



PRINCE GEORGE ASSOCIATION FOR COMMUNITY LIVING



Annual Report 2021

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Board of Directors

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



Our Mission Statement

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

A Bit about AiMHi

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

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

We Believe

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

Our Values

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



- ♥ At the heart of AiMHi is the fundamental belief that the organization's role is to help people achieve their best life.
- ♥ The foundation of AiMHi is a culture of excellence, innovation and celebration.
- ♥ The individual development of every person contributes to the success and future of AiMHi.
- ♥ AiMHi supports people to feel confident, empowered and connected to others around them.

- ♥ AiMHi builds community through the development of respectful, supportive relationships and partnerships.
- ♥ AiMHi supports people to define opportunities, make choices and challenge limitations.
- ♥ AiMHi believes that advocating for positive social change contributes to a stronger, healthier community for everyone.

Message from our Board of Directors President and Executive Director

This year, we are celebrating our 64th 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.

This past year has been matched by none other as the world moved through a world-wide pandemic which had a significant impact on AiMHi and all of our stakeholders. AiMHi serves a large population of people who are extremely vulnerable for serious outcomes in contracting COVID-19. All of the work we did over the past year centered around keeping people healthy and safe as we moved through the many changes which needed to be made in how services would be safely delivered to people and their families, together with striving to keep all employees safe as well. Virtual services and connections became the “new normal” in many cases to ensure people were no more isolated from each other than necessary. Food hampers, iPads and craft kits were delivered to many people in what for everyone has continued to be a really challenging period of time.

AiMHi Employees deserve a huge round of applause, including our Management Team for the extraordinary work they have done over this past year in keeping COVID-19 at bay here at AiMHi. While much of the public focus has been on the work done by Health Care workers, the work of the Social Services sector has been no less remarkable. AiMHi stepped up to the challenge of protecting the community as a whole and we are incredibly grateful for the dedication we have seen by so many people. As vaccinations availability is now moving through our community, we are indebted to those who have worked so hard to make these vaccines available to all of us so quickly and efficiently. We are now all able to see some light at the end of this tunnel.

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. Our plan to build five houses on Davie Street finalized this past year with renters beginning to move into their new homes in early 2021. An extraordinary accomplishment in the middle of this pandemic.

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!

Over this past year, we updated our 5 Year Strategic Plan with an external consultant, Michael Shoop. This involved contributions from Board Members, Employees, Self-Advocates and Family Members. Our Management Directors are now working through the compilation of our Operational Plan to bring our Strategic Plan to life.

In 2020, AiMHi achieved our COR Certification through WorkSafeBC. This was a remarkable achievement in the midst of a pandemic; the first Virtual Survey done in BC. We are proud to have AiMHi added to the list of organizations which have achieved this designation in highlighting health and safety in our worksites.

Early in 2021, we have continued to prepare for our next CARF Site Survey which will be conducted at AiMHi in the fall, 2021. At this point in time, we are also expecting a Virtual Survey will be done and our teams are gearing up in preparing to present and highlight all of the great work done by this organization to our CARF Site Surveyors.

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

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

We would like to also take the opportunity to express our extreme and sincere thanks to our Government Funders; in particular, Community Living BC and MCFD. These organizations provide a safety net for many people and we are proud of the work that AiMHi continues to provide in these communities.



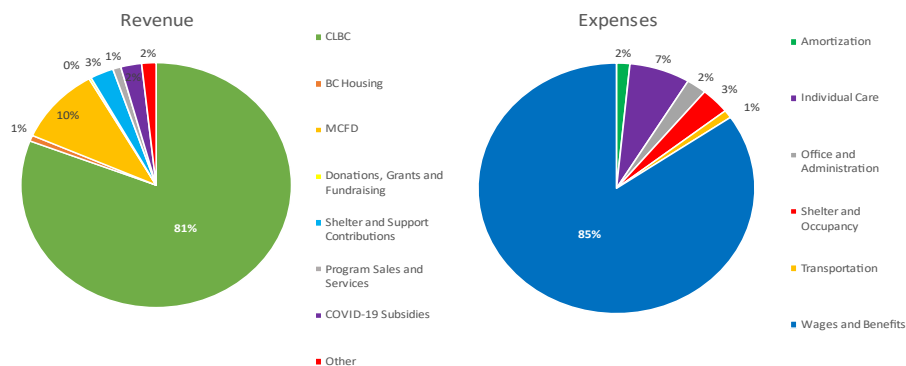
Brenda Peacock
Board of Directors – President



Melinda Heidsma
Executive Director



Financial Information



Meeting Minutes from our 2020 Annual General Meeting

Brenda Peacock, President, called the 63rd Annual General Meeting for AiMHi – Prince George Association for Community Living to order at 5:41 pm on Monday September 14, 2020

Approval of 2019 Meeting Minutes

Moved by Holly Kavanaugh and seconded by Fred McLeod to approve the 2019 Annual General Meeting Minutes for AiMHi – Prince George Association for Community Living as presented. Carried

Auditors Report

Auditors from KPMG LLP, Corey Naphtali, presented the summarized Financial Statements for the year ended March 31, 2020 for AiMHi – Prince George Association for Community Living. The summarized Financial Statements were sent to Members in advance of the meeting.

Moved by Michael Millard and seconded by Cheryl Knippel to accept the Financial Statements as presented. Carried

Appoint Auditors

Moved by Paul Raines and seconded by Fred McLeod that the auditing firm of KPMG LLP, be appointed as auditors for AiMHi - Prince George Association for Community Living for the fiscal year 2020/21. 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

Holly Kavanaugh, Chair of the Nomination Committee, presented the Nomination Committee Report wherein the Nomination Committee put forward Brenda Peacock, Paul Raines, Glen Schmidt, and Lisa Horswell for the open Board of Director positions (the full Nomination Committee Report is included in the Annual Report).

Moved by Fred McLeod, seconded by Brian Mix to accept the slate of nominees put forward by the Nominations Committee. Carried

Recognition of Board Members

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

Recognition of Employees Years of Service

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

Annual General Meeting was adjourned at 5:58 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 64th Annual General Meeting on Monday, June 28th, 2021, there will be five positions on our Board of Directors that will be available for interested Candidates.

Three 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 Brenda Peacock, Paul Raines and Glen Schmidt.

Lisa Horswell resigned from the Board mid-term.

Two of our current Board Members have expressed their desire to let their names stand for re-election as follows: Fred McLeod and Cleo Lajzerowski.

Three of our Directors will be departing from our Board this year. We are most appreciative of the contributions they have all made in representing AiMHi over the years. They are: Cheryl Knippel, Holly Kavanaugh and Mike Millard.

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

Sharon Cairns: Sharon moved to Prince George in 1975 from Vancouver with her late husband, Morley, and two children to pursue work opportunities and an outdoor lifestyle. Sharon returned to university in Vancouver in 1976 to get her teaching degree and was hired by School District No. 57 where she worked until her retirement in 2011. She worked as a teacher of mathematics and sciences, Vice-Principal, Principal, and Assistant Superintendent. Sharon returned to the School District in the school year 2015-2016 to serve as Interim Superintendent upon the

retirement of Superintendent Brian Pepper. During her time with the School District Sharon worked for many students with special needs as well as school based and district staff.

Sharon has two grown children with four grandchildren, one family living in Ontario and the other in Prince George with her. She continues to enjoy the outdoors, camping most summers with her sister around B.C. in their small travel trailers. While home she enjoys tending her garden and continuing to learn through reading.

Sharon looks forward to working with the team at AiMHi to enable all those we support and work with to experience success.

Cindy Morris: Cindy was born and raised in Prince George BC. She moved away for 20 years and returned to Prince George in 2013. Cindy has worked as a SASO for School District No. 57 Inclusive Education Department since 2014.

Cindy has a strong background in finance and office management. She has had the opportunity to travel throughout BC, AB and the Yukon training individual business owners, Indigenous communities and corporate staff on the use of computers and software. Cindy held the position of Vice President for Marketing for a value-added wood manufacturer as well as owned a graphic design & printing company.

Cindy was a board member with the Quesnel & District Chamber of Commerce and served on their annual fundraising gala committee. In the past she has volunteered with Scouts Canada, the Prince George Air Cadets and youth craft programs.

Cindy's two wonderful sons have given her awesome daughters-in-law and four amazing grandchildren that all live in Prince George. She has a wide range of interests, her favorite over the last few years has been taking her grandchildren camping and introducing them to new experiences and places.

Cindy is a strong believer that every individual is entitled to have the best life ever. She would consider it a privilege to be a part of the AiMHi community.

Nikki George: Nikki is from the Takla nation, and lives with her husband Chris near AiMHi. She has been involved with AiMHi for most of her adult life. She has participated in IES, Life Skills, The Kitchen Program, and the Snack Shop. Nikki wants to help bring new ideas to the table, and offer a Self-Advocate perspective to AiMHi's decisions. Some of her favorite things to do are camping, fishing, and cooking.

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

Nominations Committee Members: Holly Kavanaugh, Fred McLeod.



Finance Department

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

The impact of the COVID-19 pandemic presented new challenges for us in 2020. The existing processes for communicating, exchanging documents and authorizing transactions needed to be adapted to meet the new demands of working remotely. Our first step was to allow invoice approvals by email followed by introducing digital signatures on invoices. Document verification was made available through the organization's server network. Management was encouraged to submit forms and other information by email. These steps assisted our management members to be able to work safely and more efficiently from home.

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

Human Resources Department

Our Human Resource team consists of Kris Zemlak, Roberta Bunbury, Destiny Heidsma, Breane Healey and Jason MacMillan.

Along with so many others, HR has been extremely busy over this last year. As the HR Director, I have been in the agency for over 33 years, we have never worked like we did this last year. We always work hard in this agency, but this was something totally different.

We could report for hours of work that was done in response to a world-wide pandemic. This association worked so hard to keep all people safe, ensuring our protocols were the best that they could be, responding quickly and efficiently to changing orders as the medical and scientific communities learned more about COVID-19 and adopting best practices wherever possible. It could only be described as “working without any manual”. As we first entered into the pandemic we were consumed with reactive protocols, reactive responses and lots of “what do we do?” but as time moved on, we became more proactive in our work as we understood more of what needed to be done. We became calmer in our thinking and responses as the health experts were providing us with guidance, even though it may have changed day to day. We became accustomed to the necessity to be fluid, move quickly in some decision making and developed “our manual”. We developed our protocols, we bonded like we never have before and we did what needed to be done.



We learned to be effective in Zoom meetings, become more paperless and put in processes to be more effective in the “New Norm”. We increased our communication with employees to ensure that all their worries and concerns were addressed as quickly as possible.



For one example, the creativeness and collaborative work that incurred as a result of a change in services within the community inclusion programs right at the beginning of the pandemic. For some of the employees this resulted in a deployment into various homes. We all saw the impact on people we support and then onto the employees who were working in new departments, new hours, new roles and new team members. This initial step involved so many people and everyone just stepped up and did what needed to be done; it was amazing to watch us all work together. The agency did their best to support employees as they needed to stay home to take care of a loved one or for personal reasons and/or avoid any possible exposure to the virus. Deployed employees were moved to new departments and supporting new people, learning new things, new peers, new manager, new everything. People we support had new people coming into their lives and some no longer had people in their lives that had been there for years. Managers/peers spent time listening and doing the best to make things “okay” for everyone. We stepped up and worked so hard for each other and the people we support. We had all people working so hard, a great big “**thanks**” to all those that truly made a difference during a very difficult time.

The HR team had to do some reflection on what was accomplished during 2020 while assessments of the goals set for the department were not achieved in the capacity they would normally be achieved in. This would be reflected in the Performance Improvement Report, the Chief HR Officer Work Plan and other “visionary” goals for the department.

HR Team



HR increased their capacity in March 2020 by hiring another manager, “Welcome” to Jason! This exciting decision benefitted and positively impacted the agency in the many functions within this role. HR and others on the management team took on accountability for areas/tasks that were added to people’s workload over the years and this new position is taking charge of these floundering tasks. This managerial role focuses on areas that will enhance our reputation for being “leaders in the community” which this agency strives for. The role includes a Level Two First Aid Attendant to meet the WorkSafeBC requirements in the building, complex payroll administrative functions, manual development, manager coverage, cultural competency planning, community awareness through more focused social media, external recruitment, management of reception and clerical assistant, streamlining personnel files and COR (certified).

HR said “goodbye” to Fraser Deacon and “Hello and Welcome” to Breane Healey. Breane brings with her relevant experience and education, along with a fresh eye! We look forward to working with both of these managers and always “making things better”.



AiMHi works at being one of the best places to work!

Attendance Management Program

In 2020, HR has made it a priority to analyze attendance management numbers and address any emerging trends. It is a goal of HR to have an effective attendance management program.

“Return To Work/Stay at Work”



HR is continuing to work with the management team to improve the Return to Work / Stay at Work program. As we move forward, there will always be opportunities to improve and that is exactly what we are doing! The management team with consult from HR has been diligently improving on the culture of working with employees who are off “What are the limitations and restrictions? How do we get you back to work?” This shift has been effective and is reflected in employees getting back to work sooner with fewer long term absences.

HR has committed to increasing the presence of a solid return to work program and is reaching out to all new referrals to explain what Disability Management Institute (DMI) accomplishes for AiMHi. The culture at AiMHi is structured so that all employees know there will be a return to work plan developed and that AiMHi strives to keep employees at work.

Overall, during 2020 AiMHi saw a decrease of files received for non-occupational leaves, but an increase in the number of days lost. This is a result of the number of those people on leaves associated with COVID-19 and the amount of time it takes to receive a doctor's note during the pandemic.

HR continues the work to move Employee Personnel Files from paper to digital

This task has been identified as part of the HR Performance improvement Report goal. AiMHi, having operated for more than 60 years, has many years of filing and systems in place to store employee personnel information and forms. 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.



Recruitment & Retention

In 2020, AiMHi had to shift from recruitment via conventional channels, to pausing any and all hiring due to the pandemic, then to ramping up all hiring to meet the needs of the organization.



Without the in-person methods being successfully applied in prior years, such as job fairs, student programs, and being out in the community, HR had to shift its focus to more virtual methods. This year we utilized platforms such as Indeed, LinkedIn, WorkBC and online job boards to hire for a variety of management and frontline positions. AiMHi's social media usage and presence has greatly increased. Social media outlets, such as Facebook, Instagram, Twitter and LinkedIn are now being used consistently for recruitment, fund development and growing awareness of AiMHi in the community.

Prince George Matters wrote an article on AiMHi, with the focus on our increased need for recruitment and highlighted AiMHi as an "Employer of Choice" in our community. We continue to promote AiMHi's



Employee Referral Program which encourages our employees to refer their friends and family who may be qualified candidates to apply; thereby employees are financially rewarded. We will also be exploring other means of advertising in 2021 such as commercials and billboards.

Improvement in hiring practices

- Employment orientation now includes a virtual job shadow
- Created a more streamlined application and interview process
- Interviews are being conducted virtually
- Revised the interview process

- Policy changes

Labour Management (Grievances and Meetings)



Labour Management meetings include HR and the union every couple of months. These meetings are an effective opportunity to discuss issues proactively and to establish good working relationships while working toward consistent implementation and interpretation of our Collective Agreement. AiMHi and employee representatives have grown in their relationships to communicate issues and proactively come up with solutions together. This collaborative relationship promotes the culture of the Collective Agreement actually being a "collective" piece of our work. Union representatives are coming to HR to engage in conversations prior to an issue becoming larger - looking for collaborative solutions. This is appreciated and has significantly reduced the number of grievances that have come forth.

The agency made a number of changes as a result of the pandemic. The positive and collaborative relationship proved itself to have an impact of working together through this very complex time. We were faced with employees unable to work, redeploying employees to various homes and vacations being changed. It was item after item that was just outside of the normal articles of the Collective Agreement. The agency did not lay anyone off, worked to resolve issues to determine what was fair and how to interpret this within the Collective Agreement, yet, we needed to get the work done. We worked hard and diligently to be fair and consistent in our approaches and this paid off. AiMHi did manage to set record stats around labour relation issues in resolution versus moving forward with grievances. This is the result of great work by all those involved. Employees talking to the managers, collaborative relationship with the union, quick responses by the employer to upcoming issues, open communication, and fair and consistent implementation of labour management processes.



CARF



Workforce and Development CARF standards did not have any significant changes. The HR team met and got themselves ready for the 2021 upcoming survey.

Team Work

HR has spent time together reviewing large reports or processes, whether it be this Annual AGM Report, the Operational Plan, the monthly Board Report, Performance Improvement Report, annual policy reviews, and/or CARF Survey work. This process helps the department understand

what is important for the agency to have HR focus on. It also creates a team that is diversified in their knowledge and understands some of the bigger picture work within the Association.

Payroll Updates

We worked together through 2020 to achieve many positive changes and results. We focused on areas that would reduce our time and expenses, such as: moving employee optional benefit premiums to direct-pay plans; moving Kerry Kitchen meal purchases to direct-pay purchases; fully transitioning from BC MSP premiums into BC Employer Health Tax; and processing the CRA Temporary Wage Subsidy, which saved AiMHi \$25,000 in payroll remittances.

We also focused on providing new or improved benefits for employees, such as: updates to allow payment of 50/50 Draw winnings through Payroll; working with GroupHEALTH to implement new benefits, such as Virtual Healthcare (Akira) and transitioning employees to MyGroupHEALTH platform; processing the Temporary Pandemic Payment for employees; and updates to allow Service Award recipients to select a new award option.

Payroll worked to help out others around us, by assisting the Finance department with the annual KPMG audit (AiMHi did very well – as usual) and assisting to onboard our new HR Manager, who can provide future coverage for Payroll.

We stayed up to date by attending training provided by a variety of stakeholders such as the Canadian Payroll Association, CSSEA, WorkSafeBC, Canada Revenue Agency, Municipal Pension Plan, and others.

All in all – 2020 was a very successful year. Here's to another, AiMHi!

Certificate of Recognition (COR)



AiMHi received the Certificate of Recognition (COR) from WorkSafeBC with our date of certification being June 21, 2020. We scored exceptionally high for this being our first certifying audit ever with a whopping 94%. The COR Committee, consisting of Angela Aubichon, Wendy Goyer and Jason MacMillan completed the COR Internal Auditor training and can now conduct maintenance audits internally for AiMHi. Jason's audit only received 3 recommendations and was acknowledged by the QA Consultant that his audit was "overall an excellent audit." Each auditor also received complimentary recognition of their audits.

The Certificate of Recognition (COR) program rewards employers who have developed and implemented safety management systems against industry based standards. It provides an opportunity for employers and safety associations to take a proactive role in promoting health and safety.

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

The JOSH Committee is still striving to make an effective impact for all programs within AiMHi! Breane joined the JOSH Committee as Chair in November 2020 and has been integrating her work around all things related to safety within AiMHi.



With COVID-19, there was a strong learning curve for the JOSH Committee as the normal practices had an additional layer in regards to safety. This included actions such as:

Ensuring new Personal Protective Equipment is effective and being utilized properly.

During Quarterly Inspections of the programs, we ensured that the proper COVID-19 protocols were being followed and all the documentation was available and being utilized.

JOSH went into 2021 with strong goals in place and will be focusing on fostering a culture of safety within AiMHi and an increased safety presence within all programs at AiMHi. Once COVID-19 subsides, we look forward to bringing in external training and safety events.

During 2020 reportable work incidents and time loss decreased! As we move into 2021, we are hoping with an increased safety presence we will see this number drop further. If it happens once, it can happen again so the JOSH Committee efforts will be going into mitigating any injury reoccurrence through effective corrective actions and increased communication.

HR will always continue to focus on providing a safe, healthy, and supportive work environment by providing a variety of training, streamlined processes and policies designed to reduce the likelihood of illness or injury and promotion of Stay at Work / Return to Work Programs.

Employee Recognition

JOSH Committee has started to recognize any employees who show a strong sense of safety within their programs. They have also recognized programs that have gone a period of time without having any Lost Time events occurring within their department.

Students



Due to the COVID-19 pandemic, and ensuring we limit any external exposure to the programs, unfortunately AiMHi was unable to participate in Student programs during this pandemic. Even with this change, we were still contacted by many post-secondary educators to see when we would be opening our doors to students. This is a great sign as it shows that post-

secondary endorses us and what we do for their students! Once the pandemic settles enough to open our doors to students, we are excited to start partnering up with various post-secondary programs so that all student practicums can begin once again.

Volunteers

Due to COVID-19, AiMHi has been unable to support volunteers to work at AiMHi in order to adhere to the Provincial Health Orders, and our own Safety Plan.

Years of Service

When AiMHi meets community partners or other providers, people are shocked at the longevity of our employees, including our management team! We know good things are happening when people stay around for so long. Together, we have hundreds of years of experience. Wow!

Years of Service	up to 1 year	1-3 years	3-5 years	5-10 years	10-15 years	15-20 years	20-25 years	25-30 years	30 + years	Totals
2020	70	97	53	87	50	72	44	10	11	494
2019	86	102	45	74	68	67	24	14	7	487

Employee numbers continue to grow. **And look at the over 30 years!**

Overall? Another great year for AiMHi observed by HR. We stepped up and stepped in full force like the rest of the agency to do the best job that we can. We may not have achieved all of our goals identified in the various plans but what we did, we worked hard to do well. We continue to move through the pandemic together.

Employees stood up, management team stood up, people we support stood up, and leadership stood up, and Board members stood up. United we stood together!

The association needs to look at all the achievements that were accomplished as it was not a typical year for this Association or the world.

Report completed by: Kris Zemlak, Roberta Bunbury, Destiny Heidsma, Breane Healey, Jason MacMillan, Rachelle Garvin and HR Assistants.



Community Living Month - October 2020

Due to the pandemic, we were unable to hold any in-person public events this year. We did however share ideas for keeping people connected from across the province via our social media outlets throughout the month of October. We look forward to being able to celebrate Community Living Month, in the future with more events that will give us opportunities to contribute to our community.

Operations Department

This year, the Operations Department serviced 1,615 Work Orders: an average of 134.6 per month, or 6.8 per work day. This is an increase of 19.0% over the previous year, and is by far the busiest year on record.

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

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

This year saw the completion of work on cladding the Main Office building. This project included the installation of spray foam insulation and the installation of a framework to install hardi-plank

siding on the building. This has not only provided some much-needed insulation to the building, but also transforms the appearance of the building from an old school into a modern looking structure. The sign at the front of the building was also replaced as part of this project. This work was completed by IQ Builders in the fall (once the migratory birds finally left their nests for the winter), and the new signage was installed by Trim-Line in December.

The Davie Street Housing development project saw a great deal of progress this year, with the servicing work being completed and the houses being built in the later part of the year. The servicing work was performed by Twin Rivers Developments, and the houses were built by PRD Construction. The first of the units were available for rent as of January, 2021. We are currently working on finding and screening tenants for these units, and have half of the units filled as of this writing. The landscaping, concrete work, and paving are all intended to be done in the early spring, with a projected start date of April 5th 2021.



Work was done on several of our homes to maintain and improve the buildings themselves. We replaced a total of seven roofs this year, including a very complex one at one of our First Avenue homes. We also replaced the siding on two other homes, and replaced damaged or worn flooring in a few houses, including replacing carpeting with continuous-surface vinyl flooring. In addition, we renovated two kitchens and a bathroom by coordinating our in-house personnel with external contractors where needed. These various projects were handled by JRS Contracting, JR & Sons, Cantilever Construction, Admiral Roofing, Lord of Floors, PG Floor Fashions, Total Tops, All Pro Plumbing and Heating, and Mainline Plumbing and Heating.

In late February, our server came under attack by a form of malware. The attack was noted and stopped quickly by our in-house personnel. Our server architecture and security protocols limited the amount of data affected by this attack; as a result, a little under 4% of the data on the server was affected. This data was recovered from our daily backups without issue by Premier Computer Care; the data loss was limited to those changes that were made during the day of the attack on the affected drives. No data was exposed, removed or otherwise compromised by this attack.

An Expression of Interest was sent out this year for our janitorial contract. Jani-King was the successful bidder on this contract.

Quality Assurance

CARF Accreditation

Annually, AiMHi Managers, Directors and Employees work to uphold the Accreditation Standards. Accreditation committees work through the new CARF Manuals, Survey Preparation Guides and collect documentation proof. Updates to policies, procedures and new initiatives are

implemented through dedication and commitment from the Directors, Managers and their teams. CARF Accreditation is a living breathing part of our daily work. Through this ongoing process AiMHi has been proud to maintain their Accreditation since 2003 and will again host CARF virtually in 2021 for our 7th CARF Survey.

COR – Certificate of Recognition – WorkSafe BC

AiMHi is proud to announce the achievement for the first time of COR in June 2020. The Association all worked very hard to create a culture of health and safety awareness. With the implementation of new safety procedures, proactive work safe procedures and increased monitoring and reporting, AiMHi saw a significant decrease in employee injuries during this first year. We are also excited that we have 3 managers that have completed their training and are now certified COR internal auditors. These managers will continue to lead AiMHi to meet and exceed WorkSafeBC regulations and maintain our COR certification into the future.

Quality Assurance

Quality assurance is the identification, assessment, correction and monitoring of effectiveness and aspects of procedures that are designed to enhance the quality of services within AiMHi. The Quality Assurance Manager works with the Management team on a daily basis to ensure that current processes are working and implement changes or new initiatives to meet the growing needs of our employees, people receiving services and our regulating bodies. Through 2020 a lot of time was dedicated to work on and monitoring COVID-19 prevention strategies and working with the COR team. The focus for this upcoming year will be to complete a COR maintenance audit with the COR team and prepare the association for our CARF survey in October 2021.

Home Sharing



We continue to be very happy with the number of long-term placements we have in our Home Share program as well as the dedication of our providers. As of December 2020, we had 52 people being supported through this program. We had referrals for 15 new people since December of 2019 and we had 8 new matches during the year.

We had 6 people exit the program in 2020. Of those, one person moved into a staffed home, one moved away, three people found alternate living arrangements when their provider ended their contracts, and one person decided to move in with their parent. We were also able to transition two people to new providers. We continue to provide services in Quesnel and area.

Due to the current Global Pandemic we needed to be creative in our recruitment efforts, so in November we hired “Splash Media” to assist us with promoting Home Sharing through social media. This initiative began in 2021.

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



Our contractors report that they feel well supported. Our regular monitoring and follow up with both the person supported and the Home Share family ensures everyone’s interests are being considered and people are safe and healthy. We pride ourselves in working to provide the best possible support with ongoing assistance and resources to these families to ensure they will always feel they have help when they need it and have all of the tools they need to be successful. Due to the current Global pandemic we give our Home Sharing Providers an option of conducting our home visits virtually or over the phone, an average of 80% of the providers feel comfortable with having us in their home. To promote stronger connections, providers are encouraged to assist the people in their homes to access group Zoom activities that are facilitated by Community Options at AiMHi. We also send out quarterly newsletters to all Home Sharing Providers; these newsletters highlight CLBC news, Inclusion BC news, and any additional AiMHi information.



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

Infinite Employment Solutions

IES is excited that we have solidified our processes and adjusted very well to Jennifer Parisian's leadership. IES is clear, efficient and exciting. With solid processes and consistent leadership, the training programs are thriving as well as increasing the learning available to the people we support. With the continuation of the COVID-19 pandemic we have had to make many adjustments to all services. However, IES and all its programs continue to achieve success despite having to overcome many obstacles.



The warehouse is running successfully at the 1000 1st Ave location. We have a brand new van and wrap that is eye catching and provides great community awareness. With the continuation of the pandemic we have had to make many adjustments to all programs but the warehouse remained open with increased safety protocols. Due to being the only place open accepting donations for a period of time, the warehouse is now always busy and community drop offs are plentiful. This not only provides a useful service to the community but the people we support in the program gain important and lifelong employment skills.

The proceeds from donations go towards supporting AïMHi and the training programs. Further, allowing people to 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. We were able to run the sales every month through the winter. This not only brings in revenue but increases community awareness about the Donation Station and our programs.

The shredding program has a new trainer; he has brought a fresh new perspective and added many new valuable skills to the learning acquired in the shredding program. As well as increased the amount of money the program is making through the shredding service.



The mobile crew now successfully attends to the AiMHi homes and contract. The mobile crew has successfully implemented many new learning opportunities within this training program and have added weekly safety meetings to the curriculum.



The vision of our training program is to give people the skills and confidence to find gainful 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 and support to the people we support in AiMHi.



IES job development has had many successes and continues to build relationships with employers to connect and support people in gainful employment. IES has had to overcome many job losses and finding new ways to support people through the pandemic. Most people have returned to work now with new support in learning how to work during the pandemic.

IES Mackenzie has welcomed a new employee who comes with a great perspective and fresh new ideas to support people in this rural community. The Mackenzie staff support people to attend community events and to be actively involved in their community.

Mackenzie AiMHi goes beyond a job and supports people with all that life may need to lead a balanced and supported life. Whatever that many look like, from job skills, to community involvement, life skills or healthy life style. Mackenzie is a dynamic program.

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

Community Options

Community Options has gone through many changes since the COVID-19 pandemic began. Physical proximity has gone out of the window. In order to stay in touch with people, Community Options had to do paradigm shift, and come up with creative ways and switch to a virtual presence on-line to support people on a daily basis. Zoom came to our rescue and it quickly became the favorite due to its interactive user-friendly interface.

Zoom has become the go to platform for informal forms of communication, and for social activities and playing games. In order to have that social connection with people, Community Options purchased a number of iPads and Laptops so that staff can keep in touch, and to continue to help people we support achieve a good life in spite of the pandemic.

Community Options continues to offer many activities through Zoom. Skill building and personal development activities such as weekly cooking classes are offered to those interested in learning, and to educate and support people in the comfort of their home and to support people in making healthy choices. These classes were well attended.

Volunteering continues to be an important part of the activities within Community Options. Limited as they are due to COVID-19, this year people were able to help volunteer weekly at the Salvation Army Food Bank, and with the Kettle Drive Campaign for Christmas at two locations, Save-on-Foods and Walmart. Another great opportunity to volunteer was in compiling Operation Christmas Child Shoeboxes. This project saw a huge increase this year in spite of the pandemic. The people we support as usual did an incredible job in supporting this cause, and the Citizen Newspaper and CKPG News recognized the support of AiMHi with this global outreach project during these difficult times. The people we support shopped for all items for the shoe boxes and filled 360 boxes, out of a total of 910 boxes.

Some other activities that required participation and fostered social interaction were playing games like Bingo. This is offered 4 times a week. This became a much popular and a fantastic activity to help people not only connect with their friends, but also to deal with isolation and boredom that lockdown brought to us. The luck factor and winning prizes made it all the more exciting.

Other skill building and fun creative activity offered weekly was card making. Kits were dropped off at their home and on Zoom, classes were conducted to make seasonal cards for family and friends.

Other fun filled, creative weekly activities were Mini Projects like building a bird house which were well attended.

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

Other fun and social inclusion weekly programs with social distancing which were well attended were Social Fun Groups where people got together to connect with friends and have fun socializing. Story Telling was another social group which was well attended. It allowed people

to share inspiring stories. Creative monthly themes allowed people to go down memory lane to share fictional and real stories on various interesting topics.

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

Life Skills for Adults





When we rang in 2020, life was good. The start of the year was full of optimism, joy and anticipation. As the coronavirus pandemic swept across Canada and the world, the level of anxiety, worry and even fear was rising and life as we knew it crumbled. Words like physical distancing, hand hygiene, social bubble, and new normal became a regular part of our vocabulary. Masks became fashion statements. This was no different at the Adult Life Skills Program.

People everywhere are finding creative ways to stay connected, support one another, and celebrate together. We adapted quickly to technology and learned how to navigate Zoom and FaceTime. We made hearts for windows, honked and clapped to show support for care workers. Acts of kindness, no matter how small, provided support and encouragement to those who are vulnerable. In a time where we were required to be apart, people were being intentional about being connected and staying in touch. We learned we do not need to be physically close to be together.

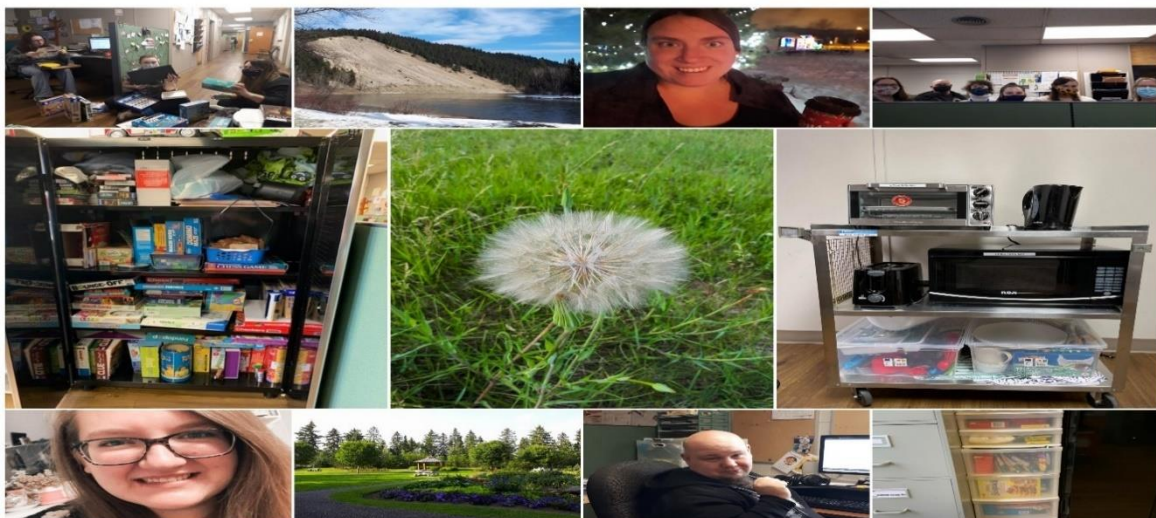
The pandemic has also created opportunity. Many people increased their independence and learned new skills – learning to ride the bus, starting a garden, making bread, learning to play the guitar, and working out while connected online. We joined in car parades and distanced visits outside to celebrate birthdays and holidays. Looking after one's mental health and wellbeing had become more important than ever as people grappled with uncertainties from prolonged periods

of self-isolation and quarantine. We created newsletters, baked treats, and made fun packs to give out to people to support with the change in routine and boredom setting in.

However, the pandemic created challenges as well – where are people going to get food when the grocery shelves and food banks were empty? The Adult Life Skills Team thrived in the face of challenge – creative meals were made with people from a mishmash of pantry items. We cooked meals and distributed them to those who were in need. We worked with landlords and shelters to find housing for people. We took care of peoples' health by learning how to meet their needs without seeing a medical professional in person. We learned how to “book appointments” for community access such as the pool and YMCA. We brought technology to people who didn't have access to help them connect with family and friends when they could not see each other.

The impact of the pandemic was felt by the entire world, but the Adult Life Skills Team met it with determination, understanding, willingness and humbleness when it came to our efforts. The Adult Life Skills Team did what we do best – we took care of people, the community and each other.

Children's Life Skills



Children's Lifeskills 2021

An exciting year for the team learning and maneuvering through creative supports ensuring we were reaching out to each and every person each week. Some employees participated in being

deployed to homes for a few months while others remained in Children Life Skills working on various ways to reach out and make connections with the children and their families.

In the early part of our creative thinking the Life Skill Instructors delivered fun packages to the children and their siblings that they could work through at home and over Zoom Meetings with the Life Skill Instructors. For some children a hello and a wave through a frontroom window, an open door or over the phone brought much excitement and laughter.

Various appointment options were offered to families; these included in person appointments, in the community, in families home and when needed at the office. Many groups were created to provide families with the option to join Zoom with their children: Foodie Fridays, Growing a Mini Garden, Basic First Aid, Cyber Bullying, Healthy and Un-Healthy food choices, Money Skills and various craft projects.

In 2020 the Children's Life Skills team came together as a connected unit focusing on the needs of the children and youth along with department specific training, goals and a more rounded vision of the supports/programs needed.



Impromptu Photo Moment:
The Masked Life Skills
Team.

Nicole, Chris, Fiona, Megan,
Samantha and Susan.

Children Life Skills is proud to introduce our Children's Life Skills Mobile Kitchen. ☺

Families are very happy that their children can once again work on Food Skill Training



Favorite Snack so far has been 'Mug Cake' and popcorn. Many new recipes are being explored using the Children's Life Skills Mobile Kitchen. Mini Tuna Casseroles, Pizza, Cheesy Toast etc., are on the menu including making items to take home and share with family members.



North Nechako Foot Hills walking trail for physical exercise and taking in the beautiful scenery.

Some Favorite Places the Life Skills Instructors go to with the Children and Youth



Rainbow Park - Great place to meet in late spring/summer for Employee Meetings and relaxing walks with the kids. Snow sledding in the winter months definitely was a highlight enjoyed not only by the children but the Life Skill Instructors as well. Physical distancing has brought about some creative walking areas for all while enjoying our beautiful community.

Family Support



WOW...This past year has taught us all in Family Support many NEW ways of supporting families through Zoom, Face time, Telephone, and Text messaging. Two employees worked very hard to be creative while meeting families for physically distanced appointments. In the nice weather walks along Cotton Wood Park were enjoyed, as well as weekly meetings outside a person's home catching up with any items and supports needed.

Families relied on and appreciated the Weekly Good Food Box program that provided opportunities for the Family Support worker and family member to connect, share current needs and in some situations to just be that person that provided a smile, a laugh and emotional support.

Adina Raine - Family Support Worker



I enjoy kayaking/canoeing and going on a weeklong family canoe trip was one of my highlights in 2020 - 6 of us got together and paddled the Clear Water Lakes. I enjoy sitting by the lake relaxing, reading a good book, visiting with others and taking time for myself. I am looking forward to retirement this summer and finishing some projects and travelling as allowed.



Kalila James - Family Support Worker



One thing COVID-19 has taught me is to really enjoy your own back yard. I enjoyed kayaking, rock climbing and going out for walks/hikes. The biggest highlight for me was being able to spend more time with my family and taking a small camping trip to Wells. I also appreciated being able to spend more time with my sister and doing sister spa days. I am looking forward for what this year has in store for us!

Susan Wilson - Manager Family Support and Children's Life Skills

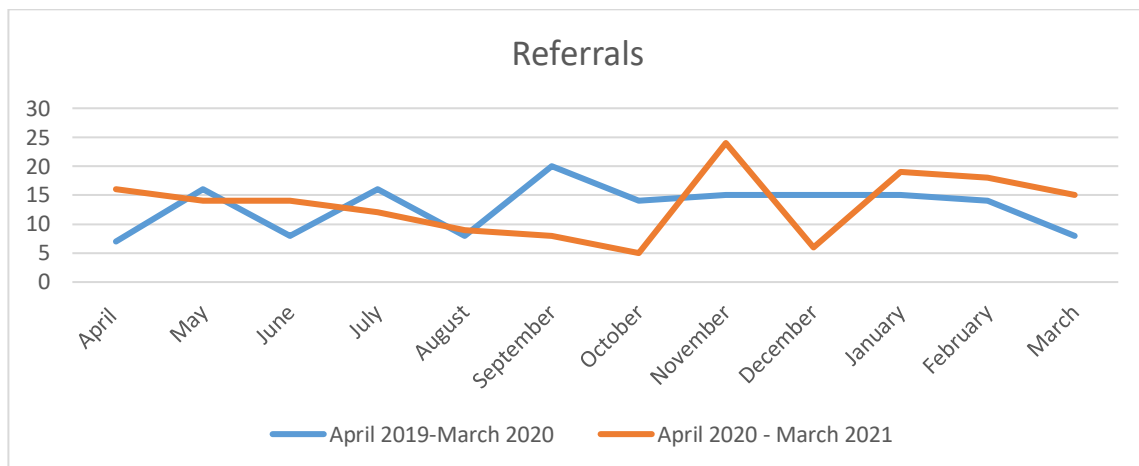
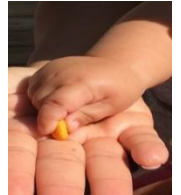


I enjoy shopping locally, supporting Prince George Farmers, Locally Grown Produce and our Community Artists. My passions include spending time with family/friends, cooking and chilling by a camp fire with a steaming cup of coffee and a good book. I recently took up bike riding and look forward to many months of nice weather to cruise around the local trails with my 8 year old side kick who encourages me with BIG high fives and you got this Grandma!

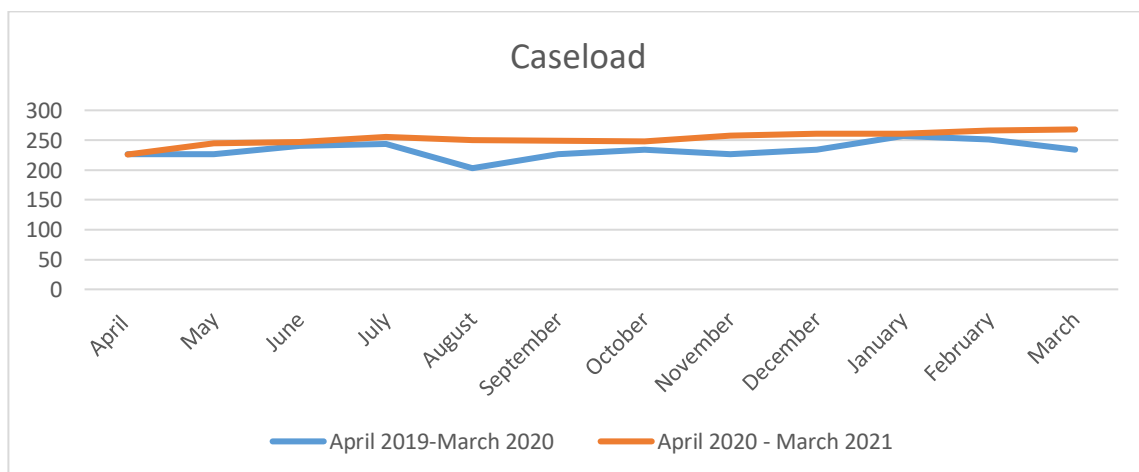
YEAH 😊

Infant Development Program (IDP)

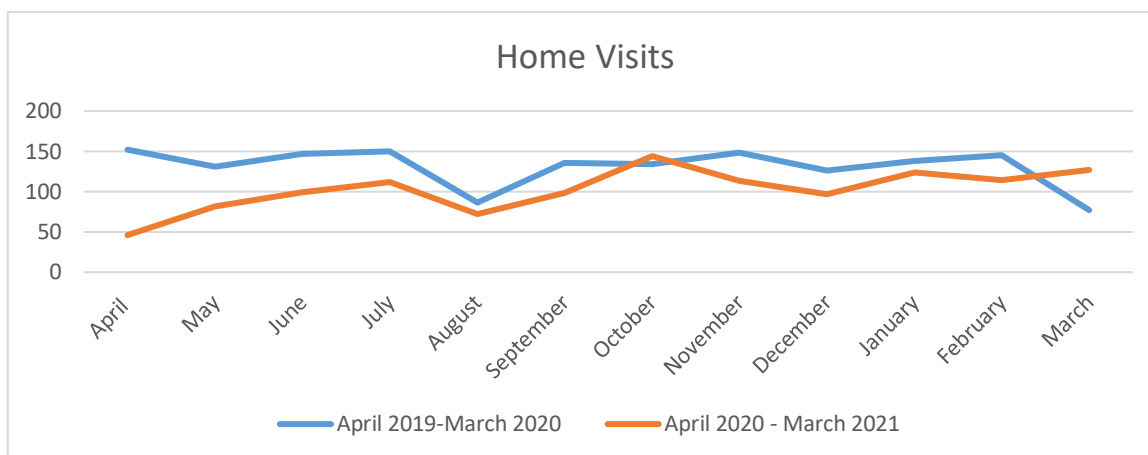
Can you feel it? We are stronger. *Strong* may look and feel a bit different given the events of 2020-21, but ***we are stronger***. In a world where so much seems different and changed, it is important to reflect on just how much did not change. In 2020-21, 160 infants and young children were referred to the program. Only a small difference from the 156 children referred the year prior.



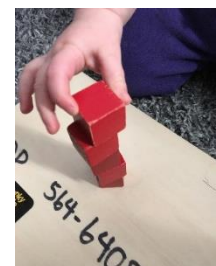
Our total annual caseload between the five IDP consultants in 2020-21 was 3034 compared to 2803 in the previous year. Not much change there.



Public health restrictions and infection control precautions made home visiting much more difficult in 2020-21, yet the program completed 1228 home visits. The term that we use to describe the recommended six feet between each other is *physical distancing* because we never socially distanced from the families that needed us.



To set the scene, we are going into other people's homes, unsure of the size of their social bubbles and uncertain of what, if any, infection control measures are being observed, and with the knowledge that infants, toddlers, and family pets do not understand physical distancing. We do this multiple times during the day, in the evenings and on weekends according to the needs of the family. While it is true that circumstances required that we change the look of our visits to include face coverings, health screenings and creative solutions for maintaining distance as much as possible, what did not change was the role that IDP had in supporting families to feel secure and connected. Despite circumstances telling us to isolate from each other, IDP managed to maintain connection with families at a time when they needed us the most. Many consultants carried heavier caseloads as a result, and children who might have otherwise been discharged were kept on caseload because it simply was not the right time to say farewell. Whether it be with visits in backyards or garages, physically distanced walks, virtual visits, or adapted visits in family's homes, we enhanced our already existing safety and health protocols and we found a way to do the work of Infant Development.



Zoom Meeting

Audio only



With video



Along the way, we tapped into new or underutilized skills. We incorporated the outdoors into our visits more than ever before. We relied on old fashioned mail-outs along with previously untapped virtual technologies to maintain connections with families. We developed our skills at coaching and guiding and we were reminded of just how powerful communication becomes in times of crisis. There were moments when the strength of our team faltered and there were some painful lessons that we learned along the way. When we felt like we lost our way we reached out. In doing so,

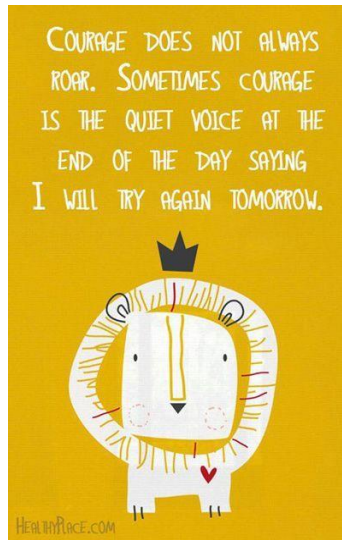
we learned the value that comes with being curious and we were reminded to look for what lies beneath the masks that people were wearing long before this pandemic changed the world and that they will continue to wear long after it subsides.

There is constant evolution and opportunities for growth in the field of early intervention and this year was no different. This year, many of us took a deep dive into the work of Dr. Stuart Shanker and his Self-Reg Training. Others participated in Autism training that was offered online and we focused on long over-due team development. This helped to change the lens through which many of us view ourselves and our relationships. The team also supported the north region by facilitating two virtual training sessions on the DAYC-2 assessment tool. We were able to introduce the tool to new consultants and connect with other consultants in the region who have experience with assessment for some valuable brainstorming and clinical discussion. The assessment tool that is recommended by our funder did not come with standardized training attached to it, so we were happy to contribute our collective knowledge to support other Infant Development and Supported Child Development Programs in the North.



Believe it or not, the program also managed to facilitate the Circle of Security Parenting Program during 2020-21. Parent and developmental workshop facilitation is something that we often get requests for and 2020-21 marked the first time we fulfilled these requests virtually! We also continued our collaboration with various community partners such as the Child Development Centre and Harmony House.

A passage from Mary Anne Radmacher comes to mind when we think about the events of 2020-21:



2020-21 required constant pivots, shifting, revisiting, reflection and circumstances certainly asked a lot of people. While it is impossible to predict how the events of the past year will impact and influence us moving forward, a few things are certain: history will reflect just how resilient people can be when faced with uncertain and challenging times. Essential workers, first responders, grocers, farmers, long-haul truck drivers, postal workers, delivery drivers and so many others rose to the challenges that a global pandemic thrust upon them. Sometimes it felt like we stumbled along the way but the path and our direction never changed. And we are stronger for it.

And the 2020-21 IDP activity is..... Connect the mask wearing consultant to their shoes!





Direct Care Team

AiMHi, along with everyone in this world, shifted into an ever-changing daily life in the early spring of 2020. Our primary goal was to keep everyone safe during the pandemic. AiMHi serves a very vulnerable population and the changes that were required in the way we provided our services came at us fast and furious.

Each day we were faced with changes required from new learnings. We have never worked like this before, it felt like COVID-19 had become a full time job; however, we all knew that this work was required on top of our regular work of supporting people and employees to have good lives. Much of our work became very focused on health and safety.

Would we ever look at how we used to do many of our tasks the same? Handwashing and keeping a physical distance became the new language, the difference between sanitizing and disinfection became so important in our efforts to keep people in our community safe.

Learning all the new rules and requirements was challenging for everyone, especially for those we support - why can't I go to my favorite restaurant for breakfast today? Our employees had much work ahead of them to provide education, guidance, reassurance and help with understanding what our world had become and why.

The challenges of not participating in our regular activities became real as people started to miss their friends, their regular visits with family, especially for a continued duration. We became very creative, to visit outside, or through a window, and through social media. Zoom became a household name where people started participating in the activities offered to the community in a new way.

The Provincial Health Officer and medical professionals were doing the same thing. We did not have a manual that told us what to do, we needed to learn and develop systems that would work for AiMHi to keep everyone safe and healthy, and learn and develop is exactly what we did!

In the early days when the Province was saying that masks were not necessary, we rallied and invited volunteers to sew masks for us; over the course of the Easter Weekend our community and many of our employees completed over 800 masks that would be used by everyone in our organization moving forward. Not many people in the community were wearing them initially, but we believed this was an added precaution to help us with our goal! AiMHi strives to always work towards achieving the high standards we set and implementing best practices.

Doing our very best included hard work from each and every employee giving 100% effort to achieve our goal! Our employees did amazing work, they came prepared each and every day, they wore masks for an entire shift, they no longer sat down for meals with their peers, most external fun stuff wasn't happening, they were required to clean and clean again and again, they completed checklist after checklist, they had protocol after protocol to complete and they made peoples lives the best they could - day after day!

This list could go on and on; remember that each and every person at AiMHi did their part and each of those parts is equally important. Everything changed, we needed to be so very mindful of each moment of our day to ensure that we were doing our part to keep everyone safe!

Reflecting on the last year and the outstanding work that has been done in this organization makes you proud to be a part of it, no matter how hard it was and the sacrifices that were made, we did a good job and we were so very fortunate to keep COVID-19 at bay here at AiMHi!

Great work AiMHi - we appreciate each and every one of you, this past year was an exceptional example of Team Work!

Employee Recognition Awards

35 Years

Kristina Zemlak

30 Years

Rita Lichacz

25 Years

Cam Beaman
August Horning
Stacy Hunter
Ginny Raskob

20 Years

Lewis Brown
Roberta Bunbury
Jody Case
Sam Chow
Shawn Clarke
Michelle Cook
Marilyn Dale
Lyliss Feniuk
Dianne Harder
Christa Lee
Dave Penson
Adina Raine
Dean Regan
Dianne Rosoman
Quin Skuggedal
Penny Soderena-Sutton
Kerrie Von Bieker
Susan Wilson
Bonnie Wookey

15 Years

Donna Armstrong
Roberta Chartrand
Catharine Gagnon
Stacey Hurd
Rachael Iverson
Nelson Lee Miners
Rupinder Raju
Francienne Strout

10 Years

Rajbir Bhullar
Randy Chow
Maria De Dreu
Jennifer Erbe
Virginia Gagarin
Charlaine MacGillivray
Ellen Wookey

5 Years

Glenda Amando
Kyrie Anderson
Tara Cooper
Catherine Cromarty
Jolee Dofka
Rene Francis
Laurie Groves
Carrie Henwood
David Hoksbergen
Chris Leboe
Parminder Minhas
Darlene Nicoletti
Mary Rollman
Tracy Shallard
Agatha Short
Laura Waddell