

PERFORMANCE IMPROVEMENT
REPORT
2020

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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 2020. 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 approximately 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 experience (formerly satisfaction), effectiveness, efficiency, and access to our services encourages and influences our ongoing Association objectives.

2020 was a year of adaptation and challenges due to the worldwide pandemic. Many services were adapted or moved to a virtual platform to ensure safety of all participants to be able to continue providing services. These changes needed to occur quickly and were modified as required due to the extent of the pandemic and the rapidly shifting mandates and practices. The report reflects the impact of the pandemic on the various services and the people we support. Throughout the report satisfaction has been replaced with experience as per the required change in the CARF requirements.

The Performance Improvement Committee

AJ Leason (Chair), Angela Aubichon, Debby Hall, Bonnie Chow, Lee Miners, Jason McAllister, Blair Reggentin, Vera Donald, Judie Russman and Penny Soderena-Sutton.

In the past few years a photo contest has been run by the committee and the winning photo was selected which best represents not only Prince George and Mackenzie but also the spirit of

performance improvement. Given the occurrences of 2020 this contest was not run, however the committee created the image on the cover page which we feel not only represents the year of 2020 but also provides a small amount of levity to an otherwise challenging year. The photo contest will be run again in 2021.

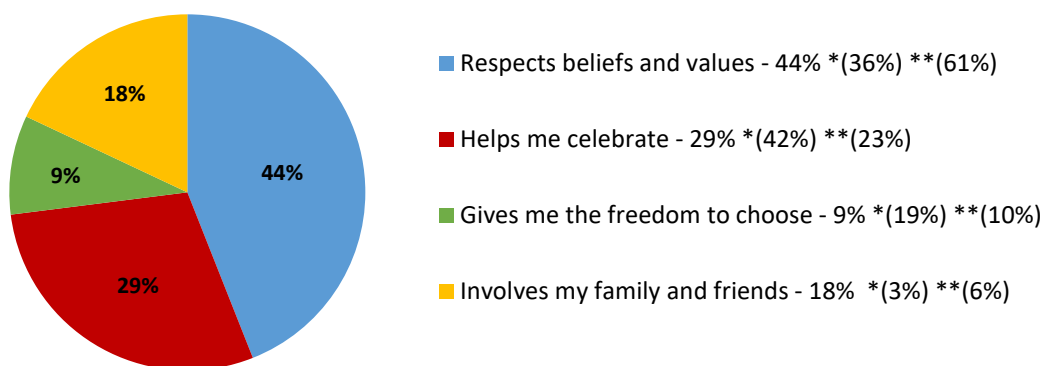
The Qualitative Analysis

In November 2020, the Performance Improvement Committee asked respondents to provide further information to give a qualitative view of their experience 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.

While the COVID-19 pandemic affected everyone differently one of the ways it affected everyone in a similar fashion was the impact it had on one's ability to socialize and engage in activities and recreation that they were accustomed to doing prior to the pandemic. The COVID-19 pandemic had a significant impact on people's ability to meet or even work on goals, participate in cultural or spiritual events in a manner that they were used to participating (such as going to church) and who they were able to spend time with and how frequently this occurred. Safety protocols, provincial health orders and public mandates turned all of these types of activities upside down and with it some people's worlds. This past year has been difficult for everyone, however even with these challenges it was very uplifting for the Performance Improvement Committee to see that while these difficulties were ever-present, that people supported also were able to maintain social and family connections and have some fun despite the unprecedented time we were all living through.

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?



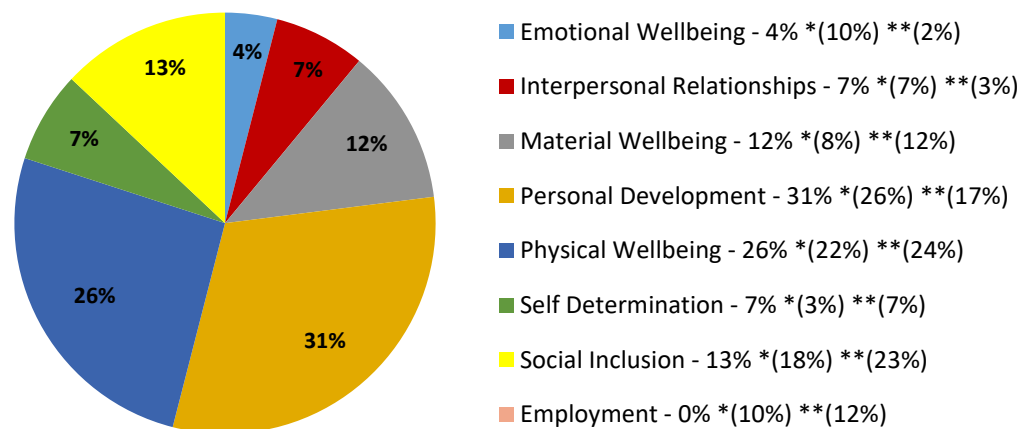
* Statistics from 2019 for comparison

**Statistics from 2018 for comparison

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

- Any time I need help with this ALS (Adult Life Skills) is always around to help.
- I feel comfortable and not judged by my Life Skills worker.
- My Life Skills instructor lets me talk about my beliefs openly to her.
- I talked to them about what I am doing around holidays and I also partake in activities in learning about other cultures.
- AiMHi support my Christian believes. We talked about going to pilgrim center.
- AiMHi supports me by letting me choose my activities with information provided and time permitting.
- Celebrating holidays.
- Yes AiMHi does respect my cultural beliefs, very well.
- Staff takes me to band office – park when there is drumming.
- I get to go home and be part of my people. I go home to help with ceremonies. Staff point out TV shows, movies that tell me about my culture.
- They helped me get funding through my native band for a new wheelchair. Help me got to events (cultural) when I would like to go.
- Staff help me watch my cultural music (drumming my drum along with You Tube videos of Gitxsan music).
- I’ve known from my parents thru (by my) staff that baptized Roman Catholic. I was happy my staffs accompanied me to attend to one of the Catholic Church in town. I reminisced the times we go to church with my grandma and family.
- AiMHi helps and accepts my decision that “I am my own person and I have my own beliefs”.
- AiMHi helped me set up a zoom apt on my iPad and taught me how to use it. I currently do a regular church zoom meeting with mom and friends.
- By helping me with my elves and Santa Claus.

What skills or goals did you work on this year?



*Statistics from 2019 for comparison - ** Statistics from 2018 for comparison

Did you reach your goals?

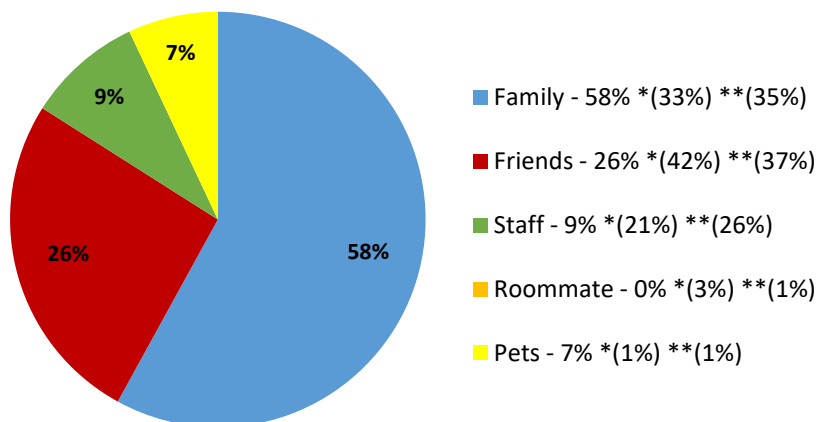
Out of 267 responses the results were:

Yes	No	Not Yet	No Response	Not Sure
86	10	161	0	10

Some of the goals worked on in 2020

- Looking for a place to live – (employee) helped me find a rental. To buy a house – (employee) is helping me.
- Learning COVID-19 safety precautions while out in the community. Learning how to stay safe in my favorite stores and on the bus.
- Workout hard at YMCA.
- These are the two great goals in my life. For exercise, sometimes I play basketball, dribble the ball around and I shoot the ball in the net.
- ALS help me get my Grade 12. Thank you.
- Health and safety skill COVID-19 time, social distancing, volunteer for shoe boxes kettle drive for the Salvation Army. Cooking.
- Did my meal plan and shopping list and budget.
- Attend church once a month online, picnic lunch at Ancient Forest, baking healthy recipes.
- Built a birdhouse and decorated it, played bocce in the summer time.
- Participate in cultural events and activities (baking bannock, drumming and YouTube videos, fishing) go to roommates' cabin.
- Gardening, cooking, zoom meetings, card making crafts, bingo, reading.
- I worked at my physical fitness goals and got a tablet to help me using my vocabulary.
- My goal was to move out of Terrace View Lodge and I did in January. Goal to make 2020 adventures in PG and take pictures.
- Spending time with family, saving money for a possible vacation after covid19.
- Toastmasters, public speaking, golfing, learning about Zoom meetings.
- Face timing with family and friends.
- Socialize with special friend thru social distancing during COVID-19, live streaming of church with roommate.

Who do you like spending time with?



*Statistics from 2019 for comparison
 **Statistics from 2018 for comparison

Do you have a wonderful experience that you would like to tell us about that happened in 2020?

- I hang out with a friend at Tse Kou and I like her because she keeps me safe and positive.
- I enjoyed video chatting my mom and dad on face time during beginning of pandemic that has had an impact on us.
- I met my grandson, who came back from China. He was 6 months old.
- I visited my grandparents in the summer in Abbotsford.
- My birthday, home share mom baked chocolate cake for me and celebrated with the family. My parents came for a short visit.
- I went with Lance and his brother to Fraser Lake and Stuart Lake. I enjoyed the outdoors.
- I like enjoying going golfing with my dad and I like hanging out with friends who I know.
- I spent a lot of time out on boat rides all summer long. I love the boat and music while on boat cruises.
- I like spending time with family and friends. I have enjoyed working on my volunteer work that I did in October the Operation Christmas Child it was very rewarding and a great rewarding experience that I enjoyed with my worker Hannah and peer. We did a lot of boxes and had a lot of fun doing it. My enjoyment in this is just knowing I helped out and bring joy on Christmas day for children.
- I had visited a couple friends from AiMHi in the summer time where we hang outside with our mask on and physical distancing due to COVID-19 pandemic. I regularly visit my mom and sister every Tuesday for two hours.
- I very much enjoy seeing my special lady friend. I am always up for being out in the community for a walk at the park or drive. Sometimes my staff assist me to pick up a coffee or lunch through drive thru.
- Spending time with my family, mom, grandma and Mr. Moe. I had a COVID-19 Birthday car parade with lots of cars and even a fire truck.

- I was so happy I got a chance to visit my AiMHi close friends in the summer time, hang outside with mask on and social distance. Through the help of my staff I get to do facetime with my family. They also surprised me on my birthday and be able to visit me with my aunt on Thanksgiving Day.
- Family, friends. 1st prize in zucchini contest gardening is fun.
- I have spent time with staff and roommate and do social distancing to visit with friends outside of home.

Additional comments from 2020

- Overall, so happy with AiMHi supporting me 100%.
- Well if I was not with AiMHi really believe I would not be able to do thing things I also do now, come and go whenever I like.
- I am always happy with the support I get from AiMHi my Life Skills worker is amazing!!

Early Childhood Development (Infant Development Program - IDP)

Introduction

Funder: Ministry of Children & Family Department

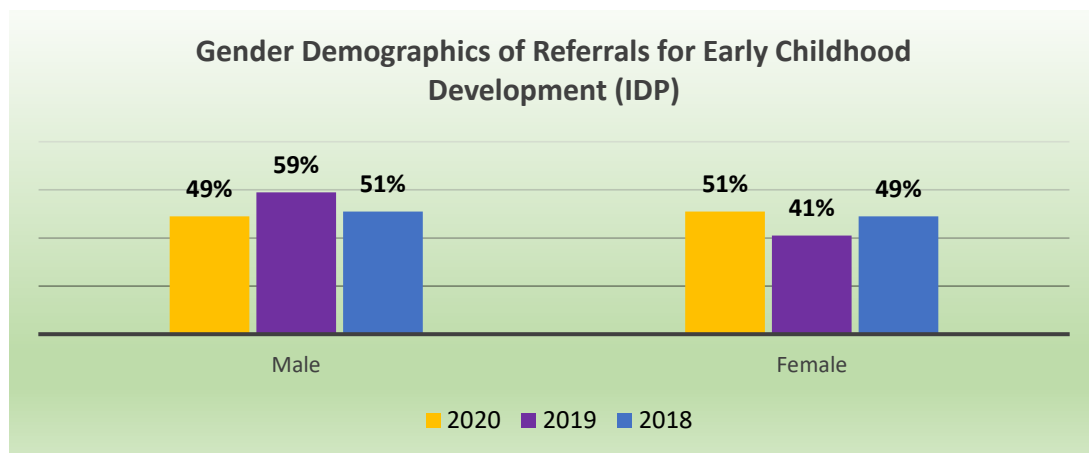
Program Description: This program provides home visiting services to families with infants from birth to three years of age who are identified as 'at risk' or developmentally delayed in one or more major skill areas. Services are provided by four full-time and one part-time IDP consultants which includes 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 4200 infants and their families since it first began in 1979.

2020 Demographics

Total children on caseload from January 1, 2020 to December 31, 2020	369	* (385)	** (360)
Number of new referrals for 2020	141	* (162)	** (159)
Gender of new referrals by total number of children:			
Males	69	* (96)	** (81)
Females	72	* (66)	** (78)

*Statistic from 2019 in the same category

**Statistic from 2018 in the same category



Note: Demographics are gathered from participants as of December 31, 2020.

Recommendations

Recommendations and follow-up from 2020

- 1. Pursuing training in Self-Regulation for each member of the team, as a baseline for our practice and service delivery.***

IDP completed this recommendation and all IDP consultants have participated in Self-Regulation training.

- 2. Continuing to engage with community stakeholders.***

Although the IDP team operated for the majority of 2020 under COVID-19 safety restrictions the consultants found many ways to continue vital stakeholder interactions in person, via smart phones, email and joint visits.

- 3. Review and revise our IDP Welcome Package.***

The IDP team completed a full review and updated the Welcome Package in June 2020.

Recommendations for 2021

1. IDP will review and update all team processes and develop new processes where/if none were present.
2. Continuing to engage with community stakeholders.

CARF Standards

These statistics are based on 51 returned surveys.

Experience	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.	84%	0%	16%
My consultant is sensitive to the needs and wishes of my family.	98%	0%	2%

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%	4%	2%	0%
Increasing my understanding of my child.	98%	0%	2%	0%	0%
Increasing my knowledge of resources/services.	89%	0%	2%	7%	2%
Learning new skills to support my child.	96%	0%	2%	2%	0%
Supporting my relationship with my child.	96%	0%	2%	2%	0%

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

- We look forward to them every time. It supports me in understand pieces I am missing. (Our son) enjoys them too.
- Socialization during a pandemic and (my child) learning new skills. Lots of support when needed.
- Home visits mean everything to our family. Without IDP's support we would be lost.

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

- I have learned so much from IDP in all regards with all the stages of my son and why he reacts to things the way he does.
- We get information regarding further developmental stages and activities to support these stages.
- When we started we were not sure what information we would get. We have gotten beyond any amount of help and information we ever thought.
- Support for parents in understanding their child's needs, development and supporting parents in the job of being the best parents possible. This may look like helping parents access their own services so they can be healthy as possible for their children.
- Helps to gather information/assessment used in development assessments.
- IDP is a community support program for young children and families and as a public health nurse this program is one of the first/main referral if a developmental delay is suspected.
- Amazing resource for families, with lots of knowledge and interpersonal skills to support families in optimizing their child development and enriching the parent/child relationship.
- I love working together with IDP, great resource for families with young children who have questions about development and behaviour.

Efficiency

- After every visit we feel confident and comfortable about our direction of care.
- The help has been very nice. We have been supported in helping (our son) reach his milestones.
- IDP is always available to answer any of my questions even on text.

