



2026 ANNUAL REPORT

ONE COMMUNITY, ONE VISION

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.

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MESSAGE

from our Board of Directors President and Chief Executive Officer



Wendy Brophy
Chief Executive
Officer



Holly Kavanaugh
Board of Directors
– President

AiMHi has had another successful year providing quality services and supports to the people we serve. We have continued to experience positive growth and transitions that provide new opportunities in many areas for our employees, our communities, and the people we serve.

Guided by a strong commitment to the Agency's mission and values, efforts focused on strengthening leadership capacity across the management team, enhancing workplace culture, supporting employees, and fostering strong relationships with the Board of Directors and community partners.

AiMHi knows how to celebrate and the Agency did much of that throughout the year with our annual Family and Friends Picnic, volunteerism, community events, the Big Squeeze for Big Brothers and Sisters, Special Olympics BC Summer Games, our always best event of the year – AiMHi's Christmas Banquet, leadership gathering with the Board of Directors and AiMHi's Management Team, KMS Barbeques, and many dances and opportunities to strengthen existing and develop new relationships.

A key priority throughout the year was

ensuring the continued delivery of high-quality services and supports for people, their families, and the broader community served. Leadership initiatives emphasized employee engagement, mentorship, and professional development while promoting a positive, collaborative, and inclusive workplace culture.

Governance and organizational accountability also remained central priorities. Policies and procedures were reviewed and updated to ensure clarity, consistency, and accountability. Board engagement was further strengthened through site tours, organizational events, and informal opportunities for connection and collaboration.

Significant progress was made in strategic planning and organizational growth. In collaboration with an external facilitator, the Agency developed a new three-year Strategic Plan to guide organizational priorities and future direction.

Operational excellence and compliance continued to be prioritized. The Agency maintained both COR certification and CARF accreditation, reinforcing its commitment to safety, quality, and regulatory compliance. Work also began on the development and implementation of a new HR and payroll system designed to improve efficiencies, streamline processes, and

enhance the overall employee experience.

The organization continued to strengthen community partnerships and visibility through ongoing collaboration with BCSO (BC Special Olympics) and participation on the Provincial Summer Games planning committee. AiMHi was proud to have more than fifty volunteers participate in the Games, creating meaningful community connections and many memorable experiences.

In addition, AiMHi produced a series of short videos that effectively communicate the organization's mission, services, employment opportunities, and community impact.

AiMHi's commitment to be an employer of choice is evident in the retention and longevity seen within our employee team. We are proud to celebrate over 60 employees this year for service awards, 14 of those being 25 years of continuous service. Whether the employees are at that point in their career or between years, we celebrate each and every one that contributes to the success of the work we do here at AiMHi.

Overall, the year reflected strong organizational leadership with a committed and strong Board of Directors, collaborative teamwork, and a continued commitment to growth, accountability, and excellence in service delivery.

We would like to extend our sincere appreciation to the government agencies that provide the funding necessary to support our operations. These resources allow AiMHi to continue delivering essential supports and services to individuals and families throughout Prince George, Mackenzie, Smithers, and Vanderhoof.

AiMHi remains proud of the positive impact our organization continues to make within these communities.

Finally, we would like to thank the Board of Directors for their ongoing leadership, dedication, and service.

We look forward to another remarkable year for AiMHi.



DIRECT CARE

2025 was another year of growth within Direct Care. In July, AiMHi opened a new cluster, this cluster is in partnership with Aboriginal Housing and CLBC. This cluster home has room for six people and is meant only for Indigenous females and will provide harm reduction supports with an additional focus on supporting their Indigenous culture. The cluster has support from employees a minimum 24hrs a day and has a local Elder who is part of the team bringing her knowledge on Indigenous practices into the home. AiMHi was also awarded the contract to operate a licensed 4-person home in Vanderhoof. This home was previously operated by another agency and AiMHi took over operations in September. It has been wonderful getting to know the gentlemen who live in this home, a couple of them we had known for years as they had previously attended AiMHi functions. The addition of this home in Vanderhoof expands AiMHi to an area we had not provided services in previously and added an additional 12 employees from Vanderhoof.

