



**PERFORMANCE
IMPROVEMENT REPORT
2022**

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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 2022. 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. 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 1,017 people with disabilities or special needs and their families in Prince George and Mackenzie. AiMHi places a high value on input from employees, people we serve 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 2022, we were able to take our first steps in returning to pre-COVID lifestyles. People we serve returned to enjoy being a part of the community. Toward the end of the year, we were able to host events at the main office such as the PCP Red Carpet Event, a Halloween Dance, as well as two Christmas parties. The management team started having in-person meetings on a monthly basis, which was catered by the Kitchen that re-opened in April.

The Performance Improvement Committee

Lee Miners (Co-Chair), Robin Ehses (Co-Chair), Bonnie Chow, Destiny Heidsma, Vera Donald, Cindy Buker, Judie Russman, Penny Soderena-Sutton, Wendy Goyer and Laura Waddell.

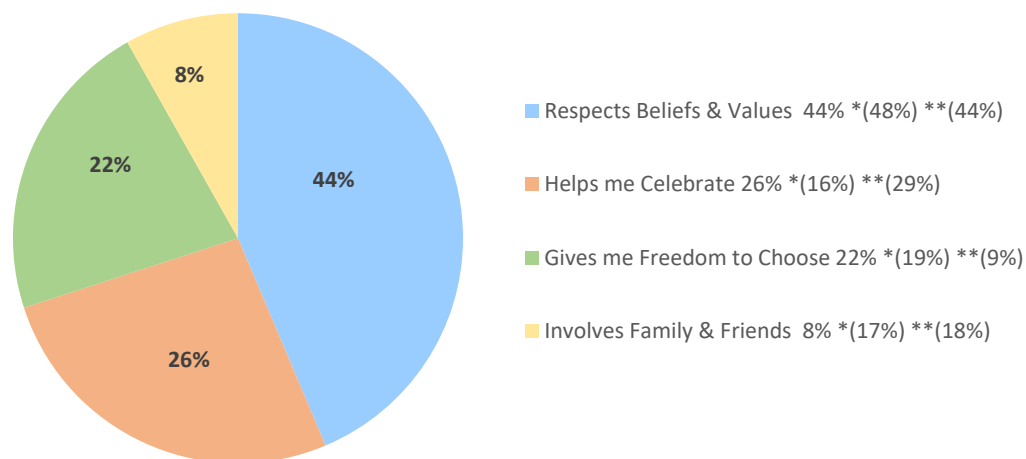
A photo contest was held this year for the cover photo. Grady Aubichon submitted the winning photo of North Nechako River.

The Qualitative Analysis

In November 2022, 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. With the loosening of the restrictions, people are starting to re-engage in the community and explore ways to return to the pre-COVID activities they enjoy.

How does AiMHi support my cultural beliefs?



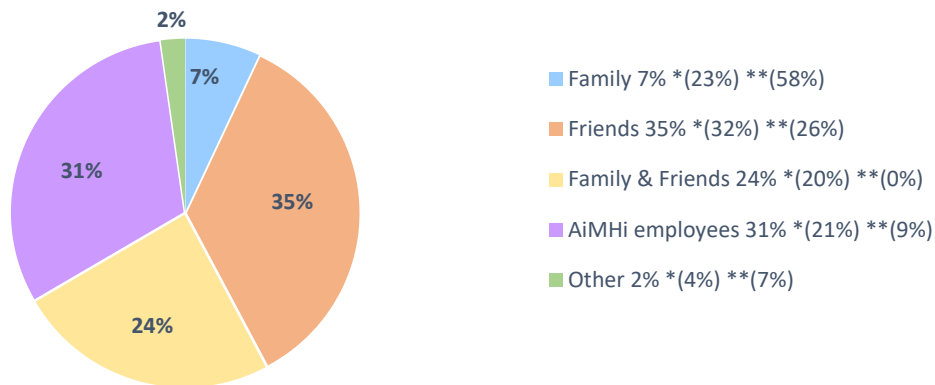
*Statistics from 2021 for comparison **Statistics from 2020 for comparison

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

- I feel respected with these topics
- Open discussion on my belief
- I am independent and participate in cultural activities on my own
- Yes, I feel comfortable to be who I am
- AiMHi helps me to celebrate festivities
- My staff respects my culture and beliefs
- AiMHi supports my traditions
- Indifferent
- Always feel good at AiMHi

- They ask questions and some are interested
- By going drumming
- I am Metis and feel disconnected from my culture
- Let me make up my own mind
- Going to church on Sundays
- Not looked down upon for values or beliefs
- I am allowed to believe what I believe
- Open and supportive of my beliefs
- I do not want to share
- I feel free to be me without any judgement

Who do you like spending time with?



* Statistics from 2021 for comparison ** Statistics from 2020 for comparison

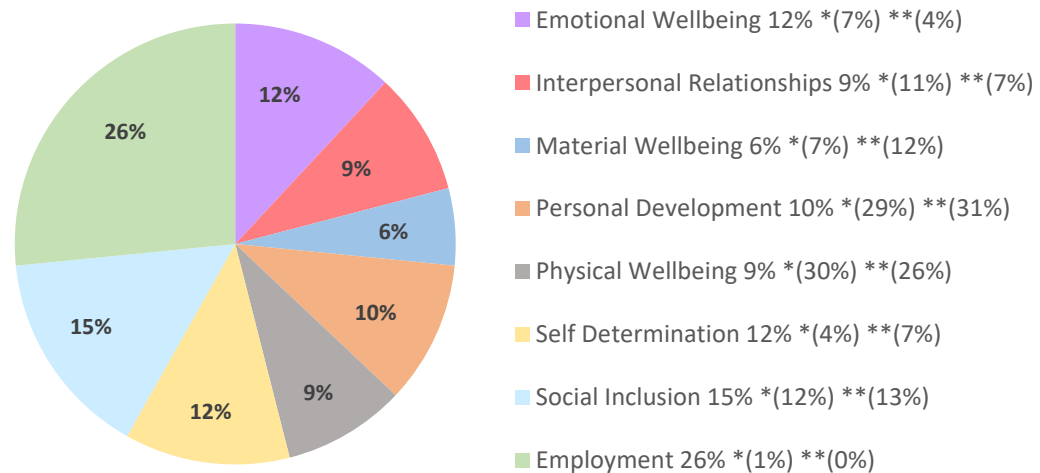
Who do you like spending time with and do you have a wonderful experience that you would like to tell us about that happened this year?

- Got to see my dad for Christmas
- Yoga in the park with friends
- I became engaged
- I got to go to my daughter's graduation from university with a Master's degree
- Spent time with a friend at her house picking flowers from her garden
- I became a grandma for the first time
- Went to a family reunion
- Went camping with my husband and our puppy dog
- I was able to fly to my Dad's house and play many rounds of golf with him.
- Go home every other weekend to see Mom
- Friends – bowling, RicRec and dinners
- Horseback riding and trip to Calgary with AiMHi friends and my family
- Time with friends and family and AiMHi staff
- My cat
- My mom, going shopping
- Went to my step-sister's
- Went to a hockey game with my dad and brother

Goals worked on in 2022

In Adult Services, the focus for the 271 goals were in the following domains:

What skills or goals did you work on this year?



*Statistics from 2021 for comparison **Statistics from 2020 for comparison

Some of the goals worked on in 2022:

- Exercising in the yard and at YMCA
- Learned to be polite and say 'hi' to people
- Got a job
- Going to Special O, swimming and bowling
- I accomplished living independently
- Going hiking
- Found a seasonal job
- Money skills and school with LSI
- Completed a first aid course
- Keeping my house clean
- Learned how to make sushi
- Keeping my job
- Making more money
- Going back to job at landfill
- Working on my art
- Started using Pokémon Go App on our walks which is fun
- Have been able to keep my job
- Volunteering – helping people
- Part-time job at PG Chateau
- Remember words to songs better
- Sorting my laundry and folding it
- Taking the bus by myself
- Walking, dancing, cooking and colouring
- Moved out on my own this year with friends
- Learning how to use a phone
- Counselling with family
- I got re-baptized
- Learning to budget for my groceries
- Learning to write my name
- Started going to weekly cooking group
- Got the flu shot

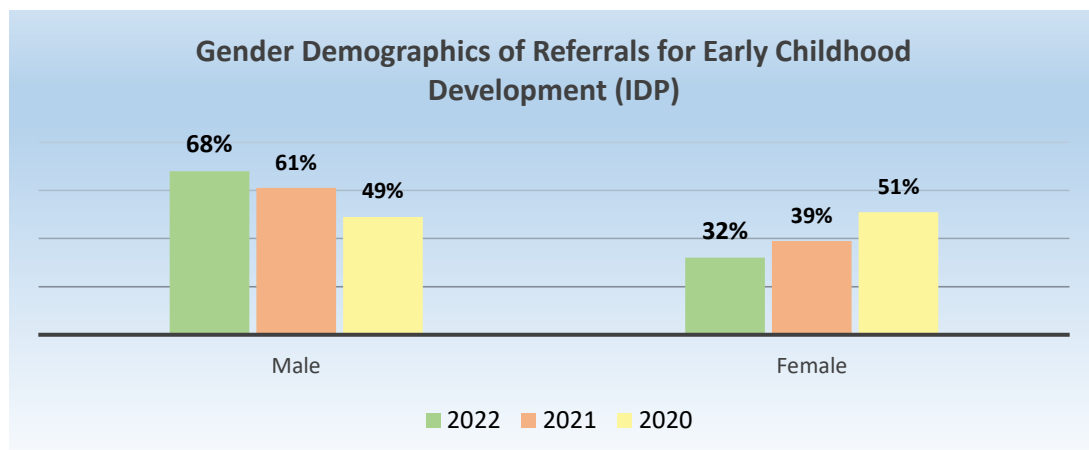
Early Childhood Development (Infant Development Program - IDP)

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 one part-time and four full-time IDP consultants, and include 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 4,540 infants and their families since it first began in 1979.

2022 Demographics	2022	2021	2020
Total children on caseload from 01 January 2022 to 31 December 2022	369	403	369
Number of new referrals for 2022	115	158	141
Gender of new referrals by total number of children:			
Males	78	97	69
Females	37	61	72



Note: Demographics are gathered from participants as of December 31, 2022

Recommendations

Recommendations and Follow-Up from 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.***

The Infant Development Team met virtually with the Public Nurses' Team during one of their weekly meetings via Microsoft Teams in November 2022. We shared information and responded to questions about our program such as referrals, assessments, and parenting supports.

- 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.***

The Infant Development Team researched how waitlists were structured in several other IDP programs throughout the Province of BC. The team met to review these samples and created a format that could be used to develop a waitlist, should we have the need to implement one in the future.

- 3. The IDP Team will review and update surveys during 2022.***

The Infant Development Team met to review and update the 2022 Surveys in November, 2022, prior to distribution.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
During 2023, the Infant Development Team will update all documents to adhere to the new MCFD Privacy requirements as stated in the 2022 Service Agreement	Refer to the Service Agreement, connect with Operations Director and the Director of the program.	IDP consultants, past, present and future infants who are referred to the program.	MCFD Service Agreement 2022-2024.	IDP	January 1 to December 2023.	Revise processes in IDP Orientation Manual, ShareVision and on the IDP drive	
Experience							
Review and Revise Interview Process	Refer to previous interview process and questions.	Future IDP consultants	IDP Interview package	IDP with HR support	Fall 2023	Updated Interview package	

Efficiency							
During 2023, the Infant Development Program will review and revise the process for closing and purging individual service files	Team will meet to discuss existing procedures and clarify the process	IDP consultants	IDP Orientation Manual	IDP	January 1 to December 2023.	Ensure accurate purging and closing of all files during discharge process	
Service Access							
Consultants who are new to the program will receive training to support the core principles of service delivery	Examine demands of the program and consider the needs of families.	IDP consultants	Team, Orientation Manual, MEHRIT Centre, online training sources such as infant massage	IDP team and new consultant	January 1 to December 2023.	Ensure that all team members receive support for meeting the needs of the program and families	

IDP Family Survey Results

These statistics are based on fifty returned surveys.

Experience	Yes	No	N/A		
Are you receiving the support/service you are looking for?	100%	0%	0%		
Are you receiving information that is helpful for you and your child?	100%	0%	0%		
My consultant connected me to community resources that are beneficial to my child and family.	82%	0%	18%		
My consultant is sensitive to the needs and wishes of my family.	100%	0%	0%		
Effectiveness	Yes	No	Some what	N/A	No Answer
My involvement with IDP made a difference by:					
Increasing my confidence in caring for my child.	96%	0%	2%	2%	0%
Increasing my understanding of my child.	98%	0%	2%	0%	0%
Increasing my knowledge of resources/ services.	96%	0%	2%	2%	0%
Learning new skills to support my child.	96%	0%	4%	0%	0%
Supporting my relationship with my child.	98%	0%	0%	2%	0%

Examples of some of the comments from parents:

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

- A resource to help me in understanding how my son is developing and where he may need support. I appreciate being able to ask questions when I have them and to be guided in the right direction. The assessments have been so valuable as well.
- They are awesome! They help me to be more confident as a first time mom that my baby is doing well and I am giving her what she needs to succeed!

- Home visits are so important to us. Our son gets to be in an area he's comfortable. Less time spent warming up to environment. I see how engaging our son is. He always welcomes Tasha at the door.

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

- We are grateful to have enrolled in this program - I think my daughter is doing great as she was earlier
- A great family resource that is very non-judgmental. I feel comfortable with Shelley in my home.
- They have been absolutely amazing with their knowledge and support which helps give the family a safety net to ensure their milestones are being met.
- Thank you for the continued support this year! Love the assessment with toys and all the ideas for parenting.
- This program is already providing me a lot so I have no further suggestions. Thanks for all the support as this program helped a new immigrant and provided me with all the introductions with the country.
- I wish every new parent had this resource!
- Great program wish we were referred to them sooner
- Honestly would say I learned so much that I believe this is what made me a better parent

Efficiency

- IDP assists parents to know how to support their child's development and to enhance their parenting skills. They use a strength-based approach with respect for the parents' skills and preferences.
- Early stimulation and education to change the developmental trajectory of young children. Connect/support.
- Thank you for the amazing work that you are doing to support families. Getting our teams together would be a great way to connect and to see what supports our families need (NH/CDC SLP, IDP meet and greet?)

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 thirteen returned surveys. Rate of Return: 68%

Speech Language Pathologist	4	Family Resource Coordinator/RCC	0
Occupational Therapist	0	Audiology	0
Physiotherapist	4	Social Worker	1
Supported Child Development	1	Harmony House	2
Pediatrician	0	Psychologist	1

Are you aware that AiMHi IDP provides the following services?

	Yes	No	N/A
Information about child's development/delay/disability	100%	0%	0%
Developmental assessments	90%	10%	0%
Home visiting and support for families	100%	0%	0%
Developmental activity suggestions	100%	0%	0%
Resource lending (toys, books, equipment)	77%	23%	0%
Supporting healthy parent-child relationships	100%	0%	0%
Referrals to other services/connecting families to community resources	90%	10%	0%

Opportunities to learn infant massage, Itsy Bitsy yoga, Circle of Security Parenting, etc.	77%	23%	0%
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What type of contact have you had with the AiMHi IDP in the past year?	Yes	No	N/A
Made referrals to IDP?	77%	23%	0%
Received referrals from IDP?	77%	23%	0%
Participated in joint visits with IDP?	54%	46%	0%
Attend community meetings or trained with IDP?	38%	62%	0%

Access

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 the definitions provided by our funder.

Exit Reports

There was a total of 149 children who exited the Infant Development Program (IDP) in 2022. Of the children exiting service, thirty-seven families responded to completing exit surveys (25% 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:

Exits	Number	Percent
CPW (Confident to proceed without service)	59	39.5%
CU (Child caught up)	5	3%
C3 (Child reached age of three)	44	29.5%
CM (Child / family moved)	9	6%
CD (Child died)	0	0%
INR (No response to initial contact)	7	5%
NR (No response to continued contact)	25	17%
CR (Child referred to other service)	0	0%
CIS (Child ineligible for service)	0	0%
Total Closed Files	149	

Community Inclusion

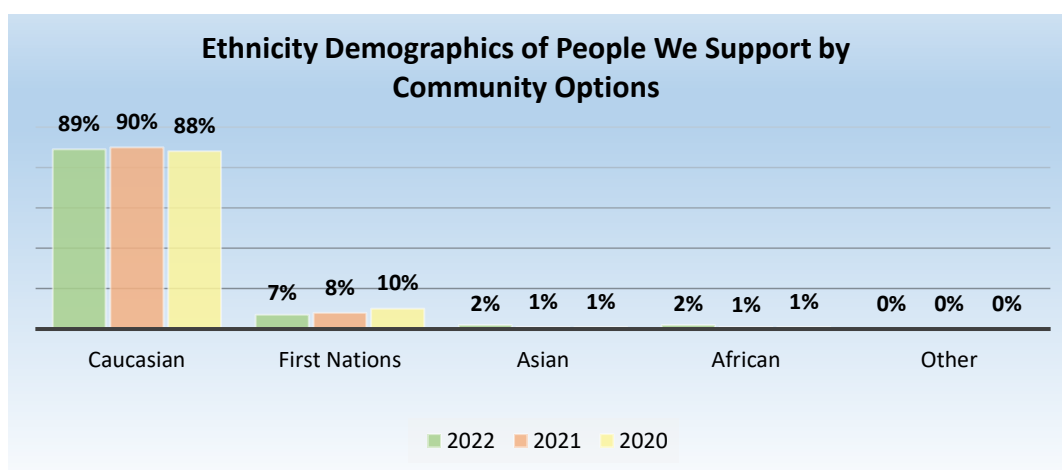
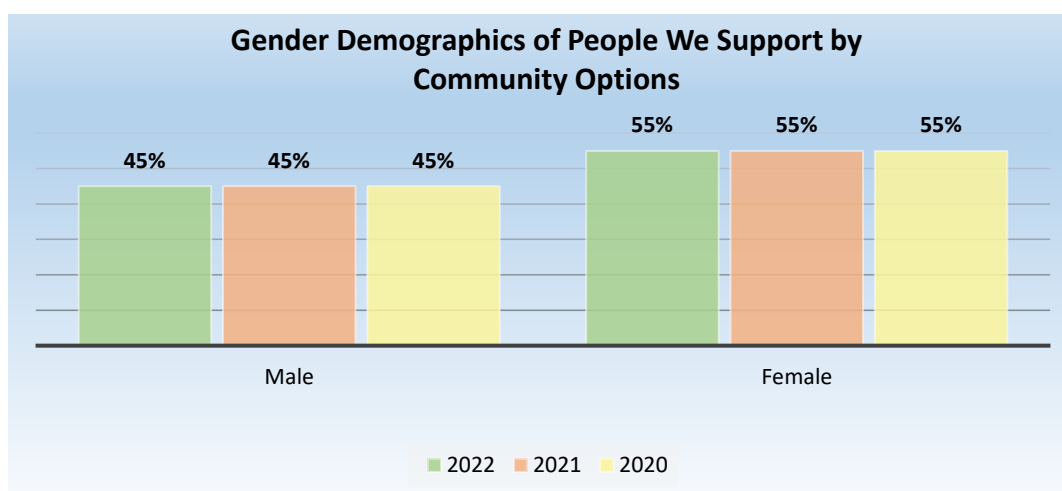
Community Inclusion Services consists of Community Options and Adult LifeSkills. Each Service is described below.

