

AiMHi

PRINCE GEORGE ASSOCIATION
FOR COMMUNITY LIVING



2024

ANNUAL REPORT



ONE COMMUNITY
ONE VISION

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OUR MISSION STATEMENT

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

Message from our Board of Directors President and Chief Executive Officer

AiMHi is a community of individuals who support the mission, vision, and goals of the organization and this year we have much to be proud of. Early in the year the new contract for our employees was ratified and it included a significant salary increase. It was welcome funding for our team and AiMHi appreciates the support for our front-line employees.

In June, AiMHi had its first in-person gathering in four years – the annual family picnic was held with over 500 people in attendance on a pleasant day. It was wonderful to witness the energy and the joy of coming together. Live music, activities and a BBQ made for a success.

The organization did extremely well in our COR re-certification audit. This program is a voluntary employer certification process to motivate organizations to take a proactive role in occupational health and safety. The process identified areas for improvement and opportunities for celebration of success. It will grow our culture and attitude towards health and safety.

In September AiMHi held its inaugural Walkathon. It was a day to celebrate life and strengthen the bonds of our community. It was a great success with many businesses participating by providing activities and setting up informational booths and the first Walkathon of many to come.

In December we had our first Holiday celebration in four years. It was held at the Civic Centre and was well attended by the people we support, employees and key stakeholders of the organization. It was a great start to the festive season and everyone had fun. The dancing was energetic, and the smiles on everyone's faces told a great story.

We continue our search for affordable and accessible housing. Last year saw the acquisition of a new home more suited to the needs of the people we support. January saw the beginning of our community engagement process. AiMHi will talk to various stakeholders to understand how it should position itself for poten-

tial growth opportunities and how best to service the community. This is a long-term view, to see where we should be in ten years.

AiMHi continues to be an excellent employer and this is evident in the length of service of our employees. AiMHi maintains positive relationships within the labour relations community and a positive reputation as an employer, and an agency, in the community at large.

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

Finally, we would like to thank your Board of Directors for their service.

We are looking forward to the year ahead!



Fred McLeod
*Board of Directors
– President*



Mark Zuberbuhler
Chief Executive Officer



DIRECT CARE TEAM

2023 marked a real shift from enhanced infection control measures to more routine infection control practices as we transitioned out of the height of the pandemic. Mask mandates were rescinded and we worked hard to support people to reconnect with social networks and activities. Many employees and people supported talked about how transitioning from a time of enhanced infection control measures and fear was difficult but mostly people felt great relief to be able to look back and see how far we have come. AiMHi transitioned from using a Pandemic Plan to an Infection Control and Communicable Disease Plan that was developed and implemented by the Health Services Director, which will be in place to help prevent and manage any future challenges with infectious illness.

Many activities resumed in the community and at AiMHi, such as regular dances and in-person opportunities which made for many memorable moments. People enjoyed doing the things that make life meaningful and fun. AiMHi's Family and Friends barbeque was a huge success with relationships being rekindled. Another memorable event was our annual Christmas banquet that people have been missing due to the pandemic. Such a wonderful event and the banquet hall was filled with people dancing and celebrating together.

There was a significant amount of change in 2023 across Direct Care. A number of internal moves were planned and executed for people to homes that would better meet their current and changing needs. Some changes were for increased accessibility, some for a more appropriate space to share with their roommate, and some to accommodate preference. In total there were five people who moved homes in 2023, from one home to another.

In the spring of 2023, AiMHi purchased a home with the intention to move people from an existing home into this new accessible home. The newly purchased home did require a large number of renovations that were not completed until the end of the year. This home will be licensed and an increase of the contract will occur from two people to four people. This home allowed us to create three accessible spaces.

These moves have proven to be successful, and people express being happy in their new homes. This was a big undertaking for Direct Care, planning with people, their families, CLBC, and employee teams. These moves don't happen often as it impacts many people and moves can be difficult for people. Many of these people will now be able to age in their new homes and should not need to move again.

We had four people pass away this year who have been supported for many years by AiMHi. We are fortunate we were able to support them well through this stage in their lives. Two people moved away to another community and we welcomed five new people to residential living options this year.

AiMHi was successful in a granting opportunity through the Community Services Recovery Fund and confirmed by CRCS (Canadian Red Cross). The total funding awarded for this project is up to \$98,837.76.

Building Effective Skills and Capacity in Employees - The purpose of the project will be to implement an online training program for employee skill development. This will help AiMHi to modernize by building organizational capacity in response to the significant staff turnover experienced during the COVID-19 pandemic.

AiMHi employees have been working through completion of Trauma Sensitive Practice Training modules presented by Kim Barthel from Relationship Matters. This has been an excellent opportunity for learning and development in this important area that can help us provide better supports to people through a trauma informed lens.

Operations Department

This year, the Operations department serviced 2,091 work orders: an average of 174.25 per month, or 8.68 per work day. This is an increase of 22.1% from the previous year, and is by far the busiest year on record.

The supply chain issues from the pandemic began to loosen up this year, and we were able to get many of the larger projects completed. A great deal of progress was made towards removing all of the carpeting from our locations, and the purchase and renovation of a new home involved many different contractors. Work was done on several of our homes to maintain and improve the buildings themselves. We also installed new lighting in the gymnasium at the AiMHi main office, and were able to re-open the space to external user groups for the first time since 2020. We are glad to welcome back some of the previous user groups and some new groups. This was the second full year with the Davie Street Housing development available for use, and all of the units remained fully occupied throughout 2023.

Quality Assurance

Quality Assurance is the identification, assessment, correction, and monitoring of effectiveness and aspects of procedures that are designed to enhance the quality of services within AiMHi. The Director of Quality Assurance works with the management team 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. With participation on the Policy Committee, Risk Management Committee, Performance Improvement Committee, Cultural Diversity and Inclusion Committee, Person Centered Planning Committee, Joint Occupational Safety and Health Committee, WorkSafe BC COR Internal Auditor, CARF Surveyor and a variety of projects and groups, the Director of Quality Assurance continues to engage in performance improvement and risk mitigation strategies to promote the success of AiMHi, the employees and the people we support.

CARF ACCREDITATION

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

Home Sharing

Home Sharing had six new people move into homes with contractors in 2023. We had three people exit the program: one person moved into one of our residential homes; one moved out of Prince George; and one moved to a different agency.

The Home Share managers hosted an appreciation event in November and the turnout was great. Many Home Share providers had the chance to connect with each other and meet new providers.

Recruitment was a focus with radio campaigns and digital billboard advertising. The department participated in fundraising barbeques to promote Home Sharing. There was a partnership with Value Village where a table was set up in the store and the opportunity to promote recruitment and Home Sharing. The work put into recruiting brought seven new Home Share Providers in 2023.

AiMHi hosted a five day training on Soft Skills for Difficult Situations presented by the BCCEO Network. This training focused on the Home Share providers and managers, and how to navigate the many diverse difficult situations.

Infinite Employment Solutions

MACKENZIE HIGHLIGHT:

One individual achieved his goal and graduated from a cooking class at CNC. We are very proud of him.



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

Infinite Employment Solutions supports those who have identified employment as one of their goals. The IES team works directly with people to create extensive career plans by way of career interest assessments, skills training, job development and job coaching to achieve labour market attachment. In 2023, IES celebrated thirty-two job starts.

IES HIGHLIGHTS:

IES and three people supported in their employment at Northern Lights Estate Winery as berry pickers participated in a UBC study being conducted by the University of British Columbia Canadian Institute for Inclusion and Citizenship. This study was part of a larger research project led by Inclusion Powell River in partnership with the UBC Canadian Institute for Inclusion and Citizenship Regenerem Consulting, and the Social Research and Demonstration Corporation (SRDC) with

funding from the Ministry of Advanced Education and Skills Training. The individuals were thrilled to learn they will receive an honorarium for their participation in the interviews.

Seven people supported by IES were hired as surveyors for Malatest to assist 120 people supported by AiMHi in completing Include Me! surveys for CLBC. The surveys were completed through drop-in and pre-scheduled appointments at AiMHi's main office as well as in residential homes.

IES staff hosted a graduation BBQ for all the employment training program trainees in August funded by a Davie Street resident's donation as a thank you for their hard work.

