



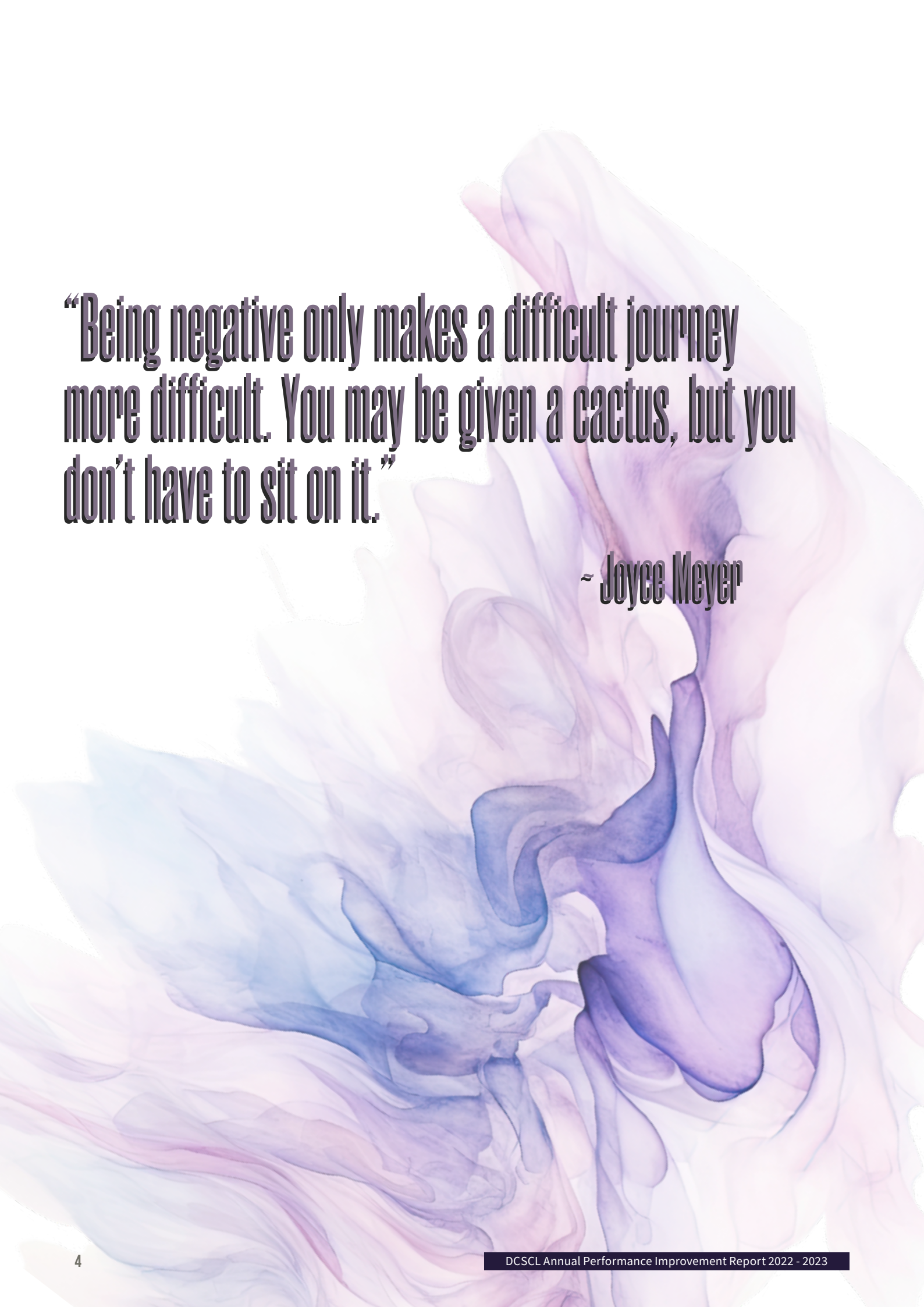
DCSCL Annual
Performance
Improvement Report
2022 - 2023

***“Enjoy the little things,
for one day you may look
back and realize they
were the big things.”***



TABLE OF CONTENTS

Accreditation Committee Message	5
Strategic Plan & Organizational Goals	6
Demographics	8
Summary and Trends	10
Intakes / Exits / Complaints	11
Assisted Living /Community Living Survey Results	14
Effectiveness Goals	16
Cultural Celebrations & Events	19
Efficiency Goals	22
Service Access	24
Experience / CARF Highlights	25
Follow-UP from 2022	29
Recommendations for 2023	30
Advocacy / Achievements	32
Senior’s Aging in Place (SAIP) / SAIP Survey Results	34
Urban Seniors Initiatives	37
Bulterys House	38
DCSCL Housing	39
Staff Survey Results	40
Staff Celebration	42
Service Awards	43
Workforce Development	44



“Being negative only makes a difficult journey more difficult. You may be given a cactus, but you don’t have to sit on it.”

~ Joyce Meyer

Accreditation Committee Message

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



ADVOCACY AND ACCESSIBILITY WERE A DRIVING FORCE FOR STAFF AND SUPPORTED INDIVIDUALS ALIKE, THROUGHOUT 2022 - 2023.



Katie enjoying bowling with her friends, thanks to the new ramp!

With Covid 19 finally behind us, we were able to get back to helping people live their best lives. From taking on Bulterys House, to supporting people to become relentless advocates, to crushing another CARF survey, we've done our best to make up for lost time!

Many accessibility challenges were brought forward throughout the year - both in community and within the Society. Where needed, we worked with and supported local businesses to correct the issue identified, such as building a ramp at the bowling alley, fixing drop downs along sidewalks, adding a chime to a street light, repairing or replacing seat belts on pool chairs, etc. Internally, we have acquired a braille machine, had door chimes installed, and

purchased blue tooth items capable of talking, such as a weigh scale, thermometer and oxygen sensor.

Learning about and celebrating many different cultures from around the world, as well as, culturally significant events, was also a main focus. Throughout the Society, 24 countries, and 26 important cultural events were studied.

All in all, we've had a very successful year; it's not been without challenges, but we've allowed them to help us grow, rather than hinder us. We will strive to maintain the momentum that has aided us in successfully accomplishing our organizational goals, as we prepare to take on new ones.

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.

Strategic Plan & Organizational Goals

Organizational Goals ~ Focus for Strategic Plan

- Expand existing services and initiate new services to meet emerging and existing needs.
- Seek opportunities to provide additional secure, comfortable housing and a broader range of social activities.
- Practice and advocate for radical inclusion.
- Expand access to affordable, healthy food options and in-home supports.
- Promote reconciliation and improve the quality of life of those affected by poverty, racism, age, illness, trauma and developmental challenges.
- Empower staff through training, judicious use of technology and personal capacity building.

ANOTHER YEAR FULL OF HARD WORK AND DEDICATION HAVE AMOUNTED TO MANY SUCCESSES.

In November of 2022, DCSCL conducted a round of engagement meetings in six rural community halls to promote our Seniors Aging in Place Program, which resulted in a significant increase of seniors accessing our program.

In partnership with South Peace Health Services Society, DCSCL took over operations and opened Bulterys House in March 2023. The purpose of this facility is to provide safe, affordable accommodation for people in the region who travel to Dawson Creek to receive medical treatment.

DCSCL staff have always been passionate about supporting and advocating for best-case outcomes. However, this last year has been especially challenging for staff having had to shift from being advocates, to being “relentless” advocates. Staff have had to become more persistent and regularly follow-up to ensure

progress happens.

Despite the challenges posed by ever-increasing prices, staff’s dedication to support individuals to make every dollar stretch as far as possible, through shopping flyers, taking advantage of monthly grocery store discounts and always keeping an eye out for deals, paid off. To further stretch a dollar, staff at the Opportunity Centre, with the help of a volunteer, introduced preserving which proved to be hit and allowed people to benefit from deals on fresh Canadian produce during the limited time it is available.

DCSCL Management and staff work diligently to maintain and develop positive relationships throughout the community. Staff turnover in the health and social services sector, locally as well as throughout Canada, continues to be very high. We no sooner develop a key relationship with a community professional and they’ve moved on; this concern grows incrementally worse year after year.

DCSCL’s technology infrastructure continues to be improved upon

through consistency with our computer hardware, software and access. All locations are connected to each other via Site-to-Site Virtual Private Networks (VPN). This technology has allowed DCSCL to create a secure connection between all of our locations using the public internet. Each staff member has a unique user name and access code that allows them to utilize any DCSCL computer from any work site, ensuring more effective use of administration time.

Training plans are developed specifically for each program based on the support requirements of individuals supported; for example, staff working in our supported homes, receive training in safe lifting and transferring, personal care, licensing requirements, etc., while staff working in our community inclusion programs, are trained in building relationships in community, making choices, and positive support planning. Staff are also assigned training on an individual basis when a learning need is identified.



