Dawson Creek Society for Community Living

ANNUAL PERFORMANCE IMPROVEMENT REPORT

2025 - 2026



BUILT ON INCLUSION, DIGNITY, INDEPENDENCE, BELONGING, RELATIONSHIPS, AND POSSIBILITIES.



Inclusion is more than participatio
relationships. It is having opportunitie
goals, and live a life filled with purpo
continued to support

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Accreditation Committee Message

Co-Chairs: Marla Reed and Stacy Scriven
Committee Members: Kirsten Homme, Emily Wasmuth, Tracy Sutton, Anne Pearson, Denae Hunter, Renee Brandon, Ken McIntyre, Tanya Ezeard, Amanda Stafford, Daylene Kelford, Daisy Galleno, Coleen Moxam, Melissa Van Alstine and Lovely Estaban

Reflecting on Progress, Accountability & Community Impact

The Accreditation Committee is pleased to present the 2025 - 2026 Performance Improvement Report.

This report reflects a year of continued growth, organizational learning, and measurable progress across Dawson Creek Society for Community Living (DCSCL). DCSCL remained focused on strengthening services, improving systems, and responding to the evolving needs of the people and communities it serves.

This report highlights both the measurable outcomes and the human experiences that shaped the year. It reflects the contributions of individuals receiving services, seniors, residents, families, employees, home share providers, volunteers, community partners, and supporters whose involvement continues to strengthen DCSCL programs and services.

Readers will find evidence of impact throughout these pages - through achievements, feedback, statistics, community partnerships, workforce development initiatives, and the voices of those who experience DCSCL services firsthand.

Together, these results demonstrate an organization committed to learning, adapting, and continually strengthening the quality of supports provided across the region.

The Committee extends sincere appreciation to everyone who contributed their time, expertise, and lived experience throughout the year. Their involvement remains essential to strengthening services and ensuring the organization continues to evolve in ways that are responsive, accountable, and person-centred.

We remain committed to maintaining the values that have shaped DCSCL for nearly seven decades. We are proud of the progress reflected within this report and grateful for the many people who continue to help move the organization forward.



contributions of the people supported by the Society.

This year also highlighted the strength of collaboration. Individuals receiving services, families, employees, home share providers, leadership, funders, and community partners all contributed to the organization's progress and impact. Together, these efforts helped us to remain responsive, accountable, and focused on quality while continuing to provide supports rooted in dignity, kindness, and respect.

The accomplishments highlighted throughout this report reflect the collective efforts of many people working toward a common goal: creating opportunities, strengthening communities, and supporting individuals to live lives filled with purpose, connection, and possibility.

Organizational Overview

People First. Community Always.

We believe every person deserves the opportunity to belong, contribute, grow, and live a meaningful life. This belief continues to guide the work of DCSCL across programs, services, partnerships, and community initiatives.

Guided by the 2024 - 2027 Strategic Plan, we focused on strengthening services, supporting employees, improving systems, and creating opportunities that respond to the changing needs of individuals, families, seniors, employees, and community partners. The year reflected steady progress across program areas and continued improvement across key service indicators.

Program outcomes, surveys, operational reviews, and stakeholder feedback demonstrated strong performance across service areas. These measures helped guide decision-making, identify opportunities for improvement, and reinforce DCSCL's commitment to accountability and continuous quality improvement.

Community awareness also grew significantly, with DCSCL's social media platforms recording more than a 470% increase in watch time, reflecting growing regional awareness of inclusion, accessibility, and the meaningful



Who We Support

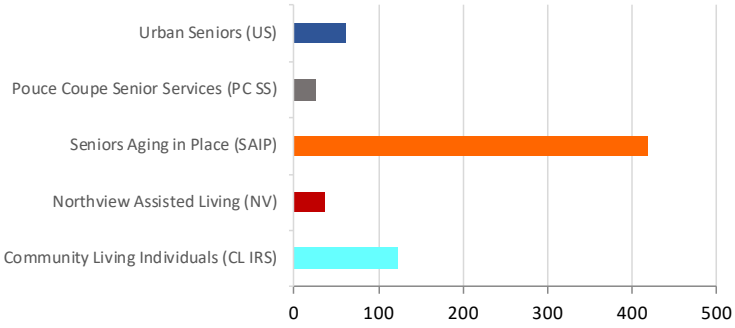
Reflecting on Progress, Accountability & Community Impact

Behind each of these statistics is a unique individual with their own strengths, interests, support needs, and aspirations. In 2025 - 2026, DCSCL supported 676 people across Community Living, Assisted Living, and Seniors Services programs. The following snapshot provides a glimpse into the people, ages, communities, and services that together reflect the broad reach and impact of the Society throughout the region.

