

AiMHi

PRINCE GEORGE ASSOCIATION
FOR COMMUNITY LIVING



2025

ANNUAL REPORT



ONE COMMUNITY
ONE VISION

TABLE OF CONTENTS

Mission Statement	PAGE 3
Message from our Board of Directors and Chief Executive Officer	PAGE 3
Direct Care Team	PAGE 4
Operations Department	PAGE 5
Quality Assurance	PAGE 5
Home Sharing	PAGE 5
Infinite Employment Solutions	PAGE 6
Community Options	PAGE 8
Adult Life Skills	PAGE 10
L.I.F.E. Services	PAGE 10
Infant Development Program (IDP)	PAGE 11
Children's Life Skills	PAGE 11
Family Support	PAGE 11
Human Resources	PAGE 12
Finance Department	PAGE 15
Financial Information	PAGE 15
Employee Recognition Awards	PAGE 16
Board of Directors	PAGE 17





OUR MISSION STATEMENT

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

Message from our Board of Directors President and Chief Executive Officer

As AiMHi enters its 68th year of operations in Prince George, we continue to strive toward building strong communities for both the people we support and those we employ. We are deeply grateful for the longstanding partnerships and relationships we've built across the community.

This year brought significant changes in leadership. In February, we bid farewell to our CEO, Mark Zuberbuhler, and Wendy is honored to step into the role and lead AiMHi into its next chapter. One thing that remains unwavering is the passion and dedication of our employees and their commitment to helping people live their best lives.

In 2024, we were thrilled to expand our services into the vibrant and welcoming community of Smithers. In July, AiMHi acquired three new contracts to provide residential support services in the area. This transition required the commitment and hard work of many dedicated employees, and we are incredibly proud and appreciative of everyone involved. It has been a pleasure to welcome the people we support in Smithers, their families, and our new team members to AiMHi.

Looking ahead, AiMHi is excited to explore new service delivery opportunities through an Indigenous lens. We are eager to learn and grow as we support a new Cluster in Prince George in collaboration with CLBC and the Native Housing Society.

In January, we proudly celebrated our successful Accreditation survey. Maintaining our certification reflects the tireless efforts of our teams to uphold best practices within the community living sector. This external review continues to be a valuable learning experience, affirming the meaningful work being done across our organization every day.

AiMHi remains a vibrant, active organization. Over the past year, we enjoyed many celebrations, dances, conferences, and community events. It has been wonderful to see joy and connection with our day-to-day activities.

We are especially excited for the upcoming Special Olympics Summer Games in July 2025, which will be hosted right here in Prince George. Many of our employees are enthusiastically

preparing for this incredible event, and we look forward to welcoming athletes from across the province to our community.

We extend our heartfelt thanks to the government agencies that continue to provide the funding and support necessary to fulfill our Vision, Mission, and Values. Their partnership enables us to offer high-quality services to individuals and families in Prince George, Mackenzie, and now Smithers.

Finally, we express our sincere gratitude to our Board of Directors for their ongoing dedication, guidance, and support.

As we enter a new chapter, AiMHi is excited to begin implementing our next three-year strategic plan. We look forward to continued collaboration, bold ideas, and collective action that will shape our path forward.

Together, we remain committed to the values that have always defined AiMHi—community, inclusion, respect, and excellence.



Wendy Brophy
Chief Executive Officer



Holly Kavanaugh
*Board of Directors
- President*



Fund, administered through the Canadian Red Cross. These plans were completed for everyone living within AiMHi operated homes and are used to outline the required training needed to work with people. The employees also completed Trauma Informed Practice training and have been working through various training modules in Open Future Learning. These training options were funded through the grant. We continue to look for new training opportunities for employees and for ways to enhance or update the training we currently offer.

Sadly, we had four people pass away this year; three people from within our homes and one person who was a part of our Cluster living. When someone passes away, we work with their family to find the best way to celebrate their life and provide opportunities for people to gather and remember them.

We again looked at moves within our homes to best meet people's needs, this is much easier to do when there is a vacancy. AiMHi purchased a home that was accessible to replace one of our non-accessible homes. With this change and the three vacancies, there were eight moves for people within our homes, we welcomed one new person, and two people on a temporary basis. Wherever there is an option to make changes within the home so someone does not have to move if they do not want to, that is always the first choice. We saw fewer moves this year compared to the previous year, and it is anticipated that we should continue to see less need for people to move as more of our homes are now accessible. For those who did move this year, it has proven to be a success and many people have shared that they are happy in their new homes.

2024 was also a year of fun events and vacations for people. People attended many of the events hosted at the main office, with all the dances selling out and the Christmas party being a huge success with many people bringing their families along this year. There were also milestone birthday bashes that took place. People took some bucket list vacations, most notably was a large group who went to Las Vegas. There was a great amount of planning involved but as reported by those who went, it was worth it.

DIRECT CARE

2024 was a year of growth within Direct Care. In July, AiMHi acquired three homes in Smithers where eight people live and we have approximately 25 additional employees and two managers. The addition of these homes in Smithers expands AiMHi to an area we have not provided services in previously. It has been really nice getting to know everyone there. Smithers is a smaller, tight knit community with limited resources and services. As an organization, we have had to look at some of our processes and make adaptations where needed to meet the needs in Smithers while still ensuring we are meeting our contractual requirements.

AiMHi's license was approved for our home on 15th Avenue in Prince George and this allows us to add two additional people to live in the home. The first new person arrived in January 2025 and the last person arrived in March 2025.

Training continues to be a significant focus within Direct Care. The work was completed on the individualized training plans that were done as part of a training grant through the Government of Canada's Community Services Recovery

Operations Department

This year, the Operations department serviced 2,062 work orders: an average of 171.8 per month, or 8.56 per work day. This is a decrease of 1.4% from the previous year, making 2024 the second busiest year on record.

We were able to get most of the larger projects completed this year. Several of our locations received new driveways, and several others received window upgrades. Completing the licensing process for one home and purchasing and renovating another new home involved several contractors. With the acquisition of the locations in Smithers, our department has worked out our processes for getting repairs done in a timely manner. Work was done on several of our homes to maintain and improve the buildings themselves.

The Main Office received a major upgrade to our internet connectivity, with the installation of a fibre-optic line into the building. Our office has seen an increase in usage by external user groups, and we are glad to welcome several new groups to the Main Office, along with some of the groups we hosted prior to the pandemic.

A new version of ShareVision was implemented this year; it went live on December 31st. The new version has many new functions available to provide better data collection and analysis.

This was the third full year with the Davie Street Housing development available for use, and all of the units remained fully occupied throughout 2024.

Quality Assurance

Quality Assurance is the identification, assessment, correction, and monitoring of effectiveness and aspects of procedures that are designed to enhance the quality of services within AiMHi. The Director of Quality Assurance works with the management team on a daily basis to ensure that current processes are working and implement changes or new initiatives to meet the growing needs of our employees, people receiving services and our regulating bodies. With participation on the Policy Committee, Risk Management Committee, Performance Improvement Committee, Cultural Diversity and Inclusion Committee, Person Centered Planning Committee, Joint Occupational Safety and Health Committee, Accreditation Health and Safety Committee, WorkSafe BC COR Internal Auditor, CARF Surveyor and a variety of projects and groups, the Director of Quality Assurance continues to engage in performance improvement and risk mitigation strategies to promote the success of AiMHi, the employees and the people we support.

CARF ACCREDITATION

AiMHi has created a strong culture in support of accreditation. Yearly, we obtain the copy of the new standards in both Employment and Community Services and Child and Youth Services. Ongoing performance improvement continues within all areas of AiMHi to meet or exceed the standards. AiMHi hosted their 8th CARF survey in January 2025. This change from our traditional fall survey was due to CARF scheduling issues. Our next CARF survey will be hosted in September/October of 2027. These surveys are a great way for all of us to celebrate all the hard work we all do each day.

WORKSAFEBC CERTIFICATE OF RECOGNITION (COR)

This initiative encourages employers to create an occupational health and safety management system that goes beyond the current legal requirements. The voluntary program recognizes employers that are proactive about improving workplace safety, and dedicated to continual improvement. AiMHi was recognized in 2020 for our strong health and safety program that resulted in being awarded our first Certificate of Recognition. Since that first year AiMHi has undergone COR audits annually as required in ongoing certification. These audits are on a 3-year cycle that starts with an external audit then two internal audits. AiMHi has invested to have internal COR Auditors that complete these audits annually and support the external audit process along with Human Resources. AiMHi hosted an external COR auditor in April/May 2025.