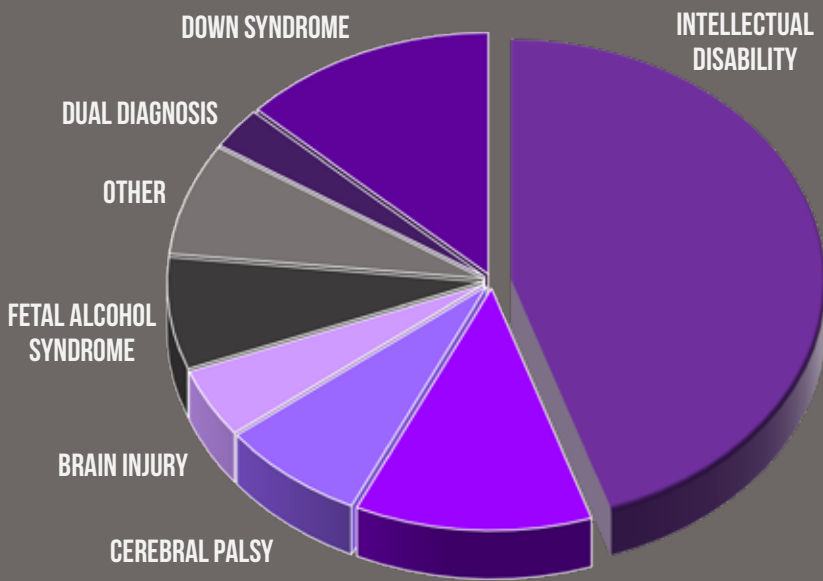
Being happy doesn't mean that everything is perfect. It means that you've decided to look beyond the imperfections.

- Unknown



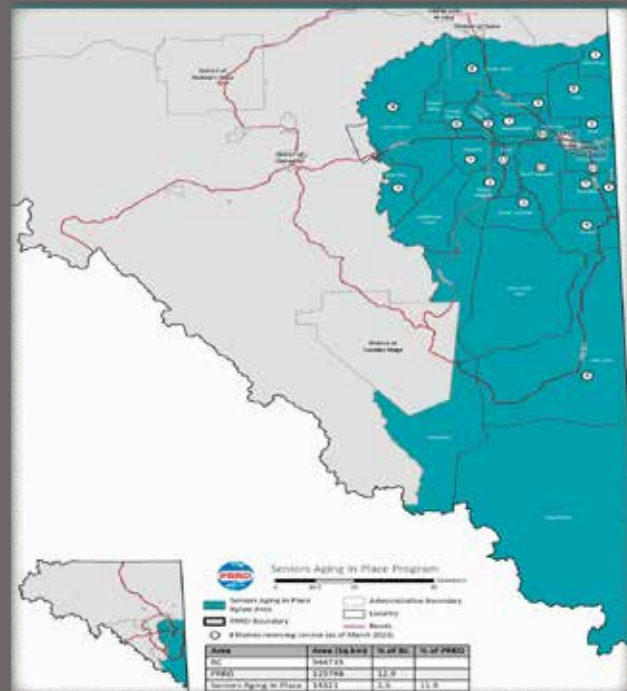
Demographics

SPECIFIC DISABILITIES OF COMMUNITY LIVING INDIVIDUALS RECEIVING SUPPORTS

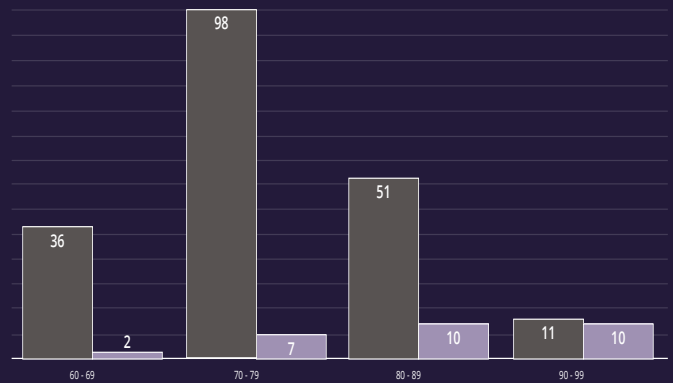
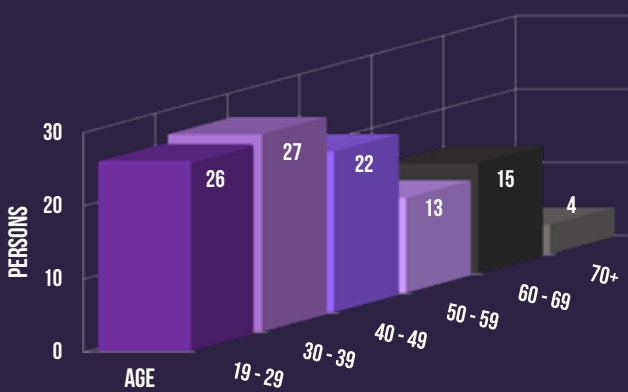


14,321 Km²

within Area D and portions of Area E of the PRRD, are serviced by the SAIP Program.



AGE OF PERSONS RECEIVING COMMUNITY LIVING SERVICES



Seniors Aging In Place Assisted Living

Throughout the year, 201 rural seniors received services that helped them to remain independent and within their own homes (five people did not disclose their ages). Assisted Living provided supports to 39 seniors over the course of the year.

Food was provided and/or delivered to urban and rural SAIP recipients

14,760
times.

99,414.50

TOTAL SERVICE HOURS

Delivered in our Community Living and Assisted Living Programs



PEOPLE SUPPORTED IN COMMUNITY LIVING & ASSISTED LIVING PROGRAMS, IDENTIFY WITH AN ARRAY OF ETHNICITIES...

Ethnic background is important in order to understand the cultural background of the people we support, so we can better incorporate cultural activities into their lives.

- 69%** Canadian
- 18%** Aboriginal (includes First Nation, Metis and Inuit)
- 12%** European
- 1%** Other (includes Asian, Latino, etc.)

GENDER OF PERSONS SERVED BY DCSCCL PROGRAMS



54%

OF THE FOLKS IN DCSCCL COMMUNITY LIVING, ASSISTED LIVING AND SAIP PROGRAMS ARE WOMEN.



46%

OF THE FOLKS IN DCSCCL COMMUNITY LIVING, ASSISTED LIVING AND SAIP PROGRAMS ARE MEN.



Summary & Trends

2022 - 2023 has been a busy year, full of activities, events, travel and more! Not without challenges, the largest being staff shortages, increasingly complex health issues, and the continued, desperate need of respite services for Home Share recipients, we focused on the positives and were grateful for the blessed return of normalcy.

From day trips to surrounding communities for events such as Chetwynd's Chainsaw Carving Contest, Taylor's Pow Wow, Grande Prairie's Street Festival, there was no shortage of opportunities for people to get out and about. Additionally, we were able to resume our annual camping trip; this year we went to Cameron Lake, once again offering both overnight camping and day camp options, to ensure everyone that wanted to take part, could.

Three people were able to achieve bucket-list items. One headed to California to participate in Power Rangers Morphicon - something he'd been planning pre-covid and

had to postpone for a couple years. The second person had always dreamed of seeing a Broadway play, and realized her dream when she was able to get tickets to Hamilton, in Edmonton. The third travelled to Barkerville to gold pan for gold! Their respective experiences were everything they'd hoped they would be!

Many people supported throughout the various community living programs were fortunate enough to travel to see family and friends they hadn't seen since prior to Covid. Others went on trips to go to concerts, while others yet, travelled to take part in the Special Olympics. Two people brought home Gold for bowling, while another participated in the Speed Skating event and won!

Closer to home things were just as busy. We held our Annual Access Awareness BBQ, many people took in the Dawson Creek Fall Fair and Rodeo, and many events and activities were hosted at our newly renovated Opportunity Centre, throughout

the year. We strove to ensure as many activities as possible, were inclusive, so that family and friends could join in on the fun.

Celebrating various cultures from around the world was a shared focus, across the Society. Cultural events within the community were widely participated in. Monthly, each program chose a different culture to research and celebrate. Additionally, larger activities were planned amongst similar programs, and even bigger events were hosted regularly at the Opportunity Centre. Assisted Living also increased the inclusive activities hosted within and enjoyed a variety of meals based on the various cultures of the seniors residing there.

Supported Work saw continue growth across the board, experiencing none of the 'summer slow down', as seen over the past few years. This ensured that anyone that wanted to work, worked. Our Shredder's alone, shredded 127,000 pounds of paper!

It was a great year.

Intakes / Exits / Complaints

Intakes: One person moved into 1416 Supported Home
Exits: One person passed away
Complaints: Zero

Intakes: One person moved from 1408 to Centennial Cluster
Exits: Two, one to Centennial Cluster and one to 1416 Supported Home
Complaints: Zero

Intakes: One person moved into Home Share
Exits: Three people moved on to other living situations
Complaints: One, dealt with expediently and two individuals were moved to a new home

115th, 1416 and Canalta Supported Homes

1328, 1408 and Centennial Clusters

Home Share

Intakes: Three new people began accessing the Centre
Exits: Zero
Complaints: Zero

Intakes: One new SHS referral
Exits: Two, one person passed away, one changed providers
Complaints: Three - one staff making turn from wrong lane, two staff Face-timing & one mistaken identity; all matters were dealt with expediently

Intakes: 12 new residents
Exits: 14, 13 of which moved to higher care, one person passed away
Complaints: Zero

Opportunity Centre

Self Help Skills and Home Support

Assisted Living

Intakes: Three new referrals
Exits: Zero
Complaints: Zero

Intakes: Three new referrals
Exits: Zero
Complaints: Zero

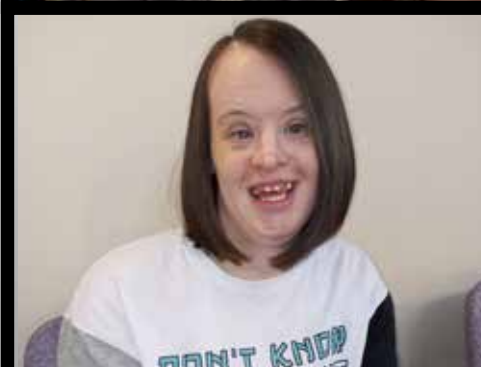
Intakes: Three new referrals
Exits: Zero
Complaints: Zero

Supported Work - Organizational Employment

Supported Work - Employee Development

Supported Work - Employment Supports and Job Development



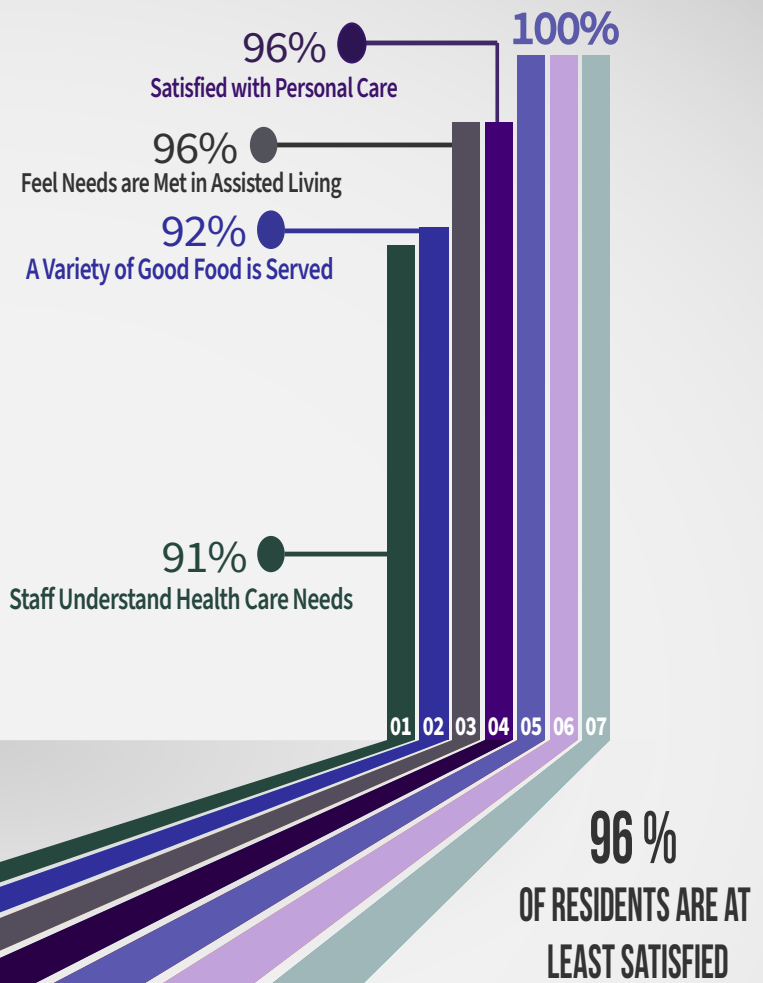


Assisted Living

Being permitted to reopen our doors to vaccinated family members, was the highlight of 2022. As such, staff focused on planning family-friendly events, including Christmas Dinner, Mother's Day Tea, Father's Day BBQ, Fall Fair and others. In addition, there was an increase in social gatherings and we were fortunate enough to have volunteers come in to play live music twice monthly.

It was another successful year of gardening for the folks that plant, tend and harvest the raised beds. Thanks to their hard work, there was an abundance of vegetables, including tomatoes, potatoes, squash, and herbs. The kitchen staff are always thrilled to have fresh produce straight from the garden to incorporate into the meals - but not as thrilled as everyone is to eat them! It really is hard to beat fresh potatoes

There are many plans in the works to ensure 2023 is even better!



- 05 Staff are Responsive and Quickly Address Concerns
- 06 The Building is Well Maintained and Clean
- 07 Confident in Using the Code Alert Pendant

100%

"I like friendly neighbours and other residents to visit."

"I really like the friendly and helpful staff"

"I have everything I need - I'm comfortable, the services are good, and things are well organized."

"I like the security of knowing there is overnight staff and help is always available."

VEVYS

Community Living Services

**SURVEY
RETURN RATE**
75%

**I AM SATISFIED
WITH DCSCS
SERVICES**

94.5%

**I FEEL I HAVE THE
OPPORTUNITY TO
VOICE WHAT I
THINK AND AM
HEARD.**

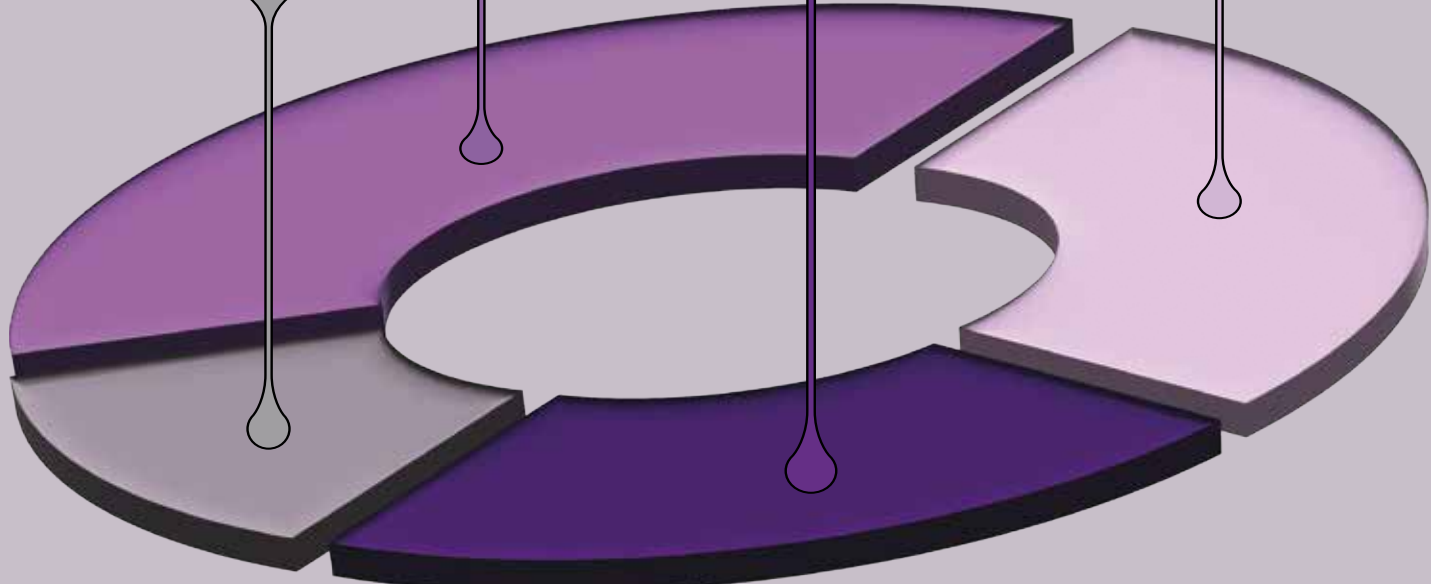
94.5%

**I FEEL I AM TREATED WITH
DIGNITY AND RESPECT**

96%

**I AM
INTERESTED IN
ATTENDING
PEER MEETINGS**

52%



A minimum of 2
participate in e
culturally-based, bi
was accompli

Goal N

*Barriers: Lack of volu
lack of*

12 Celebrations Were Had

Individuals in the three Supported Clusters will meet monthly for a cultural celebration and potluck. Each program will rotate between leading the planning of the event, providing an activity, and being in a supporting role.

Employee Development Services

12 Workshops Completed

Monthly workshops will be held, focusing on job search, basic job skills and advancement skills.

Service Advertised 16 times

Will be actively advertised at a minimum of three times per quarter, in an effort to attract new contractors to the service.

Therapeutic services will be provided to residents weekly.

Goal Not Met

Barrier: Past volunteers had moved away or were no longer interested in volunteering their services.



Organizational

Four Ne

A minimum of four n
hired to work in Cor
Recycling o

0 individuals will
each large-scale,
-monthly event. This
shed 5/6 times.

Goal Not Met

unteers, resources and
interest.



12 Celebrations Were Had

Individuals in the three Supported Homes will meet monthly for a cultural celebration and potluck. Each program will rotate between leading the planning of the event, providing an activity, and being in a supporting role.

Employment Supports and Job Development

Goal Not Met

One local business per month will agree to mentor an individual, as part of Inclusion BC's Mentorability Program which is aimed at bringing awareness to inclusive employment.

Barriers: Unfortunately, no businesses agreed to mentor any individuals.

Monthly Peer Meetings will be held at which individuals will be encouraged to play an active role in the planning of skill building workshops and monthly activities. There will be an increase in participation numbers over the year.

Goal Not Met

12 Peer Meetings were held, however the number of participants remained consistent.

Barrier: Lack of interest.

Employment New Hires

ew individuals will be
nfigidential Shredding,
or Scanning.

Supported Work

*"I'm so happy, I'm going to
about you guys*

~ Happy Shreddi



tell everyone

!”

ng customer

Cultural Celebrations & Events

Over the course of the year, we officially celebrated a whopping 24 countries and 27 different cultural events, not including the many impromptu times someone would spin the globe and learn about wherever their finger might land!

Countries we studied...

- Canada
- United States of America
- Ireland
- Philippines
- India
- England
- Germany
- Mexico
- Spain
- Vietnam
- Jamaica
- Japan
- Thailand
- Netherlands
- Italy
- Lebanon
- Korea
- Denmark
- Egypt
- New Zealand
- Moana
- Taiwan
- Australia
- Saudi Arabia

Cultural events we partook in....

- Easter Sunday
- Mother’s Day
- Victoria Day
- Father’s Day
- Thanksgiving
- National Truth & Reconciliation Day
- St. Patrick’s Day
- Valentines Day
- National Aboriginal Day
- Remembrance Day
- Chinese New Year
- Christmas in Canada
- Christmas in Ukraine
- Hawaiian Cultural Festival
- Hanukkah
- Pow Wow
- Ramadan
- Halloween & Day of the Dead
- Traditional Indian Wedding
- Traditional Filipino Wedding
- Holi-fest
- Holocaust
- Black History Month
- Canada Day
- Oktoberfest
- New Year’s Eve
- Multiculturalism Day



Cultural Celebrations



ations & Events



SUPPORTED WORK - EMPLOYMENT SUPPORTS & JOB DEVELOPMENT

To ensure the continued viability of our Social Enterprise, a sample of every Shredding staff's shredded paper was weighed once monthly and their hours were tracked. Our Shredder's successfully met the goal and shredded enough paper to pay for their wages, as well as that of the Floor Supervisor's and the Labourer!

SUPPORTED WORK - ORGANIZATIONAL EMPLOYMENT

We were successful in securing six new Confidential Shredding and Recycling customers throughout the year. We are grateful to the local business that support us, keep us busy and ensure we can continue to provide this needed service to our community and the surrounding area.

OPPORTUNITY CENTRE

This year, the Society as a whole, placed significant importance on learning about the various cultures of the world. As such, the Centre included culturally-based activities into the large-scale, inclusive events they held. Great efforts were made to keep the costs down and maintain participant affordability while also ensuring enough money was brought in to cover the costs. Any additional monies were put aside to be used towards the next large event.

SUPPORTED WORK - EMPLOYEE DEVELOPMENT SERVICES

It was our hope that all Supported Work Job Coaches would have the opportunity to attend at least one of CLBC's Supported Work Fundamentals workshops in-person. Unfortunately, the opportunity arose only once over the course of the year and despite calling the moment we received notification, all available seats were full.

SELF HELP SKILLS

As the complex needs of the in services continues to increase, it is important that staff gain competencies. We were successful in securing in-person training for 9/10 staff, however, after the hiring of our

LACK OF AVAILABLE RESOURCES WAS THE COMMON THEME PREVENTING

QUALITY GOALS

Living Programs



115TH, CANALTA & 1416 SUPPORTED HOMES

To enhance the quality of life of each of the individuals living in our Supported Homes, each home purchased an item or device specific to the needs of the folks within. This year, a patio set, BBQ set, and a large, padded floor mat for exercise, were chosen by the individuals and purchased.



HOME SHARE

To comply with the Standards for Coordination of Home Sharing, 30 policies, procedures, or forms, were brought into alignment or created. The overall purpose of these changes within Home Share, is to ensure better consistency and uniform practices.



ASSISTED LIVING

To ensure better utilization of staff time, work stations, each with a computer, were set up on the second and third floor of Northview. This has allowed staff easier access which in turn has led to more efficient documentation throughout the day.

CLUSTERS / HOME SUPPORT

Individuals being referred into our care, it has become inherently competency in many new areas. We have provided Trauma and Resilience training, but no further training was offered to our newest staff member.

1408, 1328 & CENTENNIAL CLUSTERS

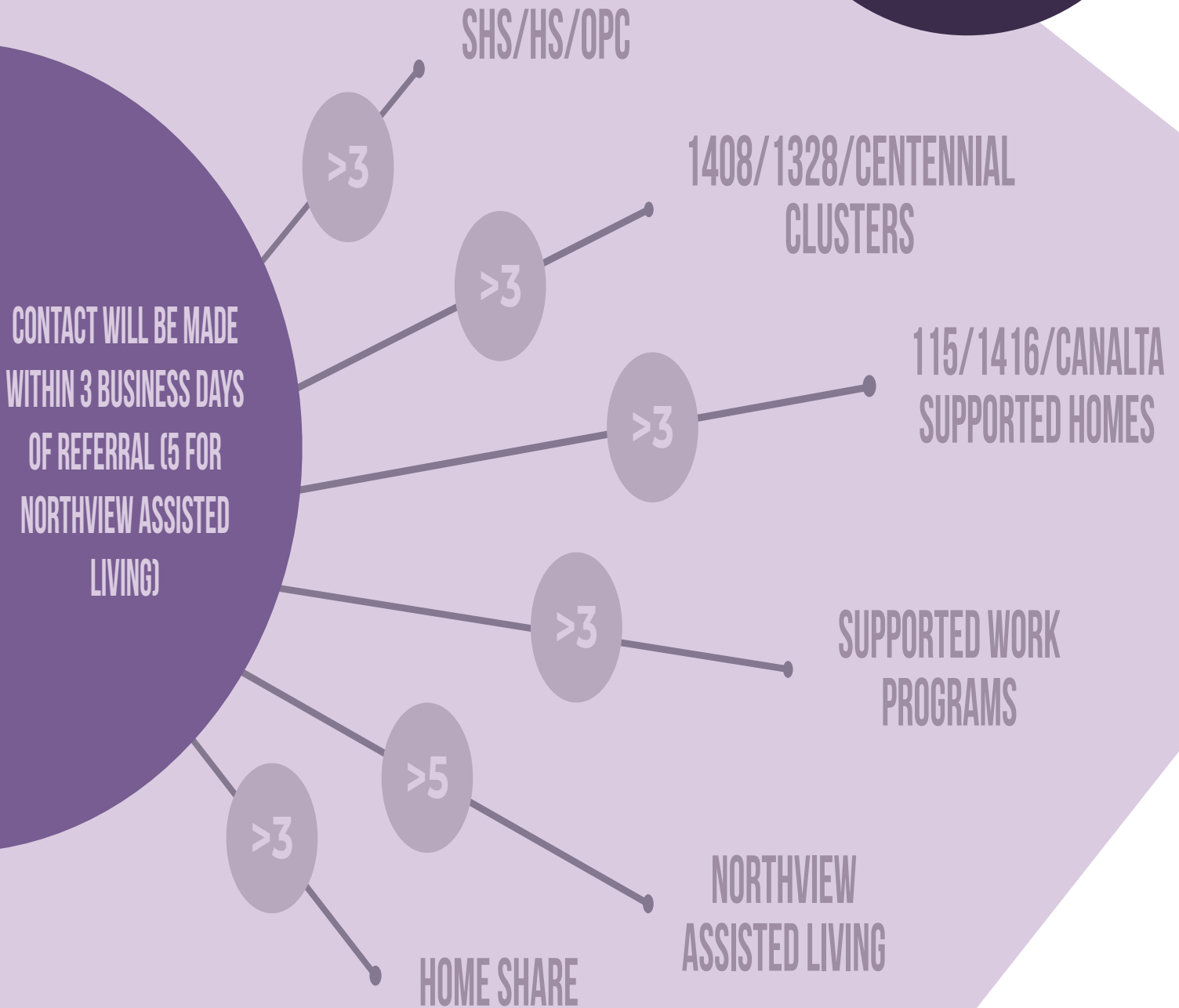
We had high hopes of attaining in-person training for each of our 18 staff to expand their competencies of Quality of Life domains, Rights and Independence, as specifically needed within their respective programs. Unfortunately, Trauma and Resiliency was the only in-person training offered, so only four staff completed this goal.

CHALLENGES PREVENTING US FROM SUCCESSFULLY ACHIEVING ALL OUR GOALS.

Service Access

COMMUNITY LIVING PROGRAMS

100%



“Please let your team know that this organization has been an ABSOLUTE pleasure to work with. Your team is professional, kind, positive, solution focused, and real team players.”
~ Alberta PDD

Experience of Those Supported

Ensuring the people we support, as well as their families, feel included, valued, supported and well-informed, is very important to us. While always looking for ways to do better, we endeavour to do our best, through the provision of:

- Peer Meetings and Meeting of the Minds, to provide people the opportunity to voice their thoughts and preferences
- Bi-annual Newsletters - Society wide and Northview Assisted Living specific
- Monthly Opportunity Centre Scoops and calendars
- Inspirational Person of the Month award
- A Suggestion and Solution Box
- Annual surveys
- Annual Performance Improvement Report
- Annual General Meeting

And more.....

“My daughter is learning to let things go and embrace adulthood. YOU (staff) are a big part of her progress!”

~ Happy Parent

CARF Highlights

All of the hard work and dedication to quality service, paid off once again. We were successful in being granted our 6th, three year accreditation. In addition, the survey team had some really great things to say, including:

- The Medication Administration power point in phenomenal!
- Great accessibility within the homes.
- The Opportunity Centre does *EXACTLY* as it says! Very accessible, raised gardens, Zoom programming throughout Covid, horse therapy (to the door!), 12 Days of Christmas, Annual Gala.
- Great, committed, and happy staff, stellar, dependable long-term staff happy families that voiced absolute trust.
- Individuals have the opportunity to live their best lives, as independently as possible. My Booklets are done for all, staff are Capacity trained, Behaviour Support Plans and Risk Assessments done in collaboration with professionals, continued support throughout the pandemic.
- Staff dedication was evident during the Covid 19 pandemic, as they provided supports based on each individuals specific needs.
- Instrumental leadership of staff and the board, radical inclusion, many achievements throughout the pandemic, long-term staff welcoming of new staff and leadership, so much training.

2022 ANNUAL CHRISTMAS



STMAS GALA



**24 MUSICIANS
VOLUNTEERED**

at Northview Assisted
Living

**4069 PARTICIPANTS
ATTENDED 850
HEALTH & SAFETY**

workshops at the
Opportunity Centre

**72 PEER
MEETINGS
WERE HELD**

throughout Community
Living Programs

**“Shoot for the moon. Even if
you miss, you’ll land among
the stars.”**

~ Les Brown

**4 NEW
EMPLOYEE’S
HIRED**

in Confidential Shredding

**6 LARGE-SCALE
CULTURALLY
BASED EVENTS**

were hosted by the
Opportunity centre

**6 NEW
SCHEDULED
CUSTOMERS**

using Confidential Shred-
ding and Recycling

**90 % SHS
STAFF RECEIVED
TRAINING**

in Trauma Informed
Practice

**30 HOME SHARE
POLICES OR
PROCEDURES**

were created or aligned
with new CLBC Standards

Follow-Up 2022

WELL-INFORMED, WELL CONNECTED.

After the lengthy isolation experienced by most people throughout the pandemic, it was extremely important to us that we encourage social reconnection. To achieve this, while ensuring people's needs and desires were honored, communication played a vital role in all program goals. One such way we accomplished this, was through monthly Peer Meetings, which each program held, in addition to, the Opportunity Centre's monthly Meeting of the Minds meeting (essentially a Peer Meeting for all IRS that utilize the Society). These gave, and will continue to give, people the chance to advocate for what they want and to play an active role in the planning of activities, workshops, events, etc.

Another approach we took, was through the use of My Booklets (Person Centred Plan) and meaningful goals. Staff went to great lengths to support IRS to maintain connections with family and friends and to assist with reconnection where needed; never before has the importance of social relationships been so incredibly clear.

To reduce bias and encourage acceptance, a lot of effort was put into learning about cultures from many countries around the world, and the cultural events most important to them. The overall result has been a new appreciation for each other and the diversity we bring.

Opportunities to learn new things, extended beyond culture, however. For staff, Home Share contractors

and supported individuals, the array of available training and workshops, was vast. There were nearly 1000 health and safety workshops offered to the IRS alone!

For a person is to be well-informed, they must have access to accurate information and resources. At a time when resources are in short supply, DCSCCL actively pursues answers and shares what is gleaned. We advocate with and support people to obtain needed resources; we've gone so far as to secure private, professional services when no other was available. Be it assistive devices, software, or any other issue relating to accessibility or advocacy, we are committed to the people we support and their families.

Vision Statement

We are a vibrant community of empowered care-givers 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.*

Program Recommendations for 2023 - 2024

A busy and ambitious year ahead for all the programs of DCSCL, these are the highlights of what we aspire to achieve. It's a tall order, but we believe that with the great team we have here at the Society, the sky is the limit!

1

COMMUNITY HOUSING & CLUSTERS (115TH, CANALTA, 1416, 1408, 1328 & CENTENNIAL)

Cultural celebrations and events will be fully inclusive with IRS participating to their fullest capacity. Staff will document how a service value was met during the planning, organizing and conducting of the event. One-on-one time will be planned with each IRS, to do an activity of their choosing. Program specific Peer Meetings will occur monthly and minutes will be taken. A therapy animal will be trialed.

2

SELF HELP SKILLS AND HOME SUPPORT

Monthly Peer Meetings will take place at which individuals will be encouraged to discuss their services and what they'd like to see added or changed. They will be supported to recognize their rights and responsibilities and be supported to advocate for themselves.

3

OPPORTUNITY CENTRE

The inclusive, culturally-based events were so much fun, we're going to make them bigger, better and monthly! Individuals will also learn the art of preserving food to help them save money in this time of inflation. Meeting of the Minds will continue with the hope of increased participation.

4

HOME SHARING

Efforts to recruit new Home Shares is an ongoing effort. As the new monitor tools are put to use, tweaks will be made as a way to continually improve the process. Life-long learning will be encouraged with ample training opportunities available for people.

5

ASSISTED LIVING

Social connection is so important and often overlooked in lieu of health needs. We will be focusing on providing regular one-on-one time with each senior, while also offering social activities daily. The seniors place significant importance on their gardens and plan to start a Garden Club.



“Excellence is the gradual result of always striving to do better.” ~ Pat Riley

6

SUPPORTED WORK (ORGANIZATIONAL EMPLOYMENT, EMPLOYEE DEVELOPMENT & EMPLOYMENT SUPPORTS AND JOB DEVELOPMENTS)

We have many ambitious goals this year. We will be working very hard to grow our social enterprise, Confidential Shredding (and Recycling), by adding a minimum of 12 new businesses that will regularly access our services, and with the addition of at least four more staff within. Through regular sampling of each Shredder’s poundage, we will ensure the continued viability of the program. We would like to increase the number of: advertisers for our Community Events Calendar, printed flyers to be distributed, and delivery jobs. Training will be a priority for staff and IRS; if available, staff will complete CLBC Employment Fundamentals training, while IRS will participate in one of two programs, complete with curriculums, depending on their employment status.

7

SENIORS AGING IN PLACE & URBAN SENIORS INITIATIVES

We will strive to reach more seniors within both the rural and urban senior population. Information sessions will be held throughout the surrounding area to enhance awareness of the SAIP program. Meal costs will be maintained to the best of our ability, with hopes of many more being served weekly.

8

BULTERYS HOUSE

With its popularity sure to grow at an exponential rate once awareness of the programs availability becomes more well known, we anticipate helping a very large number of people in their time of medical need. We are pleased to provide this financially feasible option to people that need no further stress.

9

HOUSING

With a large number of properties and a growing land bank which promises continued growth, streamlining processes and finding efficiencies to ensure all properties are in good repair is very important to us. Additionally, we will begin tracking maintenance requests in a such a way as to differentiate between normal wear and tear and tenant damage.

10

WORKFORCE DEVELOPMENT

Staff are what makes a business great and we’ll be focusing on ensuring our staff feel supported, acknowledged and appreciated. We will continue to work hard to fill vacant positions in a timely manner after closing dates. We also provide significant training and will improve our tracking of external training hours.

Advocacy & Achievements

Accessibility was not the only thing on our busy agenda last year. Wanting individuals to be change agents for their lives, staff worked hard and did an amazing job of teaching individuals to advocate for themselves; when the situation warranted, staff stood with them and advocated for them. People were also provided the support necessary to check items off their bucket lists.

The significant lack of resources and the difficulty accessing the few that are available, took dedication and perseverance on the part of everyone, from the front line staff to the Executive Director. In many instances, our hard work paid off and people's lives were improved.

After years of fierce advocating, action was finally taken to remove a person from a very undesirable situation in which she was being financially abused. Thanks to the efforts of many, she was moved into a safe, beautiful home, in which she receives all the supports she needs and can live without fear of being further taken advantage of.

On more than one occasion, the consistent message that people cannot be returned into the care of unregulated care providers,

until such time as their health dictates they can do so safely. There are often many things that need to be put into place before a person can safely return to their homes, and due to the shortage of resources and medical professionals in the community, it can sometimes take much longer than it should be. There have times that the need has been so great, and the resources so difficult to acquire that the Society has had no choice, but to hire private medical professionals to fill the gap and ensure the persons safety and well-being.

We worked closely with CLBC and were successful in having a few people assessed for their suitability to go to PAC (Provincial Assessment Centre); two people were accepted and are awaiting their opportunity to go and get some answers and a chance at a better future.

Dental sedation has long been a needed service, but also one that has become exceedingly difficult to access. Persistence did pay off and a couple of people did receive, at long last, very-overdue dental work; in addition, these people were also able to receive medical procedures that could not have been preformed otherwise.

Sleep apnea in a rising concern that is affecting more and more people. Getting the assessments needed to qualify for a CPAP machine can be a daunting task, but again, it's been one that staff have been up to. Two people are breathing easier, thank to their efforts.

Some people needed leg braces or various adaptive equipment. An individual needed a bathroom renovation completed in the home they shared with a Home Share provider, to make it accessible so they could remain in their home. Others required surgeries that necessitated travel to other communities. All of these would have been near impossible for people to have done on their own, but as a strong and cohesive team, working with CLBC and other professionals as needed, we were successful in supporting individuals to experience positive outcomes in all these endeavours.

We even had an individual, with a history of determination and for exceeding people's expectations, at every opportunity, move from a 24/7 Supported Home to an independent living arrangement within a Cluster. All in all, a great year!



Bucket List Achievers!

SAIP

“Thank you so much for the wonderful work you are doing for seniors.” - Service Recipient

Our Seniors Aging in Place (SAIP) program has been an ongoing project since January 2020. Initially starting as a two-month trial to develop an understanding of the needs of the rural seniors and the associated costs to facilitate such a program, it was quickly recognized as a crucially needed service to assist with seniors remaining safely within their homes longer. After a second trial and further evidence of such a need, the program was eventually put to a referendum and passed, becoming the first permanent program of its kind.

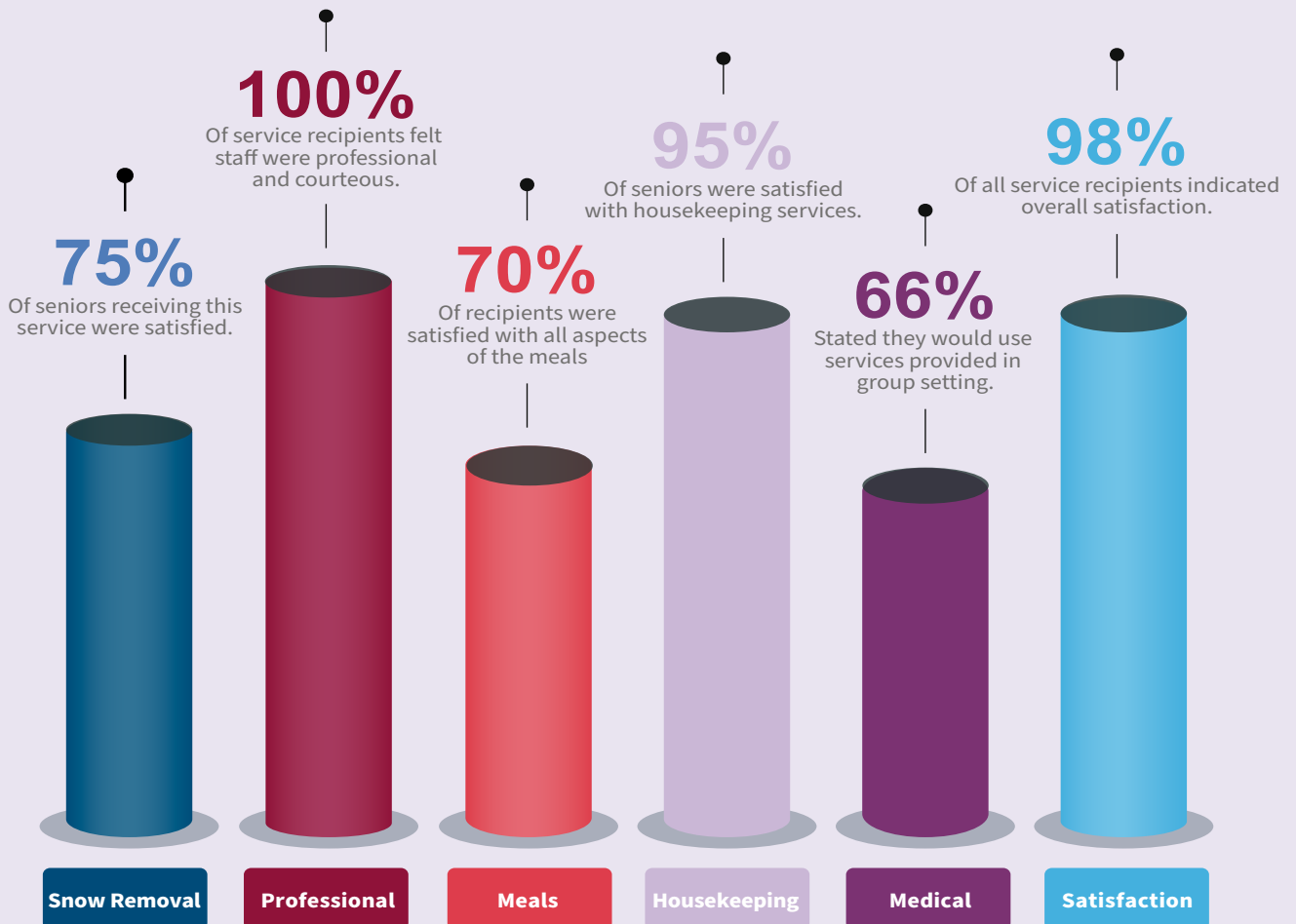
Since its inception, it has grown substantially and is a highly appreciated service amongst the 201 rural senior recipients of Area D and part of Area E of the Peace River Regional District; please see the graphs to the right and in the survey results below. While the service is meeting peoples needs, we are always striving to do better and as such, asked service recipients what other area's they anticipate needing future assistance with.

Suggestions included:

- Transportation to town for groceries and/or appointments
- Addressing loneliness and providing socialization
- Medication delivery and help understanding prescriptions
- Foot-care, technology, gardening and garbage disposal
- Support with navigating the various systems to acquire assistive devices to aid with mobility issues, as they arise
- Help with handling heavy items, such as carrying large water bottles
- Handyman work and lawn care

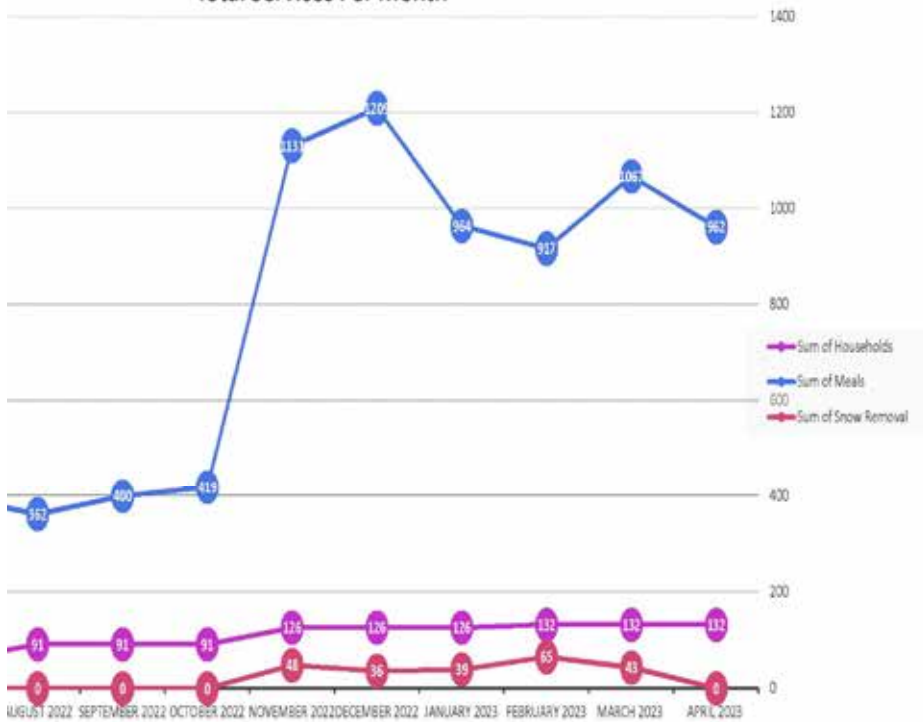
We hope to continue expanding the number of recipients and services over the coming years!

Survey Results

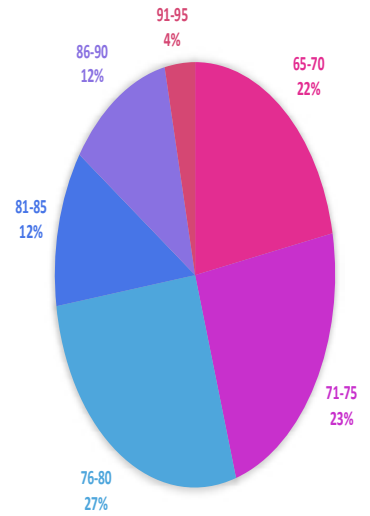


Seniors Aging in Place

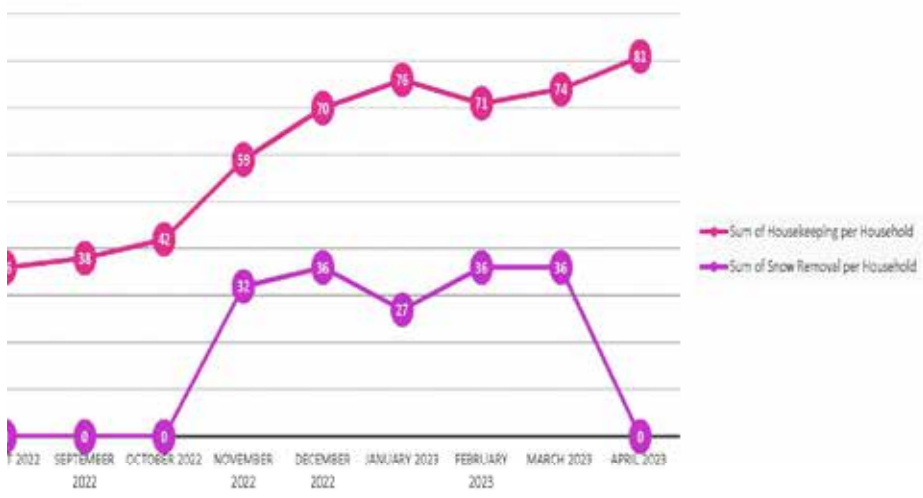
Total Services Per Month



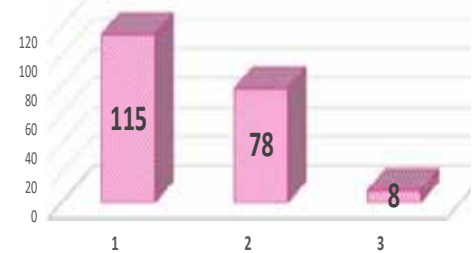
TOTAL IN AGE CATEGORY



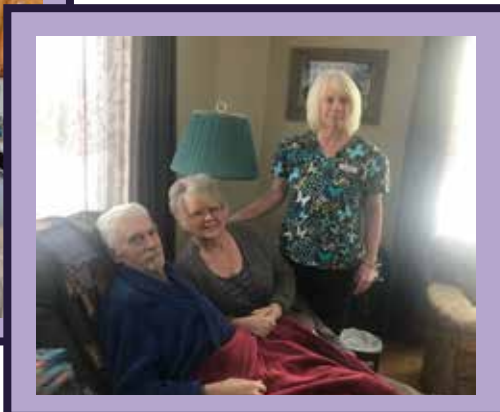
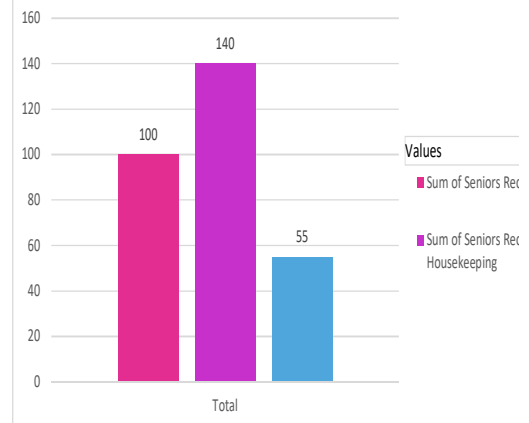
Service Per Household



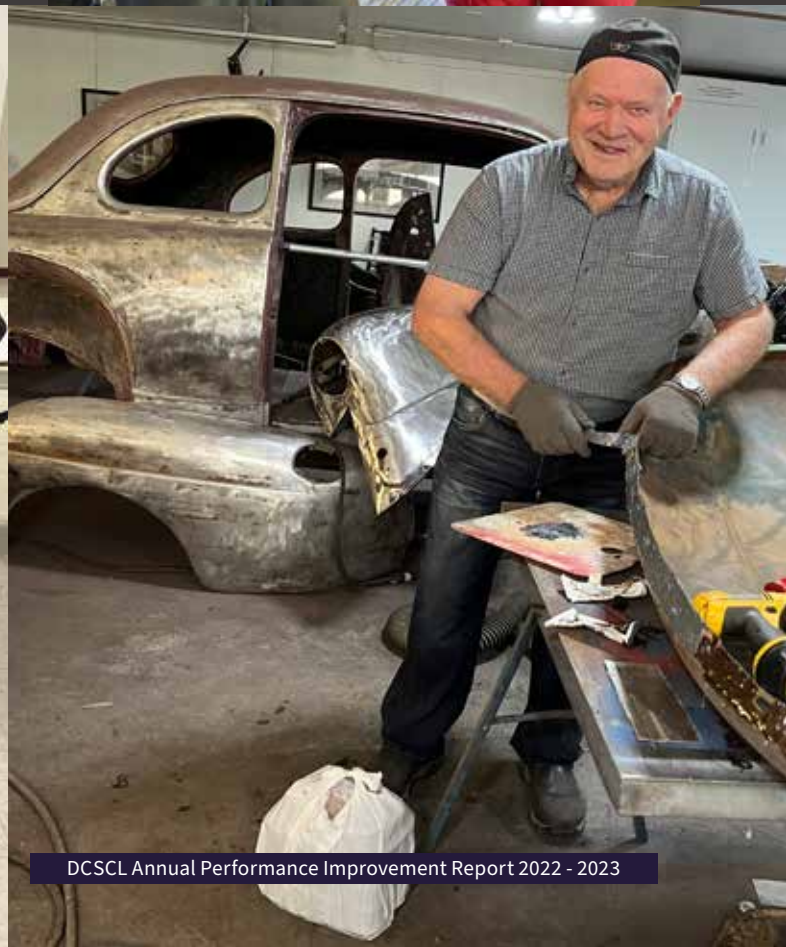
NUMBER OF SERVICES PER SENIOR



Service Category Per senior



SAIP



Urban Seniors Initiatives

“THANK YOU SO MUCH FOR PUTTING UP WITH THE HORRIBLY COLD WEATHER TO BRING US MEALS!” ~ USI RECIPIENT

Intended to support seniors in their desire to remain in their homes longer, and maintain their independence for as long as possible, these initiatives have allowed many seniors to do exactly that. Whether living in one of DCSCS's various senior complexes, or elsewhere within the community, we are doing our best to 'fill the gap' wherever we're able to.

SENIORS MEAL CALL

Currently serving 52 seniors within the community and hoping to see that number grow, as awareness spreads. Weekly, we provide a hearty soup with a fresh bun and a take home meal. 2022 - 2023 saw a total of 3,758 meals prepared and 1444 meals delivered to community seniors. If you are, or know of a senior that could benefit from this program, please contact us.

GOOD FOOD BOX DELIVERIES

The Good Food Box program, a joint initiative between Networks Ministry and Dawson Creek Coop, offers free, fresh produce twice monthly to those in the community who struggle with food security. For those that are registered for the program, but unable to pick up their box, DCSCS is happy to help out by delivering them and did so 292 times over the past year.

GROCERY SHOPPING

A program that started as a result of Covid 19 and our efforts to support seniors in remaining safe and healthy in their homes, has seen significant growth and been recognized as a service that continue to be needed. Utilized by 27 seniors over the past year, groceries were delivered 441 times. Call for more information if you are interested!



support individuals in their desire to live an independent and dignified life.

Bulterys House

"Just want to say thank you again for all you did for me! Thank you - I got home yesterday and feel great! Greatly appreciate everything."

In partnership with South Peace Health Services Society, DCSCS is proud to operate Bulterys House. The home provides short or long-term, affordable accommodations for individuals travelling to Dawson Creek for medical treatment and care, with special attention paid to each guests specific needs.

Close in proximity to the Dawson Creek and District Hospital, Bulterys House provides six bedrooms, five bathrooms, a shared kitchen and eating area, two lounge areas, shared laundry and is fully wheelchair accessible. Housekeeping services are provided and we are committed to a high degree of cleanliness.

As our newest program, we have only just began offering services, however we've already received positive feedback and gratitude from those in need of the service. We look forward to providing safe and comfortable accommodations to people in their time of need, for many years to come.

For more information or to access this service, please go to our website at www.dcscl.org and fill-out the fillable Intake Form.



"Our stay was last minute, as being an out of town momma in labour you never know when you will need accommodations. We were recommended to the Bulterys House by the nurses at the hospital and told it was "budget friendly". For being budget friendly the Bulterys house is very warm and welcoming as well as it is very clean. The staff also had basic supplies on hand to ensure that we didn't have to do anymore running around then necessary. If I have to stay in Dawson Creek again for medical purposes, I would 100% be staying at the Bulterys House, as it was far more comfortable in a medical situation than a hotel." - Happy Guest

DCSCL Housing

We are proud to provide safe, affordable housing to over 140 individuals, including seniors, people with disabilities, and families.

APARTMENTS

Our subsidized apartments are designed for people aged 55+ and for people with disabilities. Two of the apartment buildings are equipped with elevators while the apartments in the third, are all located on ground level.

79

UNITS

TOWNHOUSE COMPLEXES

Conveniently located, each complex consists of eight ground level homes. There are four two-bedroom units, three two-storey two bedroom units, and one three-storey four bedroom. These are available to people with disabilities and families.

16

UNITS

NORTHVIEW ASSISTED LIVING

This is an apartment complex designed specifically for seniors that are mostly independent, but require assistance with certain acts of daily living. Complete with two elevators, a dining room, activity rooms, laundry rooms, and best of all a fully functional commercial kitchen, with wonderful meal services twice daily.

30

PEOPLE

SUPPORTED HOMES

Geared specifically towards adults with intellectual developmental disabilities, our three supported homes are designed to meet the varying needs of each person residing within. Along with the provision of 24/7 support, each home has private bedrooms, beautiful yards, and up-to-date decor that takes into account the tastes of those living within the home.

15

PEOPLE

Staff

Would Like to See

Increased Hiring

We received 13 suggestions to hire more staff. During the past year, we lost 36 employee's - three due to their values not aligning with ours, six for family reasons, and four to promotion. The other 23 were a part of the 56 new employee's we had hired. 22 were unsuccessful in completing their probation, and one left for reasons unknown. 33 of the 56 hired were successful however, with 12 since securing permanent positions, five being awarded temporary positions and 16 remaining as casuals. We rely on word of mouth - don't forget the Refer a Friend Incentive that we offer.

More Staff Appreciation

13 suggestions were received about improving staff appreciation. We strive to ensure every staff feels appreciated through a variety of means. From small tokens, like coffee or goodies at staff meetings, cards at Christmas time and for major life events, and monthly Inspire Awards, to larger expressions of appreciation, such as Birthday lunches, staff service awards every five years, Employee of the Year award, and of course, our Staff Appreciation Party which we change up annually based on staff suggestions, we want staff to know they are valued. However, we have heard the 13 people that spoke up and will do our best to make sure everyone feels appreciated throughout 2023. Suggestions are always appreciated!

Improved Orientation

17 of the 43 suggestions received were about improving the orientation process. The forms used to track progress are reviewed and updated regularly by the Program Coordinator's, using information gathered from those on the front-line. A place to offer insight is available on the forms themselves, and staff are strongly encouraged to write down suggestions on how they feel the process could be improved. Should any suggestions be received, they will be brought forward to be reviewed and discussed by the HR Committee. By working together, we can improve the process.



STAFF SURVEY



Flexibility, Compensation & Growth

Wages, benefits and work schedules came in third, with learning and growth a close runner up. It is recognized that we strive to be flexible while maintaining the needs of the IRS, and staff enjoy the opportunity to participate in an array of training.

Great Teams

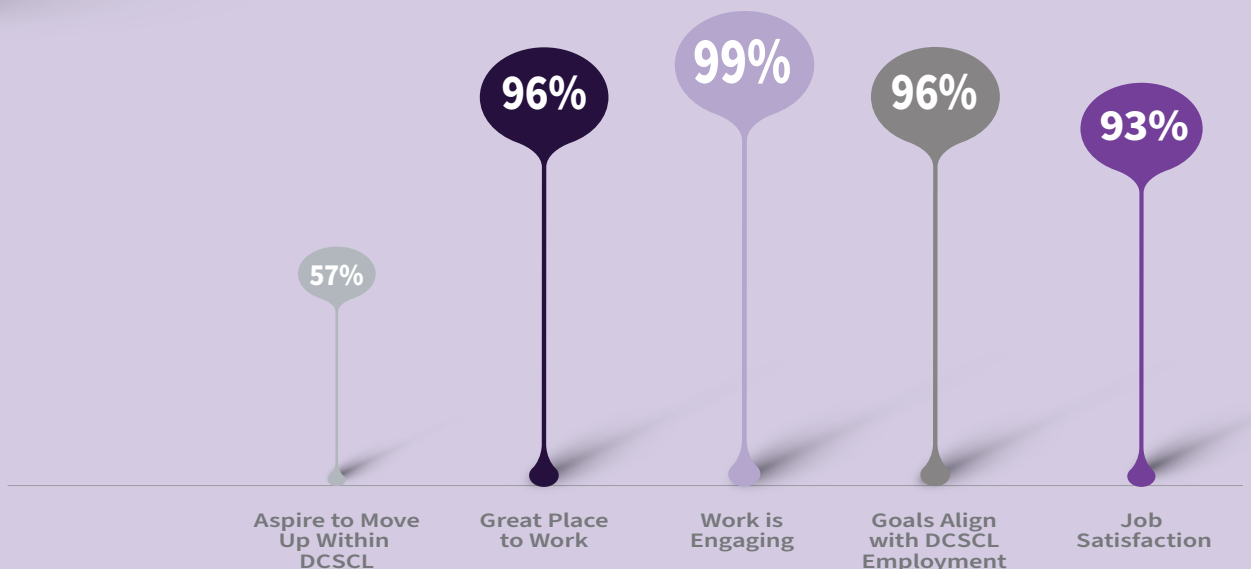
If there is something the Society lacks, it is most certainly not great teams. From co-workers, to Program Coordinators, to Directors, it has been reported by staff and recognized by CARF Surveyors that people are comfortable coming forward, sharing thoughts, and working together for the betterment of the people we share responsibility for. From long-term staff with decades of knowledge, to brand new hires full of fresh ideas and enthusiasm, we represent the past, present and future of DCSCS.

Making A Difference

Respondents stated that the thing they love most about their jobs, is helping others and teamwork. Helping people to live dignified and comfortable lives, develop and enhance skills of daily living and achieve goals, fosters a sense of self-fulfillment in staff.

Staff

Love Most



Staff Celebration

We strive to ensure our staff feel valued throughout the year in a variety of ways. We offer to take staff out for a Birthday lunch, to a place of their choosing just to have a little one-on-one time in a casual, non-work setting, send staff a card when a major life event occurs, celebrate people's actions with the monthly Inspire Award, and once annually, a lucky employee is chosen as Employee of the Year; they receive cash and their name on a plaque which is presented at our Annual Staff Appreciation Party. There are also lots of other great give-aways up for grabs at the party. The party itself, is themed and based on what staff have indicated they want. It's a blast and people go away having had plenty of fun and with some new insight on the people they work with!

EVIDENCE OF SOME OF THE SHENANIGANS FROM THE 2022 PARTY



SERVICE AWARDS

“Engaging, happy, fulfilling environment.” - Staff

**35
Years**

Dena
McKay

**30
Years**

Marla Reed
Jennifer McRann

**25
Years**

Merle
Bazarynski

**20
Years**

Anna
Stadelmann

**15
Years**

Kirsten Homme
Paula Madge
Ashley McKale

**10
Years**

Marife
Dumo

5 Years

Delfi Baby
Merlyn Billones
Melanie Cambel
Jibin Chako

Angela Chan
Daisy Galleno
Karen Perry
Romielyn Sanchez
Donna Santiago
Emily Wasmuth



Workforce Development

As recognized by the CARF Surveyors, we offer our staff a LOT of training, specifically Health and Safety training. We have an Occupational Health and Safety Committee which is made up of seven bargaining unit members and seven management representatives; an increase of two members as a result of overall organizational growth and change. This committee meets monthly, barring the summer months, and it's main function is to oversee the maintenance of a safe, clean and healthy environment for staff, individuals receiving service and volunteers. This is done through: ensuring Health and Safety training for all staff and supported individuals, the development and implementation of Situation Response Plans, the creation and maintenance of Risk Assessments and Behavioural Support Plans, regular emergency drills, the maintaining and tracking of all emergency equipment, the review, and if necessary, the investigation of Reportable and Critical Incidents and WorkSafe BC claims, and proper maintenance of all sites owned, rented or leased by the Society to ensure they are safe and clean. We offer in-house training opportunities, virtual options such as Relias and Open Future Learning, Community-based training (local and out of the area - some virtual, some in-person).

This year, we provided 1119.5 hours of training to staff, including, but not limited to:

- CLBC Capacity Training
 - First Aid and CPR
 - Various Delegation of Tasks
 - Trauma Informed
 - Food Safe
 - Medication Delivery
 - Crisis Prevention Intervention
 - Mental Health throughout Covid
 - Cyber Security
 - OH&S Orientation
 - Safe Eating
 - Safe Swallowing and Feeding Techniques
 - Employee Wellness
 - Dementia Disorders
 - Supporting Healthy Eating & Lifestyles
 - Communicable Disease Prevention
 - Substance Use Issues
 - Understanding & Promoting Rights
 - Compassion Fatigue and Resilience
 - Digital Literacy Skills
 - Workplace Emergencies
 - Fire Safety
 - Hazardous Chemicals; SDS for Canada
 - Conflict Resolution
 - Basics of Defensive Driving
 - Influenza
 - Minimizing Slips, Trips and Falls
 - Guidelines to Effective Documentation
 - Building Relationships in Community
 - Team Building
 - Supporting & Understanding Communication
 - Boundaries
 - Truth and Reconciliation
- Many more.....



**“IN THE END WE RETAIN FROM OUR STUDIES
ONLY THAT WHICH WE PRACTICALLY APPLY.”**

~ Johann Wolfgang Von Goethe

WORKFORCE DEMOGRAPHICS

Our Human Resources Committee meets regularly to discuss HR Concerns and to establish best practices. We rely significantly on Comvida and Relias to track everything to do with staff employment, from training, to Performance Reviews, eligible pools, etc. Every year, we submit HR data to Community Social Services Employers Association (CSSEA), after which we receive a report with sectoral data, as well as agency specific data. This year, their focus was on turnover rates. We also gather additional information especially pertinent to us, to better understand staffing changes and anomalies.

INTERNAL POSTINGS POSTED - TIME TO FILL VACANCIES	2019	2020	2021	2022
# of Overall Postings	42	28	31	37
# of Part-Time Postings	20	20	26	18
# of Full-Time Postings	5	1	1	2
# of Temporary Postings	17	7	4	16
# of Management Positions	-	-	-	1
Days to Fill Vacancies	4.6	84	69	77.5
Average Length of Service for Bargaining Members				6 Years
Average Length of Service for Excluded Employee's				13 Years

Typically, applicants for Residential postings must be successful in obtaining their Class 4 Drivers Licence before they can be awarded a position, but due to the large number of staff we currently have with International Driver's Licences and the required wait time before they become eligible, awarding positions has become problematic. As such, employee's with a Class 5 Licence in good standing, and upon the signing of a contract committing to getting their Class 4 as soon as they become eligible, have been being awarded positions.

AVERAGE AGE AND GENDER MIX

26.6 %
of Staff Identify
as Men

Average Age
37



73.4 %
of Staff Identify
as Women

Average Age
44

We have zero staff that identify as gender diverse

ANNUAL OVERTIME AND SICK TIME



403.5 HOURS
PAID OUT AT 1.5 OVERTIME



1801 HOURS
PAID OUT AT 2.0 OVERTIME



4799
OVERALL SICK TIME HOURS TAKEN
THAT'S 640 DAYS!

TURNOVER RATE, AGE & GENDER OF PEOPLE LEAVING ACROSS THE SECTOR



	CSSEA	Community Living Services	DCSCL
Total Turnover Rate	21.35 %	14.49%	27.59 %
Gender			
Total - Female	74.81%	74.38%	72.73%
Total - Male	24.62%	25.40%	27.27%
Total - Gender Diverse	0.56%	0.22%	n/a
Age			
Total - <26	19.59%	17.58%	13.64%
Total - 26 - 35	24.4%	29.54%	22.73%
Total - 36 - 45	20.24%	21.41%	18.18%
Total - 46 - 55	13.34%	15.57%	13.64%
Total - 56 - 65	9.47%	11.23%	18.18%
Total - >66	11.08%	14.50%	13.64%



Workforce Development Coordinator, always on the lookout for great people, eager to make a real difference in peoples lives.



Does it get any better than gift wrapped offices and baby chicks??



We are thrilled to support Dawson Creek's Inclusive Workplace of the Year award!

Proud to support an Award through the Northern Lights College, for a person dedicated to entering the human Services field.



**Faking Sanity
2022**



**Dawson Creek Society
for Community Living**

WWW.DCSCL.ORG

**“IF EVERYONE IS
MOVING FORWARD
TOGETHER, THEN SUCCESS
TAKES CARE
OF ITSELF.”**

~ HENRY FORD

1334 -102 Ave
Dawson Creek, BC, V1G 2C6
Phone: 250-782-2611
E-mail: info@dcscl.org