This year the orientation process and signoff for new employees to work within the homes and other departments was revamped. The process included creating separate person specific training records that included the personalized training plans created the previous year. This process has additional details previously not included that create a very detailed orientation process. Open Future Learning training modules have been added as an additional resource and training option.

Training has not only been a focus with employees but also with the Management Team. 2025 saw additional changes within the Direct Care structure, we welcomed two new Directors of Services this year along with a number of newer managers within the last five years. AiMHi has reviewed training needs and planning into the next year on identifying areas we need to address. This training focus will continue into 2026 as there are a number of areas that have been identified as priority.

Grief and loss are difficult for people when they have relationships and connections, AiMHi had five people pass away this year; one person from within our homes, three people from Home Sharing and one person who was a participant in our community services. When someone passes away, we collaborate with their family and loved ones

to find the best way to celebrate their life and provide opportunities for people to gather and remember them.

In 2025 AiMHi celebrated people continuing to have good lives and reach their goals. Some highlights were a trip to Toronto and Niagara Falls, becoming employed, attending cultural events in Prince George and surrounding areas. 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 where many people continue to bring their families along.

Adventure Odyssey continued to support people in achieving their dreams or helped in emergent situations. This year, most requests for access to Adventure Odyssey funds were for moving costs, dental costs outside of the coverage with dental, assistance with eyewear, hotel costs during a renovation for four people, and a new gazebo for some sun shade in the yard. There were two other requests that included new bedding for a new hospital bed and assistance in covering medication costs. There were 16 requests for the year and 14 were funded by Adventure Odyssey. It is not often that requests are denied, however, the requests need to be specific to the criteria outlined in the Adventure Odyssey request forms and our

Agency's Gaming application. \$10,243.66 was spent in Adventure Odyssey funds for 2025. Adventure Odyssey is funded by AiMHi's employee 50/50 payroll lottery and bottle returns from the AiMHi Main Office.

AiMHi reviewed the criteria for the Dylan Saar Memorial Fund with Dylan's family. The fund was set up to support two families per year with up to \$2,000 each. The child needed to be registered for one of the Easter Seal camps. This year we changed the criteria to include opportunities for families to participate in the camps nearby in Prince George. This opportunity and request for applications have been communicated both on our website and in-person with families. The Saar family started with \$20,000 with the understanding that AiMHi would share the criteria and award two applicants each year.

In 2025 AiMHi celebrated people continuing to have good lives and reach their goals.



“Employees continue to create and facilitate a wide range of educational, social, cultural, and community-based opportunities that promote independence, belonging, and growth.”

ADULT LIFE SKILLS

The Adult Life Skills department continues to live up to its name. At the heart of the program is a simple but powerful approach: people come to us with their hopes, goals, and dreams, and together we break those down into meaningful, achievable steps. Whether through one-to-one support, group programming, or community-based opportunities, our team walks alongside people as they build skills, confidence, and connection in ways that truly matter to them.

2025 was a year defined by growth, change, and momentum. The department experienced several leadership transitions, while continuing to maintain the strong, person-centred foundation that has been built over time. Alongside these changes, the team saw significant expansion and now includes 37 employees (previous year was 27 employees) supporting approximately 200 people. This growth has brought fresh perspectives, renewed energy, and an even stronger capacity to meet the needs of those we serve.

Demand for services remained consistently high throughout the year. Between August and December alone, the program expanded by nearly 200 service hours, driven in large part by a surge in referrals, including 31 new referrals received in September and October. This continued growth reflects both the increasing need within our community and the team's ability to respond with flexibility and dedication.

Through it all, the Adult Life Skills team has remained steady in its commitment to meaningful, person-centred support. Employees continue to create and facilitate a wide range of educational, social, cultural, and community-based opportunities that promote independence, belonging, and growth. The resilience, adaptability, and passion of this team are what make this program thrive, and it is through their efforts that people are supported not just to participate in their communities, but to truly be a part of them.

L.I.F.E. SERVICES

2025 has been a standout year for L.I.F.E. Services, marked by growth, achievement, and continued innovation in how we support people in reaching meaningful, self-directed goals. The department remains grounded in understanding the “why” behind each person’s journey, ensuring that supports are purposeful, individualized, and built around what truly matters to them.

Over the past year, L.I.F.E has expanded in size, now supporting 35 people (previous year had 24 people participating) with a team of six Life Coaches as of the end of 2025. This growth reflects both the increasing demand for services and the ability to respond in a thoughtful and intentional way. Alongside this expansion, the team successfully adapted to new periodic reporting requirements, ensuring continued accuracy, accountability, and alignment with funding expectations.

We are incredibly proud to share that AiMHi’s L.I.F.E. Services was recognized as number one in employment outcomes across all L.I.F.E. Services programs in the province. This achievement reflects the dedication of the team and the commitment of the people we support, who continue to pursue and maintain

meaningful employment opportunities within the community.

In addition to employment supports, the department has continued to offer engaging and inclusive evening group opportunities. These groups provide a space for people to build relationships, develop skills, and participate in their community in fun and meaningful ways.

This past year has highlighted what is possible when people are given the right support, opportunities, and encouragement to move forward on their own terms. The continued progress seen across the department is a direct result of strong relationships, consistent support, and a shared commitment to helping people build confidence, independence, and connection within their communities.

“They were able to gain valuable knowledge in every day life skills such as: time management, budgeting skills, kitchen safety skills, emotional regulation, and personal boundaries”



CHILDREN'S LIFE SKILLS

Children's Life Skills supports children and youth aged 4 to 18 through structured, goal-oriented skill development. Services are tailored to each child's individual strengths and needs, using a person-centered approach. The focus is on enhancing development by building everyday skills, promoting community involvement, and helping children establish routines, strengthen communication, increase self-reliance, and achieve greater independence.

In 2025, Children's Life Skills worked with MCFD - CYSN (Children and Youth with Support Needs) to streamline the process of receiving referrals for children waiting for services, and as such was able to increase the youth receiving AiMHi services by 200%. The youth attended one-on-one and group appointments in which they were able to gain valuable knowledge in every day life skills such as: time management, budgeting skills, kitchen safety skills, emotional regulation, and personal

boundaries. During the year a few youth aged out of Children's Services and made the move to Adult Services at AiMHi. The employees were instrumental in making the transition a positive experience. This team strives to ensure each interaction with the youth is a positive experience.



FAMILY SUPPORT

Family Support is a parent-led service that prioritizes what matters most to each family. During each visit, the family and the Family Support worker review progress, set new goals, and plan steps to achieve them. The service is flexible and works alongside caregivers to strengthen the family's ability to support their child's needs. It may include enhancing family functioning, adjusting home routines, developing practical problem-solving strategies, managing stress, and connecting families with community resources.

Family Support workers have been successful in assisting families applying for, and then being awarded, funding from

Variety BC, CKNW Kids Fund, and Jordan's Principle to cover the costs associated with adaptive equipment. In receiving this much needed funding the children now have adaptive strollers and are able to access the community and social gatherings and will continue to do so for many years to come. Family Support also assists families in navigating online portals and completing transition tasks for their children such as: disability tax credit, PWD (Persons with Disabilities), CLBC liason meetings, and supporting them to enter the next phase of their life as an adult well prepared. This is a very knowledgeable and compassionate team.

INFANT DEVELOPMENT PROGRAM (IDP)

Numbers from 2025 reflect a slight drop in both the total number of children who received service from the Infant Development Program and the number of new referrals the program received compared to the previous year. These numbers are a reflection of the natural ebb and flow that are inherent to family visiting. Relationships are rarely static. Fluctuations can arise from internal factors such as personal growth within families, changing needs of the family and significant life events for families. External factors that can impact the flow of early intervention services include; access to healthcare, childcare availability, food and economic stability, and community capacity. This year's report highlights the ripple effect that broader community dynamics can have on the lives of families with young children. It has long been established that regular contact with a primary care provider can build a better understanding of a person's health history and care needs, reduce the risk of developmental delays in young children and lead to better health outcomes. Yet 2025 saw a noticeable increase in the number of referrals to our program where it was formally noted that the family does not

have access to consistent primary health care. As a program, we are limited as to what we can do to 'move the needle' when it comes to connecting families to a consistent health care provider. But advocacy takes many forms, what we can do is stay informed, raise awareness and support families to advocate for what they need. This advocacy also applies to supporting families when their child needs extra support in the childcare setting. Understanding barriers, staying informed on processes and building positive relationships with families and other service providers help to bridge the gap between the home and the childcare setting and are integral to the work that we do in the Infant Development Program.

