



RESPECT • FAIRNESS • BELONGING • INCLUSION

Annual Report

April 1, 2022 - March 31, 2023

Our Mission: Rivercity Inclusion provides and advocates for local services to support people of all ages with special needs, their families and caregivers.

“Helping People Help Themselves”

Our Vision: We envision a safe and inclusive community promoting choices, opportunities, and a fulfilling quality of life.

Rivercity Inclusion’s Philosophy is based on the fundamental belief that each individual and/or family has the right to work toward achieving a quality of life that leads to self-fulfillment and meaning. The basic concept that guides us is the individual and / or family centered approach.

Visit us at: www.rivercityinclusion.ca

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PRESIDENT'S REPORT

PETER SCHWARZHOFF, BOARD PRESIDENT

Ups and downs and a promising future.

Rivercity Inclusion has a proud history of helping people lead their best lives, in a thriving community where everyone belongs. I offer my heartfelt thanks to all the directors who continue to freely give of their time to ensure that Campbell River continues to support individuals with developmental difficulties through inclusion, diversity and respect. A thousand thanks to departing board members David Fitzsimmons and Kevin Lusignan. And a big welcome to Claire Moglove, Erika Haley and Bruce Murdoch who have put their names forward for election to the board. You are going to like it here.

We are determined to support people of all ages with special needs, their families, and caregivers.

Making that happen is a never-ending yet always changing challenge to which our Executive Director, Rachael Weaver, and her team daily meet with competence and empathy.

Over this past year we have seen a few downs, but many, many more ups. And the future looks bright.

Lannan Group Home became too much. We could no longer ensure safe support for the residents there. A down. But Rachael and her team have ensured a smooth transition to an alternate service provider. Some staff have been freed up which helps us in Campbell River. And the mortgage will be paid off in the spring of 2025. An up.

We were offered a senior's affordable housing complex, an up, only to learn that we cannot afford to complete the necessary maintenance. A down. And yet, thanks to Rachael's connections, it seems this will ultimately be an up after all, as the society most likely to acquire the complex is willing to negotiate housing for some of our clients as well as program space should it become available.

Our lease on the Greenwood property is expiring. We own the buildings but lease the land from the City of Campbell River. We are unsure if we should complete needed repairs and upgrades, or possibly even re-develop the property without having the certainty of ownership. Kind of a down, but Rachael has made a presentation to City Council requesting that they gift the land to us. We hope for a positive result in the fall. The land adjacent to our Greenwood buildings has become available. We're exploring that too. Lion's Place is edging slowly toward re-development. We have hopes there. Maybe an up next year ahead as we continue to seek ways to serve a growing population.

Rachael has been busy promoting our recently re-named Society. A wonderful inclusive employment video, appearances on panels and in community videos. Hosting City Council, our MLA and the Minister. Pitching potential donors. If this continues, we will lose our claim to Campbell River's best kept secret.

Thanks, and respect to our Executive Director and her amazing team. Because of your extraordinary efforts, we have come out of COVID strong and full of life. Better than ever. I can't wait to see what we can accomplish together in the coming year.

Finally, I will close by thanking our wonderful clients and their families for permitting us to share a portion of your journey. You inspire us to be better.

- Peter Schwarzhoff

President, Rivercity Inclusion Society

EXECUTIVE DIRECTOR'S REPORT

RACHAEL WEAVER, EXECUTIVE DIRECTOR

Happy Fall to All!!!

I'm thrilled to launch my Report with the most exciting change of the 2022/2023 year – our new name! Last year, as part of our 3-year Strategic Plan, one of the areas of focus was a possible name change. We had learned that many in our community felt our name, *Campbell River & District Association for Community Living*, was too long and didn't highlight our cornerstones of Respect, Belonging, Fairness and Inclusion. So, we asked staff and clients to send us their suggestions for a new name that better showcased our mission and values. We had great participation and received over 90 different ideas, which we narrowed down using our selection criteria. The same staff and clients then voted on their top 3 choices which we submitted to The Campbell River Mirror who ran a contest so that ALL members of our community could vote on their favorite. After a nail-biting wait, the votes were tallied, and the winning name was unanimously approved by our Board of Directors at last years' AGM. It was an awesome process, and as of last October, we are now proudly called **Rivercity Inclusion!** Along with our name came a beautiful new logo. All in all, it was a fabulous experience and the feedback we've received on both our inclusive process and the resulting name and artwork has been overwhelmingly positive!



2022/23 was a busy year in many ways. Most impactful to staff was a very long negotiation and subsequent ratification of a new Collective Agreement. It was exciting and meaningful that all parties worked together to secure a 17.04% wage lift over 3 years, that puts our wages on par with health care. Not only is our current staff so well-deserving of this increase, but as a sector, we all collectively feel that these enhanced wages, as well as a few additionally negotiated benefits, will help in recruiting and retaining critically needed new employees. We have continued to struggle greatly with staffing shortages, which has put a huge strain on existing employees, and has sadly resulted in service cutbacks to clients. While the staffing crisis has and continues to affect most employers across British Columbia, Rivercity Inclusion has the added challenge of an aging staff. Roughly 38% of our employees are over the age of 55, meaning that retirement is on the horizon. We will be losing highly valued and experienced staff over the next few years, so Succession Planning, Recruiting and Education are an active and ongoing priority so we can create the smoothest path forward.

Speaking of staff, there have been some exciting changes in my management team this past year. In January, we were incredibly fortunate to hire a new Adult Services Director, Sue Reid, since our longstanding director, Hart Bluschke, was slated for retirement in March. Sue worked for Community Living BC (our largest funder) as our Analyst for over 20 years and as such knows us well! Sue was the perfect candidate for the role and she hit the ground running! It was a huge surprise when Hart announced that he wasn't quite ready to hang up his hat and in fact was interested in the part-time Children's Services Director post that was being vacated by Jennifer Harms. Hart assumed the role fully this past spring and is doing a super job working with his new staff, as well as learning and enhancing the services that Dogwood Place provides to our community. In turn, Jennifer Harms has expanded her position as Quality Assurance and Administration Coordinator to include all aspects of accreditation, grant research, event planning, communications and special projects. Jenn has already successfully co-raised almost \$100k in grant funding and is guiding us through a new website build and a transition to an electronic file system. Darcey Woods moved into the newly formed Administration Supervisor post at Dogwood Place. We miss her in the Administration office but are happy that the Dogwood team and all of its special young clients are the fortunate beneficiaries of Darcey's excellent skills creativity and her special gift for making everyone feel welcome! Lastly, I'm thrilled to welcome Heather McInnis as our new Payroll & Benefits Manager. Heather brings many years of experience and a passion for excellence to her job. She has already made a huge impact on our payroll procedures and is a

EXECUTIVE DIRECTOR'S REPORT

CONTINUED

fabulous addition to our team. Along with Colleen our Financial Controller, Jo-Anne our Accounts Administrator, Vicky our Human Resources Director, Kaitlyn our Office Manager, Sherry our Ironwood Administrator, Barry our Property Coordinator and Jason our Scheduler, Rivercity Inclusion truly has the Administrative DREAM TEAM 😊

The importance of teamwork was critical this year when we made the very difficult decision to cease the operating agreement on our Lannan Group Home and have another agency replace us to care for the residents. Staffing was at a crisis point and despite every possible effort to rectify the situation, on behalf of our clients we could no longer safely continue supporting them. This was an extremely painful decision, and administratively challenging. To my management team and the staff at Lannan House, I sincerely thank each of you for your professionalism and commitment to our clients. This was an incredibly stressful and challenging time, but your teamwork and dedication got us through. Our clients were able to stay together and in their home. This was the best possible result, and I am proud of how we all navigated this complex situation.



A big positive over this last year was to witness the effects of COVID retreating, and as the world began to open back up, Rivercity Inclusion was excited to participate in community once again. Our Confidential Paper Shredding and Boom Board social enterprises, along with our Passages and HYPE programs participated in the Canada Day Parade, to collective cheers from the crowd. It was truly a joyful event and felt like a reunion! Ironwood Place Assisted Living hosted a lively 'Rockin Out to the 50s and 60s' party. The poodle skirts came out of the closet, the karaoke sing-along was era-appropriate, and a fabulous collection of vintage cars were on display thanks to the Campbell River Classic Car Association. The Christmas holiday season was also a time of great celebration. Many of our programs hosted parties, and collectively we decorated a gorgeous Christmas Tree as part of the Campbell River Museum Festival of Trees Celebration. Rivercity Inclusion also celebrated our first Staff Holiday Party with a beautiful dinner and dance at Eagles Hall. Our staff is the backbone of our Society, and it was great fun for everyone to gather in person and to eat, drink and be merry!



I am proud to write that Rivercity Inclusion was recognized outside of our community too. Inclusion BC, the provincial advocacy group for people with developmental disabilities and their families, learned about our amazing employment program (Campbell River businesses employ over 50 adults with an intellectual disability) and asked to feature us in their first ever video about inclusive employment. This was extremely exciting for us as the video has since been shown across Canada and in fact the world, as part of it was featured at this year's World Supported Employment Conference. Our hope is that this video will encourage other employers and cities to embrace inclusive employment like Campbell River has! (a link to the video is on our website)

And since we're speaking about our amazing Campbell River employers, last September, we co-hosted along with NIEFS, a fabulous Employer Appreciation event, shining the light on the importance of employment in everyone's life, and the powerful role it plays in creating an inclusive community. I was subsequently asked to speak about our Employment programs in the eXplore tv series that airs on Shaw television and on the City of Campbell River's Modern Entrepreneur economic podcast. Anytime I am asked to represent our Society, it is my privilege and honor to speak about the work that we do at Rivercity Inclusion. Hopefully, through these community conversations, more employers will recognize the value of hiring the people we support, and through employment we will continue to expand inclusion in our community.

EXECUTIVE DIRECTOR'S REPORT

CONTINUED

I can't close out my report without mentioning two significant events – one that showcases the power of fundraising, and the other that is launching us into the future!

Thanks to money raised through our Staff 50/50 Lottery, our Purdy's Chocolate Fundraiser and proceeds from the pre-COVID Denim & Diamond's dance fundraiser, this year we were able to purchase a long-needed brand-new Wheelchair Accessible Van for our Passages Adult Day Program. This was a huge purchase and an equally huge accomplishment. Many, many, many thanks to EVERYONE who contributed! Fundraising really does make a significant impact on our finances and allows us to make important purchases. Our Passages clients can access community more easily, frequently and safely than before. WAY TO GO!!



