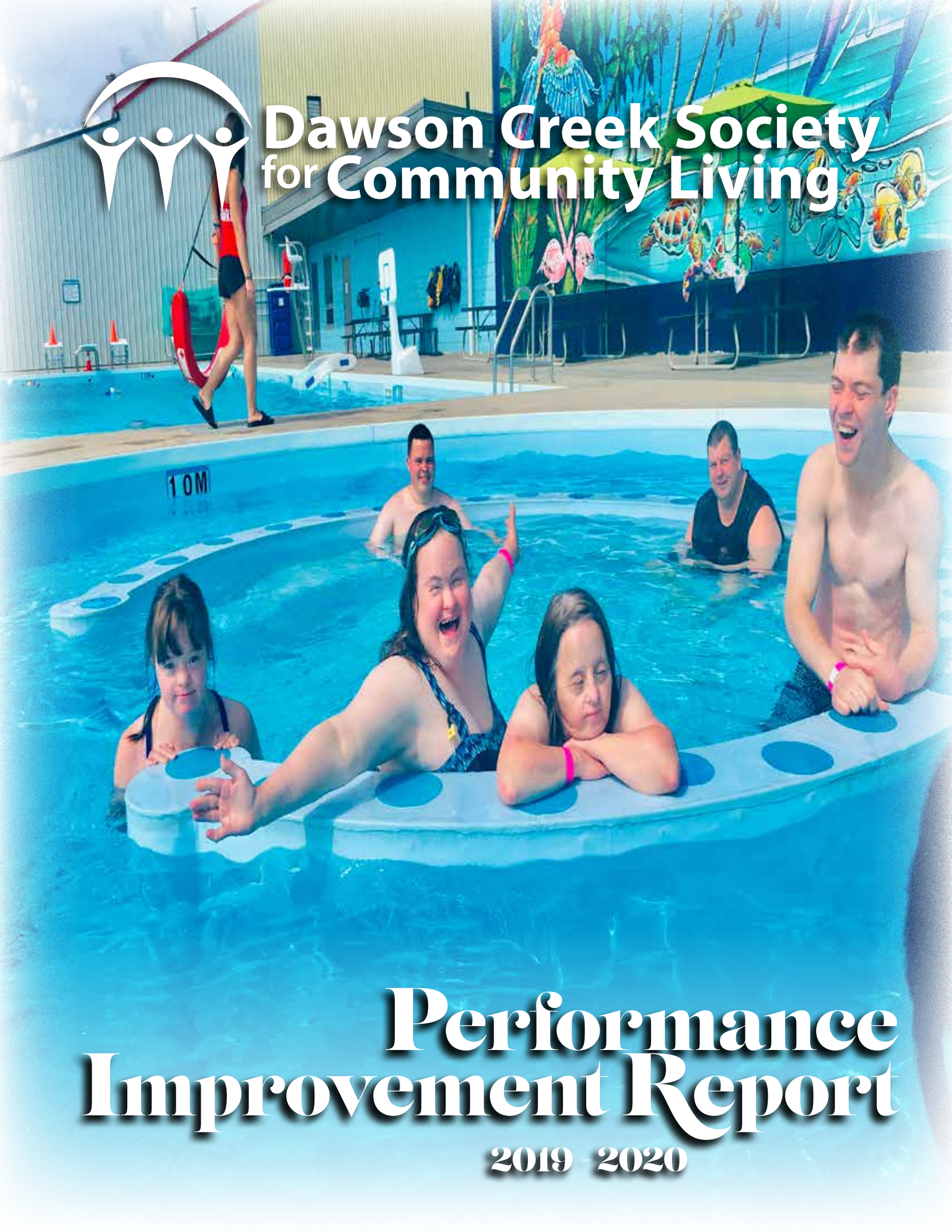




Dawson Creek Society for Community Living



Performance Improvement Report

2019 - 2020



**Dawson Creek Society
for Community Living**

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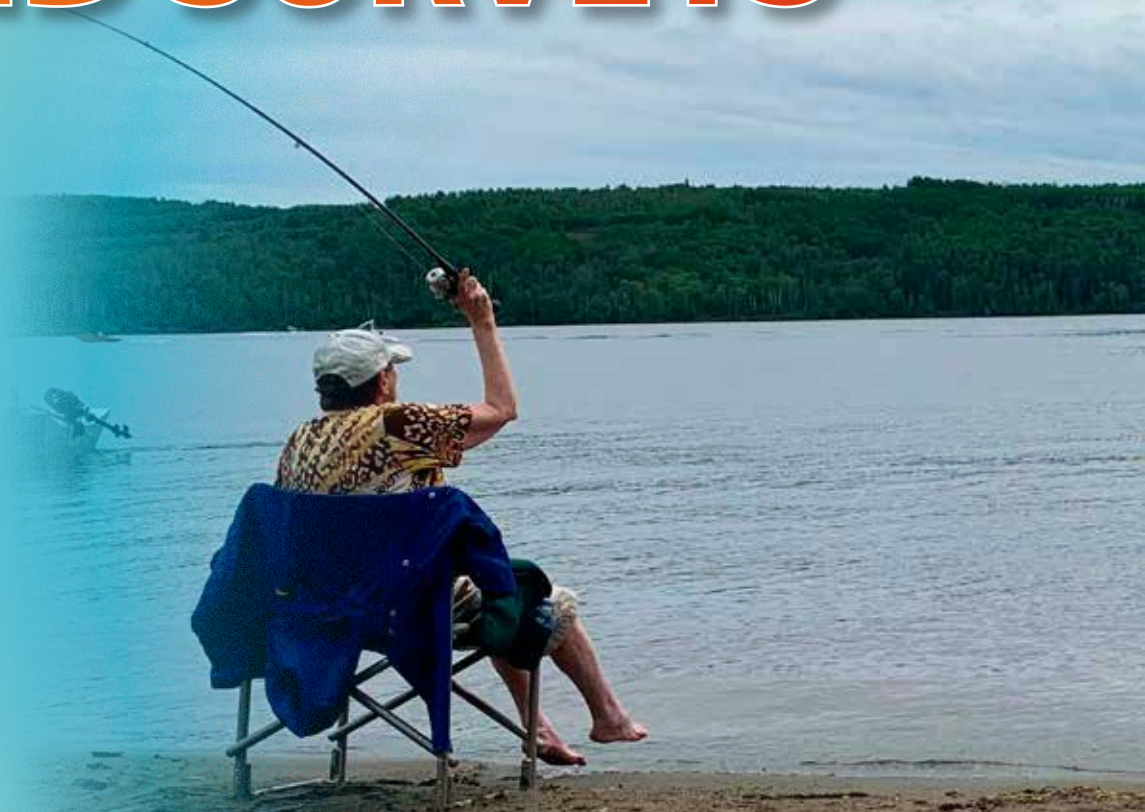
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DEMOGRAPHICS AND SURVEYS





Accreditation Committee Message



Accreditation Committee members clockwise from left: Daylene Kelford, Tracy Sutton, Kirsten Homme, Marla Reed (Middle), Stacy Scriven, Renee Brandon, Ashley McKale, Melissa Wagar, Tanya Ezeard, Togeymon Cherian, Steve Pradolini, Anne Pearson, and Emily Wasmuth.

SOCIETY SUMMARY

Dawson Creek Society for Community Living (DCSCL) has strove to become better with every passing year and this year has been no different. With the onset of the Covid Pandemic, our ability to deal with an unexpected crisis was put to the test and while we are still in the midst of this global threat, we have demonstrated our ability to swiftly adjust to the ever-changing directions of our Provincial and Federal Health Authorities. Times like this, highlight the importance of the efforts we consistently put forth to maintain CARF's highest level of achievement which we've held since becoming accredited in 2005.

For 62 years, DCSCL has been a contributing member of the community, advocating for the most vulnerable and ensuring the needs of persons with disabilities and seniors are met through the provision of outstanding service and diversification of resources. We continue to work very hard to improve upon the high standards that we have built our reputation on to ensure our continued efficiency, effectiveness and overall excellence in service provision.

Our newest and much needed service within the community and surrounding area is aimed at our seniors. With limited resources at their disposal, acquiring needed essentials or having access to nutritional food is out of reach of many seniors. While still under development, the Seniors Meal Call initiative has been launched and was designed to fill gaps in existing food services while also developing social inclusion opportunities to keep vulnerable people connected and healthy.

Our one-of-a-kind home for aging adults with intellectual disabilities who are experiencing significant health challenges or are in need of more intensive supports, continues to be an asset to the community, as is our beautiful assisted living facility designed for seniors; with fresh food made from scratch daily and assistance that is specific to the senior, the demand for this service continues to grow. The variety of Residential Service options, Community Inclusion Programs, Employment programs, and housing, continues to ensure DCSCL stands out from the crowd.

Currently serving 123 individuals (95 in Community Living and 28 in Assisted Living) throughout the Peace River Region, including Fort St. John, Tumbler Ridge, Chetwynd, Hudson's Hope and Cherry Point, DCSCL provided a total of 160,767.19 direct and indirect service hours over the past year. We look forward to providing more hours of quality support to an even larger base of people in the following year!

STRATEGIC PLAN

We have successfully completed our five-year strategic plan a year early! To ensure the continuation of reduced transportation costs, the agency has steered away from the purchase of vehicles, opting instead to lease; the maintenance costs are already on the decline. MyBooklet has been utilized throughout the programs to bring individuals goal planing in line with CLBC's current preferred practice; we are well ahead of the curve here. We have hired a new IT firm that is overseeing all aspects of our IT needs from software, to hardware, to security. Relias and Comvida continue to make us more efficient and we are in the process of implenting new Accounting Software that will enhance our efficiencies even further. We are curently working on our new Strategic Plan which will take a different approach, focusing on the higher levels of the operation, as opposed to being program specific.

We pride ourselves in our ability to remain flexible to the ever-changing needs of our community and to conform to those needs, wherever possible. We look forward to another year of growth and shared success.



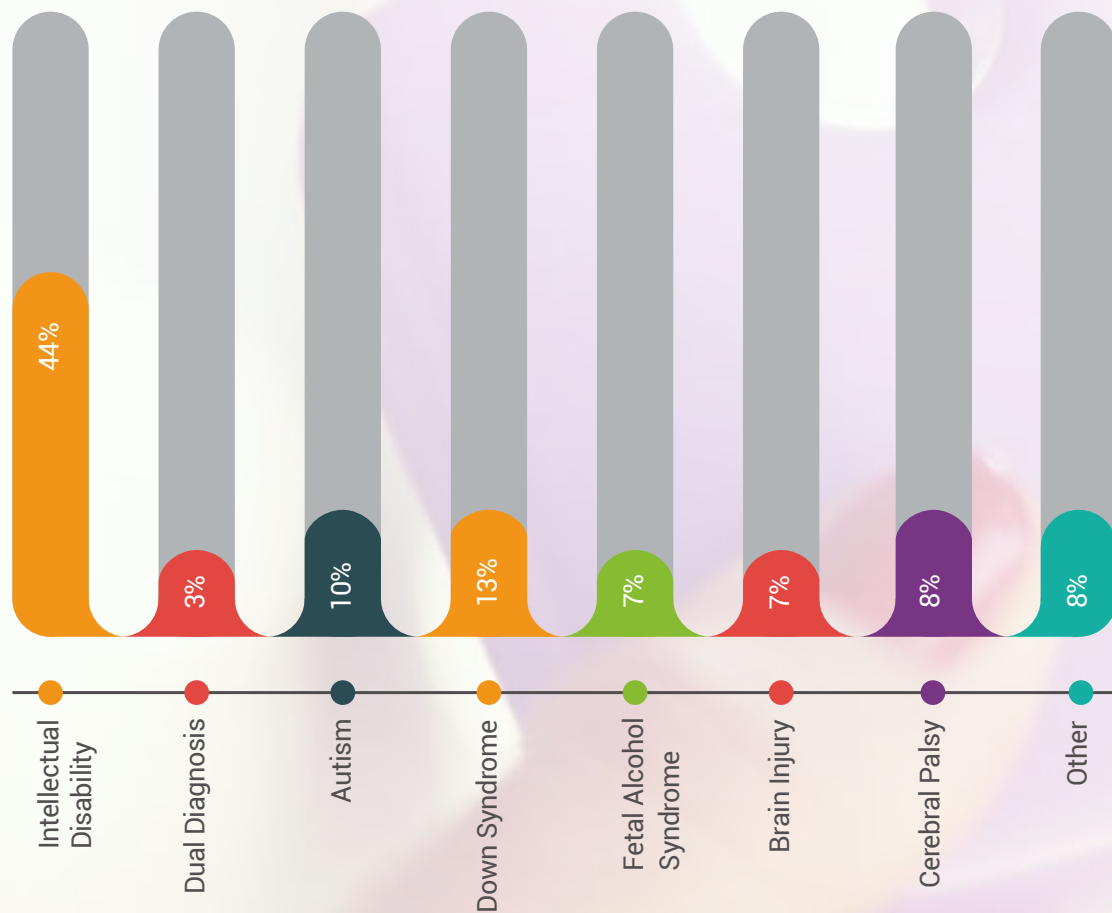
From top left: Raymond looking handsome, and Willy helping out at Community Clean-up.
From bottom left: Katie and Sandra raising money, and Dale really getting into his painting!



Demographics 2019-2020

The following demographical data has been collected to assist with understanding the populations we serve. The tracking of this data provides individuals, families, service providers and funding agencies, accurate information in regards to gender, age, and disability, of the individuals receiving service.

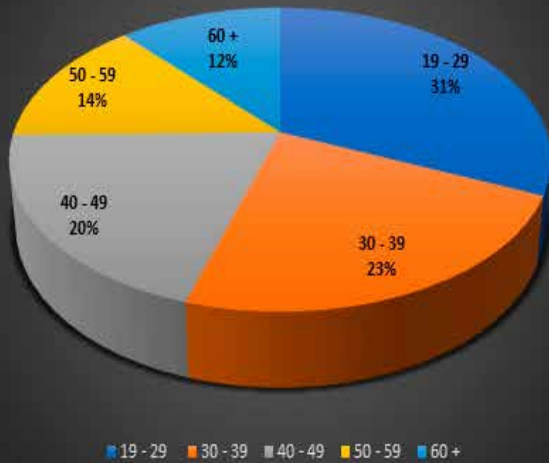
Assisted Living was not included in the demographics specifically for persons with disabilities.



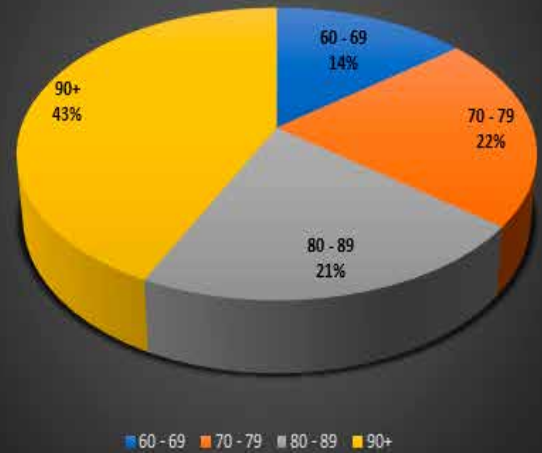
Footnotes:

The "Other" category included disabilities such as 18Q Syndrome, Spina Bifida, Deletion 4q21/4q22 Syndrome, ADHD, and Schizencephaly Epilepsy etc.

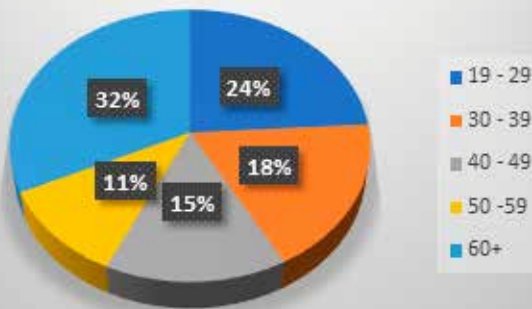
Community Living: Ages of Persons Receiving Services



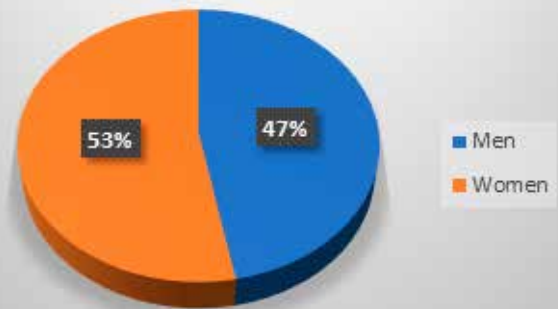
Assisted Living: Ages of Persons Receiving Services



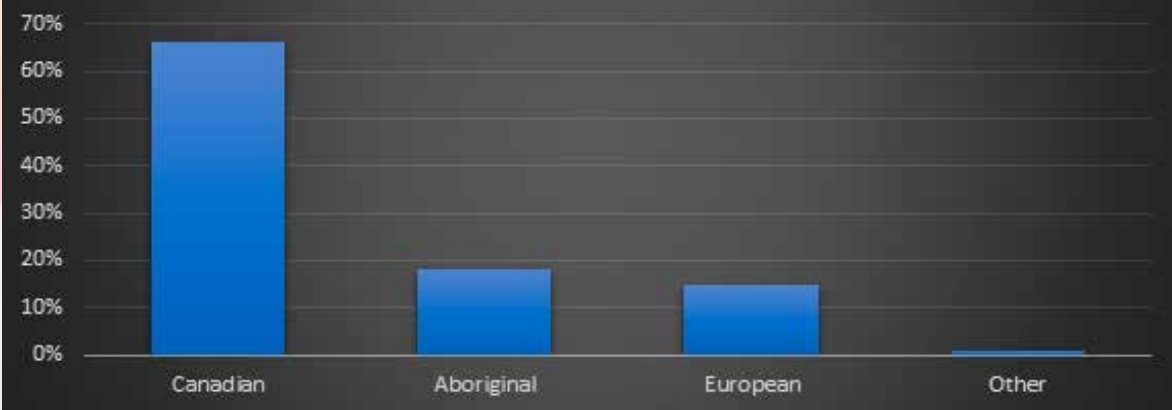
Overall Ages of Persons Receiving Services



Gender of Persons Receiving Services



Ethnic Background of Persons Receiving Services



Many individuals identified themselves as Russian, German, Swedish, English, Irish, etc.; for reporting purposes, we combined these groups and named the group European. Aboriginal includes First Nations, Metis, and Inuit. Ethnic background is important in order to understand the cultural background of the people we support, so we can better incorporate culturally based activities into their lives. For example, we have incorporated both cultural activities and workshops at our Opportunity Centre, and theme dinners at Assisted Living.



Satisfaction

INDIVIDUALS RECEIVING SERVICE

Community Living Services

Survey distribution: Surveys were completed with each individual living in one of our residences and/or regularly receiving regular services through our SHS/HS Programs or Opportunity Centre. Response rate: 59/62= 95%



Katie and Jessie, busy making a beautiful quilt.

Outcomes

Objective: To increase satisfaction with services.

- **Measure:** # of individuals who responded positively to satisfaction indicators
- **Applied to:** Individuals receiving service
- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Satisfaction Surveys
- **Obtained by:** Accreditation Committee
- **Target:** 90%



"Can't get much better!"



Assisted Living Services

Survey distribution: Surveys were completed on Survey Monkey, using an Ipad.
This method was well received by the residents.
Response rate: 22/26= 85%



Outcomes

Objective: To increase satisfaction with services.

- **Measure:** # of individuals who responded positively to satisfaction indicators.
- **Applied to:** Individuals receiving service
- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Satisfaction Surveys
- **Obtained by:** Accreditation Committee
- **Target:** 90%

Overall Satisfaction



■ Very Satisfied



Overall Combined Satisfaction of People Served

90%



Satisfaction

FAMILY SURVEYS

Survey Distribution: Surveys were distributed by Survey Monkey, mail, and in-person, depending on the family's preference.

- Response Rate: 9/26=35%
- Objective: To ensure satisfaction with services.

RESPONDENT SATISFACTION



89%

"What I enjoyed most about the Family Gatherings is everyone being together like one big family!"



Willy and Sherman looking spooky!



Right: Brianna on her hot ride!



Halloween fun for all!



Erin out with friends.



Dallas enjoying some sunshine.



Top right: Ashley and Jake
Bottom Right: Brianna



Power Ranger Albert



Princess Jenny





**Dawson Creek Society
for Community Living**



PROGRAMS AND RESIDENCES





HOUSE -1918-



COMMUNITY HOUSING : 115 AVENUE , 1416, AND CANALTA RESIDENCES

Outcome: Efficiency

Objective: Each Residence will host group family gatherings.

Applied to: Each residence

Time Frame: April 1, 2019-March 31, 2020

- **Data Source:** Sharevision, Family Communication
- **Obtained by:** Program Coordinator, Director
- **Target:** Five times annually
- **Actual:** Four times
- **Barriers:** Covid-19 Pandemic prevented March gathering.



New Years Day Party



Grande Prairie Shopping Spree!

Outcome: Effectiveness

Objective: To increase each persons health and wellness activities, based on their preferences.

Applied to: Individuals receiving service

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Sharevision, PCP Goals, Professional Consultations
- **Obtained by:** Program Coordinator, all staff
- **Target:** Two times per month per resident
- **Actual:** 1.2 times
- **Barrier:** Individuals changed their minds, unforeseen events.



Kim, Angela, Chelsey and Whitney , ready to spoil their Mom's.



Front to back: Kim, Billy and Chelsey.



Lisa enjoying the sounds of the arcade.

Outcome: Service Access

Objective: Contact will be made within three business days of receiving a referral.

Applied to: All newly referred individuals

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Referrals, Sharevision, Service Hours
- **Obtained by:** Program Coordinator, Director
- **Target:** Three days
- **Actual:** Within three days



Austin and Raymond at Camp Tamarack.



Angela and Kim having a great time with the firefighters.

COMPLAINTS

One complaint was received this year regarding a parent's concerns. The issue was immediately followed up with and resolved.

INTAKES

There was one new intake into the program this year. This young man was referred near the end of the last fiscal year, and completed his intake in this fiscal year.

EXIT REPORTS

There were no exits from Community Housing this past year.

SUMMARY AND TRENDS

Individuals participated in more health and wellness activities, which resulted in increased holistic wellbeing overall. The family gatherings were such a hit that we reached our goal early in the year and added another. Unfortunately, the pandemic prevented us from meeting our new goal; however, enhanced family relationships were fostered through better communication.

A new individual settled into the Canalta Residence and quickly bonded with the other individuals in the home. With the intake of this individual, a staffing schedule change was prompted, in order

to ensure the needs of the program and individuals were met.

2019 FOLLOW UP

- Family Gatherings were very well received and overall communication was definitely enhanced. Efforts to foster a strong relationship with the family of the newly settled individual will continue this year.
- Prior to the pandemic, individuals had increased the number of Health and Wellness activities they participated in; from Church, to concerts and sporting events, to outings with friends, each individual's preferences were considered and followed through on

RECOMMENDATIONS FOR 2020

- Our aim this year is to have each individual host a quarterly gathering based on their preference, culture and interests.
- Relationships with families/cargivers will continue to be developed and fostered through residential group gatherings. In addition, all Society programs will work cooperatively to also host one large event this year.



HOME SUPPORT AND SELF HELP SKILLS

Outcome: Efficiency

Objective: To host in conjunction with the OpC, three inclusive dinners to enhance relationships.

Applied to: All individuals and family members

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Sharevision, spreadsheets, email
- **Obtained by:** Program Coordinator, Director, all staff
- **Target:** Three times annually
- **Actual:** Five times



Naomi having fun at FORCE.



Wanda and her pup, Queenie.



Donna and Val getting lunch ready.

Outcome: Effectiveness

Objective: Each staff will create and deliver a minimum of three skill building group workshops/activities.

Applied to: Individuals receiving service

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Operational Procedures binder, Cloud
- **Obtained by:** Program Coordinator, all staff
- **Target:** 24 workshops / activities
- **Actual:** 21
- **Barriers:** Program re-org and staffing shortages.



Opportunity Centre Chicks



Angie working it!



Sherman waiting for an activity to begin.

Outcome: Service Access

Objective: Contact will be made within three business days of receiving a referral.

Applied to: Individuals receiving service

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Referrals, Sharevision, Service Hours
- **Obtained by:** Program Coordinator, Director
- **Target:** Three business days
- **Actual:** Two days



2Days

Contact was made in 2 days



Laine enjoying a refreshing drink.



Myles cruising the back roads!

COMPLAINTS

We received one complaint this year. It was followed up with immediately and quickly resolved.

INTAKES

There were two new intakes into the program this year.

EXIT REPORTS

Sadly, we had an individual pass away. As such, there was one exit from the program this year.

SUMMARY AND TRENDS

This year was not without its challenges; the pandemic near the end of the fiscal year added an additional level of complexity, but we persevered. Under the direction of a new Program Coordinator, the Self Help Skills Program underwent a re-org, saw an increase in staffing numbers, and individuals participation in the program grew. Home Support continued to be a very busy program and maintained consistency with staffing and participants throughout the year.

Both Self Help Skills and Home Support focused on skill-building and elevating the level of independence of each individual receiving services.

2019 FOLLOW UP

- Staff planned, prepared, and carried out skill building workshops that greatly increased independence. With workshops covering, but not limited to: health and safety, road safety, internet safety, and hygiene, they were well received and attended.
- Family dinners were a big hit, with high attendance and a variety of menus. It was a wonderful opportunity for staff, individuals, and families to get to know each other better and create solid networks.

RECOMMENDATIONS FOR 2020

- To enhance the lives of the individuals receiving services, Self Help Skills and Home Support staff will continue to encourage independence.
- Dinner meetings, with the individuals receiving services and their families/caregivers, will be arranged four times annually. This will be an opportunity for everyone involved in the individuals lives to continue becoming familiar with each other and to build strong, supportive networks.
- Self-Help Skills and Home Support, will continue to connect with new referrals in a timely manner.



HOME SHARE

Outcome: Efficiency

Objective: To improve communications and build relationships with families/caregivers.

Applied to: Family members / caregivers

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Sharevision, Family Communications
- **Obtained by:** Home Share Manager
- **Target:** To connect with three different families each month
- **Actual:** 21 / 36
- **Barriers:** Staff turnover



Jason treating everyone to some music!



Colton and Andrew crafting.



Diane enjoying some Easter fun!

Outcome: Effectiveness

Objective: To develop operational procedures for the Program.

Applied to: All individuals receiving Home Share services

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Operational Procedures binder, Cloud
- **Obtained by:** Home Share Manager
- **Target:** 10 per quarter
- **Annual:** 20 per quarter



Perry and his Home Share taking the quad out for a ride.



Timothy and his Home Share.



Cheri looking relaxed and happy.

Outcome: Service Access

Objective: Contact will be made within 3 business days of receiving a referral.

Applied to: New referrals

Time Frame: April 1, 2019-March 31, 2020

- **Data Source:** Email, desktop calendar, Sharevision
- **Obtained by:** Home Share Manager
- **Target:** Three days
- **Actual:** Three days



Colton and Andrew having a little silly fun!

COMPLAINTS

Three complaints were received this year. They were immediately followed up with and resolved.

INTAKES

There were five new intakes into the program this year.

EXIT REPORTS

Four individuals left the Home Share program this year: two chose to move to other agencies, one relocated to his home community, and the fourth exited CLBC services entirely.

SUMMARY AND TRENDS

Home Share underwent some significant changes and overcame many challenges over the past year. In addition to a new Manager, the program was restructured, and the focus changed to ensure all procedural and contractual requirements were being met.

Non-traditional / Remote Home Share, has become the latest trend and is being embraced by individuals that require a mentor to provide assistance when and where needed but are also seeking some autonomy and more independence.

2019 FOLLOW UP

- Being as diverse and multi-faceted as the individuals requiring the support, Home Share Contractors are unique, with each individual 'program' standing alone. Many people in service have limited family contact, and as such, we will

continue to work at building those relationships.

- Streamlined processes continue to be worked on and will remain a priority.

RECOMMENDATIONS FOR 2020

- In order to provide the individuals with as much consistency in their support as possible, a concerted effort will be made to develop and maintain positive relationships with families/caregivers, while ensuring contractual obligations are met.
- Contractors will receive support and assistance, as necessary, to complete fullsome, person-centered plans.
- The recruitment of new Home Share Contractors, in the community and surrounding areas, will remain a priority.



Diane and her Home Share.



Perry helping out around the farm.



ASSISTED LIVING FOR SENIORS

Outcome: Efficiency

Objective: To increase recreational activity attendance, to an average of 8 people per activity.

Applied to: Seniors

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Recreation Calendar
- **Obtained by:** Program Coordinator, all staff
- **Target:** 8 or more participants per activity
- **Actual:** 9 participants



Outcome: Effectiveness

Objective: To include the residents' family members in three events at Northview.

Applied to: Seniors and family members

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Events log
- **Obtained by:** Food Service Coordinator, Program Coordinator
- **Target:** Three times annually
- **Actual:** Three times



Northview



Outcome: Service Access

Objective: To have the Application Interview within five business days of initial call.

Applied to: Program Coordinator

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Booking calendar
- **Obtained by:** Program Coordinator
- **Target:** Within five days of receiving call
- **Actual:** Three days average



Rotary Apartments



Southview Apartments



COMPLAINTS

No complaints were received this year.

INTAKES

There were two intakes this year.

EXIT REPORTS

There were two exits from Northview this year.

SUMMARY AND TRENDS

Compared to last year, we saw a significant slow down in entries and exits into Northview. As such, there have been more friendships built between residents, and more social groups created. Spending time in the gardens continues to be a highlight for most of the residents.

Residents have formed their own council, through which they organize items to be taken forward to the monthly Resident Council meetings.

2019 FOLLOW UP

- We were delighted to host an assortment of several events for the residents to participate in with their loved ones, including a Mother's Day Tea, Fall Fair celebration, and Christmas Dinner. Fall Fair was a particularly eventful time with a large number of families and friends turning out for the festivities.

2020 RECOMMENDATIONS

- To provide meaningful opportunities for families and friends to participate in recreational activities with their loved ones.
- To create new, and expand upon existing recreational opportunities, to further enhance the lives of resident seniors.



OPPORTUNITY CENTRE

Outcome: Efficiency

Objective: To plan and execute three activities to enhance the relationships between staff, individuals, and individual's families.

Applied to: Opportunity Centre Program

- **Time Frame:** April 1, 2019-March 2020
- **Data Source:** Sharevision, spreadsheet
- **Obtained by:** Program Coordinator, all staff
- **Target:** Three Annually
- **Actual:** Four

**"It's
Awesome!"**



Canada day fun!



Diane and Angie at FORCE program.

Outcome: Effectiveness

Objective: To host a minimum of four large inclusive events per year (Gala excluded).

Applied to: Opportunity Centre Program

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Spreadsheet, Volunteer Sign-Up sheets, Sharevision
- **Obtained by:** Program Coordinator, all staff
- **Target:** Four Events Annually
- **Actual:** Four Events



Dinner out.



Colton at Rim Rock lookout.



Dinosaur Museum fun!

Outcome: Service Access

Objective: Contact will be made within three business days of receiving a referral.

Applied to: All individuals

- **Time Frame:** April 1, 2019–March 31, 2020
- **Data Source:** Referrals, Sharevision, service hours
- **Obtained by:** Program Coordinator
- **Target:** Three days
- **Actual:** 1.5 business days



Target

Contact with individual (or representative) will be made within 3 business days of a new referral.

Actual

Individuals referred were contacted within 1.5 business days of referral.



Brianna, Chinky, Colton and Jessie



Having a good time in Tumbler Ridge.

COMPLAINTS

No complaints were received this year.

INTAKES

Six new individuals started attending the Opportunity Centre this year.

EXIT REPORTS

We sadly had an individual pass away. As such, there was one exit from the program this year.

SUMMARY AND TRENDS

The Opportunity Centre saw steady growth over this past year with the addition of many new activities. We saw some fluctuation in attendance, especially due to the Covid pandemic, but after making adjustments to the delivery of our activities, the selection, and the times they were offered, things have steadily been increasing.

We successfully hosted four well-attended family-inclusive events, and look forward to making them even bigger and better next year!

2019 FOLLOW UP

- This year's large-scale, collaboratively planned events were

very popular and will continue to get even bigger, better and more successful with each passing year.

- Significant improvements to our budget continue to be made this year, while ensuring the continued provision of quality workshops and activities.
- Family get-togethers were well-received and had a positive effect on relationships all-around. We look forward to continuing this.

2020 RECOMMENDATIONS

- In light of the pandemic, which will continue to be a concern for the foreseeable future, the Opportunity Centre will place significant focus on Health and Safety workshops and activities throughout the year.
- We will help host one large-scale Society-wide event, to give everyone a chance to meet and connect.
- Family gatherings will continue to improve upon; we will be utilizing official invitations and will ensure there is ample time allotted for people to make necessary arrangements. Over the coming years, we are very excited to further enhance our relationships with the families and loved ones of the people we support.



SUPPORTED LIVING

Outcome: Efficiency

Objective: Each individual will maintain a grocery budget based on their income that will allow them to maintain a healthy menu .

Applied to: Individuals

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Receipts, Budget spreadsheet
- **Obtained by:** Program Coordinator, all staff
- **Target:** Each individual will spend <\$300 / month
- **Actual:** \$206 per month average, per individual



Sandra, Linda, Margaret, and Wanda, enjoying a birthday celebration.



Jenny doing some baking.

Outcome: Effectiveness

Objective: Relationships with families will be enhanced through the utilization of group get-togethers.

Applied to: Individuals, families, all staff

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Sharevision, spreadsheet
- **Obtained by:** Program Coordinator, staff
- **Target:** Four times
- **Actual:** Five times



Katie quilting.



From left: Armondo, Bernie, Dallas, Don, and Inderjeet.

Outcome Three: Service Access

Objective: Contact will be made within three business days of receiving a referral.

Applied to: Individuals receiving service

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Referrals, Sharevision, Service Hours
- **Obtained by:** Program Coordinator, Director
- **Target:** Within three business days
- **Actual:** Not applicable, no referrals



Wanda and Katie playing a friendly game of paddle ball.



Sandra looking beautiful.

COMPLAINTS

No complaints were received.

INTAKES

There were no intakes this past year.

EXIT REPORTS

There were no exits from the program this year.

SUMMARY AND TRENDS

Over the past year, the two Clusters surpassed their goal of hosting four family gatherings which resulted in better overall family communication.

A concerted effort was made to decrease each individuals monthly grocery budget while maintaining quality and variety. Through bulk buying, sale purchasing, and thoughtful meal preparation, the goal was successfully met.

2019 FOLLOW UP

Individuals lives continued to be enhanced through the utilization of various modes of public transportation. This led to increased access, independence, and involvement within their community. The 1328 Cluster underwent a significant schedule change to better meet the needs of the individuals and the program, while leading to a better team mentality and overall accountability. The 1408 Cluster also enhanced their understanding of working as a team through improved orientation and procedural processes.

RECOMMENDATIONS FOR 2020

- Given the unexpected change in the City Bus schedule and routing, additional focus will be placed on teaching individuals how to utilize alternative modes of transportation to augment the new City Bus schedule / routing.
- Individuals will be encouraged to meet friends in community on a monthly basis at a minimum, to maintain meaningful friendships.
- Family relationships will continue to be fostered by participating in four family gatherings, as well as the one large-scale, society-wide gathering. Alternative attendance options may be required to realize this goal in light of the ongoing pandemic.



SUPPORTED EMPLOYMENT - EMPLOYMENT SUPPORTS & JOB DEVELOPMENT

Outcome One: Efficiency

Objective: Co-op style contracts will be attained.

Applied to: Businesses looking to contract services

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Sharevision, calendar, day planner
- **Obtained by:** Program Coordinator, all staff
- **Target:** Two
- **Actual:** Two



Janitorial crew: Ann, Michael, and Edith getting ready to work.

Outcome Two: Effectiveness

Objective: Marketing brochures will be created.

Applied to: Potential new employers

Time Frame: April 1, 2019-March 31, 2020

- **Data Source:** Sharevision, spread sheets
- **Obtained by:** Program Coordinator
- **Target:** Two
- **Actual:** Not accomplished
- **Barriers:** Lack of trained staff



Michael, helping to keep things beautiful.



Jenny is in her 14th year working at Walmart.

Outcome Three: Service Access

Objective: Contact will be made within 3 business days of receiving a referral.

Applied to: Supported Work Staff

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Referral, Sharevision, Service Hours
- **Obtained by:** Program Coordinator, all staff
- **Target:** Three business days
- **Actual:** Three business days



Target

Contact will be made within 3 business days of a new referral.



Actual

All individuals referred were contacted within 3 business days of referral.



Peter happy at work.



Albert hard at work.



SUPPORTED EMPLOYMENT - EMPLOYEE DEVELOPMENT SERVICES

Outcome One: Efficiency

Objective: Create a Supported Work / Shredding Newsletter

Applied to: Shredding / Supported Work Customers

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Sharevision, spread sheets, calendar
- **Obtained by:** Program Coordinator, all staff
- **Target:** Three
- **Actual:** Two
- **Barrier:** Staff shortage

*“I like the
people I
work with”
-Megan*



Long-time shredder, Chrystal, hard at work.

Outcome Two: Effectiveness

Objective: Workshop / training opportunities will be provided.

Applied to: Individuals receiving service

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Calendar, scheduled events, spreadsheet
- **Obtained by:** Program Coordinator, all staff
- **Target:** Six
- **Actual:** Five
- **Barrier:** March workshop had to be cancelled due to Covid-19.



Ralph, a VERY proud newspaper carrier!.



Supported Work / Shredding Appreciation lunch.

Outcome Three: Service Access

Objective: Contact will be made within 3 business days of receiving a referral.

Applied to: Supported Work Staff

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Referral, Sharevision, service hours
- **Obtained by:** Coordinator, staff
- **Target:** Three business days
- **Actual:** Three business days



Target

Contact will be made within 3 business days of a new referral.

Actual

All individuals referred were contacted within 3 business days of referral.



Long-time Coop employee, Dara.



Jake, proud to be part of the Hypersports team.



Michael get papers to Dawson Creek residents.

Ralph, a very proud newspaper deliverer!



SUPPORTED EMPLOYMENT - ORGANIZATIONAL EMPLOYMENT

Outcome One: Efficiency

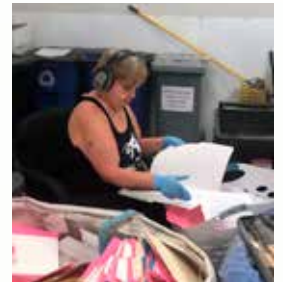
Objective: To increase program income.

Applied to: Shredding and Supported Work staff

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Invoices, service contracts, budget report
- **Obtained by:** Program Coordinator, all staff
- **Target:** 25% income increase over 2018 / 2019 income
- **Actual:** 6.7%



Dawn, proving that being safe can look cool!



Ann, ensuring a job well-done.



Speed Shredder, Carla!



Target Income Increase **25%**

Actual Income Increase **6.7%**

*** Due to the economic downturn and worldwide pandemic we were unable to reach our goal.*

Outcome Two: Effectiveness

Objective: To increase the profile of Shredding within the community by participating in community luncheons and using other marketing strategies, a minimum of six times.

Applied to: Shredding and Supported Work staff

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Spreadsheets
- **Obtained by:** Program Coordinator, all staff
- **Target:** Six times
- **Actual:** Six times



6 times



From left: Jerry, Willy and Jibin



Outcome Three: Service Access

Objective: Contact will be made within three business days of receiving a referral.

Applied to: Supported Work Staff

- **Time Frame:** April 1, 2019-March 31, 2020
- **Data Source:** Referral, Sharevision, Service Hours
- **Obtained by:** Program Coordinator, all staff
- **Target:** Three business days
- **Actual:** Three Business Days



Contact was made within 3 business days of receiving a referral.



Supported Work / Shredding Appreciation lunch.



Michael and Edith taking pride in a job well-done.

COMPLAINTS

No complaints were received this year.

INTAKES

There were three new intakes into the program this year.

EXIT REPORTS

We sadly had an individual pass away; there was also one individual that was not yet job ready. As such there were two exits from the program this year.

SUMMARY AND TRENDS

With over 120 regular Shredding customers, the program did very well this year considering the substantial challenges it faced. We were also able to revamp the Shredding schedule to open up more access to the program, allowing for additional training opportunities.

Our co-op style janitorial contracts were very successful and provided individuals with satisfying work at very competitive wages.

Through the utilization of various marketing strategies and attending community luncheons, we were able to promote additional awareness of Shredding and Supported Work throughout the community.

2019 FOLLOW UP

Despite challenges, Supported Work and Shredding have continued to flourish. Staff and individuals have been amazing and have settled into their new routines with enthusiasm. The individuals have been working hard to maintain their employment and are excited about the types of jobs they have. After many years of struggling to build partnerships with school representatives, it was deemed that scheduling official meetings was simply too difficult given the shortage of time experienced by all. Instead, we will ensure transitioning youth and representatives are aware of our services through enhanced advertising and will assist each youth on an individualized basis.

RECOMMENDATIONS FOR 2020

- We will continue to push through the challenges posed by the Covid-19 pandemic, and strive for growth once it has passed. In the meantime, we will provide superior service and focus on maintaining the customer base we have.
- We will continue to work towards expanding awareness of Confidential Shredding, our Community Events Calendar, and Supported Work, in hopes of increasing revenues and bolstering employment opportunities in the future.
- We aim to have future workshops be peer driven. We believe that the best way to truly master a skill, is to teach it. It is also a fantastic way to increase confidence and makes a nice addition to resumes!





Dawson Creek Society for Community Living



Rethink
Stop & think about what
you are buying and how long
it lasts.

Reuse
Choose items that can be
used many times over. Mugs,
bags, cutlery are all great
choices.

OUR PEOPLE



Reduce
Reduce the amount of packaging you utilize by purchasing big & portioning.

Refuse
Start refusing items that you do not need & those that have to be thrown away.

Recycle
Check on the recyclability of items you are purchasing. Avoid items like styrofoam & soft plastic wherever you can.

Human Resources

Staff Retention

Our Human Resources (HR) Committee continues to meet regularly to discuss HR issues and concerns, and to develop best practices. We have enhanced our use of Relias; a software program that has allowed us to increase the efficiency of our human resource practices, as well as provide pertinent online learning opportunities for our staff.

As of March 31, 2020, DCSCSL employed 115 staff; 109 Union and 6 Excluded Management. We hosted our eighth, very well-attended, Employee Appreciation Party in February 2020.

Every year we are required to submit HR data to Community Social Services Employers Association (CSSEA), after which we receive a report with sectoral (social service agencies in the province) data, Community Living Services (throughout the Province), as well as agency specific data regarding, amongst other things, employee length of service, extended health care participation rates, paid sick days, and gender profile. We also collect data on internally posted positions, and society statistics, in order to understand staffing changes and anomalies.

AVERAGE LENGTH (YEARS) OF SERVICE OF EXISTING EMPLOYEES

	CSSEA SECTOR	COMMUNITY LIVING SERVICES	DCSCL
All Employee Groups	6.77	7.10	11.53
Bargaining Unit	6.78	7.13	11.47
Management and Excluded	10.05	10.50	14.83

EXTENDED HEALTH CARE PARTICIPATION RATE (2018)

	SECTORAL 2016	COMMUNITY LIVING SERVICES 2016	DCSCL
Single	21.95%	22.10%	22.5%
Family	43.04%	37.65%	55%
Eligible Non-Participating	7.06%	8.55%	7.5%

GENDER PROFILE OF EXISTING EMPLOYEES

	CSSEA SECTOR		COMMUNITY LIVING SERVICES		DCSCL	
	Male	Female	Male	Female	Male	Female
All Employees	43.56%	43.39%	43.93%	43.68%	49.91%	46.49%
Bargaining Unit	43.40%	43.20%	43.90%	43.67%	49.91%	46.94%
Management and Excluded	48.07%	47.57%	47.39%	46.67%	33.32%	66.64%

PAID SICK LEAVE DAYS PER FULL TIME EQUIVALENT

	CSSEA SECTOR	COMMUNITY LIVING SERVICES	DCSCL
All Employees	7.08	7.66	11.39
Bargaining Unit	7.54	8.21	12.26

INTERNAL POSITIONS POSTED

	2016/2017	2017/2018	2018/2019	2019/2020
# of Postings	39	46	43	42
# of Part time	19	40	22	20
# of Fulltime	0	3	1	5
# of Temporary	20	3	20	17
Weeks to Fill	2.7	3.75	3.5	5.8

Overall, the number of postings dropped slightly this year despite several maternity leaves and extended medical leaves.

Residential postings are taking longer to fill due to the requirement that employee's must have completed all qualifications for the position, including obtaining their Class 4 License, prior to the posting being awarded.



STAFF DEVELOPMENT

This fiscal year there was a total of 2044.97 hours of staff training. In addition to many in-house and community-based training opportunities offered to staff, Open Future Learning and Relias Online training were also used extensively to enhance staff development in many areas. Trainings included annual Occupational Health and Safety reviews, and mandatory training and orientation training, including but not limited to:

- Understanding and Promoting Rights
- Boundaries
- Conflict Resolution
- Depression in Older Adults
- Guidelines for Effective Documentation
- Professionalism in the Workplace
- Preventing Slips, Trips, and Falls
- Building Relationships in Community
- Effective Writing in the Workplace
- Effective Communication
- OH&S Training
- Introduction to Your Role
- Employee Wellness
- Covid-19 Pandemic related training such as Use of Personal Protective Equipment (Donning and Doffing)
- Medication Delivery Course
- Non-Violent Crisis Prevention and Intervention
- Delegation of Task
- First Aid
- Food Safe
- Fire Safety
- Helping Families Transition
- Team Building
- Supporting and Understanding Communication
- Delegation of Task Trainings, etc.



SERVICE AWARDS

We had a total of 14 employee's receive Service Awards at our eighth annual Employee Appreciation Party which was held in February 2020.

Celebrating five years was:

- Tanya Ezeard
- Leosette Canoy
- Genalyn Concepcion
- Justina Crocker
- Jane Funk
- Candace Hollingshead
- Jamie Palmer
- Lauren Pradolini
- Vanessa Ramones
- Crystal Smith

Celebrating ten years was:

- Stacy Scriven

Celebrating fifteen years was:

- Brenda House

Celebrating twenty years was:

- Greg Rutledge

Celebrating thirty years was:

- Donna Lyste



Memorable Moments





Memorable Moments





Memorable Moments





Memorable Moments







**DAWSON CREEK SOCIETY FOR
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