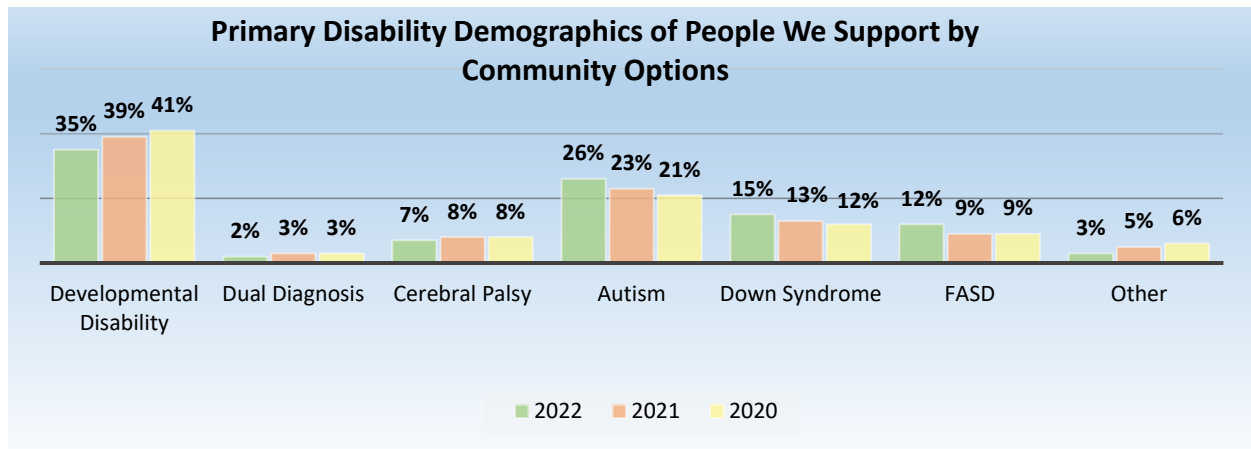
Community Options

Introduction

Funder: Community Living BC

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





Note: Demographics are gathered from active participants as of December 31, 2022

Recommendations

Recommendations and follow-up from 2022

- 1. *Community Options will work with people we serve to increase self-reliance, decision making, and responsibility for their activities and choices made.***

Community Options works together with people we serve to achieve their self-reliance, decision making, and responsibility for their activities and choices through yearly goals. This is determined by each person served completing the annual survey. As appointments happen, employees review the choices and activities to encourage and support the time spent together on the choices people we serve make. Appointments are documented daily and charted monthly and the openness to adjust goals as people we serve progress through time.

- 2. *Community Options will work to increase staff skill levels to support the changing needs of people we serve and the changing requirements of the program.***

Community Options continues to enhance their skills with the changing needs of the people we serve, from dementia assessments as needed or by improving understanding with documents expectations. Quality assurance reviews are done semi-annually which increases our knowledge and understanding of need to comply with guidelines and legal requirements.

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

Thirty-four percent of the people we serve volunteer in our community with Meals on Wheels and The Salvation Army being 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. People we serve volunteer with many of the senior homes twice a week. 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 we support as possible.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
All people we serve complete a survey	100% participation	People we serve	Surveys	Manager	Jan 1, 2023 – Dec 31, 2023	100%	
Experience							
Increase community involvement through volunteering and joining community groups/clubs	Increase participation in volunteering and community involvement	People we support	Non-residential day charting	Manager	Jan 1, 2023 – Dec 31, 2023	50% of people we serve	
Efficiency							
Increasing the efficiency of the intake process from one month to three weeks. The goal is to contact new referrals within two days of receiving referral, have the intake meeting within three days, and the first appointment within fourteen days. This will include the completion of all intake forms and documents.	New referrals start in program sooner.	People we support	Tracking sheet	Manager	Jan 1, 2023 – Dec 31, 2023	Three week intake process for each new referral.	
Service Access							
Increase bonus hours for people we serve from 1,679 bonus hours in 2022 to 1,900 bonus hours in 2023	Increased pairing of people we support	People we support and employees	Bonus hour tracking sheet.	Manager	Jan 1, 2023 – Dec 31, 2023	1,900 bonus hours	

CARF Standards

Community Options prepared seventy-four surveys and distributed them to active participants of the program. Of these seventy-four surveys there were four that were unable to be completed as the people we support were unable to respond, eighteen were not returned, and three people had left services. These statistics are compiled from the forty-nine survey respondents.

Experience	Happy	Unhappy	Not Sure	No answer
I know my rights.	97%	0%	3%	0%
I feel like part of the community.	100%	0%	0%	0%

I am happy with the services I get from AiMHi	100%	0%	0%	0%
Effectiveness	Happy	Unhappy	Not Sure	No answer
I feel AiMHi keeps my information private.	100%	0%	0%	0%
I get help to make my own choices and decisions.	100%	0%	0%	0%

Efficiency

Community Options had a total of 1,679 bonus hours this year. This provided persons we support with interpersonal relationships, skill development, and social inclusion. Nine people did not return to Community Options in 2022 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 three in 2022 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

Five people exited Community Options in 2022, the reasons are as follows:

- 2 – Moved into residential
- 1 – Chose to leave
- 2 – Unknown

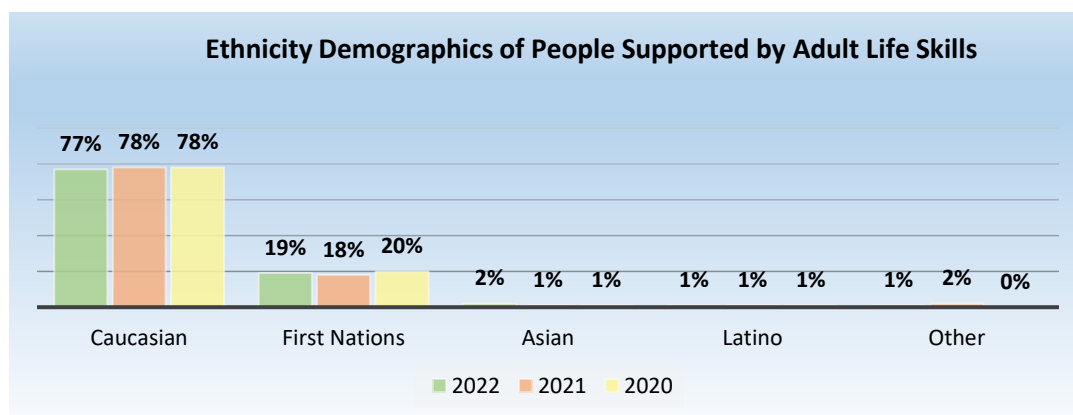
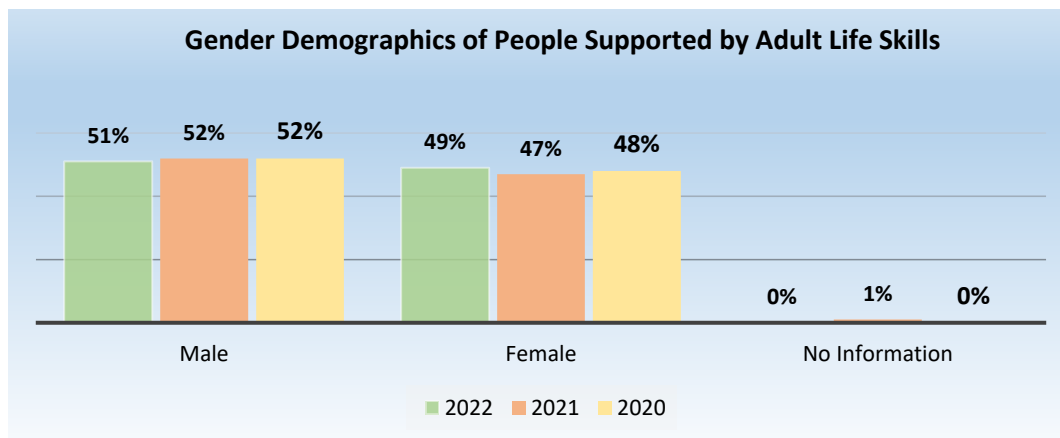
Adult Life Skills

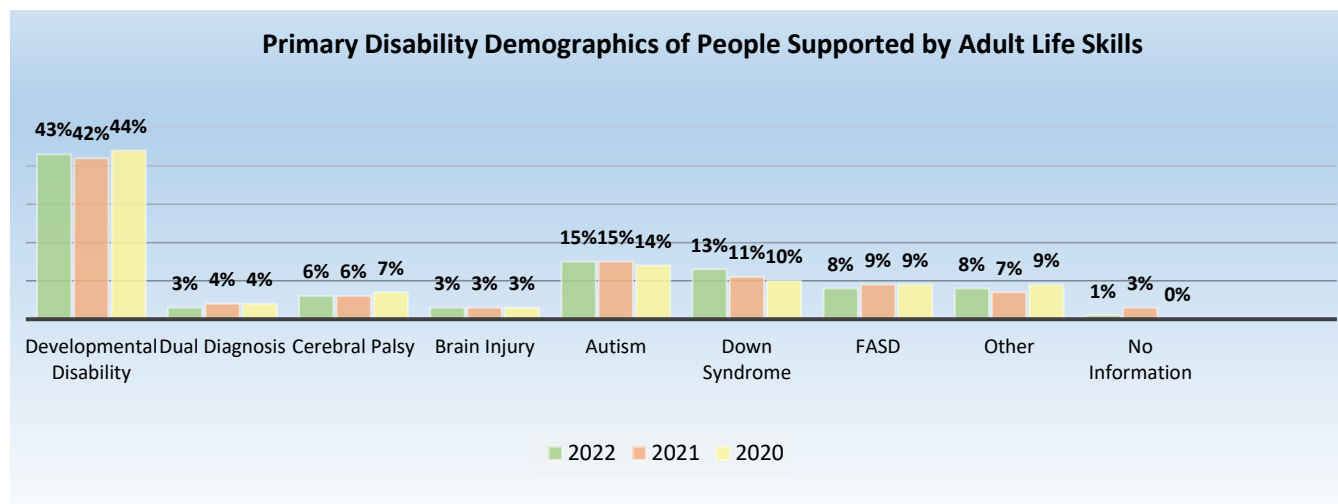
Introduction

Funder: Community Living BC

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





Note: Demographics are gathered from active participants as of December 31, 2022

Recommendations

Recommendations for 2022

1. *Adult Life Skills will look at emergency preparedness skill building for the people we support.*

We developed emergency preparedness plans and a skill building package for people we support who live on their own. We used the Canada Emergency Preparedness Guide (www.getprepared.gc.ca), Make your Emergency Plan Guide – Province of BC (<https://www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc/make-your-plan>), and the Canadian Red Cross (www.redcross.ca) as our main source for developing the plans and skills building packages for each person. Twenty-seven out of thirty-five plans have been completed.

2. *Adult Life Skills will review medication monitoring procedures for the people we support.*

For the people we support who require assistance with their medications, we have developed a monitoring process. Adding this process has proven to be valuable as there has been some concerns where medication sourcing was an issue and medications changed and we were able to inform the person we support and monitor for adverse side effects. As well, some people had medical procedures and needed to omit some medications prior to the procedure and we were able to assist them with this.

3. *Adult Life Skills will look at different ways to hold staff meetings so that everyone has a chance to attend them.*

After meeting with the staff and trying different days and times, the conclusion was to keep the Friday morning department meeting. We are also moving back to in-person meetings.

Recommendation for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Persons we serve will be supported to increase independence through Life Skills building skills and activities	1) Number of goals achieved as indicated by the person we serve	Persons we serve	Surveys	PIC Committee	Jan 1, 2023 – Dec 31, 2023	90%	
	2) Number of goals attempted		ShareVision	Life Skills Managers		95%	
Experience							
Persons we serve are happy with the services received from Adult Life Skills Program	Number of people happy with services	Persons we serve	Survey/ individual interview	PIC Committee	Jan 1, 2023 – Dec 31, 2023	95%	
Efficiency							
Balance of employee time spent with person we serve in relation to other responsibilities	1) Percent of direct vs. indirect staff hours	Employees	Survey/ individual interview	Adult Life Skills managers	Jan 1, 2023 – Dec 31, 2023	80% direct time, 20% indirect time.	
Service Access							
Person we serve will receive adequate amounts of support	Persons we serve report the amount of time spent with them is enough	People we support.	Surveys/ individual interview	PIC Committee	Jan 1, 2023 – Dec 31, 2023	85%	

CARF Standards

There were 119 total surveys distributed in 2022. Three people were unable to complete the survey as they had moved from the service area, sixteen people exited services and did not complete the survey, six people declined to complete, were unable to complete due to illness, or other reasons, four people were unable to be contacted and three people were unable to complete due to being non-verbal. The following statistics are compiled from the eighty-seven people who responded to our survey.

Experience	Happy	Unhappy	Unsure or No Answer
The Life Skills program helps teach me my rights, so I am able to make my own choices and decisions.	97%	0%	3%
AiMHi helps me get my transportation needs met.	65%	12%	23%

I am happy with the services I get from the Life Skills program.	97%	0%	3%
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Effectiveness	Happy	Unhappy	Unsure or No Answer
I feel supported by my Life Skills Instructor while working on my goals.	98%	1%	1%
The Life Skills program helps me learn new skills and complete my goals.	98%	2%	0%

Efficiency

Adult Life Skills provides classroom training for adults on such topics as Food Skills for Families sponsored by the Diabetes Association. Other training is provided as needed on health, wellness, sexuality and safety. We often pair people and work with people in groups which increase our efficiency by providing more hours to people.

Access to Service

Life Skills has a global contract. We monitor the global contract monthly and as soon as hours are available, we take on new people. Once we receive the referral with hours attached from CLBC, an intake is completed and a Life Skills Instructor is assigned. Referrals received with direct funding are processed immediately with an approximate intake time of two weeks. Life Skills received twenty-three referrals in 2022; thirteen referrals were for Skill Development, and nine were for Outreach, and one for PSI.

Exit Reports

There were twenty-two people who exited Adult Life Skills during 2022. The reasons were as follows:

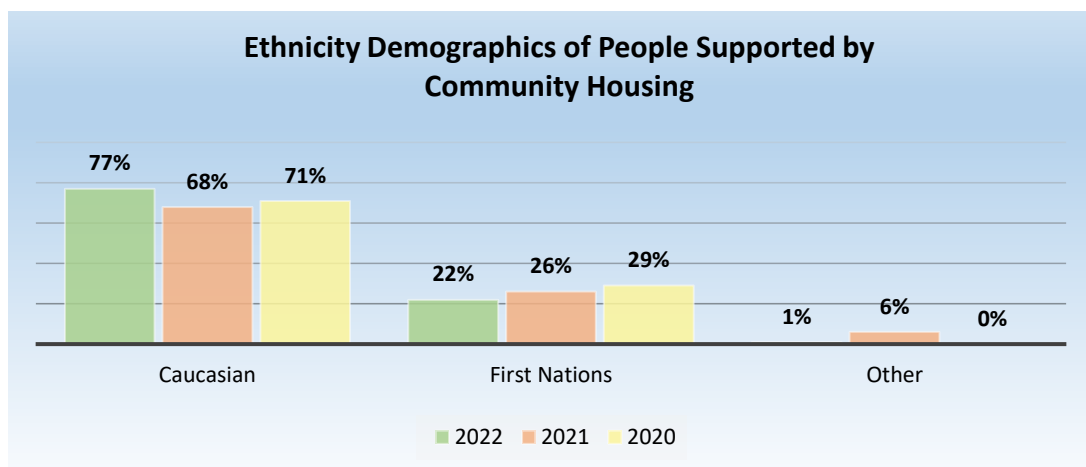
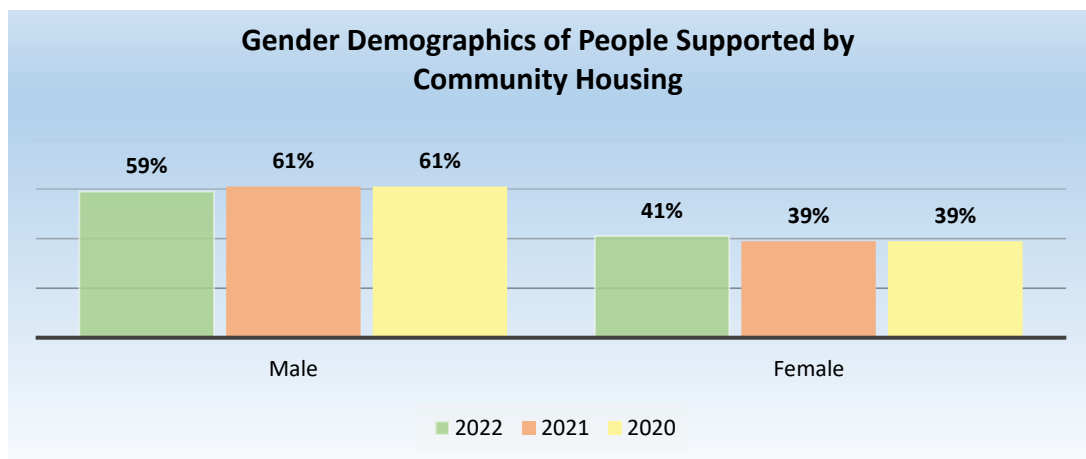
- 5— Moved into residential services
- 5 – Moved out of area
- 5 – No longer needed services
- 3 – Deceased
- 1 - Incarcerated
- 1 – Treatment program (if not could be incarcerated)
- 1 – Unable to contact
- 1 – End of contract

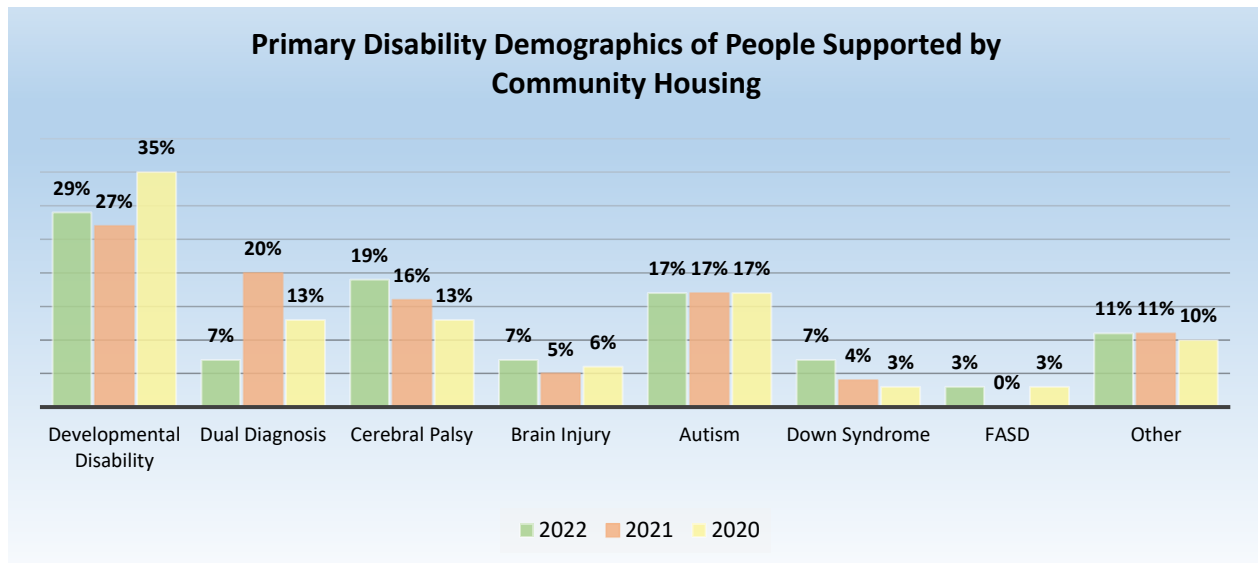
Community Housing

Introduction

Funder: Community Living BC

Description: There are approximately 287 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 ninety-three people we supported; fifty-five males and thirty-eight females.





Note: Demographics are gathered from active participants as of December 31, 2022

Recommendations

Recommendations and follow-up from 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.***

During this year AiMHi did not identify any homes to purchase that would better meet the needs of the persons currently receiving services and their ongoing changing needs as they age in place. Several modifications were made to existing homes, including bathroom and kitchen remodels, to better suit varying accessibility needs.

- 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.***

The majority of managers have been able to set up designated work spaces in the departments that allow them to work from the home without disrupting the employees work. Working from the homes allows them to see firsthand the work the employees are doing and then be able to provide support, guidance, and training when needed. Managers will continue to work primarily from the homes moving forward.

- 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.***

Training will continue to be a focus in 2023. This work will be done in conjunction with the Human Resources department of AiMHi. Information has been collected through the employee surveys, through direct contact with employees, incident review and discussions with managers to create a list of training recommendations for employees.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Continued focus on training for employees working in Community Housing on topics related to personal care and supports for those with complex care needs	Facilitation of training to employee groups within AiMHi	Employees	2022 on training needs	Directors of Services	Jan 1, 2023 to Dec 31, 2023	Twelve sessions	
Experience							
Community Housing homes to set targets for person's goals completion in 2023	Length of time to goal completion, success, type and experience of their individual goals	People we serve	2022 Community Housing surveys	PIC Committee	Jan 1, 2023 to Dec 31, 2023	2022 70% goals were completed. Target for 2023 is 80%	
Efficiency							
To return to post COVID use of contracted service level hours in all departments	Service Level hours that emulate contracts	People we serve	Service Level Reports	CFO and Directors of Services, managers	Jan 1, 2023 to Dec 31, 2023	90% use of contracted service level hours	
Service Access							
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	Purchase of one accessible home. Sell one limited residential home.	People we serve	List of owned residential locations	Operations Director	Jan 1, 2023 to Dec 31, 2023	Replace one home with a more accessible home for two to five persons	Thirty-five Community Housing Residential locations

CARF Standards

There were ninety-one people surveyed for Community Housing. Of these ninety-one surveys distributed, three people declined to complete the survey, one moved away people, and fourteen surveys were returned by people who were identified as non-verbal and unable to complete the survey. These statistics are compiled from the seventy-three returned surveys.

Experience	Happy	Unhappy	Not Sure	No Answer
I know my rights.	94%	3%	2%	1%
I feel important in AiMHi and the community.	95%	5%	0%	0%
I am happy with the services I get from AiMHi.	89%	6%	2%	3%
<i>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.</i>				

Effectiveness				
I feel AiMHi keeps my information private.	88%	1%	9%	2%
I get help to make my own choices and decisions.	91%	3%	2%	4%

Efficiency
<ul style="list-style-type: none"> • Vacancy Rate – At the beginning of 2022 there were no vacancies. Throughout the year we had one person pass away. We had three people move away, none of these moves created vacancies. • Goals/goal progress – A person's ShareVision site is used to document a person's goals and goal progress on a daily basis. Employees are provided ongoing training to ensure proper documentation and changes have been made on the site to address feedback received. • AiMHi will continue to develop the shared support positions to enable an increase in support hours. AiMHi supports people to connect with others that have the same interest to ensure they are able to access the community and activities they choose. • AiMHi will continue the usage of shared vehicles and maximize the use while minimizing the financial burden on the Association.

Access to services
<p>There are no waitlists maintained by AiMHi.</p> <p>People who are new to services will go through the same intake process as per AiMHi process, i.e.: referrals through Community Living British Columbia. The Emergency Placement process occurs on an as needed basis according to needs and availability. This is a cooperative process between AiMHi, Community Living British Columbia and Licensing when applicable.</p>

Exit Reports

There were four people who exited services in 2022. The reasons were as follows:

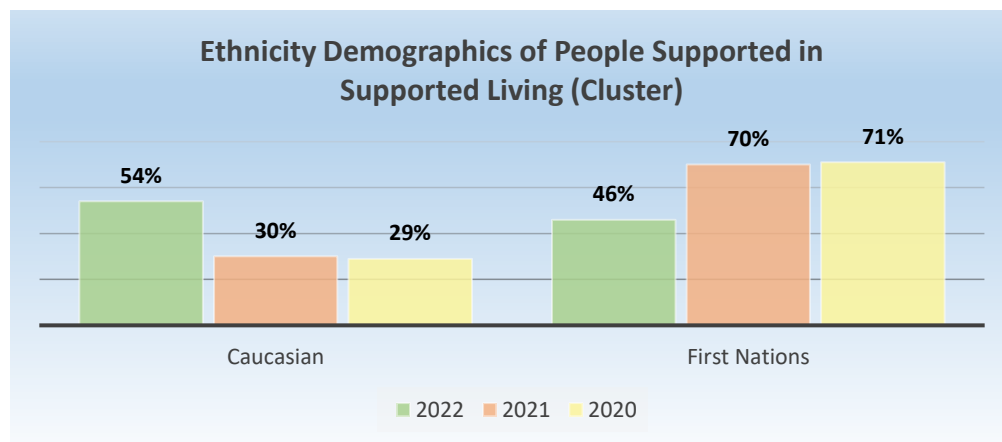
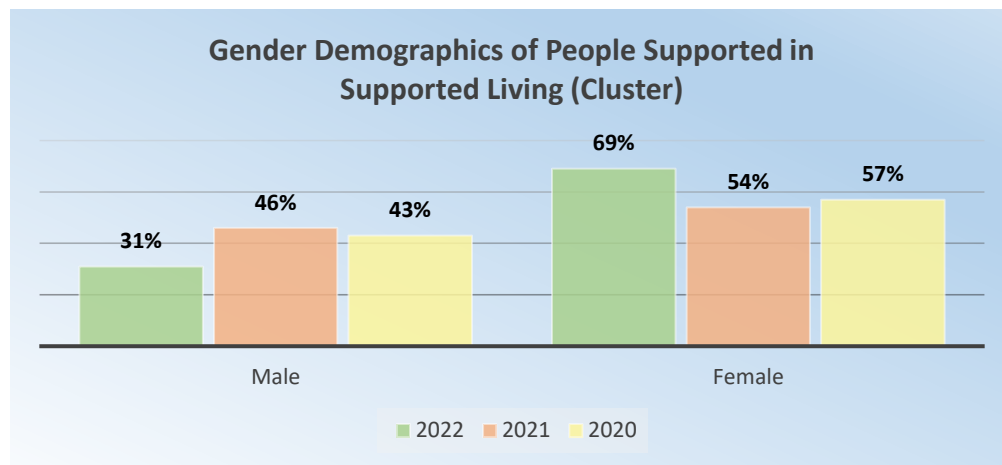
- 3 – Moved away (two to another provider)
- 1 – Passed away

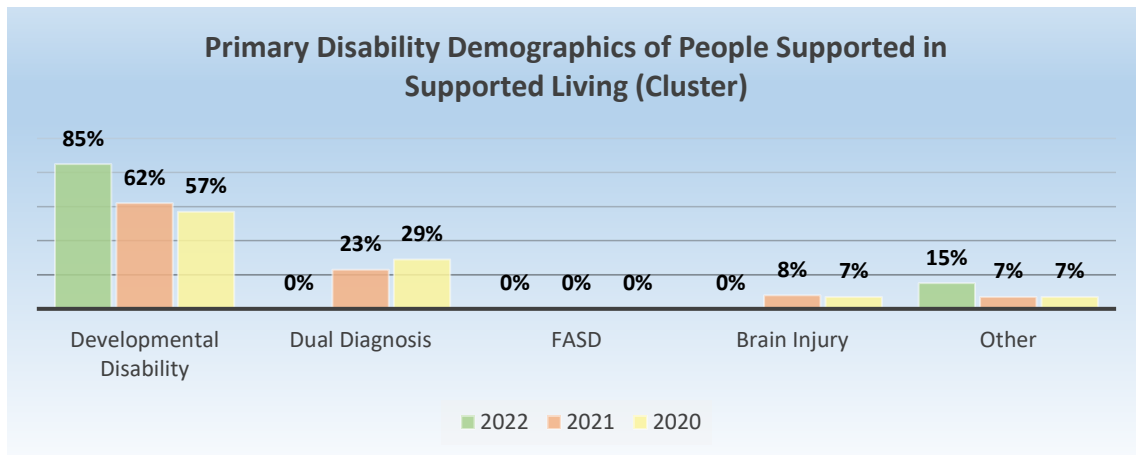
Supported Living (Cluster)

Introduction

Funder: Community Living BC

Description: There are six employees who hold positions in our Supported Living (Cluster) department. This includes employees who hold management, full-time, 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 2022 there were thirteen people we supported; four male and nine female.





Note: Demographics are gathered from active participants as of December 31, 2022

Recommendations

Recommendations and follow-up from 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.***

Supported Living (Cluster) employees have been getting out with individuals almost on a weekly basis to use public transportation and access the community. They have been getting out to College Heights and back, and doing training on which buses to take to get to the other areas of town.

- 2. Supported Living (Cluster) employees will continue to work together with the people living in the Cluster to accomplish group vacations after almost two 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.***

Supported Living (Cluster) employees have helped organize and arrange for trips to Barkerville, Vanderhoof, and Prince Rupert during this year and are currently planning for a larger trip to Disneyworld in 2023. Staff have produced a trip itinerary, arranged for accommodations and transportation and have helped the individuals who are going to budget on a monthly basis to save for these trips.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Supported Living (Cluster) employees will organize and host resources to educate on topics such as oral hygiene, nutrition,	All thirteen persons receiving services participate in one or more of the offered trainings	People we serve	Meeting Minutes	Cluster employees, manager	Jan 1, 2023- Dec 31, 2023	Quarterly group information sessions and connect with community	

overall health, fitness and mental health.							
Experience							
Supported Living (Cluster) employees will promote/ increase engagement in the variety of social/ community and educational opportunities.	Increase numbers of participants in opportunities presented to the persons living in the cluster program.	People we serve	Attendance in meetings, vacations, activities. Documented in day charts.	Cluster employees, manager	Jan 1, 2023- Dec 31, 203	Each person will participate in at least two opportunities in 2023	
Efficiency							
Supported Living (Cluster) employees will continue to work together with the people living in the Cluster to accomplish group vacations. Employees will organize trips, plan the itinerary, arrange transportation, and help people budget and save for the trips. Staff will help find and organize smaller, closer trips as well as larger and longer trips.	All thirteen persons receiving services participate in one or more vacation opportunities in 2023.	People we serve	Trip proposals	Cluster employees, manager	Jan 1, 2023- Dec 31, 203	Four vacations in 2023	
Service Access							
Supported Living (Cluster) employees will help supported individuals to access community events such as concerts, theatre, Connections Clubhouse, cultural celebrations, gyms and markets.	All thirteen persons receiving services participate in one or more of the offered community events.	People we serve	Day charts and SMART goal forms	Cluster employees, manager	Jan 1, 2023- Dec 31, 203	Twenty events in 2023	

CARF Standards

There were thirteen surveys distributed and ten were returned by people receiving services in Support Living (Cluster).

Experience	Happy	Unhappy	Not Sure	No Answer
I know my rights.	90%	10%	0%	0%
I feel important in AiMHi and the community.	100%	0%	0%	0%
I am happy with the services I get from AiMHi.	90%	10%	0%	0%

Effectiveness	Happy	Unhappy	Not Sure	No Answer
I feel AiMHi keeps my information private.	90%	10%	0%	0%
I get help to make my own choices and decisions.	90%	10%	0%	0%

Efficiency

- Vacancy Rate - There are currently no vacancies at the Cluster.
- Goals/Goal Progress – All persons we support 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.

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

There were no exits in 2022.

Community Housing and Shelters (Youth)

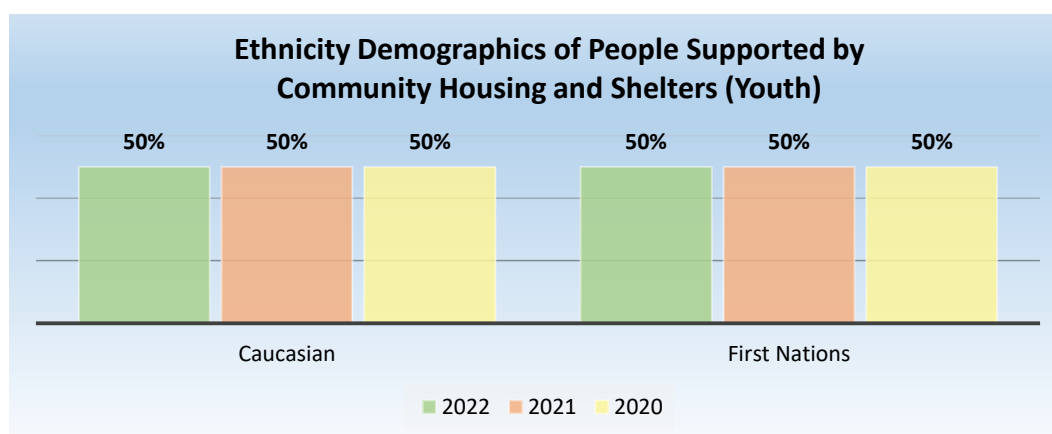
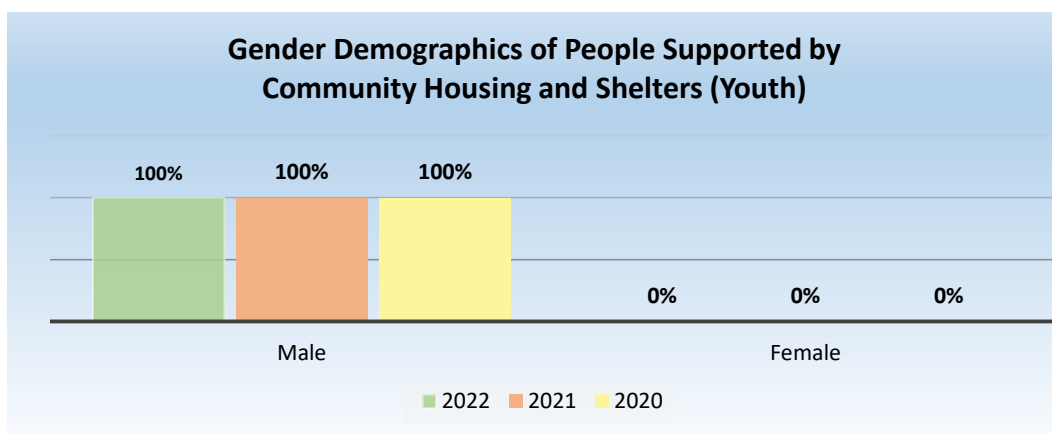
Introduction

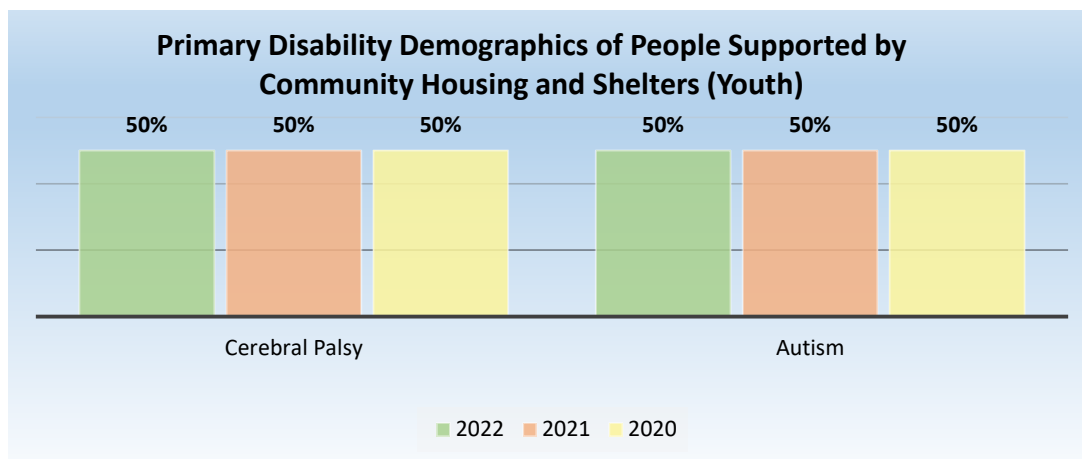
Funder: Ministry of Children & Family Development (MCFD)

Description: AiMHi closed its remaining Community Home for Youth in June of 2022.

AiMHi has discontinued providing Community Home to support children with special needs, funded by the Ministry of Children and Family Development (MCFD). This home had been designed specifically around the children supported to meet their accessibility and specialized needs. The young men in this last home were moved to another local service provider that specializes in residential supports for children and youth. We wish them all the best and look forward to seeing them in the community.

Employees assisted 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, provided specialized residential care services that allow for consistent high quality residential care, guidance and support for children and youth in care. The intent was to provide a structured living experience that keeps children and youth safe and happy, optimize their development and stabilize them for the eventual re-integration to family, community or adult services.





Note: Demographics are gathered from participants as of June 1, 2022

Recommendations

Recommendations for 2022

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

The young men began engaging with family through Zoom visits and letters and pictures sent to family members. One of the young men had family members come visit the home for the first time since moving into AiMHi. The COVID pandemic provided different opportunities that everyone took advantage of where possible.

- 2. Community Housing and Shelters will continue to introduce the youth to young adult experiences to better prepare them for the transition to adulthood.***

The opportunities for these young men to engage in their community was hindered by the COVID pandemic. Most participation was through Zooming into their school class room and AiMHi activities.

- 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.***

The young men enjoyed watching cultural TV programs such as Ravin, Yakari and a Pow Wow on Aboriginal Peoples Television Network (APTN), recognizing Indigenous People Day, National Day for Truth and Reconciliation and eating bannock and buffalo chili.

CARF Standards

Due to the discontinuation of services there were no surveys completed.

Exit Reports

There were two people who exited from Community Housing and Shelters (Youth) in 2022 as the contract ended.

Employees

Introduction

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

Description: By the end of 2022, AiMHi employed 333 full-time employees, forty-seven part-time employees, and fifty-nine casual employees. This works out to 354 Full-Time Equivalent (FTE) positions. There are also three non-unionized employees who hold one full-time position and two part-time positions. AiMHi has seventeen unionized employees on Long-Term Disability (LTD). AiMHi employs forty-eight non-unionized management employees of which eight are on LTD. This amounts to a total of 441 active employees.

Locations: Association-wide; all residential locations, main office departments and location in Mackenzie, and the attended donation station at 1000 1st Avenue.

Demographics: No demographic information was collected for 2022. 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 2022

Human Resources continues to be busy. We have worked on many things of importance to improve practices and streamline systems. Sometimes one can find themselves having to shift work priorities to what the agency needs from HR. Life in HR evolves and our work needs to be fluid to move into the directions that become important to the agency. We have done some amazing work addressing our goals, the statistical results will indicate small and larger achievements. Goals may not be finished in their entirety, but we did our best and things changed as a result of our work whether they be big changes or small improvements.

We have seen a shift to the positive as we make improvements in the area of attendance management/Early Intervention, and Health and Safety. We expect that our process will not be static as we evolve to meet the ever changing needs, legislation and the collective agreement.

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.

- How to Connect, Inspire and Engage
- Grief and Loss in Professional Practice
- Representative Agreements - online
- CARF Transforming Outcomes Data- Info-Virtual training
- Mental Health 1st Aid
- Enhancing Emotional Intelligence
- CARF Advanced Performance Measurement
- MCFD Privacy training (FOIPPA)
- Motivational Interviewing – Management
- WCB Supervising for Safety – Management
- Attendance Management, Return to Work, WorkSafeBC Right to Refuse Unsafe Work
- Employment Orientation: Respect in the Workplace
- ComVida training: sessions for managers to review and brainstorm best practices with the system

- JOSH Committee training
- Community Social Services Employer Association (CSSEA) Health and Safety -Work Safe representatives
- Difficult Conversations
- “Meet with HR” to review systems within HR
- HR Bulletin: the HR team uses this to provide management with HR hints/tips and tricks
- Cultural Competency – Cultural Diversity Committee
- Gender, Gender Identity and Gender Expression

Much of the year included training focusing on the pandemic and the importance of infection control.

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.*

- HR completed an overhaul of the management role descriptions (Directors, Officers, Managers, and development of Director of Quality Assurance). The content continues to align with and reference accountability based language and philosophy. We provided these to CSSEA for a job description special project. HR goal for 2023 is to update the employees.
- Developed a job description template
- Reviewed select job postings and hire letters to ensure they match the job descriptions and specific qualifications.

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.*

What did we do to reach this goal? So much work!

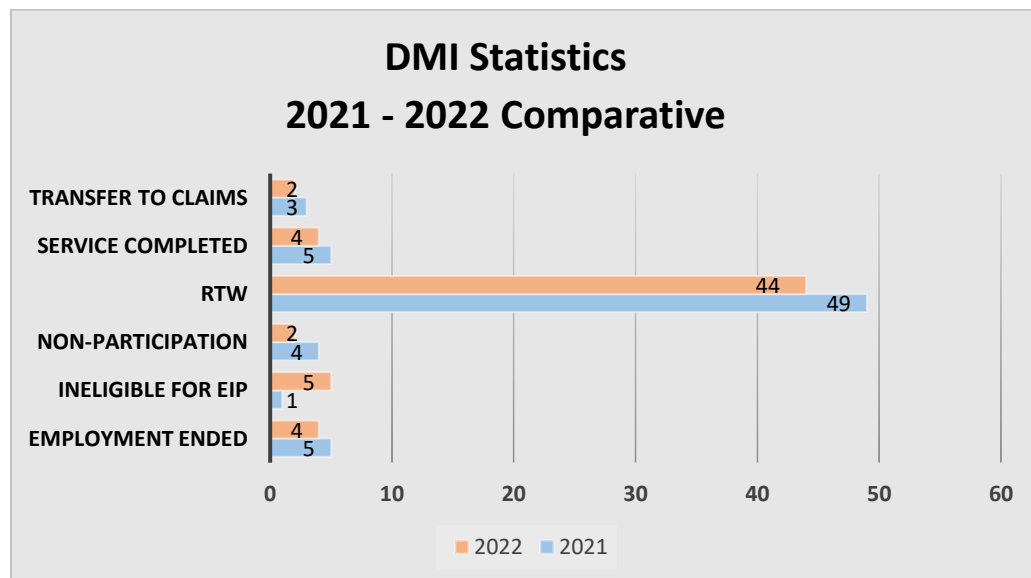
- Collaborative work with Disability Management Institute (DMI) to produce a PowerPoint to provide managers with the tools to be successful
- Focus on Early Intervention as this drives us to put measures in place to promote effective RTW (return-to-work) programs and keep employees engaged/connected.
- Creation of Job Demand Analyses Summary to clarify expectations of the job.
- Promotion of the Lifeworks -Employee Assistance and family program
- Review safety practices at employee team meetings or when necessary
- Annual policy review
- The JOSH Committee meets each month, promotes collaborative relationships and represents all people’s health and wellbeing. The committee provides training opportunities for employees by email, ShareVision and the JOSH Quarterly Newsletter.
- Employees on shift at the time of workplace inspections are asked to share information with co-workers and review the Employee Recognition program.
- New employees are provided with WorkSafeBC presentation. “New and Young Employees”.

Non-Occupational Claims: Disability Management Institute (DMI) overview of statistical improvements:

- In 2021, we had eighty-one return-to-work (RTW) claims while in 2022 we had fifty-seven. Great work with drastic improvements. These stats demonstrate healthy implementation of a solid early intervention program. Our stats in 2020 did not reflect these success rates.
- DMI described to HR that we are: maintaining a high rate of early intervention with our RTW: 78.29% for 2021 and 76% for 2022. These figures are above others in our sector with the outcome of “good job, kudos to the leadership”.
- DMI identifies the interaction with employees is positive with an increased understanding of participating as beneficial to them and mandatory. Employees are engaging more and willing to get back to work, proof is in the stats.

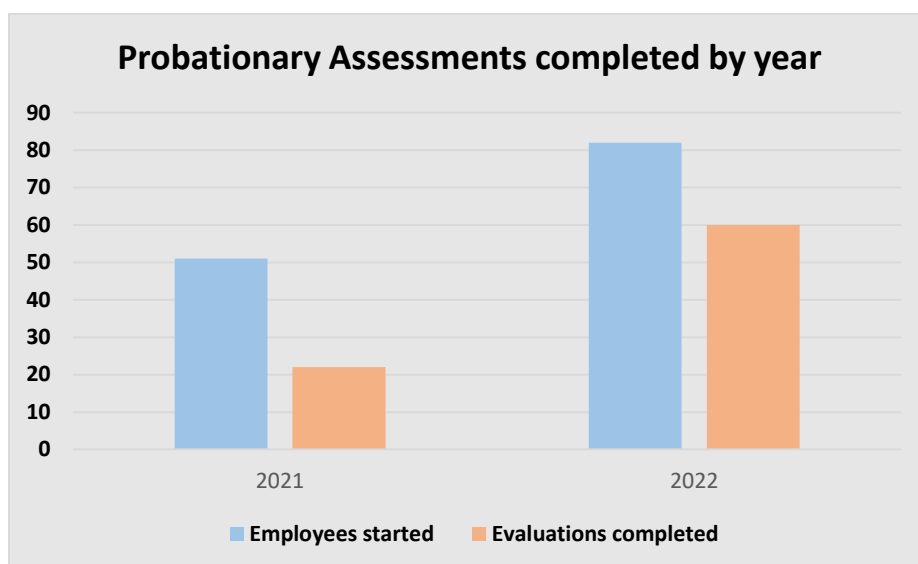
Occupational Claims: DMI reports “heading in the right direction”

- Statistical rates indicate that the employer’s requests for investigations to claims has resulted in a decrease of approved claims.
- Our rates are lower than the industry rates.
- WorkSafe claims indicate the number of claims is coming down:
 - 2019 - 21 claims
 - 2020 - 22 claims
 - 2021 - 13 claims
 - 2022 - 15 claims



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.

- Definite improvement in the level of feedback that is provided to new employees during their probationary period.
- 2022- 73% of new staff members received a probationary appraisal which is a 30% increase from the previous year.



5. HR needs to be able to assess retention strengths and areas that require improvement or change: (a) three-month engagement; (b) resignation follow-up; (c) review of exit process to create a system that impacts change/improvement where applicable.

- Review of exit process to create a system that impacts change/improvement where applicable. In 2022, HR forwarded exit reports to the Directors
- Continual adjustment and assessment of the orientation onboarding process
- HR has been keeping a close eye on the number of employees present during the week of Employment Orientation.
- The following data has been collected since August of 2022:

EO Batch	# in EO	# Working	Throughput	Terminated	Elapse Days
Aug-22	11	9	82%	2	22
Sep-22	16	10	63%	6	10
Oct-22	6	3	50%	3	16
Nov-22	8	4	50%	4	33
Dec-22	11	9	82%	2	24
Total	52	35	65% - Average	17	21 Days Average

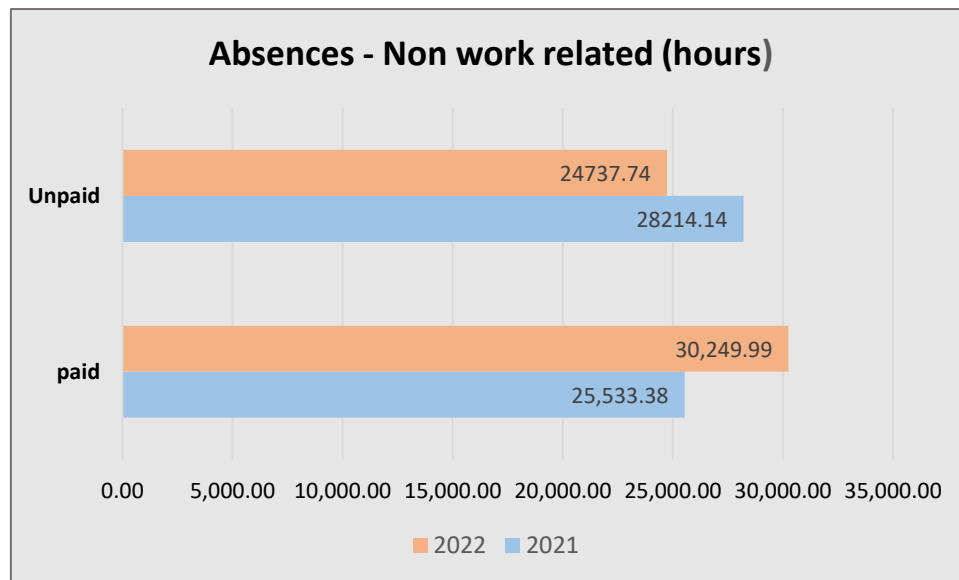
6. Vacation Awareness. Build a system that provides employees with clear expectations and understanding on the vacation clauses of the Collective Agreement.

- Reminder emails to all employees confirming the compliance dates in the Collective Agreement to submit vacation requests by.
- HR educated managers by sending out “Vacation Balances” statistics.
- HR provided information to the management team to provide context setting to employees
- We can confirm that this goal was successful based on the improved numbers, having less hours remaining to be addressed on the final vacation report in October.

- 2021 there were 3,434 hours left
- 2022 there were 1,306 hours left (an improvement of 2,127 less hours, or 62% less hours).
- 40% less hours held in the pools: 10,742 in 2021 compared to 6,532 in 2022.
- Set to close the year with around half (55%) the hours as the year prior (8,954 in 2021 compared to 4,906 in 2022).

7. Develop a functional attendance management program that will establish a culture within the agency around expectations of work attendance.

- Training provided to the management team
- Attendance review is incorporated into annual appraisal
- Working with employees to openly discuss what AiMHi can do for support and to work towards improving the amount of time and/or patterns of absence.
- Agreement between the union and AiMHi for early intervention (mandate/obligation by both the employer and the union) allows for employees to be supported by AiMHi and their union. We work together to encourage a return-to-work program and the contractual agreement for employees to participate in Early Intervention.
- As seen in the graph below, there has been an increase in the use of sick time, paid or otherwise. We believe this can be contributed to COVID and BC Employment Standards Act in regards to employees qualifying for paid sick leave. Employees that may not have been eligible for paid sick time (i.e. part time) are now afforded this benefit. This means that there is an increase in the 2022 numbers as compared to 2021.



Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
HR needs to continue to focus on having adequate workforce available to decrease the costs associated with overtime	Reduced costs due to a reduction of overtime shifts	Employees	ComVida	Payroll Manager	Jan 1, 2023 – Dec 31, 2023	10% reduction in overtime across the organization	
Experience							
Develop a strategy that highlights and communicates the diversity of our employees	To create selected materials in alternate languages to be used in employment orientations.	Employees	Translated employment orientation materials.	HR Manager	Jan 1, 2023 – Dec 31, 2023	Three translated processes	
Efficiency							
HR needs to have the employee job description reviewed in compliance with the Joint Job Evaluation Program	Approval of all Union employee job descriptions	Employees	Job Descriptions	CHRO	Jan 1, 2023 – Dec 31, 2023	100%	
Job postings need to be updated to match the job descriptions.	Updated job postings	Employees	Job Posting	HR Manager	Jan 1, 2023 – Dec 31, 2023	100%	
Service Access							
Identify strategies that encourage relief employees to feel part of AiMHi community	New opportunities to engage the relief employees	Relief Employees	HR Manager monthly report	HR Manager	Jan 1, 2023 – Dec 31, 2023	3 new opportunities	

CARF Standards

In 2022, 115 employees completed the satisfaction survey. This is an increase of fifty-four respondents from 2021.

Experience	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
You are satisfied with how information is shared between you and AiMHi.	22% *(22%) **(22%)	62% *(64%) **(64%)	8% *(6%) **(9%)	6% *(3%) **(1%)	3% *(5%) **(4%)
You are satisfied with AiMHi's policies and practices regarding confidentiality.	46% *(51%) **(37%)	42% *(38%) **(55%)	5% *(5%) **(3%)	4% *(1%) **(3%)	3% *(5%) **(0%)
You are satisfied that AiMHi promotes respect for people of different ethnic or cultural backgrounds.	40% *(47%) **(41%)	52% *(46%) **(52%)	1% *(5%) **(3%)	1% *(0%) **(1%)	6% *(2%) **(3%)
You are able to receive the assistance you require both during and after business hours.	26% *(40%) **(31%)	61% *(52%) **(61%)	6% *(2%) **(5%)	3% *(0%) **(0%)	4% *(6%) **(3%)
You are satisfied with the response time to your inquiries.	23% *(32%) **(25%)	60% *(56%) **(62%)	5% *(5%) **(9%)	5% *(2%) **(1%)	6% *(5%) **(3%)
You feel that AiMHi supports a positive teamwork environment.	24% *(36%) **(29%)	58% *(58%) **(57%)	12% *(2%) **(9%)	4% *(2%) **(1%)	2% *(2%) **(4%)
You are provided with adequate opportunities for training and/or education related to your employment.	31% *(33%) **(32%)	58% *(58%) **(62%)	7% *(7%) **(5%)	3% *(0%) **(0%)	2% *(2%) **(1%)
The organization provides promotion opportunities for employees.	27% *(35%) **(20%)	57% *(52%) **(64%)	4% *(4%) **(5%)	2% *(0%) **(2%)	10% *(9%) **(9%)

*Statistic from 2021 in the same category (for comparison)

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

In what areas does AiMHi excel?

Some quotes from the survey:

"Community inclusion, accepting all people of all sorts of backgrounds."

"AiMHi excels in providing care and opportunities to the people supported."

"AiMHi excels in supporting people of all ages to have the best life possible. It is very satisfying to have people age in place and feel secure."

"[T]hinking outside the box to create opportunities to meet the needs of Adults with Disabilities and Children with special needs. If it's a service we don't provide we create it. If it's a connection needed we create it. We support needs as best we can for the people we support, their families, the employees and the community."

Effectiveness

To measure the effectiveness of information and training provided to employees the following question is posed.

Are there any specific training needs that you need or are interested in?

Most of the people answering the survey skipped this question, but nineteen of the fifty-four respondents (35.2%) who answered this question said “no” or “not at this time”.

Several suggested sign language courses and ones that are specific to particular disabilities. A couple of people suggested cultural safety and sensitivity training.

Some other quotes from the survey:

- “There have been fewer training opportunities during the pandemic so I’m hopeful these opportunities will return.”
- “An additional session of Conflict Resolution would be helpful, the last training we had was very useful!”
- “Now that COVID is over I am hoping we get more guest speakers, etc.”

Efficiency

To measure the efficiency of the Association, we asked the question “Are you aware of AiMHi’s policies (including SD-6) relating to appropriate response times?” A total of 91% of respondents answered positively. This is a decrease of 1% from 2020 and 2021.

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 Employment Orientation, CPI and various refresher courses and Medication training on ShareVision there have been additional training opportunities for employees this year. Starting in 2021, all employees were trained on Abuse and Neglect It’s Not Right! 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 twenty 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, hard copies are posted at the Reception desk at our Main Office.

Exit Reports

In 2022, 136 people's employment with AiMHi ended. Of these, 117 people resigned and nineteen people were terminated. Of the total number of employees who left AiMHi's employment, sixty-one were casual employees, fifty-six were regular full-time employees, and nineteen were regular part-time employees.

Reasons are as follows:

19 – Abandonment	5 – Personal – Unsuitable
1 – Availability	7 - Personal – Other
5 – Family	9 – Retirement
5 – Health	9 – School
4 - Just Cause	1 – Travel
13 – Moved	1 - Unsuitable – Eligibility to Work
2 - Unpaid Leave – Not Approved	3 - Unsuitable – Other
4 - Never Started	1 - Unsuitable - Pre Employment
34 - Other Job	1 - Unsuitable – Probation
1 – Passed Away	11 - Vaccination Compliance

Employment Services (Infinite Employment Solutions)

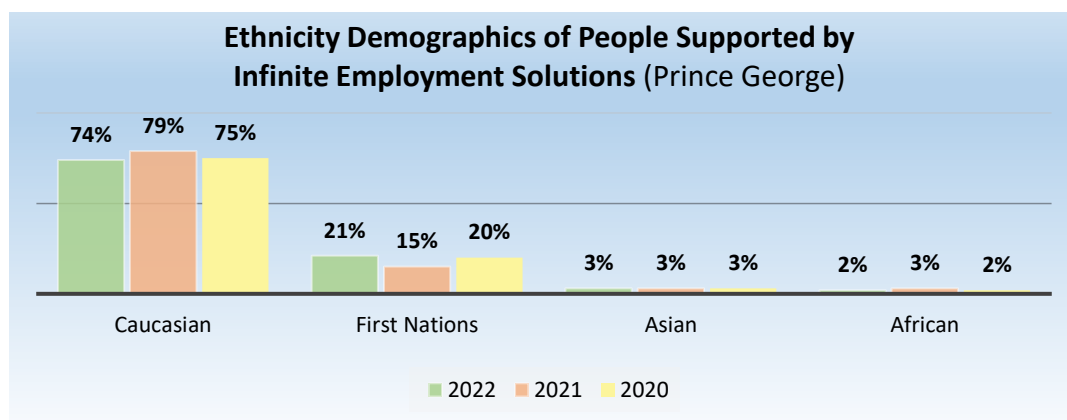
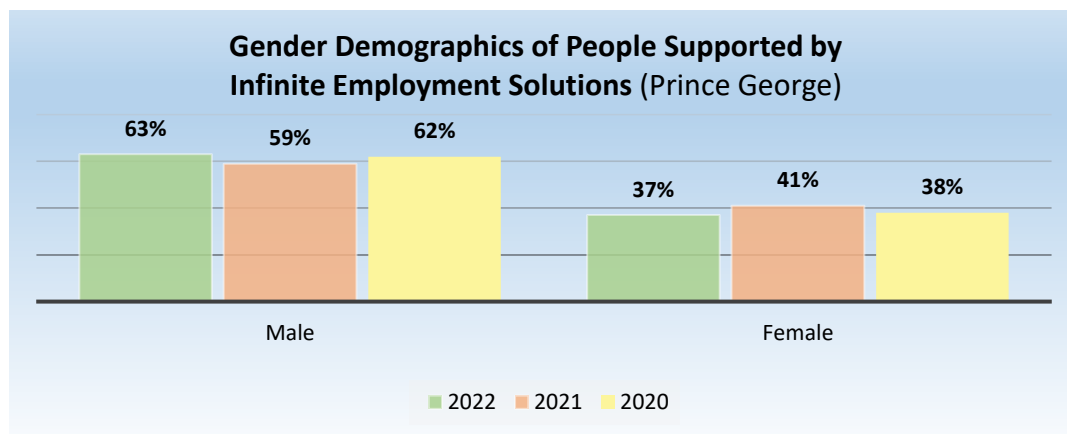
Introduction

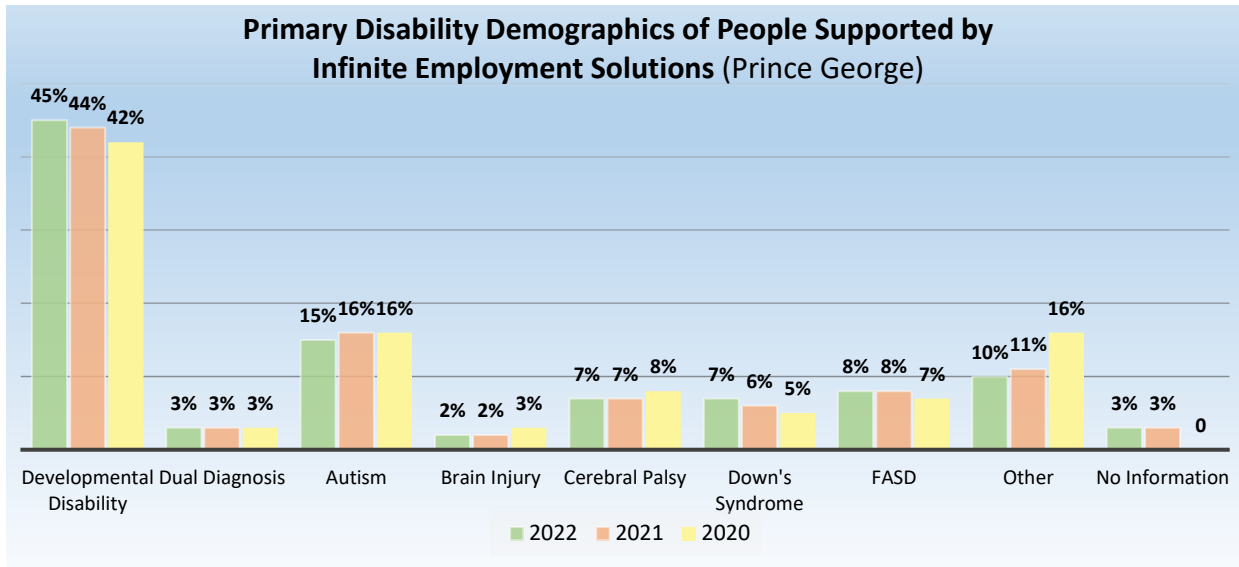
Funder: Community Living BC

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

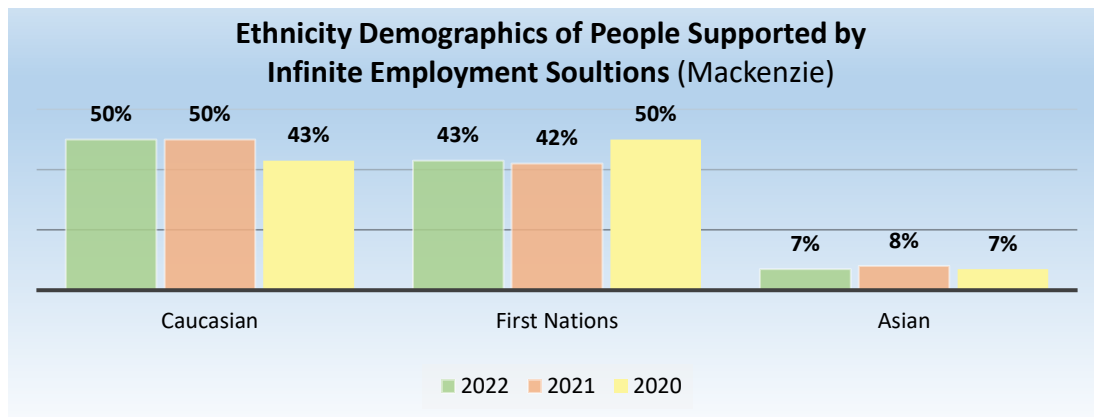
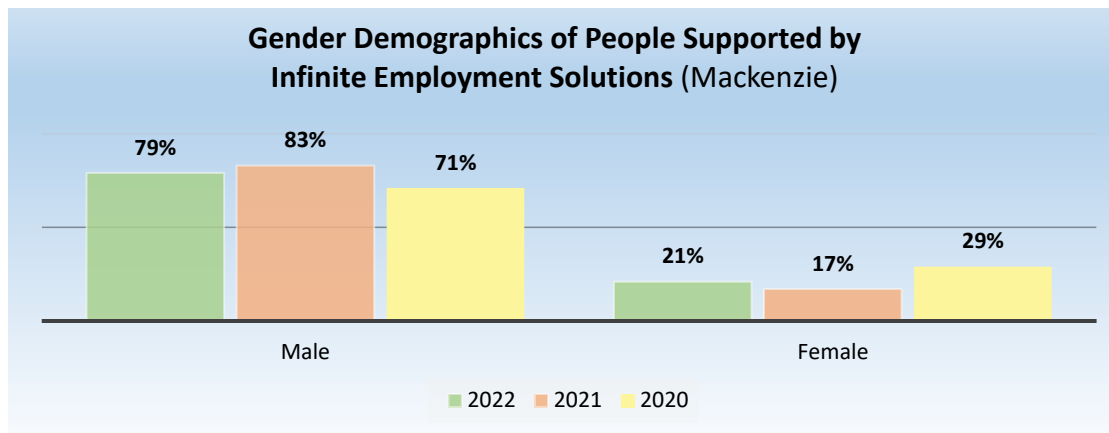
Mandate: “Infinite Employment Solutions believes that all people have the right to contribute to their community by having meaningful and gainful employment.” Infinite Employment Solutions assists those that have identified employment as one of their personal goals. The IES team works directly with people 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 labour market attachment.

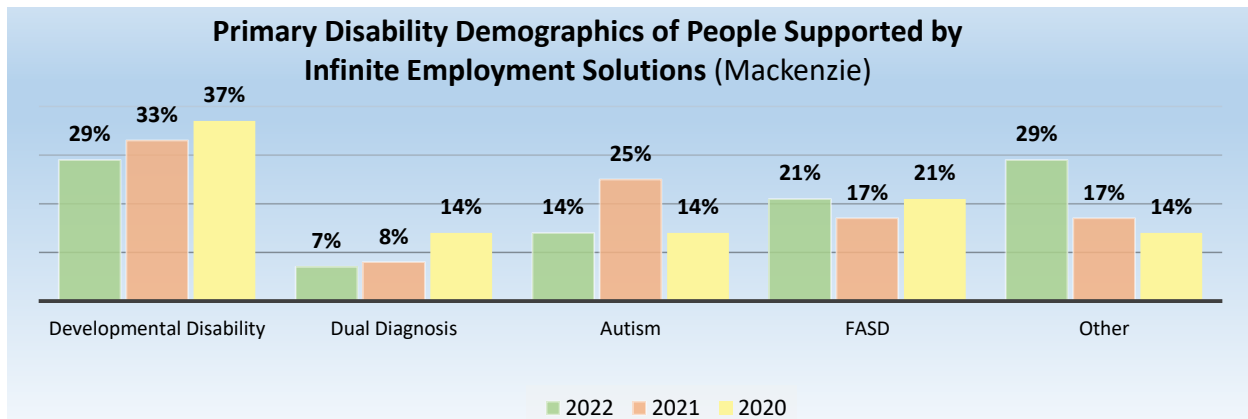
Infinite Employment Solutions Prince George currently employs nine full-time employees out of the Kerry Street main office and our warehouse location (1000 1st Avenue). Infinite Employment Solutions Mackenzie has two full-time employees located within the College of New Caledonia building.





Note: Demographics are gathered from active participants as of December 31, 2022





Note: Demographics are gathered from active participants as of December 31, 2022

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 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 forty-seven community jobs started in 2022.

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 two-year term (with an optional one-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 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, five cube-van swampers, two warehouse assistants, and four bike warehouse trainees in 2022.
- **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. Thirteen people participated in this program in 2022.

- **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 as well as AiMHi residential homes and main office. We also train individuals in gym room cleaning, Snozelen Room sanitizing and respiratory infection cleaning in the main office as per AiMHi Main Office Respiratory Infection Safety Plan. Participants are required to complete safety training, follow 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. Fourteen people took part in the shredding program and nine main office cleaners in 2022.

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

Recommendations

Recommendations and follow-up from 2022

1. Infinite Employment Solutions will continue research and acquire funding or grant opportunities for workplace enhancements or wage subsidies.

IES was successful in 2022 by acquiring funding for a variety of training opportunities including Power Saw Safety, Bear Aware and First Aid (through Connective) as well as steel toed boots. IES also supported two individuals who received eight to twelve week provincial grant funding for wages through The Salvation Army: this led to both individuals receiving regular part-time permanent positions after the term was completed! We continue to support a gentleman at UNBC who receives summer grant funding for his wages. Our work continued supporting individuals until the timeline closed in 2022 for the Inclusion BC Supported Employment COVID-19 Recovery Fund (wage subsidies) and the Work Experience Opportunities Grant through Ministry of Social Development and Poverty Reduction for transportation and clothing. In addition, Microsoft 365 Excel Basic Training & Next Level for two individuals through CNC. We were able to use majority of the funds over the past couple years with a bit leftover for IES employee professional development.

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.

IES participated in Cougar's Hockey Games, Junk in the Trunk and placed new donation bins inside the new Canfor Leisure Pool as well as Whole Health Pharmacy & Compounding in College Heights. An IES team member also created a shout out to our Inclusive employers on Hell Yeah Prince George on Facebook for Disability Employment Awareness Month. As well, the IES manager and both Mackenzie staff attended an Expo for the Chamber of Commerce.

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.

Two IES team members completed an eight-week Job Developer Certification Program through the Canadian Association for Supported Employment (CASE) and every new employee was trained in Best Practices in Supported Employment (online modules through CASE). Manager completed the Solution-Focused Career Practitioner Certification (also through CASE). We are working with the British Columbia Employment Network to facilitate workshops specifically applicable to some of the challenges job developers face supporting individuals as the economy fluctuates. We also participated in Disability Employment Awareness Month (DEAM), “Becoming Agents of Change” webinar. For the first time in 2022, we empowered our younger IES folks to join Inclusion Langley for a Youth Employment Summit. This included a virtual job fair in which we supported one individual in an interview with The Brick and one who was interviewed and hired at Superstore.

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.

Unfortunately, due to the insecurities surrounding COVID-19, we were unable to secure our attempts at MentorAbility placements. However, we have been more successful in facilitating job starts in 2022; our highest number since 2018. A testament to the dedication, persistence and hard work of the IES team.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
To increase the Common Goods Training Program pickups	Increase pickups beyond 700 in 2022	Employees, Stakeholder, people we support	Bookings	Manager	Jan 1, 2023- Dec 31, 2023	We strive to meet 750 community pickups in 2023	
Experience							
Celebration of our dedicated Inclusive employers in Prince George	Plan and facilitate event for employers who work with AiMHi	Stakeholder	Invitations	Manager	Jan 1, 2023- Dec 31, 2023	We will facilitate one recognition gathering in 2023 at AiMHi	
Efficiency							
Increase capacity of the A+H Information Management for total pounds shredded and total training hours	Increase shredding beyond 22,917.25 pounds with a total of 841 employment training hours in 2022	People we support	Shredding log	Employees	Jan 1, 2023- Dec 31, 2023	In 2023, our aim is to shred 30,000 pounds of paper with approximately 900 hours of training	

Service Access							
To increase awareness of our services provided in Infinite Employment Solutions	IES members will increase attendance to Community Networking events	Stakeholder, employees, and people we support	Outlook calendar, monthly board reports	Manager	Jan 1, 2023- Dec 31, 2023	We aim to attend three networking community events in Prince George or Mackenzie	

CARF Standards

IES surveys were prepared for 109 people. Two people were unable to complete the survey due to being non-verbal, eight people declined to answer the survey, fourteen people were unable to be contacted, eight surveys were not returned and nineteen people exited services. The following results are based on fifty-eight surveys that were completed.

Experience	Happy	Unhappy	Unsure	No Answer
IES helped me discover my career choices.	90%	6%	1%	3%
IES helps me gain skills to get paying jobs, work experiences or volunteer opportunities.	91%	3%	3%	3%
I am happy with the services I get from IES.	94%	4%	2%	0%

Effectiveness				
I feel that IES keeps my information private.	94%	2%	4%	0%
I get help or feel supported to make my own choices and decisions.	96%	1%	2%	1%

Efficiency
<ul style="list-style-type: none"> • Common Goods – IES had twenty-one people trained in this paid initiative as callers, truck swampers and warehouse workers. There were ten callers, five cube-van swampers and two warehouse assistants and four bike warehouse trainees in 2022. • Mobile Crew – Maintains driveways, sidewalks and lawns for AiMHi owned homes and Davie Street homes under the Mow to Snow contract, along with one community customer for snow removal and several A&H community customers. There were thirteen trainees in this crew in 2022. • A&H Information Management – A&H Information Management is a document destruction employment training program that collects documents from various community businesses/customers throughout Prince George as well as AiMHi residential homes and main office. Fourteen people took part in the shredding program in 2022. • IES Mackenzie – IES Mackenzie does not facilitate training programs, but provides career development, Life Skills and Community Options to the thirteen people we serve there.

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 seventeen referrals under the global contract in Prince George, one referral for Personal Supports Initiative Funding contract and zero referrals in Mackenzie for 2022.

Exit Report

There were nineteen people who exited Infinite Employment Solutions (Prince George) in 2022. The reasons were as follows:

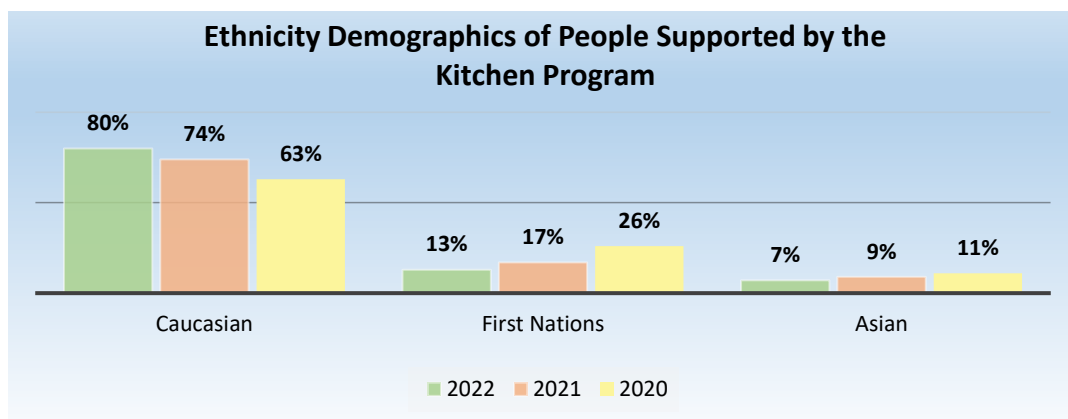
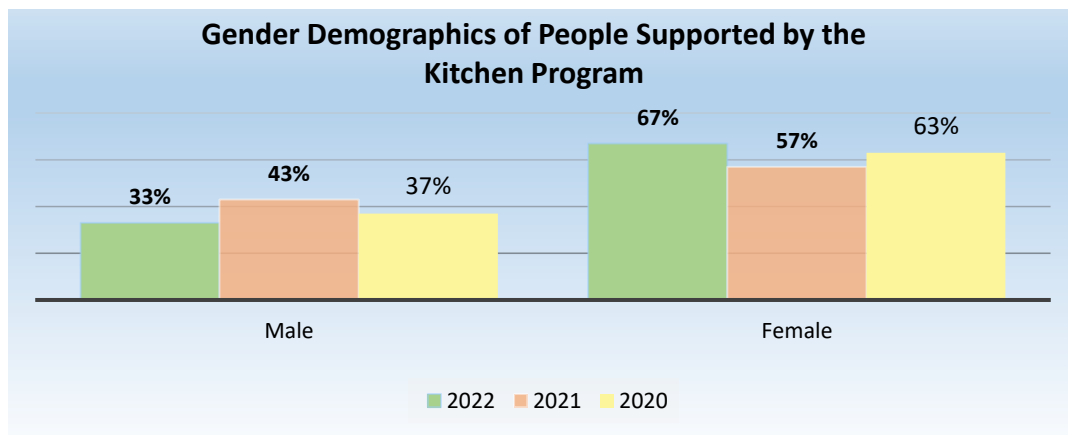
- 7 – Reached goals and no longer require services
- 2 – Could not make contact
- 7 – Employment is no longer a goal
- 2 – Moving
- 1 – Passed away (Mackenzie)

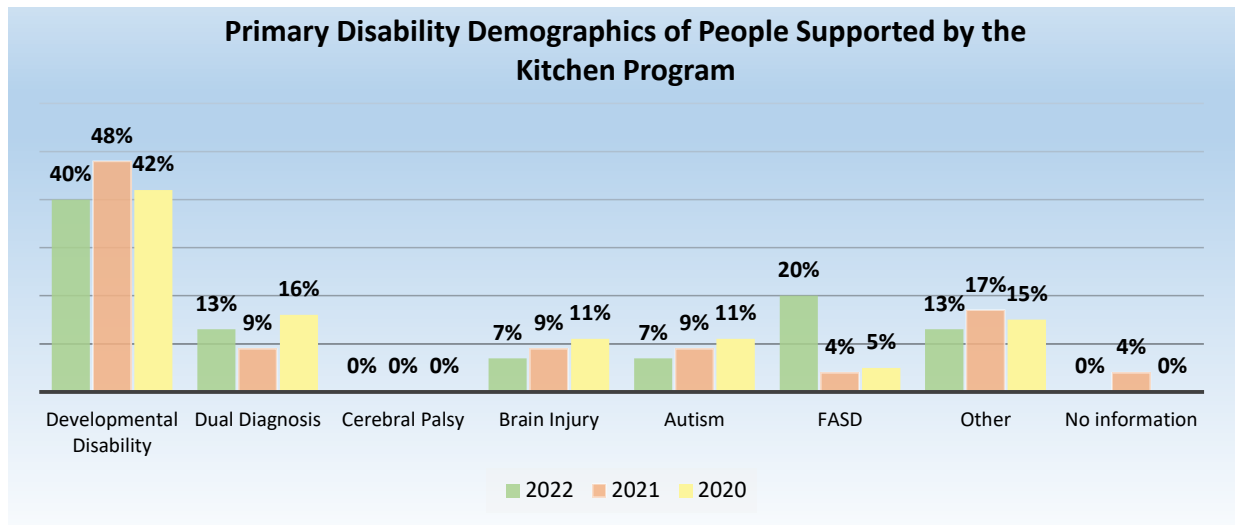
The Kitchen Program

Introduction

Funder: Community Living BC

Description: The Kitchen Program is designed to teach people skills to enhance their food skills and kitchen safety, build confidence, develop self-esteem and work towards employment. The Kitchen Program has interested people start with the Kitchen Skills Program. This twelve-week program gives people basic training on food safety, kitchen safety and a taste of what employment is like in this field. The two year Kitchen Skills Program offers a four part, twelve-week rotation that prepares people on kitchen safety and food skills with paid employment training. This program teaches skills in food preparation, as a food server, front counter attendant and a sanitation/dishwasher attendant. This program will prepare people for employment opportunities in the community.





Note: Demographics are gathered from active participants as of December 31, 2022

Recommendations

Recommendations and follow-up from 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.***

The Kitchen program modified the evaluation form to better suit the needs of the participants. We added a comment section to focus on strengths and opportunities. This section supports our grading system. We added a goal section for participants to share their goals with us, so we could support them in ways that were more beneficial to them.

- 2. The Kitchen Program will strive to focus on food health and safety and how to prevent injuries in the workplace.***

The Kitchen has a training portion to the program. Temperature checks are done daily and a review of these procedures are evaluated in the Quality Assurance Review. With the pandemic still here, there was a lot of smart shopping being done in the program to better prepare participants for shopping tips and tricks in how to save money.

- 3. The Kitchen Program will continue to provide a cooking class over Zoom which will teach cooking skills and safety procedures.***

This Zoom class did not happen this year as the Kitchen was closed from mid-January to end of March. Once the Kitchen re-opened, catering events happened on a bi-weekly basis, not allowing for the proper time to prepare for the class. With the main office being open there has been an increase of people coming to the kitchen for lunches and breakfast.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
To increase our referral intake from two people to four per session. This will allow for more options to train in the different areas of Kitchen, including catering.	Full enrollment in training program	People we support	Tracking sheet	Kitchen Supervisor	Jan 1- Dec 31, 2023	Sixteen referrals	
Experience							
To develop skills in the kitchen, while focusing on their specific goals.	Completion of two-year training program	People we support	Tracking sheet	Kitchen Supervisor	Jan 1- Dec 31, 2023	Varies on the participants who started two years prior	
Efficiency							
To have full participation in the kitchen training program.	Four people per session (every twelve weeks)	People we support	Tracking sheet	Kitchen Supervisor	Jan 1- Dec 31, 2023	Sixteen participants	
Service Access							
To participate in the Community Garden plot, allowing participants to be involved in planting, growing, and learning about food.	Preparing, watering, weeding, and harvesting the garden.	People we support	Garden plot	Kitchen Supervisor	May – Oct 2023	Fully harvested garden	

CARF Standards

The Satisfaction Survey was distributed to eight Kitchen Program trainees. The data presented is based on the eight 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				
I feel that AiMHi keeps my information private.	100%	0%	0%	0%

I get help to make my own choices and decisions.	100%	0%	0%	0%
The AiMHi Kitchen Program helped me learn new skills in all areas in the kitchen, for 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 fifteen participants, with seven new referrals for 2022. The Kitchen closed from mid-January to April due to COVID. Once the kitchen reopened, there were seven referrals. Each referral wait-time is dependent on the start dates of each twelve-week rotation. Three participants left the program in 2022.

Access to Service

The Kitchen had a total of fifteen participants, with seven new referrals for 2022. Each referral wait-time is dependent on the start dates of each twelve-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 2022, three people exited out of the Kitchen Program. The reasons were as follows:

- 1 – Moved away
- 2 – Goals achieved

Intensive Family-Based Services (Family Support)

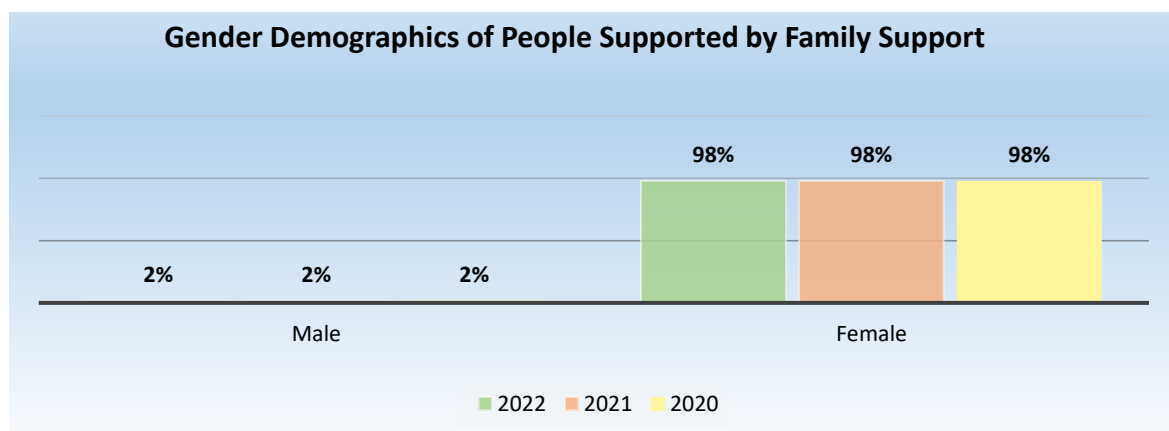
Introduction

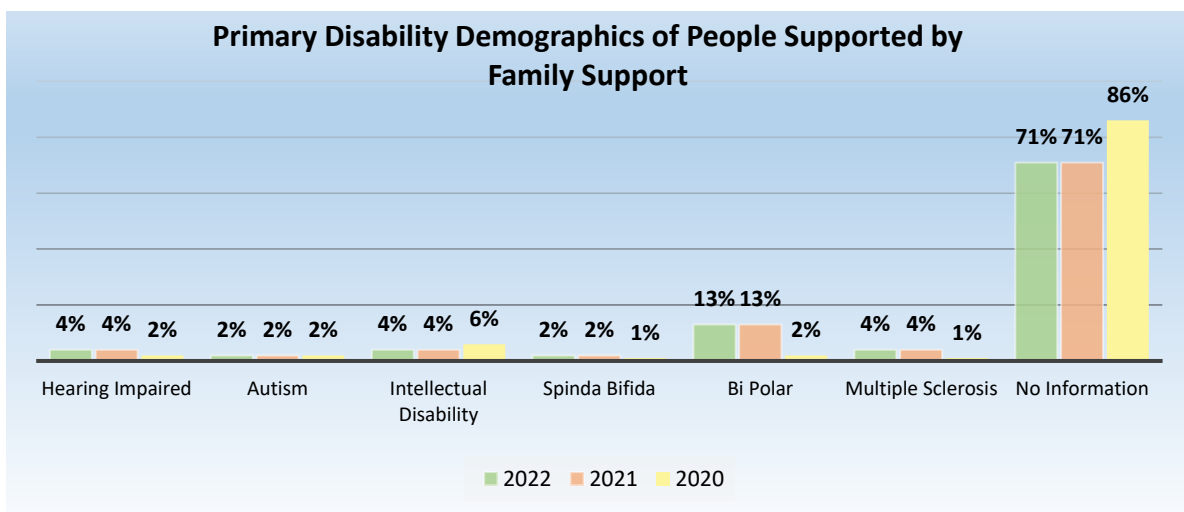
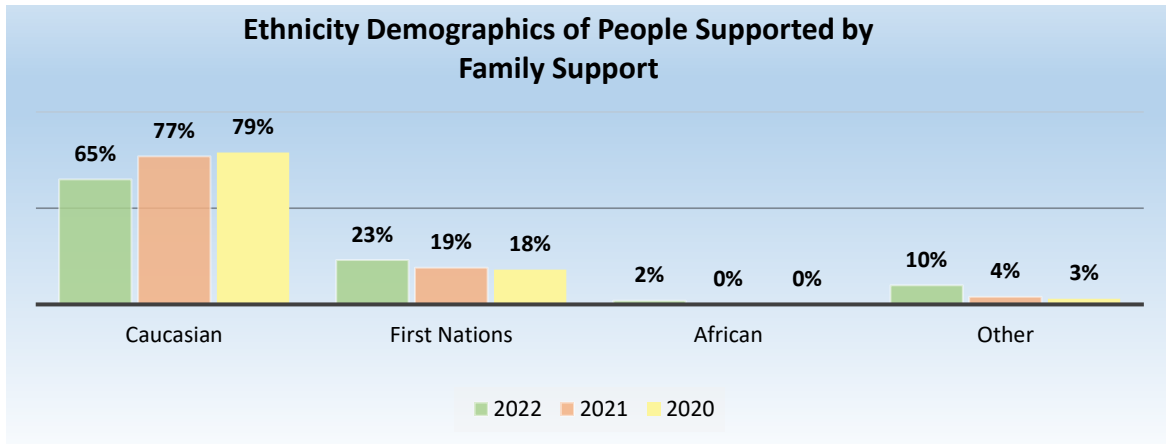
Funder: Ministry of Children and Family Development/Children and Youth with Special Needs

Description: The Family Support Program is available to all families who have children under the age of nineteen 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





Note: Demographics are gathered from active participants as of December 31, 2022

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 2022

- 1. Family Support has started to work with the Children's LifeSkills department to assist families in a collaborative fashion to support the family unit. This work will continue as we navigate changes with CYSN.***

Family Support is actively engaged with Children LifeSkills to provide broader supports to the families. A combined newsletter is sent out to families that invites them to participate in Family Support training sessions: Sensory Boards and how to create one, PEC (Picture Exchange Communication) and how to create/modify for individual learning. Community resources are included as well as any training sessions offered by the Family Support Institute or making connections to share experiences, offer suggestions and guidance in

a peer-to-peer fashion. These group learning sessions have been very useful with families attending from Family Support, Children LifeSkills and Infant Development.

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.

Family Support has created a learning library of resources in conjunction with Children's LifeSkills: IEP Educational Plans, Sensory Integration, Mental Health Awareness, Effective Listening, Personal Emergency Preparedness, Teen Transition, BC Transit access, How to access Basic Medical, and interactive craft lessons. Families have benefited from RDSP, Disability Tax Credit and PWD application processes in group and one-on-one sessions.

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.

Facebook was not created as we evaluated what the department needed and decided on in-person training opportunities as well as the PowerPoint learning lessons that were created to provide goal completion supporting CYSN and the families' authorization agreements. The time spent creating support lessons as well as resources that were sent to the families was more efficient and effective.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Increase opportunities to build skills and resources to better support family's variety of needs	Employees will have increased capacity to support the families referred.	Employees	Team meeting minutes, attendance to training and guest speakers	Manager	Jan 1, 2023 – Dec 31, 2023	Monthly training opportunities	
Experience							
The surveys will allow us to review the support needs and how well we have met the family goals as an ongoing measure opposed to a yearly survey where families who have exited may not respond to our request for feedback	Collecting feedback from families upon exit to evaluation and change services as needed more than annually	Persons receiving services	Surveys	Family support workers	Jan 1, 2023 – Dec 31, 2023	Each family will be provided a survey at exit. Target is 50% feedback received	

Efficiency							
Surveys will be attached to each exit report that we complete with families due to CYSN's authorizations and support needs being limited to six months	Increased feedback on services	People receiving services	Surveys	Family Support Workers	Jan 1, 2023 – Dec 31, 2023	50% feedback surveys returned	
Service Access							
Demographic Collection: Family Support will collect and track our parent support needs into four categories as outlined in our Service Agreement- Parent Support Individual, Parent Support Group, Parent Education and Training, Organized Activities/Programs for Children, Youth and Parents	Clarify the supports from AiMHi and the contracted services to ensure families are getting their needs met	People receiving services	Surveys	Family Support Worker	Jan 1, 2023 – Dec 31, 2023	Increase knowledge of family needs and assist Family Support workers to create opportunities that are outside of the contract. Provide support groups and resources for the additional needs. Eight support groups per year.	

CARF Standards

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

Experience	Yes	No	No Answer
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 seven completed surveys. Emotional support when needed: four out of seven. Increased knowledge of community resource services and funding: five out of seven. Personal support: four out of seven. Problem solving support: five out of seven. Increased confidence in caring for my child: two out of seven. Support with appointments and meetings: five out of seven. Advocacy when requested: four out of seven. Crisis intervention when needed: three out of seven. No answers: one out of seven.

Efficiency

There were approximately sixty-three families served at any one time during the year. These families are supported by two full-time Family Support Workers. CYS identifies the goal work and strategies they feel are relevant for the families.

Twelve of the families surveyed responded to several questions to ascertain the efficiency of the service they received from Family Support in 2022. 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 to three weeks, depending on the family's schedules. There is no waitlist at AiMHi; services for Family Support can be started as soon as the referral is received. Family Support received thirty-eight referrals for services in 2022.

Exit Reports

There were thirty-nine families exited from this program in 2022. The reasons were as follows:

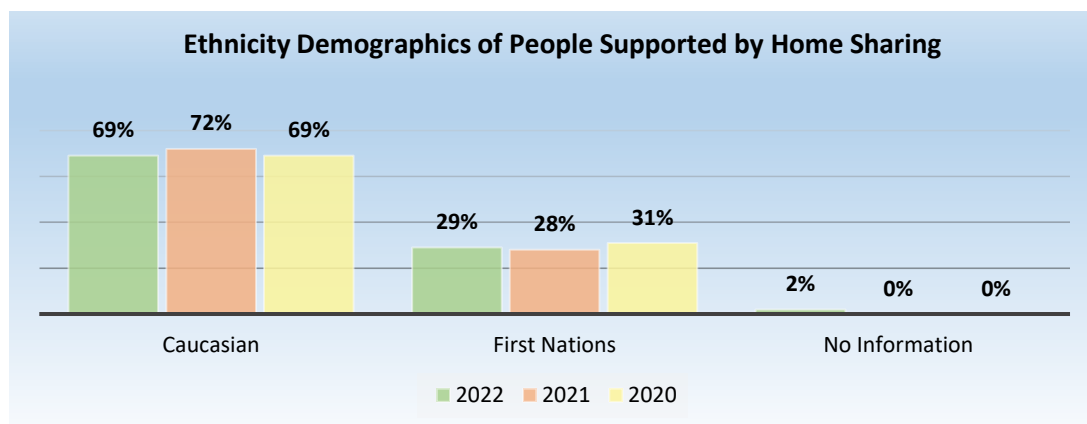
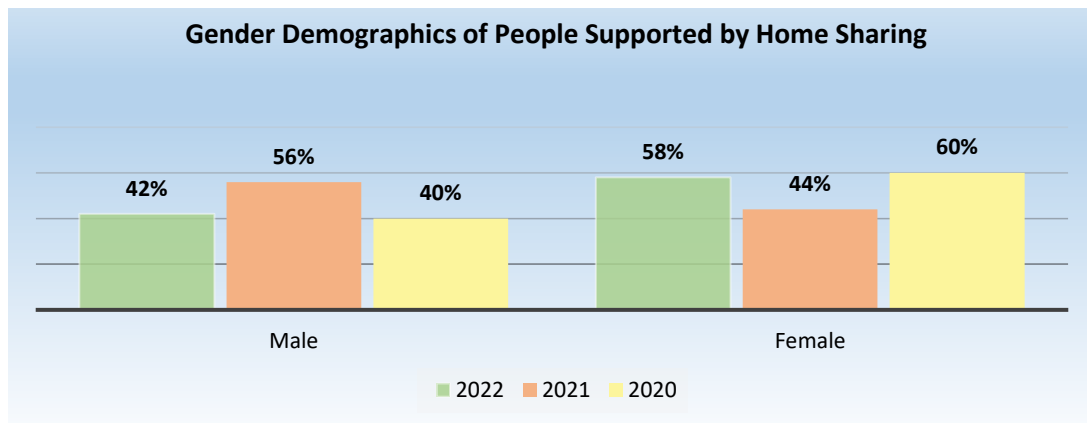
- 7 – Services no longer needed
- 1 – Moved away
- 11 – No contact/minimal engagement
- 20 – Needs were met

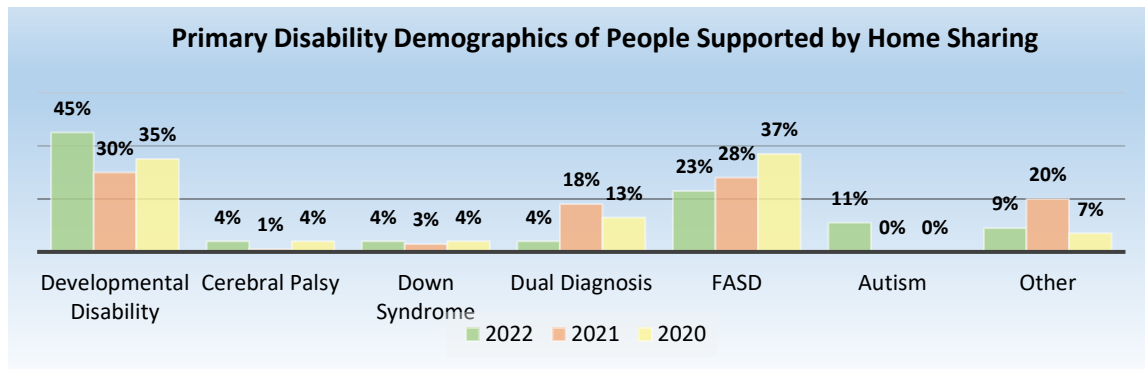
Home Sharing

Introduction

Funder: Community Living BC

Description: Managers are the sole employees of this program. The Home Share Providers are independent contractors and are not employees of AiMHi. In most cases, Home Sharing services are provided in the independent contractor's home. In 2022, Home Sharing supported thirty-six contractors to provide services to forty-seven people. 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 aged nineteen 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, 2022

Recommendations

Recommendations and follow-up from 2022

- 1. In 2021, CLBC created three 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.***

Upon further review and consultation with Home Sharing Providers it was determined that the Home Sharing Handbooks provided by CLBC were more suited as a general guideline about home sharing and not a training tool. Starting in November 2022, Home Sharing had available online training through Open Future Learning, this is through a grant from the BC CEO Network. All Home Sharing Providers have access to this training.

- 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.***

We have the new Home Sharing Managers Manual from the BC CEO Network and are currently formatting it to reflect AiMHi Home Sharing processes and procedures.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Currently we have thirty-five out of forty-eight people we support in Home Sharing who have chosen to sign a plan waiver rather than having a written PCP Plan	Increase of PCP Plans and a reduction in waivers	People we support	Tracked in yearly monitor checks	Home Share providers	Jan 1 – Dec 31, 2023	To reduce waivers from thirty-five to twenty-five	

Experience							
To gain knowledge on behavioural strategies, financial and support methods for people living in their home	Increase quality of life for person we support and a better experience for the Home Share provider	Home Share providers and people we support	Quarterly and yearly monitor check-ins	Home Share managers	Jan 1 – Dec 31, 2023	To reduce critical incidents by 25%	
Efficiency							
On November 1, 2022 we began the Open Future Learning online training program for Home Sharing providers	Enrollment in training program	Home Share providers	Online Program	Home Share managers	Jan 1 – Dec 31, 2023	Our goal is to review at least one training session with at least 60% of all Home Sharing providers by October 31, 2023	
Service Access							
Track requisites and home study portion of application process	A reduction of time between referral and placement	Home Share providers and person we support	The requisite portion of the FGT tracking process	Home Share managers	Jan 1 – Dec 31, 2023	Reduce wait time by 15%	

CARF Standards

Twelve surveys were prepared and handed out to people living in Home Sharing in 2022. Two people were unable to complete the survey due to being non-verbal. The following responses are from the ten people we supported who completed the survey.

Experience	Happy	Unhappy	Not sure	No Answer
I know my rights.	90%	0%	10%	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 2022, there were five new Home Sharing contracts.
- In 2022, there were five new people supported in the Home Sharing program. (Two people moved from one Home Sharing Provider to a new contractor)
- In 2022, 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 2022. The reasons were as follows:

- 1 - Person we supported passed away
- 1 - Moved into their own apartment
- 2 - Contractors ended the contract: one retired; and the other decided to move on.
- 1 - Moved into AiMHi residential

Community Youth Development (Children's Life Skills)

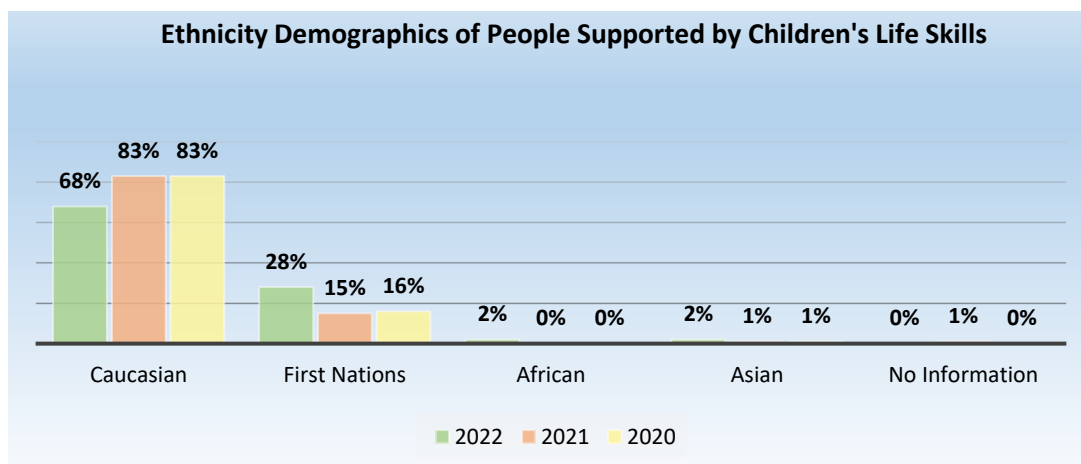
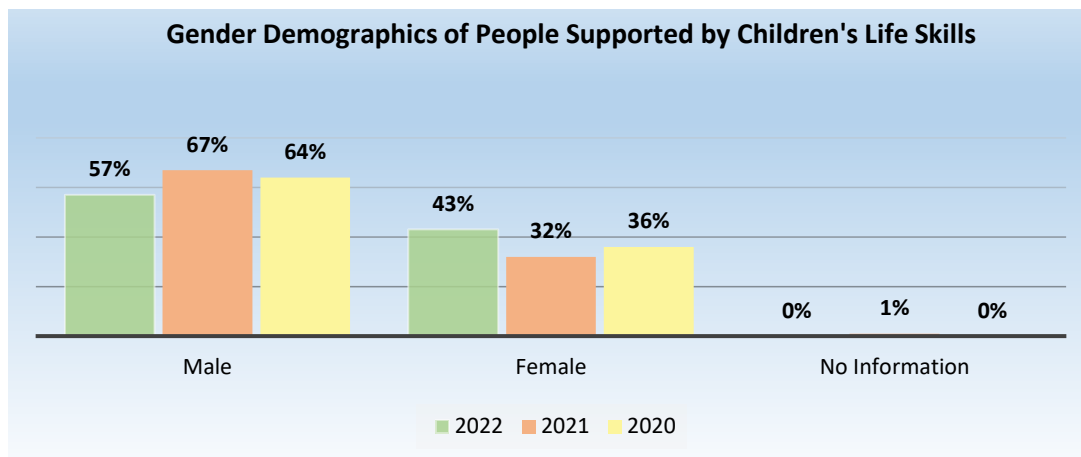
Introduction

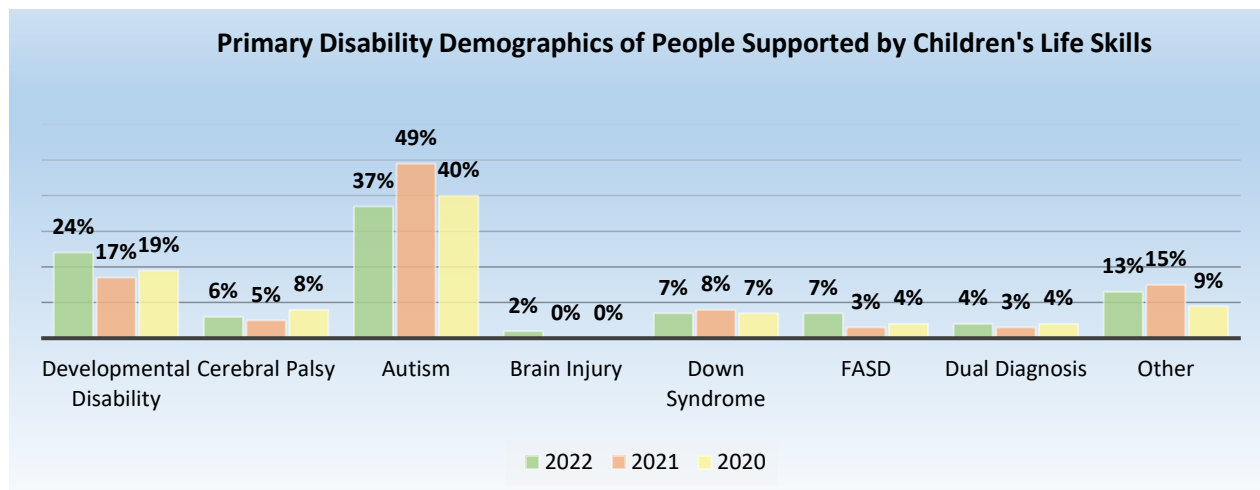
Funder: Ministry of Children & Family Development

Program Description: Children with special needs (ages 4-18) 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 nine Children's Life Skills Instructors in 2022; eight 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.





Note: Demographics are gathered from active participants as of December 31, 2022

Recommendations

Recommendations and follow-up for 2022

- 1. Children's Life Skills will create department orientation PowerPoints 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.***

Orientation PowerPoint was not created this year. Time was spent creating PowerPoint presentations for learning resources for the children and families. Thirteen PowerPoint resources were made available this past year. The topics were: IEP Educational Plans, Sensory Integration, Mental Health Awareness, Effective Listening, Personal Emergency Preparedness, Teen Transition, BC Transit access, How to access Basic Medical, and interactive craft lessons. The lessons were shared with families and used by the LifeSkills Instructor during appointments.

- 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.***

Facebook was not created as we evaluated what the department needed and decided on in-person training opportunities as well as the PowerPoint learning lessons that were created to provide goal completion supporting CYSN and the families' authorization agreements. The time spent creating support lessons as well as resources that were sent to the families was more efficient and effective.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Employment Specialist Supports: for youth interested in starting employment as a goal. One LSI will be assigned to start the process with the youth and the family to create resumes, mock interviews, and connecting to the community for resources, potential volunteer and/or job opportunities.	Independence and transition for employment for all applicable youth as indicated on their service authorization/ contract.	People receiving services	Resumes, Day Charts and Quarterly Reports	Children's Lifeskills Instructor	Jan 1 – Dec 31, 2023	100% of persons with this goal will have a completed Resume by the end of the service authorization /contract.	
Experience							
The surveys will allow us to review the support needs and how well we have met the family goals as an ongoing measure opposed to a yearly survey where families who have exited may not respond to our request for feedback	Collecting feedback from families upon exit to evaluation and change services as needed more than annually	Persons receiving services	Surveys	Children's Lifeskills Instructor	Jan 1, 2023 – Dec 31, 2023	Each family will be provided a survey at exit. Target is 50% feedback received	
Efficiency							
Surveys will be attached to each exit report that we complete with families due to CYSN's authorizations and support needs being limited to six months	Increased feedback on services	People receiving services	Surveys	Children's Lifeskills Instructor	Jan 1, 2023 – Dec 31, 2023	50% feedback surveys returned	
Service Access							
Group Goal Work: following the Service Agreement, will focus on one or more of the following areas: Pro-social skills, life skills, recreation, independence and transition and support to families.	Follow the Independent living workbook to identify the skill development areas and implement a group that supports this skill along with social soft skills.	People receiving services	Day Charts and Quarterly reports	Children's Lifeskills Instructor	Jan 1 – Dec 31, 2023	Six groups per year.	

CARF Standards

Forty-six 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 forty-six surveys prepared, twelve families participated

in the survey with twelve families not answering, four phone lines not in service and two families declined. The remaining sixteen families never returned the surveys to AiMHi. Thirty-five children exited services. These statistics are based on twelve respondents to the survey.

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

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

- Interacting in a meaningful way with my child.
- Meeting the child's needs and mom's goals.
- Engaging children and including the whole family.

Effectiveness	Yes	No	Not sure	No Answer
Do you feel that AiMHi keeps my child's information private?	100%	0%	0%	0%
Do you feel that the goals set are being worked on with your child?	92%	8%	0%	0%

Efficiency

In 2022, there were limited group activity appointments due to the changes with Skill Development and how goals are to be met. 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 six months to work on the goals with an estimated allotment of seventy hours per Authorization Agreement from CYSN.

Access to Service

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 forty-six new referrals received in 2022 with twenty of those families wanting service.

Exit Reports

Thirty-five children exited the program in 2022 for the following reasons:

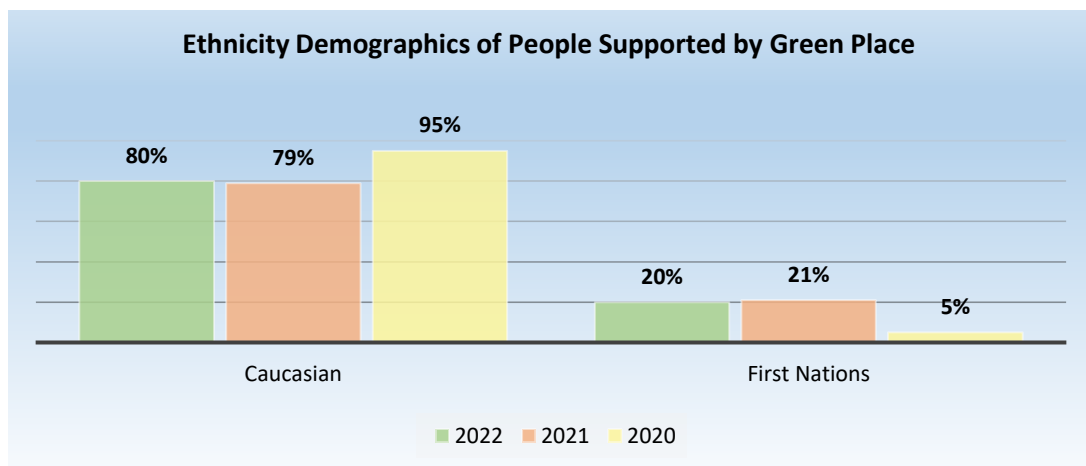
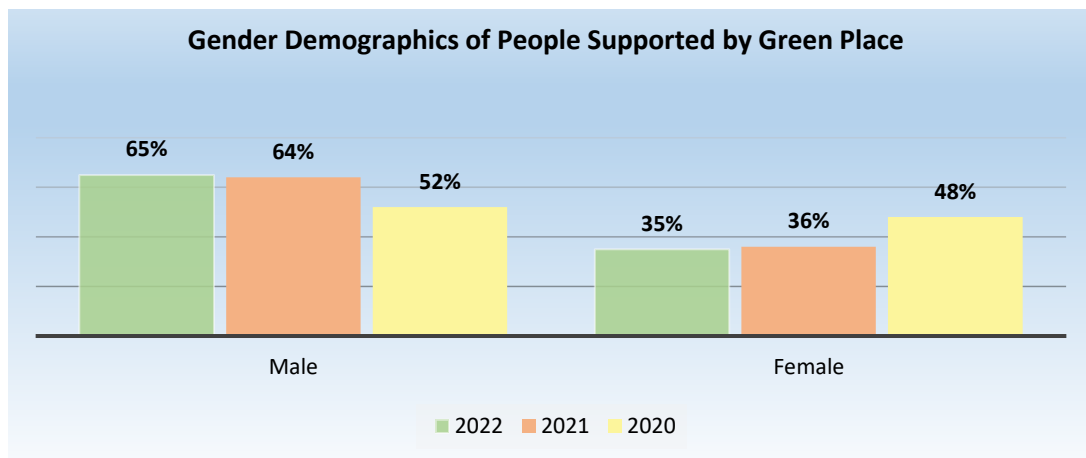
- 4 – Turned nineteen and no longer qualified for services
- 4 – Moved away from service area
- 7 – No contact from family
- 11 – Initiated by CYSN Service Agreement ended
 - 1 – Youth to foster care
 - 6 – Met goals
 - 2 – Referred to Family Support

Respite Services (Children's Residence aka Green Place)

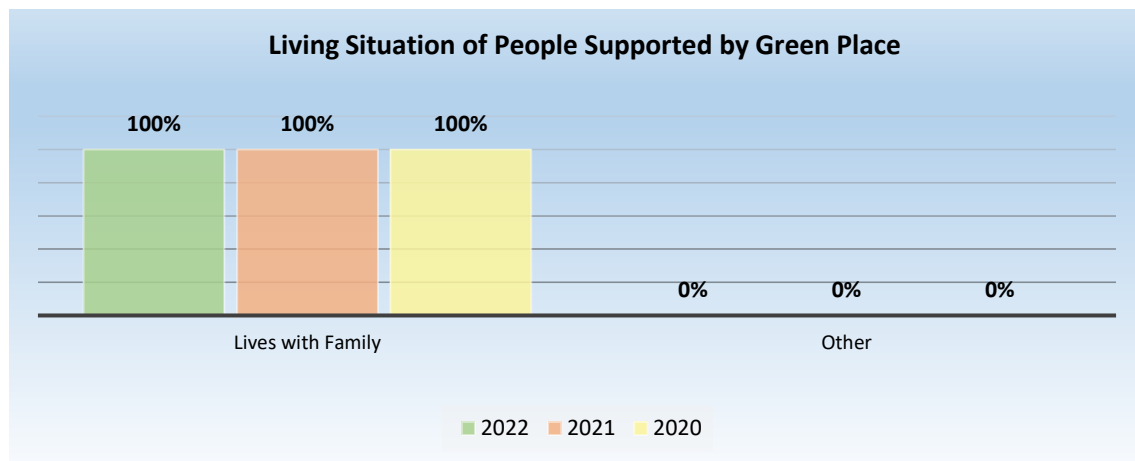
Introduction

Funder: Ministry of Children and Family Development

Description: The Children's Respite Home (known as Green Place) is a respite home for children who have special needs and their families. Green Place also provides emergency respite that can be accessed by MCFD when required. Children's Respite has four respite beds and one bed for an emergency placement. Children's Respite is a group home that supports families by providing respite for their children with disabilities. The respite home supports children until a child reaches nineteen years of age. Children's Respite employs eight full-time employees and two part-time employees.



Note: Demographics are gathered from active participants as of December 31, 2022



Note: Demographics are gathered from active participants as of December 31, 2022

Recommendations

Recommendations and follow-up from 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.***

The manager continues to work with MCFD to find suitable referrals. New referrals are brought forward in a timely manner when requested by the manager.

