

# SAGITAWA

## Annual Performance Improvement Report 2024 - 2025



Dawson Creek Society  
for Community Living  
[www.dcscl.org](http://www.dcscl.org)



# TABLE OF CONTENTS

|                                      |    |
|--------------------------------------|----|
| Accreditation Committee Message      | 04 |
| Strategic Plan Summary               | 05 |
| Agency Demographics                  | 08 |
| Program Summaries                    | 10 |
| Family Survey                        | 15 |
| Individuals Receiving Service Survey | 17 |
| Assisted Living Survey               | 23 |
| Senior Services Summary              | 24 |
| Bulterys House                       | 24 |
| Cultural Recognition                 | 30 |
| Experiences & Achievements           | 31 |
| Workforce Development                | 32 |
| Employee Survey                      | 34 |
| Employee Services                    | 36 |



INCLUSION ISN'T JUST AN ACT OF KINDNESS—  
IT'S A RECOGNITION THAT EVERY VOICE  
STRENGTHENS THE HARMONY OF HUMANITY.

In today's world, where connection spans continents and cultures, building inclusive communities isn't optional—it's essential. When we make room at the table for everyone, we create a richer, wiser, and more resilient society.



## 2024 Evacuation

*Left to Right - Tracy Sutton, Daisy Galleno, Amanda Stafford, Ashley McKale, Marla Reed, Denae Hunter, Stacy Scriven, Anne Pearson & Emily Wasmuth.*

# 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, Ashley McKale, Tanya Ezeard, Amanda Stafford, Daylene Kelford, Daily Galleno and Melissa Van Alstine.

The past year has been one of growth, enriched collaboration, and deeper connection across our organization and the communities we serve. With every initiative undertaken, we moved with intention—strengthening services, refining internal practices, and amplifying voices that deserve to be heard.

We expanded the scope and diversity of our programs, enhancing supports for seniors both urban and rural, and maintaining a safe haven for people being affected by medical crisis. We launched many new activities while continuing those that are most highly anticipated. The addition of recycling to our shredding services reflected our responsiveness to community needs, while cultural celebrations, peer-led meetings, and the monthly 'Meeting of the Minds', ensured that personal expression and inclusion remained central to our mission.

Training and development flourished, with employee's receiving targeted, comprehensive support to help them better

meet the evolving needs of those we serve. Our approach to Human Resource practices was standardized, and systems were implemented to improve accountability and efficiency across departments.

Partnerships played a defining role in our momentum. We collaborated with the City of Dawson Creek on accessibility efforts, co-hosted meaningful events like "Walk in the Box" with Search and Rescue, and established new traditions such as the annual ShredFest with Lake View Credit Union. From joyful celebrations like the Christmas Gala to impactful initiatives like the Access Awareness Day BBQ and City Clean-up, our presence in the community has never felt more vibrant.

This report reflects a year of adaptation and innovation, where every challenge inspired a creative solution and every achievement strengthened our foundation. As we look ahead, we remain committed to listening deeply, acting boldly, and growing together—with purpose and heart at every step.



# Strategic Plan Summary

As we move forward into a new chapter of growth and innovation, our focus remains steadfast: to strengthen our recruitment efforts, deepen community partnerships, and cultivate a cohesive organizational identity. With a renewed emphasis on digital engagement, cultural awareness, and operational excellence, we are laying the foundation for a future defined by purpose, inclusivity, and meaningful impact.

The following Strategic Goals Summary highlights our collective vision—one that embraces change, honours our values, and invites collaboration across every corner of our organization. While we have already begun making meaningful progress, we are energized by the possibilities ahead and anticipate celebrating bold achievements shaped by innovation, dedication, and the shared commitment of our team and community.



## 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

## Goals 2024 – 2027

### Strong, Vibrant & Distinct Identity

Strengthen recruitment & community awareness.

- Deepen engagement with community partners & events while expanding our presence through social media platforms & Job Fairs.

Define organizational identity & evaluate name relevance.

- Engage stakeholders to assess alignment between our name and mission. Consider re-branding, if necessary.

Enhance recruitment & volunteer engagement via digital presence.

- Optimize digital marketing efforts to publish engaging content, promote employee recognition & highlight organizational activities.

### Celebrate & Strengthen our Organizational Culture & Values

Teach, model and monitor values that support our services & teamwork.

- Through education and training, preserve organizational culture and understanding of our values & expectations.

Promote respect & cultural awareness among supported individuals.

- Individuals cultural preferences will be honoured, new cultures will be explored regularly & Canadian holidays will be celebrated without delay.

Improve employee selection practices to align with organizational values.

- Interview questions will reflect our values to enhance the selection process.





## Modernize Technology Systems & Restructure Administrative Support Services

Identify & adopt software systems to improve efficiency and accountability.

- Evaluate, enhance, research, invest and provide comprehensive training in software that seamlessly integrates with all systems. Implement Geotab Fleet Solutions and create a BCGEU digital bulletin board on Sharevision to ensure easy access.

Develop consistent approaches to Human Resource practices.

- Standardize employee services through targeted training, the creation & implementation of operational procedures, and software integration.

Enhance tenant screening processes.

- Updated applications with references, more rigorous inspections and enhanced

communication between departments. Identify & adopt software systems, to enhance implementation of operational procedures, and software integration. Enhance tenant screening processes.

## Build Our Capabilities & Services

Secure sustainable funding to expand senior services.

- Pursue grant opportunities and collaborate with grant writers.
- Research funding sources regularly and strengthen donor and partner relationships.

Streamline resources through inter-agency collaboration.

- Consolidate program resource lists into one organizational master list.
- Maintain partnerships with Northern Health and address critical service gaps in healthcare support (e.g., Dietician)

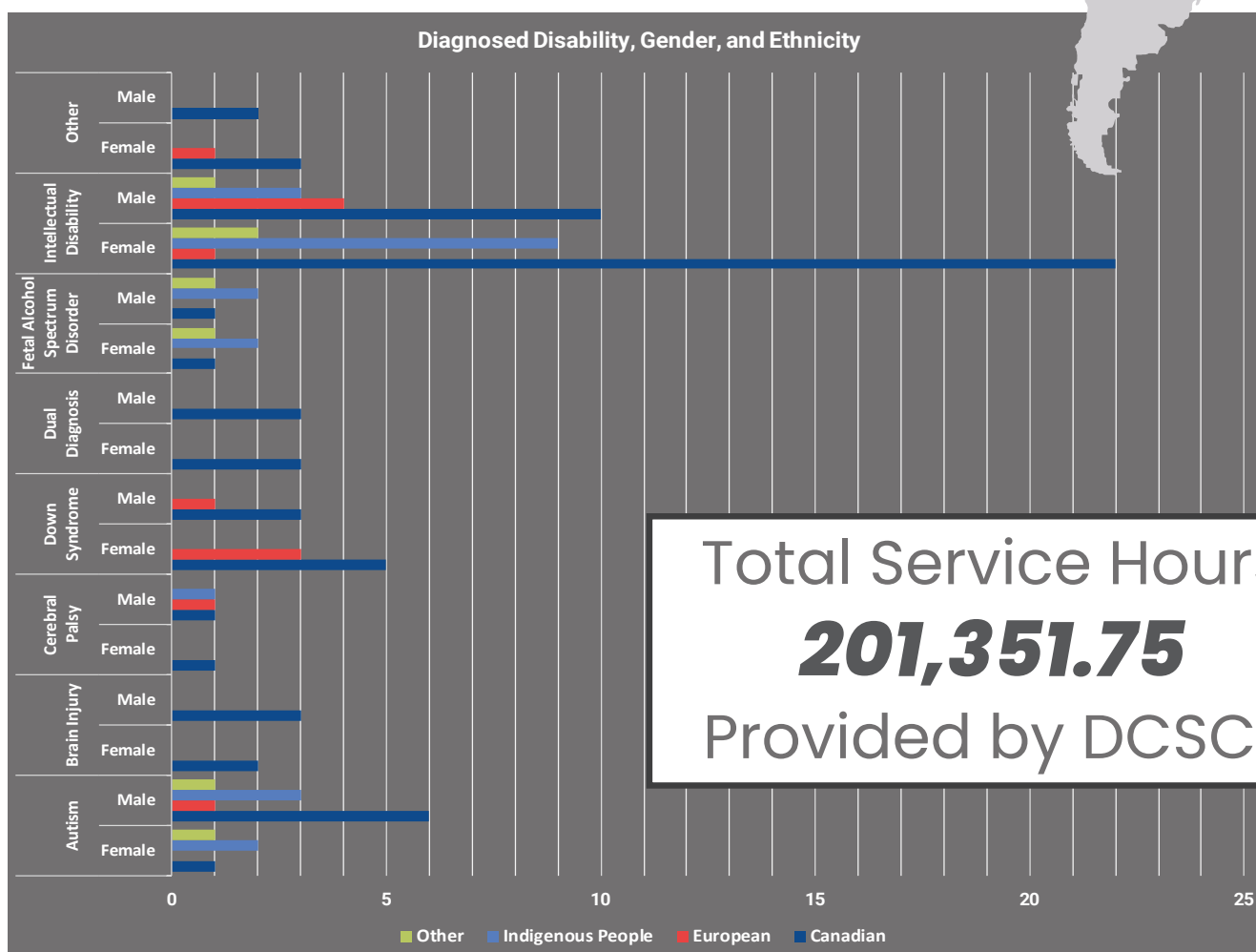
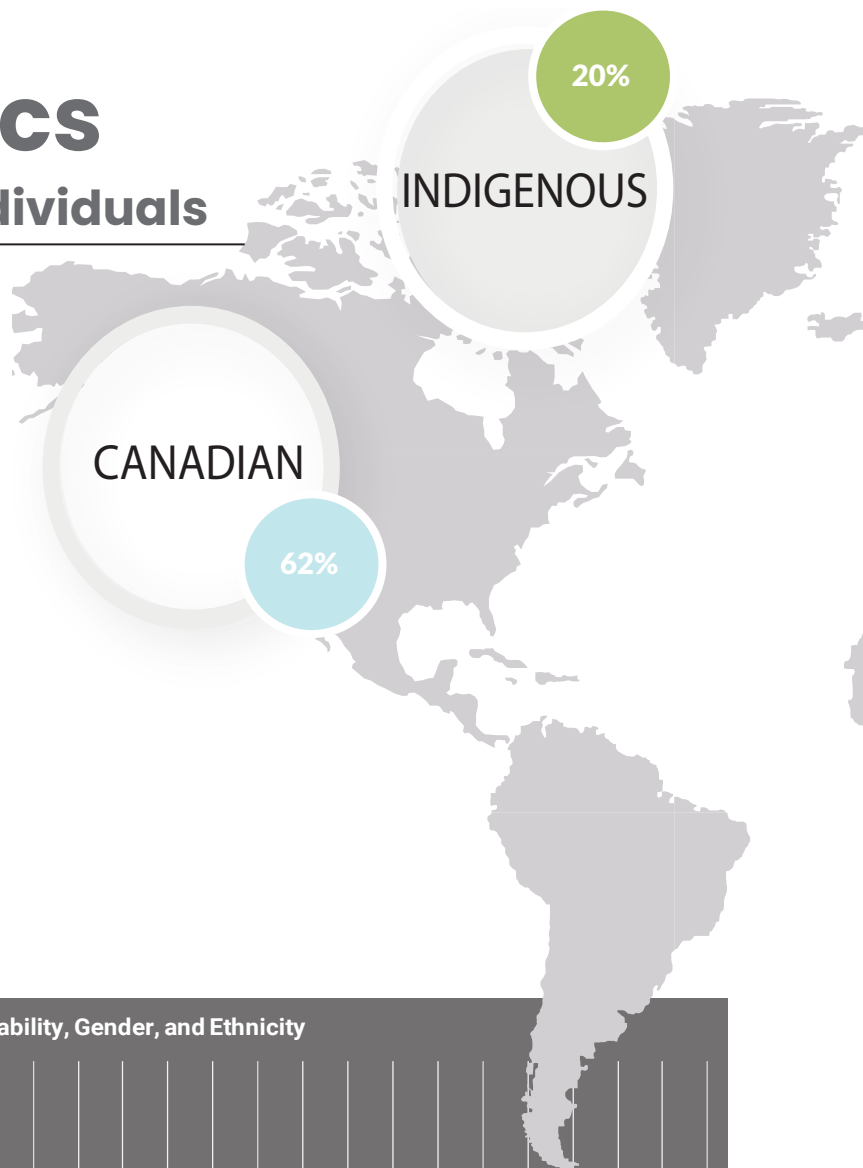
Advance social enterprise initiatives.

- Engage community members, employees, and board members to generate ideas for new social enterprise ventures.
- Each concept will be assessed for feasibility, considering market demand, resources, expertise, and mission alignment
- Will pursue strategic partnerships to strengthen impact and long-term success.

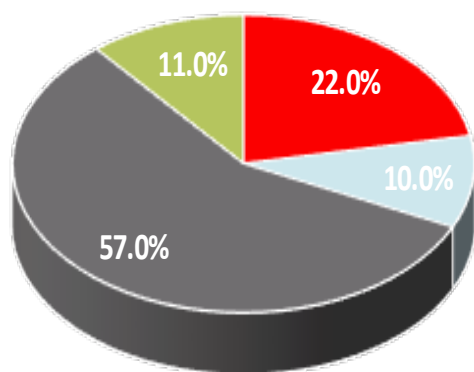
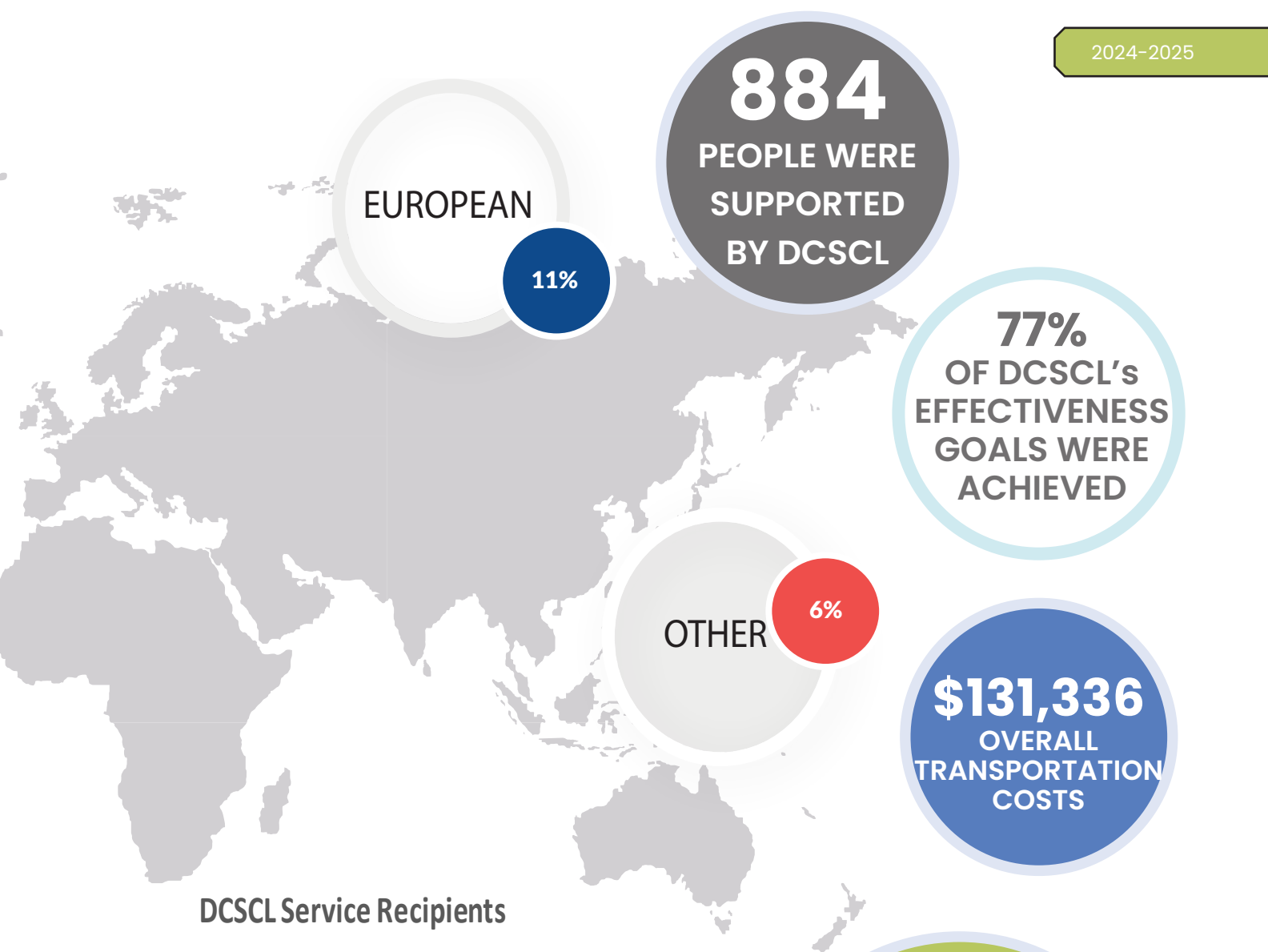
# Demographics

## of Community Living Individuals

This data offers meaningful insight into the diverse population supported by DCSCCL. It helps individuals (IRS), families, service providers, and funding partners access accurate information, and highlights the importance of understanding ethnic backgrounds and diversabilities in order to respectfully honour cultural traditions and deliver appropriate supports. As shown below, individuals in our Community Living programs represent a wide range of cultural backgrounds and abilities.







- CLBC Service Recipients
- Assisted Living
- Rural Seniors (SAIP)
- Urban Seniors

**111,000**  
POUNDS OF PAPER  
WERE SHREDDED  
THIS YEAR. ENOUGH  
TO FILL THE ENTIRE  
OPPORTUNITY  
CENTRE UP TO OUR  
NECKS!!

**\$259,143**  
OVERALL FOOD  
COSTS

**17,379**  
MEALS WERE  
PROVIDED TO SENIORS  
IN THE URBAN & RURAL  
PROGRAMS – **6174**  
**MORE** THAN LAST  
YEAR!

**92%**  
OF PROGRAMS  
ACHIEVED THEIR  
SERVICE ACCESS &  
EXPERIENCE  
GOALS

# Community Supported Living Programs: Enhancing Care & Enriching Lives

This year, the Supported Home and Supported Cluster programs, continued to provide stable, high-quality care environments where individuals thrived through personalized support, cultural engagement, and increased access to essential services. Across all sites—115th, Canalta, 1416, 1408, 1420, 1328, and Centennial—programs reported zero complaints, ensuring a secure and respectful space for each individual. Seamless transitions into and out of programs further highlighted the effectiveness of our personalized support model.



## Support & Stability

### Healthcare Access & Adaptive Services

Healthcare offerings expanded across all programs to meet evolving needs. Services included Occupational Therapy, Dietitian-led planning, sedation-based dental care, specialized HSCL Nursing support, and more. Even where family doctors weren't available, access through virtual and walk-in clinics ensured continuity of care.

Employee's underwent enhanced training to support individuals through increasing medical complexity—demonstrating a proactive approach to late-life support and dignified aging.

### End-of-Life Planning Progress

End-of-Life Planning was prioritized across the programs. Documents such as Representation Agreements, Advance Care Plans, and final wishes were thoughtfully prepared in collaboration

with families—ensuring future clarity and respect for individual preferences. Employee development initiatives further strengthened late-life care abilities.

### Cultural Exploration & Personal Growth

Cultural exploration remained a cornerstone of personal growth, with individuals engaging in monthly celebrations, hands-on learning, and immersive experiences—from spa days to global traditions brought vividly to life through platforms like AirPano and YouTube. These virtual journeys spanned continents—from the bustling streets of New York to the vibrant cultures of India and Hungary—inviting participants to cook, create, and dress in celebration of diverse customs. Some even embarked on real-world adventures to cities like Vernon and Quesnel, and one lucky traveller got to experience the magic of New York first-hand.



# A Year of Compassionate Support

## Advocacy & Community Inclusion

Individuals forged strong connections through outings, peer meetings, and participation in meaningful activities. These opportunities fostered independence, routine, and a sense of contribution—whether through community engagement, personal development, or employment experiences that empowered individuals to set and work toward their goals.

Through dedicated advocacy efforts, individuals gained access to essential medical equipment—including walkers, braces, mattresses, and beds—ensuring comfort, mobility, and overall well-being. Employees worked collaboratively with dietitians to personalize meal planning, addressing unique health needs while optimizing nutritional outcomes.

Cost-effective strategies, such as providing packed meals during outings, help sustain program quality without compromising experience. These efforts reflect an ongoing focus on practical care delivery, adaptability, and responsible resource management. The programs remain well-equipped to meet evolving needs, while continuing to promote wellness, dignity, and inclusion.

## Sustainable Practices Amid Rising Costs

Innovative food strategies—including home-grown vegetable gardens, seasonal produce preservation, bulk purchasing, and optimized reward point usage—ensured consistent access to nutritious, high-quality meals while effectively offsetting inflationary pressures. These creative approaches maintained culinary standards without compromising the dining experience or nutritional value.

## Camp-fires & Galas: Memorable Seasonal Moments

Seasonal celebrations provided unforgettable moments of connection and joy. The annual Christmas Gala—consistently the most anticipated event—offered individuals a glamorous evening of entertainment and togetherness. Dressed in formal attire and pampered with professional hair and makeup, participants radiated pride and confidence as they danced to live music and enjoyed an elegantly arranged banquet.

Equally cherished was Camp Sagitawa, a summer highlight that invited individuals to reconnect with nature and peers. Several of the individuals enjoyed overnight adventures filled with outdoor activities, while the others participated in day excursions that inspired engagement, relaxation, and meaningful social bonds. With a continued commitment to independence, well-being, and active community engagement, our programs consistently provide impactful care and meaningful opportunities to those we serve.





# Home Share

Our Home Share services continued to provide stable, high-quality care, ensuring zero complaints throughout the year. At present, 16 Home Share Contractors are successfully matched with individuals, creating tailored and supportive living arrangements

This year saw one individual successfully transition back to their family's community, reinforcing our commitment to flexibility and person-centered planning. Efforts to recruit new Home Share contractors remained a priority, with 20 active advertisements throughout the year. Contact with new referrals for the latest Home Share contractor was made within one day, ensuring timely outreach and engagement.

Each of the 10 providers completed an average of 2.4 training opportunities; however, the initiative fell short of the target of five trainings per contractor due to technological constraints.

## Late Life Planning & Wellness Support

Aging Home Share Contractors are seeing the benefit and increasingly engaging in Late Life planning, both for themselves and those they support. Discussions focus on medical needs, environmental modifications for aging-in-place, and end-of-life planning—ensuring preparedness while respecting individual preferences.

In addition, Home Share Contractor wellness remains a critical priority, with ongoing advocacy efforts facilitated at a Provincial level to support contractor well-being and sustainability.

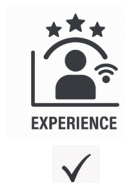




# Looking Forward

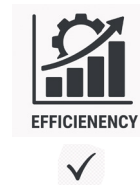
## Recommendations for the Upcoming Year:

- Enhancing Digital Literacy & Accessibility by assessing Home Share contractors' computer skills and supporting Sharevision training - a platform designed to streamline information sharing and improve documentation efficiency.
- Strengthening Recruitment & Community Outreach by increasing efforts to recruit new Home Share providers through face-to-face interactions and community engagement.
- Optimizing Documentation & Sustainability by reviewing and updating our Home Share handbook, and transitioning documentation to virtual formats to reduce paper waste and enhance accessibility.
- Our Home Share Manager will accompany two individuals to the People Planning Together Conference in Prince George (May 2025), fostering peer-led advocacy and engagement.



# Empowering Independence and Strengthening Support

This year, the Self-Help Skills (SHS) and Home Support (HS) programs continued to provide essential services, ensuring individuals received the guidance and resources needed to enhance autonomy, advocacy, and personal development. With proactive training, peer collaboration, and structured planning, our team remains committed to adapting to evolving service needs while maintaining a high standard of care. The following highlights key achievements, program enhancements, and future goals as we continue to foster independence, community engagement and advocacy.



## Highlights

### Self-Help Skills & Home Support Programs

Our Self-Help Skills (SHS) and Home Support (HS) programs provided essential services with zero complaints reported throughout the year. A total of nine referrals and intakes were processed, with three individuals opting not to proceed after intake completion. One participant exited the program due to changes in family dynamics, which led them to transition to a different type of service.

Late Life Planning remained a key focus, with 23 out of 28 individuals (82%) successfully engaging in the process—surpassing the 80% target goal. In anticipation of new service provisions on the horizon, employee's proactively pursued advanced learning opportunities to prepare for the increasing complexity of support needs.

All SHS/HS employee's completed specialized training addressing the evolving

challenges faced by those supported, using the material to build a shared reference library for ongoing employee development. Additionally, all referrals were contacted within 1-2 business days, ensuring timely response and engagement.

Peer collaboration remained strong, with 12 peer meetings hosted in partnership with OPC, averaging nine participants per session. Experience-sharing was further enhanced through Suggestions & Solutions, as well as regular updates via the Newsletter, The Scoop and Calendar, the AGM, Chuckles & Chats with Marla and Stacy, and this report.

Employee's actively contributed to skill-building initiatives, presenting workshops designed to enhance IRS autonomy, advocacy, and personal development.



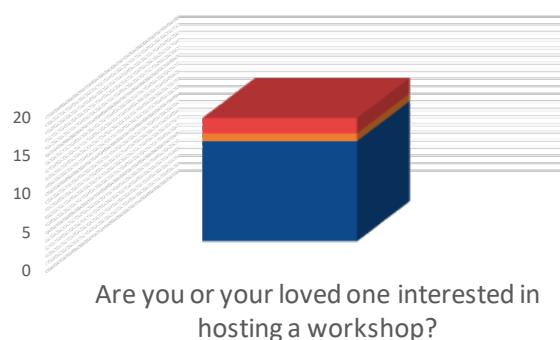
# Family Survey

## Goals and Future Initiatives

- IRS will be supported in developing and practicing evacuation plans quarterly to ensure preparedness.
- The Program Coordinator (PC) will oversee employee alignment with DCSCS Values and Expectations, providing feedback and follow-up as needed.
- Timely referral follow-ups will remain a priority.
- Peer meetings will continue in collaboration with the OPC, to foster shared learning and engagement.

*"Pat yourselves on the back—you have done a good job with the transition."*

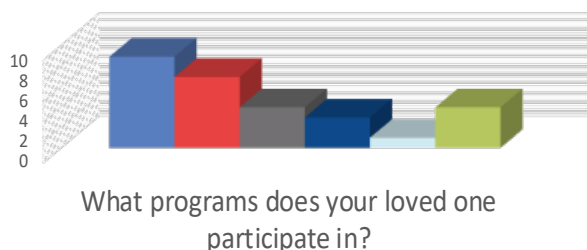
~ Service recipient's family member



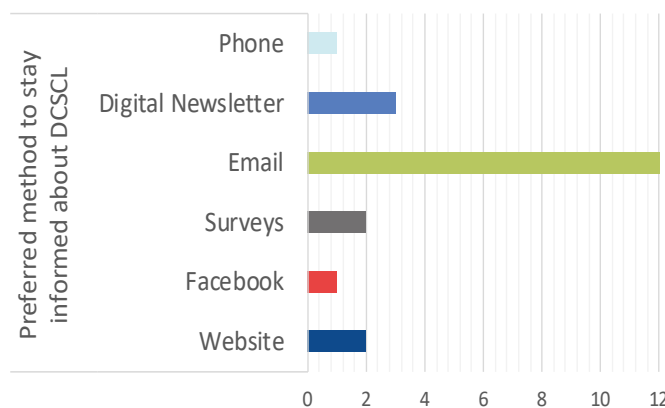
■ No we are not ■ I am not, but they are ■ We both are

## Family Survey 2024 – 2025

16/38 Responses



■ Opportunity Centre ■ Supported Work/Confidential Shredding  
 ■ Self Help Skills/Home Support ■ Supported Cluster  
 ■ Supported Home ■ Home Share



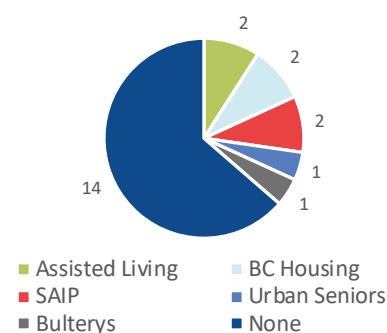
## Other Takeaways...

- 94% of respondents were parents or family members
- 31% already use or are interested in Supported Work services

**94%**

of respondents are satisfied or very satisfied with services

Would you like more information on DCSCS's other initiatives?



# Fostering Growth, Connection & Inclusive Experiences

Our Opportunity Centre continues to serve as a hub for engagement, personal development, and community involvement, creating meaningful experiences for all participants. Through peer-led initiatives, budget-conscious planning, and a wide range of inclusive programming, the Centre remains committed to promoting accessibility and being attuned to the unique needs of individuals. This year saw several new intakes, strengthened partnerships, and innovative ways to enhance inclusion—all while maintaining a high standard of service.



## Opportunity Centre

### Overview and Achievements

Our Opportunity Centre continued to serve as an inclusive, dynamic space for individuals seeking engagement, skill-building, and community connection. There were zero complaints about the Centre throughout the year.

Two new intakes were welcomed, both of whom attend the Centre regularly. One individual transitioned out of the program, relocating to Southern BC to reunite with family.

Recognizing the importance of transitional support, the Centre built a strong relationship with SPSS (South Peace Secondary School), enhancing future service pathways for youth moving into adult programming—with five individuals attending monthly activities.



EFFECTIVENESS



EFFICIENCY



SERVICE ACCESS



EXPERIENCE



### Community Engagement & Creative Initiatives

Throughout the year, the Opportunity Centre actively hosted and participated in diverse community events, strengthening ties with local organizations and fostering a sense of belonging. Key events included:

- Access Awareness Day BBQ
- Walk in a Box for Alzheimer's
- Community Clean-Up Initiative
- Summer Trips & Camp Experiences
- Halloween Haunted Carnival

With a strong focus on cost-effective meal planning, the Centre found creative ways to reduce food expenses while ensuring access to healthy, quality meals. Strategies included:

- Bulk purchasing & sale tracking
- Optimized meal preparation
- Introducing meatless meals once a month, which have become widely enjoyed.



# Community Living IRS Survey

## Peer-Led Engagement & Future Planning

The Centre continues to foster individual-driven service development through Meeting of the Minds Peer Meetings, where participants contribute ideas for new activities and service improvements while voicing personal preferences and concerns.

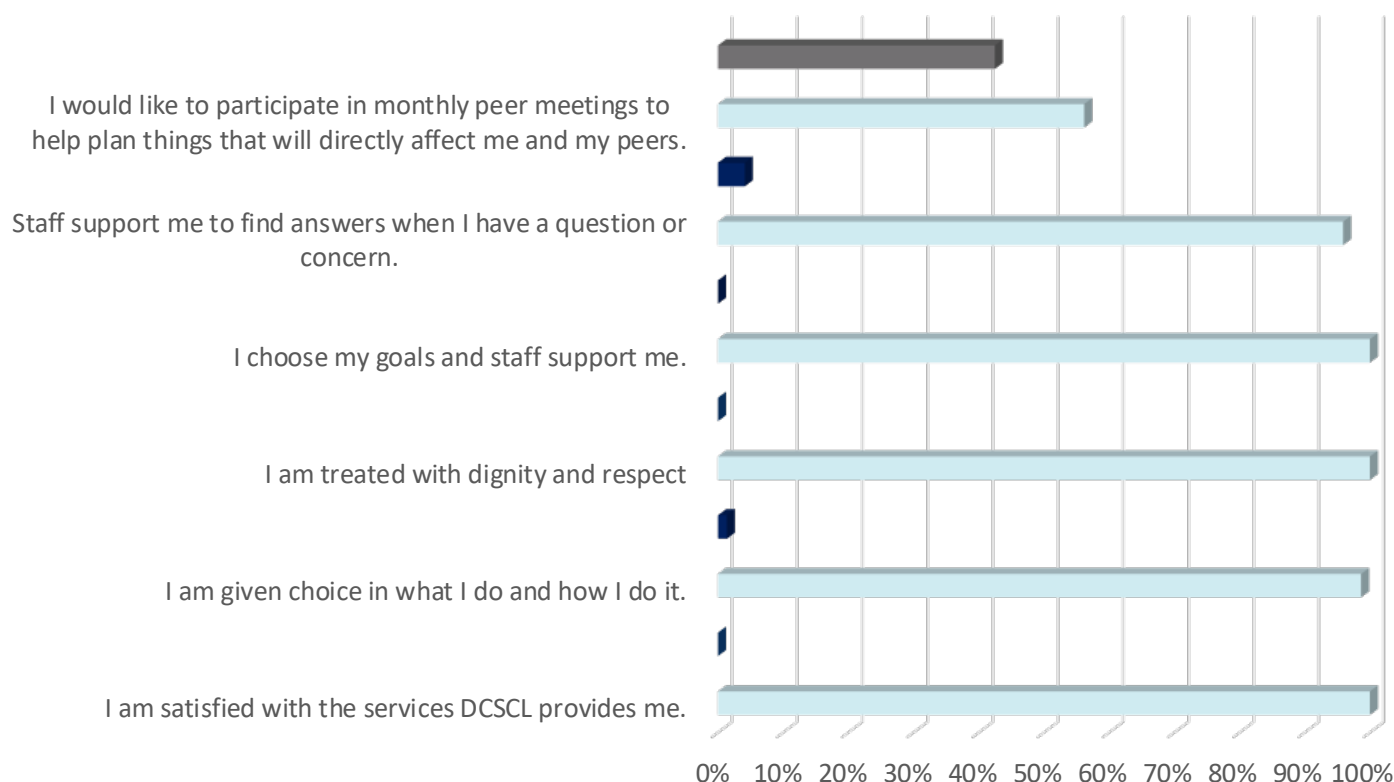
Looking ahead, the Program Coordinator will mentor and provide one-on-one guidance to OPC Activity Workers, ensuring the development of enriching programs and engaging activities that directly correspond with DCSCSL Values. Meeting of the Minds will remain a core initiative as well, ensuring individuals have a platform with which to influence their experiences and services.

**3663 Participants partook in  
788 Health & Safety Workshops**

## FAVOURITE ACTIVITIES

**OPC Activities**  
**Peer-Led Activities**  
 BBQ's  
 Picnics  
 Weiner Roasts &  
 S'mores  
 Swimming  
 Bowling  
 Force Horse  
 Annual Gala  
 Out of Town Trips  
 Cooking  
 Baking  
 BINGO with Bernie

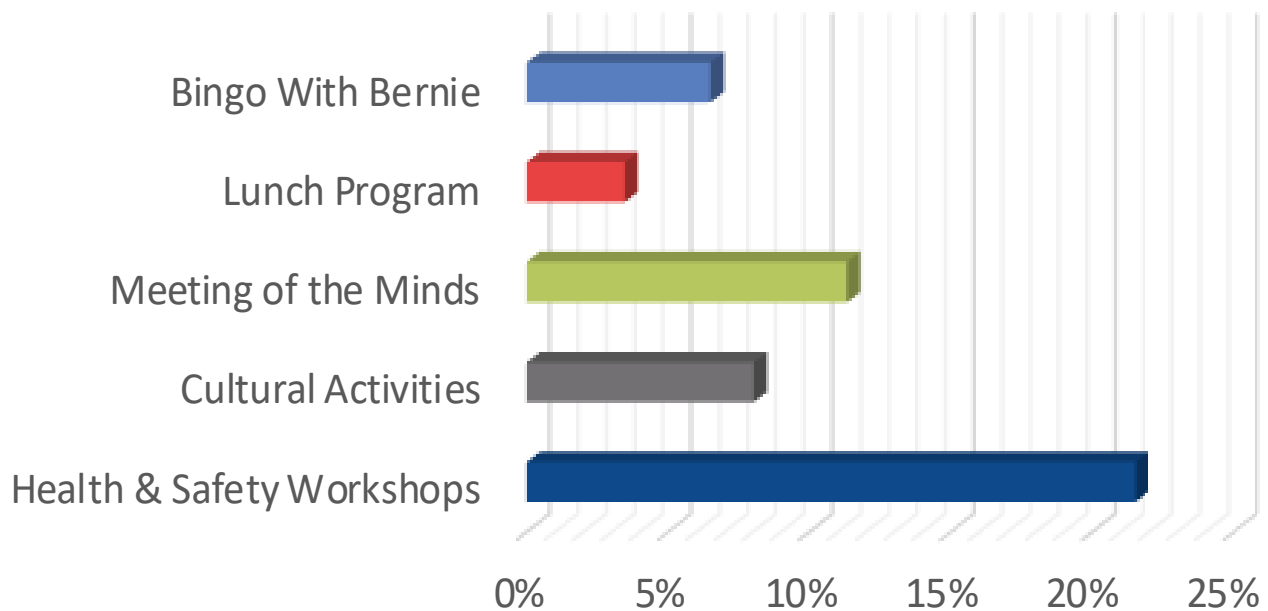
## 2024 Community Living IRS Survey Results - 73/73 Surveys Returned



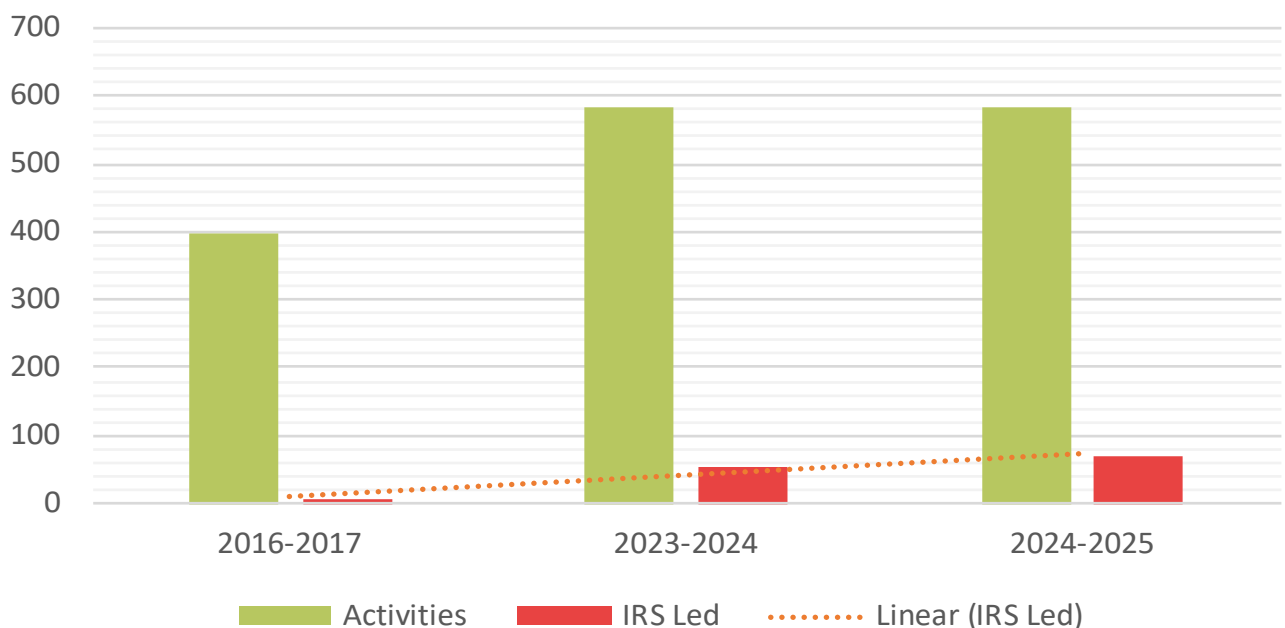
# OPC's Year in a Glance

While few traditions rival the excitement of our annual camping trips or the magic of the Christmas Gala, it's the everyday activities at the Opportunity Centre that truly bring warmth and continuity to life here. These events, though more frequent and modest in scale, hold a special place in the hearts of participants—offering connection, laughter, and meaningful moments all year long.

## Most Popular Workshops by Participation Numbers



## OPC Activities April - July Over the Years



# Supported Work's Highlights

## ***PROUD SPONSORS OF DAWSON CREEK'S INCLUSIVE WORKPLACE OF THE YEAR AWARD***

THANK YOU to the many inclusive employers in our community that employ people with Diversabilities, including but not limited to:

Home Medical Needs

Dawson Co-op

Dawson Creek Art Gallery

CLBC (Not locally, but Provincially)

Safeway Dawson Creek

Dave's No Frills

Urban Systems Ltd

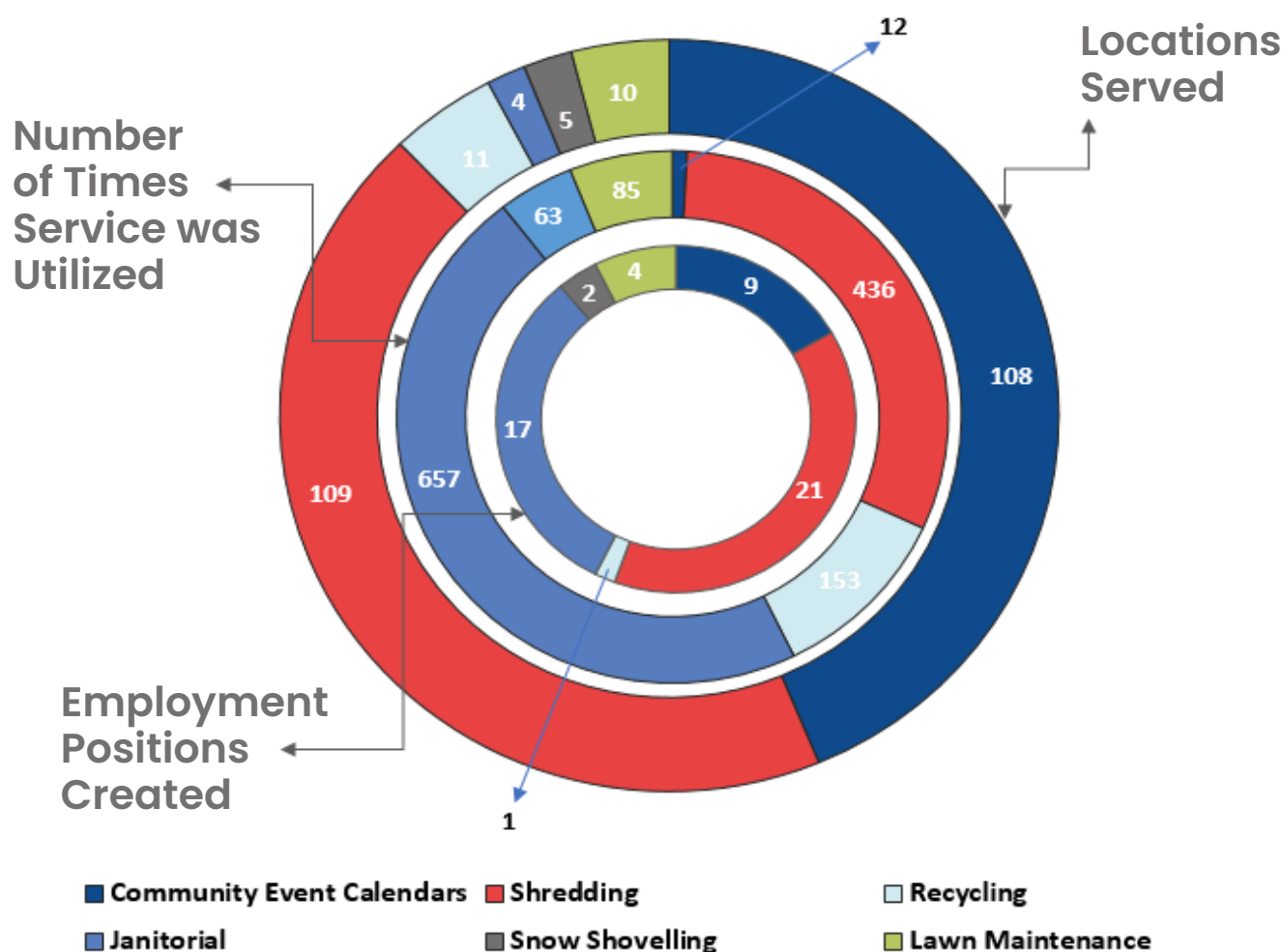
Hyper Toys

Notre Dame

Networks Ministries

Dairy Queen

Last years winner of the 2024 Community Inclusive Workplace of the Year Award, was School District #59. Be sure not to miss the 2025 Community Awards in November.





# Supported Work

## Building Pathways to Employment Success

This year, our Supported Work program continued to create meaningful job opportunities while prioritizing skill development, workplace engagement, and community inclusion. Whether through hands-on employment workshops, the growth of Confidential Shredding, or exploring innovative social enterprise models, we remain committed to providing individuals with structured support to meet their career goals. The following, outlines the program's key achievements, operational improvements, and forward-looking strategies to ensure ongoing success in employment development.

### Employee Development

This year, our goal for Supported Work Employee Development was successfully completed and we met our commitment to workforce growth and training, while maintaining zero complaints. Twelve workshops were held throughout the year, covering a diverse range of employment topics, from job application strategies to workplace professionalism and career advancement. Two out of three employee's participated in CLBC's Best Practices training, while the third completed an alternative employment training program which didn't quite meet our goal's criteria.

Looking forward, as part of our ongoing commitment to workplace preparedness, monthly Fire and Emergency Drills will be implemented for all individuals working in community settings as either employee's or contractors. Additionally, Job Coaches will receive targeted training to ensure consistency and high-quality support to the people being referred to our newest program - Personalized Supports Initiative (PSI) Supported Employment.



### Organizational Employment

Emergency readiness remains a priority

within Confidential Shredding, with each Shredder participating in at least one Fire and Emergency Drill during the year.

Shredding operations saw notable growth, with paper poundage increasing by 10.36%, rising from 100,923 lbs to 111,015 lbs. In total, 21 individuals worked in Confidential Shredding over the year, including 14 who remained for the full year, four who exited, and three who joined as new Shredders.

In 2025-2026, we will work to ensure continuity of operations in emergency situations, by having Floor Supervisors conduct monthly Fire and Emergency Drills, receiving support only as needed. Additionally, the Program Coordinator will actively observe and mentor Job Coaches within Confidential Shredding, ensuring that participant engagement aligns with DCSCS values and that any necessary improvements are promptly addressed.



### Employment Supports and Job Development

While we explored several new social enterprise opportunities this past year, no viable options were found. Various ideas were researched, including:

- a bike refurbishment program similar to Kelowna's, Pathways Initiative
- bottle pick-up program
- mattress disassembly work at the landfill
- grocery cart recycling/refurbishment to promote environmental sustainability.

Although a new social enterprise was not established, all existing ventures remained financially viable, with expenses—including IRS wages—fully covered by operational income. Supported Employment roles in shredding, janitorial, lawn maintenance, snow removal, and community event calendars, successfully sustained themselves throughout the year as well.

Moving forward, the Program Coordinator will provide regular performance observations and guidance for Job Coaches, ensuring alignment with DCSCL values. Additionally, all permanent employee's will undergo structured training to enhance employer relations, refine work procedures, and optimize individual job performance within the community.



EFFECTIVENESS



EFFICIENCY



SERVICE ACCESS



EXPERIENCE



## Overall Impact & Community Engagement

This year, the program received nine referrals, all of which were contacted within three business days. Among these, four out of nine were PSI funded intakes. One participant exited the program after relocating to Southern BC with family.

The program continues to support IRS placements across eight community employers. In February, we proudly celebrated one individual's 15-year work anniversary!

October saw the successful recognition of Disability Employment Awareness Month



(DEAM), with eight local businesses illuminating their store-fronts in blue and purple, marking an increase of three participants from the previous year. Additionally, Lake View Credit Union hosted the first Annual ShredFest, utilizing our services and enabling the secure destruction of 2,200 lbs of confidential paper.

ARC Resources once again hosted a holiday pizza party with gifts and treats, as a show of appreciation for all the Confidential Shredding employee's.

Operational challenges arose during the summer, when both shredding machines required back-to-back maintenance. Thanks to a local heavy-duty mechanic and electrician, both machines were successfully repaired with limited down-time.

In January, an unexpected event occurred when the shredding truck, Job Coach, and labourer, were involved in a single-vehicle accident. After recovering from minor injuries, the impacted IRS returned to work, and the program adapted by utilizing the DCSCL trailer for community pick-ups until the truck was repaired.

Overall, Confidential Shredding processed over **111,000 pounds** of confidential paper—a volume that would fill the entire Opportunity Centre, up to our necks!



# Northview Assisted Living

## Celebrating Connection, Culture & Compassionate Care

Our Assisted Living program stands as a testament to the heart of community care—where every interaction is guided by dignity, inclusivity, and joyful engagement. With resident-led projects, diverse cultural celebrations, and strong family involvement, our team continues to nurture a warm, welcoming home environment where seniors are empowered to live fully, surrounded by meaningful relationships and trusted support. The following summary highlights key accomplishments, resident contributions, and our path forward as we invest in stronger teamwork and enriched daily experiences.

The program continued to thrive this year, maintaining its strong reputation for resident satisfaction with no complaints reported. A total of seven new intakes and eight resident exits, were recorded. Community involvement remained a bright spot—local volunteers, including Judy McGowan and the Silver Valley Singers, provided live music that uplifted residents' spirits three times each month, just shy of the four-visit goal. Resident-led Reminiscing sessions continued on a monthly basis, consistently achieving engagement goals and culminating in the creation of a heartfelt "Memory Book" project. Each resident contributed a personal story from their youth, lovingly hand-bound by the Food Service Coordinator into a treasured keepsake—now proudly displayed among our most beloved activities.

Timely interviews were conducted within four days of application approval by health authorities, ensuring efficiency. Communication remained a program strength, with residents staying informed through our in-house Northview News, monthly Resident Council meetings, the continually updated bulletin board, and our annual feedback survey.

The calendar year was rich with celebrations, from traditional holidays such as Valentine's Day, Easter, Thanksgiving, Halloween, St. Patrick's Day, and Canada Day, to cultural observances including Chinese New Year and Remembrance Day. International Day events were held monthly to highlight global cultures. The Christmas season brought an especially joyful atmosphere—highlighted by a beautifully decorated building, our annual formal feast attended by 47 guests including family members, and the much-anticipated return of Elf on the Shelf. Other occasions such as Halloween, where residents handed out candy to trick-or-treater's, and Mother's Day, celebrated with a family tea and handmade flower pens, fostered strong intergenerational and cultural connections.

Recreational programming remained vibrant and well-attended, with weekly bingo, exercise classes, and the ever-popular Saturday horse races that offered residents a chance at friendly competition and a grand prize. The flower gardens were another favourite, drawing residents outdoors to enjoy and care for the seasonal blooms—many eagerly await the opportunity to get their hands in the soil.



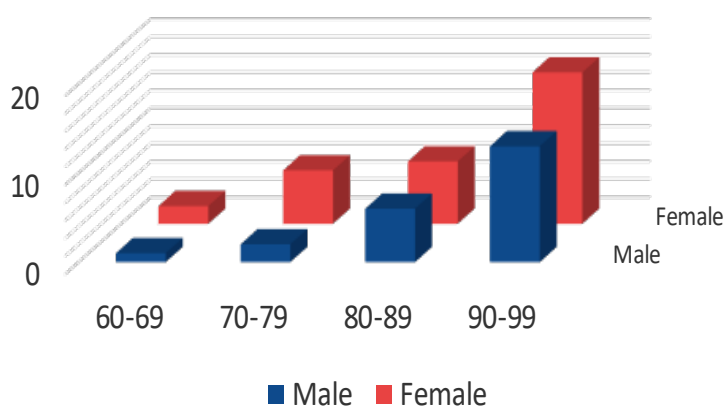
# Assisted Living Survey Results – 100% Response Rate

Looking ahead, the Program Coordinator will focus on mentoring and coaching the team to foster a collaborative, and supportive workplace culture. Through team-building exercises, one-on-one training, cultural and online workshops, and intentional communication strategies, we aim to promote mutual respect, accountability, and shared excellence in daily operations. Insights from the

annual survey will guide further program refinement as we continue to center resident well-being in all we do.

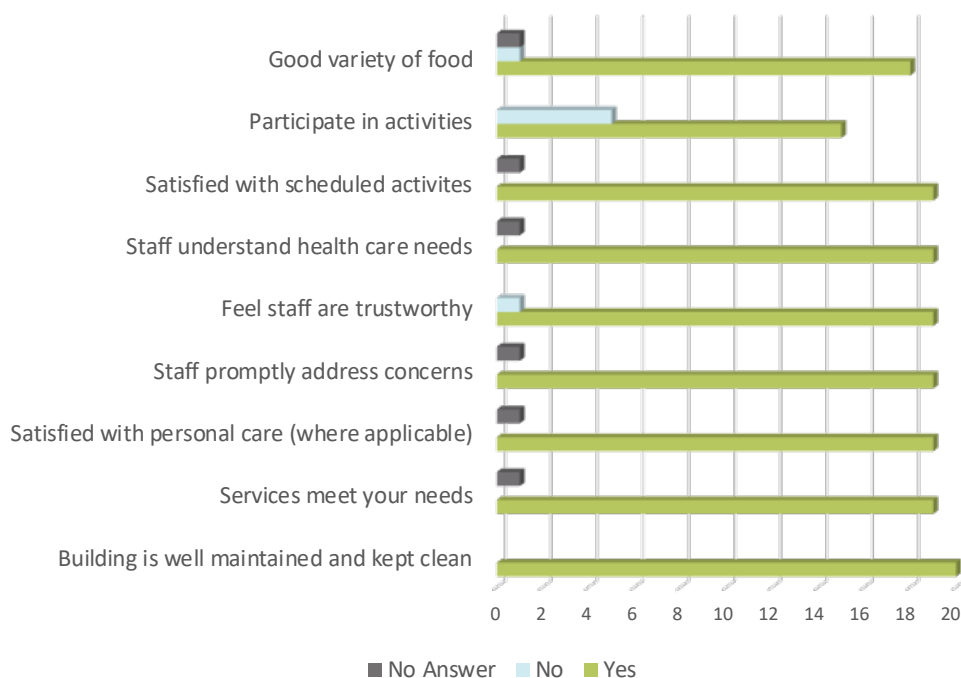


Age and Genders of Residents

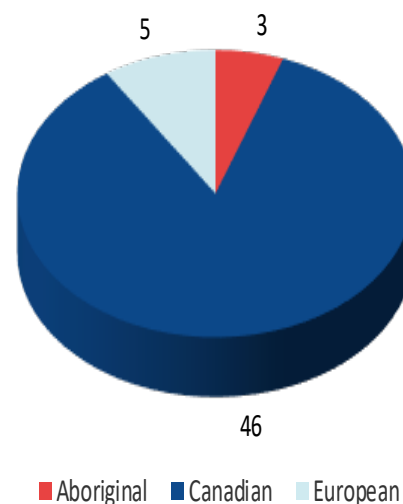


***"The whole operation is good."** ~ Resident*

**95%**  
Report being VERY  
SATISFIED  
with services



Ethnicity of Residents



# Empowering Seniors, Strengthening Communities

As the demand for inclusive, supportive senior services continues to grow, our programs have responded with purpose, compassion, and measurable impact. This year, both Seniors Meal Call (Urban Seniors Initiative) and Seniors Aging in Place (SAIP - Rural Seniors Initiative) demonstrated unwavering commitment to ensuring older adults in our community live with dignity, access, and connection. The following summary highlights key milestones, meaningful engagement, and the road ahead, as we continue building a future where no senior is left behind.



**11,209**  
MEALS WERE PROVIDED

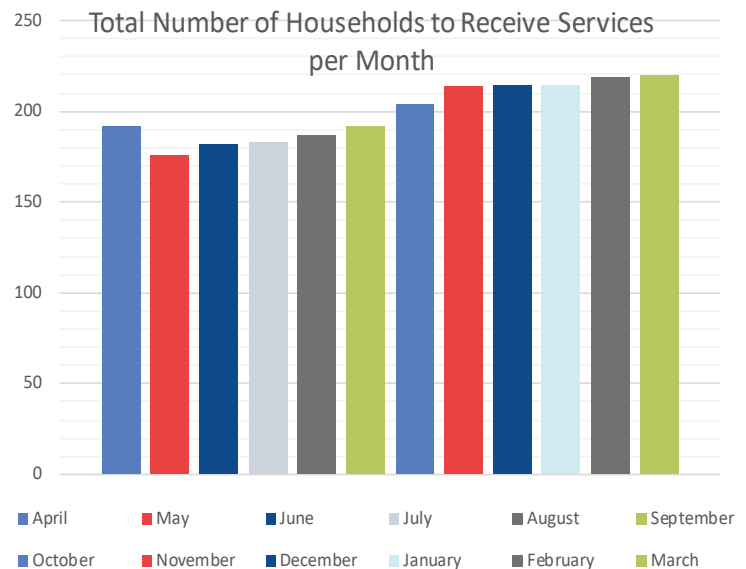
## Highlights

### Seniors' Aging In Place (SAIP) – Rural Seniors

With zero formal complaints received this year, we successfully on-boarded 105 new seniors, increasing program participation by 38% to a total of 379 individuals. This growth appears to be driven more by word-of-mouth referrals than event-driven sign ups.

Of the new registrants, 64 selected one service, 32 selected two, and nine chose to engage in all three. Housekeeping services remained the most requested. Across the program, 206 seniors accessed one service, 133 accessed two, and 40 benefited from all three services over the year.

We respectfully note 56 exits from the program for a variety of reasons including relocation, transition to long-term care, and inactivity. To strengthen awareness and outreach, we hosted six community information and engagement sessions.



EFFECTIVENESS



EFFICIENCY



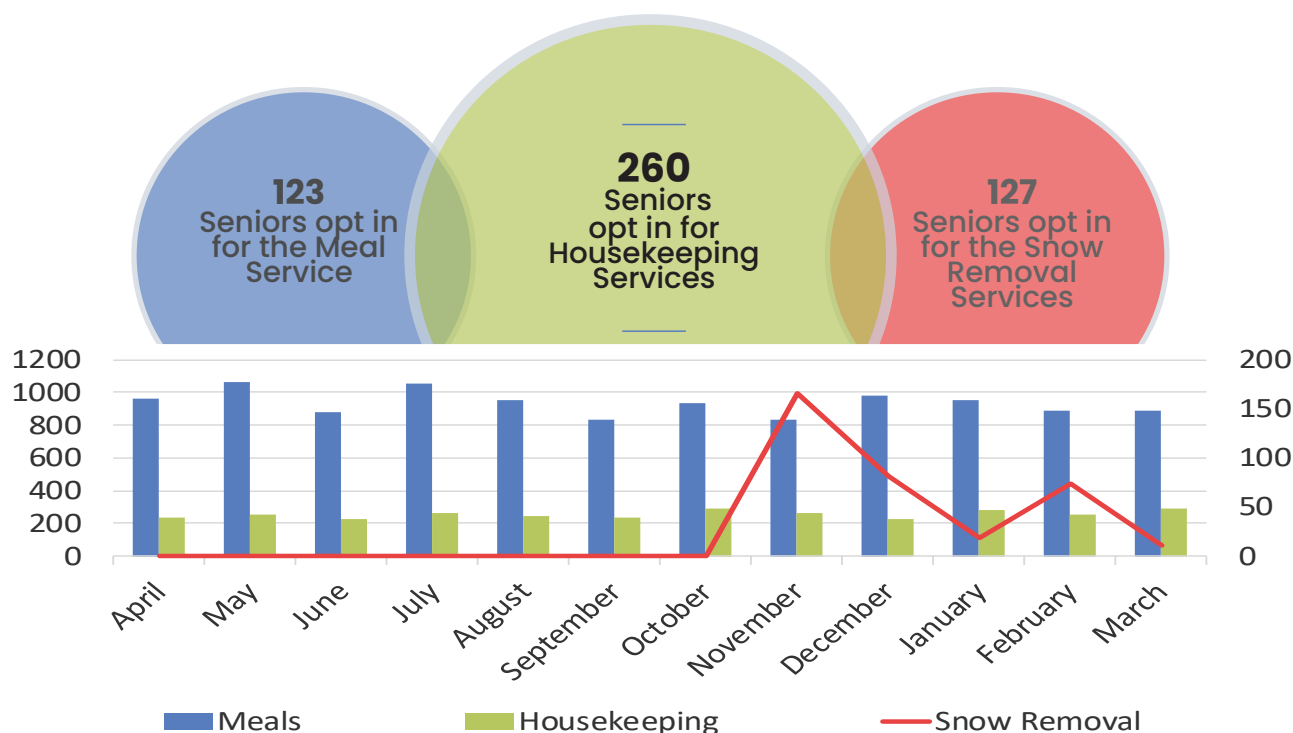
SERVICE ACCESS



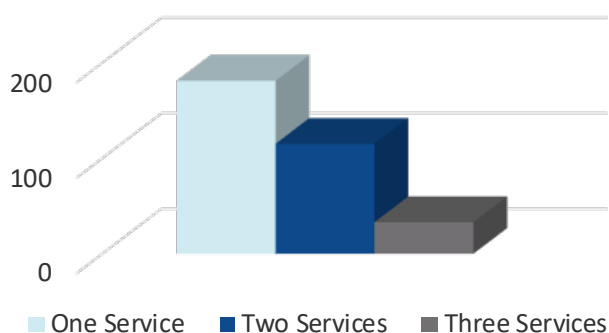
EXPERIENCE



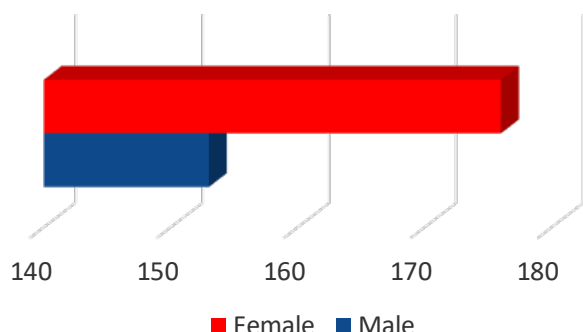
# Year At A Glance



Number of Services per Senior



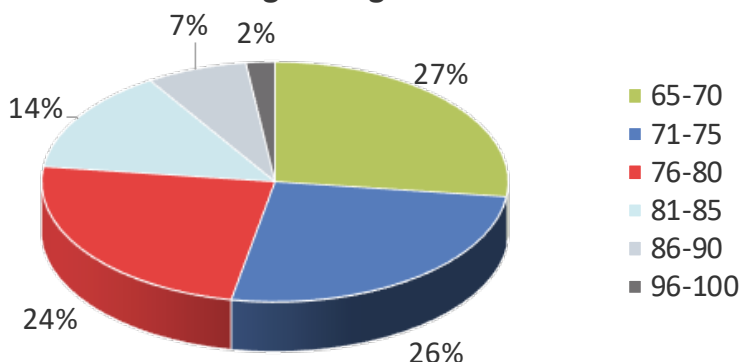
Gender



HOUSEKEEPING SERVICES WERE PROVIDED  
**3,067 TIMES**

SNOW REMOVAL SERVICES WERE PROVIDED  
**351 TIMES**

Age Categories



## Looking Ahead...

We plan to broaden our presence at seniors' health-related events, while expanding informational sessions across all six local community halls, ensuring seniors continue to have equitable access to essential services.



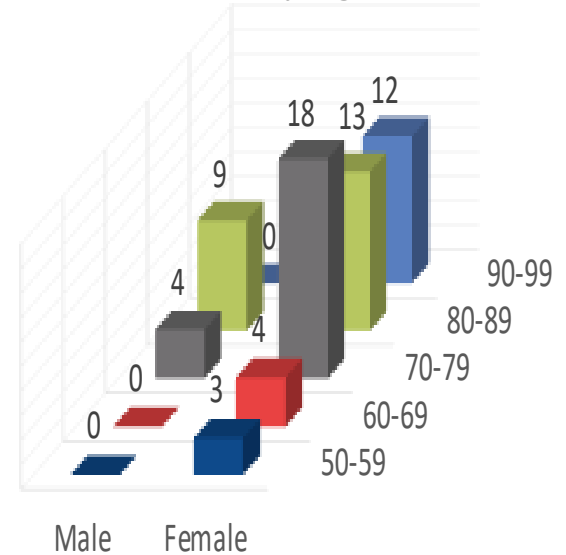
# Seniors Meal Call Program

## Urban Programs for Seniors

This year marked significant progress in service delivery for our Urban Seniors initiative. We are proud to report zero complaints, a testament to our ongoing commitment to quality and responsiveness. Grocery support was provided 475 times to 19 seniors, and 344 Good Food Boxes were distributed throughout the community.

Our meal delivery program saw a notable increase from 4,992 to 6,170 meals, reflecting our expanded reach and growing demand. While we continue our efforts to secure long-term financial support, we successfully obtained \$8,000 from the City of Dawson Creek and an additional \$8,000 in grants. Rising grocery prices contributed to a 25% increase in per-meal costs, now at \$3.38 each—surpassing our original 10% cost growth target.

## Urban Seniors by Age & Gender



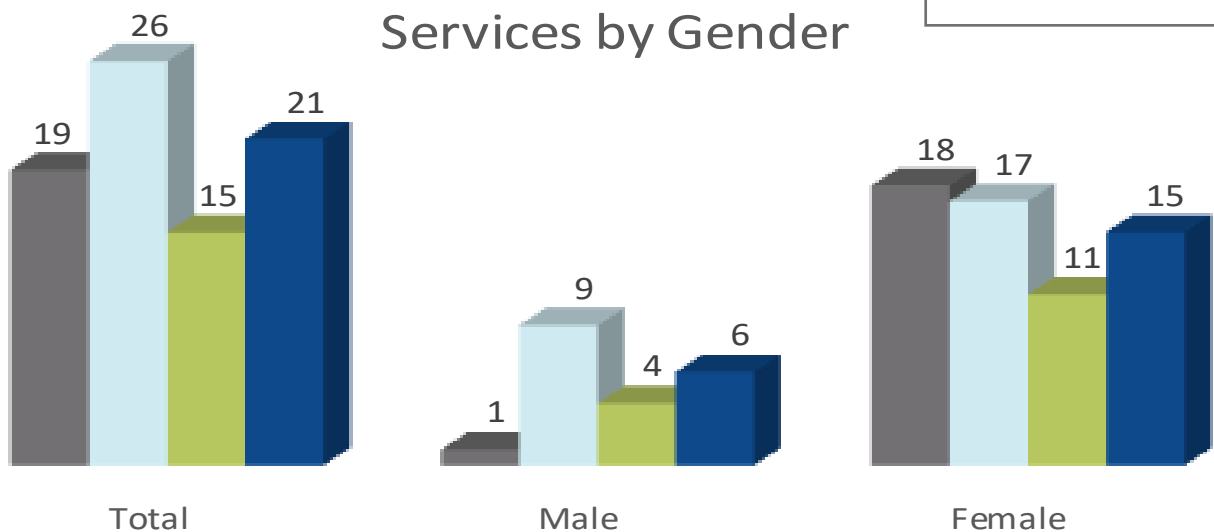
**6,170**  
MEALS WERE PROVIDED

**475**  
GROCERY PICK-UPS

**344**  
GOOD FOOD BOXES WERE DELIVERED



## Services by Gender

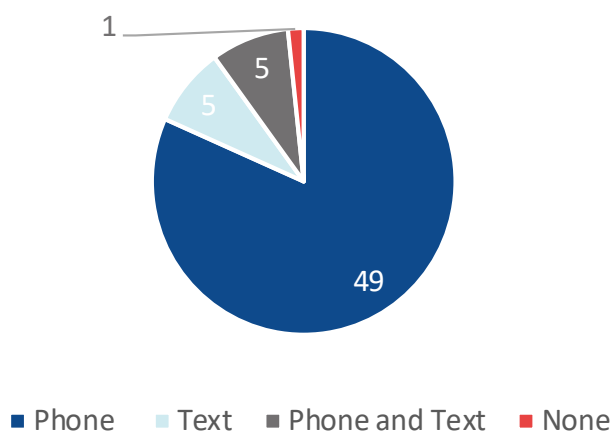


■ Grocery Shopping ■ Community Meals ■ Rotart Village Meals ■ Southview Meals

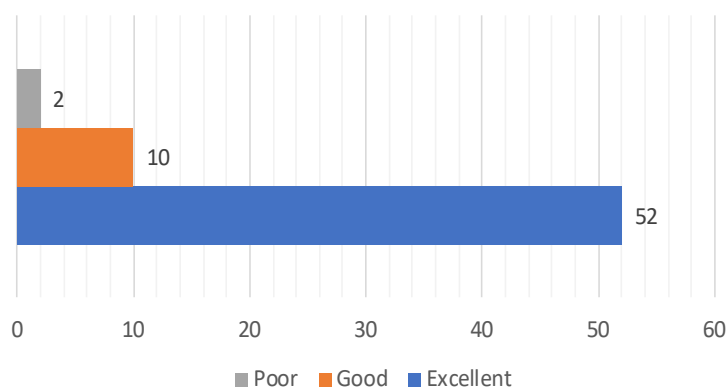
# Rural Senior Services Survey

## SAIP Snow Removal Survey – 86% Response Rate

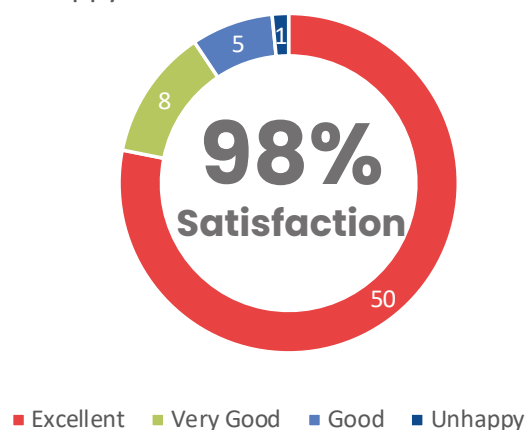
Communication Method with Snow Removal Contractor



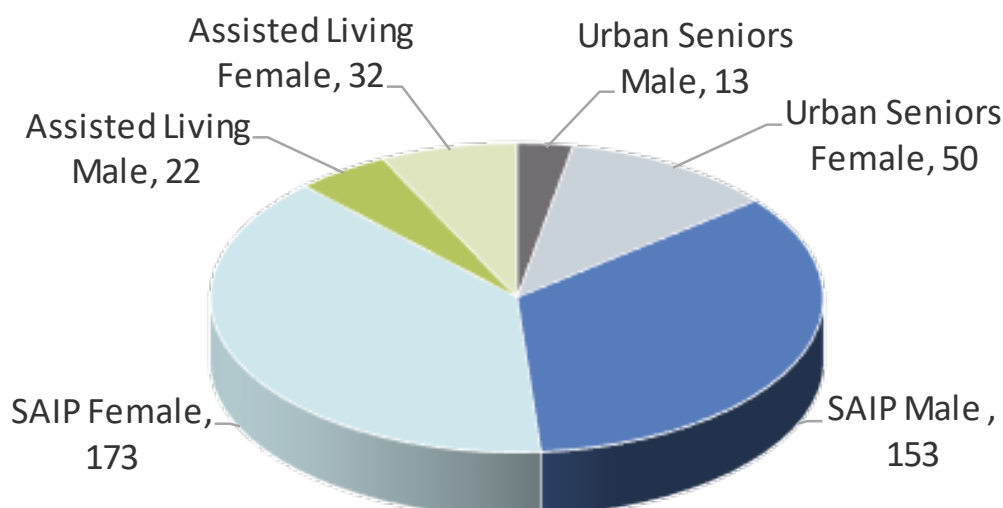
Communication Rating



Happy with Snow Removal Service



## Overall Participants in Senior's Programs by Gender





# Bulterys Program

## Review & Highlights

This year, Bulterys home continued to provide essential accommodations, serving a diverse range of individuals with 310 nights utilized overall. The primary usage centered around maternity patients, with young adults identifying as non-indigenous, utilizing the home most. First Nations guests represented the second largest user group. The majority of our guests hailed from Tumbler Ridge, with Fort Nelson following closely behind in visitor numbers.

Operationally, the program had zero complaints, reflecting strong service quality and satisfaction. Feedback remained overwhelmingly positive, with one suggestion—adding foot stools in bedrooms—successfully implemented. While an electrical upgrade was explored, cost constraints rendered the project financially infeasible at this time.

## Recommendations for the Upcoming Year:

- Installation of a railing for the back deck to enhance safety.
- Perimeter fencing improvements to strengthen security and privacy.

Bulterys home remains a cornerstone of support, addressing evolving community needs while ensuring continued improvements to infrastructure and accessibility.



EFFECTIVENESS



EFFICIENCY



SERVICE ACCESS



EXPERIENCE





# S HOUSE

## Program Statistics

| METRIC                                                     | 2023/24    | 2024/25    | NOTES                                                                                                |
|------------------------------------------------------------|------------|------------|------------------------------------------------------------------------------------------------------|
| BEDROOM UTILIZATION<br>(MAXIMUM CAPACITY –<br>2190 NIGHTS) | 272 NIGHTS | 310 NIGHTS | THE SIX BEDROOM HOME<br>IS GAINING POPULARITY AS<br>WORD SPREADS. GROWTH IS<br>EXPECTED TO CONTINUE. |
| NUMBER OF GUESTS                                           | 144        | 150        | MATERNITY WAS #1 REASON<br>SERVICE WAS UTILIZED                                                      |
| NUMBER OF<br>COMPANIONS                                    | 70         | 69         |                                                                                                      |

# Cultural Recognition and Inclusivity

## Cultural Celebrations & Commitment to Inclusion

In 2024–2025, DCSCSL proudly celebrated cultural richness by honouring countries from around the world—alongside a renewed focus on our own roots, ensuring Canadian traditions were thoughtfully explored and recognized across the organization.

Events were coordinated by individual programs and the Opportunity Centre, blending well-researched cultural celebrations with spontaneous learning moments such as spinning a globe, pointing to a country, and diving into fun, fast education. These experiences became part of the rhythm of everyday life, with many teams tracking their journey of discovery.

Recognizing the importance of cultural connection and lifelong learning, DCSCSL continues to strive for inclusive programming that reflects the diversity of our individuals, families, employees, volunteers, and partner organizations.

## Our Vision for Diversity, Equity & Cultural Competency

DCSCSL is committed to enhancing quality of life by fostering a culturally responsive and inclusive environment. Through education and training, we build awareness, compassion, and the ability to connect with others in a spirit of dignity, patience, and respect.

Embracing diversity is essential to our mission. It fuels creativity, innovation, tolerance, and acceptance, while expanding the range of skills and perspectives within our team. By focusing on cultural

competency, inclusion, and equity, we strengthen our capacity to offer culturally sensitive services to those we support.

## Our Ongoing Commitment

We believe that diversity is not just something to respect—it's something to celebrate. Every person brings a unique mix of experiences shaped by culture, language, ability, family, identity, and perspective. At DCSCSL, we're proud to offer services that honour those differences, promote understanding, and build truly inclusive spaces where everyone feels welcome. Accessibility isn't just about physical design; it's about how we show up for one another—with empathy, openness, and a willingness to learn. When we embrace inclusion, we unlock creativity, broaden our outlook, and make better decisions together. And above all, we ensure that everyone has the chance to feel seen, heard, and fully part of their community.



***“They believe in me!”***

~ Service Recipient





## Experiences and Achievements

### Speaking Up, Making Change & Having Fun Doing It

Sometimes, the smallest voices bring about the biggest changes. With just the right amount of support, individuals have advocated for what matters most—writing letters, speaking with the Mayor and MLA, and inspiring real improvements in the community. From smoothing out potholes and plowing back alleys to installing ramps, sidewalk flashers, and automatic door openers, their efforts have transformed challenges into triumphs over the past few years. Even local bathrooms got well-deserved makeovers.

Stand-out moments? For one, we participated in an accessibility challenge where City Council and community leaders attempted to navigate the downtown core using adaptive tools—it was both eye-opening and, let's be honest, a bit hilarious to watch. And the impact? Incredible. Secondly, we supported one lucky adventurer to check off a bucket-list dream: visiting the Big Apple!

Inside our walls, monthly Peer Meetings and the Meeting of the Minds at the OPC, give individuals a meaningful platform to speak their truth, share ideas, and help shape everything from future activities to the OPC

Scoop newsletter. These meetings are by the people, for the people—and increasingly run by the people.

Nothing brings more smiles or sparks camaraderie between programs, quite like a little friendly competition! Halloween spook-off's, Christmas tree showdowns, gingerbread house battles, and more—individuals and programs go all-in for a year's worth of bragging rights, with winners crowned by Facebook followers.

Celebration is about community too, so we've proudly spearheaded events like Walk in a Box for Alzheimer's which we did in partnership with South Peace Search and Rescue, our Annual Access Awareness BBQ, Disability Employment Awareness Month (DEAM), ShredFest, and more.

Information is power, and we make sure everyone stays in the loop—through surveys, newsletters, calendars, our AGM, and, of course, this very report. At DCSC, fun, feedback, and advocacy go hand-in-hand. Because when people feel empowered to speak up, they don't just create change—they inspire it.



# Workforce Development

## A Proactive Approach to Safety, Training & Wellness

At DCSCL, safety isn't just a checklist—it's a shared responsibility and a year-round commitment. Our Occupational Health and Safety Committee, comprised of seven bargaining unit members and eight management representatives, meets monthly with one mission in mind: to uphold a clean, safe, and healthy environment for employee's, volunteers, and individuals receiving services.

From training to emergency planning, the committee ensures our workplace is prepared, responsive, and inclusive. This includes:

- Health & Safety training for employee's, volunteers, and persons served
- Development and implementation of Emergency Response Plans
- Creation and maintenance of Behaviour Support Plans
- Routine emergency drills across all sites
- Inspection, tracking, and upkeep of emergency equipment
- Review and investigation of Reportable/Critical Incidents and WorkSafe BC claims
- Ongoing maintenance of all owned, rented, or leased properties to ensure clean and safe conditions
- An annual, Society-wide drill that simulates a city-wide evacuation.

## Our Continued Commitment to Training

As our community evolves in diversity and complexity, DCSCL's training initiatives reflect our dedication to continuous learning, responsive care, and building a skilled, confident workforce—one prepared to adapt, grow, and meet emerging needs with confidence. This comprehensive training offering included, but was not limited to:

- Late Life Planning
- Dementia Disorders
- Adult Guardianship
- Representation Agreements
- Trauma Informed Practice
- Autism
- Fetal Alcohol Syndrome Disorder
- Mental Health Disorders
- Suicide Prevention
- 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
- Truth and Reconciliation

**Our focus remains on keeping people safe, supported, and skilled—because when employee's are well-prepared, individuals thrive.**

# Service Awards 2025

Marla Reed, Executive Director, presented service awards to those in our team celebrating milestones—your hard work, kindness, and unwavering commitment have not gone unnoticed. You bring heart, humour, and dedication to everything you do, and this place shines brighter because of you. Thanks for showing up, standing out, and making a difference—year after year.

## 5 Years

ABDIEL DASS  
AUDREY ELSENHEIMER  
CHENYL GRAFF  
HEATHER M<sup>C</sup>CLENNAN  
PATSY SMITH

## 10 Years

CANDACE  
HOLLINGSHEAD  
JERRY ISIP  
LEOSETTE CANOY  
VANESSA  
RAMONES

TANYA EZEARD



10 Years

CRYSTAL SMITH



10 Years AND  
Employee of the Year

STACY SCRIVEN



15 Years

DONNA LYTE



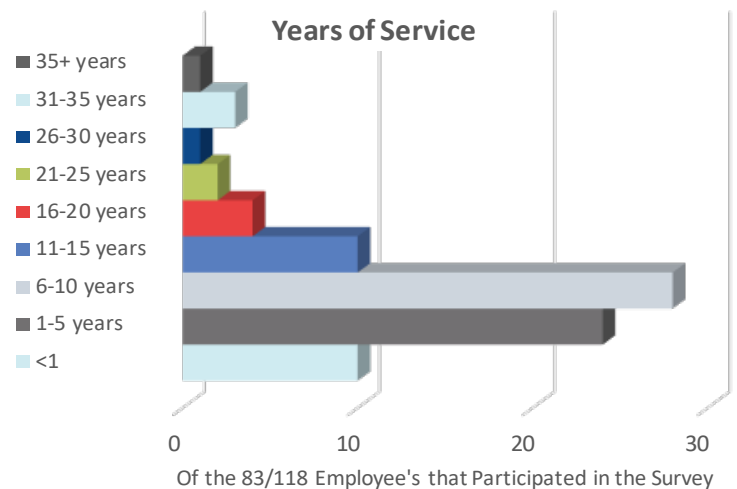
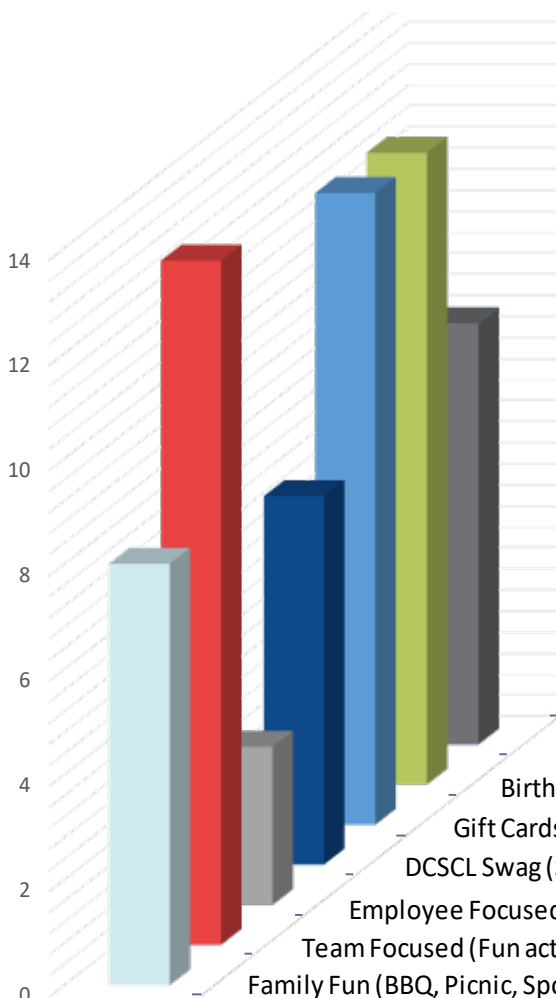
35 Years

# Employee Survey 2024-2025

## Summary

Our 2025 DCSCS Employee Survey paints a picture of a workplace that values recognition, connection, and continuous improvement. Employee's expressed genuine appreciation for the efforts made to celebrate and acknowledge them—whether through Inspire Awards, birthday celebrations, or fun team events (team building games are a stand-out favourite!). At the same time, the feedback highlights opportunities to grow even stronger. Key themes include ensuring fairness across all shifts (especially recognizing evening and on-call employee's), offering more personalized and consistent appreciation tokens like gift cards or

DCSCL swag, and creating inclusive events that fit all schedules. Employees emphasized a desire for thoughtful recognition—based on contributions rather than chance—and suggested ways to build a more connected culture through team-building, mentorship, and shared celebrations. Suggestions around scheduling, compensation, onboarding, and communication also underscore employee's eager to contribute meaningfully and be supported in return. Overall, the responses reflect a committed, engaged team with valuable ideas for making DCSCS an even more rewarding place to work.



## Staff Appreciation Suggestions



## We asked how we could work better together. This is what employee's told us...

### How long you've been with us:

- Of the 70% of employee's that responded, nearly three-quarters of them have spent 1–10 years at DCSCL, with the largest group (28 people) in that 6–10 year sweet spot.

### Favourite ways to feel appreciated:

- A \$50 gift card topped the list (56 first-choice votes), followed by our Annual Employee Party and Family Movie Night. Employee's also suggested fun swag (hoodies, mugs), birthday recognition, and making sure evening/night shifts get fair acknowledgment.

### Career alignment & positivity:

- An impressive 96% of our employee's feel their role at DCSCL matches their career goals, and *100% describe your overall experience as positive.*

### Opportunities to grow:

Your ideas clustered around three big themes:

- **Resources:** Employee's emphasized the importance of having the right supports in place to do their jobs effectively. Key requests include ensuring full shift coverage, expanding access to vehicles when needed, simplifying charting tools, and making Relias training more mobile-friendly.
- **Culture & processes:** Employee's shared

thoughtful insights on how we can strengthen DCSCL's workplace culture and day-to-day operations. Priorities include the need for longer, more consistent, and hands-on orientation; improved communication across teams; and a culture rooted in two-way empathy. Many employee's also emphasized the value of a mentorship program, and called for clearer sick-leave procedures.

- **Compensation & perks:** We truly appreciate each employee's recognition of the efforts DCSCL makes within the limits set by our union agreement and funders. While we'd love to offer everyone a paid day off for their birthday (and we know how much that would be appreciated), many employee's acknowledged that this benefit isn't financially feasible. That said—we've absolutely received the message. Thanks to your thoughtful feedback, we're already working on meaningful improvements, and we're excited to roll out some of these changes soon.



Employee  
Appreciation  
Party  
Shenanigans



# Employee Services

## Operational Overview and Workforce Update

Despite persistent delays in implementing new software—primarily due to challenges in meeting the agency’s specific requirements—DCSCL sustained consistent growth over the past year. Our resilience in adapting to technological hurdles reflects the dedication and flexibility of our team.

Recruitment efforts faced unique obstacles. Many applicants were students with limited availability, and provincial driver’s license regulations posed another barrier: the requirement for candidates to hold a Class 5 license for three years before being eligible for a Class 4 license, which is essential for several of DCSCL’s programs. As a result, some job postings remained open longer than anticipated.

In total, the agency posted 50 job opportunities:

- 30 permanent part-time roles
- 4 full-time positions
- 13 temporary assignments
- 3 postings were rescinded

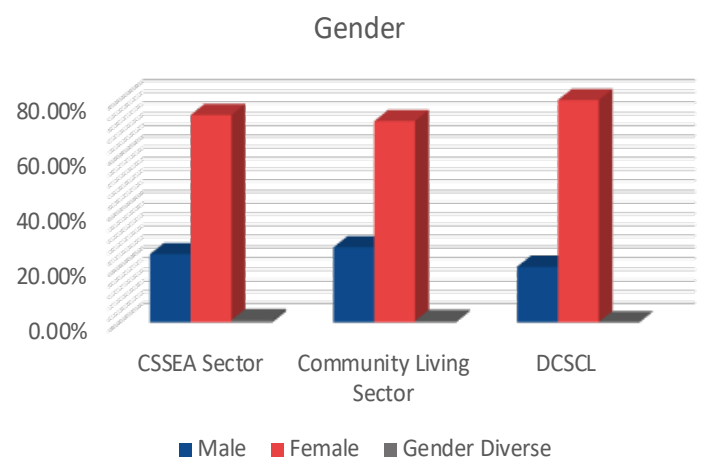
We successfully hired 31 new employees. During the same period, 36 employees concluded their employment with the agency. Of these departures:

- 13 were removed from the casual list following a review of engagement and availability
- 8 resigned to pursue other career opportunities
- 11 were terminated due to misalignment with the agency’s core values.

- 2 were laid off as part of a restructuring process
- 2 retired after long and dedicated careers with the Society

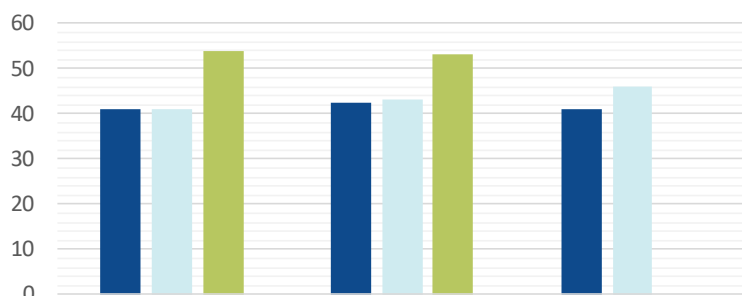
While the team made admirable progress on recruitment, we were unable to consistently meet our Service Access goal of connecting with all new applicants within three days of receiving their applications. This was primarily due to limited office hours, holiday closures, and other influencing factors that impacted response capacity.

Notably, throughout these changes and challenges, overall workforce satisfaction remained high. This reaffirms DCSCL’s commitment to fostering a supportive and rewarding work environment—even amid operational adjustments and evolving service demands.

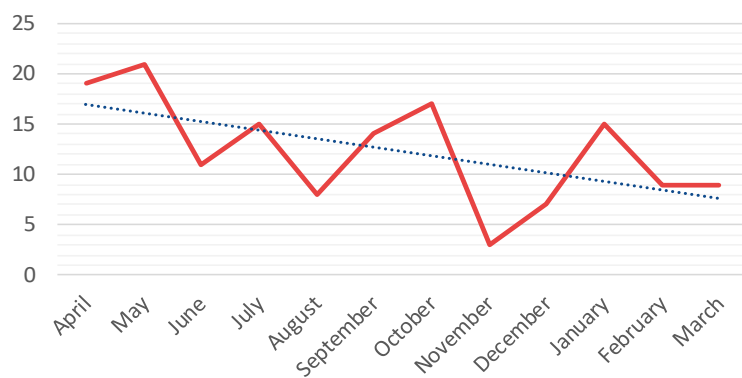


**642**  
Collective Years of Experience!

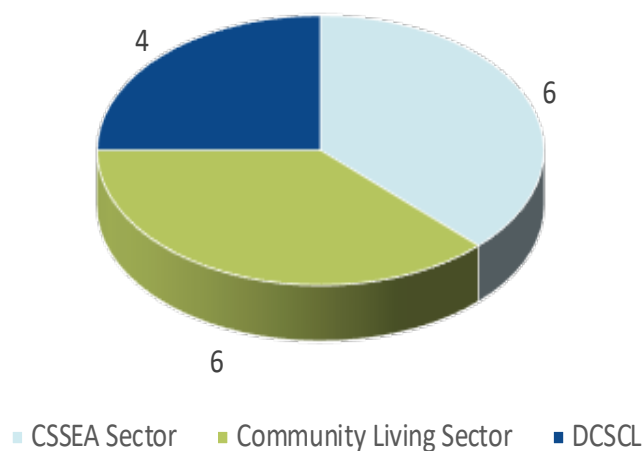
Average Age of Employee's



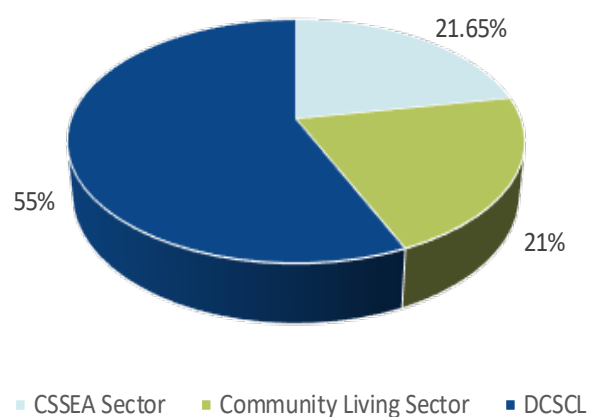
External Job Applications



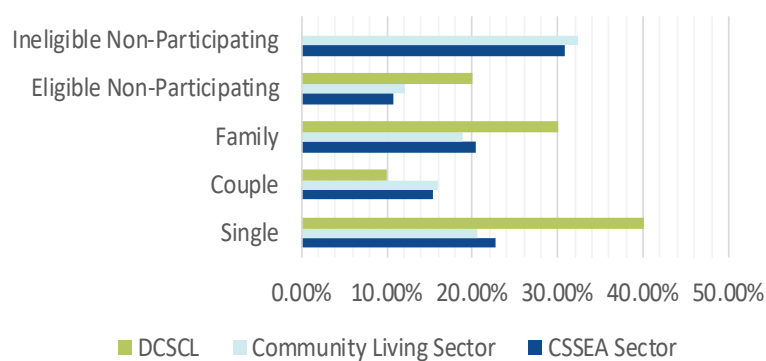
Average Length of Service



Turnover Rate



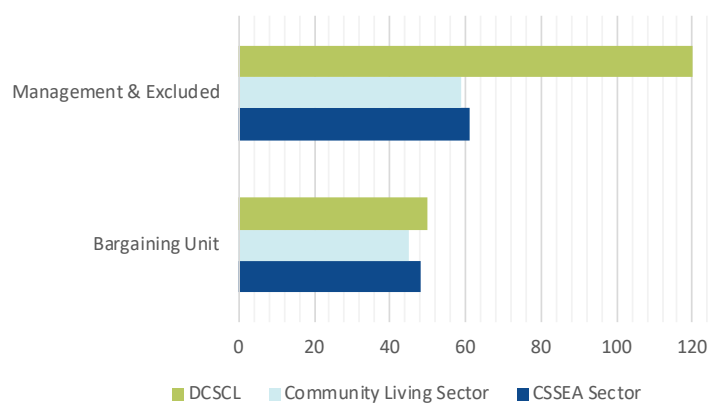
Dental Benefit Participation Rate



0.00% 10.00% 20.00% 30.00% 40.00% 50.00%

■ DCSCl ■ Community Living Sector ■ CSSEA Sector

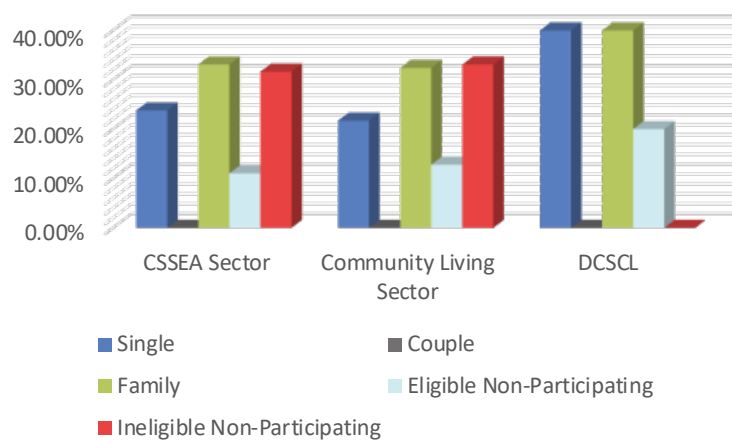
Time to Fill Vacancies



0 20 40 60 80 100 120

■ DCSCl ■ Community Living Sector ■ CSSEA Sector

Extended Health Care Participation Rate



■ Single ■ Couple ■ Family ■ Eligible Non-Participating ■ Ineligible Non-Participating





# Looking Towards the Future

## Mentorship

We will continue to foster collaborative and accountable work-sites, while steadfastly upholding our core values.

## Knowledge

Emergency preparedness is critical at every level. We are committed to equipping those we support with the knowledge and resources needed to respond confidently and effectively to any emergent situation, whether minor or large-scale.





## DCSCL Commits to...

---

### Advocacy

We remain committed to empowering individuals to advocate for their own needs, and when necessary, speak up on their behalf. Whether seeking access to medical care, community resources, or inclusive communities, we will ensure those in our services are supported and their voices are heard.

### Experience

We are committed to ensuring individuals lead their own services—speaking up for their needs, making informed choices, and actively shaping their lives with confidence and clarity.





**Dawson Creek Society  
for Community Living**

1334-102 Ave

Dawson Creek, BC, V1G 2C6

PH: 250-782-2611

FAX: 250-782-2662

[www.dcscl.org](http://www.dcscl.org)

[info@dcscl.org](mailto:info@dcscl.org)

