



DCSCL
Annual Report

2021 2022


**PERFORMANCE
IMPROVEMENT
REPORT**



**Dawson Creek Society
for Community Living**

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

Website: www.dcscl.org



**“The secret of
change is to focus
all of your energy,
not on fighting the
old, but on building
the new.”**

~Socrates

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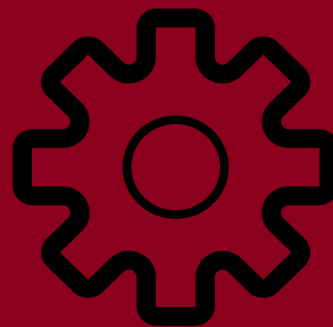
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ACCREDITATION COMMITTEE MESSAGE

Co-Chairs Marla Reed and Stacy Scriven; Committee Members: Kirsten Homme, Anne Pearson, Tracy Sutton, Emily Wasmuth, Ashley McKale, Tanya Ezeard, Daylene Kelford, Renee Brandon, Ken McIntyre, Regina Saunders, Amanda Stafford and Melissa Wagar.

Just when we thought the worst had past, this rollercoaster we've been on took a few more unexpected twists! As summer gave way to fall and Covid-19 amped up its game, sending one variant after another our way, Canadians experienced restrictions unlike anything in history. In response, we amped up our game. Never before in DCSCL's 64 year history, has the physical and mental health of the people supported, and staff alike, been so at risk. But rather than give up or let it get us down, we came together as a team and found ways to 'be together', laugh together, and share positive experiences with one another even while gatherings were not permitted. Thanks to the creativity of our amazing staff, the people we support did not have to experience the sadness of being isolated and alone. Once most people were vaccinated and able to participate in the community again, we certainly did not waste any time helping people readjust and safely begin living 'normally' amongst others. Who would have ever thought a loud, raucous crowd in a restaurant could actually bring a smile to your face and a sense of relief....

All of our hard work to maintain Commission on Accreditation of Rehabilitation Facilities (CARF) highest level of achievement, paid off once again. The numerous plans, policies and procedures we spend so much time creating, reviewing and updating, in conjunction with our lived experiences since 2020, ensured we were prepared and ready for all the curveballs Covid-19 had to throw at us this past fall, winter and spring.

We were able to secure the contract to expand the number of seniors benefitting from the Rural Senior's Initiative, while the Urban Senior's Meal Call service also saw an uptake in participants. These programs have been vital in keeping seniors connected throughout the pandemic, and helping them to live independently in their homes longer.

Complex health care needs have become increasingly challenging over the past several years. Individuals are living much longer and as a result, experiencing more age-related diseases.

1416 Residence, designed for people to age-in-place, continues to be a true asset to the community for this very reason, and it inspired us to look for alternative ways to support individuals with complex mental health needs, as well. This led to the creation of the new Centennial Cluster, designed specifically for people that have a history of trauma and do not 'fit' within traditional programs. It is still a very new program and is undergoing tweaks, but shows great promise.

DCSCL is currently serving 320 individuals (106 in Community Living, 31 in Assisted Living, and 183 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 146,772.75 direct and indirect service hours over the past year. We look forward to providing even more hours of quality support to an even larger base of people next year!

STRATEGIC PLAN

2021 - 2024

Progress

Despite the challenges presented by the ongoing global pandemic, we were able to make satisfactory progress on our goals. DCSCCL continues to develop new, and maintain existing relationships with local, regional and Provincial organizations, as well as others who are also vested in safe and affordable housing. In preparation for the future, the Society has started developing a land bank, having acquired city lots for potential future projects which will help us to achieve our goal.

In March 2022, we successfully completed the proposal process and were awarded the contract to continue providing the much needed Rural Seniors Initiative; a program aimed at keeping seniors in their homes longer (See page 36 for further details). DCSCCL Management and staff continue to respect individuals uniqueness, and despite the difficulty posed by the high turn-over rate amongst the professionals in our community, we work diligently to quickly build and maintain positive relationships, to ensure best-case outcomes for the people that rely on us.



Organizational Goals

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

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

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

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

To practice and advocate for radical inclusion.

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

Vision Statement

We are a vibrant community of empowered caregivers where questions are asked, commitment 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 Slogan