Home Sharing

The Home Sharing department saw nice growth in the past year. We currently have 43 contractors and 51 people supported. This is an increase of three contractors and five people supported in 12 months. As well, we have seven new approved families waiting for matches and seven applications in progress. We haven't seen this level in many years.

With this growth, we welcomed a new part-time manager to the department in June and she is managing a number of families, and growing every month. Our service area has grown as well, as we now have a family in Vanderhoof and in Hixon. This is in addition to Quesnel and Nazko.

Our recruitment efforts over the past two years have paid off and we are continuing to put a lot of resources to recruitment of home share families and overall awareness of home sharing. Over the past year we've had a consistent long-term radio campaign, have attended four job fairs with Human Resources and had a six-week digital billboard campaign in the fall.

The Home Sharing department hosted a holiday party in late November with very good turnout. Fifty people attended and 15 families were represented. The Home Share families enjoyed tasty food, music, trivia and gift. It gave everyone the chance to connect with each other and meet new providers.

The Home Share department took part in many training sessions over the past year, revamped our quarterly Home Share newsletter and introduced our own bi-weekly meetings to discuss new and existing applications. Overall, 2024 was a very good year of growth and positive change for the department.

Infinite Employment Solutions

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



IES HIGHLIGHTS:

IES hosted a practicum student from College of New Caledonia. It has been many years since we had a student in the department and it was a joy having him here.

Four IES job developers and the IES manager completed user testing for ESYP a Provincial Employment Strategy for Youth with Disabilities initiative through the University of Victoria. The team was awarded \$3,000 for their time and effort in creating the guiding principles to support youth with disabilities in their employment.

Many people supported, many more than usual, completed their Food Safe Handlers Certification and WHMIS training.

One person we support was under a lot of stress getting to work on time as his bike was broken. A wonderful employer at the Community Arts Council called Todd Doherty's office who immediately made a call to Canadian Tire and within ONE hour delivered a brand new bike and helmet at work! It was very moving.

<https://www.princegeorgecitizen.com/local-news/dedicated-worker-has-new-wheels-thanks-to-community-generosity-9206453>

IES employee and IES manager worked with the Director of Quality Assurance to create a ShareVision SMART goal form for the organization.

IES participated in community events such as the KMS barbeque, Value Village table and the AiMHi picnic.

In February, the managers and a couple of employees of L.I.F.E. Services and IES attended Beyond Collaboration: Employment and LIFE Summit. This was a very productive time as we gathered with other employment professionals to help create the very first CLBC Best Practice Guide for Supported Employment.

Common Goods/Monthly Bike Warehouse

Training callers to connect with members of the community to book donation pickups. The swampers then assist the driver with collecting donations from residents or businesses in the Prince George area and drop off at Value Village. There were 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 homes and Davie Street homes under the Mow to Snow contract. The crew also assists with internal moves and dump runs. Eleven people participated in this employment training option in 2024.

A&H Information Management

Document destruction training program that collects documents from various community businesses and customers throughout Prince George, AiMHi residential homes and the main office. In 2024, twelve people participated in this training option. In August, the Shredding department was discontinued and over 24 businesses were notified of the shredding department closure.



CI (COMMUNITY INCLUSION) MACKENZIE HIGHLIGHTS

Due to a contract change, IES Mackenzie changed to CI Mackenzie in 2024. Although some people are interested in finding part-time employment, most are more focused on Life Skills and Community Options.

The team participated in various inclusive events including a McLeod Lake Health and Wellness fair and many activities at Autumn Lodge and The Elks. As well as actively assisting at weekly seniors' luncheons and club activities like anime, hobby time, community garden, fishing and creating seasonal crafts to give to members of the community.

Indeed, this community is a beautiful one.

Mackenzie employees and people supported travelled to Prince George for the AiMHi annual picnic and The Red Carpet Event, "It's a Wonderful Life."



IES continues to demonstrate the power of inclusion, compassion, and possibility. Every person supported brings their own story, and we're proud to walk alongside them as they shape their futures.

Community Options

Throughout 2024, Community Options remained committed to promoting inclusion, independence, and joy through personalized supports and meaningful community engagement. Despite challenges such as employee shortages, our team maintained high-quality service delivery while creating impactful programs and events.

KEY ACHIEVEMENTS

Caseload & Service Access

- Consistent Caseload: Average of 65-70 people supported monthly.
- Stable Transitions: Very low turnover, with minimal referrals, exits, or new starts throughout the year.

Training & Professional Development

- Person-Centered Planning (PCP): Training led by Randi Dalzell; improved individual goal tracking with a new monthly data sheet.
- Relationship Matters: All employees completed this vital training, promoting stronger and more respectful connections with those we serve.

COMMUNITY ENGAGEMENT & EVENTS

Signature Events

- Vaisakhi and Diwali Celebrations: Cultural inclusion events with over 150 attendees each, highlighting diversity and tradition.
- Walkathon and Halloween Party: Annual events drew over 180 participants respectively, promoting fun, movement, and community pride.
- Summer Dance ("Under the Sea") and Sweet Summer Market: Seasonal highlights celebrated with themed decor, music, and treats.

Special Outings

- Trips to Barkerville, Ancient Forest, and Jasper: Boosted independence and exploration for people supported.
- Bowling with Handy Dart and Huble Homestead Visit: Strengthened external partnerships and provided enriching experiences.

COMMUNITY CONTRIBUTIONS

Volunteering Highlights

- Meals on Wheels: Four people provided ongoing meal delivery service to seniors.
- Rodica House and Chateau: Regular bingo, art sessions, and bean bag toss with seniors; strong intergenerational connections formed.
- Humane Society and St. John's Society: Volunteers continued supporting animal care and community initiatives weekly.



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

– HAL ELROD

Every Voice Choir

A pillar of joy and outreach, the choir:

- Sang at more than ten senior facilities throughout the year.
- Performed the National Anthem at a Prince George Cougars hockey game with 4,000 attendees.
- Introduced monthly themes (e.g., Easter, St. Patrick's Day, Valentine's, Father's Day) and even inspired partnerships with local wellness centres and arts spaces.

PROGRAM DEVELOPMENT & OPERATIONAL UPDATES

Innovative Initiatives

- Kitchen Punch Card Program: Piloted to help people manage monthly food budgeting more effectively.
- New Exercise Programs: “Small Changes” cardio class launched with strong participation from Community Options and others from supported home living.

CLBC Monitoring

- Successfully completed annual CLBC monitoring review with positive feedback on employee knowledge, program alignment, flexibility, and community collaboration.

Challenges & Resilience

- Managed vacation coverage and unplanned absences with flexible staffing.
- Maintained momentum and engagement despite a few Covid-19 cases, which was swiftly contained and resolved.
- Continued collaboration with CLBC and Finance department to align contracts and service levels effectively.

Looking Ahead

As we move into 2025, Community Options remains focused on:

- Expanding inclusive programming.
- Enhancing collaboration with families, professionals, and community.
- Prioritizing cultural awareness, independence, and holistic wellness.





Adult Life Skills

The Adult Life Skills department continues to be an exciting and action-packed place full of collaboration, growth, learning, and meaning.

This department consists of a team of 27 employees serving 170 adults whom are referred by CLBC. This team is a group of people who often perform amazing feats to achieve success in addressing difficult situations. Each and every one of them, individually and collectively, are instrumental in the success of this department. This year, we have seen some fabulous members of our team leave, moving onto the next stage of their journey and have had some remarkable people join our team, prepared to take on the challenges.

The Adult Life Skills Program offers training and support to adults, 19 years and older, who have developmental disabilities. The program is funded by CLBC. We are a strength-based, person-centered program that focuses on the positive qualities and accomplishments of each person.

We provide opportunities for people to learn about themselves, explore their strengths and challenges, develop skills and build relationships with others.

L.I.F.E. Services

L.I.F.E. Services has been operating for over a year with continued growth and impact throughout 2024. Our approach centres around the “why” behind each person’s goals, prioritizing the deeper purpose and motivation over simply achieving a predefined outcome.

By shifting the focus from objective results to the personal meaning behind each goal, we support more meaningful and sustainable progress.

In 2024, we expanded our reach to support 24 people actively engaged in the program. Among this group, nine people secured paid employment, while three others gained valuable confidence and experience by participating in volunteer roles within various community organizations with each taking important steps on their journey towards employment.

Beyond employment, participants received support in accessing the Persons with Disabilities (PWD) benefit, setting up Registered Disability Savings Plans (RDSPs), and filing taxes. These services contribute to long-term financial stability and independence.

We have also strengthened our connections with community partners, creating opportunities for participants to engage in local groups and even take leadership roles in facilitating their own initiatives. These collaborations have reinforced the program’s commitment to inclusion, empowerment, and community integration.

As we reflect on the progress made, we are proud of the resilience, determination, and growth demonstrated by each participant. L.I.F.E. Services will continue to evolve, focusing on person-centered goals and fostering environments where people are supported not just in what they achieve—but in why they pursue it.



Infant Development Program (IDP)

Data collected from 2024 reflects a continued increase in the number of infants and families receiving service from the Infant Development Program. In 2024, 388 infants received service from the program which is an increase of 51 from the previous reporting period. 2024 also saw an increase of 37 more infants and toddlers being referred to the program than in the previous year. In many ways, our home visits are a microcosm of the struggles that exist in the broader community; with our services reaching far beyond that of just development. In addition to carrying a bag of toys and resources that promote development through play, consultants also fill their 'tool kits' with knowledge and information around topics such as food insecurity, difficulties accessing quality child care and mental health supports, social isolation, poverty, and addiction. Children and families are presenting with complex needs and we continue to see more children being identified and diagnosed with autism spectrum disorder (ASD) at earlier ages. It is well established that early experiences lay the groundwork for lifelong health and wellness. The trends we are seeing today provide a clear road map for understanding the dynamics that will drive services in the future.



Children's Life Skills

Children's Life Skills provides supports with goal-based skill development service to children aged 4-18 years.

The supports offered through Children's Life Skills are person-centered and relevant to the child's unique and individual needs. The focus is to provide support through skill development that improves the child or youth's development, encourages participation in community, providing the opportunity to build routines, effective communication, self-reliance and a greater level of independence.

Children's Life Skills hosted a variety of group activities throughout the year such as Independence and Transitioning, Boys Group, and the Social Group. The youth who attended developed skills and friendships that will last a life time. The eagerness of the team to support the children and youth in accomplishing their goals within the limited time frames was a testament to their commitment to the betterment of the children's lives.

Family Support

Family Support is a parent driven service, focusing on what is important to the family.

At each visit the Family and Family Support Worker will identify goal progress, new goals, and steps to meet those goals. Family Support is designed to flexibly work with the caregivers and to increase the families' capacity to manage their children's support needs. Services may focus on improving family functioning, identifying and modifying home routines, implementing constructive methods of problem solving, managing stressors, and connecting the family with community supports.

Family Support continues to improve the information on Facebook with links and resources available to families. Our contact list of Service Providers in the Prince George area has been updated to ensure we have the most current and relevant information available for families. Family support transitioned from paper-based documentation to digital in 2024 and it has been an exciting change.



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

HUMAN RESOURCES

Celebrations

The Employee Appreciation Celebration in January in the AiMHi Gymnasium was an absolute hit. Employees got dressed up and were so appreciative. One employee commented to the Chief HR Officer that “I have been here for many years but never attended something like this! Thanks!”.

Provincial Connections

HR participated in the BCCEO Network’s recruitment campaign webinar. We incorporated the recruitment materials from the Community Living sector campaign, including the catchy theme song, into our own recruitment framework. For example, the theme song was added to our “Work with Us” page alongside our videos.

We participated in the BCCEO Network HR Specialist webinars to stay informed about best practices and innovations in the field. Additionally, we added AiMHi to the Community Living Careers website, thereby increasing our visibility.

HR has connections amongst the provincial Human Resources community, and provides and receives advice. This is an excellent way for the agency to see how others are implementing HR practices.

HR participates in virtual training provided by CSSEA and other HR professionals. This is offered on a quarterly basis and is a good opportunity for the team. The Chief HR Officer attended the Joint Job Evaluation Plan training to help with job description development.

Recruitment & Retention

Our recruitment health is outstanding, as demonstrated by the consistent flow of applications we receive on a daily basis. We typically receive an average of 7-8 applications per day, which positions us favourably in our pursuit of hiring top-notch candidates. The combination of our robust social media presence, active participation in job fairs, and successful advertising campaigns has greatly contributed to this achievement. Furthermore, the positive word-of-mouth publicity has served as an additional catalyst in enhancing our recruitment endeavours. As a result, we are better able to provide high quality service to people we support to have safe and meaningful lives. We are enthusiastic about the talent we are attracting and the positive impact it will have on the communities and people we serve.

Some things we did:

- Employee Referral – We recognized the value of our employees’ networks and revisited our Refer a Friend program.
- Job board and social media
- WorkBC, Kopar and Black Press event job fair
- Leveraged industry contacts and their websites

Grant Funded Training Options

The agency received a grant from Government of Canada’s Community Services Recovery Fund, administered through the Canadian Red Cross to enhance training programs, including Trauma-

Informed Practices, Open Future Learning and Individualized Plan development, to better equip employees in supporting people effectively. This funding allows the organization to introduce specialized training, ultimately improving the quality of care and services provided.

- **Trauma-Informed Practices Training:** Educating employees on recognizing, understanding, and responding to trauma in a sensitive and supportive manner. This training ensures employees can create a safe and inclusive workplace, reducing re-traumatization and fostering a culture of care and empathy.
- **Open Future Learning Training:** This program provides the benefit of learning opportunities through the POWER of stories, engaging and interactive modules, and videos 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. To encourage participation in Open Future Learning training, employees were invited to take part in a contest, with prizes awarded to the first ten employees who completed the required training.



changing. Our team is proud to contribute our skills to support AiMHi's success.

Here are a few Payroll highlights from 2024:

- Calculated and issued payments for the retroactive wage increases effective from April 2023 through March 2024;
- Handled new Canada Pension Plan (CPP) legislation and Dental Benefits Act reporting requirements for T4s;
- Completed the 2024 WorkSafeBC Audit – our auditor confirmed substantial payroll compliance and excellent outcomes;
- Calculated and processed adjustments to handle sick accrual changes – effective April 2024 sick hours paid at 100% rate of pay;
- GroupHEALTH launched Sparrow to replace our prior Employee Family Assistance Program (EFAP) through TELUS Health

Week discussion at CNC. It provided a valuable platform to introduce ourselves and showcase the impactful work being done in the social services sector. Additionally, it was a wonderful chance to enlighten students about the various opportunities available within our agency. This will be more of a focus in 2025.

Payroll Updates

Payroll is a critical component in every organization. Employees receiving compensation for the services they provide is the fundamental agreement of the employee-employer relationship. The payroll environment is complex, perpetual, and ever-

Cultural Diversity

The Cultural Diversity Committee convened on a regular basis to deliberate on the strategies for the year 2024:

- April: Moving Forward through a Path of Reconciliation.
- April: Vaisakhi
- June: Philippines Independence
- June: Family and Community Barbecue
- July: Participation in the Annual Pride Parade
- August: Day Under the Sea
- October: Community Living month: participated with the AiMHi flag raising
- November: Diwali
- December: Santa Claus Parade – AiMHi had a float and won a prize!
- December: Friends and Employees Christmas party

Practicum Students

AiMHi was honored to be a part of the service panels during the Social Services

Years of Service	Up to 1 Year	1-2.9 Years	3-4.9 Years	5-9.9 Years	10-14.9 Years	15-19.9 Years	20-24.9 Years	25-29.9 Years	30+ Years	Totals
2024	99	130	59	85	43	41	46	16	11	530
2023	91	91	47	78	49	50	37	13	12	468
2022	77	79	46	86	47	54	48	13	13	463
2021	76	84	54	79	42	56	44	9	12	456
2020	70	97	53	87	50	72	44	10	11	494
2019	86	102	45	74	68	67	24	14	7	487
2018	56	104	46	65	71	67	23	12	6	450
2017	80	69	55	71	73	70	23	13	6	460



