



PRINCE GEORGE ASSOCIATION  
FOR COMMUNITY LIVING



# PERFORMANCE IMPROVEMENT REPORT 2021



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## **AiMHi 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.”*

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 2021. 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.

In 2021, we continued to work through the pandemic which included using technology to modify our services where needed while at the same time helping to ensure people were receiving the services they required. As this was the second year of the pandemic, we were able to build on what we had learned in the first year and provide more options for people that fit their needs and safety requirements. The report reflects the impact of the pandemic on the various services and the people we support, and shows how the services were able to grow and adapt. This allowed people to get back to doing the things they liked or to try something new.

## **The Performance Improvement Committee**

Jason McAllister (Chair), Angela Aubichon, Bonnie Chow, Lee Miners, Destiny Heidsma, Vera Donald, Cindy Buker, Judie Russman and Penny Soderena-Sutton.

A photo contest was held this year for the cover photo. Anita Lauder submitted the winning photo of West Lake. Thank you to everyone for your submissions.

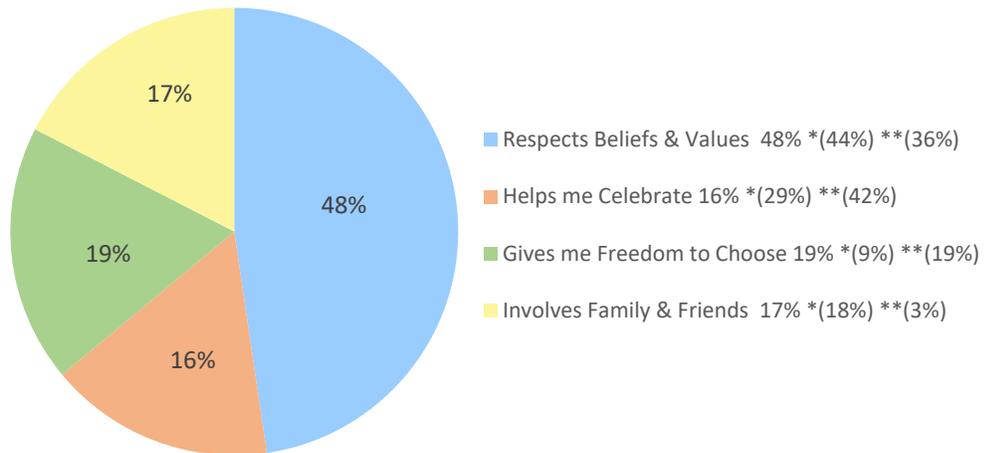
## The Qualitative Analysis

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In November 2021, 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 represent a summary of the main categories based on people's responses. This highlights the areas that people feel most strongly in. There is also a sampling of the responses submitted.

While the COVID-19 pandemic has 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.

### How does AiMHi support my cultural beliefs?

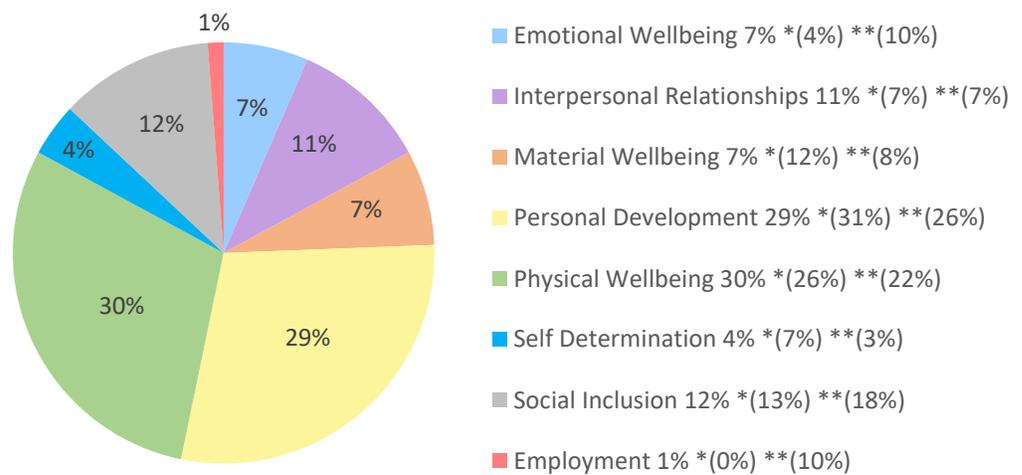


\*Statistics from 2020 for comparison \*\*Statistics from 2019 for comparison

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

- I sing happy birthday in Dutch.
- Bring meals @ religious holidays.
- LSI helped me vote in the Takla First Nation election.
- AiMHi supports me by giving my beliefs or my cultural, religion and they don't judge.
- I believe AiMHi staff would bring me to places where I feel I belong.
- I believe that my belief in God is respected at AiMHi.
- AiMHi supports my cultural beliefs, religion and ethnic background.
- I am learning my language – APP on my phone. My mom taught me to make traditional food. IES knows I go away to see family.
- They let me be me.
- IES will tell me about job postings if it says anything about aboriginal.
- I share with my key worker when I participate in music at church and at the Chateau.
- Comfortable talking about religion.
- Help me learn about my culture.
- I am not religious, AiMHi we celebrate all occasions.
- My elves and celebrating Christmas
- Staff helped put up Christmas tree, help with boxing and Christmas, help get cards for birthday and other holidays.
- AiMHi helps me do Canadian cultural things like watching hockey and curling events.
- AiMHi supports all my traditions and events within the home and family time.
- Nancy and AiMHi helped me contact family on Ancestry.ca website and they sent me pictures via e-mail.
- My home share provider always lets me have my religion and my beliefs.

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



\* Statistics from 2020 for comparison \*\* Statistics from 2019 for comparison

## Did you reach your goals?

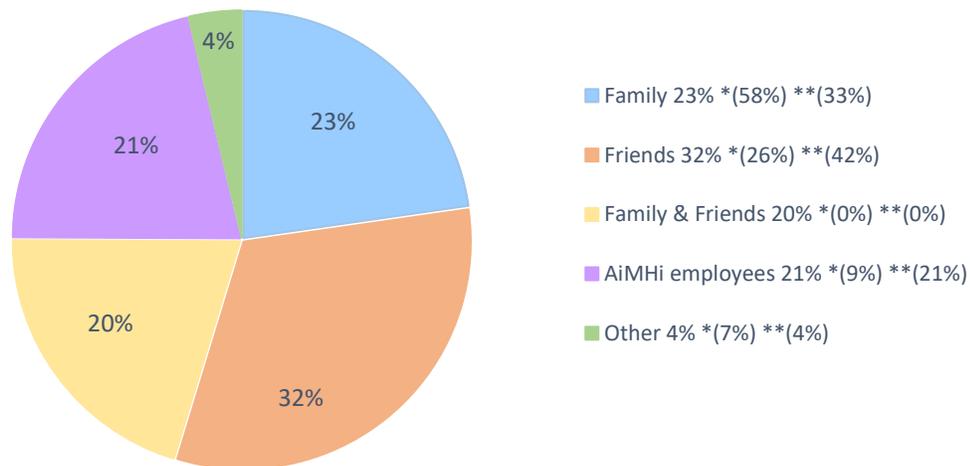
Out of 246 responses the results were:

Yes	No	Not Yet	No Response	Not Sure
137	25	19	63	2

### Some of the goals worked on in 2021

- Saved money to buy clothes and video games
- I've lost weight and feel healthier
- Favourite goal this year was building muscle at the YMCA each week
- Hand writing and I got a job at Montana's
- LSI helped me find and moved into more accessible housing
- Anger management
- Worked on keeping organized with a visual schedule and explored different activities in the community
- I reached my goal to 20 more boxes in shredding
- I like our batch cooking
- You help with goals that are walking, paperwork and dealing with landlord
- Now going to gym daily
- Learning about COVID
- Learning to drive
- Climbed to top of Prince George cut banks this summer!
- I sold some art work and cards. Signed up for a Y membership
- Budgeting, paying bills, grocery shopping, mail
- Walking around my neighbourhood
- Swimming and baking
- Bowling and golfing
- Conflict resolution with roommate
- Taking the bus again
- I did Cooking with Lily, I have started volunteering
- Working on family connections
- Went to Quesnel day trip, horseback riding. Learning to use words instead of hitting
- Find a job
- Attend shredding training program, get additional shift
- Out in the community, meeting people and seeing friends

## Who do you like spending time with?



\*Statistics from 2020 for comparison \*\*Statistics from 2019 for comparison

Who do you like spending time with and do you have a wonderful experience that you would like to tell us about that happened this year?

- Contact family and friends online.
- I went to a family reunion in Alberta at the start of September for a week
- Went fishing with my friend.
- Because of COVID seeing friends and family has been difficult.
- I have met many new people through Facebook SOBC.
- Working out with LSI Channelle, and walking around Masich Stadium and going to Starbucks.
- We went to Huble Homestead with AiMHi friends. We made ice cream. We looked at all the buildings.
- I have a friend that I take the bus with to the church every Thursday to help with a lunch program that is accessed by the community.
- Going to Prince Rupert this Christmas to see family.
- Spent many weekends at the lake.
- Went camping with friend and his brother.
- Zoom
- Family because I can always count on them for support. Friends who I spend hours on the phone with.
- I got to go home for my birthday.
- Planting my garden, my roommates.
- Have been back to work again the Famous Players Theater
- I like my staff, they are my family. Also wanted to mention the PM, Denton Melody. Eating in the restaurants, go walking, go swimming, library, CN Centre.
- Mom, dad, sisters and AiMHi staff and my friends at AiMHi.
- My family and friends make me happy and help me to motivate and reach my goals.

- I had my 70<sup>th</sup> birthday and I had a party with friends coming to wish me a Happy Birthday. My staff were very good to me! They make me good dinners and they make me laugh.
- My bowling friends are good to me, they give me high fives when strike or anytime.
- Mom and dad and family. Any of the AiMHi employees.
- Staff taking me on outings. When I went home on Father's Day and spent time with family.
- I am happy to go to 5 pin bowling. I am happy to go to Yoga class on Fri afternoons with Veronica and my friends.
- When my sister and her fiancé moved back to PG they took me to the Festival of Trees and we looked at the Christmas tree lights on Candy Cane Lane and other places.

**Additional comments from 2021**

- I like to say that I'm thankful for the Cluster for supporting with me living in their building and I think with my parents they are amazing to make sure I'm in a safe environment. I think there isn't any issues or any concerns I like to think of all family supporting me.
- AiMHi is awesome, best lunches here and best staff.
- AiMHi helps me get stuff I need.
- I love going out - I always get a ride and I'm excited to go with Denton tomorrow.

# Early Childhood Development (Infant Development Program - IDP)

## Introduction

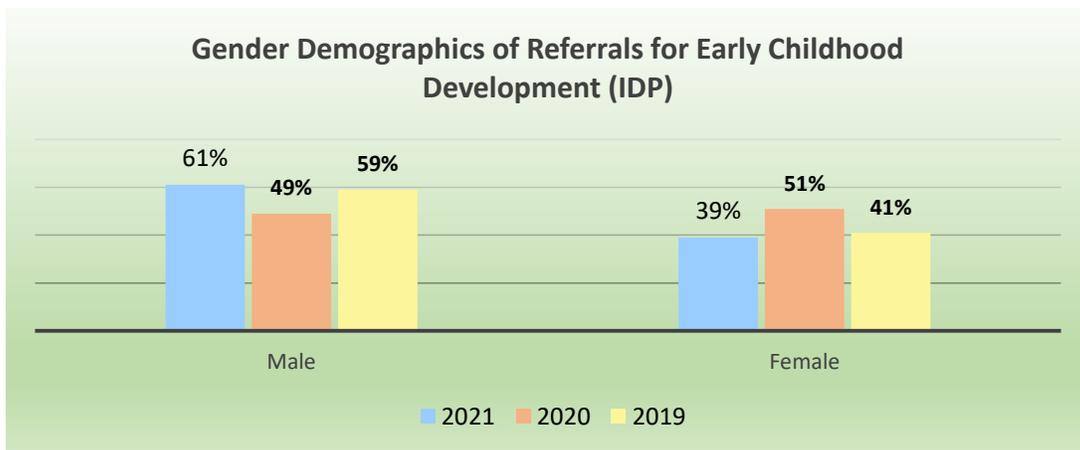
**Funder:** Ministry of Children & Family Department

**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 consultants and one part-time IDP consultant and includes home visits, developmental assessments and written reports, referrals to other resources, parent/childcare provider workshops, family conferences, parenting programs, resource loans (equipment, toys, books, etc.), parent/child playgroups, 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 4400 infants and their families since it first began in 1979.

### 2021 Demographics

Total children on caseload from January 1, 2021 to December 31, 2021	403	* (369)	** (385)
Number of new referrals for 2021	158	* (141)	** (162)
Gender of new referrals by total number of children:			
Males	97	* (69)	** (96)
Females	61	* (72)	** (66)

\*Statistic from 2020 in the same category  
 \*\*Statistic from 2019 in the same category



*Note: Demographics are gathered from participants as of December 31, 2021*

## Recommendations

### Recommendations and Follow-Up from 2021

1. ***During 2021, the IDP Team will update and review all team processes and develop new processes where none are present. This is a large and time consuming project that is essential for our busy practice as Infant Consultants operating within a self-directed team.***

The IDP Team worked throughout 2021 to complete our program specific Orientation Manual. We received some input and support from the Quality Assurance Manager for several sections of this project.

### Recommendations for 2022

1. The Public Health Nursing Team continues to be an important referral source for the Infant Development Program. The IDP Team will connect with the Public Health Nursing Team during 2022 to become acquainted with new team members, update resources and maintain collaborative connections.
2. The Infant Development Program currently does not operate with a waitlist for services. The IDP Team will research, plan and create a Waitlist Procedure for the Infant Development Program, should a need arise for wait listing services.
3. The IDP team will review and update surveys during 2021.

## CARF Standards

These statistics are based on 60 returned surveys.

Experience	Yes	No	N/A
Are you receiving the support/service you are looking for?	98%	0%	2%
Are you receiving information that is helpful for you and your child?	98%	0%	2%
My consultant connected me to community resources that are beneficial to my child and family.	71%	3.5%	25.5%
My consultant is sensitive to the needs and wishes of my family.	98%	0%	2%

Effectiveness	Yes	No	Some what	N/A	No Answer
<b>My involvement with IDP made a difference by:</b>					
Increasing my confidence in caring for my child.	93%	0%	5%	2%	0%
Increasing my understanding of my child.	93%	2%	5%	0%	0%
Increasing my knowledge of resources/services.	92%	0%	8%	0%	0%
Learning new skills to support my child.	93%	2%	5%	0%	0%
Supporting my relationship with my child.	90%	3%	5%	2%	0%

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

- Education, support/suggestions to best support child. Extra support to assist with Autism assessment. Positive reinforcement with how to support child's future development.
- We look forward to them as they give us comfort and knowledge in supporting us doing the best we can for our son. We always leave with more information and excited to see his progress for the following session.
- These visits are fun for my child. The toys that are brought help strengthen my child's development and skills. They also bring me confidence in my skills as a parent and I love learning about new resources.

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

- Really wonderful ways to support first time parents. We feel that we're not alone. Also helps me as a mom with my mental health – lowers anxiety.
- They are such an amazing program. We feel extremely important and the communication is so great.
- You guys are absolutely amazing and you will not ever understand how much we appreciate your resources and support. Thank you so much guys!
- With this service, I see a noticeable improvement with my child that he and I both enjoy taking part in.
- It's been great, it's been so helpful, comforting. Means a lot to have such amazing support.
- Our home visits are always a stress-free learning opportunity for both child and parent. Greatly enjoyed and love space provided for understanding and acceptance of where we are developmentally and as a family.
- I am grateful for the helpful information on things I do not understand or how to navigate.
- Without you we wouldn't have been going for (our son's) ASD assessment next week. We are so grateful for your support and encouragement. Thank you!!

### **Efficiency**

- Connect families to community resources
- I very much appreciate the work that IDP consultants do and their continued commitment to children and families. I also value them as partners and community service providers.
- I appreciate IDP when they can reduce the anxiety of parents when their child is on a waitlist by providing them with general skills

## **IDP Professional Survey Results**

A wide range of professionals in the community were distributed surveys to capture the following data. These statistics are based on the 6 returned surveys. Rate of Return: 20%

Speech Language Pathologist	1	Family Resource Coordinator/RCC	1
Occupational Therapist	1	Audiology	0
Physiotherapist	1	Social Worker	1
Supported Child Development	1	Primary Care Nurse	0
Pediatrician	0	Licensed Practical Nurse	0

<b>Are you aware that AiMHi IDP provides the following services?</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Information about child's development/delay/disability	100%	0%	0%
Developmental assessments	100%	0%	0%
Home visiting and support for families	100%	0%	0%
Developmental activity suggestions	100%	0%	0%
Resource lending (toys, books, equipment)	100%	0%	0%
Supporting healthy parent-child relationships	100%	0%	0%
Referrals to other services/connecting families to community resources	100%	0%	0%
Opportunities to learn infant massage, Itsy Bitsy yoga, Circle of Security Parenting, etc.	100%	0%	0%

<b>What type of contact have you had with the AiMHi IDP in the past year?</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Made referrals to IDP?	90%	10%	0%
Received referrals from IDP?	100%	0%	0%
Participated in joint visits with IDP?	80%	20%	0%
Attend community meetings or trained with IDP?	80%	10%	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, 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 to the definitions provided by our funder.