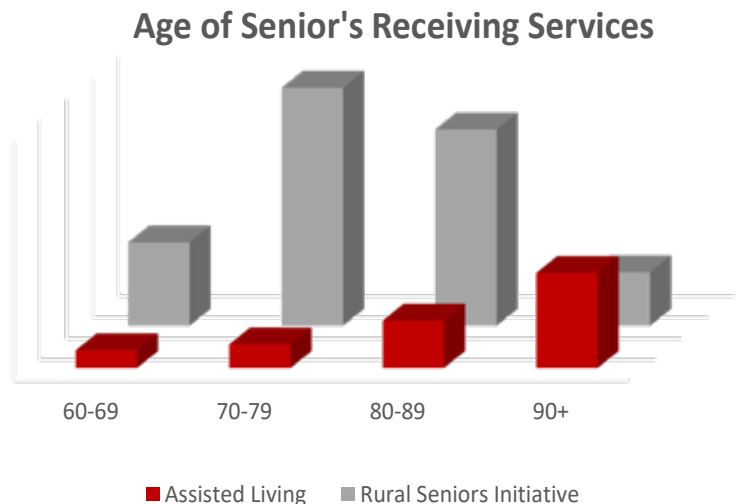
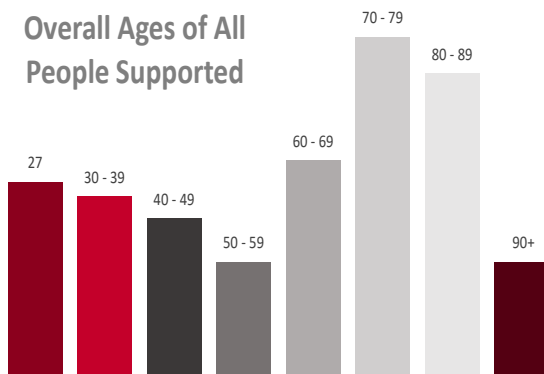
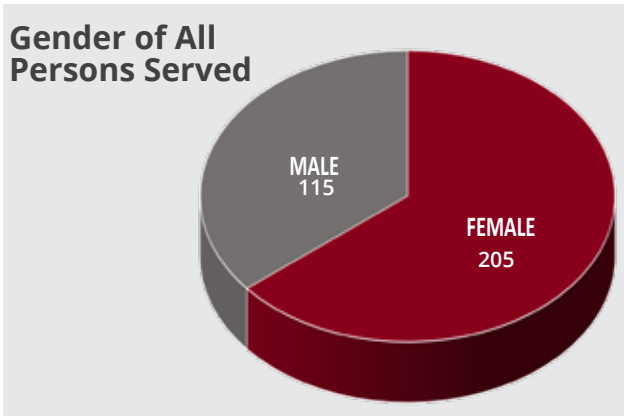
Opening More Doors - to meet physical needs of people served by providing safe, comfortable housing.

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

Opening More Minds - to provide education on radical inclusiveness.

DEMOGRAPHICS

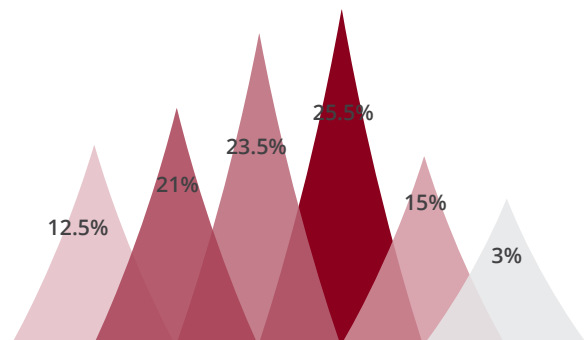
The following demographical data has been collected to assist with understanding the populations we serve. The tracking of this data provides individuals, families, service providers and funding agencies, accurate information in regards to gender, age and disability of individuals receiving service.



Ages of Persons Receiving Community Living Services

Although 70% of the population of individuals served are between the ages of 19 - 49, those between 50 - 70+ now make up 30% of the total, accounting for the increasingly complex health care needs being experienced.

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

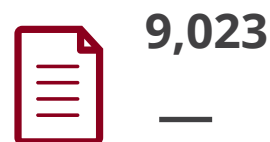




...of people supported by DCSCCL, live in a Residences or in Home Share.



...of people receiving Community Living Services participate in our Community Inclusion Programs.



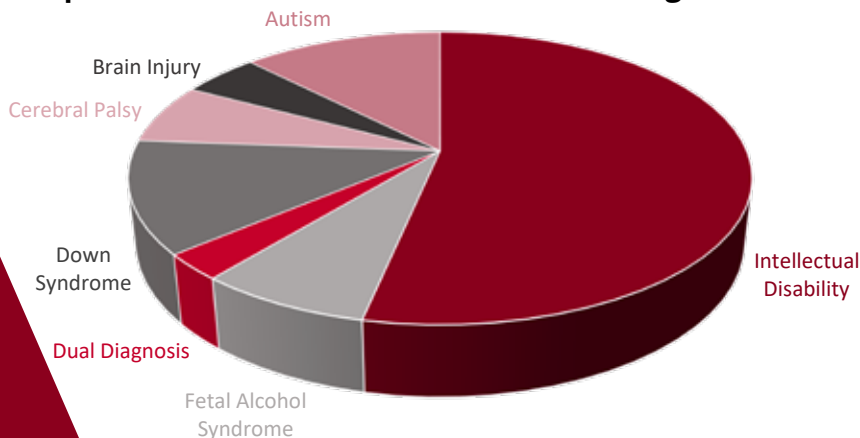
...meals were made and delivered to the rural seniors of Area D and parts of Area E of the Peace River Regional District.



146,772.75

**TOTAL SERVICE HOURS
Provided In Community Living
Programs & Assisted Living**

Specific Disabilities of Individuals Receiving Services



Assisted Living and Senior Services were not included in these demographics, as they are meant specifically for persons with disabilities.



While supported individuals identified with a wide array of ethnicities from around the world, for reporting purposes, we combined the groups as follows: 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, in addition to cultural activities and workshops at our Opportunity Centre, all the Community Living programs chose to work together to host monthly celebrations based on the individuals cultural interests. Northview Assisted Living also hosts themed dinners for the residents.

4,500

Meals provided and/or served to urban seniors.

95

Seniors in 61 rural locations benefitted from the services provided by the Rural Seniors Initiative.

20,517

Meals were provided to seniors in the community and surrounding area between April 1, 2021 and March 31, 2022.

SATISFACTION SURVEYS

Assisted Living

Do you feel staff understand
your health care needs?

100% Yes

Do you feel the building is
well maintained?

100% Yes

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

95% Yes

Do you feel your
concerns are promptly
addressed?

100% Yes

Do you feel a good
variety of foods are
being served?

95% Yes



95.5%

**Overall Satisfaction Of All
People Receiving
Community Living
Services Through
DCSCL.**

**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.**



95%

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

“ The older you
get, you real-
ize there are no
answers, just
stories. ”

Community Living Services

Family

Individuals Receiving Services
Surveys were distributed to each individual living in our residences and/or regularly receiving services.

83 Surveys Distributed



81% Returned

A total of 85 Surveys were distributed to IRS, 67 were returned.

27% Returned

A total of 52 Surveys were distributed to families, 14 were returned.

Families



Surveys were distributed by Survey Monkey, or mail, depending on the families preference.
52 Surveys Distributed

Families that are satisfied with the support their loved one receives.



100%



96%

Of individuals receiving services are satisfied.

100%

Feel they are treated with dignity & respect.

93%

Feel they have their preferences heard.

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

"They have followed all the rules of Covid which is a comfort to all family members. Plus they have communicated quickly when any changes were made. This is much appreciated."

As an IRS, what activities would you like to see at the new OpC?

"More fancy dress-up suppers."
"More cooking."
"More games, sports & outdoor activities."
"Different, hosted party nights."
"More movie nights."
"Crib or Chess Tournaments."

How can DCSCS support you and your loved one through the ongoing global pandemic?

"I feel satisfied that our loved one's daily needs are met and he is well taken care of."
"Continue encouraging positive interactions, and group activities for their mental well-being."

As a family member, are there activities you would like to see more of at the Centre?"

"...some interactive, physical activity."
"Swimming is an important activity - for both physical and mental health."
"More outdoor activities."
"More games, crafts and karaoke."

COMMUNITY RESIDENCES

Summary and Trends

2021 was a continuation of 2020, full of restrictions, constantly changing mandates, and lack of freedom to see those most important to us. We worked diligently to make sure individuals maintained connections with family and friends, virtually when necessary and in-person within the community whenever possible. Measures were taken to ensure the health and safety of all individuals and staff throughout the varying mandates, as we moved through one wave of Covid after another. To be sure the individuals maintained enjoyable lives in a time of such uncertainty, staff pulled out all the stops as they planned multiple celebrations. Holiday's, birthdays and an array of Cultural festivities filled their calendars and were thoroughly enjoyed by all.

2021 Follow-Up

Individuals were encouraged to rekindle reciprocal social connections, and through participating in various activities together, whether they be virtual or in-person, friendships were broadened and solidified. Regular contact with family and the sharing of pictures, also deepened relationships with loved ones. Inflation and supply chain issues directly related to the pandemic prevented us from reaching our goal, however we did still manage to find some savings while providing an array of healthy choices based on the Canada Food guide and individuals dietary restrictions.

Complaints / Intakes / Exits

Canalta Residence had one complaint that was quickly followed up with and resolved in a timely manner. 1416 and 115th Residences' had no complaints, nor were there any intakes or exits from any of the Residences' this year.

2022 Recommendations



Individuals will be supported to participate in Peer Meetings to ensure they have the opportunity to voice their preferences, feel included and informed.



Individuals will participate in monthly, culturally-based activities with individuals from other residential programs.



Individuals quality of life will be improved through the provision of devices specific to their needs and those of the residence.



Stakeholders will be well-informed of DCSCL's outcomes through a variety of means.



Friendships will be rekindled or enhanced through mutually enjoyable social activities.

CANALTA, 115th and 1416 RESIDENCE

April 1, 2021 - March 31, 2022

ACTUAL:
72%

Barriers: Covid restrictions, technology issues, lack of interest.

ACTUAL:
7.1%

Barriers: Lack of availability, inflation.

ACTUAL:
There were no intakes.

Effectiveness

Each individual will maintain or increase their social connections/reciprocal friendships, through activities of their choice.

Target: 80% of individuals will achieve this twice monthly

Efficiency

Residences will realize savings through the purchasing of bulk grocery items from wholesalers, when possible.

Target: 10% savings from 2020-2021

Service Access

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

Target: 3 business days







HOME SHARE

April 1, 2021 - March 31, 2022

Summary and Trends

Lack of Respite Care continued to be one of the biggest challenges for Home Share contractors again this year. With severely limited resources, the risk of burnout is significant; add to that the challenges posed by increasingly complex health care needs in an aging population, both individuals requiring support and the contractors themselves, and the problem quickly becomes critical. There is considerable pressure to address the lack of respite options, as well as the challenges surrounding the recruitment of Home Share providers.

2021 Follow-Up

Contractors and those supported, were assisted with completing a Person Centred Plan that best met their needs; relationships were fostered with local and regional professionals and a significant amount of time was spent participating in focus groups and meetings, and gathering information on the new Home Share Standards.

Complaints / Intakes / Exits

Home Share experienced one complaint that was investigated and dealt with in an appropriate and timely matter. Nine individuals exited the program this fiscal year; four people moved on to different agencies due to moves or the need for a different service, and five people moved to different programs within DCSC. There were two new intakes.

2022 Recommendations



Procedures and strategies will be developed to improve the Home Share Programs efficiency and alignment with the new Home Sharing Standards.



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



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



Significant focus will be placed on the recruitment of suitable Home Share providers.

“If we take care of the moments, the years will take care of themselves.”

~Maria Edgeworth

Effectiveness

To actively advertise Home Share and attract new contractors that are eager to open their homes and hearts.

Target: 12 advertisements

ACTUAL: 12 advertisements

Efficiency

Communication with family members and/or caregivers, where there was previously little-to-no contact and/or no relationship will be improved.

Target: 12

ACTUAL: 11

Barriers: Technological issues, adverse weather, lack of interest by family members and/or caregivers, and scheduling, played a role in falling just short of this goal.

Service Access

Contact will be made with referred individuals.

Target: 3 business days

ACTUAL:

Contact is generally made prior to a referral being received, by people seeking information and support with the process.





SUPPORTED LIVING

Summary and Trends

With the global pandemic continuing into yet another year, we placed significant focus on ensuring the health and mental well-being of the people we supported by engaging them in social and physical activities whenever possible. At the height of the second wave we utilized virtual platforms to communicate, exercise, learn about various cultures - everything and anything to keep individuals' busy. The Opportunity Centre also continued to offer 'drop-in' daily activities so people could still 'see' their friends. As more people became double vaccinated and the PHO moderately relaxed the mandates, we wasted no time getting individuals safely back into the community. It was very welcome!

2021 Follow-Up

We empowered individuals to try a variety of activities and to maintain socially meaningful connections and build new friendships, first through virtual means and later, by in-person visits. To keep things fun and interesting while providing some education, we encouraged staff and individuals to become more culturally competent - going so far as to purchase interactive globes. In an effort to be fiscally responsible, we aimed to reduce the effects of inflation as much as possible through utilizing bulk purchasing. Unfortunately, ordering bulk items from the local wholesaler did not result in the savings we had anticipated; rather, we learned that more savings could be had through shopping sale flyers.

Complaints / Intake / Exits

There were no complaints in Supported Living this year, nor were there any exits to report. We welcomed one new intake.

2022 Recommendations



Individuals lives will be enriched through regular participation in Cultural Celebrations, in both small and large settings.



Peer Committee Meetings will be held monthly to ensure individuals have a platform from which to voice their preferences, feel included and informed.



To encourage individuals to continue building and nurturing important social relationships while having the confidence to experience new things.



Stakeholders will be well-informed of DCSCS's outcomes through a variety of means.



Staff will enhance their knowledge on Quality Of Life Indicators, Rights and Responsibilities, and Independence. They will also receive the necessary training to enhance their skills to better deal with complex mental/physical health challenges.

1408 CLUSTER and 1328 CLUSTER

April 1, 2021 - March 31, 2022

ACTUAL:

3 out of 7 accomplished this, while 4 out of 7 were successful 90% of the time.

Barriers: Illness, lack of interest.

ACTUAL:

\$314.83 each per month.

Barriers: Inflation, supply chain issues.

ACTUAL:

1 Business Day

Effectiveness

Each individual will maintain/increase their social connections and reciprocal friendships through a variety of activities.

Target: 48 times annually each

Efficiency

Grocery items will be purchased in bulk to reduce costs and enhance savings.

Target: \$300 each per month, or less.

Service Access

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

Target: 3 business days







SELF HELP SKILLS / HOME SUPPORT / CENTENNIAL CLUSTER

April 1, 2021 - March 31, 2022

Summary and Trends

It was another challenging but great year overall. While there continued to be many barriers, the individuals once again proved their resilience and they didn't let the ongoing pandemic slow them down too much. There were many positive experiences to be had, including two weddings, a baby, and the creation of a new program! As luck would have it, five individuals rented apartments in the same building, so in order to meet their various and unique needs, we rented an apartment to base services out of and created the Centennial Cluster. As with all new things, adjustments have had to be made, but we have been successful at meeting some particularly challenging needs. Self Help Skills, Home Support and Centennial Cluster, while all outreach services, each have particular areas of strength; while SHS and HS place significant focus on independence, Centennial Cluster aims for increased flexibility and to meet people where they are at.

2021 Follow-Up

Individuals were supported to foster connections with people that were important to them, with fantastic results! Unfortunately, our hopes to save money through bulk buying were not realized and it was discovered that more money could be saved by following sale flyers. Despite this, healthy choices were encouraged and a variety of cultural foods were experienced by all.

Complaints / Intakes / Exits

Self Help Skills had one complaint this year which was immediately addressed and rectified; Home Support and Centennial Cluster received no complaints. Individuals changing needs resulted in their shuffling between programs: one exited the Cluster, five exited SHS, while the Cluster had five intakes, and SHS had four intakes.

2022 Recommendations



Individuals will continue to be supported with maintaining/ increasing their social connections to protect their mental health.



Peer Committee Meetings will be held monthly to ensure individuals have a platform from which to voice their preferences, feel included and informed.



Stakeholders will be well-informed of DCSCS's outcomes through a variety of means.



Staff will receive the necessary training to ensure they have the skills required to deal with complex mental/physical health challenges.

"The pessimist sees difficulty in every opportunity. The optimist sees opportunity in every difficulty."
~Winston Churchill

Effectiveness

One person-specific, life-enhancing skill aimed at fostering social connection and mental health, will be achieved by each individual.

Target: One skill per IRS

ACTUAL for SHS/HS: Average 3.8 per IRS

Accomplished by Individuals

ACTUAL for Centennial

Cluster: Average 14.2 per IRS

Accomplished by Individuals

Efficiency

Individuals will learn how to save money using sales flyers and bulk buying when possible, while sticking within their budget and making healthy choices.

Target: 80% of individuals will participate in this goal

ACTUAL for SHS/HS: 60%

Barriers: Individuals are very independent and resisted changing their routines.

ACTUAL for Centennial Cluster:
87% individuals participated

Service Access

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

Target: 3 business days

ACTUAL for SHS/HS: 1.7 business days

ACTUAL for Centennial Cluster:
2 business days





Summary and Trends

'Change' continued to be the theme throughout 2021-2022. Between the yo-yoing Provincial mandates and the massive renovation being done to the Centre, everyone's patience were tested. We worked very hard to engage people and increase participation in activities which proved more challenging than we'd anticipated given the many barriers we came up against. However, as the Centre neared completion, people started to 'see the light at the end of the tunnel', and as mandates slowly relaxed, the excitement became palpable. People could hardly wait for the chance to attend in-person activities and see all the changes. Due to the efforts put forth by staff to save money, and the sizeable savings they were able to attain, new activities, games and supplies were able to be purchased for the Centre, giving people even more reasons to be excited for its re-opening.

2021 Follow-Up

The health and safety of all the individuals and staff attending the Centre this past year, remained the top priority. We continued to use virtual platforms to engage as many people as possible while necessary, and later, as the mandates were slowly eased, we ensured additional measures were taken to maintain the health of all as we resumed in-person activities. We spent a lot of time and energy on hosting various Cultural activities to keep things interesting and were delighted to see the uptake.

Complaints / Intake / Exits

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

2022 Recommendations



Stakeholders will be well-informed of DCSCL's outcomes through the bi-annual Newsletter.



Peer Committee Meetings will be held monthly to ensure individuals have a platform from which to voice their preferences, feel included and informed.



To significantly increase participation in the newly renovated Centre through hosting large-scale, inclusive events.



To carry over any additional funds generated through events, to ensure that they get bigger and better as the year progresses.



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

OPPORTUNITY CENTRE

April 1, 2021 - March 31, 2022

ACTUAL:
4.4 Participants
Barreirs: Provincial mandates, limited space due to renovations, lingering fear over Covid-19.

ACTUAL:
4.3% Savings
Over 2019-2020
(2020-2021 Totals Were Skewed Due to Mandated Closures)

ACTUAL:
1Day

Effectiveness

To increase social engagement and participation by individuals and families, through in-person and virtual platforms.

Target: Increase from 2020-2021 (4.7 participants per activity)

Efficiency

To decrease grocery costs through the use of bulk purchasing when possible.
Target: An increase in savings from past years grocery costs.

Service Access

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

Target: 3 business days





SUPPORTED WORK

Summary and Trends

Supported Work remains a very busy program, not only supporting individuals in the community, but also employing and contracting with several people directly. We pride ourselves in providing an opportunity for employment to any CLBC eligible person seeking the self-satisfaction of having a job and contributing to society; and we meet them where they are at. For some that means working regular shifts on a daily basis, while for others it may mean working very short periods of time to accommodate whatever limitations they may have. And then there are those that simply need the opportunity to try out a job to assess where their abilities lie and to get a better idea of what skills they need to enhance, prior to seeking employment in the community.

We are fortunate enough, and very grateful, to have two industrial shredders that provide us with the ability to be competitive within the industry. The several tonnes of paper we pick-up annually, provides many of the opportunities for employment mentioned above. In addition, we offer recycling pick-up, and hold several janitorial, lawn maintenance, delivery, and snow removal contracts. For those individuals that like to get out and about and chat with community members, we produce Community Event Calendars that need to be folded and dispersed around town monthly. A variety of other opportunities have presented themselves sporadically as well, such as stuffing envelopes or delivering door-hanger flyers, which is always a success and well-enjoyed.

We created marketing flyers of our own but discovered that while they are great for informational purposes, they did not increase business as hoped. Word of mouth continues to be our best means of drumming up business and we look forward to Chamber Luncheons resuming for this purpose.

2021 Follow-Up

Despite staff's best efforts, workshop attendance remained low due to the continued pandemic and limits on group gatherings. However, having split the workshops into three categories, each individual that did attend was able to really focus on the particular skill-set they needed to improve upon; everyone walked away with at least some new tools.

Provincial restrictions continued to limit our ability to spread the word about the various services we offer throughout our community and the surrounding areas. Once again, we were also unable to host a Thank You Luncheon for the many wonderful employers that currently employ several of the individuals we support; we will continue to strive towards accomplishing this, as soon as we are able to do so.

Throughout the many challenges we have faced over the last couple years, we have continued to remain a competitive, yet affordable local option for businesses requiring confidential shredding and recycling services. It is our intention to remain as such.

Complaints / Intake / Exits

Supported Work experienced no complaints this year, nor were there any exits. We completed two new intakes; one started work soon after, however the other individual chose to wait until after the vaccine mandates are lifted, before seeking employment.

Organizational Employment

April 1, 2021 - March 31, 2022



2022 Recommendations



Workshops will continue to focus on one of three subjects; Job Readiness, Basic Job Skills, or Job Advancement.



To educate the community about our programs and the benefits of hiring the people we support. The Mentorability Program is one such excellent resource that we will utilize.



To continue building our Confidential Scanning business. There is interest within the community so there is definite potential for customers and increased employment positions.



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.

Effectiveness

To secure Shredding/Recycling contracts in surrounding communities. **Revised** due to not being a viable goal throughout the pandemic.

****New Goal** - To start a Confidential Scanning Business
Target: Employ 3 IRS and attain at least 1 customer.

ACTUAL: Employed one IRS, but the only customer was DCSC. Barriers: Continued restrictions, lack of interest, staffing challenges.

79,669
Pounds of
Paper Were
Shredded!

38 out of 42
Individuals were
employed or sup-
ported through
Supported Work.

Efficiency

Clear procedures will be created for all aspects of Supported Work to ensure consistent and efficient processes.

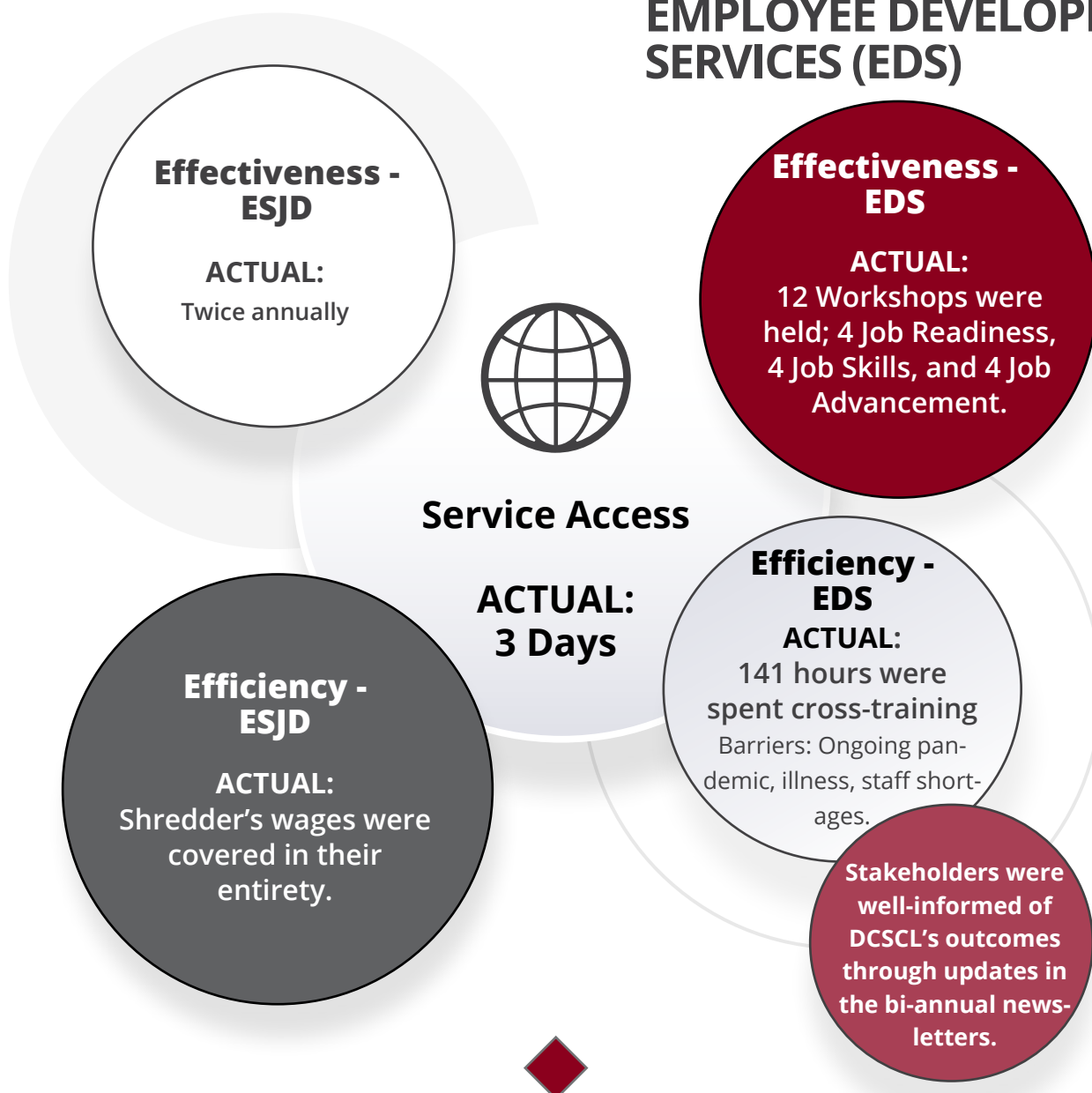
Target: 10 per month

ACTUAL: 16 procedures were created
Barriers: Continued challenges posed by the pandemic, staff illnesses, staffing shortages.

April 1, 2021 - March 31, 2022

EMPLOYMENT SUPPORTS AND JOB DEVELOPMENT (ESJD)

EMPLOYEE DEVELOPMENT SERVICES (EDS)



Effectiveness - ESJD

To create a marketing flyer for our Supported Work and Shredding services.

Target: Twice annually

Efficiency - ESJD

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

Target: Cover wages

Effectiveness - EDS

Each Job Coach will host interactive workshops focused on one main area of employment.

Target: 12 workshops (four each)

Efficiency - EDS

To ensure the ongoing smooth operation of the program, cross-training will regularly occur.

Target: One month will be spent covering each other's normal duties.





ASSISTED LIVING

April 1, 2021 - March 31, 2022

Summary and Trends

Pandemic restrictions and Provincial mandates continued to be a significant factor in deciding what types of gatherings, events and activities could be planned for the residents. However, with the majority of the residents vaccinated, the requirement for social distancing among them was lifted and we were thrilled to resume dining room meals and group activities. Visitation restrictions were also relaxed and vaccinated family members were able to resume in-suite visits and participate in activities with their loved one.

2021 Follow-Up

Although we did not see an increase in resident participation in group activities, neither did we see a decline. Despite significant staff changes, multiple exits and new intakes into the program, and the continuation of the pandemic and various mandates, we managed to consistently maintain 2020-2021 participant numbers. We were happy to provide an array of activities to cater to a variety of different interests.

Complaints / Intakes / Exits

One complaint was brought forward this year. Their concern was promptly addressed to the satisfaction of the resident. Eight people exited the program, while there were five new intakes this year.

2022 Recommendations



To have community volunteers return to the facility to provide therapeutic services to the residents such as live music, therapy animals and exercise classes.



Staff to have access to workstations in various locations throughout the facility, on which to do their Sharevision documentation.



A variety of activities will be arranged throughout the year to provide people with the opportunity to socialize as desired.



To see an increase in the number of residents participating in the growing, tending and harvesting of the bounty in the much-loved gardens.

**“Youth is
a gift of
nature,
but age is
a work of
art.”**

~Stanislaw Jerzy Lee

Effectiveness

An increase in group activity participation numbers, to increase socialization.

Target: 8 participants

ACTUAL: 6

Barriers: Pandemic restriction, fear of Covid-19, lack of interest.

Efficiency

To migrate resident profiles to Sharevision and ensure staff proficiency with using the platform.

Target: Implement new platform and ensure staff proficiency

ACTUAL: The platform was implemented and staff are accessing Sharevision for all documentation purposes.

Service Access

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

Target: 5 business days

ACTUAL: 3 business days

Urban Senior Services

Aimed at supporting seniors to stay in their homes longer and remain as independent as possible for as long as possible, these services have greatly benefited the seniors that have participated. Over the course of the past year, Senior Meal Call has delivered 1464 meals throughout the community, while another 3036 meals were provided to those in DCSCL's various seniors complexes that wished to receive them; a total of 60 seniors participated. In addition, Good Food Boxes were delivered 227 times to seniors within the city, while grocery shopping was done and delivered, 318

times over the year, for a total of 545 food deliveries to 27 seniors throughout the community of Dawson Creek between April 1, 2021 and March 31, 2022. Throughout the pandemic, these services have been especially appreciated by some of Dawson Creek's most vulnerable citizens; being able to alleviate some of their fears through the simple act of delivering food and reducing their need to go into community has been our great pleasure and we are thankful to have been able to do so. We look forward to supporting at least as many seniors over the course of the next year!

"Very happy and grateful for this program."

"I couldn't do without this service."

~RSI Recipients



"It was a lifesaver, especially after surgery and recovery; also during the pandemic as things were pretty lonesome."

~RSI Recipient

RURAL SENIOR'S INITIATIVE

Having been granted the contract to continue providing incredibly important services to the seniors of Area D and parts of Area E, of the Peace River Regional District, we were very excited to help keep seniors in their homes longer. Over the past year, we have supported 96 rural seniors in 61 locations with meals, housekeeping services, and/or snow removal. Approximately 750 meals were provided monthly for a total of 9023

meals to 37 rural seniors over the course of the past year. During the same time, 35 seniors opted in for the Housekeeping Services; 2,940 hours were spent cleaning during the 735 visits that were made. As quoted above by a service recipient, these visits entailed more than just cleaning services. For those unable or too apprehensive to venture out, this was a chance to connect with others, even for a short time.

Between November 1, 2021 and March 31, 2022 the removal of snow from driveways was also offered. 23 seniors took advantage of this service for a total of 128 times throughout the winter season, making it possible for them to exit their driveways safely. We are happy to say that we will be continuing to offer these services throughout the following year and hopefully for many years to come.



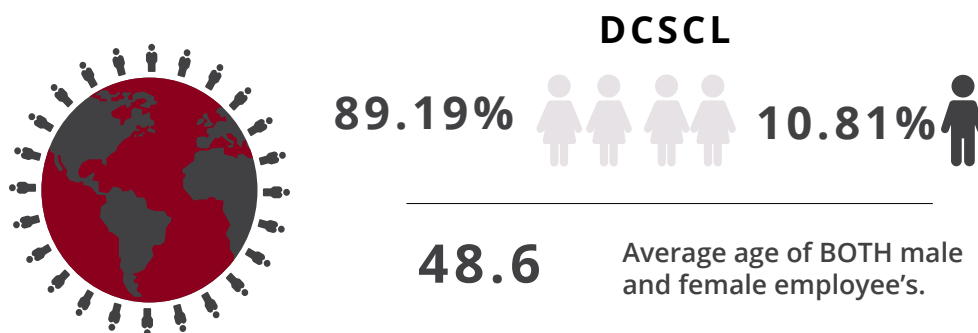
HUMAN RESOURCES

Our Human Resources (HR) Committee meets regularly to discuss HR concerns and to develop best practices. We have made great strides in utilizing Relias and Comvida to their fullest extents.

Each 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, Average Age and Gender profiles, Paid Sick Leave Days, Extended Health Care Participation, and Average Length of Service. In addition, we collect data on Internal Positions Posted and other Society statistics, in order to better understand staffing changes and anomalies.

Average Age and Gender Mix (2020)



Average Length (Years) of Service of Existing Employees

ALL EMPLOYEE GROUPS

6
CSSEA Sector

6.5
Community Living Services

14.7
DCSCL

BARGAINING UNIT

5.9
CSSEA Sector

6.3
Community Living Services

14.5
DCSCL

MANAGEMENT & EXCLUDED

8.8
CSSEA Sector

9.7
Community Living Services

16.8
DCSCL

INTERNAL POSITIONS POSTED - Time to Fill Vacancies

Residential postings are taking time 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.

	2018	2019	2020	2021
# of Postings	43	42	28	31
# of Part-Time	22	20	20	26
# of Full-Time	1	5	1	1
# of Temporary	20	17	7	4
Days to Fill Vacancies				
DCSCL	27	40.6	84	69
Community Living Services	39.47	45.33	42	
CSSEA Sector	44.27	44.98	41	

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

	CSSEA Sector	Community Living Services	DCSCL
All Employees	6.8	7.5	7.4
Bargaining Unit	7.8	8.4	7.9

Extended Health Care Benefit Participation Rate (2020)

	CSSEA Sector	Community Living Services	DCSCL
Single	25.27%	24.10%	21.88%
Family	37.60%	35.63%	56.25%
Eligible Non-Participating	6.99%	8.14%	0.00

STAFF DEVELOPMENT



This fiscal year there was a total of 1795.25 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. Community-based training opportunities were provided mainly by virtual means, with in-person being used only when absolutely necessary. External trainings included CLBC's Capacity training, and Delegation of tasks, while in-house and online training included annual Occupational Health and Safety reviews, mandatory training and orientation training; including but not limited to:

- Trauma and Resilience
- Structured Sensory Intervention
- CLBC Capacity Training
- Dementiability
- Digital Literacy Skills
- Compassion Fatigue and Resilience
- Acquired Brain Injury
- Covid - 19 Pandemic related training such as Personal Protective Equipment (Donning and Doffing)
- Medication Delivery Course
- Non-Violent Crisis Prevention and Intervention
- Cyber Security 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
- First Aid
- Food Safe
- Fire Safety
- Team Building
- Supporting and Understanding Communication
- And many more



We cannot solve problems with the kind of thinking we employed when we came up with them.

~ Albert Einstein



SERVICE AWARDS 2021

This year we have 16 employee's celebrating milestones with us. We may not have been able to host our Annual Staff Appreciation Party yet again, but please know that each and every one of you ARE appreciated!

25 YEARS

Maria Boudreau

5 YEARS

Navarone Auger

Abnash Brar

Myrna Clark

Kristine Dioquino

Estrella Duque

Lisa Letendre

Eden Luching

Jerolyn Miana

Winie Pamittan

Lalyn Porras

Celestina Roura

Allen Tengco

Melissa Wagar

10 YEARS

Maribeth Dela Cruz

Jennifer Palfy



Winie Pamittan is the lucky winner of 2021's Annual Employee of the Year Award and her name has been added to our plaque. Thank you for your continued contributions to the Society and the individuals we support. Your concerted effort to go above and beyond is very much appreciated!

EXPAN



ITY CENTRE NSION





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for Community Living



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