- 2. The team at Children's will work on having a schedule of planned activities in the community to offer the children.***

There is a posted activity schedule with an inside activity and a community activity. This is planned and posted at the beginning of each month. The goal is to have a minimum of three community activities each week this does not include in house activities.

- 3. The team will look for new things to do with the children within the home that are age appropriate for all children supported.***

There is an activity book in the program with suggestions of age appropriate community and in-house activities. These are incorporated into our posted monthly activity schedule.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Provide training and resources to the employees on persons living with Oppositional Defiance Disorder	Training sessions and resources in the home on ODD	Employees	Connecting with external professionals who are experts in ODD to provide training and resources	Manager	Feb 1, 2023- Oct 31, 2023	One training session for all relief employees who work in the home	

Experience							
Increase the available library of sensory items/toys	Available sensory items for those living with Autism	Persons we Support	Children's Budget and purchase orders	Manager	Jan 1, 2023- Dec 31, 2023	Three new items	
Efficiency							
The Children's Respite manager will work on decreasing the length of time it takes from referral to intake of a child	Implement a process to track referrals and length of time until intake	Stakeholders	The manager will develop a tracking sheet for referrals to help with this	Manager	Feb 1, 2023- Dec 31, 2023	One month from referral till intake meeting	
Service Access							
The team at Children's Respite will work on a system where cancellations are filled	1. Increasing the number of referrals. 2. Create a process to fill cancellations.	Persons we support	MCFD Referrals	Manager	Jan 1, 2023- Dec 31, 2023	Currently last minute cancellations are often not filled which leaves open spaces that children could use. Target maximum two- three open beds per week.	

CARF Standards

In 2022, four viewpoint questions were solicited from the fourteen families who currently access these services. These results are based on the thirteen 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?

- Very patient with my child and staff have gotten to know and work with my child.
- Fun activities and well looked after
- Communicate very well, positive attitude, pleasant and easy going.

2. What can we do better?

- More details of my child's stay when picking child up.
- Maybe online scheduling availability for respite
- Nothing that I've heard. Happy with service

3. Do you have any additional comments?

- Very grateful for this service
- Super happy with everything they offer and the time they spend with my kids.
- Great at accommodating requests when I do ask.

Effectiveness

The ratio of children to employees is now two children to one staff, this changed in April of 2022; previously it was three children to one staff. This change addresses the complexity in needs that many children have. Although the manager, with MCFD consultation, may determine 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 2022, 1,205 out of 1,550 contracted spaces in Children's were used which resulted in Children's running at full capacity 83% of the available days, which is a reduction of 10% from 2021. This decrease in bed usage is primarily due to illnesses, and not having a full list of children to fill the spaces on short notice. There was also a staffing shortage in 2022 that occasionally made it hard to run at full capacity. With last minute no shows or cancellations we are able to call in other children approximately 50% of the time. In April 2022, MCFD adjusted the contract with AiMHi and decreased bed capacity from five respite beds and one emergency down to four respite beds and one emergency bed.

Access to Service

Children's Respite received fifteen referrals from MCFD; seven families had intakes completed and their children started using respite services. Six families declined services as they were not interested in respite care. Two families did not return messages to set up tours and intakes. The manager of Children's Respite connects with MCFD regularly when there is room for additional children.

Exit Reports

In 2022, four children exited out of this service. The reasons were as follows:

- 1 – No longer needed services
- 2 – Moved out of Prince George
- 1 – Went into care with MCFD

Stakeholders

Introduction

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

Recommendations

Recommendations and follow-up from 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.***

The organization accessed some grant funding through the BC Gaming Grants. There were other small opportunities, however we did not apply on these as there was simply not the resources to do this work and the funding was quite small.

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

AiMHi has somewhat increased its presence on social media, however, it has been specific to recruitment efforts. The following social media platforms were used to promote AiMHi recruiting: Facebook; Instagram; LinkedIn; Indeed.com; Kopar Job Board; CNC & UNBC Job Boards; and Work BC. The pandemic did not afford many opportunities in community physically to promote awareness of the work we do.

Recommendations 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
The organization will continue to seek opportunities for revenue generation through fundraising and granting opportunities. There will be some planning to determine the best way to identify resources that could be dedicated to doing this work.	Identified person or key group to coordinate funding and granting opportunities	Senior Management team	Annual and Board Report	CFO	Jan 1, 2023- Dec 31, 2023	Resources identified	
Experience							
To analyze the effectiveness of the changes to our social media and website	Update surveys regarding our social media presence	Stakeholders	Surveys	PIC Committee	Jan 1, 2023- Dec 31, 2023	Feedback from 80% of stakeholders surveyed	

Efficiency							
To analyze and improve the analytics of the website	To improve our ability to identify patterns and trends of the website users	Stakeholders	AiMHi website	PIC Committee and Operations Director	Jan 1, 2023- Dec 31, 2023	Increased ability to analyze website user patterns and trends	
Service Access							
The organization will increase its presence on various social media platforms and the AiMHi website will be re-worked to create a more accessible avenue to promote the good work that AiMHi does.	Participation in community will be a focus this year to increase our presence in community	Stakeholders	AiMHi website	Human Resources	Jan 1, 2023- Dec 31, 2023	Update website and social media presence	

CARF Standards

There were five Stakeholder surveys completed in 2022. This is a decrease from 2021 as we no longer send these surveys to our Home Sharing providers, but instead focus on our partners and suppliers in the community.

Experience	Satisfied	Unsatisfied	Don't Know
Are you satisfied with how information is shared between AiMHi and you/your organization?	100%	0%	0%
Are you satisfied that AiMHi works cooperatively with you/your organization?	100%	0%	0%
Are you satisfied with our policies regarding confidentiality?	100%	0%	3%
Effectiveness			
Are you aware that AiMHi supports children who have special needs, adults who have developmental disabilities and their families?	100%	0%	0%
Are you aware that AiMHi advocates for employment within the community for people with developmental disabilities?	60%	40%	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 is a comment received from one of our stakeholders. "The team at AiMHi are incredibly responsive & professional, which makes working with them rewarding. It's truly a privilege to work with them all."			
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 those who responded to this question, 60% of the respondents indicated yes and 40% of the respondents indicated they didn't know.			

Association

Introduction

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

AiMHi serves approximately 648 people with disabilities (excluding people supported by IDP) who vary in the level of support they require to live good lives. AiMHi has thirty-nine homes for adults (not separate houses – there are often multiple departments operating within one location). 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 467 employees. AiMHi also supports people to live with another family on an independent contract basis through Home Sharing.

Recommendations

Recommendations and follow-up from 2022

1. The COR Committee will complete their second maintenance audit for the Agency to maintain AiMHi's COR accredited status.

The COR maintenance audit was completed in June 2022 by Angela Aubichon and Wendy Goyer with a final score of 99.7%.

2. Finish the updating and review of the Finance and CFO processes. Create a unified document for the Finance Clerk and CFO processes.

During 2022, the Finance team began reviewing all processes within the department. Updates were completed to reflect current practices. Some of these updates included changes to the Residential Department Financial binders and formalizing the documentation requirements for persons receiving services, petty cash reconciliation, employer health tax payments and GST payments.

3. Rework the budgetary process for 2022-23 to better capture Manager input to ensure accountability.

Documentation of historical changes to the budgetary processes are not always available to clarify why changes have been made. Some of the changes resulted in different budgeting dispersal than other similar departments. Finance met with both the Operations Director and the Chief Services Officer to clarify some of the budgeting decisions that were made in their area of accountability. Through the use of ShareVision, ongoing documentation/communication with the management team, has provided clarity and history for all requests and changes.

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

- a. Health promotion activities included messaging on how to get vaccinated and the importance of staying up to date with recommended boosters, enhanced infection control practices during the respiratory illness season, and sharing of available mental health resources.

- i. February 03, 2022 – COVID Update

- ii. March 03, 2022 – Shingles Vaccine email Health Promotion
- iii. July 07, 2022 – COVID-19 Vaccination Boosters email Health Promotion
- iv. October 06, 2022 – Respiratory Illness Season email Health Promotion
- v. November 01, 2022 – Fall Immunizations email Health Promotion
- vi. November 9, 2022 – Flu Clinic at AiMHi with Hart Drugs. Vaccinated 65 people (people we support, families and employees).
- vii. AiMHi Infection Control and Communicable Disease Plan was finalized in 2022 and will be launched in 2023.

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.*

- a. 2022 brought the need for adaptability and flexibility to support people where they are at. This meant an unprecedented number of moves and adapting homes to accommodate changing needs due to age.
 - i. Two adults moved out of AiMHi services.
 - ii. Three people moved into residential services because of changing needs.
 - iii. Three adults passed away.
 - iv. Twelve people moved residences due to changing needs.
- b. There has been improved support this year from the Northern Health Primary Care teams to respond to people's needs as they age, particularly the OT support from these teams. The supports are timelier and our relationships with these teams has been strengthening. AiMHi will begin tracking the following in 2023:
 - i. Number of adults accessing OT/PT or nursing with Primary Care.
 - ii. Time from referral to being seen.
 - iii. Number of new referrals.
 - iv. Number of adults accessing HSCL OT/PT or Nursing.
 - v. Time from referral to being seen.
 - vi. Number of new referrals.

6. *Review internal process and procedures that support the monitoring and implementation of the Personal Assistance Guidelines (PAGs) and Thriving in Community Guidelines.*

- a. The BCCEO Network pulled together nurses from various service providers across the province to meet multiple times in 2022. There was also a call with CLBC and it was brought up that the PAG guidelines and Thriving in Community Guidelines are due for renewal as they do not recognize the full scope of the various types of nurses and the work is starting to change that is supported by these guidelines.
 - i. March 25, 2022 – Agency Nurses and CLBC
 - ii. June 6, 2022 – Agency Nurses and CLBC
 - iii. October 12, 2022 – Agency Nurses and CLBC
- b. Informal discussions with the Program Lead for HSCL took place to review the PAG guidelines and framework for how Unregulated Care Providers (RCWs at AiMHi) are supported to carry out health care tasks, whether delegated or assigned. Met with HSCL nurses November 24, 2022.
- c. The policy regarding DOTs and the PAG guidelines was reviewed in February 2022 and changes are being planned for 2023.

- d. Worked 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.

7. 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.

- a. Falls Prevention Plan template that was created in 2019 was personalized and implemented for three people we supported in 2022.
- b. Training was determined to be an important focus for 2023 as there are increasing complexities for people we supported and a much newer workforce as longtime employees begin to retire. Some topics identified include:
 - i. Personal Care
 - ii. Safe Moving and Assisting – Ceiling lifts and personal care
 - iii. Mental Health

8. 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.

An occupancy rate of 98.3% was achieved this year. A great deal of focus has been put on tenant retention in these units, which contributed to the high occupancy rate.

9. 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.

The Health and Safety Committee updated its analysis procedure of Emergency Response Drills. The analysis now includes information on; areas needing improvement; actions to address improvement; date of implementation of actions; necessary education/training; actions taken/intended results; annual action plan follow up.

10. 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.

In 2022, there was limited in person meetings due to the transition from pandemic protocols to post pandemic protocols. The PCP committee did provide training in 3 homes who requested training and education for their employee teams to further learn about SMART goals and My Story's. There was also a red carpet event themed "I Know What You Did Last Summer" to celebrate Community Living Month with the return to in-person activities. The poster boards were displayed for most of October in the Main Office. The event was a huge success celebrating each person goals.

11. 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.

The PCP Committee will continue to establish a well-rounded resource for employees on various ways to document and collect data. Red Carpet event was one way that we showcased the creativity of how the employees could document the goals of the person served. The posters varied in design, content, and goals.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Work with Direct Care to develop a framework/ curriculum and tools for training at AiMHi regarding health care tasks and personal care in alignment with the Personal Assistance Guidelines (PAGs) and Thriving in Community Guidelines.	Increased knowledge and skill of employees	Employees	Training modules and resources	Directors of Services and Health Services Director	Jan. 1 2023 - Dec. 31, 2023	Two new training modules/ resources.	
Experience							
The Health and Safety Committee will update the Health and Safety training materials in 2023	<p>1) The Emergency Response Drill bulletins will include images to promote the understanding of when to do a Shelter in Place drill or when an Evacuation drill is required.</p> <p>2) The Annual and Employment Orientation training material will be updated with focus on content that is more employee engaging such as videos.</p>	Employees	<p>Emergency Response Drill Announcements</p> <p>Health and Safety Training Material</p>	Health and Safety Committee	Jan. 1 2023 - Dec. 31, 2023	75% of all drills will be completed accurately	

Efficiency							
Create Procedure Manuals for all positions in Finance with all the updated processes reviewed and updated in 2022.	By the end of 2023, the Finance team will have complete Procedures Manuals. One manual for the Chief Financial Officer and one for the Financial Clerks.	Employees	Complete and updated Procedures Manuals	CFO	Jan. 1 2023 - Dec. 31, 2023	100%	
During 2023, the CFO will begin to work to standardize the budgets of the forty-one residential departments.	Standardized Budgets in residential depts. These changes will provide clarity and better accountability for the Direct Care team and Finance department moving forward.	Association	Annual budget	CFO, Directors of Services	Jan. 1 2023 - Dec. 31, 2023	50%	
Service Access							
Adapting to changing needs as people age continues to be a focus for health services	Work with stakeholders to overcome challenges in supporting people as they age and advocate for appropriate supports for aging in the place of choice whenever possible	Stakeholders	Healthcare plans, work orders, adaptive equipment obtained	Health Services Directors, Operations Director, and Managers	Jan. 1 2023 - Dec. 31, 2023	To reduce the wait time from needs identified to access required services and support by 25%	

CARF Standards

Experience

During 2022, AiMHi received four community complaints. Managers of the appropriate departments were contacted to resolve the issues. Response time varies in accordance to the issue at hand. All issues are responded to and resolved as quickly as possible. This was an increase from three complaints from 2021.

Effectiveness

In 2022 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

Through the use of ShareVision, the finance department was able to provide / upload copies of Funding Guide Templates and Service Levels. This change in 2022 increased the accessibility to the management team and will provide ongoing historical data.

Access to Service

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

Performance Improvement Report

Introduction

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

AiMHi serves over 420 people who have disabilities or special needs. The Performance Improvement Committee studies each service provided and looks at the experience of the people we 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 2022

- 1. The Performance Improvement Committee will have additional training on the changes to the standards within the Performance Management Prep Survey Guides.***

Two members of the PIC Committee went to Performance Measurement and Management training presented by CARF in Vancouver in June, 2022.

- 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.***

We began working through the changes from Satisfaction to Experience questions within the survey. As well, we met with each group to ensure their recommendations follow the SMART Goals format, including more comprehensive measureable outcome results.

- 3. The Performance Improvement Committee will make any required adjustments to the surveys to address CARF.***

We have been working through the changes from Satisfaction to Experience questions within the survey.

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

We increased the reminders sent out for the survey and it was reviewed at managers' team meetings. The theme month for Performance Measurement and Management was changed to November to coincide with the timing of the surveys.

Recommendations for 2023

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
The PIC Committee will work to ensure conformance to all standards in Performance Measurement and Management, Performance Improvement, Input and Accessibility	Updated PIC report template, surveys and documented procedures in performance measurement and management.	PIC Committee	Surveys, PIC Report, and PIC Procedure manual	PIC Committee	Jan 1, 2023- Dec 31, 2023	2022 PIC report, 2023 surveys, and a draft PIC Procedure manual	
Experience							
To increase the employee survey results	% of surveys completed	Employees	Surveys	PIC Committee	Jan 1, 2023- Dec 31, 2023	Increase from 30% in 2022 to 35% in 2023	
Efficiency							
The PIC Committee will look towards recruiting additional members	Increased capacity of the PIC Committee to complete required tasks.	PIC Committee	Committee membership list	PIC Committee	Jan 1, 2023- Dec 31, 2023	Increase membership by one employee	
Service Access							
The PIC Committee will ensure diversity within the Committee	Identify potential recruits with diverse backgrounds	PIC Committee	Committee membership list	PIC Committee	Jan 1, 2023- Dec 31, 2023	Increase membership by one employee	

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 Report

Recommendations and Follow-Up from 2022

Architectural Barriers

Barrier: Persons we serve can experience changes through the aging process.

- **Solution:** AiMHi will accommodate persons we serve 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 resources and training materials on aging. 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:** Employees work with people and their families to start planning for their end of life wants and needs where appropriate. This information can be included in the personal budgeting guidelines in financial binders in residential homes.
- **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 2022 there was only one request 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

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 forty-five 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 Community Inclusion 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.

- **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 2022 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.

In 2022, Adventure Odyssey granted a total of \$6,257.29 to requests throughout the year to 17 different recipients. This was an increase from last year. Of the requests that were submitted and granted, we assisted 10 people to move to a new home, two payments for dental bills, one request for dentures, three requests for assistance with hotel costs, and one for foot care services. 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 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 website has a page dedicated to providing information to donors with a link to donate.
- **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

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

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 2022, there were a total of 48 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, 2022 saw many people getting back to work following safety plans due to the Pandemic. In total, IES assisted in 47 job starts in 2022.

Transportation Barriers

Barrier: People we serve 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 2023.
- **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

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.
- **Solution:** AiMHi Cultural Diversity and Inclusion Committee created and implemented training for all employees in Gender Identity and Gender Roles.
- **Solution:** Life skills initiated a support group for persons we serve that have identified as having gender roles or identities other than their sex.

Communication Barriers

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

- **Solution:** Information about AiMHi including newsletters, bulletins, special events, funding information, and positions available will be available in different formats for stakeholders to access. 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 translated 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. 2022 did not see the same number of changes to regulations as 2021 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 2023

Architectural Barriers

Barrier: Persons we serve can experience changes through the aging process.

- **Solution:** AiMHi will accommodate persons we serve 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

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.
- **Solution:** AiMHi will support people to apply and obtain funds through any eligible funding sources, i.e. Canada Housing benefit.

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

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. When purchasing new homes we will prioritize accessibility.

Employment Barriers

Barrier: Persons with developmental disabilities need paid employment.

- **Solution:** IES continues to offer services in Prince George and Mackenzie funded through Community Living BC.
- **Solution:** AiMHi will provide a new contracted service. L.I.F.E. Services will provide additional opportunities for employment for person receiving services in this department.

Transportation Barriers

Barrier: Persons we serve 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

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.
- **Solution:** The Cultural Diversity and Inclusion Committee's purpose is to increase awareness and education in a variety of areas such as race, religion, gender identity, ethnicity, and disability as documented in the Cultural Diversity and Inclusion plan.

Communication Barriers

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

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

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) and non-violent crisis intervention. Employees will have access to generic and person specific training.
- **Solution:** The AiMHi CBI (Communication Behaviour Instruction) Committee has received training to provide support and guidance to employee teams who work with persons who have challenges.