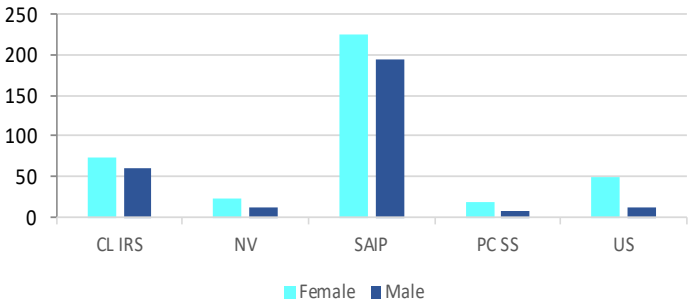
676
People Supported

419
SAIP Seniors

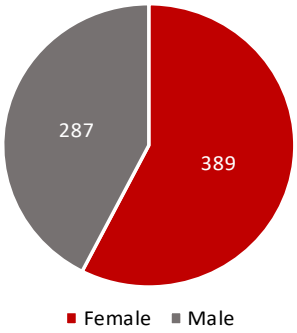
People Supported By Program



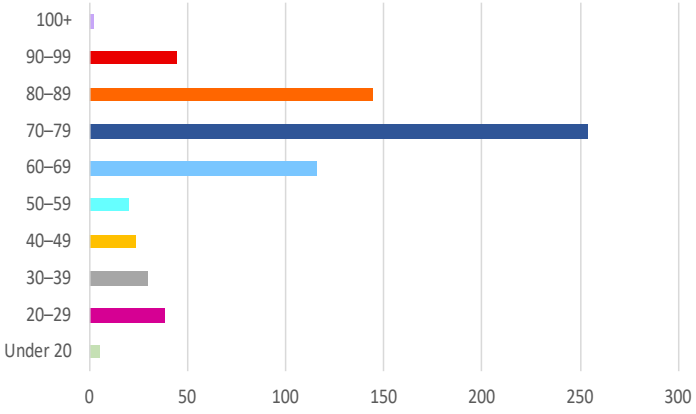
Gender by Program



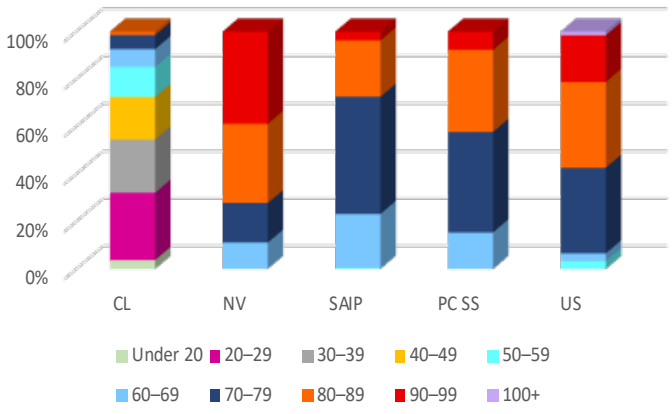
Gender Across DCSCL



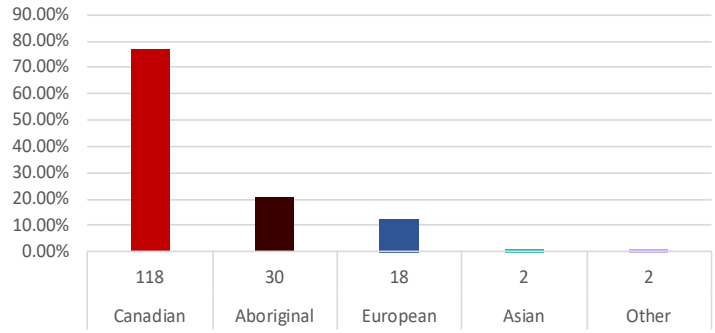
Age Range Across All Services



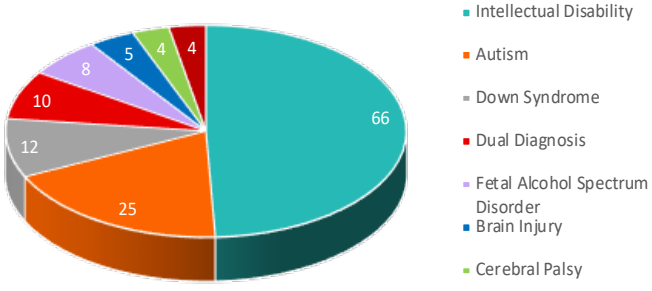
Age Range by Service



Ethnicity Across Community Living & Northview



Diagnosed Disability for Community Living Programs

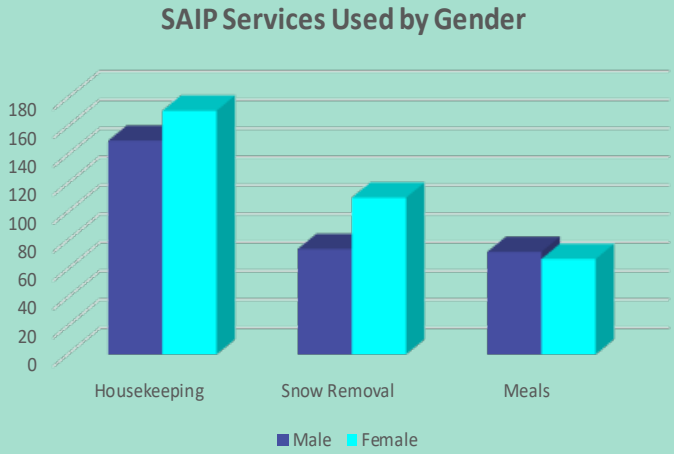


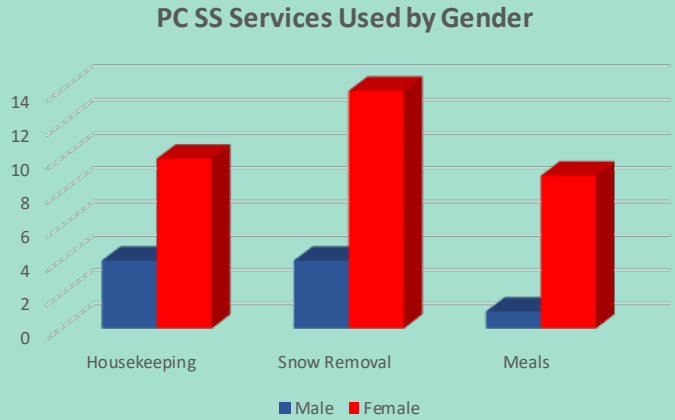
134
Community Living

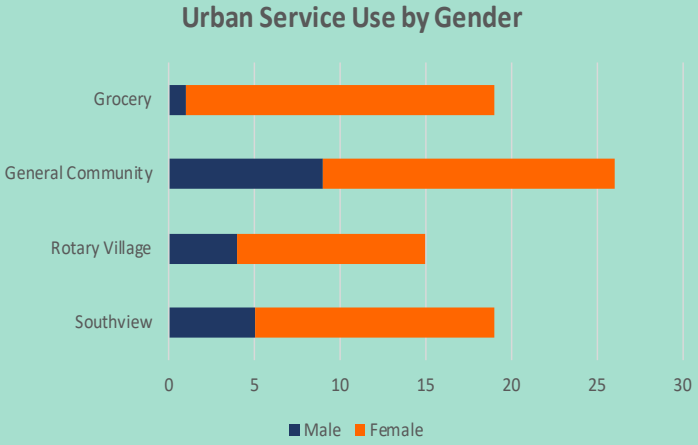
61
Urban Seniors

26
Pouce Coupe SS

36
Northview AL











The People Behind the Story

Every number in these pages represents a person whose life intersects with DCSCL in a unique way. Together, these demographics illustrate the broad reach of our services, but more importantly, they represent the individuals, families, seniors, residents, and communities that continue to shape our work. Understanding who we support helps ensure that future planning, improvement efforts, and service development remain grounded in what matters most - **people**.



Strategic Planning in Action

Turning Priorities into Progress

Our Strategic Plan provides a clear framework for decision-making, service development, and organizational growth. Throughout 2025 - 2026, the priorities identified within the 2024 - 2027 Strategic Plan continued to guide initiatives across programs, operations, workforce development, community engagement, and quality improvement efforts.

Progress was evident across several key strategic priorities. The organization expanded accessibility and community awareness initiatives, strengthened workforce development opportunities, enhanced operational consistency, improved data collection and reporting processes, and continued aligning services with evolving community needs and provincial service expectations. These efforts helped ensure programs remained responsive, sustainable, and focused on delivering high-quality supports.

Strategic priorities also influenced investments in employee learning, technology improvements, service planning, accessibility initiatives, and community partnerships. The work completed throughout the year contributed to stronger organizational systems while supporting the continued growth and adaptability of services across all program areas.

Most importantly, the Strategic Plan helped maintain alignment between day-to-day operations and long-term organizational goals. By regularly reviewing progress and responding to emerging needs, DCSCL continues to build a strong foundation for future growth while remaining accountable to the individuals, families, employees, funders, and communities it serves.

Throughout 2025 - 2026, the Strategic Plan provided a clear framework for aligning priorities, guiding decision-making, and measuring progress across the organization. The achievements highlighted throughout this report reflect the important role strategic planning plays in supporting effective, responsive, and sustainable services.

Mission Statement

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



Honouring Our Identity & Looking to the Future

What We Heard Through the Name Change Survey

Throughout the spring of 2026, we invited individuals receiving services, families, tenants, seniors, employees, and community partners to share their thoughts on whether the organization's name continues to reflect who we are today. While the survey explored perspectives on the name itself, it also provided valuable insight into how people connect with DCSCL and the values it represents.

The feedback revealed a strong connection to the Dawson Creek Society for Community Living name. Most respondents felt the name remains recognizable, relevant, and reflective of the work being done, and there was little support for an immediate change. More importantly, respondents consistently spoke about the organization's reputation for support, opportunity, and positive community impact rather than the name itself.

Some participants noted that DCSCL now serves a broader region than Dawson Creek alone, while others felt the name can be lengthy or occasionally confused with other organizations. Although these perspectives may inform future discussions, there was strong agreement that any future naming approach should remain grounded in the values that have guided DCSCL for decades.

More importantly, the survey reinforced that people recognize Dawson Creek Society for Community Living, not because of its name alone, but because of the experiences, relationships, and supports it provides throughout the region. While future discussions may occur, respondents were clear that the organization's reputation remains one of its greatest strengths.





Our Quality Improvement Framework

Quality improvement is integrated throughout every level of DCSCL. The results of these efforts are reflected throughout this report.

We Listen

Feedback is gathered from individuals receiving services, families, seniors, residents, employees, employers, guests, community partners, and through formal complaints and concerns.

We Measure

Outcome goals, satisfaction results, performance indicators, service statistics, complaint trends, and operational measures are monitored throughout the year.

We Learn

Information is analyzed to identify trends, opportunities, strengths, emerging needs, and areas where services or systems may require improvement.

We Improve

Findings are used to guide planning, improve services, strengthen systems, and support organizational growth. Throughout the year, nine complaints were received across DCSCL's programs and services. Each concern was reviewed, investigated, and addressed in accordance with organizational policies and procedures. The feedback received provided opportunities for learning, problem-solving, and service improvement.

INCLUSION

Everyone deserves opportunities to participate, contribute, and be valued.

INDEPENDENCE

We support people to make choices, build skills, and live self-directed lives.

DIGNITY & RESPECT

Every person is treated with compassion, respect, and understanding.

