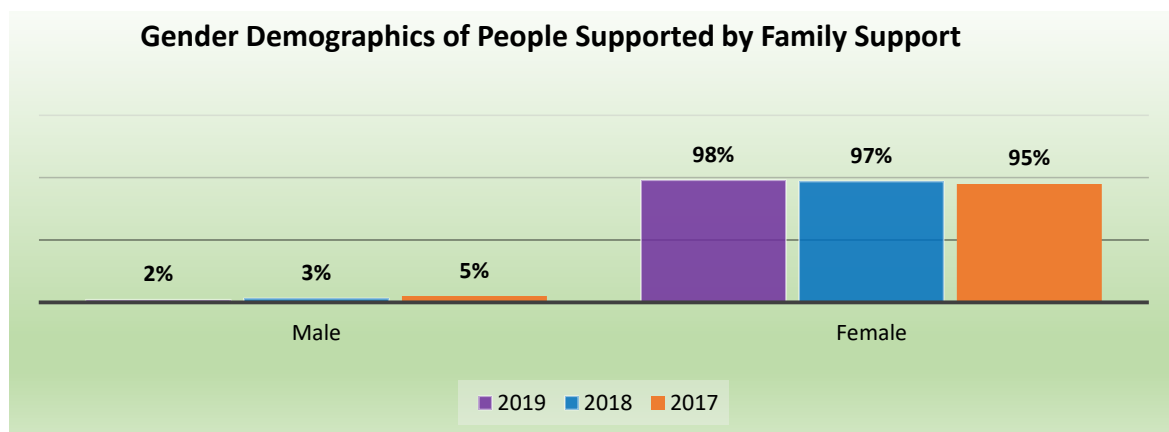
Introduction

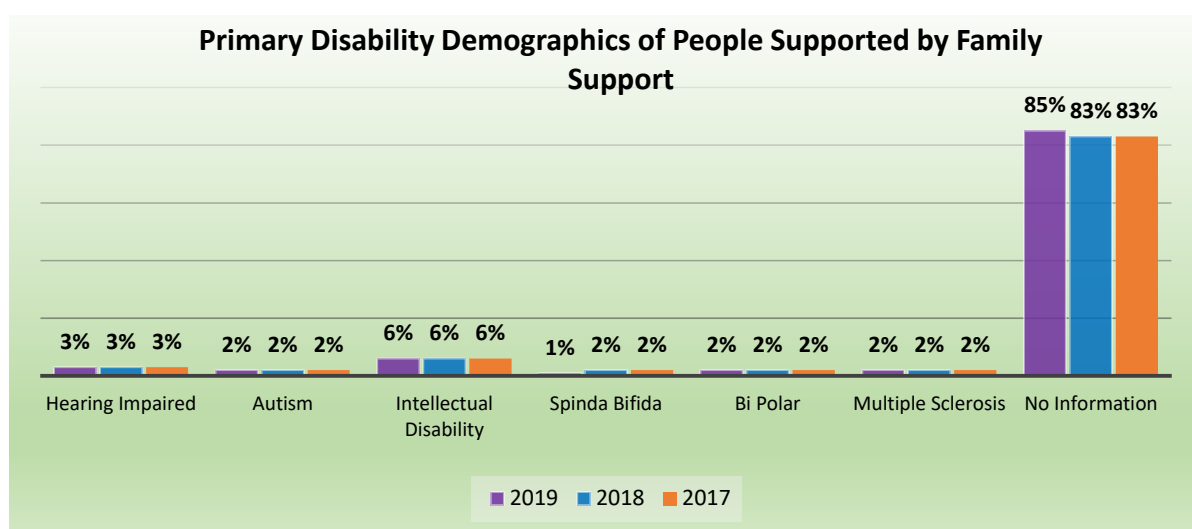
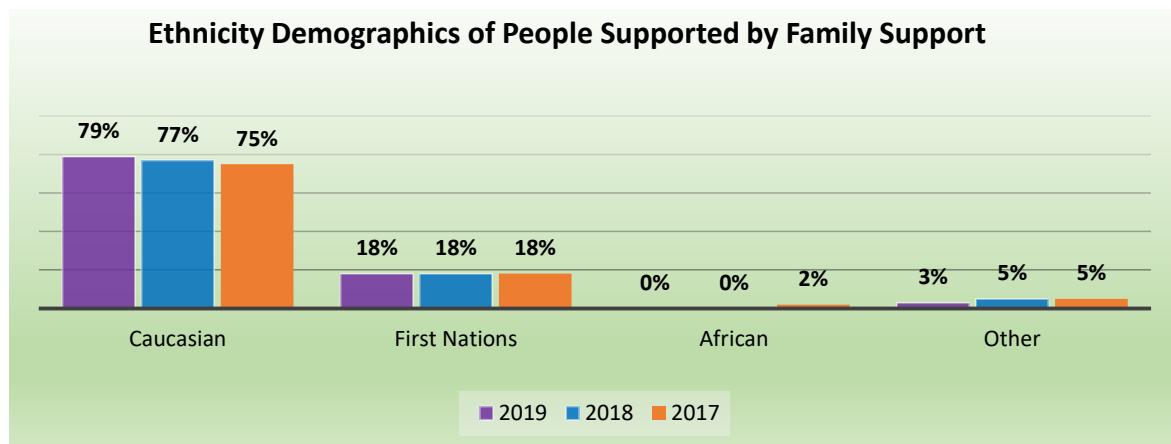
Funder: Ministry of Children and Family Development/Children and Youth with Special Needs

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, 2019
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 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.***

Family Support has been actively working on this and many families have accessed group meetings which provided opportunities to learn together and build support systems. Topics that were covered were Disability Tax Credits, RDSPs, working through the educational system and general tax inquiries. These groups have received positive feedback and will continue to be offered.

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.***

This has been an on-going project. Families have been provided with information about their community and the services offered to them. On a regular basis families are given leisure access guides, 'What's happening around PG' calendars and any community activities involving cultural considerations, holidays, etc. Each month the Village Newsletter is shared with families along with invites to information sessions that may be relevant to families. This is an ongoing support that has been developed into the supports families are indicating they wish to receive.

Recommendations for 2020

1. To allow families to get the information they may need in a quick and timely manner Family Support will provide families with the opportunity to engage in three or six month contracts or a brief or abridged service. A referral and contract process for this will be developed keeping in line with CARF standards.
2. Develop and maintain an ongoing schedule for topics the families want to learn and meet about.
3. Create a one-night-a-month group to host information sessions and connect with community resources.

CARF Standards

The Satisfaction Survey was prepared for 30 families. Of the 30 families surveyed, one family had exited and was unable to complete the survey, seven families did not return any calls or texts to complete the survey, one family was out of town and was unable to complete the survey and one family was unable to complete the survey due to illness. The following is based on the 20 families who completed the survey.

	Yes	No	**No Answer
Satisfaction			
Has your involvement with Family Support been helpful?	100%	0%	0%
Are you satisfied with the support you receive?	90%	5%	5%
Effectiveness			
Family Support has provided me with:			
• Increased knowledge of community resources, services and funding.	85%	0%	15%
• Crisis intervention when needed.	35%	0%	65%
• Problem solving support.	65%	0%	35%
• Emotional support when needed.	55%	0%	45%
• Advocacy when requested.	50%	0%	50%
• Personal support.	70%	0%	30%

• Increased confidence in caring for my child.	40%	0%	60%
• Support with appointments or meetings.	60%	0%	40%
• Other*	20%	0%	80%

* (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)

**The response of 'No Answer' with respect to the Effectiveness section indicates that the particular support noted (eg: Advocacy when requested, problem solving support, etc.) was not sought out and therefore not provided.

Efficiency

There were approximately 67 families served at any one time during the year. These families are supported by one full-time Family Support Worker and by one 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 one week. 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 22 families exited from this program in 2019. The reasons were as follows:

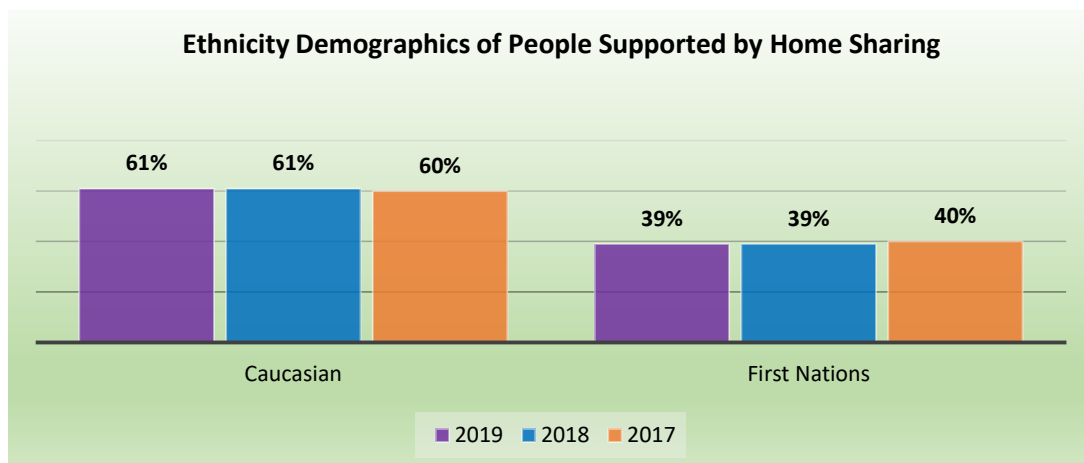
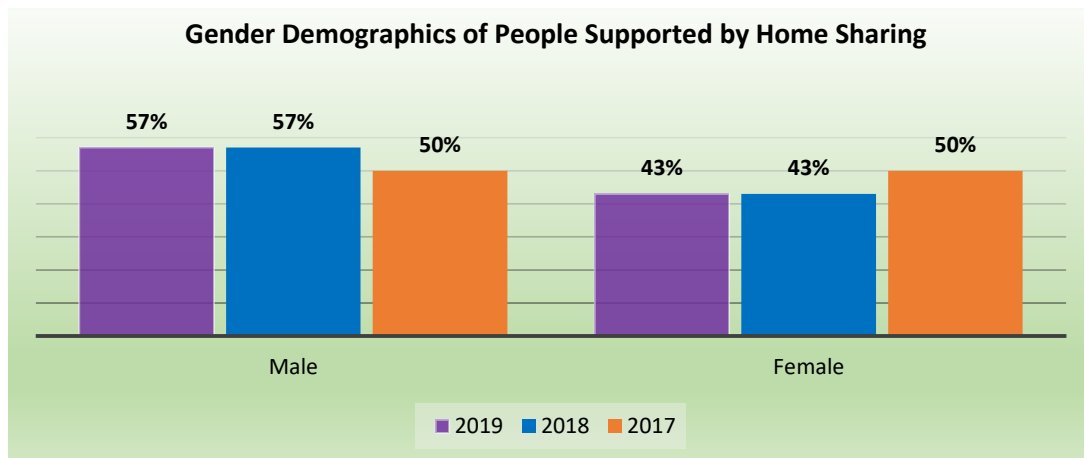
- 2 - Goals were met and families did not actively need supports
- 3 - Child reached the age of 19
- 3 - Referred for one primary goal which was achieved
- 11 - Families no longer in crisis and felt confident they can manage the day to day items
- 3 - Moved away from Prince George

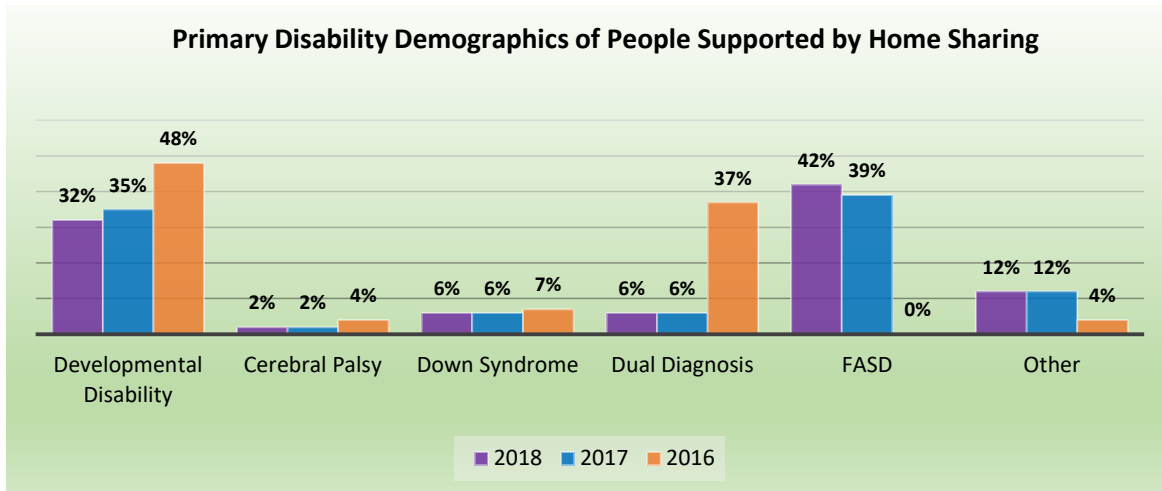
Home Sharing

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, 2019

Recommendations

Recommendations and follow-up from 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).**

Home Sharing has received several referrals from CLBC in 2019 and are constantly working to place each referral into an appropriate home. The majority of our referrals are for people with complex needs which has impacted the rate in which people can be placed in a timely matter.

- 2. Home Sharing will work to increase communication with the Weekend Coverage Managers to handle an emergency with a Home Share Provider.**

Home Sharing has updated our processes and the weekend coverage binder to better serve the managers who work during weekends to best address and assist Home Sharing related concerns. We have been fortunate this year to have had very few emergency calls to weekend coverage with respect to Home Sharing.

- 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.**

Home Sharing continues to stay current with best practices across the province and update our manuals and materials as needed to ensure our providers have the most current information.

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.

Home Sharing met with each of the Community Inclusion Departments to talk about communication and encourage and support those departments to communicate directly with the Home Share providers in regards to the people they are supporting.

Recommendations for 2020

1. Home Sharing will look at how to be more efficient with the manager's time when travelling outside of Prince George.
2. Home Sharing will work to increase the number of approved contractors we have in our service area in and outside of Prince George.
3. Home Sharing will work to liaise with other local agencies to have better communication when transitions between agencies are taking place to allow for a smoother transition for the contractor and person supported.
4. Home Sharing will look at how we can streamline our work particularly in regards to documenting home visits and administrative tasks and will put forward recommendations to our director as to how we could be more efficient.

CARF Standards

There were 40 surveys prepared and handed out to people living in Home Sharing in 2019. Thirty-eight surveys were not returned. The following responses are from the two 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

- In 2019, there were four new Home Sharing Contracts.
- In 2019, there were six changes in Home Share Providers within the program.

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

Two people exited Home Sharing in 2019. The reasons were as follows:

- 1 - Moved away from Prince George
- 1 - Chose to leave services and live independently

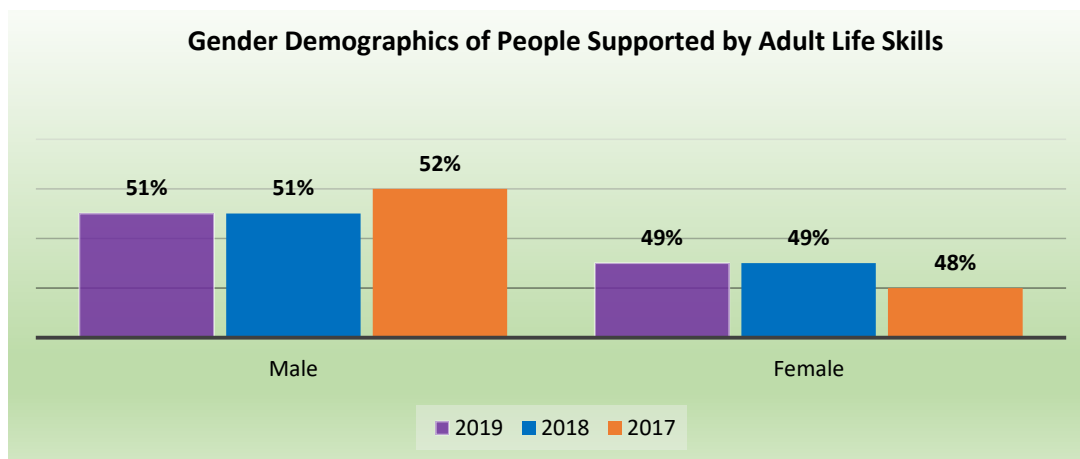
Adult Life Skills

Introduction

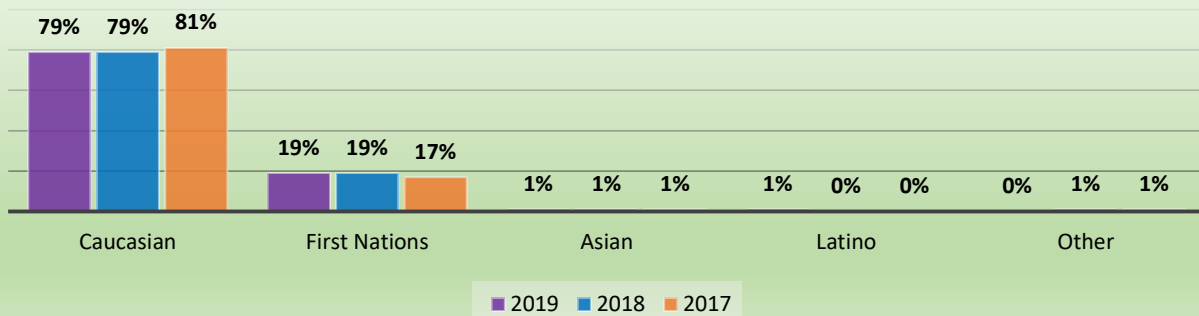
Funder: Community Living BC

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 32 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.

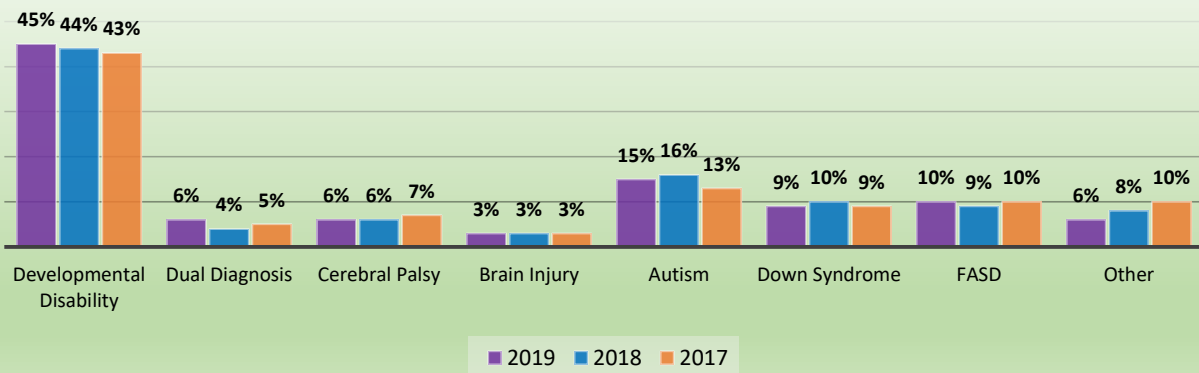
We are a strength-based, person-centered program that focuses on the positive qualities and accomplishments of each person. We develop goals, training, and support based on strength and needs assessment of skill level, and work with the person receiving services (and their support network) to develop 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.



Ethnicity Demographics of People Supported by Adult Life Skills



Primary Disability Demographics of People Supported by Community Housing and Shelters (Youth)



Note: Demographics are gathered from active participants as of December 31, 2019

Recommendations

Recommendations and follow-up from 2019

- 1. Adult Life Skills will offer a wide range of programming that people supported enjoy participating in.**

In spring of 2019, Adult Life Skills started new programming offering a variety of courses and activities. There were over 35 new courses and activities for people to try. Some examples included menu planning, smart shopping, budgeting, friendship making, knitting, YMCA, sexual education, internet safety, nature group, riding public transit, meditation group, etc. This was well received by everyone who participated. There are new ideas planned for the winter sessions that will be including snowshoeing, using technology safely (tablets, cell phones, and laptops), photography, safety – home and personal, cross-country skiing and learning to play the guitar. These are just a few of the courses and activities being offered.

2. *Adult Life Skills' Program Service Delivery will incorporate more partnerships in the community (accommodations, food, etc.)*

Adult Life Skills worked with a number of local support networks to increase awareness of homelessness in the Prince George community. The Adult Life Skills Manager joined the CPAH Committee (Community Partners Addressing Homelessness) in 2019 and this has allowed AiMHi to participate in some of the discussions around the homelessness we face with the people that we support in the Life Skills department. We continue to work with the local shelters, food banks, and Ministry of Social Development and Poverty Reduction (MSDPR) to ensure support is available to those that we support in Life Skills. In September 2019, MSDPR started a new team to help address some of the barriers that people receiving social assistance may face. The Community Integration Specialist Team (CIS) have also assisted a few of the people supported in Life Skills with various items and supports. The team's purpose is to increase the Ministry's community presence and to improve access for people supported that have barriers using the service channels at the Ministry.

3. *Adult Life Skills will offer training opportunities for employees and people supported based on identified trends and needs.*

Adult Life Skills employees continue to participate in training that is of value to them to support the diverse group of people that they work with. Life Skills had a number of employees participate in Autism training, Sign Language training, Trauma Informed Practice and Sexual Health for people with developmental disabilities. Life Skills also had some people participate in Naloxone training and Mental Health Awareness. With regards to the people supported, we have offered some new courses and activities based on the trends we have discovered which involves numerous areas of interest and necessity with regards to safety, awareness or socialization. The new programming was started in the winter 2019/2020.

4. *Adult Life Skills will aim for having 90% of goals being attempted or achieved by people supported.*

Adult Life Skills had a total of 85% of goals being attempted or achieved by people supported. The remaining 15% did not start a goal due to various reasons such as health issues, crisis support and transitions in living situations.

5. *Adult Life Skills will complete Dementia Screening Assessments for people supported who are over the age of 40.*

There were 86% (49 out of 57) Dementia Screening Assessments completed in 2019. Despite explaining to the people supported that the information was to help us establish a baseline of their health with regards to dementia there were a number of people supported that did not want to complete the assessment.

Recommendations for 2020

1. Adult Life Skills will offer parents/caregivers information sessions to assist them with navigating available services to the people supported and their parents.
2. Adult Life Skills will aim for having 90% of goals being attempted or achieved by people supported.
3. Adult Life Skills will complete Dementia Screening Assessments for all people supported who are over the age of 40.
4. Adult Life Skills will offer employees training opportunities based on trends for people supported.

CARF Standards

There were 168 total surveys distributed in 2019. Five people were unable to complete the survey as they had moved from the service area, six people exited services and did not complete the survey, six people declined to complete or were unable to complete due to illness, 23 were unable to be contacted and five people were unable to complete due to being non-verbal. The following statistics are compiled from the 105 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%	3%	5%
AiMHi helps me get my transportation needs met.	74%	10%	16%
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.	98%	0%	2%
The Life Skills Program helps me learn new skills and complete my goals.	94%	1%	5%

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 two weeks.

Exit Reports

Fifteen people exited Adult Life Skills during 2019. The reasons were as follows:

- 1 - Moved away from Prince George
- 2 - Incarcerated
- 6 - No longer required services
- 3 - Moved services into the Supported Living home where they reside
- 2 - Contract ended
- 1 - Passed away

Community Youth Development (Children's Life Skills)

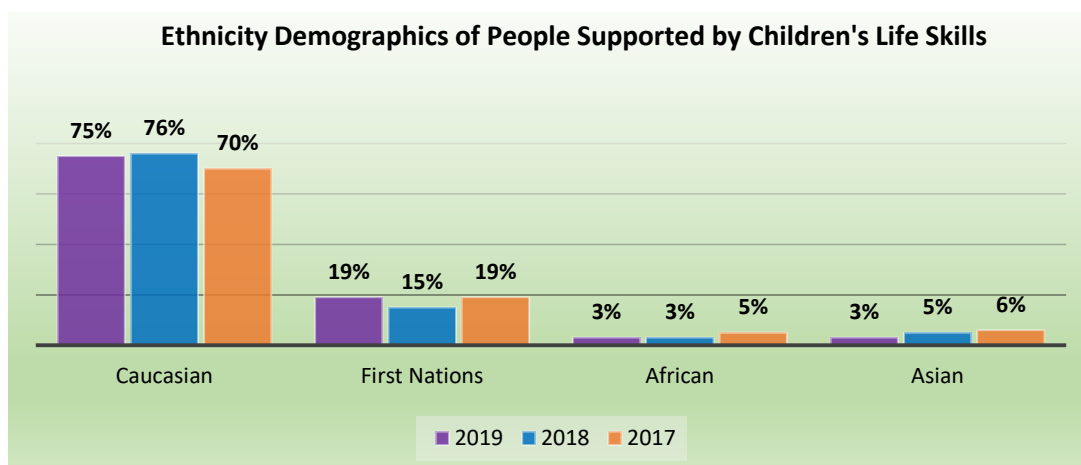
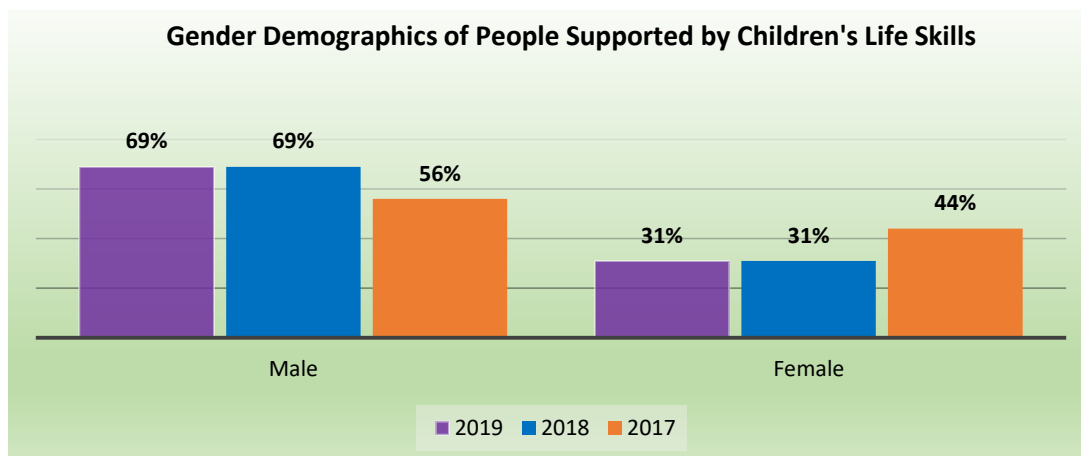
Introduction