IDP Professional Survey Results

A wide range of professionals in the community were distributed surveys to capture the following data. A total of 25 surveys were distributed and 10 surveys were returned from the following professionals:

Speech Language Pathologists	1	Family Resource Coordinator	3
Occupational Therapist	0	Audiology	0
Physiotherapists	3	Social Worker	0
Supported Child Development	0	Primary Care Nurse	1
Pediatrician	0	Licensed Practical Nurse	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).	80%	20%	0%
Supporting healthy parent-child relationships.	90%	10%	0%
Opportunities to learn infant massage, Itsy Bitsy yoga, Circle of Security Parenting, etc.	80%	20%	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?	90%	10%	0%
Received referrals from IDP?	70%	20%	10%
Participated in joint visits with IDP?	70%	20%	10%
Attend community meetings or trained with IDP?	40%	50%	10%

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 112 children who exited the Infant Development Program (IDP) in 2020. This was a decrease of 15 who exited in 2019. The following reasons for leaving were given:

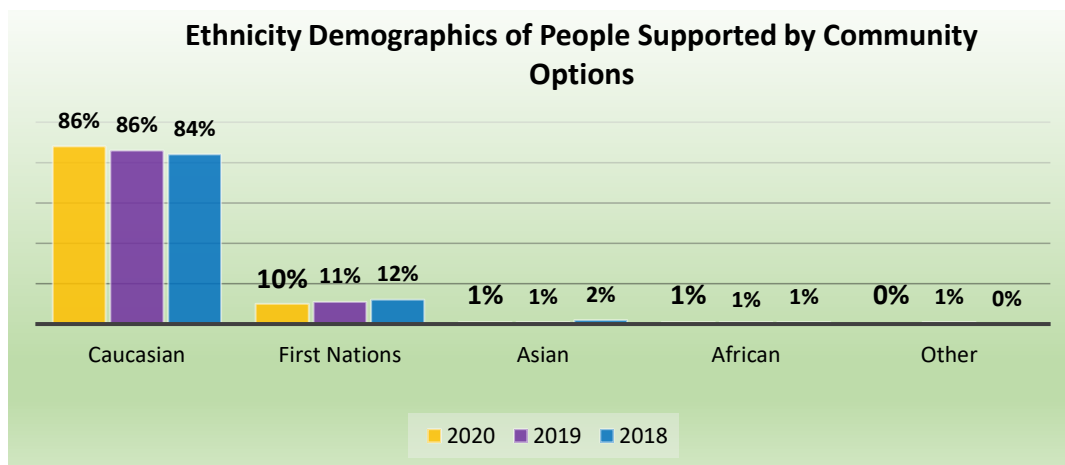
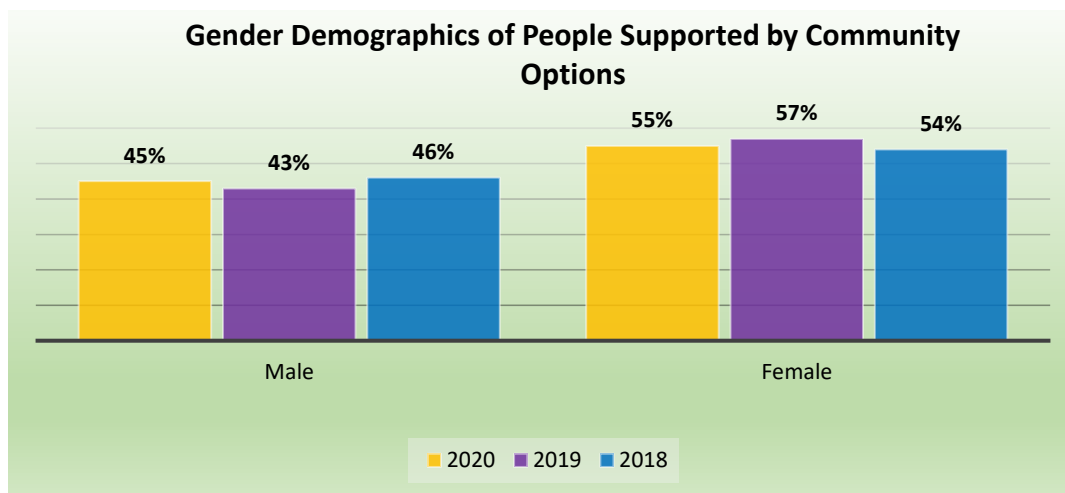
- 40 - Confident to proceed without service
- 21 - Child turned three years old
- 17 - Child / Family moved
 - 1 - Child referred to other service
- 14 - No response to initial contact
- 19 - No response to continued contact

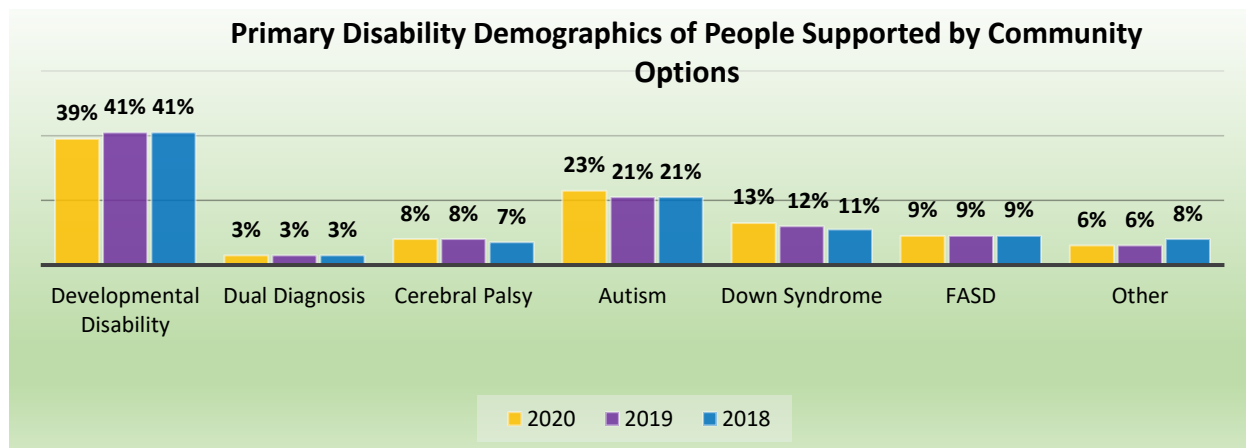
Community Options

Introduction

Funder: Community Living BC

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





Note: Demographics are gathered from active participants as of December 31, 2020.

Recommendations

Recommendations and follow-up from 2020

1. ***Community Options will empower and assist people supported with communication issues around safety and abuse and neglect.***

Community Options did not have too many options to speak with people supported about abuse and neglect due to a heavy focus being put on safety due to the COVID-19 pandemic. Numerous health and safety programs and precautions were focused on when assisting people supported both in community and in their homes. Continually focusing on COVID-19 health and wellness check questions while engaging with people supported further facilitated safety.

2. ***Community Options will be changing to individualized SMART goals from group goals.***

Community Options completely transferred over from group goals to individualized SMART goals in July 2020 for all people supported.

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

Community Options continued to work and promote partnerships in the community however due to the COVID-19 pandemic this was limited in scope to previous years. Community Options continued to maintain partnerships with St. Vincent De Paul, Salvation Army and 5th Avenue bowling as a few locations that were able to continue operating during the pandemic.

Recommendations for 2021

1. Community Options will connect with people over ZOOM for appointments, socialization and activities.
2. Community Options will connect with people in the community through volunteer work.
3. Community Options will empower and assist the people supported with COVID-19 safety and social guidelines.

CARF Standards

Community Options prepared 87 surveys and distributed them to active participants of the program. Of these 87 surveys there were eight that were unable to be completed as the people supported were unable to respond, two people did not end up receiving services, seven people declined to complete the survey, seven people were unable to be contacted and two people had left services. These statistics are compiled from the 61 survey respondents.

Experience	Happy	Unhappy	Not Sure	No answer
I know my rights.	98%	0%	2%	0%
I feel like part of the community.	94%	2%	4%	0%
I am happy with the services I get from AiMHi.	96%	2%	2%	0%

Effectiveness				
I feel AiMHi keeps my information private.	98%	0%	2%	0%
I get help to make my own choices and decisions.	98%	2%	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 792 bonus hours in 2020. Due to changes made in Community Options bonus hours will no longer be used moving forward as people supported are one-on-one which significantly limits pairing of people supported.

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 - nine people received PSI Funding for Community Options in 2020.

Exit Reports

Five people exited Community Options in 2020. The reasons were as follows:

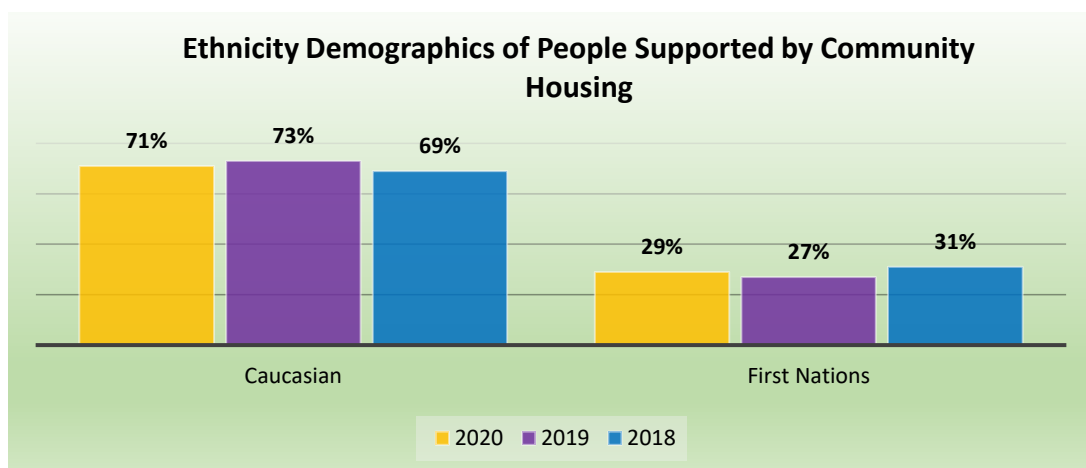
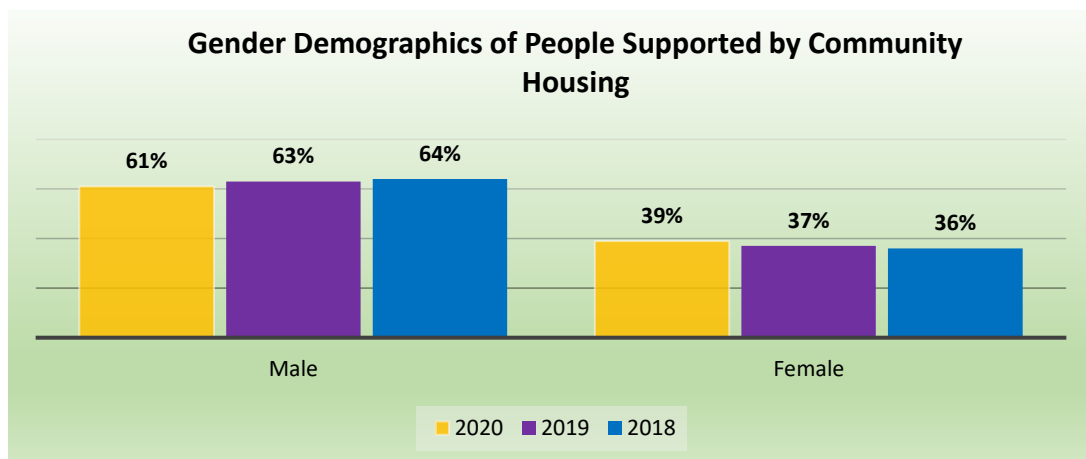
- 1 – Moved away from service area
- 1 – Entered residential care
- 3 – Services ended as per the funding contract

Community Housing

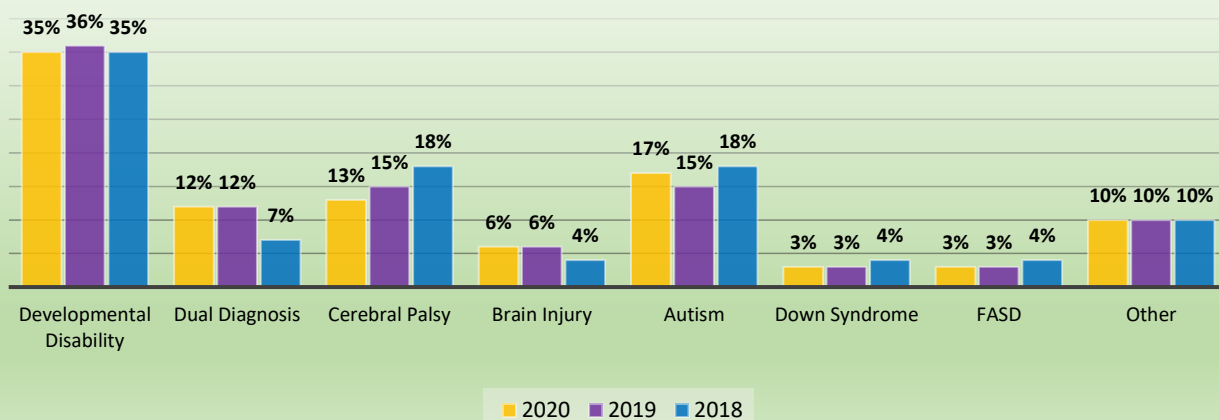
Introduction

Funder: Community Living BC

Description: There are approximately 294 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 95 (1 Home Share) people supported; 58 males (1 Home Share) and 38 females.



Primary Disability Demographics of People Supported by Community Housing



Note: Demographics are gathered from active participants as of December 31, 2020.

Recommendations

Recommendations and follow-up from 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.***

We continue to do these modifications and search for new housing that fits the needs of the people we support. Several modifications have been done this year which included renovating bathrooms, installing grab bars and tracking and installing ramps where required.

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

The capital planning process is an integral part of the work being done by Operations. Operations continues to strive to complete capital projects as identified in our plan.

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.***

Early in 2020 Health Services completed work on developing “Safe Moving and Assisting Training” to educate employees about how to identify early changes in people’s mobility and how to plan early for those changes and how to support people safely. This training was delivered to over 60 employees utilizing a grant secured through Safe Care BC. The Health Services Director attended training in late 2019 to assist with developing this training. The Safe Moving and Assisting Training is to coincide with AiMHi’s Safe Moving and Assisting policy and Safe

Moving and Assisting Plan. This work is important when supporting people who are aging to stay in their home or place of choice as long as possible.

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.***

The AiMHi Directors and Chief Service Officer visited homes, participated in team meetings, mini team meetings with managers as well as individual meetings with managers. This year all teams moved to more online meetings (Zoom) with managers and individual home teams to ensure everyone was staying safe. Directors continued to do site visits as needed but not as frequently due to the pandemic in an effort to monitor the work the managers are doing.

5. ***AiMHi will work on improving the employee training with regards to Health and Safety and Monthly Safety Inspections.***

The Health and Safety training module on Share Vision was expanded in 2020. This training is provided to all AiMHi employees and is done upon hire for new employees. All employees complete this training on an annual basis. A new Theme Month training session was created for the month of May on Monthly Safety Inspections. This training must be done by the Manager with every employee that completes a Monthly Safety Inspection. The Management team all completed WCB's Supervising for Safety on line course at the beginning of 2020.

Recommendations for 2021

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 have a continued focus on health promotion and illness prevention strategies through the remaining COVID-19 pandemic.
4. 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.
5. AiMHi will continue to assess the current homes and ensure people live in the homes that best support their needs.
6. 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.

CARF Standards

There were 91 people surveyed for Community Housing. One of these people is under Home Sharing contract within Community Housing. Of these distributed surveys three people were unable to understand the questions and did not complete the survey, two people declined to complete the survey and 30 people are non-verbal and unable to complete the survey. These statistics are compiled from the 56 completed surveys.