And to the latter point, it was brought to my attention early in my tenure that our Recreation and Leisure Adult Day Program was in significant need of a fully accessible bathroom, complete with a lift. Additionally, our HYPE programs required a better layout to create separation between the Employment and Community Inclusion divisions. And our Administration team required more space, a more practical layout and increased storage. Much work was spent brainstorming the best way to achieve these needs, and I'm excited to share our vision which will transform into reality beginning Fall of 2023.

This October, the Admin Team will be moving to a new space that is well laid out for our needs, is accessible by an elevator, and the building is located in the downtown core, keeping us close to our programs, clients and staff! We were able to secure an Enabling Accessibility Grant which will offset the majority of the remodeling expenses for the current Admin space at 1153 Greenwood St, which will become the new home for Rec & Leisure, along with a spacious accessible washroom! We will be keeping the outside perimeter of offices as-is and two of them are designated for the HYPE Employment program thus creating the necessary separation from the Community Inclusion program. And once this work has wrapped up, we will do a small remodel to the old Leisure building which will become the new HYPE Community Inclusion space! All of this work will begin once the Admin team moves out and is anticipated to take approximately 3-4 months.

I believe that this plan is a fantastic opportunity for our programs – it solves existing problems and will enable new opportunities, future growth, and invigoration through change! These are exciting times for Rivercity Inclusion and I'm so looking forward to seeing our vision become a reality!

In closing, while this last year has certainly had its challenges, I am proud that through teamwork, patience, good humor and dedication, we all worked together to weather the storms! Great things lie ahead for Rivercity Inclusion, and we all have much to be thankful for. I am so grateful to our fabulous staff, for our amazing clients, for this job which I truly love, and to our wonderful Board of Directors. THANK YOU VERY, VERY MUCH for all that you do!

- Rachael Weaver
Executive Director, Rivercity Inclusion Society

CHILDREN'S SERVICES REPORT

HART BLUSCHKE, CHILDREN'S SERVICES DIRECTOR

At the time of writing this I am relatively new to the role of Children's Services Director at 301 Dogwood, still looking to land where I may be to best effect. There are many things that I know not yet. I do know that the building is an exploration of themed rooms, nooks, and crannies. I know that the staff are all well versed in their respective disciplines and committed foremost to the children / families for whom they provide supports. I know that Satisfaction Surveys reflect positively across all departments. As to the rest, I will let their individual reports speak for themselves.

- Hart Bluschke
Adult Services Director, Rivercity Inclusion Society



DOGWOOD PLACE CHILD & YOUTH DEVELOPMENT CENTRE

Programs & Services

Supported Child Development Program

Occupational Therapy Program

Physiotherapy Program

Infant Development Program

Speech and Language Program

Community Access Services

Summer Youth Employment Program

FASD Keyworker

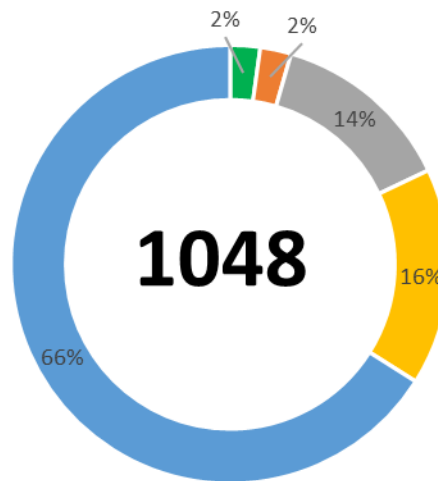


GET TO KNOW OUR CHILDREN'S SERVICES CLIENTS

Children Services: Clients Served

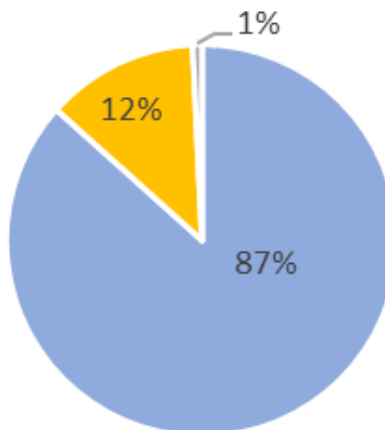
Programs:

- Community Access Services
- Fetal Alcohol Spectrum Disorder
- Infant Development
- Supported Child Development
- Early Intervention Therapies (OT, PT, Speech)



Note – the clients served in these total numbers may have been counted more than once, as some clients attend more than one program

Ages



■ 0-5 ■ 6-17 ■ 18-40

SUPPORTED CHILD DEVELOPMENT PROGRAM (SCDP)

Supported Child Development Program (SCDP) supported 188 children in 2022-2023 while building resources, providing training and workshops, and providing mentorship/capacity support for centres.

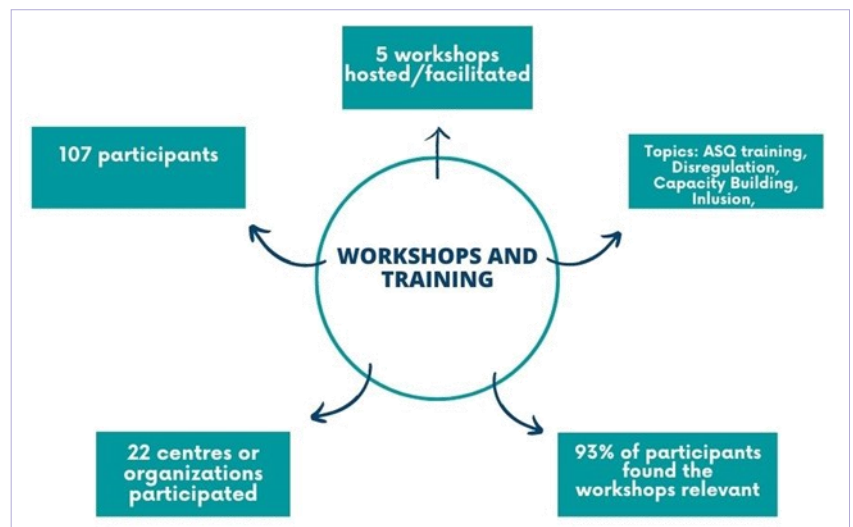
SCDP was provided with extra funding through a modification of the contract with MCFD. This funding provided the opportunity for all children on SCDP's funding waitlist to be offered the opportunity for support. Unfortunately, some children were not able to utilize the offered funds due to child care or family situations and stayed on the waitlist.

The modification to our contract also enabled SCDP to increase emphasis on "capacity building" within the child care settings through training and workshop opportunities. SCDP created a mentorship/Support Worker position that was utilized to support centres while reinforcing strategies and to be inclusive of all children.

Three centres were provided in-centre "mentorship/capacity building" by the SCDP Mentor position. 175 mentorship position hours were directly in the centre; 20 staff participated and over 54 children were in attendance in the 3 centres.



"We have been provided (with) so many tools to use." - ECE who experienced Support Mentor



SCDP's Lending Library of tools and resources were also revamped. Centres borrowed items and a few centres found them effective and have purchased their own (ie: Hokki chairs, mindful breathing ball, time timers).

SCDP also held a "Capacity Building" evening which included education, food, and tools to bring back to their child care centres. Kits which included items that could be used to support all children were provided to each centre. Information on the kit was presented during the evening. We were fortunate to receive donations from Stonehouse Teas and Sessions, which were provided to each person in attendance. The night was appreciated and we received great feedback from all participants.



Timers are part of SCDP's Lending Library



Capacity kits



"I came this evening feeling disheartened and deflated. I am leaving feeling encouraged and appreciated." - ECE who attended Capacity Building Night

OCCUPATIONAL THERAPY PROGRAM (OT)

The Occupational Therapy Program (OT) continues to provide support for families with children ages 0-6. These families may be wanting support with feeding, toileting, bathing, drawing, crafts, sitting long enough for meals or circle time, playing with friends and participating in their preschool or other community events. The OT program works with families to help their children be able to do their 'occupation' of living – whether that is within the family, at daycare or in the community.

There are currently 153 clients in the OT Program; this is the most the program has ever had. We have one full time OT, one part time OT and one therapy assistant (on maternity leave this year.) Due to the number of children in the program there is a very long waitlist. Currently 72 children are waiting for therapy. To manage the caseload we do groups, waitlist consultations and blocks of therapy instead of ongoing therapy. This past year we were able to provide 478 sessions of in person consultation or therapy! 19 children had a block of therapy (8 sessions) to address their current goals. Some of the goals included:

“to support kindergarten readiness”

“to increase his appetite”

“anxiety and focus”

“to support emotional regulation”

“to understand and respect boundaries and consequences”

The OT Program ran a Food School Group in the winter which helped four families work through some of their children’s picky eating challenges. They were given ideas and strategies on how to help their child eat new foods and be more willing to try (and shift the definition of try – it’s not eating but rather exploring the foods with nose, hand and maybe the mouth.) In the spring the OT Program ran the Kindergarten Readiness Group with five families in attendance. The children learned what to expect in kindergarten and the parents learned some ideas on how to advocate and support their child once they enter school.

With some one-time extra funding from MCFD, we were able to update some of our toys and tools this year! This was a lot of work to coordinate but in the end, we are pleased to have more current toys to work with.



New kitchenette toy set purchased for the program

In July, we said goodbye to Laura, our OT that had been working with us for 5 years. Brianne is now our new full time OT and she is settling in beautifully! We are looking forward to welcoming our therapy assistant back in October and have a long list of things for her to catch up on! We look forward to another great therapy year where we hope to run another Food School, Kindergarten Readiness Group and see as many kids as we can for direct therapy.

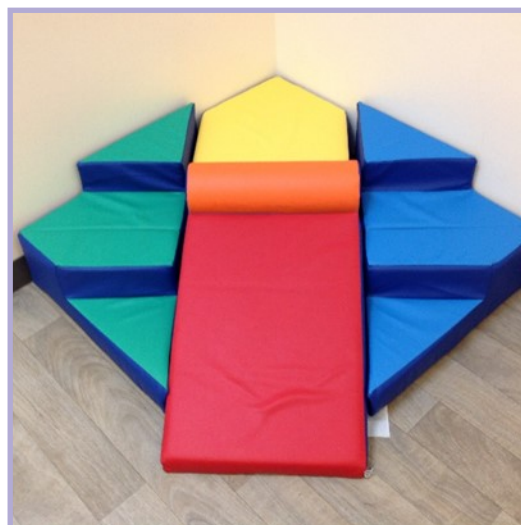
We look forward to another great year where we hope to run another Food School, Kindergarten Readiness Group and see as many kids as we can for direct therapy!

PHYSIOTHERAPY PROGRAM (PT)

The Physiotherapy Program provides supports with physical skill development, mobility and positioning for children ages 0-6 and their families. Our Physiotherapist provides care for children with varying needs such as torticollis, plagiocephaly, in-toeing and toe walking, cerebral palsy, developmental coordination disorder and other movement challenges. She mostly provides consultation to clients but also does some direct therapy. She had 254 sessions with babies, toddlers and children this year.

This past year she was able to have a practicum student from the University of British Columbia, and together they implemented a Kindergarten Readiness Group focusing on different movement skills such as balance, jumping and throwing. She also attended the Infant Development Program's Group and added the "Tummy Timers" Group to help parents support their babies with their tummy time and learning to crawl. With a little extra funding from MCFD we were able to hire a casual Physiotherapist from January to March and she was able to give direct therapy and assessment to children who otherwise would have remained on the waitlist. She has also built a relationship with a local orthotist who will help support clients with helmet and foot orthoses. This orthotist kindly donated a set of calipers to the program and helped to modify a set of pre-existing orthotics. Our Physiotherapist continues to collaborate with the Sunnyhill Positioning and Mobility team. This year she attended two outreach events as well as a training course for wheelchair modifications.

The PT program currently has 100 clients, and at one point reached 106 clients; the most the program has ever experienced! There are currently 25 children waiting for therapy. These caseload numbers are new, and our Physiotherapist is adjusting her service provision so that she can continue to provide quality support to as many children as she can. She hopes to run more groups this coming year, continue to collaborate with other community care providers and work on efficiencies such as having the therapy assistant book her clients and prepare pre-populated forms when possible.



Play structure to help with motor development

INFANT DEVELOPMENT PROGRAM (IDP)

The Infant Development Program offers home and office visits throughout the region. We built capacity by partnering with community groups like PacifiCare, Family Services Society, Sayward community, Gold River Hub, Public Health, and more. Partnerships help us manage full caseloads and increasing waitlists. Many children and parents attend our weekly groups and we recently presented a workshop 'Relationship & Connection' to a group of early educators.

We started a new toy lending project thanks to a generous donation from Community Coastal Credit Union. This lending library allows IDP families to borrow toys and materials for free to help their child achieve their developmental goals. Items are shared monthly at local baby groups, infant massage groups, and recently, we cultivated a partnership with a community organization who enables us to continue to distribute developmental toy kits.

With a donation from TD Canada Trust we will be adding developmental book nooks to the lending library. Book nooks provide families with ways to embed social-emotional skill building activities into everyday routines.



Some items families can choose from the Lending Library

Infant Development Playgroups have been very successful and allow IDP staff to see children who are waiting for service. Early Intervention Team, Supported Child Development Program, and community partners are invited to participate and share their knowledge and resources. During our 8-week 'Tummy-Timer's' infant group, our physiotherapist brought her expertise and helped encourage each babies' unique abilities. IDP playgroup's popularity is attributed to its attendance and positive parent feedback:

"[IDP] is a very great resource for you when navigating a child who doesn't fit into the average learning curve. ... donations actually help families such as myself. I would be very sad if I heard this resource was no longer available."

"I wish more people knew about the IDP and what they have to offer the community. It's so great just to know you have people on your side."

"It gave my child new materials to explore and try. Once my child showed a big interest in some of the materials, I was able to go and purchase more to further help exploration."

"The consultants' positive, flexible, and friendly approach have truly enriched our program and we are looking forward to many more sessions and connections in the future. "

Finally, thank you to the Altrusa Club for your ongoing support to our Infant Development Program. Altrusa members have sewed cloth kit bags and crocheted sweet Octopi for babies born prematurely, or who are medically fragile. Your ongoing donations of funds and time are greatly appreciated. IDP is very thankful for such a supportive community!

SPEECH AND LANGUAGE PROGRAM (SLP)

The Speech and Language Program has had a busy year (even busier than usual!) We have been experiencing record high case-load numbers – our total number by the end of August was 246 clients.

We have been fully staffed over the past year, which really makes a difference as to how much time we can dedicate to our clients. We have been focused on increasing access to group options for our clients and have met the goal we set out to achieve this year. We will continue to focus on this as we enter our new therapy year in September.

The Speech and Language team invested some time developing a new group this past year. Our ‘Speech Builders’ group was developed to provide families with new information and new tools for supporting their children with speech sound needs (who would otherwise be waiting far too long for individual therapy.) We had very positive feedback and gained valuable information through this trial run. With a few changes we’re planning to offer this group on a regular basis. We’re currently planning our lists to run this group and our Language Builders group this fall.



We were lucky enough to receive some one-time funding from MCFD at the end of the fiscal year for program supplies. The amount was significant enough to purchase some new assessment tools, to stock us up on assessment forms, and to purchase new therapy equipment. Some of our therapy toys had been well-loved and well-used for many years (for many decades in some cases) and were ready for retirement. It was very helpful to have enough funding to do a significant upgrade to this equipment all at once. It’s always fun to have new toys to play with too – we get almost as excited as the clients!

As we wrap up our clients heading to kindergarten this fall, we’re looking ahead to how we can best meet the needs of the clients now entering their pre-kindergarten while also trying to get service to some of our younger clients in the true spirit of ‘early intervention.’ As always, when there is not enough service to meet the demand, it’s a balancing act.

Speech 101 (From Speech Builders)

What do we mean when we say “speech”? What about “language”?

Speech: THE SOUNDS

How we move our speech parts to make sounds

How we put those movements together to pronounce words & sentences clearly

Language: THE MEANING

The words we know

How we combine words to make phrases, sentences, and stories

How we understand others’ words

Communication: THE MESSAGE

Communication is always the big picture, and there are lots of ways to communicate without speech or language

COMMUNITY ACCESS SERVICES (CAS)

The Community Access Services (CAS) program offers opportunities for children and youth ages 12-18 to participate in various leisure and recreational activities such as crafts, cooking, health and physical fitness, outdoor activities, tours, and special events in the community. Staff provide help with social and life skills and facilitate peer socialization and interaction after school. We offer an after-school program every week Tuesday and Wednesday for three hours each day, as well as the Friday Friends group which meets for three hours approximately two times every month. This year we welcomed 10 new youth to the CAS program.

We were able to partake in many activities this year, including the Canada Day Parade and the Museum Festival of Trees. Participants enjoyed trips to the Elevate Battling Cage, Slimer's funhouse tour, petting zoo, and the Golf and Country Club's driving range. We also took part in Dogwood Place's Truth and Reconciliation garden activity and a Feelings Workshop.



SUMMER YOUTH EMPLOYMENT PROGRAM

This program is part of Community Access Services and operates for eight weeks over the summer. Seven youth were offered days of support Monday to Friday. Every Friday afternoon participants gathered together in a group setting, which gave the participants an opportunity to work on team building, socializing and participate in recreational activities.

Participants are able to take part in paid employment opportunities at the Centennial Pool Snack Shack and the City of Campbell River litter pick-up. They can also do work experiences at Skyline Productions and tour community areas such as NIEFS, Thrifty's, the Library and the Museum.

Every Wednesday we had a hot lunch day where youth planned the meal calendar, used public transit to get to the grocery store, shopped for ingredients, and prepared the meals for all to enjoy.

FETAL ALCOHOL SPECTRUM DISORDER KEYWORKER (FASD)

Over the past year the FASD Keyworker has been busy supporting families by providing resources and education, connecting them with other available resources, helping with funding applications and the FASD assessment process, and assisting with transitioning youth to adult services.

Keyworker services are for children up to the age of 19. In the past six months, four youth reached the age of 19 and exited the program. Fortunately, some were able to connect with other services in the Campbell River area that serve youth up to the age of 24 as they continue their journey into adulthood.

Currently there is no waitlist for services in this program. It has an open referral process, including referrals from parents, caregivers, physicians, nurses, preschool, childcare staff, schools, or other community supports. If you know someone who you think would benefit from this program, please encourage them to reach out.

The FASD Keyworker can:

- Assist family members, caregivers, educators and service providers to better understand the child's strengths and challenges and identify ways to adapt the child's environment in response to these needs
- Provide information about services and supports (education, social services, financial resources, recreation, transportation, health, etc.) and how to access them
- Support families through the FASD assessment processes and assist with implementing recommendations from the assessment
- Provide confidential emotional and practical supports to parents and caregivers
- Support parents as they advocate for their child's needs; attend meetings at schools, medical appointments, and other services
- Organize parent to parent supports
- Provide planning and supports to youth as they transition to adulthood
- Provide FASD training, awareness, and resources
- Provide confidential consultations for those who are concerned a child may have been exposed to alcohol during pregnancy

Watch for upcoming educational workshops and events on Rivercity Inclusion Society's website at www.rivercityinclusion.ca

For more information, you can call the FASD Keyworker directly at 778-346-9029



ADULT SERVICES REPORT

SUE REID, ADULT SERVICES DIRECTOR

Super excited to introduce myself! I joined this amazing management team in January 2023, coming from many years of experience with our adult services funder, Community Living BC. My transition into Rivercity Inclusion and adult services was fantastic as I shadowed Hart Bluschke, the previous Adult Services Coordinator for all of January and February, learning the ropes and forming relationships with the program supervisors.

Although my time at Rivercity Inclusion has been very brief, I feel like we have made many strides forward in our adult services. We faced many difficult decisions, including the closure of our Lannan Group Home caps, but the outcome of additional staff to share within our existing programs has been extremely beneficial. We also treaded on new ground by partnering with a community care agency to assist at Lannan during our staffing crisis to ensure our quality delivery of service endured during our transition to the new service provider.

Each and every day, I remain amazed at the commitment of our staff! Day in, day out, sometimes working shorthanded, sometimes very long overtime hours, they have a SMILE. I really am very proud of the work that our teams are doing and the great support they are providing to offer the best service we can.

With my shared work with Vicky Reddish, Human Resources Director, our vacant staff positions are at the lowest they have been in years! We are striving to have zero vacant staff positions, but still have some work to do.

