

Our vision is a community where people with disabilities lead active, fulfilling lives and are recognized as contributing members.

In the past year we have had our share of struggles and hurdles to surmount. At times this was difficult. Struggles came in various forms: finding staff, keeping budgets in line, solving various health issues and more.

We persevered and we are able to put these struggles behind us. It does take a concentrated effort, brain storming for solutions and a focus on making decisions that will give a far reaching impact. SEEING POSSIBLE INSTEAD OF IMPOSSIBLE!

In order to make the necessary decisions, we need to consider the principles that will guide us in making sound decisions.

We look at our Vision: "a community where people with disabilities lead active, fulfilling lives and are recognized as contributing members"

We also look at who will be impacted by the decisions we make. The Individuals we serve must always come first. It is their best interest we are all looking out for. All of us are here to make their lives better, more fulfilling.

We ask the question: What makes each person we serve want to continue to choose Future Focus Program Services the place to come to?

Secondly, we consider all the factors that are in play to run effective programs. We look at adequate resources, staffing dilemmas, wellness of staff and what each person contributes to keep everything flowing smoothly. Staff, Supervisors, and Management alike work together to solve program issues. Everyone's input is important. Together we create the environment that we all want to work in.

It is my hope that 2017 will be the year that we all continue to work together for the common good AND love what we do!

Peggy Malley , Executive

Campbell River Day Program: *As submitted by Ruth Kaye, Supervisor*

CR Day now supports 14 Individuals within a wide range of ages - from 19- 61 years of age. CR Day offers its participants an individualized program, tailored to meet their unique abilities and needs. We offer a diverse range of special supports, such as: augmentative communication, music therapy, exercise and fitness routines, pool programs and are also supported in their volunteer and /or paid work experiences. Programs can be adjusted to accommodate individual needs, such as supporting an individual almost entirely in the community and supporting individuals from their place of residence.

This past year we had participants enjoy such activities as: Nordic skiing, trips to places like April Point on Quadra Island for lunch, Butterfly World in Coombs,(always a favourite), Sandcastles in Parksville, the new Suspension Bridge at Elk Falls (awesome) and many others. Sadly, we had a significant loss this year with the death of one of our longtime participants. This affected everyone and he is sorely missed and never forgotten.

Soderholm: *as submitted by Peggy Malley, Supervisor*

The early summer Soderholm had some water damage to the floor in the kitchen from the dishwasher. This required a restoration company to come in and access the damage. The floor in the kitchen and dining room was replaced. While all of this was going on the Individuals had a short stay at a motel ! This actually worked out well. Everyone seemed to enjoy themselves. One individual continues to horseback ride, she thoroughly enjoys this activity. During the summer we ate several meals on the deck as the weather was so lovely. We did some picnics and ate out. A few times a year, one of the Individuals visits her family in Duncan. She enjoys seeing her family. After Christmas we will go again. We look forward to more fun adventures come the spring and summer.

Balmoral Residence and Day Program: *resting*

Bridges Contracting: as submitted by Melissa Petlock, Supervisor

The Bridges Program had a busy spring and summer.

We welcomed new Bridges members Nicky Dahle , and new relief staff members , Laura Morgan and Denise Wells.

Our ongoing Parks contracts provided lots of work and good regular payouts to the Cooperative members. We picked up a new contract at Natural Pastures Cheese Factory and expanded our work at Too Good to be Threw Thrift Store to include up to three days' work for an Individual to assist their drivers doing pickups and drop offs.

Bridges Contracting started having an "Employee of the Month", and the Individual's name is announced at a special lunch each month.

Some special events included:

Johnny and Cary from the Courtenay Fire Hall visited and did fire extinguisher demonstration and training.

Way Lu, Melissa Knight, and Ken Edgar caught fish at the Fishing Forever Event ; Ken also won the prize for the most fish caught at Bridges' first Fishing derby, and Colin Wells won the prize for the biggest fish caught!

We worked with others in the community on Project Watershed's restoration project at the Air Park

A group volunteered to plant trees at the new park near Tin Town

We went to the Glacier Kings vs. Campbell River Storm hockey game on November 26,2016

Bridges is having a pairs foosball tournament - Donna and Sherri are going to play Ken and Greg and the winners will join Kien and Pat and Marie and Bobby in round three!!

Gatehouse Residence/Day Program: as submitted by Tracy Black, Supervisor

We moved into Gatehouse in March of 2016 and it is working out great. We have five residents that love their new surroundings. We have taken the time to get settled in and the residents have had time to get to know one another. They appear to enjoy each other's company. Christmas came and we had our first "Christmas Potluck" in the house. All went well with a Secret Santa. Snow this year enabled staff and residents to get out and build a snowman. A very happy moment indeed! We look forward to the spring and being able to call it "a year" in March. Until next time.....

