



# Executive Corner

## CARF Accreditation

We were pleased to receive a three-year accreditation. CARF is an international accreditation body that sets standards for community-based programs throughout the US and Canada. We must be accredited to qualify for funding and staying in business. A three-year accreditation is the best anyone can get, meaning the surveyors thought we were doing great. Thanks to the clients, staff and families who participated in completing surveys, interviews, and your general enthusiasm for making the Future Focus experience a good one!

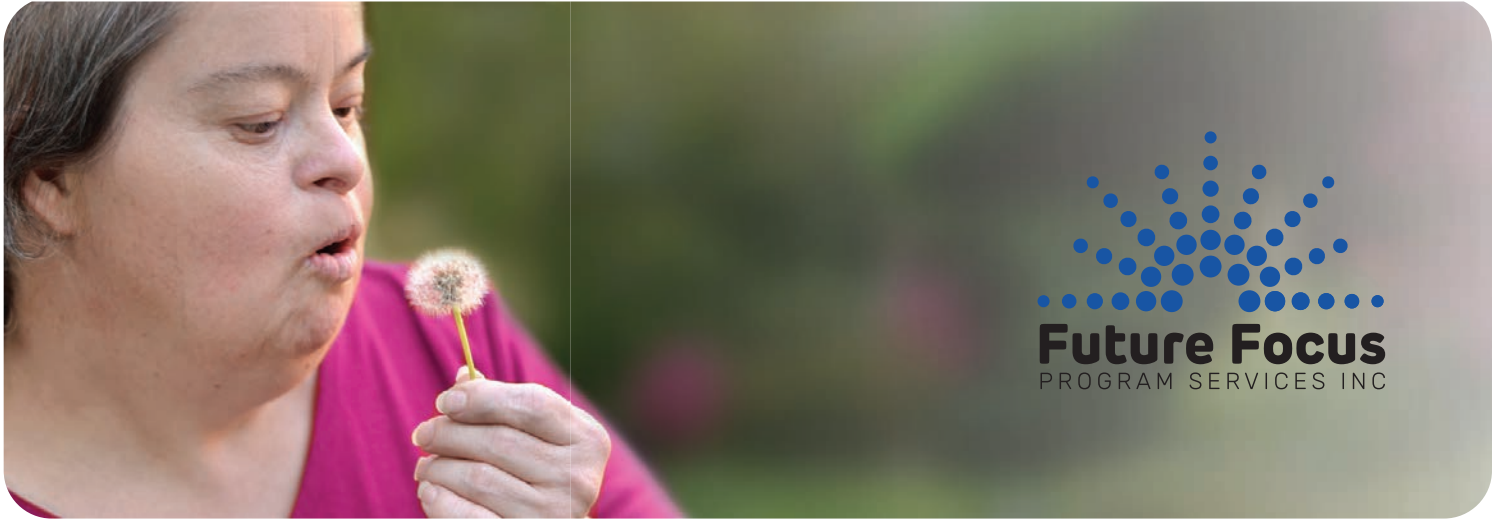
Of course, there are always things we can improve. By speaking up when you think something needs improvement, you're helping us to provide better service. We thank you for speaking up about the good things as well as pointing out how we can do better.

## Proud of Our Resilience

There was an old-fashioned child's toy called a roly-poly, you may be familiar with it. It had a round weighted base, so no matter which way you pushed it, it would always return to a standing position. If you pushed it hard, it would lay down for a few seconds, then sure enough, it would pop right back up. That's what "resilience" is, being able to pop back up when life gives you a push or a knock. Future Focus has been able to deal with its fair share of knocks, learn from experiences, and face challenges we've never encountered before. While other companies, some much larger than us, have closed their doors, we keep on going and we're proud of that.



# Executive Corner cont'd



## Celebrating 30 Years of Helping People Grow

2024 is a special anniversary for Future Focus. It marks 30 years of helping people grow. In that time, we have expanded from one program to four programs in both Campbell River and Comox Valley. We have also seen the trends in care for our individuals change a great deal. Now we focus on building independence, making choices, having a say, and being included in our communities. We have seen a huge improvement in the acceptance of people with all sorts of different abilities in our schools, recreation programs, and our world in general. We are grateful for all the staff who contributed in a positive way to help Future Focus be a successful company with a good reputation for our client care. We are also grateful to our families and clients who chose Future Focus as their care provider.

## Anniversary Cookbook

Do you love to cook? Do you have that one special recipe that you love to make? Clients, families, and staff are invited to contribute to our anniversary cookbook. Share your favorite recipes and have them published. We hope to have the book completed and available in November 2024 (before Christmas).

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

**Doris**

# Annual Report

**An annual report is a “review of last year” both the great things and the hard things that we experienced as an agency.**

## What was great?

Our can-do attitude that helps us continue when other agencies shut their doors

We received another 3-year CARF Accreditation

All programs introduced new activities that were successful

We provided education opportunities for our staff at all levels of the organization

## What was difficult?

It was tough to find staff who wanted to work and wanted to stay

We had some problems with staff not behaving in an acceptable manner

## By Program:

Bridges had a flood and had to move out for 3 months for repair. They adapted well. Their highlight was the trip to Saratoga Beach and Mini golf.

Soderholm had their kitchen renovated and a fresh coat of paint - They have a new supervisor who is doing well. They enjoyed a trip to the sandcastles in Parksville.

Gatehouse went from having next to no staff to a full compliment of staff. We welcomed new immigrants from other countries and enjoy learning about their background. We sold the bus because we had no driver. Clients now use Handidart or Wheelchair taxi to get out in the community.

CR Day started a badge system where clients did tasks to earn their badges. They enjoyed their trip to Parksville to see the sandcastles.

# Annual Report cont'd

## How are we doing?

Every year we make ourselves a report card (called a PMM) about how we're doing in serving our clients. This includes the surveys that we send to clients and families.

## Our goals are:

To continue to keep our clients and our staff safe (based on our client/staff/stakeholder surveys we manage safety very well)

To help our clients meet their life plan goals

To make sure we provide all the services that we are funded for

Life plan goals for our programs – last year, some programs didn't have life plans in place, this year, every one has one and we are all working towards reaching these goals

Service – Even though there were times we were short of staff throughout the year, we managed to provide the services we were expected to provide and still have room in some programs to provide more

Financial – planning for “bumps in the road” – this will help us to continue to maintain providing the service everyone expects of us

**We are proud of what we accomplished in 2023  
and continue to learn, improve, and move forward.**

# Gatehouse Residence & Day Program



As leaves changed and fell, our Individuals enjoyed some neighborhood walks enjoying the cooler weather and ambiance of colors. We also got our fun filled Day Program up and running like gang busters!

We were grateful at Thanksgiving. Everyone was healthy and content. A delicious turkey dinner with the works was enjoyed.

We had a “spooktacular” Halloween. Gatehouse had the best decorations, and we had a party with music, treats, dancing and disguises. Individuals enjoyed the Halloween dance at the Lewis Center.

Once all the fall festivities were done, it was time to get into the swing of Christmas preparations.

# Gatehouse Residence & Day Program cont'd

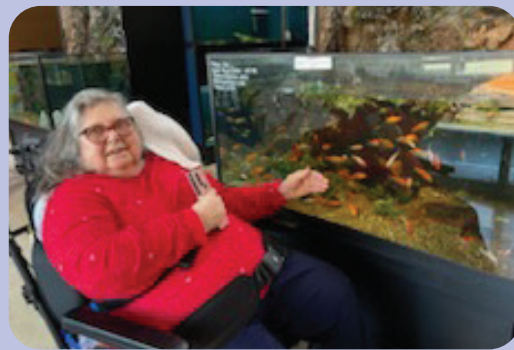
We decked the halls, had a secret Santa give exchange, had several visitors over the holidays, the least of which was Bev's Ukelele group who entertained us with jolly Christmas music. The individuals really enjoyed the music and celebrated in style with their lovely Christmas attire.

A festive Christmas dinner was enjoyed and there were lots of holiday treats to be had.

We are continuing our day program with outings to the library, mall, Walmart, markets, Lewis Center, and providing various home programs such as adaptive bowling, card games, arts, and crafts along with special spa days and book club. We do lots of baking and have playdough fun. We also enjoy our many visitors.

We had a Valentine celebration with everyone in red and Bev's Ukelele band entertaining us with fun love songs. The Individuals enjoy participating and listening to the good tunes.

We are looking forward to what spring has in store for Gatehouse!



# CR Day Program



# Soderholm Residence & Day Program



With the cold dark weather of Fall and Winter, we still managed to have some community inclusion fun by teaming up with our friends at Campbell River Day Program! See how brave we were at Halloween in the haunted house!

Christmas was exciting – we had a delicious Christmas dinner and family visits. Our favourite Christmas activity was going to see the ukelele group play. We love to hear them play for us and try and sing along. Music always makes us happy.

It was pretty snowy this winter, but we just embraced it and went tubing on Mount Washington! Being with friends doubles the fun!

Swimming has become a regular activity, and we love the warmth and feel of splashing and playing in the pool with staff. Thank goodness they are good sports!

Birthdays were celebrated with fabulous decorations and cake of course. The staff have really improved their decorating skills - With our help of course!

We welcome a new staff member to our Soderholm family: Welcome to Cleopatra!



# Bridges Day Program cont'd

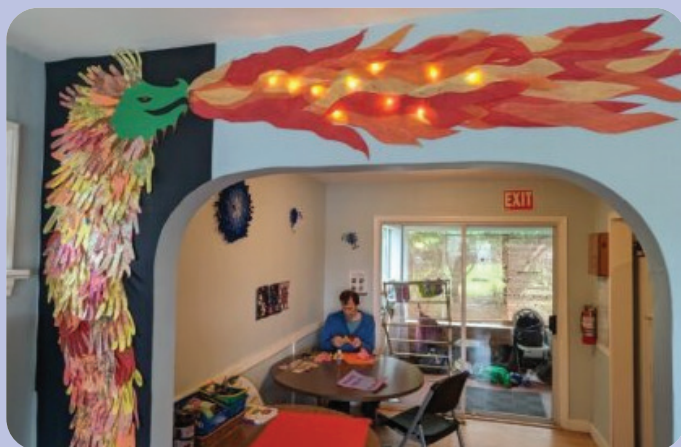
Let's not forget "Scrinch" our Christmas play. A video was sent of the play. Here is a picture of "our very own Grinch".



"I just got a strike!" Christmas bowling courtesy of the Comox Valley Regional District. Thanks for this.



Chinese New Year Dragon complete with LED Lights: every person, clients and staff traced out their hands and this was placed into the Dragon scales. Talk about being creative! Way to go!



Bridges reindeer crafts: Which one is Rudolf?



Rocking the Christmas tunes with Bev and Friends at Bridges.



All of the above illustrate the various activities that occurred and we are already onto planning a spring talent show and spring activities. From all at Bridges may 2024 be our best year ever!



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