

# **AiMHi**

PRINCE GEORGE ASSOCIATION  
FOR COMMUNITY LIVING



## **PERFORMANCE IMPROVEMENT REPORT 2024**

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## **AiMHi Mission Statement**

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

As people’s needs, desires, and expectations change over time, AiMHi strives to keep services current and relevant. Our commitment to continuous improvement is stronger because of your input. Thank you to everyone who took the time to fill out a survey this year. This report is a summary of the accomplishments that have impacted and improved the services provided by AiMHi during the year 2024. Inside you will see comments from the surveys that YOU filled out. We appreciate the opportunity to present this information to you.

## **Message from the Performance Improvement Committee**

The Performance Improvement Committee is made up of AiMHi employees who meet throughout the year to develop surveys, document resolutions to accessibility issues, obtain input, evaluate outcomes and generate this report. Surveys are available through Survey Monkey for employees and stakeholders which provide the option of including comments. Many people shared thoughts about their experience with AiMHi. You will find some of these comments interspersed throughout this report.

AiMHi provides services to approximately 960 people with disabilities or special needs and their families in Prince George, Mackenzie, and Smithers. AiMHi places a high value on input from employees, people we serve and their families, as well as professionals and businesses in the community. Their input concerning the experience, effectiveness, efficiency, and access to our services encourages and influences our ongoing Association objectives.

In 2024 the committee continued to update and revised the layout and language of the PIC report and surveys to better reflect the CARF standards. The PIC committee provided education to the management team to clarify the expectations and creation of SMART goals within the PIC report.

## **The Performance Improvement Committee**

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

A photo contest was held this year for the cover photo. Ron Polillo submitted the winning photo of Mr. PG.

## List of Definitions

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This list of definitions is to support the reader in understanding specific terminology within the report.

### **CARF Measurable Terminology**

**Effectiveness:** the analysis of how **effective** we are in providing services. Do the services we provided meet the needs and goals of the peoples supported?

**Efficiency:** the analysis of how **efficient** we are when providing services. Do the services provided happen in a timely fashion, and are they well organized to meet the needs and goals of the people supported?

**Experience:** the analysis of the **experience** people have with the services provided. Do the services provided meet the goals and desires of the people supported?

**Accessibility:** the analysis of how easily people have **access** to services. Are the services provided easily accessible to the people supported, or do they have mobility or attitudinal barriers?

### **Table of Recommendations Terminology**

**Objective:** What the Home or Department goals are in the year.

**Indicators:** What processes are in place to indicate if the objective is being successful?

**Applies To:** Who will benefit from this objective?

**Data Source:** Where is the data coming from? Surveys, tracking sheet, or charting?

**Obtained by:** Who gathers the information?

**Timeline:** The length of time to meet the objective.

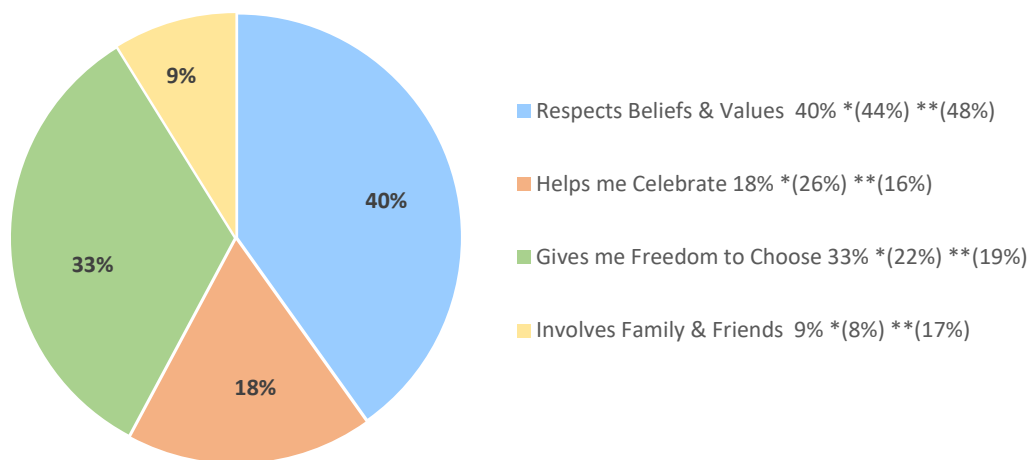
**Target:** What is the desired/expected outcome of the objective within the time frame?

**Actual:** What is the actual outcome of the objective within the time frame?

## The Qualitative Analysis

In November 2024, the Performance Improvement Committee asked respondents to provide further information to give a qualitative view of their experience by asking three questions. The overall purpose of these questions is to help us see, more clearly, the lives of the people we support, and how we can help them continue to have quality lives. The pie charts below represent a summary of the main categories based on people's responses. This highlights the areas that people feel most strongly in. There is also a sampling of the responses submitted.

### How does AiMHi support my cultural beliefs?

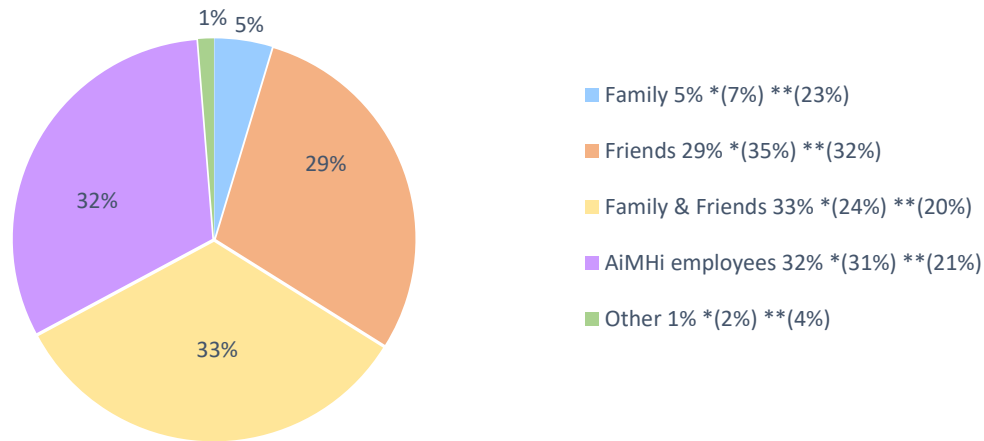


\*Statistics from 2023 for comparison \*\*Statistics from 2022 for comparison

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

- We talk about Dutch food and traditions.
- AiMHi respects my cultural beliefs and values, they value my opinions, thoughts, and family.
- Organizing events like Halloween, Under the Sea, and Christmas.
- My religion and background. I also get to know about other cultures through AiMHi.
- I feel like I can show my fashion sense for my clothing and hairstyles.
- Having Halloween parties, Christmas parties, barbeques and Canada Day.
- I practice meditation and my Life Skills worker helps me.
- I feel my beliefs and culture are respected.
- We go to the Elders every Friday.
- I do not like celebrating Christmas. AiMHi employees will invite me to participate in activities and parties but will not pressure me to attend. They listen and understand when I say I don't want to participate.

## Who do you like spending time with?



\* Statistics from 2023 for comparison \*\* Statistics from 2022 for comparison

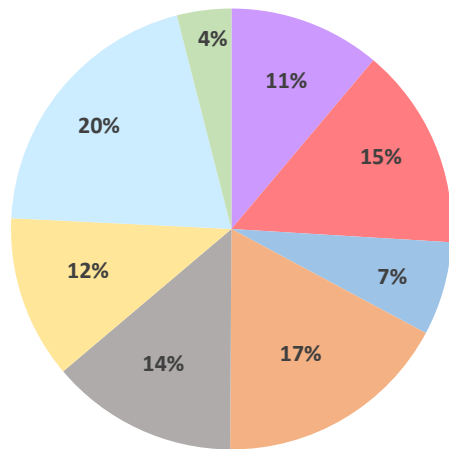
## Who do you like spending time with and do you have a wonderful experience that you would like to tell us about that happened this year?

- My birthday in the limo ride after home with uncle and family, great time. Best day ever!
- Had a big Thanksgiving get together with family.
- Mom, Dad and sister.
- Bowling is fun with friends.
- My pets.
- Special Olympics friends.
- Being part of Every Voice Choir and going out into the community.
- I like volunteering at Chateau playing Bean Bag toss with the seniors.
- I like bowling with peers and having lunch out.
- My brother came to visit me for a week in the summer.
- I like walking and talking to people I meet on my walks.
- Going to Las Vegas with friends and employees. Going on the airplane, eating out, shopping, and shows.
- The Red Carpet event was fun.
- Meeting neighbours.
- Spending time at my parents and seeing family and enjoying pop.
- Vancouver Rolling Stones concert.
- I go to Cougar games with my dad.
- Celebrating my only granddaughter's first birthday in Duncan.
- I went to Fancon with my friends.
- I like being with my friends.
- Fishing with Dad, hiking with my worker.
- My family and I went to Toronto and Quebec last September on my birthday and it was awesome!
- AiMHi dances and girls' night with AiMHi friends.
- My cousin's wedding in Edmonton.
- Getting to know more friends in PG.
- I went to my sister's surprise anniversary party.
- I went to car racing with my mother, I enjoyed that.

## Goals worked on in 2024

In Adult Services, the focus for the 457 goals were in the following domains:

### What skills or goals did you work on this year?



Emotional Wellbeing	11%	*(10%)	** (12%)
Interpersonal Relationships	15%	*(9%)	** (9%)
Material Wellbeing	7%	*(6%)	** (6%)
Personal Development	17%	*(21%)	** (10%)
Physical Wellbeing	14%	*(14%)	** (9%)
Self Determination	12%	*(10%)	** (12%)
Social Inclusion	20%	*(19%)	** (15%)
Employment	4%	*(11%)	** (26%)

\*Statistics from 2023 for comparison \*\*Statistics from 2022 for comparison

### Some of the goals worked on in 2024:

- Snack Shop learning money skills
- Socializing and making new friends
- Moved into new apartment and new job
- Trip to Edmonton
- Hand hygiene
- Fitness and dance
- Mother's Day tea
- Trip to Las Vegas
- House chores
- Buy birds, cage and food
- Saving money
- Taking online "Responsible Adult Course"
- Getting a Learner's Driver's license
- Artwork
- Exercising
- Learning how to respect space of others
- The Kitchen Program
- Buy furniture
- Exploration Place membership
- Achieving 300 score in bowling
- Vanderhoof Airshow
- Save money and buy a freezer
- Red Carpet event
- Visit sister
- WHMIS course
- Maintaining health
- Swimming
- Using adaptive equipment to cook with
- Reading
- Riding the bus

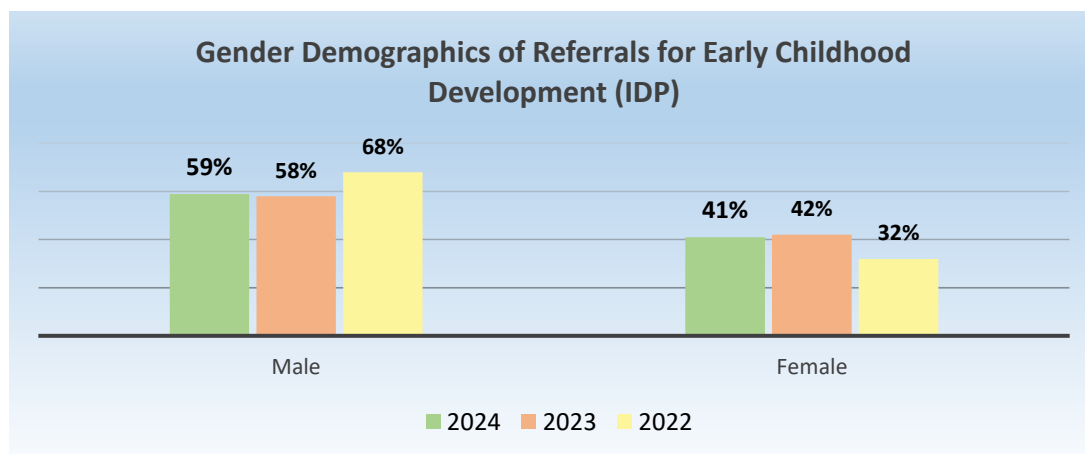
## Early Childhood Development (Infant Development Program - IDP)

### Introduction

**Funder:** Ministry of Children & Family Department

**Program Description:** This program provides home visiting services to families with infants from birth to three years of age who require extra support in one or more major developmental areas. Services are provided by one part-time and four full-time IDP consultants, and include home visits, developmental assessments and written reports, referrals to other resources, parent/childcare provider workshops, family conferences, parenting programs, resource loans (equipment, toys, books, etc.), parent/child playgroups, and participation on a variety of community committees and events. Parents are actively involved during home visits and are encouraged to be partners in planning their child's program. The program has provided services to over 4,818 infants and their families since it first began in 1979.

2024 Demographics	2024	2023	2022
Total children on caseload from 01 January 2024 to 31 December 2024	383	333	369
Number of new referrals for 2024	152	115	115
Gender of new referrals by total number of children:			
Males	89	67	78
Females	63	48	37



*Note: Demographics are gathered from participants as of December 31, 2024*



## Recommendations

### Recommendations and follow-up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Revise Parents Guide to DAYC-2 to include more information on how to interpret standard scores and percentiles	Refer to Parent's Guide to DAYC. Team to discuss how to simplify and clarify what the scores on the DAYC-2 mean (specifically standard scores and percentiles)	Parents, caregivers and families	Intake package	IDP	Jan 1 - Dec 31, 2024	Revise Parent's Guide to DAYC Assessments to add clarity around assessment process and terminology	A draft form of the Parents Guide to DAYC-2 has shifted to include information on how to interpret standard scores and percentiles
<b>Experience</b>							
Change the Letter to Referral Source to better align with MCFD privacy guidelines	Privacy requirements	Current and future IDP consultants	MCFD Service Agreement	IDP and Director of Services	Spring 2024	Update Referral Confirmation	Referral Confirmation is no longer a part of the intake process
<b>Efficiency</b>							
Transfer CRSP monthly data collection from our current Excel sheets to ShareVision	Refer to previous Monthly Stats Excel sheets and current information collected	Current and future IDP consultants	IDP Orientation Manual	IDP and Quality Assurance	Jan 1 - Dec 31, 2024	New IDP revised statistics tracking on ShareVision	Transferring CRSP monthly data to ShareVision has been completed
<b>Service Access</b>							
Share information on IDP (including who can refer and parameters for referral) with key stakeholders- Paediatricians, Public Health, Blue Pine Clinic, Salveo Clinic, etc.	Team will meet to discuss current stakeholders, possible new stakeholders and how to connect with stakeholders for information distribution	Current and future IDP consultants as well as stakeholders	MCFD Service Agreement 2022-2024, CARF Standards	IDP	Jan 1 - Dec 31, 2024	Ensure that potential referral sources have knowledge on how to access IDP services	Information regarding IDP, who can refer and parameters has been shared with key stakeholders

## Recommendations for 2025

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Revise family survey to better align with the five categories that are included in CARF	Reducing the amount of time and effort it takes for families to complete	Parents, caregivers and families	Year-end family surveys	IDP	Jan 1 – Dec 31, 2025	Revise family surveys to ask more succinct questions	
<b>Experience</b>							
Ongoing review of cultural safety on IDP forms.	Reflect on culture, attitudes, and beliefs, be respectful of differences, and participate in appropriate training and education.	Parents, caregivers and families	AiMHi training on culture and other relevant resources and educational opportunities.	IDP	Jan 1 – Dec 31, 2025	Complete annual AiMHi training and any additional educational opportunities that might present themselves	
<b>Efficiency</b>							
Continue to support team growth and health	Team will access 3 Green Lights	Current and future IDP consultants	Weekly team meetings, ongoing and support for team development.	IDP	Jan 1 – Dec 31, 2025	Maintain a healthy and effective team	
<b>Service Access</b>							
Connect with other community professionals to support their learning as well as learn from them	Invitations to participate in community meetings, training, and educational opportunities.	Current and future IDP consultants as well as other connected professionals	Annual professional surveys, case review, participation in joint visits and community engagement opportunities.	IDP	Jan 1 – Dec 31, 2025	Continue to build relationships, act as a resource for other community partners and collaborate with community resources.	

## IDP Family Survey Results

These statistics are based on the 58 returned surveys.

Experience	Yes	No	N/A
Are you receiving the support/service you are looking for?	100%	0%	0%
Are you receiving information that is helpful for you and your child?	100%	0%	0%
My consultant connected me to community resources that are beneficial to my child and family.	81%	0%	19%
My consultant is sensitive to the needs and wishes of my family.	100%	0%	0%

Effectiveness	Yes	No	Some what	N/A	No Answer
<b>My involvement with IDP made a difference by:</b>					
Increasing my confidence in caring for my child.	100%	0%	0%	0%	0%
Increasing my understanding of my child.	98%	0%	2%	0%	0%
Increasing my knowledge of resources/ services.	95%	0%	2%	3%	0%
Learning new skills to support my child.	100%	0%	0%	0%	0%
Supporting my relationship with my child.	96%	0%	0%	2%	2%

Examples of comments from parents:

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

- I can learn skills I can use every day. Our consultant can see how things are in our home. She can use resources like toys already available. Great ideas for how to support.
- I love my home visits. Reassures me that I am doing the right stuff with my kiddo.
- They are very helpful for when I don't have a vehicle. Love that they can come to you.
- Able to answer questions regarding complex child and whether or not it's typical or concerning. Support to the whole family whenever we need it.
- Changed our outlook on how to help our child. Was so helpful. Thankful for IDP.
- It means as a parent I have someone to speak to other than family, and feeling good about asking questions to help me navigate as a single parent.
- Initially this was my only help. I wasn't confident about raising my child but then I gradually developed that confidence.
- Home visits with IDP have been an invaluable part of our journey. They provide us with personalized support in the comfort of our home where we can observe and apply strategies in real-life settings.
- I always feel heard and supported from services offered.
- IDP is more than we expected. The support is fantastic and information is insightful.

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

- This program has been very beneficial to my family with my children's different needs.
- Our consultant's kindness and support have been very reassuring. She is friendly, respectful, kind, and caring. Best support out there.
- IDP has been part of our lives for 4+ years now and supported all three of my children and for that I am very grateful.
- I always recommend this to everyone.
- This is a good and important program for our community.
- It's a wonderful program that so many could benefit from but very few people I know have heard of it.

- Helping us continually on all levels. Our consultant has wonderful ideas.
- All the information we get is based on what would help our child personally. So far it's all been extremely helpful and made a huge impact.
- Many suggestions or activities to help our child continue to grow and thrive.
- Pamphlets and information packages have been helpful.

### Efficiency

- Always consider all members of the household, always accessible at a time that works for us, asks if there is anything we need to support us.
- Our consultant sends a text before every visit to make sure everything is okay.
- It has made a substantial positive impact in the life of our child and us as a result. Invaluable program, we are grateful to have the support and resource.
- We are grateful for the services we received and can see the differences it has made in our house already. It's an amazing program that I'd highly recommend to others, especially because we don't have a family doctor. It's amazing to have support to help make sure our child is reaching milestones properly.

### IDP Professional Survey Results

A wide range of professionals in the community were distributed surveys to capture the following data. These statistics are based on the eight returned surveys. Rate of Return: 29%

Speech Language Pathologist	3	Audiology	0
Occupational Therapist	1	Psychologist	0
Physiotherapist	0	Intersect	1
Supported Child Development	1	NHAN	0
Harmony House	0	Central Interior Native Health	0
Pediatrician	0	BCCH	0
Nurse	1	Not specified	1

Are you aware that AiMHi IDP provides the following services?	Yes	No	N/A
Information about child's development/delay/disability	100%	0%	0%
Developmental assessments	100%	0%	0%
Home visiting and support for families	100%	0%	0%
Developmental activity suggestions	100%	0%	0%
Resource lending (toys, books, equipment)	100%	0%	0%
Supporting healthy parent-child relationships	100%	0%	0%
Referrals to other services/connecting families to community resources	100%	0%	0%
Opportunities to learn infant massage, Itsy Bitsy yoga, Circle of Security Parenting, etc.	90%	10%	0%

What type of contact have you had with the AiMHi IDP in the past year?	Yes	No	N/A
Made referrals to IDP?	62%	25%	13%
Received referrals from IDP?	62%	25%	13%
Participated in joint visits with IDP?	50%	38%	12%
Attend community meetings or trained with IDP?	50%	38%	12%

## Access

AiMHi IDP operates an open referral system and referrals come from a variety of sources including parent self-referral, the University Hospital of Northern British Columbia, pediatricians, and public health nurses. Referrals are received by phone, fax, mail, and through a fillable online form that is available on the AiMHi website. There has been a steady increase in the number of referrals that the program receives online and we continue to adapt our online referral process in order to continue providing easy access to our services. Consultants with the program attempt to contact families within two weeks of receiving a referral. Families that are not visited within the month that they are referred are considered to be on a waitlist according to the definitions provided by our funder.

## Exit Reports

There was a total of 121 children who exited the Infant Development Program (IDP) in 2024. Of the children exiting service, 34 families responded to completing exit surveys (28% return rate). The primary reasons for not getting response to the surveys were: the family moved, the family was unable to be reached, Canada Post Strike or they did not respond to the request to provide feedback.

