



PRINCE GEORGE ASSOCIATION
FOR COMMUNITY LIVING



Annual Report 2020

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Board of Directors

Brenda Peacock	President
Holly Kavanaugh	Vice President
Paul Raines	Secretary/Treasurer
Mike Millard	
Rory Summers	
Bryan Mix	
Fred McLeod	
Glen Schmidt	
Cheryl Knippel	
Cleo Lajzerowicz	



Our Mission Statement

Strong communities recognize and celebrate the value of all citizens. AiMHi contributes to a strong community by providing advocacy, supports and services to people who have special needs and their families.

Our culture supports people to have good lives at work, at home and in the community.

A Bit about AiMHi

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

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

We Believe

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

Our Values

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



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

Message from our Board of Directors President and Executive Director

This year, we are celebrating our 63rd Anniversary Year here at AiMHi. Once again, we all have much to be proud of in the accomplishments and successful achievements of AiMHi. Together, we always appreciate the opportunity to highlight some of this hard work in the following summary.

We continue to search for affordable, secure, and accessible housing for everyone. It has continued to be challenging to find accessible houses in Prince George. Over the past year, numerous renovations were made to various homes to ensure that people who live with mobility challenges were able to safely navigate their homes. These renovations will continue when needed. However, our plans to build five houses on Davie Street have proceeded well! These five houses are expected to provide independent, affordable, and accessible housing for up to 15 people served by AiMHi. At this point, these homes are expected to be ready for occupancy in late 2020 / early 2021.

Over the past year, we have had some cladding added to the exterior of our Main Office building on Kerry Street. The intention here is to provide some much needed insulation to this building, while enhancing the esthetic appearance as well. The finalization of this work was delayed due to nesting birds in the rafters of the building, but the work will be completed shortly now as the birds have now left their nests.

Our 2020 Annual Report would generally encompass the activities of the organization through our fiscal year of April, 2019 – March, 2020. We would however be remiss in not mentioning the world-wide pandemic that in early 2020, virtually overnight, changed the world as we know it. This event has moved AiMHi in a very purposeful and focused direction; do whatever we can possibly do to protect people served and employed by AiMHi to remain safe, healthy and protected, in whatever manner possible, from contracting / transmitting COVID-19.

AiMHi encompasses a large group of people who support the mission, goals, and aspirations of the organization. We are extremely fortunate to have a dedicated group of volunteers which form our Board of Directors in governing the affairs of the organization. Our Board of Directors has moved into new technology this year in hosting virtual meetings – an exciting development!

Our management team is a group of people who are extremely hard working, intent in supporting the organization to be the best it can be, every single day. Throughout the year, they are faced with many challenges and they routinely meet these challenges head on. They are not afraid to take some risks in their pursuit to ensure they are accountable for the oversight they provide. Our management team, as always, has been doing an extraordinary job in supporting their teams all year long; including, through the current pandemic.

We are very proud of the day to day work done by AiMHi employees! Every day we see amazing examples of the difference they make in people's lives – in introducing people to new adventures, in teaching independence and resilience – in sharing happy and sad moments in time with others, and in just being there for people when needed. They keep their promises to people – they form lifetime relationships with people they support through difficult days. It is important that everyone understand that these people are performing critical essential services in caring for people. They are strong and brave in being there to support people every single day.

Self-Advocates and Family Members keep us grounded in what is important in their lives. They hold us accountable to ensure we stay on track in meeting our Mission Statement and our Values here at AiMHi. They do not hesitate to let us know what better lives look like for them and we are constantly striving to meet these needs in the best ways possible. In late 2020, we will be working on updating our 3-5 Year Strategic Plan for AiMHi. We will gather input from various sources in planning the next directions the organization will take.

We would like to also take the opportunity to express our extreme and sincere thanks to our Government Funders; in particular, Community Living BC and MCFD. Without their support each year, the communities of Prince George and Mackenzie would be missing some of the really valuable support and services offered by Social Service organizations in BC. These organizations provide a safety net for many people and we are proud of the work that AiMHi continues to provide in these communities.

