



PERFORMANCE IMPROVEMENT

REPORT – 2020

PLAIN LANGUAGE

Performance Improvement Report

This report is for Self-Advocates and other people supported by AiMHi and is written in plain language so everyone can understand what the Performance Improvement Report is about. AiMHi is accredited by an organization called CARF (Commission on Accreditation of Rehabilitation Facilities). There are many standards we need to meet in order to be approved by CARF.

There is a committee called the Performance Improvement Committee whose job it is to ensure that AiMHi is providing services that are **Satisfactory**, **Effective Efficient**, allow **Access** to services, and work on **Accessibility**. To find out if AiMHi is doing this, the Committee asks for the thoughts and opinions of:

- Self-advocates
- People supported by AiMHi
- Family and friends
- Professionals
- Employees

Satisfaction

Our surveys show that most people are happy when we asked how they felt about the services they or their family members received from AiMHi. Families also felt that the support AiMHi has given them with their children is what they were looking for.

Effectiveness

People shared with us that they feel their beliefs and values are respected. This is very important to everyone at AiMHi.

Efficiency

A person's ShareVision site is used to document a person's goals and how the work on those goals is coming along every day. AiMHi trains employees to use this program on the computer and keeps the program and the people who use it updated when needed. People supported shared that they feel their information is kept private.

Access

There are no waitlists for services at AiMHi. People access services at AiMHi by contacting Community Living British Columbia or the Ministry of Children and Family Development. Referrals are sent to AiMHi from those agencies.

Accessibility

People receiving services at AiMHi sometimes face challenges using transportation like buses and taxi cabs. AiMHi helps to solve these problems by:

- Having some wheelchair accessible vans in our Community Housing programs.
- Helping people to access Carefree
- Helping people to purchase taxi saver coupons
- Partnering with the City of Prince George and Adult Life Skills so that Life Skills Instructors can help people learn how to use city buses.

If you ever have concerns or questions, your Peer Advisor, Penny Soderena-Sutton, is always happy to speak with you and find you some answers. 😊

To all the self-advocates, community stakeholders, employees and family members who took the time to put their opinions on the surveys, we would like to say a big

THANK YOU!

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Performance Improvement Committee

- Chair: Richard (AJ) Leason

Committee Members:

- Debby Hall
- Bonnie Chow
- Vera Donald
- Blair Reggentin
- Lee Miners
- Judie Russman
- Penny Soderena-Sutton
- Angela Aubichon