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Executive Corner

An Update from Doris

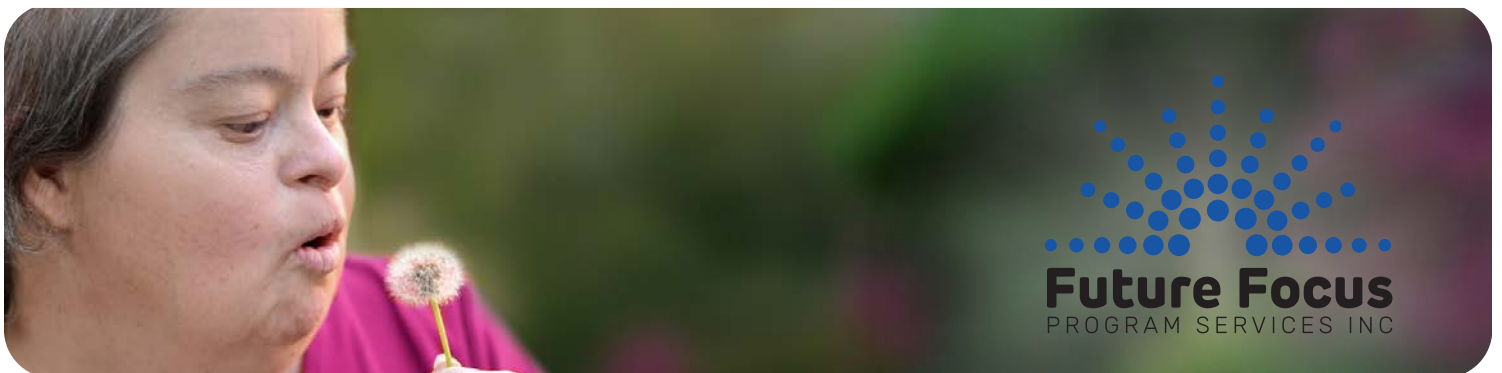
Bob Dylan wrote a song over 50 years ago now that says **“The Times, they are a Changing”**. It is still applicable today. The changes we’re seeing in the workforce is something we’ve never experienced before. The challenges of recruiting, interviewing, hiring, and training are huge and have been a major focus for the management team for the last several months. We have adapted how we advertise and recruit, and dropped some of the earlier requirements. We provide a practicum placement for North Island College students. Getting the right people to work is still a challenge.

Having said that, we have been fortunate to hire and welcome some wonderful people from all over the world. We have a wonderful opportunity to teach people about Canadian culture as well as learn about the countries they came from and their motivation to come to Canada. Their stories and their challenges are truly inspiring.

All programs enjoyed a **Christmas Carol Sing A-Long** with a senior’s ukulele group from Courtenay. There was boisterous participation. One individual, who enjoys playing with words, added **“Strike the harp and sing with Doris” to Deck the Halls!**

And – very exciting – **we are again up for accreditation with CARF!** We will be getting ready for them to visit all the programs in the Fall of 2023. For those who are not familiar with this process: As a government funded agency we are required to be accredited and this is an inspection of all programs and the agency to ensure that we meet all the requirements and standards of care, as well as an employer.

We have been accredited since 2007 and go through this process every 3 years.



Mission & Values

Over the past few years, we have been referring to our Mission and Values more frequently in conversation with staff, potential employees, families, and the community. The Mission Statement was wordy and cumbersome, not easily memorable, and difficult for people whose first language was not English. We wanted the same message, but an easier delivery so we have chosen **“We help people grow”**.

There are some recommendations that say that values need to be actions rather than nouns to demonstrate how to show the values. Our former values were honesty, transparency, and integrity. After much discussion and analyzing what qualities were missing from employees who did not fit well, we came up with Respect, Honesty, and Integrity. To put those into action we say:

Respect everyone, all the time.

Always tell the truth.

Always do the right thing even when no one is watching.

New Mission Statement and Values - Reviewed and adopted May 2023

Corporate Performance Review

How are we performing?

We set out in 2022 to track some indicators in all programs to see how we did over the year.

In keeping with our mission to **help people grow**, we wanted to make sure our clients all had a goal-directed plan in place and that our staff were assisting our clients to meet their goals on a regular basis. Our performance target was that everyone had a plan in place and that 80% of the clients were meeting their goals at least 75% of the time.

We're proud to announce that **3 out of 4 programs were able to meet their target**.

Health and Safety is always on our minds, and while we'd like to have no incidents at all, accidents do happen. In all 4 programs we had a total of 12 client injuries and 8 staff injuries over the year. We sent out client surveys and family

surveys last year. Clients who were able to answer for themselves had a 95% satisfaction rate with the programs. It was clear that several missed their Community Recreation programs that were curtailed due to Covid.

We sent out Family surveys. We had an 88% return rate. Of those, only two parents expressed dissatisfaction. One seemed to be dissatisfied with everything, but zoned in on not enough Community Inclusion for medically compromised residents, which is an area we hope to improve in the future. Another did not feel well-informed. Since then we have increased the number of check-in calls with parents through the year. The remaining parents expressed full satisfaction with several adding complimentary notes. This gave us a **90% satisfaction rating** from the Families for 2022.



Annual Report

Highlights and Accomplishments

- Our determination to find a way to survive today's obstacles, while other agencies have closed, is something to be proud of.
- The successful hiring of a new Program Director for all four programs.
- The successful hiring of a new supervisor for Gatehouse.
- Bridges moved to client-goal-based activity programming.
- CR Day enjoyed peer lead presentations and art activities.
- Soderholm's highlight was a trip to Kye Bay.
- Providing training for a supervisor to become our in-house NVCI Facilitator.
- The monthly reporting from Supervisors worked well. The format was not cumbersome and focused on things we hope to achieve corporately.
- Using the newsletter as a communication tool has been positively received by families and staff.
- The Client/Family satisfaction survey was overwhelmingly positive.

Greatest Challenges

- Staffing shortages for residential care, particularly Gatehouse. Recruiting people who are willing to work and committed to the care and quality of life of our residents is difficult. Adapting to this new work force is our biggest challenge.
- Lack of funding to acquire new vehicles to support Community Inclusion.
- Working with multiple agencies with varying standards and requirements.



Annual Report cont'd

Client Overview

- We served a total of 38 clients this year (7 in residential care and 31 in day programs)

Strategic Goals

- Bridges and CR Day did very well at supporting their clients to meet their goals and provide daily opportunities for Community Inclusion. For the residential programs, due to both, staffing shortages and the nature of the clients involved, community inclusion is more of a challenge than we had hoped.
- Staff engagement through regular staff meetings, digital communication, and regular check-ins seems positive for those who choose to participate.
- Maintaining what we have has taken precedence over finding opportunities for growth.

Staff Overview

- We employed a total of 57 staff throughout 2022.
- We hired 26 new staff.
- 17 staff left.

Stakeholders

- We completed client/family surveys in 2022. The results were overwhelmingly positive with the exception of two parents.

Health and Safety

- Our incidents with injury remain low. All programs experienced Covid outbreaks through the year, hence the focus on screening and sanitizing. There were no serious accidents or injuries for the year.

Health & Safety

Annual Health and Safety Summary 2022

Program	Critical Incidents	Client Injuries	Staff Injuries	Aggressive Incidents	Drills Completed
Bridges	1	2	1	0	100%
CR Day	0	2	0	2	100%
Gatehouse	5	5	6	37	75%
Soderholm	0	3	1	2	85%
Total	6	12	8	41	Average 90%

- Infection control has been a Health and Safety focus this year with all programs experiencing outbreaks and stepping up their screening and sanitizing protocols.
- Aggressive incidents are high with one individual at Gatehouse accounting for 33 incidents.
- The monthly reporting format and standing drills have been well-received by Supervisors, who find that it keeps them on track and health and safety in the forefront.
- The quarterly meeting format has worked well generating some good discussion around topics such as promoting a culture of reporting incidents and near-misses, the importance of how staff treat each other, practising what to say for 911 calls during the drills, and making the drills meaningful.
- Online education modules on Bullying and Harassment and Racism were added to the mandatory staff training courses. We have a new "in-house" NVCI trainer.
- Due to the nature of the care provided at Gatehouse, Musculo-Skeletal Injury Prevention training was initiated.
- Each program undertook its own health and safety initiatives, specific to its needs.