Brenda Peacock
Board of Directors – President

Melinda Heidsma
Executive Director



Financial Information

Financial metrics

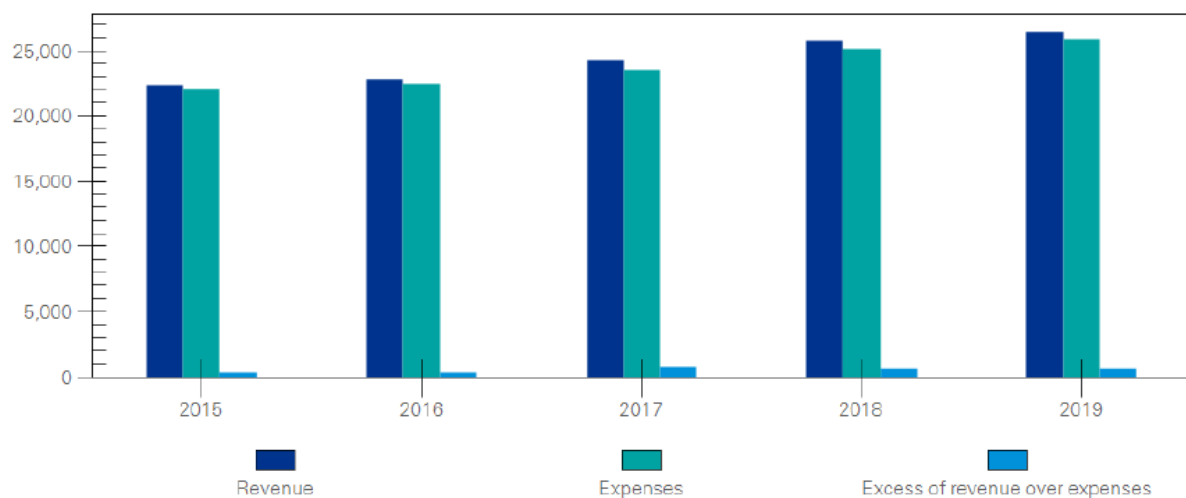
(Balances in thousands)

	2019	2018	Change 2018 to 2019
Operating results			
Revenue	26,503	25,807	2.70% ↑
Expenses	25,917	25,187	2.90% ↑
Excess of revenue over expenses	586	620	(5.48)% ↓
Financial analysis			
Current ratio	0.96	1.03	(6.80)% ↓

Financial & operating graphs / charts

(Balances in thousands)

Revenue, expenses and excess of revenue over expenses



Meeting Minutes from our 2019 Annual General Meeting

Brenda Peacock, President, called the 62nd Annual General Meeting for AiMHi – Prince George Association for Community Living to order at 5:32 pm.

Approval of 2018 Meeting Minutes

Moved by Rory Summers and seconded by Holly Kavanaugh to approve the 2018 Annual General Meeting Minutes for AiMHi – Prince George Association for Community Living as presented. Carried

Auditors Report

Auditor from KPMG LLP, Corey Naphtali, presented the summarized Financial Statements for the year ended March 31, 2019 for AiMHi – Prince George Association for Community Living. The summarized Financial Statements are available at the membership desk.

Moved by Fred McLeod and seconded by Cheryl Knippel to accept the Financial Statements as presented. Carried

Appoint Auditors

Moved by Paul Raines and seconded by Mike Millard that the auditing firm of KPMG LLP, be appointed as auditors for AiMHi - Prince George Association for Community Living for the fiscal year 2019/20. Carried

President's Report

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

Nomination Committee Report

Fred McLeod, Chair of the Nomination Committee, presented the Nomination Committee Report wherein the Nomination Committee put forward Mike Millard, Fred McLeod, Holly Kavanaugh, Cheryl Knippel and Cleo Lajzerowicz for the open Board of Director positions (the full Nomination Committee Report is included in the Annual Report).

Moved by Glen Schmidt, seconded by Rod Sutton to accept the slate of nominees put forward by the Nominations Committee. Carried

Recognition of Board Members

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

Recognition of Employees Years of Service

Employee Recognition Awards for 5, 10, 15, 20, 25 and 30 years of service were presented to employees which attended the meeting. Employees recognized are listed in the Annual Report.

Annual General Meeting was adjourned at 6:53 pm.



Report from the Nominations Committee

We would like to offer a big thank you to all of the volunteers who have served on the AiMHi Board of Directors over the past twelve months. The time and dedication of these individuals has been significant to another successful year of operations for the Association.

Each year, approximately half of the Board of Director positions become vacant for election. As we approach our 63rd Annual General Meeting on Monday, September 14th 2020, there will be five positions on our Board of Directors that will be available for interested Candidates.

Five of the current Board Members who are in the midst of their two-year terms have affirmed their commitment to complete their two-year terms as follows Holly Kavanaugh, Mike Millard, Fred McLeod, Cheryl Knippel and Cleo Lajzerowski.

Three of our current Board Members have expressed their desire to let their names stand for re-election as follows: Brenda Peacock, Paul Raines and Glen Schmidt.

Two of our Directors will be departing from our Board this year. We are most appreciative of the contributions they have both made in representing AiMHi over the years. They are: Rory Summers and Bryan Mix.

The Nominations Committee is pleased to put forward our recommendation to fill a seat on the AiMHi Board, as follows:

Lisa Horswell: Lisa was born and raised in Prince George, BC. She holds a master's degree in Leadership and Administration. She has worked for School District 57 since 2000. Currently, Lisa is the Director of Instruction for Inclusive Education. She is passionate about equity of access to education for all students especially those who have special needs.

Nominations Committee Members: Holly Kavanaugh, Fred McLeod, Bryan Mix.



Finance Department

The finance department is committed to continuous improvement and has focused on implementing strong financial controls that are effective for our management team to follow. In 2019, we revised our delegated spending authority process to simplify our invoice approval process.

We have transitioned approximately 90% of our vendors to Electronic Funds Transfer (EFT) payments and saved close to 2,000 manual cheques from being printed and mailed in 2019. This system has streamlined our bank reconciliation process and significantly reduced the number of stale-dated cheques that need to be re-issued.

The finance department remains committed to a high standard of accuracy and in 2019 we processed 5,476 Accounts Payable Invoices, 1,739 Accounts Receivable Invoices and 506 Petty Cash reconciliations.



Human Resources Department

It was another busy year for AiMHi and Human Resources (HR) as we continued to strive for the highest standards in searching for ways to best serve the association.



The HR Team consists of Kris Zemlak, Roberta Bunbury and Fraser Deacon. In September, the Association went through some organizational changes and our Payroll Department moved over to the HR umbrella. This brought Destiny Heidsma – Payroll and Benefits Manager, into HR. She brings many years of experience and knowledge of various HR functions! We were super pleased to have her join our HR Team!

AiMHi strives to be one of the best places to work!

Some Achievements of Human Resources in 2019

Attendance Management Program

Our HR Team developed a policy to promote the focus on improving the culture regarding employee attendance management. The management team was supported with materials to provide guidance in developing and promoting a culture of clear expectations with respect to attendance.

“Return To Work”

The culture at AiMHi is structured where all employees know there will be a return to work plan to “get people back to work” and that AiMHi strives to keep employees at work. The team has been diligently working to improve the statistics of returning employees to work who are off. “How can we return you to work?” “What modified duties can you do?” This shift has been effective and is reflected in employees returning to work sooner with fewer long term absences. Our HR Team compiles regular stats to show that our work is actually making a difference.

HR Continues the Work to Move Employee Personnel Files from Paper to Digital!



AiMHi, having operated for more than 60 years, has many years of filing and systems in place to store employee personnel information in paper forms. HR has been slowly working through this myriad of paper, document by document. The focus is to start streamlining the systems that we currently have in place to be more effective, and looking at how we can set up more efficient systems in the future. We are heading onto a paperless era here at AiMHi!!

Recruitment and Retention

AiMHi works in a competitive labour market and our success in recruiting qualified employees is ongoing work.



HR continually looks strategically at how we can be an “Employer of Choice” and promote the Association through community awareness initiatives, such as attending job fairs at UNBC, CNC, IMSS, and Work BC/PGNEC.

We continue to promote AiMHi's "Employee Referral Program" and having AiMHi employees refer qualified candidates. This initiative has brought many outstanding candidates in.

During 2019, HR worked in partnership with Integris Credit Union to use their digital signage at 5th Avenue and Central as well as renting the digital board at the Tim Horton's Massey and Westwood Street location. We have also updated our "swag" collection. It is nice to see others so excited when they receive a complimentary branded gift from the agency. This also helps us to achieve our goal of increasing the community awareness for the agency.

HR regularly promotes work opportunities on AiMHi's website and by using appropriate social media tools such as Facebook, Work BC, Twitter, and LinkedIn, with a focus on "Work with Us".

During 2019, HR was in direct contact with CNC's Social Services and Health Care Aid programs for work placements.



AiMHi HR's Team is also actively involved with one of the Rotary's Clubs "Adventures in Healthcare" which is geared toward high school students interested in a career in healthcare.

HR continues to promote an "informational interview" which provides interested people the opportunity to come in and have a formal interview with HR before applying for work. This has proven effective in that some applicants determine this may not be the right career to them at this time. Or, it may be a career they can't wait to start working in!

We are now starting to track applicants to determine what encouraged them to apply at AiMHi so we identify what is working well in our recruitment plans.

Operational Improvements



HR continues to do their best to have an employment process that focuses on people starting work in full and part-time positions and shift away from the historical workplace culture of new applicants moving directly onto the Relief List. **In 2019 we had 43 people hired directly into positions versus the Relief List!** Our HR and Direct Care Teams work hard to post full time positions; if we offer part-time, we generally get applicants who come in with only part time / limited availability. We want to provide full time work with benefits, whenever possible.

Collective Working Relationships

AiMHi and the BCGEU continue to work towards maintaining a positive and communicative relationship. This relationship includes openness, with a proactive approach to coming together for solutions. This collaborative relationship promotes the culture of the Collective Agreement being a "collective" piece of our work; an “agreement” that is important to both parties, which solidifies our relationship.

CARF

The new CARF Standards for 2020 are out. The entire organization works very hard all year long to meet and exceed our CARF Standards. We continue to be proud of our accomplishments in all departments.



JOSH (Joint Occupational Safety and Health Committee)

The JOSH Committee hosted a Meet and Greet Safety Event for JOSH representatives in November 2019 together with WorkSafeBC. Our Managers continue to maintain their Level One First Aid.

Students

We have also increased our audience with students from CNC's Social Services, Health Care, and Human Resource programs, and we annually attend UNBC's Annual Top Business Student event. These partnerships provide us with opportunities to enhance AiMHi's community awareness with students who are pursuing careers in various disciplines. We also hope to garner interest in our management positions with students interested in this field as a career.

Volunteers

During 2019, over 15 volunteers applied and 5 volunteers were actively engaged in the associations' work. In many cases, volunteers are able to further develop their English skills and acquire experience with a goal in eventually become employees of AiMHi.

To celebrate Community Living Month, AiMHi participated in our first annual focused on “Community Give-Back” event in 2019! Our eager planning committee proposed a long list of worthy recipients, and we chose to dedicate our 2019 event proceeds to the PG Humane Society. They were most grateful for this donation, which came at a time when they needed a little extra support from our community. We had a blast hosting a delicious pancake breakfast and bake sale for everyone, and we even tried to run a little drive-thru to catch people on their way to work. We donated nearly \$4000 to a worthy cause, and AiMHi's team is proud of our contribution!



Operations Department

This year, the Operations Department serviced 1,357 Work Orders: an average of 113.1 per month, or 5.7 per work day. This is an increase of 13.6% over the previous year, and is the busiest year on record. In order to assist with the ongoing increase in required maintenance work, the Operations Department hired a second maintenance person towards the end of this fiscal year.

Our Main Office saw a major renovation project again this year – the floor in our gymnasium was replaced in early 2019. The new floor is a gym-grade vinyl flooring; a new subfloor and vent covers were also installed. The new flooring has no lines on it as the space is not used for competitive sports, and is primarily used as a conference and meeting space. This work was performed by Caliber Sport Systems. The walls of the gymnasium were also repainted by Excel Painting.

In addition, we also removed all of the remaining carpeting from the offices at the Main Office (with the work being done by PG Floor Fashions), and Mayfair Gas and Plumbing installed new water fountains with bottle filling stations and integrated water filtration systems in the building.

This year, the desktop computer systems at the Main Office were upgraded to use solid-state hard drives, which are much faster and last longer than traditional drives. This was done in part to prepare for the server replacement which occurred in October. The two older servers have been replaced by a single server, which runs a variety of virtual machines to accommodate the various systems we use at the Main Office. In the new system, the files that were previously stored on individual desktops are now backed up as part of the daily backup procedure. The network also handles a variety of tasks in more efficient ways than the old servers, such as printer sharing and network resource allocation. The file system has been completely reconfigured, with new security and access levels separating our data into discrete units which adds additional security. In addition, our phone system was modified and upgraded to work with the new server. The server replacement was completed with the assistance of Premier Computer Care, AccSys Consultants, ABC Communications/Infolink, T&S Communications, and our in-house personnel.

This year also saw the beginning of work on cladding the Main Office building. This project includes the installation of spray foam insulation and the installation of a framework to install hardi-plank siding on the building. This will not only provide some much-needed insulation to the building, but also transform the appearance of the building from an old school into a modern looking structure. The sign at the front of the building will also be replaced as part of this project. This work is being done by IQ Builders, and is expected to be completed in the fall, 2020.

The Davie Street Housing development project continued to progress this year, with the servicing work starting in late spring 2020. The work was performed by Twin Rivers Developments. We worked with the City of PG and McElhanney to start the early registration process for the subdivision in preparation for starting construction of the houses themselves in 2020. There was much excitement when we were ready to see the foundations being poured in August, 2020.

Work was done on several homes in order to improve accessibility; including a couple of ramps, replacing carpeting with continuous-surface vinyl flooring, and modifying a bathroom. Substantial work was also done on another bathroom that needed to be updated. We also replaced three furnaces, and the roofs on two of the homes. These various projects were handled by Cantilever Construction, JRS Construction, Mayfair Gas and Plumbing, PG Floor Fashions, Lord of Floors, and Mainline Plumbing & Heating.

In keeping with our strategy of replacing homes that are not accessible for people with mobility issues with more accessible homes, we purchased a new home on Galinis Avenue this past year. This home required relatively minimal modifications in order to make it accessible. The house on Galinis replaced a home on MacDonald Avenue which was older and had several characteristics that made accessibility very difficult.

A portion of the parking area at one of the homes was repaved in the summer. The work was required due to heaving and the settling of the ground following the repair of a water main in 2018. Centre City Paving performed the work.

An Expression of Interest was sent out this year for our mobile phone contract. Rogers was the successful bidder on this contract.

Quality Assurance

2019 was the year to enhance our focus on health and safety throughout AiMHi and the introduction to WorkSafeBC's Certification of Recognition (COR) initiative. Much like obtaining CARF certification, the COR process involves reviewing our Health and Safety Program and making improvements to meet or exceed WorkSafeBC regulations.

There were changes to our policies, Health and Safety Manual, information sharing, training and understanding of all employees on safe work practices. Through the hard work of all management and employees we hope to be ready to have a COR audit in late spring of 2020 and receive our first of many COR Certificates. As our AGM is being held later this year than we typically do (and subsequently this Annual Report being presented), we are thrilled to report that we did receive our first COR Certification in July, 2020 with an aggregate score of 94%.

Home Sharing

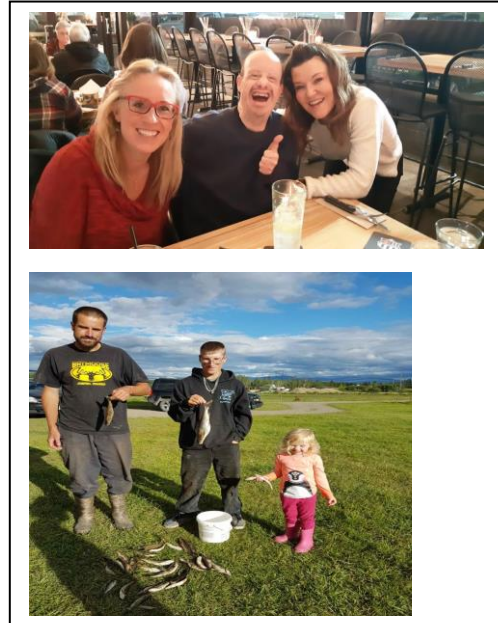
We continue to be very pleased with the number of long term matches we have in our Home Share program as well as the dedication of our providers. As of December 2019, we had 50 people being supported through this program. We had new referrals for 8 people in December of 2019 and we had 4 new matches during the year.

We had 5 people exit the program. Of those 5, one person passed away, two moved away and the remaining two moved into more independent living situations. We have been able to transition people within the program to new providers and have not had to rely on AiMHi to provide accommodations. We continue to provide services in Quesnel and area and are looking for creative ways to promote the program there and recruit additional local providers. We did add 2 new contractors in Quesnel who are waiting for matches. We continued to raise community awareness about the Home Sharing Program and are appreciative of the support and efforts from our existing contractors in promoting this program through word of mouth.

We celebrate our long term matches through appreciation events and during our quarterly visits. We continue to strive to ensure we are achieving the best matches for people and that we are connecting people with common interests and life styles that are compatible.

Our contractors report that they feel well supported. Our regular monitoring and follow up with both the person and the Home Share family ensures everyone's interests are being considered and respected and people are safe and healthy. We pride ourselves in working to provide the best possible support with ongoing assistance and resources to these families to ensure they will always feel they have help when they need it and have all of the tools they need to be successful.

We review and check all legal requirements and our funder's policies; as well, we connect with other organizations to ensure that we are following Best Practices and abiding by all of our contractual requirements. We have reviewed our monitoring practices to ensure those people who are more vulnerable have more frequent visits and that we are tracking health concerns, and following up with the home share contractors on a regular basis.



To help our contractors stay up to date and on top of their contractual requirements and best practices we continue to provide them with monthly newsletters and continue to ensure requirements are up to date for all contractors.



Infinite Employment Solutions

IES welcomed a new manager, Jennifer Parisian, this past year, and IES is headed in an exciting direction. With new processes and consistent leadership, the training programs are improving in efficiency as well as increasing the skills which people are learning in the training programs.



Our “Donation Station” warehouse is running successfully at the 1000 1st Ave location. We had some trials with the cube van but have purchased a new one and look forward to what the new marketing will look like for the donation station. We have had 8 telephone callers trained to solicit donations from community members and 16 swampers who assist with the donation pick-up and drop-off. This not only provides a useful service to the community; in addition, the people we support through this program gain important and lifelong employment skills.



We ask for your assistance with the promotion of our donation station and spreading the word to local businesses that we have indoor bins which they can host at their place of business. All the donations go towards supporting the important community work that AiMHi is engaged in, and in turn, help the people gain valuable employment skills transferable to gainful community employment.



Our bike sale has been a wild success with the consistency of it running the 3rd Saturday of every month. There is a line up outside the door on sale mornings. This not only brings in revenue but increases community awareness about the Donation Station and the work of AiMHi.

The new manager, along with collaboration with the employment training specialists, are moving towards a more efficient direction with the training programs.

The shredding program has trained 14 people this past year and added many new valuable skills to the learning acquired in the program.

The mobile crew is no longer taking on community customers which has freed up valuable time to successfully attend to the homes operated by AiMHi. The funds we have lost through this are being recouped through the bike sales. The mobile crew, with the addition of a new team member has successfully implemented many new learning opportunities to this training program and will be adding monthly development meetings to the curriculum. The mobile crew has had 16 people participate in the training program this year.

The vision of our training program is to give the people the skills and confidence to find long-term community employment. We can now prove to our funders that our training programs are preparing people for community employment, as well as provide the confidence, skills and inspiration within the people we support here at AiMHi.



IES job development has had many successes and continues to build relationships with employers to connect and support people in achieving successful and gainful employment. We supported 37 new job starts in 2019.

IES Mackenzie has had great success with the addition of the CALP Grant, adding additional funding to the community to support job literacy. The Mackenzie staff support people to attend community events and to be actively engaged in their broader community.

Mackenzie AiMHi goes beyond a job and supports people with all that a quality of life needs to lead a balanced and fulfilled life - whatever that may look like for each person, from job skills, to community involvement, life skills or healthy life style. Mackenzie is a dynamic program providing supports this past year to 11 people.

IES is looking forward to a new and rewarding year for our team and the people we support.

Community Options

Community Options has once again had a busy and productive year. We have seen an increase in staffing from 13 to 17 to meet the needs of a diverse group of people. As the needs of the people are changing, staff are accommodating those needs. Service delivery has changed within Community Options as the people served are aging. Staff continue to update their skills and education to meet these changing needs.

Community Options welcomed back their regular manager after an extended leave; this allowed for stability and consistency within the team and department.

Our Saturday Drop-In has changed their name to Saturday Social Group which has promoted additional people within the community to attend, and not only being seen as an internal group. The group has attended hockey games, movie theatre, mini golf, taking in productions at the theater, and hosting various activities and events. The meeting space has moved from AiMHi's Main Office to a community based hall.

Friday Friends Group remains active and very involved within the community. This group attends many activities and events within the community; participants from other groups and agencies have joined the group in taking part in various functions throughout the community. A definite highlight for many of the people was playing pool at Black Diamond.

Community Options purchased sound equipment from a former DJ service; a dance was held to celebrate Valentine's Day and a Spring Fling. With the use of the new equipment, people were ecstatically excited displayed by their many song requests.

Our Small Changes Group continues with weekly meetings to educate and support people in making healthy choices - guest speakers share their experiences and expertise with the group.

Volunteering continues to be an important part of the activities within Community Options. Many people are wanting, willing and able to give back to their community. Some people are actively involved in long term care facilities, thrift stores, meals on wheels, reaching out to seniors, as well as volunteering at community events.

Community Options continues to oversee the tasks of the Project Friendship Ric Rec Group over the summer months. By doing this, we continue to enable people to engage in routine activities and events they can participate in together.

Every Voice Choir continues to reach out and perform at seniors facilities. The group has established ongoing relationships with various seniors who look forward to the group attending. Everyone involved is equally eager to meet with the seniors.

Sewing Group has established the "need" within the community with various groups. This group started upcycling bags from t-shirts for the Good Food program. The group maintains the relationship they have established with the Phoenix Transition Society, donating blankets for women and children in crisis.

Cooking Groups meet weekly at the Trinity Church where recipes and cooking of meals is shared. The group has grown and participation is well attended.

One of the ladies has made it her weekly endeavour to purchase an item for her room or her family from a local thrift store. A report shared from the parents is that "her room is tastefully decorated". This person also purchased small gifts throughout the year for each member of her family for Christmas. One lady purchased a new wardrobe through the dollar days sales, and was very proud of her new updated clothing. Another lady purchased many books and found one as a gift for her parent who had been looking for that particular book to complete a series. The ladies of the thrift store always acknowledge everyone and take that little extra time to chat with them; this positive connection is very rewarding to the ladies who participate.

Travel the World Group had guest speakers and luncheons from Peru and China. These events were well attended and the foods of each of these countries were well received.

Life Skills for Adults



A group of Adult Life Skills employees took part in the Coldest Night of the Year Event to support AWAC.



Samuel won the 1st Annual Performance Improvement Committee Cover photo contest.



Lizzy and Randi manning the booth at the Youth Transition Fair.

Craft and Art Group working on a project. They helped create the decorations for a number of events including the BIG SQUEEZE Lemonade Event and AiMHi's Community Give-Back Event in supporting the PG Humane Society.



The Adventures in Health Care Students taking part in a game at the Life Skills Booth.



The Paintbox Art Group displayed their art at SpeedDee Printers.



Greg is part of the Adult Life Skills Recycling Rangers Program where he is learning about recycling and helping with the office recycling program.



Emily and Lynne working on the AiMHi garden. They worked hard in the garden, growing a bountiful harvest.



The Outdoor Group spending some time out at the lake fishing and enjoying the beautiful weather.



The Adult Life Skills program partnered with the UNBC Best Buddies Program and had a number of fun events.

Children's Life Skills

Children's Life Skills had a total of 8 groups that met over 60 times during the months of July and August, 2019. The groups were: Summer Adventures Group, Got Science Group, Active Games Group, Board Game Group, Swim Group, City Parks Group, Outdoor Exploration Group and Arts and Crafts Group. Most groups were actively engaged in the community and kept the children and youth busy engaged in meaningful activities. These groups were hosted in a drop-in style and were operated in 2 hour blocks.

Two children accessed all of the groups offered during the summer months. We had one child who was introduced into a group setting. This child had previously been participating in only one-on-one appointments but was so successful in her first Active Games group. This child was able to connect with two other children and she was full of smiles and laughter!

One employee completed a Basic Sign Language course online through the local PG Library free learning courses as well as participated in a CNC one day course. She took these courses so she would be able to more successfully communicate with one of the youth's family members as they both have hearing impairments and sign to communicate. She was able to sit in the contract meeting and communicate a bit with her sign language so she didn't have to write everything out for communication purposes. This new skill was also transferable in working with the youth as he uses sign language as a critical communication tool. The same employee was also the successful applicant for Children's Life Skills and participated in the Inclusion BC Conference in Victoria during May 2019. She was able to bring forth some information she learned and shared it with the team.



Family Support

Community Connections:

PAFN in Girls Club wrap up – June 19th: Monsters Feet and Sugar Scrubs

- The sugar scrub activity was led by a parent who is supported by Family Support. This family has developed a community support network through connections facilitated by Family Support and the in Girls Club.

Family Support Workers provided information to families on community summer programs

- CCRR Summer Parks Program
- I ♥ PG Parks
- YMCA Polaris Summer Camp Program
- PAFN Autism Summer Camp
- Free Neighbourhood Picnics

Family Support Workers provided information to families on community events

- AiMHi Big Squeeze
- BC Day RV Raffle / Free Family Fun Event
- Homesteader Days
- Try It Sports Days

Individual Families:

Family Support Workers supported a family in completing necessary medical forms and request letters in order to receive a significant back payment of the Child Disability Benefits. The parent is now in the process of opening a RDSP for their child. The parent is planning on putting the majority of the back payment towards the RDSP and/or a down payment for a property for the child's future.

Projects:

- Workshops
 - Connected with potential presenters
 - Coordinated partnership with PAFN to provide space and tech support in order to facilitate remote access to presentations for families unable to attend in person
- Intake Package
 - Updated to be more user friendly and reflective of service agreement and CARF accreditation standards language
- CLS Independent Living Workbook (ILW)
 - FSW contributed to updating / reformatting ILA
 - New CLS ILW now has an accompanying parent package
 - Parent package includes transition information for parents

Infant Development Program (IDP)

The Infant Development Program works with families who experience tremendous stress as they try to navigate the world with a little one who has extra needs – from an extreme premature baby, to a child who shows signs of, or is newly diagnosed with autism, to a baby who is hospitalized due to a new onset of seizures and much more. The children may be showing signs of stress as their parents struggle with job loss or mental health issues, or a demanding schedule. More and more IDP consultants find our work is helping children and families manage this stress and self-regulate. Self-regulation is a process of learning; helping us to remove long-standing cognitive blinders and aim to understand why big and little people act and behave the way they do. It is at the heart of early intervention and could not be more timely with today's highly stressed families.



Stress has many facets, not unlike a brilliant diamond. We are drawn to a diamond's many facets. Indeed, it is the multiple facets of a diamond, all those cuts, edges, and angles, that contribute to its brilliance. Stress has cuts and edges and angles as well. It can be positive, negative, overt or hidden, harmful or helpful. We look at a diamond and admire its many facets. We are attracted to a diamond's sparkle and strive for clarity because it is a sign of quality.



When it comes to stress however, we often become overwhelmed by all of its many facets. We tend to turn away from stress or find ways to dull its glare. With stress we lose sight of how important clarity can be. We become blind to stress and more importantly, what to do with it.

What would it take for us to all shine bright like a diamond; to not be high-jacked by the many facets of our stress? The answer: The Self-Regulation Method by Dr. Stuart Shanker.

Self-regulation is an experience. It is how the brain and the body respond to stress. Effective self-regulation requires us to recognize and respond to the many facets of stress in adaptive ways so that diamond continues to shine! There are any number of maladaptive strategies for dealing with stress—drugs, risky behaviour, reward seeking, addiction, food etc. These strategies often help to dull the effects of stress, but just like a diamond covered in goo, the stress is still there.

To truly shine, we must embrace the many facets of our stress; reframe it, if you will. Get comfortable with what makes you uncomfortable. When your heart rate increases and your head is pounding, pause, wait, reflect. Recognize what is happening. Those are the cuts and edges of stress telling you that you need to pay attention. Avoid the urge to immediately dull its glare. Just as with a diamond, seek clarity. Take a closer look at the cuts, edges and angles even if it feels uncomfortable.



There are two key questions in self-regulation: **Why this? and Why Now?** Those two questions help us see the cuts, edges and angles more clearly. Remember too that diamonds are hardy. With a little attention and mindfulness, we are all capable of restoring our brilliance regardless of how much goo exists.

The Stuart Shanker Self-Regulation Method has provided a lens that enables us to look at old problems in new ways; to see troubling misbehaviour for what it usually is....stress behaviour. Self-regulation is what can help everyone find their sparkle and be their brilliant best. And we are so excited to be part of the self-regulation revolution.

For more information on the self-regulation go to: The MEHRIT Centre at www.://self-reg.ca

No Annual Report would be complete without a little activity from the Infant Development Program!

(Draw a line from the consultant to the shiny ring that belongs to them.)

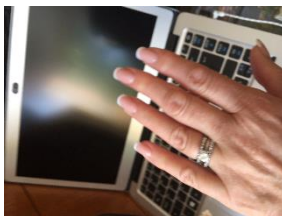
Shelley

Lisa

Juanita

Judie

Jessie



How well do you know your IDP consultants?

I like HP Sauce sandwiches. White bread with HP sauce in the middle. *Yum!*

I have the tooth of a Grizzly Bear that my mom shot while it was trying to get into my house. *GRRR!*

I like my chips with ketchup and mayonnaise. *Tasty!*

I once had to drive away from a gas station because I couldn't find the gas cap on my vehicle. *Vrroom!*

I was a mermaid on a summer float. *Va, va voom!*

Direct Care Team

2019 - A year of change! AiMHi has seen a significant impact by the change in demographics in the population of people we provide residential services to at AiMHi over this past year. Although we continually prepare for and adjust services to meet the needs of those beginning to age, we have been saddened to lose a number of people over the past year who were very dear to many of our employees and others whom receive services. At one point during this past year we had 7 vacant residential spaces. We have welcomed many people from different Northern Communities and have had several others move within AiMHi homes to better accommodate their needs and preferences. This was significant for AiMHi, as we face the risk of losing spaces for people in the community when we have multiple vacancies at one time. One man who made a recent move to Prince George with us was excited to move to a bigger city so he could do more in a larger community. AiMHi's employee groups are nothing short of amazing in welcoming people into their new homes and making sure that they are well supported to have a good life in their community.

We have had many people from our Management Team move on to new adventures and we have welcomed 5 new Managers to the organization. We are trying some new strategies in covering leaves for our Managers by creating a position of regular Manager to fill in for others on leave!

There was a change to the structure of Direct Care with the move to a new position of Chief Services Officer this past year to provide the organization with an opportunity and the time to work more effectively on long term planning and effecting real measured change in our direct services across the organization.

While we have experienced much change over this past year, we also considered the things that haven't changed - those things that are so very important here at AiMHi. Our Mission, Vision and Values, the longevity and commitment of our employees and the ongoing joy and excitement we experience from the people we work with each and every day here at AiMHi!

Employee Recognition Awards

35 Years

Carol Dennison

30 Years

Shane Barnes
Dean Kazakoff
Sheri Palmer
Eileen Pierce
Pat Westerlund

20 Years

Wilma Bautista
Vilma Craig
Lisa Engstrom
Wendy Goble
Sandra Hart
Maureen Hudyma
Debbie Johnson
Louise Lafreniere
William Lewis
Judie Russman
Cory Thompson
Serena Underwood
Carol Vaughan
Yvonne Young

15 Years

Angela Aubichon
Manjit Billing
Sarbjit Chahal
Peggy Crooks
Renee Franz
Rob Keddie
Kerry Knettle
Jas Lally
Darlene Leatherdale
Kim Lomax
Kathleen McMullin
Walter Pandolfo
Dan Plourde
Prabhjit Rataul
Sabine Regenwetter
Gurdeep Tiwana
Lisa Walkden
Susan Walton

10 Years

Wanda Charest
Jamie Hill
Joellen Kearns
Richard (AJ) Leason
Marilou Pacaide
Jessie Sprague

5 Years

Amanda Anderson
Estrellita Aningga
Abisola Bankole
Nestielyn Black
Peter Borgstad
Jinky Gascon
Ryan Johansson
Lily Katalinic
Annette Lortie
Lynn McCormack
Erleen McLean
Edwin Menzies
Elizabeth Mooring
Janet Murphy
Nicole Muxlow
Deborah Perry
Rochelle Powell
Donna Reinhart
Ruth Taleon
Lynne Van Roode
Janelle Wright
Franklin Zafra
Josefina Zafra