

2023

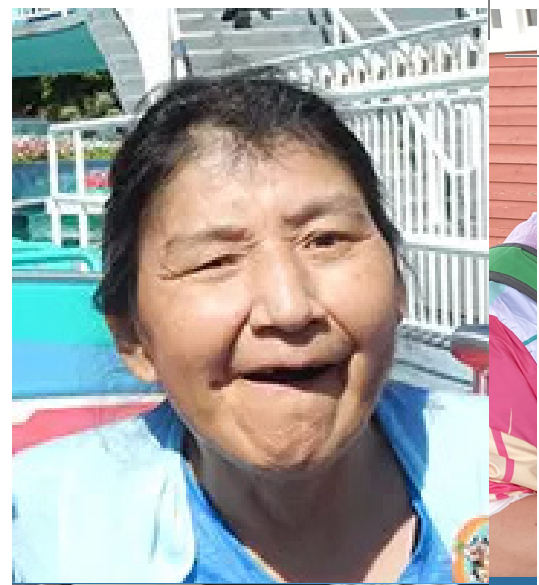
ANNUAL REPORT



ONE COMMUNITY
ONE VISION

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OUR MISSION STATEMENT

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

Message from our Board of Directors President and Chief Executive Officer

AiMHi is a community of individuals who support the mission, vision, and goals of the organization and this year we have much to be proud of. Our long-term Executive Director Melinda Heidsma retired and AiMHi was happy to welcome Mark Zuberbuhler into the role. All employees have worked diligently to ensure the transition to the new leadership is successful. We would like to extend our appreciation to Melinda for her commitment to AiMHi, her dedication to the people we serve and we wish her well in her retirement.

AiMHi was pleased to launch our new service called LIFE Based Service. LIFE stands for Learning, Inclusion, Friendship and Employment. This service combines support for people interested in employment who also want to connect to their community, pursue life-long learning, and build meaningful relationships.

While COVID restrictions in the community had begun to relax, AiMHi continued to protect people during the year and only in the last quarter did we reduce the restrictions we had in place. Virtual services have continued and this service delivery is preferred by some of the people we support. It means we are changing to a hybrid model for some of our programming.

Our leadership team is engaged as they strategize, engage the employees and solve issues. Our employees continue to impress on a daily basis in the care they provide. They form long-term relationships with people they support and are there when needed. We are incredibly grateful for the dedication and the added effort our team does on a consistent basis. Additionally, self-advocates and family members tell us what is important. This feedback helps us realize we are doing what we should do for the people we support.

We continue our search for affordable and accessible housing for the people we support. One major goal is to replace existing homes that are limited in access with homes that have larger hallways and easy access to allow those we serve to be able to age in place. The Davie street project has been a wonderful extension to the opportunities AiMHi

provides to the community.

Over the past year, we have continued to be challenged with the recruitment of employees. While we are in a new paradigm, as people develop their careers in new ways, our Human Resources team is responding to those challenges. AiMHi continues to be an excellent employer and this is evident in the length of service of our employees. AiMHi maintains positive relationships within the labour relations community and a positive reputation as an employer, and an agency, in the community at large.

We would like to thank the government agencies who provide the necessary funds to operate. These resources help many people in both Prince George and Mackenzie and we are proud of what AiMHi continues to provide in these communities. We also would like to thank our supporters in Prince George and Mackenzie.

Finally, we would like to thank the Board of Directors for their service. The past year has seen some major changes at the Board table with Melinda's retirement and Mark's hiring. Fortunately, the Board has been able to return to meeting face to face and the transition has been very smooth. Once again, we would like to thank Melinda for her help in the transition and for her continued commitment to AiMHi.

We look forward to the year ahead.



Fred McLeod
Board of Directors
– President



Mark Zuberbuhler
Chief Executive Officer



DIRECT CARE

Having been restricted for the past two years with the pandemic, people were hesitant and cautious around returning to more in-person time with others. We needed to encourage people and their families to work toward getting back to living and being with others. We made plans for all the transitions and carefully identified how we could safely move forward. AiMHi employees and managers have done exemplary work to keep people safe.

There were a number of changes for Direct Care in 2022. A number of internal moves were planned and executed for people to homes that would better meet their current and changing needs. Some moved for increased accessibility, some for a more appropriate space to share with their roommate, and some to accommodate preference. In total, there were twelve people who moved homes in 2022.

Three people passed away this year who had been supported by AiMHi for many years. We are fortunate that we were able to support them well through this challenging time in their lives. One person moved away to another community and we welcomed five new people to Residential services this year.