AiMHi has longevity and culture that welcomes new employees and celebrates the commitment of the employees who work here. Employees are proud of the years of service they provide. It demonstrates that we enjoy our work and the people who surround us. Our Chief HR Officer recently attended a meeting where the management team introduced themselves and the years of service reported impressed our external partners

JOSH (Joint Occupational Safety and Health Committee) and Workplace Safety

The Joint Occupational Safety and Health (JOSH) Committee plays a crucial role in fostering a safe and healthy work environment. By working collaboratively with the union and employer, the committee helps identify potential hazards, mitigate risks, and develop effective health and safety strategies. This partnership ensures compliance with safety regulations, promotes employee well-being, and strengthens workplace culture through proactive problem-solving and shared responsibility for safety initiatives. Additionally, JOSH provides recognition programs, acknowledges workplace safety achievements and contributions, and supports wellness and employee assistance programs. Regular feedback mechanisms, including surveys, ensure continuous improvement and engagement in health and safety practices.

Early Intervention Program (EIP)

The Human Resources department continues the relationship with DMI (Disability Management Institute) as a third-party representative for areas of occupational/non-occupational and long-term disability files. We work closely in order to ensure that the interest of AiMHi is in balance with assisting employees to navigate their way through difficult times of injury/illness. This relationship is positive and professional. We did work through having the early intervention program to include in their services support for relief employees and those over age 65 this year; this is a new practice for the agency.

HR continues to provide employees with notification of the employee assistance program in every meeting and opportunity. This year brought the agency into the Sparrow program.

Occupational Injury/Illness

HR works closely with Disability Management Institute in managing WorkSafeBC claims. There has been a significant decrease in reportable incidents in 2024. The employer would like to identify that lost time has been reduced. We believe that this can be supported by having more effective Modified Work Offers in place with managers working closely with employees at the time of incidents. It is these very things that can be attributed in the reduction and as result has put AiMHi in a discounted experiential rate. In fact, AiMHi is discounted even better than most other organizations in the same sector.

Labour Management

Labour management meetings are full of much discussion with professional approaches to collaborative outcomes. We meet regularly to promote positive and open communication. We are generally able to proactively resolve general issues

in the interest and spirit of good labour relations. The employer continues to have positive and collaborative relationships with the union. The union will bring forth issues to the employer in attempts to establish clarity on collective agreement articles and collaborate on outcomes prior to grievance. The culture at the agency continues to grow strength in employees talking to their managers first prior to seeking the union's involvement to settle disputes.

The first Joint Labour Management Newsletter went out with descriptions of what the committee works on to increase visibility and to optimize the understanding that the employer and union work together collectively and collaboratively to represent employees and employer.

The agency focuses energy on having a positive culture with the employees. Managers promote this by having coaching/ supportive discussions which has proved to establish a better working climate which is exactly what the agency wants.

Attendance Management Project

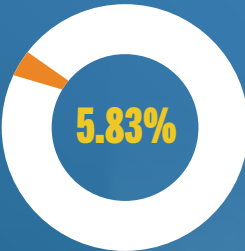
One of the employer's strategies is to address the high overtime. HR utilized employee attendance reports in review with the AiMHi average of eight days per year. Managers and HR had conversations with employees that exceeded the average. Conversations are intended to have a supportive discussion to see what, if any, barriers are contributing to the employee attendance concerns. In some cases, employees did not even know that amount of time that they had been away and were surprised by the findings.

The employer offers appropriate support to reduce the use of sick time, more specifically maintaining good health. Some suggestions include the offer in a change of schedule, location or hours per week and access to the employee assistance program. Clear messaging was that we are not having the discussion so that people will report to work when they are sick, but rather find ways to avoid illness and promote good health.

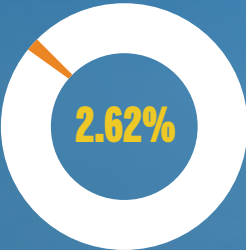
Finance Department

Finance has made many strides over the past 12 months to improve efficiency and speed within the department. We have gone over our processes and brought online a modern accounting system that will ensure timely reporting for our management team.

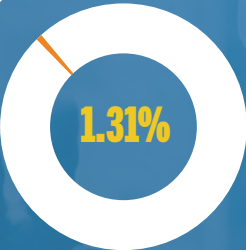
FUNDING



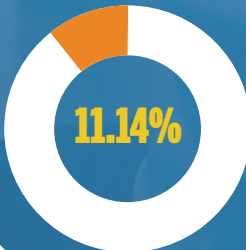
Ministry of Children & Family Development



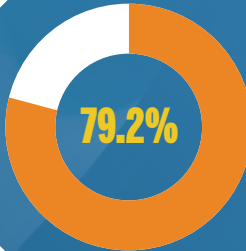
Shelter and Support



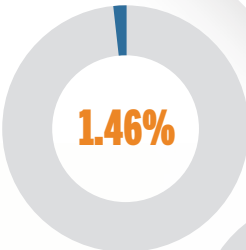
Fundraising



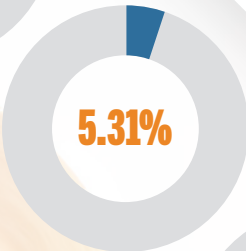
Other



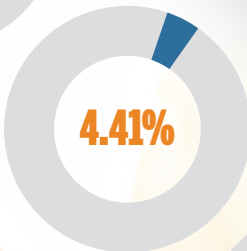
Community Living BC



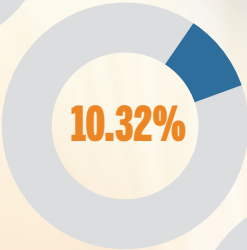
Amortization



Individual Care



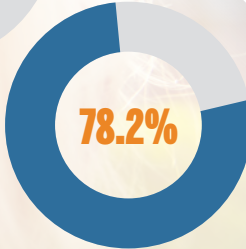
Occupancy



Office & Administration



Transportation & Travel



Wages & Benefits

EXPENSES



Employee Recognition Awards

40 YEARS

Carol Dennison

35 YEARS

Sheri Palmer
Dean Kazakoff
Pat Westerlund

25 YEARS

Yvonne Young
Lisa Engstrom
Debbie Johnson
Wilma Bautista
Judie Russman
Sandra Hart
Serena Underwood

20 YEARS

Renee Franz
Angela Aubichon
Manjit Billing
Peggy Crooks
Jas Lally
Walter Pandolfo
Darlene Leatherdale
Dan Plourde
Sarbjit Chahal
Kerry Knettle

15 YEARS

Marilou Pacaide
Wanda Charest
Jamie Hill

10 YEARS

Janelle Wright
Josie Zafra
Nestielyn Black
Peter Borgstad
Janet Murphy
Annette Lortie
Lynn McCormack
Erleen McLean
Lynne Van Roode
Lily Katalinic
Deborah Perry
Amanda Anderson
Ryan Johansson
Jo-Lee Dofka
Nicole Muxlow
Estrellita Aningga
Ruth Taleon
Franklin Zafra

5 YEARS

Beena Choudhry
Mechille Costelo
Tyra Medeiros
Katrina Breuer
Lori Patterson
Pamela Campbell
Rory Smith
Andy Darbyshire
Colin Gunther
Navjot Kaur
Denton Johnson
Kathy Deli
Gail Larocque
Suresh Manpurackal
Anirudhan
Marie Dydruk

Board of Directors

Holly Kavanaugh	President
James Fowlie	Vice-President
Paul Raines	Treasurer
Fred McLeod	Past-President
Steve Pudney	Director
Cindy Morris	Director
Niki George	Director
Cleo Lajzerowicz	Director
Sharon Cairns	Director
Susan Knoll	Director
Bikramjit Singh	Director
Cal Malena	Director



AiMHi

PRINCE GEORGE ASSOCIATION
FOR COMMUNITY LIVING



 @AiMHibc |  @AiMHIBC |  @aimhibc

950 Kerry Street, Prince George, British Columbia V2M 5A3 | 250-564-6408

www.aimhi.ca

CARF ACCREDITATION

AiMHi has been awarded a three year accreditation with CARF.



CERTIFICATE OF RECOGNITION

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



FUNDING FOR OUR PROGRAMS IS MADE POSSIBLE BY:



PROUD MEMBER OF:



AIMHI IS PARTNERED WITH:

