




DCSCL
Annual Report

2020 2021
**PERFORMANCE
IMPROVEMENT
REPORT**

Dawson Creek Society for Community Living

1334-102 Ave,
Dawson Creek, BC, V1G 2C6.

Website: www.dcscl.org



**"We Rise to Great
Heights by a
Winding Staircase
of Small Steps."**

~Francis Bacon



**Dawson Creek Society
for Community Living**

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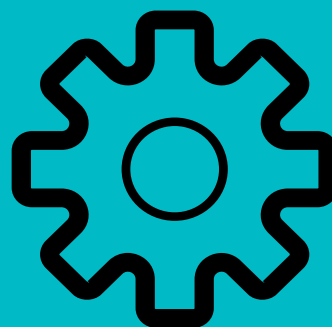
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ACCREDITATION COMMITTEE MESSAGE

Co-Chairs Marla Reed and Stacy Scriven; Committe Members: Kirsten Homme, Anne Pearson, Tracy Sutton, Emily Wasmuth, Ashley McKale, Tanya Ezeard, Renee Brandon, Melissa Wager, Daylene Kelford.

*W*hat a year it has been! In the 63 years that DCSCL has been part of the community, advocating for the most vulnerable and striving to meet the needs of persons with disabilities and seniors, we have never been faced with the types of challenges we faced during the unprecedented time that was 2020 - 2021.

While there were many crisis' during the global pandemic, there were also many great lessons learned, a renewed sense of what is truly important to each and every one of us, and a new appreciation for acts of daily living that we once found mundane; no more will we take for granted the ability to go to the grocery store, the bank, or even the dentist! And dare we forget hugs!

Our ability to manage the ongoing crisis, really highlighted the importance of all the hard work we do to maintain Commission on Accreditation of Rehabilitation Facilities (CARF) highest level of achievement. Never have we been so glad to have a plethora of policies and plans in place!

Covid-19 brought awareness of areas that we could improve upon and drove us to look for different and better ways to diversify resources. In our quest to improve upon our already high standards, we sought ways to ensure all vulnerable people in our community could come to rely on us in some capacity. In addition to our Senior's Meal Call program which continues to provide healthy meals to approximately 55 people in our various seniors complexes, we were also granted trial funding for a second time, thanks to the Director's of Area D and E of the Peace River Regional District for the Rural Seniors Initiative.

Complex health needs continued to be a focus this year for many of our programs, given the increasing number of older individuals we support. Our facility for aging individuals continued to be a true asset to the community and has inspired us to look for additional ways to support more older individuals experiencing challenging health issues.

DCSCL is currently serving 280 individuals (99 in Community Living, 32 in Assisted Living, and 149 through our Senior's Initiatives) throughout the Peace River Region, including Fort St. John, Tumbler Ridge, Chetwynd, Hudson's Hope, and Cherry Point, AB, providing a total of 153,246.5 direct and indirect service hours over the past year. It has been our pleasure and we look forward to providing even more hours of quality support to an even larger base of people next year!

STRATEGIC PLAN 2021 - 2024

This year we developed a new Strategic Plan. The development of this plan was much different than in the past, with key players being involved at various stages of the process. Together, we focused on the bigger picture, keeping in mind very specific questions:

- Where are we in relation to our desired outcomes, both organizationally and personally?
- After carefully examining our duties, maintaining a focus on what is working, available resources, and what motivates and replenishes our inner selves, are there identifiable area's that we would like to change?
- Organizationally, what are our current strenghts, weaknesses, challenges and opportunities and how do we envision our future?

Months of collaboration resulted in an improved Vision Statement, the development of a new organizational slogan and a focused, future-driven Strategic Plan.

Vision Statement

We are a vibrant community of empowered caregivers where questions are asked, committment nurtured, improved and organizational capacity are pursued.

- *We are a supportive, caring presence for those receiving services and for others who are struggling.*
- *We seek opportunities to connect, cooperate and respond to needs of people.*
- *We work to broaden community awareness; paying attention to ways we can improve the quality of life of people wrestling with issues.*
- *We develop new ideas to meet challenges and changes in our community.*
- *We have a reputation for championing radical inclusion for all.*



Organizational Goals

Expand access to affordable, healthy food options and in-home supports.

Through the judicious use of technology, we will empower and promote personal capacity building for all staff.

We will seek opportunities to provide additional safe, affordable housing.

Expand existing services and initiate new services to meet emerging and existing needs.

To practice and advocate for radical inclusion.

Promote and collaborate to help people to have the chance of a good life.

