

TACL Outcome Management Report 2019/2020



Trail Association for Community Living

By

Nancy Gurr

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Figure 1

1. Introduction

a. Alternate Format Availability

It is the goal of the Trail Association for Community Living to ensure This report represents our Outcomes Management Systems and is a summary of our efforts to continually improve our services, in order to better meet the needs of the individuals we support.

b. If this report is hard to understand

- Contact the Trail Association for Community Living to ask for the information in a different format; or
- Ask a support worker, friend, or a family member for help if you want to know more about what this report says.

2. Message from the Executive Director

Welcome to our Outcome Management Report. This 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 serve and their families.

I am happy to report that we submitted our Annual Quality Improvement Plan in 2019 and it was accepted. TACL has completed the requirements for maintaining accreditation status until June 2020 and has begun the process of renewing our CARF accreditation. The Board and TACL staff continue to work through the goals established in our Three-Year Strategic Plan. The Board of Directors met in October 2017 to review goals and brainstorm new goals for 2020 at their Annual Board Retreat. The Board and TACL Management and staff will be meeting shortly to develop new Goals for Programs. Our vision for 2020 will focus on empowering and supporting the people we serve to advocate for their rights and, access community inclusion activities while secure meaningful employment for those that desire it.

3. Methodology

This report is based on information gathered January 1, 2018 to December 31, 2019, as well as looking forward to goals and Strategic Planning the Trail Association for Community living used three different methods to collect information; surveys, interviews and file reviews. Data was collected in accordance to The TACL 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. 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, direct handouts, telephone interviews and direct interviews using an Advocate approved by persons served.

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.

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; and

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

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





4. TACL Vision

a. Mission, Service Principles and Vision

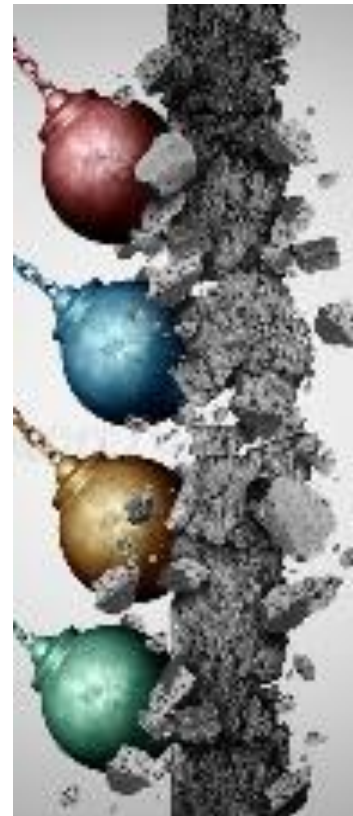
In carrying out its work, the Board is guided by The TACL Mission, Service Principles and Vision.

b. Mission Statement

TACL...Taking down walls.

c. Service Principle

- 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 individuals 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.



5. Vision Statement

Trail Association for Community Living is a progressive organization committed to providing quality services to individuals with diverse needs.

6. Organization



a. History

Trail Association for Community Living (TACL) has been providing support and services to people with diverse needs for over 65 years. In the early 1950's many families from the Kootenay's had children with diverse needs living in Institution's throughout the province. There was a strong belief that these children could learn and live in their own community and the long distance made it very difficult for families to visit. These were driving forces behind building a facility closer to home. The Kootenay Society for Handicapped Children was founded by Dr. W. J. Endicott, a member of the Trail community as well as families and volunteers to run a school for children with disabilities. The Society continued to grow and change and was soon providing support and education as "The Maple School".

Over the years, The Maple School transitioned from the "classroom" to a "workshop" for adults. The classroom was moved into Sunningdale School and continued with Katie Shaw as one of the teachers. Katie Shaw was a pioneer for establishing equality of living for individuals with disabilities.

During the 1980's the workshop was relocated to the downtown area and was renamed Trail Contracting Services. Portland House, with support from the Kiwanis, was opened as a home to provide life skills training for individuals to live in the community. Soon after, Willow Place in Warfield opened its doors as a group home. The "group home" era of the organization officially began. The Trail Association for Community Living over the years has since opened three more homes and continues to grow.

TACL purchased property on Riverside Avenue and it was named the Trail Association Activity Center (TAAC) providing a home for TACL's Day Program, Child and Youth programs and community support services we provide. We continued to grow and Career Development Services came under our umbrella providing employment services in the greater Trail area.

The Community Inclusion Centre (CIC), a community space for groups and individuals to come together, was purchased in December 2017. The CIC provides employment services through WorkBC program and in the winter, months hosts the LaNina Cold Weather Shelter. In early 2018, the community was in need of an organization to take over the Youth Centre. TACL was quick to action and took over March 2018.

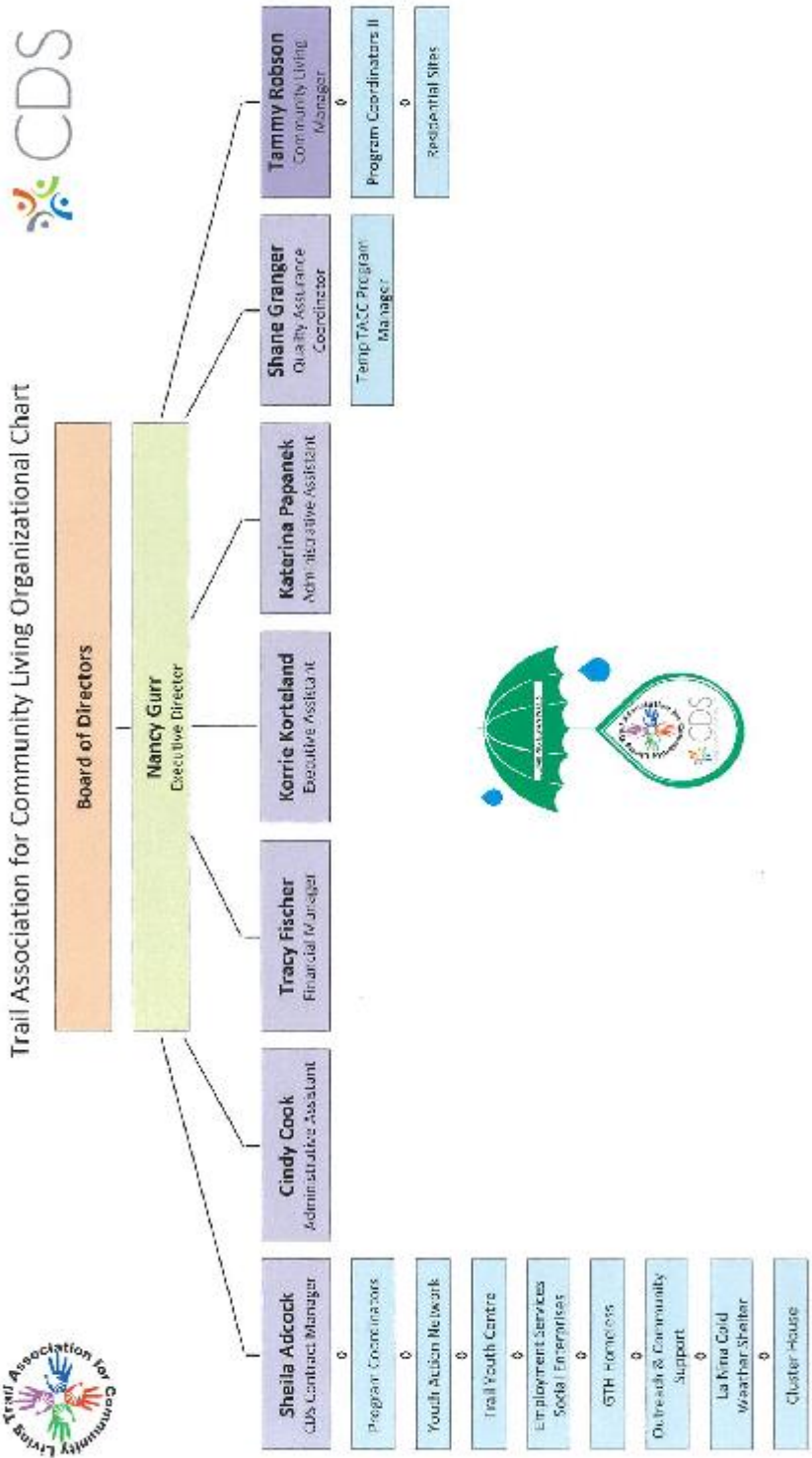
b. Quick Facts about TACL Human Resources

- The Trail Association on for Community Living employs 121 employees;
- 39 Full- time employees- 31 Part- time employees- 51 Casual and Seasonal Employees;
- The number of persons served at TACL has tripled since 2003 from approximately 100 persons served to over 400 and growing.
- TACL is one of the oldest organizations in British Columbia having started in approximately 1951; meaning TACL will be celebrating our 70th Birthday in 2021
- TACL continues to have on going student and volunteer opportunities;
- In the past year we had staff leave our agency for various reasons:
 - Resigned – 6
 - Unable to complete probation – 1
 - Terminated – 2
 - Retired -1
- 2 staff on Maternity Leave;
- 2 staff on Sick Leave;
- Union Employees - 53 longest serving staff years – 36. Average years of service 9 years
- Additionally, we hired 6 new staff in 2018 and in 2019 8 an increase of 2
- Average age of all employees is _ years in 2019
- In 2018 64 positions were posted internally compared to 51 postings 2019. Out of 2 postings posted no internal applicants. TACL posted externally to fill these positions
- TACL has employed non-union staff since 2006
- Non-Union Employees Longest Serving staff 14 years.



- Grievances 2018- 1 Grievances 2019 – 0

7. Organization Chart



Updated February 2021



8. Program Descriptions

a. Residential Program

TACL offers affordable, accessible living arrangements along with staff supports needed to meet each person's unique needs.

TACL currently operates 4 licensed residential homes, each site provides staff support 24 hours per day. |As well as 1 Cluster Living Home where currently 5 persons reside with 24/7 staff.

Our Residential Services extends far beyond ensuring a person's basic needs are met. We promote personal decision making, meaningful community involvement and employment or volunteer placements that assists the persons served to develop and maintain independence in their everyday lives.

Persons served may receive assistance with cooking, budgeting, hygiene, personal care, laundry, recreation and grocery shopping. The program has been designed to enable persons to maximize their independence and participate as fully as possible in the community. Person Life Plans (PLP) are developed for each person.

Persons living in any of our residential homes are given choices to take full advantage of social and recreational activities offered by the community. This includes bowling, swimming, bingo, movies, theatre, concerts and assistance with planning vacations. Capabilities, needs and interests of each person direct the selection of activities.



b. Support Services (CDS)

i. Employment

CDS provides employment supports through a variety of different contracts that all have one common goal – to assist individuals with varying abilities to reach their identified employment goals that build on their unique skills and abilities.

CDS offers a wider range of services both to individuals who meet the criteria for services through Community Living BC as well as those with any type of barrier to employment.



CDS is a contractor with Community Living BC to provide Supported / Customized employment services.

ii. Getting to Home Homeless Program

In the context of delivering employment services CDS recognizes that a huge factor in individuals being able to maintain their employment is the fact that many are struggling with housing issues. In 2012 CDS worked on a partnership



with the Trail Skills Centre to develop a program called “Getting to Home: Addressing Homelessness in Greater Trail (GTH)” which allowed CDS to dedicate staff and resources to this specific issue. The initial funding received was through the Homeless Partnering

Strategy this funding provided the development and inauguration of the program.

Now in its 6th year, the GTH program continues to grow with funding from sources, such as the Homeless Partnering Strategy, local municipal governments, Teck, United Way and the Columbia Basin Trust. CDS receives no ongoing core funding for this program and therefore CDS is looking at developing partnerships and sustainable funding opportunities to ensure the success of this program moving forward.

iii. La Nina Cold Weather Shelter

In addition to the Getting to Home Program TACL/CDS has operated the seasonal La Nina Cold Weather Shelter in Trail since 2012 from 9:00 pm to 8:00 am from November through March. This season TACL/CDS has negotiated a contract to operate the shelter providing supports to individuals that are homeless as a 24 hour a day, 7 days per week shelter from November through March. Each morning the GTH housing facilitator meets with shelter guests to develop a housing needs plan and assist them to identify the supports they will require to be successful in reaching their housing goals. With the onset of the COVID 19 pandemic the Shelter has been open 24 hours a day, this is allowing us to expand our services to this vulnerable population during these hard times.



iv. Outreach & Community Inclusion Individualized Support

Currently TACL is contracted with Community Living BC to provide around 400 hours per week of 1:1 outreach/community inclusion services to individuals with complex needs living independently in the community. This includes individuals that have a medical diagnosis of FASD, Developmental Disability and/or Autism and experience deficits in their adaptive functioning skills may meet the criteria for support.

Individuals supported within this program often struggle with maintaining their housing as well as employment in the community. They require very unique and specific supports in order to complete daily living tasks and also to be safe in their community as they are at a high risk of being taken advantage of financially, physically and emotionally.

Within our outreach program CDS provides a variety of groups to assist individuals to build their skills while also having the opportunity to socialize with their peers.



v. Trail Youth Centre

TACL took over the Trail Youth Centre in March 2018 and CDS has been busy with this transition by connecting with the youth that utilize the centre. CDS will also been busy re-establishing networks with other youth support providers to ensure strong collaboration is taking place as the centre moves forward under CDS Management.



c. Day Program

We help persons served prepare for paid employment or volunteer placements and support them through the process. This includes finding their employable skills and interests to help them with career planning. Also, job readiness training and coaching is ongoing to ensure that our persons served succeed to the best of their abilities. Skills they learn from being a part of an employment or volunteer team is being able to problem solve, resolve conflict, team building, communication skills, stress management, personal awareness and self-confidence.

To be an engaged citizen, we build essential skills needed to live independently and thrive in the community. Some of these skills include managing their money, grocery shopping, competency-based learning and cooking nutritious food. Activities are planned around learning some of these skills such as cooking groups

We assist persons served to build social networks with their peers and within the community. Different group activities the persons served are a part of include arts and crafts, social recreation and social group. These interactions benefit all relations in the persons served' lives as communication and social skills are built.

We also like to encourage an active life style for the people we support. Inclusive activities are done such as swimming, bowling, walking, dancing and park days to allow persons served to explore what type of activities they enjoy. Persons served are able to choose which groups they want to be a part of to see what they like.

We take into account the cultural diversity of everyone and offer activities to support this. In 2020 we hosted a Cultural event at our Day Program which was a huge success and planning to continue these events. We gone to the Doukabour Museum, had visitors come and cook different ethnic foods, etc. Some of the events we've done include day trips to Champion, Nancy Greene and Christina Lake. Also, other activities such as golfing, sports day, bowling, sledding, movie days and crafts are enjoyed by the persons served. During the warmer months we often take advantage of the weather and bring picnic lunches and go to the park in order to enjoy the outdoors as much as possible.



d. Children and Youth Program

The main objective of our Child and Youth services is to provide direct assistance in skill development for eligible children/youth and their families.

Our CYC staff and management tailor our services around the needs, strengths and aspirations of the child/youth and their families. We provide the stage for social growth, recreational activities, skill development, teachable moments, and many more opportunities that move us and our children/youth towards their goals all while making it fun!

The activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers. We as an organization offer guidance, resources and referrals to support growth, development or situational change.

Our services are primarily group based with the need of the child/youth being served at the centre of everything we do.

The involvement of our supported children and youth is essential in achieving a satisfactory outcome so our activity planning is done by the children and youth, feedback received by families /caregivers with the support of the staff. A truly amazing activity in and of itself!



We recognize that the children and youth we serve have unique needs around meeting and making friends and being part of the community.

Part of growing up is making decisions and having choice. Making decisions, making mistakes and learning from them, changing their minds, and asking for help are all part of a complete life experience and all part of growing up. Mistakes are great learning tools; way more effective than worksheets! We encourage and support the children and youth in our care to do all of this. That said sometimes making choices and decisions can involve risk taking. Risk of course is a relative term. In supporting the youth to make decisions, we always keep their health and safety as a primary goal.

We work very closely with the families of the individuals we support as they are the drivers and primary decision makers of how our service plans are created and implemented.

9. 2020 Goals

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:

- a. In the past year 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. After speaking with persons served in our Residential sites, we have given these individuals the choice to attend our Day Program or run community inclusive activities and employment goals from their residential site. According to feedback from Surveys and Residential Council group all Residential sites are thriving using the Residential Based Community Inclusion Day program scheduled. It has been reported that the persons served from residential sites enjoy the less hectic day supports from their own home rather than Day Program. Residential serves do continue to participate in Fun Fridays and are able to visit with their peers from the other sites including Day Program.

- b. Continue to promote values and competency-based training for our employees, TACL wants to ensure that all of our employees continue to experience professional growth and to have opportunities to revisit the values that we consider to be at the core of the work we do each day. Organization values provide a guide for employees



in their approach and support to individuals served through an array of services. To date we have developed a power point presentation and additional 4-hour orientation for new employees. This 4-hour orientation will consist of reviewing several key Policies and Procedures, Incident Reporting, Objective Documentation and review of the TACL programs and Mission, Vision and Service Principles.

TACL will recommend 6-8 more staff to take the next set of training sessions held by pivot point

- c. 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 in the community who TACL is and what great things we do! TACL continues to work on putting the TACL footprint in our community, this past year we became the go to people at the farmer's market. TACL individuals could be found at each Market assist community member with their purchases. Several Community Inclusive Fund-Raising activities e.g., Purdie's Chocolate sales, Baking Brookes and proceeds going to Breast Cancer, handing out Candies at Warfield Community Hall at Halloween, Theatre Production open to Community members, Meat Draw, Helping Hands at the Trail Farmers Market and the continued success of the TACL website

- d. Continuing to work collaboratively with representatives of Community Living BC to provide greater access to services for persons served. The TACL Management teams meets semiannually and ongoing to discuss some of our harder to support persons served.

- e. 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



10. Enhancing the Quality of Our Services

Key Steps

- a. Obtain and retain accreditation. TACL received the highest award of three years' accreditation in 2020. TACL continues to work towards improving services and obtaining another three-year accreditation
- b. Fully integrate Personal Outcome Measures values and principles into how people are supported:
- c. Ensure employees are held accountable for helping people work towards their desired outcomes.
- d. Ensure compliance with all relevant legislation
- e. Ensure the availability of resources in a variety of formats that explains the legislation. And how to comply
- f. 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: Includes people served /families we are already supporting, schools and other service providers.

11. CARF Accreditation

In August of 2017, the Trail Association for Community Living attained a 3-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.



a. 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.

b. 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.

c. 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.



12. Persons Served

a. Characteristics of the Persons Served

This section summarizes the results of the Trail Association for Community Living compilation of client demographic information in the programs seeking accreditation.

Many of the programs have their own systems for tracking program specific relevant information. However, the kind of information recorded on each client and the manner in which the information has been organized has not been consistent across the programs. The agency is exploring ways in which data can be more consistently collected in the future, and there are many process issues and obstacles in this data collection that need to be addressed.

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



b. Celebrating 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.



The following summaries are based on information collected on clients receiving service between January 1, 2018 to December 2019

Age of Persons Served

	# Of individuals	Percentage
Birth to Five	0	0
Six to Seventeen	7	2.8%
Eighteen to Forty	135	55%
Forty-one to Sixty-Five	99	44%
Sixty-six to Eighty-Five	4	1.8 %

c. Gender

	# Of individuals	Percentage
Male	108	55%
Female	86	44%

d. Ethnic Background

It is difficult to make any conclusive statements about the Ethnic Background of persons served. Only 10% of the population is a visible minority. The term Caucasian does not reveal individual cultural differences, and this information is not always sought unless it relates to the presenting issues.

e. Demographic Summary



This is the third year that the Trail Association for Community Living has collected demographic information for the entire organization. Therefore, a comparative analysis between years is somewhat difficult. 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.

The City of Trail is situated on the Columbia River in the West Kootenay region of British Columbia where 7,709 people (2016 Census Data) call home. It is a special place with affordable real estate, outstanding recreational facilities and an abundance of outdoor activities. In addition, it has an active arts and culture community and a variety of service clubs and organizations.

Not only is this Kootenay town blessed with a central location, a temperate climate and an excellent interior transportation network, but you may be surprised to learn that Trail is also a hotbed for technology and research and development – with lots of room to grow. Trail’s skilled workforce enjoys a balanced lifestyle with challenging jobs, and an enviable quality of life.

The Teck Lead-Zinc Smelter complex, one of the largest of its kind in the world, is located in Trail and drives the regional economy. The city is also home to the Kootenay Boundary Regional Hospital, the largest diagnostic and acute care hospital in the West Kootenays. Trail's exceptional educational facilities ensure that residents can increase their knowledge and develop their skills without the necessity of moving away. It is a financial, service and retail centre and has a wide array of shopping options.

Trail offers stunning natural surroundings, a rich cultural and architectural history and a wealth of possibilities just waiting to be capitalized on.

Residents are immensely proud of their community, as evidenced by their strong volunteerism. Through their everyday lives, Trail residents emanate a "can-do" attitude which further positions us as a place to explore and a land of opportunity.



For residents and visitors alike, Trail offers outstanding opportunities for living life well and to the fullest.

f. Primary Language

This information is not sought, unless it is self-evident, and is relevant to the presenting issues. The Kootenay's and surrounding area are primarily English speaking

13. Human Resources Plan 2021

Goals:

1. Hiring, have sufficient staff to not have Overtime;
2. Performance, Improve staff performance with training and mentoring;
3. Staff turn-over reduction of 10%;
4. Key Positions
5. Hire and train replacement for Korrie Korteland;
6. Hire and train new administrator/payroll position;
7. Transfer payroll from Korrie Korteland to Cindy Cook;
8. Implement Ceridian Automated Schedule for payroll;

Hiring:

1. Full time ad to be at the Work BC and an ad is to be run on indeed for 1 week every month.
2. Promote staff to recruit via “word of mouth”;
3. Retention through leadership and implementing CSSEA pay scales;
4. Interviews will be conducted by 2 managers;
5. Provisional hire offers will be made to qualified and suitable candidates;
6. Provisional offers will be for completion of both hiring packages. Hiring packages are given one at a time and the second hiring package is not given until the first is complete;
7. Two reference checks will be completed prior to hiring; and
8. On successful completion of both hiring packages and completion of both reference checks the Probationary period can begin.

Performance:

1. All staff must complete the 9 modules in Open Learning to be eligible for any position;
2. All staff must obtain their BCDL Class 4 unrestricted, within 500 hrs of hire to be eligible for positions that require this qualification;
3. Quarterly Staff Assessment process to be updated and streamlined;

Staff Turn Over Reduction

1. Follow CSSEA pay guidelines;
2. Improve Staff Assessment to be more timely and less subjective;



Key Positions

1. Executive Director, no plan to leave 2021;
2. Executive Assistant, plan to retire May 2021, see “Hire for Korrie Korteland and Hire train for new Administrator Payroll position”;
3. Financial Manager, no plan to leave 2021
4. CDS Program Manager, no plan to leave 2021;
5. Residential Manager, no plan to leave 2021;
6. Payroll Administrator, no plan to leave 2021,

Hire for Korrie Korteland

1. Katrina Papanek was hired but is currently on leave for health reasons,

Hire/Train Payroll/Administration

1. Part time position is being considered. Job description to be written NLT November 2021;

Transfer Payroll

1. Korrie Korteland will train Cindy Cook on all payroll duties and Cindy cook will take over the duties as soon as she has been trained;
2. Cindy Cook will enroll and complete the Ceridian Payroll training;

Implement Ceridian Automated Schedule

1. Cindy Cook to train on Ceridian’s automated scheduling system;
2. Develop the rollout plan for all staff;
3. Implement the roll out plan
4. Begin using the automated scheduler in fall of 2021.



14. Labour Management:



Labour Management

January 14, 2021

Nancy,

I am writing this email as a record of our discussion earlier today. I am glad we were able to finally get together. Due to Covid-19 restrictions we have not been able to hold our regular formal committee meetings for 2019-2020. Instead, as you are aware, we have had many informal brief telephone discussions to keep up to date on any issues or concerns.

To reiterate our conversation, there have been no grievances or major issues throughout the association over the past year. I have had several discussions with other union members and there were zero concerns that were brought up. Overall, considering the circumstances over this past year, there has been a great sense of appreciation communicated by employees.

Thanks again,

Emily Pascuzzo

Unit Chair

CUPE 3999-05



- ✓ Time Sheets – review how to fill them out
- ✓ First Aid certificates and any other supporting documents – reminder to ensure all is at the office
- ✓ Effective Documentation
- ✓ Emergency Numbers
- ✓ Scheduling
- ✓ Medication Administration
- ✓ Medication Error
- ✓ Incident Reporting – Identification of Reportable/In house and Near Miss Incidents
- ✓ SMART goal training
- ✓ Emergency Handbook
- ✓ Emergency Preparedness- You can use either the crossword or the emergency preparedness questions
- ✓ Bullying and harassment
- ✓ Business Insurance Coverage and sign off
- ✓ Casual Call-in System
- ✓ Complaint Management -1.16 – Internet and Communication Usage Policy and sign off
- ✓ Case noting and Documentation guidelines
- ✓ Employment Requirement
- ✓ Code of Ethical conduct
- ✓ Standards of Service Delivery
- ✓ Driving violations
- ✓ Smoking
- ✓ Dress code
- ✓ Cell Phone Use While Working
- ✓ Performance Review
- ✓ Staff Recognition
- ✓ Employee Personnel Files and Personal Information
- ✓ Lines of Communication
- ✓ Attendance, Lateness and Absenteeism
- ✓ Disciplinary policy
- ✓ Confidentiality
- ✓ Guidelines for Medication Administration
- ✓ Medical Attention
- ✓ Dealing with Reports of Abuse or Neglect
- ✓ Communicable Diseases/Universal Precautions
- ✓ Occupational Health and Safety Committee
- ✓ Staff security/Working Alone
- ✓ Bullying & Assessment Policy,
- ✓ Sharps disposal
- ✓ Street Drug Staff and Guest Safety
- ✓ Drug Paraphernalia, safe supplies
- ✓ Harm Reduction Model of support
- ✓ Ministry of MH and Addictions Consultation
- ✓ Employment Workshops
- ✓ Employment Training for Street Outreach
- ✓ Health and Safety Training for Joint Health and Safety Committee Members



- BC CEO Network – Semi Annual Training for Executive Director and Financial Manager-2019 - Completed and ongoing – Covid Restrictions will commence when safe to travel
- Team Building – 2019-2020 completed and ongoing
- Review Mission, Vision, Service Principles and Rights Statement- 2019- 2020 completed and ongoing
- Annual review of TACL policies and procedures – 2019-2020 completed and ongoing
- Annual Competency Based Medication Training – 2019- 2020 completed and ongoing
- MCFD Privacy Training – Child and Youth Staff and Management 2019-2020 completed and ongoing
- CLBC Privacy Training 2020 completed and ongoing
- Parent Meetings ongoing
- CAYA via skype 2019-2020 ongoing

Open Future Competency Based Training

Training Modules to be completed by **All New TACL** staff in first 500 hours and all existing staff in 2017.

Introduction to your role

On successful completion of this module, learners will be able to:

- ✓ Define and describe a developmental disability and its causes.
- ✓ Describe other commonly associated conditions.
- ✓ Explain how a developmental disability can impact the person's life.
- ✓ Describe a range of experiences that impact the person's life including segregation, congregation, negative perception and treatment, social devaluation, loneliness, poor health, poverty, and abuse.
- ✓ Explain the importance of the person's history and the involvement of their family.
- ✓ Define John O'Brien's five valued experiences and explain how they can support a good and meaningful life.
- ✓ Using the Code of Ethics developed by the National Alliance of Direct Support Professionals you will be able to explain the purpose of the following concepts and how they refer to your role:
 - ✓ Person-centered support
 - ✓ Promoting physical and emotional well-being
 - ✓ Integrity and responsibility
 - ✓ Confidentiality
 - ✓ Respect
 - ✓ Justice, fairness and equity
 - ✓ Relationships
 - ✓ Self determination

Abuse Prevention Long Version

On successful completion of this module, learners will be able to:



- ✓ Describe what abuse is, and the signs, symptoms, causes, circumstances, patterns, and effects of abuse.
- ✓ Explain how the power and control of systems and professionals can impact your role and the safety of the people you support.
- ✓ Explain the responsibilities of your position as they relate to trust and safety.
- ✓ Explain the importance of knowing the person and their disability.
- ✓ Describe the risks of self-neglect, and define who is most at risk.
- ✓ Identify potential abusers.
- ✓ Know how to recognize and report abuse when it is witnessed or reported to you, and be able to describe the process that should take place after reporting abuse.
- ✓ Describe how abuse is considered legally, and what the consequences for the abuser may be.
- ✓ Help the people you support to be able to stop abuse and better protect themselves.
- ✓ Describe the conflicts of people's personal freedoms and protection, and explain the importance of risk taking, and explain the risk assessment and management process.

Active Support

On successful completion of this module, you will be able to:

Define what active support is and how it can help people have a better quality of life.

- ✓ Describe the importance of engagement and what it looks like.
- ✓ Understand how every moment has potential.
- ✓ Apply the principles of little and often, taking small steps, and providing support at the right time and place.
- ✓ Describe how you can provide just enough support for people to participate successfully.
- ✓ Explain how active support can be used to maximize choice and control while maintaining people's safety.

Boundaries-

On successful completion of this module, you will be able to

Explain what boundaries are and why they are important for both you and the people you support.

- ✓ Understand that boundaries are a learned skill that needs to be taught, and know how to teach them.
- ✓ Describe the importance of and difference between public and private places, spaces, and information.
- ✓ Explain why we are not friends and we are not family.
- ✓ Value the bodies of the people you support and know how to enable healthy, professional boundaries regarding touch.
- ✓ Explain why maximum privacy equals maximum dignity.
- ✓ Describe and teach appropriate ways to show affection.

Explain why maximum privacy equals maximum dignity

Challenging Behaviour



On successful completion of this module, learners will be able to:

- ✓ Define challenging behavior.
- ✓ Explain what individual and environmental characteristics cause challenging behavior.
- ✓ Understand the effects of challenging behavior.
- ✓ Describe how communication difficulties can impact behavior.
- ✓ Describe how to implement a range of person-centered tools, strategies, and approaches aimed at preventing or reducing challenging behavior.
- ✓ Explain good listening skills.
- ✓ Understand the importance of knowing the person and their story so you can meet his or her individual needs and wishes.
- ✓ Describe the consequences of loneliness and the importance of friendships, relationships, and valued roles.

and the importance of friendships, relationships, and valued roles.

Do the write thing

On successful completion of this module, you will be able to:

- ✓ Appreciate documentation as a competency and a skill.
 - ✓ Explain what constitutes unprofessional documentation.
 - ✓ Understand the importance of and be able to apply practical strategies to ensure legible, accurate, respectful, concise, confidential, and meaningful documentation.
 - ✓ Explain why paperwork is people work.
 - ✓ Describe and apply the concept and process of documenting with people, known as partnership documentation.

Health and Safety

On successful completion of this module, you will be able to:

- ✓ Understand the roles and responsibilities relating to health and safety in the workplace for yourself and others.
- ✓ Help the people you support to understand and be responsible for their own and other people's health and safety.
- ✓ Describe the purpose of risk assessments and be able to conduct a basic assessment of risk.
- ✓ Demonstrate best moving and positioning practices.
- ✓ Appropriately respond to and manage accidents, sudden illnesses, and stress.
- ✓ Follow agreed ways of working regarding medication and healthcare tasks.
- ✓ Prevent the spread of infection, promote fire safety, and follow proper security measures in the work setting.
- ✓ Promote the well-being of the people you support regarding food safety, nutrition, and hydration.



Sexuality and Relationships

On successful completion of this module, learners will be able to:

- ✓ Explain how the sexuality of the people we support has been denied, punished, oppressed and abused throughout history.
- ✓ Explain some of the most common stereotypes that are attached to the people we support and their sexuality
- ✓ Understand the importance of being able to reflect on your own attitudes and practices.
- ✓ Understand that every person is a sexual being and that both sexuality and intellectual disability are naturally occurring.
- ✓ Define the ten skills of likeability, and the importance of friendships.
- ✓ Explain the three basic skills that are necessary to have in place before embarking on any sex education curriculum.
- ✓ Explain the purpose of sex education and some of the associated myths.
- ✓ Understand how to most effectively support and apply a sex education curriculum.
- ✓ Understand how to support the sexuality of people with more significant disabilities and know when and how to intervene.
- ✓ Understand and explain the importance of good policy.

Understanding and Promoting Rights

On successful completion of this module, learners will be able to:

- ✓ Define what rights are, and understand the difference between legal and moral rights.
- ✓ Describe the disability rights movement.
- ✓ Describe human rights as developed by the United Nations.
- ✓ Explain how to support the rights of the people you support, including those with multiple and profound disabilities.
- ✓ Explain how rights interact with responsibilities, decision-making, risk, power and control.
- ✓ Detail how, why, and in what circumstances rights may be limited or taken away.
- ✓ Describe the different types of advocacy and the six important principles and other skills that relate to advocacy and your own role.
- ✓ Explain how to help people make choices.
- ✓ Describe the benefits and role of person-centered planning.

Suggestions or Requests for Future Training – Please call or email Nancy at tacl@telus.net or speak to your supervisor 😊



16. Business Report

a. 2 Year Financial Comparisons to March 2020

- i. 2018-2019: see diagram below

Revenues- CLBC & MCFD Contract increases as well as wage increase. Generous community donations and grants. Social enterprises showing improved sales

Expenses- Contract and wage increases make significant increase in wages as well as training for new staff. Utilities have seen a steady increase. Capital Improvements at 3 residences

- ii. 2019-2020: see diagram below

Revenues- CLBC Contracts increase including wage increase, EPBC Contract has changed to WorkBC. Transportation subsidy slightly less as prepaid previous fiscal. Slight increase in contracts as well as grants

Expenses- Wage increase due to increase reflected in new contracts. Capital Improvements made to two sites. New lift van purchase from fundraising, donations and gaming grant received previous fiscal year. Travel and training far below budget.

- a. 2018-2019: Expenses and Revenues as compared to each year's approved budget at unaudited year end by the Board of Directors
- b. 2019-2020: Approved March 5, 2019 by the Board of Directors
- c. 2020-2021: Approved Feb 4, 2020 by the Board of Directors

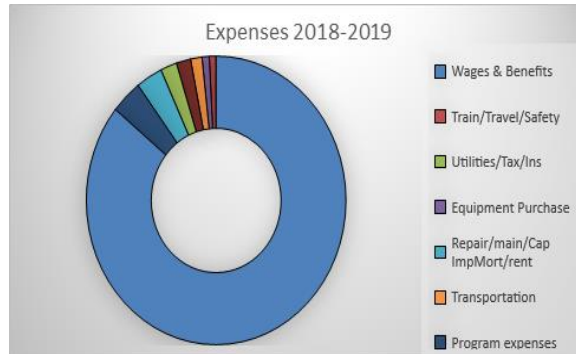




EXPENSES 2018-2019

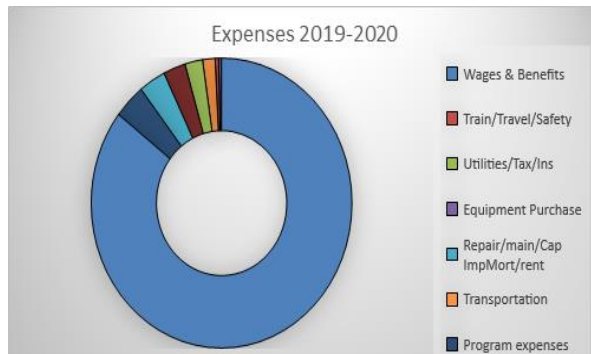
Wages & Benefits	\$	4,646,091.00
Train/Travel/Safety	\$	46,011.00
Utilities/Tax/Ins	\$	110,090.00
Equipment Purchase	\$	48,668.00
Repair/main/Cap ImpMort/rent	\$	178,281.00
Transportation	\$	77,165.00
Program expenses	\$	208,541.00
Admin Expenses	\$	96,840.00
TOTAL	\$	5,411,687.00

Previous to Financial Audit



EXPENSES 2019-2020

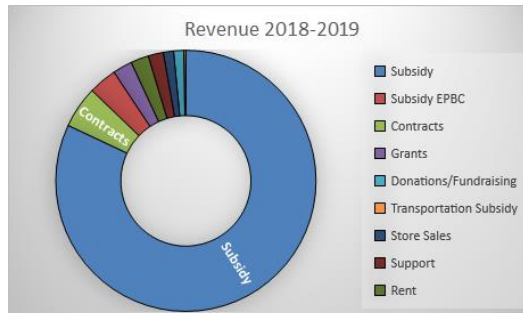
Wages & Benefits	\$	4,908,322.00
Train/Travel/Safety	\$	24,345.00
Utilities/Tax/Ins	\$	126,513.00
Equipment Purchase	\$	21,358.00
Repair/main/Cap ImpMort/rent	\$	190,753.00
Transportation	\$	88,811.00
Program expenses	\$	224,519.00
Admin Expenses	\$	158,017.00
TOTAL	\$	5,742,638.00



Revenues 2018-2019

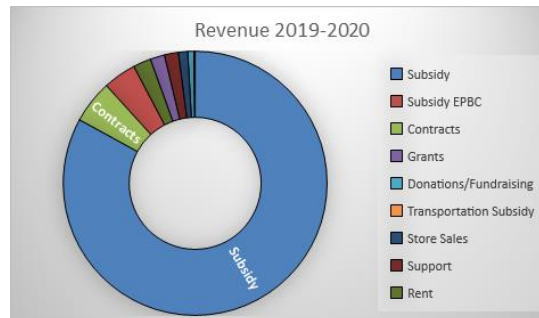
Subsidy	\$	4,448,958.00
Subsidy EPBC	\$	191,390.00
Contracts	\$	281,233.00
Grants	\$	131,003.00
Donations/Fundraising	\$	68,690.00
Transportation Subsidy	\$	14,149.00
Store Sales	\$	69,163.00
Support	\$	102,585.00
Rent	\$	120,685.00
TOTAL	\$	5,427,856.00

Previous to Financial Audit



Revenues 2019-2020

Subsidy	\$	4,861,050.00
Subsidy EPBC	\$	236,866.00
Contracts	\$	309,082.00
Grants	\$	102,316.00
Donations/Fundraising	\$	43,546.00
Transportation Subsidy	\$	9,836.00
Store Sales	\$	66,835.00
Support	\$	100,870.00
Rent	\$	128,311.00
TOTAL	\$	5,858,712.00



17. Business Performance & Measurement

Business Function Measures - Staff Use of Sick Time

Objective: To decrease staff absenteeism

Definition: “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.

Rationale: 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, 2020 – March 31, 2021	Ceridian	Ex Asst. and Admin. Asst.	55% or less	28.7%

Result: The previous year our goal was 60% or less and our actual result were 51%. This was below our goal, however we would still prefer lower percentage. This year our result was 29%, was less than the average benchmark. . We will set our goal to 37.5% next year as we feel we should be able to maintain the benchmark or less.

**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.	Ceridian Day Force once up and running will easily monitor any patterns and staff can see their own profile to self-monitor. Admin Asst will be able to see trends and meet with the employee
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 2021-2022:

* To maintain the benchmark or below.

* The Day Force program will give us real time stats in order for management to take steps to address any excessive or trend in use of sick time .

Target for next year: 37.5%

**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: To decrease the occurrences of staff injuring themselves while at work

Definition: This measure refers to all incidences of WorkSafeBC claims which result in lost time from work.

Rationale: 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	Jan 1, 2020 – Dec 31, 2020	WCB reports/ H & S Committee	H & S Year End report	0	6

Claim Summary

With regards to the lost time claims 1 was for treatment only and 5 had a wage loss associated to them. One of the wage loss claims received 100% relief due to a preexisting condition and the minor nature of the incident that caused the injury. The majority of costs (\$85,919) for the claims are actually from injuries which occurred in 2018 and 2019. Both claims were still active in 2021.



Figure 3

	2016	2017	2018	2019	2020
# STD/LTD/Fatal Claims	2	3	2	2	6
# Work-Related Deaths	0	0	0	0	0
# First-Paid LTD Claims	0	1	0	2	0
# Sprains and Strains	1	2	1	1	4
Long Recovery Sprains and Strains	0 / 0 %	0 / 0 %	0 / 0 %	0 / 0 %	2 / 50 %
# Health Care-Only Claims	2	4	8	4	1
Total Work Days Lost	180	156	77	248	798
Work Days Lost for Injuries in This Year	10	96	14	27	161
Total Claim Costs Paid	\$38,071	\$66,714	\$32,852	\$73,914	\$114,710
Claim Costs Paid for Injuries in This Year	\$2,859	\$20,970	\$8,821	\$8,600	\$28,791

Result: Jan 2019-Dec 2019 we had 2 injuries that resulted in lost time, this past year , 2020, we had 6 injuries resulting in lost time from work.

Recommendations from Last Year	Actions Taken
Monitor injuries in order to find ways for re-occurrence	TACL has entered into a contract with Disability Management Institute (DMI) in 2020. DMI works collectively with WorksafeBC and TACL to facilitate timely treatment and return to work plans
Ensure investigations regarding staff injuries happen in a timely manner	H & S Committee receives information regarding any injury as occurs and investigates immediately. Health and Safety Committee has completed all investigations. Any recommendations are brought forward to management and staff to be followed up on. Sites to be monitored for any H & S concerns .

Recommendations for the next year 2021-2022:

Continue to monitor any injuries and find ways to prevent them.

Continue to ensure investigations occur in a timely manner

Continue to work with DMI

Target for next year: 0 lost days



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. Some new employees need more orientation than others	Supervisors must be sure the orientation of new employees is performed in a professional manner and new Employees are fully trained before working .

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	Jan 1, 2020– Dec 31, 2020	Internal	CSSEA/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.

Monitor closer during probationary period to ensure new staff are comfortable in their role.

Offer In-House training to help them better understand their role. Team building.

Survey Monkey for 2021 Employee Satisfaction survey to receive more responses



Recommendations from Last Year	Actions Taken
Continue to work on getting exit interviews from staff who are leaving the agency.	The Admin. Asst. reminds staff that are leaving to fill out the exit interview and if they left without notice, a letter is emailed or mailed to them with the link for them to complete the survey.
Supervisors are 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 are responsible for orientation of new employees. This allows the orientation process for new employees. Open Future Learning Mandatory Modules
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 – Community Stakeholder Surveys

Objective: To increase the number of surveys we receive each year at TACL

Definition: Surveys help us improve our services and see where we can make an event or program more successful.

Rationale: TACL recognizes that our stakeholders make us accountable to those we support and give us insight to making our programs and events successful .

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results
# of stakeholder surveys received	All programs	April 1, 2020 – March 31, 2021	Internal	Financial Manager	30	7



Results:

Of the 30 surveys to community stakeholders sent out only 7 were returned. All responses were positive, however, in order to see where we can improve it would be beneficial to receive at least 80% responses.

Recommendations from Last Year	Actions Taken
Use Survey Monkey to encourage an easy platform for all to use	In progress for October 2021
Use Website/ social media to encourage responses	We continue to utilize Facebook social media site, which is linked to TACL website for information about the organization
Make surveys easy to understand and limit number of questions	Surveys have been modified and made more concise

Recommendations for the next year: To use Survey Monkey or similar platform to send out surveys. We will continue to mail to those not familiar with this format. Target for next year: 25

18. Risk Management

- a. Insurance Claims
- b. WorkSafeBC

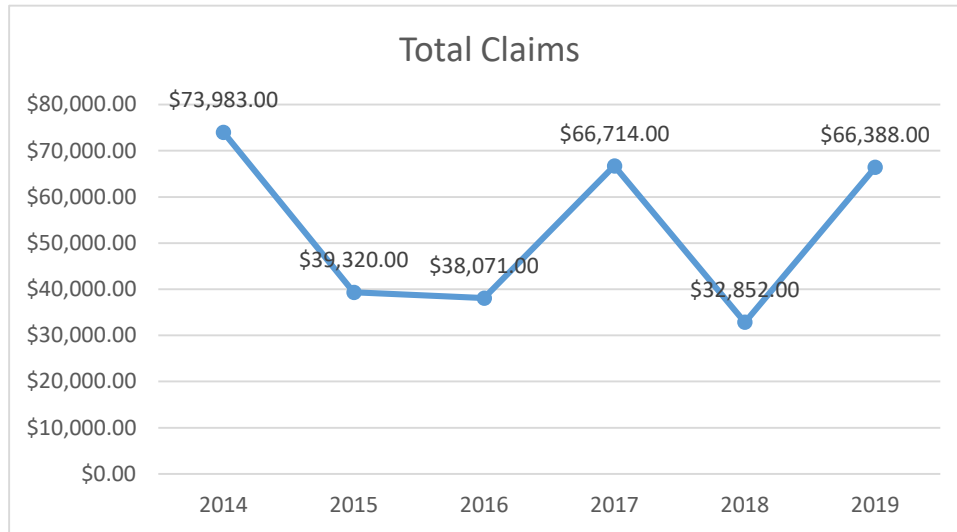
Information on reported 2019 WSBC incidents (work-related injuries/illnesses) with 2017-2018 for comparison. This information includes:

- Number of lost time injuries: injuries/illnesses in which lost time was approved by the WSBC or is awaiting WSBC adjudication, as the employee has lost time from work as a result of a reported workplace injury;
- Total Claims Cost;
- Experience Rating; and
- Surcharge rate.

Injury and Accident Costs Overall costs incurred during 2019 are reported in (Figure 2) below. It is these costs that are driving our Experience Rating upwards. Any injury costs in a year of more than \$30,000.00 negatively effect our Experience Rating.

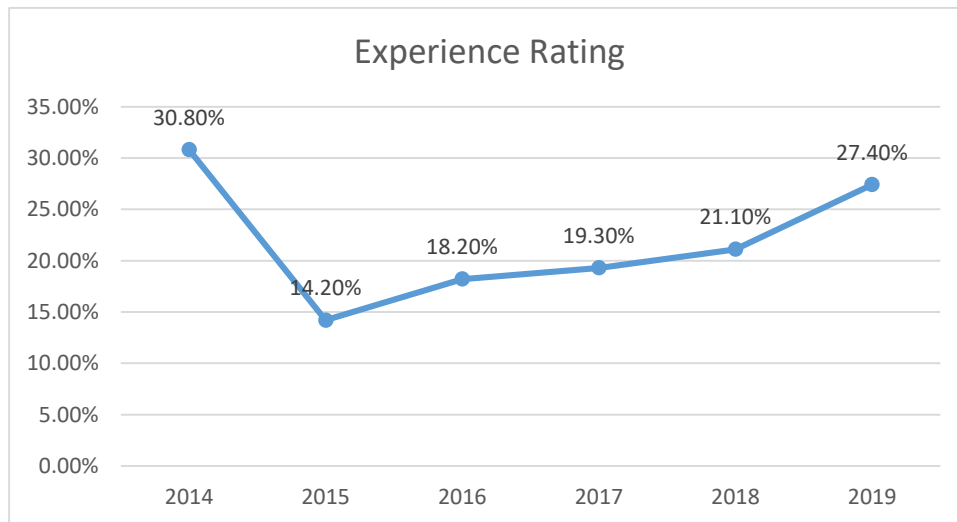


Figure 2



Our Experience Rating (Figure 3) is trending upwards with a surcharge of 23.4% (Figure 4.) This is attributable to higher than normal LTD costs in 2017. It should be noted that 2019 is also significantly higher in claims payout which will negatively affect our WSBC Surcharge through 2021-2023 with 2021 being forecasted as an especially high Experience Rating (~39%).

Figure 3



19. Strategic Plan

3 Year Strategic Service Delivery Plan

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



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



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 criterion 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.



action plans

Quarter 1 (April 1 – June 30/17)

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

Quarter 2 (July 1 – Sept 30/17)

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

Quarter 3 (Oct 1 – Dec. 31/17)

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



3 Year Strategic Plan Celebrations and Achievements 2018-2020 and extended to 2021

Celebrations 2018:

- ❖ EZ Rock presented TACL office staff with a prize for being nominated by staff as a great place to work 😊
- ❖ See increase in Revenue, Budget. Goals and Fundraising: Strategic Goal Completed 😊
- ❖ Community Inclusion Centre Purchased after renting for previous 2 years: Strategic Goal Completed 😊
- ❖ February 2018 Rossland Ave House- a 4 bed cluster house was opened with 24 hour staff, was opened, 4 Bed cluster House with 24 Hour staffing: Strategic Goal Completed 😊
- ❖ Many fundraisers happening for “TACL Vans on the go” Bake sales, Purdy’s chocolates: Strategic Goal Completed 😊
- ❖ Silver City Limited Theatre Company preformed “Snow White and Seven Buds” huge community success and sold out performances! Strategic Goal Completed 😊
- ❖ LeRoi Foundation Community Grant to the Silver City Limitless Theatre group: Strategic Goal Completed 😊
- ❖ TACL was awarded 3 Summer Students for residential sites: Strategic Goal Completed 😊
- ❖ TACL – Thank you BBQ for the community: Strategic Goal Completed 😊
- ❖ BC Gaming Grant of \$50 253.00 towards the purchase of a new van: Strategic Fund Raising-Grant Goal 😊
- ❖ Fresh coat of paint for exterior @ TAAC: Strategic Goal Completed 😊
- ❖ Annual CLBC Picnic, surprise guest Dave Babych a former Vancouver Canuck stopped by.
- ❖ Street Hockey in the alley TACL vs BV Night Hawks : Strategic Goal Completed 😊
- ❖ Said Goodbye to 30 year employee Sandra Colangelli and wished her well in the next chapter
- ❖ Annual Christmas Party and Buffet and dance/Staff Appreciation Event
- ❖ Grant from CBT provided an upgrade to the phone system: Strategic Fund Raising-Grant Goal Completed 😊
- ❖ March the Trail Youth Centre joined the TACL Family: Strategic Goal Completed 😊
- ❖ Coins for Change “Sleeping under the Bridge” Fundraiser and Community Awareness Event: Strategic Fund Raising Goal Completed 😊

Celebrations 2019

- ❖ Spring Fling Dance with buffet was a big hit ! Strategic Goal/Fundraising Goal Completed 😊
- ❖ See increase in Revenue, Budget. Goals and Fundraising: Strategic Goal Completed 😊
- ❖ New Van accessible van for Forrest Place from Gaming grant proceeds: Strategic Goal/Fundraising Goal Completed 😊
- ❖ TAAC/Children and Youth received a van with proceeds from Vans to Go: Strategic Fundraising Goal Completed 😊
- ❖ Spring Fling Dance was a huge success with other communities joining in the celebration: Diversity/Inclusion Goal 😊
- ❖ Sun and Fun get together and barbeque at Warfield Hall: Diversity/Inclusion Goal 😊



- ❖ Silver City Days activities, Residential sites have float in parade: Strategic Goal/Fundraising Goal Completed 😊
- ❖ Belly Dancers perform at TAAC: Diversity/Inclusion Goal 😊
- ❖ Raffles and fundraisers, Canada Day raffle at Beaver Creek Park: Strategic Goal/Fundraising Goal Completed 😊
- ❖ CYC successful bottle drive in August: Strategic Goal/Fundraising Goal Completed 😊
- ❖ CLBC Picnic in Grand Forks- TACL had 58 staff and participants attend- the highest attendance!
- ❖ Individuals and staff attend Backstreet Boys concert in Edmonton Alberta: Strategic Goal/Fundraising Goal Completed 😊
- ❖ Fruitvale house traveled to Silverwood in USA: Strategic Goal Completed 😊
- ❖ CDS Employment services working with Work BC are now Partnering with Kootenay Career Development Services: Strategic Goal Completed 😊
- ❖ Shane Granger welcomed to the TACL Management Team as Quality Assurance Manager
- ❖ Trail Youth Centre –Art night, planting for Communities in Bloom, and some new volunteers joined the group: Strategic Goal/Fundraising Goal Completed 😊
- ❖ Trail Youth Centre Employment workshops were hosted over several weeks with resume building and interview skills a hot topic. The mock interviews were well attended
- ❖ Day Program joins with Special O and Families to get fit and live a healthy life style
- ❖ Day program was joined by some guest coaches for an afternoon of indoor sports and relay games: Strategic Goal Completed 😊
- ❖ Day Program hosted a friendly game of baseball and a tasty outdoor BBQ: Strategic Goal Completed 😊
- ❖ TACL was awarded 2 Summer Students one in Residential and one at CYC Program: Strategic Goal Completed 😊
- ❖ Extreme make over at TAAC, new windows, paint, more light, stove for cooking group: Strategic Goal/Fundraising Goal Completed 😊
- ❖ Christmas party was enjoyed by all with Buffet and Dance – music by Jason Thomas: Diversity/Inclusion Goal 😊
- ❖ CDS has partnered on a 21 unit apartment building which was half empty. Working with owner helped to have all units available for low rent: Diversity/Inclusion Goal 😊
- ❖ Website Overhaul: Strategic Goal Completed 😊
- ❖ Did you know fact sheet: Located on Website and Outcomes Management Report: Strategic Goal Completed 😊
- ❖ Armchair Travel weekly event at Day program: Cultural/Diversity Event 😊

Celebrations 2020

- ❖ TAAC held a Cultural/Diversity Day- food and trade show from around the world. Huge Success: Diversity/Inclusion Goal 😊
- ❖ Set increase in Revenue, Budget. Goals and Fundraising: Strategic Goal Completed 😊
- ❖ Kitchen Reno at Willow! Strategic Goal Completed 😊
- ❖ Forrest Place exterior painted: Strategic Goal Completed 😊



- ❖ A generous donation of 90000.00 from the Trail Senior Centre Branch 47, along with the funds raised through Vans-On-the-go fundraising events, to purchase new wheel Chair lift van for Willow place and Alpha House: Strategic Goal/Fundraising Goal Completed ☺
- ❖ 40000.00 donation to the Trail Activity Centre was made anonymously and was very appreciated. Strategic Goal/Fundraising Goal Completed ☺
- ❖ CBT grant for a new puppet theatre and puppets. Local teenager and family are volunteering to build theatre: Strategic Goal/Fundraising Goal Completed ☺
- ❖ Programs were delivered in a new manner: Covid protocols in mind
 - Zoom dances, craft events, meetings and phone chats
 - Sensory Room at TAAC completed
 - Employment services visited Day program for employment talk and mock interviews
 - Individual sites made cookies for special days and had zoom parties with friends and family
 - Individuals had time to work on and complete personal goals
- ❖ Day Program is evolving into a L.I.F.E. Program: Strategic Goal Completed ☺
- ❖ Youth Centre made good use of the pots from Communities in bloom and made the space bright and cheery: Strategic Goal Completed ☺
- ❖ Hearts were made and put up on sites to show support for Health workers during pandemic: Diversity/Inclusion Goal ☺
- ❖ Trail youth centre hosted many on line options for youth (song writing seminars, Board Games and art nights and employment work shops) all held over zoom, and there were semi regular pick up days where the youth could drop by and pick up gift cards for food, toiletry items and art supplies. Covid 19 protocols in mind ☺
- ❖ TACL had a contest for out door Christmas Decorations between all sites, everyone was encouraged to drive by and look at the lights and cast a vote for the winners. Gift certificates were awarded to individual sites so they could have a party and Celebrate together: Diversity/Inclusion Goal ☺
- ❖ Forrest Place welcomes goats, residents got to spend time with the animals a great time was had by all: Diversity/Inclusion Goal ☺
- ❖ Gift cards were given to all staff as appreciation for all the work and dedication, these cards were all for a local restaurant to help support the Community : Diversity/Inclusion Goal ☺
- ❖ Day Program shared the Christmas Spirit with everyone they made posters and practiced “All you need is Love” they went around town singing and spreading cheer and love to all: Diversity/Inclusion Strategic Goal Completed☺

Celebrations 2021 : We hope to gather for Planning Meeting in October 2021

- ❖ 2021 Marks 70 years of Service in our Community ! Plan Celebrations!!
- ❖ Coldest night of the year, a new fundraiser for 2021, replaces Coins for Change
- ❖ Continue to explore audio options for website
- ❖ Continue to promote Health & Wellness Program for TACL staff, they can receive up to \$200.00 cash back for any fitness or wellness program by staff choice
- ❖ Continue vaccine roll-out- Staff at TACL offered a gift card with proof of full vaccination
- ❖ TACL to apply for 4 Canada Summer Students, one in each of Residential, Day program, CYC program and at Thrifty Treasures



- ❖ Continue to apply for grants and fund raise for Mural on TAAC building. Mural to represent Diversity and Inclusion in our Community
- ❖ Work with the City of Trail to secure 2 Street Outreach positions
- ❖ Mural celebrating 70th year of community service at TAAC office building
- ❖ October 2021- use Survey Monkey
- ❖ Continue to pursue Grants and Fundraising opportunities



20. 2021 Performance Management Plan

MISSION, VISION AND SERVICE PRINCIPLES

Our Mission Statement: TACL... Taking down walls!

Our Vision:

Trail Association for Community Living is a progressive organization committed to providing quality services to individuals with diverse needs.

Service Principles:

1. 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 person to define their support needs.
2. 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.
3. We will integrate individuals into the larger community.

As the TACL works toward achieving these goals, the organization is committed to the principles of continuous performance improvement in all programs, services and operations. To this end, TACL has developed this Performance Improvement Plan that incorporates the CARF Standards on Performance Measurement and Management and Performance Improvement.

The purpose of the Performance Improvement Plan is to establish a methodology for collecting and analyzing information for business improvement and service delivery improvement in the domains of effectiveness, efficiency, satisfaction, and accessibility. Data will be collected from a variety of sources including Person Served, staff, surveys and other associations.

A performance analysis will be conducted on an annual basis in order to:

- Identify areas needing performance improvement;
- Develop an action plan to address the improvements needed to reach or revise established outcome measures and improve the quality of programs and services;
- Facilitate organizational decision making with regard to progress toward fulfilling the mission and achieving goals; and
- Create a summary report that can be shared with Person Served, staff and other stakeholders in appropriate and meaningful ways.



Accessibility: CARF’s definition of accessibility is a measure of individuals’ and community members’ abilities to procure services with relative ease. TACL has identified barriers to services. TACL plans to implement measures of accessibility to evaluate the success in meeting individual, community and stakeholder needs.

OUTCOMES MEASUREMENT SYSTEM GRID

Domain: Access

Objective 1A: 100% of CLBC or MCFD qualified applications be accepted.

Sample: Qualified application

Timing: Quarterly (Q1 - Jan 1 - Mar 31; Q2 - April 1 - June 30; Q3 - July 1 - Sept 30; and Q4 - October 1 - Dec 31)

Data source: CLBC and MCFD

Obtained by: Tracy Fischer

Target: 100% of CLBC or MCFD qualified applicants are provided

ACTION PLAN:

1. Ensure services match CLBC and MCFD requirements and if a new service is requested work to develop a suitable service.
2. Efficiency: CARF’s definition of efficiency is the relationship between resources used and results or outcomes obtained. Resources can include time, money, or staff/FTEs. This can apply at the level of the person served, program, or groups of persons served, or at the level of the organization as a whole.



Efficiency: CARF’s definition of efficiency is the relationship between resources used and results or outcomes obtained. Resources can include time, money, or staff/FTEs. This can apply at the level of the person served, program, or groups of persons served, or at the level of the organization as a whole.

OUTCOMES MEASUREMENT SYSTEM GRID

Domain: Efficiency

Objective 2A: Enhance training to improve TACL staff’s ability to provide quality services for persons served

Indicator: Trainings per “program” (Residential, Outreach, Day Program and CYC)

Sample: 100% of trainings occurring in the houses

Timing: Quarterly

Data source: Orientations and annual training. Open Future Learning

Obtained by: Supervisors and reported to Office

Target: 100% Open Future Mandatory modules, 100% Class 4, 100% Annual Reviews and 100% orientations, Smart Goal Training and all Mandatory requirements as outlined in Taring Plan

ACTION PLAN:

1. Each supervisor will ensure all orientations and annual reviews are conducted as per Policy and Procedure;
2. Korrie will continue to collect certificates and send monthly reminders for those not in compliance;
3. TACL will utilize the required reading program to help train staff on policies, procedures and plans; and
4. Executive Director will monitor outcomes as well as identify trends that should be addressed through training and improving staff competencies



Effectiveness: CARF’s definition of effectiveness is results achieved and outcomes achieved for persons served. TACL uses a simple comparative model for year over year improvement.

OUTCOMES MEASUREMENT SYSTEM GRID

Domain: Effectiveness

Objective 3A: Improve Quarterly Goals for Persons Served

Sample: 100% of Persons Served have SMART goals that tracked quarterly

Data source: Quarterly Report

Obtained by: Program Managers

Target: 100% of all Persons Served SMART goals are tracked

ACTION PLAN:

1. SMART goals will be developed each quarter and emphasis placed on attempting the goal;
2. Staff will complete the quarterly PLP and share results with the Program Managers; and
3. Program Managers will complete quarterly Reports and analyze the results for areas of improvement.



OUTCOMES MEASUREMENT SYSTEM GRID

Domain: Effectiveness

Objective 3B: 0 Medication Errors

Indicator: 0 Medication Errors

Sample: 100% of Persons Served have 0 Medication Errors

Timing: Monthly

Data source: Reportable Incident, In-house and Near Miss Reports

Target: 0 Medication Errors

ACTION PLAN:

1. Program Managers will investigate any medication errors;
2. Program Managers will make recommendations to prevent further medication errors;
and
3. Recommendations will be carried out.



Person Served Satisfaction: TACL values and uses the input from Persons Served in the evaluation of the quality and effectiveness of services and operations. TACL uses this information in a number of activities, including program/service modification and development, and performance improvement. On an annual basis, TACL leadership meets, reviews, and analyzes input and feedback data from the Person Served satisfaction surveys and shares this information with staff.

OUTCOMES MEASUREMENT SYSTEM GRID

Domain: Satisfaction

Objective 4A: Persons Served will be satisfied with services

Indicator: 80% Satisfaction on surveys

Sample: 80% or better satisfaction on annual survey

Timing: Annual

Data source: Person Served annual survey, Tracy Fischer

Target: 80% of Persons Served

ACTION PLAN:

1. Surveys will be analyzed for area of improvement; and
2. Once areas for improvement are identified and action plan developed.



21. Technology

TACL 2021 IT Plan

Goals

1. Get Ceridian Scheduling operational;
2. Source software or vendor who can digitize residential forms, make available remotely and notify management when a form was not completed;
3. Replace computers at the TAAC; and
4. Update media system at TAAC.

Ceridian Scheduling Operational

1. Train payroll staff;
2. Set initial schedules for supervisors;
3. Roll out app to supervisors;
4. Train supervisors;
5. Roll out app to staff;
6. Train staff;
7. Trial run in conjunction with old system;
8. Go live.

Source Residential Software

1. Shane to find 3 vendors;
2. Hold demos;
3. Get pricing;
4. Determine best solution;
5. Determine if meets needs;
6. If yes finalize pricing;
7. Develop roll out plan with vendor;
8. Roll out; and
9. Ensure service meets expectations.

TAAC Computers

1. Purchase new computers for Day Program supervisor, CYC Supervisor and Media computer as per IT Purchasing Procedure.
2. **Update Media at TAAC**
 1. Purchase new projector and media system
 2. Install system
 3. Test system
 4. Train staff on new system
 5. Operate



22. Surveys

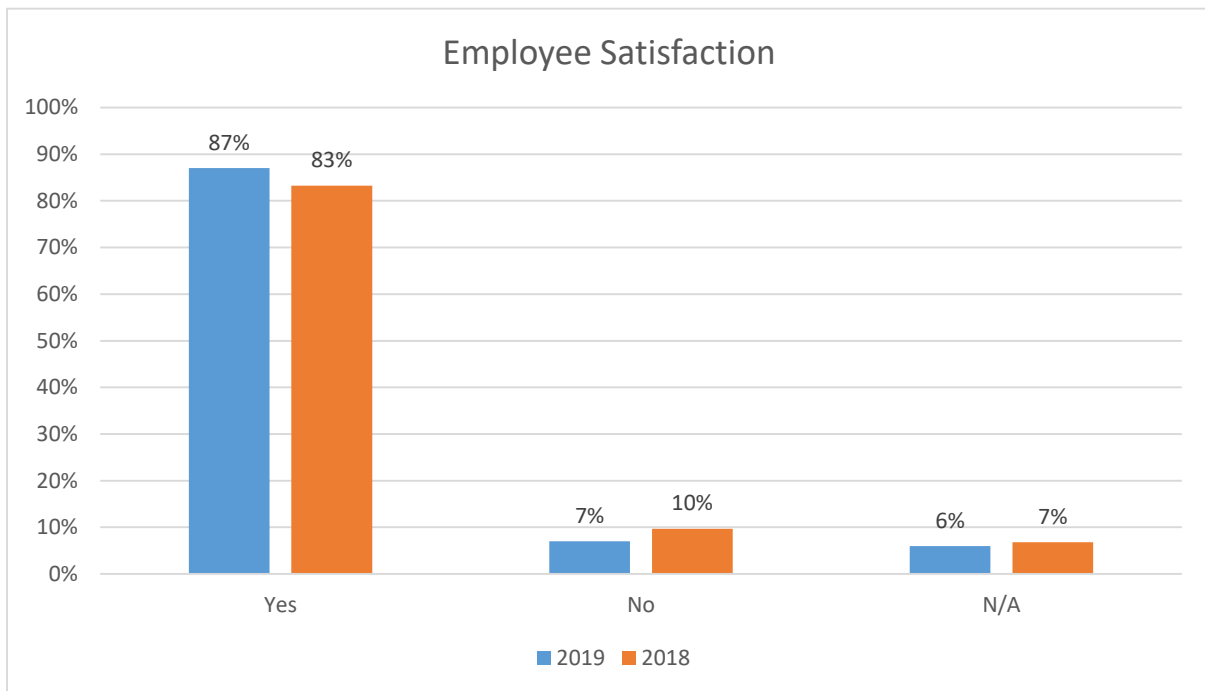
TACL sends surveys out in October each year to Employees, Participants (Persons Served), Caregivers and Community Stake Holders in order to illicit feedback on our services. These surveys allow us to see areas for improvement and successes so we can continue to improve.

a. Employee Satisfaction

Question	2019			2018		
	Response			Response		
	Yes	No	N/A	Yes	No	N/A
	%	%	%	%	%	%
Section 1: TACL						
TACL responds to the needs of the persons served by the organization and TACL advocates for and empowers the rights of the individuals they serve.	96%	4%	0%	89%	0%	11%
TACL provides staff with the necessary support and resources to do their work and supports the health and wellness of its employees.	77%	18%	5%	66%	24%	11%
TACL's policies and procedures and programs have clearly defined tasks, activities, and outcomes to ensure effective, reliable and consistent services are provided.	87%	4%	9%	84%	8%	5%
TACL maintains existing funding while developing other resources to expand programs and services offered (e.g. fundraising).	87%	9%	4%	79%	3%	18%
TACL communicated with individuals receiving services, families, caregivers, staff and society members on community living issues.	91%	0%	9%	89%	0%	11%
TACL provides opportunities for people served with common interests to connect for friendships.	96%	0%	4%	87%	0%	11%
SUBTOTAL	89%	6%	5%	82%	6%	11%

Section 2: Health and Safety						
Health and safety procedures are in place to protect employees, participant, and volunteers.	83%	9%	9%	86%	8%	5%
I feel adequately trained to handle an emergency situation.	87%	4%	9%	89%	8%	3%
Safety concerns are addressed in a timely manner.	78%	9%	13%	87%	5%	8%
I feel safe when providing support to individuals in the community.	96%	4%	0%	89%	5%	5%
SUBTOTAL	86%	7%	8%	88%	7%	5%
Section 3: Ethics, Attitudes and Responsibilities						
TACL staff recognize the vulnerability of the people served and the professional obligation to protect them.	100%	0%	0%	92%	0%	8%
TACL staff recognize and maintain their commitment to the TACL Code of Ethics.	96%	4%	0%	89%	3%	8%
TACL honors the beliefs, values, and cultures of the people served and appreciate the uniqueness and potential of each individual.	96%	0%	4%	92%	0%	8%
TACL staff recognize and respect the importance of confidentiality, maintain honesty, integrity and objectivity while meeting the highest level of standards for service delivery.	91%	9%	0%	84%	13%	3%
SUBTOTAL	96%	3%	1%	89%	4%	7%
Section 4: Communication						
Communication between management and staff is efficient and effective. Management responds promptly to my requests.	70%	17%	13%	68%	26%	5%
There is effective communication between the TACL staff in my program and between all of the programs. Employees are encouraged to function as a team.	87%	9%	4%	76%	16%	8%
Regular general staff meetings and program staff meetings are held.	86%	0%	14%	92%	5%	3%

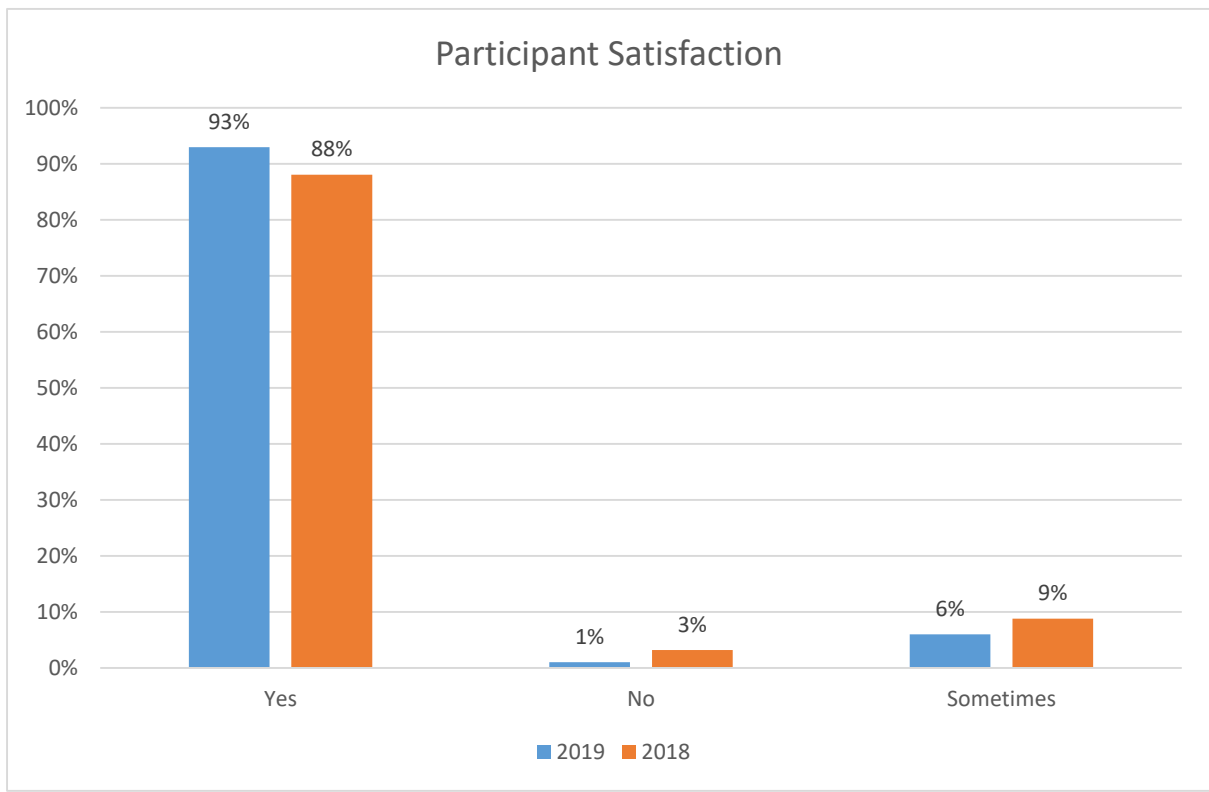
SUBTOTAL	81%	9%	10%	79%	16%	5%
Section 5: Your Job						
The information I received during my orientation was valuable. I have a clear idea of my job responsibilities and I have been provided the necessary training to perform my job effectively.	86%	9%	5%	89%	5%	5%
I am supported to take on new responsibilities and receive feedback through regular employee performance evaluations.	83%	13%	4%	79%	18%	3%
I feel valued as an employee. I receive recognition for doing a good job.	83%	9%	9%	71%	26%	3%
I feel that I am involved in decision-making within my program and the organization.	78%	13%	9%	68%	29%	3%
SUBTOTAL	82%	11%	7%	77%	20%	3%
OVERALL TOTAL	87%	7%	6%	83%	10%	7%



b. Participant Satisfaction

			2019			2018		
Question	Response			Response				
	Yes	No	Yes	No	Yes	No		
	%	%	%	%	%	%		
Section 1: Your Program(s)								
Do you feel that you are treated well by staff?	100%	0%	0%	88%	2%	10%		
Does the staff talk to you about your Rights and Responsibilities?	91%	0%	9%	90%	5%	5%		
Does staff listen to you when you have something to say?	100%	0%	0%	93%	0%	7%		
Does staff help you when you ask them to?	100%	0%	0%	93%	0%	7%		
Are you satisfied with the help you receive?	100%	0%	0%	93%	2%	5%		
SUBTOTAL	98%	0%	2%	91%	2%	7%		
Section 2: Accessibility								
Is it easy for you to get to CDS & TACL?	100%	0%	0%	95%	0%	5%		
Are you able to participate in community activities with your program?	92%	0%	8%	80%	3%	18%		
Do you feel welcomed by the community when you participate in community activities?	100%	0%	0%	90%	5%	5%		
Are you informed about things happening at CDS & TACL?	75%	8%	17%	78%	8%	15%		
SUBTOTAL	92%	2%	6%	86%	4%	10%		
Section 3: Health and Safety								
Do you feel safe while in your programs?	100%	0%	0%	90%	2%	7%		
Do you feel safe when you are with CDS or TACL staff out in the community?	100%	0%	0%	93%	2%	5%		
Do you know what to do if a fire or earthquake happened?	50%	10%	40%	72%	10%	18%		

Do you feel safe around other participants in your program?	83%	0%	17%	85%	2%	12%
SUBTOTAL	85%	2%	13%	85%	4%	10%
Section 4: Overall Satisfaction						
Do you feel supported in your needs at TACL and CDS?	100%	0%	0%	93%	2%	5%
SUBTOTAL	100%	0%	0%	93%	2%	5%
OVERALL TOTAL	93%	1%	6%	88%	3%	9%

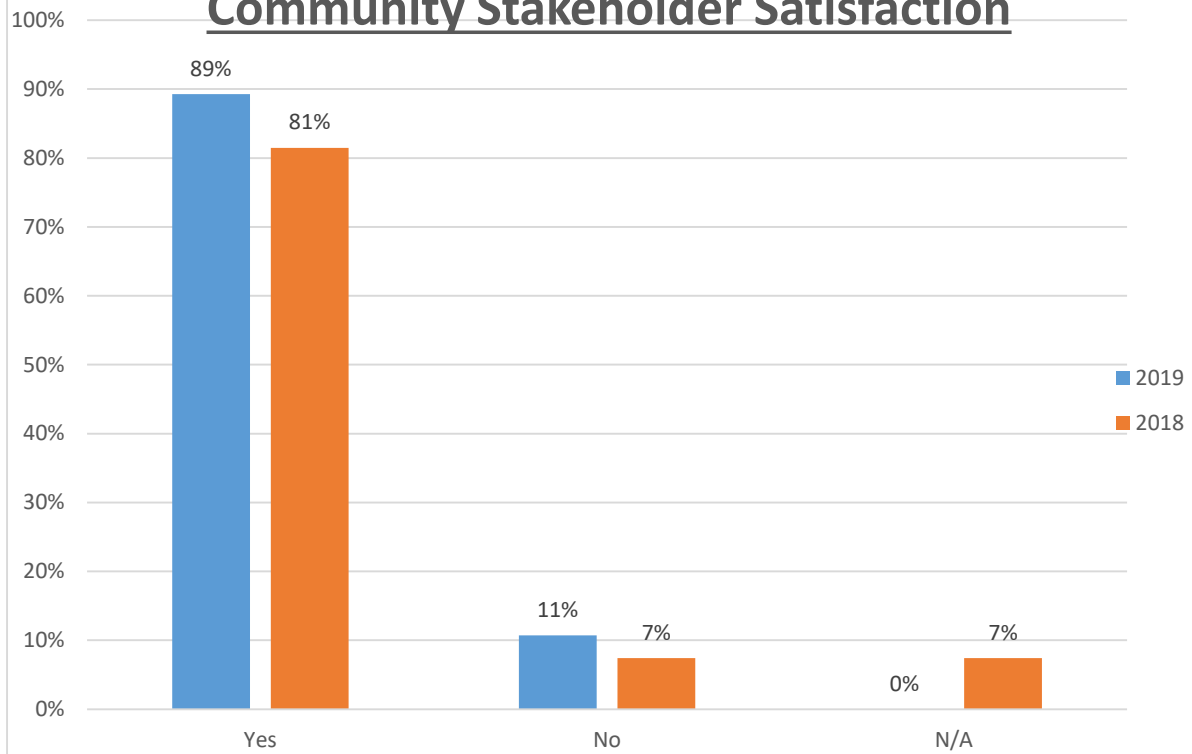


c. Community Stakeholder Satisfaction

2019				2018		
Question	Response			Response		
	Yes	No	N/A	Yes	No	N/A
	%	%	%	%	%	%
Section 1: The Organization						
Are you aware of the services/programs that TACL provides?	75%	25%	0%	75%	25%	0%
I know the process to express any ideas, feedback or concerns that I may have about TACL.	60%	40%	0%	100%	0%	0%
SUBTOTAL	67%	33%	0%	88%	13%	0%
Section 2: Level of Service and Professionalism						
Your feedback or a matter you communicated to TACL was handled in a timely manner and by the appropriate person.	100%	0%	0%	50%	0%	50%
TACL staff have been professional and respectful in their dealings with you and in their work/involvement with the individuals they serve.	100%	0%	0%	75%	25%	0%
SUBTOTAL	100%	0%	0%	63%	13%	25%
Section 3: Overall Satisfaction						
Is there anything else TACL can do to help the community be more welcoming, accepting and respectful of the individuals that we serve?	100%	0%	0%	75%	0%	25%
Would you recommend TACL services to others who might need it?	100%	0%	0%	100%	0%	0%
Do you have any additional comments or suggestions that may improve the services we provide at TACL?	100%	0%	0%	100%	0%	0%
SUBTOTAL	0%	0%	0%	91%	0%	9%
OVERALL TOTAL	89%	11%	0%	81%	7%	7%



Community Stakeholder Satisfaction



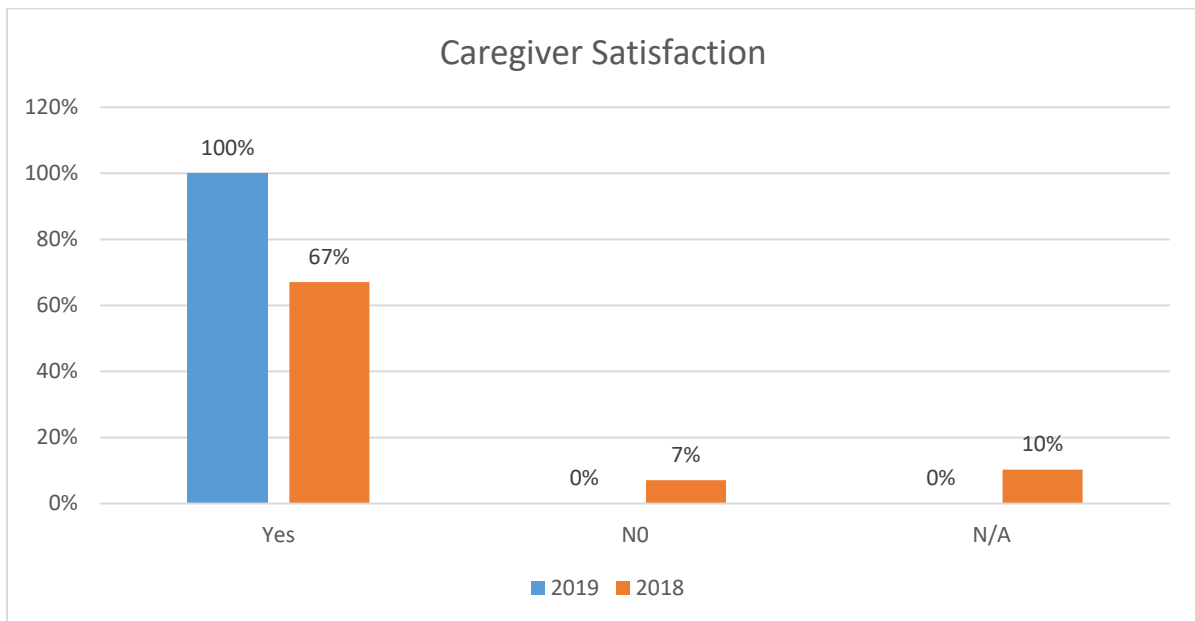
d. Caregiver Satisfaction

2019				2018		
Question	Response			Response		
	Yes	No	N/A	Yes	No	N/A
	%	%	%	%	%	%
Section 1: Accessibility						
TACL/CDS is making efforts to remove or reduce the barriers that you have indicated. (See Question 1. in the table on the right)	100%	0%	0%	78%	11%	11%
SUBTOTAL	100%	0%	0%	78%	11%	11%
Section 2: The Organization						
The organization effectively addresses challenges as they arise.	100%	0%	0%	78%	11%	11%
The organization effectively communicates through notices, newsletters, phone calls, etc.	100%	0%	0%	56%	22%	22%
The organization is recognized in the community for supporting individuals with developmental disabilities.	100%	0%	0%	89%	0%	11%
The programs at the organization have clearly defined service goals.	100%	0%	0%	75%	0%	25%
SUBTOTAL	100%	0%	0%	75%	9%	15%
Section 3: Ethics, Attitudes and Responsibilities						
The organization honors the beliefs, values, and cultures of the people they support.	100%	0%	0%	89%	0%	11%
The organization is making a positive difference in the lives of the individuals they support.	100%	0%	0%	100%	0%	0%
SUBTOTAL	100%	0%	0%	94%	0%	6%
Section 4: Level of Service and Professionalism						
The organization provides enough information about the services/programs we provide.	100%	0%	0%	67%	22%	11%



The matter you communicated to the organization was handled in a timely manner and by the appropriate person.	100%	0%	0%	75%	0%	25%
You have been kept up-to-date to your satisfaction.	100%	0%	0%	67%	11%	22%
Staff have been professional in their dealings with you.	100%	0%	0%	100%	0%	0%
The organization is providing adequate care and support to the individuals they serve.	100%	0%	0%	88%	13%	0%
SUBTOTAL	100%	0%	0%	79%	9%	12%
Section 5: Overall Satisfaction						
Is there anything else the organization can do in facilitating more direct, positive involvement, by the community, with the individuals in our care?	100%	0%	0%	63%	25%	13%
Is there anything else TACL can do regarding involvement with the families/caregivers of the individuals we serve?	100%	0%	0%	43%	57%	0%
Would you recommend our programs and services to others who might need it?	100%	0%	0%	78%	11%	11%
Do you have any additional comments or suggestions that may improve the services we provide at TACL/CDS?	100%	0%	0%	22%	78%	0%
SUBTOTAL	100%	0%	0%	52%	42%	6%
OVERALL TOTAL	100%	0%	0%	67%	7%	10%





23. Health and Safety Summary

Health and Safety Year-End 2020

REPORT FOR ACTION

Date: February 22, 2021

SUMMARY

This report provides information on the status of the TACL Health and Safety system, specifically on activities, priorities and performance for the year 2020.

Staff at TACL were injured at a rate slightly lower than the industry average but we pay WSBC 23% more than the industry average. This is due primarily to the cost of a serious injury that occurred in 2017. This injury will negatively affect us for a further 1 year. On top of this we have 2 other significant injuries that will only began to affect our costs next year and will continue to affect us for 3 years.

Several systemic changes have been initiated and completed including refocusing the Joint Health and Safety Committee and improvements to injury investigations and Safe Work Procedures. TACL entered into a service agreement with (DMI) Disability Management Institute INC in March 2020. DMI provides employers assistance in claims and injury management The continued goal will be to eliminate all health and safety incidents.

RECOMMENDATIONS

The Executive Director recommends that the Board receive this report for information.



DECISION HISTORY

The TACL 2017 3 Year Strategic Plan had a Safety Goal to promote safe work practices for all staff and as a Strategy to support this Goal we will implement programs and procedures designed to achieve “zero” lost time injuries. **WSBC Statistics**

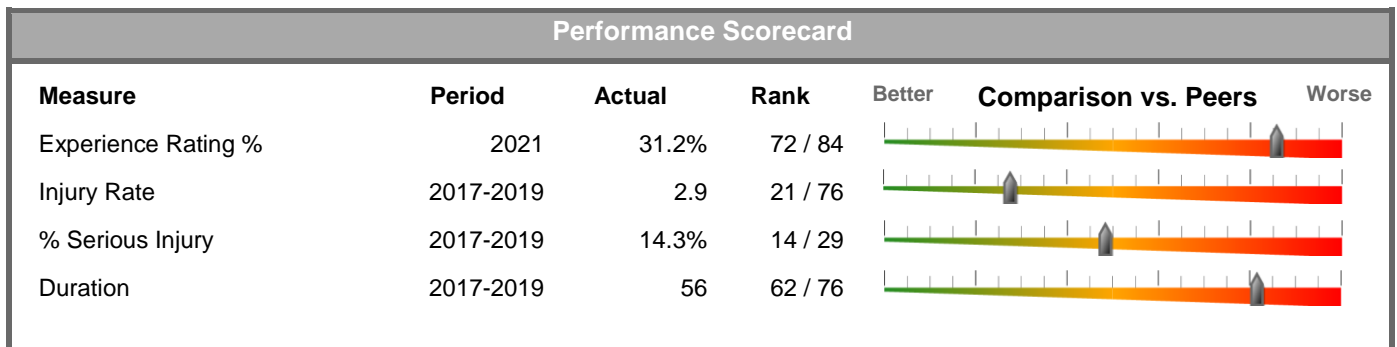
Information on reported 2020 WSBC incidents (work-related injuries/illnesses) with 2015-2019 for comparison. This information includes:

Overall, there was a 48% increase in the LTIR in 2020 relative to 2019. The largest driver for the LTI increase was motor vehicle accidents and over-exertions.

WSBC Performance Score Card

This is a tool WSBC provides employers to enable workplaces to compare themselves to other employers. Our injuries that are reported to WSBC are in the bottom third but our costs (Experience Rating) are in the top 80% of employers. In the current year, we will pay \$33,919 more than we would if we were at base rate (assuming payroll remained constant at 2019 levels). See Figure 1.

Figure 1



Lost Time Injuries Statistics

The spreadsheet below indicates how well we prevent injuries occurring. The 2020 numbers that are missing will not be posted until June 2021. Our Rossland Avenue location was inspected by WSBC and an order was issued for a missing staircase hand rail. This was corrected with the week.

Figure 2

	2016	2017	2018	2019	2020
# Time-loss Claims	1	3	2	2	6
# Person Years	67	71	81	86	0
Injury Rate (Employer)	1.5	4.2	2.5	2.3	
Injury Rate (CU)	5.1	5.4	5.7	6.4	
# Excess Injuries	(2)	(1)	(3)	(3)	0
# Inspection Reports / # Other Contacts	1 / 0	0 / 0	0 / 0	0 / 0	2 / 1
# Orders	0	0	0	0	1
# Warning Letters Sent / # Net Citations Imposed / # Net Penalties Imposed	0 / 0 / 0	0 / 0 / 0	0 / 0 / 0	0 / 0 / 0	0 / 0 / 0



Claim Summary

With regards to the lost time claims 1 was for treatment only and 5 had a wage loss associated to them. One of the wage loss claims received 100% relief due to a preexisting condition and the minor nature of the incident that caused the injury. The majority of costs (\$85,919) for the claims are actually from injuries which occurred in 2018 and 2019. Both claims were still active in 2021.

Figure 3

	2016	2017	2018	2019	2020
# STD/LTD/Fatal Claims	2	3	2	2	6
# Work-Related Deaths	0	0	0	0	0
# First-Paid LTD Claims	0	1	0	2	0
# Sprains and Strains	1	2	1	1	4
Long Recovery Sprains and Strains	0 / 0 %	0 / 0 %	0 / 0 %	0 / 0 %	2 / 50 %
# Health Care-Only Claims	2	4	8	4	1
Total Work Days Lost	180	156	77	248	798
Work Days Lost for Injuries in This Year	10	96	14	27	161
Total Claim Costs Paid	\$38,071	\$66,714	\$32,852	\$73,914	\$114,710
Claim Costs Paid for Injuries in This Year	\$2,859	\$20,970	\$8,821	\$8,600	\$28,791

Experience Rating Trend

The below graphs and spreadsheets are very concerning for 2 reasons. First, we are trending up at an alarming rate, approximately 25%. Second the entire CU is trending up at an even faster rate. WSBC has indicated the \$0.46/\$100 increase will be followed with similar increases for the next 2 years at the minimum. This year we can expect to pay an additional \$37,000 over the base rate.

Figure 4

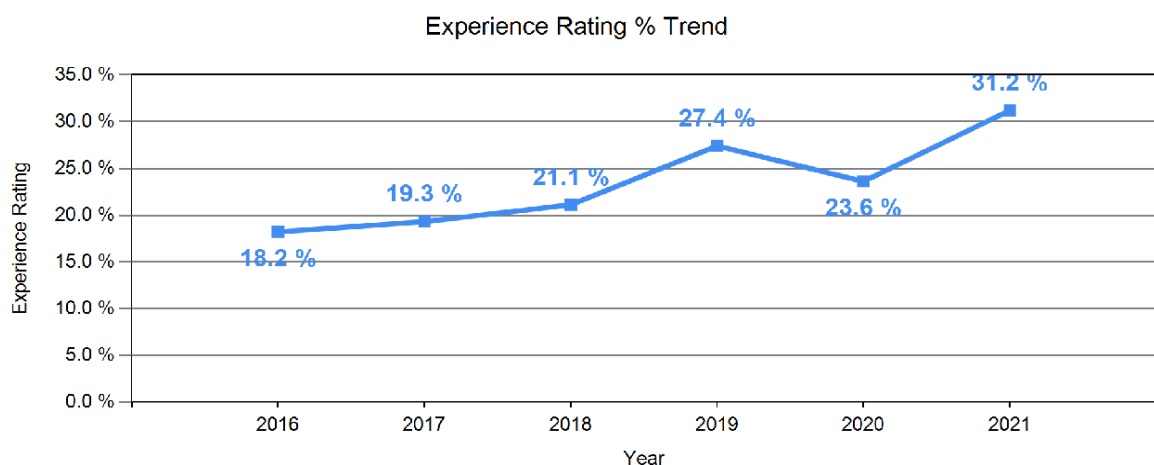


Figure 5
2021

	2016	2017	2018	2019	2020	2021
CU Base Rate	\$2.39	\$2.12	\$2.01	\$2.10	\$2.28	\$2.74
ER%	18.2 %	19.3 %	21.1 %	27.4 %	23.6 %	31.2 %
Net Rate	\$2.82	\$2.53	\$2.43	\$2.68	\$2.82	\$3.59
Rate at Maximum Discount	\$1.20	\$1.06	\$1.01	\$1.05	\$1.14	\$1.37
Rate at Maximum Surcharge	\$4.78	\$4.24	\$4.02	\$4.20	\$4.56	\$5.48

Figure 6

	2016	2017	2018	2019	2020	2021
Assessable Payroll	\$2,794,927	\$3,087,733	\$3,667,354	\$3,990,472	\$4,230,261	\$4,376,551
Assessments at Base Rate	\$66,799	\$65,460	\$73,714	\$83,800	\$96,450	\$119,918
(Discount) Surcharge	\$12,018	\$12,660	\$15,403	\$23,145	\$22,843	\$37,200
Assessments Paid	\$78,817	\$78,120	\$89,117	\$106,945	\$119,293	\$157,118
Assessments at Max Discount	\$33,400	\$32,730	\$36,857	\$41,900	\$48,225	\$59,959
Maximum Potential Savings	\$45,417	\$45,390	\$52,260	\$65,045	\$71,068	\$97,159
Assessments at Maximum Surcharge	\$133,598	\$130,920	\$147,428	\$167,600	\$192,900	\$239,836
Maximum Potential Increases	\$54,781	\$52,800	\$58,311	\$60,655	\$73,607	\$82,718

Injury Type Summary

The injury type that is the most concerning the Acts of Violence/Force, of which 4 were client on staff injuries. Additional training has been given and will be ongoing to all staff to recognize when a client may become violent and how to deflect/disengage safely.

STD/LTD/Fatal Claims and Costs by Accident Type

The following table shows the number of STD/LTD/Fatal claims, and costs paid to date for the top 10 accident types involved in an injury or an illness, based on count. Figures shown are totals for the previous five years (2016 to 2020).

Figure 7

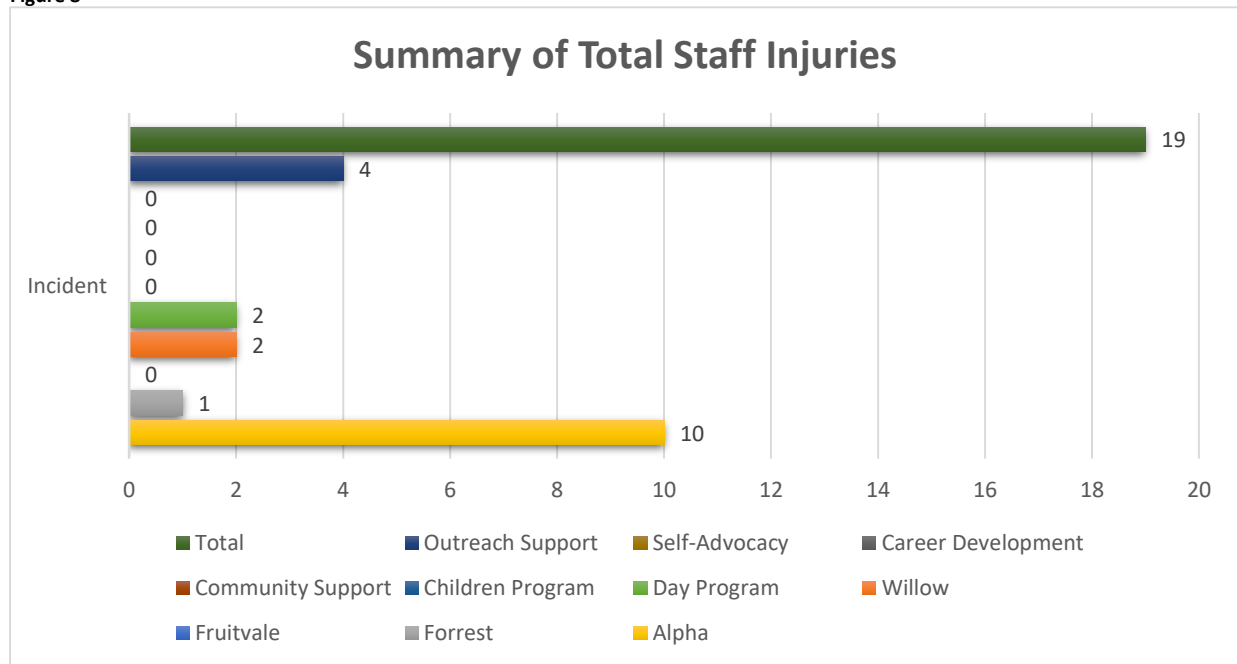
Accident Type	STD/LTD/Fatal Claims	% By Volume	Total Cost	% By Total Cost
Overexertion	5	33%	\$160,642	49%
Acts of Violence, Force	5	33%	\$151,849	46%
MVI	3	20%	\$14,151	4%
Other Bodily Motion	1	7%	\$898	0%
Involuntary motion	1	7%	\$1,461	0%
Total	15		\$329,001	

Staff First Aids and Medical Aids Summary

There was a slight increase in FA/MA this year mostly due to an increase of injuries and Alpha House. All other locations either went down or stayed the same. The majority of costs did not occur in Alpha House with the 2 LTI being less than a month in duration.



Figure 8



Safety Program

In 2020 TACL rededicated itself to the WSBC standards with an updated Health and Safety Program. These standards set out the benchmark for health and safety. The purpose of the new Program Standard is to strengthen the common, consistent, foundational requirements for all TACL staff. Additionally, new terms of Reference were written to clarify the JHSC role. WSBC Health and Safety Training will be rolled out through out 2020 starting with supervision.

Key TACL Health & Safety Initiatives

Some key health and safety initiatives in 2020 included:

- Training in MANDT;
- Completion of Food Safe Certificates;
- Updating of TACL’s Health and Safety Program;
- Refocus of JHSC;
- Challenging Health and Safety Claims not attributable injuries related to TACL activities;
- Mental Health First Aid;
- Health and Safety Investigations; and
- Review and update of all Health and Safety Procedures.
- Open Future Health & Safety competency-based training



24. TACL 2019-2020 INCIDENT SUMMARY & REVIEW

The Annual incident review and summary report is provided as an outline on Reportable, In-House & Near Miss incidents throughout 2020 as compared to 2019.

Reportable Incidents are followed up on until there is a satisfactory outcome. All incidents are reviewed on a quarterly basis to identify possible trends and to forward recommendations to the Executive Director. After reviewing the Incidents from 2020 as compared to 2019, there has been a decline overall.

Listed below are some of the most common reportable incidents reported in 2020

- Unexpected Illnesses are difficult to control; 45 in 2019 and 44 in 2020. The staff have been working with the Health Services for Community Living (HSCL) nurse on some on-going health issues that lead to being a reportable incident. Staff also ensure proper protocols are in place to avoid hospital visits outside of their regular physician appointments. This has worked well over the year and the HSCL Nurse has helped problem solve some on-going health issues with preventative measures. Phone appointments with Family Physicians has also been a preventative measure and needed during Pandemic.
- Aggressive\Unusual: 12 in 2019 as compared to 9 in 2020: It is felt there is more consistency in dealing with behaviours due to monthly review of MANDT training at staff meetings and implementation of comprehensive behaviour support strategies (Positive Support Strategies). Positive Support Strategies are reviewed or updated on a semi-annual basis. However, if there is a change in Positive Support Strategies this is updated immediately, all staff will review and sign. DDMH, HSCL and Pivot Point provide training on an ongoing basis. These external professional supports have proven to decrease incidents of aggression. TACL provides staff annual Mandt training which 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. TACL will also continue to work with Pivot Point behaviour consultant.
- Falls: 8 in 2019 as compared to 5 in 2020: In 2020, we performed an Agency wide Fall Assessment of most persons served. Any person served who was identified to be at risk of falls causing injury was then assessed by OT/PT and a fall prevention plan was developed. Fall Exercises are ongoing and following Fall Protocols that are set out. TACL will continue to review fall assessments on an annual basis or as needed and at the beginning of services. Sites will consistently be assessed for any fall safety risks.

Medication errors: 2 in 2019 as compared to 2 in 2020: While the number of incidents has stayed consistent for the past two years. In order to reduce medication errors TACL and HSCL performs annual competency-based medication distribution in-services for staff that dispense medications. We will continue to have annual medication reviews on each site with Pharmacist, Community Health Care Nurse and site Supervisor. TACL house Supervisor or senior staff on duty review and audit all MAR sheets and Blister packs immediately after receiving from pharmacy. All new staff receive medication dispensing training during their initial orientation shadowed by the site supervisor. Medication Monitoring Checklist has helped with the reduction of incidents with having 2nd staff sign off when all medications have been dispensed correctly. TACL will continue to update policies as needed regarding medication administration.

Missing/Wandering has had an increase in 2020 to 12 from 2 in 2019. This is mostly due to Person Served coming home later than the time stated on the Missing Person Protocol. We can update the Protocol to allow times to be later before it is Reportable.



Attempted Suicide number has stayed the same over the past 2 years. We have staff training including Mental Health First Aid and training for Person Served through Anchors. DDMH is involved as well as Family Physician and Psychiatrists.

Reportable – total of 66 Reportable Incidents in 2020

- Unexpected Illness
- Aggressive/Unusual behaviour
- Falls
- Death
- Attempted Suicide

Recommendations:

Unexpected Illness

- Staff will review and understand all Protocols for Person Served to stay healthy, provide good nutrition and fluids for hydration.
- Continue to make phone appointments with Family Physician before illness worsens and have annual check-ups and medication reviews.
- Ongoing discussion with HSCL Nurse
- Continue to access Nurses Hotline (811)

Aggressive/ Unusual Behaviour

- Review and update Positive Support Strategies annually or as needed
- Ensure all staff have read and understand Positive Support Strategies and are consistent.
- Staff will follow Individuals Routines that are set out, reviewed and updated by the Site Supervisor.
- Review MANDT at monthly staff meetings staff will read and sign
- Review Positive Support Strategies at Staff meetings
- All staff to take / update Mandt Training
- Request assistance from DDMH for positive support strategies
- First Aid for Mental Health training for staff
- Staff to enroll in Pivot Point Behavioural Training
- Open Future Learning modules
- Self – Care and personal Boundaries training for all staff

Falls

- Follow Fall protocols, continue to support Person Served with Sail Exercises and encourage Proper Foot wear at all times.
- Follow up appointments with OT/PT
- Staff Training on proper transferring from OT
- Annual Fall Assessment ongoing

Death

- All staff encouraged to take Grief Counselling provided by TACL and the Greater Trail Hospice Society when there is a death. Open Future Learning also has a module.

Attempted Suicide

- Mental Health First Aid training for staff
- Counselling for Person Served



- Medication Review with Family Physician and Psychiatrist
- Referral to Pivot Point
- Group Meetings
- Staff will follow Protocols set out from Professionals
- On-going updates of Risk Assessments

Ongoing Recommendations

- Annual review of Code of Ethical Conduct, Policies and Procedures
- Competency based Incident report training annually through in house training or Open Future Learning
- All staff to review Mission, Vision statement annually during Performance Review and at all staff meetings
- All Staff to take Mandatory 9 Open Future Learning Modules (can expand once finished).

In-house & Near Misses: Total of 135 In-house Incidents in 2020

- Medication error
- Other Injury
- Falls
- Missing/Wandering
- Refusal of Medications
- Illness
- Aggressive/Unusual

Recommendations

Medication Error

- Site Supervisor to orientate on Medication Dispensing and then shadow new employees.
- Competency based Medication Knowledge Review for all staff annually
- Continue to have 2nd Staff sign off on the Medication Inventory Sheet once all medications are dispensed
- Ensure HSCL/ Pharmacist reviews all meds and PRN's
- Supervisor or senior staff on duty review and audit all MAR sheets and Blister packs immediately after receiving from pharmacy.
- Refusals of medication have increased. We have ongoing discussion with Family Physician and Pharmacists to write up Protocols to decrease these incidents.

Other Injury

- Continue to document when bruising or scratching.
- Removal of objects that can cause bruising or scratching

Falls

- Reporting to OT/PT when falls have occurred
- Follow Fall protocols, continue to support Person Served with Sill Exercises and encourage Proper Foot wear at all times.
- Update on-going Fall Prevention assessments

Missing/Wandering

- Updating Missing Person Protocol Annually.
- Ask Person Served to Call if they will be late.
- On-going Risk Assessment reviews



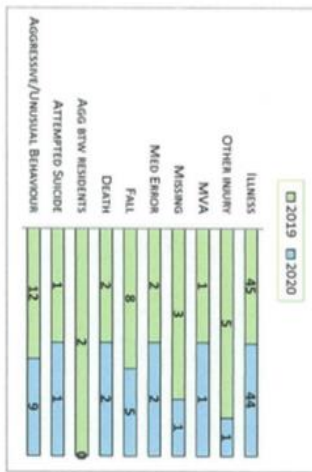


Reportable /In-House/Near Miss Tracking - Association Wide - 2020

Incident / Behaviour Tracking - Association Wide - 2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	2019	
Criminal															
Aggressive/Unusual	1	1	0	0	0	0	0	0	0	1	4	1	9	12	
Attempted Suicide	0	0	0	0	0	0	0	0	0	1	0	0	1	1	
Aggression Outside	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Aggression Between	0	0	0	0	0	0	0	0	2	0	0	0	2	2	
Death	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Fall	0	0	0	0	0	0	0	0	2	0	1	2	5	8	
Medication Error	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Missing/Wandering	1	0	0	0	0	0	0	0	0	0	1	0	2	3	
Motor Vehicle Injury	0	0	0	0	0	0	0	0	1	0	0	0	1	1	
Other Injury	0	0	0	0	0	0	0	0	0	0	1	0	1	5	
Unexpected Illness	5	3	0	4	2	5	4	5	2	1	3	3	5	44	
Sub Total	7	4	4	4	2	5	5	5	2	7	10	8	66	81	
In-House (Near Miss)	2	0	0	0	0	0	0	0	0	0	0	0	0	41	
Medication Error	2	0	0	0	0	0	0	0	0	0	0	0	0	41	
Other Injury	5	0	0	0	0	0	0	0	0	0	0	0	0	40	
Missing/Wandering	1	0	0	0	0	0	0	0	0	0	0	0	0	12	
Fall	2	2	0	0	2	1	1	3	4	2	0	0	6	29	
Illness	0	0	0	0	1	0	1	1	2	0	1	1	10	7	
Sub Total	10	2	0	0	2	1	2	4	1	2	1	1	16	117	
Behaviours (Recurrent)	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
Self Harming	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Property Destruction	4	1	1	1	0	1	1	0	0	0	0	0	2	13	
Refuse medication	4	1	1	1	0	1	1	0	0	1	1	2	17	43	
Aggressive/Unusual	9	9	3	2	1	1	1	1	1	1	1	1	31	47	
Total	26	9	6	10	12	20	21	14	20	16	18	23	213	245	

Sites included for data:
 12 Alpha, Forrest, Fruitvale, Willow, Roseland Ave,
 1 Day program, CSW/Outreach, Reaching Home,
 2 MCFD, Youth Centre, WorkBC, Social Enterprise

REPORTABLE INCIDENTS



IN-HOUSE/NEAR MISS INCIDENTS



IN-HOUSE/NEAR MISS BEHAVIOURS



In-House Incidents

	2020	2019
Medic	41	43
Other	24	40
Misuse	12	2
Fall	29	25
Illness	10	7
TOTAL	116	117

In-House (Near Miss)

	2020	2019
Self Harm	1	0
Property D	0	1
Refuse med	13	3
Aggressive	17	43
TOTAL	31	47

The report is a global snapshot of the Organizational Incidents, if more detailed information is required please contact the Executive Director

25. PERSON SERVED GOALS

TACL Person Served at the Residential Sites

Annual Goal Tracking Overview **January -December 2018**

Goals set **160**

Reached **88** Goals (55%)

Not reached **54** Goals (33%)

Ongoing **18** Goals (11%)

Goals that were reached were mainly leisure with the nice warm weather, PS interested in spending time outside and doing fun activities.

The Goals that were not reached were in the months of bad weather, slippery roads, PS not wanting to go out.

Recommendations

Ongoing Review of Quarterly Reports, Staff trained for Smart Goals, Setting different types of Goals. TACL Residential Sites will make a goal to increase in Achieved Goals to 70%

Completed by Tammy Robson Residential Community Living Manager

Date: October 15 2018

Annual Goal Tracking Overview **January -December 2019**

Goals set **135**

Reached **90** Goals (66%)

Not reached **40** Goals (29%)

Ongoing **18** Goals (2%)

Recommendations

Ongoing Quarterly Review, Smart Goal Training for Community Living Manager Training as well as Site Supervisors. Break Down Goals to Quarterly Goals, as we were making yearly goals. Quarterly Reports will be in on date due. TACL Residential sites will make a Goal Increase to 70%

Completed by Tammy Robson Residential Community Living Manager

Date: January 15 2019



Annual Goal Tracking Overview January -December 2020

Goals Set 228

Goals Reached 158 (69%)

Not Reached 61 (26%)

Ongoing 9 (3%)

Recommendations

Ongoing Quarterly Reviews, we were close to our goal of 70% Continue to break Achieved Goals to smaller goals, Ongoing goals asking Person Served to try something different to Empower Person Served. Review Goals at Supervisor Meetings and Staff Meetings. Add Quarterly Goals to Routine Binder for all staff to review.

We will try for Achieved Goals to 80%

Completed by Tammy Robson Residential Community Living Manager

Date: January 15 2020

Goal Tracking Outreach Overview: 1st & 2nd Quarter review

Jan – June 2018

Goal overview:

1st Quarter:

- ⇒ The trend continues with one of the highest goals set in physical health which is good to see individuals getting out and active in the community and identifying health as a high priority.
- ⇒ 69 % of the 188 goals set were achieved or carried over as they were ongoing and anticipated to be achieved in the next quarter.
- ⇒ There has been an increase in referrals to our outreach program and therefore new staff hired and in the process of training and building relationship with the individuals served

2nd Quarter:

- ⇒ Once again this quarter the highest number of goals set where in physical health which has challenged the individual to come up with some ideas for the winter months.
- ⇒ This quarter there was an increase in goals set in financial management and employment and there have been an increase in referrals to our supported employment counselors



⇒ 59 % of the 187 goals set were achieved or carried over as they were ongoing and anticipated to be achieved in the next quarter.

Recommendations:

- ⇒ Identify new and innovated ways to encourage physical activities and healthy eating habits to increase physical health eg: facilitate an exercise or healthy eating group.
- ⇒ Continue to focus on goal setting training with all new staff hired to enable them to assist with ongoing goal setting with the individuals served.
- ⇒ Follow through with referrals to the employment program and work as a team to provide information for the discovery process to ensure employment success.
- ⇒ Identify which outreach staff are struggling with the SMART goal process and offer 1:1 support to increase their skill level in order to be able to increase % of goals being achieved.

Completed by: _____Sheila Adcock_____ Date: _____July 17, 2018_____

Goal Tracking Outreach Overview: 3rd & 4th Quarter review July - Dec 2018

Goal overview:

3rd Quarter:

- ⇒ The trend continues with one of the highest goals set in physical health which is good but in looking at some of the other personal care goals there are some struggles identified in reaching some of these goals.
- ⇒ For some there appears to be a struggle in meeting their goals in the area of coping skills, stress management, problem solving, decision making etc
- ⇒ Overall 57% of the 195 goals set were achieved or carried over as they were ongoing and anticipated to be achieved in the next quarter.
- ⇒ There was been an increase in referrals to the DDMH program and AMH depending on the needs of a few of the individuals that have identified they are wanting to increase the above noted skills.

4th Quarter:

- ⇒ Noted change in the number of goals achieved in the area of coping skills, stress management, problem solving and decision making with 16/18 goals set achieved 89%



- ⇒ 65% of the 192 goals set were achieved or carried over as they were ongoing and anticipated to be achieved in the next quarter.
- ⇒ Once again there appears to be an increase in individuals served who are new to the process of utilizing the outreach team to identify goals and set a plan to meet these goals. This would also include new staff who are building relationships with individuals in order to build trust in the change process and identifying their personal issues.

Recommendations:

- ⇒ Continue to work with ADM & DDMH to develop some strategies to support individuals with their MH and coping skills.
- ⇒ Continue to focus on goal setting training with all new staff hired to enable them to assist with ongoing goal setting with the individuals served.
- ⇒ Follow through with referrals to the employment program and work as a team to provide information for the discovery process to ensure employment success.
- ⇒ Identify which outreach staff are struggling with the SMART goal process and offer 1:1 support to increase their skill level in order to be able to increase % of goals being achieved.

Completed by: ___S Adcock_____ Date: ___Jan 8, 2019_____

Goal Tracking Overview: 1st & 2nd Quarter review Jan - June 2019

Goal overview:

1st Quarter:

- ⇒ Of note in this quarter are the outstanding number of goals achieved in the areas of building friendships and renewing family ties, employment goals, and being able to manage their household tasks better eg: meal planning, budgeting and house cleaning.
- ⇒ There were a larger variety of goals set in other areas than physical health & financial management which appears to indicate they are on a good level in those areas and increasing looking at setting other goals in their lives.
- ⇒ 64% of the 194 goals set were achieved or carried over as they were ongoing and anticipated to be achieved.

2nd Quarter:

- ⇒ 69% of the 185 goals set were achieved or carried over as they were ongoing and anticipated to be achieved in the next quarter.
- ⇒ There is an overall increase in home management goals I believe this may be due to the fact that rental options in community are decreasing and there is a bigger focus on being able to maintain the housing they have as the options are not available.



Recommendations:

- ⇒ Provide information about BC landlord tenant expectations and identify any emergent issues early with being able to maintain rental units as with the decrease in rental options the landlords are looking to increase rents even if not able under the landlord tenant regulations.
- ⇒ Continue to focus on goal setting training with all new staff hired to enable them to assist with ongoing goal setting with the individuals served.
- ⇒ Follow through with referrals to the employment program and work as a team to provide information for the discovery process to ensure employment success.
- ⇒ Identify which outreach staff are struggling with the SMART goal process and offer 1:1 support to increase their skill level in order to be able to increase % of goals being achieved.

Completed by: ___S Adcock_____ Date: ___July 15, 2019_____

Goal Tracking Outreach Overview: 3rd & 4th Quarter review

July - Dec 2019

Goal overview:

3rd Quarter:

- ⇒ In this quarter there was a steady increase in goals set in the areas of meals & housekeeping. There is a cooking group offered and a lot of the individuals enjoy attending and learning new foods to cook
- ⇒ Individuals are still setting an increased number of goals in the area of financial management and struggle to be able to budget to meet the ever increasing food, housing, entertainment costs. The increase in employment goals is a result of not having enough money to make ends meet.
- ⇒ 63% of the 201 goals set were achieved or carried over as they were ongoing and anticipated to be achieved.

4th Quarter:

- ⇒ 80% of the 145 goals set were achieved or carried over as they were ongoing and anticipated to be achieved in the next quarter.
- ⇒ Of not there is an increase in the number of goals set in the ability to make decisions and education goals. There has been an increased interest in attending College courses as well as attending the local ABE program at the College in order to build cooking skills and increase their social circles.



Recommendations:

- ⇒ Explore other educational options within the Trail & Castlegar Colleges to identify any areas of interest to share with the individuals we serve.
- ⇒ Identify some employment groups that could be facilitated by the Supported Employment counselors to increase employability skills, identify interests and build a peer network.
- ⇒ Follow through with referrals to the employment program and work as a team to provide information for the discovery process to ensure employment success.
- ⇒ Identify which outreach staff are struggling with the SMART goal process and offer 1:1 support to increase their skill level in order to be able to increase % of goals being achieved.

Completed by: _____S Adcock_____ Date: ___Jan 23, 2020_____

Goal Tracking Outreach Overview: 1st & 2nd Quarter review Jan – June 2020

Goal overview:

1st Quarter:

- ⇒ The first quarter of this year brought a lot of changes for the individuals we serve, the staff and the community as a whole with the onset of the Covid Pandemic and serious health concerns/fears
- ⇒ It is noted that there was an increase in health goals which were 4 x the amount of the next highest goals set. The next highest goal was in communication which was very important to everyone in ensuring they were able to keep themselves safe and process the information overload.
- ⇒ 80% of the 172 goals set were achieved or carried over as they were ongoing and anticipated to be achieved.

2nd Quarter:

- ⇒ Individuals were having to learn how to protect themselves and to come up with ways to keep themselves safe in the community. A lot of the goals were around communication and health & safety issues.
- ⇒ There was a province wide ban on getting together in groups and family members were isolating from others which caused a lot of anxiety in the individuals we serve.
- ⇒ 75 % of the 154 goals set were achieved or carried over as they were ongoing and anticipated to be achieved in the next quarter.

Recommendations:

- ⇒ Ensure to check in daily with individuals in community to make sure they were physically and emotionally well.
- ⇒ Gather information about the Covid Virus; what symptoms to watch for and how and when to look for help.



- ⇒ Identify some activities that can be explored at home or in community to decrease anxiety and increase confidence.
- ⇒ Keep the lines of communication open with the rest of the team and individuals we serve to ensure they are aware of what safety measures are in place and why.

Completed by: ___S Adcock_____ Date: __July 14, 2020_____

Goal Tracking Outreach Overview: 3rd & 4th Quarter review July - Dec 2020

Goal overview:

3rd Quarter:

- ⇒ A lot of the individuals are feeling the mental health related issues with the feeling of being isolated, living in fear and/or going out in community and not following the Covid protocols.
- ⇒ None of the groups have been happening so the outreach workers have been doing daily check ins with everyone as well as meeting and role modelling safety protocols while out in community getting groceries or just going for walks. Protocols would include wearing masks, physical distancing, hand sanitizing etc
- ⇒ 84% of the 162 goals set were achieved or carried over as they were ongoing and anticipated to be achieved.

4th Quarter:

- ⇒ Unfortunately, as above the pandemic is still causing concern and individuals are isolating and trying to stay physically and emotionally safe.
- ⇒ Goas set are all around health & safety, meals and learning new coping skills
- ⇒ 82 % of the 197 goals set were achieved or carried over as they were ongoing and anticipated to be achieved in the next quarter.

Recommendations:

- ⇒ Ensure to check in daily with individuals in community to make sure they were physically and emotionally well.
- ⇒ Gather information about the Covid Virus; what symptoms to watch for and how and when to look for help.
- ⇒ Identify some activities that can be explored at home or in community to decrease anxiety and increase confidence.
- ⇒ Keep the lines of communication open with the rest of the team and individuals we serve to ensure they are aware of what safety measures are in place and why.

Completed by: __S Adcock_____ Date: _____Jan 26, 2021_____

