

ANNUAL PERFORMANCE IMPROVEMENT REPORT

2023 - 2024



Incorporated in 1958, DCSCCL continues

“...to support individuals in their desire to live
independent and dignified lives.”



“Diversity is a fact, but inclusion is a choice we make everyday. As leaders, we have to put out the message that we embrace and not just tolerate diversity.”

Nellie Borrero

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Down Syndrome Day Awareness - Back Row -Denae Hunter, Marla Reed, Gina Saunders,Emily Wasmuth. Middle Row - Renee Brandon, Luis Mendez, Stacy Scriven, Anne Pearson, Dena McKay. On Floor - Amanda Stafford

ACCREDITATION COMMITTEE MESSAGE

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

What a busy year it has been! From our Community Inclusion programs to our various Senior Services, we have experienced significant influxes of people into our services, as well as undergone many transitions from one program to another due to changing needs. In many instances we had to deal with circumstances we'd not had to deal with in the past, for instance, significant mental health challenges and an array of age-related ailments. As always, everyone rose to the occasion and what we didn't know, we found training for and enhanced our repertoire of skills.

We were very excited to be nominated for Non-Profit Business of the year. Although the distinction went to the Child Development Centre, it was an honor to be recognized.

DCSCL has been sponsoring the Annual Inclusive Employer Award since its inception in 2016. This year, the lovely Ivea Armstrong, Board Member for DCSCL, presented the Award to Dawson Co-op. As a community-minded business that became an Inclusive Employer, well ahead of the times, the distinction was well-deserved. Thank you, Ivea, for so eloquently delivering the well deserved accolades.

We participated in many great causes this year. Our Annual Access Awareness Day BBQ, held at the Opportunity Centre, was a hit once again. We had a great turn out for the City Clean-Up and raised funds to help with camp costs. Five of our staff joined, and completed, the 2000 Push-Up Challenge to raise awareness for Mental Health. We

lit our workplaces up with purple and blue to show recognition for Disability Employment Awareness month and donned fun socks to show our support for Down Syndrome Awareness Day. We were happy to host Walk In A Box Walk for Alzheimer's, followed by a BBQ, in partnership with South Peace Search and Rescue. Together we raised over \$500 in a couple hours!

We tried new venues for our annual Gala, and Staff Appreciation Party. The Gala's new venue offered lots of room for dancing and a great time was had by all. The Golf and Country Club offered a beautiful and intimate setting for our staff party and people went all out with their masquerade outfits.

We made remarkable strides in teaching advocacy, with supported individuals speaking up on a number of matters. They were even successful in getting street lights installed along 14th Street! Many accessibility issues were recognized and addressed within the community and we also continued working to improve our own accessibility for people that are vision impaired or communicate in a manner different than most.

The Society as a whole, has really taken to the celebration of all cultures. Many wonderful events are held within the programs, and

cultural dishes are integrated into nearly all of our events that include food, such as our AGM and Annual Gala.

Through all the changes and occasional chaos, we came through the year better than ever with more people served, more programs offered, more staff, and more skill sets. We successfully completed our Strategic goals and created new ones. Through staff surveys, and follow-through with the suggestions we received, our staff are happier than ever. All in all, DCSCL had a very successful year and we look forward to the upcoming year.



Strategic Plan & Goals

STRONG, VIBRANT AND DISTINCT IDENTITY

We aim to establish a clear identity in the community & explore if our name is still relevant. We seek to develop a plan to promote awareness of who we are and what we do, and to address and advance the recruitment of employees and volunteers through a professional social media presence.

CELEBRATE AND STRENGTHEN OUR ORGANIZATIONAL CULTURE & VALUES

To teach, model and monitor the values and expectations that support our Mission Statement. We will adjust our employee selection practices to better discern a match between our organizational values and those held by the applicant to ensure they are invested in their work and committed to providing supported individuals with the Canadian culture experienced in our community.

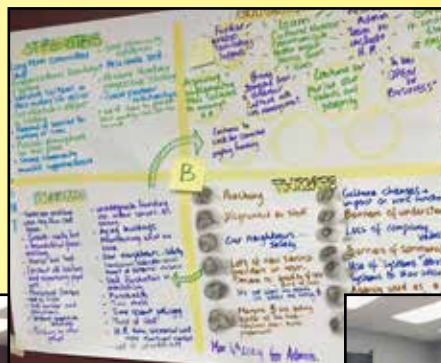
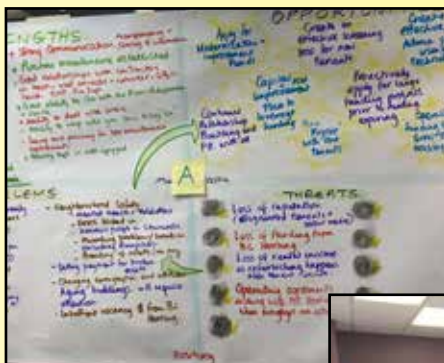
MODERNIZE TECHNOLOGY SYSTEMS & RESTRUCTURE ADMINISTRATIVE SUPPORT SERVICES

Through the identification and adoption of software systems, we will improve our efficiency and accountability. We will advance the development of consistent approaches to human resource practices, while also advancing our tenant screening processes.

BUILD OUR CAPABILITIES AND SERVICES

We seek to acquire secure, long-term funding to support and expand services to seniors. We will advance our relationships with other service providers to streamline resources, and we are committed to researching new social enterprise opportunities.

Through dedication and hard work, we are very proud to have successfully accomplished all six of our past Strategic Plan's Organizational Goals and are very excited to get to work on our newest set of ambitious goals. As a fast-growing organization with an expanding portfolio of service options, it can be a challenge to maintain the very high standards we are committed, and expected by those we support, to maintain. It is with confidence that we say, we are up for the challenge and intend to exceed expectations!



Summary & Trends for 2023

"Obstacles are those frightful things you see when you take your eyes off the goal." ~ Henry Ford

In addition to continuing to support individuals to advocate relentlessly for the services and resources they need, staff also advocated for the training they themselves required to meet the ever-changing and more complex care needs of the people currently in, and coming into, our services. While management is always on the lookout for quality training, it is the people on the front-line that know first hand what they need most, and they have done an outstanding job of bringing those needs forward. Together, we were able to ensure the best training for staff, and care and support for the individuals receiving services (IRS).

Since its inception in April 2023, word of Bulterys House has spread rapidly and we are happy to see it being used more and more, sometimes to its fullest capacity; testament to how much this service is needed by people in the Northern Health Region.

Our seniors services has also see exponential growth with Seniors Aging In Place (SAIP) and Senior Meal Call, both blowing our goals out of the water. We aim to continue the momentum and see even larger growth in these vital programs over the upcoming year.

Our Community Living and Inclusion Programs also saw a dramatic increase in referrals this year, with many of the new service recipients having complex care needs and health challenges. We saw a large increase in the need for medical travel and we've had to broaden our skill-sets to best support these people. Increasing health needs was not a challenge faced strictly by those coming into service however, as we have many aging individuals we support whose health needs are also becoming increasingly complex. With the continuation of Northern Health's staffing struggles, we have limited access to the supports needed, which would usually have been provided by the HSCL Nurse, and have had to get creative.

Supporting individuals to advocate for themselves and their needs, and joining them to bring recognition to the cause,

has remained a top priority for DCSC. We have seen people that had been excluded from community activities for a variety of reasons, return to full participation. We've seen individuals advocate for changes in services to better meet their needs, and for continuation of services when changes were being proposed that would have been to their detriment. We even saw IRS successfully advocate to have new street lights

put in along 14th Street to increase the safety of people participating in activities, or just wanting to go for a walk, after dark, due to the changing dynamics of the area. We continue to advocate for Respite Services for our Home Share providers and hope to be successful in the coming year.

The Opportunity Centre and each individual program, has



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

implemented regular meetings to ensure all IRS play an active



role in the planning of their services. Individual programs hold monthly Peer Meetings to give IRS the opportunity to direct their services; they discuss plans for the upcoming month, what is working well for them, what struggles they may be having and any changes they would like to see. The Opportunity Centre holds monthly Meeting of the Minds meetings, to which all IRS are invited and encouraged to participate in. Here they play an active role in choosing and planning

activities, deciding participation in any upcoming causes that are of importance to them, discussing any suggestions they may have, as well as, solutions they believe will address their concerns. They discuss what is working great, fund-raising ideas, and if there are people that have special talents or hobbies they would like to share, they can bring their ideas forward and a plan will be crafted to create a new workshop or activity based upon it.

Cultural celebrations have become a mainstay here at the Society and we are proud to have staff from a variety of cultures from around the world that are eager to not only share what is special to them, but to also learn about all other cultures. This year, we will be sure to include our own Canadian culture into the mix, as our enthusiasm to learn about cultures far and wide, has left us putting our own on the sidelines. While we are proud to be a multi-cultural country, we most certainly do have our own idiosyncrasies that make

us Canadian.

With all the emergency evacuations that have plagued our province, and closest neighbor, Alberta, we are very cognizant that no community is immune. As such, we have began practicing annual Society-wide evacuations in preparation for potential emergency situations. While our first went fairly well, things were learned and we look forward to seeing the improvements we've made, on our next kick at the cat.

In light of the vast abilities of the people in our services, we have taken a new direction with the planning of some of our most popular annual events. Camping for instance, is now offered in multiple ways to allow for everyone wanting to participate, to do so. There is an overnight, multi-day camp with more extreme activities for the younger, and young at heart, more agile folks. There will be a day camp throughout this camp for those wanting the same experience, but are not interested in overnight camping. Additionally, there will be several Day Camps which will focus on accessibility for all.

The Annual Gala was another great success, although not without challenges. The space was wonderful and everyone enjoyed the large dance floor, however the lack of kitchen and consequential need to cook the food off premises and transport it, resulted in less than perfect, although still tasty, perogies. With the growing number of people attending this great event, we will continue looking for the perfect venue.

As with every sector in Canada, we have continued to experience staffing challenges, resulting in some positions remaining open longer than we would prefer. Like always, staff have continually stepped up and taken on extra, supported casual staff, and kept things running pretty seamlessly for the folks supported. A business is only as good as its staff and we are very fortunate to have some real Rockstars.

Staying in line with our goal to become as efficient as possible, we are continually on the lookout for better ways to utilize technology and software. As such, we are currently exploring a new Employee Management System that we are quite excited about. We have also moved our orientation process and all initial training processes undergone by new staff, to an online format, thus protecting the environment while ensuring staff have ease of access to information should they need to review anything.

We are excited about the prospects for the following year and look forward to any and all upcoming challenges that may be headed our way. The only sure way to growth, is through change!

DEMOGRAPHICS

The following data has been collected to assist with understanding the population we serve. The tracking of this data provides individuals, families, service providers and funding agencies, accurate information.

Knowledge of the ethnic backgrounds of the people supported by DCSC, is of vital importance if we are to honour their various cultural traditions and celebrations. As seen below, the people supported in our Community Living and Assisted Living programs, identify with an array of ethnicities.



Canadian

01

As the population of the people we support changes, so does how people identify. Over the years we have seen a steady increase of people identifying as Canadian, as opposed to European or Other; testament to the multi-generational families in Canada.

↑ 71%

Indigenous

02

Comprised of the original peoples of North America and their descendants, the term Indigenous includes First Nations, Inuit and Métis.