COMMUNITY & BELONGING

Belonging begins with connection. We support people to build relationships, contribute to their communities, and experience the acceptance, inclusion, and sense of purpose that comes from being valued for who they are.

GROWTH & POSSIBILITY

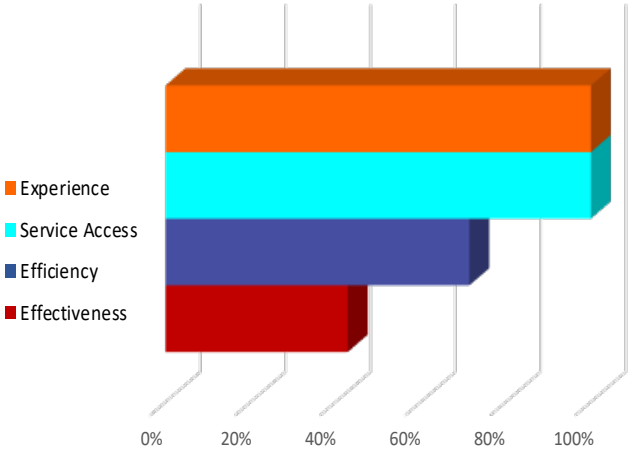
We believe every person has strengths, potential, and opportunities to continue learning and growing.



Measuring Success, Learning from Results & Driving Improvement

At DCSCL, outcome measures help evaluate program performance, monitor service quality, and identify opportunities for improvement. Throughout 2025 - 2026, programs tracked goals related to effectiveness, efficiency, service access, and stakeholder experience. These measures help ensure services remain responsive, accountable, and aligned with the needs of the individuals, families, seniors, employees, and communities we serve.

Outcome Results at a Glance



Effectiveness

6 of 14 Effectiveness Goals Were Achieved

While only 43% of effectiveness targets were met, this result should be viewed in the context of the ambitious goals programs set for themselves. Several programs established exceptionally high benchmarks—often striving for perfect results—to encourage continuous improvement and challenge themselves to achieve the best possible outcomes.

As a result, programs that achieved outcomes such as 87%, 91%, or 95% may not have formally met their stated target of 100%, despite demonstrating strong overall performance and positive results for the people they support.

These findings reflect DCSCL's commitment to establishing meaningful goals that encourage growth, innovation, and service excellence rather than focusing solely on achieving easily attainable targets. While some variables are out of our control, these results provide us with valuable information to guide future planning and identify opportunities for continued improvement.

While outcome completion rates vary from year to year, the results provide valuable insight into both organizational strengths and opportunities for growth. Many program goals were intentionally ambitious, challenging teams to strive for exceptional results rather than simply meeting minimum expectations.



Efficiency

10 of 14 Efficiency Goals Were Achieved

Efficiency measures focused primarily on responsible resource management while maintaining service quality. Many programs successfully maintained or reduced grocery and operational costs while continuing to provide a variety of nutritious, high-quality meals and supports. These results demonstrate thoughtful use of resources while maintaining a strong focus on quality service delivery.

Service Access

14 of 14 Service Access Goals Were Achieved

Service access measures generally evaluate how quickly programs respond to referrals, inquiries, intakes, and requests for information.

This year, every program successfully met its service access targets, ensuring individuals, families, and community members received timely responses and support. These results reflect DCSCL's commitment to accessibility, responsiveness, and reducing barriers to service.



What These Results Tell Us

Outcome measurement is not simply about determining whether a target was achieved. It is about understanding what is working well, identifying opportunities for improvement, and ensuring services continue to evolve in response to changing needs.

The results from 2025 - 2026 highlight several organizational strengths, including strong fiscal responsibility, timely access to services, and consistent stakeholder engagement. They also reinforce DCSCL's commitment to setting meaningful goals, learning from results, and using data to guide future planning and quality improvement efforts.

Experience

14 of 14 Experience Goals Were Achieved

Experience measures evaluate how effectively programs communicate with and engage stakeholders, especially those supported by DCSCL.

Programs successfully met their experience goals by ensuring individuals, families, employees, and community partners remained informed through a variety of communication methods, including:

- Facebook updates and social media communications
- Program newsletters and the monthly OPC Scoop
- Peer Meetings/Resident Meetings
- The annual Performance Improvement Report
- Surveys and feedback opportunities
- The Annual General Meeting, and more.

These results demonstrate DCSCL's ongoing commitment to transparency, communication, and stakeholder engagement.



CARF Accreditation Feedback Highlights

Recognizing Excellence in Service, Leadership & Organizational Performance

CARF Accreditation provides an independent evaluation of service quality, organizational practices, and continuous improvement efforts. During the last accreditation review process in December 2025, CARF recognized DCSCL as a strong, values-driven organization committed to accountability, quality services, and ongoing improvement. The review highlighted strengths across leadership, service delivery, workforce practices, community partnerships, and organizational planning.

Areas Recognized by CARF

Person-Centred Service Delivery

CARF recognized DCSCL's commitment to supporting people in ways that reflect the individual's preferences, goals, and support needs. Feedback highlighted the organization's focus on ensuring individuals are actively involved in decisions that affect their lives and services.

"DCSCL demonstrates a strong commitment to person-centred practices that support individual choice, independence, and meaningful engagement."

Leadership & Organizational Culture

The review identified strong organizational leadership and a workplace culture built on collaboration, responsiveness, and shared commitment to service excellence. CARF noted the organization's ability to align planning, operations, and quality improvement efforts in support of positive outcomes.

"Leadership at DCSCL promotes a culture of collaboration, respect, and responsiveness across all levels of the organization."

Employee Commitment & Professionalism

CARF highlighted the dedication and professionalism demonstrated by employees throughout the organization. The review recognized the important role employees play in delivering responsive, high-quality supports across programs and services.

"Staff demonstrate a high level of commitment and provide supports with respect, dignity, and professionalism."

Community Partnerships & Participation

The review also recognized DCSCL's ability to build meaningful partnerships that create opportunities throughout the community. These collaborations contribute to employment, recreation, volunteerism, education, and broader community awareness initiatives.

"DCSCL effectively supports community inclusion and fosters meaningful relationships and participation opportunities."

Quality Improvement & Accountability

CARF acknowledged DCSCL's commitment to monitoring performance, evaluating outcomes, and integrating continuous quality improvement practices into organizational planning and service delivery. These processes help ensure services remain responsive, accountable, and aligned with stakeholder needs.

Why This Matters

External accreditation provides valuable confirmation that DCSCL's practices, systems, and services are meeting recognized standards of quality. The feedback received through the CARF review reflects the collective efforts of individuals receiving services, employees, families, home share providers, volunteers, leadership, and community partners who contribute to the organization's success each day.

The recognition highlighted throughout the review demonstrates the strength of DCSCL's commitment to quality services, accountability, and continuous improvement. DCSCL was proud to receive a Three-Year Accreditation from CARF International, recognizing the organization's ongoing dedication to service excellence and quality improvement. Most importantly, it reflects the dedication of the people whose efforts help create positive experiences and meaningful outcomes across the organization.



