



2025 Newsletter



(250) 850-1012

358 Cedar Street, Campbell River, BC V9W 2B2

www.futurefocus.ca

Executive Corner



Executive Corner cont'd

Staff Appreciation!

Our annual staff appreciation day was well attended, everyone enjoyed the games, the food, the location, but mostly each others company.

This annual event is an opportunity for Future Focus to say thank you to everyone and for the staff to connect.



You're Invited to Our Future Focus Staff Event!

*A casual event and dinner for staff,
where we can join together with Employees from all Programs*

**When? Thursday June 26th 2025
2:30 to 6:00pm**

**Where? Ocean Resort Event Center
4384 South Island Highway**

Plan for the evening:

- 2:30 to 4:15pm Games and Socializing
- 4:15 to 4:30 A few words....
- 4:30 DELICIOUS DINNER!



Come enjoy, play, laugh, and eat together!!

We need to know who is attending in order to order the meals:



Please let Kate know whether you are attending or not by June 15th

Please call, text or email Kate:
250.207.8621 or
programdirector@futurefocus.ca

Annual Report

The theme for 2025 seemed to be “Stabilization”.

What Was Great?

- From a corporate perspective, we’re comfortable with how the year went. Yes, there were the usual bumps in the road and challenges, but we felt more confident in facing them. We’re finally over the staffing crises we experienced post Covid and seeking new hires has returned to a manageable number. This represents a more stable workforce.
- There has been a positive shift in general staff attitudes to valuing their jobs and genuine interest in our clients.
- We held a successful staff appreciation event that was well attended and enjoyed by all.
- We have three dedicated and competent Supervisors who can lead their programs well and collaborate with each other, sharing suggestions and experiences for the benefit of all our clients.
- We also kept organized and up to date on our CARF Plan Reviews and Updates. Which means we meet most CARF Accreditation standards on a regular basis.

2026 will be another CARF Accreditation year and we look forward to showing off all the wonderful things that happen when we can help people grow.

We are also working on refreshing the look of our website which will be up and running by Spring of 2026.

Check it out by scanning the QR Code!



Annual Report cont'd

By Program:

- At Gatehouse, the decline and eventual death of a much-beloved resident, drew the staff closer together and brought out some of the most compassionate care ever seen. As we said goodbye at our Celebration of Life, staff took great care in seeing the finest details of her likes and enjoyment were included. A culturally diverse group of staff pulled together and sang some of her favorite songs. It was beautiful.
- At Soderholm, the physical and cognitive decline of one of the residents necessitated new equipment and staff training, which the staff embraced in a positive way.
- CR Day has been steady with a cohesive staff who work reliably well together. Their skill in managing behaviors and anticipating triggers is to be commended.

All programs have tried out and implemented new activities, keeping things fresh and engaging for our clients.

On a corporate level, we reviewed and renewed our Strategic Plan to focus more on doing what we do to the best of our ability, rather than looking to expand, when we may not have the capacity to do so.

We're proud of the systems we have in place to support our staff and to manage difficulties.

Significant expenditures have been made over the year with health and safety as a means of prioritizing expenses. Bridges and Soderholm were the main recipients of spending this year.

The decision is to focus on what we do best and continue to maintain a high standard is a comfortable and low risk goal, given the uncertainty with the global economy.

We opted for an annual newsletter to better include the summary reports from last year to report out to our clients, families, staff, and stakeholders. This information can also be found on our website. We hope you enjoy this version of our newsletter.

Client Survey Results 2025

Gatehouse

Questions:	1	2	3	4	5	6	7	Comments & Suggestions	Want To Do's
	A	S	S	Y	N	A	Y	Comfort in expressing myself	Crafts, parties, visitors
	A	A	A	N	N	S	Y		Parties
	A	A	A	Y	Y	S	Y		Settling in, being well cared for
	A	A	A	Y	Y	S	Y		Settling in, being well cared for
	A	A	A	Y	Y	S	Y		Music, fun, good care
Majority Response From Surveys	5A	4A	4A	4Y	3Y	4S	5Y		
% Satisfaction	100%	90%	90%	90%	80%	90%	100%	Overall Satisfaction	91%

Soderholm

Questions:	1	2	3	4	5	6	7	Comments & Suggestions	Want To Do's
	S	S	A	Y	Y	S	Y		Swimming, walks, singing for fun
	S	S	S	Y	Y	S	Y		Horseback riding, swimming
Majority Response From Surveys	2S	2S	1A	2Y	2Y	2S	2Y		
% Satisfaction	50%	50%	75%	100%	100%	50%	100%	Overall Satisfaction	75%

Bridges

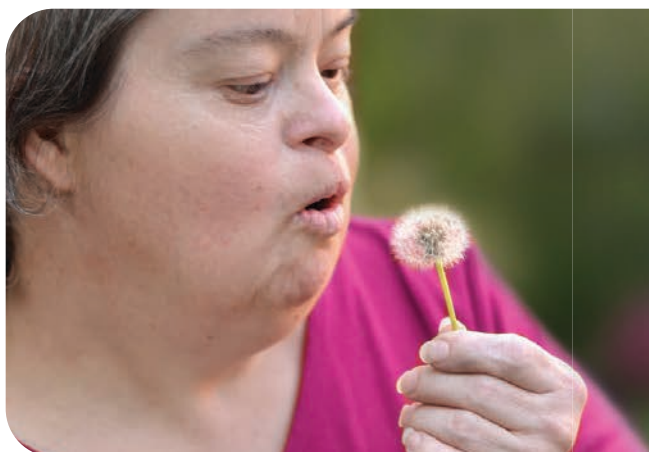
Questions:	1	2	3	4	5	6	7	Comments & Suggestions	Want To Do's
	A	A	A	Y	Y	A	Y		Making friends
	A	S	A	Y	Y	A	Y		Moving into new space
	A	A	A	Y	Y	S	Y	Janitorial crew, crews available to everyone	Old house backyard
	A	A	A	N	Y	S	Y	Client involvement in planning activities	Old house backyard
	A	A	A	Y	Y	A	Y	More outings	Old house
	A	A	A	Y	Y	A	Y		Weeding on crew
	A	A	A	Y	Y	S	Y		Goosespit crew
	A	A	A	Y	N	S	Y		Swimming, cooking
	A	A	A	Y	Y	A	Y	Don't drink coffee all the time	Library
	A	A	A	Y	Y	A	Y		Activities, singing
	S	A	A	Y	Y	A	Y		Activities
	S	A	A	Y	Y	A	Y	Bigger backyard	Dance parties
	A	A	A	Y	Y	A	Y		Exercising crew
	A	A	A	Y	Y	A	Y		Crafts, going out doing fun things
	A	A	A	Y	Y	A	Y		
	A	A	A	Y	Y	A	Y	Be more polite, go hit golf balls	Crew, joking with staff
	A	A	A	Y	Y	A	Y	More leisure time	Everything
	A	A	A	Y	Y	A	Y	Go on crew more	Helping other people
	S	A	S	Y	Y	A	Y		Being around people I know. I like the staff and the environment
	A	S	A	Y	Y	A	Y	More acting	Trip to bird sanctuary
Majority Response From Surveys	5A	4S	4A	5Y	5Y	5A	6Y		
% Satisfaction	93%	66%	84%	93%	93%	93%	100%	Overall Satisfaction	91%

Client Survey Results 2025 cont'd

CR Day

Questions:	1	2	3	4	5	6	7	Comments & Suggestions	Want To Do's
	A	A	A	Y	Y	A	Y	More treats	Gym
	A	S	A	Y	Y	A	Y	New activities	Wavepool, walk at campsite
	S	S	S	N	N	S	Y		Support
	A	S	A	Y	Y	A	Y		Mt Washington
	A	S	S	Y	Y	A	Y		Typing, watching globe treks
	A	A	A	Y	Y	A	Y		Wavepool
Majority Response From Surveys	5A	4S	4A	5Y	5Y	5A	6Y		
% Satisfaction	93%	66%	84%	93%	93%	93%	100%	Overall Satisfaction	91%

A: Always | S: Sometimes | Y: Yes | N: No/Never



Client Survey Results 2025 cont'd

Total All

Questions:	1	2	3	4	5	6	7
Majority Response From Surveys	27A 5S	25A 7S	28A 4S	30Y 2N	29Y 3N	21 A 12S	32Y
% Satisfaction	92.5%	89.5%	94%	97%	95.5%	82%	100%

Process:

The survey questions reflect the CARF input requirements. The client version is a simplified version of the family and caregiver survey, focusing on the same important issues.

The client surveys were provided to all programs with the Supervisors tasked in ensuring all clients had an opportunity for input and were adequately supported by staff where needed.

The scores were calculated as follows:

- $100 / [\text{number of clients surveyed by program}]$ for points per Yes. $100/[20]=5$ points for Yes
- Points/2 for midway answer eg $5/2=2.5$ for Sometimes
- Total points for questions 1-7 /7 for overall program total % for program satisfaction

All responses totaled and averaged for overall percentage.

All calculations performed by same person for consistency.

All written comments reviewed by one person for consistency.

Results are reviewed by Executive Team. Any results below 4 are reviewed by program with the Supervisors and shared with staff. If needed these are added to program Quality Improvement Initiatives.

Shortfalls in data collection:

Several of our clients are unable to speak for themselves, which can skew the outcome of data. Going forward, we will review how to best receive feedback from those clients.



Client Survey Results 2025 cont'd

Analysis:

There were no “totally dissatisfied” responses.

Bridges has the highest number of clients, with the highest satisfaction rate. A repeated theme was that they missed their old back yard, even though it did not answer the question “what was your favourite thing about your program over the past year?”

CR Day while the overall was good at 91%, of significance is the 66% rating for “feeling respected”. Last years’ rating was similar, so we need to develop an action plan to address this. See CR Day Quality Improvement Plan.

Soderholm with only 2 clients had the lowest rating. This will require closer review with the Supervisor and whoever was assigned to fill out the responses on their behalf.

Gatehouse has one client who could speak for herself. She also rated respect and respectful communication as a “sometimes” not “always” which is important to note.

Conclusion:

The overall rating was high with most clients satisfied.

Follow-Up Plan:

- Review responses of non-verbal residents at Gatehouse & Soderholm.
- Develop a plan with CR Day Supervisor/Staff to address concerns about not “feeling respected”.

Financial Report 2025

Financial Report for Sharing with Stakeholders

1) Capital Expenditures to Meet Our Strategic Goals

Goal	Purchase & Price	Program & Date
Health & Safety of Staff & Clients	Security Fencing: \$4,000	Bridges: March 2025
	Retaining Wall & Fencing: \$20,000	Soderholm: July 2025
	Ramp: \$16,000	Soderholm: Nov 2025
	New Truck: \$30,000	Bridges: March 2025
Building Maintenance	Exterior Painting: \$10,000	Bridges: June 2025
	Interior Painting: \$2800	Gatehouse: Oct 2025

2) Staffing:

- a. Total Cost of Wages: 2.1M
- b. Benefits: \$80,000
- c. WorkSafe premiums: \$82,000
- d. Grievance/Arbitration Settlements: \$4000

3) Did We Operate Within Our Budget? **YES!**

Describe any unexpected variances that had an impact on the operating costs this year:

- Reductions in funding:
 - Gatehouse: Vacancy for 5 months: \$60,000
 - Gatehouse: Out-sourced day programming: \$15,000
- Unexpected amount of work required to keep the Bridges building safe from the unhoused populations: fencing, safety patrols to mention two, have made a dent in the operating costs
- Grocery expenses for both residences have risen
- Rising cost of medical supply expenses

4) General Comments:

How we did this year compared to last year & new initiatives we're planning on funding in the upcoming year:

Even with the reductions in funding, we managed to stay on course and complete the initiatives we had planned. Rising costs for groceries and medical expenses are expected due to inflation etc.

Family/Caregiver Survey 2025

Results from Family/Caregiver Survey 2025

Survey #	1 Most Satisfied	2	3	4	5 Least Satisfied	% Satisfied
Safety 1:	7	2	0	0	0	94%
2:	7	3	0	0	0	93%
Respect 1:	7	2	0	0	0	94%
Staff Skills 1:	6	2	1	0	0	89%
Communication 1:	6	2	1	0	0	89%
2:	6	1	1	0	0	89%
Planning 1:	6	2	0	1	0	88%
Community Inclusion 1:	6	2	0	1	0	86%
Fulfill Mission 1:	6	2	1	0	0	89%
Self Advocacy 1:	6	2	1	0	0	89%
Accessibility 1:	7	1	0	0	1	86%
Total Responses:	70	21	5	2	1	
Overall Satisfaction:	92% Overall Positive			8% Overall Negative		



Survey Comments

“We are happy with the program and staff. Our son likes to go there.
Thankful for a place for him while we are at work.”

“We are new to town and appreciate your support for our son.”

“I think it should be mandatory for individuals who work on crew
through the summer months to wear appropriate hats to protect
their face, heads and necks from sun damage.”

“Please keep up the wonderful work you do each day.”

Process:

Surveys were sent to families/caregivers with self-addressed stamped envelopes to return. Results were recorded and counted.

Answers were divided into positive and negative. “Don’t know’s” were discarded but included in the total responses. 92% were satisfied, 8% were dissatisfied.

Analysis of Results:

- This year’s response rate is lower than most years.
- Most were very satisfied. One person responded to many questions with dissatisfaction but left no comments.

Performance Measurement Report 2025

Results from Performance Measurement 2025 Report

Indicator	Target	Bridges	CR Day	Gatehouse	Soderholm
Lifepans in Place	100%	100%	100%	100%	100%
Individuals Meeting Their Goals	80% Individuals 75% of the Time	Met Target	Met Target	Met Target	Met Target
Opportunities for Community Inclusion	As Often As Possible	Daily	Daily	Daily	Daily
Service Levels	95%	97%	97%	Care: 100% Day: 96.7%	Care: 100% Day: 98.5%
Financial Reconciliation For Programs	100%	100%	100%	100%	100%
Vacancies	0	2	2	0	0
Staff Hires	1	1	0	3	1
Staff Vacancies at Year End	0	0	0	0	0
Client Surveys	80% Satisfaction	93% Satisfaction	-	-	-
Family Survey	80% Satisfaction	92% Satisfaction	30% Return Rate	-	-

How Are We Doing?

- Our clients all have a goal-oriented plan in place and are meeting their goals
- Our clients have opportunities for community inclusion
- We've met our service delivery targets in all programs
- We're reconciling program finances on a monthly basis
- We hired 5 new staff, which is down from previous years
- We were fully staffed at year end
- Our surveys for both Clients and Families were very positive

Gatehouse Residence & Day Program

Gatehouse Residents celebrated all special occasions this year with parties full of decorations, food and music. We have had family and friends and musical guests visit and partake in our celebrations.

Our staff and Individuals said goodbye to one of our beloved Individuals and had a celebration of life for her, decorated in red, her favourite colour.



Some of our Lovely Staff



Newest Resident to Gatehouse



Christmas Elves



Valentines Day Spread

Gatehouse Residence & Day Program cont'd



Halloween Visitors



Men at Work



Reading For Fun

We had several NIC students for practicums and preceptorships who learned a lot here at Gatehouse. They were a fun and helpful addition to our team this past year.

Gatehouse underwent some interior redecorating this year. Our new kitchen renos really brighten up the house. The inside of the house was repainted and really freshened things up.

Our team and Individuals welcomed three new Individuals to our Gatehouse family. We have enjoyed getting to know and care for them this past year.

Some of our Bridges participants regularly visit Gatehouse to share their love of reading. They spend time reading with residents who find reading independently challenging, creating meaningful connections while bringing stories, conversation, and companionship into their day.

Gatehouse Residence & Day Program cont'd

We have had some staff move on while we welcomed new staff to the team. It's been a wonderful experience have a multicultural team and learn about other places in the world.

We have collaborated a great deal with our sister program, Bridges. We have built lasting friendships during our Book Club days, baking times, Halloween visits, decorating visits, Christmas card making, and so many more fun times we've shared.



A Mother's Love



More Dress Up



St. Patrick's Day



Bridges Visit

CR Day Program

The program remains a busy place! Lunch outings as a group at a restaurant, poster delivery, on-stage performances, Re-Store volunteer positions, leading karaoke at the Community Centre, community garbage pick-up, and even guiding individuals in scanning of their own cards when going to the pool or Sportsplex. These are all some of the continued supports offered to individuals to assist with their success in participating in our community.

Program-wise, the biggest transition occurred at Bridges where they faced the challenges of a new building and claimed it as their own. The new Supervisor implemented a more structured Day Program Plan that has been successful, both for clients seeking more variety in activities and staff being more clearly directed what activities to engage in.



Beach Fire



Police Car Ride



Halloween Outing



Summertime at the Pier



Making Friends



Ain't Life Grand!

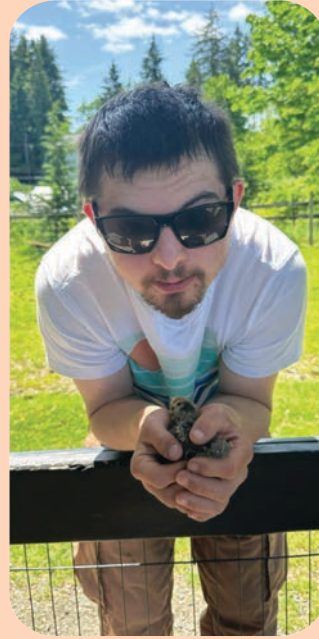
CR Day Program cont'd



In Focus



Fun Day Fishing



Hanging on to
Baby Chicks



Pumpkin Patch Party

With our support, one of our individuals has been able to steadily hold on to a volunteer position at the Re-Store. When the Re-Store presented her with a gift card in recognition of her volunteer contributions, she proudly reported that she had “earned a paycheck” with a very prideful expression on her face! Staff explained that the gift card was a token of appreciation for her dedication and hard work. Given her hardships with maintaining employment, receiving compensation for her efforts, even in this form, represented a significant personal achievement.

To continue to offer choices to our folks, staff have strategized a "Swimming Lap's" documentation process which has resulted in an increase in this activity. There is an enjoyment and pride that is palpable when you inquire as to "How many laps were you able to do today?" This has tied well into our badge system, utilizing opportunities to encourage positive behaviours. Simple tasks often yield the best results when aligned with a person's preferred activities.

Soderholm Residence & Day Program



Hay Ride



Soderholm Residence & Day Program cont'd

Soderholm is a place like no other. Upon arrival all parties are greeted with a welcoming that is second to none! Implementation of the Handy Dart to access community is the newest way in which we are engaging with our community.

Horseback riding, Singing for Fun, Pedicures, Lunch Outings, and attendance at gatherings hosted within the specialized recreation community are all ways that we are showing up.

Some new experiences involve multiple trips to have a pedicure experience at a salon as well as an at home massage!

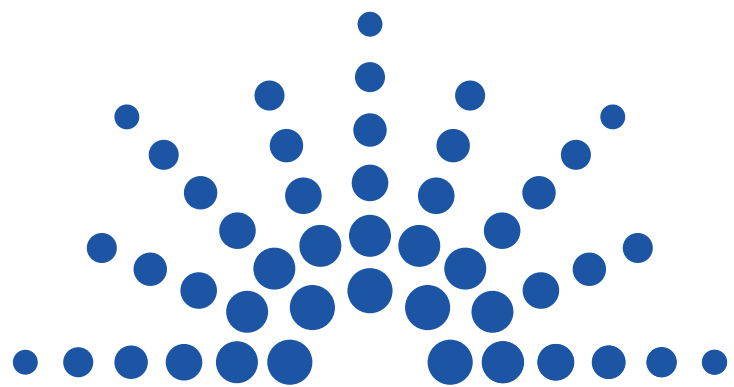


Soderholm Residence & Day Program cont'd



Bridges Day Program





Future Focus
PROGRAM SERVICES INC

Thanks for Reading!

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