



# Spring/Summer 2023



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[www.futurefocus.ca](http://www.futurefocus.ca)

# Executive Corner

## News From Head Office

It is a new world after Covid and Future Focus is persevering despite the challenges.

Completing well over 50 interviews, we finally reached full staffing at Gatehouse in May. We continue to search and interview for all programs, but it is a new workforce and our kind of work is not as attractive as passive income or online jobs. Working with our clients is not just an income, it needs people with patience, understanding, and a passion for helping others.

Online training is available for staff. There is so much information to ensure new staff know and experienced staff keep updated, we've gone to the online format for many things so staff can do on their phone or any other device when they have a few minutes to complete a module.

We sent out our annual Satisfaction Surveys for Clients, Families and Caregivers. The responses were very positive, though the returns from families and caregivers was less than a third of the surveys sent out. In addition to the regular questions, we were interested in how many people were using our website and our newsletter to keep in touch. Sadly, very few said they were aware of either. We're hatching a plan to have a better internet following.

At the end of June, Bridges was displaced from their home due to a flood with building damage. We were able to relocate the program, so clients only missed a day and a half. The staff rose to the occasion and became instant role models for adapting to change.



# Executive Corner cont'd



Soderholm not only got a new Supervisor, but also enjoyed an indoor facelift with kitchen renos and painting throughout. Welcome to a fresh new look!

We worked hard to prepare for our upcoming accreditation from CARF at the beginning of September. Surveyors from an international board come to observe and see what we do and how we do it to ensure we are meeting the standards set. These standards are updated yearly, so the goal posts are always moving ahead according to what is new and trending in our type of care. The formal results are not back yet, but we know we excelled in the areas that matter the most to us : client care and health and safety.

Bev's role changed from hands-on involvement with the programs to more administrative assistance and projects . Meeting Accreditation standards is an ongoing project, but many of the things we hope to accomplish in the future need a dedicated person to do the exploration part. Being a day-dreamer at heart, Bev says "Exploring how to make dreams come true feels like a good match!"

Preparations are already underway for a big celebration in 2024 to mark 30 years of Service for Future Focus. Stay tuned for more details.

As always, thank you all for everything that you do,

**Doris**

# Family/Caregiver Survey 2023

## Results from Family/ Caregiver Survey May 2023

Survey #	Topic	1	2	3	4	5	% Satisfied	Comments
<b>Safety 1:</b>	<b>Safety at the program</b>	10	2	0	0	0	100	
<b>2:</b>	<b>Safety in the community</b>	8	3	0	0	1	92	
<b>3:</b>	<b>Infection control</b>	8	4	0	0	0	100	<b>Concerned about over-crowding without masks at Bridges</b>
<b>Support 1:</b>	<b>Respect for individuals</b>	10	2	0	0	0	100	
<b>2:</b>	<b>Staff skills</b>	8	4	0	0	0	100	
<b>Communication 1:</b>	<b>From program to family/ caregiver</b>	9	3	0	0	0	100	
<b>2:</b>	<b>Comfort in raising concerns</b>	9	3	0	0	0	100	
<b>3:</b>	<b>General info website</b>							<b>2 yes</b>
	<b>Newsletter</b>							<b>4 yes</b>
								<b>Wants to keep paper option for newsletter</b>
<b>Planning 1:</b>	<b>Lifepans and goals</b>	6	5	0	0	2	92	
<b>Community Access 1:</b>	<b>Opportunities for community inclusion</b>	7	3	2	0	0	83	
<b>2:</b>	<b>Adapted services post-pandemic</b>	6	4	2	0	0	83	
<b>Administrations 1:</b>	<b>Leadership to achieve mission</b>	5	7	0	0	0	100	
<b>Advocacy 1:</b>	<b>Promote self-advocacy</b>	5	6	0	0	1	92	
	<b>Advocate on behalf of individuals</b>	4	6	0	0	2	83	
<b>Totals:</b>		95	52	4	0	6	<b>Average</b>	
		60%	33%	3%	0	4%	94.2	

# Survey Comments

“We appreciate all that Bridges offers.”

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“I believe it should be mandatory for individuals to wear hats to protect face and neck when out in the sun.”

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“Thank you for all your hard work. My daughter loves this program. She is exposed to life in so many different ways.”

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“We can’t envision our family being in a better program!”

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“Thank you for being there for our adult son he prefers Future Focus to any other program he is in.”

Sample size – 39 surveys were sent out to families and caregivers, paper copy by post with stamped return envelope. 13 were returned. This represents 33% of all.

## **Data Collection:**

- The 33% return rate was much lower than anticipated.

## **Analysis of results:**

- More people were Very Satisfied than any other response.
- Adding the Satisfied and Very Satisfied responses gave the satisfaction percentage for each question, with 100% in 7 out of 13 questions.

# Gatehouse Residence & Day Program



Gatehouse was buzzing this spring and summer. Our Individuals enjoyed some wonderful neighborhood walks, seeing the duck pond and watching all the ducks swim and walking around. We even had two ducks that visited us regularly and our Individuals got to feed them. We called them Mr. and Mrs. Duck as they were male and female.

We had several species of birds visit the backyard feeders. One of our families provide us with bird food for the feeders and our Individuals were able to sit on the back patio several times enjoying the visiting birds while listening to music.

We watched our gardens grow beautiful flowers that we had picked throughout the season and make bouquets for the house. Our Individuals were involved in watering the garden and were involved in apple and berry picking from the backyard. Apple sauce was made several times with our harvest. Our Individuals enjoyed the delicious treat throughout the season.

We had several visitors over the spring and summer celebrating some birthdays. The house was decorated and singing and dancing were fun. Our visitors were from Alberta, Nanaimo, Port Alberni, Port Alice and locally.

# Gatehouse Residence & Day Program cont'd

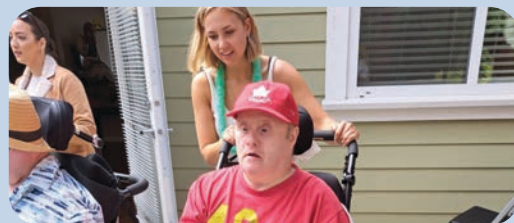
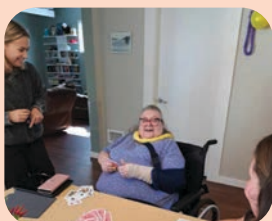
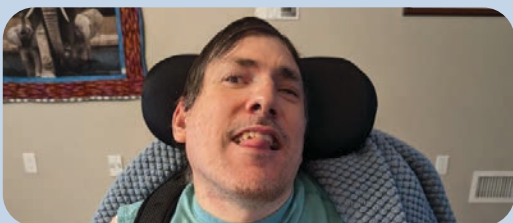
We had a staff appreciation BBQ which was a big hit. Lots of good food, good company and our musical Ukelele friends came to entertain. Fun was had by all the staff and individuals.

Some shopping and walking through the community happened this summer. Some of the Individuals enjoyed shopping at WalMart and going to the other stores in that strip mall.

Some of the individuals attended the BC Days celebration at Riverside Park this summer. Fun with music and being in the sunshine. It was wonderful to be part of the community for this special event.

We had some neighbors visit with gifts of berries for the individuals. The berries were used to make sauce for ice cream. The Individuals enjoyed their ice cream this summer.

Our Individuals participated in arts and crafts over the season and did hand painting to make Canada Day decorations for the house.



# CR Day Program



Swimming, walking, and hitting the gym are some of the ways that we continue to keep active. Visits to various gyms provide choice and a welcomed change of scenery. Singing in the square has been a stronghold of our weekly outings as well as poster delivery within the community. A road trip to Butterfly World, M.A.R.S Bird sanctuary, Parksville Sandcastles and Roberts Lake are some of the destinations we crossed off the list of places to visit.



# CR Day Program cont'd



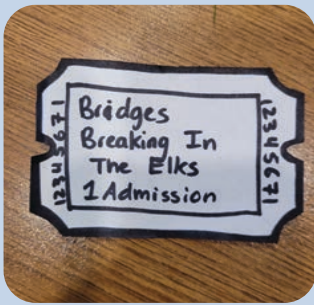
Working diligently on our Badge system has become a welcome opportunity to demonstrate our manners and build communication skills to help us in our day-to-day activities. We hosted our annual summer BBQ and have had a peer presentation on Australia and Egypt specifically focused on King Tut.

# Bridges Day Program

## Bridges Summer 2023 Report

Bridges has had a busy event filled Summer in 2023! Despite the “Flood of 23” we persevered and made it happen.

Here is a picture of our Dance – called “Breaking in the Elks”...so fancy – you even needed a ticket to get in!



A trip to Mars Avian rescue.



With all the great weather there were plenty of walks and outings in the community. A Summer meet up at Miracle Beach with Campbell River day program and Soderholm.

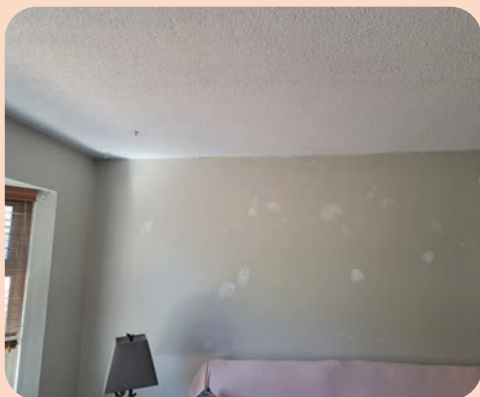


Biking on the One Spot Trail, a Summer meet-up.



We are happy to be back at Bridges and are looking forward to Fall and Winter. First Halloween and costumes and then our Christmas play “SCRINCH”.

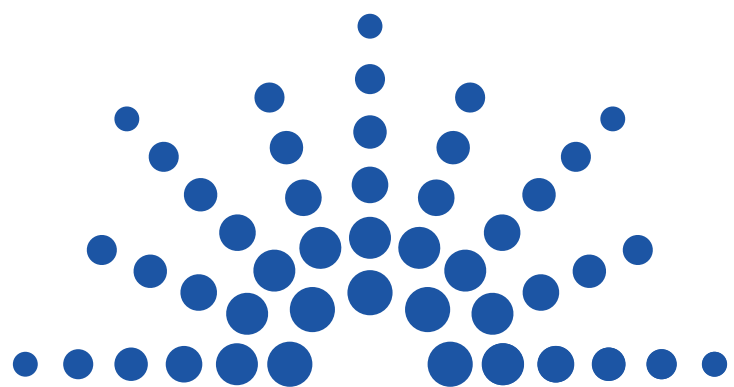
# Soderholm Residence & Day Program



This summer Soderholm has been busy. Kitchen renovations, painting and removal of old items have been amongst the day-to-day activities.

A garden where some fresh vegetables and fruit were harvested has been keeping us moving. A road trip to Butterfly World, M.A.R.S bird sanctuary, Miracle Beach picnic, "Singing in the Square" and a trip to Parksville to see the sandcastles are some of the highlighted activities of the last couple of months.

Singing in the Square has been a fun place to visit as well.



**Future Focus**  
PROGRAM SERVICES INC

**Thanks for Reading!**

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