We hosted an inclusive employer appreciation luncheon for Disability Employment Awareness Month to celebrate our dedicated employers who show community leadership by continuing to hire individuals supported in IES. In preparation, IES staff interviewed ten local employees with DiverseAbilities who have been supported by IES (past or present) and created an

employer appreciation video to show during the luncheon.

IES received generous donations for a second year from Home Depot's employee boot drive. This provided our trainees an offset of the cost of expensive steel toed boots and to learn new skills to bring with them to the workforce.

IES job developers completed user testing for ESYD: a Provincial Employment Strategy for Youth with Disabilities initiative through the University of Victoria. This experience sparked productive conversations about how to improve our practice especially during intake. Our team was awarded \$3000 for our efforts.

Infinite Employment Solutions continues to successfully facilitate four employment training programs. New in 2023, we started monthly safety meetings for all trainers and trainees. This was an opportunity to share safety concerns as the seasons change.

Common Goods

Training callers connect with members of the community to book donation pickups. The swampers then assist the driver with collecting donations from residents or businesses in the Prince George area and drop off at Value Village. There were five callers and nine cube-van swampers in 2023.

Mobile Crew

Maintains driveways, sidewalks and lawns for AiMHi homes and Davie Street homes under the Mow to Snow contract. We also provide service to one community customer for snow removal/landscaping and several A&H community customers. There were twelve trainees in 2023.

A&H Information Management

Document destruction employment training program that collects documents from various community businesses and customers throughout Prince George, AiMHi residential homes and the main office. Eighteen people took part in the shredding program in 2023.

Main Office Cleaners

Fill meeting room cleaner bottles and paper towel, sweep and mop the gym floor, collect main office shredding and clean the Snozelen Room. There were four trainees in 2023.

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

MACKENZIE HIGHLIGHTS:

The team participated in various inclusive events including a McLeod Lake Hiring Expo and Mackenzie's Spring Exposition. This was the perfect opportunity to share and learn about the community's retail business, support

services, education, sports, non-profit organizations, forestry, mining, and technology. As well as actively assisting at weekly seniors' luncheons and club activities like anime, hobby time, walking and creating seasonal crafts to give to members of the community.



Community Options

Our focus in the Community Options department over the past year has been to nurture social inclusivity and engagement within the community through a variety of events and initiatives.

Throughout the year, our team has revitalized numerous social activities, including Karaoke Night, Wednesday Friends, Thursday Social Group, Friday Friends, and Saturday Social. These events have been thoughtfully scheduled across mornings, afternoons, and evenings to ensure accessibility for all members of our community. We have also made it a priority to celebrate national and popular cultural events such as the Summer Dance, Halloween Dance, Diwali Cultural Event, and Christmas Party.

Every Voice Choir has been an integral part of our community outreach efforts. The choir regularly performs at seniors' homes and special events, bringing joy to audiences across the City of Prince George. With practices held twice a week, the choir has remained active year-round, with high demand for their performances.

Volunteerism has remained a cornerstone of our activities, with individuals contributing their time and effort to various organizations, including the Salvation Army Food Bank, Humane Society, Meals-on-Wheels, YMCA, local horse stables, and the Kettle Drive Campaign for Christmas at Save-on-Foods and Walmart.

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

– HAL ELROD



Adult Life Skills

Adult services continues to grow at AiMHi and this past year has seen increased demand for service, as well as increased referrals from our funder, CLBC.

To respond to this demand, AiMHi continues to evolve our program delivery to ensure that our programs and services meet the needs of those we support. Adult Life Skills - Outreach, PSI, and Skill Development - saw an influx of new people and a few people leaving. Changes have been made in every program but most significantly in our LIFE Services. LIFE Services which is a new catalogue of service offered by CLBC, started in March 2023 with eleven people supported and ended the year with sixteen people.

Adult Life Skills offers customizable supports and enables individuals with a developmental disability to enrich their lives through an improved social network, increased community access and enhanced connections. Many participants continued to attend in-person, while others were met with support out in the community. Gardening, delivering the weekly community newsletter, Meals on Wheels delivery, participating in various activities, showcasing art work, hiking the Ancient Forest, and going to Barkerville are some of the ways people we support continue to connect with the community.

Children's Life Skills

The team continues to work together to provide creative supports to the children and their families, and has participated in many training opportunities. Critical thinking has been a focal point, recognizing the importance of gathering information from unbiased observation and putting the information into a plan has benefited the employees' work as well as the families' daily planning.

Employee self-care and improved health and well-being was a topic we spent time on. Encouraging employees to take time utilizing their vacation accruals so employees have a healthy work-life balance proved to be successful.

Infant Development Program (IDP)

Data from 2023 indicates that the program received 115 new referrals with a total of 333 children on caseload during the same period. This number is similar to last year's statistics. The program is approaching 5,000 referrals since it first arrived in the community in 1979.

The increasing trend of more children presenting with extra support needs is noteworthy because what is happening in the early years now will influence demand for services years, and even decades, to come. It is vital for all service providers, not just those that offer early intervention, to develop evidence-informed policies and programs so that the children who require extra support today have access to safe, developmentally appropriate and accessible services in the future.

Family Support

Family Support provides a variety of services to families with children who have support needs. Our year in review includes interactive training sessions for families, as well as combined information sessions for youth and their families working on independent and transition skills.

We have moved away from monthly newsletters, improving our information resource through Facebook. Families are invited to join our Facebook page which provides information on community resources and community training sessions, as well as Family Support related updates. This is relatively new and is being updated weekly.

We are excited to now provide remote support services to families in Fort Nelson, Fort St. John, Mackenzie, McBride, Valemount, and Dawson Creek. Connecting families to much needed resources has been the main focus along with providing skill development resources to parents. As we navigate this new support level we have the pleasure of working with three new social workers who continue to learn from us and we learn valuable information regarding rural communities, local barriers and the impact families are faced with due to limited medical access. Through this process we have identified a registered psychologist located out of Dawson Creek (Peace Autism) who is able to provide autism assessments. This resource has been utilized by local Prince George families to reduce the wait times and the need to travel to Kelowna for assessments.

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

HUMAN RESOURCES



Cultural Diversity

The Cultural Diversity Committee convened on a regular basis to deliberate on the strategies for the year. To ensure inclusivity, the committee disseminated information about unique celebrations observed by individuals hailing from diverse regions across the globe. This endeavour facilitates mutual understanding and enables individuals to expand their horizons in terms of cultural diversity.



Labour Management

Labour management meetings are full of much discussion with professional approaches to collaborative outcomes. The employer and union representatives strive to work collaboratively and professionally in their work of interpreting and implementing the Collective Agreement.



Practicum Students

AiMHi provided placements for practicum students from CNC and UNBC, offering a chance to contribute to the community while benefiting from the expertise of these individuals. This hands-on experience enables the students to gain valuable insights and knowledge in their respective fields.



Recruitment & Retention

Our recruitment health is outstanding, as demonstrated by the consistent flow of applications we receive on a daily basis. We typically receive an average of seven to eight applications per day, which positions us favorably in our pursuit of hiring top-notch candidates. The combination of our robust social media presence, active participation in job fairs, and successful advertising campaigns has greatly contributed to this achievement. Furthermore, the positive word-of-mouth publicity has served as an additional catalyst in enhancing our recruitment endeavours. As a result, we are able to provide exceptional service to the individuals we support.



Return To Work/Stay at Work

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



Payroll Updates

In 2023 we completed meaningful accomplishments impacting all employees at AiMHi including:

- Implemented new wage rates based on ratification of 2022-2025 Collective Agreement, resulting in retroactive pay increases for employees;
- Developed the process to generate ID numbers for all employees, and integrated these into our system. Employee ID numbers will ensure accuracy in data entry and storage of employee information; and
- Participated in training to learn about the new Canadian Dental Benefit reporting requirements on T4s, and implemented this information into our system.
- Hosted our first Gaming Policy Enforcement Branch (GPEB) audit for our 50/50 draw. The auditor was pleased with our work.



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

The committee, comprised of management and BCGEU representatives, meets monthly in order to review accidents, injuries, illness, near misses, policies and procedures, and WorkSafeBC regulations. The committee completes quarterly inspections of all locations within AiMHi services in Prince George and Mackenzie.

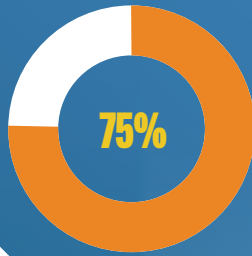


Certificate of Recognition (COR)

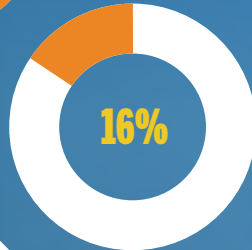
Human Resources and our internal auditors, Wendy Goyer and Angela Aubichon, worked together to prepare for the Certificate of Recognition (WorkSafeBC COR) audit in 2023. The agency went through this recertification external audit in May 2023 and received the excellent score of 92%.

REVENUE

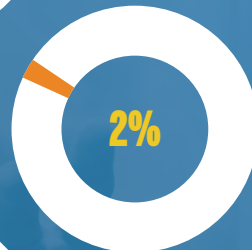
\$38,520,897



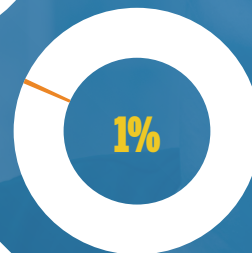
Community Living
British Columbia



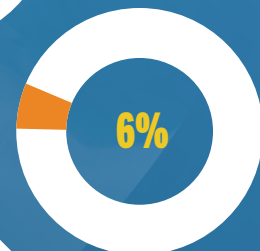
Other



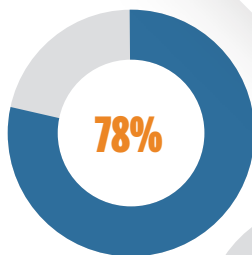
Shelter Payments



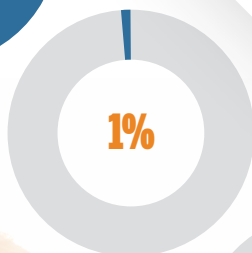
Fundraising



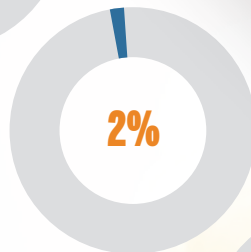
Ministry of
Children &
Family
Development



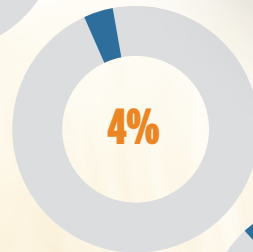
Wages &
Benefits



Amortization



Transportation



Occupancy



Individual Care



Administration

\$37,611,520

EXPENSES

Finance Department

The Finance department has seen substantial change over the last year.

We have refined our processes and procedures through continuous input from operations. These refinements have allowed us to increase the accuracy and timeliness of our reporting to both management and funders.

Employee Recognition Awards

35 YEARS

Wendy Goyer

25 YEARS

Clint Parsons
Ann Neault
Vanessa York

20 YEARS

Lucky Nahal
Roy Nielsen
Heather Umpherville
Desire McCarthy
Chantelle Wood

Prabhjit (Prab) Rataul
Destiny Heidsma

15 YEARS

Matt Prosk
Robin Repp
Maria Barnes
Eren Eggleton
Troy Knox
Jasbir Bhullar
Elsie Morales
Ronda Marceau
Tyler Newstead
Kortni Ducharme
Joslyn (Jay) Cartmell
Rachelle Garvin

10 YEARS

Cheryl Webster
Lailyn Hogan
Blair Reggentin
Jason Sanders
Akossi Assimenou
Julie May Lomboy
Shamandeep Kaur
Hannah Ogirala

5 YEARS

Denny Bonney
Lesley Florell
Jovelyn Jones
Alex Greenhalgh

Laurie Lamb
Sam Clarke
Starla Flynn
Doreen MacLeod
Sarah Park
Kamaljeet Dandiwal
Oyedele Ipeyeda
Ursula Sohn
Bisola Awotunde
Jyot Priya
Mandeep Singh
Ebuka Ezedebego
Janette Aquino

Board of Directors

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



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CARF ACCREDITATION

AiMHi has been awarded a three year accreditation with CARF.



CERTIFICATE OF RECOGNITION

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



FUNDING FOR OUR PROGRAMS IS MADE POSSIBLE BY:



PROUD MEMBER OF:



AIMHI IS PARTNERED WITH:

