

# Outcome Management Report

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## Trail Association for Community Living



2016-2017

Authored by: Nancy Gurr

# *Outcomes Management*

## *2016-2017*

### ***Part 1 contains:***

*3Year Strategic Plan*

*Budget & Financial Review*

*CSSEA Employment Survey*

*CLBC Employment Report*

*Program Goals*

*Demographics*

*Cultural Competency & Diversity Plan*

*Reportable Incident Review*

*Annual Summary H&S Committee*

## **What is an Outcomes Management Report?**

An Outcomes Management Report helps the Trail Association for Community Living leadership look at our current practices and report to the people we support, families, and staff and community partners on:

- What has happened over the past year?
- The challenges and successes we have had
- Plans for the upcoming year 2017/2018

## **Introductory Message:**

This report represents our Outcomes Management Report, which summarizes our efforts in continually improving our services to meet the needs of the individuals we support.

The Performance Improvement process includes us asking for feedback from our entire stakeholder the individuals we support, their families and support networks, staff, community partners and our funders. We take this input, review it, and set goals for improvement, and then evaluate how we are doing in meeting those goals.

Every October, we then start the process again, by asking for input from our stakeholders.

## **How do we get the information we need to complete the Outcome Management Report?**

The Trail Association for Community living used three different methods to collect information; surveys, interviews and file reviews. Data was collected in accordance to TACL's guidelines for confidentiality. Interviews are offered as an alternative to the survey process for persons served, providing an opportunity for the individual to verbally express their opinions. We also use alternatives to verbal communication e.g. Pic pictures, communication boards etc. when a person struggles with verbal communication.

File Reviews provide access to documentation that supports the measurement of the outcome or is an additional measurement to the survey question.

Surveys were circulated in a variety of ways that included the email of survey links, mail outs, handouts, telephone interviews and direct interviews using an Advocate approved by persons served.

***We would like to sincerely thank each and every person that has taken the time to give us feedback.***

### **We are an Accredited Agency**

In April of 2016, the Trail Association for Community Living attained a 1-year, accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).

CARF-accredited programs and services have demonstrated that they substantially meet internationally recognized standards. CARF accreditation means that an organization has made a commitment to continually enhance the quality of its services and programs and its focus on the satisfaction of the persons served.

### **What is CARF?**

CARF is an international, not-for-profit organization that accredits human services providers. Founded in 1966 as the Commission on Accreditation for Rehabilitation Facilities, the accrediting body is now known as CARF.

### **What is accreditation?**

Accreditation is a process that demonstrates a provider has met standards for the quality of its services. CARF establishes these standards to guide providers in offering their services. CARF also uses the standards to evaluate how well a provider is serving people and how it can improve.

### **What is a CARF survey?**

As a step toward accreditation, a provider invites CARF to send a team of professionals, called surveyors, to visit its site and evaluate its services for quality. The surveyors consult with staff members, interview people who use the provider's services and review policies and procedures. Based on the surveyors' review, the provider may be awarded CARF accreditation for one or three years. In some cases, the provider may need to improve its services before it can become accredited.

### **Message from the Executive Director**

Welcome to our 4<sup>nd</sup> Outcome Management Report. As we stated our last Outcome Management Report, the Outcome Management Report is a measurement of our collective efforts over the past 2 years to improve the services and supports we provide to the individuals we support and their families.

I am happy to report that we submitted our Annual Quality Improvement Plan in 2016 and it was accepted, TACL has completed the requirements for maintaining accreditation status until June 2017. The Board and TACL staff continues to work through the goals established in our Three Year Strategic Plan. The Board of Directors met in October 2016 to review goals and brainstorm new goals for 2017 at their Annual Board Retreat. The Board and TACL Management and staff will be meeting in May 2016 to develop new Goals for Programs. Our vision for 2016 - 2017 will focus on empowering and supporting the people we serve to advocate for their rights and, access community inclusion activities and secure meaningful employment. Thank you all for your continued Support.

Nancy Gurr  
Executive Director  
Trail Association for Community Living

As you read through our plan, you will see that for each program area, we will measure goals based on Effectiveness, Efficiency, Access and Satisfaction. The following defines what we mean by these terms:

***Effectiveness:*** A measure that looks at the direct impact of our services on Person's served

***Efficiency:*** A measure that looks at how well we do with the resources we are provided (funds, staffing, time, etc.)

***Service Access:*** A measure that looks at barriers that exist in accessing our services or moving through our service system.

***Satisfaction:*** A measure that reflects how satisfied people are with our services.



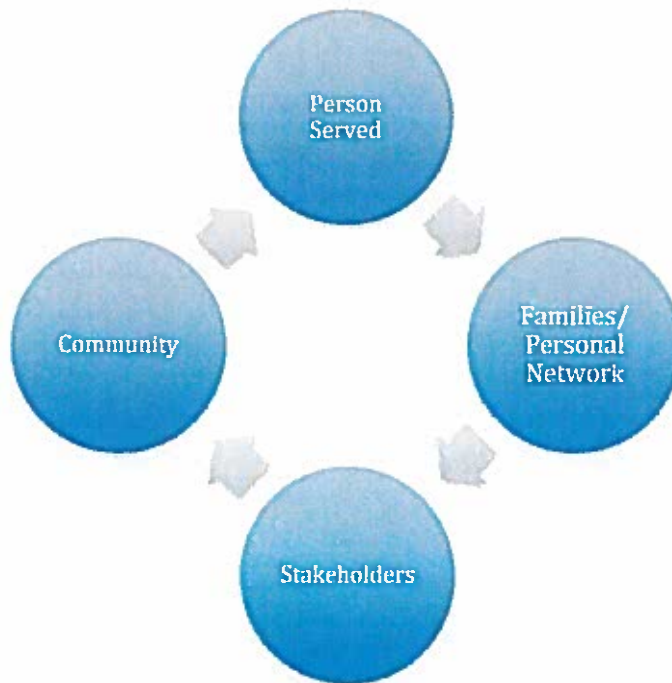


## Understanding this Report:

It is the goal of the TACL that everyone can access and understand this report. This report is like a report card. It says what we do and how we do it. It tells what we think we do well and what we want to do better.

If you are having trouble understanding or reading what is in this report, ask a friend, support worker or family member for help in reading this report. Or call our office for assistance; our phone number is (250) 368-3503. In August our new assessable website will be up and running! There will be an audio button to push so you can have the report read to you.

TACL will schedule an afternoon review of this report for persons served and their families and friends, during this review staff will read the report out loud and talk about what the report means to the persons served and their families. Persons served will have the opportunity to ask questions about the report. During this review, staff will also review the website on the big screen, we will be requesting ideas to improve this site.





### **Plan to Communicate Report**

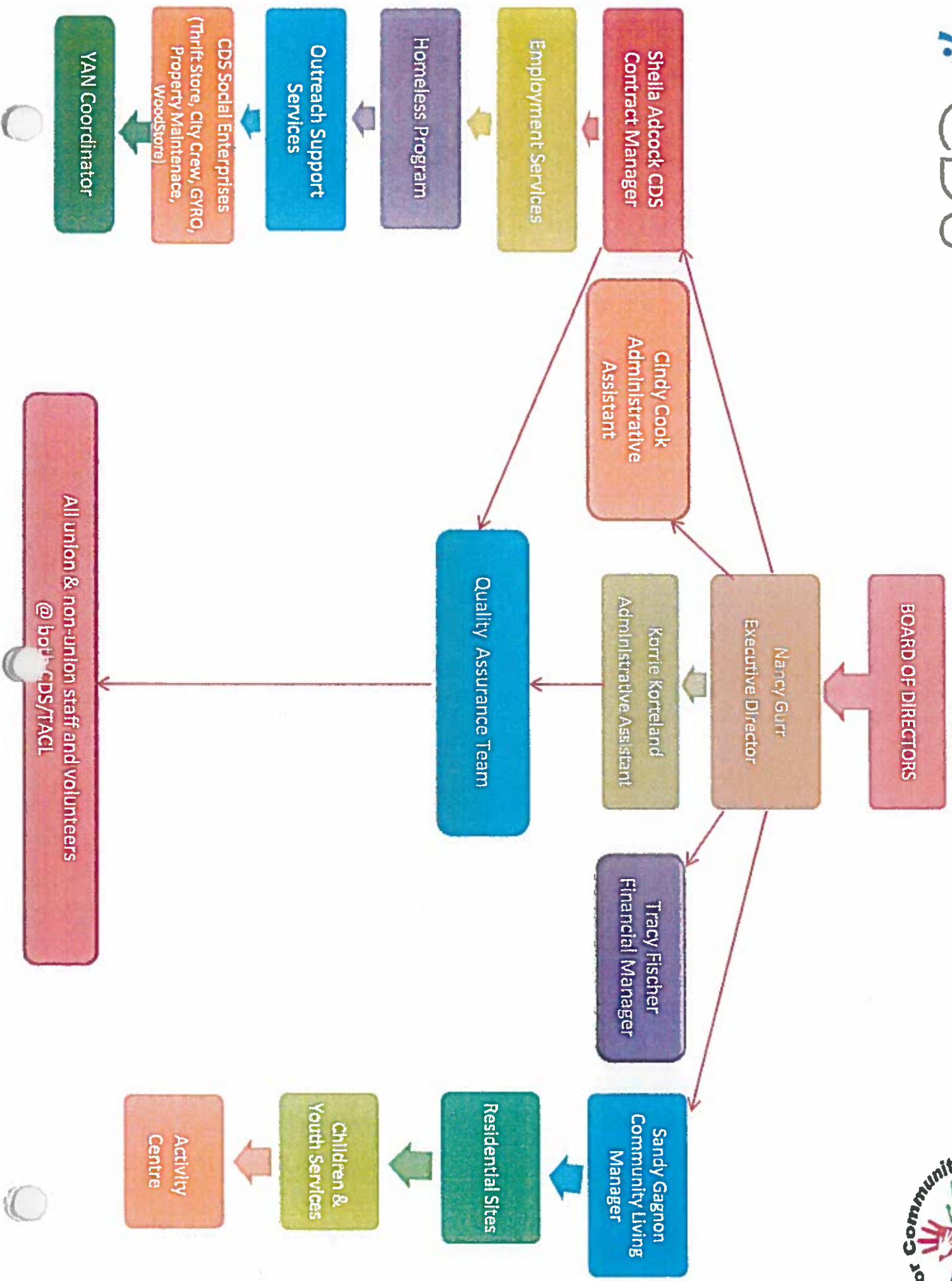
#### ***Internal***

- The Outcomes Management Report is distributed to the Board of Directors for review.
- Presentations will be made to all Program Coordinators, and in turn to program staff.
- Summaries of highlights will appear in the TACL News Links newsletter, and will be included in the agency's website.
- Staff will assist persons served to access this report on our website and assist persons served to read or have the report read to them.

#### ***External***

- Announcement of the completion of this plan will be in our Spring TACL News Links Newsletter and announced at our Parent/Caregiver meeting.
- Copies of the report can be found on our website.
- Copies will be available at request upon the administrative office of the Trail Association for Community Living.

# TACL Organization Chart 2017



**We met as an organization for our strategic planning session.**

**We reviewed and revised our mission and vision statements and our service principles remained the same**

### **Mission, Service Principles and Vision**

In carrying out its work, the Board is guided by TACL's Mission, Service Principles and Vision.

#### **Mission Statement**

TACL..... TAKING DOWN WALLS

#### **Service Principles**

We will create services consistent with the needs of individuals.

We will create opportunities for those in the individual's personal network to assist the individual to define their support needs.

We will create an environment where staff members see their role as supporting the needs and aspirations of the individual.

We will empower staff teams to be cohesive, highly motivated, focused, trained and committed to the Mission of the Association.

#### **Our Vision Statement**

A progressive organization committed to providing quality services to individuals with diverse needs

See attached Strategic Plan and SWOT Analysis

# 3 Year Strategic Service Delivery Plan

Trail Association for Community Living  
2017 – 2020 (3 Year Plan)

ONE  
PAGE  
PLAN



vision

*A progressive organization  
committed to providing quality services to individuals with diverse needs.*



mission

## **TACL . . . Taking down walls!**



objectives

1. Sustain existing growth and budget figures over the next fiscal year.
2. Meet an 80% success rate for client goals for 2017-18.
3. Increase individual attendance accessing programs by 20% during 2017-18 year.
4. Maintain a standard of service satisfaction rate of 80% annually from program participants.
5. Maintain a job satisfaction rate of 80% annually for employees.
6. Increase the response rate by 25% from the Annual Satisfaction Survey by employees & stakeholders.
7. Decrease the incident reports by staff by 10% for 2017-18.



strategies

1. Improve internal communication by holding bi-annual events for entire organization, by showcasing program highlights at each other's staff meetings, and by being intentional with scheduling flexibility.
2. Improve quality of service by offering training that meet the needs of staff, by offering client-centered and consistent delivery of services.
3. Improve staff recruitment by developing a plan including identifying desirable skill sets, by ensuring effective advertising and by lobbying gov't for competitive wages.
4. Increase community awareness by building social media presence, developing a relevant marketing plan and coordinating an annual awareness event.
5. Take down internal walls by hosting a cultural appreciation event twice yearly, by having an annual agency-wide staff social and by switching up staff schedules.
6. Becoming Employer of Choice by having selected employees promoting organization, by maintaining a current "Did you know" fact sheet and utilizing more flexible staff schedules.
7. Recruiting quality board members by utilizing a set criteria of skills to guide qualified individuals, by current member of board promoting the effort and by leveraging staff and boards' network
8. Secure funding by being on top of industry grants and dollars available, by exceeding deliverables and by meeting accreditation standards.
9. Increase alternative living options by maintaining an active list of available housing, by maintaining and building rapport with local landlords and by consistently identifying diverse housing options for all.

### **Quarter 1 (April 1 – June 30/17)**

- Create committee for staff only event by April 30<sup>th</sup>. (Lead - Korrie)
- Develop a schedule and criteria for the Showcasing Program by May 31<sup>st</sup>. (Lead – Kristin)
- Continue to build out quarterly training plan & identify staff for participation by April 30<sup>th</sup>. (Lead Nancy/Sheila)
- Establish Marketing Committee & dev. annual promotion & marketing plan by May 15<sup>th</sup>. (Lead Tracy/Sandy)
- Ensure board is actively planning Board Recruitment and executing by June 30<sup>th</sup>. (Lead Nancy)
- Identify funding option and develop work plan for cluster housing option by April 30<sup>th</sup>. (Lead Sheila/Gail)

### **Quarter 2 (July 1 – Sept 30/17)**

- Create work plan for staff only event by May 31<sup>st</sup>. (Lead - Korrie)
- Continue to build out quarterly training plan & identify staff for participation by July 31<sup>st</sup>. (Lead Nancy/Sheila)
- Plan and host 'Sleeping under the Bridge' event for September '17 by Aug.15<sup>th</sup>. (Lead Sheila)

### **Quarter 3 (Oct 1 – Dec. 31/17)**

- Continue to build out quarterly training plan & identify staff for participation by Oct.31<sup>st</sup>. (Lead Nancy/Sheila)
- Explore options and staff commitment for moving toward more flexible schedules by Dec.31<sup>st</sup>. (Lead Nancy)

### **Quarter 4 (Jan 1 – March 31, 2018)**

- Continue to build out quarterly training plan & identify staff for participation by Jan.31/18. (Lead Nancy/Sheila)



action plans

# Trail Association for Community Living

STRATEGIC PLANNING SESSION

February 9, 2017 – 8:30 to 3:30 pm



## STRENGTHS – WHAT THE ORGANIZATION DOES WELL?

Staff – core to success	Problem Solving ability	Open to change
Staff – commitment – willingness to step-up	Diverse – everything – open door policy	Flexibility – ensure solutions and change things
Programs	Long history//Respect of the community	Dedication to community and clients
Have established assets in community	Really grown – responsive to and filling the community needs	Ability to respond to service needs/Funder requests
Community inclusion	Strong Stakeholder relationships	client-centered
Long-term employees	Benefits	

## WEAKNESSES – WHAT DOES THE ORGANIZATION OVERDO OR NOT DO?

Board recruitment – keeping a full board	Staff – no buy-in to extra work – not funded	Role – clarity with extra staff
Staff not gender balanced/trained	Huge growth	Ability to stay ahead of the demands
Potential burnout with demands on staff	Recruiting – hires coming from LTCare program / focus of training not aligned w/current needs of org	Low competitive wages \$16.40 vs. 18.60 Living wage
Staff in program areas separated by weekday - weekend scheduling	Employees are not recognized as professionals because of clientele – culture is shifting but not there yet	Collective Agreement hindering wages for those unionized.
No volunteers to support fundraising activities	Lack of cost-effective training and ability to back fill for staff/clients	Lack of cost-effective transportation for clients
Technology (staff/funder expectations)	Lack of connectedness between program staff	Marketing-Awareness in community
<ul style="list-style-type: none"> <li>• Cell phones/computers</li> <li>• Resistance to learning new things</li> </ul>	<ul style="list-style-type: none"> <li>• Silos</li> <li>• Communication issues</li> <li>• Lack of understanding what each other does</li> </ul>	
Board burn out	Lack of family assistance – buy-in from parents	

SWOT Analysis

# Trail Association for Community Living

STRATEGIC PLANNING SESSION

February 9, 2017 – 8:30 to 3:30 pm



## OPPORTUNITIES – WHERE ARE THE GAPS?

### Child & Youth Care

- Expand Workshop/training
- Flexible scheduling
- How?
  - solution-based agenda
  - child care available
  - food
  - using social media to share information & participate

### Funding Opportunity

- Program growth – internal/external needs
- Event coordinator
- Someone dedicated to market and plan events
- Focused hiring

### Technology

- Opportunity to share vision and access to common information
- Assist with cohesion and organization's communication

### Bridging the Gap

- With staff of TA CL and CDS (all program groups)
- Management staff is committed to making this work
- Explore scheduling – optimizing relationship efficiencies / using fit and compatibility

### College

- Leverage this relationship to increase opportunities for recruiting staff
- Continue to participate in Advisory Planning Committee
  - Influence classroom content/training
  - Promote practicums and opportunities with TA CL/CDS
  - Utilize this relationship for free advertising/marketing

### Recruitment Strategies

- Develop consistent attraction/recruitment messaging

### SD 20/8

- Leverage outreach to guidance counsellors
- Service hours

### More linking with community agencies

- Increase training/professional development opportunities
- family opportunities - CYC programs

### Community Events – building awareness and engagement

### Cluster Housing

# Trail Association for Community Living

STRATEGIC PLANNING SESSION

February 9, 2017 – 8:30 to 3:30 pm



	<p>Online Training – Open Future Learning – staff specific/side by side</p> <ul style="list-style-type: none"> <li>• Cost effective (26 people/month can be signed in at once)</li> <li>• Able to compensate those without access</li> <li>• Certificates awarded</li> <li>• Includes topics such as:             <ul style="list-style-type: none"> <li>○ Abuse Prevention</li> <li>○ Getting Started in role</li> <li>○ Boundaries</li> <li>○ Documenting</li> <li>○ Employment support tools</li> <li>○ Rights</li> <li>○ Sexuality</li> </ul> </li> </ul> <p>In-service training</p> <p>Ability to be ahead of Trends</p> <ul style="list-style-type: none"> <li>• Increase competitiveness</li> <li>• Manage growth in number of clients being identifies</li> </ul>
<p><b>Business Activities</b></p>	<p><b>In order of Importance:</b></p> <ul style="list-style-type: none"> <li>14 Improve internal connectivity and communication</li> <li>13 Improve Quality of services</li> <li>12 Develop recruitment plan</li> <li>11 Becoming Employer of Choice</li> <li>11 Increase Community Awareness</li> <li>10 Taking down internal walls (internal culture and diversity)</li> <li>9 Attracting quality board members</li> <li>9 Increase residential opportunities /alternative housing</li> <li>9 Secure funding</li> <li>8 Leveraging staff strengths</li> <li>7 Increase fund raising 6 Increase family engagement</li> <li>6 Responding to needs</li> <li>5 Increase Stakeholder buy-in</li> <li>3 Become the community resource; Go-to Organization</li> </ul>



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<http://www.taclkootenays.com>

## 2 Year Financial Comparisons to March 2017

1. See attached 2015-16 Budget & 2016-17 Budget as compared to year end.
  - a) 2015-16:  
**Revenues**-increased subsidy @ Willow and Community inclusion contracts, sale of Columbia House- Large Donation from Teck of \$30000 for Homelessness project  
**Expenses**-Willow House renovation to reopen, Renovations to Community Inclusion Centre(CIC) were major factors in expenses otherwise stayed on track with budget. Increase in wages due to increase in subsidies
  - b) 2016-2017:  
**Revenues**-  
Increase in contracts both residential and Community inclusion  
New program contract-Job Creation project which continues into next fiscal year to July and Homeless Partnering Strategies  
**Expenses**-  
Job Creation Project budget at the CIC includes funding which increased Repair/ Maintenance and Willow House renovation for new resident additional expenses under renovation and Equipment repair. CLBC included some subsidy for renovations  
Wage increase due to increase reflected in new contracts.  
Transportation costs have increased dramatically due in part to increased community Inclusion contracts in many outlying areas. Funding for transportation has increased within the contracts to accommodate for this expense.
2. Revenue & Expense Comparison Charts as attached:
3. 2017-2018 Budget Approved March 22, 2017 by the Board of Directors

Should you have any further questions please feel free to call the office.

Thank You



# Revenues 2016-2017

Product	Mar-17
Subsidy	\$ 3,959,924.00
Donations/Fundraising/grants	\$ 68,235.00
Store Sales	\$ 62,395.00
Support/Rent	\$ 171,081.00
<b>TOTAL</b>	<b>\$ 4,261,635.00</b>



- Subsidy
- Donations/Fundraising/grant
- Store Sales
- Support/Rent



# Revenues 2015-2016

Product	Mar-17
Subsidy/Contracts	\$ 2,967,959.00
Donations/Fundraising/grant	\$ 157,633.00
Store Sales	\$ 62,108.00
Rent/Support	\$ 172,914.00
<b>TOTAL</b>	<b>\$ 3,360,614.00</b>



- Subsidy/Contracts
- Donations/Fundraising/grant
- Store Sales
- Rent/Support

2015 2016 Revenue



# EXPENSES 2016-2017

Product	Mar-17
Wages & Benefits	\$ 3,535,038.74
Property Expenses	\$ 235,090.70
Transportation	\$ 82,692.91
Program expenses	\$ 177,440.39
Admin Expenses	\$ 115,834.57
<b>TOTAL</b>	<b>\$ 4,146,097.31</b>



- Wages & Benefits
- Property Expenses
- Transportation
- Program expenses
- Admin Expenses



# EXPENSES 2015-2016

Product	Mar-17
Wages & Benefits	\$ 2,920,503.00
Property Expenses	\$ 209,956.66
Transportation	\$ 52,945.00
Program expenses	\$ 156,610.21
Admin Expenses	\$ 50,810.50
<b>TOTAL</b>	<b>\$ 3,390,825.37</b>



- Wages & Benefits
- Property Expenses
- Transportation
- Program expenses
- Admin Expenses

	2016-2017		Budget	
	30/03/2017	Budget	30/03/2016	2015-2016
<b>Revenue</b>				
Subsidy/EPBC/CONTRACTS	3948147.92	3350000	2967958.91	2807000
Rent/SUPPORT	171080.6	176776	172913.7	178156
Donation/GRANTS	94741.8	82760	140780	95760
Fundraiser	3493.21	6000	5077.71	6000
Trans. Subsidy	1.1776	10600	10626.75	10587
Store sales	62394.7	70000	62108.45	72000
Misc Income	994.44	1000	424.68	755
Property Sale			91289.11	
Total Revenue	4292628.67	3697136	3451179.31	3170258
<b>Expenses</b>				
Wages & Benefits expenses	3535038.74	3179000	2920502.58	2685000
Regist./TRAINING/TRAVEL	54512.49	17500	12757.86	18200
Utilities/Tax	82055.5	78380	77404.1	59338
Renovation	25125.76		38071.36	20000
Property maintenance	127909.44	104000	94481.25	100000
Transportation	76042.91	52000	52945.76	55000
Vehicle Purchase	6650	0		
Program Expenses	177440.39	172300	156610.21	160700
Admin Expense	61322.08	51000	38052.64	39500
Total Expenses	4154068.75	3654180	3390825.76	3143238.00
<b>Net Profit</b>	<b>149450.84</b>	<b>42956</b>	<b>60353.55</b>	<b>27020</b>



## Business Function Measures

### Business Function Measures - Staff Use of Sick Time

Objective: Definition:

Rationale:

To decrease staff absenteeism

“Staff absenteeism” will be defined as any hours in which an employee utilizes sick time as defined within the Collective Agreement. In this calculation we included only regular staff that get paid sick time.

Staff absenteeism presents a financial cost to TACL both by requiring staff to cover the vacant shift and by utilizing resources to make sure that the shift is covered. Staff absenteeism also has a negative impact on staff teams and on service quality.

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Percentage of Staff whose Sick time taken is the same or less than the Benchmark Rate – which is established at 37.5 hours/yr	All regular Staff	April 1, 2016 – March 31, 2017	Ceridian	Admin. Asst.	70%	62%

**Result:** The previous year our goal was 75% and our actual result was 51%. This year our result was 62%, therefore fell short of our goal of 70% however have exceeded last years result.

**\*\*Note:** People who took over 100 hours of sick time for extended illnesses, surgeries were not calculated into the result.

Recommendations from Last Year	Actions Taken
Explore a process to review sick time on a more regular basis and address attendance issues on a more timely basis.	Administrative Assistant will review on-going
Supervisors are to ensure the call-out list is up to date and that all supervisors review the call-out list weekly to identify any sick leave patterns.	The call-out is updated as employees call in sick so other supervisors can review and determine if there is a pattern and report to Admin Asst.



## Recommendations for the next year: 2017-2018

We will continue to monitor sick time and patterns for the employees

Target for next year: 70%

\*\*Note: People who took over 100 hours of sick time for extended illnesses, surgeries were not calculated into the average hours of sick time taken.

## Business Function Measures - Staff Injuries on the job

Objective: Definition:

Rationale:

To decrease the occurrences of staff injuring themselves while at work

This measure refers to all incidences of WCB claims which result in time away from work.

TACL works to provide a safe workplace. By measuring and identifying risk within the worksites, we are able to put safeguards in place to decrease the possibility of future injuries.

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Decrease in the amount of injuries that result in time loss	All Staff	April 1, 2016 – March 31, 2017	Personnel Files	Admin. Asst.	0	0

**Result:** We had 1 injury that resulted in time away from work in 2015 and in 2016 we had one injury resulting in time away.

Previous Recommendations and Actions: Provide Lifting and Transferring in services on an as needed basis through HSCL O.T., continue Positive Support Strategies for persons served and request referrals from Pivot Point, internal Health & Safety monitoring checklists, H &S training for all staff available on an on-going basis through Open-Future Learning.

## Recommendations for the next year:

Continue to monitor injuries and find ways to prevent them.

To ensure that investigations regarding staff injuries are happening in a timely manner.



Target for next year: 0

## Business Function Measure –Staff Retention

Objective: To decrease the amount of staff leaving the agency

Definition: This measure refers to all staff who have left the agency during the below noted fiscal year. If the employee was hired and began orientations and training, they would be included in this measure.

Recommendations from Last Year	Actions Taken
Ensure that staff are orientated to the proper procedures at all TACL sites. Supervisors are involved in orientations to ensure that proper procedures are learned.	This has been happening in the programs and supervisors have made sure to be more involved in the orientation of new employees.

Rationale:

One of the biggest struggles TACL deals with is recruiting and retaining enough staff to fulfill our contracted hours of service. In addition, staff turnover is a financial burden when you factor in the cost of training new staff, the time it takes to recruit and hire people, as well as the loss of knowledge the agency suffers when losing staff and the lack of consistency it creates for persons served. By tracking and identifying areas where the agency can improve their retention of staff, every facet of the agency benefits.

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
Increase in the retention rate	All Staff	April 1, 2016– March 31, 2017	Internal	Admin Asst.	75%	65%

**Result:** Staff retention was 73% the previous year and this last year it was 65%. Our goal was 75% retention rate; therefore we did not meet our target.

Previous Recommendations and Actions: Improvement in getting Exit Interviews, and addition of the “value of being TACL staff” into the orientation, review results from annual Employee Satisfaction Survey and continue to participate in CSSEA Compensation and Employee Turnover Survey.

### Recommendations for the next year:

Continue to get exit interviews from employees that are leaving the agency.



Recommendations from Last Year	Actions Taken
Continue to work on getting exit interviews from staff who are leaving the agency.	The Site Supervisor reminds staff that are leaving to fill out the exit interview and if they left without notice, a letter is mailed to them with the link for them to complete the survey.
Supervisors are now more involved in the orientation process, with the hope that it will provide more consistency in the training and make staff feel more competent to carry out their duties.	Supervisors continue to be more involved with the orientation process for new employees.
Work to ensure that staff who aren't getting hours get trained in other programs.	We have been orientating staff in other programs. The Supervisors and CL Manager have also been meeting monthly to discuss where staff can orientate next so they are trained in more than one program.
Work on holding staff accountable when there are performance issues to increase program morale.	This is discussed during orientation (on the checklist), during TACL 101 Training, Team review and during evaluations.

Continue to make sure that employees are orientated in more programs when possible. Continue to hold staff accountable when there are performance issues.

Target for next year: 75%

## Business Function Measure – Volunteer Recruitment

Objective: To increase the number of volunteers we have at TACL

Definition: Volunteers are much appreciated whether they are spending time one on one with persons served or assisting in making an event or program successful.

Rationale: TACL recognizes that our association depends on volunteers to ensure the success of events and programs.

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
# of volunteers who volunteer with TACL	All volunteers	April 1, 2016 – March 31, 2017	Internal	Admin Asst.	5	4

**Results:** We had a total of 3 volunteers the previous year. This past year we had a total of 4 volunteers which included practicum students.



Recommendations from Last Year	Actions Taken
Use Website/ social media to recruit volunteers	We continue to utilize social media sites throughout the year. July 2017 TACL redesigned website will be revealed with easy access for persons served, employees and stakeholders. We have volunteers that return for special community events.
Continue to develop guidelines for programs in what volunteers can do.	The Student/Volunteer Handbook has been updated

Recommendations for the next year: Target for next year: 5

# 2016 Agency-Specific Employee Turnover Report

Trail Association for Community Living

## Turnover Rate

	CSSEA Members	Community Living Services	Your Agency
<b>All Employee Groups</b>	<b>16.2%</b>	<b>15.8%</b>	<b>21.6%</b>
Regular	11.9%	10.6%	15.2%
Casual	24.4%	24.0%	40.9%
<b>Bargaining Unit</b>	<b>16.1%</b>	<b>15.1%</b>	<b>27.8%</b>
Regular	11.0%	9.1%	21.7%
Casual	24.5%	23.7%	62.5%
<b>Non-Union</b>	<b>19.5%</b>	<b>22.6%</b>	<b>13.8%</b>
Regular	17.1%	19.8%	0.0%
Casual	23.8%	26.0%	28.6%
<b>Management &amp; Excluded</b>	<b>10.0%</b>	<b>10.4%</b>	<b>0.0%</b>

**Definition: Turnover Rate** = Number of employees who left divided by the number of employees who worked in the year. The number of employees who worked in the year is equal to the number of active employees as of December 31, 2015 plus the number of employees who left between January 1, 2015 and December 31, 2015.

## Turnover Rate – Percentile Rank

	Among CSSEA Members	Among Community Living Services
<b>All Employee Groups</b>	<b>77 (125/163)</b>	<b>72 (59/82)</b>
Regular	69 (111/163)	71 (58/82)
Casual	81 (119/147)	76 (58/77)
<b>Bargaining Unit</b>	<b>90 (142/159)</b>	<b>85 (67/79)</b>
Regular	89 (141/159)	89 (70/79)
Casual	96 (135/142)	94 (69/74)
<b>Non-Union</b>	<b>43 (26/61)</b>	<b>45 (15/34)</b>
Regular	0 (0/55)	0 (0/31)
Casual	63 (23/37)	61 (14/23)
<b>Management &amp; Excluded</b>	<b>0 (0/159)</b>	<b>0 (0/80)</b>

**Definition: Percentile Rank** = Percentage of agencies with *lower* turnover rates than your agency. For example, if your agency turnover rate is the 25<sup>th</sup> lowest among 100 agencies, then 25% of the agencies have *lower* turnover rates than your agency, and your percentile rank is 25. **Lower percentile rank means lower turnover rate compared to others.**

## Reasons for Termination – Voluntary vs. Involuntary

	CSSEA Members	Community Living Services	Your Agency
<b>Voluntary</b>	<b>57.0%</b>	<b>56.1%</b>	<b>100.0%</b>
Involuntary	12.8%	14.4%	0.0%
Others	30.3%	29.5%	0.0%

## Employee Retention – Terminated Employees Who Stayed in the Social Services Sector to Work

	CSSEA Members	Community Living Services	Your Agency
<b>All Employee Groups</b>	<b>18.9%</b>	<b>18.7%</b>	<b>68.4%</b>
Bargaining Unit	18.8%	17.1%	66.7%
Non-Union	19.9%	25.7%	75.0%
Management & Excluded	16.7%	16.8%	n/a

# 2016 Agency-Specific Employee Turnover Report

Trail Association for Community Living

## Age Profile of Terminated Employees

	CSSEA Members	Community Living Services	Your Agency
<b>Total – Age &lt; 26</b>	<b>17.5%</b>	<b>16.7%</b>	<b>26.3%</b>
<b>Total – Age 26-35</b>	<b>31.7%</b>	<b>28.6%</b>	<b>26.3%</b>
Total – Age 36-45	21.4%	21.6%	26.3%
Total – Age 46-55	16.6%	18.5%	5.3%
Total – Age 56-65	9.7%	11.0%	15.8%
Total – Age > 65	3.0%	3.6%	0.0%
<b>Regular – Age &lt; 26</b>	<b>15.1%</b>	<b>14.0%</b>	<b>20.0%</b>
<b>Regular – Age 26-35</b>	<b>28.7%</b>	<b>25.5%</b>	<b>40.0%</b>
Regular – Age 36-45	21.9%	20.4%	10.0%
Regular – Age 46-55	16.8%	19.0%	10.0%
Regular – Age 56-65	13.2%	16.1%	20.0%
Regular – Age > 65	4.4%	5.0%	0.0%
<b>Casual – Age &lt; 26</b>	<b>19.7%</b>	<b>19.4%</b>	<b>33.3%</b>
<b>Casual – Age 26-35</b>	<b>34.3%</b>	<b>31.5%</b>	<b>11.1%</b>
Casual – Age 36-45	21.0%	21.9%	44.4%
Casual – Age 46-55	16.4%	17.7%	0.0%
Casual – Age 56-65	6.8%	7.3%	11.1%
Casual – Age > 65	1.8%	2.1%	0.0%

## Gender Profile of Terminated Employees

	CSSEA Members	Community Living Services	Your Agency
<b>Female – Total</b>	<b>77.5%</b>	<b>75.2%</b>	<b>100.0%</b>
Male – Total	22.5%	24.8%	0.0%
<b>Female – Regular</b>	<b>77.2%</b>	<b>73.4%</b>	<b>100.0%</b>
Male – Regular	22.8%	26.6%	0.0%
<b>Female – Casual</b>	<b>77.8%</b>	<b>76.6%</b>	<b>100.0%</b>
Male – Casual	22.2%	23.4%	0.0%

## Length of Service Profile of Terminated Employees

	CSSEA Members	Community Living Services	Your Agency
<b>Total – &lt; 1 year</b>	<b>43.7%</b>	<b>43.3%</b>	<b>78.9%</b>
<b>Total – 1 to 5 years</b>	<b>40.4%</b>	<b>38.9%</b>	<b>21.1%</b>
Total – 6 to 10 years	9.3%	8.7%	0.0%
Total – > 10 years	6.6%	9.1%	0.0%
<b>Regular – &lt; 1 year</b>	<b>32.4%</b>	<b>29.4%</b>	<b>70.0%</b>
<b>Regular – 1 to 5 years</b>	<b>45.7%</b>	<b>44.0%</b>	<b>30.0%</b>
Regular – 6 to 10 years	12.4%	12.9%	0.0%
Regular – > 10 years	9.4%	13.7%	0.0%
<b>Casual – &lt; 1 year</b>	<b>54.3%</b>	<b>54.2%</b>	<b>88.9%</b>
<b>Casual – 1 to 5 years</b>	<b>35.4%</b>	<b>35.7%</b>	<b>11.1%</b>
Casual – 6 to 10 years	6.3%	5.6%	0.0%
Casual – > 10 years	4.0%	4.6%	0.0%

## Quick Facts about TACL Human Resources December 31<sup>st</sup> 2015 - December 31<sup>st</sup> 2016

- ✚ The Trail Association on for Community Living employs 105 in 2015 and 113 in 2016
- ✚ 70 Full- time employees - 2015 and 74 in 2016 19 Part- time employees in 2015 20 Part-time in 2016  
15 Casual and Seasonal Employees in 2015 20 Casual and Seasonal Employees in 2016
- ✚ TACL is one of the oldest organizations in British Columbia having started in approximately 1951; meaning TACL celebrated our 65<sup>th</sup> Birthday in 2016! We had a huge party and invited the whole community to come out and celebrate with us over 300 people showed up!
- ✚ TACL continues to have on going student and volunteer opportunities.
- ✚ In 2016 we had staff leave our agency for various reasons:
  - ✓ Quit/Resigned - 4
  - ✓ Unable to complete probation - 0
  - ✓ Terminated - 0
  - ✓ Retired - 1
  - ✓ Other – 1 Maternity Leave, 1 sick Leave
- ✚ Employees - longest serving staff years 32
- ✚ Newest serving staff 1 month.
- ✚ Average years of service 15 years
- ✚ We hired 8 new staff in 2015 and 7 new staff in 2016
- ✚ Average age of all employees is in 2016 – 45-50 years' old
- ✚ In 2015 47 positions were posted internally
- ✚ 2016 28 positions posted 2016 internally
- ✚ TACL has employed non-union staff since 2006- as of December 31, 2015 we

- employ 60 nonunion staff
- ✦ Non Union Employees Longest Serving staff 8 year's. Newest 1 month
- ✦ Grievances 2015- 2 – dropped by union
- ✦ Grievances 2016 – 0

### **What we did in 2016 and Working Towards in 2017**

Through continuous dialogue with a variety of stakeholders including persons served, their families, our funders and employees, the Trail Association for Community Living makes constant efforts to change and improve service delivery. Shared knowledge helps us to revise our approach to persons served resulting in the development of best practices within the organization, such as:

- ✓ In the 3 past years we have continued focus on the improvement our Day Program Services to provide more focused and flexible service options for persons served, with an emphasis on the employment first initiative. Employment first initiative for persons served continues to have a positive impact on the quality of life for the individuals we support. Our vision for our Day Program is not limited to employment based focus exclusively; we are also focusing on the development and support opportunities for persons served to experience continuous learning throughout their adult years. The learning objectives may include but are not limited to; Life skills, interpersonal skills and personal safety and community inclusion through a competency based model. We currently have 12 persons served attending our Day Program, several of those people voiced a desire to secure meaningful employment. In 2016 9 of the persons served secured meaningful employment
- ✓ After speaking with persons served in our Residential sites, we heard from this group that they would like the opportunity to choose to attend our Day Program or run community inclusive activities and employment goals from their home. According to feedback from Surveys and Residential Council group, all Residential sites are thriving using the Residential Based Community Inclusion day program scheduled. During the monthly planning sessions all Residential sites are given the opportunity to participate in Day Program activities of their choice.
- ✓ Continue to promote values and competency based training for our employees, and persons served, TACL wants to ensure that all of our employees and persons served continue to experience professional and personal growth and to have opportunities to revisit the values that we consider to be at the core of the work we do each day. TACL values provide a guide for employees in their approach and support to individuals served

through an array of services. In 2014 we developed an addition to our TACL 101 using a power point presentation and additional 4-hour orientation for new employees. This 4-hour orientation consists of several key Policies and Procedures, Incident Reporting, Objective Documentation and review of TACL's programs and Mission, Vision and Service Principles. TACL continues to ensure all new staff receives MANDT Training, Abuse prevention training and many more, within the first 500 hours of employment. In 2016 we developed a number of competency based training directed for persons served in mind these include and not limited to Life skill lessons, emergency preparedness, Safety in community and home skills, abuse prevention, and social skills. We are looking forward to expanding topics in 2016- 2017 using our new resource Open Future Learning, this program offers side by side training modules for persons served.

Moving forward into 2017 we are now signed up with Open Future Learning, staff can access on-line training at the work site or home. This online training offers TACL staff and persons served access to cost effective and offers current trends in the community living field. We have chosen 9 mandatory modules for a TACL staff complete. We currently have 113 staff; 29 staff will be given 6 weeks to complete the 9 mandatory modules. After they are completed the next group will follow. After a 113 staff have completed the 9 modules another 9 will be assigned

- ✓ Expanding our presence in the community, the feedback we received through our Surveys and our Self Advocate/Residential and Parent Support Group has helped us to understand that we need to further explore and place an emphasis on getting the word out to our community, who TACL is and what great things we do! TACL continues to work on putting the TACL footprint in our community; in 2014 TACL began to be active vendors at our local farmer's market. TACL individuals could be found at each Market assisting community members with their purchases. TACL continues to be out an about Fund Raising e.g. Purdy's Chocolate sales, Baking Brookes and selling them at Farmer market and local businesses all proceeds going to the Breast Cancer Foundation, handing out Candies at Warfield Community Hall at Halloween, Community Living Month - Theatre Production open to Community members, Meat Draw, Helping Hands at the Trail Farmers Market and the continued success of TACL's website
- ✓ CDS provides employment, outreach and homeless supports to individuals with a variety of complex needs living in the Greater Trail, Castlegar and Salmo communities. We receive funding to provide these supports from Community Living BC, Skills Centre as a sub-contractor through the Employment Program of BC (EPBC), Homeless Partnering Strategy, Columbia Basin Trust, Municipal Governments, United Way as well as community donations.

- ✓ Throughout the years the services offered at CDS have grown and been developed based on the unique support needs of the individuals we serve.
- ✓ Some of the celebrations of success would include:
  - ✓ Secured a homeless contract with the Federal Homeless Partnering Strategy.
  - ✓ Successfully met the outcomes in the EPBC sub contract.
  - ✓ Negotiated a Job Creation Project that employs 5 individuals.
  - ✓ Completed renovations on our Community Inclusion Centre in order to increase accessibility to programs.
  - ✓ Actively participated in the local Poverty Reduction Design Team.
  - ✓ Secured and installed the HIFIS data management system which will be used to gather information to share with funders as well as assisting with identifying the gaps in services offered as well as celebrating the successes.
  - ✓ Invited to sit on two provincial boards representing the rural and remote communities due to the recognition of our knowledge, contribution and expertise in working with individuals with complex issues.
  - ✓ Assisted 78 individuals that were homeless to obtain housing in the community
- ✓ Continuing to work collaboratively with representatives of Community Living BC to provide greater access to services for persons served. The TACL Management teams meets semi annually
- ✓ Continuing to assist persons served to build their personal networks, TACL places a high value on the importance of relationships in the lives of the individuals we support. We believe that relationships are the foundation to a good quality of life and help to keep people safe. In the last year
- ✓ Continue to work collaboratively to obtain a 3-year accreditation by June 2017.
- ✓ Ensure employees are held accountable for helping people work towards their desired outcomes. Hired a Quality Assurance person to provide in-house training for all staff ensuring that everyone is on the same page and using the same framework.
- ✓ Ensure compliance with all relevant legislation
- ✓ Continue to explore and adopt, utilize and provide training in the use of technology that improves services and creates efficiencies (e.g. software that integrates scheduling, payroll and human resources; daily notes and medication usage).
- ✓ Ensure that regular and frequent feedback from the TACL Community is sought, received, acted on and followed up: Including people served /families we are already supporting, schools and other service providers. Set a goal to provide ongoing surveys on our website.

## Data Collection

Historically, each TAFL program have had their own systems for tracking program specific relevant information. However, the kind of information recorded on each person served and the manner in which the information has been organized has not been consistent across the programs. The agency has recognized that this system in which data is collected and used is not consistent.

Over the past year there have been some challenges faced due to the increase in individuals requesting services and therefore the ongoing need to hire and train new staff. What we have identified as an organization is that although we were providing optimum individualized supports and individuals achieving goals and very satisfied with the supports provided we were not successfully capturing the data to celebrate all our successes.

In order to react effectively to the growth of the program while meeting the needs of the individuals served we have completed the following:

- ✓ Developed a staff training workshop on effective goal setting and gathering information to complete the Personal Life Plan
- ✓ Hired a staff member dedicated to the training and monitoring staff in time management, goal setting and documentation tasks
- ✓ Developed an excel goal tracking sheet that identified the number of goals set in each domain, how many were achieved, not achieved and are ongoing goals will be tracked on a quarterly basis and to date the information has been included from January 2017 through to March 2017.

Please attached Person Served Goal Tracking for 2016, 2016 Goal Tracking for Employment Services and 2017 Goal Tracking for Persons Served Attending Outreach/Community Support.

# Career Development Services

## *Goal Tracking and Individual Centred Service Plan Information for 2017*



Between our Community Support and Outreach Contracts we support over 80 individuals with a variety of support needs living independently in the community. Individuals referred will have a diagnosis of FASD, Autism or Developmental Disability and require a wide scope of services in order to be successful in meeting their over-arching goal of living independently in their community.

A new Personal Life Plan information gathering tool was developed that is used to identify areas of each individual's satisfaction in a variety of domains including: personal care, home management, community resources, relationships, leisure, education, employment and housing. Each individual served actively participates in the process of sharing information and then they will identify 1. How satisfied they are in each area 2. If they are interested in making change and 3. If they are ready to take action. Goals are developed with the individual based on their identified commitment to make a change and take action. Specific measurable objectives are developed that will lead to individuals being successful in reaching their unique identified goals.

Over the past year there have been some challenges faced due to the increase in individuals requesting services and therefore the ongoing need to hire and train new staff. What we have identified as an organization is that although we were providing optimum individualized supports and individuals achieving goals and very satisfied with the supports provided we were not successfully capturing the data to celebrate all our successes.

In order to react effectively to the growth of the program while meeting the needs of the individuals served we have completed the following:

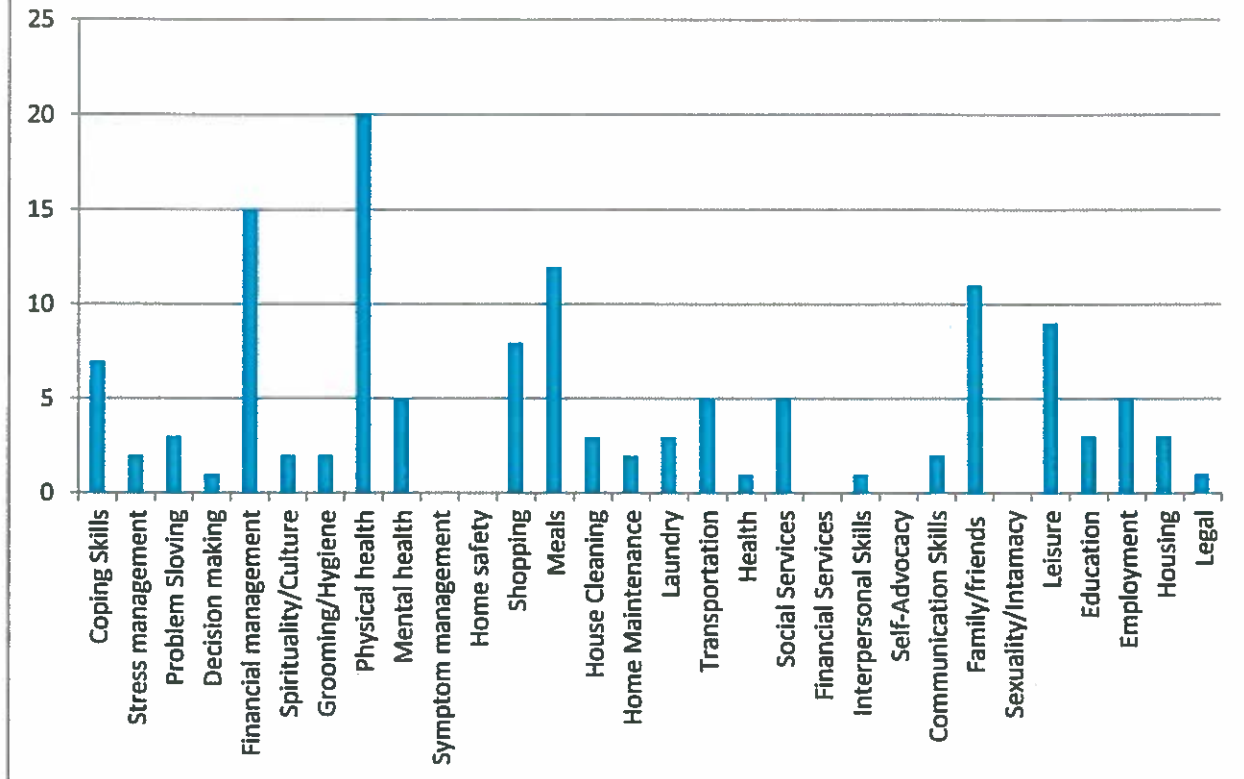
- ✓ Developed a staff training workshop on effective goal setting and gathering information to complete the Personal Life Plan
- ✓ Hired a staff member dedicated to the training and monitoring of outreach staff in time management, goal setting and documentation tasks
- ✓ Developed an excel goal tracking sheet that identified the number of goals set in each domain, how many were achieved, not achieved and are ongoing – goals will be tracked on a quarterly basis and to date the information has been included from January 2017 through to June 2017 (overview below)

- ✓ Installed and populated the Homeless Individuals and Families Information System (HIFIS) which is an electronic records management system that allows for collection of up to 38 fields of information.
- ✓ Developed a HIFIS training manual for all staff in order to be able to utilize this system of tracking information.

Now that we have developed a tracking system we will have a base line over the next year in order to identify areas for growth and any emergent issues that are affecting our ability to assist the individual served to reach their identified goals.

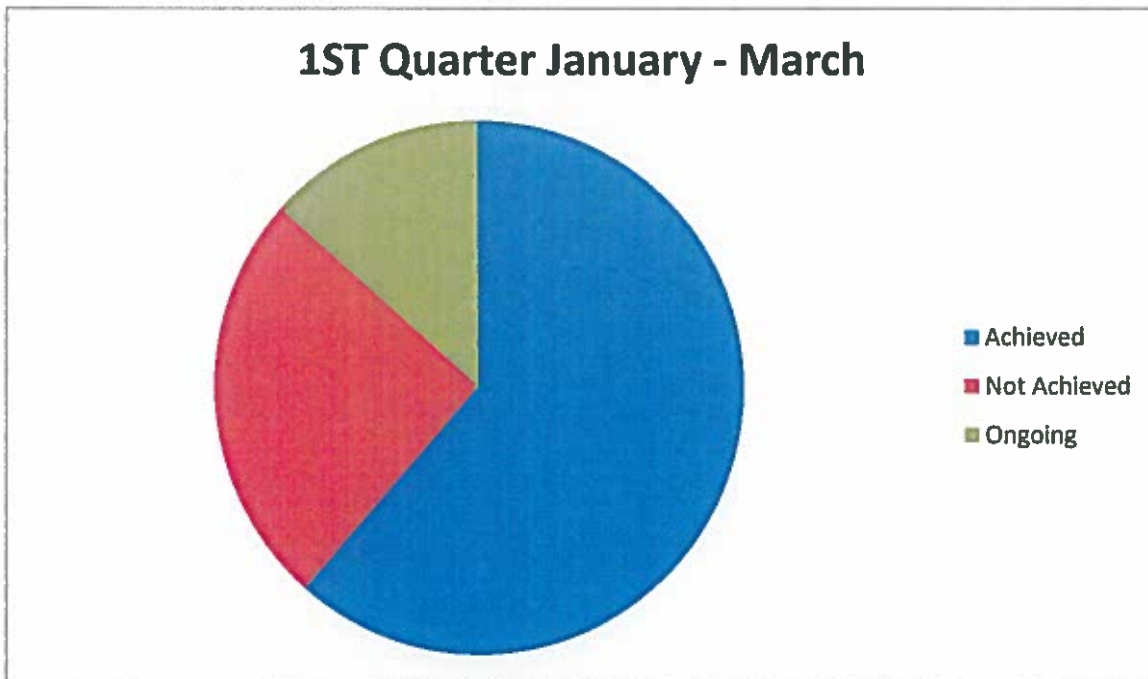
We will continue to provide training and support to all the outreach staff that are committed to supporting individuals to reach their identified goals while also dealing with some significant issues they may face on a daily basis. The individuals we serve struggle with addictions use, legal and safety issues and significant learning disabilities and their strength and resiliency motivates us on a daily basis.

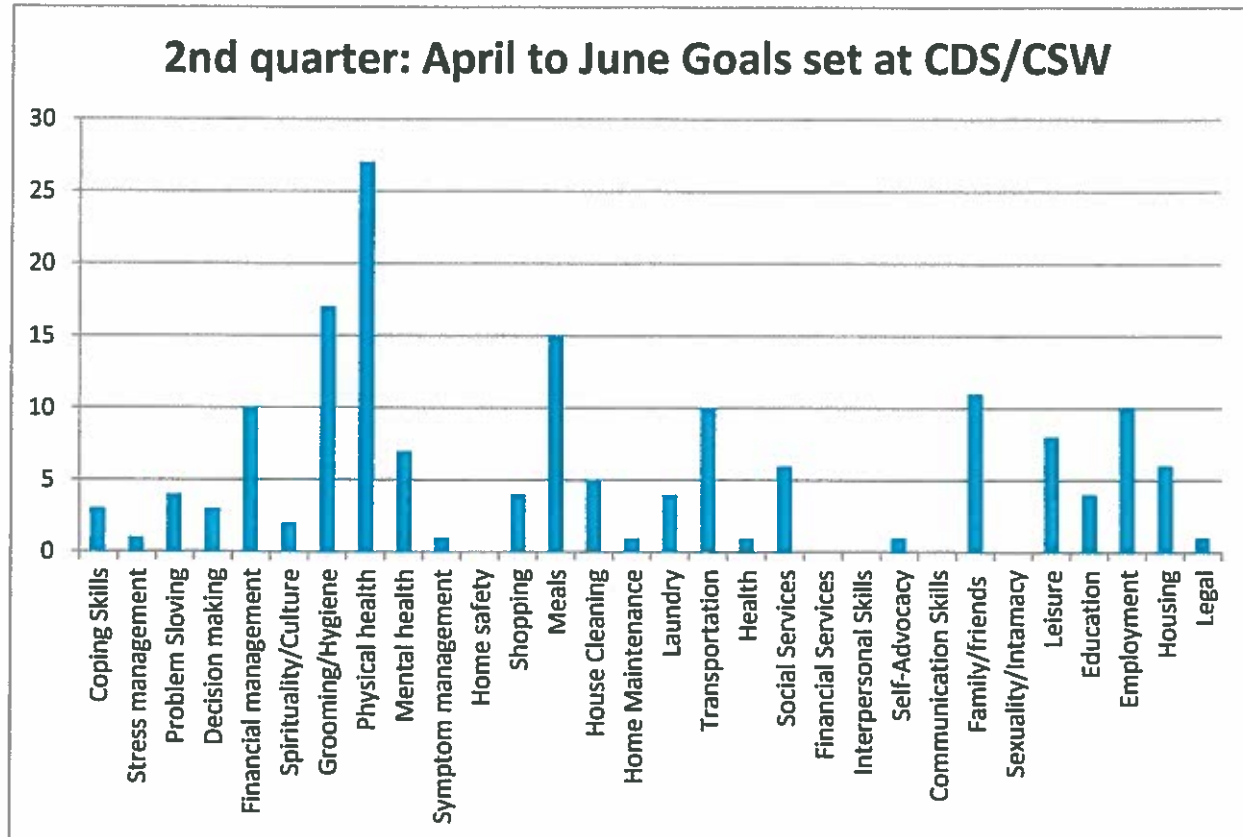
### 1st quarter: January to March Goals set at CDS/CSW



Total Goals set = 127

### 1ST Quarter January - March





Total Goals set for April – June: 162

*Pie Chart to be entered at the end of June*



## Trail Association for Community Living

1565-B Bay Avenue, Trail, BC V1R 4B2

Box 131, Trail, BC V1R 4L3

Phone 250-368-3503 Fax 250-368-5559

Email [tacl@telus.net](mailto:tacl@telus.net)

<http://www.taclkootenays.com>

### Section 3. I – Child & Youth Services; K- Community Housing; P – Community Integration

#### Individual – Centred Service Planning, Design and Delivery

Between child and youth, residential and day program we support over 45 persons served with a variety of support needs. Persons served that are supported are referred by Community Living BC or Ministry of Children and Families that have a developmental disability and require a wide scope of services in order to be successful in meeting their goals of being independent in their community.

A new Personal Life Plan information gathering tool was developed that is used to identify areas of each persons served satisfaction in a variety of domains including: personal care, home management, community resources, relationships, leisure, education, employment and housing. Each person served actively participates in the process of sharing information and then identify 1. How satisfied they are in the area 2. If they are interested in making a change and 3. If they are ready to take action. Goals are developed with the person served based on their identified commitment to make a change and make action. Specific measurable objectives are developed that will lead to persons served being successful in reaching their unique identified goals.

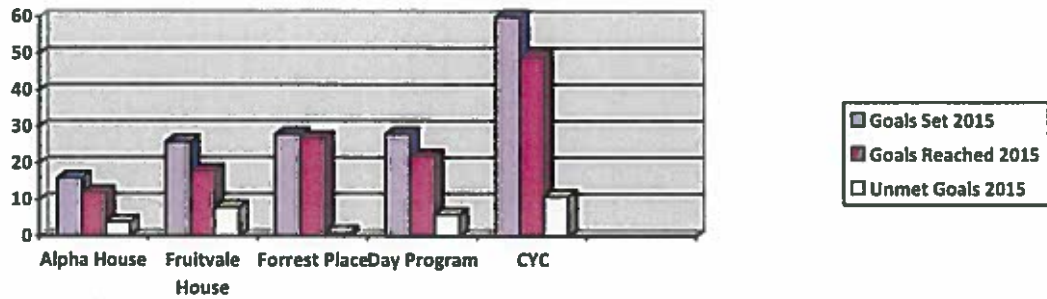
What we have identified as an organization is that although we were providing optimum individualized supports and persons served achieving goals and very satisfied with the supports provided we were not successfully capturing the data to celebrate all our successes.

In order to react effectively while meeting the needs of the persons served we have completed the following:

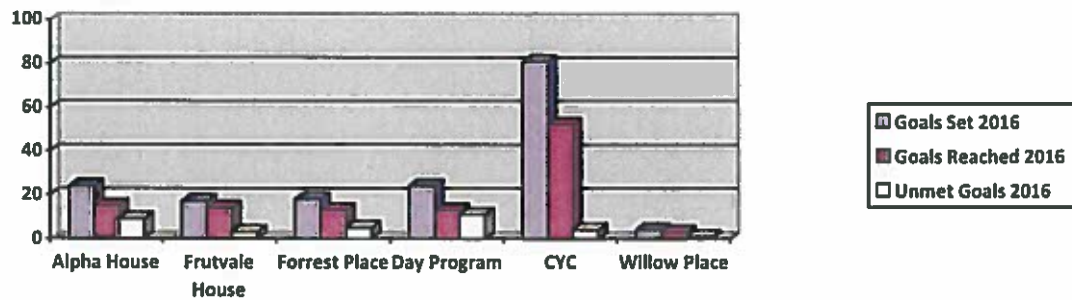
- Since January 2017 we developed a staff training workshop on effective goal setting and gathering information to complete the Personal Life Plan. We are using the SMART goal setting method. This stands for Specific, Measurable, Attainable, Relevant and Time Bound.
- Developed an excel goal tracking sheet that identified the number of goals set in each domain, how many were achieved, not achieved and are ongoing-goals will be tracked on a quarterly basis. The Community Living Manager will be inputting goals on a quarterly basis and monitoring at each site.
- We have hired a Quality Assurance personnel who will provide SMART goal training to new staff upon hire and is included in the TACL 101 training.

Below is a table showing the number of goals developed for 2015 and 2016, how many were met and how many were unmet.

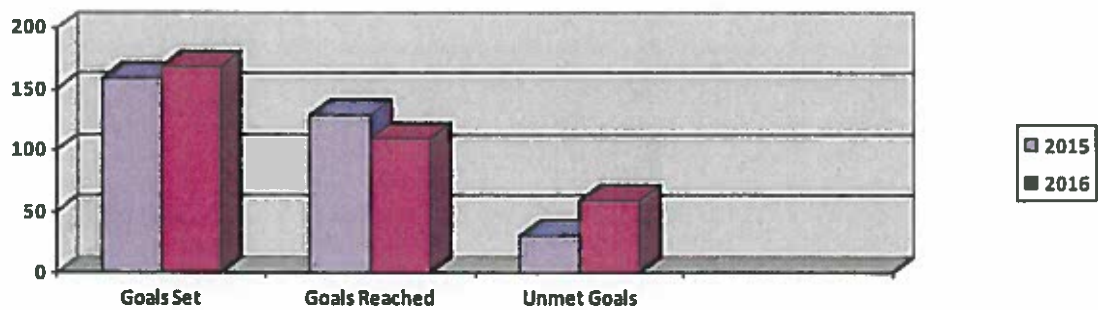
### PLP GOALS FOR 2015



### PLP GOALS FOR 2016



### COMPARISON BETWEEN 2015 AND 2016



Domains used to gather information include:

**Emotional/Behavioural which includes:** Coping skills and Behaviour/Stress

**Place of Residence which includes:** Current housing, Family, Spiritual/Cultural, Chores and Home Safety

**Personal Care/Health which includes:** Physical Health, Medication, Allergies, Assistive Devices, Mental Health, Toileting, Hygiene/Grooming, Nutrition and Development

**Education/Vocation which includes:** School, Work, IEP, Transition and Involvement

**Social/Recreational which includes:** Recreational/Leisure and Friends/Relationships

**Communication/Advocacy which includes:** Interpersonal skills, Expression and Advocacy

**Other which includes:** Legal, Financial, Sexuality/Intimacy, Transportation and Safety

Now that we have developed a tracking system we will have a base line over the next year in order to identify areas for growth and any emergent issues that are affecting our ability to assist the persons served to reach their identified goals.

We will continue to provide training and support to all staff that are committed to supporting persons served to reach their identified goals while also dealing with some significant barriers they may face on a daily basis. The persons served we support struggle with significant learning and physical disabilities and their strength and resiliency motivates us on a daily basis.

**PERIODIC MANAGEMENT INFORMATION REPORT - EMPLOYMENT**  
For the Reporting Period Ending: **31 March 2012**

Service Name: Employment  
Name: Trail BC  
Contract No: A10065CA11  
Eligibility: DD

Number of FTEs from FTR: 12  
Number of Years Providing this Service: 10+  
Type of Employment Service Approach: Supported  
Region: Kootenay

Vendor Name: Trail Association for Community Living  
Prepared by: Tracy Richter  
Email Add: tracy.rict@trails.net

Phone No: 250-368-3503  
Date Submitted: 27/04/2016



**Data for CLBC Purposes**

Stage of Service (Current Reporting Period)	# Clients	% Clients	Average	Min	Max
Intake	1	2%	305	305	305
Job Preparation	4	10%	535	314	609
Job Search/Job Development	13	31%	456	304	609
On the Job Support	7	17%	610	280	1033
Job Maintenance	17	40%	773	261	4473
Job Retention	-	-	-	-	-
Other Supports	-	-	-	-	-
<b>Totals</b>	<b>42</b>	<b>100%</b>	<b>2879</b>	<b>1484</b>	<b>7029</b>

Individuals may appear in multiple stages of service  
\*\*This table reflects support received in the reporting quarter only

**Stages of Service (Over Time)**

# Job Seekers by Type of Service	# Clients	% Clients	No. of Days in Each Stage		
			Average	Min	Max
Intake	1	2%	0	0	0
Job Preparation	25	60%	177	(325)	609
Job Search/Job Development	20	48%	301	1	609
On the Job Support	10	24%	365	1	1033
Job Maintenance	18	43%	701	123	4473
Job Retention	4	10%	84	32	113
Other Supports	2	5%	1106	123	2089
<b>Totals</b>	<b>80</b>	<b>190%</b>	<b>2734</b>	<b>(45)</b>	<b>8926</b>

Individuals may appear in multiple stages of service  
\*\*This table represents Stage of Service data for job seekers served over time (not just in this quarter)

**# of Individuals Currently Served**

Age	Ave No. of Days	Min	Max
18-24	285	(822)	609
25-30	311	38	609
31-36	9792	(3663)	48738
37-42	18	18	18
43-48	(402)	(2565)	609
49+	28354	(333)	85303
<b>Total</b>	<b>38358</b>	<b>(7319)</b>	<b>129886</b>

Length of Time to Secure Employment  
T. length of time from intake date to Employment Secured date.

# Jobs Rejected by Job Seeker/Family  
0  
# Who Rejected Jobs  
0  
# Jobs Rejected

**\*\*NOTE: All data in blue-shaded tables reflect data for the (current) reporting period only.**

Age	Employment Status by Age Group and Employment Status (Hours/Week)*		Total Job Seekers by Age Group and Employment Status (Hours/Week)**							Total Employed
	En-Support	No. of Jobs	0-5	6-10	11-15	16-20	21-25	26-30	30+	
18-24	1	6	3	1	1	-	-	-	1	5
25-30	-	2	1	1	-	-	-	-	-	2
31-36	1	2	-	-	-	2	-	-	-	2
37-42	-	1	1	-	-	-	-	-	-	1
43-48	-	3	1	2	-	-	-	-	-	3
49+	-	8	1	1	1	1	1	1	1	4
<b>Totals</b>	<b>2</b>	<b>22</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>17</b>

\*Totals in this table reflect the total above; each unique client is employed

**Other Supports Breakdown**

Other (Non Employment) Supports Required for Job Sustainability	# Clients	% Clients
Transportation training	-	-
Linking/support to family members and/or members of the job seeker's support network	-	-
Support to access resources that strengthen individual as an employee	-	-
Specific, time limited, skill development support	-	-
Other supports not listed above required to support employment sustainability	-	-
<b>Totals</b>	<b>-</b>	<b>0%</b>

\*See comments table at the end of this report for details on 'other supports not listed above'

**Reasons Jobs Rejected**

By Job Seeker or Family	# Clients	% Clients
(a) Job seeker sees job as lack of fit	-	-
(b) Job seeker had safety concerns	-	-
(c) Job seeker rejected job for other reason	-	-
(d) Employment network sees job as lack of fit	-	-
(e) Family/support network had safety concerns	-	-
(f) Family rejected job for other reason	-	-
<b>Totals</b>	<b>-</b>	<b>0%</b>

\*Where reason is 'other', see comments table at the end of this report for details.

Sustainability of Employment Data

Total Clients with Active Employment by Gender and Cumulative Length of Employment:

	<12 Months	<18 Months	<24 Months	<36 Months	<5 Years	>5 Years	Total	Percentage
Male	-	-	5	2	-	2	9	41%
Female	1	1	1	1	1	1	8	29%
Unknown	-	-	-	1	-	-	1	5%
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>16</b>	<b>100%</b>

Total Clients with Active Employment by Age Group and Cumulative Length of Employment:

	<12 Months	<18 Months	<24 Months	<36 Months	<5 Years	>5 Years	Total	Percentage
18-30	2	1	2	1	1	-	7	41%
30-54	-	-	3	2	-	2	7	41%
55+	-	-	1	1	-	1	3	16%
<b>Totals</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>17</b>	<b>100%</b>

Total Clients with Active Employment by Level of Education and Cumulative Length of Employment:

	<12 Months	<18 Months	<24 Months	<36 Months	<5 Years	>5 Years	Total	Percentage
Less than High School	-	-	-	-	-	-	-	-
High School	2	-	1	4	2	1	10	61%
Some Post-Secondary	-	-	-	1	1	-	2	12%
Trade Certificate or Diploma	-	-	-	-	-	-	-	-
Diploma	-	-	-	-	-	-	-	-
University Degree	-	-	-	-	-	-	-	-
<b>Totals</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>14</b>	<b>100%</b>

Total Clients with Active Employment by Hours Worked and Cumulative Length of Employment:

	<18 Months	<18 Months	<24 Months	<36 Months	<5 Years	>5 Years	Total	Percentage
Full Time	-	-	-	-	1	-	1	4%
Part Time	2	1	6	4	-	3	16	64%
<b>Totals</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>17</b>	<b>100%</b>

On-going Self-Employment Data Breakdown:

Age	0-5	6-10	11-15	16-20	21-25	26-30	30+	Total
18-24	-	-	-	-	-	-	-	-
25-30	-	-	-	-	-	-	-	-
31-36	-	-	-	-	-	-	-	-
37-42	-	-	-	-	-	-	-	-
43+	-	-	-	-	-	-	-	-
<b>Totals</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Total Job Seekers by Age Group and Employment Status (Hours/Week)\*\*

Age	0-5	6-10	11-15	16-20	21-25	26-30	30+	Total
18-24	-	-	-	-	-	-	-	-
25-30	-	-	-	-	-	-	-	-
31-36	-	-	-	-	-	-	-	-
37-42	-	-	-	-	-	-	-	-
43+	-	-	-	-	-	-	-	-
<b>Totals</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

\*\*Totals in this table reflect the total number of each unique client with ongoing self-employment

**Data for SDSL Reporting Purposes**

**Client Profile Indicators**  
Pre-Intervention

**Total Clients by Gender and Employment Status:**

	Employed	Not Employed	Total
Male	1	1	2
Female	0	1	1
Unknown	0	0	0
<b>Totals</b>	<b>1</b>	<b>2</b>	<b>3</b>

**Total Clients by Age Group and Employment Status:**

	Employed	Not Employed	Total
15-29	0	2	2
30-54	0	1	1
55+	1	0	1
<b>Totals</b>	<b>1</b>	<b>3</b>	<b>4</b>

**Total Clients by Level of Education and Employment Status:**

	Employed	Not Employed	Total
Less than High School	0	0	0
High School	1	2	3
Some Post-Secondary	0	0	0
Trades Certificate or Diploma	0	0	0
Diploma	0	0	0
University Degree	0	0	0
<b>Totals</b>	<b>1</b>	<b>2</b>	<b>3</b>

<sup>1</sup>CLBC is using a proxy definition for "post intervention" as CLBC employment service providers continue to serve clients in some capacity after a job is secured (i.e. job maintenance, job in jeopardy supports) unless the client no longer wishes no longer able to access the service. CLBC's experience is that this contributes to the sustainability of employment outcomes amongst CLBC eligible job seekers.

**Employment Outcomes Indicators**  
Post Intervention Employment Status and Details for those...

**Total # Clients Served**

This total includes those considered "post intervention" according to proxy definition<sup>1</sup> being used for CLBC Funded Employment Services.

**Not employed Pre-intervention**

	Not Employed	Employed
3-month Post Intervention	0	0
12-month Post Intervention	0	3

**If employed post intervention, hours worked and hourly rate:**

	Full Time	Part Time	Self Employed
3-month Post Intervention	0	0	0
12-month Post Intervention	0	3	0

	Less than \$10/hr	\$10.01-\$12/hr	\$12.01-\$15/hr	\$15.01-\$18/hr	\$18.01+/hr
3-month Post Intervention	0	0	0	0	0
12-month Post Intervention	0	3	0	0	0

**Employed Pre-intervention**

	Not Employed	Employed
3-month Post Intervention	0	0
12-month Post Intervention	0	1

**If employed post intervention, hours worked and hourly rate:**

	Full Time	Part Time	Self Employed
3-month Post Intervention	0	0	0
12-month Post Intervention	0	1	0

<sup>1</sup>Post intervention proxy definition as approved by SDSL (S. Pendergast) by email dated February 17, 2015:  
(a) Point at which the job seeker has left the service, or  
(b) Employment start date + 3 months, or  
(c) 15 months after the client began the service, if the client has not already left the service or found employment

**Total Clients by Pre-Intervention Employment Status:**

	Total	Not Applicable	Full Time	Part Time	Self Employed
Employed	1	-	-	1	-
Not employed	3	3	-	-	-
<b>Totals</b>	<b>4</b>	<b>3</b>	<b>-</b>	<b>1</b>	<b>-</b>

**Employment Wages Pre-Intervention:**

Not Applicable	3	75%
Less than \$10/hr	1	25%
\$10.01-\$12/hr	-	0%
\$12.01-\$16/hr	-	0%
\$16.01-\$18/hr	-	0%
\$18.01+hr	-	0%
<b>Totals</b>	<b>4</b>	<b>100%</b>

	less than \$10/hr	\$10.01-\$12/hr	\$12.01-\$16/hr	\$16.01-\$18/hr	\$18.01+hr
3-month Post Intervention	-	-	-	-	-
12-month Post Intervention	-	1	-	-	-

Employer General Information

Client No.	General Notes	Other Supports - (Others)	Job Rejection - Other Reasons
3	Joe is attending college working towards the SSW program at Seattle College so he is not looking for employment at this time.		
5	Bob's paperwork does not provide him with an hourly wage. It is based on how many papers he delivers (average 3 cents/paper delivered). It works out to roughly an extra \$100/month.		
9	Wage stability and Job Coaching services utilized.		
31	Dawson had her job at A&W prior to getting CLBC services but it seem to find something else.		

Summary of Comments

Client No.	General Notes	Other Supports - (Others)	Job Rejection - Other Reasons
3	Joe is attending college working towards the SSW program at Seattle College so he is not looking for employment at this time.		
5	Bob's paperwork does not provide him with an hourly wage. It is based on how many papers he delivers (average 3 cents/paper delivered). It works out to roughly an extra \$100/month.		
9	Wage stability and Job Coaching services utilized.		
31	Dawson had her job at A&W prior to getting CLBC services but it seem to find something else.		

**TRAIL AND SURROUNDING COMMUNITY DEMOGRAPHIC SUMMARY:**

This is the third year that the Trail Association for Community Living has collected demographic information for the entire organization. Please see attached TACL Demographic summary. However, certain trends and conclusions can still be drawn from analyzing the TACL data in relation to statistical information provided by the City of Trail.

Trail is poised on the banks of the mighty Columbia River at 440m (1,444') in elevation and is the economic backbone of the region. Trail is home to approximately 7,237 residents. Over the past several years the city has grown, its social and cultural character has been defined. Sports became a significant part of Trail's cultural mosaic. Trail athletes excel in hockey, baseball and track and field, creating a legacy of winning that survives to this day. Music, theatre, radio programming and other entertainment contribute to a strong social fabric in the community.

The Greater Trail area continues to prosper and its population remains steady at approximately 20,000. Trail continues to be a major commercial and industrial force in the economy of Southeastern BC and the province as a whole. The distribution of ethnicity reflects the community as a whole. The Kootenay's have a primarily Caucasian population, and the most significant visible minority group is First Nations. While most people will identify themselves as Canadian, regardless of their ethnic background, people also identify themselves culturally, geographically, sometimes by religion and in many other ways. Trail has a significant Italian community as pre and post-World War II Italian immigrants were largely responsible for shaping the community's social and cultural structure.

**PRIMARY LANGUAGE:**

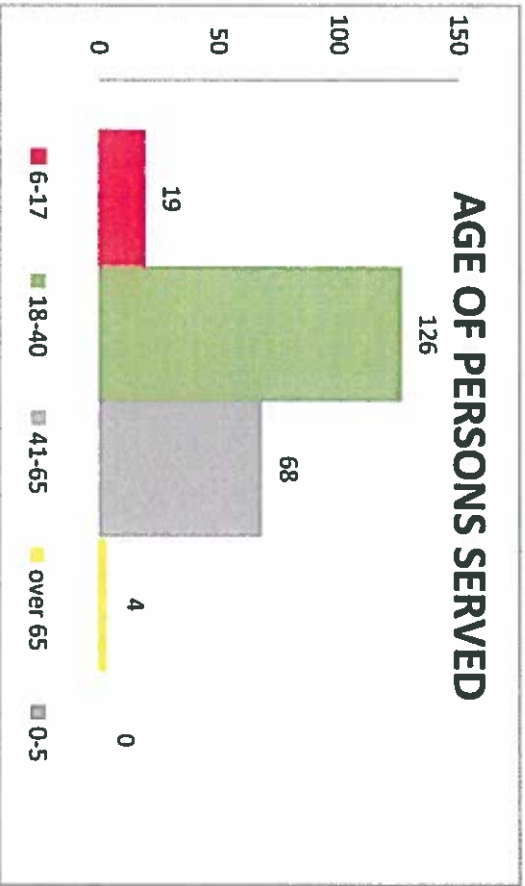
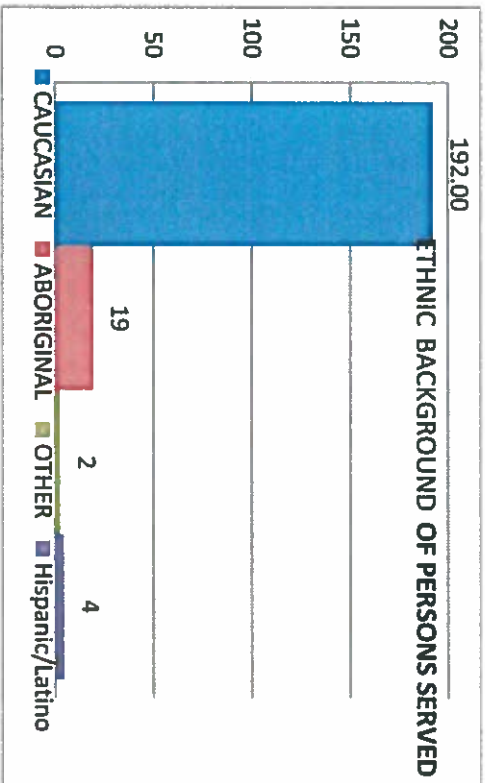
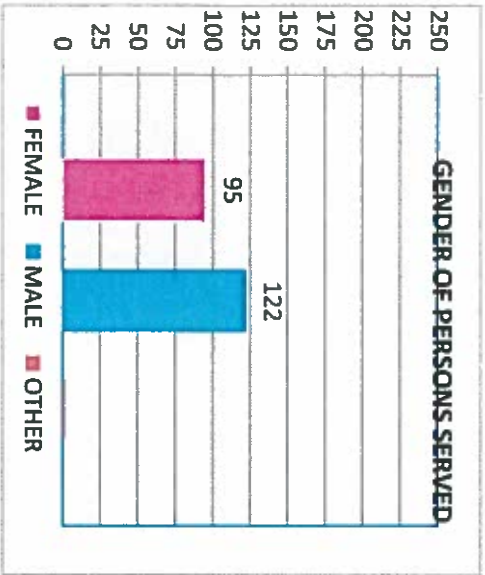
The majority of the Trail community and persons served by TACL is primarily English speaking

The following summaries are based on information collected on persons served receiving service between December 31, 2015 to December 31, 2016.

The person served characteristics that the agency has reviewed for this report includes: age, gender, cultural background and service areas. See Attached



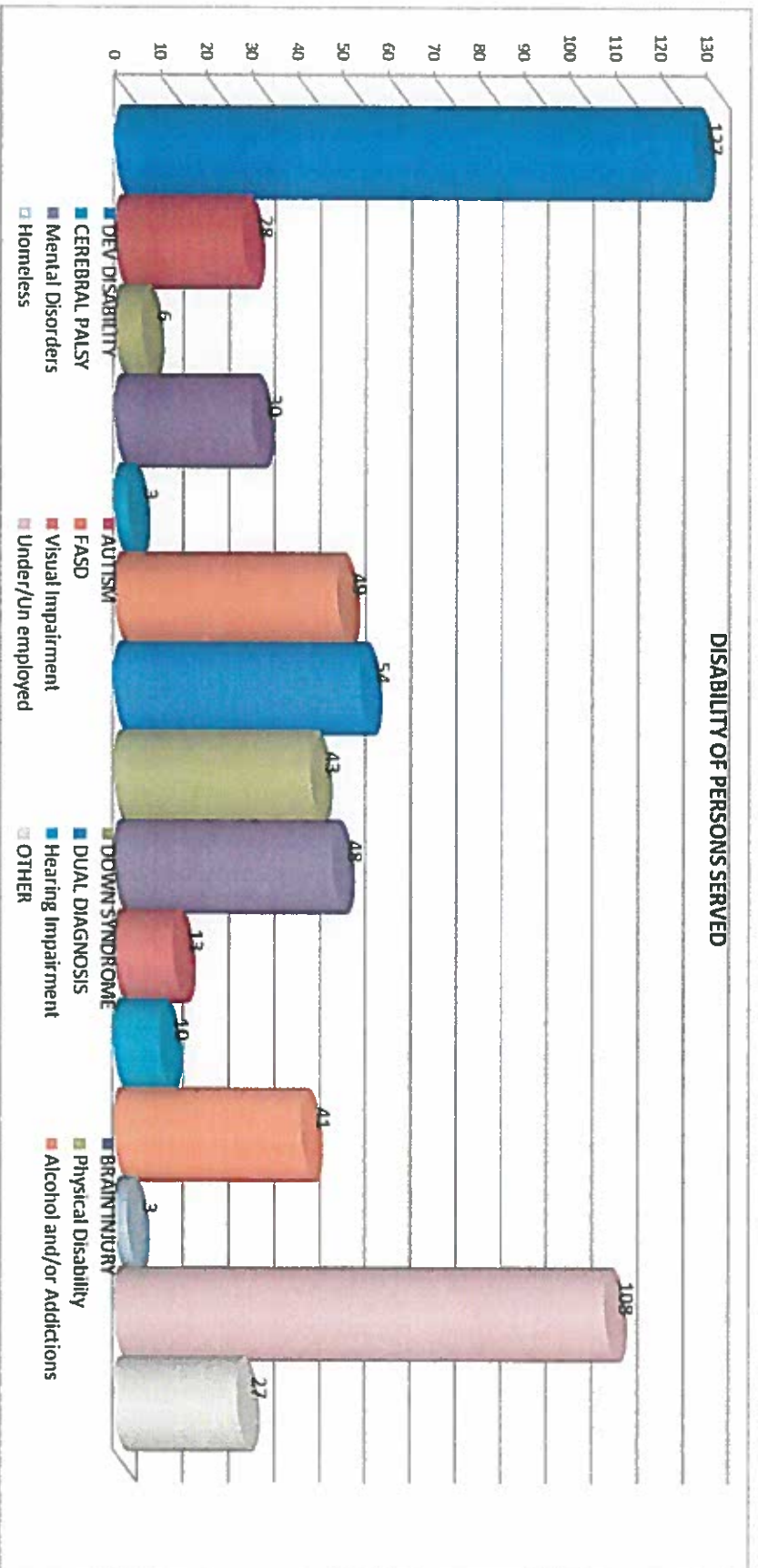
## 2016-2017 DEMOGRAPHICS



OTHER- FILIPINO, ITALIAN



## 2016-2017 DEMOGRAPHICS



NOTE (1): OTHER INCLUDES:GUNN SYNDROME,MARCUS, LENNOX GASTAULT, BIPOLAR, ADHD, RENAL FAILURE, COPD, TYPE 2 DIABETIC, OBESITY, SEIZURE DISORDER, HYPER KINETIC MOVEMENT DISORDER, SYDENHAM CHOREA LEIGH LIKE SYNDROME, CHARGE SYNDROME

NOTE(2): PERSONS-SERVED MAY HAVE MORE THAN ONE TRAIT AND HAVE BEEN RECORDED AS PER CHARACTERISTIC

**HOW DOES THE TRAIL ASSOCIATION FOR COMMUNITY LIVING CELEBRATE DIVERSITY?**

TACL welcomes and values diversity. Some of the ways we do this are by including the perspectives of many people in our decision-making; having staff and volunteers who reflect the diversity of the community; training staff, caregivers and volunteers in culturally competent service delivery; creating an organization that is free of discrimination and harassment; and ensuring equitable access to our services for all.

TACL Created a cultural diversity plan in 2016. This plan was developed from information brought forward from all stakeholders.

Please see attached: TACL 2016 Cultural Competency and Diversity Plan



## Cultural Competency and Diversity Plan 2017-2018



### Trail Association for Community Living

**DEFINITION:** Cultural competence refers to an ability to interact effectively with people of different cultures.

**Cultural competence comprises four components:**

- Awareness of one's own cultural worldview,
- Attitude towards cultural differences,
- Knowledge of different cultural practices and worldviews, and
- Cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures

The Trail Association for Community Living recognizes that our community is growing and becoming richly culturally diverse. This recognition includes gender, race/ethnicity, family status, age, mental/physical abilities, sexual orientation, religious beliefs, socioeconomic status and occupational focus. We work to maintain an environment that is supportive of these elements by promoting inclusion within the organization and the communities we serve. TACL continually focuses on respectful and responsive to the beliefs, practices and cultural and linguistic needs of diverse individuals with whom we interact, including but not limited to; persons served, personnel, families/caregivers, and volunteers.

This is reflected in our Policies such as Accessibility and No Discrimination, our Practices, and Mission and Vision statements.

In developing Cultural Competency, it is important that all Employees, Volunteers and Board Members are aware of the major components involved:



### We work to achieve this by:

Educating and training our staff members on the dynamics of a growing and culturally diverse community. Through this process, we will increase awareness, compassion and the ability to effectively interact with others who are different than ourselves with dignity, respect, patience and understanding.

Embracing diversity in the workplace makes for better creativity, acceptance, tolerance and innovation. It also broadens the knowledge, skills and abilities of our staff members. In addition, by creating a welcoming environment for everyone, we then can provide good services that are also culturally sensitive, to the people we support.

This recognition includes gender, race/ethnicity, family status, age, mental/physical abilities, sexual orientation, religious beliefs, socioeconomic status and occupational focus. We work to maintain an environment that is supportive of these elements by promoting inclusion within the organization and the communities we serve.

- ❖ Awareness is the consciousness of one's personal reactions to people who are different from us.
- ❖ Attitude is being aware of cultural bias and beliefs in general and carefully examining our own beliefs about cultural differences
- ❖ Knowledge in respect to the importance of having our behaviours, consistent with our values and beliefs
- ❖ Skills involve practicing Cultural Competency every day. Communication is the key way people interact and includes gestures and other non-verbal communication, which tends to vary between cultures.
- ❖ TACL is committed to community integration and strives to create a welcoming environment reflecting the diverse communities we serve and ensuring that our services, supports and employment opportunities are open and available to all. We are all respectful of the needs of a diverse community which can help to bring about positive supports and working relationships.

### Cultural Competency and Diversity Plan:

#### The Plan

Upon entry into our services, individuals served will participate where able, in completing an application which gives an overview of the person supported. This will enable the support workers to be aware of any unique experiences and histories that may result in differences in behaviours, values and needs. Also, at the time of admission the needs of the person served is reviewed to determine how best their needs can be met. It is imperative that personnel understand, appreciate and respect differences and similarities in beliefs, values and practices within and between cultures.

With the creation of the Personal Life Plan(PLP), and at the time of six-month review, we are able to review any cultural needs with supported individuals as well as family, friends or anyone else in their support circle. Rights are reviewed annually at the PLP.

Similarly, employees will offer the employer an awareness of any special considerations, so that we can discuss how best to accommodate requests as needed, and where able so as not to be disruptive to the continuity of services or have a negative impact on the needs of those we support. The Cultural Diversity Plan is reviewed at the time of hire and annually thereafter at the time of the Performance Review. It is also discussed in the 'Employee Handbook.'

Our goal is to develop a relationship of trust with those supported as well as with employees and all stakeholders by interacting with openness, understanding and a willingness to hear different perceptions.

## AREAS OF SERVICE

Programs have been classified into eight areas of service

- ✚ Residential Service
- ✚ Day Program
- ✚ Child and Youth Services
- ✚ Community Support/Out Reach Supports
- ✚ Career Development Services
- ✚ Social Enterprises

Information used to describe Trail Association for Community Living programs seeking Accreditation

### Community Housing: Residential Services Currently We Have 4 Residential Homes

The Supported Living program provides residential support to adults with a developmental disability in a group living situation. Supports are provided 24 hours a day for all areas of a person's life. Staffing and supports are based on individual need and vary between each housing location. Supports promote personal choice, personal development and community involvement. Supports may include but are not limited to:

- ✚ Activities of daily living
- ✚ Assistance when needed with Personal care and Activities of Daily Living
- ✚ Medication management
- ✚ Budgeting and Money Management
- ✚ Competency based Health, Home and Community Safety Training
- ✚ Life skill development
- ✚ Competency based emergency preparedness
- ✚ Support at medical appointments
- ✚ Developing and maintaining meaningful relationships
- ✚ Active participation in Residential Council /Advocacy meetings semi annually
- ✚ Accessing the community during the day.
- ✚ Support reaching and achieving goals
- ✚ Recreation and leisure opportunities

- ✦ We have a meeting once a month and talk about the things the persons served living in the home would like to do. We put all the ideas on a social calendar.
- ✦ We will also help to create your social events schedules and support people to attend these activities. It is important for the people we support to do the things they like as well as to have opportunities try new things.

Each person will have the opportunity to participate in a Person Life Planning process annually to identify goals, support needs and opportunities for personal development and growth. Persons supported will also be offered abuse prevention training, rights training and the opportunity to learn about healthy living or staff will also assist with training not offered by TACL.

### **Supported Living: Community Support & Outreach Services:**

Inclusion is belonging; Individuals belong when others accept, welcome, and value them – regardless of their abilities or life situation. Inclusion is when all individuals can fully participate in all the programs, activities and physical spaces in our community...

The supports and activities provided in these two programs are based on building opportunities for each individual to fully participate in activities in their communities. These 2 programs offer many opportunities to build their skills, self-confidence and peer networks.

Annually a Personal Life Plan will be performed where persons served will identify a minimum of 3 goals that are important to persons served or needed for medical or safety reasons. Individuals are encouraged to identify their own unique goals and steps to success in reaching them. These goals will be reviewed quarterly and may change throughout the year as goals are met or person no longer wants the goal.

The best part about these 2 unique programs is that persons get to build their skills and long lasting friendships while attending groups and events in their own community and having a whole lot of fun!

### **Health and Safety Hours- (1 on 1)**

A person served living out in community maybe at risk of for several reasons; some of these risk factors may put them at risk of living alone in community because of

concerns surrounding health and wellness issues, inside and outside risk to self, risk of being taken advantage of from others. There can be several different reasons for a person to be eligible for Health and Safety hours. When focusing on supporting a person to be successful and safe to live in their desired community we look at assessing a person's skill level by doing strengths and needs assessment. With this information the person served, staff, families, advocates, and significant others work together to develop short-term goals and complete a Personal Life Plan. Each goal is reviewed on an ongoing basis and changes in objectives or strategies may be required based on this review

Some of the things we may focus on during 1 on 1 supported hours.

**Here are a few examples:**

- ❖ Support with health concerns and professional appointments
- ✚ Home Management i.e. cleaning, laundry
- ✚ In-home safety and Community Safety
- ✚ Money Management i.e. budgeting and shopping
- ✚ Nutrition i.e. cooking, shopping
- ✚ Social Skills i.e. sex education, relationships, assertiveness, stranger awareness
- ✚ Transportation i.e. Public and private
- ✚ Personal Care i.e. hygiene, health
- ✚ Community Resources i.e. use of the library, swimming pool, obtaining a BCID, tenants' rights and responsibilities and when you should be calling 911
- ✚ Encouraging participation in group actives listed below
- ✚ Providing opportunities to access community activities

**Supported Living: Community Support/ Outreach Program offers weekly group activities like:**

**Peer/Music Group**

The peer group at TACL is a place where men can get together and talk with others about issues that affect them. We meet once a week and it is a safe environment where men can discuss issues that affect them. Some issues that we talk about are:

- ✦ Safe sexual health/ self-esteem and health boundaries
- ✦ We work on social skill building skills
- ✦ Public Transportation skills
- ✦ We also work on boundaries and the importance of them
- ✦ Rights and responsibilities
- ✦ Peer group
- ✦ Budgeting
- ✦ Healthy life style choices
- ✦ Accessing local community services and resources
- ✦ Home Safety and Community
- ✦ Competency based emergency preparedness in home and community
- ✦ After Hours Support
- ✦ Karaoke
- ✦ Drum Circles
- ✦ Dancing, and listening to different music from around the world

## **Recreational Group**

The recreation group is a group of persons served that meet once a week; the focus on this group is encouraging a positive active lifestyle in community inclusive settings. Once a month persons served meet to discuss what they would like to do during recreation group. We discuss health and wellness and participate in many community inclusive activities such as:

- ✦ Walking
- ✦ Bowling
- ✦ Bocce
- ✦ Crochet
- ✦ Golf
- ✦ Swimming
- ✦ Hiking
- ✦ Sporting Events
- ✦ Golf

## **Social Group**

Social group is a group that focuses on fun and getting out in the community. We get together once a week and participate in events like:

- ✦ Dinner at various restaurants in our community and surrounding communities
- ✦ Going to the Show
- ✦ Trips to Ainsworth
- ✦ Inclusive events
- ✦ Take part in fundraising activities
- ✦ Hockey games
- ✦ Baseball games
- ✦ Bowling

Once every 2 months, the group sits down and discusses community inclusive activities that they would like to participate in. A calendar is created and forwarded to participants involved in this group

### **Cooking Group**

Cooking group takes place once a week and the areas we focus on are:

- ✦ Budgeting
- ✦ Planning
- ✦ Shopping
- ✦ Nutrition
- ✦ Food Safe
- ✦ Cooking skills
- ✦ Social skills
- ✦ Dining etiquette

Once every 2 months, the group sits down and discusses ideas for upcoming cooking group the participant's an opportunity to decide on what they would like to do, plan the meal, shop for meal, cook the meal, clean up, table setting etc.

### **Laundry Group**

Sometimes people who live on their own may not have a laundry facility in their homes and need support to do laundry. We offer a group where you can get together with a small group once a week and get your laundry done. We take this opportunity to focus and learn about washing and caring for your clothes and bedding in cost effective manner. It is learning /social time and a time where we can talk and get to know one another, play games and maybe watch a movie.

**Employment Supports, Job Development and Employee Development Services- Career Development Services- (CDS)**

At our employment program the CDS Staff have supported individuals with significant barriers to find employment that respects their abilities and interests. In finding employment opportunities for the persons we support, we also help employers create more diverse and richer workplaces. CDS is where adults and transitioning youth learn to take pride in a job well done and where local businesses find their most dedicated employee.

“Real Work for Real Pay” Whether people are working towards exciting job goals or they wish to explore other options, CDS has people the staff and resources to help people to achieve employment goals.

Our workshops and one on one coaching offer personalized employment guidance in:

- ✚ Career planning and finding meaningful employment
- ✚ Exploring volunteering and benefits
- ✚ Team playing
- ✚ Effective Communication
- ✚ Maintaining employment and workplace advancement
- ✚ Self- Esteem and Assertiveness
- ✚ Time Management
- ✚ Goal Setting
- ✚ Interviewing skills
- ✚ Budgeting and finance management
- ✚ Employment outcomes
- ✚ Workplace behaviours development

CDS provides Supports: Supported Employment, Customized Employment and Work Experience in our Social Enterprises.

**Child and Youth Services: Child and Youth Program**

Specific program goals are individually tailored to each child and family, based on a thorough assessment of your child's unique strengths and needs. All children and youth deserve to have a healthy, happy childhood, and a chance to be the best they can be. Some need extra helps due to one or more issues relating to their physical, emotional, and mental health, development and behaviour. Staff members provide a safe and secure environment for your child to thrive. It is our objective to maximize quality of life, and assist families in their role as primary caregivers and or decision makers.

## What We Do

Staff supports each individual and their family to develop meaning full goals through fun, engaging activities in our afterschool program. We offer opportunities for the children/youth and their families with programs to enrich life skills, healthy life choices, community inclusive activities and connections. Exploring future employment wishes and supports. Staffs create a positive, respectful, and safe environment to practice these skills so they are better able to increase a child's self-esteem and confidence.

Some of the favorite activities currently are:

- ✚ Swimming and other large motor skill activities
- ✚ Field Trips
- ✚ Transitioning Supports
- ✚ Circles Program, flash program etc.
- ✚ Emergency Preparedness / Home and community safety skills -competency based
- ✚ Accessing and learning about public transportation and community resources
- ✚ Hockey games and community inclusive activities offered by our local community
- ✚ Cooking, meal planning, health and nutrition, budgeting and shopping –Life Skills
- ✚ Mock Theatre using different type of communication methods e.g. simple sign language, pictures etc.
- ✚ Arts and Crafts

- ✦ Simple Sign Language and Assistive Communication Technology
- ✦ Visiting/Volunteering Senior Centers

**Community Integration – Trail Association Activity Centre (TAAC)**

The TAAC Operates Monday to Friday. 8am to 4pm and for Special Events. Our Focus Is Employment, Community Inclusion and Skills Development; We Offer Customized Employment Options as Well as Skill Development and Social / Rec & Leisure Activities. We Have a Monthly Calendar That Gives an Outline of Our Activities for The Month. Every Friday We Plan a Fun Event, A Time for All the Participants to Come Together. The Team of Participants and Staff Plan Activities Quarterly during a formal meeting session.

**The Day Program Offers Person Centered Programs and Activities Including:**

**Employment Preparation and Support**

- |                        |                                |
|------------------------|--------------------------------|
| Customized Employment  | Career Planning                |
| Employability Skills   | Interest and Skill Assessments |
| Job Readiness Training | Job Coaching                   |
| Ongoing Job Supports   | Problem Solving                |
| Conflict Resolution    | Team Building                  |
| Communication Skills   | Stress Management              |
| Personal Awareness     | Self Confidence                |
| College Support        | Community Volunteer Groups     |

**Skill Building**

- |   |                   |
|---|-------------------|
| Library Group                               | Literacy Building |
| Money Management                            | Self-Advocacy     |
| Nutrition / Cooking Group                   | Personal Hygiene  |
| Health and Safety at the site and community | Competency based  |

**Social Activities**

Peer Supports	Arts and Crafts Group
Social Recreation Group	Men's Support Group
Lady's Support Group	Coffee Club

**Recreational / Fitness Activities**

Walking Group	Gym Club
Bowling Group	Swimming Group
Park Days	Dance & Movement Group
Relaxation Group	Music Group

**Fun Fridays**

1. Every Friday We Plan a Fun Event, a Time for All the Participants to Come Together. The
  2. Team of Participants and Staff Plan Activities Quarterly.
  3. Activities May Include:
    - Day Trip to Champion, Nancy Greene or Christina Lake or One of Our Local Parks
    - A Trip to The Casino
    - Exploring different cultures and foods
    - Theme Parties and Dances E.g. Beach Party Day in January
    - Craft / Card Making
    - Sports Days E.g. Bowling, Bocce, Golfing and many more
- Pot Luck Lunches- Different Cultures
- Sledding
  - Movie Days
  - Lunches Out

During The Spring and Summer Everyone Brings a Picnic Style Lunch and We Take Advantage of Our Local Parks and Enjoy the Outdoors When Ever Possible.

## Goals for Fruitvale House

Start Date: Jan 2017

Complete Date: Dec 2017

<b>SMART GOAL:</b>	<b>To attend CLBC Community Council Dance in Creston</b>	
<b>START DATE:</b> Feb 2017		<b>GOAL TIMELINE:</b> March 2017
<b>MEASURES OF SUCCESS:</b>	Build friendships and visit with old friends	
<b>RESOURCES NEEDED:</b>	Hotel and Van	
<b>SMART GOAL:</b>	<b>Fundraise and save for vacation</b>	
<b>START DATE:</b> April 2017		<b>GOAL TIMELINE:</b> August 2017
<b>MEASURES OF SUCCESS:</b>	Summer vacation for persons served to Edmonton AB	
<b>RESOURCES NEEDED:</b>	Liberty Foods Barbeque (fundraise) Transportation & Accomodation	
<b>SMART GOAL:</b>	<b>Ramp to Back yard</b>	
<b>START DATE:</b> Jan, 2017		<b>GOAL TIMELINE:</b> October 2017
<b>MEASURES OF SUCCESS:</b>	Individuals can get to back yard independantly	
<b>RESOURCES NEEDED:</b>	Contractor	

2016 Goals: weekend trip to Nakusp completed July 2016

Kelowna Trip. Complete September 2016

## Goals for Alpha House

Start Date: Jan 2017

Complete Date: Dec 2017

<b>SMART GOAL:</b>	To attend CLBC Community Council Dance in Creston	
<b>START DATE:</b> Feb 2017		<b>GOAL TIMELINE:</b> April 2017
<b>MEASURES OF SUCCESS:</b>	Build friendships and visit with old friends	
<b>RESOURCES NEEDED:</b>	Hotel and Van	
<b>SMART GOAL:</b>	Plant vegetable/flower garden	
<b>START DATE:</b> April 2017		<b>GOAL TIMELINE:</b> April 2017
<b>MEASURES OF SUCCESS:</b>	Have fresh vegetables and flowers	
<b>RESOURCES NEEDED:</b>	Plants/seeds/potting soil	
<b>SMART GOAL:</b>	Fort Steele Weekend Trip	
<b>START DATE:</b> May, 2017		<b>GOAL TIMELINE:</b> August 2017
<b>MEASURES OF SUCCESS:</b>	Individuals served all to have Weekend vacation to Fort Steele	
<b>RESOURCES NEEDED:</b>	Transportation, Hotel	

## Goals for Forrest Place

Start Date: Jan 2017

Complete Date: Dec 2017

<b>SMART GOAL:</b>	<b>To attend CLBC Community Council Dance in Creston</b>		
<b>START DATE:</b> Feb 2017			<b>GOAL TIMELINE:</b> March 2017
<b>MEASURES OF SUCCESS:</b>	Build friendships and visit with old friends		
<b>RESOURCES NEEDED:</b>	Hotel and Van		
<b>SMART GOAL:</b>	<b>Invite Willow House for Easter Dinner</b>		
<b>START DATE:</b> April 2017			<b>GOAL TIMELINE:</b> April 2017
<b>MEASURES OF SUCCESS:</b>	Celebrate with friends		
<b>RESOURCES NEEDED:</b>	Groceries		
<b>SMART GOAL:</b>	<b>Christmas Pot Luck and Crafts</b>		
<b>START DATE:</b> October, 2017			<b>GOAL TIMELINE:</b> December 2017
<b>MEASURES OF SUCCESS:</b>	Have families of individuals come, enjoy dinner and make gifts for Holidays		
<b>RESOURCES NEEDED:</b>	Craft supplies		

2016 Goals: house vacation to Vancouver and Kelowna completed Aug 2016

Buy garden boxes for garden this year. Complete July 2016

## Goals for Willow Place

Start Date: March 2017

Complete Date:

<b>SMART GOAL:</b>	Plant vegetable Garden	
<b>START DATE:</b> April 2017	<b>GOAL TIMELINE:</b> June, 2017	
<b>MEASURES OF SUCCESS:</b>	Enjoy fresh vegetables	
<b>RESOURCES NEEDED:</b>	Vegetable seeds/plants	
<b>SMART GOAL:</b>	Host Fall barbeque	
<b>START DATE:</b> September 2017	<b>GOAL TIMELINE:</b> October 2017	
<b>MEASURES OF SUCCESS:</b>	Have individuals from other houses come and celebrate community Living month	
<b>RESOURCES NEEDED:</b>	Food/drink	

Note: Willow Opened 2016 this is the first year setting goals

## Goals for Career Development Services

Start Date: January 2017

Complete Date: December 2017

<b>SMART GOAL:</b>	Renovations will be completed at the Community Inclusion Centre and Thrift Store meeting all contracted milestones	
<b>START DATE:</b>	January 2017	<b>GOAL TIMELINE:</b> July 21, 2017
<b>MEASURES OF SUCCESS:</b>	All renovations will be completed within the timeline noted above	
<b>RESOURCES NEEDED:</b>	Funding from the Federal Homeless Partnering Strategy	
<b>SMART GOAL:</b>	Complete the Outreach Training Manual	
<b>START DATE:</b>	April 2017	<b>GOAL TIMELINE:</b> July 2017
<b>MEASURES OF SUCCESS:</b>	The manual will be completed and all outreach staff will have received the resource	
<b>RESOURCES NEEDED:</b>	Staff time in development and input for the relevant information and funding to send the manual to print at Halls Printing	
<b>SMART GOAL:</b>	Develop a staff goal setting training workshop and facilitate in 2 x per year in order for all existing outreach staff and newly hired staff to attend the workshop	
<b>START DATE:</b>	January 2017	<b>GOAL TIMELINE:</b> December 2017
<b>MEASURES OF SUCCESS:</b>	Smart goals set will increase the percentage of individuals successfully reaching their goals	
<b>RESOURCES NEEDED:</b>	Space for workshops, power point presentation and handouts	

2016 Completed Goals: Installed HIFIS onto our computer system - data management system  
 completed renovations to the CIC that will increase our ability to provide a wide variety of programs  
 secured funding for our Getting to Home Program - housing 78 individuals last year  
 developed a goal setting workshop for the outreach staff

## CDS highlights of – 2016

CDS provides employment, outreach and homeless supports to individuals with a variety of complex needs living in the Greater Trail, Castlegar and Salmo communities. We receive funding to provide these supports from Community Living BC, Skills Centre as a sub-contractor through the Employment Program of BC (EPBC), Homeless Partnering Strategy, Columbia Basin Trust, Municipal Governments, United Way as well as community donations. Throughout the years the services offered at CDS have grown and been developed based on the unique support needs of the individuals we serve.

Some of the celebrations of success would include:

- ✓ Secured a homeless contract with the Federal Homeless Partnering Strategy.
- ✓ Successfully met the outcomes in the EPBC sub contract.
- ✓ Negotiated a Job Creation Project that employs 5 individuals.
- ✓ Completed renovations on our Community Inclusion Centre in order to increase accessibility to programs.
- ✓ Actively participated in the local Poverty Reduction Design Team.
- ✓ Secured and installed the HIFIS data management system which will be used to gather information to share with funders as well as assisting with identifying the gaps in services offered as well as celebrating the successes.
- ✓ Invited to sit on two provincial boards representing the rural and remote communities due to the recognition of our knowledge, contribution and expertise in working with individuals with complex issues.
- ✓ Assisted 78 individuals that were homeless to obtain housing in the community.

## Goals for Admin Office

Start Date: January 2017

Complete Date:

<b>SMART GOAL:</b>	Trail Assn Activity Centre - Mural Project	
<b>START DATE:</b> Jan 2017	<b>GOAL TIMELINE:</b> September 2018	
<b>MEASURES OF SUCCESS:</b>	Successful grant applications, contact with Communities in Bloom and Canadian Murals	
<b>RESOURCES NEEDED:</b>	Grant (s)	
<b>SMART GOAL:</b>	Cost Effective Heating /cooling system main office	
<b>START DATE:</b> March 2017	<b>GOAL TIMELINE:</b> July 2017	
<b>MEASURES OF SUCCESS:</b>	New system will be cost efficient and possible rebate from FortisBc	
<b>RESOURCES NEEDED:</b>	Quotes have been gathered from 3 different companies work to start in June 2017	
<b>SMART GOAL:</b>	Develop a new and improved system for archiving and filing	
<b>START DATE:</b> March 1, 2017	<b>GOAL TIMELINE:</b> Sept 2017	
<b>MEASURES OF SUCCESS:</b>	Easy access to files, more efficient system to identify documents to be shredded transferring to stick for certain files	
<b>RESOURCES NEEDED:</b>	Canada Summer Student - Business Administration (approved)	

2016 Goals: Make office wheelchair accessible Complete June 2016

2016 Goal: Improve Office visibility in community-new signage storefront Complete May 2016

## Goals for Day Program

Start Date: Jan 2017

Complete Date:

<b>SMART GOAL:</b>	Host Mother's Day Tea	
<b>START DATE:</b> April 2017		<b>GOAL TIMELINE:</b> May 11, 2017
<b>MEASURES OF SUCCESS:</b>	Individuals, Mother's/caregivers attend	
<b>RESOURCES NEEDED:</b>	Budget for food ,go to local shops for door prizes	
<b>SMART GOAL:</b>	Fundraise for flat screen TV	
<b>START DATE:</b> Feb 2017		<b>GOAL TIMELINE:</b> April 2018
<b>MEASURES OF SUCCESS:</b>	By April 2018 to have raised \$1000.00	
<b>RESOURCES NEEDED:</b>	Fundraising committree and individuals to develop event	
<b>SMART GOAL:</b>	Individuals to access and learn ipad programs	
<b>START DATE:</b> March 1, 2017		<b>GOAL TIMELINE:</b> Dec 2017
<b>MEASURES OF SUCCESS:</b>	Ability to communicate and learn through programs available	
<b>RESOURCES NEEDED:</b>	Ipad and Community partner to volunteer time to assist	

2016 Goal: Individuals at Day Program will sell granola bars at the Trail Market, to be used as a fundraiser on Friday May 20, 2016

2016 Goal: Individuals at Day Program will complete an "October is Community Living Month" bake sale in the month of October 2016

## Goals for Child & Youth program

Start Date: January 2017

Complete Date:

<b>SMART GOAL:</b>	Make healthy pet treats to donate to SPCA		
<b>START DATE:</b> Jan 2017			<b>GOAL TIMELINE:</b> April 2017
<b>MEASURES OF SUCCESS:</b>	To prepare together as group and give back to community		
<b>RESOURCES NEEDED:</b>	Bags and food		
<b>SMART GOAL:</b>	Multicultural event		
<b>START DATE:</b> Jan 2017			<b>GOAL TIMELINE:</b> Dec 2017
<b>MEASURES OF SUCCESS:</b>	Create meals with individuals every other month		
<b>RESOURCES NEEDED:</b>	Community members and /or families from other cultures to assist		
<b>SMART GOAL:</b>	Have a special day for parents, make gifts for each		
<b>START DATE:</b> March 1, 2017			<b>GOAL TIMELINE:</b> October 2017
<b>MEASURES OF SUCCESS:</b>	Appreciation of family		
<b>RESOURCES NEEDED:</b>	Craft supplies/baskets		

2016 Goals :1)Random Acts of Kindness throughout the year-Completed Dec 2016

2)Collect non-perishable food and donate to the food bank Completed Dec 2016

## Goals for Community Support

Start Date: January 2017

Complete Date:

<b>SMART GOAL:</b>	Fundraise for Equine Assisted Therapy sessions		
<b>START DATE:</b> June 2017	<b>GOAL TIMELINE:</b> September 2018		
<b>MEASURES OF SUCCESS:</b>	By summer 2018 fundraise enough to send individuals served for Equine Therapy		
<b>RESOURCES NEEDED:</b>	Fundraising events		
<b>SMART GOAL:</b>	Multicultural events		
<b>START DATE:</b> March 2017	<b>GOAL TIMELINE:</b> October 2017		
<b>MEASURES OF SUCCESS:</b>	Create meals with individuals served from 3 different countries		
<b>RESOURCES NEEDED:</b>	Community members from other cultures to assist		
<b>SMART GOAL:</b>	Volunteering		
<b>START DATE:</b> March 1, 2017	<b>GOAL TIMELINE:</b> June 2017		
<b>MEASURES OF SUCCESS:</b>	Volunteer for TACL as well as two other organizations- Community Inclusion		
<b>RESOURCES NEEDED:</b>	Input from other Community resources		

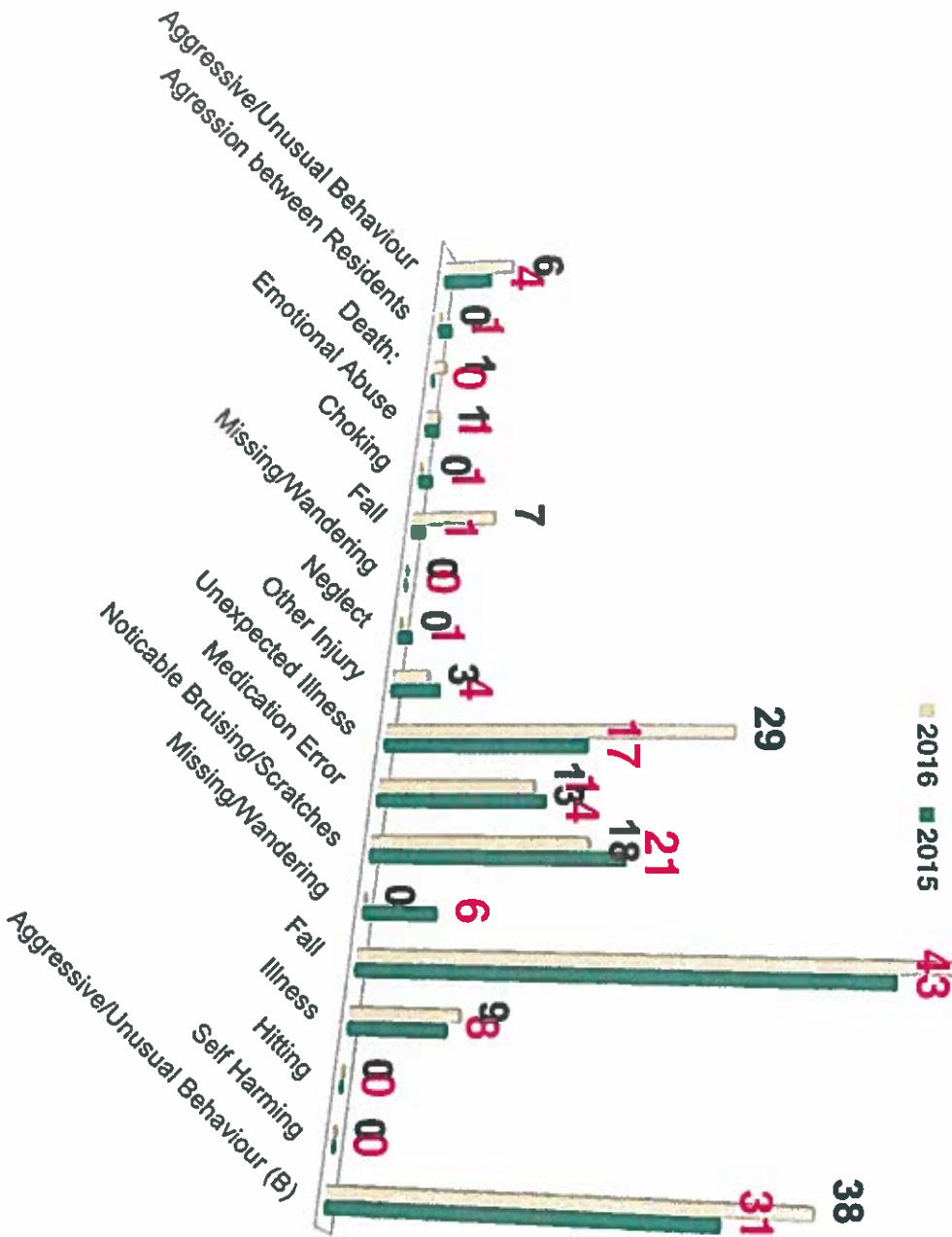
2016 Goals Completed:

1. Save money and fundraise throughout the year to go on a trip-Went to Creston on an overnight trip March of 2017
2. Learn and try a new recipe – made homemade perogies Completed October 2016

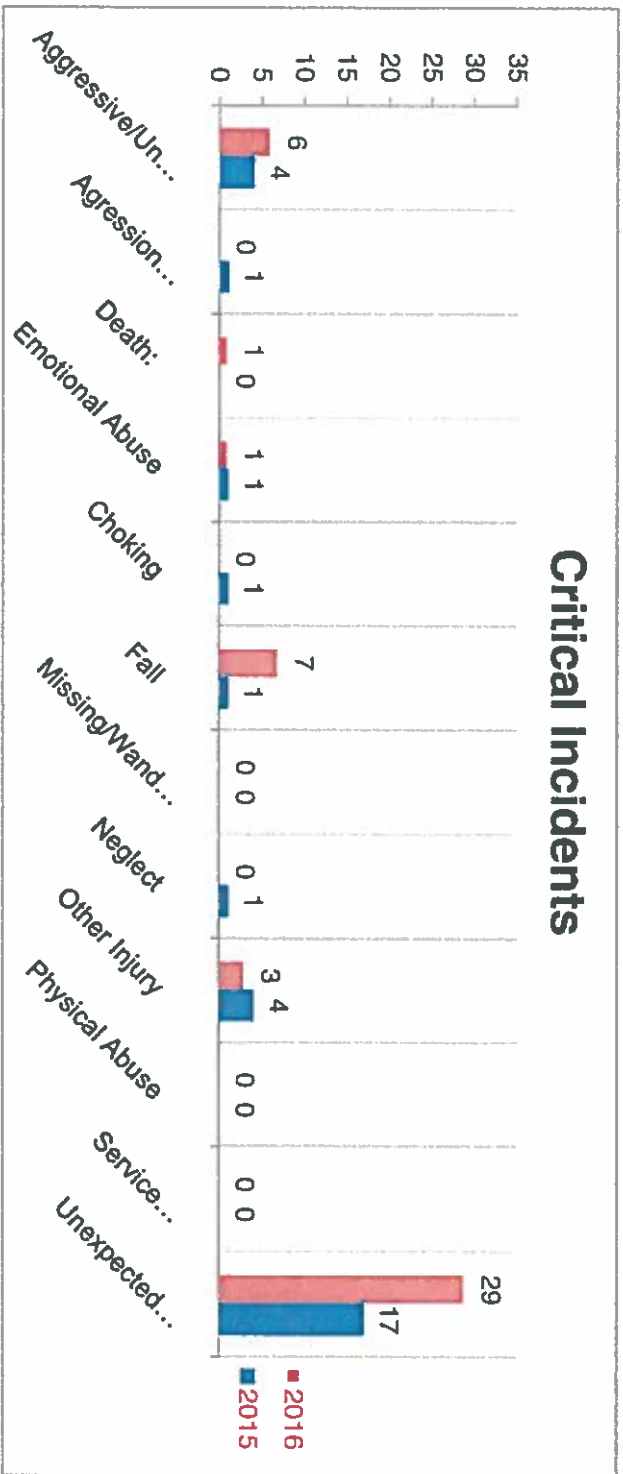
Trail Association For Community Living  
Incident Tracking 2016

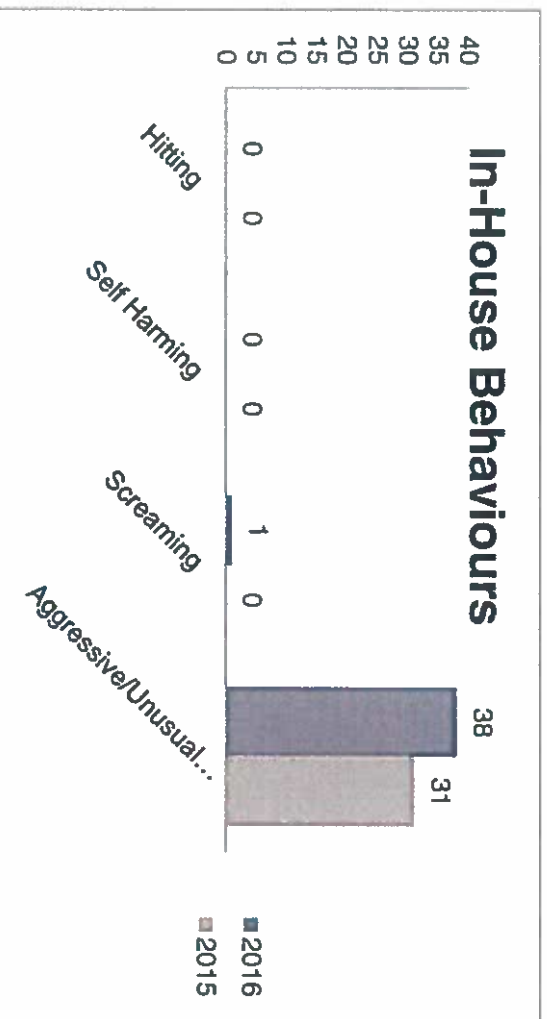
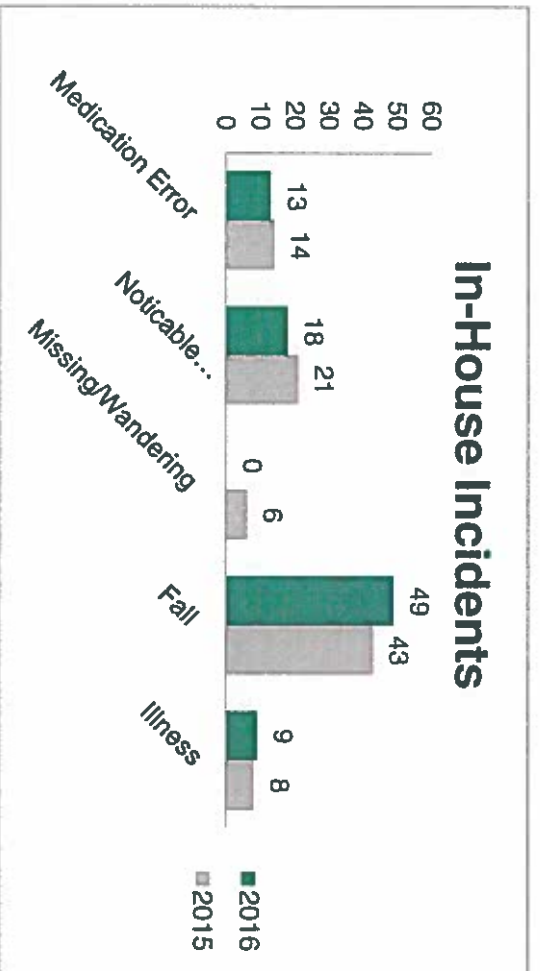
Incident / Behaviour Tracking - TACL - 2016	2016	2015
<b>Critical</b>		
Aggressive/Unusual Behaviour	6	4
Aggression between Residents	0	1
Death:	1	0
Emotional Abuse	1	1
Choking	0	1
Fall	7	1
Missing/Wandering	0	0
Neglect	0	1
Other Injury	3	4
Physical Abuse	0	0
Service Delivery Problems	0	0
Unexpected Illness	29	17
<b>Sub Total</b>	<b>47</b>	<b>30</b>
<b>In-House (Near Miss)</b>	<b>Total</b>	<b>Total</b>
Medication Error	13	14
Noticable Bruising/Scratches	18	21
Missing/Wandering	0	6
Fall	49	43
Illness	9	8
<b>Sub Total</b>	<b>89</b>	<b>92</b>
<b>Behaviours (Recurring)</b>	<b>Total</b>	<b>Total</b>
Hitting	0	0
Self Harming	0	0
Screaming	1	0
Aggressive/Unusual Behaviour (B)	38	31
<b>Sub Total</b>	<b>39</b>	<b>31</b>
<b>Total</b>	<b>175</b>	<b>153</b>

### Critical- In-House and Near Miss <sup>49</sup> Incidents



Association Wide  
2016 vs2015





Listed below are some of the most common incidents reported in 2015-2016

### Reportable Incident Review 2015- 2016

On an annual basis, all reportable incidents are reviewed to determine any trends or contributing factors to incidents occurring. This helps to identify areas of improvement and increase the health and safety of the individuals, employees and stakeholders.

**Definition:** A Reportable Incident is a serious or unusual event involving an individual receiving service or a service delivery event and or any other significant event involving TACL or persons served. Some examples but limited to of a Reportable incident are; unexpected illness or injury, a fall that requires medical intervention, aggressive or unusual behaviour, etc.

#### Overview of 2016-2015 Incident Review:

On an annual basis, all Reportable incidents are reviewed to determine any trends or contributing factors to incidents occurring.

This helps to identify areas of improvement and increase the Health and Safety of the persons, families and staff.

#### Definition:

A Reportable Incident is a serious or unusual event involving individual receiving services. Some examples of a critical incident

Re: unexpected illness or injury that requires medical intervention; a fall that requires medical intervention; aggressive or unusual behavior, etc.

During 2016 there were a total of 47 Reportable Incidents, an increase from 30 in 2015.

In 2016 TACL reopened a Residential Site, we have also have seen a significant growth in contracts in the past 2 years.

#### **Unexpected Illnesses: *An increase from 17 unexpected illness in 2015 up to 29 in 2016.***

Unexpected illnesses are difficult to control; however, the staff has been working with the Health Services for Community Living (HSCL) nurse on some on-going health issues that may have caused some illnesses to be reported as critical. And to ensure proper protocols are in place to avoid individuals having to go to the hospital, outside of their regular physician appointments. This has been somewhat of a challenge due to not have a local HSCL Nurse for the first 7 months of 2015, a new HSCL Nurse has been hired and working hard to get caught up.

**Aggression:** An increase of Reportable Incidents While the number of incidents has stayed consistent for the past two years, we feel that there is more consistency among staff in dealing with behaviours due to implementation of comprehensive behaviour support strategies (Positive Support Strategies). Furthermore, the support received from the Developmental Mental Health team has

provided training to programs where behaviours are on an increase. DDMH has also provided valuable input to behaviour support strategies for individuals experiencing an increase in behaviours. These external professional supports have proven to decrease incidents of aggression. One of the goals for the organization in 2013 is to educate an in house Mandt System Instructor to provide staff annual training. This was cost effective benefit to the organization by eliminating costs of hiring an external instructor. Mandt training concentrates on building healthy workplace relationships that focus on dignity and respect, proactive interaction with a focus on prevention and the crisis cycle with a focus on de-escalation. Mandt centers strongly on keeping interactions between people from becoming incidents, keeping incidents from becoming crisis and de-escalating crisis as quickly and safely as possible it further ensures behaviour support strategies are kept up to date and reviewed on a semi-annual basis and staff is knowledgeable about the information in them. While the number of incidents has increased in the for the past two years, it appears that there is more consistency among staff in dealing with behaviors due to implementation of comprehensive Positive Support Strategies for all individuals served. In addition, we identified that an increase in aggression towards others was due to an alcohol and drug issues which effects a number of our new persons served. TACL has expanded the client base in the last three years and have been working consistently with Mental Health and Addictions and the RCMP in order to reduce these types of Reportable incidents. An improved relation with these outside relations appears to assist in reducing aggression towards others category. Pivot Point Behaviour consultants assist the persons we support and staff in developing a behaviour reduction plan. These consultants also provide person centered training supports at each site as needed. TACL also continues to send staff to all training events offered by Pivot Point behaviour consultants

All TACL will also be completing competency based training through Open Future Learning modules, please see TACL training plan.

**Falls:** TACL saw increase in Reportable Falls in the last 2 years 2015 – 1 and 2016- 7. We also saw an increase in-house with no injury falls in 2015- 43 increasing to 49 in 2016. In 2012 we performed an Agency wide Fall Assessment of all served we continue to perform these assessments on an annual as needed basis. Any person served who was identified to be at risk of falls causing injury was then assessed by HSCL OT and a fall prevention plan was developed. It should be noted that a number of falls were centered on three persons served. One of these individuals is now using a wheel chair, one has person served refuses to consistently use mobility devices and the third is encouraged to use wheel chair when first waking up in the morning and in the evening when she is more likely to be tired. TACL will continue to review fall assessments on an annual basis or as needed and during the intake process. We will continue ongoing staff training opportunities with HSCL/ OT surrounding transferring of persons served and lifting. We will continue to ensure that solid individual transferring procedures are in place that are specific to each individual served for persons that require ongoing assistance with mobility, transferring to and from personal care assistance and in and out of bed etc. Provide self-care and personal boundaries in-service for all staff on an annual basis completed in 2015-2016

**Medication errors:** In 2015-2016 had 0 reportable incidents involving medication errors. In-house incidents were down 2015 -14 2016- 16. In order to continue to reduce medication errors TACL and HSCL preforms annual competency based medication distribution in-services for staff that dispense medications. Competency based training on an annual basis appears to have reduced

medication errors compared to previous years. We will continue to have annual medication reviews on each site with Pharmacist, Community Health Care Nurse and site Supervisor. And continue to have the house Supervisor or senior staff on duty review and audit all MAR sheets and Blister packs immediately after receiving from pharmacy. All new staff will receive medication-dispensing training during their initial TACL 101 training starting in January 2015. TACL will introduced a new medication administration policy in February 2016. This new policy was approved by the Pharmacist prior to being distributed though out organization. An in-house training occurred at each site once this policy is introduced. Our hope is that a more detailed, simplified process will reduce the number of errors occurring.

**Allegations of Abuse and Reporting Practices:** 1 incident of emotional abuse was reported in 2016 and 1 reported 2016. TACL that any incident in this category very seriously and immediately implemented and Health and Safety Plan for all persons served. All TACL staff continues to receive mandatory Red Cross abuse prevention training throughout 2015-2016, in 2017 TACL has identified that there was a need for continued competency based training and will introduce on line learning through Open Future learning for all staff. Regular Residential/Program Council Meeting continue to occur on a semi-annual basis. On an annual basis during each person's Personal Life Planning (PLP) session each person served will have the opportunity to review their Rights and Responsibilities & the Bill of Rights. Our Person Served handbook has been redesigned to be a user-friendlier document. A self-advocate group meets on a regular basis for individuals not living in Residential sites. Our Parent and Caregiver Support Group continue to reach out to all Parents, Families and Home Share Providers.

We will continue ongoing staff training opportunities with HSCL surrounding transferring of persons served and lifting. Continue to ensure that solid individual transferring procedures are in place that are specific to each individual served for persons that require ongoing assistance with mobility, transferring to and from personal care assistance and in and out of bed etc. Provide self-care and personal boundaries in-service for all staff on an annual basis completed in 2015-2016

The Health and Safety Committee also has reviewed all incidents for 2015- 2016 and provides recommendations for reducing incidents in 2017 in Health and Safety Minutes (January 2017). Please see attached



## Trail Association for Community Living

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### Annual Summary Health and Safety Committee 2016

The Health and Safety Committee meets on a monthly basis to review site binders to ensure safety drills, monthly inspection reports and quarterly reports are completed. The committee reviews, on a quarterly basis, incident reports to identify possible trends and to forward recommendations to the Executive Director. The committee reviews all maintenance requests on a monthly basis to ensure they are being completed in a timely manner and the most urgent and needed for safety are prioritized.

The Committee does annual reviews of all emergency drills and incident reports. Incident reports are also reviewed on a quarterly basis. During the review, the committee looks at trends and makes recommendations to improve safety measures and reduce incident reports.

After reviewing the H&S Committee central files for 2015, I can report that 100% of all monthly fire drills, inspections and quarterly drills were completed. This is a significant improvement from last year.

The yearly incidents for critical incident reports were up from 33 in 2015 to 47 in 2016. The majority being reported for unexpected illness – 29. Falls – 7, aggressive/unusual behavior – 6, other injury – 3, death – 1, and emotional abuse – 1 make up the remainder of reportable incidents. Falls were spread throughout the Association so there are no recommendations as this point. Aggressive/Unusual Behaviour breaks down as follows: Willow Place – 3, Community Support – 1, and CDS – 2. The committee recommends reviewing support strategies in place with staff and person's served and if appropriate have Pivot Point come to assess.

The in-house or near miss incident reports were up from 81 in 2015 to 89 in 2016. Falls were the majority with 49 this year. Forrest Place had 21, Fruitvale had 11, Alpha House had 9, Willow Place had 6 and Day Program had 2. As the population that we serve is aging there have been more falls reported. The Occupational Therapist has been contacted regularly to review mobility concerns with persons served. Majority of the falls at Forrest Place are with one person. The H&S committee recommends having another review with the Occupational Therapist to assess the mobility of the person served and whether or not should be in a wheelchair at all times. Noticeable bruising/scratches went from 22 in 2015 to 18 in 2016. Medication Errors went from 14 in 2015 to 13 in 2016. The H&S Committee recommends doing a review of medication administration with all staff at the next staff meeting. Illness makes up the remainder with 9 in 2016 compared to 8 in 2015.

In Behaviours aggressive/unusual behavior went from 31 in 2015 to 38 in 2016. Willow Place had 13, Day Program had 10, and the remainder were spread throughout the Association. The behaviours at Willow were when they were first transitioning to the home and then again when new person's served were moving in. Day Program's behavior has been addressed by having support strategies in place for person's served and

implementing new strategies to reduce the number of behaviours. Pivot Point has been involved to put in place safety plans as well as positive support strategies in both locations.

The H&S drill forms were updated to include a competency-based section to record the competency of persons served. The H&S Committee recommends reviewing this process at a staff meeting as there seems to be confusion about how to fill in the drill form properly. Testing is being done bi-annually for staff on emergency preparedness.

At staff meetings, staff are reviewing First Aid/CPR and MANDT training to assist in reducing the number of incidents being reported as well as knowing what to do in an emergency situation. Staff is also reviewing a licensing regulation and a policy at staff meetings to keep up to date.

The H&S Committee meets again on the 28<sup>th</sup> of February and will look at goals for the coming year.