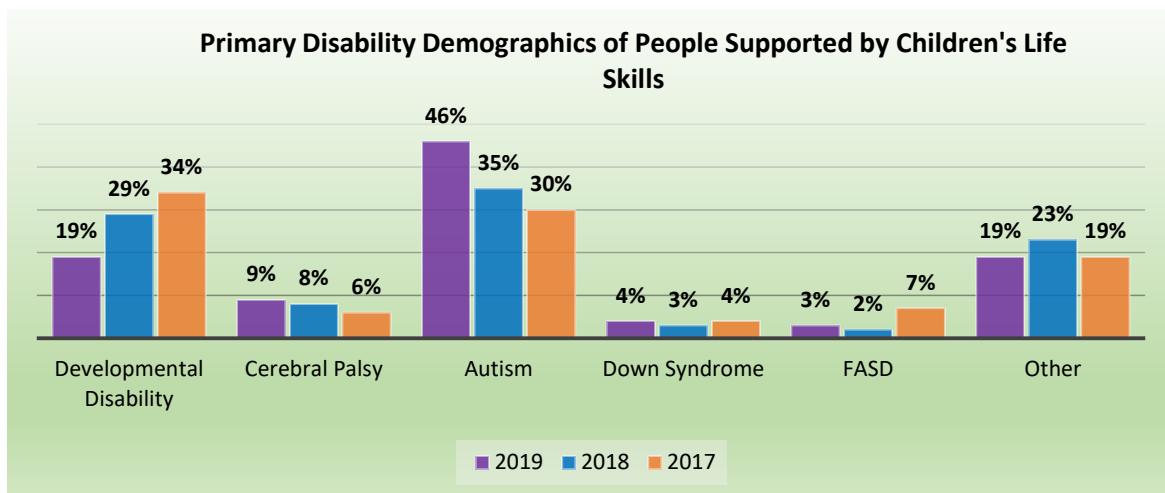
Funder: Ministry of Children & Family Development

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 32 Life Skills Instructors who are shared with the Adult Life Skills department working out of the Main Office at AiMHi in 2019.

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, 2019

Recommendations

Recommendations and follow-up 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.***

The Independent Living Work book is now complete and will be ready to use for January 2020. The learning modules will be a work in progress as this document is being used and skill development areas are recognized. The Independent Living Work book will be put into place for PCP requirements as each skill development area follows the Children and Youth with Special Needs Contracts.

- 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.***

Children's Life Skills met this goal with lots of community activities that took place over spring break, summer and throughout the year. The goal to be active participants in one's own community is on-going and Children's Life Skills are pleased with the progress, creativity and activities that were introduced to everyone.

Recommendations for 2020

1. Children's Life Skills will aim to create three new resources that will include the input from the children/youth we work with for others to refer to and use with respect to PCP goals, the Independent Living Work Book and individualized goal attainment.
2. Children's Life Skills will revamp Summer Activities by hosting two groups per week for fun activities instead of one-to-one coverage option when employees are on vacation.

CARF Standards

Eighty 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 80 surveys prepared 28 families were unable to be contacted for the purpose of this survey, 15 children exited services and did not complete the survey, three families declined to complete the survey, seven families had no phone service and were unable to be reached in other methods, one family was not home and was unable to complete the survey and four families did not return calls/messages left for them to complete the survey. These statistics are based on 22 respondents to the survey.

Satisfaction	Happy	Unhappy	Not sure	No Answer
Are you happy with the services you are getting from AiMHi?	95%	0%	5%	0%

1. What does Children's Life Skills do well?

- Feels we are doing well assessing the individuals to help with their needs. No complaints.
- Do very well including child. Good variety of activities.
- Communication with parent is great.

2. What can we do better?

- Meets the child's emotional needs and goals. Physical needs not met within the building.
- More information about programs offered.
- Inconsistent with LSI - not being picked up. Has had multiple LSI's over last 6 months.

Effectiveness	Happy	Unhappy	Not sure	No Answer
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?	95%	5%	0%	0%

Efficiency

This year there were more group activities encouraged which provided social opportunities and activities to a number of children. 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.

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

Nineteen children exited the program in 2019 for the following reasons:

- 4 - Turned 19
- 2 - Moved away from Prince George
- 2 - All goals were met and services were no longer required
- 6 - No longer wanted supports or services
- 5 - Left services after initial referral

Respite Services (Adults)

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 2019

- 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 2019 for any people supported.

Recommendations for 2020

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

CARF Standards

Respite Services (Adults) was not accessed in 2019; 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

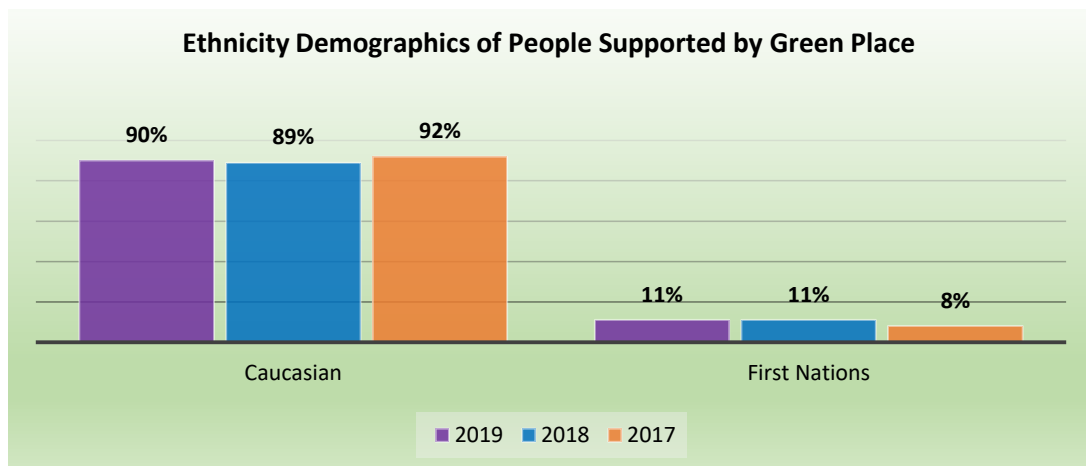
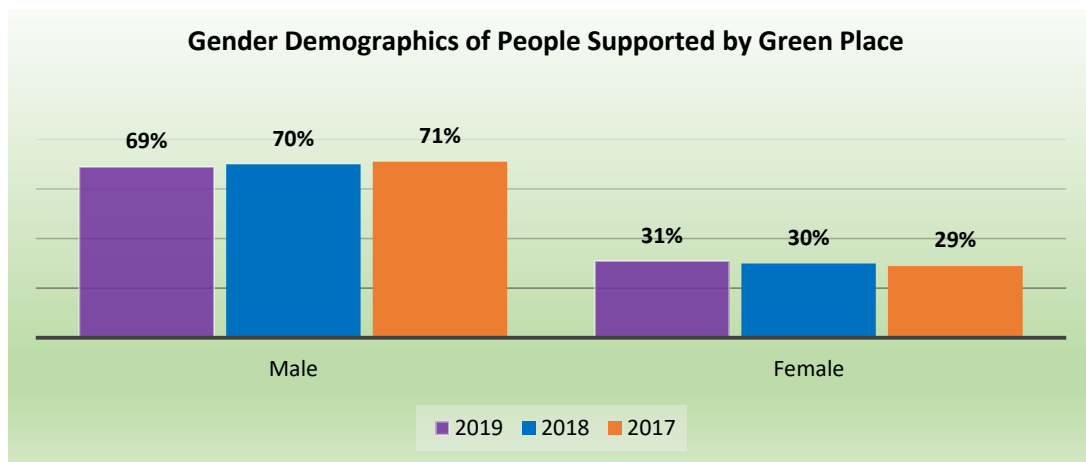
There is no waitlist for Respite Services (Adults). Requests for service are received through CLBC on an as needed basis.

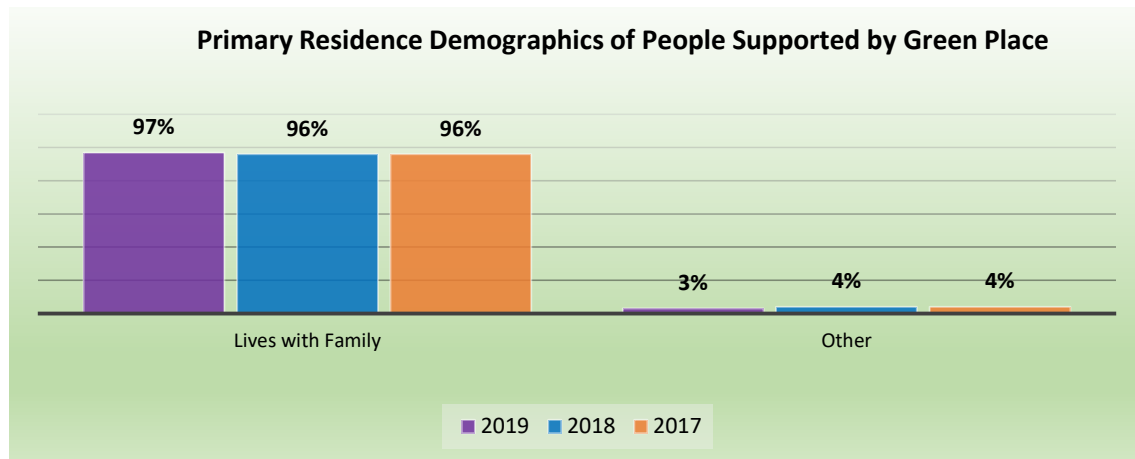
Respite Services (Children's Residence aka Green Place)

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 seven full-time employees and three part-time employees.





Note: Demographics are gathered from active participants as of December 31, 2019

Recommendations

Recommendations and follow-up from 2019

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

Children's residence had great success with this in 2019. There were many opportunities for all children/youth to get out and access their community in a safe and enjoyable way which promoted social and learning experiences. Children/youth were able to participate in outings such as bowling, movies, playing at the park, Exploration Place, walks around Green Place and elsewhere away from the house. Furthermore, there were two out of town visits that occurred at Barkerville and Huble Homestead Historic Site which were a wonderful experience for the children/youth.

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.*

Children's residence continues to work on creative ideas to keep children/youth engaged while at the house and in community. While at the house, children/youth have engaged in numerous craft projects, games with Children's residence employees and also games with peers, outdoors activities in the safety of the Children's residence yard with a multitude of toys and equipment that is available. While out in community the children/youth were able to participate in summer, fall and winter type activities which also involved going out of the Prince George area to visit Barkerville and Huble Homestead Historic Site.

Recommendations for 2020

1. Children's Residence will work with HR and all Children's Services management team members in an effort to have more employees progress through the MCFD HUB in a timely fashion.
2. Children's Residence will look into having current furnishings and flooring updated.

CARF Standards

In 2019, four viewpoint questions were solicited from the 27 families that are provided services. These results are based on the 17 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?*

- Provides a safe place for my child.
- Provide opportunities for the kids to get out in the community, as well as connect with other special needs kids.
- Everything, very accommodating and flexible. There is always open communication and the staff are proactive.

2. *What can we do better?*

- Better parking. Give you updates on child's activities during visit.
- More communication with changes that might occur to scheduling (only happened in November though the rest of year - good).
- Clothing – sometimes get the wrong clothes but not often.

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

- I think the staff makes an effort to get to know every child.
- Yes, definitely.
- Yes, for the most part, exceptions being casual staff.

4. *Do you have any additional comments?*

- Think every city should have this service. Rare service and are reliable and catered to dates that are needed for me during the years. My son has made good friendships over the years at respite.
- Extremely grateful to the staff and the services that respite provides.
- Thanks to all staff and supporting my child so well. Extra events and outings are great. Amazing job.

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 2019 Children's ran at full capacity 68% of the available days which is this same as in 2018. In 2019, 2040 of the 2178 contracted spaces in Children's were used this resulted in a 94% usage rate.

Access to Service

Five children were referred from MCFD; all of the children intakes were within three weeks. To address emergent and long term needs of MCFD the residence ran above the standard six bed per night funding for seven nights in 2019. These extra nights were funded separately by MCFD.

Exit Reports

In 2019, seven children were exited out of this service. The reasons were as follows:

- 1 - Not suitable for the service
- 3 - Turned 19 and is no longer eligible for services
- 1 - Emergency placement ended
- 1 - Moved from the Prince George area

Stakeholders

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 2019

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

In 2019, AiMHi utilized Foundation Search software to research grant opportunities and sent out a number of letters on intent. AiMHi was awarded a SPARC Grant for \$6,500 to assist with training and on-going supports to employees around Safe Moving and Handling (proper lifting techniques). AiMHi was selected to participate in the 100 Heroes Program and presented to the members during two different events this year. AiMHi signed a lease for a warehouse space for our Attended Donation Station/Value Village. Solicitation of placements for our Value Village “indoor” bins is on-going. AiMHi has developed a list of projects that we would like to fundraise for with input from our management team and have updated some of our fundraising materials.