The following reasons for leaving were given:

Exits	Number	Percent
CPW (Confident to proceed without service)	38	31.40%
CU (Child caught up)	1	0.83%
C3 (Child reached age of three)	39	32.23%
CM (Child / family moved)	15	12.40%
CD (Child died)	0	0%
INR (No response to initial contact)	6	4.96%
NR (No response to continued contact)	22	18.18%
CR (Child referred to other service)	0	0%
CIS (Child ineligible for service)	0	0%
<b>Total Closed Files</b>	<b>121</b>	

## Community Inclusion

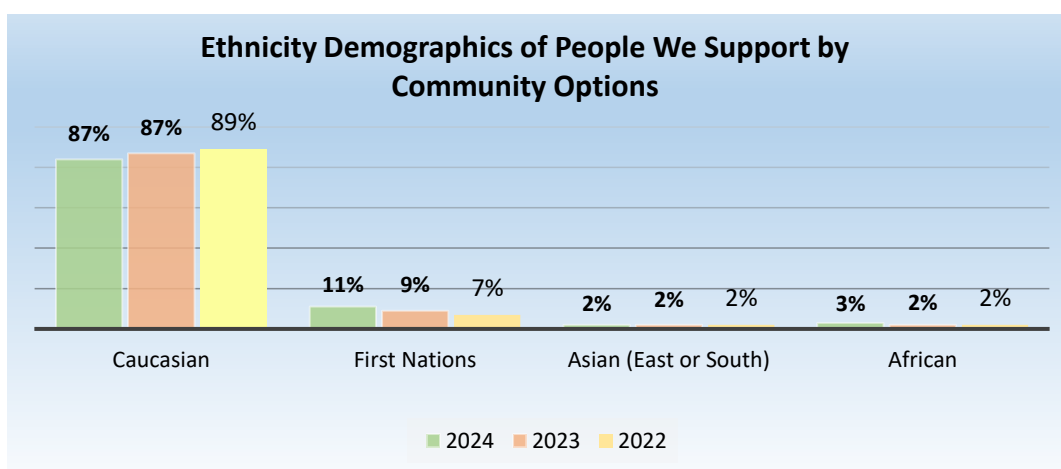
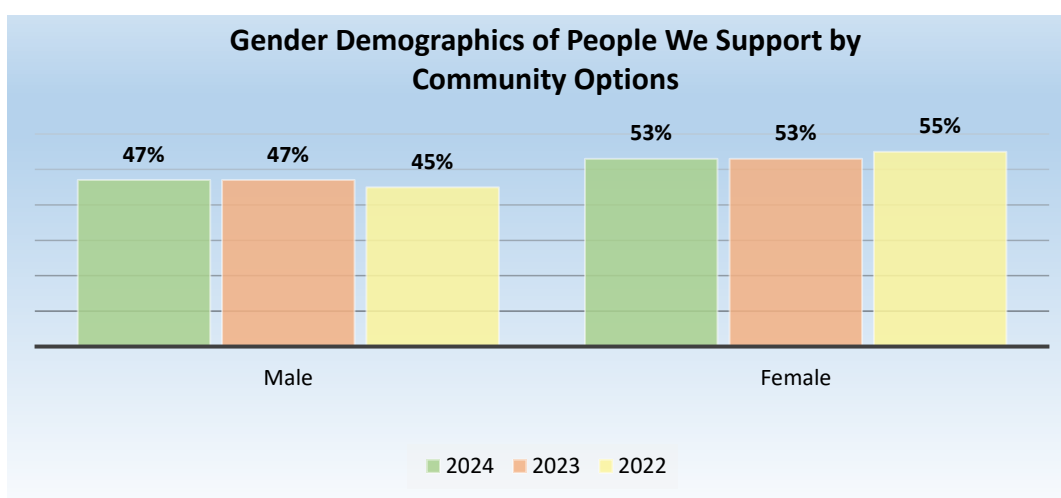
Community Inclusion Services consists of Community Options, Adult Life Skills and the introduction of a new CLBC catalogue of service, L.I.F.E. Services. Each service is described below.

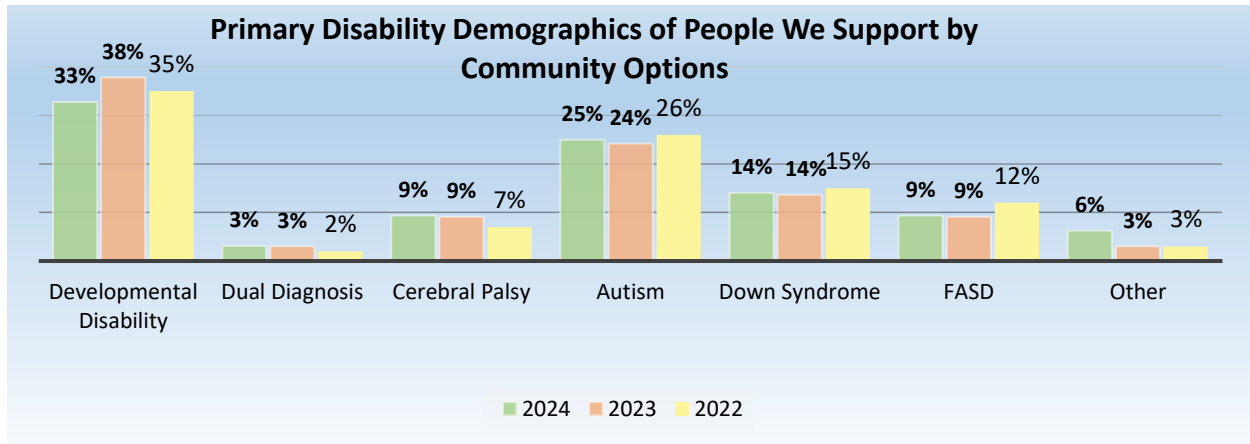
### Community Options

#### Introduction

**Funder:** Community Living BC

**Description:** The Community Options program, funded by Community Living BC, aims to support individuals with developmental disabilities in enhancing their independence through participation in various activities and community services. With approximately 12 dedicated employees, the program facilitates group and one-on-one interactions to encourage community involvement and skill development among participants.





*Note: Demographics are gathered from active participants as of December 31, 2024*

## Recommendations

### Recommendations and follow-up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
All people we support complete a survey	100% participation	People we support	Surveys	Manager	Nov 1 – Dec 31, 2024	100%	70%
<b>Experience</b>							
Encourage group events in the department for a greater social inclusion experience.	Increase participation in volunteering and community involvement	People we support	Non-residential day charting	Manager	Jan 1 – Dec 31, 2024	90% participation in six events weekly.	90%
<b>Efficiency</b>							
Reduce intake process time from one month to three weeks.  Streamline intake procedures to expedite the process while maintaining thoroughness.	Establish clear timelines for each step of the intake process.  Assign dedicated staff members to handle intake tasks promptly.	People we support	Tracking sheet	Manager	Jan 1 – Dec 31, 2024	Three-week intake process for each new referral.	Achieved
<b>Service Access</b>							
Increase bonus hours from 2159 to 2300 for individuals served.	Increased pairing of people we support	People we support and employees	Bonus hour tracking sheet.	Manager	Jan 1 – Dec 31, 2024	2300 bonus hours	4167.95

## Recommendations for 2025

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Ensure all people we support complete a feedback survey to assess program quality and impact.	70-80 Percent	People we support	Surveys	Manager	Nov 1 – Dec 1, 2025	85% participation (improved from 70% in 2024)	
<b>Experience</b>							
Encourage group events in the department for a greater social inclusion experience.	Expand group events to include more diverse activities for increased social inclusion.	People we support	Events tracking sheet	Manager	Jan 1 – Dec 31, 2025	95% participation	
<b>Efficiency</b>							
Reduce intake process from three weeks to two weeks while maintaining accuracy and quality of onboarding.	Assign dedicated staff members to handle intake tasks promptly	People we support	Intake tracking sheet	Manager	Jan 1 – Dec 31, 2025	Two-week intake process per referral	
<b>Service Access</b>							
Maintain the level of hours for individuals served.	Maintain shared/bonus hours between 2300 and 2800.	People we support	Shared/ bonus hour tracking sheet	Manager	Jan 1 – Dec 31, 2025	2800 shared/bonus hours	

## CARF Standards

Community Options prepared 76 surveys and distributed these to active participants of the program. Of the 76 surveys, there were six that were unable to be completed as the people we support were unable to communicate, 14 people did not want to participate, 23 surveys were not returned, and 11 people had left services. These statistics are compiled from the 22 survey respondents.

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

Community Options had a total of 4167.95 bonus hours in 2024. This provided persons we support with interpersonal relationships, skill development, and social inclusion.



### Access to Services

Referrals to service. We had 10 referrals in 2024 and there is no wait list for the program. Referrals are received from Community Living BC and services are provided as referrals are received. Seven people are being funded under the PSI (Personal Supports Initiative) for Community Options in 2024.

### Exit Reports

Five people exited Community Options in 2024, the reasons are as follows:

- 2 – Moved
- 3 – Changed services

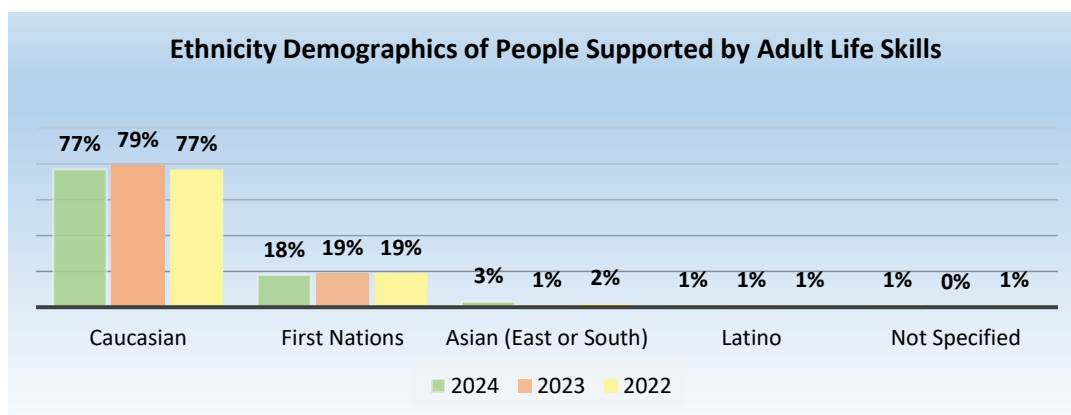
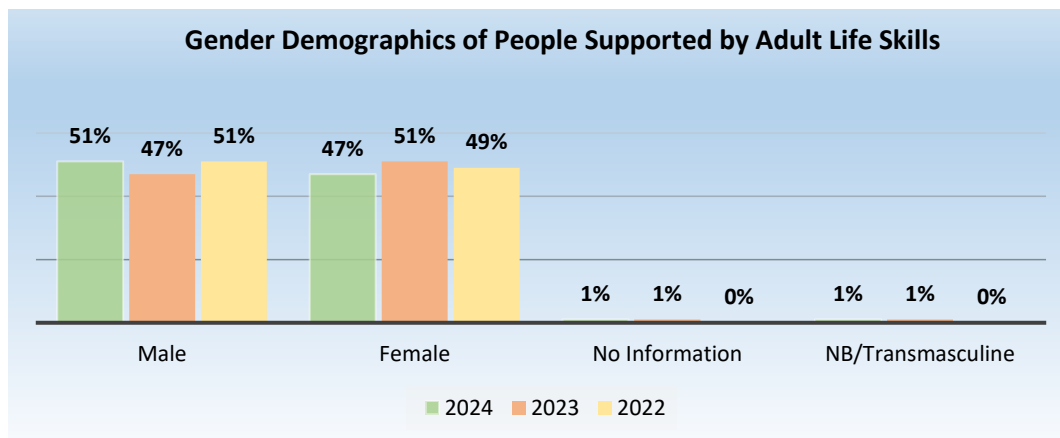
# Adult Life Skills

## Introduction

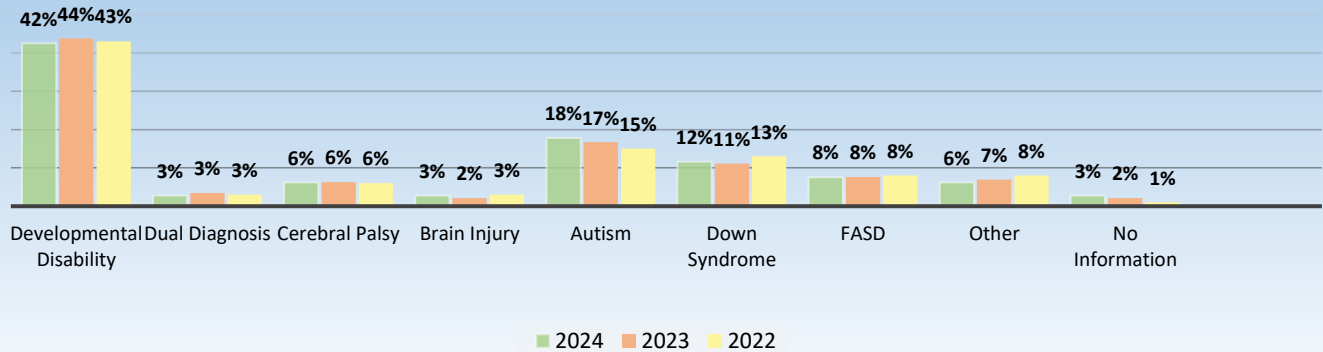
**Funder:** Community Living BC

**Description:** The Adult Life Skills Program offers training and support to adults, 19 years and older, who have developmental disabilities. Our mission is to help people live as full citizens in their community. A team of 27 employees provide services that are uniquely tailored to each person's goals and needs, offering flexible schedules with varying times and days based on personal choice. Training is provided in the following areas (but not limited to these): household management, financial management, nutritional health and meal preparation, relationship building and personal development, transportation training, personal wellness, access to community resources, crisis supports and management, leisure and recreational skills and education exploration.

We are a strength-based, person-centered program that focuses on the positive qualities and accomplishments of each person. We develop goals, training, and support based on strength and needs assessment of skill level, and work with the person receiving services (and their support network) to develop short-term goals. We provide opportunities for people to learn about themselves, explore their strengths and challenges, develop interpersonal communication skills, employability skills and build relationships with others. Each goal is monitored and reviewed throughout the service delivery period to ensure that information is current and up to date; changes in objectives or strategies are monitored on a regular basis.



### Primary Disability Demographics of People Supported by Adult Life Skills



Note: Demographics are gathered from active participants as of December 31, 2024

## Recommendations

### Recommendations and follow-up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Persons we support will be supported to increase independence through Life Skills building skills and activities	1) Number of goals achieved as indicated by the person we support	Persons we support	Surveys	PIC Committee	Jan 1, 2024 – Dec 31, 2024	90%	97%
	2) Number of goals attempted		ShareVision	Life Skills Managers		95%	91%
Experience							
Persons we support are happy with the services received from Adult Life Skills program	Number of people happy with services	Persons we support	Survey/ individual interview	PIC Committee	Jan 1, 2024 – Dec 31, 2024	95%	99%
Efficiency							
Balance of employee time spent with person we support in relation to other responsibilities	Percent of direct vs. indirect staff hours	Employees	Survey/ individual interview	Adult Life Skills managers	Jan 1, 2024 – Dec 31, 2024	80% direct time, 20% indirect time	78% 22%
Service Access							
Persons we support will receive adequate amounts of support	Persons we support report the amount of time spent with them is enough	People we support	Surveys/ individual interview	PIC Committee	Jan 1, 2024 – Dec 31, 2024	85%	91%

## Recommendations for 2025

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Implementing a strategy to effectively train all employees on SMART Goals documenting on ShareVision.	All goals will be on ShareVision	Persons we support	ShareVision	PIC Committee	July 1, 2025 – Dec 31, 2025	100%	
<b>Experience</b>							
Providing additional skill building groups to support independence.	2 additional skill building groups	Persons we support	Survey/ individual interview	PIC Committee	Jan 1, 2025 – Dec 31, 2025	5 skill building groups a year	
<b>Efficiency</b>							
To train all employees on documentation and contractual documents.	All employees will be trained over 4 sessions	Employees	Survey/ individual interview	Adult Life Skills Managers	May 1, 2025 – Sept 1, 2025	4 group sessions over 2 months and follow up in 3 months	
<b>Service Access</b>							
Persons we support will receive adequate amounts of support.	Persons we support report the amount of time spent with them is enough	Persons we support	Surveys/ individual interview	PIC Committee	Jan 1, 2025 – Dec 31, 2025	5 % increase from 2024 target	

## CARF Standards

There was a total of 136 surveys distributed in 2024. Six people exited services and did not complete the survey. Fifteen people declined to complete or were unable to complete due to illness or other reasons, four people were unable to be contacted, and two people were unable to complete due to being non-verbal. The following statistics are compiled from the 109 people who responded to our survey.

Experience	Happy	Unhappy	Unsure or No Answer
The Life Skills program helps teach me my rights so I am able to make my own choices and decisions.	98%	0%	2%
AiMHi helps me get my transportation needs met.	75%	3%	22%
I am happy with the services I get from the Life Skills program.	99%	0%	1%
Effectiveness	Happy	Unhappy	Unsure or No Answer
I feel supported by my Life Skills Instructor while working on my goals.	99%	0%	1%

The Life Skills program helps me learn new skills and complete my goals.

97%

0%

3%

### Efficiency

Adult Life Skills provides training as needed on various life skills, health, sexuality, safety needs, and recreation. We often pair people and work with people in groups which increase our efficiency by providing more hours to people.

### Access to Service

Life Skills has a global contract. We monitor the global contract monthly and as soon as hours are available, we take on new people. Once we receive the referral with hours attached from CLBC, an intake is completed and a Life Skills Instructor is assigned. Referrals received with direct funding are processed immediately with an approximate intake time of two weeks. Life Skills received 30 referrals in 2024; 20 referrals were for Skill Development, 9 were for Outreach, and one for PSI.

### Exit Reports

There were 14 people who exited Adult Life Skills during 2024. The reasons were as follows:

- 3 - Moved into one of our homes
- 4 - Moved out of area
- 1 - No longer needed services
- 1 - Incarcerated
- 2 - Went to another service provider
- 3 - Moved to a different CI Program

## L.I.F.E. SERVICES

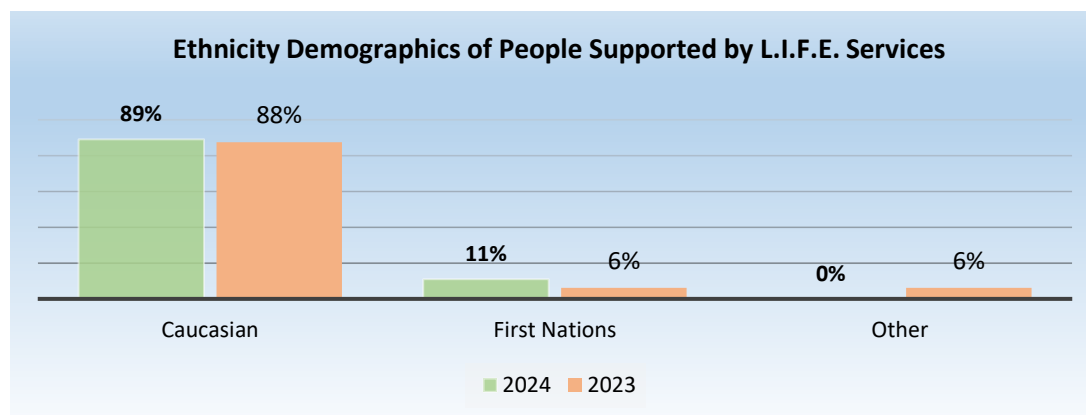
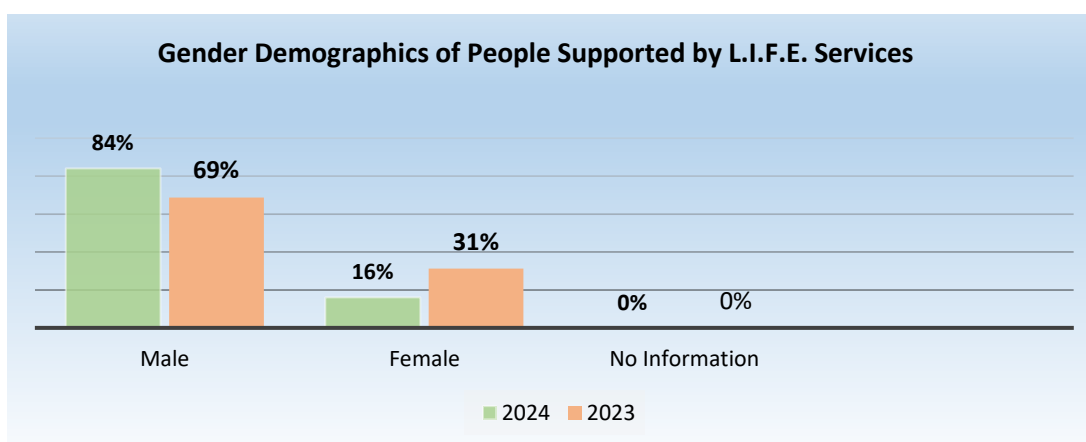
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### **Introduction**

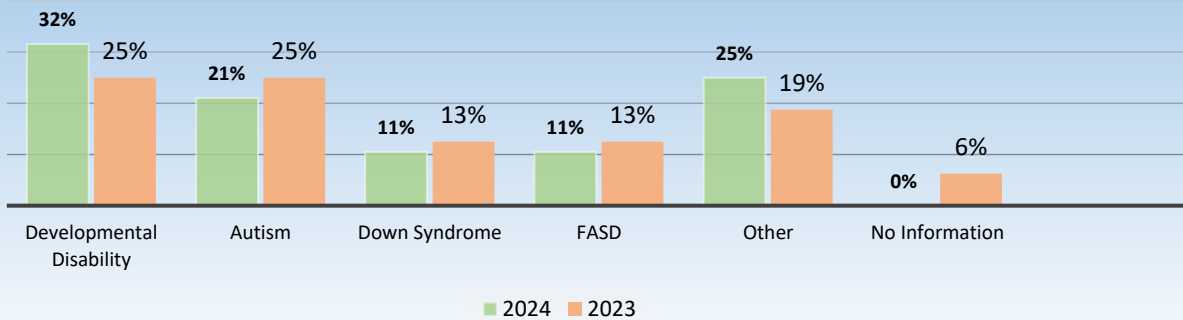
**Funder:** Community Living BC

**Description:** The L.I.F.E. Services Program offers training and support to adults, 19 years and older, who have developmental disabilities and has a team of six (five regular employees and one temporary employee). Many people with diverse abilities want to work and have full and enriched lives. L.I.F.E. Services is a new Community Living BC catalogue of services offered at AiMHi which started March 2023. The service recognizes those intentions and provides a four-pillar approach to supporting people to achieve them: **L**earning, **I**nclusion, **F**riendship, and **E**mployment, or **LIFE**. It recognizes that success in a job means more than just a job. It means building life skills, strengthening community connections, pursuing lifelong learning, and building meaningful relationships.

L.I.F.E. Services is about making a person's life beyond just achieving goals, but rather recognizing how the goal will impact the person's LIFE. The service is strength-based, user-driven and collaboratively designed with the person and their formal and informal supports in their life. The service will be offered in the person's community. The service will be flexible and responsive and may vary in frequency, intensity and focus and evolves over time.



### Primary Disability Demographics of People Supported by L.I.F.E. Services



### Recommendations and follow-up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
Effectiveness							
Persons we support will report increase independence through L.I.F.E. Services Program	1)Identify an increase in confidence	Persons we support	Surveys	PIC Committee	Jan 1, 2024 – Dec 31, 2024	90%	76%
	2) Identify an increase in natural supports		Periodic Report ShareVision	Life Skills Managers		90%	64%
Experience							
Persons we support are happy with the services received from L.I.F.E. Services program	Number of people happy with services	Persons we support	Survey/ individual interview	PIC Committee	Jan 1, 2024 – Dec 31, 2024	95%	90%
Efficiency							
The connection between Direct A and Direct B hours to fulfillment of L.I.F.E. pillars	Direct A vs. Direct B hours on personal fulfillment of services.	Employees	Survey/ individual interview  Periodic Report	Adult Life Skills Managers	Jan 1, 2024 – Dec 31, 2024	95%	95%
Service Access							
Persons we support will receive sufficient support through the ebb and flow practice of the L.I.F.E. Services program	Persons we support report the amount of time received is appropriate	People we support	Surveys/ individual interview  Periodic Report	PIC Committee	Jan 1, 2024 – Dec 31, 2024	90%	90%

## Recommendations for 2025

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
Effectiveness							
Persons we support will report increase independence in the community	1)Identify an Increase in confidence	Persons we support	Surveys	PIC Committee	Jan 1, 2025 – Dec 31, 2025	90%	
	2) Identify an increase in natural supports		Periodic Report ShareVision	Life Skills Managers		90%	
Experience							
Services provided are meeting the needs of people we support	People supported are satisfied by services received	Persons we support	Survey/ individual interview	PIC Committee	Jan 1, 2025 – Dec 31, 2025	95%	
Efficiency							
The connection between Direct A and Direct B hours to fulfillment of L.I.F.E. pillars	Direct A vs. Direct B hours on personal fulfillment of services.	Employees	Survey/ individual interview  Periodic Report	Adult Life Skills Managers	Jan 1, 2025 – Dec 31, 2025	95%	
Service Access							
Persons we support will receive sufficient support through the ebb and flow practice of the L.I.F.E. Services program	Persons we support report the amount of time received is appropriate	Persons we support	Surveys/ individual interview  Periodic Report	PIC Committee	Jan 1, 2025 – Dec 31, 2025	5 % increase from 2024 target	

## CARF Standards

There were 19 total surveys distributed in 2024. One person exited services and did not complete the survey, seven people declined to complete, were unable to complete due to illness, or other reasons, and two people were unable to complete due to being non-verbal. The following statistics are compiled from the nine people who responded to our survey.

Experience	Happy	Unhappy	Unsure or No Answer
The L.I.F.E Services program helps teach me my rights so I am able to make my own choices and decisions.	100%	0%	0%
AiMHi helps me get my transportation needs met.	89%	0%	11%



I am happy with the services I get from the L.I.F.E. Services program.	90%	0%	10%
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Effectiveness	Happy	Unhappy	Unsure or No Answer
I feel supported by my L.I.F.E. Services Coach while working on my goals.	100%	0%	0%
The L.I.F.E. Services program helps me learn new skills and complete my goals.	90%	0%	10%

### Efficiency

L.I.F.E. Services Program works on the concept of Direct A hours and Direct B hours to support people served. The Direct B support hours are used indirectly to support the achievements of the person we support. Over time it will be interesting to see if Direct B hours correlate to success such as increased confidence, natural supports, etc.

### Access to Service

L.I.F.E. Services is a global contract, as soon as hours are available, we take on new people. Once we receive the referral, an intake is completed and a LIFE Services Coach is assigned. Referrals are processed immediately with an approximate intake time of two weeks. We received eleven referrals this year, bringing our total to 24 participants.

### Exit Reports

There were 3 people who exited L.I.F.E during 2024. The reasons were as follows:

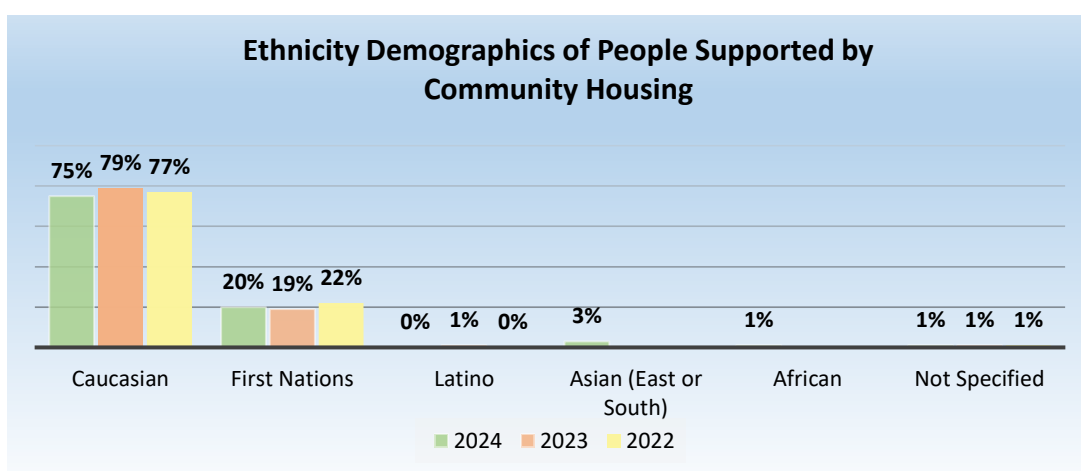
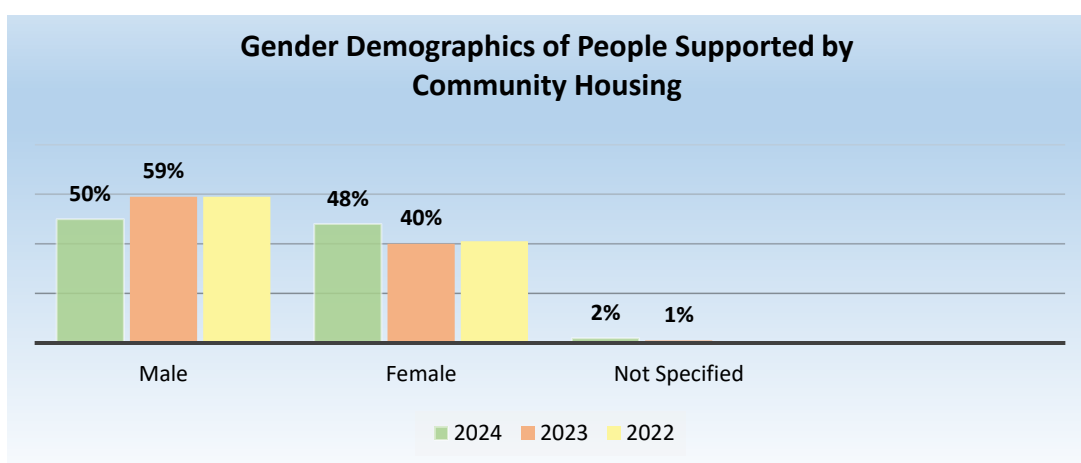
- 1– Moved into a different Community Inclusion program
- 2 – No longer needed services

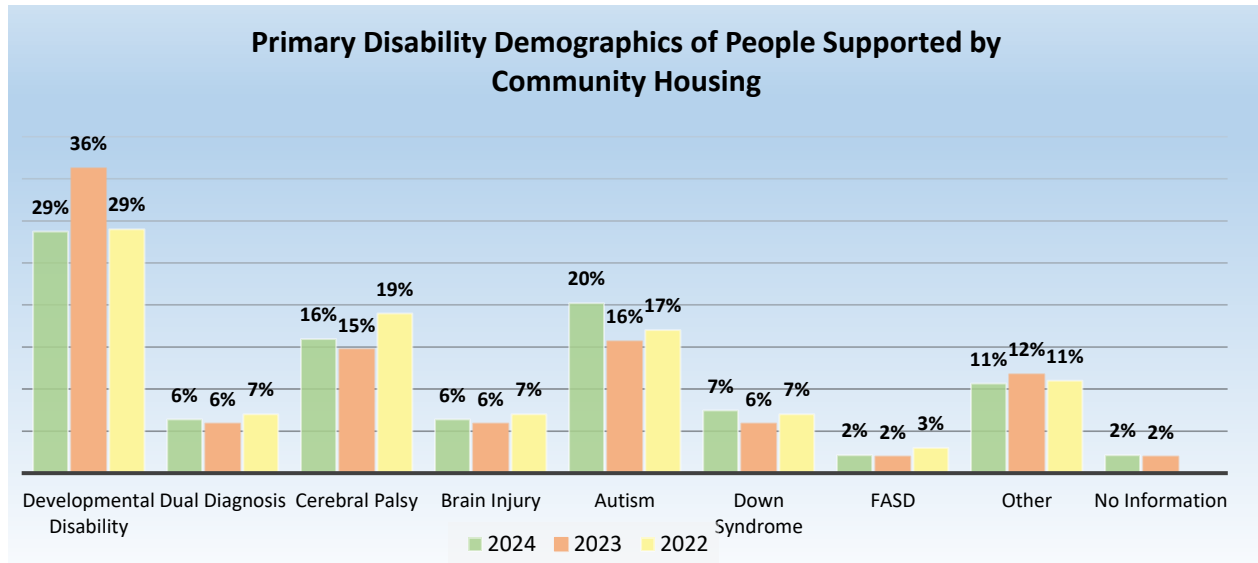
# Community Housing

## Introduction

**Funder:** Community Living BC

**Description:** There are approximately 302 employees who hold positions in our Community Housing departments. This includes employees who hold management, full-time, part-time and support positions. There are a number of employees from our Relief Pool who also work in these homes that are not included in this number. Employees help people in their homes with their day-to-day living in the following areas: accessing the community; food preparation; household maintenance; maintaining health; daily hygiene; exercise; activities; visiting family and friends; skill acquisition; and development and support in attaining goals. The mandate of Community Housing is to provide support for people with disabilities to live as independently as possible in their home settings. AiMHi accommodates, on an as-needed basis, Respite contracts and Home Sharing contracts within our current homes.





*Note: Demographics are gathered from active participants as of December 31, 2024*

## **Recommendations**

### **Recommendations and follow-up for 2024**

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Continued focus on training for employees working in Community Housing on topics related to personal care and supports for those with complex care needs	Implement Individual Training Plans	Persons supported	Individual Training Plans	Directors of Services	Jan 1, 2024 - Dec 31, 2024	100%	An individual training plan template was completed. The majority of people have one complete. 90% of people have them. They are not all being actively used. New people coming in need them completed.
<b>Experience</b>							
To have better insight into people's goals and dreams	Update the surveys to clearly define the status of goals for each person (i.e., complete, attempted, current)	People supported in Community Housing services.	Community Housing surveys	PIC Committee	Nov 1 – Dec 2, 2024	70% of people have completed, attempted or current goals	90% of people complete and or have ongoing goals.
<b>Efficiency</b>							

Increase the number of surveys submitted to increase data analysis	Engage persons supported to complete their annual survey.	People supported in Community Housing services.	Community Housing surveys	PIC Committee	Nov 1 - Dec 2, 2024	Increase of 20%.	Achieved
<b>Service Access</b>							
Increase the capacity for services within Community Housing services.	Purchase new home or increase capacity in one of the current homes for additional service provision.	Referrals to community housing services.	CLBC referrals.	Directors of Services	Jan 1 – Dec 31, 2024	One home or two vacancies	AiMHi successfully completed the renovations of a new home and obtained the license for this home which increased capacity by 2 and turned inaccessible spaces to accessible spaces.

### Recommendations for 2025

Objectives	Indicator Benchmark	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
To ensure everyone has an individualized training plan and that it is actively being used. This includes when new people move in.	Implement individual training plans	People supported in Community Housing Services.	ShareVision	Directors of Services and Health Services Director	Jan 1, 2025 – Dec 31, 2025	100% of plans completed and actively being used.	
<b>Experience</b>							
Train new employees on how to create a SMART Goal on ShareVision during Employment Orientation.	An increase of SMART Goals on ShareVision	Employees	ShareVision SMART Goals	PCP Committee via Home Managers	Jan 1 2025 – Dec 31 2025	80% of homes will have SMART Goals on ShareVision	
<b>Efficiency</b>							
To improve the tracking system for the data received from the people supported surveys.	A summary total of survey data.	People supported	Tracking sheet	PIC Committee	Jan 1 – Sept 30, 2025	To be complete by end of September	

Service Access							
To look for opportunities to increase accessible spaces within our homes.	Change non-accessible spaces to accessible spaces.	People supported in Community Housing Services.	Homes inventory	Directors of Services and Operations Director	Jan 1, 2025 – Dec 31, 2025	Transition one home / 2 beds from non-accessible to accessible	

### **CARF Standards**

There were 107 people surveyed for Community Housing. Of these 107 surveys distributed, 4 people passed away, 2 did not want to participate, and 25 surveys were returned by people who were identified as non-verbal and unable to complete the survey. These statistics are compiled from the 76 returned surveys.

Experience	Happy	Unhappy	Not Sure	No Answer
I know my rights.	94%	1%	5%	0%
I feel important in AiMHi and the community.	90%	3%	3%	4%
I am happy with the services I get from AiMHi.	95%	3%	1%	1%

*AiMHi has purchased all of the homes people reside in within Community Housing with the exception of homes owned by BC Housing and two homes in Smithers. This allows people financial freedom by making housing affordable and to personalize their home as they wish.*

Effectiveness	Happy	Unhappy	Not Sure	No Answer
I feel AiMHi keeps my information private.	88%	1%	10%	1%
I get help to make my own choices and decisions.	96%	0%	4%	0%

Efficiency
<ul style="list-style-type: none"> <li>• Vacancy Rate - At the beginning of 2024 there was one vacancy. Throughout the year we had four people pass away. There were two new spaces created by licensing a home and expanding capacity. At the end of 2024 there were four vacancies.</li> <li>• Goals/goal progress - A person's ShareVision site is used to document a person's goals and goal progress on a daily basis. Employees are provided ongoing training to ensure proper documentation and changes have been made on the site to address feedback received.</li> <li>• AiMHi will continue to develop the shared support positions to enable an increase in support hours. AiMHi supports people to connect with others that have the same interest to ensure they are able to access the community and activities they choose.</li> <li>• AiMHi looks for opportunities to make moves for people within the homes to help meet people's needs. This may be a different roommate or a more accessible space. In 2024 there were 13 of these types of moves for people.</li> <li>• AiMHi will continue the usage of shared vehicles and maximize the use while minimizing the financial burden on the Association.</li> </ul>

### Access to services

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

### **Exit Reports**

There were four people who exited services in 2024. The reasons were as follows:

4 – Passed away

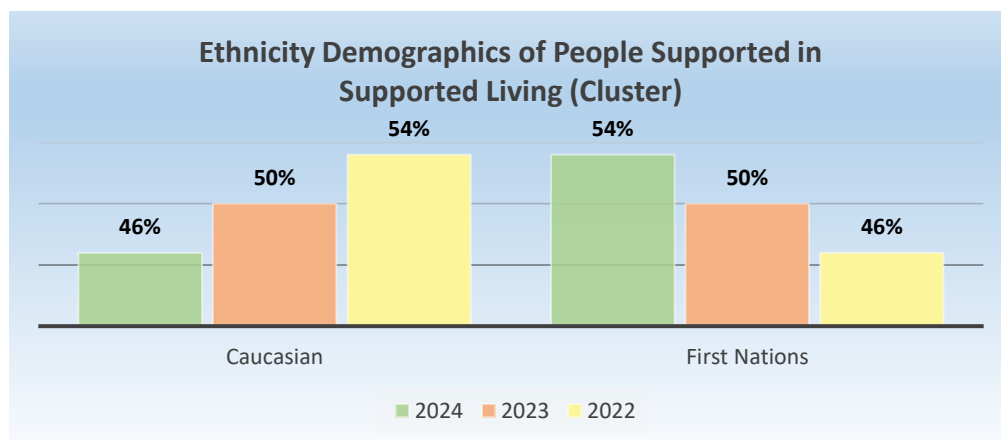
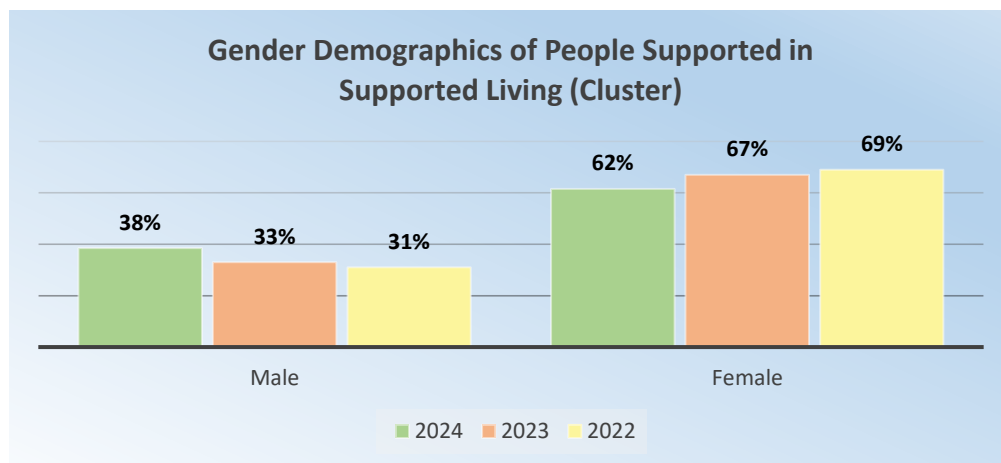
## Supported Living (Cluster)

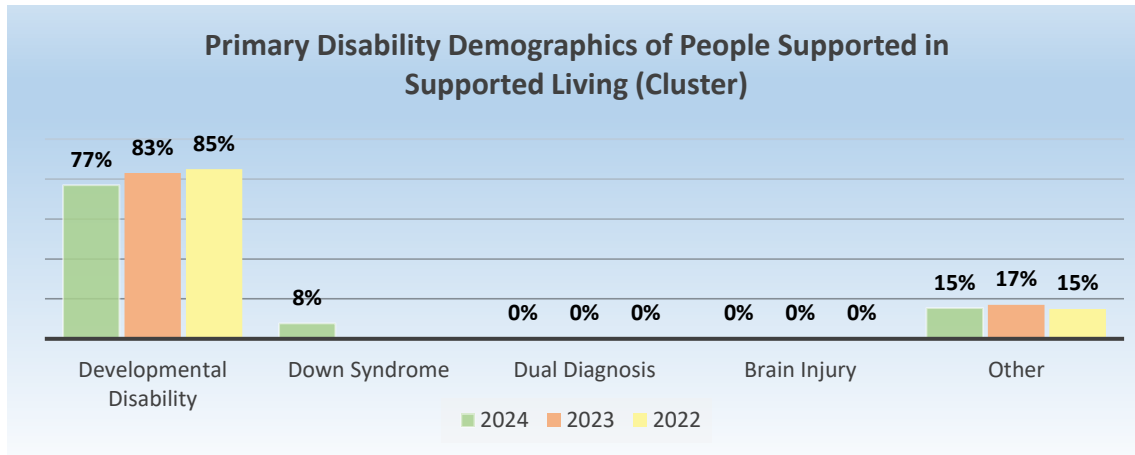
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### Introduction

**Funder:** Community Living BC

**Description:** There are seven employees who hold positions in our Supported Living (Cluster) department. This includes employees who hold management, full-time, and part-time positions. There are three employees from our Relief Pool who also work in these homes that are not included in this number. Employees help people in their homes with their day-to-day living in the following areas: accessing the community; food preparation; household maintenance; maintaining health; daily hygiene; exercise; activities; visiting family and friends; skill acquisition; and development and support in attaining goals. The mandate of Supported Living (Cluster) is to provide support for people with disabilities who live independently in their own home. In 2024 there were 13 people we supported; five males and eight females.





*Note: Demographics are gathered from active participants as of December 31, 2024*

## **Recommendations**

### **Recommendations and follow-up from 2024**

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Supported Living (Cluster) employees will organize and host resources to learn about National Indigenous People's Day.	People supported engage and attend planned cultural events and information sessions organized by employees.	All people we support	Day charts, SMART goal forms	Cluster Employees and Manager	Jan 1 - Dec 31, 2024.	75% of the people we support will engage in one or more of the events or sessions.	No people supported were interested in learning about nor wanted to engage in learning about National Indigenous People's Day.
<b>Experience</b>							
Supported Living (Cluster) employees will organize and host resources to learn about the importance and benefits of animal therapy.	People supported engage and attend planned volunteering at the SPCA and attend information sessions at the Cluster. Employees will also seek out any programs or other opportunities to engage with animals.	People we support	Day charts, SMART goal forms, meeting minutes	Cluster Employees and Manager	Jan 1 - Dec 31, 2024.	50% of the people we support will participate in one or more of the events or sessions.	38% of people had pet interactions with canines and a bird.
<b>Efficiency</b>							



Supported Living (Cluster) employees will access the new PCP/SMART goal binders and keep individual goals updated and on track.	Monthly review of binders will show up-to-date data tracking and show completed goals and ongoing goals.	People we support	PCP goal binders, ShareVision uploads and day charts	Cluster Employees and Manager	Jan 1 – Dec 31, 2024.	100% of people we support will have goals in place and up-to-date.	100% of people had multiple goals in PCP binders. All were tracked and kept up-to-date.
<b>Service Access</b>							
Supported Living (Cluster) employees will help support individuals to access the Canfor Leisure pool and help them learn all there is to offer.	All people receiving supports will be offered and encouraged to engage and attend.	People we support	Day charts and SMART goal forms.	Cluster Employees and Manager.	Jan 1 - Dec 31, 2024.	50% of the people will visit the Canfor Leisure Pool.	0 people supported attended the Canfor Leisure pool for various reasons and this goal will be forwarded / continued in 2025.

### Recommendations for 2025

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
Supported Living (Cluster) employees will help support people aged 25 years or younger, to continue to learn and gain skills around living alone, independent life, budgeting, schedules and more.	Day charts, manager visits to their homes and the overall happiness/pride seen by the people we support.	The newer, younger individuals we are supporting.	Day charts and SMART goals.	Cluster Employees and Manager	Jan 1 - Dec 31, 2025.	3 people supported.	
<b>Experience</b>							
Supported Living (Cluster) employees will organize, help and encourage people supported to participate or volunteer at this summer's Special Olympics. This would be a fantastic experience for them.	All people receiving supports will be offered and encouraged to engage and participate.	People we support	Day charts, SMART goals, pictures.	Cluster Employees and Manager	July 12-15 2025.	50% of people to participate in some capacity.	
<b>Efficiency</b>							
Supported Living (Cluster) employees will access the new PCP/SMART goal site on ShareVision	Monthly review of site will show up-to-date and it will be more streamlined and	People we support	Day charts and ShareVision SMART goal site.	Cluster Employees and Manager	Jan 1 - Dec 31, 2025.	100% of people's goals will be transferred	

and will transfer and keep individual goals updated and on track.	easier to document progress/data.					onto ShareVision site.	
<b>Service Access</b>							
Supported Living (Cluster) employees will help support individuals to access the Canfor Leisure pool and help them learn all there is to offer them.	All people receiving supports will be offered and encouraged to engage and attend.	People we support	Day charts and SMART goal forms.	Cluster Employees and Manager	Jan 1 - Dec 31, 2025	50% of the people will visit the Canfor Leisure Pool	

### **CARF Standards**

There were 14 surveys distributed and 10 were returned by people receiving services in Support Living (Cluster).

Experience	Happy	Unhappy	Not Sure	No Answer
I know my rights.	100%	0%	0%	0%
I feel important in AiMHi and the community.	90%	0%	10%	0%
I am happy with the services I get from AiMHi.	80%	20%	0%	0%
Effectiveness	Happy	Unhappy	Not Sure	No Answer
I feel AiMHi keeps my information private.	80%	10%	10%	0%
I get help to make my own choices and decisions.	90%	0%	10%	0%
Efficiency				
<ul style="list-style-type: none"> <li>Vacancy Rate - There are currently no vacancies at the Cluster.</li> <li>Goals/Goal Progress – All persons we support have signed new yearly contracts for 2024 that identify goals. A person's ShareVision site is used to document a person's goals and goal progress on a daily basis. Employees are provided ongoing training to ensure proper documentation and changes have been made on the site to address feedback received.</li> </ul>				
Access to services				
<p>There are no waitlists maintained by AiMHi.</p> <p>People who are new to services will go through the same intake process as per AiMHi process, i.e.: referrals through Community Living British Columbia.</p>				

### **Exit Reports**

There were two exits in 2024. The reason was as follows:

- 1 - Chose a more independent living situation
- 1 - Passed away

# Employees

## Introduction

**Funder:** Community Living BC and Ministry of Children and Family Development (Children's programs)

**Locations:** Human Resources numbers include the entire Agency. We acquired Smithers in 2024, which was three additional departments. AiMHi includes residential locations, main office, Community Inclusions (Children/Adult Life Skills and Community Options), Employment program, Infant Development and location in Mackenzie, and the attended donation station at 1000 1<sup>st</sup> Avenue.

**Demographics:** No demographic information was collected by Human Resources in 2024.

**Overtime expenses:** Increased by less than 1% in 2024, compared to 2023. Though we did not reach our goal to reduce our expenses by 10%, we are pleased that we did not see a significant increase this year. Everyone is striving to reduce our expenses in collaborative and creative ways, and we are sure that our continued efforts will be reflected in future periods. Therefore, we renew our commitment to our goal, to reduce our overtime expenses in 2025 by 10% as compared to 2024.

## Recommendations

### Recommendations and follow up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
HR needs to continue to focus on having adequate workforce available to decrease the costs associated with overtime.	Reduced costs due to a reduction of overtime shifts.	Employees	ComVida	Payroll Manager	Jan 1, 2024 – Dec 31, 2024	10% reduction in overtime across the organization	Less than 1% increase in expenses in 2024 compared to 2023
Continue to update the training for Employment Orientation (EO) to be more engaging.	Employee engagement during EO will be more interactive with peers and trainers	Employees	EO student evaluations and feedback	PCP committee	Jan 1, 2024 – Dec 31, 2024	75% of evaluations indicate the training was good or excellent.	80 Surveys were sent out. 40 received back with 40 indicating training was Excellent and Good. 50% were 100% excellent and 50% mixed; HR is satisfied with this outcome.
<b>Experience</b>							
Provide management training to ensure leadership skills.	To provide training in areas of skills required by managers (ComVida/	Management team	Training sessions	HR team	Jan 1, 2024 – Dec 31, 2024	Five training sessions	Achieved

	performance management)						
<b>Efficiency</b>							
HR needs to have the employee job descriptions reviewed in compliance with the Joint Job Evaluation Program.	Approval of five union employee job descriptions.	Employees	Job descriptions	CHRO	Jan 1, 2024 – Dec 31, 2024	Five job descriptions	HR focused on developing HR management job descriptions (5) and worked with CSSEA on grid levels. There were no formal unionized job descriptions developed
<b>Service Access</b>							
Identify strategies that encourage relief employees to feel part of AiMHi community.	Continue relief meetings and opportunity to participate in AiMHi events and training	Relief Employees	HR Manager monthly report	HR Manager	Jan 1, 2024 – Dec 31, 2024	Turnover in the relief department to be reduced to 45% of the terminations.	This year we are at 44 out of 113 (last year was 61). Terminations are 45% which is down from last year's 58% of the employees leaving.

### Recommendations for 2025

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
HR needs to continue to focus on having adequate workforce available to decrease the costs associated with overtime.	Reduced costs due to a reduction of overtime shifts.	Employees	ComVida	Payroll Manager	Jan 1, 2025 – Dec 31, 2025	10% reduction in overtime across the organization	
<b>Experience</b>							
Provide wellness opportunities to employees	To provide virtual and in attendance information to employees	Employees	HR Dept.	HR Dept.	Jan 1, 2025 – Dec 31, 2025	To provide 5 opportunities /information to the employees	
<b>Efficiency</b>							
HR needs to have the employee job description reviewed in compliance with the Joint Job Evaluation Program.	Approval of five union employee job descriptions.	Employees	Job descriptions	CHRO	Jan 1, 2025 – Dec 31, 2025	Five job descriptions	

Service Access							
Provide opportunities to encourage Relief employees to feel more part of the AiMHi community	Encourage more participation and grow the culture of relief meetings, training and celebrations	Relief Employees	Monthly reports	HR Manager	Jan1, 2025- Dec 31, 2025	30% of employees in Employee Orientation will go into regular positions.	

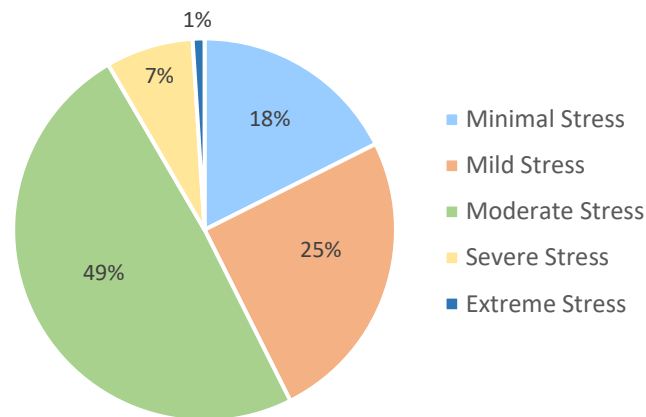
### **CARF Standards**

In 2024, 112 employees completed the satisfaction survey. This is an increase of 50 respondents from 2023. Two new sections were added to the satisfaction survey in 2024, Cultural & Gender Diversity, and Mental Health. The details of Cultural and Gender Diversity results will be shared in the committee's Annual Report.

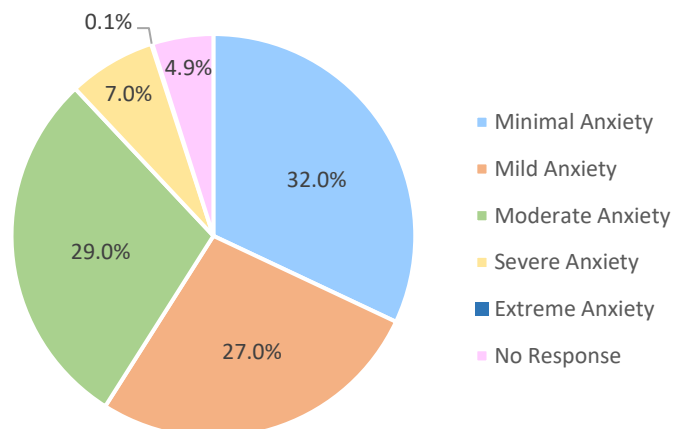
Experience	Yes	No	No Answer
Does the information AiMHi shares with you add value to your role?	88%	10%	2%
Is it easy to access the information you need when visiting AiMHi website, ShareVision, and ComVida?	68%	30%	2%
Do you feel your inquiries are responded to in a timely fashion?	73%	24%	3%
Do you feel AiMHi's policies and practices protect your rights to confidentiality?	87%	9%	4%
Are you comfortable reporting a breach of confidentiality?	83%	13%	4%
Do you feel the opportunities provided by AiMHi flexible enough to support your growth and learning?	77%	18%	5%
Do you feel the education opportunities to be relevant to the challenges you face in the field?	79%	18%	3%
Has ShareVision training on Abuse and Neglect helped you to feel more comfortable reporting abuse and neglect concerns?	80%	18%	2%
Do you feel comfortable contacting AiMHi's management when you have questions, concerns or comments?	84%	13%	3%
Do you feel AiMHi supports a positive teamwork environment?	73%	23%	4%
Would you recommend working at AiMHi to others?	85%	13%	2%
Do you feel AiMHi lives the Vision Statement "One Community – One Vision"?	83%	11%	6%
Do you feel AiMHi lives the 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. AiMHi strives to create strong communities which recognize and celebrate the value of all citizens"?	87%	10%	3%

At the heart of AiMHi is the fundamental belief that the organization's role is to help people achieve a good life.	91%	4%	5%
The foundation of AiMHi is a culture of excellence, innovation and celebration.	87%	5%	8%
The individual development of every person contributes to the success and future of AiMHi.	90%	4%	6%
AiMHi supports people to feel confident, empowered and connected to others around them.	85%	5%	10%
AiMHi builds community through the development of respectful, supportive relationships and partnerships.	91%	5%	4%
AiMHi supports people to define opportunities, make choices and challenge limitations.	87%	6%	7%
AiMHi believes that advocating for positive social change contributes to a stronger, healthier community for everyone	92%	3%	5%
Did you know that AiMHi has a Cultural Diversity and Inclusion Committee?	83%	12%	5%
Do you see yourself represented fairly in the current leadership of AiMHi (Board, Employees, Committees, etc.)?	72%	19%	9%
Have you or any of your peers encountered any barriers due to your age within AiMHi?	18%	80%	2%
Do you feel you have good work life balance?	75%	19%	6%
Do you feel your manager has created a working environment where you can openly discuss mental health concerns one-on-one?	74%	23%	3%
Do you feel your manager has created a working environment where you can openly discuss mental health as a team?	73%	23%	4%
Are you aware of the resources relating to Mental Health that are available at AiMHi?	85%	7%	8%

How would you rate your current stress level at work?



How would you rate your current anxiety level at work?



Is there any specific training or skill development related to your employment you need or are interested in learning?

- Addictions and behavioural challenges training.
- Sign language, brain development or how to calm the nervous system.
- Approaches on tools and skills for ADHD people supported.
- Mental health training.
- More complex care training and support for those with full needs.
- Mental health first aid.
- Training for working with children and parents would be beneficial.
- Home-specific training to better support our individuals.
- Computer skills and SMART goals.

- Dementia training and behavioural issues in the home.
- Teaching and instructing adult learners.
- Self-Reg training through the Mehrit Centre.

#### **What are your favourite things about working here?**

- The people we support and work with.
- Creating strong lasting relationships and learning new things each day.
- Positive environment for all.
- The inclusivity.
- Giving people supported a variety of opportunities and to see them blossom is a rewarding experience.
- AiMHi as a whole, is a company I am proud to work for.
- Helping others.
- People genuinely care about people supported and everyone is very helpful.
- Overall work attitude from everyone I've met from the company has been great.
- The flexibility of my job and how it supports work/life balance.
- It makes me feel good to see the individuals having a good life.
- Helping others achieve their goals.

#### **What areas do you feel AiMHi excels in?**

- Helping others.
- Training, communication and support available for the people we support and employees.
- People supported are living comfortably and employees are well trained.
- Having policies and procedures in place to protect employees.
- Community recognition.
- Ensuring people live their best lives.
- Advocating for people we support.
- Wide variety of learning experiences.
- Paperwork – checklists for everything.
- Ensuring people we support are receiving everything they need to live full lives.
- Training, teamwork and support.
- Constantly reviewing how we deliver our services and considering how we can do better.

#### **What is one thing you would change about working here?**

- This is not a high wage job with cost of living so people need second jobs.
- Lack of support to homes.
- Ensure people hired have the heart to do the work.
- Transparency.
- Employment Orientation feels like drinking from a firehose. Maybe some mini-sessions during the first few months of employment would be helpful.
- More parking spots.
- Managers being biased.
- The support the employees receive. There are black and white rules and regulations in place to follow but we are humans and each have very different needs.
- We are all replaceable and I know very well that if I go, the feeling I won't be missed by my company is apparent.
- More training for complex care.



- When reporting a concern, the process of implementing a consequence is not always followed through, or followed up on, afterwards. Can make for a frustrating work environment.
- Having an open-door policy where you are not scared about talking to someone in the office without getting into trouble.
- Less desk swapping. It is nice to have your own space to prep materials for appointments.

#### As an organization, what do you feel we should be doing more or less of?

- Promote better communication and less of sticking to what has always been done.
- More accountability for staff who tend to be on their phones for entertainment purposes when they are on shift.
- Streamlining things rather than making more work projects.
- Prioritizing our supported people's needs over just filling positions with anyone willing to take them, regardless of experience or personality considerations.
- Making employees feel appreciated. If morale is high, employees will do more for the company.
- Every year things are improving, evolving and changing, and AiMHi is adapting, growing and learning with it.
- Cultural Diversity Inclusion Committee is doing well with addressing events for one or two groups of people, but there isn't a lot of events being held for other groups.
- More round table discussions to address workers ideas. Less sticking to old ways.
- More opportunities for employees to get together.
- More inter-department communication about what is going on throughout the agency
- More providing support to the people we are paid to support and less sweeping complaints under the rug.

#### Efficiency

"Have you ever worked for AiMHi, or are you currently employed by them?" This question has been added to help us determine if the applicant is an internal, external, or former employee.

"What is the maximum number of hours you are willing to work per week?" This question will help us understand the applicant's availability and commitment level, allowing us to address any potential scheduling issues that may have arisen in the past. This provides clear expectations for persons wanting to apply at the agency.

#### Access to services

Employees do not require access to services but they have a number of employer benefits they are able to access.

**Counselling/Employee Assistance Program** Employees have access to a third-party counselling/employee assistance program service that is included with their benefits package. Information regarding services is distributed with the benefits package. The employer sends information out to employees around the employee assistance program.

Employer partners with Disability Management Institute (DMI) for non-occupational and occupational leaves which provide additional support and resources to promote a culture of employees returning to work sooner and with greater success.

	<p>Employees have access to Disability Management Institute (DMI) when they are on a non-occupational or occupational leave. AiMHi worked with DMI to increase the eligibility of qualified employees to include over 65 years of age and relief status employees. Employees receive support through WorkSafe BC for occupational injuries</p>
Managers - Ongoing Support	<p>Internal procedures are set up for employees to attain management support 24 hours a day 7 days a week to provide assistance with reporting protocols, and questions or concerns they may have. Management members provide weekend coverage through a system set up with specific phones for employees to call and emergency phone lists. The employees can use the main office number that will transfer to an after-hours system that connects with management members.</p>
Information Sharing - Communication	<p>Employees have individual email addresses that they can use for correspondence with the management team or other respective parties. The employer also sends out emails to employees for general information. The employer also uses the ShareVision site to provide employees with training, resources to share information, and employer events.</p>
Training – Education/ Onboarding	<p>New employees are provided with information, training and support to uphold AiMHi's commitment to obtain and retain qualified employees. Required training such as: emergency first aid; crisis intervention training; Food Safe; annual required training; and relevant education/experience is essential for all employees.</p> <p>Employment Orientation requires participants to engage in advanced reading on topics such as abuse and neglect, health and safety, respect in the workplace, person centered thinking, finance modules, policy reviews and WHMIS. This allows participants to familiarize themselves with these subjects, leading to more meaningful discussions and a higher level of understanding.</p> <p>The job shadow assignment is part of the employment orientation. New hires are required to visit pre-assigned homes, where they are given a tour and provided with an overview of the daily activities and schedule. This hands-on experience allows them to gain a better understanding of the homes and how the agency operates.</p>
AiMHi Training	<p>Besides the above training that had many components to build skills in leadership capacity, the management team also was provided with leadership training in the form of:</p> <ol style="list-style-type: none"> <li>1. Attendance management guidance</li> <li>2. WorkSafe training- presented on facts and response to work injuries</li> <li>3. Employer incident investigations</li> <li>4. ComVida training</li> </ol>

5. HR topics: foreign workers; service levels; Bill 41; and administrative processes
6. Having tough conversations

Understanding Trauma Informed Practices, interdependence, and compassion through the Relationship Matters training was valuable, insightful and inspiring. Supporting people to be the best version of themselves versus changing people to meet the standards of other is the caring gesture that supports growth. This training was offered to all employees.

Open Future Learning is available to offer learning opportunities through the POWER of stories, engaging/interactive modules and videos all led by incredible speakers. Topics include: Advocacy; Boundaries; Autism; Trauma Informed Care; and many more modules to help users continually reflect on the needs and lives of the people they support.

Employees are encouraged to obtain ongoing professional development through education, develop critical thinking and continue to improve and acquire knowledge, skills and attitudes that enhance their decisions and interactions with others.

#### Benefits

Regular employees with a schedule of 20 hours or more per week are eligible for benefits. The Payroll and Benefits departments is available to employees to make it easier for employees to get information about their benefits and work out any issues that may arise. The employer complies with benefit coverage identified in the Collective Agreement. The employer also works with Group Health collaboratively to address any concerns and implement best practices. The employer also provides a Municipal Pension Plan.

#### Competitions

Job postings are available on AiMHi's website allowing easy access for employees and for external applicants. Postings are posted on our social media channels such as Facebook, Instagram, as well as, Indeed and LinkedIn. The employer utilizes the TV at the entrance of the building to advertise our job postings. Emails can be sent out to all employees encouraging them to check out the job postings on the website. Additionally, hard copies are posted at the reception desk at our main office.

The employment application form on the website has been updated with additional required sections. Applicants must now answer the following questions: "Do you have at least one year of experience caring for individuals with developmental and/or physical challenges, or children with special needs? Provide details of your professional or non-professional experiences in providing health and personal care, such as assisting with eating, hygiene, bathing, dressing, and medication administration." This question has been included to ensure that applicants meet the minimum experience requirement.

## Exit Reports

In 2024, we saw 101 employees leave AiMHi. We have seen a decline of the number of employees leaving AiMHi in 2023 from 113 to 101. A majority of departures are relief workers. We have seen a decline in employees leaving for other jobs. Our culture is moving continually to getting employees into positions that they desire to strengthen the retention of AiMHi's employees. The employer still struggles with recruitment as many applicants have other jobs.

<b>Reason For Leaving</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>
Abandonment	10	16	25
Availability	3	13	1
End of Term	0	0	0
Expired Work Permit	0	1	0
Family	8	10	5
Health	6	3	5
Moving	11	9	13
Other	4	2	18
Other Job	29	26	34
Passed Away	1	4	1
Retirement	8	10	9
School	8	7	9
Undisclosed - Personal	8	9	7
Unsuitability & Discipline	5	3	9
<b>TOTAL</b>	<b>101</b>	<b>113</b>	<b>136</b>

<b>Years of Service at Time of Leaving</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>
0 Months	10	14	24
3 months or less	11	23	15
4 months to 6 months	13	12	9
7 months to 1 Year	9	14	14
+1 Year to 3 Years	25	16	39
+3 Years to 5 Years	8	11	13
+5 Years to 10 Years	13	6	7
+10 Years	12	17	15
<b>TOTAL</b>	<b>101</b>	<b>113</b>	<b>136</b>

<b>Title at Termination/Resignation</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>
Asleep Night	0	5	2
Community Support	1	1	1
Administration	1	0	2
Employment Trainer	1	0	6
Family Support	0	0	1
Infant Development	0	1	0
Life Skills	6	9	3
Relief	44	61	60
Residential	43	32	56
Management	5	4	5
<b>TOTAL</b>	<b>101</b>	<b>113</b>	<b>136</b>

## Employment Services (Infinite Employment Solutions)

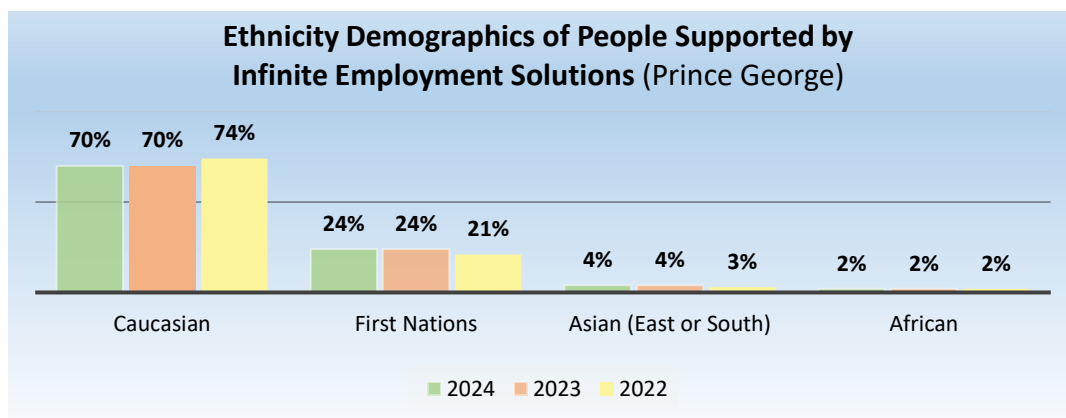
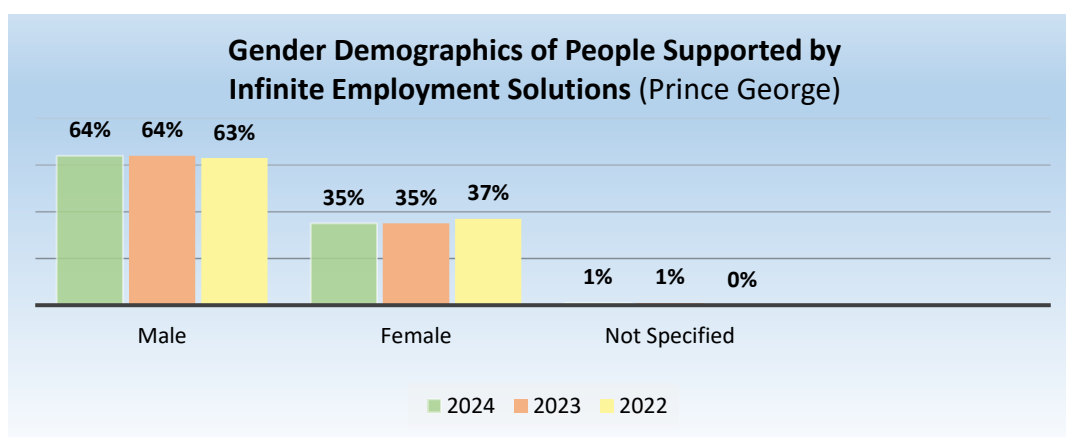
### Introduction

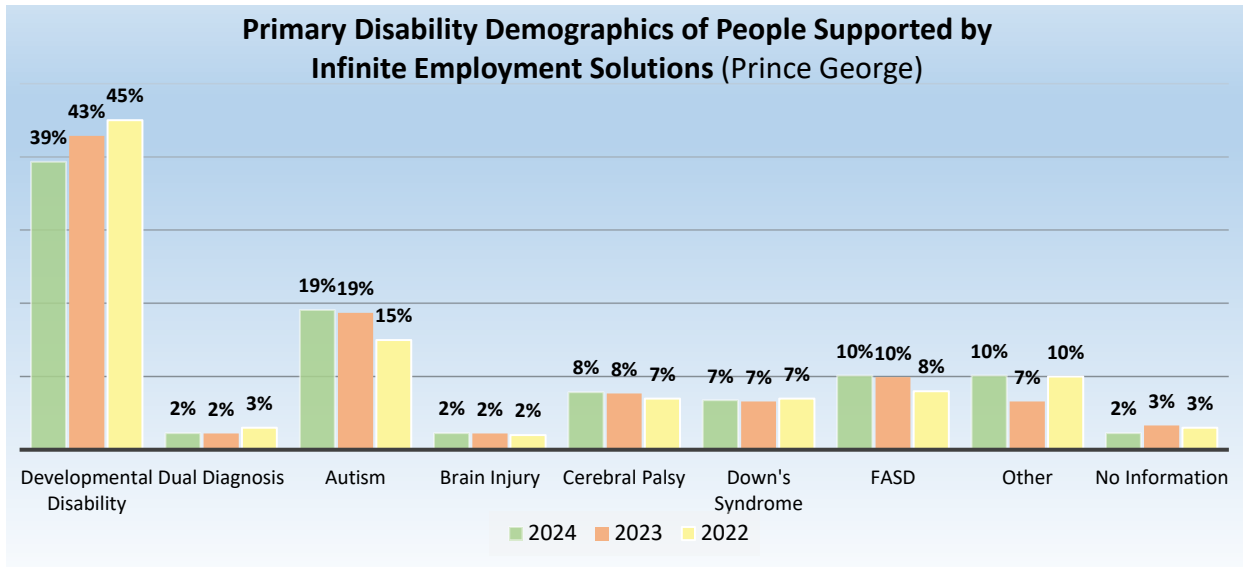
**Funder:** Community Living BC

**Description:** Infinite Employment Solutions (IES) Prince George and Community Inclusion - Mackenzie.

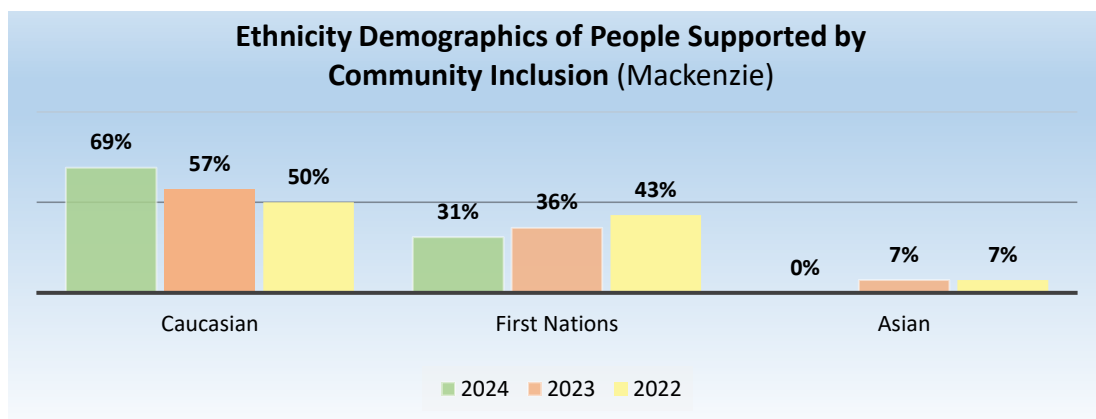
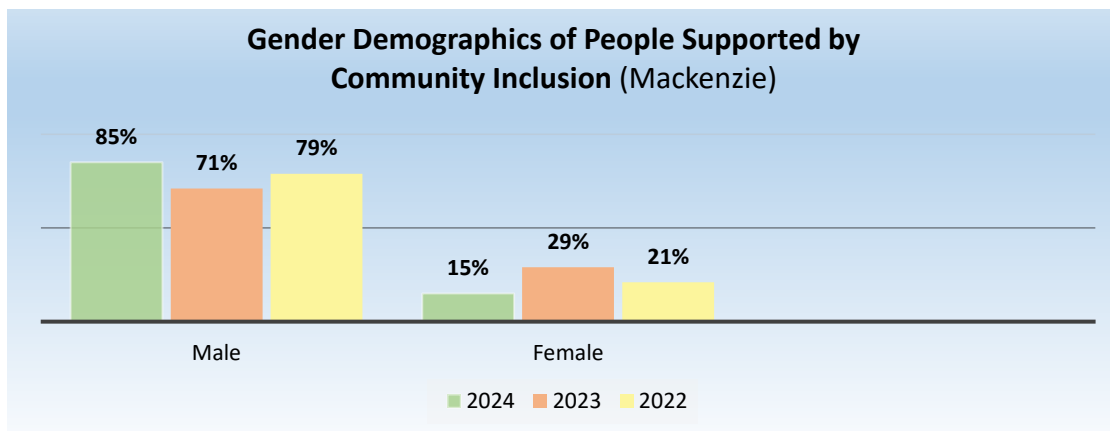
**Mandate:** “Infinite Employment Solutions believes that all people have the right to contribute to their community by having meaningful and gainful employment.” Infinite Employment Solutions assists those that have identified employment as a goal. The IES team works directly with people to create extensive career plans by way of career interest assessments, skill training, job development, job coaching and support, SMART goals and person-centered planning to achieve labour market attachment.

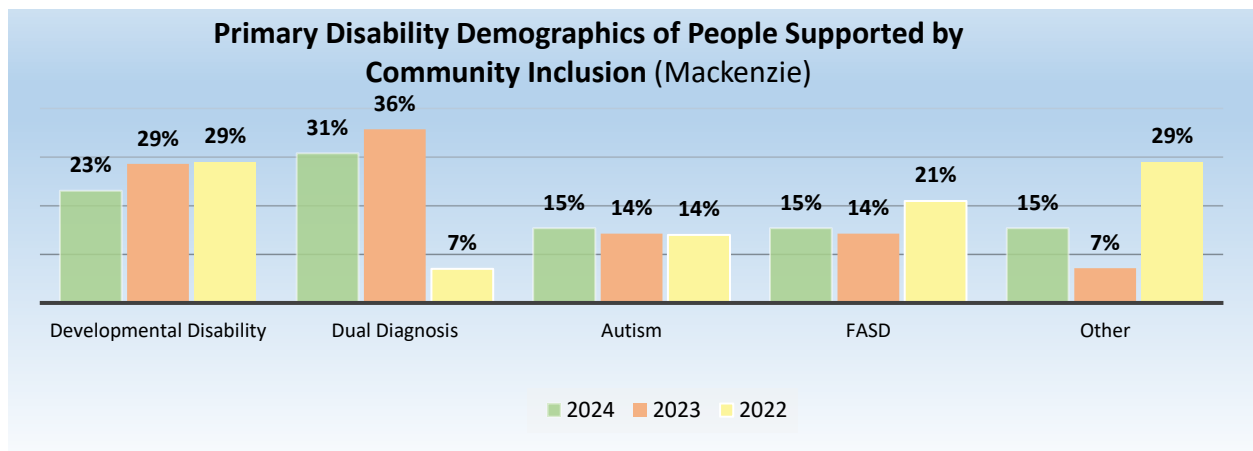
Infinite Employment Solutions Prince George currently employs eight full-time employees out of the Kerry Street main office and our warehouse location (1000 1<sup>st</sup> Avenue). Community Inclusion Mackenzie (540 Mackenzie Blvd) has two full-time employees located within the College of New Caledonia building.





*Note: Demographics are gathered from active participants as of December 31, 2024*





*Note: Demographics are gathered from active participants as of December 31, 2024*

**Programs that IES provides are listed below:**

- Individualized Career Planning and Career Development:** Job Developers work with people on a one-to-one basis throughout the entire career planning process upon referral from CLBC. This process could involve work interest assessment tools that result in determining an individual's work values and workplace preferences. We assist in resume and cover letter creation and interviewing skills. Job Developers also work with employers to promote and market the benefits of hiring someone with a DiverseAbility. Once employment is secured, job coaching services are available along with assistance in understanding workplace culture and expectations. There were 23 community jobs started in 2024.

For some, a more in-depth approach is required as people may have little to no work history. To aid in this, IES offers employment training opportunities to people who are seeking employment skills. All employment training initiatives are a two-year term (with an optional one-year, if required). All trainees receive a training allowance at minimum wage.

- Common Goods (Value Village) and Bike Warehouse:** Individuals learn and develop skills to work as telemarketers, cube-van swampers, data entry, bike repair/selling and warehouse responsibilities. Each participant generally works two to five-hour shifts and up to three days a week. Ongoing feedback is provided and mutual strategic planning/goal setting is reviewed quarterly. There were six callers, eight cube-van swampers, three warehouse assistants, and three bike warehouse trainees in 2024.
- Mobile Crew:** Provides snow removal, lawn care, dump runs, general yard maintenance, and internal moving services to AiMHi homes. We also have a few community customers that we provide shredding pick up and recycling services to. Each participant generally works three to six-hour shifts and up to three days a week. Employment readiness skills such as safety, communication, social skills, initiative, production speed and quality of work are evaluated. Employment preparation such as work safety and WHMIS are reinforced through hands-on work and daily safety training "tailgate" meetings. Ongoing feedback is provided and mutual strategic planning/goal setting is reviewed quarterly. Eleven people participated in this program in 2024.

- **A&H Information Management:** A&H Information Management is a document destruction training program that collects documents from various community businesses/customers throughout Prince George as well as AiMHi residential homes and main office. We also train individuals in gym cleaning, Snoezelen room sanitizing and spray-cleaner fills in the main office as per AiMHi Main Office Respiratory Infection Safety Plan. Participants are required to complete safety training, follow guidelines, WHMIS and wear a uniform. Each participant generally works two to three-hour shifts and up to two days a week. Ongoing support/job coaching is provided to promote independence and target production. Ongoing feedback is provided and mutual strategic planning/goal setting is reviewed quarterly. Twelve people took part in the shredding program and three main office cleaners in 2024. As of August 2024, the Shredding Program was discontinued.

Community Inclusion (CI) Mackenzie transitioned from employment training programs to provide Life Skills and Community Options. In 2024, 13 people were involved in Life Skills and Community Options.

### Recommendations

#### Recommendations and follow up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
To create a SMART goal template for tacking goals.	Mark progress in goal achievements	Employment seekers (person supported)	Goal template Share Vision	Employment specialists	Jan-Dec 2024	100% of employment seekers	Completed online May/June for 2024
<b>Experience</b>							
New skill development to increase interview opportunities.	An increase in interviews	Employment seekers (person supported)	Employers	Employment specialists	Jan-Dec 2024	We will support five individuals in additional courses to gain skills for the labour market	10 Courses Taken: FoodSafe – 4x (March, July, Oct and Nov) Eyelash Extension Course – 1x (March) Drivers Test: 'L' Received – 1x (April) WHMIS – 3x (July and Sept) Responsible Adult Course – 1x (Dec)
<b>Efficiency</b>							
Utilize additional career assessment tools	To better know the career paths of people supported	Employment seekers (person supported)	Online and physical resources	Employment specialists	Jan-Dec 2024	Three additional resources	Tools: Interview Challenge Game Interview (Behavioural) Flashcards Career-Challenge Board Game
<b>Service Access</b>							
To increase awareness of our services provided in Infinite Employment Solutions	Community networking events	Stakeholder, employees, and people we support	Outlook calendar, monthly	Manager	Jan-Dec 2024	IES will attend five events in Prince George.	Job Fairs Roll-a-Dome Job Fair (April and Aug) Kopar Job Fair (June)



			board reports				WorkBC Job Fair (July) McDonalds Hiring Fair (Oct) Hiring Fair and Career Expo (Nov)  Community Value Village Bagging Event (Oct) KMS Tools Hotdog Fundraiser (July and August)
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### Recommendations for 2025 - IES

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
Create appealing social groups/workshops for employment/safety skills.	An increase in attendance	Employment Seekers (Person Supported)	Attendance Records - ShareVision	Employment Specialists	Jan - Dec 2025	Host two employment themed social events	
<b>Experience</b>							
Approach local businesses for MentorAbility placements	An increase of MentorAbility placements	Employment Seekers (Person Supported)	New Mentors	Employment Specialists	Jan - Dec 2025	We will facilitate four MentorAbility placements	
<b>Efficiency</b>							
Community Connections Database	A list of community resources and connections accessible by IES staff	Employment Seekers (Person Supported)	Database accessible on W: Drive	Employment Specialists	Jan - Dec 2025	Add five new community resources and connections to the list.	
<b>Service Access</b>							
Develop digital resources for take-home packages.	An updated IES intake take-home package	Employment Seekers (Person Supported) and Families/ Supports	Intake Package (ShareVision & W:Drive)	Employment Specialists	Jan - Dec 2025	Three digital resources.	

## Recommendations for 2025 – CI Mackenzie

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
Create engaging workshop centered on Life Skills.	An increase in attendance	CI Mackenzie Participants (Person Supported)	Attendance Records - ShareVision	Community Inclusion Workers	Jan - Dec 2025	Host two workshops.	
<b>Experience</b>							
Identify areas within Mackenzie for community groups.	An increase of group activities in community	CI Mackenzie Participants (Person Supported)	New community locations	Community Inclusion Workers	Jan - Dec 2025	Establish two community groups for CI Mackenzie.	
<b>Efficiency</b>							
Develop a comprehensive life skills resource database.	A list of available life skills resources	CI Mackenzie Participants (Person Supported)	Database accessible on ShareVision documents	Community Inclusion Workers	Jan - Dec 2025	Create three new "how-to" life skills documents for the database.	
<b>Service Access</b>							
Increase awareness of CI Mackenzie services	Service interest by new community participants.	CI Mackenzie Participants (Person Supported), Families and Community	Manager	Community Inclusion Workers	Jan - Dec 2025	Host CLBC in Mackenzie Community	

## CARF Standards

IES surveys were prepared for 84 people. Three people were unable to complete the survey due to being non-verbal, 13 people declined to answer the survey, 15 people were unable to be contacted, five people exited services and four people did not complete the survey for other reasons. The following results are based on 44 surveys that were completed.

Experience	Agree	Disagree	Unsure	No Answer
IES helped me discover my career choices.	93%	2%	5%	0%
IES helps me gain skills to get paying jobs, work experiences or volunteer opportunities.	84%	7%	2%	7%
I am happy with the services I get from IES.	98%	0%	0%	2%
<b>Effectiveness</b>				
I feel that IES keeps my information private.	95%	0%	5%	0%
I get help or feel supported to make my own choices and decisions.	98%	0%	2%	0%

## Efficiency

- **Common Goods** – IES had 20 people trained in this paid initiative as callers, truck swamper and warehouse workers. There were six callers, eight cube-van swampers, three warehouse assistants, and three bike warehouse trainees in 2024.
- **Mobile Crew** – Maintains driveways, sidewalks and lawns for AiMHi owned homes and Davie Street homes under the Mow to Snow contract, along with one community customer for snow removal and several A&H community customers. Eleven people participated in this program in 2024.
- **A&H Information Management** – A&H Information Management is a document destruction employment training program that collects documents from various community businesses/customers throughout Prince George as well as AiMHi homes and main office, and main office cleaning. Twelve people took part in the shredding program and three main office cleaners in 2024. In August 2024 the Shredding Program was discontinued.)
  - **CI Mackenzie** – CI Mackenzie does not facilitate training programs, but provides Life Skills and Community Options to the 13 people we support there.

## Access to Service

Community Living BC holds the referral list for all people interested in services. The person must qualify for Community Living BC services. Services are provided as referrals are received. The referral may be incorporated into the global contract or they will initiate a Funding Guide Template (FGT). The referral will then be passed to the Director of Services who is in charge of Employment Solutions, and then the Manager. If the IES team member is unable to connect with the person referred, the IES Manager will contact Community Living BC to request additional contact information and further instructions. IES received 24 referrals under the global contract in Prince George and four referrals for Mackenzie supports in 2024.

## Exit Report

There were 18 people who exited Infinite Employment Solutions (Prince George) in 2024. The reasons were as follows:

- 3 – Reached goals and no longer require services
- 3 – Could not make contact
- 4 – Employment is no longer a goal
- 2 – Moving
- 1 – Shredding Program Discontinued
- 5 – Not interested in services

There were three people who exited CI Mackenzie in 2024. The reasons were as follows:

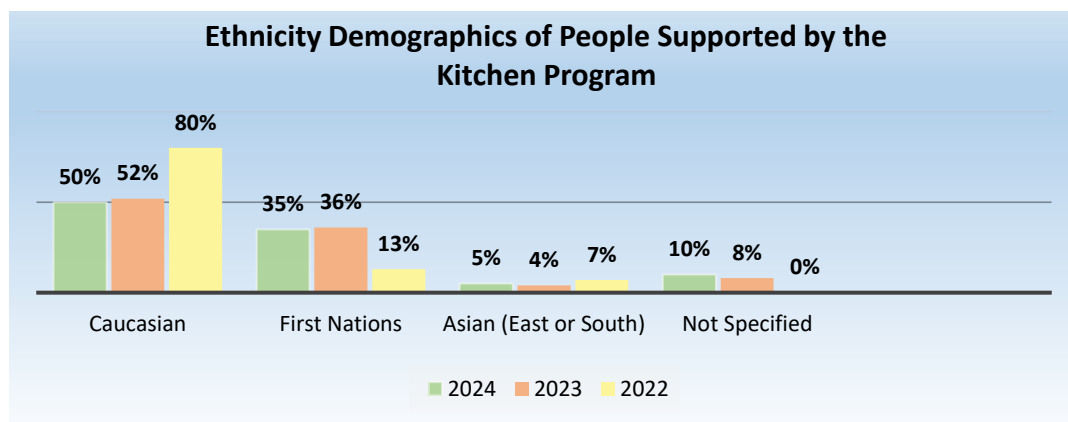
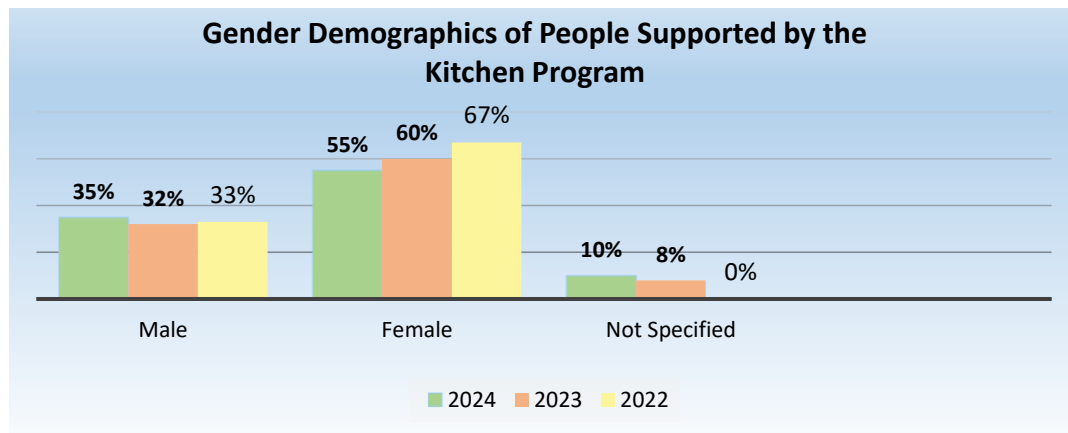
- 2 – Could not make contact
- 1 – Moving

# Kerry Kitchen

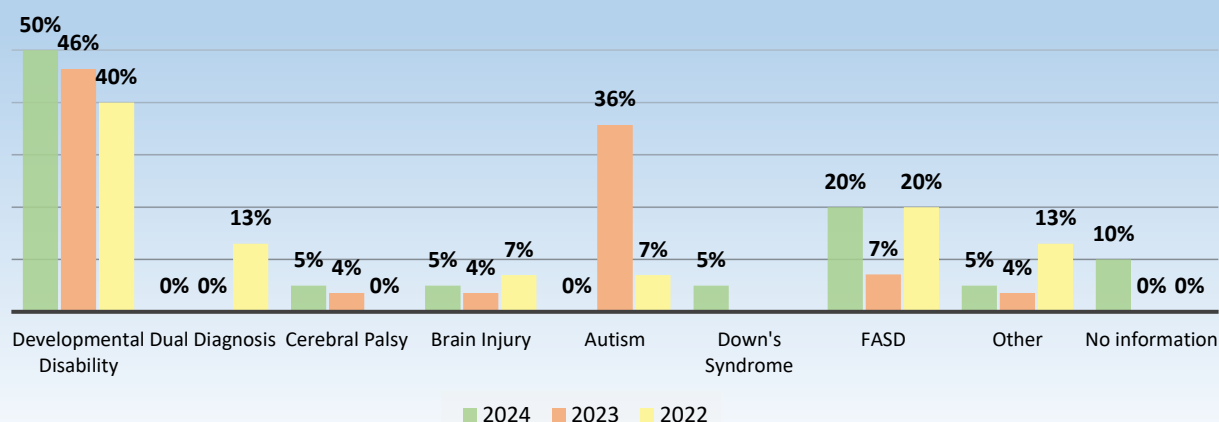
## Introduction

**Funder:** Community Living BC

**Description:** The Kitchen Program, funded by Community Living BC, aims to equip individuals with essential food skills, kitchen safety knowledge, and employment preparation. The program offers a Kitchen Skills Program providing training in food preparation, food serving, front counter attending, and sanitation/dishwashing. Our goal for this year is to enhance the effectiveness, experience, efficiency, and service access of the program.



### Primary Disability Demographics of People Supported by the Kitchen Program



Note: Demographics are gathered from active participants as of December 31, 2024

## Recommendations

### Recommendations and follow-up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Achieve the target goal of sixteen referrals per year.	Strengthen outreach efforts and partnerships to increase awareness and interest in the program.	People we support	Tracking sheet	Kitchen Supervisor	Jan 1 – Dec 31, 2024	16 referrals	Achieved
<b>Experience</b>							
Personalize training plans to align with participants' specific goals and interests.	Conduct individual goal-setting sessions with each participant at the beginning of the program. Offer diversified training modules and mentorship opportunities tailored to participants' aspirations.	People we support	Tracking sheet	Kitchen Supervisor	Jan 1 – Dec 31, 2024	To explore, work and strengthen the weaknesses.	Achieved

Efficiency							
Streamline program scheduling and minimize wait times for referrals. Ensure all participants complete the 12-week training program.	Implement a structured enrollment system with clear start dates for each 12-week rotation.	People we support	Tracking sheet	Kitchen Supervisor	Jan 1 – Dec 31, 2024	Enhance communication channels to keep participants informed about program timelines and expectations	Achieved
Service Access							
Enhance participation in the community activities related to Kitchen Program	Encourage active involvement in community activities to promote learning about food production.	People we support	Tracking sheet	Kitchen Supervisor	Jan 1 – Dec 31, 2024	Organize regular Kitchen workshops and hands-on activities for program participants.	Achieved

### Recommendations for 2025

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
Effectiveness							
Maintain a steady flow of referrals (16 per year) through expanded outreach.		People we support	Tracking sheet	Manager	Jan 1 – Dec 31, 2025	Strengthen outreach efforts, build new partnerships, and promote the program through community networks.	
Experience							
Enhance personalized training with structured quarterly mentorship.	Personalize training plans to align with participants' long-term career goals in the food industry.	People we support	Tracking sheet	Manager	Jan 1 – Dec 31, 2025	Implement quarterly progress reviews to track skills development and provide additional mentorship as needed	
Efficiency							
Reduce wait times for referrals, ensuring quicker access to training.	Reduce referral wait times from two weeks to one week for faster enrollment.	People we support	Tracking sheet	Manager	Jan 1 – Dec 31, 2025	Implement a pre-screening process to match referrals with available	

						training slots quickly.	
<b>Service Access</b>							
Increase hands-on community participation, helping participants gain industry exposure.	Increase participation in community-based food activities.	People we support	Tracking sheet	Manager	Jan 1 – Dec 31, 2025	Organize two community-based events per year, such as food fairs, collaborative cooking sessions, and industry networking opportunities.	

### **CARF Standards**

The Satisfaction Survey was distributed to 31 Kitchen Program trainees. The data presented is based on the nine completed surveys.

<b>Experience</b>	<b>Happy</b>	<b>Unhappy</b>	<b>Not Sure</b>	<b>No Answer</b>
I am happy with the services I get from the AiMHi Kitchen Program.	100%	0%	0%	0%
I know my rights.	100%	0%	0%	0%
I felt supported learning all the different jobs in the kitchen.	100%	0%	0%	0%

<b>Effectiveness</b>				
I feel that AiMHi keeps my information private.	100%	0%	0%	0%
I get help to make my own choices and decisions.	100%	0%	0%	0%
The AiMHi Kitchen Program helped me learn new skills in all areas in the kitchen, for personal and job opportunity.	100%	0%	0%	0%

<b>Efficiency</b>
<ul style="list-style-type: none"> <li>• Monitor participation rates, success rates, and program completion rates regularly.</li> <li>• Analyze trends in referrals and wait times to identify areas for improvement.</li> <li>• Address any disruptions in program continuity promptly to minimize the impact on participant engagement.</li> </ul> <p>By implementing these strategies and closely monitoring progress against set goals, we aim to enhance the overall effectiveness and participant experience of the Kitchen Program while ensuring efficient service delivery and improved access to program resources.</p>

<b>Access to Service</b>
<ul style="list-style-type: none"> <li>• Maintain open communication channels with Community Living BC to streamline the referral process.</li> <li>• Conduct periodic reviews of service accessibility to identify barriers and implement solutions.</li> <li>• Seek feedback from participants and stakeholders to continuously improve service delivery.</li> </ul>

### **Exit Reports**

In 2024 eight people exited out of the Kitchen Program. The reasons were as follows:

6- Goals achieved

2 - Left program



## Intensive Family-Based Services (Family Support)

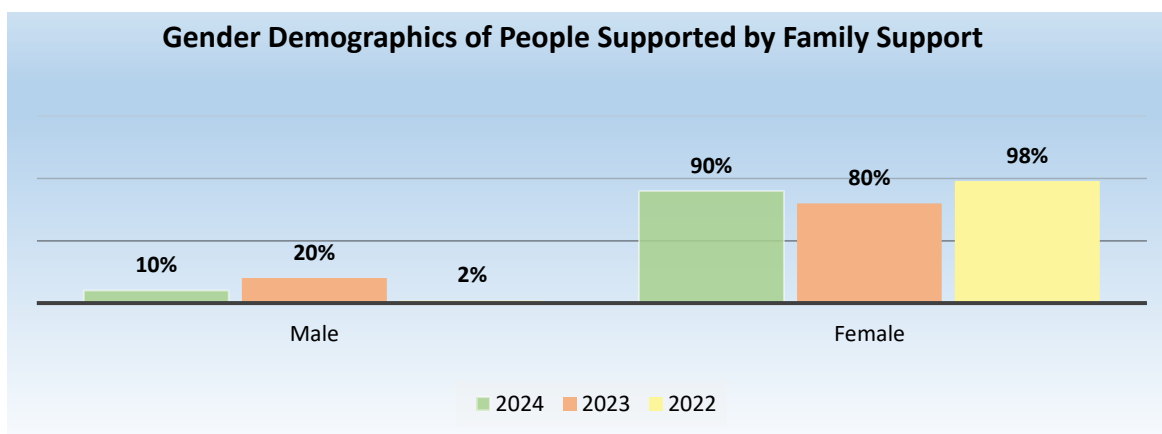
### Introduction

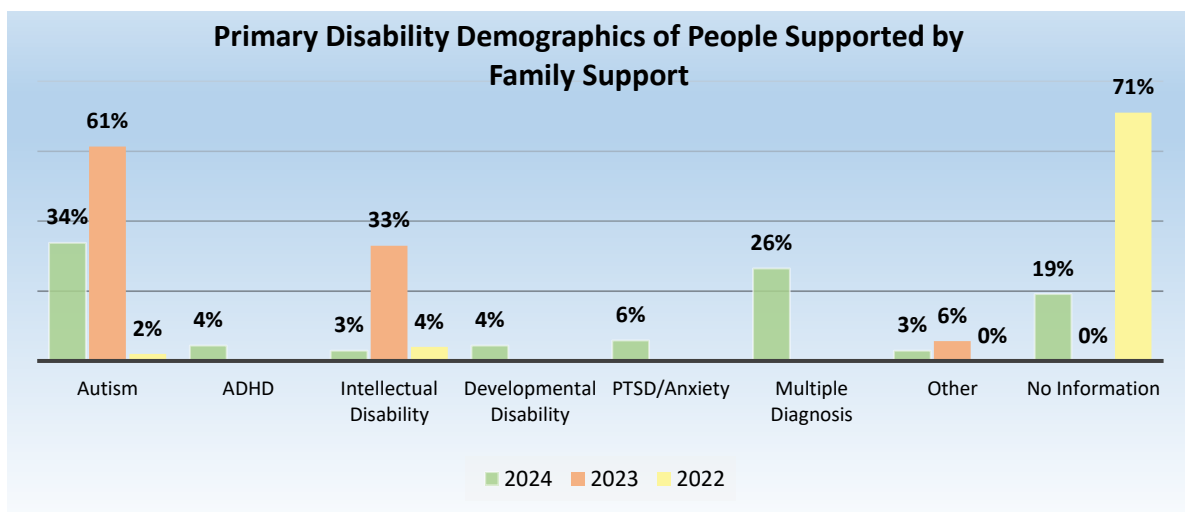
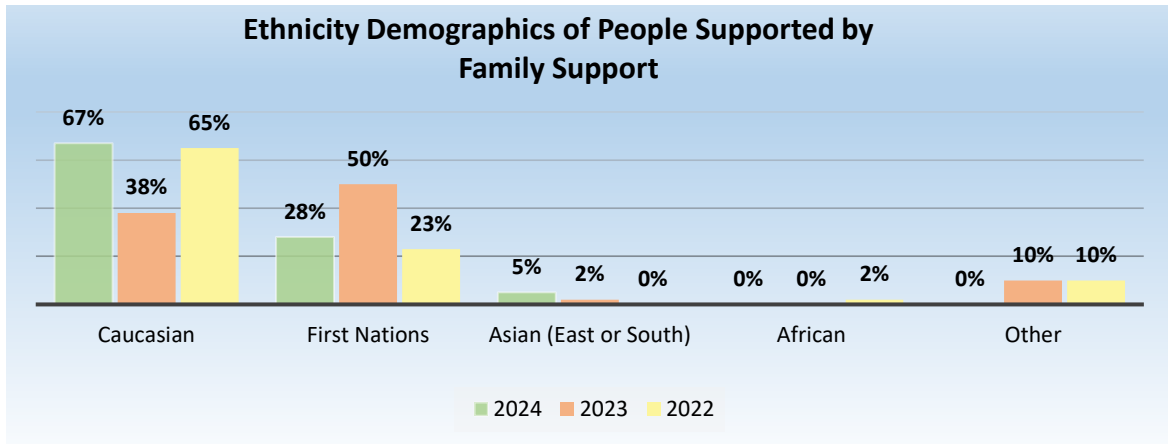
**Funder:** Ministry of Children and Family Development/Children and Youth with Special Needs

**Description:** The Family Support Program is available to all families who have children under the age of 19 who are diagnosed with a developmental disability. The family is referred by the Children and Youth with Special Needs (CYSN) which is funded by the Ministry of Children and Family Development (MCFD). Family Support is a community and home-based service in which the parents are the chief decision makers.

**Our mandate** is to facilitate a family centered support system based upon the strengths and needs of the families. We assist families with:

- Developing and maintaining a sense of responsibility, motivation, commitment and independence.
- Coordinating health, educational and social services within the community through accessing community programs and resources, i.e., leisure, education, parenting, etc.
- Obtaining referrals for families to other agencies, programs and specialists.
- Enhancing communication skills.
- Promoting healthy lifestyles.
- Prenatal and postnatal care.
- Development of support networks.
- Facilitating transitions and establishing routines.
- Gathering and interpreting resource information.
- Crisis intervention as required.
- Helping parents learn how to manage their child's behavior.
- Learning to advocate for their families.
- Funding for their child's assistive needs.
- Self-care strategies.





*Note: Demographics are gathered from active participants as of December 31, 2024*

## Recommendations

### Recommendations and follow-up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Family Support will provide remote services through the use of social media to provide training and resources for families to access.	Creating an invite only Facebook page that has training video and resource package available.	Families	Facebook	Manager	Jan 2024 to Dec 2024	6 training videos and 12 resource packages	47 Resource Packages uploaded to Facebook
<b>Experience</b>							
Increase feedback on support needs and achievements at the end of	Collecting feedback from families upon exit to evaluate	Families	Performance Improvement surveys	Family Support Employees	Jan 2024 to Dec 2024	75% of distributed PIC surveys	53.33%

Service Authorizations.	and improve services as needed						
<b>Efficiency</b>							
Localized on-going data collection in one secure location	Physical copies of paperwork are uploaded into document files	Employees of Family Support	ShareVision	Employee	Jan 2024 to Dec 2024	100%	100%
<b>Service Access</b>							
Increased availability to pertinent information while on a family home visit	Laptop usage for in-home usage.	Employees of Family Support	ShareVision	Employee	Jan 2024 to Dec 2024	50% of the time	Achieved

### Recommendations for 2025

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
Family support will consolidate all their resources into a central database.	Comprehensive database of resources and training materials.	Employees	Family Support Drive	Manager	Apr 2025 – Dec 2025	3 resources per employee. Minimum of 9	
<b>Experience</b>							
Increase number of feedback submitted at the end of Service.	Collecting feedback from families upon exit to evaluate and improve services as needed	Families	Performance Improvement Surveys	Employees	Jan 2025 - Dec 2025	80% of distributed PIC surveys	
<b>Efficiency</b>							
Implement a process that has parent handbooks and other intake documents prepared to reduce employees indirect time	Administration to copy and bind handbooks and other intake documents.	Employees	Copy request forms.	Manager	Apr 2025 - Dec 2025	100%	
<b>Service Access</b>							
To create a process that includes a timeline to track the reduction of the intake process.	Decrease of time from referral to intake date booked or referral returned to CYSN.	Families	Referral spreadsheet & family contact records.	Manager	Jan 2025 - Dec 2025	30-day intake process	

### **CARF Standards**

The Satisfaction Survey was prepared for 59 families. The following is based on the 23 families who completed the survey.

<b>Experience</b>	<b>Yes</b>	<b>No</b>	<b>No Answer</b>
Has your involvement with Family Support been helpful?	96%	0%	4%
Are you satisfied with the support you receive?	96%	0%	4%

### **Effectiveness**

Support levels are based on goal work with individualized service authorization agreements. The work Family Support employees did with each family varies and is not linear work. Each family has provided input into what is important for them and how they would like to meet these goals based on the family's strengths, needs and schedules.

### **Efficiency**

Family Support has one part-time and three full-time employees who provided services to 66 families in 2024. All areas of goal work are individualized and on an as need basis.

### **Access to Service**

There were 44 families referred in 2024. Depending on the family's needs and scheduling, it can take one to six weeks to begin support services.

### **Exit Reports**

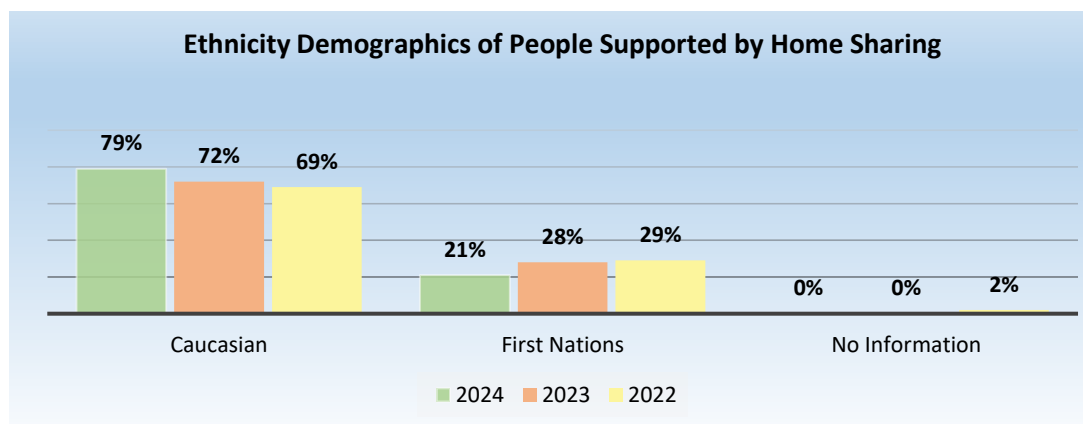
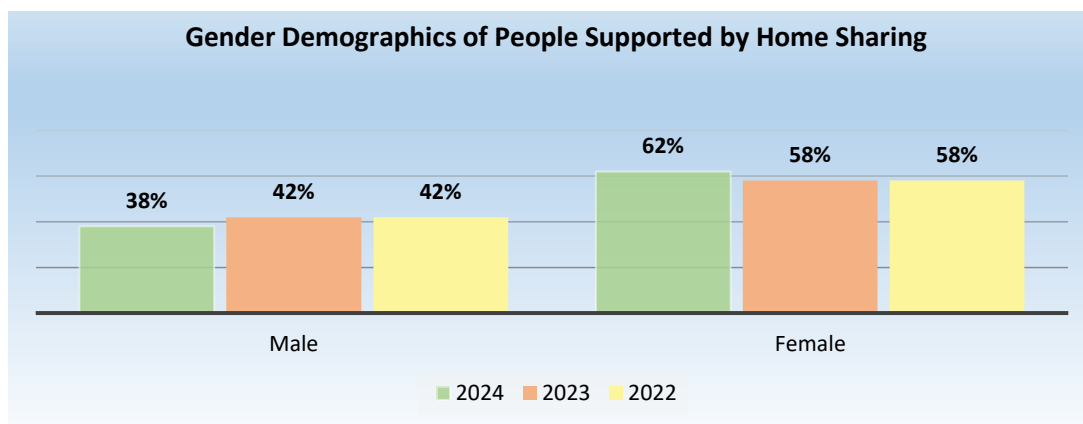
There were 20 families who exited from this program in 2024, with all goals achieved.

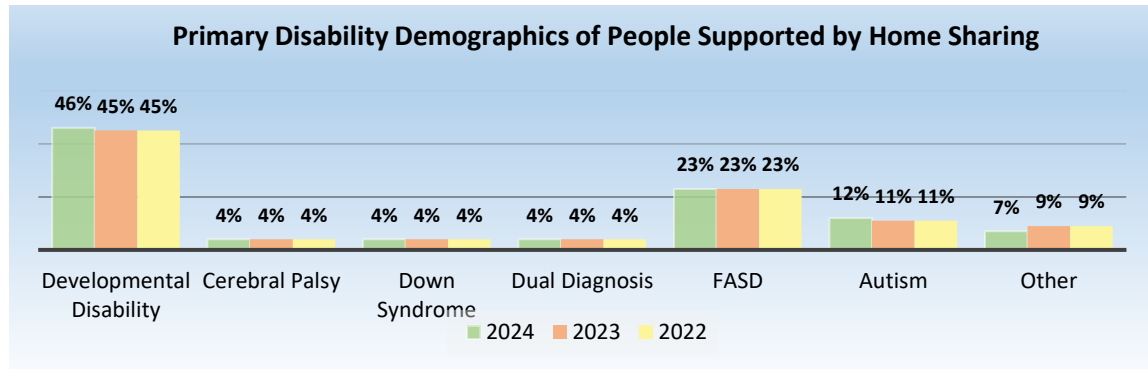
# Home Sharing

## Introduction

**Funder:** Community Living BC

**Description:** Managers are the sole employees of this program. The Home Share Providers are independent contractors and are not employees of AiMHi. In most cases, Home Sharing services are provided in the independent contractor's home. In 2024, Home Sharing supported 41 contractors to provide services to 48 people. The mandate of the program is to find home sharing matches for people who want this type of living option. Home Sharing is very person centered and the level of support is directed by the person receiving the services and their needs and desires. The Home Sharing Program provides services to adults aged 19 and over. We have a varied age range and ethnicity, and support people with developmental disabilities and/or a dual diagnosis of a developmental disability and mental illness.





*Note: Demographics are gathered from active participants as of December 31, 2024*

### Recommendations and follow up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Continue the practice of a quarterly newsletter with information catered to the needs of the Home Share Provider.	Level of engagement by Home Share Providers through emails, discussion, texts requesting specific information, and quarterly visits discussions.	Home Share Providers	Quarterly Newsletter	Home Share Managers	Jan–Dec 2024	30% of contractors communicate requests of information.	Goal accomplished
<b>Experience</b>							
To have Quality of Life reports submitted by the expected due date.	Send out an email reminder the first week of every month.	Home Share Providers	Quality of Life reports	Home Share Managers	Jan–Dec 2024	100%	50% of Home Share Providers submitted goals on time.
Increase the number of yearly surveys submitted for Home Share Providers and people supported by Home Share.	Have incentives for submission, including participating in our holiday events and encourage through an early due date.	Home Share Providers and people supported by Home Share.	Yearly surveys	Home Share Managers	Jan–Dec 2024	40%	25% of surveys were submitted
<b>Efficiency</b>							
Have increased training opportunities through the year	Encourage Open Learning online training courses.  Offer two Open Learning training seminars in-house on specific	Home Share Providers	Number of registrations for Open Learning and attendance at seminars	Home Share Managers	Jan–Dec 2024	20%	Not accomplished

	topics within the year						
<b>Service Access</b>							
Track completion of requisites, reference checks, and home study portion of application process	This measure will lead to a faster transition for matching a Home Share Provider with a person supported	Home Share Providers	Home Share Approval checklist.	Home Share Managers	Jan–Dec 2024	Six weeks from receiving application.	60% of new applicants completed home study and requisites

## Recommendations for 2025

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
Provide consistent communication with Home Share Providers	Quarterly newsletters, monthly agency activity calendars, community inclusion events	Home Share Provider and people supported	Emails to Home Share Providers	Home Share Managers	Jan–Dec 2025	24 group emails throughout the year.	
<b>Experience</b>							
Engage the approved Home Share Providers waiting for a person supported	Monthly emails	Approved Home Share Providers waiting for a match	Email thread to approved Home Share Provider	Home Share Managers	Jan – Dec 2025	12 emails a year	
<b>Efficiency</b>							
Department meetings for updates on applications and referrals	Decrease in down time for applications	Pending applicants and referrals	Bi-weekly meetings	Home Share Managers	Jan–Dec 2025	24 meetings	
<b>Service Access</b>							
Advocating for increases of services for people supported for more contact with community	Increase of existing hours and negotiate for referral with no CI hours	People supported	FGT tracker and referral binder	Home Share Managers	Jan–Dec 2025	25% of requests approved for additional CI hours	

## CARF Standards

Fifteen surveys were prepared and handed out to people living in Home Sharing in 2024. One person was unable to complete the survey due to being non-verbal, and two people did not want to participate. The following responses are from the 12 people we supported who completed the survey.

Experience	Happy	Unhappy	Not sure	No Answer
I know my rights.	100%	0%	0%	0%

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

#### Efficiency

- In 2024, there were nine new Home Sharing Providers, with 4 Providers continuing to wait for a match with a person supported
- In 2024, there were five new people supported in the Home Sharing program, with 2 waiting for a match with a Home Share Provider

#### Access to Service

AiMHi does not maintain an identified waitlist for Home Sharing. As people are referred they are checked against the current approved providers to see if there is a possible match. If there is not, then we continue to recruit for that person. The time it takes to be placed depends on the person's needs and desires. Connecting a person with the right person/family could happen right away or it could take more time depending on the person's needs and who is available.

#### **Exit Reports**

Five people supported exited Home Sharing in 2024. The reasons were as follows:

- 2 – Passed away
- 3 – Exited the Home Share Program



## Community Youth Development (Children's Life Skills)

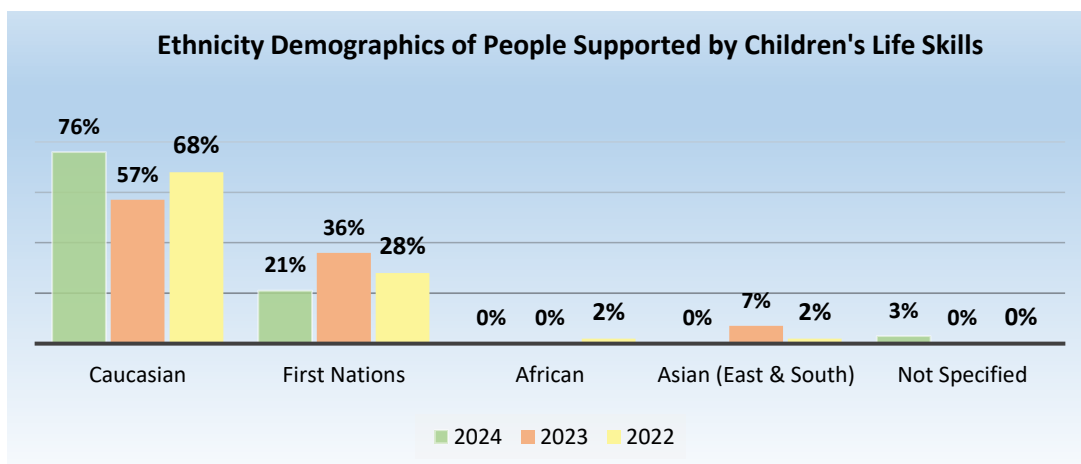
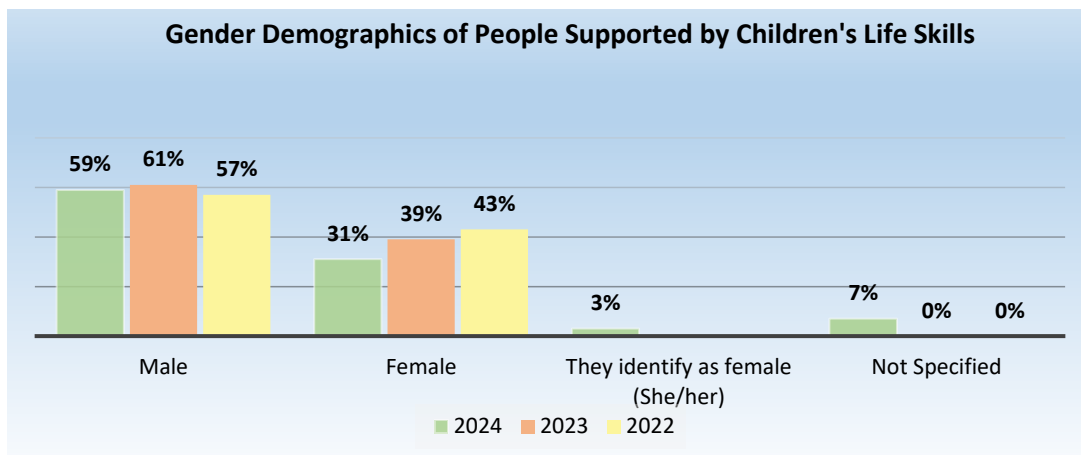
### Introduction

**Funder:** Ministry of Children & Family Development

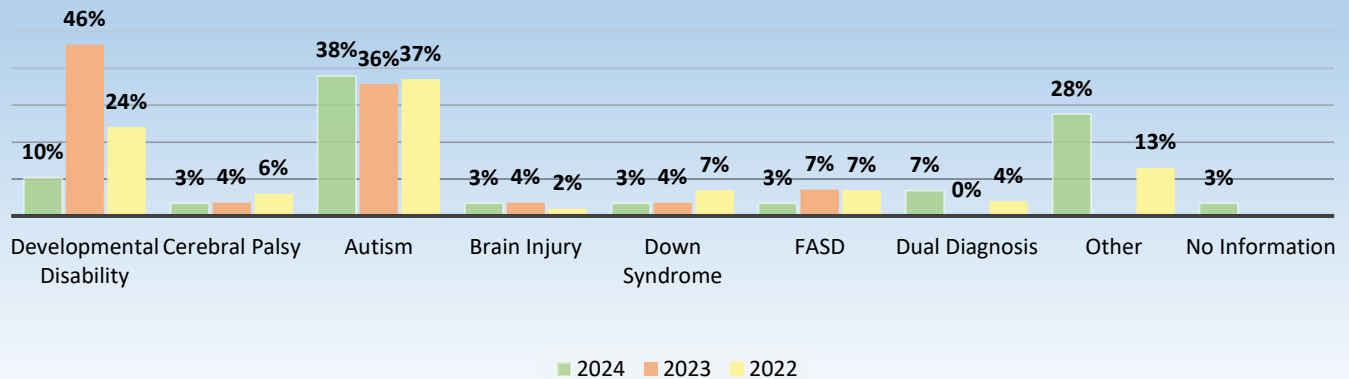
**Program Description:** Children with special needs (ages 4-18) are referred by the Children and Youth with Special Needs (CYSN) Team to the Life Skills Program at AiMHi. Parents sign a Child Care Contract and are assigned a Life Skills Instructor to work with their child on different skills defined by the parents and Social Worker. These include, among other things, pro-social skills, independence and transition skills, recreation, life skills and support to families. There were nine Children's Life Skills Instructors in 2023; eight full-time employees and one part-time employee.

The desired outcomes as defined by Ministry of Children & Family Development are to:

- Strengthen the family's capacity to manage and care for their children's special needs
- Optimize the child's potential
- Maintain and enhance the independence and quality of life of families served



### Primary Disability Demographics of People Supported by Children's Life Skills



Note: Demographics are gathered from active participants as of December 31, 2024

## Recommendations

### Recommendations and follow-up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Children's Life Skills will provide remote services through the use of social media to provide training and resources for families to access.	Creating an invite only Facebook page that has training video and resource package available.	Families	Facebook	Manager	Jan 2024 - Dec 2024	6 training videos and 12 resource packages	47 resource packages.
<b>Experience</b>							
Increase feedback on support needs and achievements at the end of Service Authorizations.	Collecting feedback from families upon exit to evaluate and improve services as needed	Families	Performance Improvement Surveys	Children's Life Skills Employees	Jan 2024 - Dec 2024	50% of distributed PIC surveys	16% Completed
<b>Efficiency</b>							
Attach the surveys to each exit report that we complete with families.	Increase the return of surveys.	Families	Performance Improvement Surveys	Children's Life Skills Employees	Jan 2024 - Dec 2024	50% of distributed PIC surveys	Not achieved
<b>Service Access</b>							
Children's Life Skills resource area will be created that allows for child friendly access to all resources and activity items with support from AiMHi employee	The achievement of increased independence in goals around accessing	Children and youth, and employees	Employee feedback	Manager	Jan 2024 - Dec 2024	Increase overall independence in 10 children and youth	All in-office appointment children have been given a tour of the resource area and assist in

	resource and activity items.						choosing resource to accomplish their goals.
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### Recommendations for 2025

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
To collaborate with CYSN to develop person centered SMART goals for each child and youth in their own words.	SMART goals	Families	Service Authorization forms.	Manager	Jan 2025 - Dec 2025	100% of goals.	
<b>Experience</b>							
Increase number of feedback submitted at the end of Service.	Collecting feedback from families upon exit to evaluate and improve services as needed	Families	Performance Improvement Surveys	Employees	Jan 2025 - Dec 2025	90% of distributed PIC surveys	
<b>Efficiency</b>							
To reduce timeline from referral to intake.	Decrease of time from referral to intake date booked or referral returned to CYSN.	Families	Referral spreadsheet & Family contact records.	Manager	Jan 2025 - Dec 2025	Reduce intake from 6 weeks to 4 weeks.	
<b>Service Access</b>							
Collaborate with CYSN on administration of their waitlist to increase the services to families.	Maximize the direct services hours of employees to provide services to children and youth on the waitlist as prioritized by CYSN.	Employees	CYSN waitlist	Manager	Jan 2025 - Dec 2025	30% reduction in waitlist.	

### CARF Standards

Surveys were prepared for Children's Life Skills. Life Skills Instructors phoned or spoke to parents in-person. Calls were made during the day, evening and on weekends to allow families to participate during different hours to increase response.

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

Effectiveness	Yes	No	Not sure	No Answer
Do you feel that AiMHi keeps my child's information private?	100%	0%	0%	0%
Do you feel that the goals that were identified are being met?	0%	67%	0%	33%

### Efficiency

In 2024, there were limited group activity appointments due to reduction in referrals. Children's Life Skills continued to offer creative appointments during the year as a new way of meeting families' needs. All appointment and group work followed the Independent Living Workbook and Skill Development Areas outlined in the Service Agreement with MCFD/CYSN. The main focus was detailed goal work that followed the initial goal statement and outline from the CYSN social workers. Each child is provided six months to work on the goals.

### Access to Service

Twenty-nine new referrals were received during 2024. The length of time from referral to first appointment varies from one week to one month, depending on the needs of the child and the time needed to schedule meetings with the families.

### Exit Reports

Twenty children exited the program in 2024 for the following reasons:

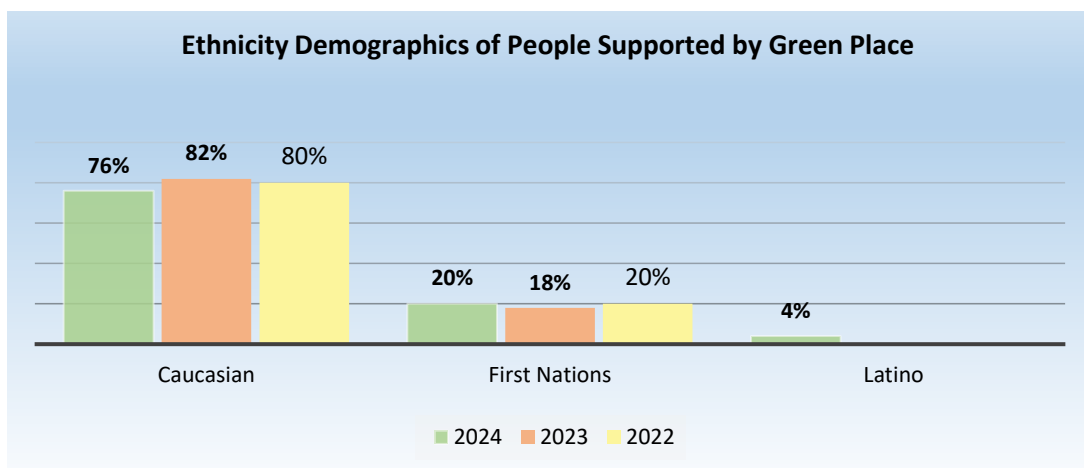
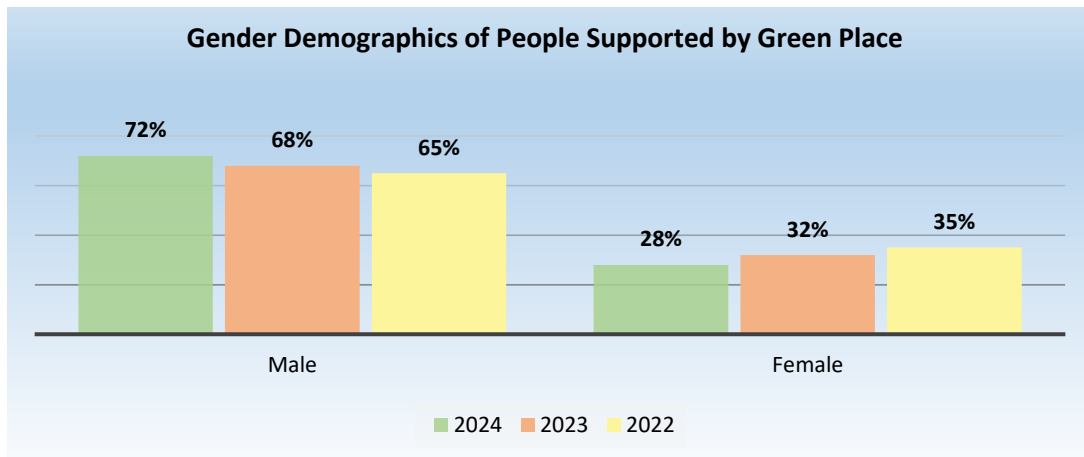
- 8 – Did not start
- 12 – Service agreement ended

## Children's Respite Services (aka Green Place)

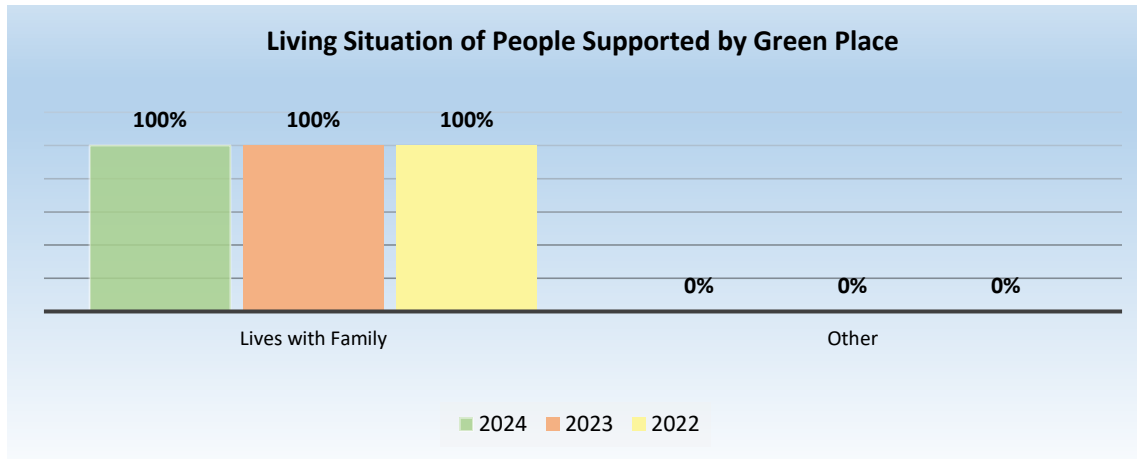
### Introduction

**Funder:** Ministry of Children and Family Development

**Description:** Children's Respite (known as Green Place) is a dedicated group home providing essential respite care for children with support needs. Designed to support families by offering temporary relief care by ensuring a safe and nurturing environment where children with support needs can receive quality care. Children's Respite has four respite beds and one additional bed designated for emergency placements accessed through the Ministry of Children and Family Development (MCFD). Children's Respite plays a vital role in enhancing the well-being of both children and their families by offering a stable and supportive respite option. The respite home supports children until a child reaches 19 years of age. Children's Respite employs eight full-time employees and four part-time employees committed to delivering compassionate and supporting care.



*Note: Demographics are gathered from active participants as of December 31, 2024*



*Note: Demographics are gathered from active participants as of December 31, 2024*

## Recommendations

### Recommendations and follow up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Provide training and resources to the employees on children with neurodivergent disorders	Training sessions and resources in the home on ODD, autism, etc.	Employees	Connecting with external and internal professionals who are experts in neuro-divergent disorders to provide training and resources	Manager	Jan 1, 2024 - Dec 31, 2024	To have several regular employees and relief employees attend various webinars, in-person training or conferences	3 employees attended the Virtual Autism Conference over 3 days. The employees presented what they learned to their peers at a team meeting.
<b>Experience</b>							
Increase the available library of sensory items/toys	Available sensory items for those living with neurodivergent disorders	Children we support	Children's budget and purchase orders	Manager	Jan 1, 2024 – Dec 31, 2024	Purchase 3 sensory items in 2024	3 sensory items were purchased. A spin bowl, a wall mirror, sensory toys.
Engage parents' feedback in our experience surveys by phone conversations	Phone conversation resulting in increase of surveys	Parents of children attending Respite	Surveys	Manager and employees	Dec 1, 2024	50%	65% of parents provided feedback.

Efficiency							
The Children's Respite manager will work on the primary assessment form that parents fill out about their child's support needs	Update and make the intake forms easier to follow and fill out for parents	Stakeholders	The manager will review all forms in the intake package that families need to fill out.	Manager	Jan 1, 2024 - Dec 31, 2024	Have forms that are easier for parents to follow and fill out so respite receives all information needed	Not Achieved
Service Access							
The team at Children's Respite will work on a more streamlined process for when children come in to use Children's Respite	1. Develop a process for checking medications when a child comes in for the night.  2. Create a process to use the property list more effectively	Persons we support	Manager and employees will work on processes that will work for medication intake and property lists.	Manager	Jan 1, 2024 - Dec 31, 2024	To develop a form that combines both the medication intake and the property list. This will help streamline and make the process of children coming for respite services more effective.	Property lists for children have been used consistently. Will continue to work on a streamlined process for intake of medications.

### Recommendations for 2025

Objectives	Indicators Benchmark	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
Effectiveness							
Provide emergency training to children on a more regular basis.	Training sessions and resources in the home on ODD, autism, etc.	Children	On the Children's Surveys it was clear that many children were not sure what to do in an emergency.	Children's Employees	Jan 1, 2025 - Dec 31, 2025	Children are taught emergency procedures (who to call for help, evacuation and meeting area) when they come for their first few visits. Green Place employees will review emergency procedures with children every 2 months	

Experience							
The Children's team will work on providing families with a list of activities that may be planned for when the days their child is at respite	Allow families to be more aware about what their child does for activities when they stay at Children's Respite	Parents/ Guardians/ Families	Employees will hand out a calendar of activities at the beginning of the month to each family	Manager	Jan 1, 2025 - Dec 31, 2025	To have a calendar of activities to hand out to parents each month	
Efficiency							
The Children's Respite manager will work on the primary assessment form that parents fill out about their child's support needs	Update and make the intake forms easier to follow and fill out for parents	Stakeholders	The manager will review all forms in the intake package that families need to fill out	Manager	Jan 1, 2025 - Dec 31, 2025	Have forms that are easier for parents to follow and fill out so respite receives all information needed	
Service Access							
The team at Children's Respite will work on a more streamlined process for when children come in to use Children's Respite	Develop a process for checking medications when a child comes in for the night.	Persons we support	Manager and Employees will work on processes that will work for medication intake	Manager	Jan 1, 2025 - Dec 31, 2025	To develop a form that will guide employee when intaking children's medications.	

### **CARF Standards**

In 2024, viewpoint questions were solicited from the 20 families who currently access these services. These results are based on six completed surveys that were returned.

#### **Experience**

The parents/guardians utilizing the respite services were asked the following survey questions:

**1. What does Children's Respite do well?**

- Cares for my kids like family.
- Works with my child's specific needs well. Gives my child space to wander and explore.
- Very open with communication

**2. What can we do better?**

- More outings into the community.
- Nothing. Excellent team.
- More sensory seeking type child support/activities.



### 3. Do you have any additional comments?

- I'm very happy with Green Place and I'm happy my child gets to go somewhere that I know my child will be safe and well cared for.
- I am super happy with this service. They are amazing.
- We are new to the program, so far, no complaints and very happy with the employees.

#### Effectiveness

The ratio of children to employees is two children to one employee. Although the manager, with MCFD consultation, may determine the ratio of employees that is needed as per respite needs or the child's needs.

#### Efficiency

The efficiency of Children's Respite is measured by looking at how many beds were available or left unused. When there are zero beds available, it is translated to mean Children's Respite was running at full capacity. This information does not include the beds used for separately funded MCFD emergency placements outside of our global contract.

In 2024, 1,332 out of 1,451 contracted spaces in Children's were used which resulted in Children's running at full capacity 92% of the available days, which is an increase of 3% from 2023. Children's still struggles with filling beds due to illnesses, not having a full list of children to fill the spaces on short notice, and not being able to place some kids with other kids due to their support needs. With last minute no shows or cancellations, MCFD is working with Children's Respite to build a cancellation list so we can provide respite services to more families.

#### Access to Service

Children's Respite received 21 referrals from MCFD; eight families had intakes completed and their children started using respite services. Eight families declined services as they were not interested in respite care. Four families did not return messages to set up tours and intakes. Two children set to come for respite came as Emergency Placements then went into care with MCFD. One child was not a good fit for respite services. Two families are still in the process of completing their intake and orientation visits. The manager of Children's Respite connects with MCFD regularly when there is room for additional children. Often Children's cannot take the maximum number of children to access respite services as MCFD, in special circumstances, will approve children for more than the standard amount of four days of respite per month. Currently there are 26 children approved from 6-14 days of respite a month. Children's Respite can have up to 30 children accessing respite if each child has only 4 days per month. In 2024 MCFD accessed the Emergency Placement bed for 4 children, varying in the number of days/months they stayed.

#### **Exit Reports**

In 2024, seven children exited out of this service. The reasons were as follows:

- 4 – Went into care with MCFD (used emergency placement bed)
- 2 – Families moved
- 1 – Child turned 19 (aged out of children's services)

# Stakeholders

## Introduction

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

## Recommendations

### Recommendations and follow up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
The organization will continue to seek opportunities for revenue generation through fundraising and granting opportunities. There will be some planning to determine the best way to identify resources that could be dedicated to doing this work.	Identified person or key group to coordinate funding and granting opportunities	Senior management team	Annual and Board Report	CFO	Jan 1, 2024 - Dec 31, 2024	Resources identified	Work has been done to streamline the internal processes for setting up gaming raffles. Finance is on the lookout for new grant opportunities through mailing lists and in person networking.
<b>Experience</b>							
To analyze the effectiveness of the changes to our social media and website	Update surveys regarding our social media presence	Stakeholders	Surveys	PIC Committee	Jan 1, 2024 - Dec 31, 2024	Feedback from 80% of stakeholders surveyed	Not achieved
<b>Efficiency</b>							
To analyze and improve the analytics of the website	To improve our ability to identify patterns and trends of the website users	Stakeholders	AiMHi website	PIC Committee and Operations Director	Jan 1, 2024 - Dec 31, 2024	Implement new analytics system.	Achieved
<b>Service Access</b>							
The organization will increase its presence on various social media platforms and the AiMHi website will be re-worked to create a more accessible avenue to promote the	Participation in community will be a focus this year to increase our presence in community	Stakeholders	AiMHi website	Human Resources	Jan 1, 2024 - Dec 31, 2024	Implement rebranding and expand exposure on all media platforms.	Achieved. January 2024, AiMHi joined Hootsuite for all social media posts.

good work that AiMHi does.							
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### Recommendations for 2025

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
Implement a fund-raising committee	A functional committee that will spear head all fundraising efforts at AiMHi	AiMHi	Fundraising revenue	Finance	Jan 1, 2025 - Dec 31, 2025	Increase of 15% from previous year	
<b>Experience</b>							
To analyze the effectiveness of the changes to our social media and website	Update surveys with person accountable for our social media presence	Stakeholders	Surveys	PIC Committee	Jan 1, 2025 - Dec 31, 2025	Feedback from 80% of stakeholders surveyed.	
<b>Efficiency</b>							
To improve functionality of website data collection and analysis to use in performance improvement strategies	Collection and review of pertinent data.	Stakeholders	AiMHi website	Operations Director and Director of Quality Improvement and others to be determined	Jan 1, 2025 - Dec 31, 2025	Develop a process for reviewing and implementing data analytics.	
<b>Service Access</b>							
Continue to improve services in remote communities, such as Smithers, McKenzie, etc.	Increase capacity in providing and developing resources and supports.	Stakeholders	Referrals	PIC Committee	Jan 1, 2025 - Dec 31, 2025	Increase referrals by 10%	

### CARF Standards

Due to a technical issue, the Stakeholders' Survey did not go out as intended. Due to the nature of this issue, it was not clear at the time that there was a problem. Steps have been taken to prevent this issue from reoccurring, and a process has been put in place to identify and deal with issues during the survey period.

## Association

### Introduction

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

AiMHi serves approximately 526 people with disabilities (excluding people supported by IDP) who vary in the level of support they require to live good lives. AiMHi has forty-four homes for adults (not separate houses – there are often multiple departments operating within one location). In addition, AiMHi runs nine non-residential programs in Prince George with one location in Mackenzie, serving people in many different models of service from assisted living to outreach and community inclusion services. People live at home with family, on their own, with a roommate and with or without assistance. AiMHi employs approximately 514 employees. AiMHi also supports people to live with another family on an independent contract basis through Home Sharing.

During 2024, AiMHi received eleven community complaints. Managers or Directors of the appropriate departments were contacted to resolve the issues. Response time varies in accordance to the issue at hand. All issues are responded to and resolved as quickly as possible. This was an increase from five complaints from 2023.

### Recommendations

#### Recommendations and follow up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Complete the work that was started in 2023 to revamp the training employees receive to ensure they are trained thoroughly on everything required to work with someone. Develop any training that is not covered through Open Future learning and our current internal training options.	Increased knowledge and skill of employees	Employees	Training Modules and Resources	Directors of Services and Health Services Director	Completion June 2024	Detailed training plans for all people supported in AiMHi homes.	Individualized training packages completed – 84  Individualized training packages outstanding – 2  New people to AiMHi requiring individualized packages - 5
<b>Experience</b>							
To provide more opportunities to expand exposure to	Events and bulletins	Stakeholder, persons supported,	ShareVision and Website calendars	PIC Committee	Jan 1 2024 – Dec 31 2024	3 events and 6 bulletins in 2024.	Achieved

different cultures.		and employees.					
<b>Efficiency</b>							
Reorganize Adagio's chart of accounts	Increased ease of use and faster reporting for month end	Employees	Adagio Chart of Accounts	CFO	Jan 1 2024 – Dec 31 2024	100%	The chart of accounts has been fully revamped to better suit our needs.
Review BC Housing processes	Increased clarity and response time for BC Housing applicants and those that get subsidies	Association	BC Housing connect and processes	CFO	Jan 1 2024 – Dec 31 2024	50%	Work continues to better coordinate with BC Housing.
Make improvements to the managers' room at the main office.	Increase efficiencies in the use of time for managers and their ability to maintain required confidentiality.	Managers	Outlook and physical space	Directors of Services, Operations Director	April 2024	Computer booking schedules, relocation of equipment, secure storage and space for confidential conversations	Achieved
<b>Service Access</b>							
Explore options for providing services remotely and/or outside of the Prince George area.	Increase referrals for alternate services.	Stakeholders and people supported	Referral database	Directors of Services and Quality Assurance	Jan –Dec 2024	To build capacity, resource, and staffing to provide alternate services.	Achieved remote services within Family Support.  Expanded AiMHi services to Smithers

### Recommendations for 2025

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
To implement a structured exercise program (Move and Groove) within AiMHi homes to support healthy aging, general health, and well-being of individuals with physical, intellectual and	Increase and/or stabilization of physical functioning and quality of life for participating AiMHi persons supported.	Persons supported in AiMHi homes.	Goal Tracking Sheets  Summative survey to participants and support workers	Director of Health Services and Home Managers	Jan 1, 2025 – Dec 31, 2025	In 2025, people in AiMHi homes will be supported to participate for 60 minutes a week.  AiMHi support workers in Community Inclusion will be completing the program twice a	

developmental disabilities.						week, with a minimum of 30-minute sessions and a minimum of 10 participants in each session.	
<b>Experience</b>							
Extend the culture and mission of AiMHi to Smithers	Investigate options for typical AiMHi events and celebrations to be promoted in Smithers	Smithers employees and people supported	Posters, notices, and emails	PIC Committee	Jan 1, 2025 – Dec 31, 2025	2 events	
<b>Efficiency</b>							
Review BC Housing processes	Increased clarity and response time for BC Housing applicants and those that get subsidies	Association	BC Housing connect and processes	CFO	Jan 1 2025 – Dec 31, 2025	75%	
Increase turn around for payments and offer greater clarity to the management team	Financial statements available to managers 14 day from end of month.	Managers	Sage Intacct and Yooz	CFO	Jan 1 2025- Dec 31, 2025	3 out of 6 financial statements will be made available within 14 days.	
<b>Service Access</b>							
Investigate opportunities for increased community engagement in Smithers.	Community engagement events	Smithers employees and people supported	Day charts, events calendars	Smithers managers	Jan 1 2025- Dec 31, 2025	2 events for each individual.	

# Performance Improvement Report

## Introduction

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

AiMHi serves approximately 960 people who have disabilities or special needs. The Performance Improvement Committee studies each service provided and looks at the experience of the people we supported with the performance indicators of Experience, Efficiency, Effectiveness, and Access to Service on an annual basis.

## Recommendations

### Recommendations and follow-up for 2024

Objectives	Indicators	Applies To	Data Source	Obtained By	Time Frame	Target	Actual
<b>Effectiveness</b>							
Analyse the method of determining the effectiveness of Performance Improvement process.	Refine the methodology	PIC	Draft process	PIC	Jan 1, 2024- Dec 31, 2024	Finalized draft	Achieved
<b>Experience</b>							
To increase the employee survey results	Percentage of surveys completed	Employees	Surveys	PIC Committee	Jan 1, 2024- Dec 31, 2024	Increase the results by 25%	Achieved. 50% increased participation.
<b>Efficiency</b>							
To implement a new demographic tool in ShareVision Version 4.	Reduced time to compile demographic information.	PIC Committee	ShareVision	Operations Director	Jan 1, 2024- Dec 31, 2024	Reduce from 26 hours to one hour.	Reduced to 3 hours
<b>Service Access</b>							
Promote Performance Improvement Report	Explore ways to connect with Community Living Month	PIC Committee	Hosting or participating in an event.	PIC Committee	Oct 2024	One event	Not achieved

### Recommendations for 2025

Objectives	Indicators (Benchmark)	Applies To	Data Source	Obtained By	Time Frame	Target (Goal)	Actual (Outcome)
<b>Effectiveness</b>							
Implement a system of reviewing the progress of	Management meetings, and emails to appropriate	PIC	Timeline	PIC	Jan 2025 – Dec 2025	3 reviews per year, June, September and December, led by the Co-Chair.	

agency PIC recommendations	managers/directors						
<b>Experience</b>							
To increase the employee survey results	Percentage of surveys completed	Employees	Surveys	PIC Committee	Jan 2025 – Dec 2025	Increase the results by 35% from 2024's actual of 112 surveys	
<b>Efficiency</b>							
Increase management team's knowledge and ability to develop and implement their recommendations as per CARF standards	Increase of suitable recommendations	Management team	Submissions to the PIC reports	PIC Committee	Jan 2025 – Dec 2025	1 suitable recommendation for each of the key indicators Effectiveness, Experience, Efficiency, Service Access.	
<b>Service Access</b>							
Increase employee team knowledge of performance measurement and management standards	Increase employee access to information regarding CARF standards	All employees	Employee meeting minutes	PIC Committee	Jan 2025 – Dec 2025	Quarterly PIC newsletter	

## **CARF Standards**

### **Experience**

Our report continues to receive positive feedback in its new format. It flows clearly and provides a complete picture of our services and the experience that people identify on our surveys. By providing our past recommendations and the response to them, we will continue to provide a clear, holistic picture to those reading the report.

### **Effectiveness**

The Performance Improvement Committee makes changes to the report, when necessary, based on received feedback. By providing the past two years of data alongside the current year, trends and observances can be seen through a comparative analysis. The committee was successful in developing a format that documents measurable goals and outcomes.

### **Efficiency**

Applying performance indicators from the surveys provided to all stakeholders allows for more efficiency in the information gathered, examined and reported on. It also allows us to make adjustments to our surveys and the survey process when indicated or necessary. The Performance Improvement Report is reviewed during theme month training on an annual basis. The committee has continued to implement an efficient report writing process by providing managers with a process that prompts them to submit required information in a timely manner.



### **Access to services**

Our report is distributed to the Board of Directors and published on AiMHI's website. A plain language report is available to the people we support. Employees are informed of the contents of the report and a copy is available online. Anyone who wishes to see the report in full will be provided with a printed copy.

### **Exit Reports**

Exit reports are collected and analyzed for each department in the report separately. This provides a more accurate picture of exits and the circumstances surrounding them. Some departments, such as Children's Services and Early Childhood Development, have more exits due to the children aging out of the program. Most times, these children simply transition to another type of service and not necessarily out of AiMHI's services.



# **APPENDIX I**

## **ACCESSIBILITY REPORT 2024**

# Accessibility Report

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## Recommendations and Follow-Up from 2024

### Architectural Barriers

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

- **Solution:** AiMHi will accommodate persons we serve as they age by working closely with Health Services for Community Living (HSCL), using assistive devices, and training employees on specific individual needs and the aging process. AiMHi continues to provide resources such as a variety of resources and training materials on aging. AiMHi representatives meet regularly with HSCL to ensure needs are being met and identify any training/support that may be required. HSCL supports a number of people in their homes at AiMHi.

**Barrier:** Persons we serve experience accessibility challenges at home and in the community.

- **Solution:** Ramps, tracking and lifts will be installed and kept in good repair to meet the mobility needs in the homes that AiMHi operates services within. New tracking has been installed where needed, upgrades to several bathrooms have been done to make them more accessible.
- **Solution:** Throughout the winter, Infinite Employment Solutions (IES) will help keep ramps and driveways clear to assist with mobility and safety.
- **Solution:** AiMHi will continue to advocate for increased accessibility in the community.
- **Solution:** AiMHi continues to have a representative on the City of Prince George Advisory Committee on Accessibility and Inclusion.

### Financial Barriers

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**Barrier:** People we serve experience financial challenges due to fixed income and the rising cost of living.

- **Solution:** In order to alleviate financial barriers for people, AiMHi has purchased most of the homes that people live in, and charges less in rent and utilities than most landlords.
- **Solution:** AiMHi manages and distributes 45 rent subsidies provided by BC Housing. This includes performing inspections, managing the waitlist and communicating with landlords. AiMHi acknowledges the financial support of the BC Government.
- **Solution:** Even though the Community Living sector has continued to experience financial difficulties, AiMHi will continue to strive in providing quality service to the people we support. AiMHi will continue to provide workshops on a variety of topics related to finance for the people we support and their families. This information is provided to people when they are new to AiMHi as it is part of their Intake Process.
- **Solution:** AiMHi arranged food baskets to be created as well as bagged lunches which were distributed to people supported who needed additional assistance.
- **Solution:** Each year AiMHi supports a tax clinic in partnership with Canada Revenue Agency volunteers to complete income tax returns for people of low income in the community at no cost.

- **Solution:** Adventure Odyssey is a group of people within AiMHi who organize fundraising efforts to assist in supporting people to achieve a quality-of-life goal or to have an emergent need covered financially. This group was set up to assist people who are part of AiMHi, to continue to have a good quality of life in acquiring items which promote their quality of life due to being funded by the Adventure Odyssey funds.

In 2024 Adventure Odyssey has had 18 different requests and \$10,428.91 was granted to recipients. There were nine requests for assistance for moving costs in the past year. We helped one person with dental costs, and provided a more accessible tablet holder for a person to use while they were in the hospital. One person needed foot pads for their wheelchair. We purchased an iPad for one of the homes so that the people could video chat with their family. One person needed cleaning done in their home, and another person needed compression stockings. We helped one home with hotel costs while major renovations occurred in their home. One family was supported with gas costs to take their child to out of town medical appointments.

We continue to fundraise through the employee 50/50 draw. Every payroll, people who choose to purchase tickets into the draw, have the opportunity to win 50% of the proceeds that are collected each pay. The other 50% goes into the Adventure Odyssey funds. A win-win for everyone. With support from Community Options, we also collect the bottles from AiMHi and Value Village which also go into this fundraising pool. Adventure Odyssey appreciates all of the support from the employees who participate all year long, in helping people with emergencies, or with fulfilling their dreams.

**Barrier:** During this time of economic uncertainty, AiMHi has faced financial challenges in some areas.

- **Solution:** AiMHi focused on grants within specific departments rather than work through a resource development committee.
- **Solution:** We continued to partner with Value Village which includes running the Common Goods program where items are collected directly from the source and delivered to Value Village.
- **Solution:** AiMHi increased focus on fundraising and community engagement. AiMHi held their first community 50/50 draw in several years. The website has a page dedicated to providing information to donors with a link to donate.

## Environmental Barriers

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**Barrier:** As the needs change of the people supported, their homes and vehicles may need updates in equipment and/or environment to enable them to remain as independent as possible.

- **Solution:** AiMHi will continue to replace and update equipment and vehicles in our houses as needed. Departments had vehicle changes to address the needs of people. Grab bars and additional railings are installed as needed for people.

**Barrier:** Climate changes affecting Quality of Life for people we support.

- **Solution:** AiMHi has done substantial planning around environmental disasters including wildfires, floods, and pandemics. **Look at health and safety for environmental disaster.**

- **Solution:** AiMHi continues to prepare for extreme weather conditions, such as extreme heat, cold, and air quality.

## **Employment Barriers**

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**Barrier:** Persons with developmental disabilities need paid employment.

- **Solution:** IES continues to offer services in Prince George and Mackenzie funded through Community Living BC. In 2024, there were a total of forty-five people who participated in paid employment training programs with Common Goods, Mobile Crew and A&H Information Management.
- **Solution:** IES supports all people referred to the department to achieve paid community employment through customized, supported or entrepreneurial ventures. In 2024, IES assisted in twenty-three job starts.
- **Solution:** L.I.F.E. Services continues to offer services in Prince George and funded through Community Living BC.

## **Transportation Barriers**

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**Barrier:** People we serve occasionally face challenges accessing regular and wheelchair accessible transportation offered by the community.

- **Solution:** The Performance Improvement Committee (PIC) will continue to advocate for better access to accessible transportation in Prince George by having a representative on the Prince George Advisory Committee on Accessibility and Inclusion.
- **Solution:** AiMHi has a number of regular and wheelchair accessible vehicles within our Community Housing departments. AiMHi assists people to access City transportation and to purchase taxi saver coupons. AiMHi employees also transports people within their personal vehicles.

## **Attitudinal Barriers**

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**Barrier:** There is a lack of awareness and inclusion of people with disabilities.

- **Solution:** AiMHi will continue to develop partnerships in the community. AiMHi partnered with groups in the community to run remote sessions for people. This included having guest speakers on various topics.
- **Solution:** In 2024 AiMHi hosted a second Family and Friends Picnic in June, over 500 people attended. There were burgers, hot dogs, live music, face painting, games, a dunk tank, and crafts throughout the afternoon.
- **Solution:** On Sept 27, AiMHi hosted the 2<sup>nd</sup> annual Walkathon. This walkathon was a kick off to Community Living Month in October.
- **Solution:** Adult Life Skills have support groups for persons we serve that have identified as having gender roles or identities other than their sex.
- **Solution:** AiMHi has partnered with a community mascot group that provides us the opportunity to have Mofty participate in community events.
- **Solution:** AiMHi flag raising on Mr. PG on October 7 during Community Living month.

## Communication Barriers

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

- **Solution:** Information about AiMHi including newsletters, bulletins, special events, funding information, and job postings will be available in different formats for stakeholders to access. Information on the various departments within AiMHi can be found on the website along with various organization information such as the Performance Improvement Report. Viewers of the AiMHi website can translate to French or Hindi language, and can also convert text to speech. AiMHi can provide translated versions by paper by request. All employees have a personal AiMHi email to receive information. The AiMHi website was reviewed and launched in 2024.
- **Solution:** AiMHi has two Facebook pages. One Facebook page is public and shares a variety of information, news, and events. The other website is private invite-only hosted by Family Support Services to provide information to families.

**Barrier:** It is important to promote a culture of Person Centered Thinking and Planning within AiMHi.

- **Solution:** Person Centered Training (PCP) is included in Employment Orientation training and department specific orientations. Each employee is accountable to complete annual retraining in Person Centered Planning and participate in theme month training on Person Centered Thinking. AiMHi's PCP committee did and continues to provide training with employee groups where needed.
- **Solution:** The PCP committee continues to host a Red Carpet event that celebrates the person supported and gives them the opportunity to display their accomplishments for the year.
- **Solution:** AiMHi communicates with people supported and their support systems to start planning for their end of life wants and needs where appropriate. AiMHi will identify a specific place holder for Personal Planning relating to all aspects of a person's life on a person supported ShareVision site.

## Recommendations for 2025

### Architectural Barriers

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## Attitudinal Barriers

---

**Barrier:** There is a lack of awareness and inclusion of people with disabilities.

- **Solution:** AiMHi will continue to develop partnerships in the community. AiMHi partnered with groups in the community to run virtual sessions for people. This included having guest speakers on various topics.
- **Solution:** AiMHi will continue to host annual events such as Family and Friends Picnic, Walkathon, Christmas Banquet, and appreciation events.
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## Communication Barriers

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- **Solution:** The PCP committee continues to host a Red Carpet event that celebrates the person supported and gives them the opportunity to display their accomplishments for the year.
- **Solution:** AiMHi communicates with people supported and their support systems to start planning for their end of life wants and needs where appropriate. This information can be included in the personal budgeting guidelines in financial binders in homes.



# **APPENDIX II**

## **HISTORY OF AiMHi**

## AiMHi History

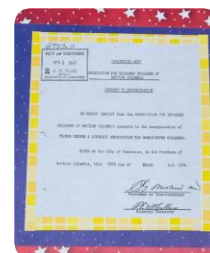
All information was found in the history books at the main office. Some news article and documents have specific dates which has been included in the timeline. Information has been placed in the timeline by the year or decade if no specific dates were available.

### 1950s

**1955** -The first meeting was held at a health unit that consisted of 3 set of parents, a medical doctor, and a public nurse.

**March 29, 1957** – Under the “Societies Act” the **Association for Retarded Children in British Columbia** consents to be incorporated to **PG and District Association for Handicapped Children**.

**June 21, 1958** –The 2 room **Aurora School** was built in one day, on what is now the Harwin School grounds. 70 tradesmen arranged by the Kiwanis Club donated their time. The cost of the project was \$14,000, but with some material donated and the labor donated, the cost of the project was \$5,000. The tradesman started at 3am and finished by 9pm. Association Board meetings were held at the school.



### 1960s

**February 12, 1962** – Third name change to **PG and District Association for Retarded Children**

**Aurora Services** moves to 5<sup>th</sup> Avenue, where it has room to accommodate 20 clients. At the time there was one paid worker and 4 part-time volunteers.

**Oct 12, 1965** – **Aurora School** made a motion to SD 57 to be fully operated by the district. At this time there was 22 students, 3 full time and 2 part time teachers, 1 janitor, 1 bus driver, and a 25-passenger bus. The financing for school in 1964 was \$15,619.53.

**May 9, 1967** – **Aurora Industries** now has 40 people supported and producing furniture, crafts, Christmas decorations and the very popular Mr. PG's.

**1972** – Name change to **Prince George and District Association for the Retarded**.

**1978** – **Aurora Industries** adds an extension to it wood working shop – **Northern Lights Woodworking**

**1979** – Name change to **Prince George Association for Retarded Persons**.

**1979** - AiMHi introduces **The Infant Development Program**. Referrals came from doctors, parents, social workers, and public health nurses.



### 1970s

**1980** – Name change to **Prince George Association for Handicapped Persons**.

**1982** – Name Change to **Prince George Association for Individuals with Mental Handicaps**.



**February 1982** – A press release was issued stating the first group home will be the home for 5 clients. The opening sentence to the press release was “An ordinary house on an ordinary Prince George street will be the home to 5 clients.”

**June 1983 - Canadian Tire** was the first local retailer to hire 2 individuals from **Aurora Industries** to work in the stock department. The feedback was these individuals were “quite accepted.”

**December 31, 1984** – Tranquille Sanatorium officially closes down and approximately 36 residents move back to Prince George, Williams Lake, and Quesnel. The Land, Parks, and Housing Ministry purchases, renovates, and equips the home which AiMHi will support 5 residents of Tranquille back into their community.

**June 25, 1986** – AiMHi sets the standard in the province. AiMHi plays a leading role in initiating new government programs and services throughout B.C. The B.C. Ministry of Health issued handicapped people their own Charter of Rights. The government is of one mind to put the “statement of philosophy” into practice. The statement guarantees handicapped people and their families the right to make choices and decisions as to lifestyles and goals.



**June 28, 1986** – Northern Lights Woodworking Ltd, which employs AiMHi clients, opens a showroom at AiMHi's ticket center at Fifth Avenue and Dominion Street. Furniture made from Lodgepole Pine consisted of bedroom and living room furniture, as well as patio furniture.

**1986/87 (specific date unknown)** – AiMHi unionizes under the BCGEU. At the time there was 92 employees.

**July 1987** – AiMHi “breaks the rules” by going against Ministry of Health government law when they placed 2 clients into the Ospika adult home rather than placing them in an institution. Both clients aged out of children's residence (age 19) and due to being re-classed to non-ambulatory adults, they were meant to be institutionalized.



**September 16, 1989** – An article announces after 30 years **Aurora Industries** closes their doors to sheltered employment. AiMHi committed to the naturalization and integration of clients in the community.

**1990** – Latest name change for the Agency – **Prince George Association for Community Living**

**Circa 1995** – AiMHi acquires four homes from the Cerebral Palsy Association. One home on Gorse, two home on Hazelton, and one home on Irwin. People supported and some employees joined AiMHi and amalgamated into the Gorse home.



**1996** – Woodlands Residential Institution officially closes. This was years in the making as closures started in 1981. During the 16-year closure, several residents moved back to Prince George and were supported in the AiMHi homes.

**September 15 1996** – The first camp outing at Ness Lake. It was four days of fun and laughter. Some of the activities were tie-dying t-shirts and dancing, and lifeguards were available for swimming. All together 30 people served attended this great event.

**January 29, 1999** – AiMHi puts a proposal in motion to the City of Prince George to purchase 2.5 acres of a 20-acre parcel of land on the corner of Fifth & Tabor. A \$2m office building would be built to bring the agency in one location. On **Feb 8, 1999** City Council voted “Yes” to start negotiations.

**July 26, 2001** – AiMHi has a family picnic at Fort George Park (1<sup>st</sup> picnic?)

**October 2001** – Mayor Colin Kinsley makes a proclamation that October is Community Living Month.

**November 18, 2001** – The Self Advocate at AiMHi speaks out to support the end of the 3-month transit strike. She states “Our phones are ringing off the hook from people who need rides to get to their life skills classes.”

**December 7, 2001** – AiMHi rallies on the lawn of City Hall regarding the proposed cut of 30% to the Ministry of Children and Family. An estimated 200 protesters from people supported to employees showed their support for community living programs.

**December 5, 2003** – AiMHi achieved its first 3-year Accreditation by CARF.

**February 27, 2004** – Hosted a Community Forum at the AiMHi Focus Center. The goal of the forum was to gather feedback from the community based on three questions.

- What does AiMHi do well?
- What could AiMHi improve?
- What could community services look like in the future?



**April 14, 2005** – AiMHi has a grand opening in the new location of 950 Kerry St.

**February 7, 2006** – Two self-advocates joined by two AiMHi employees joined 43 climbers from around the province on the Mount Kilimanjaro “Climb for Community Living” Challenge. They trained for a year by walking, hiking, biking, and working out. Several fundraising events took place the year including a pancake breakfast, bingo, and fashion shows. Both self-advocates and their support workers made it to the top! They returned home on February 23, 2006.

**September 2006** – AiMHi officially takes over the St. Catherine’s home from the Catholic Dioceses of Prince George. For six months prior to the official takeover in September, AiMHi was supporting the people in the home.

**November 2007** – News Release – AiMHi and Value Village join in partnership. Local donations of reusable clothing, housewares, and furniture to Value Village equals vital dollars to AiMHi.

**September 18, 2009** – A group of 76 AiMHi people supported, employees, with family and friends set out on a cruise to Ketchikan Alaska. There was plenty of shopping, an excursion around the City of Ketchikan, and great food!

## 2010s

**July 2017** – AiMHi opens their doors to support Williams Lake fire evacuees. IES played a crucial part in transporting supplies for evacuees, Community Inclusion welcomed everyone to join in group activities. In appreciation, the Williams Lake group presented us with the beautiful wood carving that was carved on a burnt log by an Aboriginal artist from the Timber Kings. This wood carving is displayed in our foyer.



**Late 2018** – Building began on the Davie Street homes. During the first two years, the servicing work was completed, with the building of the homes starting in early spring 2020. There were minimal delays and supply chain issues to due to the COVID pandemic. A total of 10 homes were built to meet the need for affordable, and accessible housing in the Prince George region. Occupancy permits were received in February 2021, and the first tenants moved in on March 1, 2021.



## 2020s

**April 2024** – AiMHi hosts a 2-day Truth and Reconciliation conference with presenter Dr. Dustin Louie. The conference focused on moving forward through a path of reconciliation.

**July 1 2024** – AiMHi expands their services to Smithers by acquiring three homes, 25 employees, and supporting eight people.