AiMHi worked collaboratively with MCFD this past year to re-negotiate our contract at our Children's Respite home to reduce the number available nightly from six to four. This was completed to ensure we are able to effectively and safely meet the increasingly complex needs of the children who are accessing this service

on a regular basis.

AiMHi continued to be included in the CLBC initiative for a CBI capacity team. This team will promote positive behaviour practices to support people to make some changes to their behaviour. There are seven managers who are a part of this team.

Program Directors had a title change and are now referred to as the Directors of Services. This was done to move away from the term 'program'. Language and the words we use to describe our work is very impactful and we want to move away from calling people's homes programs, therefore, this change made good sense.

We were fortunate to have Wendy Goyer join the Direct Care Team as a Director and she has taken on some of our MCFD departments along with her Quality Assurance work. This has been a great opportunity for the direct care team as she is able to contribute her expertise and knowledge during planning sessions and we are so happy to have her at the directors table doing the work of this agency.

AiMHi would not be what it is today without all of the collaboration and team work throughout the agency, while we all have different roles, our Vision, Mission and Values could not be attained without the dedication of each and every person employed by AiMHi. A sincere and heartfelt thank you goes out to AiMHi for making the work of providing services to our community a success!

Operations Department

This year, the Operations Department serviced 1,712 work orders: an average of 142.66 per month, or 7.1 per work day. This is a decrease of 5.6% from the previous year, but is still the second busiest year on record.

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

This was the first full year with the Davie Street Housing development available for use. All of the units remain fully occupied as of this writing, and minimal turnover was seen this year, with only one unit becoming available during 2022.

Work was done on several of our homes to maintain and improve the buildings themselves. We also installed new lighting around the outside of the main office to improve the visibility and safety on the property during the dark winter months.

Quality Assurance

Quality assurance is the identification, assessment, correction, and monitoring of effectiveness and aspects of procedures that are designed to enhance the quality of services within AiMHi. The Director of Quality Assurance works with the management team to ensure current processes are working and implement changes or new initiatives to meet the growing needs of our employees, people receiving services and our regulating bodies. With participation on the Policy Committee, Risk Management Committee, Performance Improvement Committee, Cultural Diversity and Inclusion Committee, Joint Occupational Safety and Health Committee, CPI (Non-Violence Crisis Intervention) Trainer and Committee Chair, CARF Surveyor and a variety of projects and groups, the Director of Quality Assurance continues to engage in performance improvement and risk mitigation strategies to promote the success of AiMHi, the employees and the people we support.

CARF ACCREDITATION

AiMHi has created a strong culture in support of accreditation. Yearly, we obtain the copy of the new standards in both employment and community services, and child and youth services. Ongoing performance improvement continues within all areas of AiMHi to meet or exceed the standards. Our next CARF survey will be hosted in October/November of 2024. These surveys are a great way for all of us to celebrate all the hard work we all do each day.

Home Sharing

Home Sharing had four new people move into homes with contractors in 2022. We had one person pass away and four other people leave for various reasons, either to live independently, with family, or they switched to a different agency. The Home Sharing coordinators were excited to be able to host an appreciation event again, where everyone could visit, enjoy food and do crafts. This was the first event after three years without one, due to the pandemic.

Recruitment is always a focus for Home Sharing. In the spring of 2022, one of our Home Sharing managers worked with our HR department to develop radio advertisements to promote various areas of the organization, including Home Sharing. AiMHi received additional coordination funding from CLBC at the end of 2022 to help organizations focus on recruitment. Plans were put into place to put the funding to good use for the organization to work on growth in the Home Sharing department.

The BC CEO Network received a grant to provide training opportunities to Home Sharing contractors. This is being done through Open Future learning which started at the end of 2022. At the end of 2022, we had three contractors participating in this training with plans for others to start in the New Year.

Infinite Employment Solutions



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

Infinite Employment Solutions supports those who 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, skills training, job development and job coaching to achieve labour market attachment.

We celebrate our dedicated employers showing community leadership by continuing to hire individuals supported in IES despite a global pandemic. In 2022, we achieved a record amount of job starts: 47! This celebrated number hasn't been achieved since 2018. A testament to inclusive hiring practices and dedicated employers in Prince George and Mackenzie. IES team members were persistent in advocating for each person's employment goals which even reached all the way to Ontario.

IES received heartwarming, generous donations from various community members in 2022 that provided safety gear to people supported in our employment training programs. The first was a large donation of work gloves from Canfor Pulp. These gloves were certainly appreciated and put to good use. IES also received scarves from the Prince George Cougars hockey team. These were cherished during those very chilly snowy days. And lastly, Home Depot organized a gently used safety footwear drive at the store. This provided our new trainees an offset of the cost of expensive steel toed boots to learn new skills to enter the workforce.

IES staff advocated for a pay increase for the landfill pickers working for Twin Rivers Developments Ltd. as the wage has remained the same since starting our partnership several years ago. IES staff is thrilled to share that the company reviewed the request and has agreed to initiate a generous pay increase effective immediately. The finance manager reported, "We value each employee greatly and hope this helps".

Infinite Employment Solutions continues to successfully facilitate three employment training programs:

Common Goods

There were ten callers, five cube-van swappers, 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. We also provide service to one community customer for snow removal and several A&H community customers. There were thirteen trainees in 2022.

A&H Information Management

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

The IES team in Mackenzie continues to participate in virtual events with Community Options in Prince George. Two IES supported people receive services from both communities as their families reside in Mackenzie. IES was excited to set up a booth and participate in Mackenzie's Spring Exposition in May. This was the perfect opportunity to share and learn about the community's retail business, support services, education, sports, non-profit organizations, forestry, mining, and technology.



Community Options

As a department, we said good-bye to many of our Zoom activities in 2022, and entered into the community again. A very popular community event, RicRec, opened up and many of the people we support join this get together every Thursday to play games, do crafts, and socialize.

Every Voice Choir has been very active in the community. The choir sings at several seniors' homes on a weekly basis as well as performing at the Christmas Golden Age Social which has up to 500 seniors attending the event. The choir gets together once a week to practice and sing on Wednesdays and Saturdays. Throughout the year there have been several homes on a wait list for the choir to come and sing. The choir is busy year round with performances.

Volunteering continues to be an important part of the activities within Community Options. This year, people were able to help volunteer weekly at the Salvation Army Food Bank, Humane Society, Meals on Wheels, YMCA, local horse stables, and with the Kettle Drive Campaign for Christmas at Save-on-Foods and Walmart.

Bingo is the only Zoom event the department participates in, and is offered twice a week. This is a popular and fantastic activity to help people not only connect with their friends, but also to deal with isolation and boredom that lockdown brought to us. The luck factor and winning prizes made it all the more exciting. There are close to thirty people we support in this game, in-person and on Zoom.

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

– HAL ELROD

Adult Life Skills

The Adult Life Skills department continues to be an exhilarating and dynamic place – full of collaboration, growth, and learning.

In 2022, we started looking at connecting with former partnerships, partaking in activities, and looking at new opportunities in the community. We took our first trip to Barkerville in over three years, and so much fun was had with everyone. They did gold panning, stage coaching rides, and shows. There were a few hiking excursions as well to the Ancient Forest, Forests for the World, Greenway, and Ferguson Lake. They attended a Prince George Cougars hockey game and Spruce Kings hockey game.

We partnered with the City of Prince George, who were instrumental in providing temporary bus passes to teach the people we support how to use the public transit system; lovely fluorescent green cards were created for the Life Skill instructors. This has proved to be invaluable in teaching the people we support with learning the public transit system.

Children's Life Skills

The primary focus has been skill development for the children and providing parent support so families can celebrate their child's success with goal achievement. The team has produced training sessions to families on PEC systems, Sensory Bins and Tactile Boards. These sessions were inclusive to all family members including siblings to strengthen the family unit through play. The children have explored learning through community activities, structured goal work and flexible activities where the child becomes the decision maker. Transition supports has been a priority for the youth, learning new skills to improve self-esteem, confidence and social experiences. The greatest pleasure has been watching the children and youth take ownership over their right to belong, contributing to the community through volunteer work and finding their personal voice to achieve the independence they desire.

Family Support

Family Support took on a new focus this past year to increase the efficiency of data collection. We looked at what information we were gathering and made changes to documents, demographic collection individually, and for group learning.

Family Support has developed a great resource for families that is sent out in a newsletter fashion. Families have really appreciated this format for community resources, educational opportunities, recipes, social media disability contacts, and educational workshops such as: Sensory Bin and Vision Board Work, Introduction to Picture Exchange Communication System (PEC's) Persons with Disability Benefits (PWD) part 1 and 2 and a monthly Tea Meet and Greet for families to either gather information about services and/or meet with other parents and share similar stories.