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

AiMHi continues to promote the organization in the community through our partnership with Value Village and with advertising for employment. This year AiMHi opened a donation station in the downtown area to assist with this. AiMHi has worked to have a greater social media presence, web based job postings, and the use of digital signs throughout the community. AiMHi once again participated in the Big Brothers and Big Sisters Big Squeeze event. This event is held throughout the community and is covered by local media. This year AiMHi held a pancake breakfast in October for Community Living Month, the proceeds for this event went to Prince George Humane Society. AiMHi participated in the Hart Drugs 10th Anniversary Celebration and assisted with the barbeque and refreshment stand.

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

In late 2019 “Fundraising and Resource Development” was moved over to our Finance Department after a period of inactivity. AiMHi’s Finance Director spent the remaining part of 2019 getting up to speed on what was in place and some pre-planning on what would be strived to accomplish in the upcoming

year. Resource Development was not a focus for AiMHi over the past year as we have continued to struggle through recruitment issues. Both of our primary funders, CLBC and MCFD, have been informed over the past year that while we are not unwilling, we are unlikely able to take on any additional contract work (and incurring additional overtime costs) while we strive to keep a stable workforce in place. Resource Development will not be focus through 2020 for the reasons outlined in the response to the Recommendations for 2019. However, AiMHi does plan to re-develop a new Fund Development Committee by early 2020. AiMHi's Chief Finance Officer (CFO) will oversee this committee.

Recommendations 2020

1. AiMHi will seek to develop a Fundraising Work Plan (together with appropriate strategies) that will move AiMHi forward in a positive direction.
2. AiMHi will develop a Fund Development Committee.
3. AiMHi will continue to look into new ways to promote community awareness.

CARF Standards

Fourteen Stakeholder surveys were completed in 2019.

Satisfaction	Happy	Unhappy	Not sure
Are you satisfied with how information is shared between AiMHi and you/your organization?	100%	0%	0%
Are you satisfied that AiMHi works cooperatively with you/your organization?	100%	0%	0%
Are you satisfied with our policies regarding confidentiality?	93%	0%	7%
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?	85%	15%	0%
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 am forever impressed with the positive work and incredible knowledge and care that is given by all who work for AiMHi."

"Very supportive, thanks to the managers."

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 14 who responded to this question 12 respondents indicated yes, one respondent indicated no and one respondent indicated they did not know that they were able to make contact with someone at AiMHi during and after business hours.

Association

Introduction

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

AiMHi serves approximately 450 (excluding people supported by IDP) people with disabilities who vary in the level of support they require to live good lives. AiMHi has 42 homes for adults and children (not separate houses – there are often multiple departments operating within one house). In addition, AiMHi runs eight 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 501 employees. AiMHi also supports people to live with another family on an independent contract basis through Home Sharing.

Recommendations

Recommendations and follow-up from 2019

- 1. AiMHi's Community Inclusion departments will continue working towards providing wrap-around services with respect to LIFE-based services (ANSO).***

AiMHi's Community Inclusion Departments did not participate in the final installment trial for LIFE-based services (ANSO). The trial was running throughout 2019 and into 2020 and the new catalogue of service will be available to CLBC supported persons in 2020/2021. At that point, AiMHi will decide if it wants to participate in the service.

- 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.***

In 2019, AiMHi focused on some health promotion initiatives with employees as part of the overall wellness program. Increasing the knowledge and awareness among employees can help promote healthier habits with the people they support.

- 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.***

The AiMHi Safe Moving and Assisting Plan was developed and circulated for feedback. It will be implemented in 2020 and is intended to assist employees with recognizing mobility changes, supporting people with mobility issues safely and planning for changing needs.

- 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.**

AiMHi's Management Team has continued to broaden their understanding on the principles of Accountability Based Management (ABM). Doug Cartan, Consultant from Ontario, once again visited with us this past year and reviewed a variety of ABM topics as well as responded to any questions. Doug's training this past year focused on the enhanced Quality of Life aspects associated when ABM principles are applied appropriately and consistently. A book recommended by Doug on "Communication" was purchased and distributed to Management Team members. The Directors have been able to finalize most of the ABM Work Plan segments and any remaining sections will be completed shortly. With respect to some sections, the Work Plan has been implemented, i.e.: a presentation on ABM was provided to the Board of Directors in October. In other areas, the work will need to continue through 2020. In 2019, Doug has done some reviews of our current policies with ABM language in mind.

- 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 two business days of approval.**

The finance department has transitioned approximately 90% of our vendors to EFT payments and saved close to 2,000 manual cheques from being printed and mailed in 2019. This system has streamlined our bank reconciliation process and significantly reduced the number of stale-dated cheques that need to be re-issued.

- 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.**

The servicing for this project has been undertaken in 2019 and most of this process was completed. Early registration for the subdivision will be taking place in 2020 in preparation for construction.

- 7. AiMHi will work towards achieving WorkSafeBC's Certification of Recognition (COR).**

AiMHi worked towards the Certification of Recognition (COR) in 2019. A thorough review of WorkSafeBC regulations was completed, two related policies were updated and a process for Near Miss Reporting was implemented. Managers attended a full day information session on COR, Health and Safety is now a standing agenda item on all employee meetings, including administration departments, and Department Specific Risk Assessments were put in to place. Work began on revisions to the Health and Safety Manual.

8. *The Health and Safety committee will review the standardized Fire Plans for residential location and ensure they are consistently implemented through all locations.*

Fire Plans for all locations have been updated and standardized for both licensed and unlicensed homes.

9. *The Health and Safety committee will develop and incorporate Sheltering in Place drills within the current Emergency Response Drills, where appropriate.*

The Health and Safety Manual is currently under review to meet WorkSafeBC's COR standards. All Emergency Response Drills will continue to practice evacuations until the Manual updates are complete.

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.*

In 2019, a Department Risk Assessment was introduced to identify risks and mitigation plans for each location. Information regarding needles and safe handling was provided to specific departments as required. This included contact information for the city bylaw who will come and dispose of needles found in the community where employees are working.

Recommendations for 2020

1. A continued focus on the development and implementation of strategies to increase health promotion and healthy habits.
2. Supporting people through aging continues to be a focus for AiMHi. Areas of focus may include planning for later life and supporting people to make their wishes known. Supporting people transitioning from more independent living to more supportive living.
3. AiMHi's management team will continue to learn together re: ABM and continue to build on the work which has already been accomplished in this cultural shift. Managers and directors will continue to have these informational conversations with employees to ensure that the information is being appropriately shared. Although the Director's ABM Work Plan was not fully implemented in 2019, we expect to have this finalized during 2020. We will continue to consult with Doug Cartan as needed; in particular, with some of the remaining organizational policies which speak to the services we provide to people.
4. AiMHi will be embarking on a new Strategic Plan in the fall 2020, and expect to have a thorough review of our Mission and Values Statements at that time.
5. The finance department will review the current process for delegating spending authority to the management team.

6. AiMHi will continue to 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. The new system for Person Centered Planning that includes goal setting and tracking will be implemented in 2020.
8. AiMHi will continue to expand and develop a more robust Health and Safety Program with the goal to achieve COR certification in 2020.
9. The Health and Safety Manual will be updated to meet WorkSafeBC's COR standards.
10. The Health and Safety Committee will update their processes for Monitoring Emergency Response Drills that increase the likelihood of evacuations occurring for all drills at residential locations.
11. The Joint Occupational Safety and Health Committee will assist to review and update the Health and Safety Manual in accordance with the implementation of WorkSafeBC Certification of Recognition.

CARF Standards

Satisfaction

During 2019, AiMHi received 2 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

In 2019, there was a shift from one Director to two Directors overseeing all of AiMHi's MCFD contracts. This shift was originally due to some movement within the management team, however, it made good sense to maintain this system to improve familiarity with the operations and differences there are within MCFD contracts, and the requirements necessary for these locations with multiple members of the director team moving forward. There continues to be one director overseeing all Community Inclusion programs at AiMHi.

Efficiency

The process of providing training through ShareVision continued in 2019. The training modules continue to include Medication, Finance, Health and Safety, Dementia and Person Centered Planning, WHMIS, Privacy, Bullying and Harassment and various other training modules that address safety and confidentiality. New modules are always able to be added or edited to provide the most current and accurate training.

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

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 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.***

The Performance Improvement Committee added this data throughout the 2018 report where applicable. This additional information is valuable in identifying trends and providing comparative statistics. This will continue moving forward for all subsequent reports.

- 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.***

In 2019, the contest was held for the 2018 report. As a result of the popularity of the contest the committee determined that this would be an ongoing contest to determine the photo for each report moving forward.

- 3. The Performance Improvement Committee will aspire to improve readership of the report by working to condense the length of the report.***

In 2019, the completed 2018 report had a significant increase in length primarily due to the addition of multiple graphs and previous year's data as well as the separation of departments as per CARF standards. However, some of this increase in length was offset by an easier to read and condensed qualitative section. After a thorough review of the report all of the information contained is valuable and meets CARF standards. It is not realistic to reduce the length of the report any further without reducing the quality of the overall report.

- 4. The Performance Improvement Committee will look for ways to improve the participation rate of the employee satisfaction survey.***

The Performance Improvement Committee saw a decrease in the number of survey responses from employees. The committee will continue to review and address this issue in future.

Recommendations for 2020

1. The Performance Improvement Committee will look for ways to improve the participation rate of the employee satisfaction survey.
2. The Performance Improvement Committee will update the October Theme Month training to provide a better understanding of the Performance Improvement report and clarity to employees on their accountabilities with respect to performance improvement activities.

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 2019

Architectural Barriers

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, improved accessibility in a bathroom and raising toilets.
- **Solution:** AiMHi will continue to educate its employees and the community on the aging process of people. AiMHi provides training and an opportunity for discussion during the Theme Month training which deals with aging. AiMHi provides training resources on ShareVision for all employees to access and learn and improve their knowledge with respect to aging and best practices. The Health Services Director attended training to become a provincial trainer on dementia and developmental disability through the National Task Group on Dementia and Developmental Disability in 2019. The Health Services Director worked through changes in mobility training by developing a mobility support tool which was distributed to the entire AiMHi employee group. Finally, webinars were made available through NIDUS for planning for future/end of life planning topics which was attended by numerous employees and management team members.

- **Solution:** AiMHi will continue to advocate for increased accessibility in the community; especially in community gathering places such as arenas, swimming pools, and parks. In 2019 the Accessibility Committee addressed several concerns brought forward by AiMHi employees and people supported with respect to community locations and items that had accessibility concerns. Some of these concerns addressed impractical doorways to accommodate people in wheelchairs or with mobility concerns, difficulty accessing elevators that do not provide auditory queues for people supported with visual impairment to indicate the current floor and uneven roadways and pathways around Prince George.

Financial Barriers

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:** There has been a noted difficulty in finding affordable, accessible housing for people with limited income. AiMHi has progress on a project of single family dwelling development. AiMHi created a design for five fully accessible buildings with two bedroom primary and one bedroom secondary suites in each to address this need. The servicing process has been completed and AiMHi is expecting to be able to start building in 2020.
- **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 2019 Adventure Odyssey approved \$10,518.66 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 13 approved requests for different items such as travel costs for two trips to Disneyland, moving expenses from five people as they moved to new locations, hotel costs in Vancouver for two people, a great overnight trip to Barkerville, a request for carpet cleaning and an overnight stay in a hotel while their home was being sprayed for insects.

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 2019. In late 2019 “Fundraising and Resource Development” was moved over to our Finance Department after a period of inactivity. AiMHi’s Finance Director spent the remaining part of 2019 getting up to speed on what was in place and some pre-planning on what would be strived to accomplish in the upcoming year. Resource Development was not a focus for AiMHi over the past year as we have continued to struggle through recruitment issues. Both of our primary funders, CLBC and MCFD, have been informed over the past year that while we are not unwilling, we are unlikely able to take on any additional contract work (and incurring additional overtime costs) while we strive to keep a stable workforce in place. However in 2019 AiMHi utilized Foundation Search software to research grant opportunities and sent out a number of letters on intent. AiMHi was awarded a SPARC Grant for \$6,500 to assist with Training and ongoing supports to employees around Safe Moving and Handling (proper lifting techniques). AiMHi was selected to participate in the 100 Heroes Program and presented to the members during two different events this year. AiMHi signed a lease for a warehouse space for our Attended Donation Station / Value Village. Solicitation of placements for our Value Village bins is on-going. AiMHi has developed a list of projects that we would like to fundraise for with input from our management team and have updated some of our fundraising materials. 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

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 as needed and replaced two specialized vehicles for our homes. In 2019, one vehicle was purchased to be shared amongst the administration departments to provide a safe method of travel to deliver medication, contracts, etc. Regular maintenance was performed on all vehicles and equipment as needed.
- **Solution:** The Emergency Disaster and Preparedness plan continues to be updated and monitored for any modifications for all residential locations and is 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

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 2019, there were a total of 28 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 37 people to achieve labour market attachment in Prince George. IES continues to work towards assisting people to achieve paid employment through customized, supported or entrepreneurial ventures.

Transportation Barriers

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

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 2019. 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 DePaul'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 a pancake breakfast fundraiser to support the Humane Society.

Communication Barriers

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 continues to partner 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 Employment Training and continues to be listed in the Theme Month training. Each employee is required to review PCP training and write an exam on the information in April each year. In 2019 AiMHi started the process of ensuring that employees were trained on PCP and how to write a SMART goal. Employees attended a three hour workshop to develop a stronger foundation around PCP knowledge.

Recommendations for 2020

Architectural Barriers

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

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 Fund Raising 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 Director (CFO) has developed a group who continue to work together to raise funds for the organization.

Environmental Barriers

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

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

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

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.