Accessibility & Advocacy

Promoting Awareness, Reducing Barriers & Supporting Choice

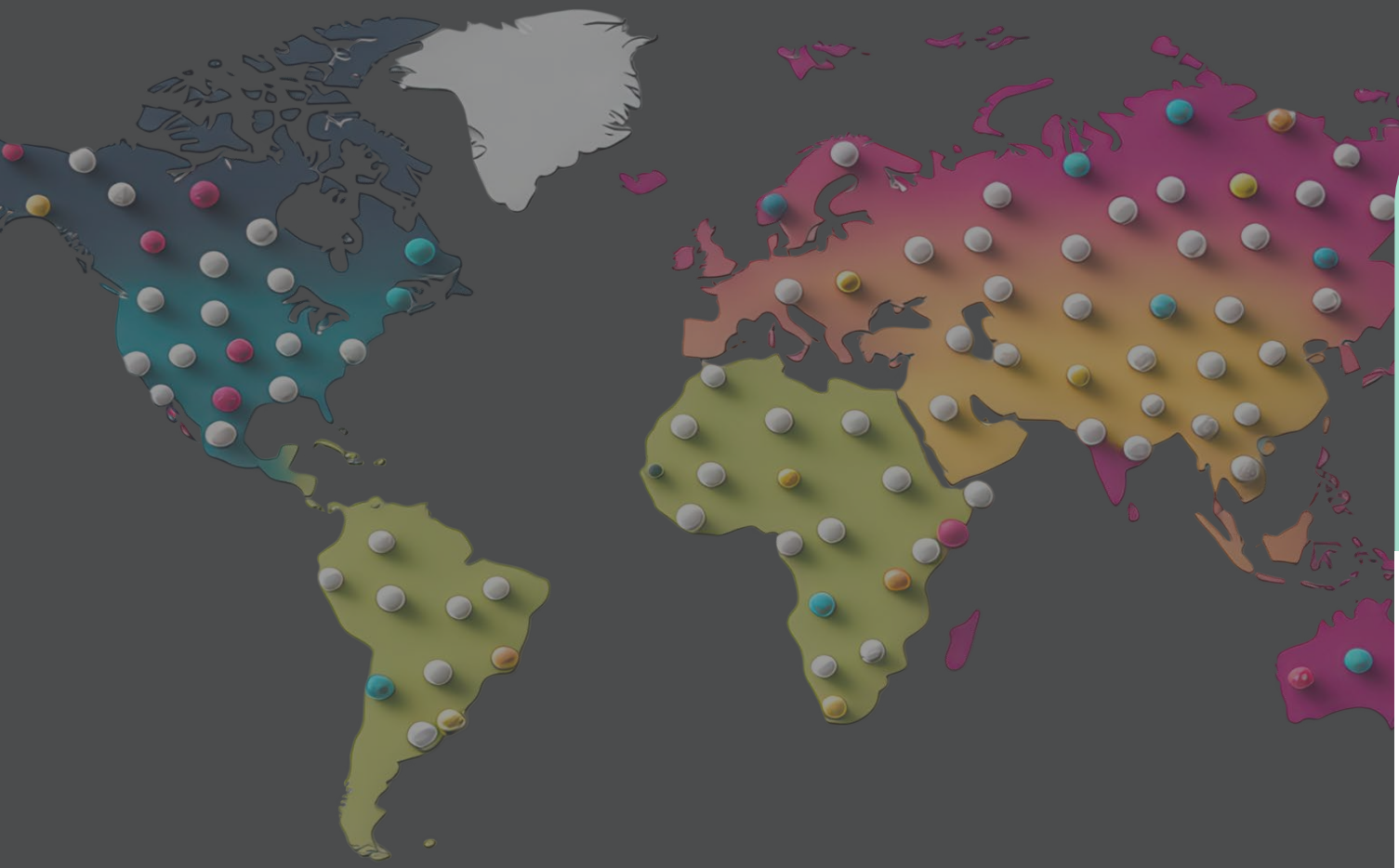
DCSCL continued to strengthen accessibility and advocacy efforts by supporting individuals to participate in planning, express their preferences, and access the information, services, and opportunities that matter to them. Individuals were encouraged to take an active role in decisions affecting their lives through person-centred planning, goal development, healthcare appointments, and ongoing service discussions.

Advocacy efforts extended beyond individual supports and into the broader community through initiatives designed to increase awareness, challenge barriers, and promote accessibility. DCSCL partnered with individuals, families, businesses, and community organizations to support activities such as Disability Employment Awareness Month (DEAM), the Community Accessibility Challenge, Accessibility Awareness Day, Inclusive Employer initiatives, and a variety of community education opportunities. These events helped promote conversations about accessibility, inclusion, employment, and the value of diverse communities.

One of the year's highlights was the continued growth of community engagement activities that encouraged residents, businesses, and organizations to consider accessibility from new perspectives. Through awareness campaigns, public events, and community partnerships, DCSCL helped foster greater understanding of the barriers individuals may face and the practical steps communities can take to improve accessibility for everyone.

Accessibility efforts were also supported through ongoing communication and public education. By sharing stories, achievements, and advocacy initiatives through social media and community events, DCSCL helped increase awareness of disability rights, accessibility, and the contributions of people receiving services throughout the region. In 2025 - 2026, social media engagement continued to grow significantly, contributing to broader community awareness and public dialogue.

As DCSCL looks ahead, the organization will continue working alongside individuals, families, employers, and community partners to strengthen accessibility, encourage self-advocacy, and support communities that are welcoming, responsive, and accessible to all.



Cultural Diversity, Belonging & Inclusion

Celebrating the Cultures, Traditions & Experiences That Enrich Our Communities

DCSCL is proud to support people with diverse backgrounds, interests, identities, traditions, and life experiences. Throughout 2025 - 2026, programs created opportunities for individuals to explore and celebrate cultures from around the world through themed activities, music, food, crafts, discussions, educational experiences, and local events.

Activities throughout the year highlighted cultures and traditions from Canada, Mexico, Ghana, Taiwan, Korea, Norway, Lithuania, Monaco, Russia, Ukraine, England, Italy, Portugal, Barbados, Kazakhstan, China, and many other regions around the world. These experiences encouraged curiosity, learning, and appreciation for the many cultures and traditions that enrich our society.

Individuals participated in a wide range of multicultural celebrations, including Chinese New Year, Oktoberfest, Holi Fest, Mardi Gras, Cinco de Mayo, Pow Wows, multicultural dinners, and seasonal events that introduced different customs, traditions, and perspectives. The Opportunity Centre also hosted numerous cultural learning experiences throughout the year, bringing individuals and employees together to explore music, food, traditions, and celebrations from across the globe.

These activities provided opportunities for individuals to share their own experiences, discover new traditions, and gain a broader understanding of the world around them. Together, these experiences fostered curiosity, connection, and appreciation while celebrating the diversity that strengthens our organization and the communities we serve.










VILL
JASPER
CANADA



A Year of Connection, Adventure & Community Impact

Celebrating the Moments, Milestones & Experiences That Defined 2025–2026

Individuals supported by DCSCL embraced opportunities to explore, contribute, celebrate, and connect with others. The year was filled with memorable experiences, volunteer involvement, and accomplishments that reflected the energy, enthusiasm, and diversity of the people we support.

Engagement beyond program settings remained an important part of the year. Individuals participated in a wide range of volunteer opportunities, local events, environmental initiatives, and awareness activities that encouraged active citizenship and meaningful contribution. Through these experiences, participants shared their time, talents, and perspectives while helping strengthen the places and relationships that matter most to them.

The year also included many memorable adventures and celebrations. Individuals traveled to bucket-list destinations, including Jasper National Park, attended day and overnight camp experiences, participated in seasonal events, and enjoyed social gatherings that brought people together through recreation, creativity, and shared experiences. The annual Christmas Gala once again provided an opportunity to celebrate friendships, accomplishments, and community spirit, while the Halloween Haunted House created a fun and welcoming experience for participants and visitors alike.

Volunteerism and civic engagement also continued to make a meaningful impact. Individuals supported local initiatives through recycling collection, local events, accessibility activities, and volunteer opportunities throughout the year. Participants helped prepare the Supported Work shredding truck for the Fall Fair Parade, contributed to the annual ShredFest & Accessibility Awareness Day BBQ, and participated in activities that brought people and organizations together in support of accessibility and awareness.

One highlight of the summer was the DEEP Summer Solstice Run, where approximately 27 volunteers helped support the event's success. Proceeds from the run contributed toward summer camp experiences through the Opportunity Centre - one of the most anticipated activities of the year and a source of lasting memories, friendship, and adventure for many participants.

The year also marked important progress for the organization. DCSCL worked collaboratively with Community Living BC to align services with the provincial Catalogue of Services while laying the groundwork for future program development and growth. These efforts help ensure services remain responsive, sustainable, and ready to meet evolving needs.

Together, these experiences reflect a year filled with opportunity, contribution, celebration, and achievement. Whether volunteering, traveling, attending events, participating in camp, celebrating milestones, or trying something new, individuals continued to create memories, build relationships, and make meaningful contributions throughout the region.



Program Highlights

Community, Growth & Meaningful Impact

DCSCL programs continued to support individuals in pursuing personal goals, maintaining successful living arrangements, participating in their communities, developing new skills, and accessing opportunities that contribute to overall well-being and quality of life.

Across Community Connections (previously Self Help Skills)/Home Support, Supported Homes, Opportunity Centre, Supported Clusters, Home Share, and other Community Living services, individuals experienced opportunities to learn, contribute, build relationships, explore interests, and achieve goals that reflected what was most important to them. Program outcome measures, participation statistics, satisfaction feedback, and stakeholder input reflected positive results across service areas while helping guide future planning and continuous improvement.

The year demonstrated the strength of DCSCL's diverse range of supports. Whether individuals were participating in recreational activities, volunteering, pursuing employment goals, learning new skills, maintaining successful living arrangements, or taking on leadership roles within their communities, programs remained focused on providing flexible and responsive supports tailored to individual needs and aspirations.

Highlights

- Strong rates of personal goal achievement across Community Living services.
- Stable living arrangements and successful tenancy maintenance for individuals receiving home-based and community-based supports.







- Continued opportunities for leadership, volunteering, recreation, learning, employment, and community participation.
- Positive satisfaction results from individuals, families, stakeholders, and support networks.
- Ongoing monitoring of support needs, and quality improvement measures.
- Strong collaboration between individuals, support teams, families, providers, and community partners.

One of the year's standout successes was the continued growth and activity of the Opportunity Centre. Throughout 2025 - 2026, the program offered 1,707 activities, supported more than 9,500 participations, and saw 276 activities led directly by individuals receiving services. These achievements reflect the enthusiasm, leadership, creativity, and personal contributions that help make the Opportunity Centre such a vibrant and valued part of the organization.

Community Living services continued to adapt to changing individual needs throughout the year. Community Connections welcomed nine new individuals and supported four service transitions, while the Opportunity Centre welcomed four new individuals. Home Share supported two new placements and two transitions, and Supported Homes and Supported Clusters remained stable with no changes in occupancy. These transitions reflect the flexibility of services in responding to changing circumstances while maintaining continuity of support.

Across all Community Living services, individuals continued to access supports that were flexible, responsive, and tailored to their unique needs and preferences. The accomplishments achieved throughout the year reflect the collective efforts of individuals receiving services, employees, families, home share providers, volunteers, and community partners who contribute to the success of DCSCL programs every day.

Celebrating Successes

While outcome measures and statistics help measure progress, they tell only part of the story. Behind every goal achieved, activity attended, employment success, volunteer contribution, and new experience is an individual who continued to learn, grow, and pursue what matters most to them.

Together, these accomplishments reflect another successful year across DCSCL's Community Living services. From personal growth and skill development to stable living arrangements, leadership opportunities, and active involvement in community life, individuals continued to achieve meaningful outcomes that reflected their strengths and potential. These successes are a testament to the dedication, partnership, and shared commitment of everyone who helps create opportunities for growth, connection, and achievement throughout the organization.







"We Believe in Creating Opportunities Together."

Supported Work & Inclusive Employment Partnerships

Employment, Environmental Impact & Community Partnerships

The Supported Work program continued to provide employment opportunities, workplace supports, and hands-on learning experiences that helped individuals contribute to businesses, organizations, and local initiatives throughout the region. Through job coaching, workplace mentorship, and ongoing support, individuals developed practical skills while participating in employment experiences tailored to their interests, abilities, and personal goals.

The program also continued to make a significant environmental contribution through its recycling and confidential shredding services. During the year, participants collected and shredded 72,000 pounds of paper - approximately the weight of two fully equipped fire trucks - and collected 6,256 cubic feet of recycling, helping divert significant material from local landfills while contributing valuable services to local businesses and organizations.

A continued focus on mentorship, staff development, and workplace safety helped ensure individuals received consistent support throughout the year. Program leadership provided ongoing coaching and guidance to Job Coaches and Floor Supervisors, while regular fire and emergency drills reinforced preparedness and safe work practices.

Supported Work services continued to evolve throughout the year, including the introduction and growth of the new PSI Supported Work and Community Inclusion program. Overall, the program welcomed 10 individuals and supported two service transitions throughout the year. These changes reflect the flexibility of Supported Work services in responding to changing goals, interests, and employment aspirations while helping individuals access opportunities that matched their unique strengths and needs.

Strengthening Inclusive Employment

The success of supported employment continues to be strengthened by the many businesses and organizations throughout the region that recognize the value of diverse workplaces. Feedback gathered from local employers in 2026 reflected overwhelmingly positive experiences, with employers highlighting the reliability, dedication, and positive contributions of employees supported through inclusive hiring initiatives.

Most participating employers described their experience as positive or very positive, indicated they would encourage other





businesses to become involved, and expressed interest in creating additional employment opportunities in the future. Employers also consistently reported feeling supported through ongoing communication, job coaching, and workplace collaboration.

One highlight of the year was the Inclusive Employer Appreciation Dinner, hosted in partnership with Community Living BC (CLBC). The event brought employers and employees together to celebrate the partnerships that make supported employment possible. More than twenty local employers were recognized for their commitment to creating opportunities throughout the region.

DCSCL was also proud to once again sponsor and present the Inclusive Workplace of the Year Award at the Dawson Creek & District Chamber of Commerce Business Excellence Awards. The 2025 award was presented by Board Member Rhonda Fields, to Dave's No Frills in recognition of their leadership and commitment to workplace inclusion.

Celebrating Success

The accomplishments of the Supported Work program extend beyond employment and environmental statistics. Through workplace participation, recycling and shredding initiatives, employer partnerships, and community engagement, individuals continued to make valuable contributions throughout the region while demonstrating the benefits of inclusive employment.
Together, these achievements reflect another successful year of collaboration between individuals receiving services, employers, employees, and community partners.

Whether supporting local businesses, helping divert materials from landfills, recognizing inclusive workplaces, or creating new employment opportunities, the program continues to demonstrate the positive impact that employment can have on individuals, workplaces, and the broader community.

"Inclusion doesn't happen alone. It happens because community employers choose to create opportunities, welcome people into their workplaces, and recognize the value that diversity brings to their teams."





Listening, Learning & Improving Together

What Individuals Told Us About Their Experiences in 2025 - 2026

Feedback from individuals receiving services continues to play an important role in helping DCSCL evaluate services, identify strengths, and guide improvement efforts. During 2025 - 2026, 75 of 103 individuals completed the Individual Receiving Services Survey, representing a response rate of approximately 73%. The results reflect a high level of overall satisfaction with services, supports, and opportunities available throughout the organization.

Survey Highlights

- **91%** reported being satisfied with the services DCSCL provides.
- **95%** reported being treated with dignity and respect.
- **95%** reported being included in planning their goals.
- **92%** reported that staff help them find answers or solutions when concerns arise.
- **88%** reported being given choices in how they live, participate, and pursue personal goals.

These results indicate that individuals continue to feel involved in planning, supported by employees, and satisfied with the services they receive.

What People Enjoy Most

When asked about their experiences, individuals most often spoke about friendships, recreation, employment, and opportunities to participate in activities that are important to them. Survey responses highlighted the value of social connections, new experiences, and opportunities to pursue personal interests and goals.

"Camp was fun."

"Going on camping trips with my staff."

"I get to see all of my friends."

"DCSCL has helped me find purpose in my life and finally make connections with friends."

"I have more confidence in myself because of my job."

These reflections highlight the importance of opportunities that help people build relationships, explore interests, and participate in experiences that matter to them.

The Importance of Supportive Relationships

Many respondents also emphasized the value of supportive employees and trusted relationships. Survey feedback reflected appreciation for staff who provide encouragement, consistency, and support during both everyday experiences and significant life events.

"With a support network at home and work, DCSCL has helped Perry's life be full, fun and happy."

"The support when I lost my dad."

Together, these comments demonstrate how meaningful relationships and responsive support help people navigate challenges, celebrate successes, and pursue the goals that are important to them.

Using Feedback to Improve Services

Survey feedback is reviewed alongside outcome measures, program reviews, and quality improvement initiatives to help identify opportunities for learning and improvement. The insights shared by individuals receiving services help inform decision-making, guide service enhancements, and ensure supports continue to reflect the needs, preferences, and priorities of the people DCSCL serves.



Northview Assisted Living

Supporting Comfort, Stability & Quality Living

Northview Assisted Living continued to provide a safe, welcoming, and supportive residential environment for seniors throughout 2025 - 2026. The program focused on maintaining high-quality supports, responsive services, and opportunities for seniors to remain engaged in daily life while receiving assistance tailored to their individual needs.

Throughout the year, seniors participated in a variety of recreational, social, seasonal, and culturally meaningful activities that contributed to an active and engaging living environment. Shared meals, celebrations, local events, and everyday opportunities for connection helped foster a welcoming atmosphere where people could remain engaged and enjoy a strong sense of community. Ongoing communication with seniors and families, timely intake processes, and consistent support practices helped ensure services remained responsive to individual needs and preferences.

Throughout the year, Northview welcomed twelve new seniors and supported twelve transitions from the program. Transitions occurred as individuals moved to higher levels of care or passed away, reflecting the changing needs often experienced within senior services. Throughout these transitions, the program remained focused on providing compassionate support to seniors and families while maintaining continuity of care for those who call Northview home.



Northview Assisted Living Survey Highlights

Feedback from seniors reflected strong confidence in both the quality of support provided and the relationships developed with employees.

Survey Results

- **100%** feel staff are trustworthy.
- **100%** feel concerns are addressed promptly.
- **100%** feel staff understand their healthcare needs.
- **100%** feel staff are receptive to concerns.

Residents also provided positive feedback regarding:

- Cleanliness and maintenance,
- Meal presentation and dining experiences,
- Safety systems,
- Recreational opportunities, and
- Overall comfort and quality of living.

Suggestions for future improvement focused on enhancing activity options, dining experiences, outdoor spaces, and overall comfort. This feedback will continue to inform future planning and service enhancements.

In Their Own Words

The most meaningful measure of success remains the experience of seniors themselves.

"I am very happy at Northview."

"I feel content."

These simple comments reflect the positive experiences many seniors have at Northview and highlight the importance of creating an environment where people feel comfortable, respected, and supported.

Celebrating Success

The results achieved throughout the year reflect the collective efforts of seniors, families, employees, and support teams who help create a welcoming and supportive environment at Northview. Together, survey feedback, participation in daily life, and everyday experiences demonstrate the program's continued commitment to providing high-quality supports and a positive living environment for those who call Northview home.



At its heart, this program is about more than practical supports - it is about helping older adults remain safe, comfortable, and connected while continuing to live in the homes they know and love.

Seniors Programs

Supporting Older Adults Across Our Communities

DCSCL's Seniors Programs continued to provide practical services that help older adults remain safe, comfortable, and connected within their homes and communities. Meal delivery, housekeeping, snow removal, grocery assistance, and other supports helped seniors maintain familiar routines, remain independent, and access essential services close to home.

Demand for senior services remained strong throughout the year, reflecting the ongoing need for reliable, community-based supports across Dawson Creek, Pouce Coupe, and surrounding areas. Programs evolved to meet increasing demand while maintaining a focus on service quality, responsiveness, and accessibility.

Seniors Programs also responded to changing needs throughout the year. Seniors Aging in Place (SAIP) welcomed 119 new participants and supported 39 service transitions as individuals moved to higher levels of care or passed away.

These transitions reflect both the growth of the program and its important role in supporting older adults through different stages of aging.

Service Impact at a Glance

Meals Delivered:

- **9,751** *meals delivered through Seniors Aging in Place (SAIP).*
- **6,642** *meals delivered through the Urban Seniors Program.*
- **933** *meals delivered through the Pouce Coupe Seniors Program following its launch in October 2025.*

Total Meals Delivered: 17,326

Program Reach:

- More than 500 seniors supported through DCSCL senior service programs.
- Service delivery extended across multiple communities throughout the region.
- Ongoing demand reinforced the important role these services play in helping older adults remain connected to their homes and communities.

Supporting Aging with Dignity, Independence & Connection

"A wonderful service for seniors who want to live in their rural houses longer."





17,326

Meals were provided

What Seniors Told Us

Feedback from seniors reflected a high level of satisfaction with the services they received, particularly the reliability of supports, the professionalism of employees, and the practical value these services provide in everyday life.

"A game changer... allowing me to have energy enough to enjoy my life and not worry about trying to keep up with the cleaning."

"This makes my retirement so much better and allows me to do other tasks around my home."

"Staff is very friendly and I love the visit, especially in winter as I don't get out as much."

"These things will be helping us stay in our homes so much longer."

These comments reflect the meaningful difference practical supports can make in everyday life. From reducing household responsibilities to providing regular social connection and peace of mind, these services help seniors maintain independence, remain connected to their communities, and continue living in the homes they know and love.



500 +

Seniors are Supported

Supporting Independence at Home

The feedback shared throughout the year highlights the important role these services play in helping seniors remain comfortable, connected, and engaged in the places they call home. Together, these experiences demonstrate the value of practical supports that help older adults preserve important routines, maintain their independence, and continue living where they feel most comfortable.



AT ITS HEART, BULTERYS HOUSE IS ABOUT MORE THAN ACCOMMODATIONS - IT IS ABOUT PROVIDING COMFORT, PEACE OF MIND, AND A WELCOMING PLACE TO STAY WHEN PEOPLE NEED IT MOST.

Bulterys House

Providing Comfort, Connection & Support When It Matters Most

Bulterys House continued to provide affordable, welcoming accommodations for individuals, families, and support networks traveling to Dawson Creek for healthcare appointments, medical treatments, family visits, and other essential services. The program helps reduce travel-related barriers by providing a comfortable place to stay during what can often be stressful or uncertain times.

Program Impact at a Glance

- 150 guests welcomed throughout the year.
- 310 nights of accommodation provided.
- Guests traveled from communities including Fort Nelson, Tumbler Ridge, Chetwynd, and Fort St. John, highlighting Bulterys House's important regional role in improving access to healthcare and essential services.

Guest Experiences

Beyond accommodations, Bulterys House focuses on creating a positive experience for every guest. Ongoing feedback, responsive service, and accessible booking processes help ensure visitors feel welcomed throughout their stay.

"I felt so cared for, safe, and respected all the days that I spent here with my family."

"This house saves us from driving dangerous roads in the early morning hours."

These comments highlight the value of accommodations that help reduce the stress, cost, and travel-related challenges often experienced by individuals and families living in rural and northern communities

Supporting Access Across Northern Communities

For many guests, Bulterys House provides more than a place to stay—it helps improve access to healthcare, family supports, and essential services that may not be available within their home community. As demand continues to grow, the program remains an important resource for individuals and families traveling throughout Northern British Columbia.

Celebrating Impact

Throughout the year, Bulterys House continued to provide comfort, convenience, and peace of mind for people traveling away from home. Whether staying for a single night or an extended medical visit, guests had access to affordable accommodations and a welcoming environment during important moments in their lives. These experiences reflect the meaningful role Bulterys House plays in supporting individuals and families across the region while helping reduce barriers to healthcare, treatment, and other essential services.

Community Impact and Organizational Statistics

Measuring Our Impact Across Communities

Throughout 2025–2026, DCSCL continued to provide services and opportunities that reached individuals, families, seniors, employers, and community partners across the region. Program activities, employment initiatives, volunteer efforts, public engagement, and collaborative partnerships contributed to meaningful outcomes across every area of service delivery. The following statistics provide a snapshot of the scale and reach of DCSCL programs during the year.

2025 - 2026 By the Numbers

Community Engagement

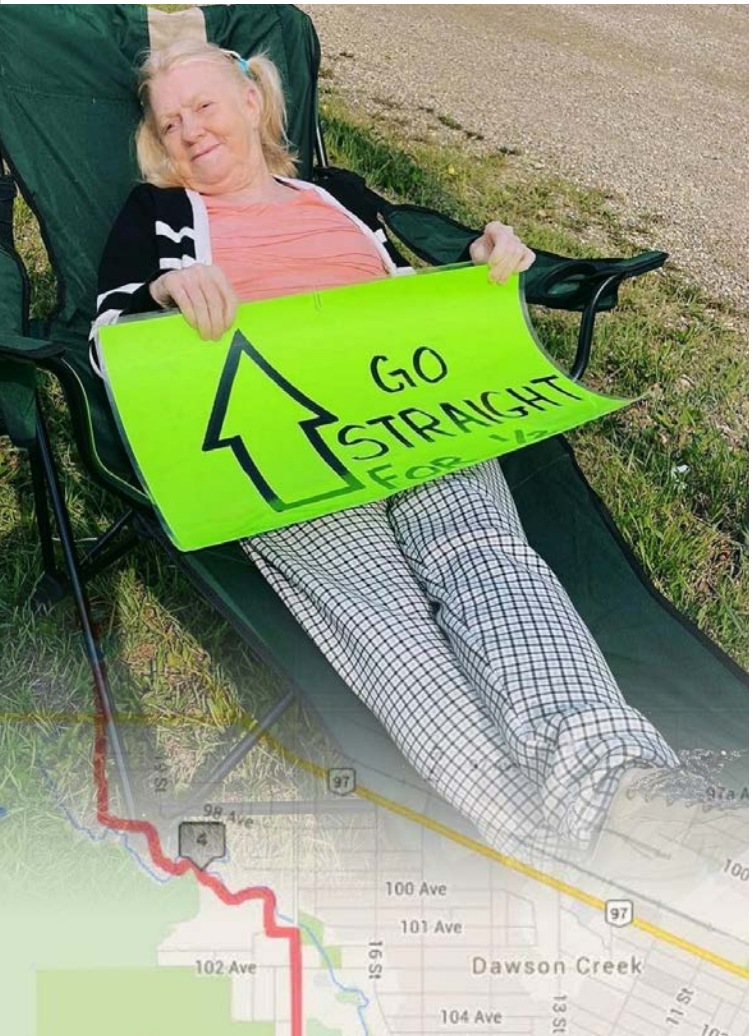
- 867,459 Social Media Views
- 18,800 Content Interactions
- 470% Increase in Watch Time

Individuals & Families Supported

- 676 People Directly Supported
- 150 Bulterys House Guests

Welcomed

- 310 Nights of Accommodation Provided



Seniors Services

- 17,326 Meals Delivered
- 500+ Seniors Supported Across Programs

Employment & Environmental Impact

- 72,000 Pounds of Confidential Paper Shredded
- 6,256 Cubic Feet of Recycling Diverted from Landfills

Opportunity Centre

- 1,707 Activities Offered
- 9,500+ Participations Recorded
- 276 Activities Led by Individuals Receiving Services

Workforce Development

- 2,148.8 Hours of Training & Professional Development Completed

Community Volunteerism

- 27 Volunteers Supported the DEEP Summer Solstice Run

Beyond the Numbers

While statistics help illustrate the scope of DCSCL's work, each number represents experiences, partnerships, and opportunities that made a difference in people's lives. Whether delivering meals, supporting employment, providing accommodations for traveling families, creating recreational opportunities, or increasing public awareness, these figures reflect another year of service, connection, and contribution.

Together, these achievements reflect the collective efforts of individuals receiving services, seniors, employees, volunteers, families, employers, and community partners who helped strengthen lives, build relationships, and create positive outcomes throughout the year.



Employee Services

Building a Strong, Supported Workforce

Employee Services focused on strengthening recruitment, onboarding, workforce supports, and long-term workforce sustainability. Several initiatives were implemented to improve administrative efficiency, enhance communication with applicants and employees, and support a positive employment experience across the organization.

The organization continued efforts to modernize human resource processes through updated onboarding materials, expanded use of fillable digital forms, and improvements to internal reporting and tracking systems. During the year, **40 employee orientations** were completed, helping ensure new employees received consistent information, training, and resources as they joined DCSCL.

Recruitment efforts remained strong despite ongoing workforce challenges across the sector. New applicants received acknowledgment within an average of **6.5 days**, exceeding the organizational target of seven days, while vacancies were filled in an average of **16 days**. These results contributed to timely hiring, improved applicant experiences, and workforce stability across programs and services. Employee feedback continued to reflect a positive workplace experience, with **88% of respondents indicating they feel supported, acknowledged, and appreciated**, surpassing the organizational target of 80%. Survey results also highlighted the importance of communication, recognition, and supportive working relationships throughout the organization.

Employee Services remained active throughout the year as DCSCL welcomed 40 new employees and supported 35 workforce transitions. While staff movement is a natural part of any organization, continued recruitment, onboarding, and workforce support efforts helped maintain service continuity and staffing stability across programs and services.

Additional initiatives included supporting employees pursuing permanent residency, enhancing data collection processes, and strengthening reporting systems to better support operational decision-making and continuous improvement efforts. Together, these initiatives help strengthen a skilled, engaged, and sustainable workforce.

Behind every successful program, meaningful community connection, and positive outcome is an employee who has chosen to make a difference in someone else's life.

Supporting Success

The accomplishments achieved throughout the year reflect more than recruitment and administrative efficiencies. They represent an investment in the people who help make DCSCL's services possible each day. By strengthening onboarding, improving communication, responding to workforce needs, and recognizing employee contributions, DCSCL continues to foster a workplace where people feel welcomed, valued, and equipped to succeed.



Employee Experience Highlights: Listening, Learning & Growing Together

The annual Employee Survey provides an opportunity for employees to share feedback about their workplace experiences, identify areas of strength, and highlight opportunities for improvement. Feedback gathered throughout 2025–2026 reflected a workforce that is engaged, committed, and proud of the work being accomplished across DCSCL programs and services.

What Employees Told Us

Employees consistently identified the organization's mission and the opportunity to make a positive difference in people's lives as key contributors to job satisfaction. Many respondents highlighted the rewarding nature of their work and the positive relationships developed with the individuals they support, coworkers, and supervisors.

Several themes emerged throughout the survey:

Workplace Strengths

- Strong relationships with coworkers and supervisors.
- Pride in the organization's mission and values.
- Meaningful and rewarding work experiences.
- A workplace culture built on collaboration and support.
- Recognition activities and employee appreciation initiatives.

Employees indicated that appreciation events, thank-you cards, birthday acknowledgments, gift cards, and everyday recognition efforts contribute positively to workplace morale and engagement.

Opportunities for Growth

Feedback identified opportunities related to:

- Communication and information sharing,
- Staffing capacity and workforce sustainability,
- Onboarding and orientation supports,
- Employee wellness initiatives, and
- Ongoing professional development opportunities.

Using Feedback to Strengthen the Organization

Survey feedback is reviewed alongside operational measures, retention trends, training initiatives, and quality improvement activities to help identify priorities for improvement and organizational development. The insights shared by employees help inform decision-making, strengthen workplace practices, and enhance the overall employment experience.

Celebrating Employee Contributions

The survey reinforces one of DCSCL's greatest strengths: a workforce that is dedicated to supporting others while continuing to share ideas, feedback, and solutions that help the organization grow and improve.

When employees feel supported, valued, and connected, everyone benefits - including the people at the heart of our mission.

Workforce Development

Investing in Knowledge, Skills & Service Excellence

DCSCL continued to invest in workforce development to ensure employees had access to the knowledge, skills, and resources needed to support individuals across a wide range of programs and services. Opportunities included formal training, mentoring, coaching, peer learning, policy reviews, and program-specific professional development. During the year, employees completed 2,148.8 hours of training and professional development, reflecting DCSCL's ongoing commitment to maintaining a knowledgeable, responsive, and well-prepared workforce.

As the needs of the people we support continue to evolve, employees participated in learning opportunities related to person-centred practices, rights and advocacy, mental health, dementia and aging, autism and neurodiversity, communication, documentation, workplace wellness, emergency preparedness, medication administration, and safety. Specialized education included NTG-EDSD supports related to aging and dementia, as well as mandatory certifications such as First Aid, CPR, Food Safe, and Crisis Prevention and Intervention/ Supporting Individuals through Valued Attachments (SIVA).

Beyond formal education, employees participated in ongoing coaching, mentoring, peer learning, leadership development, and regular policy and procedure reviews that help ensure services remain responsive, consistent, and aligned with evolving best practices.

Workforce development is about more than courses or certifications. It is about ensuring individuals and families can feel confident knowing they are supported by employees who are prepared, informed, and committed to providing safe, responsive, and high-quality services. Every investment in employee growth helps strengthen the supports and services DCSCL provides throughout the region.

Service Awards

Celebrating Commitment, Experience & Years of Service

Every year, DCSCL has the privilege of recognizing employees whose dedication, experience, and commitment have helped shape the organization and the services it provides. Their contributions represent thousands of hours spent supporting individuals, strengthening programs, mentoring coworkers, building relationships, and contributing to DCSCL's growth over time.

Years of service represent more than longevity. They reflect adaptability, continuous learning, collaboration, and a shared commitment to supporting individuals and communities throughout the region. Each milestone contributes valuable knowledge, stability, and experience that help strengthen the culture and services that define DCSCL today.

This year, DCSCL proudly recognized the following employees for their years of service:

Five Years
Rommel Dimapilis
Gagandeep Kaur
Rubilina Rapanut
Armstrong Tingson
Ghislaine Tingson

Ten Years
Novelita Howes

Fifteen Years
Mary Galura
Ken McIntyre

Twenty-Five Years
Anne Pearson

Thirty Years
Daylene Kelford





Training Snapshot

Investing in Knowledge, Skills & Quality Supports

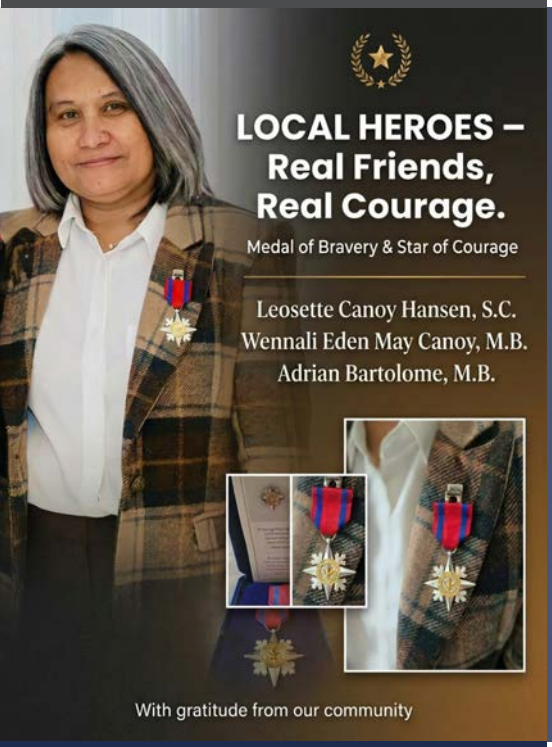
Throughout 2025 - 2026, DCSCL employees participated in a total of **2,148.8** hours of training and professional development opportunities designed to strengthen person-centred services, promote safety, support changing needs, and enhance quality of care. Training opportunities included:

PERSON-CENTRED SUPPORTS & ADVOCACY

- Person-Centred Planning
- Positive Behaviour Supports
- Promoting Rights & Advocacy
- Adult Guardianship
- Trauma-Informed Practice
- Communication and Understanding Supports
- Supporting Individuals through Valued Attachments (SIVA) *NEW

SAFETY & EMERGENCY PREPAREDNESS

- Medication Administration
- Food Safe Certification
- First Aid & CPR
- Emergency Preparedness & Safety Reviews
- Workplace Safety Practices



HEALTH, WELLNESS & SPECIALIZED SUPPORTS

- Mental Health Awareness
- Suicide Prevention
- Dementia and Aging Supports
- NTG-EDSD (National Task Group for Early Detection and Screening for Dementia)
- Autism and Neurodiversity Supports
- Compassion Fatigue and Resilience

MEDICATION & DAILY LIVING SUPPORTS

- Medication Administration
- Food Safe

COMMUNICATION & PROFESSIONAL DEVELOPMENT

- Conflict Resolution
- Documentation and Record Keeping
- Digital Literacy and Cybersecurity
- American Sign Language (ASL)

ONGOING LEARNING & MENTORSHIP

- Program-specific mentoring and coaching
- Peer learning opportunities
- Leadership development
- Policy and procedure reviews
- Program meetings and knowledge sharing
- Continuous quality improvement activities
- Health and safety reviews and drills
- Workplace coaching and supervision support

BEYOND FORMAL TRAINING

In addition to formal training and professional development, employees participated in mentoring, workplace coaching, peer learning, leadership development, program meetings, policy and procedure reviews, and quality improvement activities throughout the year. Together, these opportunities supported knowledge sharing, service consistency, and the ongoing development of best practices across the organization.

Why It Matters

Workforce development is about more than completing training requirements. It is about ensuring employees have the tools, knowledge, and confidence to respond to evolving needs, apply best practices, and provide consistent, high-quality support across all programs and services. Every investment in employee growth strengthens the quality, safety, and responsiveness of the services DCSCL provides throughout the region.



Organizational Systems & Continuous Improvement

Supporting Quality Through Strong Foundations

While much of this report focuses on the people DCSCL supports, those experiences are made possible by the systems working behind the scenes. Throughout 2025–2026, DCSCL continued to strengthen Occupational Health and Safety, Risk Management, Compliance, Technology, and Quality Improvement systems that support safe, reliable, and accountable service delivery.

Regular monitoring, stakeholder feedback, outcome measurement, safety reviews, compliance practices, and technology improvements helped strengthen documentation, communication, reporting, and decision-making across the organization. Expanded use of digital forms, enhanced data collection processes, and ongoing review of performance indicators supported greater consistency, operational efficiency, and informed planning across programs and services.

Voices of DCSCL

In Their Own Words

Throughout this report, we have shared outcomes, survey results, service statistics, program achievements, and community impact measures. Together, these results tell the story of another year of growth, achievement, and impact across DCSCL programs and services.

Behind every statistic, however, is a person. Behind every outcome is a relationship, an experience, a challenge to overcome, or an opportunity that made a difference.

The most meaningful measure of DCSCL's impact is found in the voices of the people who experience its services firsthand.

"Really it is the best thing for us. I can't think of anything to improve. It is so very helpful to me. Thank you."

"The very satisfied doesn't do this service and the girls justice. I am over the moon happy with everything you all do for us. It has been a game changer, allowing me to have energy enough to enjoy my life and not worry about trying to keep up with the cleaning. Thank you, thank you, thank you!"

"By giving me my own place and space to be content and comfortable."

"Doing activities at the OPC is one of my great memories. I like dancing, so the dance parties are always something I try to join."

"The works program has helped me with employment. I love going to the Opp Centre and visiting with my friends."

"Society is well known as it is. Be proud to have had same name that long."

These voices remind us that outcomes are more than numbers. They are the friendships formed, the support shared, the opportunities created, and the everyday experiences that help people live lives filled with purpose, connection, and possibility.









Looking Ahead

Continuing the Work with Heart, Purpose & Community

Throughout this report, we have shared outcomes, achievements, survey results, partnerships, milestones, and stories that reflect another year of growth and progress across DCSCL. Yet beyond the numbers, programs, and accomplishments, DCSCL's direction remains rooted in something much deeper: **people**.

- *The people who build confidence through employment.*
- *The people who enjoy friendships, community activities, and new experiences.*
- *The people who are supported through life's challenges, milestones, and celebrations.*
- *The families who trust DCSCL to walk alongside their loved ones.*
- *The employees who show up each day with kindness, compassion, and dedication.*
- *The community partners who help create opportunity, connection, and belonging.*

Every program, initiative, improvement, and achievement highlighted throughout this report ultimately serves one purpose: helping people live lives that reflect their own goals, choices, strengths, and aspirations.

As communities evolve and needs continue to change, DCSCL will continue to listen, learn, and grow alongside the individuals, families, seniors, employees, and partners who help shape the organization each day.

Because while services may evolve and priorities may change, one thing remains constant:

People will always be at the centre of everything we do.



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