Infant Development Program (IDP)

In a word, the 2022-23 season for the Infant Development Program might be best represented by: transformative. A stand-out transformation came from our funder when the Ministry of Children and Family Development made substantial changes in our 2022-24 Service Agreement pertaining to Information Management. These changes required an extensive amount of time and energy from the team; all while continuing to manage the other areas of the program, maintain our existing caseloads of between 35-50 families per consultant and respond to over 115 new referrals in 2022-23.

We are proud of the work we do at AiMHi and proud to be part of the difference our team makes in the community. We are always eager to learn new things, take on new challenges and offer the best HR services.



HUMAN RESOURCES



Recruitment & Retention

The entire Community Living sector is facing challenges when it comes to the recruitment of new employees and the retention of current employees. The challenges we are having is one that is not only being felt within our industry, but in the general labour market as a whole.

HR participated in several job/career fairs, symposiums, and webinars to ensure continued exposure of the agency to potential candidates. Our regular participation at networking events through colleges and other agencies has also contributed to our increased workforce. Referrals from current employees has been a great channel.



Labour Management

Relations with the Union continue to be professional, co-operative and transparent. We each work hard to resolve issues prior to grievances and collaboratively to interpret the collective agreement. The collective agreement was ratified for April 2022 to March 2025. The wage increases will provide a much long-awaited increase to employees doing this very important work. The focus on mandatory early intervention for employees and the creation of floater positions have been important additions for AiMHi.

The development of an essential service plan included collaborative work with specialized union representatives who were accountable to work with service providers. The task was to develop essential services plans if the collective agreement ratification was not successful. The entire management team did a significant amount of work to develop and advocate for an acceptable essential services plan.



Cultural Diversity

The Gender, Gender Identity and Gender Expression course was launched. Monthly meetings have been conducted to continually identify where the agency can improve in this area.



Return To Work/Stay at Work

This concept has been the driving force for AiMHi in order to maintain and sustain the workforce and healthy return to work. HR engages in regular communication with Disability Management Institute to achieve these goals. We have been successful in our robust Return to Work Program. We see more employees remaining at work or returning, in some capacity, at a greater degree. Employees are required, under the collective agreement, to participate in the Early Intervention Program.



Payroll Updates

Payroll is an ever-moving environment where we strive to serve all employees well.

Here are just a few highlights from 2022:

- Work with a wide variety of internal and external stakeholders to accomplish our goals
- Attended a variety of training to keep up to date in a fast paced environment
- Successful implementation of new BC paid sick leave legislation
- Participation in the KPMG annual audit



Certificate of Recognition (COR)

HR is the lead for the COR process but has received much support from our internal auditors, Wendy Goyer and Angela Aubichon. The agency has done information sessions and audit preparation for the May 2023 audit. Our focus is not only on the COR audit but to remind everyone of our current health and safety practices and promote a good working environment for all. The agency went through an internal audit in 2022 with a score very close to 100%. High achievers we are.

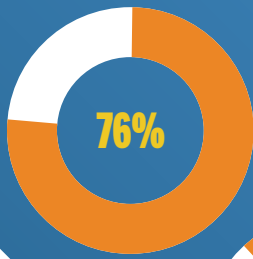


JOSH (Joint Occupational Safety and Health Committee) and Work Place Safety

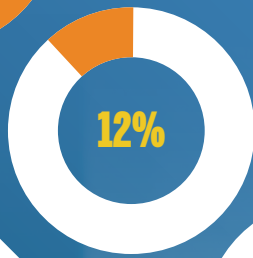
The committee, comprised of management and union representatives, meets monthly in order to review accidents, injuries, illness and near misses. We offer recommendations to managers for corrective action and/or identify agency changes required. The committee produces a quarterly newsletter for all employees which allows us an opportunity to provide updates and safety tips for employees. A quarterly recognition award is issued to one of the nominators of a situation or person who has gone above and beyond.

REVENUE

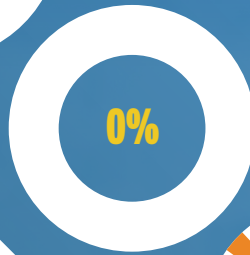
\$35,244,265



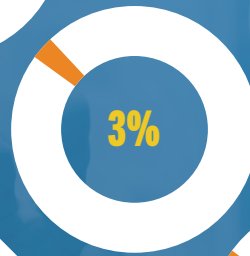
Community Living
British Columbia



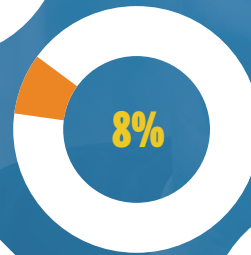
Other



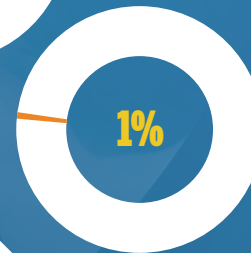
Program Sales
& Services and
Donations



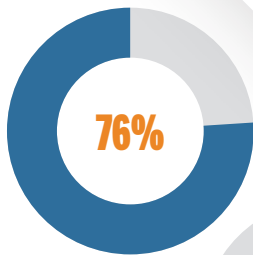
Shelter & Support



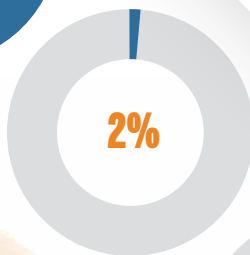
Ministry of Children &
Family Development



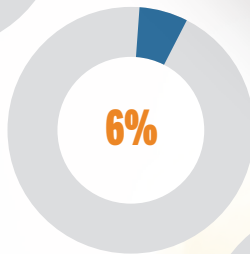
BC Housing



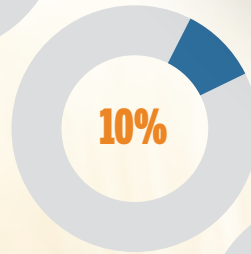
Wages &
Benefits



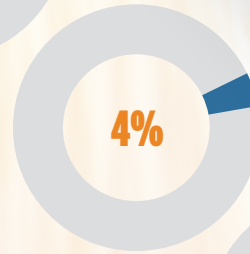
Amortization



Individual Care



Office & Administration



Shelter &
Occupancy



Transportation

\$34,268,735

EXPENSES

Finance Department

The Finance department is dedicated to continuous improvement, and strong and effective financial controls

Our team members meet regularly to scrutinize progress, and identify any roadblocks to success. We are committed to providing solutions to help our management members perform their work more efficiently. We continue to provide advice and train managers on financial policies when we note an area of improvement or respond to a request.

Employee Recognition Awards

30 YEARS

Steven Weinard

25 YEARS

Saturnina Rude
Diane McFarlane
Bonnie Chow

20 YEARS

Sandra Beningfield
Louise McQuay
Chris Mikulasik
Teresita Janson
Aylene Ancheta
Anita Lauder
Lori Neilson

15 YEARS

Saroj Bains
Kumi Okayama
Gordon Green
Jessica Singh
Kathy Cook
Randi Dalzell

10 YEARS

John Goodson
Melody Chevalier
Annaliza Burguillos
Sun Jung Kim
Joel Piano
Jaswant Dusange
Bastiaan Rynsewyn
Eileen Hardy

John Young
Adrianna Zotich
Kristina Ward
Darcy Lovell
Sunday Ojo
Marilyn Marcello
Samanthan-Jean Dube
Steven Lorenz
Harjit Gill
Dhanendra Varma
Lynnae Wilson

5 YEARS

Wayne Beatch
Elizabeth Taylor
Latisha Banotra
Christina Gillies
Dale Haines

Lynn Hawley
Elaine Smith
Charo Acebedo
Nadejda Dragos
Myla Magsino
Robyn Browne
Juanita Hunder
Faith Young
Craig Seeley
Afusat Adepoju
Meaghan Ashton
Sanjeev Minhas
Danine Dececco
Cameron Mazurak
Emily Williams
Anita Partington
Cherryl Ortynsky

BOARD OF

DIRECTORS

Board of Directors

Fred McLeod	President
Sharon Cairns	Vice President
Paul Raines	Treasurer
Brenda Peacock	Past President
Cindy Morris	Director
Niki George	Director
Cleo Lajzerowicz	Director
James Fowlie	Director
Rheanna Robinson	Director
Steve Pudney	Director



 @AiMHibc |  @AiMHIBC |  @aimhibc

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www.aimhi.ca

CARF ACCREDITATION

AiMHi has been awarded a three year accreditation with CARF.



CERTIFICATE OF RECOGNITION

AiMHi has been awarded the WorkSafeBC Certificate of Recognition (COR) for occupational health and safety.



FUNDING FOR OUR PROGRAMS IS MADE POSSIBLE BY:



PROUD MEMBER OF:



AIMHI IS PARTNERED WITH:

