



PRINCE GEORGE ASSOCIATION  
FOR COMMUNITY LIVING



Annual Report 2022

# Annual Report 2022

## Contents

### Introduction

A Bit about AiMHi  
Message from our President and Executive Director  
Financial Information

### Annual General Meeting

Meeting Minutes from our 2021 Annual General Meeting  
Report from the Nominations Committee

### Our Services

### Employee Recognition Awards

---

#### Board of Directors

Brenda Peacock	President
Fred McLeod	Vice President
Paul Raines	Treasurer
Glen Schmidt	Director
Sharon Cairns	Director
Cindy Morris	Director
Niki George	Director
Cleo Lajzerowicz	Director



## **Our Mission Statement**

“AiMHi provides opportunities and supports to people who have special needs and their families. Our culture empowers all people, both those we support and those we employ to live their best lives at work, at home and in the community. Strong communities recognize and celebrate the value of all citizens.”

## **A Bit about AiMHi**

A cornerstone of our work here at AiMHi is to continually strive to provide the best supports and services to people in the communities we work in, together with the best worksites for our employees. You will often hear, “How Can I Help You?” here at AiMHi. Know that we ask this question sincerely. We will do our best to respond to whatever requests you have. We are proud of the work we do in the community, and we are proud of the many people who are engaged in some manner with AiMHi’s mission.

Relationships and Partnerships will always be important to us. We strive to be seen as good neighbours, as contributing members of our communities, and most importantly, of being welcoming and inclusive. We recognize and value the diversity of the people we live, work, and play with each day in Prince George, Mackenzie, and the surrounding communities.

## **We Believe**

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

## **Our Values**

- The Right to Confidentiality
- Self-Advocacy
- Life-Long Personal Development
- Contributions of Volunteers and Employees
- Community Support
- Goal Setting
- Family Involvement
- Professional Development

- ♥ At the heart of AiMHi is the fundamental belief that the organization's role is to help people achieve their best life.
- ♥ The foundation of AiMHi is a culture of excellence, innovation and celebration.
- ♥ The individual development of every person contributes to the success and future of AiMHi.
- ♥ AiMHi supports people to feel confident, empowered and connected to others around them.
- ♥ AiMHi builds community through the development of respectful, supportive relationships and partnerships.
- ♥ AiMHi supports people to define opportunities, make choices and challenge limitations.
- ♥ AiMHi believes that advocating for positive social change contributes to a stronger, healthier community for everyone.



## Message from our Board of Directors President and Executive Director

This year, we are celebrating our 65<sup>th</sup> Anniversary Year here at AiMHi. AiMHi has now reached Senior Citizen status! Once again, we all have much to be proud of in the accomplishments and successful achievements of this organization. Together, we always appreciate the opportunity to highlight some of this hard work in the following summary.

This past year we have continued to move through the COVID-19 pandemic. AiMHi serves a large population of people who are extremely vulnerable for serious outcomes and we are proud of the hyper vigilant attention that everyone has initiated in keeping all people safe. Virtual services and connections have continued in some program areas; much has been learned by this and we are finding that this means of service delivery is actually preferred by some. We have been really fortunate to receive a number of Community Grants over the past year. With assistance from these grants or through our own fundraised dollars, we have continued to provide food hampers, and some required Personal Protective equipment and supplies to aid in our responses in keeping people healthy and safe from COVID-19.

AiMHi Employees deserve a huge round of applause for the extraordinary work they have done over this past year in continuing to provide much needed services and support to community while keeping COVID-19 at bay here at AiMHi. The work of the Social Services sector has been remarkable. We are incredibly grateful for the dedication we have seen by so many people! We are very proud of the extremely strong response from people served, families and employees in doing their part in getting vaccinated. While restrictions have begun to relax in communities, AiMHi will continue to stay steadfast in protecting people in whatever manner we can.

We continue to search for affordable, secure, and accessible housing for everyone. It has continued to be challenging to find accessible houses in Prince George with numerous renovations being done in various homes to accommodate people to age in place.

AiMHi encompasses a large group of people who support the mission, goals, and aspirations of the organization – people served, families, and employees. We are extremely fortunate to have a dedicated group of volunteers which form our Board of Directors in governing the affairs of the organization. Our Board of Directors has continued to do their part in protecting the organization by supporting virtual meetings through this past year.

In 2021, AiMHi conducted our Annual COR Audit through WorkSafeBC. In addition, we renewed our three year CARF Accreditation award at the end of October, 2021. This was our first virtual CARF Site Survey which we made work but it was unfortunate that we were unable to share with the CARF Site Surveyors the typical experience of highlighting AiMHi in-person.

Over the past year, similar to virtually all other Employers, we have had a significant struggle with recruitment of employees, including Management. While some of these issues were expected with the Baby Boomers preparing to retire, we are also experiencing the unfortunate outcome of the current worldwide pandemic. People have assessed their work, their careers, their desire to spend more time with family, etc. We have lost employees to worksites where wages are higher or where shift work is not as typical as it is here at AiMHi in operating homes 24 hours a day / 7 days a week. Our overtime costs have been very high this year. We continue to strive diligently to address these challenges head-on and solve them.

Our Management Team is a group of people who are extremely hard working, intent in supporting the organization to be the best it can be, every single day. Throughout the year, they are faced with many challenges and they routinely meet these challenges head on. We are very proud of the day to day work done by all AiMHi employees! Every day we see amazing examples of the difference they make in people's lives – in introducing people to new adventures, in teaching independence and resilience – in sharing happy and sad moments in time with others, and in just being there for people when needed. They keep their promises to people – they form lifetime relationships with people they support through difficult days. It is important that everyone understand that these people are performing critical essential services in caring for people. They are strong and brave in being there to support people every single day.

Self-Advocates and Family Members keep us grounded in what is important in their lives. They hold us accountable to ensure we stay on track in meeting our Mission Statement and our Values here at AiMHi. They do not hesitate to let us know what better lives look like for them and we are constantly striving to meet these needs in the best ways possible.

We would like to also take the opportunity to express our extreme and sincere thanks to our Government Funders. These organizations provide a safety net for many people in both Prince George and Mackenzie and we are proud of the work that AiMHi continues to provide in these communities.

Going forward, our long-term Executive Director is currently assisting the Board in planning for her retirement. This is an exciting opportunity for someone to come in as our new Executive Director for an organization which provides critical support to deserving citizens.



**Brenda Peacock**  
Board of Directors – President



**Melinda Heidsma**  
Executive Director

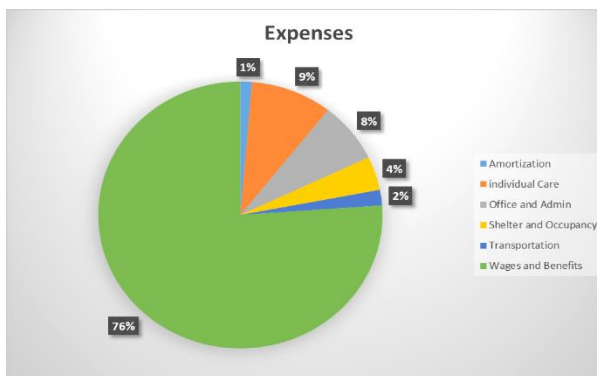
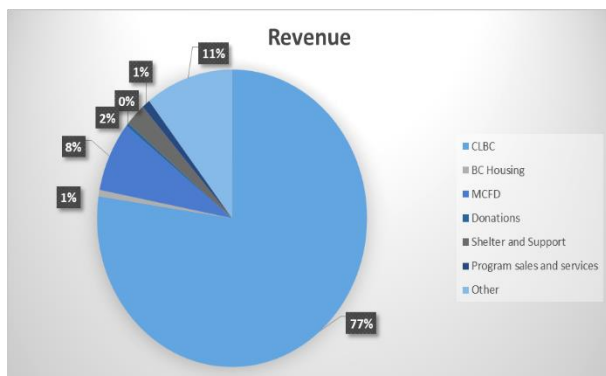
---

*“Success is a process for all of us, and as long as you are making consistent progress towards your goals – sincerely giving your best effort more often than not – then you are already successful and deserve to feel proud of yourself.”*

– Hal Elrod

---

## Financial Information



## **Meeting Minutes from our 2021 Annual General Meeting**

Brenda Peacock, President, called the 64<sup>th</sup> Annual General Meeting for AiMHi – Prince George Association for Community Living to order at 5:32 pm on Monday June 28, 2021

### **Approval of 2020 Meeting Minutes**

**Moved by F. McLeod and seconded by H. Kavanaugh to approve the 2020 Annual General Meeting Minutes for AiMHi – Prince George Association for Community Living as presented. Carried**

### **Auditors Report**

Auditors from KPMG LLP, Micaela Roque, presented the summarized Financial Statements for the year ended March 31, 2021 for AiMHi – Prince George Association for Community Living. The summarized Financial Statements were sent to Members in advance of the meeting.

**Moved by P. Raines and seconded by H. Kavanaugh to accept the Financial Statements as presented. Carried**

### **Appoint Auditors**

**Moved by Paul Raines and seconded by F. McLeod that the auditing firm of KPMG LLP, be appointed as auditors for AiMHi - Prince George Association for Community Living for the fiscal year 2021/22. Carried**

### **President's Report**

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

### **Nomination Committee Report**

Fred McLeod, Chair of the Nomination Committee, presented the Nomination Committee Report wherein the Nomination Committee put forward Fred McLeod, Cleo Lajzerowski, Sharon Cairns, Cindy Morris and Niki George for the open Board of Director positions (the full Nomination Committee Report is included in the Annual Report).

**Moved by P. Raines, seconded by H. Kavanaugh to accept the slate of nominees put forward by the Nominations Committee. Carried**

### **Recognition of Board Members**

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



### **Recognition of Employees Years of Service**

Employee Recognition Awards for 5, 10, 15, 20, 25 and 30 years of service were presented to employees through their manager this year. Employees recognized are listed in the Annual Report.

Annual General Meeting was adjourned at 5:54 pm.

---

### **Report from the Nominations Committee**

We would like to take a moment to express our sincerest thanks to our Board of Directors for another year of service. The leadership from our volunteer Board of Directors has been invaluable. The Nominations Committee is grateful for the contributions that all of our Directors and staff have input to the recruiting of new Board of Directors nominees.

The Nominations Committee met on Feb 15, 2022 over Zoom to develop a plan and finalize the expression of interest form. The developed expression of interest form was distributed to all current Board of Directors and posted on AiMHi front page website for a limited period of time as per below:

**Let us hear your voice. AiMHi is currently seeking to fill volunteer board member vacancies.**

**Please express your interest by filling out the  
“AiMHi Board of Directors Expression of Interest Form”**

***“Alone we can do so little; together we can do so much.” – Helen Keller***

Nominations for election as a Director must be made in accordance with the applicable provisions in the AiMHi Bylaws. All nominations must be made in writing, a nominee must be a member in good standing with AiMHi and nominations must be submitted in advance of an election. In accordance with AiMHi’s Bylaws, nominations will not be permitted from the floor at the AGM.

The following have expressed their intention to run for re-election at the June 2022 AGM: Brenda Peacock and Paul Raines.

The Board members that intend to complete their two year terms are: Sharon Cairns, Niki George, Cleo Lajzerowicz, Fred McLeod, and Cindy Morris.

Glen Schmidt will not be seeking another term with AiMHi this year. Glen, your professional qualities and your careful deliberation on matters before the Board will truly be missed.



The Nominations Committee is pleased to put forward our recommendation to fill three seats on the AiMHi Board as follows:

**James Fowlie:** James was born and raised in Prince George and has lived almost his entire life in the city, leaving only for university studies.

After earning his degree, he worked for a local information technology company until he joined Hope Heinrich as Administrator where he gained his management experience. Eight years later, he moved to Heather Sadler Jenkins LLP (now HSJ Lawyers LLP) where he spent the next thirteen years in a similar role. He also provided technology and management consulting services to small businesses in town. In 2020, he left HSJ to become the Business Manager for the Diocese of Prince George, also serving on Sacred Heart Cathedral's Finance Council.

James and his wife, Carol, have three daughters and two sons. Their youngest, Daniel, is assisted by AiMHi and really enjoys learning new things with Sam in the Children's Life Skills program.

James is grateful for the opportunity to give back to the AiMHi community.

**Steve Pudney:** Steve and his wife, Jodi, have lived in Prince George for the past 30 years, raising their three children. After a 40-year career, he recently retired from the railway. He completed an apprenticeship as an Industrial Electrician and was employed repairing locomotives. He spent several years in management in a variety of positions before returning to the trades and eventually becoming President of the Union for the Shopcraft Employees. During this time, he was involved with negotiating contracts and dealing with grievance procedures. Later in his career he returned to school completing an Electronics Technician diploma at CNC. Steve is well acquainted with AiMHi as his son has been assisted by them for many years. He is currently serving as the co-chair on the board of his church. He volunteers as an off-ice official for the PG Cougars and helps coach the Special Olympics Golf program.

**Rheanna Robinson (BC):** Dr. Rheanna Robinson is a Métis mother, scholar, and advocate for Indigenous health, disability, and education. She was raised in Smithers and has resided on the territory of the Lheidl T'enneh Nation (Prince George) for the last twenty years. Rheanna completed her PhD in Educational Studies at the University of British Columbia in BC's lower mainland, but has a deep commitment and love for Northern BC and all it has to offer.

As an Assistant Professor in the Department of First Nations Studies at UNBC, Rheanna is actively engaged in Indigenous disability-related research and, as someone who lives with Multiple Sclerosis (MS), she looks forward to future studies about the experiences of Indigenous peoples living with MS in Northern BC and its impact on individuals, families, and communities.

Always committed to fostering the importance of considering Indigenous knowledges and principles of equity, diversity, and inclusion, Rheanna looks forward to being a part of the important work of AiMHi.

## **Nominating Committee Members 2022: Cindy Morris (Chair), Sharon Cairns, Fred McLeod**



### **Finance Department**

The Finance department is dedicated to continuous improvement, and strong and effective financial controls. Our team members meet regularly to scrutinize progress, and identify any roadblocks to success. We are committed to providing solutions to help our management members perform their work more efficiently.

Throughout 2021, we continued to mitigate the risks of COVID-19 through effective planning and controls. Invoice approvals, signatures and document verification are almost entirely digital now and our finance team has become familiar with carrying out their duties remotely. When it is necessary to work away from the office, the team performs their tasks superbly. We continue to advise and train managers on financial policies when we note an area of improvement or respond to a request.

The Finance department processes large volumes of invoices, forms, and reconciliations, and is dedicated to providing a high standard of accuracy. This is partially achieved by encouraging everyone to closely follow the policies and procedures that have been put in place, and adapting those processes to match the growing and changing demands of the organization.

### **Human Resources Department**



In 2022 the Human Resources Management Team consists of Kris Zemlak, Roberta Bunbury, Destiny Heidsma, Patty Sharpe, and Bryan Canlas.

We helped Kris celebrate 35 years and Roberta celebrate 20 year service awards! Now that is some dedication and loyalty to the same employer!

HR reviewed their job descriptions to ensure that we are meeting task roles, as well as recognizing skills, strengths and specialties of each person to assign work accordingly. We all know that there are tasks that you must do but there must be flexibility to increase retention by doing tasks that make you feel happy at work!



In 2021, HR continued to be on a roller coaster through the pandemic. There is just no other way to describe it. The agency has been reactive, responsive, proactive, creative, and progressive, whatever word you would prefer to use. We have been there. We have good days and we have days

that there just seems to be no end. But, the agency works well together, we work hard at making sure the employees feel valued at work and want to stay. I still continue to be proud to say that I work for AiMHi and each adjustment we do is to achieve best practices, keep us safe, be the best employer or some way that will just make us the great organization that we are. We cannot ever be described as stagnant if things can be made better.

### **Recruitment & Retention**



The entire Community Living sector is facing challenges when it comes to the recruitment of new employees and the retention of current employees. The challenges we are having in our

ability to recruit qualified employees is one that is not only being felt within our industry, but in the general labour market as a whole.

To aid in our ability to attract qualified employees, HR has adapted, changed and changed again, our methods to work through how to get people through the door. We created commercials with CKPG, billboards and utilized the “Work with Us” advertisements in the free MinitMag magazine in local businesses around the community. AiMHi’s various online platforms and social media outlets were used considerably in attempts to attract more qualified applicants. HR continues to advertise employment opportunities through various channels such as Indeed, UNBC, CNC and Work BC. Indeed, has proven to be the most successful media in regards to recruitment.

HR communicates regularly with employees on our “Recruit a Friend” program and have encouraged employees to have their friends apply. Our applications indicate many who already know someone who works here.

In the area of retention, HR still promotes the completion of the “Keep Me Engaged at Work” survey when employee annual appraisals are completed. Managers are encouraged to have a discussion with their staff members to get a feel for what AiMHi is doing right, and the areas where employees feel AiMHi could improve. Valuable information is gained through this tool which managers can use to help create a workplace where employees feel valued.

Two methods that we utilize to celebrate our employees are the Wall of Fame and the Safety Recognition Awards. The recognition of the winners of these awards is now being announced through the board at our Main Office, and digitally through emails.

### **Provincial Health Order – Vaccination Mandate for Employees**

We ensured that all employees were very clear on the 2021 Provincial Health Order and it was the agency's obligation to implement and follow the timelines and order provided.



### **Attendance Management Program**

HR continues to work on following consistent practices on addressing performance management with employees for culpable absenteeism. Employees that are not consistent with their attendance management impact the agency's ability to adequately staff the departments and reduce overtime costs.

### **"Return To Work/Stay at Work"**



This concept has been the driving force for AiMHi in order to maintain and sustain the workforce and healthy return to work. It is found that those who are only away for a short term succeed and recover sooner. HR engages in regular communication with Disability Management Institute to achieve these goals.

### **Labour Management**



Relations with the Union continue to be professional, co-operative and transparent. We work hard to resolve issues prior to grievances and collaboratively to interpret the collective agreement. The Union and employer are in the process of collective bargaining.

Labour Management Meetings - Each member is accountable to contribute with a professional approach which promotes the group's capacity to make good solid decisions. With the healthy respect for each of the roles, we work together for the best outcomes.

### **CARF**

CARF 2021 was truly a collaborative effort by all employees. A great deal of time went into the prep and polish of both the Prep Survey Guide and the HR Bin, both of which received accolades from our CARF Surveyor. As the Chief HR Officer, I was so proud of how knowledgeable and proud my team was! **AiMHi should be proud of this hard work!**



### **Certificate of Recognition (COR)**



Three management team members participated in COR Internal Auditor Certifications and are recognized as Certified COR Auditors. Angela Aubichon, Wendy Goyer and Jason MacMillan completed AiMHi's first COR Maintenance Audit which resulted in a score of 98%. This score was slightly higher than our original audit that provided us with COR Certification. This accomplishment was also noted by CARF surveyors in October 2021.

## **Payroll Updates**



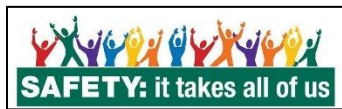
2021 was a busy year in Payroll and Benefits. We worked diligently to ensure that we were set up for success, and together, this is exactly what we achieved! As we look back to reflect on the year past, these are a few moments that are worth a mention:

Payroll, along with input from our team, streamlined the Business Insurance Reimbursement process to make this easier for everyone. We handled new T4 filing requirements regarding the CERB benefits. The Payroll Assistant developed the new Requisition Due Dates page in ComVida, which has proved to be a great feature for helping employees to track requisite renewal dates. We attended training provided by a variety of stakeholders including: the Canadian Payroll Association, recently rebranded to the National Payroll Institute; the BC CEO Network; the Municipal Pension Plan; the Justice Institute of BC and more!

We provided support to other departments as needed, such as working with Finance on the annual KPMG audit and CLBC Service Level Reconciliations. The Payroll Manager also recently joined the PIC committee, and is eager to become a valuable contributor to this team.

Our biggest achievement of 2021 was to update our ComVida software to the newest version. This was a long awaited and big change for everyone! This version offers many improvements that we have worked with ComVida to develop, and are now able to enjoy!

## **JOSH (Joint Occupational Safety and Health Committee) and Work Place Safety**



The goal of the committee is to have a positive impact in the work locations so that workers are safe. Part of the HR role is to do health and safety checks in each of the work locations on a quarterly basis.

We are happy to report that we are excelling in this area. We appreciate that people who live in our worksites welcome us into their homes. The measures that are put into place based on the recommendations of the committee, not only address employee health and safety but for the health and safety of people we support. With the drastic changes in the weather, often from one day to the next, walkways and driveways were quite slippery. All employees are provided with cleats and each site has access to sand and salt to try and reduce the hazard. However we did see a few injuries. Injuries were down this year! Good work AiMHi.

## **Students & Volunteers**

Due to COVID-19, we have had another year where we agreed not to have any students or volunteers. However, we have been keeping in touch with post-secondary institutions so when AiMHi is able to open up to external sources again, the relationships are still there. HR does respond to all queries and encourages people to review the website and if they feel qualified, at this time, to apply on a job posting instead.

## Years of Service

<u>Years of Service</u>	<b>up to 1 year</b>	<b>1-3 years</b>	<b>3-5 years</b>	<b>5-10 years</b>	<b>10-15 years</b>	<b>15-20 years</b>	<b>20-25 years</b>	<b>25-30 years</b>	<b>30 + years</b>	<b>Totals</b>
<b>2021</b>	76	84	54	79	42	56	44	9	12	<b>456</b>
<b>2020</b>	70	97	53	87	50	72	44	10	11	<b>494</b>
<b>2019</b>	86	102	45	74	68	67	24	14	7	<b>487</b>
<b>2018</b>	56	104	46	65	71	67	23	12	6	<b>450</b>

**All in all – 2021 was an excellent year of shared success. Here’s looking at you, 2022! 😊**



## **Operations Department**

This year, the Operations Department serviced 1,815 Work Orders: an average of 151.25 per month, or 7.6 per work day. This is an increase of 12.4% over the previous year, and is by far the busiest year on record.

There were many delays this year, with pandemic-related work stoppages, and labour and material shortages due to the pandemic. There were several months where we were not able to bring contractors into the homes at all, due to concerns around COVID-19 transmission. However, with hard work from our in-house personnel and continued support from the contractors we work with, we completed several projects despite the challenges.

The gymnasium at the Main Office has been converted into warehouse space for the duration of the pandemic. This allows us to centralize the storage and distribution of needed supplies, equipment and materials in a much more efficient manner. It has also allowed us to reduce the number of people entering the Main Office and reduce our risk of exposure in the building by



redirecting deliveries to the gymnasium doors. Once the pandemic ends, the space will revert back into a gymnasium.

The Davie Street Housing development project was completed this year, with the paving and landscaping being completed in the spring. All of the units were rented by the end of the summer, and remain fully occupied as of this writing.



Work was done on several of our homes to maintain and improve the buildings themselves. We renovated a total of five bathrooms this year, including three complete reconstructions. We replaced a roof on one other home, and replaced damaged or worn flooring in a few houses, including replacing vinyl flooring. We also renovated an office in one of the locations to make it more suitable for use. These various projects were handled by JRS Contracting, Cantilever Construction, Lord of Floors, PG Floor Fashions, Total Tops, All Pro Plumbing and Heating, Abel Plumbing, and Mainline Plumbing and Heating.

## **Quality Assurance**

### **CARF Accreditation**

October 27-29<sup>th</sup> 2021 AiMHi hosted CARF remotely for our 7<sup>th</sup> Accreditation Survey. Once again AiMHi received 3 year accreditation. The continued success of accreditation, the ongoing work to better meet the needs of the people we support, their families, employees and the community is all due to the dedication and hard work of everyone within the association. In the next few years, up to and including 2024, AiMHi will continue to strive for excellence and focus our efforts to better reflect all the great work we do in AiMHi within the Performance Improvement and Accessibility Report.

### **COR – Certificate of Recognition – WorkSafe BC**

In 2021 the COR committee completed their first internal audit of AiMHi. We are proud to announce that AiMHi achieved the score of 98%. This was an increase from our initial audit in 2020 of 94%. The COR committee, Joint Occupational Safety and Health Committee, and the Accreditation Health and Safety Committee continue to work cohesively to monitor and improve AiMHi's Health and Safety Program. Areas of improvement include the reduction of time loss injuries and increased employee return to work with decreased time loss.

### **Quality Assurance**

Quality assurance is the identification, assessment, correction, and monitoring of effectiveness and aspects of procedures that are designed to enhance the quality of services within AiMHi. The Quality Assurance Manager works with the Management team on a daily basis to ensure that current processes are working and implement changes or new initiatives to meet the growing



needs of our employees, people receiving services and our regulating bodies. With participation on the Policy Committee, Risk Management Committee, Joint Occupational Committee, CPI (Non-Violence Crisis Intervention) Training and Committee Chair, CARF Surveyor and a variety of projects and groups the Quality Assurance Manager continues to engage in performance improvement and risk mitigation strategies to promote the success of AiMHi, the employees and the people we support.

## Home Sharing

As we report every year, we continue to be very happy with the number of long-term placements we have in our Home Share program as well as the dedication of our providers. As of December 2021, we had 49 people being supported through this program. We had referrals for nine new people since December of 2020 and we had eight new matches during the year.

We had five people exit the program in 2020. Of those, three people moved into their own apartment, one contract ended due to safety reasons for the Home Sharing Provider, and one person moved in with a family friend. We were also able to transition two people to a past Home Sharing Provider. We continue to provide services in Prince George and the Quesnel area.



Recruitment numbers were low this year for possibly a number of reasons, so we continue to try and be innovative in our approach. Home Sharing had a booth at a number of the local hockey games to increase awareness. Home Sharing updated its website with a new layout, and new testimonials. Home Sharing also ran a three month ad campaign on three different digital billboard locations, through this we received two potential applications. We continue to look for new ways to attract Home Sharing Providers.

To celebrate successful matches, we randomly give small gifts of appreciation at our quarterly visits. Our Annual Appreciation Event continues to be on hold until it is safe to have group events again. We continue to strive to ensure we are making the best matches for people and that we are connecting people with common interests and life styles that are compatible.

Our contractors report that they feel well supported. Our regular monitoring and follow up with both the person supported and the Home Share family ensures everyone's interests are being considered and people are safe and healthy. We pride ourselves in working to provide the best possible support with ongoing assistance and resources to these families to ensure they will always feel they have help when they need it and have all of the tools they need to be successful. When the BCCDC guidelines suggest less in person visits we give our Home Sharing Providers an option of conducting our home visits virtually or over the phone, and during these times an average of 80% of the providers felt comfortable with having us in their home. To promote stronger connections, providers are encouraged to assist the people in their homes to access

group Zoom activities that are facilitated by Community Options at AiMHi. We also send out quarterly newsletters to all Home Sharing Providers; these newsletters highlight CLBC news, Inclusion BC news, and any additional AiMHi information.

We continually review all legal requirements, our funders' policies, as well as connect with other organizations to ensure that we are following Best Practices and abiding by all of our contractual requirements. Our Managers are supported to take the training from the Justice Institute on CLBC's Home Study Practices to ensure that the standards are met, best practices are followed and those people who are more vulnerable have a successful Home Sharing experience. To help our contractors stay up-to-date on their contractual requirements and best practices, we continue to provide them with ongoing support, and information on training. CLBC has had a number of initiatives in 2021 that we have participated in, such as a provincial group to create a Home Sharing Managers Manual.



## Infinite Employment Solutions

---

*"Infinite Employment Solutions believes all people have the right to contribute to their community by having meaningful and gainful employment"*

---

And what a meaningful year it was! We celebrate our dedicated employers showing community leadership by continuing to hire individuals supported in IES despite a global pandemic. IES team members were persistent in advocating for each person's employment goals. There were 37 community job starts and 3 MentorAbility placements in 2021. A testament to inclusive hiring practices and dedicated employers in Prince George & Mackenzie!

Here is one example of collaboration in Prince George:

The IES team could not be happier with how well working with Canfor's JD Little Forest Center has gone since starting to support people from our program in securing and maintaining seasonal employment in the fall of 2020. Two individuals were supported with initial connection to the employer, full support through the interview and orientation process, and received job coaching to assist with integration and learning of job tasks and worksite processes. The employer initially set up a separate workstation, away from the pressure of the assembly line, to allow the new employees to learn their tasks at their own pace. Both workers began to excel at their job duties and independence on the worksite was achieved. Both individuals were asked for another period of seasonal work in the spring of 2021 and job coaching resumed until the individuals were comfortable with their new tasks.



In the fall of 2021, both employees were welcomed to return again; however, one of the workers had since secured regular employment, therefore, only one of the workers returned. The individual who returned moved from part-time to full-time hours, resulting in the person being



eligible for call-backs based on seniority and the employee was thrilled to learn they were now receiving additional financial bonuses based on hours worked and being classified as a full-

time employee! IES staff then reached out to Ready, Willing and Able (RWA) with a request for transportation supports. RWA funded staff mileage through the winter months and taxi rides for the worker after that. Without the support of RWA for transportation costs, the employee would not have been able to maintain his employment with Canfor's JD Little Forest Center. The job site is on the edge of city limits, public transportation is not available and the cost of a taxi ride to get to and from work would not be feasible for the individual to cover the cost of transportation on his own. The employer successfully assisted the individual in connecting with a co-worker to carpool for the rest of this season!

This particular job has been a fantastic opportunity for the person and it is really exciting to see how he has fully integrated into the workplace and is enjoying the perks of working for a company such as Canfor - personalized jackets, backpacks and staff catered luncheons.

Feedback from the employer about individuals hired through IES services has been extremely positive. The IES team looks forward to working with JD Little Forest Center in the future when supporting additional job candidates.

Infinite Employment Solutions continues to facilitate three employment training programs:

A&H Information Management is a document destruction training program that collects documents from various community businesses/customers throughout Prince George, AiMHi homes and main office. We also train people in COVID cleaning in the main office as per the COVID-19 Safety Plan. Sixteen people took part in the shredding program and seven COVID cleaners in 2021.

Mobile Crew provides snow removal, lawn care, dump runs, general yard maintenance and internal moving services to AiMHi homes. We also have a few community customers that we provide shredding pick up and recycling services to. Fourteen people participated in this program in 2021.

In the Common Goods/Bike Warehouse program, individuals learn and develop skills to work as callers, telemarketers, cube-van swampers, data entry, bike repair/retailing and warehouse responsibilities. There were ten callers, nine cube-van swampers, four warehouse assistants and three bike warehouse trainees in 2021.

IES Mackenzie does not facilitate employment training programs, but provides career development, Life Skills and Community Options to the 14 people served there.

One individual in Mackenzie was the proud winner of the Easter card-making contest through the Autumn Lodge Society. He received \$20 mall bucks and a gift basket!



In 2021 and we developed new community engagement opportunities: booth at Cougar's Games in the CN Centre, Simpatico billboard.



A variety of career inventories and assessments were purchased for IES supported individuals to be used in conjunction with participation in employment training programs. The final CARF 2021



report noted IES is commended for its commitment to ensuring the persons served are paid for their work fairly and, “using evidence-based formal interest inventories and career planning tools that effectively guide persons served to explore work and career opportunities that are suited to their interest, preferences and abilities.”

IES (Prince George and Mackenzie) was successful in obtaining four COVID-19 recovery grants in 2021. Inclusion BC granted IES (PG & Mackenzie) three Supported Employment COVID-19 Recovery Fund operating grants to support 19 job seekers to return to work after losing their job as a result of the pandemic. This assisted in job restarts and community employment opportunities. As well, IES (PG) was awarded a grant under the COVID-19 recovery fund: Work Experience Opportunities Grant Program of the Ministry of Social Development and Poverty Reduction to assist in 5 placements.



IES also participated in an article highlighting the partnership between Ready Willing & Able (RWA), AiMHi (IES) and Northern Lights Estate Winery. This can be found on Inclusion BC website, titled Inclusion and Diversity in the Workplace. This was featured in the November 2021 E-Update and on the Inclusion BC Blog!

In collaboration with Nettel Media Inc., Infinite Employment Solutions also produced an Inclusion Canada success story video for the Inspiring Inclusion Fundraising Event. This can be found on You Tube by searching “Ricky & Parker RWA D6”.

## Community Options

Community Options has continued to follow COVID- 19 protocols and best practices for 2021. For social distancing and minimizing physical contact in large groups, Zoom events have been the primary platform of group gatherings and social interaction. These events are very interactive and attendance has grown to include people supported in homes operated by AiMHi. Joining Zoom events has been the only social interaction for many people we support, so this has become critical for their mental wellbeing.

Community Options provides a variety of different events on Zoom from Sing-A-Long choirs to cooking classes. The weekly cooking classes are offered to those interested in learning, to educate and support people in the comfort of their home, and to support people in making healthy choices. Kitchen safety and proper food handling are reviewed during these classes. These classes were well attended.

Another opportunity to get closer to friends and give an outlet, and a reason to smile, was through Every Voice Choir Sing-A-Long. It brought sparks of joy and human connection by learning new songs and singing some songs of their favourite singers. Humour brought many together on Zoom at our Laugh Out Loud weekly program. This dose of medicine helped people forget this pandemic and it certainly wasn't a lock down for laughter.

Other fun and social inclusion weekly programs with social distancing which were well attended were Social Fun Groups where people got together to connect with friends and have fun socializing. Story Telling was another social group which was well attended. It allowed people to share inspiring stories. Creative monthly themes allowed people to go down memory lane to share fictional and real stories on various interesting topics.

Bingo is one of the most highly participated events on Zoom. This is offered 3 times a week. This became a much popular and a fantastic activity to help people not only connect with their friends, but also to deal with isolation and boredom that lockdown brought to us. The luck factor and winning prizes made it all the more exciting. Another skill building, fun, and creative activity offered weekly was crafts on Zoom. Kits were dropped off at their home, and people supported connected with others to work on special projects.

For those who had plans to travel but couldn't, due to this pandemic, Travel the World program took them on an adventure through Zoom to many different countries like Kenya, Denmark, Russia, Mexico, India, Philippines and Magic Kingdom Florida, with guest speakers in the comfort of their cozy home. Cooking a favourite dish with staff, family, and giving constructive feedback on the dish was welcomed. This program was educational and well attended.

Volunteering continues to be an important part of the activities within Community Options. Limited as they are due to COVID-19, this year people were able to help volunteer weekly at the Salvation Army Food Bank, Humane Society, Meals on Wheels, and with the Kettle Drive Campaign for Christmas at two locations, Save-on-Foods and Walmart.

As restrictions slowly started to be lifted, Community Options could engage in the community more. Joining small groups to go walking in nature. Meeting friends for lunch and spending time together lifted the spirits of the people we support in Community Options.

## **Life Skills for Adults**

Although 2021 still had that lingering shadow of loss and grief, we chose to go into the year with hope. The vaccinations were just starting to roll out to everyone, and the glimpse of what used to be was on the horizon. People who had stayed home for the past year were starting to reach out and want services again. We were happy to welcome them back to Life Skills, and show them how we've been keeping everyone safe this past year. We had learned to make the best of our new normal. It became second nature for us to recite the COVID symptoms, and every appointment was filled with COVID education.

Despite the obstacles thrown at us, we persevered, and continued to help people live fulfilling lives and reach their goals. We continued teaching folks how to use technology, such as online banking, FaceTime and Zoom to ensure their needs were being met. Making the best of the situation, appointments were spent outside in the sun getting exercise and enjoying each other's company while maintaining social distancing.

As the vaccine rollout entered full force and transmission numbers were going down we slowly re-introduced some small in-person groups. This not only brought back some old friendships, but made a few new ones as well! Laughter was rolling around the building again, and some of that COVID fatigue disappeared.

Lots of work was done outside in our AiMHi Community Garden. Beds were rebuilt, soil and fertilizer put down, and a beautiful picnic table donated for all to use. Many lunches were eaten outside with friends, socially distanced of course. The team worked together to plant, harvest and water, all season. What a successful garden year!

If the global pandemic wasn't enough of a challenge, we had to navigate through some of the worst heatwaves, fires and floods in the history of BC. During the heatwave we ensured people stayed hydrated and cool. We distributed some fans to those in need, and checked in with people more often. During the fires we had conversations with people about the importance of having an emergency plan. During the flooding and the highway closures we worked to ensure people were still getting food. We delivered meals to those in need, and ensured people still had what they needed.

For all its challenges, 2021 has been a year of progress for our team here at Life Skills. We've continued to help people despite all the roadblocks thrown our way. We ensured that people were meeting their goals, getting out into the community and staying safe. The Adult Life Skills team did what it always does - we problem solved, we supported, and we came through together.

## Children's Life Skills

---

*The most important aspect of working with Children this past year -  
Embrace and celebrate . . . take it all in.*

---

- *Cheer for little things*
- *Listen with all your senses*
- *Ask questions*
- *Let everyone know you are behind them, you are in front of them,  
around them and with them*



---

## *Mind full or Mindful?*

---

The Team in CLS did an amazing job supporting families and children through another year of creative thinking, outdoor learning, and providing in-home goal work as youth worked on transitioning to adulthood.



**Arts and crafts**



**Bird feeding**



**Volunteer & Kitten snuggles**

The Children Life Skills Team continues to work very hard creating and updating what we call the Tool Box of resources. As we develop programs and learning opportunities, we are ensuring the S.M.A.R.T. goal concept is being used.

Some changes with internal processes took place with the Ministry of Children and Family Development, specifically around how services are offered utilizing a 6-month contract period for each child. This is a huge change for families, as well as employees.

We have walked with the youth who have now transitioned to adult services. The pathway was formed with the youth, employees and families. For some this took a few years to accomplish. It has been so rewarding seeing the young adults exploring their voices, new homes, and independence. We, of course, were sad to see them move on to other services but know in our hearts we were a part of the growth they so awesomely achieved.

All in all, we have experienced another year together, building a TEAM that is strong, resilient and supportive. The CLS team radiates TOGETHERNESS.

---

## *T.E.A.M. Together Everyone Achieves More*

---

Fun Team Building Activities: Halloween Theme Week, Birthday Celebrations, Christmas Activities and Gift Exchanges, etc.



Zoom Fun drawing reindeer listening to Instructions....Many laughs were shared



## Family Support



Our word for the year would be huddle. We came together as a team, supporting one another, discussing our next play or forward motion. As we formed our position and action plans, we celebrated every positive moment.

Family Support Workers were creative while meeting with families recognizing everyone has a personal preference and comfort zone. We had a small retirement send off for one of the employees who decided it was just the right time to enjoy the family cabin, planning of two weddings and embracing whatever the day had in store.

It was a big year with CARF visiting. 😊 Many wonderful conversations took place as we spoke with families, employees and the CARF Survey team. We had a great outcome with lots of learning moments along the way.

Some changes with internal processes took place with the Ministry of Children and Family Development specifically around how services are offered utilizing a 6-month contract period for each family. Training opportunities were explored with employees and families participating together.

We welcomed Maureen to the Family Support Team. She has worked for many years with children and families in a variety of settings. Kalila continues to share her youthful excitement bringing valuable skills to the team. Susan (Manager) feels blessed and appreciates the two lovely ladies who come to work every day prepared for any change, challenge and beautiful moment that emerges.



Maureen



Kalila



Susan

## Infant Development Program (IDP)

# *Lady Spittleup's* *SOCIETY PAPERS*

*Spilling Tea on the Infant Development Programme Since 1979*

*Extraordinary People, Extraordinary News 2021-22*



*Let us be rightfully clear. Moving forward, these lines are best imagined in a voice reminiscent to that of the incomparable Julie Andrews...*

*My name is Lady Spittleup. You do not know me, and rest assured, you never shall.*

*The social season is once again upon us and The Ton is abuzz with annual tittle-tattle. And so it is my honour to impart to you; the comings and goings of the Infant Development Programme for the 2021-22 season. It is my sincere hope that even those without knowledge of the titillating regency drama on Netflix, may still appreciate the particulars of this esteemed generalis fama. I do hope that you have stored a bottle of your finest cordial for this most delightful occasion.*

*It has been said that, "true life is lived when tiny changes occur." (Lee Tolstoy.) I am so informed that a change of the most scandalous nature occurred only mere months ago, with a certain overbearing, ficus elastic plant having been unceremoniously displaced within the grand hall at 950 Kerry Street. Is it mere coincidence that this shocking modification occurred during a recent period of transition within the programme? I think not.*

*The diamond of the season, no doubt, is the programme's newest consultant, Lady Tasha. And while the programme bid adieu to a most treasured colleague during this past season, Lady Tasha has been a welcome addition to up and coming home visiting and self-directed seasons. Dedicated readers will know that, on occasion, your beloved author is fortunate enough to receive news from beyond the borders of the court. The correspondence is such that I must suggest*

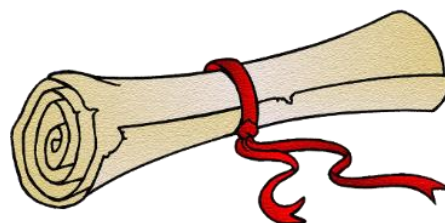


*you brace yourselves...Lady Tasha joins the programme with previous experience as an infant consultant. What a most fortunate turn of events.*

*Gentle readers, I am now inclined to report on the particulars of the 2021-22 seasonal offerings. The programme continued the longstanding tradition of providing early intervention services to over 4400 families since the programme's inception in 1979. Services rendered included developmental assessments, goal planning, referrals to other fine establishments, and thoughtful connections to society. Whether still in their nappies and prams, or toddling the promenade in their crisply pressed pantaloons, consultants tended to the precious ministrations of 403 infants and toddlers between 1 January 2021 and 31 December 2021. This same period saw 158 little ones between birth to three years of age make their entrance into the programme.*

*Shall I share the most curious of news? These numbers represent yet another annual increase in demand for Infant Development service. Even this jaded author must applaud the ladies of the programme for their dedication and countenance in meeting the needs of an ever-increasing population. Behold, a masterclass in the art of prioritization.*

*For we all must know that what is most despised of all is the dreaded waitlist. I have it on good authority that the programme convened a virtual tete-a-tete with the therapy team at the Child Development Centre and with the paediatric physiotherapist at the University Hospital of Northern British Columbia to collaborate on referrals and better ensure that little one's needs are being met in the best way possible. The programme is also documenting a wait list strategy. But before you set the scene alight with perturbation, rest assured that the programme continues to connect with all new referrals within a fortnight. The waitlist procedure is a proactive measure should circumstances change and the programme find itself unable to manage the demand for its services. Dear reader, if the occasion to host a waitlist ever presents itself, I shall most certainly uncover it.*



*Alas, there were no assemblies or balls permitted during the 2021-22 season due to the persistent and most inconvenient presence of the vexatious COVID-19. I will not trouble you with the unsavoury details, but dare I be so bold as to claim that while this virus has not yet been absolved of its rakish nature, consultants in the programme continue to valiantly employ infection control measures that ensure the safety and wellbeing of themselves, their colleagues and the darling families that they are privileged to visit with. All with equanimity and the greatest show of sangfroid. Much like mighty ducks they remain calm on the surface and paddle like crazy underneath.*



*Ever yours,*

*Lady Spittleup*



## Direct Care Team



As the calendar year rolled into 2021 there was great hope that we would be on the other side of the pandemic. While we had learned a lot in 2020, there was still much uncertainty for what was to come in 2021. As the winter waned, COVID cases started to drop and we managed very well through the storm. Only one transmission event in the fall/winter of 2020 occurred and very few hospital admissions.

The team was very tired and worn out by spring of 2021 and we hoped for a more relaxed summer. Spring also brought our greatest hope for slowing the spread of COVID-19 and protecting people from severe disease - a vaccine.

AiMHi advocated very strongly to Northern Health to make sure that employees and people supported were included in the early rollout of the vaccine that the province was recommending for vulnerable populations. It was not easy, but we were finally heard. In April, with excellent coordination from the AiMHi Health Services Director, Northern Health provided their largest mobile vaccination clinic to date at that time. We were able to vaccinate over 90% of people we support and a large number of employees.



During the many months of the pandemic, the Health Services Director, and other Directors promoted health by always sharing reputable information from the BCCDC to AiMHi employees, people supported and families. These encouraging and hopeful messages contributed to a strong uptake in COVID vaccines amongst AiMHi employees and people supported.



This has been a huge defense against future waves of COVID-19 variants. The high vaccination rate at AiMHi has truly saved hundreds of lives and we are so grateful and proud of everyone who stepped up. This has also helped protect those who were not able to be vaccinated.

The pandemic continues on but we are holding back the surge and managing COVID when it shows up. We continue to keep people safe by taking a slow and cautious approach to easing restrictions and by following public health advice.

AiMHi employees and managers have done exemplary work to keep people safe. During the highest waves of the pandemic we received a well-deserved compliment from the Environmental Health Officer at Northern Health, “I am pleased to see AiMHi setting a great example in the community. Keep up with the good work!” We have a robust contact identification and notification system in place for COVID-19 cases and this not only helps protect the people we serve and employ, but it also helps support the health care system in our community.





**And on top of it all things related to COVID-19 we continued to experience many changes as business must go on....**



So many changes that have occurred that have impacted our Direct Care Services.

We have had many changes to the Direct Care team this past year. As for managers, we shared some fond farewell wishes to 8 managers and have hired and oriented 6 new managers. Our



team is diverse and full of new experiences, knowledge and energy. We are always so fortunate to have an incredibly supportive and helpful group of managers.

This year has also been the year to welcome some new acting managers to the pool. We are so appreciative of the acting managers and their ability to jump right in and to start coverage. And how great is it that the employees have an opportunity to be an acting manager and determine if they would like to consider this position in the future.

We did have a few situations where people moved from one home into another home. We were fortunate to welcome 8 new people to our residential services and also saw 3 people leave residential services to try another service in another town or with another organization. We also did have 8 people who passed away this past year, which is always the sad part of our job.

People have continued to adapt and learn how to do Zoom meetings and use the technology to reach out and do things differently. It was a good year of training on Zoom when the Direct Care team facilitated several different training sessions for all employees. So much positive feedback on the training as employees got to interact with their peers, or new peers and learn some information. A welcome change to be able to see peers or new employees.



It was with cautious excitement to see and hear the news that the province was going to open up and we have been looking forward to a time where we can get back to meeting in person, sharing some food with each other, having visitors back into people's homes, and back to where handshakes are a part of our life again.



## Employee Recognition Awards

### 30 Years

Wendy Brophy  
Anthony Herba  
Paula Ochitwa  
Lee Stuart

### 25 Years

Donald Banks  
Gary Chappel  
Weston McGee  
Nik Baldinger

### 20 Years

Lori Kelley  
Brenda Jackson  
Margaret Vardy

### 15 Years

William Kostenuik  
Milissa Higgins  
Jo-Ann Stittle  
Debra Den Dulk  
Miranda Werk  
Bhupinder Chawdhary  
Kelsy Polnik  
Vera Donald  
Carla Hewlett  
Honorine Appiah-Vamet  
Antonia Parsons  
Candice Williams  
Evangeline Maxam-Caluag  
Shawn Stubbs  
Shay Vhal

### 10 Years

Ashley Petkau  
Leila Roseberry  
Amanda Doherty  
Allison Wilson  
Milagros Narca  
Susan Matthews  
Stella Fernandes  
Randy Den Otter  
Veronica Noble

### 5 Years

Chelsey Hay  
Jirhom Gulong  
Koreena Prevost  
Marilou Quintana  
Richard Stuetz  
Cheryl McClintock  
Christina Emmons  
Dixon Kaitharan Davis  
Nancy Cordeiro  
Jagdish Parmar  
Marisa Shamroukh  
Leigh Anne Gentry  
Chelsa Arnaly  
Mellie Callueng  
Romela Timosa  
Sarah Hook  
Gally Lencio  
Julie Nickel