Bridges Day Program

"Christmas with Mr. and Mrs. Claus" ...

Another year where Mr. and Mrs. Claus made a guest visit prior to opening up presents for our gift exchange.



This was followed by board games/Christmas music and order in Chinese Food for lunch. After lunch, Bev and Friends entertained Bridges with Christmas ukulele music.

Thanks!



Collage anyone?
What interests you?
Pick an area and fill it up with your interests.



Biking on the trails of Cumberland ...
What a great day to spend a fall day!



Fun at the beach....

Additional activities: We also went to the CRA sports center and L' Arche for in-house activities. We get out and about with daily walks and activities to access the community.



Feeling crafty?
What a great and cheap idea using egg cartons/paint/string and a stick.

A busy and productive fall and winter 2022 at Bridges.
All the best to everyone in 2023 from all at Bridges.

Campbell River Day Program

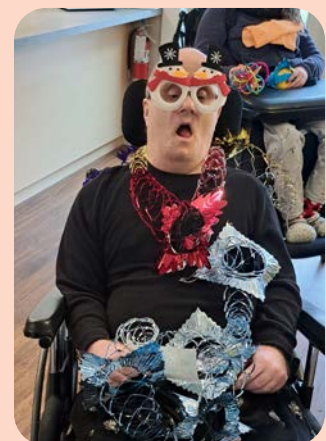


Building on a variety of skills we implemented a check-in that is being practiced weekly using different topics. Wednesday group afternoons have been spent focusing our energies on some peer lead activities that have been a success. A range of art, sign language and wrestling have been amongst the ideas that have been put forward. A wrestling presentation of one person's icon assisted with engagement which resulted in creating our own wrestling belts. Continued movement of our bodies in chair yoga, swimming walking and the gym remain a strong hold of our overall well being and community involvement. Volunteer commitments of posters, shredding and the thrift store have been keeping us busy.



Gatehouse Residence & Day Program

At Gatehouse, it seems we spent our Fall breaking in a new Supervisor and new staff. We've enjoyed the care taken in decorating for all occasions, but we particularly enjoyed doing our tree this year. We welcomed the ukulele group for a carol sing - along! We all enjoy music. Can't wait for warmer weather to spend time outdoors again.



Soderholm Residence & Day Program

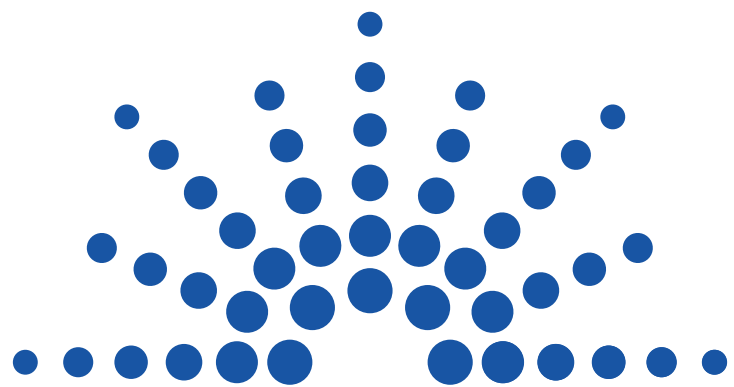


There is nothing better than the Fall air that Autumn brings. It can be a beautiful time of year for walks. The air is getting crisper. Walking the trails seemed to take a lot of our time. The Driftwood Rest Area is just one of the popular trails to visit. Erickson Pond usually has ducks in it, as it is part of the Willow Creek Conservatory. Hagle Park is a nice park to get our exercise in for the day, with a walk around the grounds and a swing on the swings.



We had a 43rd Valentine's birthday to celebrate this past winter. Fun was had with family and staff.

Submitted by: Tracy Black, Supervisor



Future Focus

PROGRAM SERVICES INC

Thanks for Reading!

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