With the coming year, as our staffing situation continues to improve, I hope to be able to expand our capacity in our community inclusion, outreach, and employment programs to help do our part in addressing the long service waitlists for adults in our community.

Looking forward to an amazing year ahead,

- Sue Reid

Adult Services Director, Rivercity Inclusion Society



Programs & Services

Semi-Independent Living

Confidence in Community

Passages Day Program

Recreation & Leisure

Six Group Homes

HYPE

Supported Employment

Customized Employment

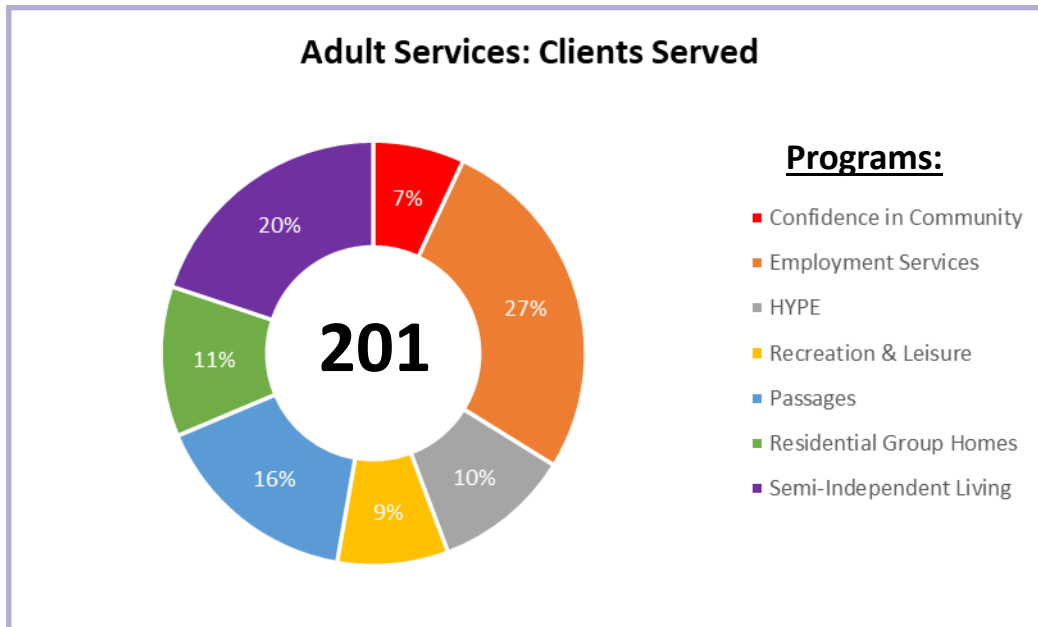
Skyline Productions

Palmer Place

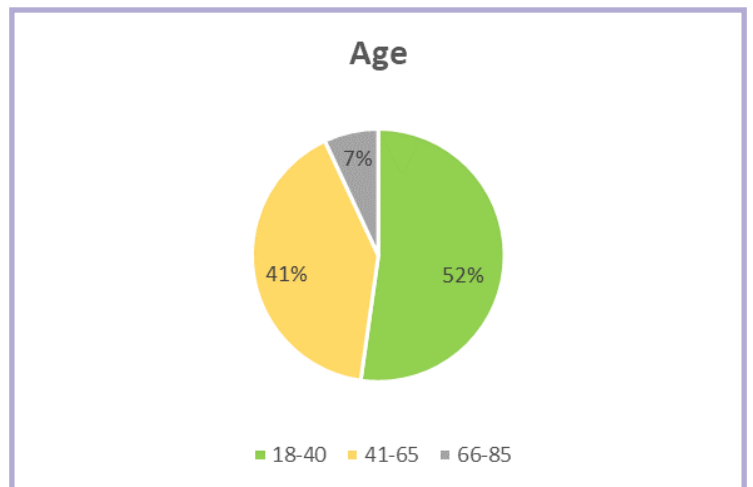
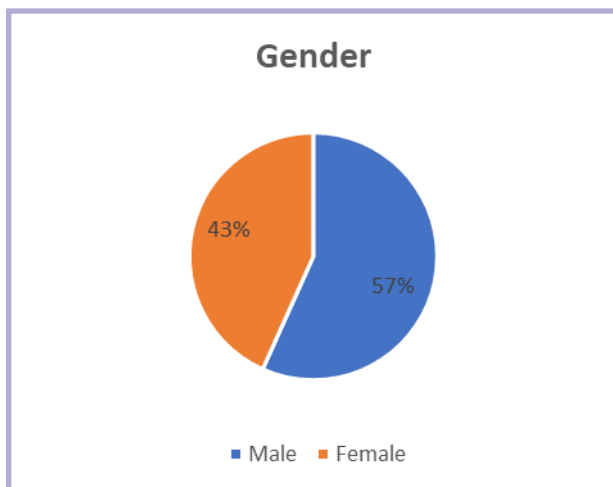
Lion's Place

Ironwood Place Assisted Living

GET TO KNOW OUR ADULT SERVICES CLIENTS



Note – the clients served in these total numbers may have been counted more than once as some clients attend than one program



SEMI-INDEPENDENT LIVING (SIL)

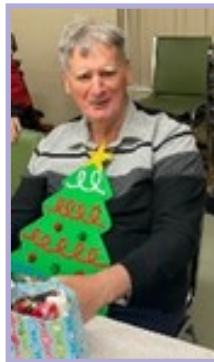
The Semi-Independent Living program keeps 5 staff busy supporting our 40-plus participants. We support age ranges from early twenties to late eighties. Some families have young children which we have the enjoyment of watching grow. Some have been in the program for 30-plus years and are now enjoying retirement. There are a variety of services we assist with, including helping participants to find any gaps in services and working towards filling them.

This year the program facilitated a workshop for clients called “What a healthy relationship looks like.” Five of our participants took part and it started some amazing conversations.

Three clients and a member of staff went to Powell River for a summer getaway and had a great time exploring the area. We also had a summer BBQ at Lion’s Place which had a super turn-out.



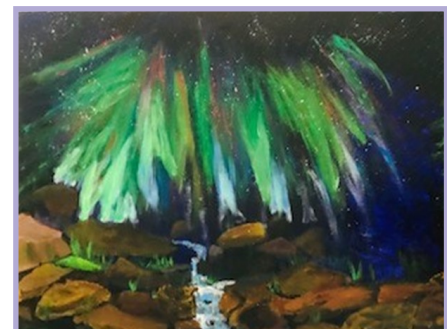
Thanksgiving dinner and an ugly sweater Christmas party / dinner were also fun events that took place. In January, thanks to money received from the fundraising committee, participants were able to take part in a bowling and pizza evening. It was a very fun evening and we quickly found out we have some amazing bowlers among us.



CONFIDENCE IN COMMUNITY

The CIC program has 13 participants and 4 part time staff. This program is participant led so people choose what activities they would like to take part in within the community. There are many hikes, shopping trips, swimming days, bowling games, movies and beach walks. Hikes continue to be a favorite activity among the participants and staff, including Willow Creek trail, Canyon View, Baikie Island, Beaver lodge and Miracle beach to name a few.

One of the participants is an inspiring artist and creates beautiful one-of-a-kind mouth paintings. She has created a mini gallery in her suite and is happy to explain her visions and share her love of art as well as sell her paintings. Her vision is “Coming out of the rubble to prevail something beautiful through mouth painting.”



PASSAGES DAY PROGRAM

All of us at Passages are grateful that we have been able to mingle and socialize freely as life has returned to 'normal.' Once again, we can enjoy attending our favourite community-based programs and social events. We said good-bye to summer 2022 with a splashy water park fun day and then moved straight into fall with haunted houses and pumpkin patches to explore. The first annual day program Christmas Party was a blast and the winning ugly sweater costume truly deserving of the prize: a hilariously tacky Christmas Party hat.

The new year brought us a brand new Dodge ProMaster van with wheelchair lift and moveable seats. It is easy to drive and comfortable to be chauffeured in. Thank you to everyone who contributed to this fundraising project.

We were invited to join the 'Fishing Forever' program in May. We had so much fun learning to catch and release fish in the beautiful environment at Echo Lake. The volunteers had a BBQ lunch for us, and we would love to be invited again next year.

Since a sunny and warm spring led into a sunny summer, we were out and about in the sun almost daily exploring our beautiful area. Favourite places are the Tye Spit, Quinsam Campground, Hagel Park and Miracle Beach. Out in the community we frequent the Aquarium, the Campbell River Museum, the Library, Spirit Square, the Pool, the bowling alley and the community centre to learn and play. Some of us like to meet for 'coffee and a social' at various establishments.

We are 28 people having fun partaking in various activities. Our program is supported by 17 staff members and two supervisors. We encourage each other, make each other laugh, be patient if someone needs time, teach each other new skills, and accept everyone just the way they are. We sing, play music, practice American Sign Language, read, walk, exercise, swim, golf, bowl, sew, knit, crochet, colour, surf the Net, ride bikes, play cards, play Wii, do crafts, volunteer, work for money and try any new activity coming our way. Every day, we learn something new, thrive when feeling good about our accomplishments, and are empowered to be ourselves. We enjoyed this past year and are looking forward to new adventures with Rivercity Inclusion's Passages Day Program.

RECREATION & LEISURE PROGRAM

Another four seasons have gone by already and it is almost autumn again. Our 16 participants and 3 staff have spent many days visiting our favourite spots: Hagel Park, Tye Spit, Miracle Beach, and Beaver Lodge Lands to breathe fresh air in all types of weather and get our fill of exercise while everyone walks at their own pace.

We made seasonal crafts, birthday cards and decorated our place for various events. At our first annual Rivercity Inclusion Day Program Christmas Party, one of us won the ugly sweater contest. The Leisure group was rewarded with an even uglier Christmas hat which we are determined to improve upon for this year's party.

In May we went on our first 'Fishing Forever' expedition to Echo Lake. We enjoyed the scenery, learned how to 'catch and release,' and were treated to a fabulous BBQ by the volunteers. It would be so lovely if some of us could fish forever again next year!

During the spring months when the sun shone almost every day leading us into summer, we made great use of the Leisure bus to take us places. Not only did we see the lovely scenery but also observed the wildlife: eagles, seals, see otters, snakes, bears, humpback whales, herons, and deer after deer after deer.