Staff Updates - 2016

Future Focus Program Services hired 20 new employees and 7 employees left us this year.

We always hope that we can turn the casual worker into a permanent part time employee as a lot of time, money and effort goes into selecting, hiring and training new employees.

*Looking back, last year saw an increase in **new** permanent staff. Due to the opening of Gatehouse, retirements etc., as many as 6 casual employees became permanent part time. This is important as it helps to gives our Individuals a sense of stability and routine.*

We track many things for strategic purpose and here are some interesting facts about each program: Gatehouse , currently has 19 active staff... 15% male, 85% female, average age is 52.

Bridges, currently has 7 active staff 28% male, 72 %female with an average age of 53.5 years.

Campbell River Day has 14 active staff, 1% male and 99% female. The average age is 42.

Soderholm has currently 8 active staff and is 100% female with an average age of 56.

A total of 1012.92 hours of unpaid leaves were taken by 15 employees in 2016 (excluded is Work Safe BC or requested yearlong absences) This is time that employees needed for numerous reasons, like illness, family emergencies, mental stress, needing a day off, etc.

Why are we tracking this and what does that really mean?

Every permanent employee accrues vacation and sick hours monthly, based on their contract hours and length of service. The expectation is that every employee manages them accordingly. The CA allows a specific amount of unpaid time off for various reasons. After 20 work days of unpaid LOA /year, all benefits (PBC, MSP, LTD, Life and AD&D) become the responsibility of the employee and are no longer paid for by Future Focus Program Services. Ideally, the sick bank accrual should be enough all year to cover any short term illnesses. Unfortunately, that is not always the case. Lengthy absences are hard on the program, the rest of the staff, but they are also hard on the Individuals who are used to "their "worker.

Future Focus Program Services provides a free Life Works program for all employees. This is a 24/7 support service and there for any situation that requires special or extra support. We encourage all employees to familiarize themselves with what the program offers.

As part of our strategic planning in Technology, we wanted to conduct our Employee Satisfaction Survey on-line. After collected everyone's email addresses, the survey -link was sent to everyone via email and the anonymous responses were tabulated. This will help us move forward as a company. Although we hoped for a larger percentage of participation the feedback we received was positive. Here is some interesting data collected through this survey:

55% overall participation (21 responses)

30% of the total questions asked received a response between 3.4 - 3.9 weighted average. Our goal was 4+ on all questions and we will make a concentrated effort to address the gaps with everyone.

The last two sections of the survey asked for specific feedback and input. This is an opportunity to let your employer know if they are on the right path and, if not, how they

can get there. Hopefully, with our next survey, staff will feel confident to answer these questions more freely. Nothing can be fixed if we don't know what is broken.

The all over weighted average is 4.12% satisfaction - on a scale of 1(low) to 5 (highest).

The complete results of the survey are available for viewing at every program if you are interested.

Other News:

After 10 years at the helm, our Donna Mondeville is leaving Future Focus for a life of travel and well deserved leisure. Attached is the letter that she has sent out to CLBC, BC Housing, VIHA and all the programs. Please join us in wishing her the very best! A celebration will take place in the summer ! Thank you Donna - you will be so missed!

We also said good bye and thank you to Shirley Conley at Gatehouse. After a lengthy absence she decided that she would focus her energies on her family. We had a lovely get together to celebrate all her contributions to our agency! Thank you Shirley!

***CARF Accreditation - Fall 2017!!** This will be here sooner than later and we will need everyone's support to get another 3-years accreditation.*

April 18, 2017

TO WHOM IT MAY CONCERN:

VIA EMAIL and hand-delivered

Hello;

This letter is my formal notification of retirement from the position of Co-Owner / Program Director at Future Focus Program Services Inc.

I want to take this opportunity to thank you for the professionalism and support I have received since undertaking this challenging and ever evolving position. It has been both, exciting and rewarding, working with a dedicated and professional group of people. Although I am looking forward to my new life in retirement, I will miss all the people I worked with and the amazing Individuals we advocate and help to support. Your trust and energy through these years have always been appreciated. Thank you!

Doris Wagner will be assuming the position of co-owing Future Focus effective June 1, 2017. She has been our HR Manager for the past 10 years and is fully aware of the philosophy and guiding principles at Future Focus. I am confident that the transition will be efficient and smooth, but I ask that you show her the same continued support as Future Focus moves forward. I will make myself available to everyone throughout the transition period should you have any questions.

Thank you again for all the years of support and friendship during my time at Future Focus Program Services.

Sincerely,

Donna Mondeville