### **Exit Reports**

There was a total of 150 children who exited the Infant Development Program (IDP) in 2021. Of the children exiting service, 22 families responded to completing exit surveys (15% return rate). The primary reasons for not getting response to the surveys were: the family moved, the family was unable to be reached, or they did not respond to the request to provide feedback.

The following reasons for leaving were given:

- 43 – Confident to proceed without service
- 34 – Child reached age of three years old
- 19 – Child/Family moved
- 9 – No response to initial contact
- 45 – No response to continued contact

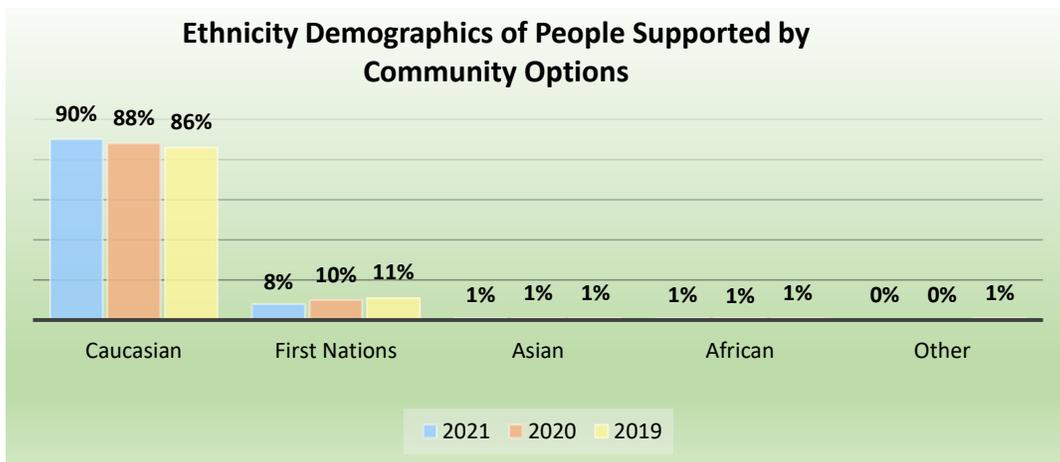
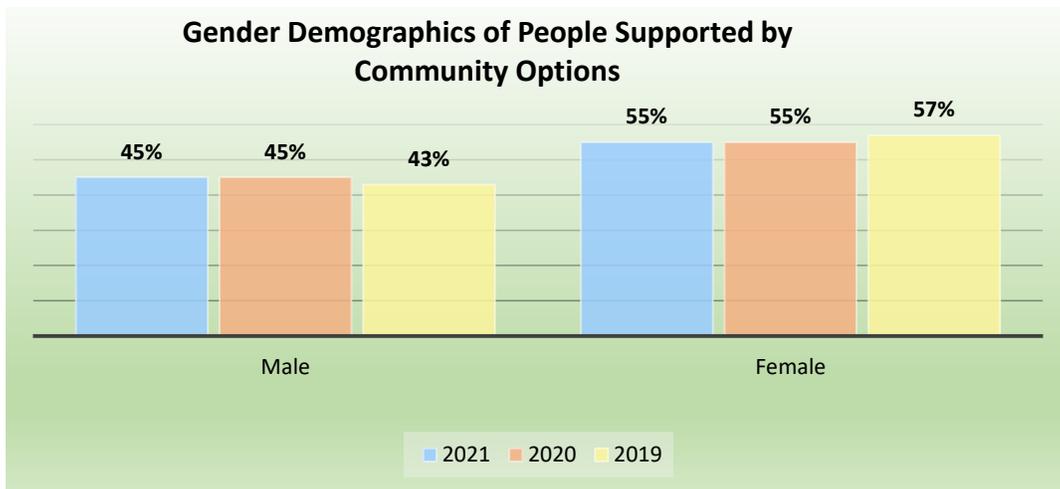
# Community Options

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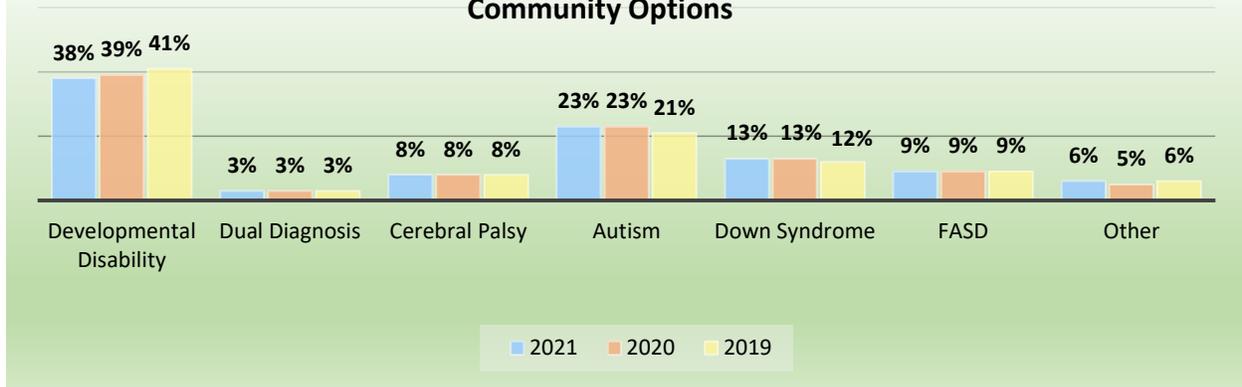
## Introduction

**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.



### Primary Disability Demographics of People Supported by Community Options



Note: Demographics are gathered from active participants as of December 31, 2021

## Recommendations

### Recommendations and follow-up from 2021

**2. Community Options will connect with people over Zoom for appointments, socialization and activities.**

During 2021, Community Options had several Zoom events. Our department introduced events such as Zumba, a 1-hour dance fitness class to encourage being active during this time. This is a very popular class that happened once a week. Bingo is another very popular game we do three times a week. This Zoom event has the largest participation and prizes are given to the winners of the game. Sing-a-long encourages group participation on a weekly basis with a variety of songs from musicals to the top 100 of the decades. Laugh out Loud/Travel the World rotates every other week. There are special guests talking about different countries and cities around the world that we can explore and Laugh out Loud is all about telling jokes to brighten our day. Social Group allows everyone to get together and connect, just like having a coffee with a friend. Storytelling is all about sharing inspiring fictional or real stories. Cooking with Lily is a weekly Zoom class walking everyone through, step-by-step, how to cook a meal. We average 10 Zoom events a week, and we offer these sessions not only to the Community Options department we serve, but to all Community Inclusion departments, Residential, Home Share, and Cluster residents. We change our material to keep participants engaged at all times.

**3. Community Options will connect with people in the community through volunteer work.**

Many of the people we serve volunteer in our community. Meals on Wheels and The Salvation Army are the most popular. Meals on Wheels has volunteers four

times a week, The Salvation Army has appointments five times a week. We have people volunteering for The Kettle Drive during the Christmas season, and we have several appointments for the SPCA, Humane Society, and the YMCA. Community Options continues to look for new volunteer work in the community in order to have a strong presence in the community and engage as many people supported as possible.

**4. *Community Options will empower and assist the people supported with COVID-19 safety and social guidelines.***

The people Community Options serve are introducing themselves back in the community. We are supporting all the COVID-19 guidelines by washing their hands before and after using the washrooms, and using hand sanitizer offered by businesses before they enter. Prior to driving in a vehicle, people supported are following the COVID-19 vehicle cleaning guidelines. Staff are modelling the behaviors of social distancing and proper hygiene procedures. People supported have their vaccination passport available when going out for coffee or lunch and wear PPE when directed. Staff continue to review the COVID-19 guidelines with people supported and make sure they are aware of any changes made by the Provincial Health Order. Mandatory health checks are completed for both staff and people supported. When people supported are not able to make an appointment, staff stay in contact with person served over the phone or do a virtual appointment.

**Recommendations for 2022**

1. Community Options will work with people served to increase self-reliance, decision making, and responsibility for their activities and choices made.
2. Community Options will work to increase staff skill levels to support the changing needs of the people served and the changing requirements of the program.
3. Community Options will connect with people in the community through volunteer work.

**CARF Standards**

Community Options prepared 78 surveys and distributed them to active participants of the program. Of these 78 surveys there were four that were unable to be completed as the people supported were unable to respond, and seven people had left services. These statistics are compiled from the 48 survey respondents.

<b>Experience</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Not Sure</b>	<b>No answer</b>
I know my rights.	95%	0%	5%	0%
I feel like part of the community.	97%	0%	3%	0%
I am happy with the services I get from AiMHi.	97%	0%	0%	3%
<b>Effectiveness</b>				
I feel AiMHi keeps my information private.	92%	0%	8%	0%
I get help to make my own choices and decisions.	100%	0%	0%	0%

### **Efficiency**

Community Options did not participate in bonus hours the first half of the year due to the pandemic. As the year progressed and restrictions slowing began to lift the department began their bonus hours mid-2021, totalling 1,210 hours provided. This provided persons supported with interpersonal relationships, skill development, and social inclusion. Nine people did not return to Community Options in 2021 who stopped services in 2020 due to the pandemic. Their key workers have kept in touch with them and their natural supports throughout the year.

### **Access to Services**

Referrals to service.

We had no referrals in 2021 and there is no wait list for the program. Referrals are received from Community Living BC and services are provided as referrals are received. Nine people are being funded under the PSI (Personal Supports Initiative) for Community Options in 2021.

### **Exit Reports**

Two people exited Community Options in 2021, the reasons are as follows:

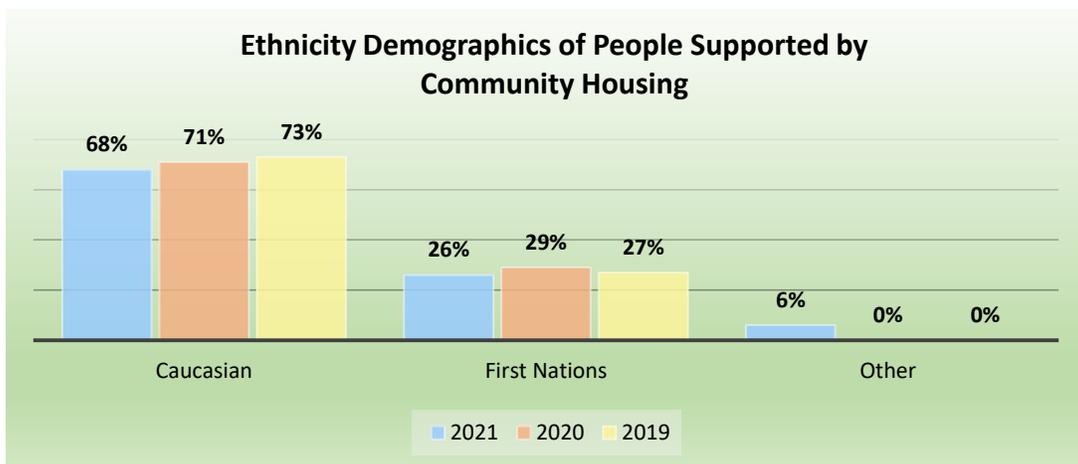
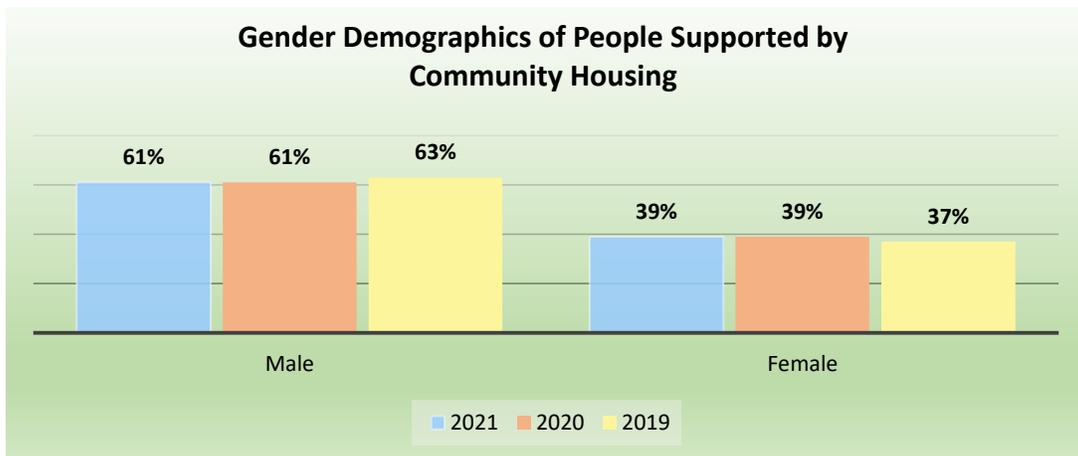
- 1 – Moved away from service area
- 1 – Services ended

# Community Housing

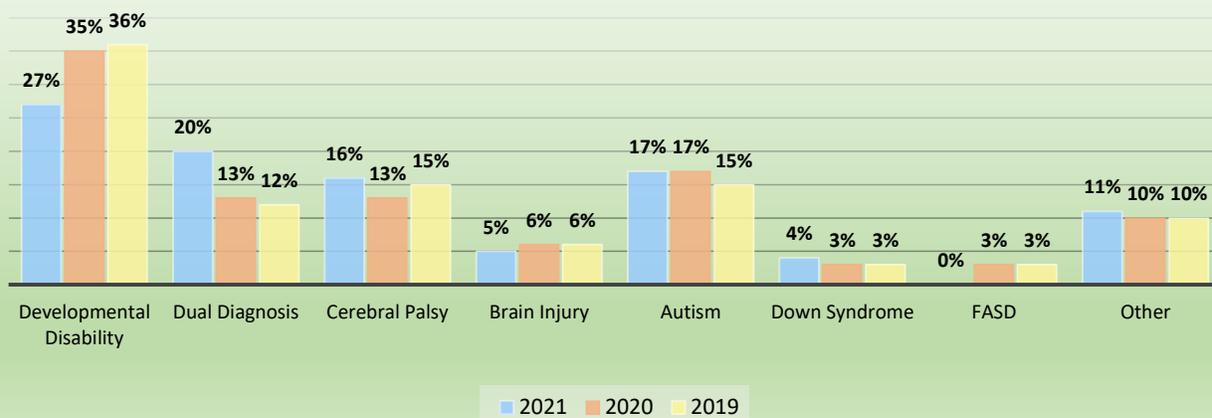
## Introduction

**Funder:** Community Living BC

**Description:** There are approximately 347 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 99 people supported; 60 males and 39 females.



## Primary Disability Demographics of People Supported by Community Housing



Note: Demographics are gathered from active participants as of December 31, 2021

## Recommendations

### Recommendations and follow-up from 2021

- 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.***

AiMHi maintains a list of current homes and the Directors have been identifying which homes will be next on the list to replace. Each Director identifies renovations in the homes that are needed to meet people’s needs as things change. This is presented to Operations and is completed on a priority / as needed basis. AiMHi works with a realtor to look for accessible housing in our price range that becomes available.

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

Directors, Operations, and Managers met at each home this year for an Annual Inspection. These inspections were the basis for upcoming planning for improvements and maintenance.

- AiMHi will have a continued focus on health promotion and illness prevention strategies through the remaining COVID-19 pandemic.***

Employees and Managers worked hard to educate the people they support on how to follow public health guidance and implement infection prevention and control practices in their daily routines. Infection prevention and control strategies were regularly strengthened and reviewed following recommendations from health as well as from learned experiences to maximize safety and mitigate risk. The people supported at AiMHi are more vulnerable than the general

population so with each public health recommendation, or change to recommendations, were carefully reviewed and tailored to best support risks for the people we support. Employees and Managers continued to work with people to encourage and support them to get vaccinated against COVID-19. They were successful at helping some people who were hesitant to eventually get vaccinated. As public health measures eased, people were supported to build their own individual risk assessment plans for how they would spend more time in the community, and re-engage in social activities safely.

**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.***

We had a few more deaths in 2021 than we did in 2020. Working with people who are aging in the final chapters of their lives continues to be a large part of our work. Managers and employees are talking with people they support, and their families, more about their wishes for their later years and death and dying. The earlier these conversations are started, the sooner a plan can be set in motion to support people to age in their place of choice. The majority of the people we support who are aging have been able to stay within AiMHi supported living until they pass away. This is due to a strong amount of advocacy from AiMHi and collaboration with health services in the community and CLBC. Many of the health issues that arise for people at AiMHi are supported through the primary care system. AiMHi is working to connect people with these services sooner and to advocate for a better understanding of the unique needs of this population by the health care professionals on primary care teams.

**5. *AiMHi will continue to assess the current homes and ensure people live in the homes that best support their needs.***

AiMHi works with CLBC to plan for people's needs that will best support them long term. Once possible moves are identified people start by visiting with each other and then, if that goes well, we will follow the Transition document to ensure all pieces are completed before we do the final move.

**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.***

Managers continue to spend the majority of their work time in the homes they oversee. Directors visit the homes a few times per year and attend the team meetings when they can. We have completed some group training sessions this past year and had staff attend virtually.

## **Recommendations for 2022**

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. Managers will continue to be a strong presence in the departments and will look for new ways to support employees in the work that they perform.
3. The Directors will develop a list of training for employees working in Community Housing and facilitate this training to employee groups within AiMHi. Training will focus on the areas or trends identified from events from prior years.