Organization Slogan

Opening More Doors - to meet physical needs of people served by providing safe, comfortable housing.

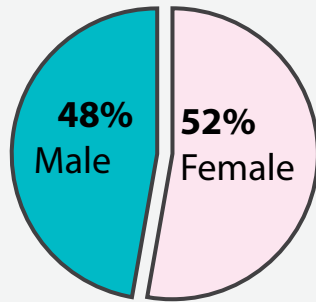
Opening More Hearts - to foster our community to be passionate about radical inclusiveness.

Opening More Minds - to provide education on radical inclusiveness.


DEMOGRAPHICS

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 individual receiving service.

Gender of Persons Served

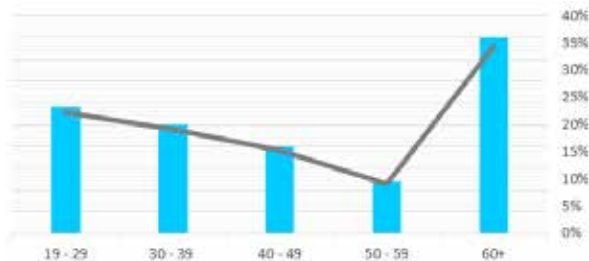


Total Persons Receiving Services in Community Living, Assisted Living and Senior's Initiatives

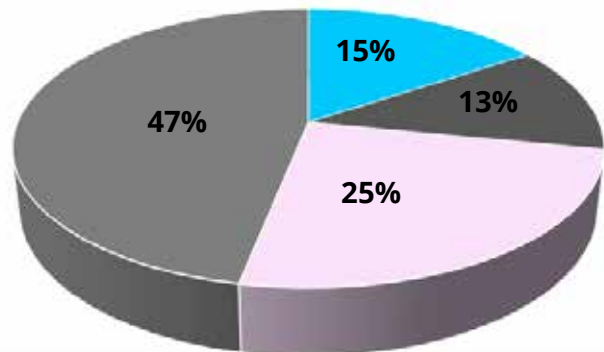
 **280**

Community Living - 99
Assisted Living - 32
Senior's Initiatives - 149

Overall Ages of All Persons Receiving Services



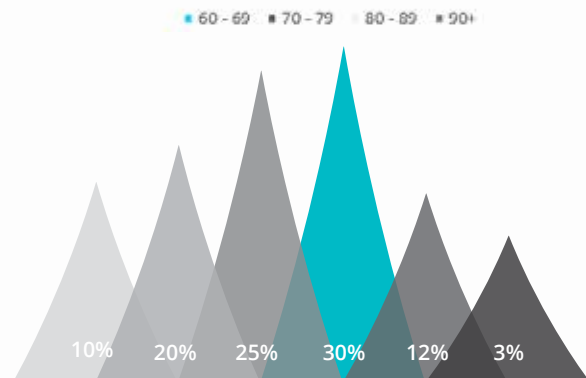
Ages of Persons Receiving Assisted Living Services



Ages of Persons Receiving Community Living Services

Although 75% of the population of individuals served are between the ages of 19 - 49, those between 50 - 70+ now make up 25% of the total, accounting for the increasingly complex health care needs being experienced.

- 19 - 29
- 30 - 39
- 40 - 49
- 50 - 59
- 60 - 69
- 70 +





Percentage of people supported in Community Living Residences and Home Share.



Percentage of people that are supported and/or participate in Community Inclusion Programs.



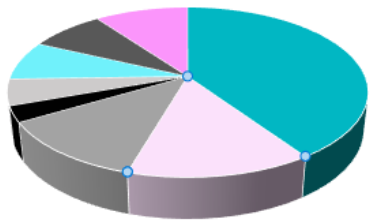
Percentage of Senior's being supported by Assisted Living.



153,246.5

TOTAL SERVICE HOURS
Provided In Community Living
Programs & Assisted Living

Specific Disabilities of Individuals Receiving Service



- Intellectual Disability
- Down Syndrome
- Autism
- Dual Diagnosis
- Brain Injury
- Cerebral Palsy
- Fetal Alcohol Syndrome
- Other

Assisted Living was not included in these demographics, as they are meant specifically for persons with disabilities.



Many individuals identified themselves as Russian, German, Swedish, English, Irish, etc.; for reporting purposes, we combined these groups and named them Canadian, European, Aboriginal (includes First Nations, Metis, and Inuit), and Other (represents Asian, Latino, etc.) 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 host theme dinners at Northview Assisted Living.

55

Urban seniors benefiting from freshly prepared meals.

40

Rural seniors are enjoying five fresh, frozen meals per week.

54

Rural seniors are able to remain in their homes longer by using the housekeeping and/or snow removal services.

SATISFACTION

Assisted Living Surveys

Do you feel the building is well maintained?

86% Yes

Do you feel you can rely on your Code Alert to get help?

83% Yes

Do you feel your concerns are promptly addressed?

96% Yes

Do you feel staff understand your health care needs?

91% Yes



99%

Overall Satisfaction Of All People Receiving Community Living Services Through DCSCCL.



THROUGH ONE OF THE MOST CHALLENGING TIMES MANY OF US HAVE EVER EXPERIENCED, WE CAME TOGETHER TO SUPPORT ONE ANOTHER AND ARE HUMBLLED TO KNOW THAT OUR EFFORTS WERE MET WITH SATISFACTION BY THOSE WE WORK SO HARD TO SUPPORT.



100%

Percentage of residents at Northview Assisted Living that reported being at minimum, satisfied with services.

Community Living Services and Family Surveys



In what ways did you feel supported by DCSCl throughout the pandemic?

"They stayed in contact, checked in, and 'thought outside the box' to provide additional care when there were minimal activities going on."

What can DCSCl do to assist you better, as a person receiving services?

"Covid sucks, looking forward to getting back to programs soon!"

How can DCSCl support your family and your loved one through the second wave?

"Keep doing what you've been doing, staying in touch, asking if we need anything, being willing to adjust 'normal' to try and accommodate and help us."

What can DCSCl do to assist you better, as a person receiving services?

"More karaoke at the Opportunity Centre and more classes when Covid is over."

"More outdoor activities."

COMMUNITY RESIDENCES

Summary and Trends

2020 was a tumultuous year for the Residences, as it was for most everyone due to Covid-19. We had to examine how we did everything from where we went, to how we accomplished acts of daily living within our community, how to safely maintain quality of life for our residents, and how to connect via the virtual world. The learning curve was very steep and frustration was experienced by everyone at some point along the way. Finding ways to maintain physical and mental health became our main focus. For those with the means and abilities, we supported virtual connections with friends and families, and for those unable to access the virtual world, we found other ways for them to stay in touch. The Residences went above and beyond to stay connected with one another, to make each month special through themed 'get-togethers', and by supporting each individual to find an activity that was meaningful to them that they could then share with others.

2020 Follow-Up

Due to the pandemic significantly impacting our ability to host in-person gatherings, we had to be creative in how to enhance lines of communication. Regular health and wellness updates were provided, as was information on individuals activities, and of course, many pictures were shared with loved ones. Overall, we successfully fostered relationships between the individuals we support and their families and friends.

Complaints / Intakes / Exits

Canalta Residence had two complaints over the course of the year, but they were quickly followed up with and resolved in a mutually satisfying manner. There were no intakes or exits from any of the Residences this year.

2021 Recommendations



Rekindle and / or enhance individuals meaningful relationships.



Increase social / reciprocal friendships through mutually enjoyable activities.



To enhance savings through bulk purchasing while maintaining a good variety of quality, healthy food.



Maintain some of the implementations that assured the health and safety of the individuals we support and staff.



Continue to connect with newly referred individuals in a timely fashion that ensures they feel valued.

CANALTA, 115TH RESIDENCE and 1416 RESIDENCE

April 1, 2020 - March 31, 2021

**ACTUAL:
2 / 3
Activities**

Covid Restrictions

**ACTUAL:
100%**

**ACTUAL:
100%**

Effectiveness

The Residence's will host three relationship building activities specifically focused on individuals and their families/caregivers/friends.

Target: 3 small,

Efficiency

Residence's will take turns organizing and hosting one group gathering per month based on what is most meaningful to the individuals in the home.

Target: 12

Service Access

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

Target: 3







HOME SHARE

April 1, 2020 - March 31, 2021

Summary and Trends

Home Share Contractors and the individuals they support, were hit particularly hard by the challenges imposed by Covid-19. With Respite Care difficult to come by in the best of times, contractors and individuals were left with severely limited resources. The aging population of many of the individuals receiving these services in addition to the complex health needs of many of them, made the lack of respite even more critical. We will continue to support dialogue on this matter, both locally and Provincially.

2020 Follow-Up

"Thinking outside the box" was required in all aspects of Community Living this past year and Home Share was no exception. Creativity abounded as ways to meet contractual obligations were sought.

Complaints / Intakes / Exits

Home Share experienced one complaint that was investigated and dealt with in a timely matter. Two individuals exited the program this fiscal year, while we also had two new intakes.

2021 Recommendations



Contractors will continue to be supported to complete Person Centred Plans.



Access to local and regional information, resources, and services, will continue as needed.



Procedures and strategies will be developed to improve Home Share Programs efficiency.



Lessons learned from Covid-19, will be utilized in the future.

**"It's
been life
changing
for us."**

~Home Share Provider

Effectiveness

Active advertisement for new and compatible, Home Share Contractors was conducted throughout the year.

Target: 12 Advertisements

ACTUAL: 8

Due to Covid-19 challenges only 8 advertisements were placed.

Efficiency

Improve communications with family members and/or caregivers, where there was previously little to no contact and/or no relationships.

Target: 12

ACTUAL: 11

Technological issues and lack of interest by family members and/or caregivers played a role in falling just short of this goal.

Service Access

Contact will be made with referred individuals.

Target: 3 Business Days

ACTUAL: 100%





SUPPORTED LIVING

Summary and Trends

Being a year of uncertainties, 2020 was fraught with frustrations, restrictions and ever-changing protocols, yet the individuals and staff showed great resiliency and found things to be grateful for. Technology was embraced by all and proved to be a lifeline for many individuals, allowing them to stay in contact with loved ones near and far, and in some cases, facilitated reconnections with those they'd long ago lost contact. The Opportunity Centre offered a wide array of online activities daily that people could 'drop in' on anytime for a visit. Not to be outdone, all of the other Community Living Programs also found creative ways to ensure friends and peers continued to share in each other's special times, like birthdays and holidays.

2020 Follow-Up

With the continuation of Covid-19, our goal to increase connections between staff and individuals families / caregivers took on a different 'look', but with a few adjustments the goal was accomplished. Program Coordinator's provided frequent updates on how the individuals were doing, on Covid-19 related information and protocol changes, and provided some great pictures. Overall, despite the challenges faced, rapport was enhanced between Society staff and families / caregivers.

Complaints / Intake / Exits

There were no complaints in Supported Living this year, nor were there any intakes or exits to report.

2021 Recommendations



To empower individuals to make meaningful activity choices.



To encourage individuals to build and nurture important relationships.



To continue working on individuals comfortability with virtual forms of communication.



To enhance savings through bulk purchasing while maintaining a good variety of quality, healthy food.



To continue to enhance the cultural competencies of individuals and staff through a variety of monthly activities.

1408 CLUSTER AND 1328 CLUSTER

April 1, 2020 - March 31, 2021

**ACTUAL:
100%**

**ACTUAL:
100%**

**ACTUAL:
100%**

Effectiveness

To plan and deliver three relationship building virtual activities specifically focused on individuals and their families/caregivers/friends.

Target: 3 Gatherings

Efficiency

Each Residence will organize and host one group gathering based on what is most meaningful to the individuals in the home.

Target: 12 Gatherings

Service Access

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

Target: 3 Business Days







SELF HELP SKILLS / HOME SUPPORT

April 1, 2020 - March 31, 2021

Summary and Trends

This program saw significant changes from within due to significant staff turnover. In conjunction with all the challenges created by the pandemic, staff and individuals alike were forced to take a step back and re-evaluate what was most important; physical and mental health. As such, cleaning protocols were notably increased in the offices, vehicles, and all common areas to ensure everyone's safety; check-in's with all individuals and their families, especially those at increased risk, of illness or the devastating effects of feeling isolated, were increased considerably; technology again played a pivotal role in keeping people connected, with Zoom and Facetime being used daily. Staff went above and beyond, ensuring people that were too afraid or unable to leave their homes, had food, medications, and anything else they required.

2020 Follow-Up

Skill building workshops aimed at increasing individuals skills and independence continued as planned, albeit through various virtual means. In conjunction with the Opportunity Centre, three family inclusive dinners were facilitated to foster open communication, familiarity and relationships.

Complaints / Intakes / Exits

Self Help Skills and Home Support had no complaints this year. One individual exited the program, but moved into another program within the Society. There were six new referrals to the program(s).

2021 Recommendations



Individuals will be supported to build a life enhancing skill that will increase their social connections, thereby improving their mental health.



To enhance savings through bulk purchasing while maintaining a good variety of quality, healthy food.



Maintain some of the implementations that assured the health and safety of the individuals we support and staff.



Continue to connect with newly referred individuals in a timely fashion that ensures they feel valued.

"Your present circumstances don't determine where you can go, they merely determine where you start."

~Nido Qubein

Effectiveness

Cancelled Service Hours were redirected to other individuals.

Target: Minimum 50% of Cancelled Hours Redirected

ACTUAL: 51%

Covid restrictions and widespread fear reduced acceptance of additional hours. Time was spent doing additional Covid cleaning and completing other Covid precautions.

Efficiency

To establish open lines of communication and foster relationships, family inclusive dinner meetings, via virtual means, were held.

Target: 3

ACTUAL: 100%

Service Access

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

Target: 3 Business Days

ACTUAL : 100%





Summary and Trends

If one word was to be used to describe the past year, it would be 'change' and the Opportunity Centre certainly experienced no shortage of it. New activities were added, adapted and revamped multiple times, as were the platforms used to deliver them; at times, changes were required to be made before the last changes were yet fully implemented! Changes in staff added to the challenges in the first half of the year, but thankfully the latter months saw them settle into a solid team. Determined to keep everyone's spirits high and make the most of a tough situation, staff connected with some spectacular community partners and found ways to safely continue activities. They are eagerly awaiting an easing of restrictions so more of the all-time-favorites and most-loved activities can be added back on to the calendar. Enhanced cleaning has been and will continue to be, a top priority of staff as we transition from virtual to in-person activities.

2020 Follow-Up

Despite, or perhaps thanks to, the pandemonium caused by Covid-19 and the confusing slew of directives that seemed to come at us from every conceivable angle, we managed to optimize the number and variation of Health and Safety activities over the course of the year. We were also able to go ahead with our family gatherings as planned, albeit through virtual means. Overall, we managed a pretty amazing year.

Complaints / Intake / Exits

The Opportunity Centre received no complaints this fiscal year. There were also no exits from the program, but we did welcome three new individuals into the Centre.

2021 Recommendations



To continue increasing social engagement and participation in virtual activities.



Maintain some of the implementations that assured the health and safety of the individuals we support and staff.



To continue to enhance the cultural competencies of individuals and staff through a variety of monthly activities.



To enhance savings through bulk purchasing while maintaining a good variety of quality, healthy food.



Continue to connect with newly referred individuals in a timely fashion that ensures they feel valued.

OPPORTUNITY CENTRE

April 1, 2020 - March 31, 2021

**ACTUAL:
100%**

**ACTUAL:
6% Increase**

**ACTUAL:
1Day**

Effectiveness

To plan and deliver three relationship building virtual activities, specifically focused on individuals and their families/caregivers/friends.

Target: 3 Gatherings

Efficiency

Health and Safety Workshops and activities will see an increase in the number of individuals participating.

Target: An Increase in number of activities from 2019 - 2020.

Service Access

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

Target: 3 Business Days





SUPPORTED WORK

Summary and Trends

After successfully applying for a grant from the Investment Readiness Program in 2020, we were able to purchase a second industrial shredding machine. With this addition, we have been able to provide twice as many positions, as well as revolving time slots that are used to allow individuals that may be new to working, have very short windows of time they can remain focused, or who's employment readiness skills have yet to be proven, to give shredding a try. For some individuals, being a Shredder is a source of pride and exactly the career they want. For others, they aspire towards working on the truck, or even working towards one day becoming the Floor Supervisor. Others yet, use organizational employment as a stepping stone into community-based employment.

Other sources of organizational employment that we offer to individuals, includes but is not limited to, becoming a member of the janitorial teams that clean for local businesses. Or for those individuals that like to get out and about and have the chance to chat with community members, we have Community Event Calendars that need to be folded and dispersed around town. And for the people with lots of energy and a desire to do physical labour, we also do yard care during the summer and small snow removal jobs in the winter. A variety of other opportunities present themselves sporadically as well, such as stuffing envelopes which is always a success and well-enjoyed.

One addition to Supported Work this year, is that we are now officially offering Recycling Pick-Up Services, in addition to our Shredding Pick-Up Services.

2020 Follow-Up

Unfortunately, like everything over the past year, Supported Work was also affected by the pandemic. Despite our best intentions to co-host interactive workshops with individuals in the program, and excitement by them to do so, ongoing restrictions on gatherings made doing so impossible. We did however, manage to host five workshops.

Covid-19 also made it impossible for staff to participate in Chamber meetings, as they were all cancelled. Our hope to hold two Thank You Luncheons for the various community employers that support us, as well as our many customers, also had to be put on hold. Our plans to make our various services available to surrounding communities will need to wait until the Provincial Health Officer gives the greenlight to cross into other communities. While Supported Work has not gained a lot of ground over the past year, we've certainly held our own. Most importantly, we've managed to support many employed individuals, organizationally and within the community, in a manner that has thus far kept people safe and free from serious illness.

Complaints / Intake / Exits

Supported Work experienced no complaints this year. While we had two exits from the program, one person moved to another province, while the other retired after a very long career. We completed three new intakes, however one individual has chose to wait until after the pandemic to proceed.

Organizational Employment

April 1, 2020 - March 31, 2021



44

Tonnes of paper was shredded last year, the equivalent of seven elephants or five semi-trucks!!

8.1%

Confidential Shredding increased income enough to cover the wages of all the individuals employed through Confidential Shredding.

Effectiveness

To increase the profile of Supported Work, two Thank You Luncheons will be held, and Chamber Meetings will be attended.

Target: 6

ACTUAL: 0

Public Health restrictions and staff shortages prevented gatherings.

37/41

Individuals are currently employed and / or supported in community through Supported Work.

2021 Recommendations



Workshop focus will be shifted to one of three subjects; Job Readiness, Basic Job Skills, or Job Advancement.



To increase the profile of Supported Work and it's various programs through attending Chamber Meetings and hosting a Thank You Luncheon.



Renew our attempts to establish ourselves as a competitive option for Shredding and Recycling needs in surrounding communities.



Streamline processes and enhance the efficiency of the program through cross-training and clear procedures.



Continue to connect with newly referred individuals in a timely fashion that ensures they feel valued.

Efficiency

Income will increase from 2019 levels.

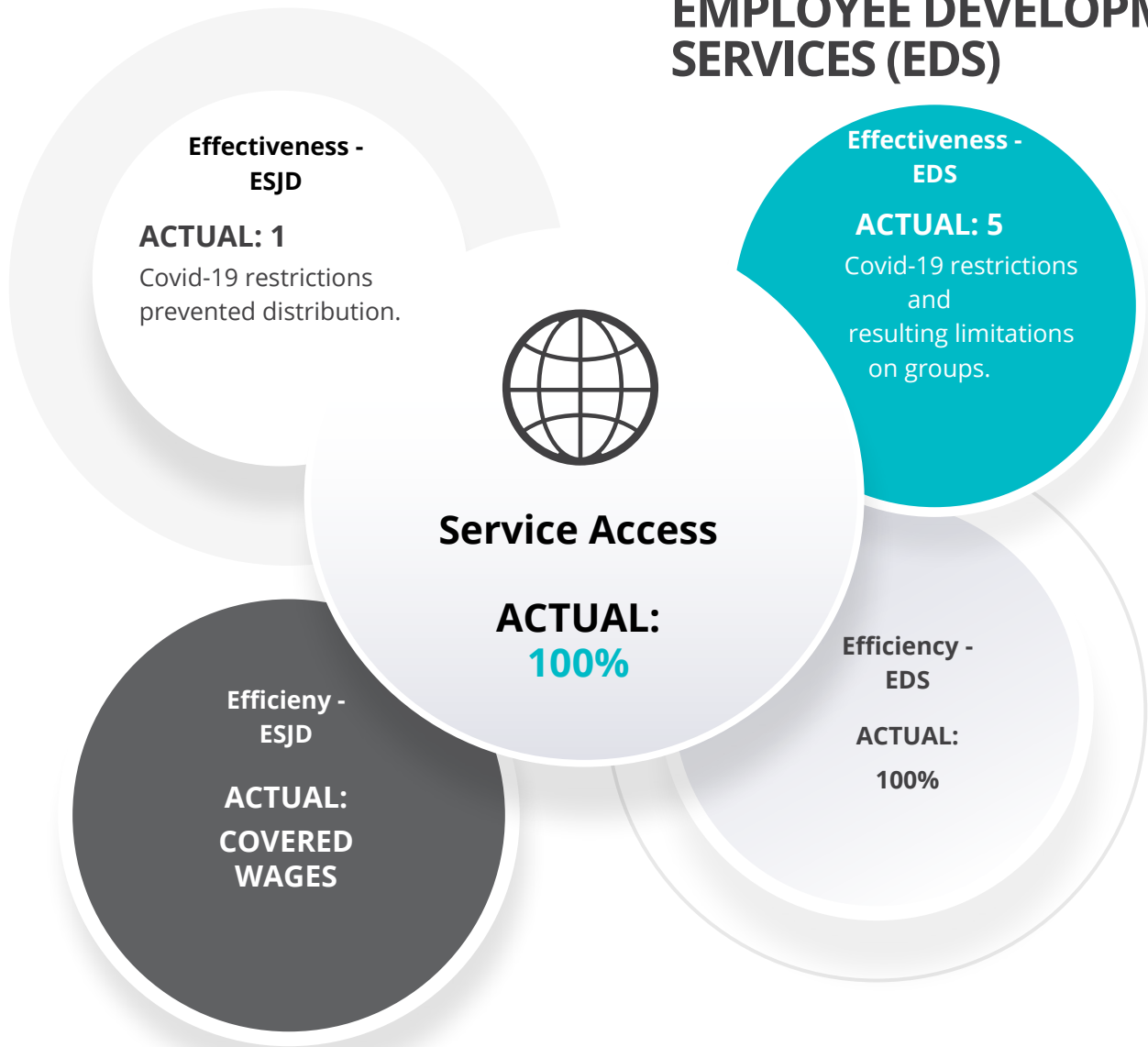
Target: Increase Income

ACTUAL: 8.1% Increase in Income

April 1, 2020 - March 31, 2021

EMPLOYMENT SUPPORTS AND JOB DEVELOPMENT (ESJD)

EMPLOYEE DEVELOPMENT SERVICES (EDS)



Effectiveness - ESJD

To create marketing pamphlets to be distributed to potential employers and customers.

Target: 2

Efficiency - ESJD

To ensure the continued viability of the program, the shredding completed by each Shredder will be weighed to determine overall output.

Target: Cover Wages

Effectiveness - EDS

Interactive workshops will be co-hosted by staff and individuals in the program.

Target: 6 Workshops

Efficiency - EDS

All regular Program Staff will complete, at a minimum, one CLBC Supported Work Fundamental workshop.

Target: 1 Workshop





ASSISTED LIVING

April 1, 2020 - March 31, 2021

Summary and Trends

The pandemic has weighed heavily on the minds of the residents as they eagerly await an easing of restrictions that will allow them to at long last, to reconnect with their loved ones. To pass the time, many residents are focused on preparing for the upcoming gardening season, and the Resident Council has worked hard to plan an array of activities that continue to be widely enjoyed which has been evident by the excellent attendance and feedback.

2020 Follow-Up

Unfortunately, Covid-19 restrictions prevented / prevents us from having the residents and their families participate in activities together. Instead, staff worked diligently to ensure activities were planned to meet the needs of our residents while ensuring all necessary safety precautions were taken to maintain the health of those we support.

Complaints / Intakes / Exits

Two complaints were brought forward by residents this year. Both issues were quickly rectified to the satisfaction of those involved. Seven people exited the program, while there were six new intakes this year.

2021 Recommendations



Opportunities for the residents to socialize are to be enhanced through an increase of group activities throughout the year.



Add and update all resident profiles to Sharevision to ensure consistency of care.



Staff will be supported to become proficient in the use of Sharevision.



After receiving approval by the Health Authority, applicants will be interviewed within one week.

**“Wrinkles
should
merely
indicate
where smiles
have been.”**

~Mark Twain

Effectiveness

An increase in activity participation numbers, by male residents.

Target: 2 Activities Per Month

ACTUAL: 0

Covid restrictions prevented group activities.

Efficiency

To increase resident recreation participation throughout the year, to a minimum nine per activity.

Target: 9 Participants

ACTUAL: 6

Pandemic restrictions prevented group recreation.

Service Access

Applicants were contacted for an interview within five business days of their initial call.

Target: 5 Business Days

ACTUAL: 100%

SENIORS INITIATIVES

Aimed at improving the lives of seniors in our community and surrounding areas, and to assist them to remain independent within their own home, for as long as possible. Depending on whether seniors are from urban or rural settings, a variety of supports are available.



RURAL SENIOR'S INITIATIVE

This trial initiative is funded by the Director's of Area D and E of the Peace River Regional District. There are three streams of service; senior's can chose one or all. Weekly meals, bi-weekly housekeeping, or snow Removal, can be opted into at the discretion of each senior. There are approximately 40 seniors receiving five freshly frozen meals per week, 40 seniors

accessing housekeeping services, and another 14 that took advantage of the snow removal throughout the winter. Currently, there are over 80 seniors in 45 rural locations that are benefiting from these services. We hope to continue providing these services to many more seniors, helping to ensure they remain in their homes longer.

SENIOR'S MEAL CALL

A hot, fresh lunch and take-home meal is provided free of charge once weekly, to 55 senior's residing in our apartment complexes. Implemented due to the pandemic, was a temporary grocery shopping service which was available to urban seniors who were either unable or fearful for their health.



HUMAN RESOURCES

Our Human Resources (HR) Committee continues to meet regularly to discuss HR concerns, and to develop best practices. We continue to use Relias and have made great strides towards using it to its fullest capability.



Every year, we submit HR data to Community Social Services Employers Association (CSSEA), after which we receive a report with sectoral data, Provincial Community Living Services data, as well as agency specific data regarding, among other things, Extended Health Care Participation, Paid Sick Leave Days, Average Years of Service, and Average Age and Gender Mix profiles. We also collect data on internally posted positions and Society statistics, in order to understand staffing changes and anomalies.

Average Age and Gender Mix (2019)

CSSEA Sector



43.43 Yrs

Average age of BOTH male and female employee's.

Community Living Services



44.12 Yrs

Average age of male employee's.

43.90 Yrs

Average age of female employee's.

DCSCL



51 Yrs

Average age of BOTH male and female employee's.

Average Length (Years) of Service of Existing Employees

ALL EMPLOYEE GROUPS

 **6.5**
CSSEA Sector

 **6.91**
Community Living Services

 **2.5**
DCSCL

BARGAINING UNIT

 **6.62**
CSSEA Sector

 **6.89**
Community Living Services

 **11.47**
DCSCL

MANAGEMENT & EXCLUDED

 **9.94**
CSSEA Sector

 **10.23**
Community Living Services

 **11.8**
DCSCL

INTERNAL POSITIONS POSTED

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.

| | 2017 / 2018 | 2018 / 2019 | 2019 / 2020 | 2020 / 2021 |
|----------------|-------------|-------------|-------------|-------------|
| # of Postings | 46 | 43 | 42 | 28 |
| # of Part-Time | 40 | 22 | 20 | 20 |
| # of Full-Time | 3 | 1 | 5 | 1 |
| # of Temporary | 3 | 20 | 17 | 7 |
| Weeks to Fill | 3.75 | 3.5 | 5.8 | 16 |

Paid Sick Leave Days Per Full-Time Equivalent (2019)

| | CSSEA Sector | Community Living Services | DCSCL |
|-----------------|--------------|---------------------------|-------|
| All Employees | 7.09 | 7.40 | 10.06 |
| Bargaining Unit | 7.67 | 8.14 | 12.29 |

Extended Health Care Participation Rate (2018)

| | CSSEA Sector | Community Living Services | DCSCL |
|----------------------------|--------------|---------------------------|--------|
| Single | 32.44% | 24.71% | 33.33% |
| Family | 35.26% | 35.39% | 66.67% |
| Eligible Non-Participating | 6.98% | 8.61% | 0.00 |



STAFF DEVELOPMENT

This fiscal year there was a total of 1857.5 hours of staff training completed. In addition to in-house training opportunities, Open Future Learning and Relias Online Training were also used extensively to enhance staff development. To a much lesser extent this year, given the pandemic restrictions, community-based training opportunities such as First Aid and Class 4 Driver Training, were provided as available.

In-house and online training included annual Occupational Health and Safety reviews, mandatory training and orientation training, including but not limited to:

- Covid - 19 Pandemic related training such as Personal Protective Equipment (Donning and Doffing)
- Medication Delivery Course
- Non-Violent Crisis Prevention and Intervention
- Cyber Training
- Understanding and Promoting Rights
- Boundaries
- Employee Wellness
- Guidelines for Effective Documentation
- Building Relationships in Community
- Preventing Slips, Trips and Falls
- Introduction to Your Role
- Conflict Resolution
- Delegation of Task Training
- First Aid
- Food Safe
- Fire Safety
- Team Building
- Supporting and Understanding Communication
- Trauma Informed Practice
- Dementia
- And many more



**I am always doing that
which I cannot do, in
order that I may learn
how to do it.**

~ Pablo Picasso



SERVICE AWARDS 2021

This year we have 11 employee's celebrating milestones with us. We may not have been able to host our Annual Staff Appreciation Party, but please know that each and every one of you ARE appreciated!

25 YEARS

Daylene Kelford

20 YEARS

Anne Pearson

15 YEARS

Brenda Gow

Polly Hatch

10 YEARS

Ken McIntyre

Mary Galura

Lorrie Roberts -
Scheck

5 YEARS

Jerry Isip

Viju Puthusseri

Valappil

Vimal Radha

Novelita Tejada



Jamie Palmer is the lucky winner of 2020's Annual Inspire Award and her name has been added to our plaque!

Thank you for your continued contributions to the Society and the individuals we support. And for making a concerted effort to go above and beyond!

MAKING THE BEST O



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OF A BAD SITUATION





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