Satisfaction	Happy	Unhappy	Not Sure	No Answer
I know my rights.	86%	2%	12%	0%
I feel important in AiMHi and the community.	84%	2%	2%	12%
I am happy with the services I get from AiMHi.	86%	4%	8%	2%
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.	88%	2%	10%	0%
I get help to make my own choices and decisions.	90%	0%	8%	2%

Efficiency
<ul style="list-style-type: none"> • Vacancy Rate – At the beginning of 2020 there was one vacancy. This was a result of a person supported passing away. Later in 2020 another vacancy arose due to a person supported passing away. These two vacancies were filled prior to the end of 2020. • 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

Two people exited services in 2020. The reasons were as follows:

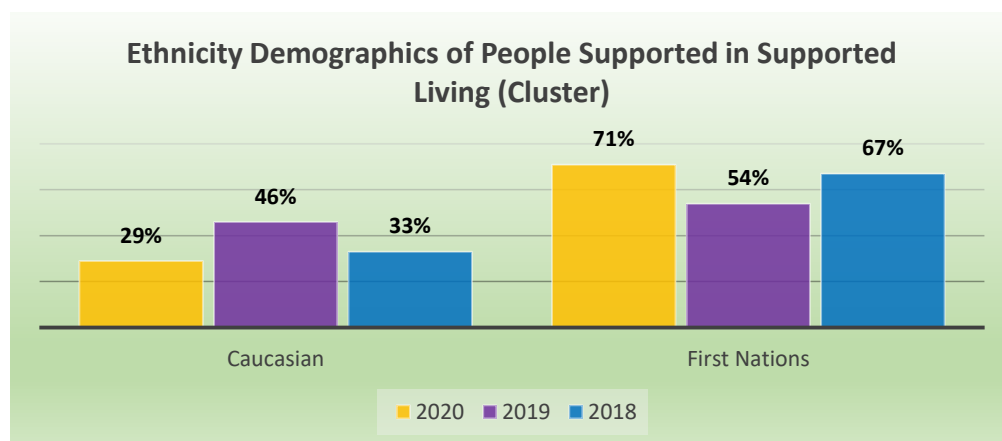
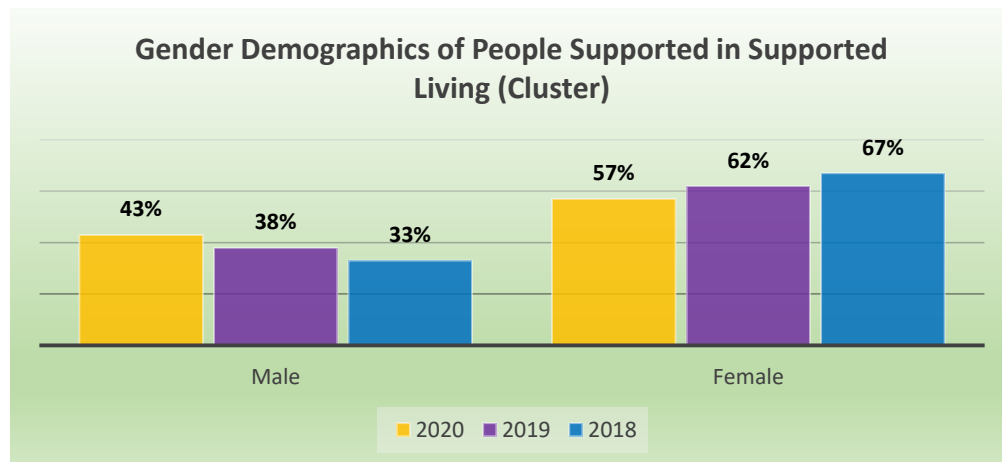
- 2 - Passed away

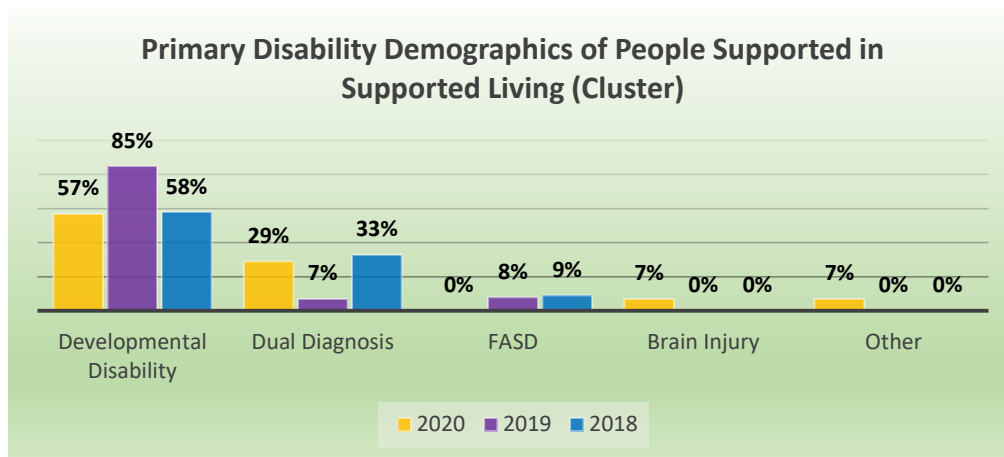
Supported Living (Cluster)

Introduction

Funder: Community Living BC

Description: There are six 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 2020 there were 14 people supported; six male and eight female. In 2019 there were 13 people supported; five male and eight female. In 2018 there were 12 people supported; four male and eight female.





Note: Demographics are gathered from active participants as of December 31, 2020.

Recommendations

Recommendations and follow-up from 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.***

Due to COVID-19 restrictions this year, all plans for vacations have been postponed. We are planning for a bigger trip for the future when COVID restrictions are lifted and people have the ability to go on these supported trips.

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.***

During the pandemic many safety issues have been discussed with residents of the Cluster including mask use, going out into public, cleaning and sanitizing their homes, shopping and visiting hospitals and walk-in clinics. Masks were distributed to all people supported and their proper use and function were discussed with each person. Fire safety plans have been personalized and updated for each person in the Cluster. Due to issues with bed bugs and other pests being found in homes there were bed bug checks completed by staff on a monthly basis and discussions had with people supported regarding hygiene and cleanliness. Employees verify that emergency numbers are available in each person's apartment in the event they require emergency services or assistance. There is also an emergency phone list on the Community Calendar in the office apartment dining area for people supported to use if necessary. Employees teach weather awareness and assisted people in buying ice grips for their shoes/boots. Each person supported must check in and/or be contacted by employees to ensure they are safe every 24 hours. If the Cluster staff do not make contact with the person,

a missing person report will be filed with the police to ensure their safety. Employees have conversations with people supported to inform them that if there is an emergency to request assistance from the emergency personnel first and then contact the employees after so they can provide whatever assistance the person supported requires to be healthy and safe.

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.***

Requests and reminders for hygiene and apartment cleanliness is done on an ongoing basis. Employees assist with budgeting and banking weekly. Other skills are taught when it is clear they are needed. Most of the training this year was focused on health and safety during COVID-19 restrictions. This included the wearing of masks, sanitizing homes regularly, using the telephone for doctor appointments and social distancing.

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.***

From January through March of 2020, weekly Cluster dinners were held and cupcakes were served to celebrate monthly birthdays. After March, all regular holiday group celebration dinners were changed due to COVID-19 restrictions. Employees cooked a holiday meal (Easter, Thanksgiving and Christmas) and delivered it to each person. During the summer, when restrictions were lighter there were four picnic dinners held outside while social distancing.

Recommendations for 2021

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 including how to survive a pandemic.
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 supported.

CARF Standards

There were 14 people surveyed for Support Living (Cluster). One person was not able to be surveyed as they exited services, one person was unable to complete the survey due to health complications and two people declined to participate. These statistics are compiled from the 10 completed surveys.

Experience	Happy	Unhappy	Not Sure	No Answer
I know my rights.	100%	0%	0%	0%
I feel important in AiMHi and the community.	100%	0%	0%	0%
I am happy with the services I get from AiMHi.	100%	0%	0%	0%

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

Efficiency
<ul style="list-style-type: none">• Vacancy rate - There was one vacancy for Supported Living (Cluster) in 2020 due to a person supported passing away. This vacancy occurred in December 2020 and will be filled as soon as possible. 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
There are no waitlists maintained by AiMHi. People who are new to services will go through the same intake process as per AiMHi process, i.e.: referrals through Community Living British Columbia.

Exit Reports

Two people exited services in 2020. The reasons are as follows:

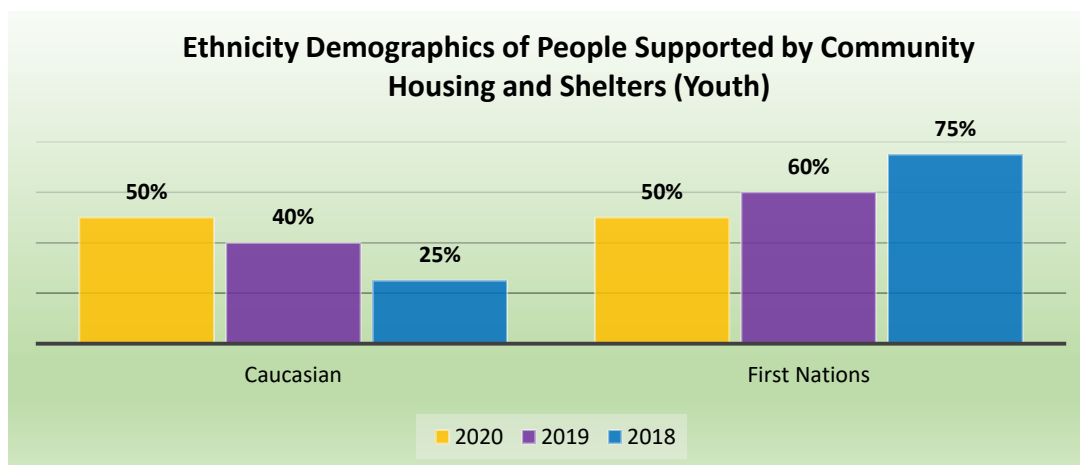
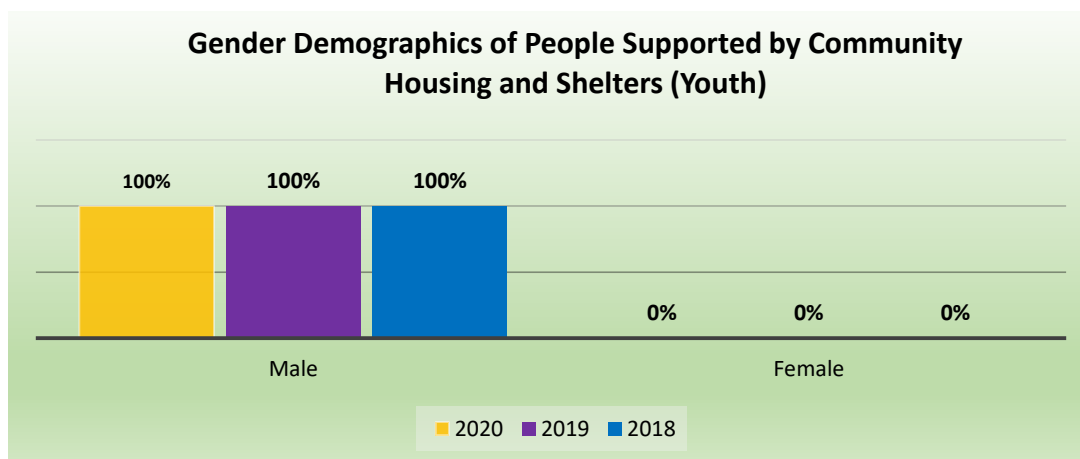
- 1 – Passed away
- 1 – Voluntarily left services

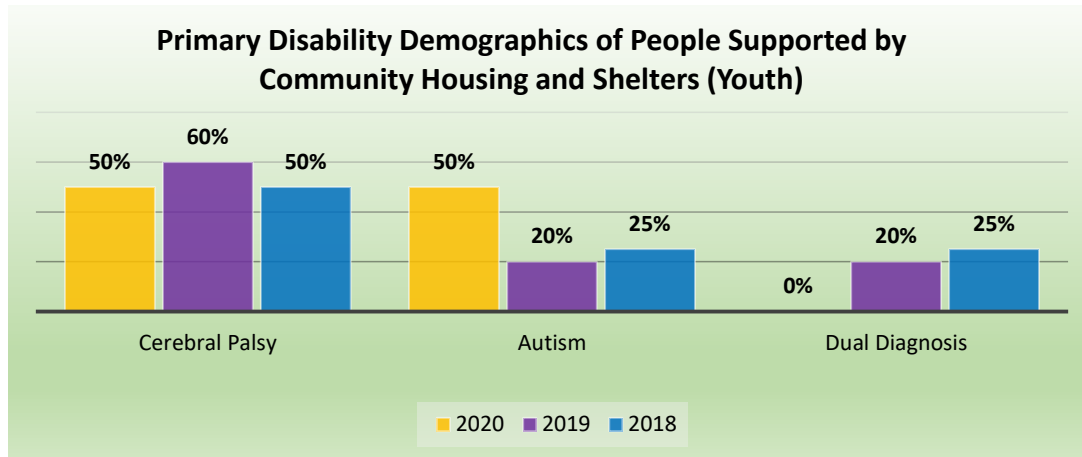
Community Housing and Shelters (Youth)

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, 2020.

Recommendations and follow-up from 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.***

This goal was challenging to accomplish in 2020 due to the COVID-19 pandemic. For a large portion of 2020 most activities were limited due to closures of recreation centres. School was cancelled for the majority of 2020 and returned to in-class learning in late September which provided some social contact with similar aged children for the people supported to interact with outside of their home. However this only applied to two of the people supported. Two of the people supported were not able to return to in-class learning due to safety concerns of COVID-19. There were virtual classes given and virtual tours and activities participated in by the people supported to stay connected and engage in some form of young adult experiences however this was very limited. This goal will carry over in to 2021.

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.***

Due to the COVID-19 pandemic there were no opportunities to physically go out and participate in cultural events however there were many opportunities made available for the people supported to virtually engage in traditional customs and participate in cultural events. The people supported were given the opportunity to watch culturally relevant movies and events while staying safe in their home as well as engaging in cultural learning through their school learning programs.

3. ***Community Housing and Shelters will assist the youth to increase their circle of friends in their neighborhood and at school.***

This goal was not able to be worked on or met during 2020 due to the COVID-19 pandemic. Due to the closure of school and limited ability to socially interact as most recreation centers and public spaces were closed there were almost no possibilities to increase the people supported circle of friends. To remain safe during this difficult year the children maintained close contact with their current friends and family members. This goal will be carried over to 2021.

Recommendations for 2021

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 unable to complete these surveys independently or with employee assistance.

Experience

There were no surveys completed in 2020 due to limited communication abilities so there is no data to present with respect to Experience.

Effectiveness

There were no surveys completed in 2020 due to limited communication abilities so there is no data to present with respect to Effectiveness.

Efficiency

- Vacancy rate – There were no vacancies in 2020.
- 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

There were no exits for Community Housing and Shelters (Youth) in 2020.

Employees

Introduction

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

Description: By the end of 2020, AiMHi employed 356 full-time employees, 63 part-time employees and 75 casual employees. This works out to 418 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 14 unionized employees on Long-Term Disability (LTD). AiMHi employs 49 non-unionized management employees of which seven are on LTD. This amounts to a total of 469 active employees.

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

Demographics: No demographic information was collected for 2020. 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 2020

1. ***Human Resources 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 casual list.***

Human Resources worked with the Direct Care team to promote a culture of posting employment opportunities that would encourage recruitment and retention of employees. Human Resources has faced numerous challenges this year in recruiting qualified employees due to various reasons most notably the COVID-19 pandemic. Unfortunately this trend extends to the entire sector of community living and other various workplaces/sites that have struggled with recruitment of qualified applicants. This setback has only solidified the need for the Human Resources department to provide and hire positions that will promote retention and also provide stability of the workforce at AiMHi.

Human Resources has worked with the management team to be creative in their scheduling to provide more full-time positions which encourages people to work with our agency. Offering numerous part-time postings brings employees that will have secondary employment and not always have the availability to provide the coverage necessary that the agency requires.

Human Resources continued to structure hiring into groupings and decreased the number of department orientations for new employees. This reinforced best

practices of not having employees moving from department to department which not only supports the COVID-19 pandemic practices of 'single site' to the best of our ability but also promotes better and consistent quality of care.

Human Resources continues to work with the Direct Care team to review overtime reports and strategize on methods to reduce this cost. Human Resources developed accountability processes to have hiring timelines adhered which set the expectations and follow up protocols to ensure that these timelines are followed. Human Resources continues to encourage managers to participate in the employment orientation to provide information about department vacancies. Human Resources continues to track the number of employees moving into positions versus the relief list so this can be assessed as a measurable outcome.

2. ***Human Resources will ensure job postings, hire letters and job descriptions are streamlined and updated. Human Resources will also ensure the inclusion of accountability based philosophy and language is used in these processes moving forward.***

Due to the COVID-19 pandemic and shifting priorities this goal was not met and will be carried forward to 2021.

3. ***Human Resources 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.***

A review of the interview process with the implementation of a new process was achieved by a committee of managers and Human Resources. This new process streamlined the interview process and provided a more efficient and simple method to conduct, score and complete the interview process. HR additionally developed a tracking system which provides more efficient access to applicants' qualifications. To provide further efficiency Human Resources delegated responsibilities amongst their team with respect to the hiring process which involved developing a structured interview schedule that includes the Management team.

Successful recruitment strategies were not as easily achieved in 2020 as in previous years. Due to the COVID-19 pandemic a large portion of recruitment events such as school community awareness fairs, networking workshops, Adventures in Health Care and job fairs were halted. Human Resources needed to change course and find new paths for community awareness to promote AiMHi. The development of enhanced and creative recruitment strategies will be moved to our 2021 goals.

4. ***Human Resources will develop a plan to complete proper assessments during the probationary period.***

Human Resources delivered this information to the Management team in a non-formal manner in 2020. Due to shifting priorities for the agency and Human Resources during the COVID-19 pandemic this goal will be moved to 2021.

5. ***Human Resources will work toward moving all employee personnel records into electronic files.***

This project is a monumental task and was not achieved in 2020. While there was progress made it was very slow due to prioritizing COVID-19 protocols and ever-changing protocols and plans. This recommendation will be carried forward to 2021 and will be a focus of Human Resources until it is completed.

Recommendations for 2021

1. Human Resources will work towards decreasing paper copies on personnel files and moving towards electronic files.
2. Human Resources will provide opportunities to the Management team for specialized Human Resources training related to Human Resources and/or at the request of the Management team.
3. Human Resources will diversify and expand its recruitment efforts, including but not limited to, adopting new recruitment practices and improve current advertising methods (Facebook, Indeed, etc.) to expand our reach and bring in qualified applicants.
4. Human Resources will ensure job postings, hire letters and job descriptions are streamlined and updated. Human Resources will ensure the inclusion of accountability based philosophy within this process and this language will be used in all processes moving forward.
5. Human Resources will continue to focus on providing a safe, healthy and supportive work environment. This will be achieved by providing a variety of training opportunities, streamlining processes and policies which are designed to reduce the likelihood of illness or injury, and promotion of stay at work/return to work programs.
6. Human Resources will enhance the current probationary assessment process.

CARF Standards

In 2020, 76 employees completed the satisfaction survey. This is an increase of 32 respondents from 2019.

Experience	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
You are satisfied with how information is shared between you and AiMHi.	22% *(14%) **(16%)	64% *(79%) **(64%)	9% *(5%) **(14%)	1% *(0%) **(3%)	4% *(2%) **(3%)

You are satisfied with AiMHi's policies and practices regarding confidentiality.	37% *(30%) **(28%)	55% *(61%) **(67%)	3% *(7%) **(1%)	3% *(0%) **(1%)	2% *(2%) **(3%)
You are satisfied that AiMHi promotes respect for people of different ethnic or cultural backgrounds.	41% *(39%) **(36%)	52% *(52%) **(58%)	3% *(2%) **(3%)	1% *(0%) **(0%)	3% *(7%) **(3%)
You are able to receive the assistance you require both during and after business hours.	31% *(39%) **(26%)	61% *(59%) **(65%)	5% *(2%) **(3%)	0% *(0%) **(5%)	3% *(0%) **(1%)
You are satisfied with the response time to your inquiries.	25% *(20%) **(26%)	62% *(68%) **(64%)	9% *(5%) **(3%)	1% *(0%) **(5%)	3% *(7%) **(2%)
You feel that AiMHi supports a positive teamwork environment.	29% *(14%) **(17%)	57% *(70%) **(54%)	9% *(7%) **(19%)	1% *(0%) **(5%)	4% *(9%) **(5%)
You are provided with adequate opportunities for training and/or education related to your employment.	32% *(32%) **(25%)	62% *(52%) **(58%)	5% *(14%) **(7%)	0% *(0%) **(5%)	1% *(2%) **(5%)
The organization provides promotion opportunities for employees.	20% *(16%) **(11%)	64% *(59%) **(64%)	5% *(10%) **(13%)	2% *(0%) **(6%)	9% *(15%) **(6%)

*Statistic from 2019 in the same category (for comparison)

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

In what areas does AiMHi excel?

Some quotes from the survey:

"AiMHi excels in supporting employees, helping employees grow with the agency and get involved in a multitude of areas. AiMHi will bring in extra training as needed."

"AiMHi genuinely cares about employees and people supported. AiMHi is an industry leader, always focused on improvements."

"Diversity, employment, fair wages and quality of service."

"AiMHi excels in providing attentive, proper service to all persons needing service. AiMHi does not discriminate, AiMHi is a safe place to work."

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 primarily 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:

- “The information is up to date and lots of resources to answer any questions you may have.”
- “I feel the online training isolates the employees from group dynamics.”
- “I like it better on ShareVision as I can take my time.”
- “Helpful but sometimes overwhelming to try and keep up with in addition to our regular jobs.”

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 91% of respondents (76) answered positively. This is a decrease of 9% from 2019 and 5% from 2018.

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 counselling service that is included with their benefits package. Information regarding these services was distributed with the benefits package.
Managers 24/7	Managers are available at all times to assist employees with any questions or concerns they may have. Managers work weekends according to a rotation schedule.
Suggestions	All employees have individual email addresses that they can use for correspondence with the Management team or other respective parties.
Training	In addition to Pre-Employment Orientation, CPI and various refresher courses and Medication training on ShareVision there have been additional training opportunities for employees this year. Most notably in 2020 there have been several modules developed around COVID-19 to assist with ensuring employees are aware of the precautions and parameters that must be taken with respect to safety and Public Health

Orders as well as AiMHi policy and procedures. 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 2020, 85 peoples' employment with AiMHi ended. Of these, 79 people resigned and six people were terminated. Of the total number of employees who left AiMHi's employment, 44 were casual employees, 30 were regular full-time employees and 11 were regular part-time employees.

Reasons are as follows:

3 - Abandonment	4 - Travel
2 - Just Cause	8 - School
13 - Retirement	5 - Unsuitable - Self
5 - Family	2 - Unsuitable - Probation
12 - Health	5 - Moved
1 - Expired Work Permit	25 - Other Job

Employment Services (Infinite Employment Solutions)

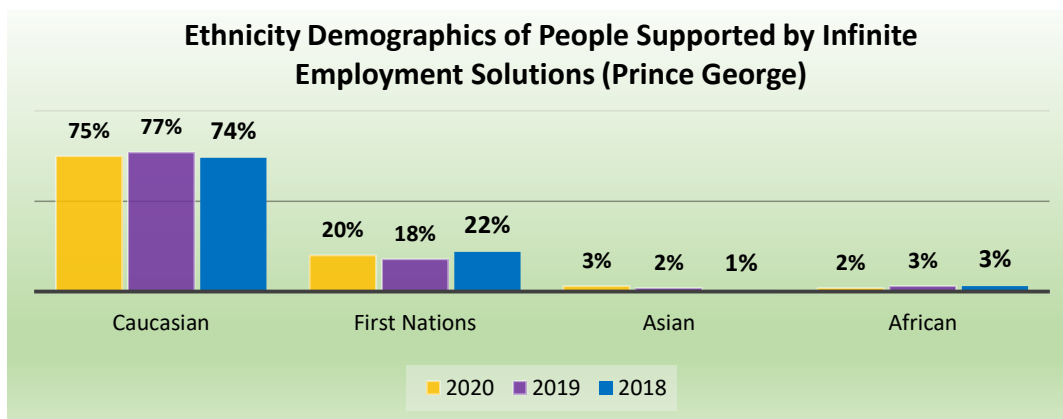
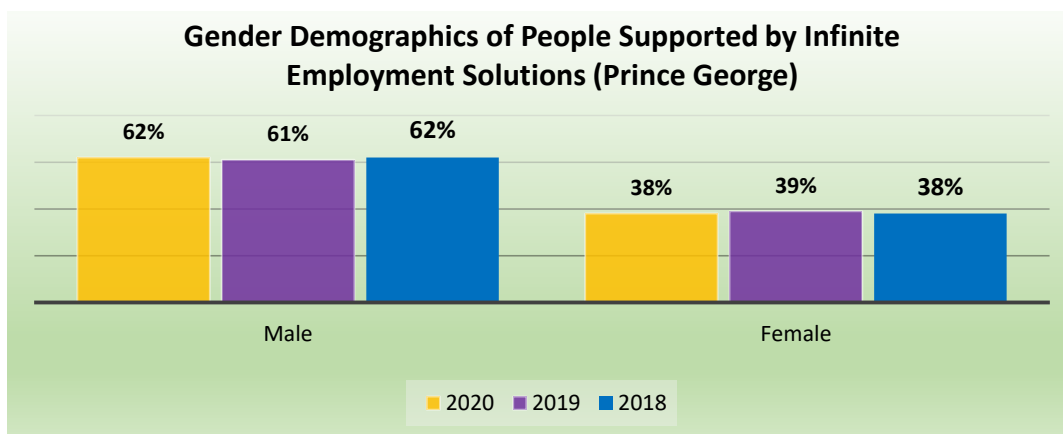
Introduction

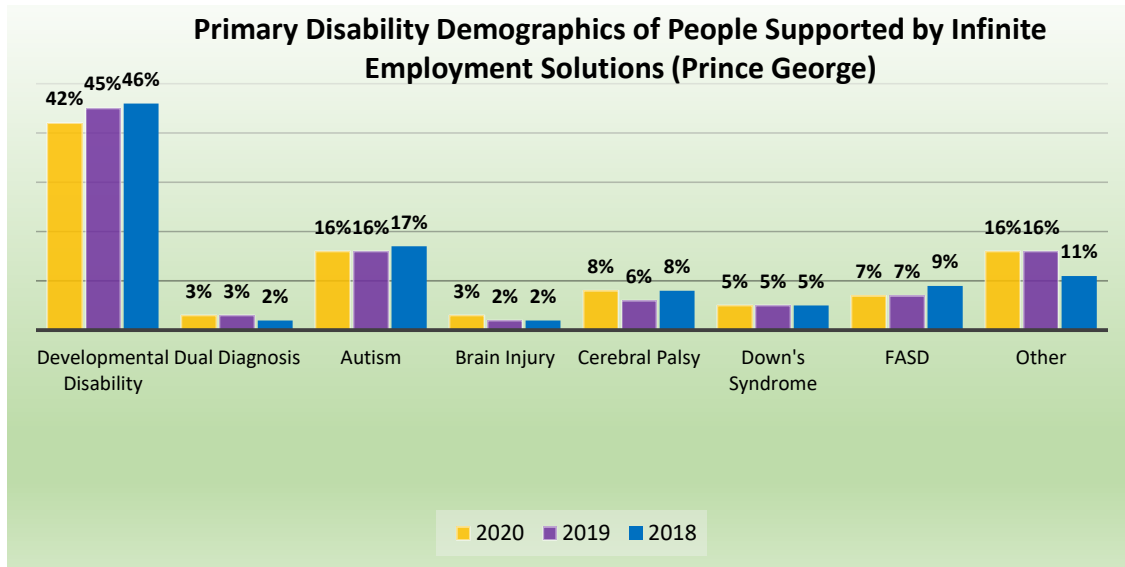
Funder: Community Living BC

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

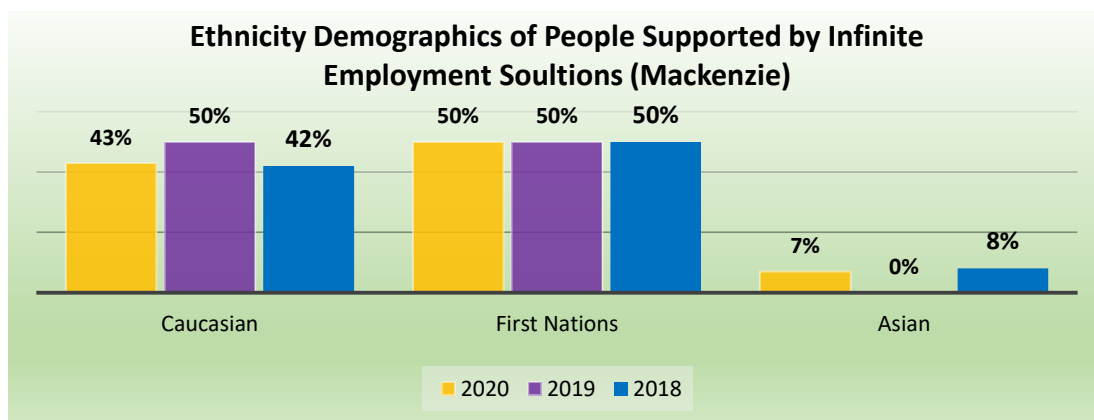
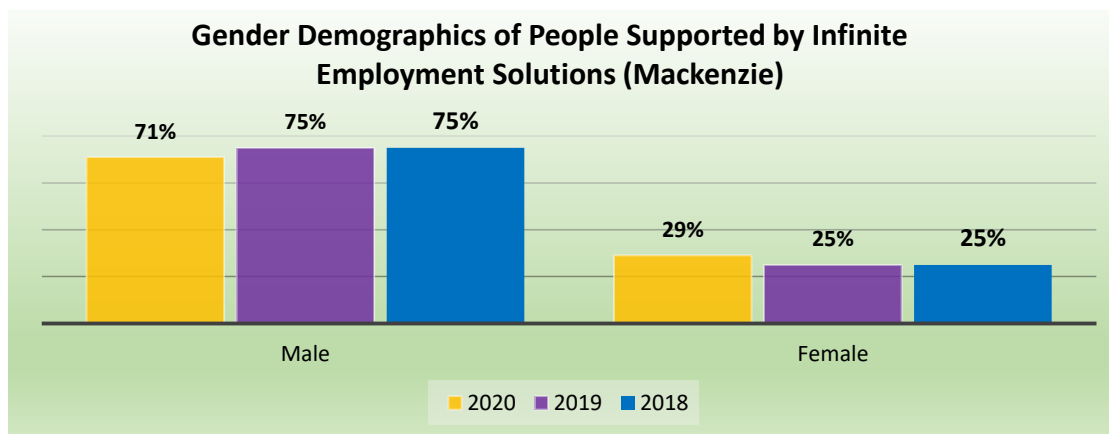
Mandate: “Infinite Employment Solutions believes that all people have the right to contribute to their community by having meaningful and gainful employment.” Infinite Employment Solutions assists those that have identified employment as one of their personal goals. The IES team works directly with people to create extensive career plans by way of career interest assessments, skill training, job development, job coaching and support, smart goal, and person-centered planning to achieve labor market attachment.

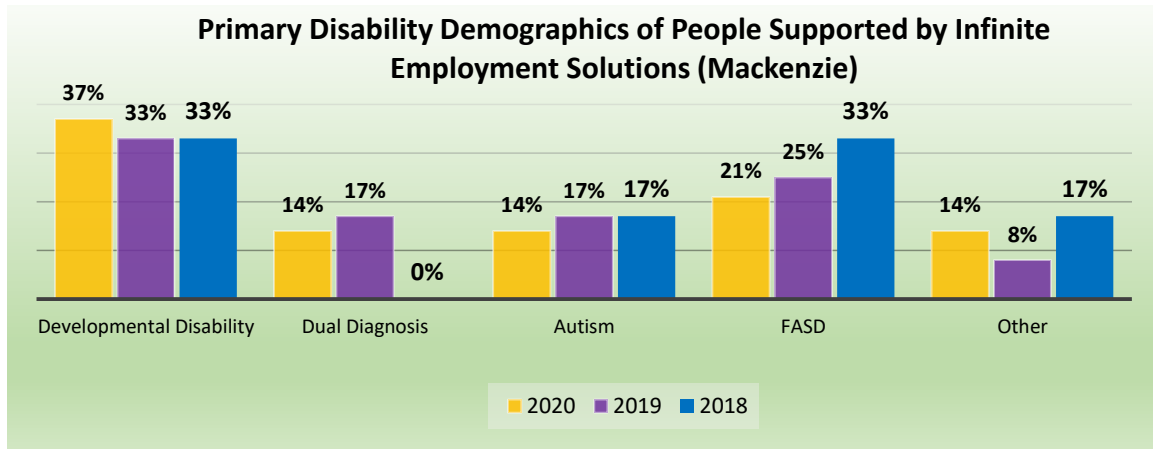
Infinite Employment Solutions Prince George currently employs five full-time employees, one temporary employee and two part-time employees out of the Kerry Street Main Office. Infinite Employment Solutions Mackenzie has one full-time temporary placement and one part-time employee located within the College of New Caledonia building.





Note: Demographics are gathered from active participants as of December 31, 2020.





Note: Demographics are gathered from active participants as of December 31, 2020.

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:** Participants gain employment skills for two years with the option of a third if necessary. In that time they are expected to secure community employment. Eighteen people are working in this paid training initiative. These individuals learn and develop skills to work as callers, telemarketers, truck swampers, and warehouse workers. Seven people are training as callers and eight people training as truck swampers, and three people training in the warehouse in 2020. 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 is reviewed every quarter.
- Mobile Crew:** Eight people participate in this program and receive the minimum wage training allowance. The program provides snow removal, lawn cutting, dump runs, general yard maintenance and internal moving services to AiMHi homes. 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 and weekly safety training meetings.

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. Nine 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 jobs started in 2020.

Recommendations

Recommendations and follow-up from 2020

1. IES will work towards achieving 50 employment outcomes this year.

The people that we support have gone through a lot of change and upheaval with employment this past year as the pandemic has changed the way that employment looks for many. We have strived to support and maintain employment through these trying times and have managed to either maintain, retrain or reemploy many people throughout the pandemic. IES has still managed to secure 31 job starts this year despite the obstacles.

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.

Through the shutdown of many donation centers we were able to remain open, this has allowed the community to be more aware of our donation center and has increased donations exponentially thus increasing our revenues and maintaining them through a normally slow time of year.

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.***

This goal is in progress, as we have had to focus on supporting people through the pandemic we have made a lot of progress in skills development focused curriculum but have not solidified the process just yet.

4. ***IES will host an employer recognition and/or recruitment event which will ideally take place in October.***

No public events as per provincial orders, however we do have a delegated staff member specifically working on employer contacts and promotion of inclusive employment.

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.***

No public events as per provincial orders, however we do have a delegated staff member specifically working on employer contacts and promotion of inclusive employment.

Recommendations for 2021

1. IES will work towards achieving 10 new customized employer contacts with person centered placement.
2. IES will focus on community engagement for the continued increase of revenue in the Common Good program.
3. IES will continue to 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 find meaningful ways to engage the people we support to increase participation in training programs, job coaching and community employment, working toward increasing employment outcomes.
5. IES will continue to educate and raise awareness for inclusive employment hiring practices within the Prince George and Mackenzie communities through various recognition and recruitment strategies.

CARF Standards

IES surveys were prepared for 117 people. Four people were unable to complete the survey due to being non-verbal, five people declined to answer the survey, six people were not receiving services, eight people were unable to be contacted, seven people exited services, one person moved and one person was incarcerated. The following results are based on 85 surveys that were completed.

Experience	Happy	Unhappy	Unsure	No Answer
IES helped me discover my career choices.	85%	5%	8%	2%
IES helps me gain skills to get paying jobs, work experiences or volunteer opportunities.	85%	0%	10%	5%
I am happy with the services I get from IES.	92%	2%	2%	4%

Effectiveness				
I feel that IES keeps my information private.	96%	0%	2%	2%
I make my own choices and decisions in IES.	94%	1%	1%	4%

Efficiency
<ul style="list-style-type: none"> • Common Goods – IES had eighteen people trained in this paid initiative as callers, truck swampers and warehouse workers. There were seven callers, eight truck swampers and three people in the warehouse in 2020. • Mobile Crew – This eight 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 temporary replacement employee (over 20 hours per week) and one part-time employee.

Access to Service
<p>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. There is no waitlist for IES. Referrals are received from Community Living BC and services are provided as referrals are received. IES received ten referrals in 2020 as well as three people who received PSI (Personal Supports Initiative) funding in 2020.</p>

Exit Report

Seven people exited out of Infinite Employment Solutions in 2020. The reasons were as follows:

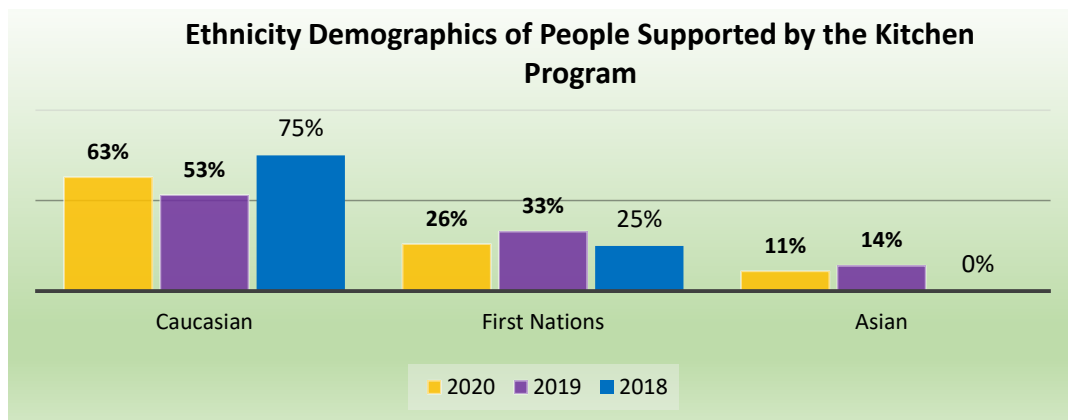
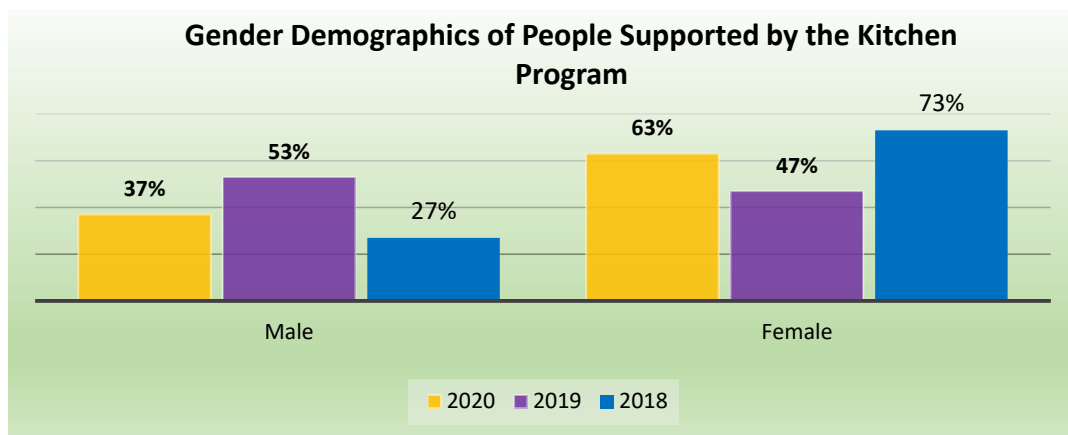
- 2 – Reached goals and no longer require services
- 1 – Passed away
- 1 – Could no longer contact
- 1 – No longer requesting IES job services
- 2 – Moved out of service area

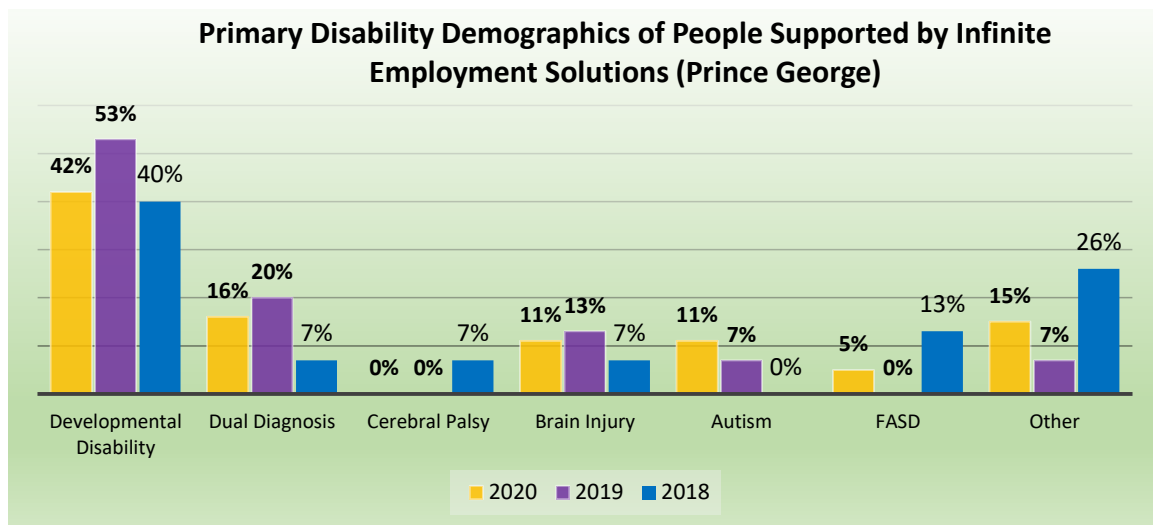
The Kitchen Program

Introduction

Funder: Community Living BC

Description: The Kitchen Program is designed to teach people 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. In 2020, all Kitchen Program training was updated to reflect new COVID-19 safety precautions and information.





Note: Demographics are gathered from active participants as of December 31, 2020.

Recommendations

Recommendations and follow-up from 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.***

The Kitchen Program was unable to achieve this goal due to the COVID-19 pandemic as most local businesses were not open or able to accommodate this form of volunteer action due to precautions and protocols in place for safety.

- 2. *The Kitchen will re-evaluate the cost structure of meal pricing.***

The Kitchen Program re-evaluated the cost structure in September 2020, once the kitchen had re-opened due to the pandemic, and the price scale now accurately takes into account current wages, food costs and hours to prepare and serve food.

- 3. *The Kitchen will work on redeveloping the training programs offered.***

The Kitchen Program updated and changed all training programs due to the COVID-19 pandemic to reflect the ever-changing safety precautions and protocols.

Recommendations for 2021

1. The Kitchen Program will provide services to individuals based on elevated precautions and safety protocols as per the AiMHi COVID-19 plans.
2. The Kitchen Program will develop a healthier menu that will include sugar-free and gluten-free options.
3. The Kitchen Program will provide a cooking program over ZOOM which will teach both cooking skills and safety procedures.

CARF Standards

The Satisfaction Survey was distributed to 18 Kitchen Program trainees. There were two people unable to complete as these people could not be contacted. The data presented is based on the 16 completed surveys.

Experience	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.	94%	0%	6%	0%

Effectiveness				
I feel that AiMHi keeps my information private.	94%	0%	6%	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.	94%	0%	0%	6%

Efficiency

The efficiency of the Kitchen Program is measured by participation, success, and incompletion rates. The Kitchen Program started the year with 22 people. During 2020, three new people started the Kitchen Program and three people completed the program. There were 18 people in the Kitchen Program as of December 2020.

Access to Service

The Kitchen Program received 3 referrals in 2020. Each referral wait time is dependent on the start dates of each 12 week rotation. In 2020, 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 2020, seven people exited out of the Kitchen Program. The reasons were as follows:

- 1 – Did not start the program
- 1 – Incarcerated
- 1 – Unable to attend the program due to probation
- 1 – Unable to attend due to personal issues
- 3 – Completed the Kitchen Program

Intensive Family-Based Services (Family Support)

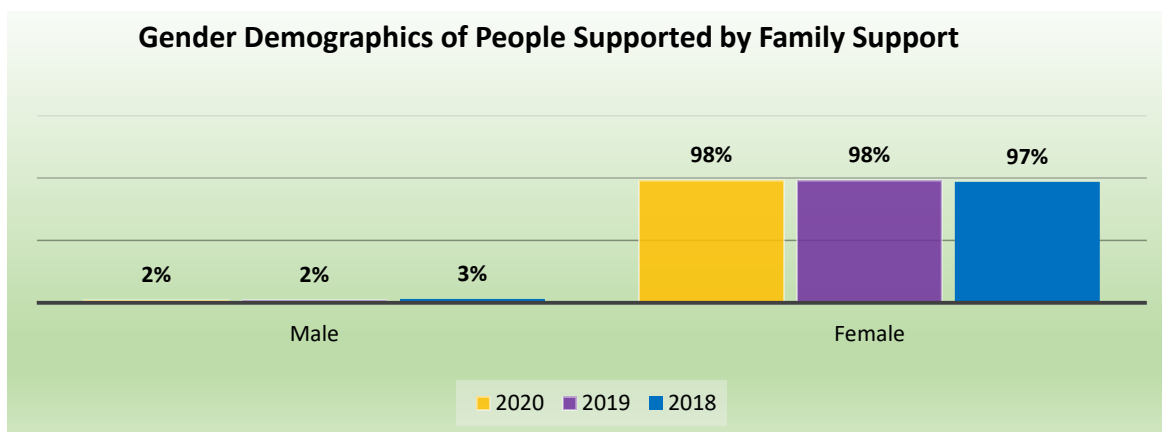
Introduction

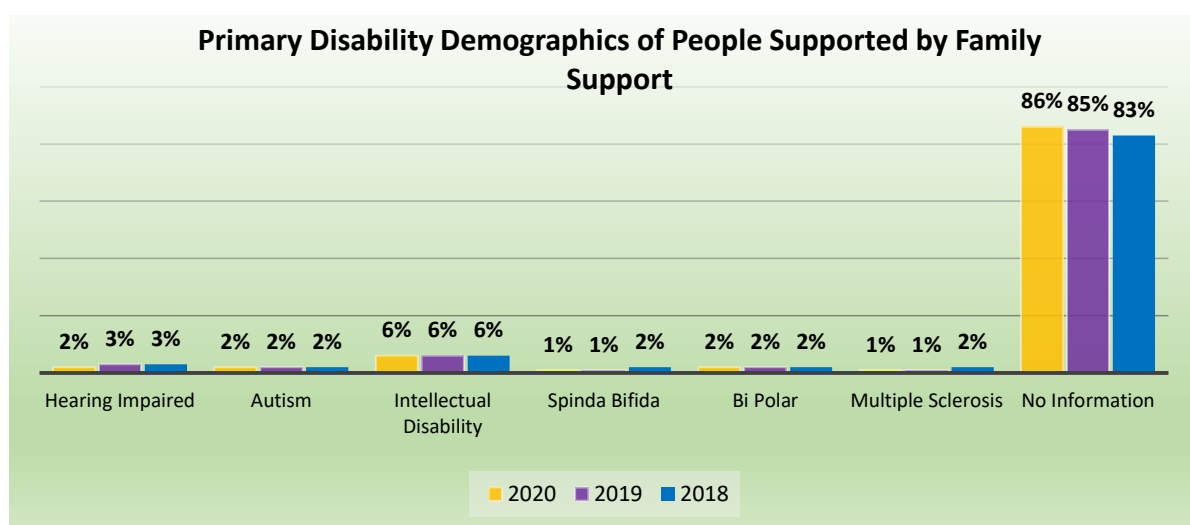
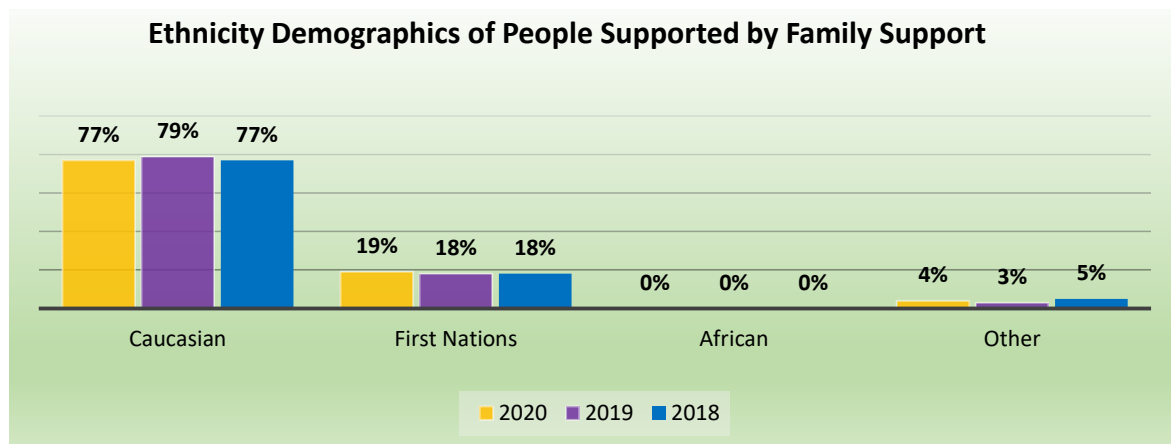
Funder: Ministry of Children and Family Development/Children and Youth with Special Needs

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, 2020.

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 2020

- 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.***

Family Support has met this goal and referrals and contracts have been developed for three or six month services along with one time supports.

2. ***Develop and maintain an ongoing schedule for topics the families want to learn and meet about.***

Family Support created and introduced this to families however due to COVID-19 families were invited to participate in Zoom meetings which did not have a high rate of participation.