We have many indoor activities we enjoy as a group: the Trouble board game, Crib, Wii Bowling, card games, talking circle, chair exercises, puzzles and playing pool keep our hearts and minds bright. Each of us learns something new all the time. Everyone has many moments of pride when we prove we can overcome challenges to expand our skills and be successful in what we strive to accomplish.

HOOVER GROUP HOME

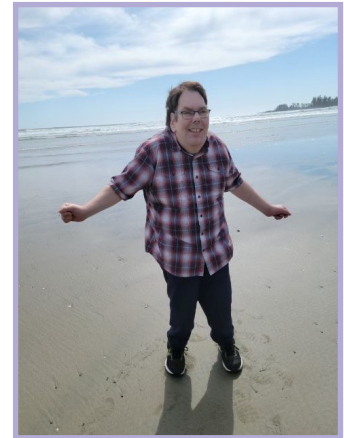
Another year whizzes by and we watch the tree colors change at the Hoover Group Home in Oyster River. While we are continually faced with many little changes, some things never change - our love of coffee and bowling still holds on.

The Hoover gang enjoyed a sunny relaxed getaway on the Westcoast of the island, roaming the beaches of Tofino with friends from Nikola.

We kicked the sizzling springtime off with a new BBQ! With special thanks to the Fundraising Committee our annual wishlist came true! Come join us for a burger on the patio some time! Our two sun worshipping residents enjoyed lots of time lounging on the patio in between trips for ice cream and a very fun trip to Victoria. Two different sets of families were reunited and the beautiful Van Gogh exhibit was enjoyed by all.

The Hoover gang have been happy and healthy over the months of January and February. Breaking up the dreary winter with some Musical sing along sessions with friends and a visit from our little lady down at M&M's. Residents were excited for few slightly energetic but always endearing puppy pop-ins from Rosie, managing to get out for a walk about.

We are hoping for an extended fall as we gear up for our next adventure, a Renovation...(is that a thing?!) The Hoover home has been approved for a much-anticipated bathroom remodel! The work begins in October, and we will be operating out of a temporary new home ... updates to follow!



M&M'S GROUP HOME

While our forests and farmers may not appreciate the drought of this year, the little lady in Cabin 1 loves the lack of rain! M&M's folks have been out and about all over the north island visiting different parks, walking trails and used bookstores! Stops at the Lewis Park water park, Lake Trial Thrift store, and awesome new park in beautiful Kye Bay (Have you been yet? You should Go!) have become favorites. Sometimes even a buddy from Hoover is scooped up for an adventure together and ice-cream to follow.

Everyday looks like Mardi Gras at the cabin but those of us in the know can appreciate the residents' favorite collection, definitely keeping things feeling colorful!



NIKOLA GROUP HOME

Nikola Group Home staff support 5 adults with diverse needs and abilities. The staff at Nikola have been very generous and dedicated, picking up overtime shifts on a regular basis to support our clients.

All clients were and remain healthy! In addition to regular weekly activities staff supported clients on several special events. These included a group trip to Tofino and attending two music events: Music Fest in Courtenay and Special Woodstock in Duncan.

There was also some change as Erik Nieuwejaar took over as the home Supervisor in June. Previous supervisor, Vicki Davidson, moved to Jesmar. The other big news is that in late August, thanks to the Fundraising Committee, Board, and Rachael Weaver, the purchase of a second Group Home vehicle was approved. This will make a big difference in our ability to access community.



SIMMS GROUP HOME

Greetings from Simms Group Home. I have been settling into my new position as Program Coordinator over the last two weeks and it has proved to be an exciting new venture!

All four clients have been doing well. We have been very busy going to individual day programs, enjoying outdoor picnics, concerts, and various other summer activities such as Canada Day, Logger Sports, and North Island Music Festival.

Some of the clients have also enjoyed visits with family and relatives throughout the summer months. We are now looking forward to the Fall and Winter season with Camp Homewood and client vacations.

Thanks to the Fundraising Committee we were able to purchase a new Barbeque. It's a great way to enjoy our beautiful outdoor patio and the delicious smells of Summer!

SHELLBOURNE HOUSE

This year is flying by! I want to thank the two staff that have put in great effort to improve the program by painting the interior of the house. They have put in lots of energy to help out and it shows. Great teamwork!

We are also finally getting back to pre-pandemic activities, which is great. Sometimes this is a challenge as some community programs have changed their times and have more restricted hours, but we are making it work. It is nice to be back to (mostly) normal and looking forward what the coming year brings.

JESMAR GROUP HOME

A home is not just a place where we structure our daily lives, it is also where we structure our emotional and psychological lives. It's where we feel the most comfortable and relaxed, feel happiest or saddest and can be our weirdest and truest selves, away from the judgement of the world. Jesmar is a classic example of a true "home" for 4 adults with developmental disabilities.

These individuals, despite the low staffing levels in our industry, have not missed a single community event, birthday party or seasonal vacation. They attend family / community functions and work together to create, obtain and reach their goals and dreams.

Over the last few years, three of Jesmar's residents have passed on to their higher purpose but despite being sad, Jesmar's residents and staff have chosen to celebrate their lives and learn how we all can be better people from what they have taught us.

Jesmar is known to be the party home with a self-professed party planner among its residents. This planner ensures Jesmar is often decorated inside from top to bottom with balloons, banners, posters, and the outside and driveway are typically covered with amazing and delightful ornaments.

Jesmar promotes choices, opportunities and strives for a full and exciting life.



EMPLOYMENT

CUSTOMIZED, SUPPORTED, AND CREATIVE (SKYLINE PRODUCTIONS)

Hard to believe a year has gone by, and what a year it has been! We had some staff changes – Welcome Kim to the Customized Employment program. Customized Employment continues to celebrate the gifts and talents of our individuals. Miles will be celebrating his one year anniversary with Thrifty foods and is also celebrating his additional duties in the Dairy Department. Allan Hansen has taken on Rivercity Inclusion’s Social Media accounts and is doing an outstanding job.



Skyline Productions Confidential Paper Shredding continues to be on the hunt for additional funding to purchase a much needed new shredder - Thank you to Rachael, Kaitlyn and Jenn for your work trying to secure additional funding. An interesting fact: we have over 210 customers that we service, most are monthly and some are every 6 months. We do pick ups ranging from Gold River/Port Hardy to Nanaimo.

Kalyn and her crew continue to do a stellar job lawn mowing. This year we employed six individuals with a total of 23 customers.

Skyline Production’s Boom Boards continue to be a very busy business and we currently have 21 logging companies, two of which have multiple divisions. We employ four individuals year round. Janice and her crew produce quality products that keep our customers coming back.

Supported Employment has celebrated many accomplishments but most recently we welcomed More Eatery for becoming our newest inclusive employer. Congratulations to Josuha on his new job at More Eatery. Joshua’s employment is a great example of how well Rivercity Inclusion’s employment works with other community organizations like North Island College.

Joshua first became involved with our organization as a teenager at our after-school program, Community Access Services. He also participated in our Summer Youth Employment Program. This program provided an opportunity for Josuha to learn great work skills which included understanding employers’ responsibilities as well as what his responsibilities are as an employee. Joshua also works at Skyline with our Lawn Mowing crew.

This spring Joshua completed the Kitchen Assistant Program at North Island College (NIC). This program is designed to teach and support individuals with diverse learning needs and barriers. The Job Developer with Rivercity Inclusion worked with the NIC Work Study assistant and was able to secure a work practicum at More Eatery. When Joshua completed his practicum, he was offered a paid position at More Eatery. Success! Joshua’s story is a great example of how transitioning from youth services to adult services should work. A big shout out to Joshua’s family and his support staff, as this shows how working together can make great things happen.

If you know of a potential inclusive employer, please feel free to contact: maureen.hunter@rivercityinclusion.ca





CONFIDENTIAL PAPER SHREDDING



Bonded
Secure Storage
Prompt Pick Up
Convenient Service

Free up expensive storage space and eliminate the opportunity for identity theft with our safe and secure paper shredding service. Our industrial paper shredder offers increased security over personal shredders. Confidential paper shredding is available to individuals and businesses as a one time service, for periodic clean-up or as a regularly scheduled service. We also offer secure containers for your office.

For Services:
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shredding@rivercityinclusion.ca

SKYLINE PRODUCTIONS CONFIDENTIAL PAPER SHREDDING

is a not-for-profit business with a mission to serve our community while employing people with developmental disabilities

RATES:

- 50¢ per lb
- \$8.00 per banker box (10"x12"x15")
- \$35.00 per console bag

Pick up services available
Drop off services by appointment
Secure locking cabinets provided



36"H 20"W 16"D

By choosing our business for your shredding needs you allow us to offer Inclusive Employment opportunities. Thank You for your ongoing support!



HYPE (HELPING YOUNG ADULTS PROCURE EMPLOYMENT) EMPLOYMENT AND COMMUNITY INCLUSION

HYPE has had a great year on the Employment side of the program. 8 out of 11 employment participants are working part time jobs. Way to go!

On the Community Inclusion side, we've added a few more indoor games, basketball, foosball, ping pong and air hockey. We're out in the community for walks whenever the weather permits. Off to the pool, both indoor and outdoor, museums, and participating in Singing for Fun! We even took a trip to Mount Washington for tubing in the winter and enjoyed the trails in the summer.

Hot lunch continues to be a favourite with our participants. We volunteered for the Salvation army with the Christmas Bells and had a wonderful Christmas party with the other day programs, including an ugly Christmas sweater contest and a surprise visit from the Grinch.

Thank You to Our Inclusive Employers!

Berwick by the Sea

Boston Pizza

Campbell River Community Centre

Campbell River Golf & Country Club

Campbell River Mirror

Campbell River Sportsplex

City of Campbell River

Comfort Inn & Suites

Discovery Foods

Discovery Harbour Seniors Community

Discovery Passage Aquarium

Dodd's Furniture and Mattresses

Dogwood Place Child & Youth Development Centre

Dollarama

Habitat for Humanity ReStore

Home Depot

Immigrant Welcome Centre (MISA)

Ironwood Place

Island Owl Mazda

Kal-Tire

Little Caesars Pizza

Marquise Hospitality

More Eatery

MVP Pub and Family Restaurant

Painter's Lodge Resort

Pioneer Home Hardware

Quality Foods

Quay West Kitchen & Catering

Real Canadian Superstore

School District #72 - Campbell River

Skyline Productions Confidential Paper Shredding

Smith and Lee Local Butcher

So-Cal Restaurant & Lounge

Staples

Starbucks - Mariner Square

Thrifty Foods

Tim Hortons - Merecroft

Tim Hortons - Willow Point

Tyee Chevrolet

Walmart

HOUSING

Palmer Place

This year saw a few tenants move out and some new residents move in. It was nice enough in April to start yard work and maintaining the grounds around Palmer Place. We ordered several yards of bark mulch and had plenty of exercise distributing it around the property. Four new garden beds were built in the summer as the old ones were beginning to show their age. Our Passages Day Program visited weekly to tend to one of the beds and the others were used by our tenants.

Life Skills Workers have been busy! They help tenants prepare for BC Housing tenant review, drive tenants to appointments, and help plan hot lunches. They also work with tenants in smart recovery skills, weekly meditation classes, and “Thankful Thursday.” Craft projects such as rock painting took place in the activity room.

Near the end of summer we were able to install a roof over the bins so tenants didn’t have to worry about the rain and snow, while rushing with their canes and walkers to dump garbage and recycling.

The property was winterized in the beginning of November and by the end of that month we had snow, and the salting and shoveling started to take place. Thankfully, we were finally able to purchase a snowblower, which was a huge help!

In December we organized a pancake breakfast for the tenants, and in January we held a pizza lunch where tenants were able to make their own. Life Skills Workers created a New Year’s calendar with plenty of fun ideas for residents to get out into the community more often.



New garden beds



Making good use of the snowblower

Lion’s Place

Thanks to the hard work of our Lawn Mowing crew the grounds at Lion’s Place looked well groomed all spring and summer. The crew do a fine job of weeding the flower beds and we lucked out this year as the deer didn’t seem as interested in eating the flowers and most made it though unscathed. Our annual spring barbeque is looked forward to by all the tenants. Everyone gathers to socialize and share some delicious hamburgers, hotdogs, and other yummys.

As tenants moved out of the apartments we were kept busy prepping them for the residents in the cabins to move into them. We also finished repairs in the Activity Room and it is back to full capacity for all the tenants to use.

There was a memorial held for a tenant who passed away in the beginning of April. He will be missed at Lion’s Place as he always brought a smile to everyone’s face and had a friendly word for all.

HOUSING CONTINUED

Ironwood Place Assisted Living

Ironwood Place has been a hub of activity and changes over this year. Slowly COVID restrictions were lifted to accommodate more freedom for our residents and their visitors. This really improved summertime activities. May saw a trip to Rutherford Mall in Nanaimo and June included an afternoon at the Campbell River Spit. July held our big event, A 50/60's party complete with hamburgers, hot dogs and fries. Vehicles from the North Island Cruisers came and filled our parking lot for residents to wander around and enjoy. It was a great day with decorations and costumes.



August heat sent us to the Pier for ice cream and it was enjoyed so much that we went again in September. October brought us a Thanksgiving dinner and an afternoon of "Scareoke." Things ramped up again in December with Crazy Christmas sweater day, a Christmas Party with entertainment by Rick Benn, a Christmas concert and a trip to the Campbell River Museum. January, February and March saw trips to the casino and a Walmart outing as well. Over this year we said goodbye to 10 of our residents and welcomed an additional nine into our Ironwood family.

This year was not without its staffing challenges and difficulties. We bid a fond fairwell to our long time Administrator, Rita Bresson and several of our staff faced challenges requiring them to be off for long periods of time as well. The hiring of new staff has been slow and is ongoing to date. The Spring of 2023 has brought a freshness to the days, and we look forward to the challenges and fun that lie ahead.

HUMAN RESOURCES REPORT

VICKY REDDISH, HUMAN RESOURCES DIRECTOR

Workforce

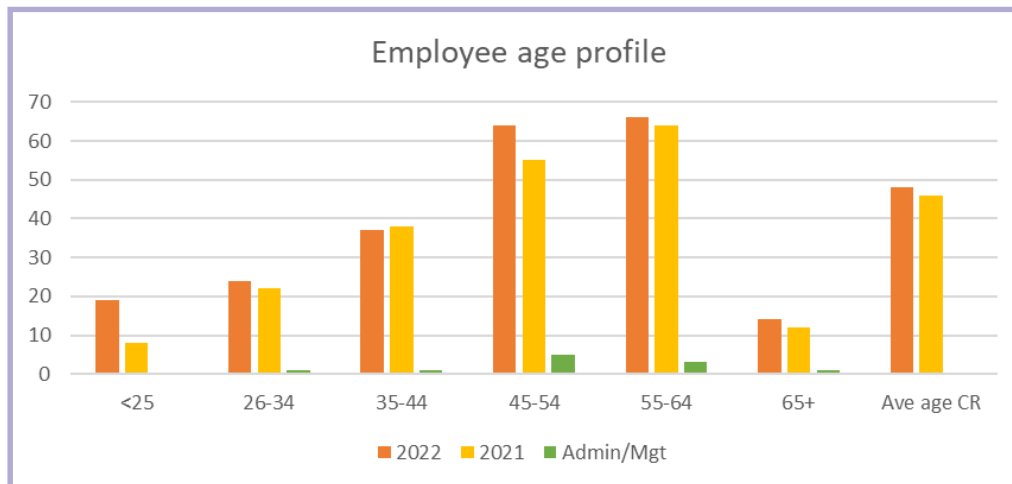
2022 and early 2023 continued to be challenging in regard to workforce/HR at Rivercity Inclusion Society.

Community Social Services Association (CSSEA) and Community Social Services Bargaining Association of Unions (CSSBA) fell behind in negotiating the terms of the Community Social Services collective agreement, which expired in March 2022. Whilst locally Rivercity Inclusion Society (still then CRADACL) were able to agree to the local Memorandum of Agreement terms, it took a further 11 months for all sides to agree to national terms. We all breathed a sigh of relief when a collective agreement was finally agreed on February 3, 2023. The changes were very positive for both employees and the employer.

Legislative changes also occurred in 2022 under the Employment Standards Act resulting in all staff, regardless of contract type or number of hours, becoming entitled to 5 days of paid sickness absence. We are happy that this will benefit our casual staff, who make up a significant part of our workforce and in most cases are not entitled to the same benefits as a contracted team members, but are equally as valued.

Workforce Statistics

The average age of the community living sector employees on Vancouver Island is 47.41 years old and 57.4% are aged 46 years and above. The largest cohort comprises 26.1% of the sector regular employees in the 56 to 65 age group. (Source: CSSEA Fact Book October 2022.) Rivercity Inclusion Society's age profiles are similar to these trends, which is reflected in our older demographic.



Age statistics are based on an average of 225 union employees

This ageing demographic has been recognized by Rivercity Inclusion Society as a serious workforce concern. As such, to tap into the younger age (Generation Z) recruitment market, a high school graduate project was undertaken and a pathway was created for high school leavers to be able to join Rivercity Inclusion Society, receive training, learn new skills, and gain experience. With the intent that at the end of the training agreement they would apply for an open position. This was discussed, and promotion of the project agreed with the liaison at School District 72.

HUMAN RESOURCES REPORT

CONTINUED

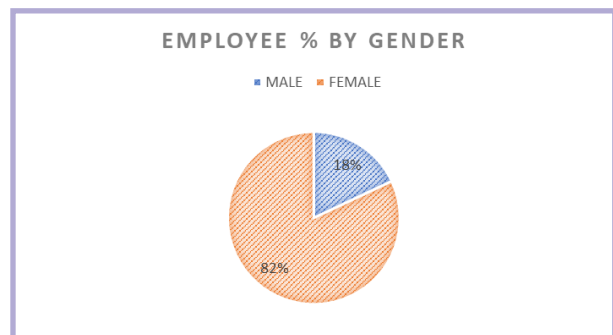
To target more Millennials and Generation Z candidates the recruitment process was updated with two significant changes:

- Recruitment criteria for all roles is now measured against values / behaviours that are aligned with the organization's cornerstones of Respect – Fairness – Belonging – Inclusion.
- All stages of the recruitment process are managed and monitored through electronic and online sources. This method of communication works well with the target groups and has enabled the process to be streamlined further. Whilst we continue to have the human element, the process has improved speed and proven very successful.

As part of our recruitment and hiring process, onboarding was introduced in a more formal context. A standardized on-line version was launched in 2022, allowing candidates to obtain more information about Rivercity Inclusion Society, the role they have been offered in the timeframe between offer and commencement date, thus keeping them engaged in the process and ensuring that once employed they have received information and education. Onboarding is proven to help attract talent, improve retention, and offer a positive and strong start to the employment process.

Campbell River's population is made up of 49.8% male and 50.2% female. Rivercity Inclusion's workforce is made up of 18% male, 82% female employees, with no employees identifying as gender diverse or other. The number of male employees has increased by four since the prior year.

There is an ongoing opportunity to reflect our local and client population, and encourage males to work within the community living industry. Work has and will continue to take place to target males to apply for external postings.



Gender statistics are based on an average of 225 union employees

Our Teams

We were excited to relaunch the New Employee Orientation in 2023, which now has two elements; an on-line learn at your own pace arrangement (within the probation period) which explains the history of people with disabilities / institutions in Canada and that of our organization, as well as a new starter orientation which is held quarterly and in person for new employees to attend during which the Executive Director and Director of Human Resources facilitate and discuss the wider organization, its grass-roots history, the mission, values and vision.

Some of the organization's staff and clients took part in the local Canada Day parade which was a great community event with large numbers of people turning out to show their support. This was also used as a hiring / attraction opportunity with banners and leaflets promoting our openings!

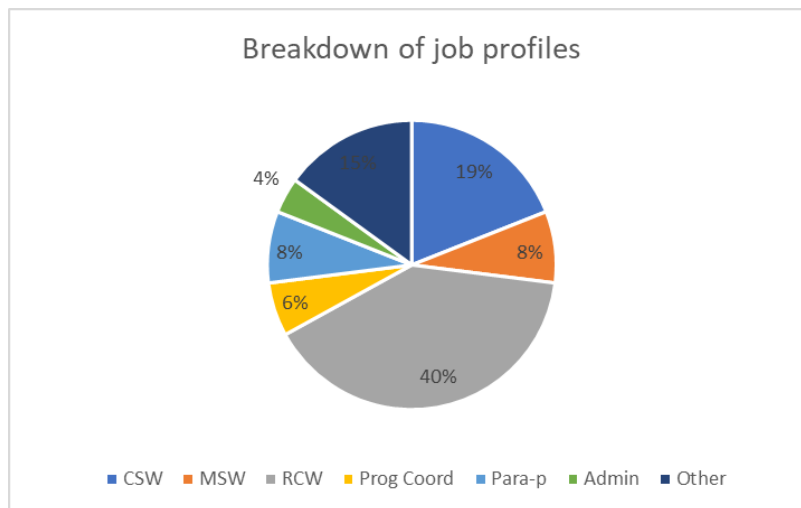


HUMAN RESOURCES REPORT

CONTINUED

90 posts were advertised internally to Rivercity Inclusion employees with an uptake of 45%. The remainder were offered when suitable to external candidates.

The breakdown of our employees across all programs shows the largest classification of employees being Residential Care Workers (RCW) at 44 and the smallest group are Administration and Management at 11.



Job profile statistics are based on an average of 225 union employees

Hiring continues to be our largest priority as staffing levels remain critically low. The average hours vacant have improved year-on-year however with absences, and vacation / other leaves this remains too high. Continual work on recruitment and retention is taking place and a strategy to address both is being actioned.

The unemployment rate in Campbell River and local area sat at an average of 4%, whilst in the Province of BC it was above 5% and increasing. Unfortunately, due to vacancy competition in Campbell River and pre-employment checks required to work at Rivercity Inclusion Society (which are mandated) this has a huge effect on the candidate drop-out rate. We have worked hard on streamlining pre-employment checks and relationship building with successful candidates, who are given lots of support to fulfil the requirements, with regular check-ins from us to discuss progress and answer questions.

The on-line job platform 'Indeed' continues to be the most effective method of recruiting external candidates, however the internal 'recruit-a-friend' initiative launched in 2022 has also proven very successful. New employees who have been referred by a Rivercity Inclusion team member are more likely to stay in employment with us as they have a realistic understanding of role and culture within the organization from the person who has referred them. They still go through all of the hiring criteria to ensure they are the right fit, however it is a great way to incentivize in a difficult labour market. It has also increased the diversity of our candidate pool.

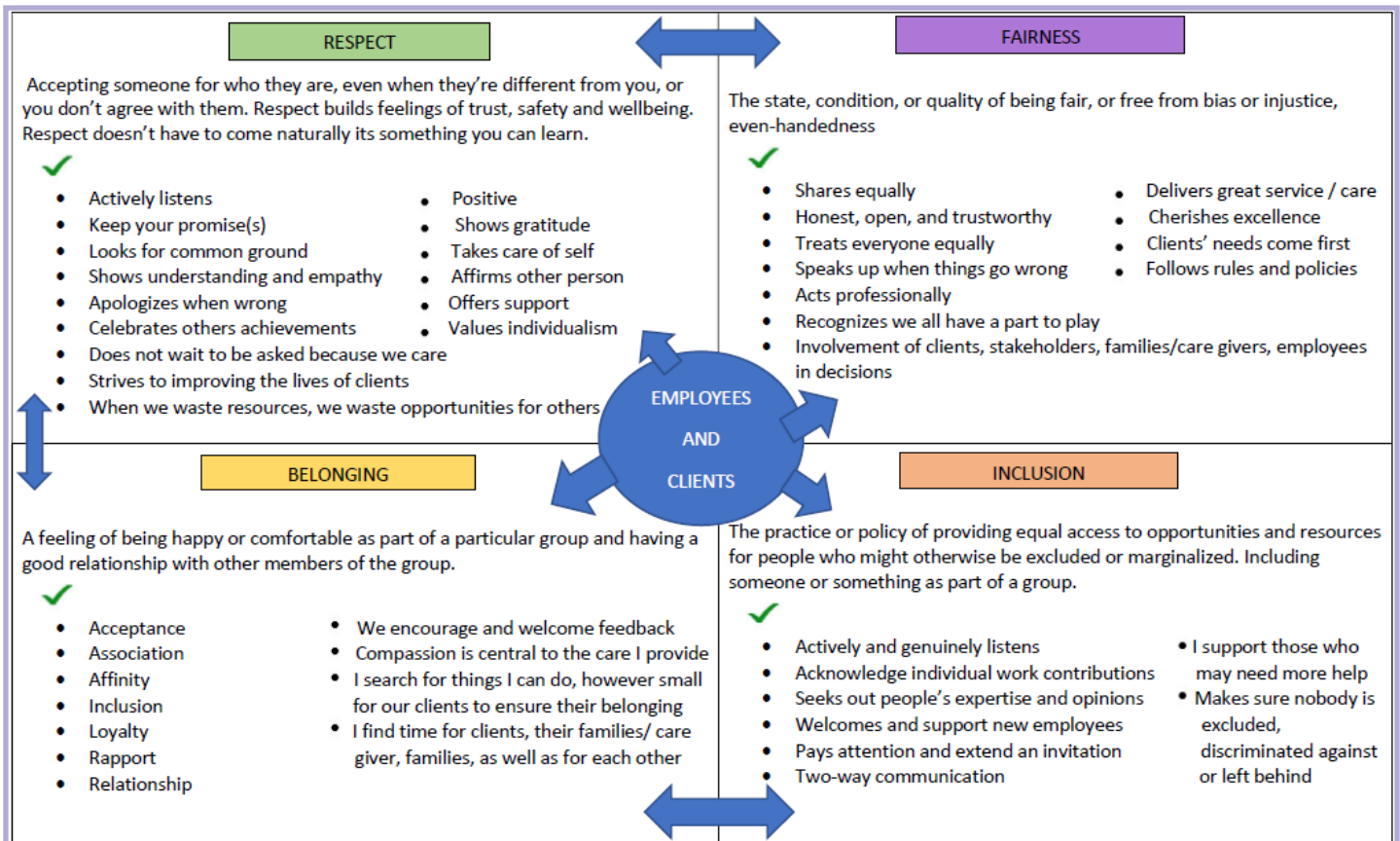
In December 2022 there was an announcement that the Government of Canada and Province of British Columbia committed \$250,000 to support a labour management study of Campbell River, Strathcona Region and the Regional District of Mount Washington, named: 'Where Talent Meets Opportunity.' This would involve conducting a labour market report and a steering committee to be developed with focus on factors which could affect worker availability and wellness such as affordable housing, transportation, childcare, health and social services. Rivercity Inclusion Society completed the thorough interview and are attending the first session being held in October 2023 in hopes that the resulting actions will have a positive impact on hiring new staff.

HUMAN RESOURCES REPORT

CONTINUED

To support retention and address the number of exiting staff anticipated in key positions, we launched during the year several developmental tools, including: a career pathway to enable staff to develop their skills and knowledge beyond their 'usual' job role. And a buddy system was part of this which serves to better support new employees whilst giving ownership and development to experienced staff.

We were also thrilled to launch the Values and Behaviours Blueprint at the start of 2023, which underpins the society's philosophies and have the intent of further developing our culture:



- Vicky Reddish

Human Resources Director, Rivercity Inclusion Society



FINANCIAL REPORT

COLLEEN PERREAU, FINANCIAL CONTROLLER

The 2022/2023 year was a great financial year for RCI. Revenues have increased in line with Expenses; we have a strong Balance Sheet which enables us to fund and/or pay all our obligations and the External Audit went very well. As before, we continue to analyze systems & processes with the goal of making them more effective and efficient.

Summary of Rivercity Inclusion Revenues listed by Source (Funder)

Rivercity Inclusion's Revenue comes from 4 main Funders:

1. **Community Living British Columbia (CLBC)** – CLBC is the **largest funder** of RCI programs, accounting for **56%** of RCI's annual revenues. CLBC funds RCI's Adult Services which includes:

Day Programs – Leisure, M&M, Hoover, Jesmar, Nikola, Passages, Skyline, Simms & Shelbourne

Residential Programs – Hoover, Jesmar, Nickola, M&M, Simms and Shelbourne

Semi Independent Living (SIL)

Lannan Day & Lannan Residence (Comox)

Employment Services including - Supported Employment, Creative Employment, Customized Employment and HYPE Employment & Community Inclusion

CIC/PSI & Host Agency

2. **Ministry of Children & Family Development (MCFD)** – MCFD is RCI's **second largest funder** accounting for **18%** of our annual funding. MCFD funds all of RCI's Children's Services which includes:

IDP – Infant Development Program

EIT – Early Intervention (Occupational Therapy, Physiotherapy & Speech Therapy)

FASD - Fetal Alcohol Spectrum Disorder Keyworker

SCDP - Supported Child Development Program

YOSP - Youth Summer Employment Program

CAS - Community Access Program

3. **Island Health Authority (VIHA)** – Accounts for **6%** of RCI's annual funding. VIHA funds our Ironwood Place Assisted Living facility.

4. **BC Housing (BCH)** – BCH Revenue accounts for **3%** of RCI's annual Revenues. Programs that receive funding from BC Housing are:

Palmer Place

Ironwood Place

Lion's Place

Lannan Group Home

Nikola Group Home

Hoover Group Home

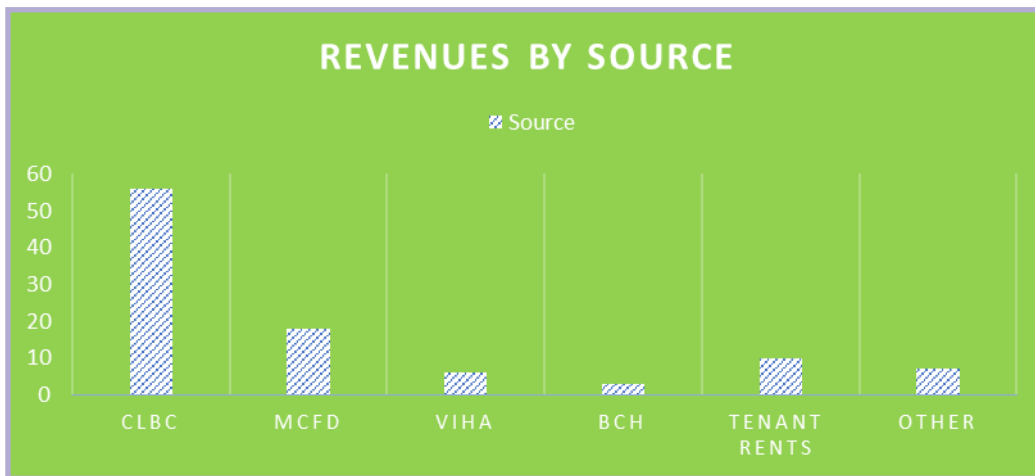
Simms Group Home

FINANCIAL REPORT

CONTINUED

In addition to RCI's 4 main Funders, revenue is also generated through the following sources:

- 1. Tenant Rents** – Rents are collected at our various Group Homes and Ironwood Assisted Living Facility.
- 2. Sales** – Generated through **Skyline Productions** are from Creative Employment's Lawn Care, Paper Shredding and Boom Board businesses.
- 3. Administration** – Admin fees from funded programs and internal rents on RCI owned facilities.



Summary of RCI Expenses listed by Type (i.e. Wages, Rents)

The major RCI Expenses are as follows (Payroll being the biggest expense):

- 1. Staff Wages & Benefits** – The largest expense for RCI making up **77%** of the total annual costs. Wages & Benefits include:

- Direct Staff Wages
- Benefits – Extended Health, Dental, Life, MPP
- The employer costs for CPP, EI, Tax, EHT and WCB withholdings
- Lieu Time
- Sick Leave
- Vacation Pay
- Staff Development/Certification/ Recruitment

- 2. Administration** – Administration costs account for approximately **9%** of RCI's overall annual expenses.

FINANCIAL REPORT

CONTINUED

3. Building Expenses – Are the costs associated with RCI’s various building assets and account for **7%** of RCI’s annual expenses. These include:

- Building Maintenance
- Equipment Repair
- Building Insurance
- Janitorial Supplies
- Rents
- Replacement Reserves (required by BC Housing)
- Safety & Security (Alarms and video surveillance)
- Utilities (Hydro, Phone, Internet, Cable)
- Interest on Mortgages
- Amortization

4. Other Expenses – 7%

Vehicle Expenses – Are the costs associated with the various vehicles owned by RCI, as well as the use of staff vehicles in RCI operations. They include:

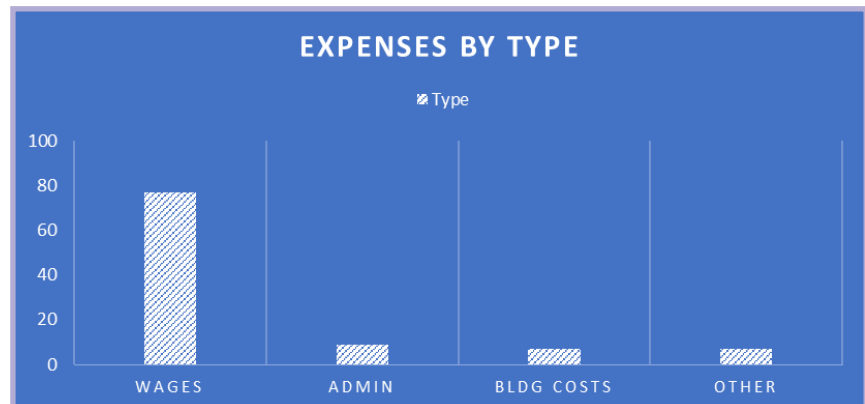
- Vehicle Insurance
- Gas
- Vehicle Lease & Maintenance
- Mileage and Insurance – Employee-owned vehicles

Supplies – Program supplies are costs directly related to the operation of the specific programs within RCI and consist of:

- Groceries
- Cost of Sales – Landscaping / Shredding / Boom Boards
- Supplies (program, office, janitorial, Maintenance)
- Cell Phones
- Training

Miscellaneous Expenses – These expenses account for less than **1%** of RCI’s annual expenses. They include:

- Advertising & Marketing
- Bank Charges
- Dues & Memberships
- Professional Fees
- Board Of Directors Costs



QUALITY ASSURANCE REPORT

JENNIFER HARMS, QUALITY ASSURANCE AND ADMINISTRATION COORDINATOR

As you read this report, you might be wondering what ‘quality assurance’ even means. For those of you who might not be aware, our Society must be accredited through CARF in order to receive, and continue to receive, government funding. We are accredited through CARF, which stands for Commission on Accreditation of Rehabilitation Facilities, and we have been accredited through this international organization since 2006. Our 7th survey will take place in the Spring of 2024, and preparations for this will start in just a few months!

My job is to ensure that we are in compliance with what CARF asks us to do. They call this ‘standards.’ And my oh my, there are hundreds of standards that we need to make sure we are following. CARF is very focused on the quality of services that are provided by organizations like ours and requiring them to be as excellent as possible – which is really great.

Every year, Rivercity Inclusion works hard on our continuous quality improvement by following or exceeding these standards in the services that we provide. We do this in many different capacities, but a few of the plans we put in action are:

- Accessibility Plan
- Cultural Competency, Diversity and Inclusion Plan
- Performance Outcomes and Improvement Plan
- Risk Management Plan
- Strategic Plan
- Technology Plan

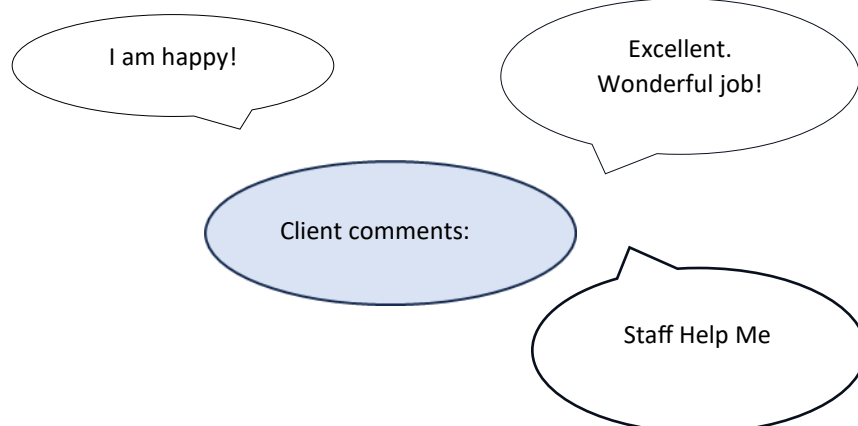
Some of these plans are reviewed annually, however, the Cultural Competency, Diversity and Inclusion Plan and the Strategic Plan both have committees that have been established and review these plans twice a year.

Snapshots of just some of the work that we have been collaborating on over the last year can be seen on the next few pages:

- Performance Outcomes Report Card
- Strategic Plan Report Card

Additionally, each year we send out surveys to all of our staff, clients and stakeholders (families and caregivers) to learn more about their satisfaction level and experience with our services. Here are a few comments from clients and stakeholders. Here are a few clients.

94.68%
average client
satisfaction rate



QUALITY ASSURANCE REPORT

CONTINUED



Health and Safety

Rivercity Inclusion is also very dedicated to health and safety. Not only are there standards with CARF that we must conform to in this area, but we must also follow WorkSafe BC regulations.

This year however was extra exciting as we just recently went through an external audit to become Certificate of Recognition (COR) certified – and we PASSED! This was a lot of work to organize and I couldn't have done this without ALL of the staff's help. This was a 5-day audit that consisted of thorough documentation reviews, policy reviews, observation tours at specified programs, and 28 interviews conducted with staff. The interviews were with managers, supervisors, and front-line workers – and a specific number of those interviews were required to be with new employees. I want to send a big THANK YOU to those new staff members who took part in these interviews. It can definitely be overwhelming joining an organization of our size, so to voluntarily take place in an audit after joining a new team, is really impressive!

Becoming COR Certified helps enhance our health and safety program by hopefully reducing employee injuries, and also gives us a 10% rebate on the annual premiums that we pay. These savings will go back into programs and these funds can be used elsewhere, which is wonderful for the clients.

Quality Assurance – *“the maintenance of a desired level of quality in a service or product, especially by means of attention to every stage of the process of delivery or production”*

With that definition in mind and now having a general synopsis of what my work entails, I hope this helps give a clearer picture of what 'quality assurance' means, and how it affects Rivercity Inclusion. Quality Assurance is extremely important in our Society, not just for accreditation purposes, but as a reminder for us to make sure we are conforming to the best service we can provide to the people we are truly here for...our clients!

If you have any questions, please feel free to contact me!

- Jennifer Harms

Quality Assurance & Administration Coordinator, Rivercity Inclusion Society

WAYS YOU CAN HELP!

If you have bottles and cans piling up, donate them to us! Rivercity Inclusion has a fundraising account at:

Island Return It Campbell River
at 1580 Willow Street in Campbellton



Whether you are recycling a car or simply junking it, please consider a donation to Rivercity Inclusion by using this **FREE** pick up service for all provinces.

<https://donatecar.ca/>



You can choose where your donation goes:

- ◆ Children Services Equipment & Resources
- ◆ ProMaster Wheelchair Accessible Vans
- ◆ Building Upgrades
- ◆ Commercial Shredding Machine

www.rivercityinclusion.ca/donate

Thank You!

Additional Resources

Community Living BC (CLBC)

Community Living BC, or CLBC, is the provincial crown corporation that funds supports and services to adults with developmental disabilities, as well as individuals who have a diagnosis of Autism Spectrum Disorder (ASD) or Fetal Alcohol Spectrum Disorder and who also have significant difficulty doing things on their own.

www.communitylivingbc.ca

Campbell River Family Network

Connecting parents, caregivers and service providers in the Campbell River area with programs, services and resources designed to help children and families live healthy lives.

www.crfamilynetwork.ca

Inclusion BC

Inclusion BC is a provincial federation whose members include people with intellectual disabilities, families and community agencies. The Inclusion BC provincial office provides support, education and advocacy where and when it's needed, breaking down barriers and building communities that include people of all abilities.

www.inclusionbc.org

Disability Alliance BC

Disability Alliance BC is a provincial, cross-disability voice in British Columbia. Their mission is to support people with all disabilities, to live with dignity, independence and as equal and full participants in the community. They champion issues impacting the lives of people with disabilities through their direct services, community partnerships, advocacy, research and publications.

www.disabilityalliancebc.org

Ministry of Children and Family Development (MCFD)

A variety of child, teen, and family services are available throughout our communities such as Child Protection, Family Services, and Child/Youth Special Needs. Use this contact information to inquire about, or find, the services closest to you.
1-250-286-7542



For more information on how Rivercity Inclusion provides and advocates for local services to support people of all ages with special needs, their families and caregivers go to:

www.rivercityinclusion.ca