### **CARF Standards**

There were 99 people surveyed for Community Housing. One of these people is under Home Sharing contract within Community Housing. Of these distributed surveys three people declined to complete the survey, six people exited, and 31 people are non-verbal and unable to complete the survey. These statistics are compiled from the 58 returned surveys.

<b>Satisfaction</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Not Sure</b>	<b>No Answer</b>
I know my rights.	92%	3%	5%	0%
I feel important in AiMHi and the community.	88%	4%	4%	4%
I am happy with the services I get from AiMHi.	91%	4%	5%	0%
AiMHi has purchased all of the homes people reside in within Community Housing with the exception of homes owned by BC Housing. This allows people financial freedom by making housing affordable and to personalize their home as they wish.				

<b>Effectiveness</b>				
I feel AiMHi keeps my information private.	89%	6%	5%	0%
I get help to make my own choices and decisions.	92%	3%	5%	0%

- | <b>Efficiency</b>  |
|--|
| <ul style="list-style-type: none"> <li>• Vacancy Rate – At the beginning of 2021 there were no vacancies. Throughout the year we had 5 people pass away; one of these did not create a vacancy as they were in a temporarily funded home specifically for this person. 3 of the remaining vacancies were filled within 2021 with one spot remaining at the end of the year. One other person moved out of one of our homes but this did not create a vacancy as they were supported under a Home Sharing contract.</li> <li>• Goals/goal progress – A person’s ShareVision site is used to document a person’s goals and goal progress on a daily basis. Employees are provided ongoing training to ensure proper documentation and changes have been made on the site to address feedback received.</li> <li>• 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.</li> <li>• AiMHi will continue the usage of shared vehicles and maximize the use while minimizing the financial burden on the Association.</li> </ul> |

### **Access to services**

There are no waitlists maintained by AiMHi.

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

### **Exit Reports**

There were six people who exited services in 2021. The reasons were as follows:

- 5 - Passed away
- 1 - Moved to a different living situation.

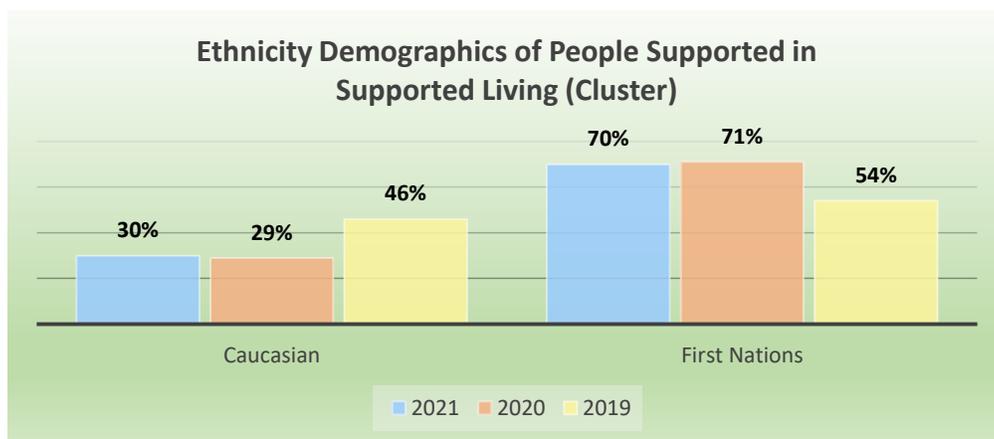
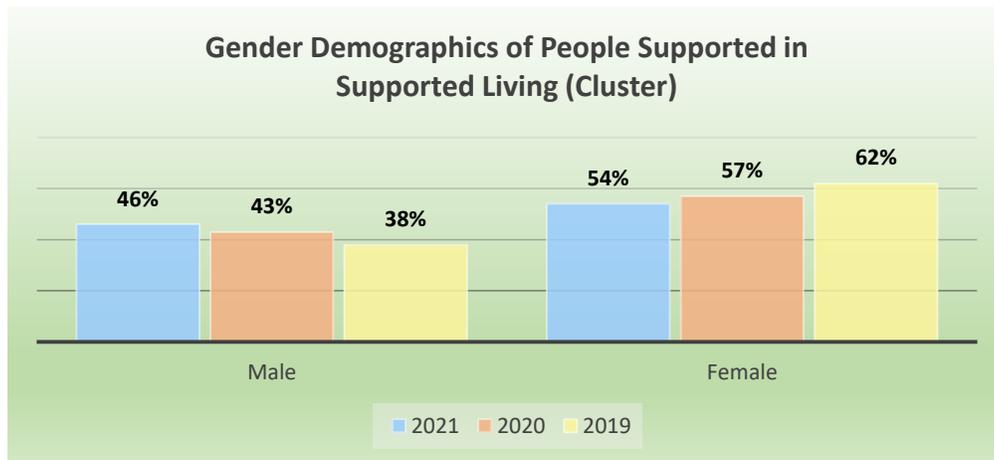
## Supported Living (Cluster)

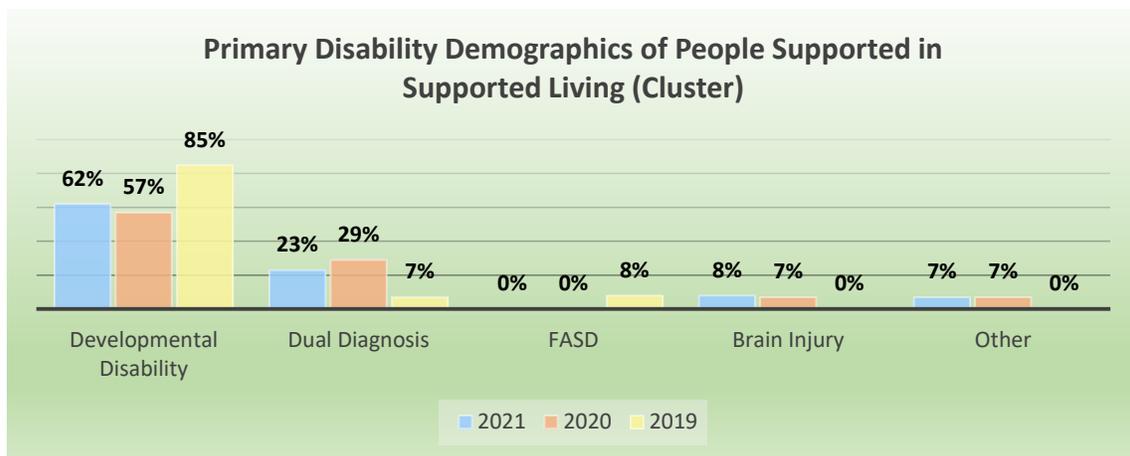
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### Introduction

**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, and 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 2021 there were 13 people supported; six male and seven female. In 2020 there were 14 people supported; six male and eight female. In 2019 there were 14 people supported; six male and eight female.





*Note: Demographics are gathered from active participants as of December 31, 2021*

## **Recommendations**

### **Recommendations and follow-up from 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.***

Due to COVID-19 restrictions again this year, most plans for vacations have again been postponed. We are planning for a bigger trip for the future (Disneyland in September, 2022, or Montreal) when COVID restrictions are lifted and people have the ability to go on these supported trips. Even with restrictions, staff were able to take some of the people we support to Barkerville for a day trip in the summer of 2021.

- 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.***

During the pandemic, many safety issues continue to be discussed with tenants 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 obtaining 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 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, weekly 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. Staff have ongoing conversations with people supported around drug use, high risk visitors in their homes and overall safety.

**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.***

During the summer, when restrictions were lighter there were picnic dinners held outside while social distancing. There is also a daily coffee club at 8:00 a.m. during the week with different topics of discussion. Holiday meals are cooked and delivered at all holidays. When the person supported is wanting, a birthday celebration is held.

## **Recommendations for 2022**

1. Supported Living (Cluster) employees will assist with more public transit use/training for the people we serve to aid in safe, effective options to move around the community.
2. Supported Living (Cluster) employees will continue to work together with the people living in the Cluster to accomplish group vacations after almost 2 years of restrictions due to the pandemic. Employees will organize trips, plan the itinerary, arrange

transportation and help people budget and save for the trips. Staff will help find and organize both smaller, closer trips as well as bigger and longer vacations.

### **CARF Standards**

There were 13 people surveyed for Support Living (Cluster). Two people were not able to be surveyed as they exited services, and two people declined to participate. These statistics are compiled from the 9 completed surveys.

<b>Experience</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Not Sure</b>	<b>No Answer</b>
I know my rights.	89%	11%	0%	0%
I feel important in AiMHi and the community.	78%	22%	0%	0%
I am happy with the services I get from AiMHi.	78%	11%	11%	0%

### **Effectiveness**

I feel AiMHi keeps my information private.	78%	22%	0%	0%
I get help to make my own choices and decisions.	89%	11%	0%	0%

### **Efficiency**

- Vacancy Rate - There are currently no vacancies at the Cluster. We had one person exit the program June 30, 2021. We then had 2 new people move in, one on August 1, 2021 and another in December, 2021.
- Goals/Goal Progress – All persons supported have signed new yearly contracts for 2022 that identify goals. 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. There is currently one vacancy as of December, 2021.

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**

In 2021, two people exited services. The reasons are as follows:

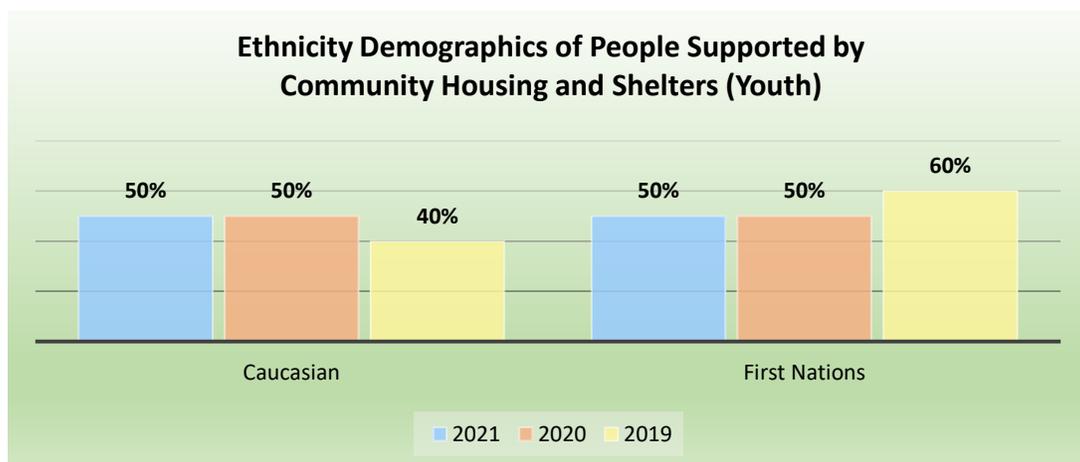
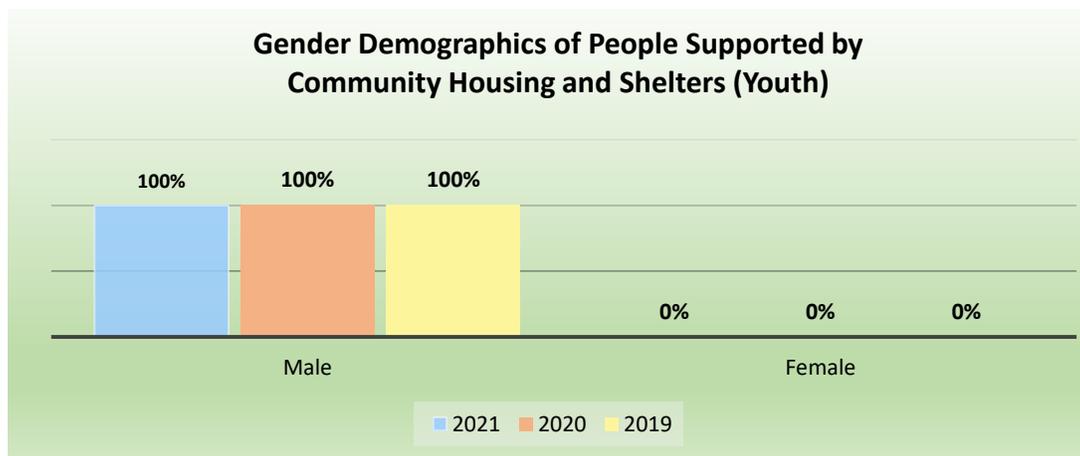
- 1 – Moved
- 1 – Needs 24-hour staffing

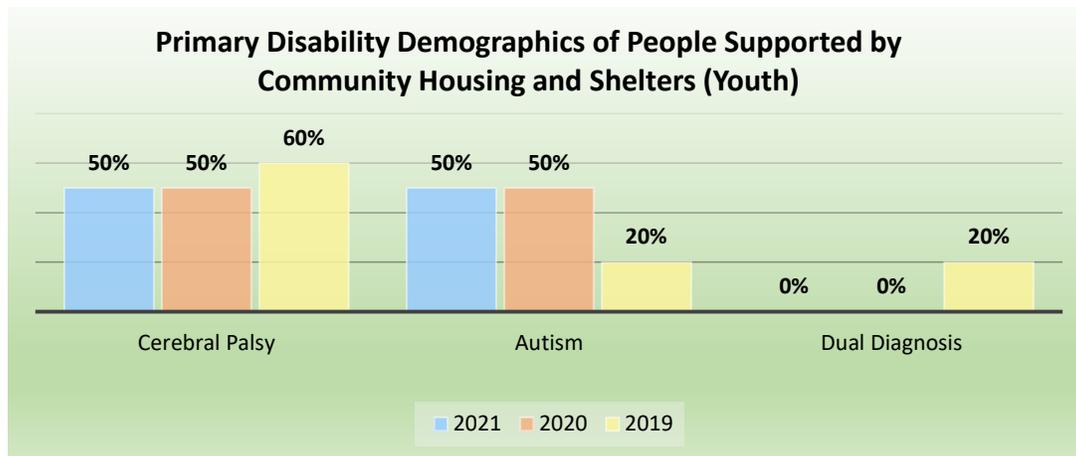
## Community Housing and Shelters (Youth)

### Introduction

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

**Description:** AiMHi has decreased from two to one Community Home to support children with special needs, funded by the Ministry of Children and Family Development (MCFD). There are six employees who hold positions in these homes and a number of trained relief employees who are not included in this number. This home has been designed specifically around the children supported to meet their accessibility and specialized needs. Employees assist the children supported in this home 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 this home, 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, 2021*

## Recommendations

### Recommendations and follow-up from 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.***

Both young men have started high school. Their bedrooms were newly decorated to be more in line with their age. This includes an upgrade to their wardrobe. Due to COVID there has been limited access to events and activities in the community. They will continue to work on this in 2022.

- 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.***

They have started introducing Indigenous food into their diets. Both young men are a part of the Indigenous programming through the high school. They have attended First Nations celebrations in the community.

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

They have participated in Zoom parties, and an example of this is one young man attended a birthday party through Zoom. They visit outside with one neighbour fairly regularly, others in the neighbourhood say 'hi' and check-in when they see them. They have started to make new friends at school.

### Recommendations for 2022

1. Community Housing and Shelters will work on increasing the young men's connections with their family.

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

### **CARF Standards**

There have been two 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 2021 due to limited communication abilities so there is no data to present with respect to Experience.

#### **Effectiveness**

There were no surveys completed in 2021 due to limited communication abilities so there is no data to present with respect to Effectiveness.

#### **Efficiency**

- Vacancy rate – There were no vacancies in 2021.
- 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 was one person who exited from Community Housing and Shelters (Youth) in 2021. The reason is as follows:

- 1 – Contract ended

# Employees

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## **Introduction**

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

**Description:** By the end of 2021, AiMHi employed 357 full-time employees, 54 part-time employees, and 62 casual employees. This works out to 411 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 16 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 448 active employees.

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

**Demographics:** No demographic information was collected for 2021. 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 2021**

HR needs to identify in 2021 there were a few goals that were replicates of the 2020 goals. Our time in 2020 was spent reacting ferociously to a world-wide pandemic. This left us with developing many protocols and reactive strategies in response to very critical and unique situations. Our ability to focus on moving the agency forward in our own goals and visions was limited.

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

With the increased capacity in the HR department and creative movement of job responsibilities, we saw the ability to move this goal forth more aggressively in 2021. Progress has been slow over the last year, but there is progress. HR needed to prioritize work in other areas and this project was not identified as critical or urgent work.

**2. *HR will provide opportunities to the Management team for specialized Human Resources training related to HR and/or at the request of the Management team.***

HR provided limited management specific training for this goal in 2021, we needed to focus on specific COVID-19 training, the important and critical educational requirements to keep us safe and informed. The HR training that was provided did make a difference for the management team to consistently apply and implement HR protocols. HR needs to ensure that the management team has the tools and training they need to successfully and consistently implement HR protocols required. We did provide ComVida training, but most of the training focused on COVID protocols.

**3. HR will diversify and expand its recruitment efforts including, but not limited to, adopting new recruitment practices and improve current advertising methods (i.e. Indeed, Facebook) to expand our reach and bring in more qualified applicants.**

HR did a great job here! We increased AiMHI's community awareness through a number of social media methods. Increasing community awareness increases recruitment! HR tracks applicants' identification of where they heard about us so we could assess what strategies are working.

We joined the BC CEO Network website. We promoted AiMHI's Employee Referral Program which encourages employees to refer friends and family who may be qualified to apply.

In 2021, HR hoped to increase recruitment methods and awareness by working with the schools, volunteers, and other programs again; due to the ongoing pandemic this did not happen in 2021. So, we needed to adapt again. Without the in-person methods successfully applied in prior years, such as job fairs, student programs, and being out in the community, HR had to shift its focus to more virtual methods. This year we utilized platforms such as Indeed, LinkedIn, WorkBC, and online job boards to hire for a variety of positions, such as a Chief Financial Officer, HR Managers, Direct Care Managers, and various frontline positions. AiMHI's website has also grown with more updates being shared, such as the organization's COVID resources, external articles and internal news, for instance, achieving our COR certification. We participated in Prince George Cougars hockey events with a community booth which turned out to be lots of fun!

**4. HR will ensure job postings, hire letters, and job descriptions are streamlined and updated. HR will also ensure the inclusion of Accountability Based Philosophy within this process and this language will be used in all processes moving forward.**

The HR team made small changes to HR management descriptions to introduce the accountability based language. The overall review that was part of our vision did not come into its full fruition, but will for 2022. We revised the Finance job description. This work is required to be collaborative with the union and CSSEA.

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

HR statistics indicated great improvements in this goal of 2019 so we removed the goal for 2020. The last few years, the agency has developed processes and policies that have led the way to see improved stats of attendance management/Stay at Work-Return to Work in all areas of employee leaves. HR had again identified this as a goal as we want to see more improvements in this area. HR believes the numbers can be better and we can enforce a culture of: keeping employees at

work, streamline accountability processes for professional attendance at work and have a robust “Stay at Work/Return to Work” program.

We did experience bumps with COVID-19 protocols of having employees off work sick to adhere to PHO protocols. Many employees were off sick or off for other reasons that were impacted by COVID-19.

**6. HR will enhance the current probationary assessment process.**

HR was unable to commit the time to address it accordingly. This project is a large task and will continue to be a focus for HR until it is done! This was not a priority in 2021 as we had to shift our priorities to other critical projects. There were tools provided on ShareVision, but not adequate HR support to become effective.

**Recommendations for 2022**

1. HR will provide opportunities to all employees for specialized Human Resources training related to HR and/or at the request of the Management team and employees.
2. HR will ensure job postings, hire letters, and job descriptions are streamlined and updated. HR will also ensure the inclusion of Accountability Based Philosophy within this process and this language will be used in all processes moving forward.
3. HR will continue to focus on providing a safe, healthy, and supportive work environment. This will be achieved by providing a variety of training, streamlined processes and policies which are designed to reduce the likelihood of illness or injury, and promotion of Stay at Work/Return to work programs.
4. HR will enhance the current probationary assessment process. This goal was identified in 2021. HR was unable to commit the time to address it accordingly. There were tools provided on ShareVision, but not adequate HR support to become effective.
5. HR needs to be able to assess retention strengths and areas that require improvement or change: (a) 3-month engagement; (b) resignation follow-up; (c) review of exit process to create a system that impacts change/improvement where applicable.
6. Vacation Awareness. Build a system that provides employees with clear expectations and understanding on the vacation clauses of the Collective Agreement.
7. Develop a functional attendance management program that will establish a culture within the agency around expectations of work attendance.

## CARF Standards

In 2021, 64 employees completed the satisfaction survey. This is a decrease of 12 respondents from 2020.

Experience	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
You are satisfied with how information is shared between you and AiMHi.	22% *(22%) **(14%)	64% *(64%) **(79%)	6% *(9%) **(5%)	3% *(1%) **(0%)	5% *(4%) **(2%)
You are satisfied with AiMHi's policies and practices regarding confidentiality.	51% *(37%) **(30%)	38% *(55%) **(61%)	5% *(3%) **(7%)	1% *(3%) **(0%)	5% *(0%) **(2%)
You are satisfied that AiMHi promotes respect for people of different ethnic or cultural backgrounds.	47% *(41%) **(39%)	46% *(52%) **(52%)	5% *(3%) **(2%)	0% *(1%) **(0%)	2% *(3%) **(7%)
You are able to receive the assistance you require both during and after business hours.	40% *(31%) **(39%)	52% *(61%) **(59%)	2% *(5%) **(2%)	0% *(0%) **(0%)	6% *(3%) **(0%)
You are satisfied with the response time to your inquiries.	32% *(25%) **(20%)	56% *(62%) **(68%)	5% *(9%) **(5%)	2% *(1%) **(0%)	5% *(3%) **(7%)
You feel that AiMHi supports a positive teamwork environment.	36% *(29%) **(14%)	58% *(57%) **(70%)	2% *(9%) **(7%)	2% *(1%) **(0%)	2% *(4%) **(9%)
You are provided with adequate opportunities for training and/or education related to your employment.	33% *(32%) **(32%)	58% *(62%) **(52%)	7% *(5%) **(14%)	0% *(0%) **(0%)	2% *(1%) **(2%)
The organization provides promotion opportunities for employees.	35% *(20%) **(16%)	52% *(64%) **(59%)	4% *(5%) **(10%)	0% *(2%) **(0%)	9% *(9%) **(15%)

\*Statistic from 2020 in the same category (for comparison)

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

### In what areas does AiMHi excel?

Some quotes from the survey:

"AiMHi excels at providing a life worth living for those we support through its programs and residential housing."

“Thinking outside the box. Overcoming obstacles. Not putting up with poor care or poor teamwork. Helping people live their best lives at work and get fulfillment out of the work they do with people.”

“Being consistent.”

“Clear work expectations, providing information necessary to perform duties, and respecting everyone’s unique abilities.”

## 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.)**

Some quotes from the survey:

- “Very helpful. Lots of information related to caring for people and health & safety.”
- “They are helpful. I personally prefer hands-on training.”
- “It helps us retrain our minds in the midst of all the new information that is coming in to keep ourselves informed and not misinformed.”
- “I find the information in the training that is supplied to be adequate. It gives me the information I require.”

## 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 92% of respondents answered positively. This is the same percentage as 2020, and an increase of 1% from 2019.

## 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 2021, all employees were trained through Zoom on Abuse and Neglect It's Not Right! These sessions had 30 participants at a time facilitated by the Directors. 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 2021, 126 people's employment with AiMHi ended. Of these, 122 people resigned and four people were terminated. Of the total number of employees who left AiMHi's employment, 62 were casual employees, 41 were regular full-time employees, and 11 were regular part-time employees.

Reasons are as follows:

19 - Abandonment	3 - Personal - Other
2 - Availability	12 - Retirement
6 - Family	9 - School
14 - Health	1 - Travel
3 - Just Cause	1 - Unsuitable – Eligibility to Work
16 - Moved	3 - Unsuitable - Other
1 - Unpaid Leave – Not Approved	1 - Unsuitable - Pre Employment
1 - Never Started	2 - Unsuitable - Probation
28 - Other Job	3 - Vaccination Compliance
1 - Personal - Unsuitable	

# Employment Services (Infinite Employment Solutions)

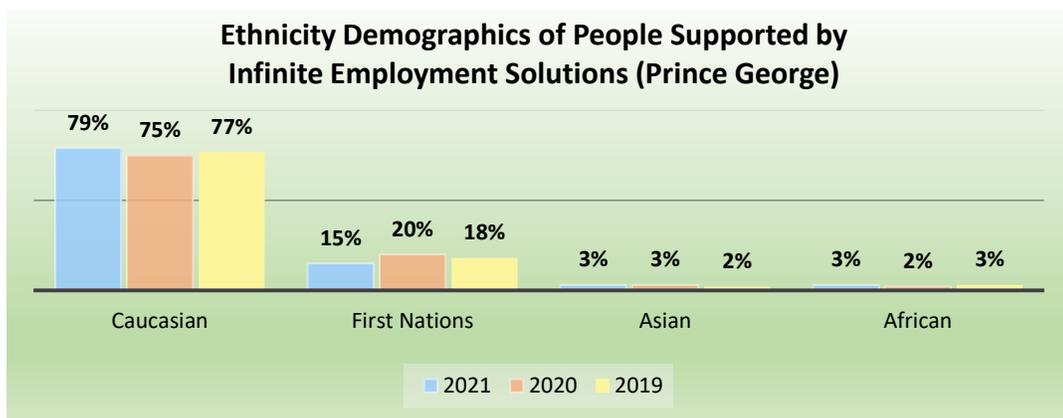
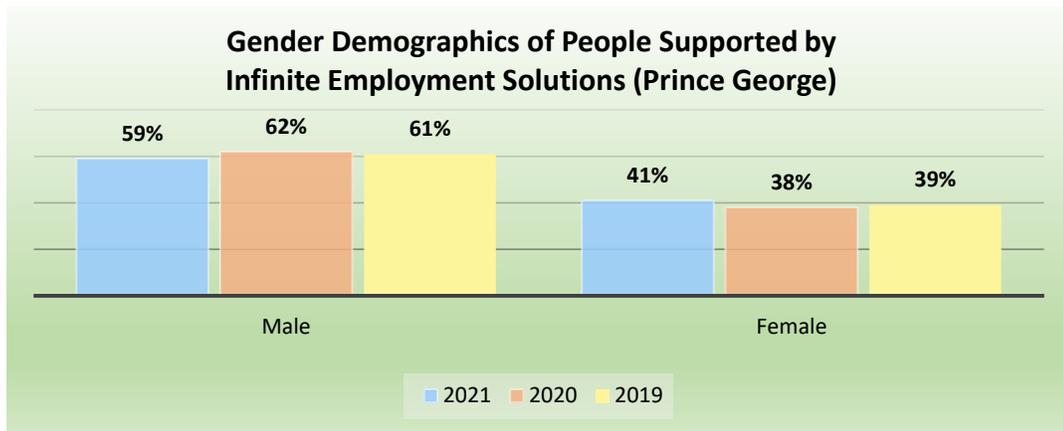
## Introduction

**Funder:** Community Living BC

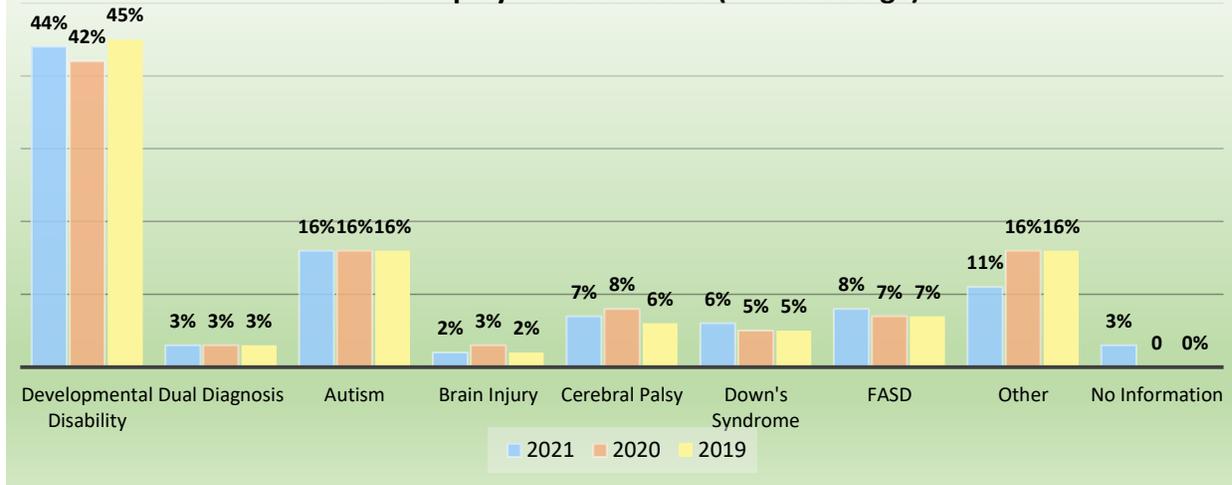
**Description:** Infinite Employment Solutions (IES) Prince George and Infinite Employment Solutions (IES) Mackenzie.

**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 eight full-time employees, and one part-time employee out of the Kerry Street Main Office and our warehouse location (1000 1<sup>st</sup> Avenue). Infinite Employment Solutions Mackenzie has one full-time employee located within the College of New Caledonia building.

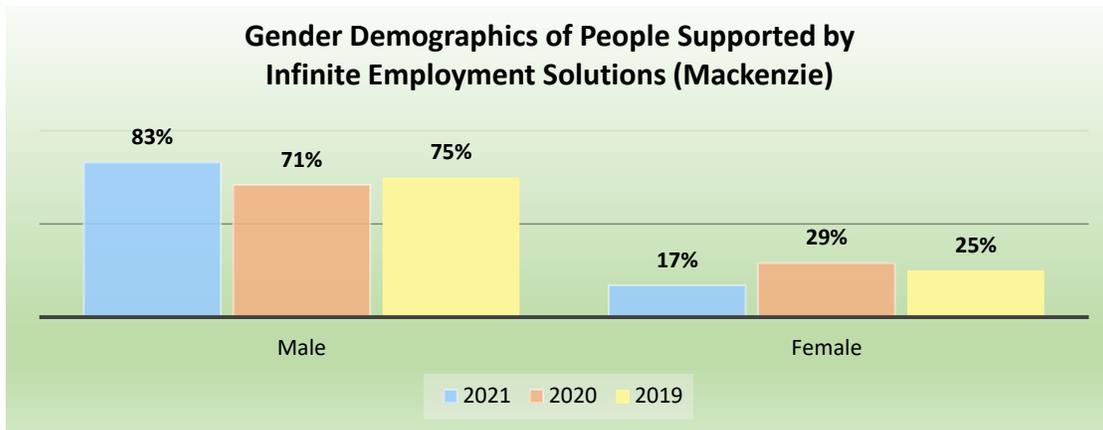


### Primary Disability Demographics of People Supported by Infinite Employment Solutions (Prince George)

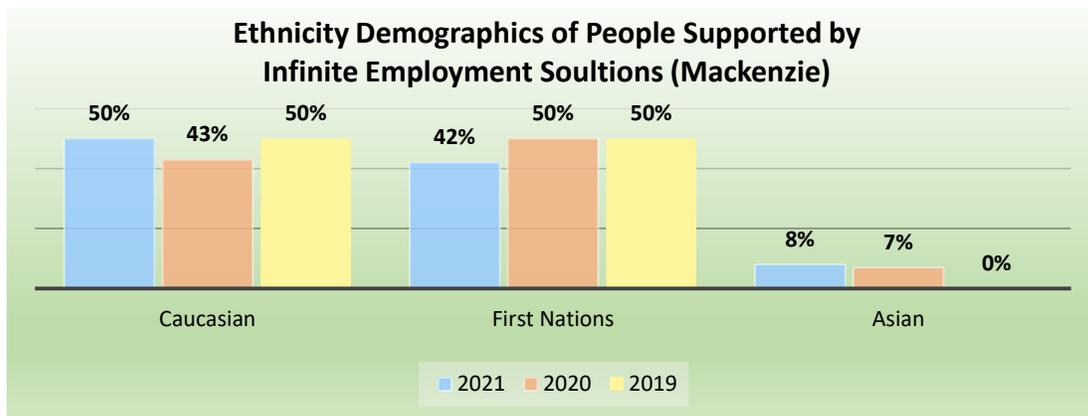


Note: Demographics are gathered from active participants as of December 31, 2021

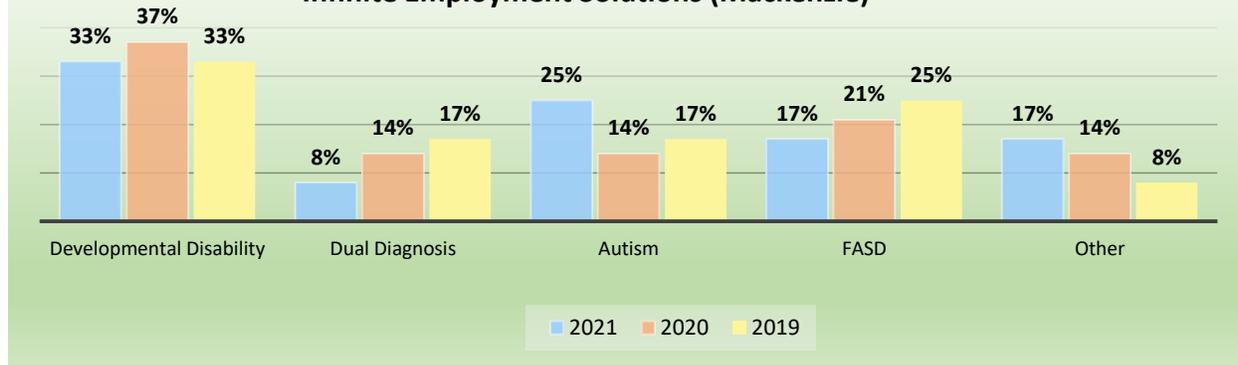
### Gender Demographics of People Supported by Infinite Employment Solutions (Mackenzie)



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



### Primary Disability Demographics of People Supported by Infinite Employment Solutions (Mackenzie)



Note: Demographics are gathered from active participants as of December 31, 2021

#### Programs that IES provides are listed below:

- Individualized Career Planning and Career Development:** Job Developers work with people on a one-to-one basis throughout the entire career planning process upon referral from CLBC. This process could involve work interest assessment tools that result in determining an individual's work values and workplace preferences. We assist in resume/cover letter creation and interviewing skills. Job Developers also work with employers to promote and market to the benefits of hiring someone with a DiverseAbility on their worksite. Once employment is secured, job coaching services are available along with assistance in understanding workplace culture and expectations. There were 37 community jobs started in 2021.

For some, a more in-depth approach is required as people may have little to no work history. To aid in this, IES offers employment training opportunities to people who are seeking employment skills. All employment training initiatives are a 2-year term (with an optional 1-year, if required). All trainees receive a training allowance at minimum wage.

- Common Goods (Value Village) and Bike Warehouse:** Individuals learn and develop skills to work as callers, telemarketers, cube-van swampers, data entry, bike repair/retailing, and warehouse responsibilities. Each participant generally works two to four-hour shifts and up to three days a week. Ongoing feedback is provided and mutual strategic planning/goal setting is reviewed quarterly. There were ten callers, nine cube-van swampers, four warehouse assistants, and three bike warehouse trainees 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. Each participant generally works three to five-hour shifts and up to three days a week. Employment readiness skills such as safety, communication/social skills, initiative, production speed, and quality of

work are evaluated. Employment preparation such as work safety and WHMIS are reinforced through hands-on work and safety training “tailgate” meetings. Ongoing feedback is provided and mutual strategic planning/goal setting is reviewed quarterly. Fourteen people participated in this program in 2021.

- **A&H Information Management:** A&H Information Management is a document destruction training program that collects documents from various community businesses/customers throughout Prince George, AiMHi residential homes and main office. We also train individuals in COVID-19 cleaning in the main office as per COVID-19 Safety Plan. Participants are required to complete safety training, abide by guidelines, WHMIS and wear a uniform. Each participant generally works two to three-hour shifts and up to two days a week. Ongoing support/job coaching is provided to promote independence and target production. Ongoing feedback is provided and mutual strategic planning/goal setting is reviewed quarterly. Sixteen people took part in the shredding program and seven COVID-19 cleaners 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.

## **Recommendations**

### **Recommendations and follow-up from 2021**

1. ***IES will work towards achieving 10 new customized employer contacts with person centered placement.***

IES was successful in seven new custom employer contacts in 2021 (to which 12 people supported were hired!), and this is celebrated due to the ongoing pandemic. In total, IES assisted in 38 job starts and three MentorAbility placements in 2021. We also welcomed many new individuals in the beginning stages of their employment journey.

2. ***IES will focus on community engagement for the continued increase of revenue in the Common Good program.***

Revenue was increased in 2021 and we have developed new community engagement opportunities: booth at Cougars’ Games in the CN Centre; Simpatico billboard; and preparing to start the Value Village bagging events in 2022.

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.***

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

**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.**

IES (Prince George and Mackenzie) was successful in obtaining four COVID-19 recovery grants and this assisted in many job restarts and community employment opportunities in 2021. During the pandemic, IES also supported people with alternative services. For example, social, financial, and emotional supports.

**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.**

Despite the ongoing pandemic, IES participated in an article highlighting the partnership between Ready Willing & Able (RWA), AiMHi (IES), and Northern Lights Estate Winery. This article, “Inclusion and Diversity in the Workplace” can be found on the Inclusion BC website; 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 video can be found on YouTube by searching “Ricky and Parker RWA D6”.

## **Recommendations for 2022**

1. Infinite Employment Solutions will continue research and acquire funding or grant opportunities for workplace enhancements or wage subsidies.
2. Infinite Employment Solutions will increase presence in the community for The Common Goods Program by participating in local events which we hope will increase donations. We also hope this will raise community awareness of our employment training programs.
3. Infinite Employment Solutions will pursue professional development in marketing and/or customized employment as well as having employees attend conferences (virtual or in-person) as part of professional growth.
4. Infinite Employment Solutions will continue to educate and raise awareness for inclusive hiring practices within the Prince George and Mackenzie communities by facilitating five MentorAbility placements.

## **CARF Standards**

IES surveys were prepared for 139 people. Two people were unable to complete the survey due to being non-verbal, six people declined to answer the survey, five people were unable to be contacted, 27 surveys were not returned and 12 people exited services. The following results are based on 87 surveys that were completed.

<b>Experience</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Unsure</b>	<b>No Answer</b>
IES helped me discover my career choices.	81%	4%	9%	6%
IES helps me gain skills to get paying jobs, work experiences or volunteer opportunities.	81%	0%	8%	11%
I am happy with the services I get from IES.	94%	0%	2%	4%

<b>Effectiveness</b>				
I feel that IES keeps my information private.	96%	0%	2%	2%
I make my own choices and decisions in IES.	88%	0%	4%	8%

## **Efficiency**

- **Common Goods** – IES had 26 people trained in this paid initiative as callers, truck swampers and warehouse workers. There were ten callers, nine cube-van swampers and four people in the warehouse assistants and three bike warehouse trainees in 2021.
- **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 does not facilitate training programs, but provides career development, Life Skills, and Community Options to the 14 people served.

## **Access to Service**

Community Living BC holds the referral list for all people interested in services. The person must qualify for Community Living BC services. Services are provided as referrals are received. 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 Director and Manager. If the IES team member is unable to connect with the person referred, the IES Manager will contact Community Living BC to request additional contact information and further instructions. IES received sixteen referrals (Prince George) and two referrals (Mackenzie) in 2021 as well as three people who received PSI (Personal Supports Initiative) funding in 2021 (Prince George).

## **Exit Report**

There were 12 people who exited out of Infinite Employment Solutions in 2021. The reasons were as follows:

- 1 – Reached goals and no longer requires services
- 1 – Could no longer contact
- 1 – Program was not meeting needs
- 9 – No longer requesting IES job services

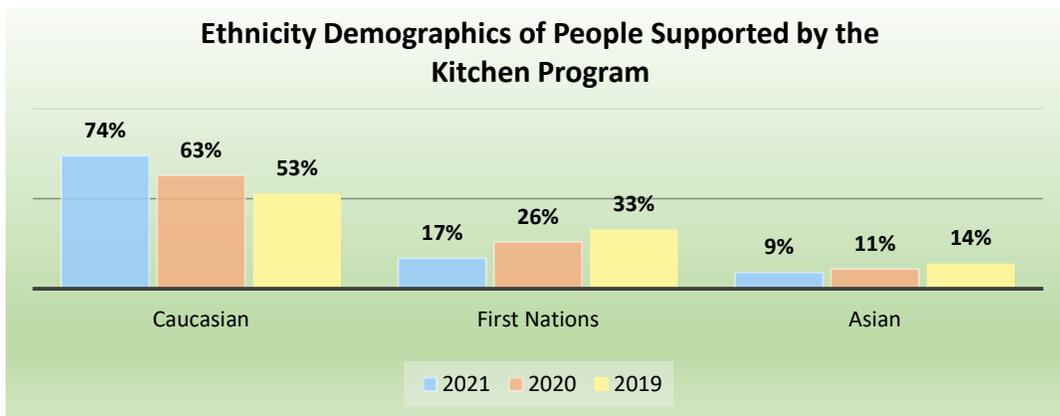
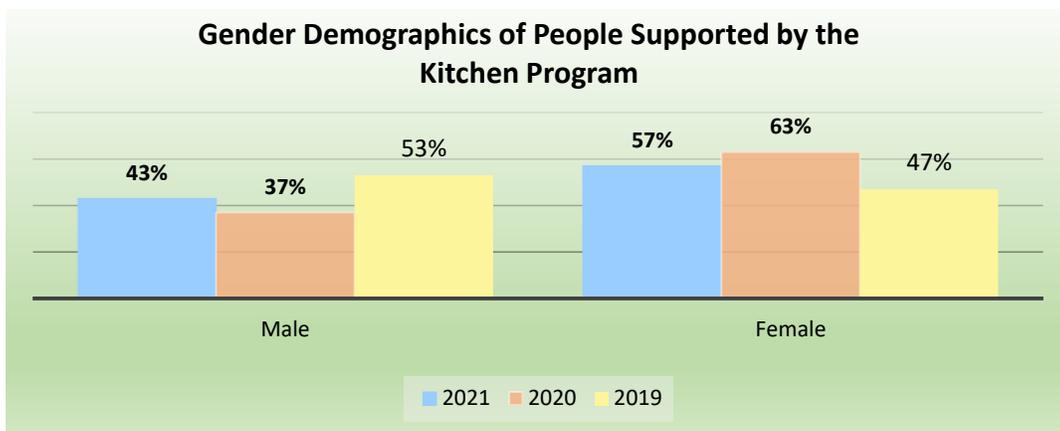
# The Kitchen Program

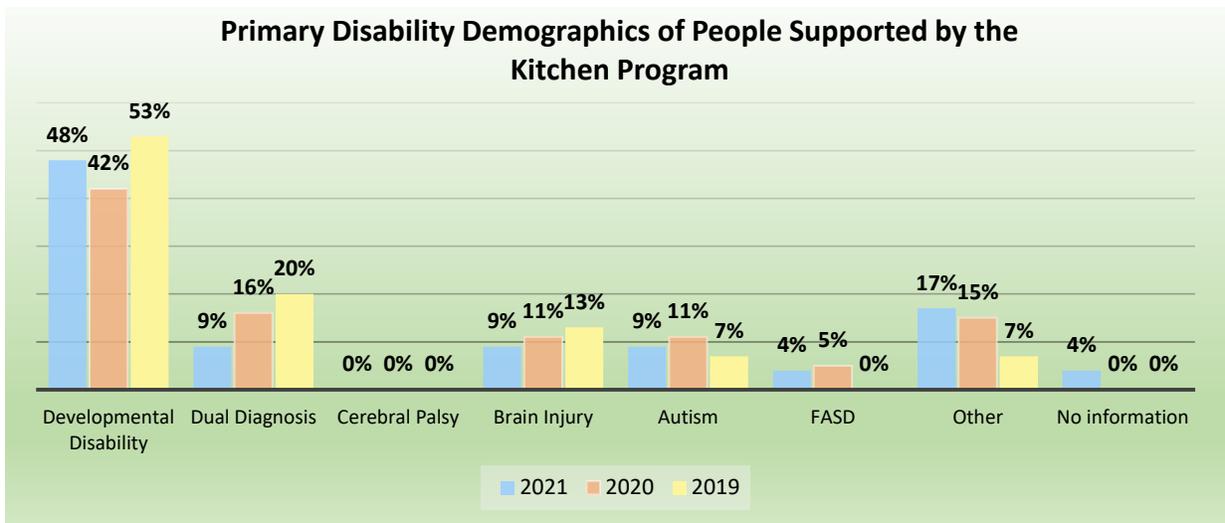
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## Introduction

**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 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, 2021*

## **Recommendations**

### **Recommendations and follow-up from 2021**

- 1. The Kitchen Program will provide services to individuals based on elevated precautions and safety protocols as per the AiMHi COVID-19 plans.***

The Kitchen Program developed their own COVID-19 protocol. Only limited people in the kitchen at one time. They had their own work stations and communicated with the others on where they were working next to follow physical distancing measures. All staff wore gloves, masks, hand washing in designated sinks before and after breaks, and after all personal habits such as smoking and bathroom breaks. It was emphasized to stay home when sick and all staff had to provide their vaccination passport to work in the kitchen.

- 2. The Kitchen Program will develop a healthier menu that will include sugar-free and gluten-free options.***

The Kitchen focused on providing options for each meal. Either a soup or a salad. The Kitchen also provided frozen meals if the menu was not suitable for an individual.

- 3. The Kitchen Program will provide a cooking program over Zoom which will teach both cooking skills and safety procedures.***

Cooking with Lily is a 90-minute educational and fun Zoom class focusing on teaching people supported how to cook. Along with acquiring cooking skills, safety procedures are a huge part of this class. From choosing the correct utensils, to proper knife handling, to using correct size pots and pans, this class teaches people supported how to put together a meal and a dessert. Planning and

preparing is the responsibility of the people supported prior to the class starting. Recipes for all four classes a month come at the beginning of each month, so reviewing, making a grocery list, shopping for ingredients needs to be done beforehand. It is very interactive as the instructor and participants share ideas and what they have done differently if an ingredient is missing. Allowing us to be creative when we want to be is a quality the instructor values with it comes to cooking.

**Recommendations for 2022**

1. The Kitchen Program will focus on developing a clearer picture of participant’s strengths and opportunities to better prepare them for employment in the community.
2. The Kitchen Program will strive to focus on food health and safety and how to prevent injuries in the workplace.
3. The Kitchen Program will continue to provide a cooking class over Zoom which will teach cooking skills and safety procedures.

**CARF Standards**

The Satisfaction Survey was distributed to seven Kitchen Program trainees. The data presented is based on the seven 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.	100%	0%	0%	0%

Effectiveness	Happy	Unhappy	Not Sure	No Answer
I feel that AiMHi keeps my information private.	86%	0%	14%	0%
I get help to make my own choices and decisions.	86%	0%	14%	0%
The AiMHi Kitchen Program helped me learn new skills in all areas in the kitchen for both personal and job opportunity.	100%	0%	0%	0%

**Efficiency**  
 The efficiency of the Kitchen Program is measured by participation, success, and incompleteness rates. The Kitchen had a total 15 participants, with five new referrals for 2021. Each referral wait-time is dependent on the start dates of each 12-week rotation. Five participants left the program in 2021.

## **Access to Service**

The Kitchen had a total of 15 participants, with five new referrals for 2021. Each referral wait-time is dependent on the start dates of each 12-week rotation. 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 2021, five people exited out of the Kitchen Program. The reasons were as follows:

- 1 – Found work in the community
- 3 – Personal health issues
- 1 – Quit after starting the program

# Intensive Family-Based Services (Family Support)

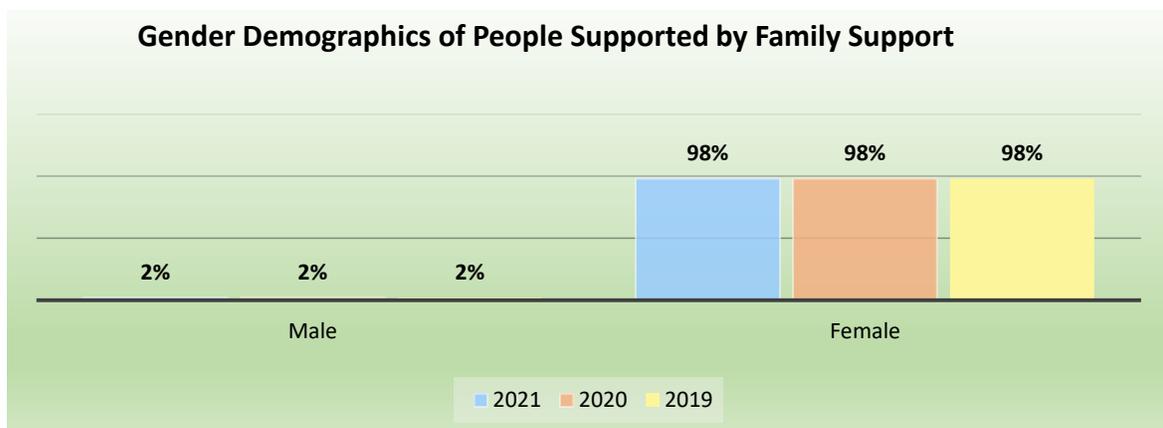
## Introduction

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

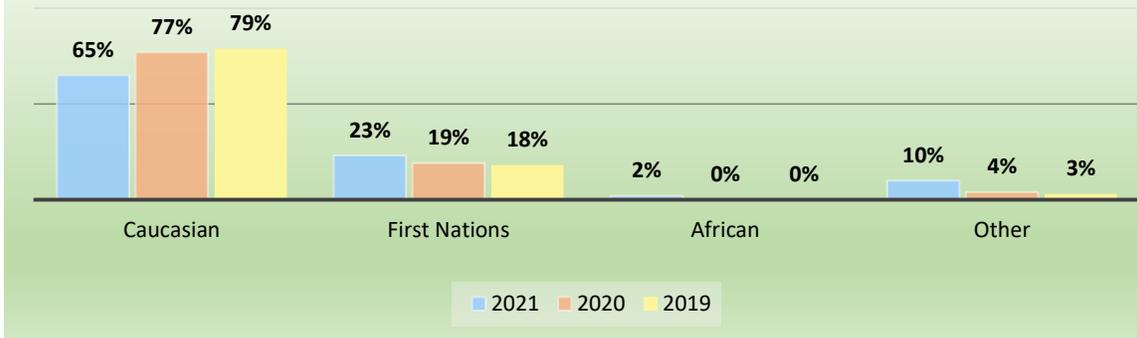
**Description:** The Family Support Program is available to all families who have children under the age of 19 who are diagnosed with a developmental disability. The family is referred by the Children and Youth with Special Needs (CYSN) which is funded by the Ministry of Children and Family Development (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:

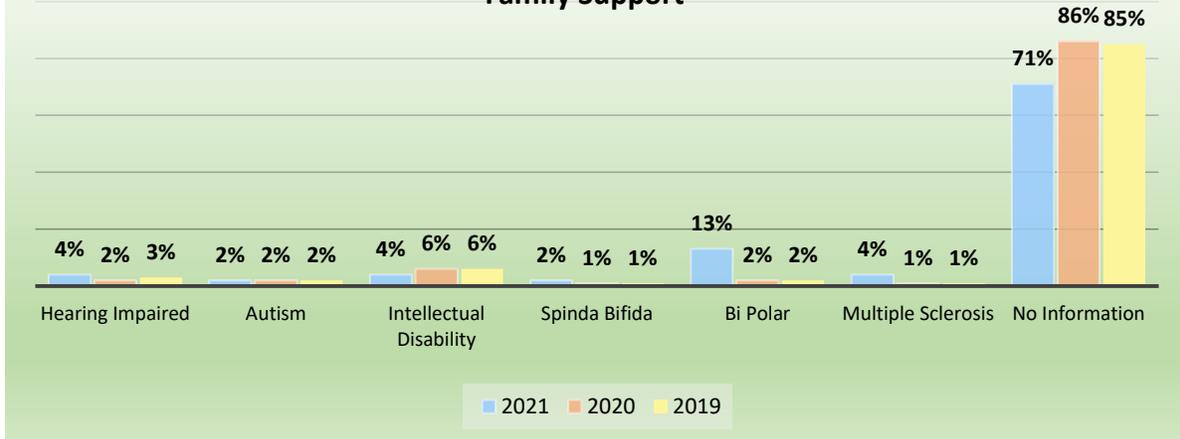
- Developing and maintaining a sense of responsibility, motivation, commitment and independence.
- Coordinating health, educational and social services within the community through accessing community programs and resources, i.e.: leisure, education, parenting, etc.
- Obtaining referrals for families 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.