3. ***Create a one-night-a-month group to host information sessions and connect with community resources.***

Family Support created the agenda and formulated ideas for this group however families were asked if they wanted to participate via Zoom and response was low. This goal has been tabled and will be re-introduced in the following year.

Recommendations for 2021

1. Develop and maintain an ongoing schedule for topics the families want to learn and meet about.
2. Create a one-night-a-month group to host information sessions and connect with community resources.

CARF Standards

The Satisfaction Survey was prepared for 36 families. Of the 36 families surveyed, four families had exited and were unable to complete the survey, eight families did not return any calls or texts to complete the survey and one family was out of town and was unable to complete the survey. The following is based on the 23 families who completed the survey.

	Yes	No	No Answer
Experience			
Has your involvement with Family Support been helpful?	100%	0%	0%
Are you satisfied with the support you receive?	100%	0%	0%
Effectiveness			
Family Support has provided me with:			
• Increased knowledge of community resources, services and funding.	96%	4%	
• Crisis intervention when needed.	61%	39%	
• Problem solving support.	87%	13%	
• Emotional support when needed.	83%	17%	
• Advocacy when requested.	78%	22%	
• Personal support.	87%	13%	
• Increased confidence in caring for my child.	78%	22%	
• Support with appointments or meetings.	74%	26%	

Efficiency

There were approximately 70 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.

23 of the families surveyed responded to several questions to ascertain the efficiency of the service they received from Family Support in 2020. When asked if they could access Family Support when needed there was a 100% positive response rate. When asked if their calls were returned in a timely manner there was a 100% positive response rate.

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. Family Support received 39 referrals for services in 2020.

Exit Reports

There were 29 families exited from this program in 2020. The reasons were as follows:

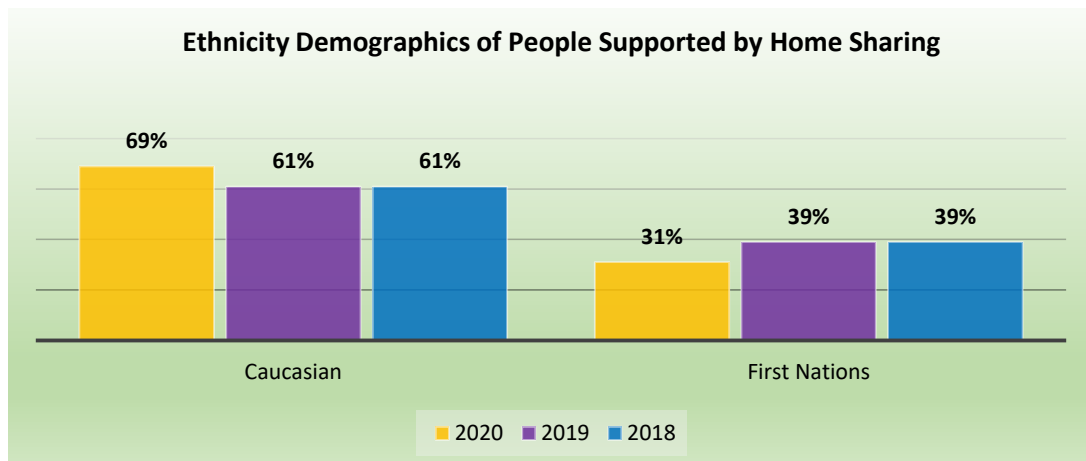
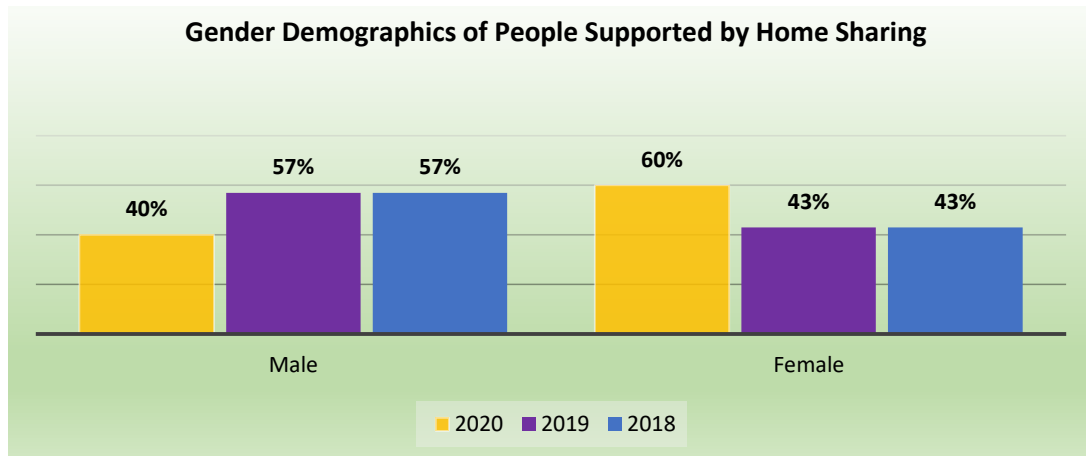
- 2 – Services no longer needed
- 2 – Ended services due to COVID-19 pandemic
- 3 – Moved away from service area
- 11 – Turned 19 and no longer required services
- 3 – Needs were met and services no longer required
- 5 – No contact
- 3 – Family member on contract passed away

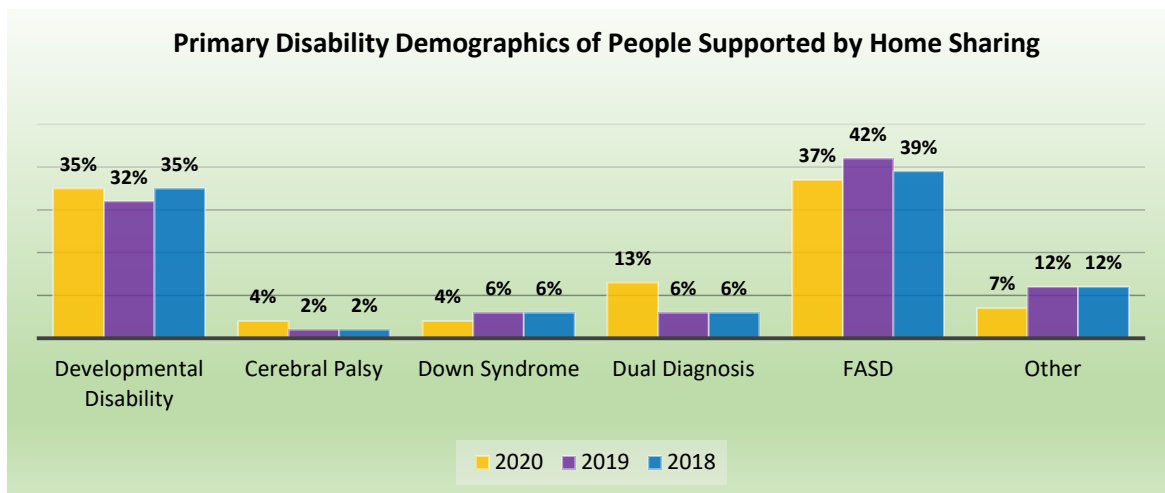
Home Sharing

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. In 2020, Home Sharing supported 41 contractors to provide services. 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, 2020.

Recommendations

Recommendations and follow-up from 2020

- 1. Home Sharing will look at how to be more efficient with the manager's time when travelling outside of Prince George.***

Home Sharing reorganized travelling outside of Prince George to allow for one manager to complete regular quarterly visits rather than having two managers travelling together. Following this change the manager who is travelling will follow all working alone protocols to ensure safety.

- 2. Home Sharing will work to increase the number of approved contractors we have in our service area in and outside of Prince George.***

Due to issues surrounding the worldwide pandemic all job fairs this year were put on indefinite hold. Despite this setback Home Sharing was still able to recruit four (possibly five by 2021) new Home Share placements.

- 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.***

Home Sharing liaised with the Dengarry Home Sharing program in Quesnel to assist with transition from their program to AiMHi's program. This communication and partnership allowed Home Sharing to share information but led to better support for the person involved in the transition from Quesnel to Prince George.

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.*

Home Sharing purchased a Microsoft Surface tablet at the beginning of 2020 to be used in completing monitoring checklists with contractors. Given the COVID-19 pandemic this item was also then used to facilitate Zoom meetings due to physical distancing restrictions and protocols.

Recommendations for 2021

1. Home Sharing will implement more dynamic and strategic marketing strategies that will increase our base of applicants to draw from when matching the needs of people supported.
2. Home Sharing will map out its process for intake and exiting the program. This will increase clarity on what happens when a referral is received in Home Sharing and then also improve the process when a Home Sharing contractor exits the program.

CARF Standards

There were 48 surveys prepared and handed out to people living in Home Sharing in 2020. 44 surveys were not returned. The following responses are from the four people supported who completed the survey.

Experience	Happy	Unhappy	Not sure	No Answer
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.	75%	0%	0%	25%
I get help to make my own decisions.	100%	0%	0%	0%

Efficiency
<ul style="list-style-type: none">• In 2020, there were five new Home Sharing contracts.• In 2020, there were six new people supported in the Home Sharing program.• In 2020, there were two 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

Five people exited Home Sharing in 2020. The reasons were as follows:

- 1 – Moved in to residential services
- 1 – Moved outside of service area
- 1 – Moved in with their parent
- 2 – People supported had to find alternative services due to Home Share contractor ending their contract

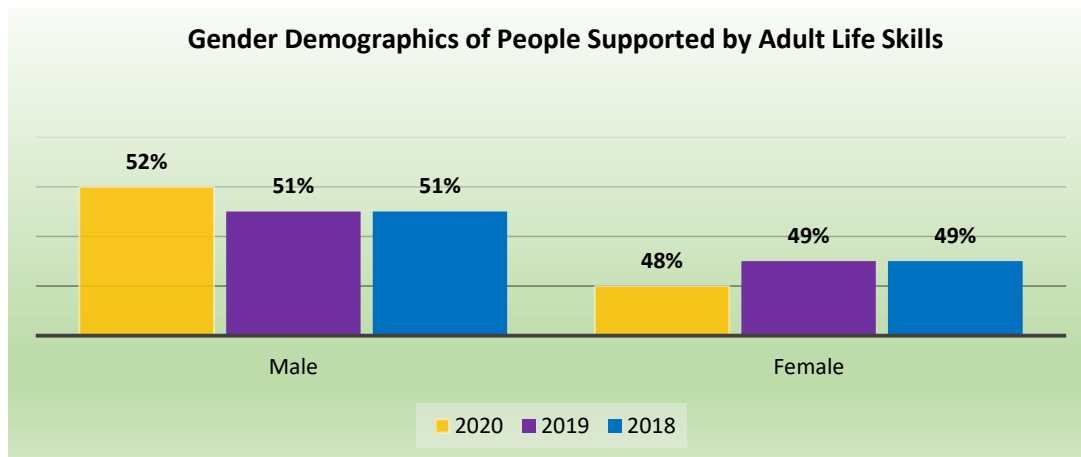
Adult Life Skills

Introduction

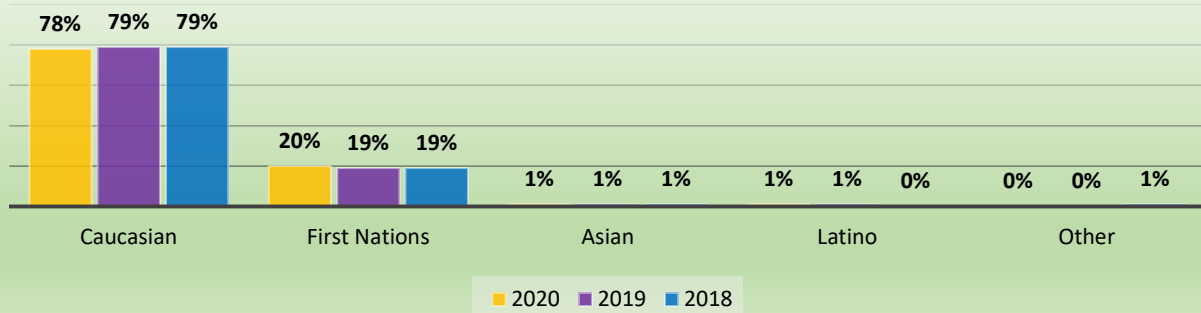
Funder: Community Living BC

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 26 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.

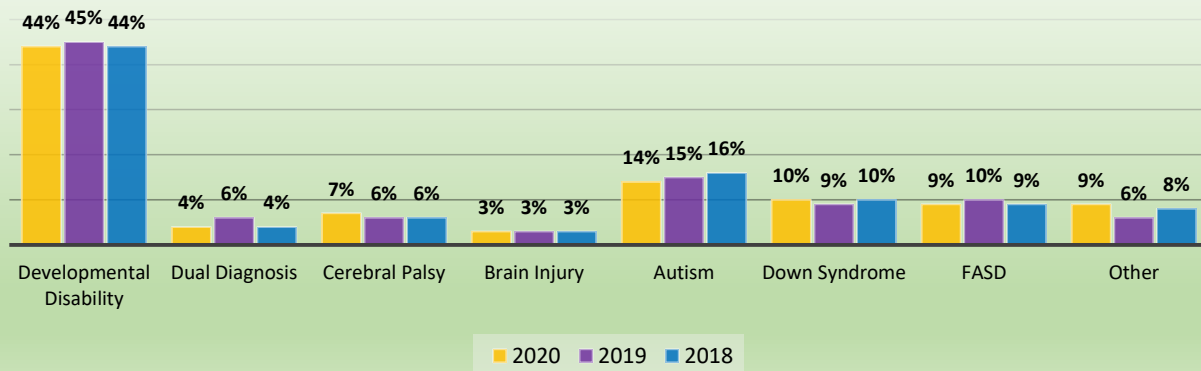
We are a strength-based, person-centered program that focuses on the positive qualities and accomplishments of each person. We develop goals, training, and support based on strength and needs assessment of skill level, and work with the person receiving services (and their support network) to develop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



Note: Demographics are gathered from active participants as of December 31, 2020.

Recommendations

Recommendations and follow-up from 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.**

The information sessions that we had planned for parents and caregivers in 2020 were affected by COVID-19. We were able to provide a virtual session to the parents of two new people supported. We are looking to change information sessions to allow for more virtual options as the pandemic continues.

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

Adult Life Skills achieved 86% of goals being attempted or achieved by people supported in 2020. There were 14% of people supported who agreed to a goal but did not attempt or achieve the goal, refused, or were affected by the COVID-19

pandemic which resulted in not working on goals as other priorities came up in their lives.

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

Adult Life Skills completed 52 out of 60 Dementia Screening Assessments for people over the age of 40. There were a few people who refused to complete the assessments.

4. Adult Life Skills will offer employees training opportunities based on trends for people supported.

As a result of COVID-19 we had a number of training opportunities cancelled however this recommendation will resume as soon as possible and be carried over for 2021.

Recommendations for 2021

1. Adult Life Skills will create more social media and virtual opportunities for programming.
2. Adult Life Skills will look at building social capital for the people we support.
3. Adult Life Skills will offer training opportunities to people supported and employees based on current trends.

CARF Standards

There were 127 total surveys distributed in 2020. Seven people were unable to complete the survey as they had moved from the service area, twenty people exited services and did not complete the survey, four people declined to complete or were unable to complete due to illness, one person was unable to be contacted and seven people were unable to complete due to being non-verbal. The following statistics are compiled from the 88 people who responded to our survey.

Experience	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.	99%	0%	1%
AiMHi helps me get my transportation needs met.	63%	18%	19%
I am happy with the services I get from the Life Skills Program.	98%	0%	2%
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.	92%	0%	8%

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.

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. Received 36 referrals in 2020. 16 referrals were for Skill Development, 19 were for Outreach and 1 was for PSI.

Exit Reports

22 people exited Adult Life Skills during 2020. The reasons were as follows:

- 6 – Moved away from service area
- 1 – Incarcerated
- 1 – No longer required services after meeting goals
- 3 – Moved to residential services
- 4 – Contract ended
- 1 – Passed away
- 3 – Referred but did not attend
- 3 – Received housing and other service provider

Community Youth Development (Children's Life Skills)

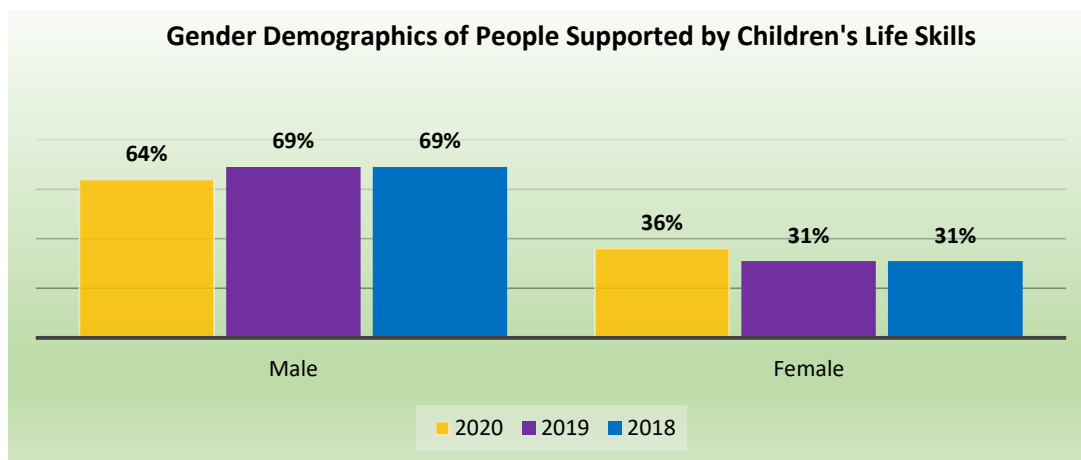
Introduction

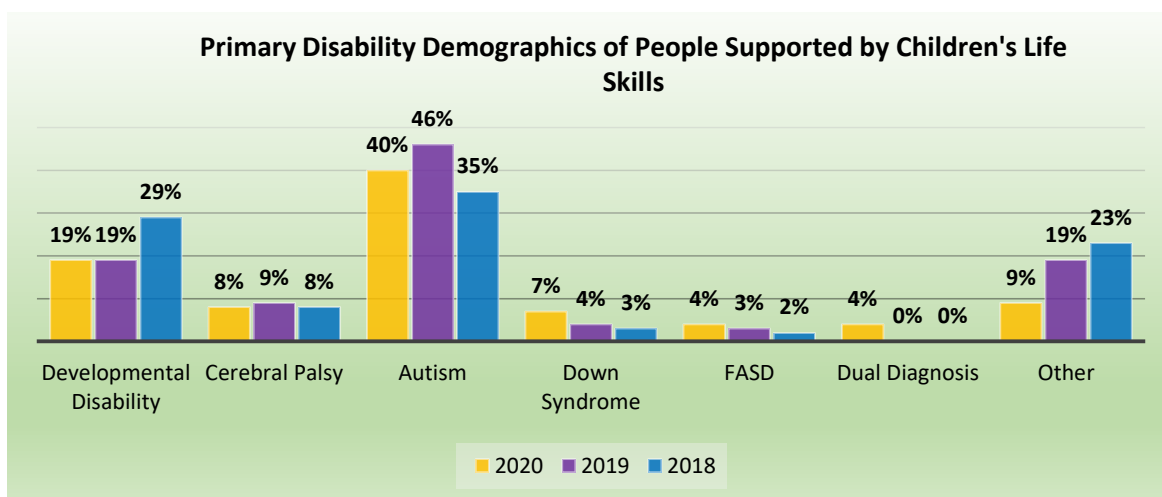
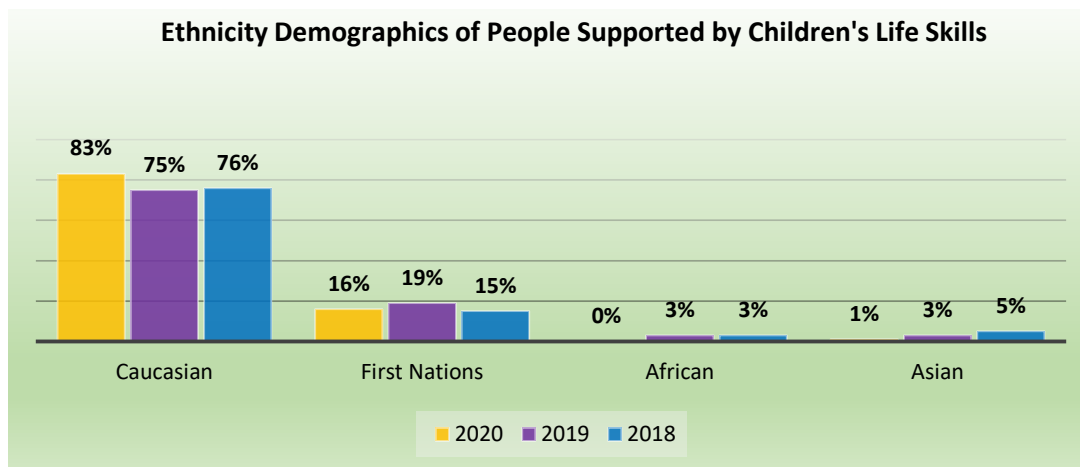
Funder: Ministry of Children & Family Development

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 18 Life Skills Instructors who are shared with the Adult Life Skills department working out of the Main Office at AiMHi in 2020. Of those 18 employee 12 had full caseloads dedicated to Children's Life Skills and six had minimal caseloads related to Children's Life Skills.

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, 2020.

Recommendations

Recommendations and follow-up for 2020

- 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.***

Resources were created and specific to Support to Families to help manage the day to day skill development and growth. Due to COVID-19 the resources created focused on age specific activities to encourage participation and keep people engaged within their family unit. These packages included activities that would interest the person supported in Life Skills, siblings and adult family members. Monthly goal tracking was created to align with the Person Centered goals. This tracking is uploaded monthly and reviewed by the manager. Numerous group activities were created utilizing Zoom meetings along with resource materials:

Puberty, Bullying and Friendships, Foodie Fridays, Introduction to First-Aid and Community Activities around Prince George.

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.***

This goal was met using creativity, Zoom and/or physical distancing. Summer Zoom groups were run five times per week with numerous topics such as Hygiene, Afro Dancing, Fire Safety, Self-Advocacy, Health and Wellness and Social Opportunities playing games on-line, over the phone and during one-on-one appointment time.

Recommendations for 2021

1. Children's Life Skills will purchase a video editing program to create videos for training and teaching. This would permit employees to create individual learning videos, lessons/resources in regards to the Independent Living Work book and expand appointment opportunities while families are away on medical appointments and families can continue with services on a consistent basis.
2. Children's Life Skills will create department orientation power points using the video editing program so that new employees will have a resource to review during orientation process which can be lengthy. This orientation video will be developed with the employees on processes, time lines, and department specific appointment ideas. This orientation will then be used as a resource to be used when an employee may have a question or need some direction.

CARF Standards

55 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 55 surveys prepared 24 families were unable to be contacted for the purpose of this survey, 3 children exited services and their families did not complete the survey and six families declined to complete the survey. These statistics are based on 22 respondents to the survey.

Experience	Happy	Unhappy	Not sure	No Answer
Are you happy with the services you are getting from AiMHi?	92%	4%	0%	4%

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

- All good. Happy with it all.
- LSI is amazing. Want her to stay after adult transition.
- Open communication.

2. What can we do better?

- Consistency.
- Scheduling and communication.
- Better and more replacement 'fill-in' workers.

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?	92%	8%	0%	0%

Efficiency

In 2020 there were many group activities and individual social media (Zoom) appointments due to the COVID-19 pandemic. Children's Life Skills will continue to offer creative appointments during the year as a new way of meeting families' needs. All appointment and group work will follow the Independent Living Workbook to stay in line with MCFD/CYSN skill development goals.

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 one week to one month depending on the needs of the child and the time needed to schedule meetings with the families. There were 36 new referrals received in 2020.

Exit Reports

23 children exited the program in 2020 for the following reasons:

- 11 – Turned 19 and no longer qualified for services
- 5 – Moved away from service area
- 2 – No contact from family
- 2 – No longer wanted supports or services
- 3 – Child moved into residential care

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 2020

- 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 2020 for any people supported.

Recommendations for 2021

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

CARF Standards

Respite Services (Adults) was not accessed in 2020; therefore, there is no demographic or survey data regarding Experience, Efficiency or Exit Reporting.

Efficiency

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.

Exit Reports

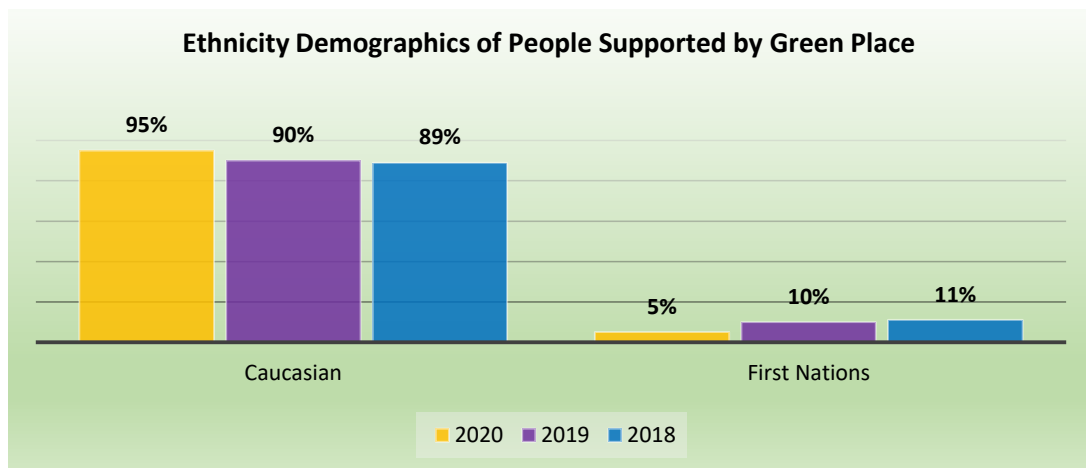
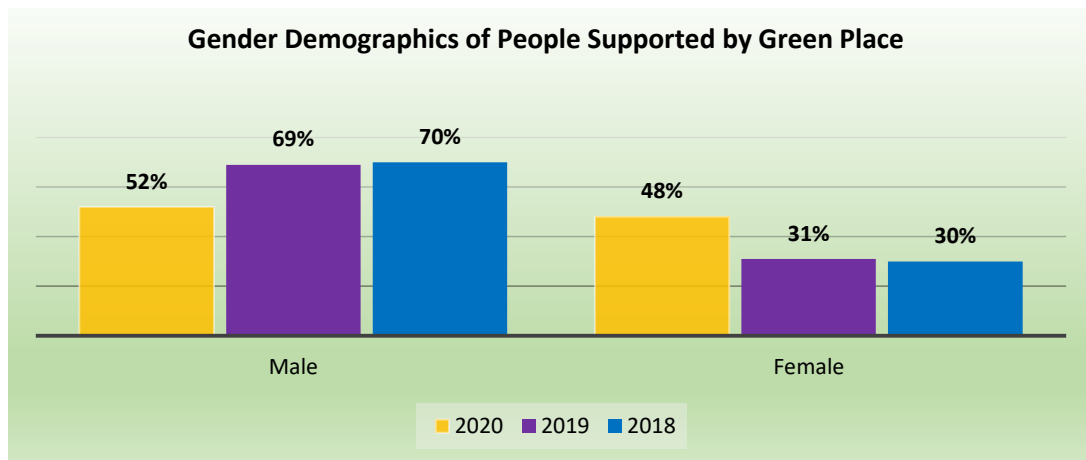
There were no exit reports for 2020.

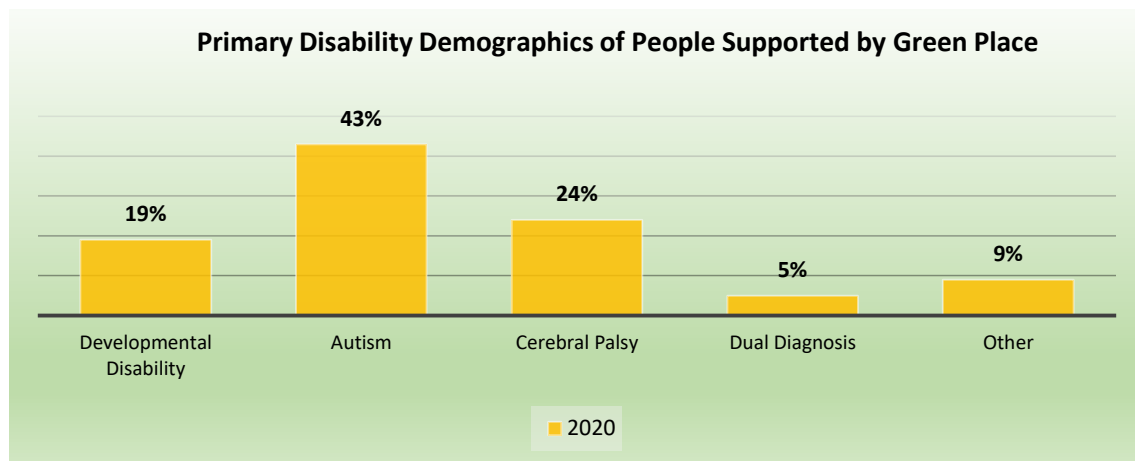
Respite Services (Children's Residence aka Green Place)

Introduction

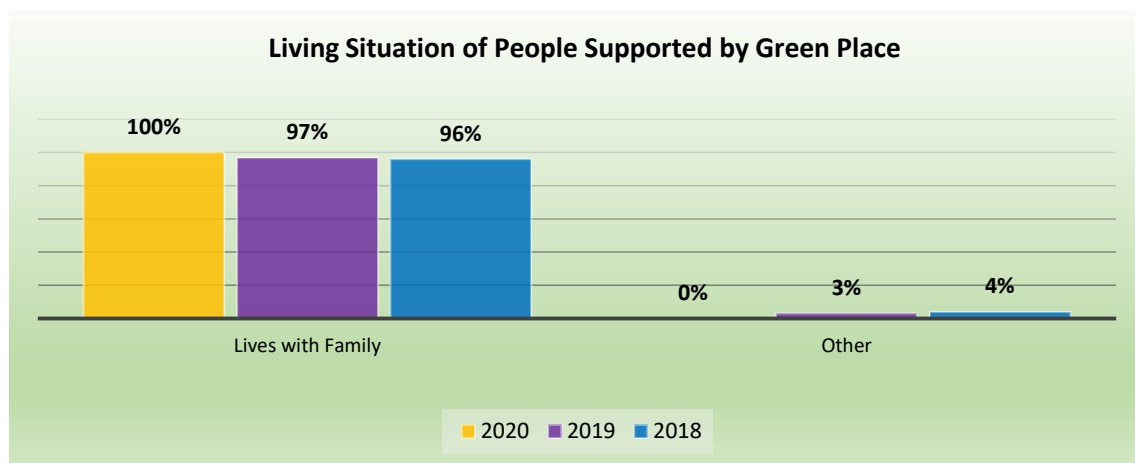
Funder: Ministry of Children and Family Development

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 two part-time employees.





Note: This demographics information was first reported on in 2020. Due to this addition there is no comparative data from previous years.



Note: Demographics are gathered from active participants as of December 31, 2020.

Recommendations

Recommendations and follow-up from 2020

- 1. Children's Residence will work with Human Resources and all Children's Services management team members in an effort to have more employee's progress through the MCFD HUB in a timely fashion.***

This continues to be a difficult process for not only Green Place but all children's services at AiMHi. One of the main issues is finding employees that meet the MCFD required qualifications. While employees are getting through the MCFD HUB faster than previous years, some have found employment elsewhere in the while this process occurs. There are also issues with respect to the criminal record checks that MCFD requires. A new system has been implemented which requires criminal record checks performed in any location the perspective employee has

lived in the past five years. While this is not normally an issue; if the employee has lived in Ontario for example then the record check can take upwards of three months to complete. There is no method to speed up this specific process as this is out of MCFD's control. AiMHi continues to work with MCFD to mitigate these delays however further protocols and amendments continue to hamper this process. As this is an ongoing issue that continues to create employment difficulties this recommendation will carry over on into 2021.

2. *Children's Residence will look in to having current furnishings and flooring updated.*

Children's Residence had seven new beds purchased, two large bean bag chairs purchased and all new kitchen chairs in 2020. There was no flooring completed in 2020. There are plans for further renovations and upgrades in 2021 which include siding, flooring and roofing.

Recommendations for 2021

1. Children's Residence will work with Human Resources and all Children's Services management team members in an effort to have more employee's progress through the MCFD HUB in a timely fashion.
2. Children's Residence will look into having flooring, siding and roofing completed.
3. Children's Residence will aim to run at full capacity. This is a six bed resource and due to COVID-19 in 2020 our capacity was purposefully reduced significantly which caused distress for families seeking respite.

CARF Standards

In 2020, four viewpoint questions were solicited from the 21 families that are provided services. These results are based on the 11 completed surveys that were returned.

Experience

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

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

- Provide essential care in respectful manner. Staff and support is amazing.
- Everything, easy to deal with, good communication.
- Takes good care of our kid, (child) enjoys going to respite. Great workers.

2. *What can we do better?*

- No sure, never had any concerns.
- Once COVID-19 is over → more outings and fun stuff / activities outside the house.
- Nothing.

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

- Yes! Very.
- Yes, for the most part.
- Definitely – consistent staffing.

4. Do you have any additional comments?

- Very privileged to be able to use the service.
- Thank you! You're amazing!
- Thankful for the service.
- Thank you for all you do for us.

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 is measured by looking at how many beds were available or left unused. When there are zero 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 2020, 1082 out of 1187 contracted spaces in Children's were used which resulted in a Children's running at full capacity 91% of the available days which is this a reduction of 3% from 2019. It should be noted that in 2020 due to the COVID-19 pandemic that the capacity changed dramatically throughout the year due to shifting protocols and provincial orders.

Access to Service

One child was referred from MCFD; all of the children intakes were within three weeks. To address emergent and long term needs of MCFD the residence can be asked to run above the standard six bed per night funding. In 2020 this did not occur. These extra nights are funded separately by MCFD.

Exit Reports

In 2020, ten children were exited out of this service. The reasons were as follows:

- 1 – Moved away from service area
- 1 – Turned 19 and is no longer eligible for services
- 2 – Left service area for an undetermined amount of time
- 6 – Voluntarily left services due to COVID-19

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 2020

1. ***AiMHi will seek to develop a Fundraising Work Plan (together with appropriate strategies) that will move AiMHi forward in a positive direction.***

A Fund Development Plan was drafted to help outline fund development strategies and set action items needed to reach fundraising targets. This work plan outlined Board and employee responsibilities in accomplishing the plan.

2. ***AiMHi will develop a Fund Development Committee.***

A Fund Development Committee was formed in January 2020. Terms of Reference were developed and the committee included employees, managers, directors, a self-advocate, a Board member and an external Financial Planner. Early in the pandemic, the committee did not meet, and then began meeting via Zoom to continue their work. The committee worked on fund development goals such as community awareness, planned giving, third party fundraising events, and grant opportunities.

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

AiMHi participated in a Fund Raising barbeque in October 2020 sponsored by KMS Tools at their new Prince George location. The barbeque was held during their grand opening weekend and was well attended. Due to the COVID-19 pandemic the focus for community awareness was primarily on-line. AiMHi released a series of commercials and news articles focusing on different areas of the organization. There was a lot of promotion of the new Davie Avenue Housing Project through on-line platforms.

Recommendations 2021

1. The Fund Development Committee has been put on hold at this time. Overall, the organization will continue to monitor grant opportunities which are available and related to the specific costs associated with the current pandemic.
2. AiMHi will continue to look into new ways to promote community awareness.

CARF Standards

Seven Stakeholder surveys were completed in 2020. This is a decrease of seven surveys from 2019.

Experience	Happy	Unhappy	Not sure
Are you satisfied with how information is shared between AiMHi and you/your organization?	85%	15%	0%
Are you satisfied that AiMHi works cooperatively with you/your organization?	100%	0%	0%
Are you satisfied with our policies regarding confidentiality?	43%	0%	57%

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?	100%	0%	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>"AiMHi has been terrific to deal with. We have nothing but a good rapport with your organization."</i>
<i>"AiMHi has always supported our agency and assisting us when we have questions or need advice. Thank you!"</i>

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 seven who responded to this question six respondents indicated yes and one respondent indicated no.

Association

Introduction

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

AiMHi serves approximately 480 (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 469 employees. AiMHi also supports people to live with another family on an independent contract basis through Home Sharing.

Recommendations

Recommendations and follow-up from 2020

1. *A continued focus on the development and implementation of strategies to increase health promotion and healthy habits.*

Health Services sourced a number of resources that will be useful in supporting health promotion for the people supported. HCARDD (Health Care Access Research and Developmental Disability) Health Care tools provided numerous resources for people with developmental disabilities and their caregivers which was utilized to improve AiMHi's health promotion.

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.*

Due to the COVID-19 pandemic AiMHi's focus shifted from this stage of planning for later life to prioritizing immediate safety and wellbeing of people supported. This goal will be carried over to 2021 with a renewed focus on later life planning.

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.*

Our management team has continued to focus on Accountability Based Management (ABM) in all aspects of their work with others here at AiMHi. The

2020 appraisals for directors were conducted using both the ABM Job Description and Appraisal documents. The onset of the 2020 COVID-19 Pandemic in early 2020 created a number of unique challenges for our entire organization. This event required that we shift into a focused response in dealing with the pandemic, including the development of planning tools and resources, the acquisition of varied training, equipment and supplies and responses to various legislative bodies including Public Health, WorkSafeBC, etc. Our most important work as a management team through 2020 was focused on keeping all people associated with AiMHi healthy and safe through this pandemic.

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.

AiMHi completed our 2021-2026 (5 year) Strategic Plan in late 2020 with assistance from an external Consultant, Michael Shoop. This included many participants (Board members, management, employees, self-advocates), and included a review of both the Mission Statement and Values Statements (very few changes were recommended by participants, although there were some).

5. The finance department will review the current process for delegating spending authority to the management team.

The Finance Department created new delegated spending authority form templates which allowed for \$1,000 spending authority for the departments that the managers are accountable for per Policy F-3. The departments where specific managers are accountable may change over time and acting managers can be assigned to various departments. This change reduced the administration efforts in getting a new form signed every time a manager or acting manager was assigned a different department. During the current pandemic, the Finance Department implemented electronic signatures using Adobe Digital ID. This allows the management team members to authorize expenditures remotely.

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.

The five buildings were completed in December 2020 and AiMHi is currently selecting the successful applicants to live in these locations. The buildings are fully accessible and are centrally located which allows for easy access to public transportation and services.

7. The new system for Person Centered Planning that includes goal setting and tracking will be implemented in 2020.

AiMHi managers were required to implement the Person Centered Plans by July 2020 and ensure they were on ShareVision. An additional expectation was put into place that managers ensure by August 2020 they would have required data and follow-up in place. The ongoing expectation was set that monthly data would

be gathered and updated each month for people and uploaded onto Share Vision. AiMHi directors review regularly with their managers when they meet to ensure this work is being completed. There is a Person Centered Committee available for managers to utilize in the event they require additional support in this area.

8. AiMHi will continue to expand and develop a more robust Health and Safety Program with the goal to achieve Certificate of Recognition (COR) certification in 2020.

AiMHi's Health and Safety program was updated and expanded to meet COR standards. The organization went through its first COR audit and was certified with an overall score of 94%. This is an excellent score reflective of all of the hard work that is performed by everyone at AiMHi.

9. The Health and Safety Manual will be updated to meet WorkSafeBC's COR standards.

As part of the Health and Safety Program expansion updates were needed for the Health and Safety manual. This update was completed in early 2020 and sent out to the organization. The updated manual now meets COR standards and has been retitled the Health and Safety Program Manual.

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.

The Health and Safety Committee created an emergency response drill procedure for employees that can be found in the Health and Safety Program Manual for them to reference when completing drills. The committee also adapted a new tracking form for the drills so they are able to be monitored and that all required drills have been completed.

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 (COR).

One of the key members of the COR working group in 2020 was a Joint Occupational Safety and Health Committee (JOSH) member. She connected with the JOSH committee to review required updates and gathered feedback from the members on changes to the manual.

Recommendations for 2021

1. As the current pandemic continues, our management team will continue to focus on keeping everyone associated with AiMHi healthy and safe. This will include continuing to keep our resources updated, ensuring we have adequate equipment and supplies, and responding, as needed, to various legislative bodies. Responding

- to the current pandemic will continue to remain our primary focus through 2021 until sufficient numbers of people have been vaccinated to protect themselves and others from COVID-19.
2. The directors of AiMHi will be developing an Operational Plan from our 2021-2026 Strategic Plan that will assist the organization in moving forward in the implementation of the goals identified.
 3. The Finance department will be conducting a review of the finance processes performed by the Finance Clerks. Processes will be updated where required, and documented.
 4. The Finance department will be working on plans to ensure we have adequate back-fill for current positions in our Finance department.
 5. There will be a continued focus on health promotion and illness prevention strategies through the remaining COVID-19 pandemic.
 6. Supporting people through the aging process continues to be a focus for AiMHi. AiMHi will focus on planning for later life and supporting people to make their wishes known.
 7. The Certificate of Recognition (COR) working group will complete the process to have their three members certified to be internal auditors for AiMHi. The internal auditors will then complete the required 2021 maintenance audit to maintain the organizations COR certification.
 8. The process of addressing the remaining recommendations in the action plan from the COR audit will be completed.
 9. AiMHi will aim to achieve an annual occupancy rate of 85% or better for the new five-building rental properties.
 10. The Health and Safety Committee will update Employment Orientation training to include training on monthly safety inspections, emergency response drills, how to complete a vehicle pre-trip inspection, how to inspect a first-aid kit, how and where to report a health and safety concern and a Fire Safety video.
 11. AiMHi will monitor that meaningful Smart Goals are in place as required along with consistent goal tracking completion as per the new process.

CARF Standards

Experience

During 2020, AiMHi received nine 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. This was an increase of seven complaints from 2019.

Effectiveness

In 2020, AiMHi had its first full year under the restructuring that occurred in the fall of 2019 which saw the implementation of a Chief Financial Officer, Chief Human Resources Officer and a Chief Services Officer. These positions report directly to the Executive Director. This change decreased the number of people reporting to the Executive

Director by three which resulted in a more effective system of oversight for the organization. AiMHi embraced the use of technology during the COVID-19 pandemic conducting a large amount of business through virtual platforms and means.

Efficiency

The process of providing training through ShareVision continued in 2020. 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. In 2020 new modules related to the COVID-19 pandemic were created which focused on donning on and donning off of personal protective equipment and other pandemic related materials.

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 480 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 of Experience (formerly Satisfaction), Efficiency, Effectiveness and Access to Service on an annual basis.

Recommendations

Recommendations and follow-up from 2020

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

In 2019 the participation rate of the employee experience survey was 32 respondents which amounted to 7% of the employee group. In 2020 the participation rate of the employee experience survey was 76 respondents which amounted to 16% of the employee group. While this is a significant increase this response rate is still a considerably low rate of return on our employee surveys. Currently the survey system for employees is online through SurveyMonkey which can be accessed through ShareVision or a link emailed to the employee group. The survey and link is provided to the employees in November of each year and is able to be completed for 30 days. The survey is promoted to the employee group through the management team and via email alerting all employees of the survey, what it is about, how to complete the survey and the importance of the survey. In November the Theme Month is Performance Improvement which is spoken about and promoted at team meetings at all residential and community inclusion meetings. The committee will continue to work on methods to improve the participation rate and this goal will be carried forward to 2021.

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.

The October Theme Month training is no longer related to Performance Improvement as November is now the designated Performance Improvement month which aligns better with the output of the employee survey and people supported experience surveys. This training was not changed or updated in 2020 due to focus being shifted to the COVID-19 pandemic. This goal will be carried forward to 2021 and further training will be developed and updated to provide a better understanding of the Performance Improvement report and the accountabilities associated with performance improvement activities.

Recommendations for 2021

1. The Performance Improvement Committee will look at increasing their knowledge around the updates to the CARF Survey Preparation guides.
2. The Performance Improvement Committee will look for ways to improve the participation rate of the employee experience survey.
3. The Performance Improvement Committee will update the November 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

Experience

Our report continues to receive positive feedback in its current format. It flows clearly and provides a complete picture of our services and the experience 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 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. AiMHi continues to provide resources such as a variety of pamphlets and articles on aging which are available in the employee lunch room and AiMHi foyer. 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 monthly employee meetings. AiMHi provides training resources on Share Vision 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 and can provide insight, training and resources to facilitate discussion with respect to aging. Webinars were made available through NIDUS for planning for future/end of life planning topics which was attended by 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 2020

the Accessibility Committee did not receive any items to address with the community. This was most likely due to the COVID-19 pandemic and most facilities and recreation centers being closed or inaccessible for a majority of 2020.

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.
- **Solution:** 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. Due to the COVID-19 pandemic this year was particularly challenging with financial concerns. AiMHi assisted people supported to access emergency funding to assist during with their needs. Furthermore AiMHi arranged food baskets to be created as well as bagged lunches which were distributed to people supported who needed additional assistance. These items were funded by a grant.
- **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 completed a project of single family dwelling development in 2020 which were designed for five fully accessible buildings with two bedroom primary and one bedroom secondary suites in each to address this need.
- **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.

The Performance Improvement Report is always a great time to reflect what we have done in the year and what can we do better. It was a great opportunity to realize that the Adventure Odyssey committee has been established since 2007. It is amazing to think that we have been granting opportunities to people for 13 years already. This program started with bottle collection and garage sales to now having a 50/50 employee draw. It has been amazing to grant the many requests to so many people who needed assistance.

2020 was a strange year for people to access any funds. The pandemic prevented people in planning vacations so the committee was creative this past year.

In 2020, Adventure Odyssey granted a total of \$9830.28 towards a variety of different opportunities. We had a total of 20 different requests to the Adventure Odyssey committee. Of the 20 requests that were granted, we assisted one person to get a freezer, helped two people stay in a hotel when their current accommodations were not habitable, helped someone new to AiMHi purchase clothing and items for their space, provided dental costs for 2 people, steel-toed boots for a new job, carpet cleaning and we purchased 10 iPad's to assist people in being able to communicate via social media during the pandemic. We have been able to continue with the employee 50/50 draw each pay period and we continue to collect bottles from the Main office in the past year.

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

- **Solution:** AiMHi saw changes in the Resource Development area again in 2020. Due to the COVID-19 pandemic fundraising was put on hold, as well as the fundraising committee, as the focus was centered on health and safety. AiMHi did continue to apply for grant opportunities due to community events being cancelled and there being a strong limitation on ability to fund raise during a pandemic. AiMHi continued to partner with Value Village which included running the Common Goods program where items are collected directly from the source and delivered to Value Village.
- **Solution:** The Resource Development Committee will resume in 2021 and continue to work together to raise funds for the organization.
- **Solution:** AiMHi will support people to learn about and access Registered Disability Savings Plans. This takes place each year and involves employees and Management team members advocating and assisting people supported to access these types of plans when eligible.

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. The shared vehicle for the administration departments, which provides a safe method of travel to deliver medication, contracts, etc., continues to be used throughout the year and provides reliable transportation. Regular maintenance was performed on all vehicles and equipment as needed. AiMHi is constantly assessing living situations and equipment needs to best support people to live comfortably in their homes.
- **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 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 2020, there were a total of 35 people who participated in paid employment with the Common Goods program, Mobile Crew and A&H Information Management. People utilizing the employment training program offered through IES assisted 31 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.
- **Solution:** Many of the people supported did not have employment in 2020 as a result of the COVID-19 pandemic. AiMHi assisted people supported who had lost employment to access CERB/EI.

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. Furthermore AiMHi trained employees on safe transportation due to the COVID-19 pandemic and provided safety barriers for vehicles to offer further protection between occupants.
- **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.

- **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. Due to the COVID-19 pandemic this was not met in 2020. When this committee returns to meeting, a PIC committee member will apply to join this community committee.

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. Due to the COVID-19 pandemic developing partnerships in community was incredibly difficult as most locations and resources were closed or greatly limited in scope. This will continue to be a focus for AiMHi in 2021.

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 Share Vision 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.
- **Solution:** Due to the COVID-19 pandemic there is a large amount of information that occurs on a regular basis that is important to be communicated. In 2020, Melinda sent out weekly updates and information packages to our employee groups during the initial stages of the pandemic with respect to updates about COVID-19 and the shifting parameters, protocols, mandates and Provincial Health orders. AiMHi forwarded information shared by CSSEA and CLBC to our stakeholders to inform them of frequent changes and updates. To assist with people supported to interact with family and friends due to the COVID-19 pandemic iPad’s were purchased to facilitate virtual meetings and ensure contact was able to be maintained with family and friends.

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 2020 continued ensuring that employees were trained on PCP and how to write a SMART goal with assistance from the PCP committee.

Recommendations for 2021

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.
- **Solution:** Each year AiMHi provides a Tax Clinic in partnership with Canada Revenue Agency volunteers to complete income tax returns for people of low income in the community at no cost.

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

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

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 WorkBC.

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.

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.

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.