↓ 16%

European

03

Originating from Spain, France, Great Britain, Italy, Greece or any other European country, people identifying as Europeans, is on a slow decline.

↓ 10%

Other

04

People originating from any other place in the world, make up this portion of the people we support.

↑ 3%

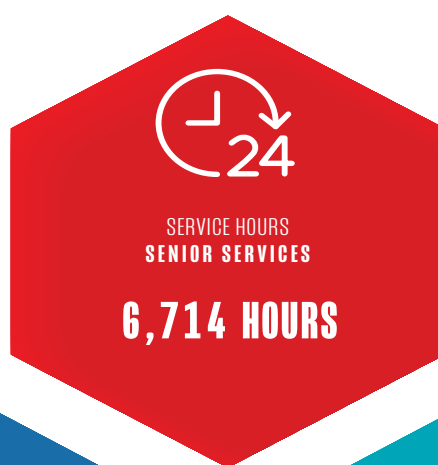
SPECIFIC DISABILITY of IRS	MALE	FEMALE	OVERALL
AUTISM	10	4	12.5%
BRAIN INJURY	3	2	4.5%
CEREBRAL PALSY	3	1	3.5%
DOWN SYNDROME	5	9	12.5%
INTELLECTUAL DISABILITY	18	39	50.5%
FETAL ALCOHOL SPECTRUM	4	3	6.5%
DUAL DIAGNOSIS	2	4	5%
OTHER	3	3	5%

AGE	CLBC Programs		Assisted Living		OVERALL
	Male	Female	Male	Female	
19-29	13	14	N/A	N/A	17%
30-39	13	17	N/A	N/A	19%
40-49	10	13	N/A	N/A	15%
50-59	9	5	0	0	9%
60-69	3	11	1	2	11%
70-79	1	4	2	6	8%
80-89	0	0	6	4	6%
90-99	0	0	10	14	15%
TOTAL SUPPORTED	49	64	19	26	158 PEOPLE

AGE	SAIP		Urban Seniors		OVERALL
	Male	Female	Male	Female	
50-59	0	0	Unavailable	Unavailable	0
60-69	19	28	Unavailable	Unavailable	47
70-79	68	85	Unavailable	Unavailable	153
80-89	36	34	Unavailable	Unavailable	70
90-99	7	5	Unavailable	Unavailable	12
100+	0	0	Unavailable	Unavailable	0
TOTAL SUPPORTED	130	152	103		385 SENIORS

Demogr

It was a very busy year. With the rapid growth in number of people coming into our Community Inclusion and Seniors Services, we saw an equally rapid growth in direct/indirect service hours required. Transportation needs and associated costs rose, as did the overall food costs, but thanks to close monitoring and the stringent efforts of staff, we were able to keep cost increases below the rate of inflation.



62 Peer Meetings
to plan various shared
experiences



97 more rural seniors
supported to stay in
homes longer



35%

increase in the number
of meals prepared for
the Senior Meal Call
program.



30 %

new intakes into
Community Inclusion
and Assisted Living
programs!



82%

of all program goals
were successfully
completed, with another
9% falling just short of
the desired goal of 100%.

aphics

282

Seniors Aging in Place

Includes rural seniors receiving housekeeping, meals, and/or snow removal services.

45

Assisted Living Residents

The complex has 26 units and provides various supports to the residents.

141

Bulterys House

We were able to provide comfortable, safe lodging to many people that travelled to our community for medical care.

137

Housing

Includes subsidized housing for seniors, people with disabilities, and families.

113

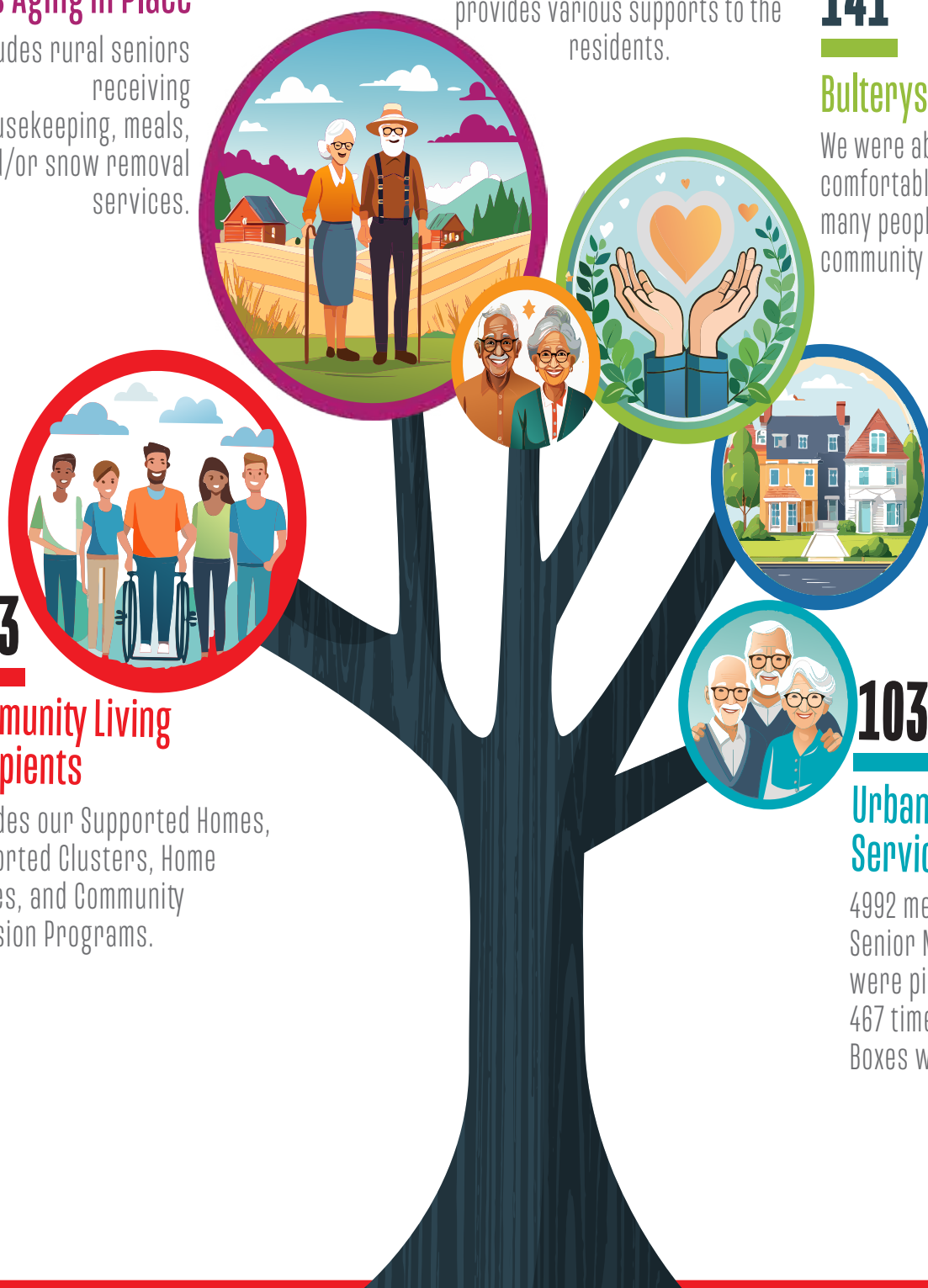
Community Living Recipients

Includes our Supported Homes, Supported Clusters, Home Shares, and Community Inclusion Programs.

103

Urban Seniors Services

4992 meals were served for Senior Meal Call, groceries were picked-up and delivered 467 times, and 348 Good Food Boxes were delivered.



Follow Up from 2023

While each program had their own specific goals, the Society as a whole, shared similar goals. Celebrating cultural differences was focused on across the board, as was expanding our reach, and offering an overall improved experience.



Supported Homes

Individuals were supported to plan a variety of culturally-based activities that demonstrated the practice of DCSC's Values and Expectations. This was achieved and individuals learned about many places around the world which resulted in their quality of lives being enhanced. In addition, quality one-on-one time was spent with each individual doing an activity of their choosing, including things such as shopping, dining out, crafts, games, time spent in the snoezelen room with the projector, and more.



Supported Clusters

12 culturally-based potluck celebrations were decided upon during the monthly Peer Meetings, and held throughout the year to enrich peoples lives by identifying and fulfilling specific Quality of Life (QOL) Indicators. To further staff's competencies in regards to QOL indicators, each staff completed training specific to the individuals' in each program - Supporting Independence & Flexibility, Dementia, and Accountability training were chosen as the most beneficial courses for the year and were completed by 88% of staff.



Self Help Skills & Home Support (SHS/HS)

Individuals were encouraged to participate in the Peer Meetings that were held monthly throughout the year, to discuss their services, things they'd like to see changed or added, to practice their autonomy and self-advocacy skills, and to review their rights and responsibilities as engaged members of society. To further support individuals in building various skills, each staff member delivered a skills-based presentation based on the needs of those supported at the time. Scams - online and otherwise, budgeting, and how to recognize a real friendship, were just a few of the that were subjects focused on.

*“Individual commitment to a group effort...
that is what makes a team work, a Society
work...”*

~Vince Lombardi



Organizational Employment

While our Shredding pickups were sufficient to cover the wages of the individuals working in the program, and Recycling saw a modest increase, there was not enough work, nor enough new referrals, to increase the workforce as much as hoped. We are enthusiastically seeking new ways to expand the program so we can provide a wider array of opportunities to those already in the program, as well as, future referrals. Interest in our Janitorial services continues to increase, as does the need for our lawn care and snow removal services.



Employee Development

Individuals in the program enjoyed a series of six Job Preparation workshops for those seeking employment, and six Job Maintenance workshops for those already employed. The staff also partook in training of their own, with one Job Coach and the Program Coordinator completing the Canadian Association for Supported Employment's Solution Focused Practitioner Certificate Program.



Employment Supports & Job Development

Overall, a very successful year for our Community Events Calendar and the individuals delivering them. With the addition of 13 new businesses advertising in our publication, we saw a 43% increase in the number of flyers printed which resulted in two new delivery routes and the addition of two more deliverers. Our shredding sampling continued throughout the year to ensure enough paper was being shred to cover the wages of the Shredder's, Floor Supervisors, and Labourers. 17 individuals dedicated 2830 hours to shredding last year.

Follow Up from 2023

This year saw growth in many of our programs, with the largest increases occurring for our Opportunity Centre, Self Help Skills, Senior's Services, and Bulterys House.



Opportunity Centre (OPC)

An average of 21 people participated in each inclusive, culturally-based, large-scale event hosted at the centre. We were also successful in saving money on food costs while enhancing the quality, by making items from scratch (we made our own vanilla extract!) and preserving many different items such as salsa, marinara sauce, pickled veggies, soups, BBQ sauce, and much more - even dog and cat treats to donate to the SPCA! Meeting of the Minds also proved very successful in helping people plan activities, while providing a safe place to share pros, cons, concerns, rights, responsibilities and more....



Home Share

Efforts to recruit new Home Share Providers is an ongoing process. The program was marketed in many ways over the course of the year, with varying degrees of success, including Facebook, the local job bank, the Community Events Calendar, and word of mouth. To help ensure the continued success of providers, we encourage life-long learning and provide ample training opportunities for those interested. In addition, regular monitoring was carried out as a proactive measure to be sure the individuals and Home Share Provider were being appropriately supported with needs being addressed as they arose.



Assisted Living

The residents were thrilled to have their families allowed back into the building without limitations. They responded with great enthusiasm to every activity that involved family visiting or participating. An added huge bonus, was the return of community volunteers, at long last. With the addition of Housekeeping staff, the Resident Care Workers were able to dedicate their time to providing the best care possible, helping residents to feel they were heard and treated with dignity and respect. The home-cooked meals that are served twice daily, continued to be enjoyed by all - especially when their garden fresh veggies are used!

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



Bulterys House

This program began in 2023 so there is no follow-up, however, we are thrilled to report that our occupancy rate steadily increased throughout the year from 16.7% when we opened our doors, to 100% occupancy by this spring! The reviews are wonderful and everyone that has utilized the program has expressed gratitude, for this much needed service.



Seniors Aging In Place

Meals, Housekeeping, Snow Removal

By aligning informational sessions with events occurring at the various Seniors Halls, we saw significant increases in the number of sign-ups to the program. With only five informational sessions held throughout the year, the program experienced a 44% increase in the number of rural seniors accessing services, jumping from 190 recipients to a whopping 282! There were 159 seniors that signed up to receive one of the three services provided, 98 seniors received two services, and 25 seniors received all three services.



Urban Seniors

Meal Call, Good Food Box, Grocery Delivery

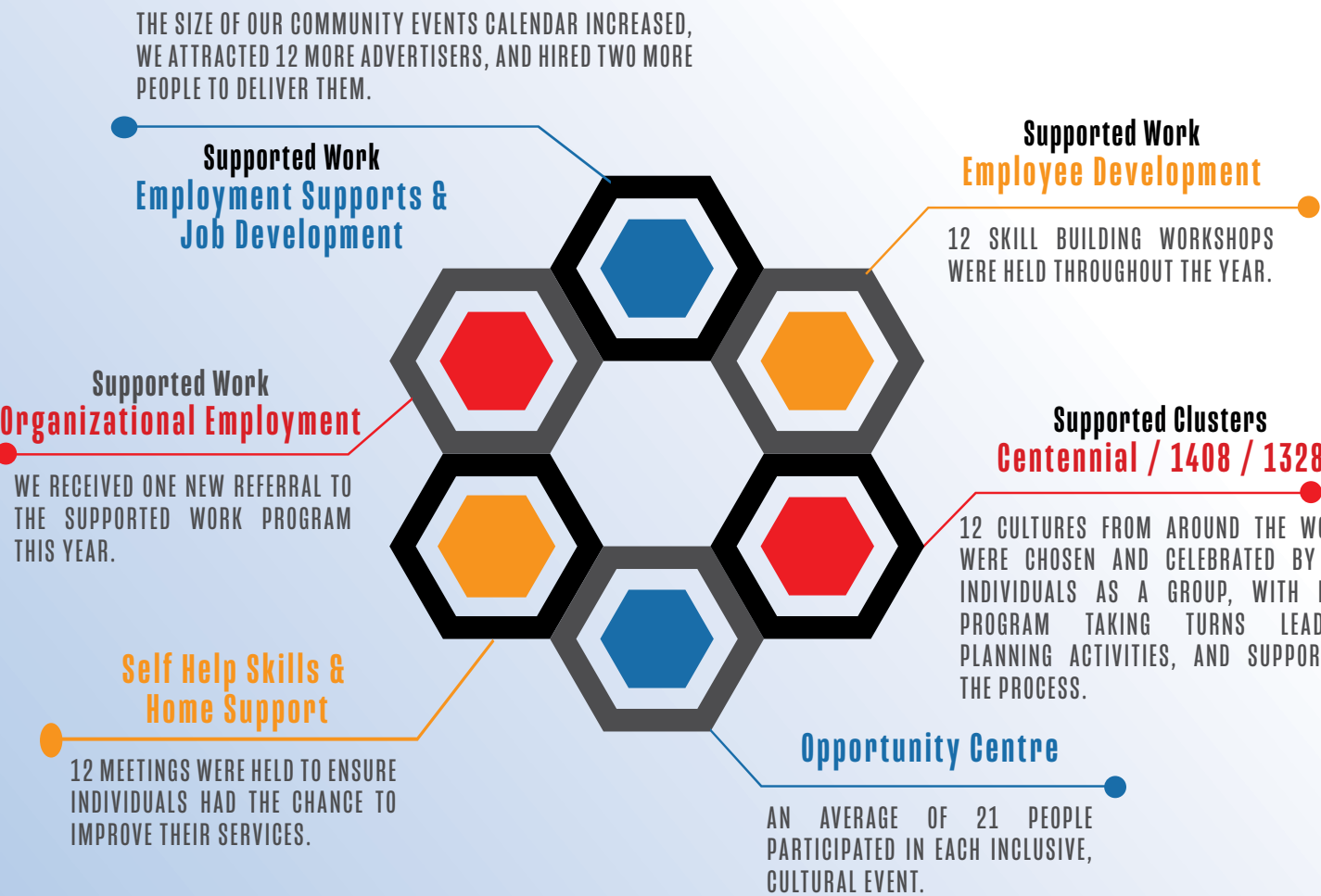
We served 65 seniors a total of 4992 meals over the year, an increase of 35% over last year. 41% of the meals were delivered into community with the remainder being served to seniors living at Southview and Rotary Village. We worked hard to keep the costs of the meals down, despite inflation; the average cost of each meal was \$2.71, an increase of 8%. Our Grocery Delivery service increased to 467 uses by 22 local seniors, and 348 Good Food Boxes were delivered to 16 seniors. This program plays a pivotal role in supporting seniors to maintain their independence longer.





Effectiveness Goals

The focus for many of our Community Inclusion programs for 2023-2024, was to increase active participation by individuals within their respective programs and within their own lives. Choosing what you do and receiving ‘just enough’ support to accomplish ones goals, is a very liberating experience and one that should be experienced by everyone.



Opportunity Centre	Self Help Skills & Home Support
<p>To host inclusive, culturally-based, large-scale monthly events that are well attended.</p> <p>GOAL: 18+ participants will take part in each event.</p> <p>RESULT: An average of 21 people participated in each event.</p> <p>This goal was successfully completed.</p>	<p>Individuals will improve the quality of their services, enhance their autonomy, and improve their Self Advocacy skills by participating in monthly Peer Meetings.</p> <p>GOAL: 12 meetings will be held with an increase in the average attendee's when compared to 2022-2023.</p> <p>RESULT: 12 meetings were held, but the number of participants remained the same. Summer months and December proved to be difficult times to gather people for meetings.</p>



Supported Work - Organizational Employment

To increase the number of supported individuals working within the program.

GOAL: Four new hires

RESULT: One

We received only one new referral into the program in 2023-2024.

Supported Work - Employment Supports & Job Development

To expand the Community Events Calendar in all ways - more advertisers, more copies at more stores and more people folding and delivering them.

GOAL: Increase to four pages, attract more advertisers, and add two new delivery positions.

RESULT: This goal was successfully completed.



Supported Work - Employee Development

Curriculum-based workshops will be offered monthly with the focus alternating between Basic Job Skills and Job Search Skills.

GOAL: 12 Workshops

RESULT: 12 Workshops

This goal was successfully completed.

Centennial / 1408 / 1328 Clusters

During Peer Meetings, individuals will choose cultures they would like to learn more about, and with staff support, will participate in wholesome celebrations.

GOAL: A minimum of 11 monthly celebrations will be held with all expectations being met.

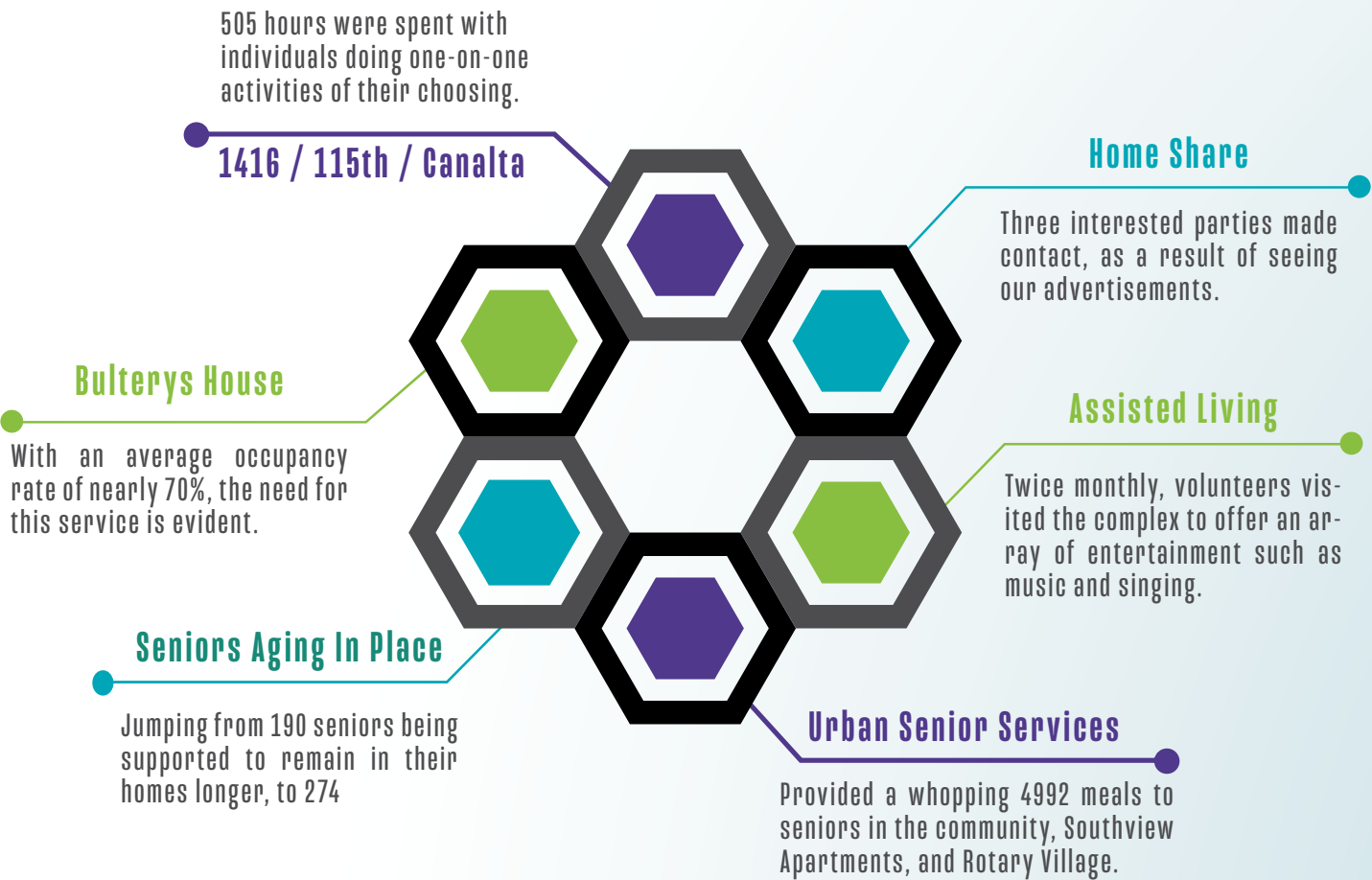
RESULT: 12

This goal was successfully completed.



Effectiveness Goals

From supporting people to play an active role in deciding how they would like to spend their dedicated one-on-one time with staff, to seeking out community volunteers to showcase their talents for the seniors living in Northview Assisted Living, to increasing the number of people utilizing life-altering programming aimed at keeping seniors independent and in their own homes longer, 2023-2024 kept us busy.



Supported Homes	Home Share
Once per week, each individual will spend one hour of one-on-one time with a staff doing an activity they enjoy. GOAL: 672 Activities RESULT: 505 This goal was not accomplished due to individuals lack of interest / refusal, being away with family, illness, and staffing shortages.	To actively recruit more Home Share providers through enhanced advertising efforts, GOAL: Three advertisements quarterly RESULT: Six This goal was successfully completed.



Assisted Living

To have community volunteers return to provide therapeutic services to the residents.

GOAL: Once weekly or four times monthly

RESULT: Twice monthly

Unfortunately, due to a lack of volunteer interest, illness, emergencies, and staff shortages, we were not successful in our goal.

Urban Seniors Services

To increase the number of meals served.

GOAL: Increase by 10% over 2022-2023

RESULT: 35%

We are thrilled to have far exceeded this goal!



Seniors Aging In Place (SAIP)

To increase the number of seniors accessing this service.

GOAL: 10%

RESULT: 44%

This is another community-based senior service that has proven to be in such demand that we significantly exceeded our expectations.

Bulterys House

To increase the number of people utilizing Bulterys House during their medical stays in Dawson Creek.

GOAL: The number of bedrooms utilized monthly, will consistently increase throughout the year.

RESULT: Utilization has increased continuously since April 2023.

This goal was successfully completed.

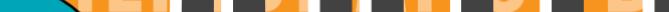






**"THE MOST
IMPORTANT THINGS
IN LIFE ARE THE
CONNECTIONS
YOU MAKE WITH
OTHERS."**

~TOM FORD



PARIS



SCOTLAND




JAPAN



GERMANY



MEXICO



FRANCE

CANADA DAY

could easily identify which places they'd already learned about and celebrated, so they can eventually get to all of them. With every country having multiple celebrations, many of which are unique to them, there is no fear of running out of things to learn. In 2024-2025 we plan to ensure that we also spend time focusing on our own Canadian culture. In our enthusiasm to learn about the world, it has come to our attention that things that are very important to Canadians have sometimes been missed, so we look forward to rectifying that over the coming year.



celebrations



NEW
ZEALAND

CANADA

PARIS

NEPAL

ITALY

FINLAND

ANGOLA

ETHIOPIA

NEWFOUNDLAND

SPAIN

INDIA

KAZAKHSTAN

EGYPT

Oppor
Ce

Efficiency Goals

s

Ho
Sh

Supported Work
Organizational
Employment

Supported Work
Employment Supports &
Job Development

Supported Work
Employee Development
Services

New Customers

We exceeded our goal and welcomed 13 new Confidential Shredding and Recycling business customers.

Costs Were Covered

We were successful in ensuring that the Shredder's were able to cover the increased costs of their wages and Floor Supervisors and labourer, as well.

Community
Centre

Self Help Skills /
Home Support

Home
Share

Job Coaches Gained New Knowledge

We successfully met our goal to ensure that each Supported Work Job Coach and the Program Coordinator, participated in and completed a skill building workshop focused on Employment Services. The Program Coordinator and one Job Coach, completed CASE's Solution Focused Career Practitioner Certificate program, while the other Job Coach did Employment Training.

to shred enough
those of the

Grocery Cost Increases Were Minimized

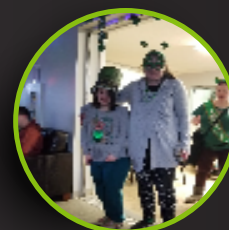
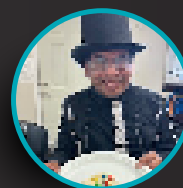
Maintaining healthy options while staying within the budget proved to be a real challenge this year, however, the concerted efforts of staff to shop sales and to purchase as many items in bulk as possible, to preserve, saw them succeed. While we did spend nearly \$360 more than the previous year, when taking into consideration the 11% rate of inflation, we were actually able to save just over \$890 from the year past. As an added bonus, all interested individuals learned the valuable skill of preserving foods, while many more benefited from the home-made, preservative free, much healthier options afforded them by the added efforts of their peers, the Activity Workers and Program Coordinators.

Staff Delivered Valuable Presentations

This goal was successfully met with each staff creating and presenting a skill-based presentation aimed at honing the skills of the individuals supported within the program. Workshops included: Rights & Responsibilities, Advocating for Health Care, Budgeting, Tax & Internet Scams, Fostering Healthy Relationships & Recognizing Unhealthy Relationships, and more.

Home Share Providers Expanded Skills

Not quite making the goal of completing five training opportunities per contractor throughout the year, each Home Share provider was able to complete on average, 3 1/2 trainings. The challenges to successfully meeting this goal were technological obstacles, busy schedules, and renewal dates (some people's courses were not up for renewal yet).



Efficiency Goals

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1416,
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Bulterys
House

**Urban Senior
Services**
Seniors Meal Call, Grocery
& Good Food Box
Deliveries

**Seniors Aging in
Place**
Meals, Housekeeping
& Snow Removal

Zero Staff Injuries

We were successful in achieving our goal of zero staff injuries .

Cost Increases Were Minimal

We successfully maintained the affordability of meals by keeping increase in food costs below 10%, despite the inflation rate being 11%. Our cost per meal is now \$2.71 each.

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Supported
Clusters
Centennial, 1408 &
1328

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37 Values Were Achieved

Staff exceeded this goal and were able to describe the Service Value(s) they hoped to achieve while organizing and conducting Cultural activities meant to enhance the quality of the lives of the individuals supported. They were also successful in describing how they went about ensuring each Service Value was achieved. Service Values include treating people with dignity & respect, being person-centered and honouring each person's uniqueness, supporting them to be included, respecting their choices, fostering meaningful relationships, and ensuring safety & security.



88% Of Staff Completed Assigned Training

Our lofty goal for 100% of staff to complete training meant to enhance their competencies around Quality of Life indicators, as well as, Rights and Independence, fell a little short. However, with 16/18 staff completing training in Supporting Independence and Flexibility, Dementia, and Accountability, we feel pretty good about our staff's accomplishments.



21 ½ Residents Received One-On-One Time Monthly

While we didn't quite make our lofty goal of spending one-on-one time with all 26 of our residents, we did manage a 91.8% success rate. All the seniors in the complex that desired to have one-on-one time with staff monthly, doing an activity of their choosing, were able to do so.



Five Sessions Were Held

Due to the unavailability of one of the Community Halls, we fell just shy of making our goal of holding six informational sessions. These sessions were held as a Trade Fair type event, designed to increase opportunities for seniors to gather and share information.



EXPERIENCES OF THOSE WE SUPPORT



“I am no longer accepting the things I cannot change. I am changing the things I cannot accept.” ~Angela Davis

Faced with the prospect of having to walk to and from desired activities at the Opportunity Centre, or going grocery shopping at No Frills independently, or getting to the beloved Tim Horton's on Alaska, in a neighborhood that has seen a significant increase in the number of people living high-risk lifestyles, the individuals could have become hesitant to leave their homes after dark. However, thanks to the hard work of our many wonderful staff, the people we serve have gained exceptional skills and as such, chose to advocate directly to City Council to request street lights be installed along 14th Street, to ensure they could safely continue to participate in all their normal activities.

With 'just enough' staff support, individuals have spoken up, written letters, and talked to the Mayor and MLA, about issues that matter to them. Over the past few years, they've been successful in having drop-down's and potholes filled, back alleys plowed, sidewalks cleared, ramps and cross-walk flashers installed, bathrooms and changing rooms enlarged, and automatic door openers installed. A staff lead by example and advocated for chimes to be installed on some street lights to allow for safe passage for herself and others that are visually impaired. Individuals have participated in planning studies done on the City's walking trails, the bus routes and most recently, a downtown accessibility experiment which saw several members from City Council, as well as others, attempt to get themselves around the downtown core. This was an eye-opening experience for those participating, and a real hoot for those watching.

To those who are supported by DCSCCL, the monthly in-house Peer Meetings, and Meeting of the Minds at the OPC, have an equally impactful influence on the quality of their lives. All IRS are

strongly encouraged to participate and voice their thoughts and feelings on how things are working, make suggestions on how things could be better, discuss upcoming plans and activities, including those that are of significant importance to them, and share what they hope to see included in the monthly Scoop Newsletter. These meetings are about the individuals, for the individuals, and (still a work in progress) ran by the individuals.

The Supported Homes fully embraced 2023's Halloween decorating contest. Each home transformed into a haunted spectacle, featuring everything from ghostly apparitions to spine-chilling cobwebs. The contest sparked creativity and camaraderie, with participants crafting elaborate decorations which transformed their homes into thrilling destinations for trick-or-treaters.

Bringing festive cheer, the Christmas Tree decorating contest garnered 17 fiercely competitive (in a fun way!) Contestants seeking to create the most stunning display, culminating in beautifully decorated trees which reflected the unique holiday spirit of its creators. DCSCCL staff voted and top honors went to 115th, with Canalta taking second place, and 1416 receiving third. The event not only showcased the creativity and enthusiasm of the participants, but also brought everyone together to celebrate the Christmas season in a memorable way. Both events are sure to become annual traditions.

To ensure people supported by DCSCCL are informed and feel valued, we offer annual surveys, bi-annual newsletters, OPC Scoop & Calender, Inspirational person of the month, our annual AGM, this report, etc.

We have also focused on supporting people to experience the satisfaction of giving back. A large group gathered for our second Walk in a Box Fund-raiser, raising over \$500 to go towards Alzheimer's research. Great stuff and we look forward to next year's event!

The power of advocacy is boundless and once experienced is a driving force of its own.

Service Access Goals

Community Living Programs - Supported Homes, Clusters, Community Inclusion & Home Share

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

RESULT:
Less than three business days.
This goal was successfully completed.

Assisted Living

GOAL:
A meeting will be scheduled within five days of initial call.

RESULT:
Within five business days.
This goal was successfully completed.

Seniors Aging in Place & Seniors Meal Call and Grocery Services

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

RESULT:
Within three business days.
This goal was successfully completed.

Bulterys House

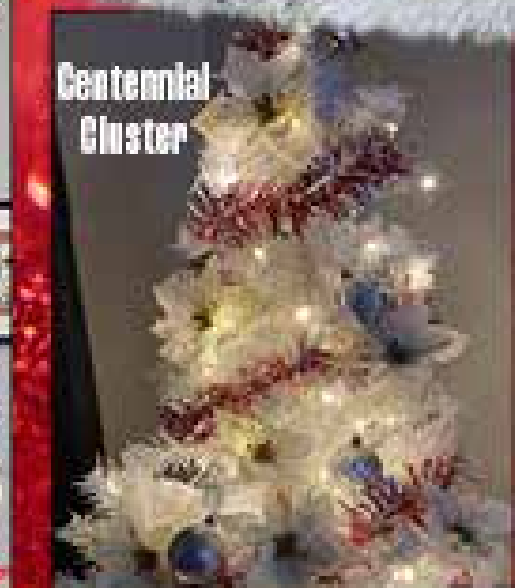
GOAL:
A minimum of two advertisements per quarter will be distributed throughout.

RESULT:
Minimum two advertisements per quarter.
This goal was successfully completed.











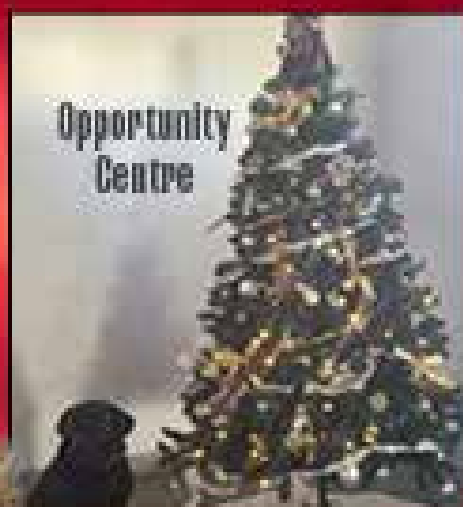
Don P



Northview



Southview



Opportunity
Centre



Dallas E



Jennifer C



Rotary
Village



Supported
Work



Supported Homes

115th, Canalta, 1416

It was a bittersweet year. We had to say goodbye to an individual that had been with the Society since its inception; knowing that she was reunited with her lifelong best friend that had passed before her, helped ease the sadness a little. Upon welcoming another long-term service recipient into 1416, we saw the blossoming of another beautiful, lasting friendship - proving we're never too old to find our best friend.

Intakes: 1
Exits: 1
Complaints: 0

Supported Clusters

Centennial, 1408, 1328

It was a busy year for the Cluster programs. We welcomed four new individuals - one was new to our services while three transitioned from other DCSCS programs due to increased needs. We also had one individual transition from this program to a Supported Home, again due to increased health needs, and one other individual exited our services in totality when she moved to another community.

Intakes: 4
Exits: 2
Complaints: 0



Seniors Aging In Place

Meals, Housekeeping, Snow Removal

This program has grown at an astounding rate as awareness of the programs existence becomes better known. Of the 15 people that exited the program, nine passed away, three moved, one decided she preferred to maintain her own home, and two decided the food did not to meet their personal preferences.

Intakes: 84
Exits: 15
Complaints: 2

Home Share

We saw four individuals leave Home Share, for other services that better fit their current needs. We happily welcomed one new addition to the program. We had one complaint throughout the year that CLBC supported us to rectify.

Intakes: 1
Exits: 4
Complaints: 1



Supported Work

Organizational Employment, Employee Development, Employee Job Developments

While it was a year of growth in many ways, including individuals, number of customers, and staff knowledge, it was a quiet year for intakes of new individuals into the program. We also had no exits. This stability allowed us the chance to refine our processes and hone the quality of the services we provide.

Intakes: 1 Exits: 0 Complaints: 0

Opportunities

It was a great year for new people joining us with skills to share. We did the community, but it was quickly clear.

Intakes: 10
Exits: 0
Complaints: 3

Intakes & Complaints

DCSCS had a several new between pr a multit either sp some inst

y Centre

or the Centre, with a whopping 10
s, bringing with them unique new
d receive one complaint from within
was a matter of miscommunication
red up and rectified.

Assisted Living

We had nine seniors exit the program this year due to increased health needs or because they passed away. As a result, we also welcomed nine new residents into the program. We immediately followed up with the complaint we received and attained a resolution in a timely manner.

Intakes: 9
Exits: 9
Complaints: 1



Bulterys House

Over the past year, we welcomed 141 guests. It was our pleasure to help make, what can often be difficult times for families experiencing the need to travel for medical purposes, just a little easier. As a program that helps families, we've seen that it can be difficult on pediatric patients to stay in new places; as such, we have had one complaint about noise.

Intakes: 141
Exits: N/A
Complaints: 1

s/Exits Complaints

a very busy year with
y intakes, transitions
ograms, and exits for
ade of reasons from
ecific programs or in
ances, from the Society
as a whole.

Self Help Skills & Home Support

It was a very busy year with a lot of schedule shuffling and the addition of another staff member required, to accommodate the five new individuals we welcomed into the program. We had two people exit our services when they moved to other communities. We received one complaint regarding a staff member which was dealt with and rectified immediately.

Intakes: 5
Exits: 2
Complaints: 1

Urban Senior Services

Meal Call, Grocery Shopping, Good Food Box Deliveries

This program tends to fluctuate weekly, with people participating one week and not the next, however, the program grew by 13 regular recipients overall. We did not receive any complaints. At this time, there is more demand for the program than there is funds to support it.

Intakes: 13 Exits: N/A Complaints: 0



Employment Supports &

the number of employed
e, it was a relatively
ram. That being said,
nce to enhance internal
vide.

Community Housing 115TH, 1416 AND CANALTA HOMES

Each program will enhance their home environment and the connection between roommates, by planning group activities twice monthly. Staff will support IRS, to plan activities that will focus on their well-being, personal development and/or comfort. Each home will continue to host monthly Peer Meetings; these are dedicated opportunities for individuals to share what is working well for them, what could be working better, suggestions, solutions, and anything else they might like to discuss. In addition, all programs will take the time to explore Late Life Planning with each individual (and their families). Staff will receive training to help them navigate this difficult subject so that people's wishes can be shared, documented and fulfilled to the best of our ability, once the time comes.

Community Housing 1328, 1408 AND CENTENNIAL CLUSTERS

Given the enthusiasm with which IRS and staff have embraced the practice, cultural teachings will remain an integral, and regular, part of each program. Our program goals this year, will revolve around advocacy. Late Life Planning will be discussed with the IRS. They will learn about their rights in regards to this topic, and the importance of having these discussions now, while they are able to tell people what they would like done when the time comes. Staff will participate in training of their own, to learn the best ways to navigate these conversations with the IRS and their families and the documentation process. Additional goals will include: supporting IRS to continue advocating for themselves, encourage their active involvement in directing their experiences, and increased participation in all Peer Meetings.

OPPORTUNITY CENTRE(OPC)

Known for great activities, parties and their delicious lunch program, the Centre will continue to work hard to offer a wide array of programs that is as diverse as the people that attend. We will continue to host monthly Meeting Of The Mind meetings to ensure that everyone has the opportunity to share their thoughts on current activities, new programming/activity ideas, new IRS ran workshops, as well as, providing a safe place to share any concerns they have. We continue to work towards building a relationship with the high school, to ensure consistent supports for individuals as they begin the process of transitioning to adult-based programming. This significantly improves the experience for the youth and their family, as they move from children to adult services. In light of everyone's love of quality food, we will continue teaching the art of preserving. IRS that participate share in the spoils, while everyone else gets to enjoy them in our many food-based programs. To help ease the burden of rising grocery prices, we are leading by example and teaching people how to save money, how to stretch things further, and how great meals can be made with less or no meat.

SELF HELP SKILLS & HOME SUPPORT (SHS/HS)

Our aim is to work ourselves out of a job - this is of significant importance in SHS/HS. Given the level of independence these particular individuals have and the long list of skills they need to obtain within the limited support hours they receive in order to be successful, staff must be well-informed. To ensure our staff are up for the task, they are supported to complete different training opportunities which they share with their co-workers, and then add to our Resource/Reference Library. Taken into consideration while choosing training, are the spoken and implied needs of the IRS within in the program. Additionally this year, staff will receive the training necessary to have conversations with individuals about Late Life Planning. It can be a difficult subject for many, but the goal is for the conversations to occur organically, in hopes that people will not persverate on the subject; this is especially important for people with limited support. Staff will converse with each individual (and family member, if applicable), share information, and gather all required documentation to ensure each persons wishes are respected, to the best of our abilities.

Supported Work ORGANIZATIONAL EMPLOYMENT, EMPLOYEE DEVELOPMENT, EMPLOYMENT SERVICES & JOB DEVELOPMENT

Employing several individuals, it's important our Social Enterprise remain viable. With regular increases to minimum wage & our desire to limit consumer price increases, we diligently track data to ensure efficient processes, and wage coverage for all our employee's in Shredding & Recycling, Janitorial, Deliveries, and small contract work. As more businesses go paperless, we are always on the lookout for creative new Social Enterprise opportunities. Our Supported Work staff work hard to stay on top of their game and regularly participate in training aimed at enhancing their ability to build relationships and partnerships with local business, as well as, learn better ways to promote potential employee's skills. Significant energy is focused on looking for new and creative ways to market our largest Social Enterprise - Confidential Shredding and Recycling. Our longest-running program, employing the largest number of people with disabilities, is used as a training ground of sorts, for people with limited or no employment history. This program plays a vitally important role in getting people successfully employed within the community and we are working hard to maintain this much-loved program.

HOUSING

With a significant number of properties, including subsidized housing, seniors housing, assisted living housing, and accessible homes for our Supported Homes, as well as, a growing land bank, to ensure we are prepared to expand further to meet the continually growing need within the community when the opportunity arises, our Housing department is kept very busy. Our subsidized housing is dedicated to people with disabilities, seniors and families, while our seniors housing is for people 55+, and the supported accessible homes are for CLBC eligible individuals with intellectual developmental disabilities. Keeping such a large number of properties in good-repair takes a lot of time and effort, and in order to stay on top of things, as well as, manage the maintenance requests continually being received, new technology and software has been implemented. As with anything new, there are kinks to iron out and nuances to be learned, and all housing staff will continue to work towards making the various processes as efficient as possible.

Seniors Services SENIORS AGING IN PLACE(SAIP)

Having grown significantly over the past year, with the addition of 84 seniors, we aim to maintain the momentum. We will continue to hold informational sessions in surrounding rural community halls in our bid to increase awareness about the program. As spring and autumn seem to be the best times for seniors to attend such events, we have decided to hold three information sessions in April, and another three in October. In addition, given our understanding of how important socializing with ones peers is, we will also cater a luncheon for all seniors - those currently receiving any of our services, and those that are interested in learning more about what we offer. Housekeeping services are in greatest demand, followed by meals, and snow removal services.

Seniors Services URBAN SENIORS INITIATIVES

Seniors programs are in high demand, whether rural or urban, and this initiative has seen substantial growth over the year. Offering freshly prepared meals, grocery shopping services, and Good Food Box deliveries, this program plays a vital role in some seniors maintaining their independence. We hope to continue expanding this program and are working very hard to keep cost increases to a minimum despite significant inflation. Our main objective this year, is to secure funding so we can maintain this much needed service and help the seniors in our community to remain in their homes for as long as possible.

ASSISTED LIVING

No one has better stories than Grandparents and their vast knowledge and wisdom, is second to none. In recognition of all the knowledge they have to pass on, we will offer residents the opportunity to lead activities of their choosing. From showcasing hobbies, to sharing stories of days gone by, staff will support residents with setting up displays, presenting slide-shows, showing home-made movies, exhibiting hand-made goods, etc.; every resident wanting to share will have the opportunity to do so. Additionally, we will strive to increase the number of community volunteers that come to show-case their special talents, and provide therapeutic services, to the seniors. Especially loved, are the musicians and singers that provide wholesome entertainment for the seniors to tap their toes to. We will continue striving to interview applicants within one week of their receiving approval by Northern Health. To ensure residents feel supported and well-informed about all that is going on in the complex, and within the Society at large, they will all have access to newsletters, bulletin's, surveys, and more. They can also choose to participate in the monthly Resident Council meetings.

HOME SHARE

One of the most unique ways to provide service, Home Share offers more than just a place to live for the individual's supported. For the right person or family, with extra love to give and space in their home to share, Home Sharing can be a life-altering experience for everyone involved. Companionship, friendship, mentor-ship...just a few things that can be experienced. While there can be challenges, you will receive support to work through them; potentially leading to a stronger bond. While we currently have several wonderfully successful Home Shares, there is always the need for more and as such, we are continually advertising in hopes of recruiting more interested and qualified candidates. Along with the wonderful experience of opening your home and arms to someone with similar likes and interests, Home Share offers access to the training required to maintain the skills necessary to meet the specific needs of the person being supported. Life-long learning is so important, and we are happy to play a vital role in helping people continually grow and expand their skills.

WORKFORCE DEVELOPMENT

We've put a significant amount of effort into learning about our staff and what they feel makes for the best workplace. Through regular discussions at team meetings, and follow-up questions on this year's annual Staff Survey regarding suggestions received on last years survey, we're thrilled to find over 96% of staff feel DCSC is a great place to work! As people change, so do preferences and we encourage staff to let us know what is working, and suggest ways to make things even better, preferably in an ongoing manner. This year staff can expect to see changes as we adjust our practices to align with what our current staffing population has stated they desire. In addition to ensuring our staff feel valued and appreciated, we also realize how important it is to maintain a full compliment of staff and our Employee Services Director, is working hard to fill all posted Union positions with qualified applicants, as quickly as possible. To assist with on-boarding new employee's, and to make training and scheduling as efficient as possible, a new Employee Management System will be implemented.

BULTERYS HOUSE

With our first year under our belt, we are now able to focus on making the necessary tweaks to ensure peoples' experiences while staying with us, are as seamless and positive as possible. Given the difficulties often responsible for a person coming to stay with us, we take pride in providing safe, comfortable, affordable, and easy to arrange, accommodations. We will actively investigate ways to more efficiently complete bookings and improve overall guest experiences. Through the occasional blown breaker, we became aware of an electrical issue, that while not a safety issue, led to some inconveniences for our patrons. As such, we are actively seekingy manner. Thanks to the power of word-of-mouth, we have become increasingly busier, month over month. We will also work to improve our digital footprint, ensuring that everyone in need of such a service, is aware of its availability. As always, we will strive to respond to all calls and/or messages within a timely manner. In a crisis situation, we will do our best to act as quickly as possible.

ADVOCACY & ACHIEVEMENTS

120

Cultural events from around the world were held throughout the year. From program specific activities, to group events, to large-scale celebrations, everyone gained a greater appreciation for all our differences and similarities.



Another Win

Our local Special Olympic Bowling team proudly brought home the Gold, once again. Staff diligently support the three individuals on the team to make all practices and get to all the additional trainings required prior to heading to the Olympics. Great job athletes!



There's nothing quite like the freedom to go into a store and purchase exactly what you want, rather than rely on others to go for you and hopefully get it right!

Individuals were supported to submit a request to the city for street lights to be installed on 14th St due to safety concerns. They were notified that the project was approved and budgeted for, for 2023. They were installed and turned on just in time to ensure everyone felt safe for the winter. Way to advocate!!



Giving

We are very proud to give support of our South Peace community. We hosted the first Alzheimer's research fundraiser. It was a happy to raise the research and improve the lives of those affected and hopefully it altogether.

Making

Another difficult task is making friends. For others, it takes dedication and unwavering support. No matter how much we see the smiles and sometimes for the friend, to be part of their life when they are away. So, it's an important part of our community that couldn't be happier.

g Back

fortunate to have the
ur community and are
e back. In partnership with
Search and Rescue we
rst Walk In A Box walk for
since pre-Covid, and were
se over \$500 to help with
h needed to find new and
eatments for the disease -
y one day, a way to prevent
.



Community Activities

While most of us take for granted the ability to participate in whatever community activities that tickle our fancy, there are many people for whom things are not so simple. We are thrilled that over the course of the past year, we have successfully supported several individuals to access places and/or activities that they have either never been able to do, or go to before, or hadn't been able to for a long time due to circumstances. Seeing their worlds expand and the possibilities afforded them as a result, is the whole reason behind why we do what we do!

Contributing to the Community

Supported Work, as well as many staff in our other programs, take great pride in supporting people to gain the skills necessary to become contributing members of society. The sense of self-worth that comes from having a meaningful job and doing it well, is second to none. When it's a job that is loved by the person doing it, even better!

We are fortunate to have many wonderful community employers that feel similarly and work with us to ensure the ongoing success of the many hardworking folks we are proud to support.



ng Friends

skill to master for many, is the art of
or some, it comes naturally while for
etermination, persistence, and the
ort of skilled support staff able to create
needed, to make it happen.
ch effort it takes, it is always worth
on the individuals faces as they enjoy,
e first time, what it feels like to have a
of a community, and to be missed when
cial bonds with peers is such an
having a happy and fulfilling life and we
er to be a part of it!



**WE WERE THRILLED TO PARTNER
WITH AN ADVOCATE WORKING WITH CLBC
TO HOST A WHEELCHAIR CHALLENGE.
MANY FOLKS WERE GREAT SPORTS AND
CAME OUT TO PARTICIPATE, MAKING
FOR AN EYE-OPENING DAY FOR MANY!**







100 %
FEEL CONFIDENT USING
THE CODE ALERT
PENDANT



94 %
OF RESIDENTS ARE AT LEAST
SATISFIED



90 %
FEEL THE MEAL PORTIONS ARE
JUST RIGHT OR A LITTLE
ON THE BIG SIDE



95 %
FEEL STAFF
IS TRUSTWORTHY

ASSISTED LIVING

SURVEY

COMPLETION RATE

18 / 18

(Only 18 Residents were available at the time of the survey)



100 %
FEEL THE SUGGESTION
FORM IS EASY
TO FILL OUT



83 %
FEEL STAFF UNDERSTAND
THEIR HEALTH
CONCERNS



89 %
FEEL STAFF ARE RECEPTIVE
TO THEIR CONCERNS



78 %
FEEL A GOOD VARIETY OF
FOOD IS SERVED



89 %
FEEL THE HALLWAYS & COMMON
AREAS ARE KEPT CLEAN AND
FREE OF DEBRIS



INDIVIDUALS RECEIVING SERVICE

SURVEY

Completion Rate 69/84



98.5%

I AM SATISFIED WITH THE SERVICES I RECEIVE FROM DCSC

Staff treat me well



98.5%

I AM TREATED WITH DIGNITY AND RESPECT

I am included & respected



100%

I FEEL STAFF HELP ME WHEN I HAVE A QUESTION OR CONCERN

Staff take time to talk to & listen to me



98.5%

I HAVE THE OPPORTUNITY TO VOICE MY PREFERENCES

Staff ask my preferences



97%

I AM INCLUDED IN PLANING MY GOALS

Staff teach me independence







Seniors Aging In Place Meal Survey

Completion Rate 62/67

MEAL SATISFACTION

Seniors were asked to rate the meals on a scale from 1 to 10 with 1 being very poor and 10 being excellent. 95% rated the meals as 7/10 or higher. Most favorite meals included:

- Roast Beef
- Lasagna
- Baked Chicken
- Meatloaf & Sweet and Sour Meatballs

Suggestions for new meals:

- Mac & Cheese
- Crust-less Quiche
- Hamburger Steak
- Taco's
- Sausage & Mashed Potatoes

PORTION SIZES

85% of respondents found our portion sizes just right. Another 3% found them too generous.

SUGGESTED IMPROVEMENTS

People's tastes in food vary greatly, so we encourage and appreciate feedback on the food we offer and possible improvements. 10% of respondents offered a variety of suggestions, including:

- Adding more sauce to stir-fry's
- Thicken the stew
- Add more vegetables
- Don't use ketchup-base in casseroles
- Black containers are less brittle than white ones

PROFESSIONAL & COURTEOUS

100% of Seniors feel the delivery contractor is professional and courteous!

RECYCLING CONTAINERS

87% of seniors currently recycle/re-use their food containers. From taking them to the recycle depot, to donating them, to using them for freezer meals, or in the garage to sort nuts & bolts, most seniors have found a way to deal with their meal containers.

RECYCLING PROGRAM

79% of respondents are interested in a food container recycling program, with another 10% being uncertain and needing more information.

100%

95%

87%

85%

79%

"Please, don't put ketchup in the Shepards Pie."

BULTERYS HOUSE

S U R V E Y

COMPLETION RATE 26 / 65

93 %

GUESTS FELT THEIR
INQUIRIES WERE
PROMPTLY
ADDRESSED

"THE STAFF ARE SO FRIENDLY, HELPFUL & CARING..."

93 %

FELT SAFE DURING
THEIR STAY

"I WOULD NOT BE SURE WHAT I WOULD DO WITHOUT BULTERYS HOUSE..."

"COMFORTABLE, AS WELL AS, COMFORTING. THANK YOU!"

"I WOULD ACTUALLY GIVE 15 / 10!"

88 %

FOUND BULTERYS HOUSE
TO BE A COMFORTABLE
PLACE TO STAY

"CARING, HELPFUL, FRIENDLY, CLEAN & COMFORTABLE..."

"ALREADY RECOMMENDING!"

88 %

OF GUESTS WOULD
RECOMMEND STAYING AT
BULTERYS HOUSE

"...IS A GODSEND FOR PEOPLE IN NEED. WE ARE VERY GRATEFUL."

"Sometimes when things are falling
apart, they may
actually be falling into place."

95%

Respondents report that
DCSCL is a great place
to work!



98%

Find their work
to be engaging



96 %

Feel inspired by
DCSCL's Mission
Statement



80

Recognize
meetings
exceed e

Suggestions

While DCSCSL is limited in it's abilities to provide financial incentives such as staff specific gifts, or Birthdays & Anniversaries off with pay, we did receive some great suggestions that are within our ability to do, such as:

- BIRTHDAY CAKES AT TEAM MEETINGS
 - STAFF GET TOGETHERS
 - TEAM BUILDING ACTIVITIES
 - BIRTHDAY WISHES ON SHAREVISION
 - ADDING THE NAMES OF STAFF UNABLE TO ATTEND STAFF APPRECIATION PARTY, TO THE DRAWS
- AND CONTINUE WITH WHAT WE ARE DOING!



93 %

of staff appreciated the Thank You card and \$50 gift card



92 %

Feel orientation process, call-in process & communication, are working well



6 %

efforts at staff and feel they expectations

Service Awards

Great staff bring initiative, drive change, and influence the culture of a company. Long-term staff are the backbone of a company, bringing a wealth of knowledge and skills, an understanding of the company's values, stability and reliability, an established network of relationships, and so much more. We are fortunate to have many of both!

**5
Years
Service**



Josephine Fung



Inderjit Singh



Sony Thomas



Amanda Stafford



Renee Brandon

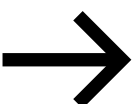


Cindy Wagar



Akhil Jose

**Employee
of the
Year**



**10
Years
Service**



Cristeta Awilan



Amanda Joyce



Lexie Francisco



Shirly Lindberg

**15
Years
Service**



Tanya Lee

**25
Years
Service**



Tracy Sutton

**30
Years
Service**



Vanessa Ramones



Coleen Moxam

WORKFORCE DEVELOPMENT

Our Occupational Health and Safety Committee is made up on seven bargaining unit members and seven management representatives. The Committee meets monthly and is charged with overseeing a safe, clean and healthy environment for staff, individuals receiving service (IRS) and volunteers. We do this by ensuring Health and Safety training for the aforementioned groups, the development and implementation of Emergency Situations Response Plans, the creation and maintenance of Behaviour Support Plans, regular emergency drills, the maintenance 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 properties/sites owned, rented or leased by the Society to ensure they are clean and safe.

With a focus on ensuring our staff have all the tools they need to successfully support the wide range of ever-increasingly complex people we provide services to, we offered a substantial amount of training this year. In fact, we offered a whopping 771 more hours of training than in 2022-2023, for a total of 1890.5 hours! This training included, but was not limited to:

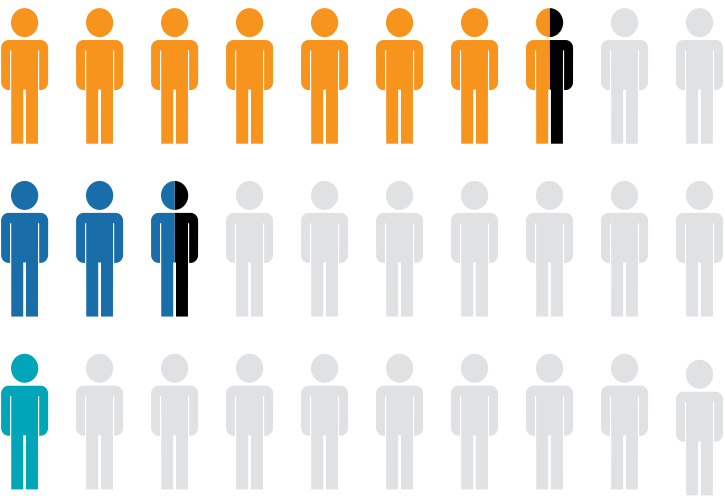
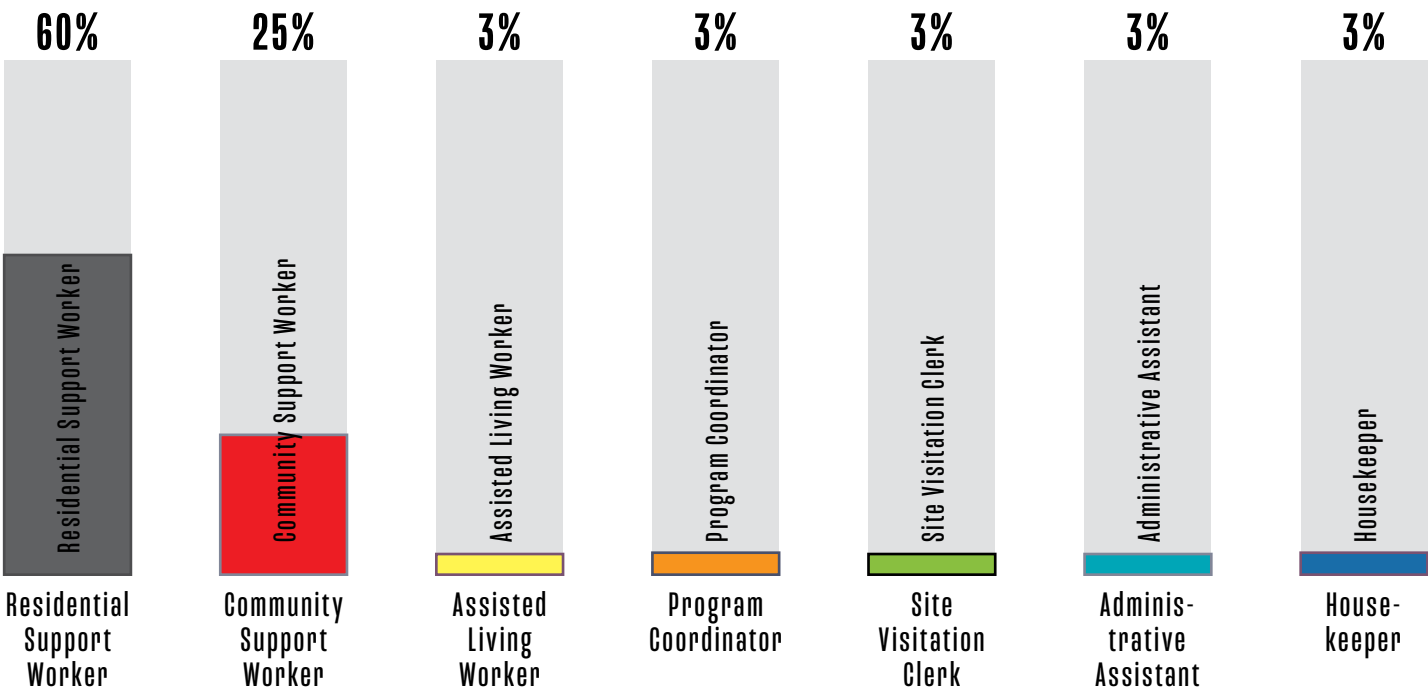
- Truth and Reconciliation
- Late Life Planning
- Dementia Disorders
- Adult Guardianship
- Representation Agreements
- Trauma Informed Practice
- Autism
- Fetal Alcohol Syndrome Disorder
- Mental Health Disorders
- CLBC Capacity Training
- First Aid and CPR
- Various Delegation of Tasks
- Food Safe
- Vehicle Safety & Defensive Driving
- Medication Delivery
- Crisis Prevention Intervention
- Cyber Security
- Safe Swallowing and Feeding
- Employee Wellness
- Diabetes Education
- Communicable Disease Prevention
- Substance Use Issues
- Promoting Rights & Advocacy
- Fire Safety
- Workplace Emergencies
- Community Evacuation Emergencies
- Conflict Resolution
- Effective Documentation
- Minimizing Slips, Trips & Falls
- Team Building
- Supporting & Understanding Communication
- American Sign Language
- Boundaries
- Hazardous Chemicals & SDS for Canada
- Digital Literacy
- Compassion Fatigue & Resilience



“The only thing worse than training your employees and having them leave, is not training them and having them stay.”

~ Henry Ford

Posted Positions from April 1, 2023 - March 31, 2024



74% Or 26 of the 35 awarded positions were to women applicants.

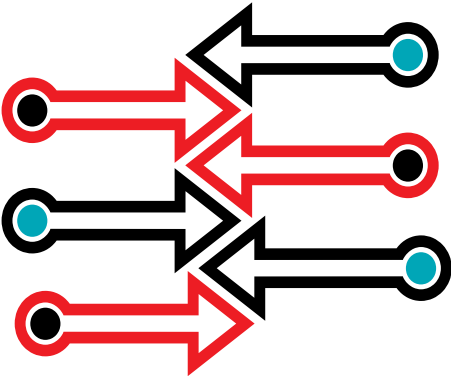
23% Or 8 of the 35 awarded positions were to male applicants.

3% Or 1 of the 35 awarded positions was to a person of undecided gender.

21 Part-time positions were posted & 20 were awarded

1 Full-time position was posted & awarded

82 Days on average to fill vacancies



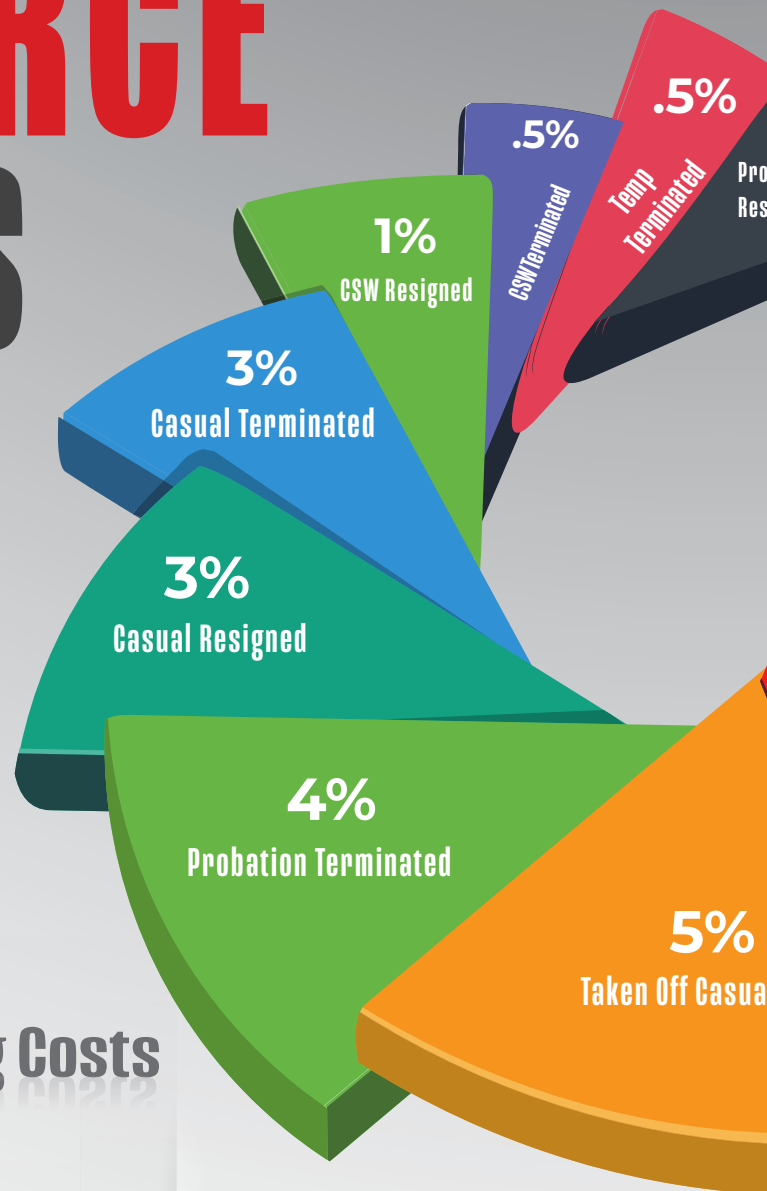
15 Temporary positions were posted & 14 were awarded

2 Posted positions remain open

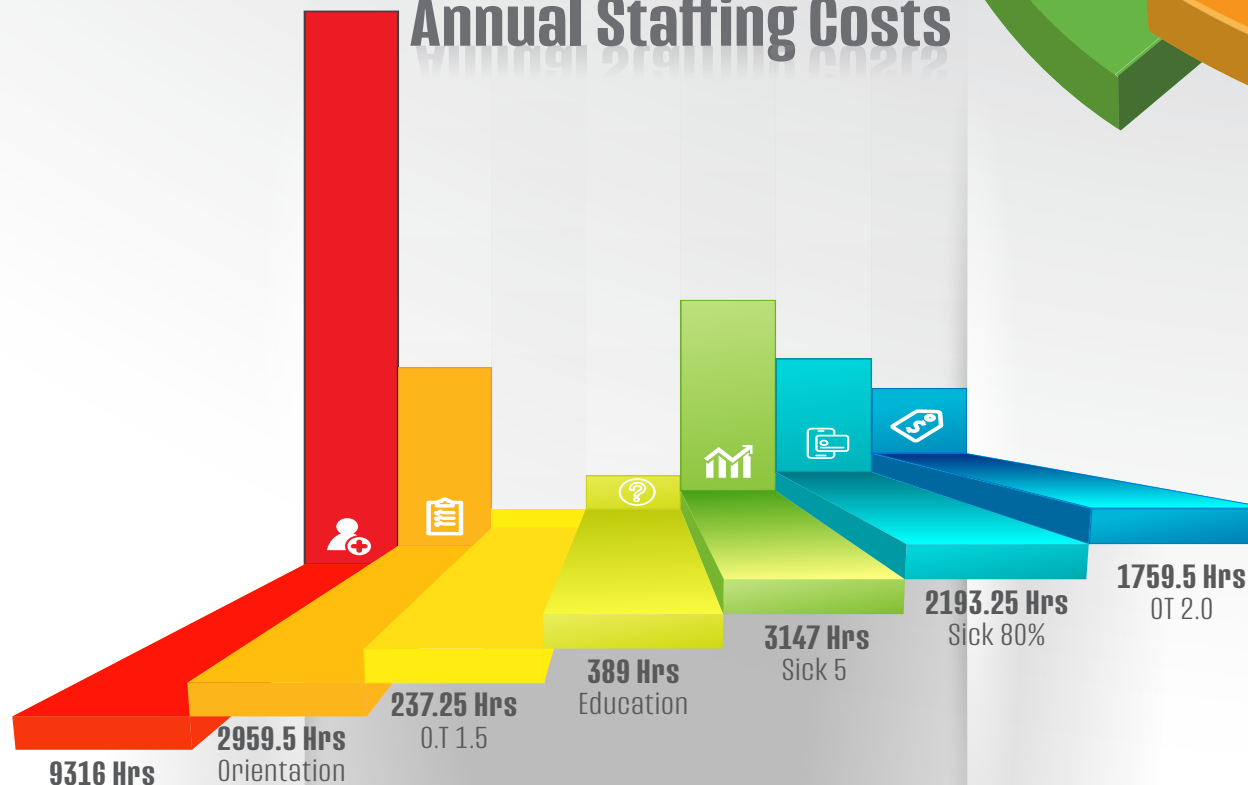
1.9 Days on average to respond to applicants

WORKFORCE STATISTICS

**“Great things never
came from comfort
zones.”**

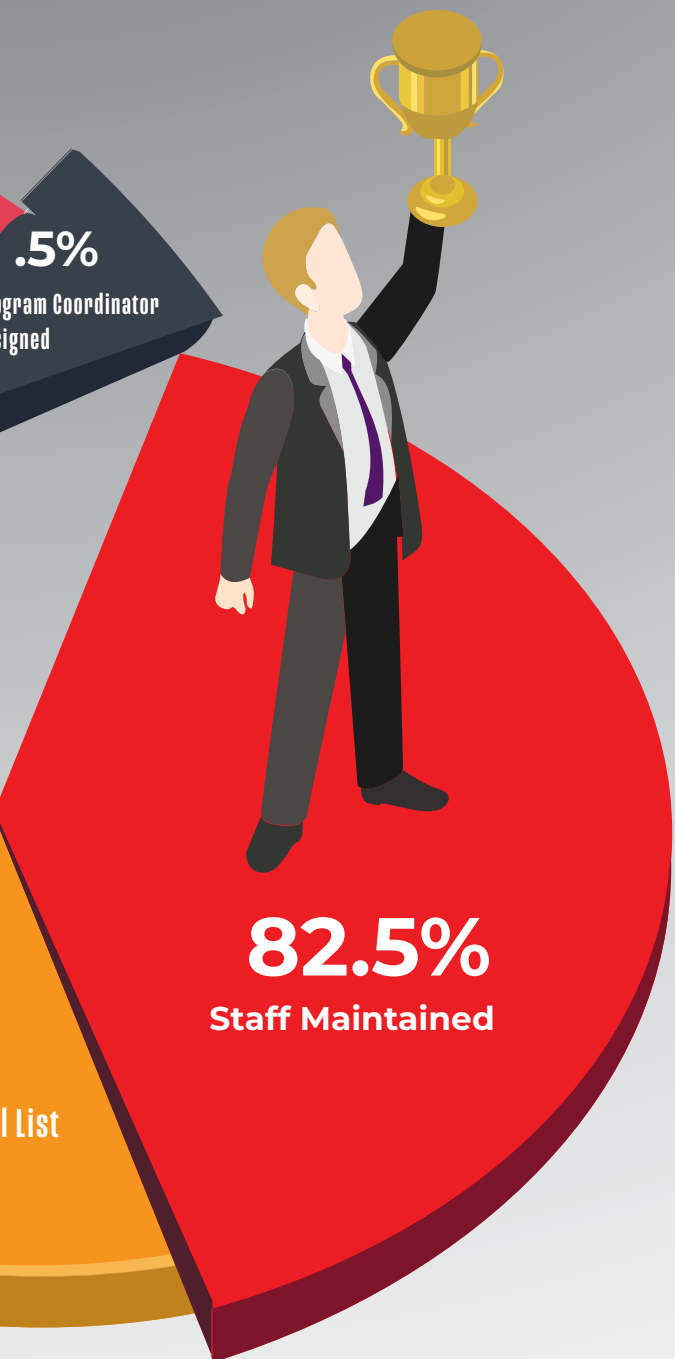


Annual Staffing Costs



Stats Collected

From year to year, we track various statistics. While most of these are out of our control, it gives us a good overview and provides the information needed as we seek out more efficient practices.



43 YEARS

Average age of 132 employee's that remained with DCSC

6.4 YEARS

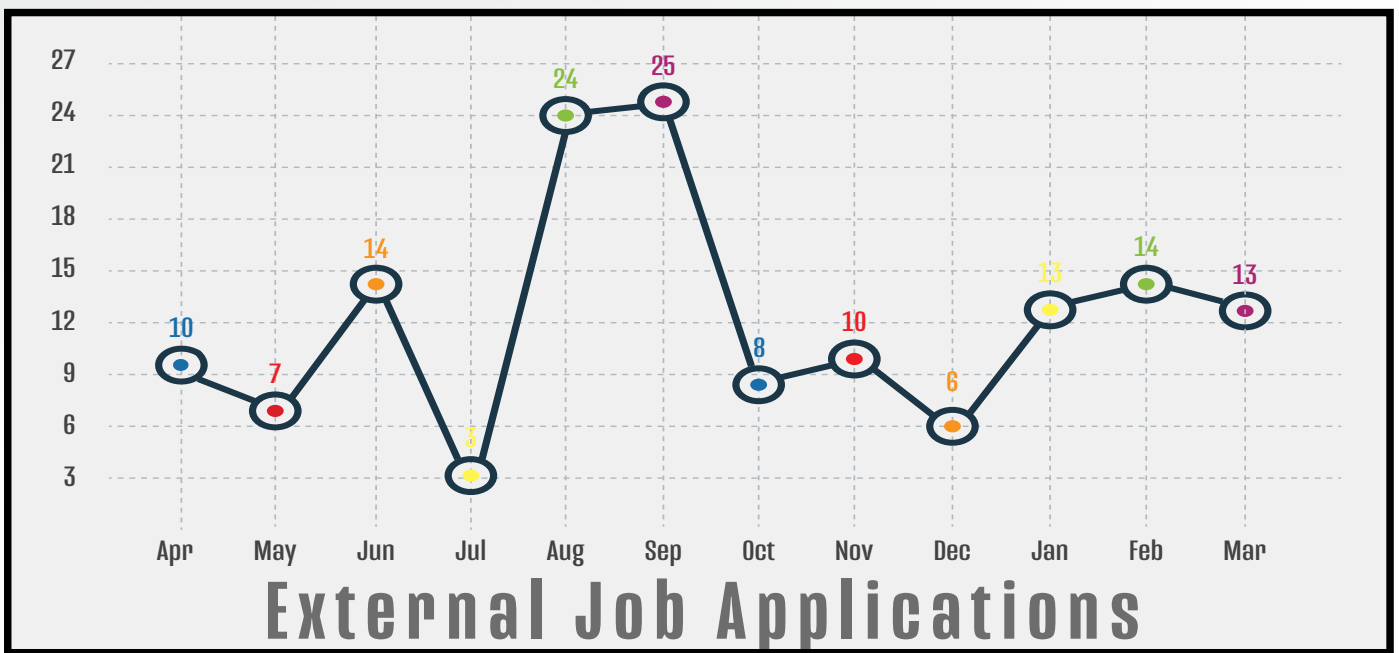
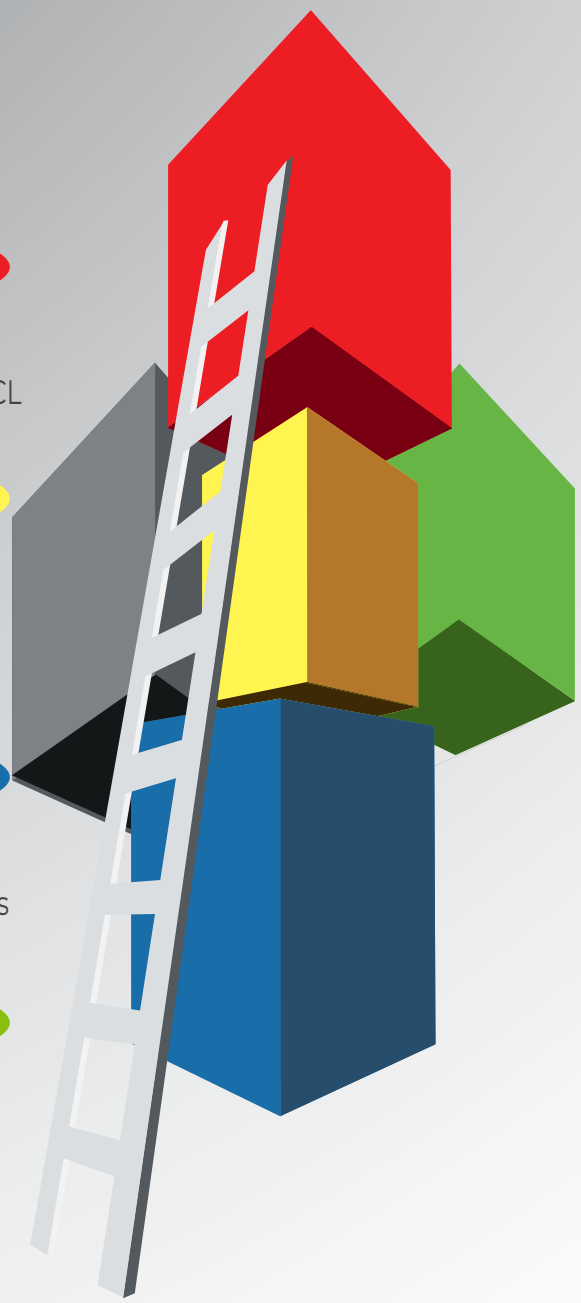
Average length of employment for Bargaining Members

13.4 YEARS

Average length of employment Excluded Employee's

44.8 YEARS

Average age of the 28 employee's that ceased employment with DCSC









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