### Ethnicity Demographics of People Supported by Family Support



### Primary Disability Demographics of People Supported by Family Support



*Note: Demographics are gathered from active participants as of December 31, 2021  
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 reported as 'No Information'.*

## Recommendations

### Recommendations and follow-up from 2021

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

This goal was completed however the impact of COVID-19 slowed the registration down as families were focused on health and wellness within the family unit. Zoom groups were created and all families were invited to attend. This is an ongoing schedule that is offered to families with education/informational components based on feedback from the families.

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

The group was offered out to families with no participants. Family Support refocused on wellness and connected with all families on a weekly or bi-weekly basis checking in to see what information we could assist them with. The Family Support Newsletter was created and continues to be sent out to families providing families the opportunity to make connections with community members and/or post within the newsletter. Family Support continues to send out the Village Newsletter, Family Focus information encouraging families to connect with resources, support groups, etc.

**Recommendations for 2022**

1. Family Support has started to work with the Children’s Life Skills department to assist families in a collaborate fashion to support the family unit. This work will continue as we navigate changes with CYSN.
2. Family Support will create a training material library to share with families and employees. The training library will provide basic information on a given topic then work to develop a person specific resource to share with families.
3. Family Support will create a Facebook page to post training videos, upcoming Zoom sessions, and other items related to services that families can access and use for learning moments. This Facebook page will be used in Children’s Life Skills and Family Support to enhance current services and provide opportunities for growth.

**CARF Standards**

The Satisfaction Survey was prepared for 59 families. The following is based on the 19 families who completed the survey.

	Yes	No	No Answer
<b>Experience</b>			
Has your involvement with Family Support been helpful?	100%	0%	0%
Are you satisfied with the support you receive?	100%	0%	0%

**Effectiveness**

There were a variety of programs that were provided to offer support. The following is how these programs ranked out of the 19 completed surveys. Emotional support when needed: 13 out of 19. Increased knowledge of community resource services and funding: 16 out of 19. Personal support: 13 out of 19. Problem solving support: 11 out of 19. Increased confidence in caring for my child: 10 out of 19. Support with appointments and meetings: 10 out of 19. Advocacy when requested: 9 out of 19. Crisis intervention when needed: 7 out of 19. Other: did food hampers: 1 out of 19.

## **Efficiency**

There were approximately 80 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 for a 3 or 6 month period depending on the goal work they wish to work on. Halfway through the year a new system was implemented by CYSN that identified the goal work and strategies they felt were relevant for the families. The newly implemented process does not always work for families and many families chose to leave Family Support.

Twenty-three of the families surveyed responded to several questions to ascertain the efficiency of the service they received from Family Support in 2021. 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 AiMHi; services for Family Support can be started as soon as the referral is received. Family Support received 48 referrals for services in 2021.

## **Exit Reports**

There were 58 families exited from this program in 2021. The reasons were as follows:

- 19 – Services no longer needed
- 4 – Moved away
- 23 – No contact/minimal engagement
- 9 – Needs were met
- 2 – Services not appropriate for family needs
- 1 – One time service

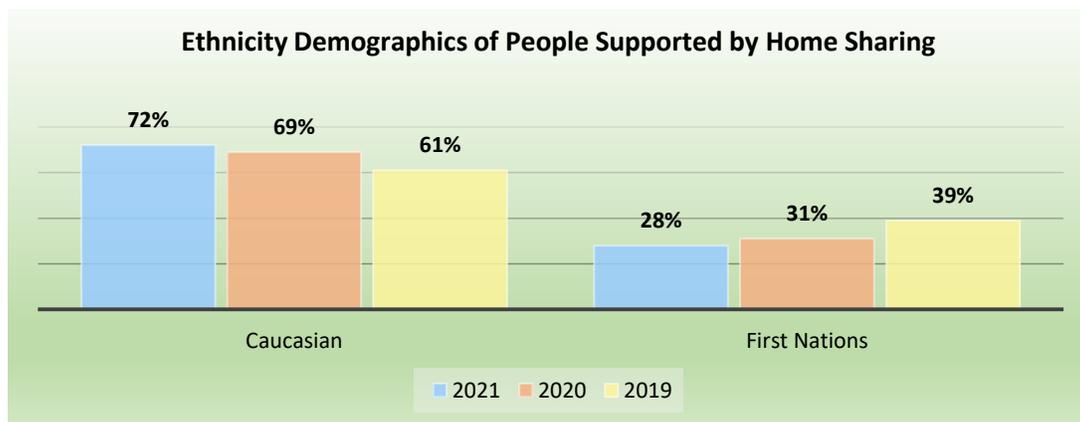
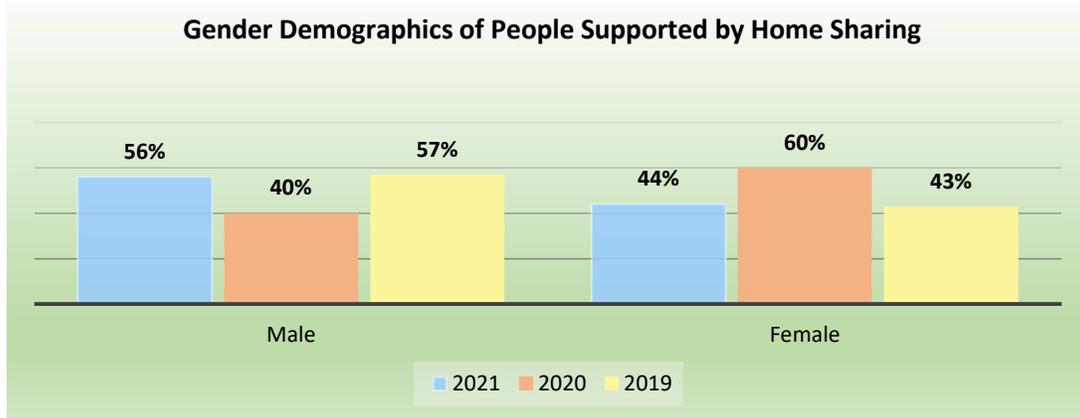
# Home Sharing

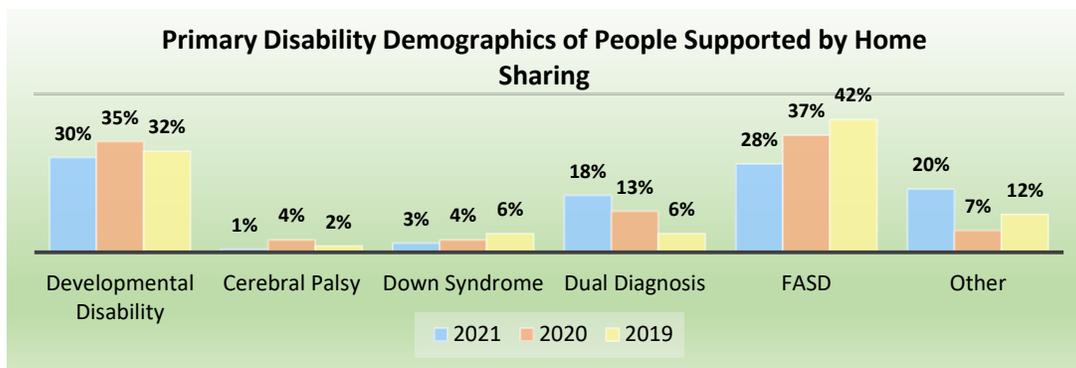
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## Introduction

**Funder:** Community Living BC

**Description:** Managers are the sole employees of this program. The Home Share Providers are independent contractors and are not employees of AiMHi. In most cases, Home Sharing services are provided in the independent contractor's home. In 2021, Home Sharing supported 50 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, 2021*

## **Recommendations**

### **Recommendations and follow-up from 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.***

AiMHi’s Home Sharing program signed a 3-month contract with a company to assist with a social media advertising campaign from January to March 2021. The company created two Home Sharing ads that appeared on Facebook. At the end of the contract, the Home Sharing program received a total of seven inquiries, but only one application. Home Sharing ran ads on three different digital billboards throughout Prince George for six months; we received six inquiries, and one application. AiMHi had an information booth at two different Cougars’ hockey games. In consultation with other agencies in the province that have Home Sharing programs, it became clear that a lack of applications from potential Home Sharing providers is consistent across the province, and may be a result of the global pandemic crisis.

- 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.***

A one-page visual guide that outlines the intake and exit process was created. Each step in the process was highlighted for both the Home Sharing provider and the person supported. This visual guide will be used in AiMHi’s Home Sharing Managers Orientation Manual. Additionally, the BC CEO Network hired a consultation group to facilitate the creation of a Home Sharing Coordinator/Manager Manual. This manual will be made available across the province to all Home Sharing Coordinators/Managers through the BC CEO Network.

## Recommendations for 2022

1. In 2021, CLBC created 3 Home Sharing handbooks: one for Home Sharing providers; one for people living in home sharing; and one for people's families. Using these tools, the Home Sharing Managers will provide specific training on the manual for each group. Training will be either in person or online depending on current PHO's. Attendance of sessions will be tracked and used as a measure of success.
2. The Home Sharing program will incorporate the new Home Sharing Coordinator/Manager Manual, from the BC CEO Network, into AiMHi's best practices and procedures. When the document becomes available in early 2022, we will begin the process of formatting the new Home Sharing Coordinator/Manager Manual to fit our needs here at AiMHi.

## CARF Standards

50 surveys prepared and handed out to people living in Home Sharing in 2021. 43 surveys were not returned. The following responses are from the seven 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.	100%	0%	0%	0%
I get help to make my own decisions.	100%	0%	0%	0%

### Efficiency

- In 2021, there were eight new Home Sharing contracts.
- In 2021, there were six new people supported in the Home Sharing program. (Two people moved from one Home Sharing Provider to a new contractor)
- In 2021, 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 2021. The reasons were as follows:

- 3 – Moved into their own apartments
- 1 – Contractor ended the contract, person admitted to hospital Mental Health Treatment

1 – Removed from Home Sharing by person who has Representative Agreement, waiting for a Residential Placement

## Adult Life Skills

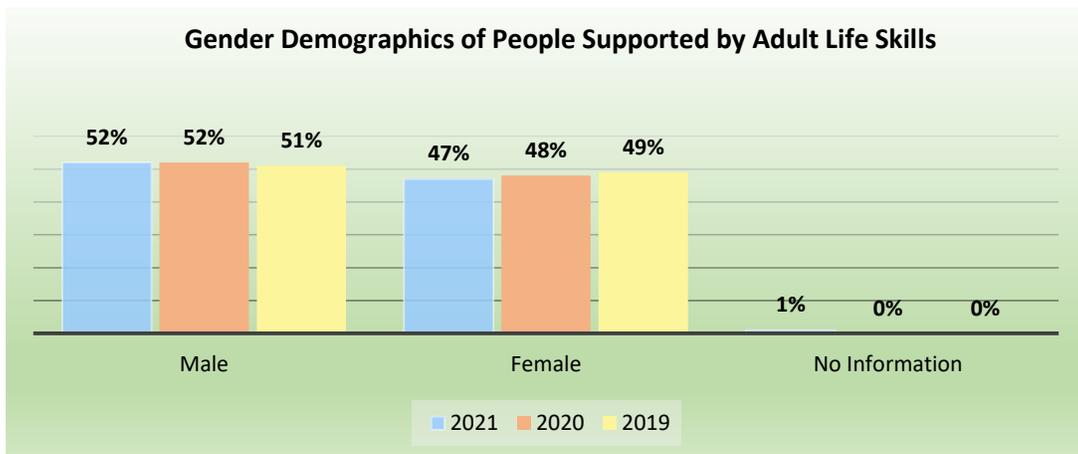
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### Introduction

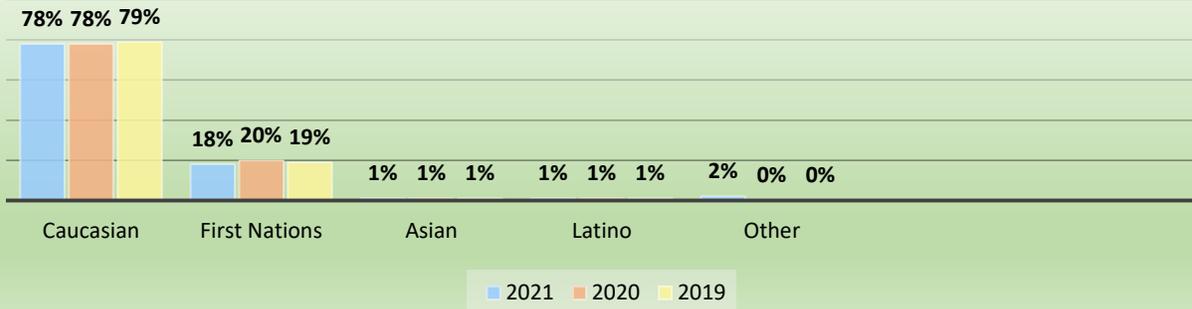
**Funder:** Community Living BC

**Description:** The Adult Life Skills Program offers training and support to adults, 19 years and older, who have developmental disabilities. Our mission is to help people live as full citizens in their community. A team of 26 employees (11 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.

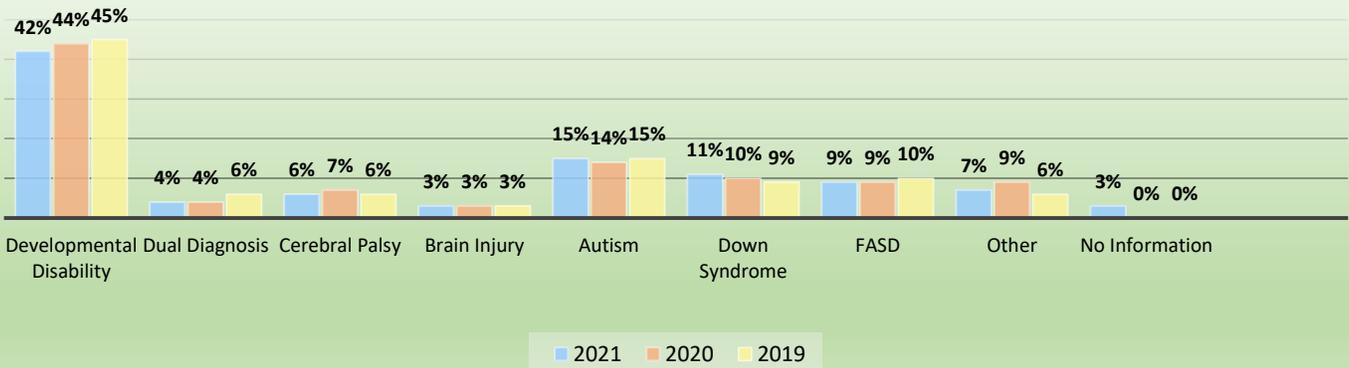
We are a strength-based, person-centered program that focuses on the positive qualities and accomplishments of each person. We develop goals, training, and support based on strength and needs assessment of skill level, and work with the person receiving services (and their support network) to develop 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, 2021

## Recommendations

### Recommendations and follow-up from 2021

**1. Adult Life Skills will create more social media and virtual opportunities for programming.**

The people supported in the Adult Life Skills programs have built a larger platform of social media connections and attended more virtual opportunities in the community as more and more virtual opportunities become available. Adult Life Skills offered to assist people in staying connected to family and friends in a safer manner during the pandemic. 30% of the people supported offered to take us up on some training around learning social media. They used their new skills to connect to family and friends, as well as participating in various groups offered by our team.

**2. Adult Life Skills will look at building social capital for the people we support.**

As people supported interacted more with others, they did increase their social capital. The new friendships they developed have helped support them through the COVID 19 pandemic. 58% of people supported have said they have made one or more friends this year; what a huge feat given we are in a global pandemic! We have had a number of groups which have aided in the makings of these new friendships, and in rekindling some friendships from childhood.

**Recommendations for 2022**

1. Adult Life Skills will look at emergency preparedness skill building for the people supported.
2. Adult Life Skills will review medication monitoring procedures for the people supported.
3. Adult Life Skills will look at different ways to hold staff meetings so that everyone has a chance to attend them.

**CARF Standards**

There were 173 total surveys distributed in 2021. Four people were unable to complete the survey as they had moved from the service area, 16 people exited services and did not complete the survey, 19 people declined to complete, were unable to complete due to illness, or other reasons, four people were unable to be contacted and four people were unable to complete due to being non-verbal. The following statistics are compiled from the 126 people who responded to our survey.

<b>Experience</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Unsure or No Answer</b>
The Life Skills program helps teach me my rights, so I am able to make my own choices and decisions.	94%	0%	6%
AiMHi helps me get my transportation needs met.	72%	9%	19%
I am happy with the services I get from the Life Skills program.	97%	0%	3%

<b>Effectiveness</b>			
I feel supported by my Life Skills Instructor while working on my goals.	98%	0%	2%
The Life Skills program helps me learn new skills and complete my goals.	94%	0%	6%

<b>Efficiency</b>
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. Life Skills received 35 referrals in 2021; 17 referrals were for Skill Development, and 18 were for Outreach. There were no new referrals for PSI.

## **Exit Reports**

There were 16 people who exited Adult Life Skills during 2021. The reasons were as follows:

- 4 – Moved away from service area
- 1 – Incarcerated
- 3 – Moved to residential services
- 3 – Contract ended
- 3 – Achieved all their goals
- 1 – In treatment
- 1 – Stopped engaging with ALS

# Community Youth Development (Children’s Life Skills)

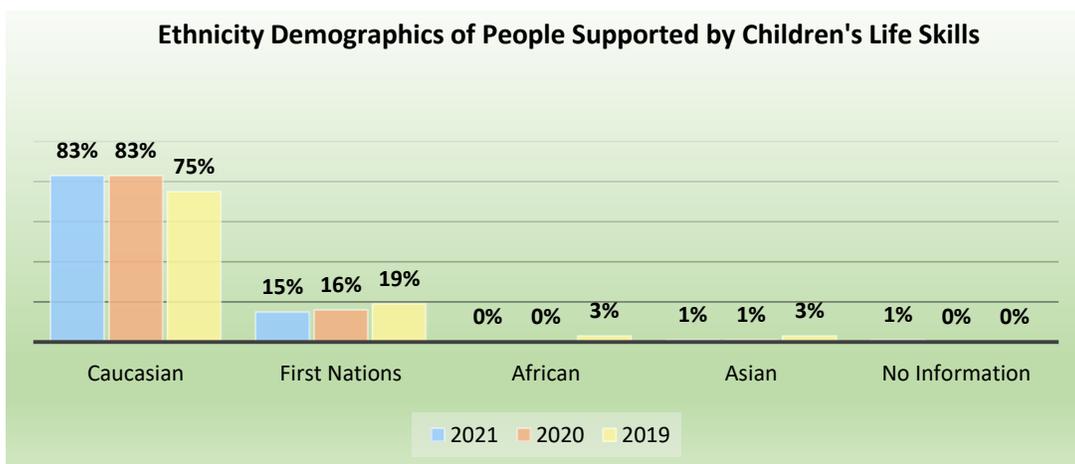
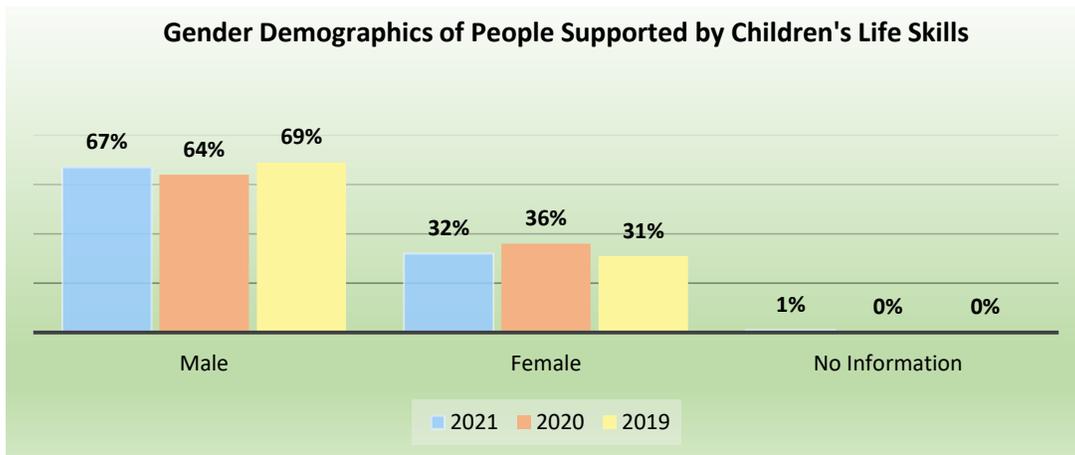
## Introduction

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

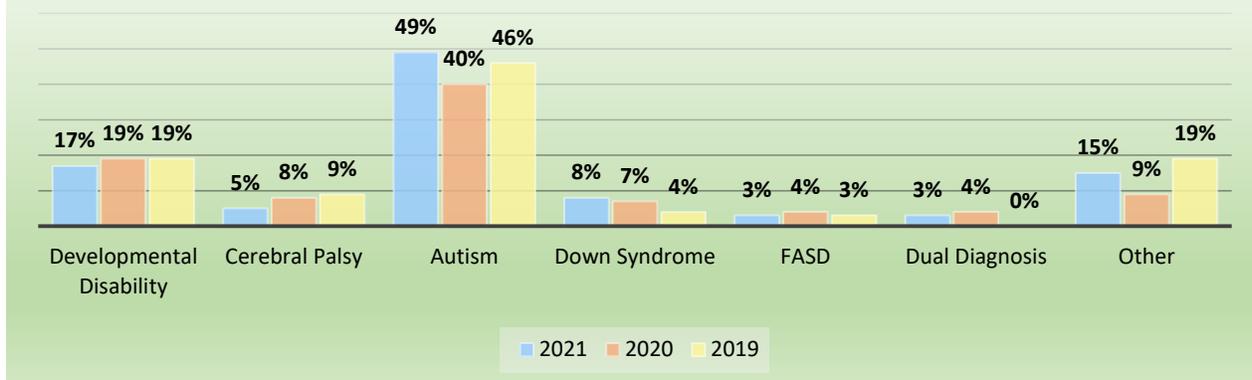
**Program Description:** Children with special needs (ages 0-18) are referred by the Children and Youth with Special Needs (CYSN) Team to the Life Skills Program at AiMHi. Parents sign a Child Care Contract and are assigned a Life Skills Instructor to work with their child on different skills defined 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 11 Children’s Life Skills Instructors in 2021; 10 full-time employees and one part-time employee.

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.



### Primary Disability Demographics of People Supported by Children's Life Skills



Note: Demographics are gathered from active participants as of December 31, 2021

## Recommendations

### Recommendations and follow-up 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 workbook and expand appointment opportunities while families are away on medical appointments and families can continue with services on a consistent basis.***

The equipment was purchased and we have trialed some videos and continue to fine tune our skills. The plan is to create learning modules that provide the basics then build from there to teach transferable skills in other locations, using different equipment and/or detailed to particular needs.

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.***

Children's Life Skills were unable to complete this in 2021 and will work on this in 2022.

### Recommendations for 2022

1. 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.

2. CLS will create a Facebook page to post training videos, upcoming Zoom sessions and other items related to services that families can access and use for learning moments. This Facebook page will be used in Children Life Skills and Family Support to enhance current services and provide opportunities for growth. Using the social media format will allow numerous families to access the information as they learn about our services and or waiting for services.

### **CARF Standards**

94 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 94 surveys prepared, 10 families were unable to be contacted for the purpose of this survey, 33 children exited services and their families did not complete the survey. These statistics are based on 51 respondents to the survey.

<b>Experience</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Not sure</b>	<b>No Answer</b>
Are you happy with the services you are getting from AiMHi?	100%	0%	0%	0%

#### **1. What does Children’s Life Skills do well?**

- Socialization, working on skills, growing them in life
- Kid liked and enjoyed her time in CLS. Friendly and safe environment for kid.
- Arrives on time, includes the family, keeps me informed

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

- Would like some clear communication with times for appointments as there have been a number of times there has been a change.
- More social interaction but due to COVID it is understandable.
- Keep our contract going after April, 2022.

<b>Effectiveness</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Not sure</b>	<b>No Answer</b>
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?	97%	0%	0%	3%

### **Efficiency**

In 2021, there were limited group activity appointments due to the COVID-19 pandemic. Children’s Life Skills continued to offer creative appointments during the year as a new way of meeting families’ needs. All appointment and group work followed the Independent Living Workbook and Skill Development Areas outlined in the Service Agreement with MCFD/CYSN. The main focus was detailed goal work that followed the

initial goal statement and outline from the CYSN Social Workers. Each child is provided 6 months to work on the goals with an estimated allotment of 70 hours per Authorization Agreement from CYSN.

### **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 26 new referrals received in 2021 with 18 of those children receiving services.

### **Exit Reports**

33 children exited the program in 2021 for the following reasons:

- 4 – Turned 19 and no longer qualified for services
- 5 – Moved away from service area
- 6 – No contact from family
- 10 – No longer wanted supports or services
- 1 – Youth passed away
- 7 – Met Goals

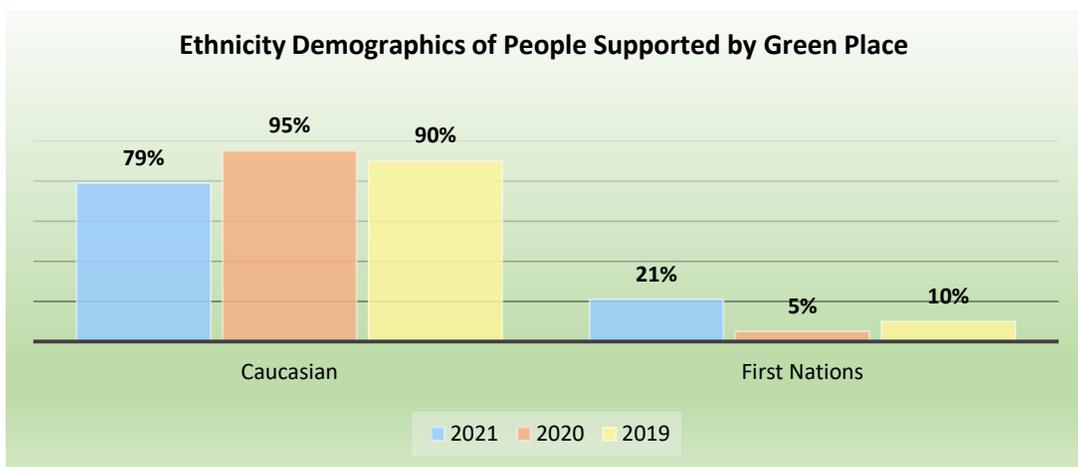
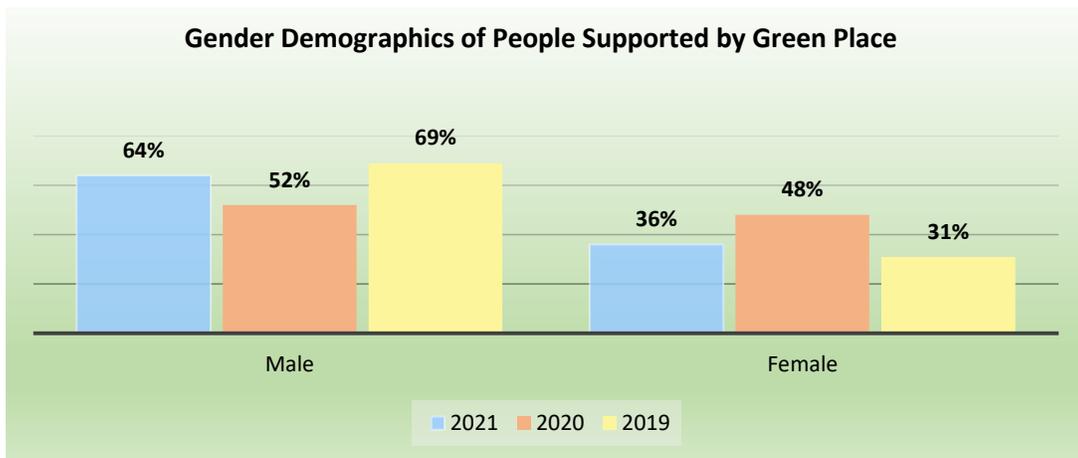
## Respite Services (Children’s Residence aka Green Place)

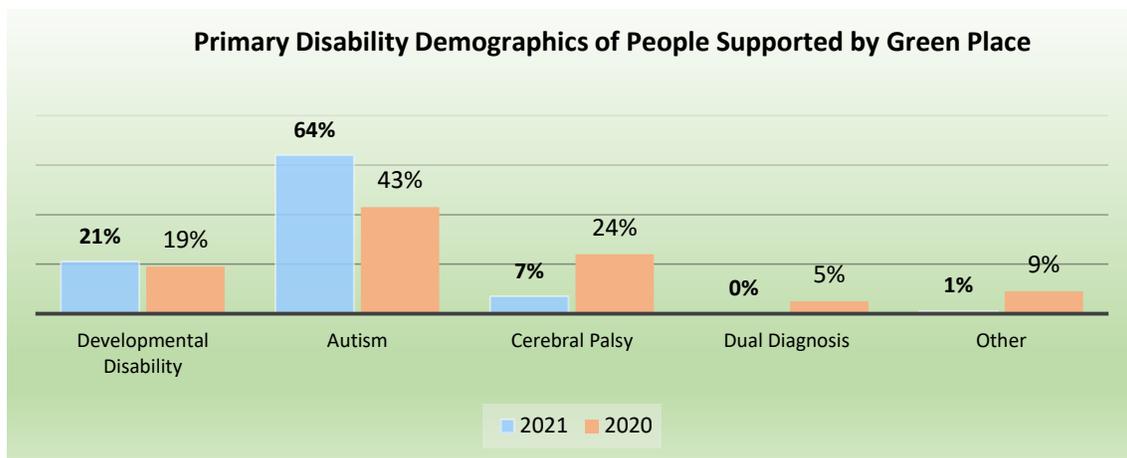
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### Introduction

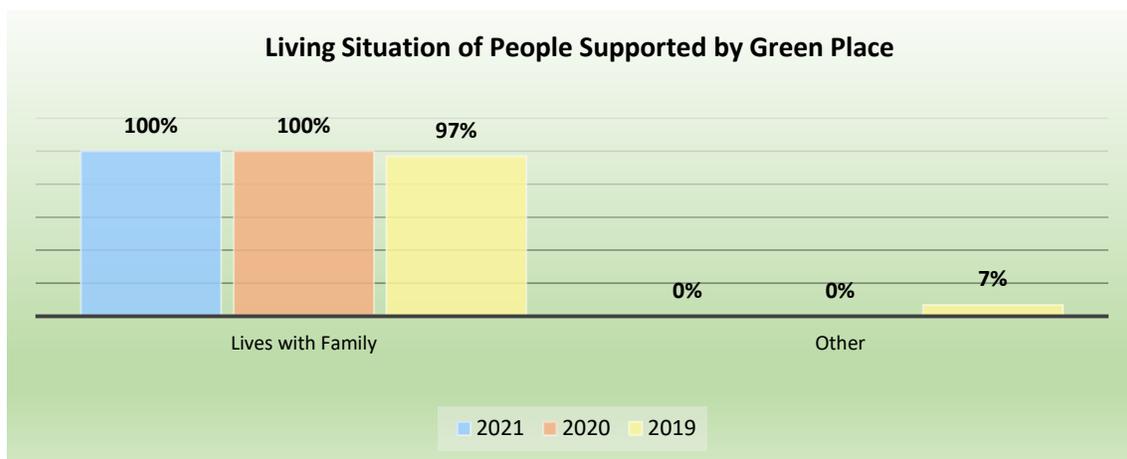
**Funder:** Ministry of Children and Family Development

**Description:** The Children’s Respite Home (known as Green Place) is a respite home for children who have special needs and their families. Green Place also provides emergency respite that can be accessed by MCFD 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 zero part-time employees.





Note: This demographics information was first reported on in 2020. Due to this addition there is only comparative data from 2020



Note: Demographics are gathered from active participants as of December 31, 2021

## Recommendations

### Recommendations and follow-up from 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.**

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 time this process takes. There are also issues with respect to the additional criminal record check 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 within 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 replacements completed in 2020. There are plans for further renovations and upgrades in 2021 which include siding, flooring and roofing.

**3. *Children's Residence will aim to run at full capacity. This is a six bed residence and due to COVID-19 in 2020 our capacity was purposefully reduced significantly which caused distress for families seeking respite.***

Children's ran with reduced capacity limits throughout 2021 due to the ongoing pandemic. The department did increase from two kids to four, using a pod booking system to limit exposure risk between the children.

## **Recommendations for 2022**

1. The Children's Residence Manager will work with MCFD to increase the number of children accessing the home as there is currently room within capacity.
2. The team at Children's will work on having a schedule of planned activities in the community to offer the children.
3. The team will look for new things to do with the children within the home that is age appropriate for all children supported.

## **CARF Standards**

In 2021, four viewpoint questions were solicited from the 13 families that are currently accessing these services. These results are based on the eight 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 superior support and care for her. Great communication.
- More interaction with staff and others, he's more caring of others who have their disabilities and doesn't scare as easily. Better coping skills.
- Maintaining consistency and knowing her well.

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

- Nothing really, especially with COVID, hard to do activities.
- Can't think of anything.
- Not much. I don't know.

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

- Very much so.
- Consistent staff great work with her.
- Definitely!

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

- Seems well and happy to be coming to Green Place.
- Doing a great job!! Happy with AiMHi.
- Great, enjoy that it's so close.

**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 2021, 1362 out of 1499 contracted spaces in Children's were used which resulted in Children's running at full capacity 91% of the available days and this is the same as 2020, but a reduction of 3% from 2019. Note this reflects the reduced capacity required due to the pandemic.

**Access to Service**

Three children were referred from MCFD; two of the children intakes were within three weeks. One child's intake was delayed due to requiring Health Care training for employees and documentation from a nurse. In the end this family decided Children's was not a good fit for their child. To address emergent and long term needs of MCFD the residence can be asked to run above capacity. In 2021 this did not occur. These extra nights are funded separately by MCFD.

**Exit Reports**

In 2021, four children were exited out of this service. The reasons were as follows:

- 1 – Passed away
- 2 – Turned 19 and no longer eligible for services
- 1 – Too medically complex care requirements for the home

## **Stakeholders**

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### **Introduction**

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

### **Recommendations**

#### **Recommendations and follow-up from 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.***

The organization was successful in getting grants in 2021 that included funding the added costs to the organization due to the pandemic and food hampers for people. 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 jobs as a result of the pandemic. Also, 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 five placements.

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

AiMHi had a promotional booth at a couple of the Prince George Cougar hockey games. There was information shared on the Davie Street Housing project through social media and Prince George news sources. Various methods were used for recruitment throughout the year which includes online platforms and print ads. AiMHi continues to partner with Value Village which provides opportunities for community awareness. AiMHi's website was redone in 2021 to update the information and make it user friendly.

#### **Recommendations 2022**

1. The organization will find various ways to raise fundraising dollars and look for appropriate grant opportunities that become available in specific areas throughout the organization.
2. AiMHi will continue to look into new ways to promote community awareness.

## **CARF Standards**

There were 29 Stakeholder surveys completed in 2021. This is an increase of 22 surveys from 2020.

<b>Experience</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Not sure</b>
Are you satisfied with how information is shared between AiMHi and you/your organization?	93%	7%	0%
Are you satisfied that AiMHi works cooperatively with you/your organization?	93%	3%	4%
Are you satisfied with our policies regarding confidentiality?	97%	0%	3%

<b>Effectiveness</b>			
Are you aware that AiMHi supports children who have special needs, adults who have developmental disAbilities and their families?	100%	0%	0%
Are you aware that AiMHi advocates for employment within the community for people with developmental disAbilities?	90%	10%	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.

*“AiMHi has been very supportive and knowledgeable in all regards, it is a pleasure having their support.”*

*“This is such a phenomenally run organization with great ethics and enthusiastic staff. Can’t say enough good things about AiMHi as an organization.”*

**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 29 who responded to this question, 24 respondents indicated yes and five respondents indicated they didn’t know.

## Association

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### 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 40 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 474 employees. AiMHi also supports people to live with another family on an independent contract basis through Home Sharing.

### Recommendations

#### Recommendations and follow-up from 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.***

Information was updated as it became available. In 2021 this was primarily around maintaining the COVID-19 safety practices we had in place. Summer found more opportunities for people to visit family and engage in outdoor activities. Providing updated information on vaccinations and supporting those that want to access vaccinations assistance in doing so was a priority for the agency. In December a provincial mandate for vaccination requirements was put into place as required, all expectations of the mandate were followed.

- 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.***

The organizations Operational Plan was completed using the Strategic Plan to guide this work. Those accountable for overseeing the various goals in the Operational Plan contributed to the completion of the plan and will use this plan as a guiding influence for the work done within the organization. The plan will be updated annually with the progress on the various goals being recorded.

**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.***

The Finance department has made great strides in updating the Finance Clerk positions but more work is still required. While the individual processes have been reviewed and updated, Finance is still in the process of aggregating the documents into a single unified Finance Clerk Manual. Turnover in the Finance department has required the training of two new clerks in 2021 that has slowed the review process but both have brought excellent insight in how Finance operates.

**4. *The Finance department will be working on plans to ensure we have adequate backfill for current positions in our Finance department.***

Backfill continues to be a challenge for the Finance department but has seen improvement over 2021. The Finance Clerks are in the process of cross training their roles to ensure that both Finance Clerks can fulfill all of the roles required for the position. Finance has made use of a work-from-home protocol to reduce the risk of COVID-19 and the need for backfill. We are also in the process of bringing on a third Finance Clerk to reduce the strain of someone being off work.

**5. *There will be a continued focus on health promotion and illness prevention strategies through the remaining COVID-19 pandemic.***

AiMHi worked extremely hard to promote all public health measures recommended by the Provincial Health Authority, Northern Health (NH), and CLBC throughout the pandemic. Health promotion activities included messages to employees via email and ShareVision regarding ways to stay safe and protect others, regular updates regarding changes to public health measures in place and how they impacted AiMHi, supportive messaging offering encouragement, hope and resources for mental health support. AiMHi provided Zoom sessions open to all employees to discuss focus areas for infection control but also to connect in real time to provide space for questions and discussion.

AiMHi advocated fiercely to Northern Health to have the people we support and employ to be seen as vulnerable and high risk to be included in the first wave of immunizations. Planning for the first COVID-19 vaccination clinic was led by the Health Services Director. A mass immunization clinic was held on April 19, 2021 where 153 COVID-19 first doses were given; Northern Health's largest mass clinic to date at the time. The clinic went very smoothly thanks to very intense leadership from the Health Services Director, collaboration with Northern Health staff, and the amazing efforts of AiMHi managers and employees! Uptake of the COVID-19 vaccine was very high in the people we support and employ prior to the vaccination mandate from the provincial government. This is a direct result of the health promotion strategies, support, and messaging utilized at AiMHi. The second COVID-19 vaccination clinic was held June 24, 2021. Northern Health only provided vaccinations to people living in group homes but it was another successful day.

**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.**

In 2021, we promoted early identification of life limiting issues as it is important for organizing necessary community supports. We also learned that every situation must objectively be reviewed to ensure palliative care is not premature. The tools developed for the Safe Moving and Assisting Plan at AiMHi are assisting managers and employees to identify functional decline earlier. We have collaborated more with the palliative care team in Prince George for those who have life limiting conditions. It has always been routine practice to organize a care team debrief following the death of someone supported. This is led by the Health Services Director or by another health professional, i.e.: the Hospice Society – invited to assist employees to talk openly about the grief they are possibly feeling and create a safe space to ask questions. Feedback regarding these sessions has been overwhelmingly positive. Regular HSCL meetings and collaboration continue to identify gaps in services and provide advocacy for increased supports/services for people who are aging.

**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.**

The three members of the COR working group completed their Internal Auditor Certification in January of 2021. The group did their first maintenance audit starting at the end of May, and finishing in July. This did take longer than expected. Being the first internal audit, there was a lot to learn about the COR system. The audit was successful in maintaining AiMHi's COR certification.

**8. The process of addressing the remaining recommendations in the action plan from the COR audit will be completed.**

The COR working group met and addressed all but one of the action plans from the recommendations. Due to the pandemic, the agency did not have non-essential visitors in the homes in 2021. This working group will meet in 2022 to look at ways to address this remaining recommendation.

**9. AiMHi will aim to achieve an annual occupancy rate of 85% or better for the new five-building rental properties.**

We achieved an annual occupancy rate of approximately 77.5% this year, even with half of the units not being able to be occupied for the first four months.

**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.**

The Health and Safety Committee began the updated training session for EO in June 2021. In the training, we review how to complete a monthly safety inspection, emergency response drills, we review reportable incidents and the various documents we use (AiMHi Incident Reports, CIR's, and WorkSafe BC reports), and lastly, we watch a fire safety video that shows how to use a fire extinguisher, with various tips to keep your home safe.

**11. AiMHi will monitor that meaningful Smart Goals are in place as required along with consistent goal tracking completion as per the new process.**

The committee has revised the training modules in the Pre-Employment, including lesson plan for the PCP Coaches to teach for consistency; sent out monthly helpful tips for all employees in regards to smart goals; and provided assistance for managers and employees when needed on smart goals. AiMHi has come a long way with assisting people supported with working towards their smart goals and tracking.

## **Recommendations for 2022**

1. The COR working group will complete their second maintenance audit for the Agency to maintain AiMHi's COR accredited status.
2. Finish the updating and review of the Finance and CFO processes. Create a unified document for the Finance Clerk and CFO processes.
3. Rework the budgetary process for 2022-23 to better capture Manager input to ensure accountability.
4. There will be a continued focus on health promotion and illness prevention strategies through the remaining COVID-19 pandemic.
5. 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.
6. Review internal process and procedures that support the monitoring and implementation of the Personal Assistance Guidelines (PAGs) and Thriving in Community Guidelines.
7. Work with Stakeholders to review the PAGs and strengthen our internal process for supporting the work of unregulated care providers to complete health care tasks or support the health care of the people they support.
8. Continue to work with Direct Care toward building a framework for a schedule of training with regard to health care topics such as Dementia, Safe Moving and Assisting, Medical Distress Awareness, Infection Prevention and Control, End of Life Planning, etc.
9. AiMHi will aim to achieve and maintain an annual occupancy rate of 95% or better for the new five-building rental properties. This will be the first full year with all of the units able to be occupied.

10. The Health and Safety Committee will update the analysis procedure of the Emergency Response Drill to include follow up steps after the deadline of drill completion. Managers and Directors will receive an email outlining what follow-up is required and the timeframe to complete it. The analysis will then be updated to show that all drills have been completed.
11. The PCP Committee will provide training and education for SMART Goals and My Stories with increased awareness throughout the PCP Theme Month. To provide goal planning that clearly represents a good quality of life for each unique individual.
12. The PCP Committee will provide a resource for managers for PCP training and education for employees to improve and be creative with documentation and data collection.

## **CARF Standards**

### **Experience**

During 2021, AiMHi received three 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 a decrease of six complaints from 2020.

### **Effectiveness**

In 2021 AiMHi continue to embrace the use of technology during the COVID-19 pandemic conducting a large amount of business through virtual platforms and means. AiMHi focused on offering the services we are contracted to offer at the same time following COVID safety protocols. We were able to do this and keep positive COVID cases low within the agency.

### **Efficiency**

The process of providing training through ShareVision continued in 2021. 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. The agency was able to offer additional training via Zoom to the employees. Using Zoom allowed us to train a large number of employees at once which was a very efficient use of time.

### **Access to Service**

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

# Performance Improvement Report

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## Introduction

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

AiMHi serves over 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 2021

- 1. The Performance Improvement Committee will look at increasing their knowledge around the updates to the CARF Survey Preparation guides.***

In February of 2021, the current chair of the committee attended CARF training on Performance Measurement and Management. In 2021 he left the agency. AiMHi will have additional people trained on these CARF standards.

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

Due to the pandemic and an increase of COVID cases at the end of 2021, the survey was distributed later than usual and the agency was unable to focus on strategies that would increase responses to the survey. We will work on this in 2022.

- 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.***

No changes were made in 2021 due to changes in committee membership and other needs of the organization. The committee will review the November Theme month in September to make improvements as needed. This will be a part of the committee's time line moving forward.

### Recommendations for 2022

1. The Performance Improvement Committee will have additional training on the changes to the standards within the Performance Measurement Prep Survey Guides.
2. The Performance Improvement Committee will work with the Managers of accredited departments to implement the needed changes that will address the requirements of CARF from the 2021 CARF survey.
3. The Performance Improvement Committee will make any required adjustments to the surveys to address the CARF survey recommendations.

4. The Performance Improvement Committee will continue to look for ways to improve the participation rate of the employee experience survey.

## **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. The committee is working to develop measurable goals for each accredited department for 2022.

### **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. The committee has changed their report writing process to be more efficient by setting up Managers with a process that prompts them to submit required information in a timely manner.

### **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 2021

### Architectural Barriers

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

- **Solution:** AiMHi will accommodate persons served as they age by working closely with Health Services for Community Living (HSCL), using assistive devices, and training employees on specific individual needs and the aging process. AiMHi continues to provide resources such as a variety of pamphlets and articles on aging which are available in the employee lunch room 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. 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. Employees work with people and their families to start planning for their end of life wants and needs where appropriate. Information is provided to families on aging 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 keep ramps and driveways clear to assist with mobility and safety. New tracking has been installed where needed, upgrades to several bathrooms have been done to make them more accessible.
- **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 2021 there were no requests to the Accessibility Committee for accessibility concerns that were needing to be addressed. This could be a reflection of the pandemic and that people were not accessing the community frequently.

### Financial Barriers

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

- **Solution:** In order to alleviate financial barriers for people, AiMHi has purchased most of the homes that people live in, and charges less in rent and utilities than most landlords. 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:** 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. This information is provided to people when they are new to AiMHi as it is part of their orientation package. Financial training is provided through AiMHi's day service departments on a regular basis. 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:** Each year AiMHi supports 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. Due to the pandemic, this tax clinic was run differently in 2021 through a contactless process.
- **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 we can do better. The Adventure Odyssey was established so that we could raise funds for people to have some extra funds towards emergencies or adventures. Since 2007 this committee of many volunteers has raised funds by bottle collection and with an employee 50/50 draw. Many people have been recipients and have been contributors to fundraising as well. 2021 continued to be a year in a pandemic, with the advantage of having some opportunities open up for increased bottle collection and opportunities to travel and do some dreaming again.

In 2021, Adventure Odyssey granted a total of \$4,227.01 to requests throughout the year to 15 different recipients. This was a decrease of what had been spent last year and was partly due to the fact that people did not travel much in 2020. Of the requests that were submitted and granted, we assisted four people to move to a new home, two fumigation relocation to hotel costs, the purchase of an iPad to increase social communication, purchase of a CPAP power supply, hotel costs for travel to BC Children's Hospital, dental assistance, assistance in paying an outstanding bill to Telus, and purchase of outdoor decorations for people who lived on Candy Cane Lane. We have been able to continue to raise funds by bottle collection and with an employee 50/50 draw.

**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. 2021 continued to be a year of adaptation for AiMHi due to the pandemic and changes within the staffing of the Management Team. The agency focused on

grants within specific departments rather than work through a resource development committee. 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. AiMHi's new website has a page dedicated to providing information to donors with a link to donate.

- **Solution:** AiMHi will support people to learn about and access Registered Disability Savings Plans. Many people residing within AiMHi homes have established RDSP accounts that we assist them to budget for monthly. New people to the agency are given the information and supported to set up accounts should they wish.
- **Solution:** AiMHi worked with the funders to address additional costs that were accrued due to the pandemic. The agency also applied for grants to address these costs.

### **Environmental Barriers**

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

- **Solution:** AiMHi will continue to replace and update equipment and vehicles in our houses as needed. Departments had vehicle changes to address the needs of people. Grab bars and additional railings are installed as needed for people.

### **Employment Barriers**

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

- **Solution:** IES continues to offer services in Prince George and Mackenzie funded through Community Living BC and WorkBC. In 2021, there were a total of 34 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 are assisted 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:** IES works to assist people in gaining employment within their community, 2021 saw many people getting back to work following safety plans due to the Pandemic. In total, IES assisted in 38 job starts and three Mentor Ability placements in 2021.

## Transportation Barriers

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

- **Solution:** The Performance Improvement Committee (PIC) will continue to advocate for better access to accessible transportation in Prince George by having a representative of the PIC apply to be a committee member of the Prince George Advisory Committee on Accessibility (PGACA), a subcommittee of City Council. AiMHi does not currently have a representative on this committee. The committee will attempt to have a new member appointed to the committee in 2022.
- **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. AiMHi employees transport people within their personal vehicles following COVID safety protocols.

## Attitudinal Barriers

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

- **Solution:** AiMHi will continue to develop partnerships in the community. AiMHi partnered with groups in the community to run virtual sessions for people. This included having guest speakers on various topics. AiMHi was excited to have Special Olympics start again in the fall of 2021. This is a good opportunity for people to engage in activities throughout the community.

## Communication Barriers

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

- **Solution:** Information about AiMHi including 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. In 2021 AiMHi launched a new version of its website. The new design is meant to be easier to navigate and made more accessible for people. Information on the various departments within AiMHi can be found on the website along with various organization information like the Performance Improvement Report. This includes being offered in different languages. All employees have a personal AiMHi email to receive information. 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:** AiMHi continued to share updates on the pandemic and applicable restrictions as needed. 2021 did not see the same number of changes to regulations as 2020 but there were still some significant things to share particularly around vaccines and how to access them.

**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. AiMHi's PCP committee did training with employee groups where needed. AiMHi was acknowledged through the CARF survey process on the work we do with people on Person Centered Planning.

## Recommendations for 2022

### Architectural Barriers

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

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

### Financial Barriers

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

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

### **Environmental Barriers**

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

- **Solution:** AiMHi will continue to replace and update equipment and vehicles in our houses as needed.
- **Solution:** When the opportunity arises AiMHi will assist people to move into more accessible housing that meets their needs.

### **Employment Barriers**

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

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

### **Transportation Barriers**

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

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

### **Attitudinal Barriers**

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

- **Solution:** AiMHi will continue to develop partnerships in the community.
- **Solution:** AiMHi will promote awareness in the community by participation within the community and advertising.

## Communication Barriers

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

- **Solution:** Information about AiMHi including special events, social media, website, job boards, funding information, positions available, and reports such as the Performance Improvement Report will be available in different formats for stakeholders to access.

**Barrier:** Employees need training on communication methods and support strategies.

- **Solution:** There are a variety of training modules provided to employees including Person Centered Training (PCP). Employees will have access to generic and person specific training.