HOME SHARING

The Home Sharing department currently supports 46 contractors and 54 people, reflecting an increase of three contractors and three people served over the 12-month period. Home Sharing also has eight newly approved families awaiting matches and 13 applications in progress, an increase of five families in each category.

Recruitment efforts continued to be a priority. Over the past year, we maintained a long term radio campaign, attended six job fairs in partnership with Human Resources, and completed a six week digital campaign on myprincegeorge.now.

The department hosted a holiday gathering in late November with strong participation, including 50 attendees representing

18 families. The event provided an opportunity for connection among Home Share families.

Throughout the year, the department participated in multiple training sessions, enhanced the quarterly newsletter, and increased communication through monthly emails to both existing and newly approved families. Overall, 2025 was a year of continued growth and positive development for the Home Sharing department.



IES & CI

Infinite Employment Solutions & Community Inclusion Mackenzie

INFINITE EMPLOYMENT SOLUTIONS (IES) HIGHLIGHTS

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

Infinite Employment Solutions supports those who have identified employment as one of their goals. The IES team works directly with people to create extensive career plans by way of career interest assessments, skills training, job development and job coaching to achieve labour market attachment. In 2025, IES celebrated 25 community job starts and assisted with maintaining employment supports for 29 people.

Infinite Employment Solutions participated in numerous job fairs in 2025. As well, fostered the relationships with our repeat employers. We made many new employer contacts in 2025! Some are: PGC Funpark; DelTech

Manufacturing; TanCity Suntan Studios; Degrees Coffee Co.; JYSK; Trinity Churches; Laser Pavement Solutions; ALL Around Gamerz; and Advanced Safety Tech.

IES had a fulfilling year participating in events such as KMS Tools barbeques, Truth

and Reconciliation Conference, manning the craft station at the AiMHi Friends and Family Picnic and assisting people to prepare their stories for the Red Carpet Gala.

IES was asked to find people to be Can Assist user participant pilot testers. We assisted two people in this journey.

IES employees supported with volunteering for the Special Olympics Summer Games doing dishwashing and serving at CNC.

IES manager and job developers joined agencies such as Work BC, Prince George Native Friendship Centre, WorkSafe BC, Carrier Sekani and Workforce Development Consulting in attending the National Networking Day for Job Developers at PGNAETA. This day was full of networking and discussion around challenges in finding people suitable employment, time management and supporting inclusive employment.

Early 2025, job developer and IES manager began planning meetings for a Youth Employment Summit in May 2026. This event will be open to all youth 15-30 years old. Rather than a job fair, this summit will focus on resources youth can utilize for post-secondary education, job enhancement skills and other resources that will help youth connect with our community as they transition.

IES was selected to test the new format of the CLBC Periodic Report. The team identified bugs and potential improvements, and reported to CLBC for correction.



MOBILE CREW:

Maintains driveways, sidewalks and lawns for AiMHi homes and Davie Street homes under the Mow to Snow contract. Also assist with internal moves and dump runs. Employment preparation such as work safety and WHMIS are reinforced through hands-on work and morning safety training tailgate meetings daily. Ongoing feedback is provided and mutual strategic planning/goal setting is reviewed quarterly. Ten people participated in this program in 2025.

Mobile Crew hosted a Trainee Appreciation Event in April to celebrate 2024 and 2025 trainees.

Mobile Crew took on a large project at the Lisgar home widening the driveway. This task included working with large piles of dirt and learning how to use a compactor for the first time.



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 residences or businesses in the Prince George area and drop off at Value Village. Bike Warehouse trainees focus on bike repair, marketing and warehouse responsibilities. There were nine callers, ten cube-van swampers, three warehouse assistants and four bike warehouse trainees in 2025.

IES helped set-up and participate in the Father's Day Pancake Breakfast fundraiser at the Show and Shine event.



MAIN OFFICE CLEANERS:

Trainees sanitize the gym equipment, sweep/mop gym floor, sanitize the Snozelen Room and top up cleaner bottles in meeting rooms. There were four trainees in 2025.

GOOD NEWS STORY: DEB'S CAFÉ & SPECIALTY BAKERY

Serena has been a regular customer of Deb's Café and Specialty Bakery for several years. She regularly stops in for coffee on her way to appointments or when heading down to the AiMHi Donation Station for training shifts. She has gotten to know the owner/operator Deb as well as some of the other employees through chatting with them over the years. Serena was excited to share that she completed her WHMIS and Food Handler Certification training and mentioned this to Deb during one of her stops at the Café.

Deb offered Serena a café attendant position to start once the new location opened (February 2025) as they were moving the bakery section of the Café over to the Central Street location freeing up space for Serena to come on board to help with food preparation. During the initial meeting with the employer, Deb reported that she attended a function at AiMHi recently and was very impressed with Serena's work and how she handled the food for catering stating she had her "eye on her".

Serena started her position February 20th and started working 3 shifts per week. The employer is accommodating and loves that Serena has a flexible schedule and able to come in for shifts as needed. Feedback from the employer has been excellent and Serena has transitioned into her role very well. Serena regularly updates employees on how shifts are going and reports she is truly enjoying her job working with Deb and her family and what an awesome feeling it is! Serena reports she feels included in this job and has thanked her job developer for believing in her and helping her see that she can do this!



COMMUNITY INCLUSION MACKENZIE HIGHLIGHTS

Community Inclusion (CI) Mackenzie provides Life Skills, Job Development and Community Options opportunities.

CI Mackenzie's 2025 year was full of wonderful examples of advocacy and community connection. The team helped people with BC Housing, assisted with contacting local MLA for housing supports, worked with Man Shed & Mackenzie Community Services.

Assisted with further education such as: Food Safe; arborist; WHIMIS; and Serving it Right.

Mural painting at the Mackenzie Community Art Centre.

Two people worked on posters and one person attended the AiMHi Red Carpet Gala.

We continued being a consistent supporter of the Seniors' Luncheons in 2025; assistance for the luncheon, playing various games with the seniors and being there to provide conversation to the patrons.



GOOD NEWS STORY:

One of the trainees was inspired learning new landscaping skills with the AiMHi Mobile Crew Training Program when he lived in Prince George. He wanted to take what he learned to create a business for himself and make money. The CI Mackenzie team helped him connect with resources in Mackenzie to start his own business! In 2025, his goals of creating a business name and business plan, opening a business account, buying equipment and creating a business card/pamphlet were all achieved! We are so proud of him and his determination.

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 effectively, implementing changes and 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, 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. With the ongoing growth in AiMHi a half time Quality Assurance Manager has been hired to assist with ongoing work in this area as well as meeting some of our objectives with Succession Planning for AiMHi.

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, receiving another 3-year certification. 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 and 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 and the remainder of the Agency. AiMHi hosted an external COR auditor in

April/May 2025 with a WorkSafe BC auditor to complete a WIVA audit (WorkSafeBC-Initiated Verification Audit). This type of audit is scheduled randomly with certified organizations as part of WorkSafe BC own Quality Assurance Process. AiMHi was proud to receive another outstanding score of 91%. In 2026 AiMHi is excited for our internal audit that will include our two newly trained internal auditors.

HUMAN RESOURCES DEPARTMENT

It has been another productive year for the HR department. We're pleased to share some exciting additions and improvements we've implemented in 2025 to continuously enhance the support we provide and to maintain an exceptional working environment for all employees.

Feedback from candidates indicate that they are excited and happy to work with AiMHi, reflecting the strength of our recruitment initiatives and our reputation as an employer of choice.



EMPLOYEE COUNT

AiMHi has seen job vacancies increase in numbers as we have increased in our employee count. We have seen departments with expansions in employee need, we opened two new supported living locations as well as welcoming Vanderhoof into the Agency.

RECRUITMENT & RETENTION:

How do we get Qualified Employees who will make a Difference in People's Lives?

Recruitment is one of the lifelines of our Agency. We understand its critical importance and remain passionate about attracting and retaining top talent. Feedback from candidates indicate that they are excited and happy to work with AiMHi, reflecting the strength of our recruitment initiatives and our reputation as an employer of choice.

ENHANCED INTERVIEW PROCESSES

As part of our ongoing efforts to strengthen hiring practices, HR, alongside a few Direct Care Managers undertook a comprehensive review of AiMHi's interview questions and recruitment processes. A new structured interview scoring system was created and has been introduced, consisting of four standardized interview questions supported by a detailed scoring grid. During interviews, each manager independently scores candidates based on this framework. The scores are then aggregated to support more objective and consistent hiring decisions.

We introduced healthcare plan-based interview questions to be incorporated into the external applicant interview process. These questions are designed to evaluate candidates' ability to read and interpret healthcare plans, follow written instructions, review reports, and demonstrate basic computer literacy.

Last year, the organization made a decision to prioritize the hiring of female employees due to the requirements of many job competitions, which specified female or non-binary residential care workers. However, with the opening of a new home and other changes in 2025, HR has since adjusted recruitment strategies to prioritize both male and female residential care workers in order to meet staffing needs across all departments.

IMPROVED MARKETING AND COMMUNICATIONS

- We increased our presence in the community by attending additional job fairs, providing opportunities to meet and engage with a broader pool of candidates.
- Our radio jingles have been refreshed to reflect AiMHi's mission and values more accurately.
- We prioritized internal communications by sending regular emails to employees about recruitment efforts and organizational updates, empowering them to share opportunities with their family and friends.
- Our swag and promotional materials have been updated to better convey our organizational goals and values.
- Additionally, we have expanded our use of online job platforms, allowing us to connect with more candidates in the community and improve accessibility to AiMHi's employment opportunities.

“HR responded to feedback from internal committees to ensure new employees receive the depth and breadth of training needed to feel confident in their roles.”

RELIEF TEAM

In accordance with Article 30.11 (Minimum Availability) of the collective agreement, HR efforts have been ongoing to ensure relief employees meet the minimum requirement of 200 working hours annually. Collaboration with the relief team has resulted in measurable progress, including a reduction in the number of employees with limited availability.

EMPLOYMENT ORIENTATION (EO)

Employment Orientation continues to evolve in exciting ways as we refine the process to better support both new employees and the teams who welcome them. A key enhancement has been the introduction of our EO “Meet & Greet” pre-appointment, where incoming employees complete and submit some of their required documentation in advance. This change has streamlined the administrative side of onboarding and allows the official EO week to focus where it matters most: training, engagement, and preparation for success.

With administrative groundwork handled ahead of time, the week-long EO program has become a more dynamic and focused learning experience. HR responded to feedback from internal committees to ensure new employees receive the depth and breadth of training needed to feel confident in their roles. As a result, several sessions have been thoughtfully expanded to better cover core educational components. Areas such as Health & Safety, Health Services, Medication Review, and Person-Centered Planning now have additional time built into the schedule to allow for a stronger understanding, meaningful discussion, and practical application.



LABOUR RELATIONS

Over the past year, Human Resources has been actively engaged with three unions. The organization acquired Smithers in July 2024 and had no substantive interaction with CUPE until early 2026. Union representatives visited the Smithers' locations to meet with employees. HR and CUPE members are meeting to comply with labour management meeting requirements. This new relationship is building on shared interpretation and understanding of the collective agreement.

The Agency continues ongoing correspondence with UFCW (Vanderhoof) and CSSEA (Community Social Services Employers' Association of BC) regarding the interpretation of union representation in Vanderhoof.

AiMHi continues to have a positive and professional relationship in their work with BCGEU. We continue to work through any issues together to come up with a solution based on mutual interpretation of the collective agreement.



JOSH

Exciting news for HR, JOSH now includes locations in Smithers and Vanderhoof. This collaborative approach reflects a strong and positive working relationship and supports a more inclusive, consistent approach to health and safety across our locations. Conversations are now pending with Vanderhoof regarding the formation of one unified JOSH committee that would include all four areas (Prince George, Mackenzie, Smithers, and Vanderhoof).



EARLY INTERVENTION PROGRAM (EIP)

Human Resources department continues their 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 navigate their way through difficult times of injury/illness. HR is working on establishing contact with employees when they begin a leave to alert them of processes, build a culture of "how can we support you to come back to work" and how to access the employee assistance program (Sparrow).



ATTENDANCE MANAGEMENT

Managers and HR have conversations with employees that exceed the eight days per year average of sick leave. Conversations are intended to be a supportive discussion to see what, if any, barriers are contributing to the employee attendance concerns. In some cases, employees did not know that amount of time that they had been away and were surprised by the findings. UKG will have this information on the employee's page for them to review and monitor their own attendance alongside this work with the employer.



EDUCATIONAL PARTNERSHIPS

The year focused on relationship-building and establishing placement pathways with educational institutions. As a result of the partnerships and outreach efforts completed in 2025, AiMHi successfully arranged practicum placements for 12 students for the coming year.



OVERTIME EXPENSES

Overtime expenses were reduced by 22% in 2025 compared to 2024. We achieved more than double our goal on the Performance Improvement Report to reduce expenses by 10% in 2025. This success is due to everyone's consistent work in this area. HR performance improvement goal is renewed for the coming year, as we strive to reduce our overtime expenses by 10%.

PROVINCIAL CONNECTIONS

The Chief HR Officer continues to participate in a provincial conversation with other HR professionals, attending the CSSEA conference and the HR component of the BC CEO Network. This participation in these types of conversations or learning opportunities

benefits the work that the CHRO does.

Though, this happened in 2026, HR believes it important to include it in the current 2025 report as our support to employees was important in this situation. For the tragic incident that happened in Tumbler Ridge, the

employer organized a virtual support session, facilitated by a counsellor. The session provided a safe, confidential space for employees to process the events in Tumbler Ridge.

CULTURAL DIVERSITY COMMITTEE AND OTHER FUN AIMHI EVENTS

- January: Lunar New Year Celebration
- February: Valentine's Dance
- April: Easter Celebration
- May: Summer Dance, Vaisakhi – Nagar Kirtan Parade, Moose Hide Campaign
- June: Family and Friends Picnic, Father's Day Pancake Breakfast at the Show and Shine event
- July: Canada Day Celebration, BC Special Olympics, Annual Pride Parade, Big Squeeze
- August: BCNE Fair
- September: Employee Appreciation Day,
- October: Red Carpet Event, Halloween Party, Community Living Month – AiMHi Flag Raising, Truth and Reconciliation Conference
- November: Diwali Celebration
- December: Santa Claus Parade, Christmas Banquet and Celebration
- The 2025 Big Squeeze fundraiser to support Big Brothers Big Sisters of Northern BC

PAYROLL UPDATES

Our work occurs on a variety of cycles, ranging from annual requirements to multiple times every month. These roles include updating rates and legislation, reconciling and filing T4 Statements, submitting pension reports, WorkSafeBC premium remittances and payroll reporting, and ensuring that every other week our employees are paid accurately and on time.

- Along with a committee of peers, we reviewed alternate solutions for HR Information Systems (HRIS) and began implementation of UKG. This journey has required a significant investment in time for our team, participating in discovery sessions, training and building our new system.
- Worked with the CFO to transition Payroll and Accounting systems to central departments for management and benefits costs, and completed updates to GL Extract and translations to ensure accuracy.
- Gathered information for our annual KPMG audit and provided support through the MCFD audit.
- Worked through the payroll, pension, and benefits requirements related to AiMHi, gaining a contract for a home in Vanderhoof.
- In 2025, AiMHi completed our first Pay Transparency Act report, as the legislation was updated to include employers with over 300 employees. The Act requires employers to gather and report information related to employee earnings and gender identity, with an aim to reduce gender pay gaps. We added a page in our current employee management system for employees to self-report their information.
- 2025 saw the full implementation of the new second ceiling for CPP2 contributions on the Year's Additional Maximum Pensionable Earnings (YAMPE).

The Act requires employers to gather and report information related to employee earnings and gender identity, with an aim to reduce gender pay gaps.

OPERATIONS DEPARTMENT

This year, the Operations department serviced 1,778 work orders: an average of 148.2 per month, or 7.4 per work day. Although this is a decrease of 13.7% from the previous year, 2025 is still one of the busiest years on record.

We were able to get most of the larger projects completed this year. Several of our locations received new driveways, and a few others saw replacements of carports. We also continued to replace the older windows in our homes, with three locations getting all new windows. Several locations had new flooring installed. Additional work was done on several of our homes to maintain and improve the buildings themselves.

Our office continues to see an increase in usage by external user groups, and we are glad to welcome several new groups to the Main Office. These partnerships help increase AiMHi's profile in the community.

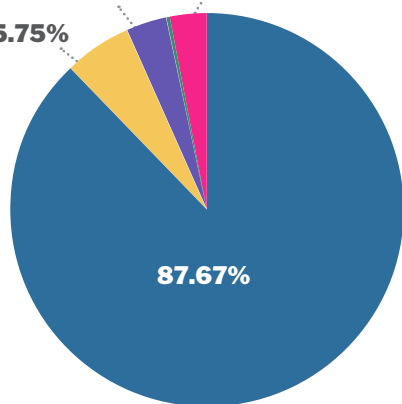
We upgraded our computer systems throughout the organization to bring them up to the Windows 11 standard. This was done in part through a grant from BC Housing.

This was the fourth full year with the Davie Street Housing development available for use, and all of the units remained fully occupied throughout 2025.



FINANCIAL INFORMATION

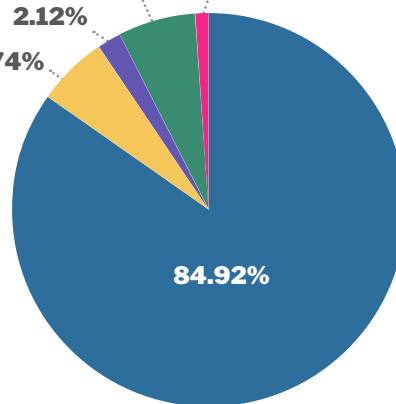
3.59%
2.99%
5.75%



FUNDING

- CLBC
- MCFD
- Shelter & Support
- Fundraising & Sales

6.15% 1.07%
2.12% 5.74%



EXPENSES

- Wages & Benefits
- Individual Care
- Occupancy
- Administration
- Transportation

FINANCE DEPARTMENT

Finance has revamped its training processes to better support the management team over the past year. A new petty cash process has been implemented to allow for better review and accountability for the management team.

AiMHi has grown substantially over the last

12 months across both Supported Living and Adult Life Skills. With these increases, there was a need for finance to review and update our reporting policies with attention on faster and more focused reporting to give managers what information they need quickly.

EMPLOYEE RECOGNITION AWARDS

LONG TERM SERVICE

40 YEARS

Kris Zemlak

30 YEARS

Stacy Hunter

25 YEARS

Susan Wilson
Bonnie Wookey
Michelle Cooke
Shawn Clarke
Dean Regan
Roberta Bunbury
Marilyn Dale
Dave Penson
Jody Case
Kerrie Von Bieker
Peggy-Lou Hamilton
Lyliss McFadden
Dianne Rosoman
Quin Skuggedal
Penny Soderena

20 YEARS

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

15 YEARS

Virginia Gagarin
Maria de Dreu
Rajbir Bhullar
Randall Chow

Charlaine MacGillivray
Ellen Wookey

10 YEARS

Darlene Nicoletti
Laura Waddell
Tara Cooper
Tracy Shallard
Laurie Groves
Glenda Amando
Mary Rollman
David Hoksbergen
Parminder Minhas

5 YEARS

Samantha Fraser
Maureen Hoff
Rajbeer Dhillon
Manpreet Kaur
Rajvir Singh
Darci Watson
Treslyn LeComte
Kelly Minnie
Ron Polillo
Anwant Singh
Jared Federink
Fiona Raine
Prashant Sharma
Robin Ehses
Robin Fairley
Cameron Bystrom
Lovepreet Warraich
Eli Phillips
Jessica Burroughs
Jorawar Singh
Colleen Kavanaugh

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AiMHi

PRINCE GEORGE ASSOCIATION
FOR COMMUNITY LIVING



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www.aimhi.ca

Thank you to our Primary Funders CLBC, MCFD along with the vast community partners who supported AiMHi and the people and families we serve throughout 2025.

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:

