



Annual Report

April 1, 2023 - March 31, 2024

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BOARD OF DIRECTORS

President
Peter Schwarzhoff

Vice-President
Chris Seeley

Co-Treasurers
Bill Craven and Pat Woods

Secretary
Lucy Newbert

Directors
Ashley Adie
Trisha Bro
Brendan Wallace
Terri Cranton
Bruce Murdoch
Michelle Albrecht
Claire Moglove
Sandra Rushton

ADMINISTRATION TEAM

Executive Director
Rachael Weaver

Adult Services Director
Sue Reid

Human Resources Director
Leslyann Komljenovic

Quality Assurance Director
Jennifer Harms

Program Services Manager
Jon Knudsen

Payroll & Benefits Manager
Heather McInnes

Financial Controller
Colleen Perreault

Accounts Administrator
Kaitlyn Smits

Administration, Human Resources & Payroll Assistant
Katelyn Parlee

Building Maintenance Worker
Jason O'Farrell

Scheduler
Jason Seeley

Ironwood Place Administrator
Sherry Taylor

Assisted Living Manager
Philip Mosley

ABOUT US

MISSION

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

VISION

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

VALUES

RESPECT—FAIRNESS— BELONGING— INCLUSION

Rivercity Inclusion is primarily funded through service contracts with:

Community Living British Columbia

Ministry of Children & Family Development

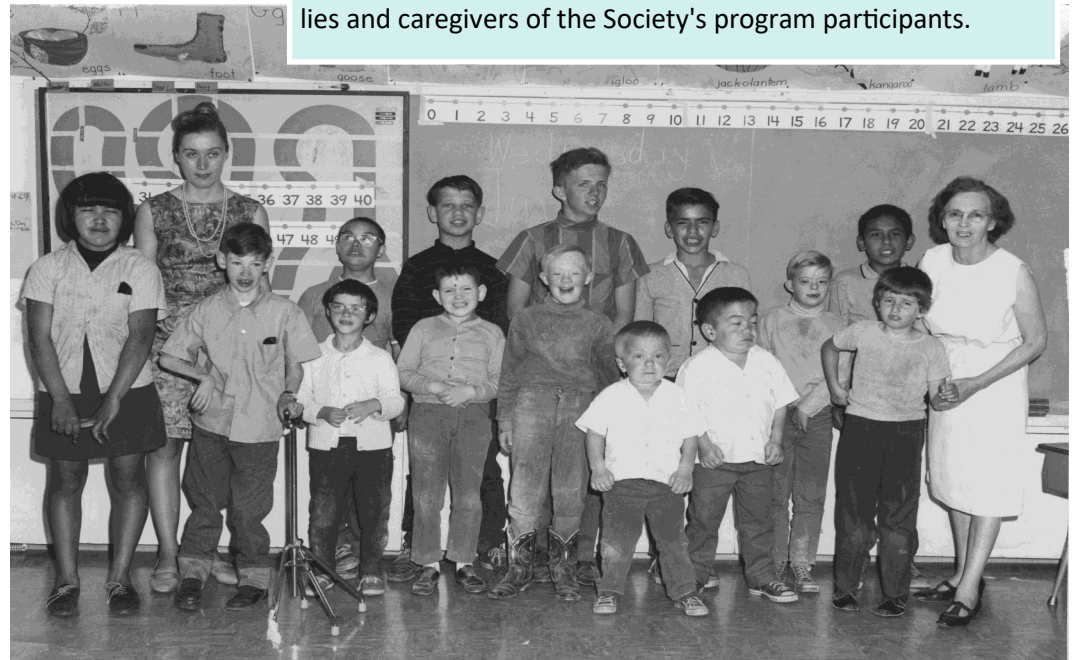
Island Health

BC Housing

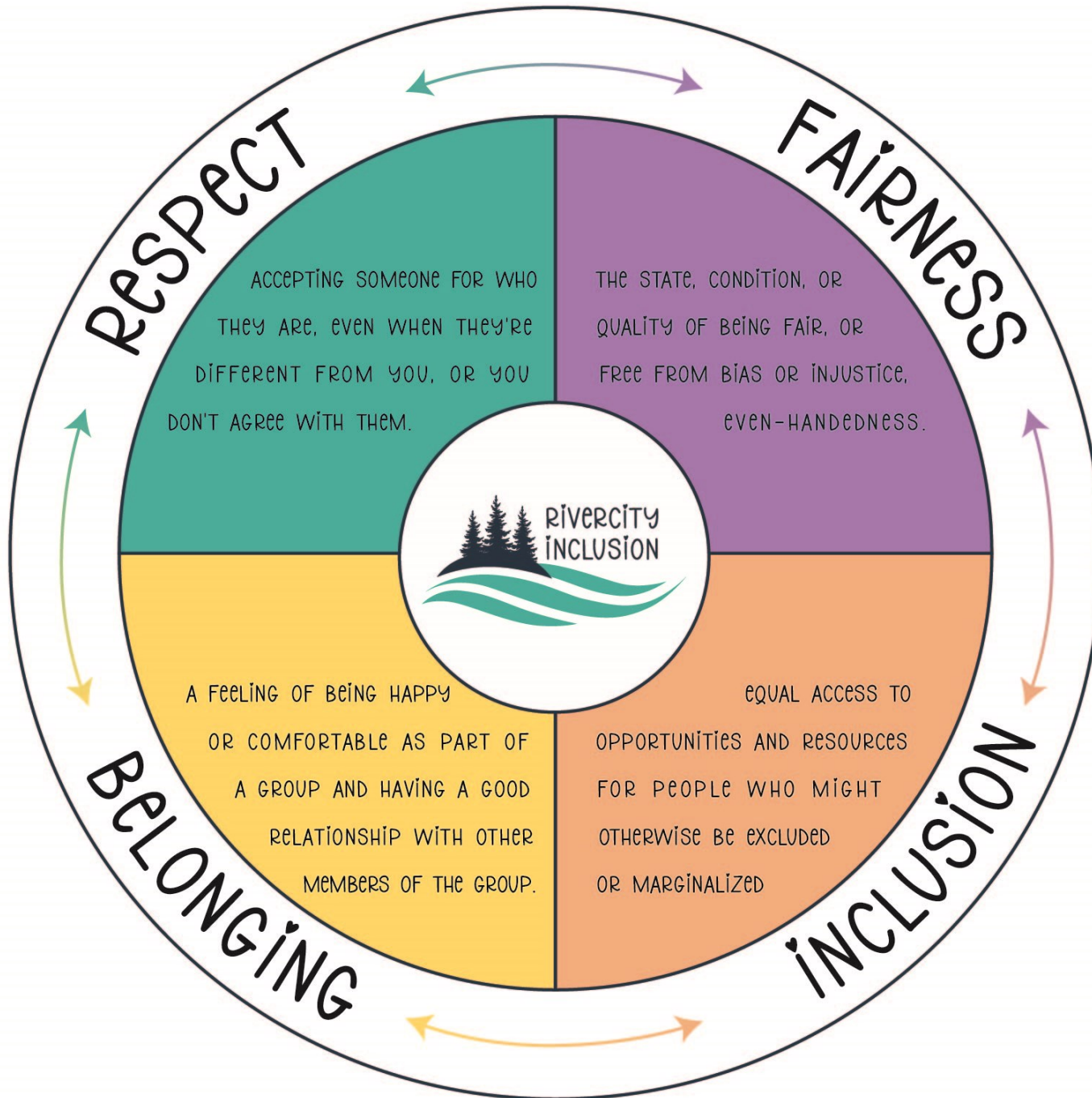
63 YEARS!

Rivercity Inclusion began as the Campbell River Association for Retarded Children which was formed in 1961 by a group of volunteer parents. The intent was to find an alternative to the institutionalization of people with disabilities - the current practice at that time - with a view to eventually integrate them into their families' community.

Now, not only does Rivercity Inclusion provide a focal centre where people with special needs can enjoy the company of like persons in an atmosphere of respect and understanding, but it also permits opportunities for regular respite for families and caregivers of the Society's program participants.



Early years at Arbutus School



PRESIDENT'S REPORT

A solid foundation to build upon.

RCIS has just wrapped up our 3-year strategic plan and we will now develop the next. This is the time to reflect on our core values, our purpose, our strengths and successes, our weaknesses and failures, and our dreams for the future.

This past three years has seen its share of challenges, but my overall impression is one of increased stability. Our ED, Rachael Weaver, has focused on ensuring that all aspects of the organization are functioning optimally and that we are as secure in our future as can be. She has done a deep dive into our finances ensuring that we are meeting our commitments while also ensuring our funding partners are meeting theirs, that all costs are controlled, and every dime is spent effectively. She and her staff have found grants and donations to greatly help where our funding has fallen short. She has organized her team to balance the heavy workloads with our staff's strengths and ambitions. She has renegotiated contracts and leases to provide long-term stability at our Greenwood facilities and Lannan Road group home. She is negotiating an agreement with a housing agency that will help reduce pressures in finding affordable homes for our semi-independent clients. She has retrofitted buildings to better suit our program needs while reducing leasing costs.

Our auditors tell me we are in an excellent financial position. I see competent staff committed to excellence in their work. I see facilities that are working optimally (for now). I see management systems which are transparent and effective. I see funding partners who increasingly are more comfortable working with us. I see new donors stepping up to support us and I have reason to be hopeful that an enhanced fundraising effort will be very successful. I see a Board which is competent and engaged. I see solidity and stability.

And so, with this stable foundation we can confidently envision and build a future that meets the growing needs of our community. For the next 60 years.

The strategic planning process is the opportunity to define our desired future and to outline the steps we must take to achieve it.

I thank Rachael and all her staff for putting the Society into such a strong position. Thanks to all the directors who continue to freely give of their time to ensure that Campbell River continues to support individuals with developmental disabilities through inclusion, diversity and respect. A special thanks to departing board members Terri Cranton, Bill Craven, Lucy Newman and Sandra Rushton. And a big welcome to Rosemary Collins, Mark DeGagne and Geoff Knight who have put their names forward for election to the board. You are going to like it here.

I am genuinely excited to see what we, together, will accomplish next to support our very special community.

Peter Schwarzhoff



*Rachael Weaver and myself meeting
Rooty the Bear at Ironwood Place*

EXECUTIVE DIRECTOR REPORT

Hello!

I was excited last year to launch my annual update with the formal announcement of our organization's new name, Rivercity Inclusion Society. As part of our name change process, we drew upon our history and made an important decision to include the values that our founding members upheld so dearly on behalf of their children – *Respect, Fairness, Belonging and Inclusion*. Today these meaningful tenets are reflected in our beautiful new logo. I am so proud that Rivercity Inclusion Society has revitalized its commitment to these original values. They are an ever-present reminder of our mission, and they serve to define our work as we continue to support those with a developmental disability achieve inclusion in our community.

I look forward each year to writing this report as it provides me with a moment to step back from my day-to-day work and take a broader look back over the last year of Rivercity Inclusion's activities, highlights and challenges as we strive to meet our goals. And while it comes as no surprise, since Rivercity Inclusion is made up of a team of fantastic and highly effective people, I continue to be impressed by all that we accomplished. We have much to be proud of, and it's fulfilling to be reminded of the support from our community, the challenges we overcame, and the results our collective hard work can achieve!

Grants, Donations and Fundraising (see page 15 for a complete list)

What a generous community we are a part of! This last year brought many gifts, for which we are so very grateful. A combination of grants, donations and fundraising efforts facilitated our ability to move forward on several necessary infrastructure projects and fund many different program necessities. The list is still long, but we are making sizeable dents!

Community Awareness & Connection

Our clients are not only included in our community, but they also participate in our community - through employment, recreation, sport and commerce! Word about the work that we do to support our clients in being an active and integral part of Campbell River reached beyond Campbell River. Last summer, we received a visit from the Honourable Minister of Social Development and Poverty Reduction, Sheila Malcolmson, along with the CEO of our largest funder, Community Living BC, and local MLA, Michele Babchuk. We were proud to lead them on a tour of our 3 social enterprises/businesses, Confidential Paper Shredding, CR BoomBoards and Clear Cut Lawn Mowing. And it was with pleasure that later in the fall, we introduced many of our programs' staff and clients to our new Campbell River Mayor, Kermit Dahl, and City Manager, Elle Brovold. Both were impressed by the scope of work that Rivercity Inclusion does across our community, and with the large number of staff that we employ and the hundreds of families and clients that we support.

Funding Impacts

We continue to exercise diligent oversight of our finances. I appreciate everyone's efforts in this area, as funding is tight, and expenses continue to soar, especially around the cost of benefits and insurance. However, there were two big shifts this year that have had a positive impact on our Staff and Society. After much advocacy, we received exempt staff funding increases from MCFD. And CLBC adjusted community agencies to a 10% administration recovery. These measures, combined with the efforts of all our staff over the past year to reduce expenses and find efficiencies, have helped to put us in a more stable financial state, which has allowed us to make some long-needed capital purchases and to make necessary program expenses.



A few friends at the Campbell River Community Foundation golf tournament

EXECUTIVE DIRECTOR REPORT—cont'd

Properties

The Society became a new landowner this year! We were fortunate to purchase an empty lot which extends our footprint on Greenwood Street and will provide many future opportunities for us. Two of our existing staffed homes received much needed upgrades – a new kitchen in one and a new accessible bathroom in another. I appreciated the patience and good humor of staff and clients as construction on both was underway – not easy times, but the end results were worth it! Also exciting was the realization of our long-dreamed Greenwood Street build-out. The plan triggered a trifecta of movement – Administration moved to a new space, which allowed for a renovation of the old space to become the new home for our Rec & Leisure program, whose old space was in turn remodeled for our HYPE program! It truly took a village but we got it done and everyone is thrilled and thriving in their new homes! However, one cannot talk about properties, without touching on a number of challenges. And '23/'24 was no exception. A massive flood at Dogwood Place required a sizeable financial investment, and much maneuvering for staff and clients. I thank everyone involved in the restoration efforts and who helped to minimize the impact on families and children. We also continue to navigate the reality of owning and operating several aging buildings, most of which require many expensive improvements.

Staffing

After three+ long years of being severely understaffed, I'm thrilled to report that our staffing levels across all of our programs are now back to nearly normal, pre-pandemic levels. This is a fantastic place to be, since a well-staffed workforce is critical to fostering a strong, positive and sustainable workplace, which in turn can provide the best client and peer support. In fact, we saw an 11% increase over last year in our staff feeling like a valued member of our team in our most recent Staff Satisfaction Survey.

Workplace Safety

It was a proud moment this year when we passed our very first WorkSafe BC COR Audit! This is a voluntary employer certification program intended to motivate employers to take a proactive role in occupational health and safety. The certification process is an enormous amount of work, but the end result is a more safe and healthy workplace, an ongoing commitment to workplace health and safety which results in better retention for employees, and financial savings on premiums. Very few inclusion agencies in the province currently have this certification, so this accomplishment is truly something to be proud of!

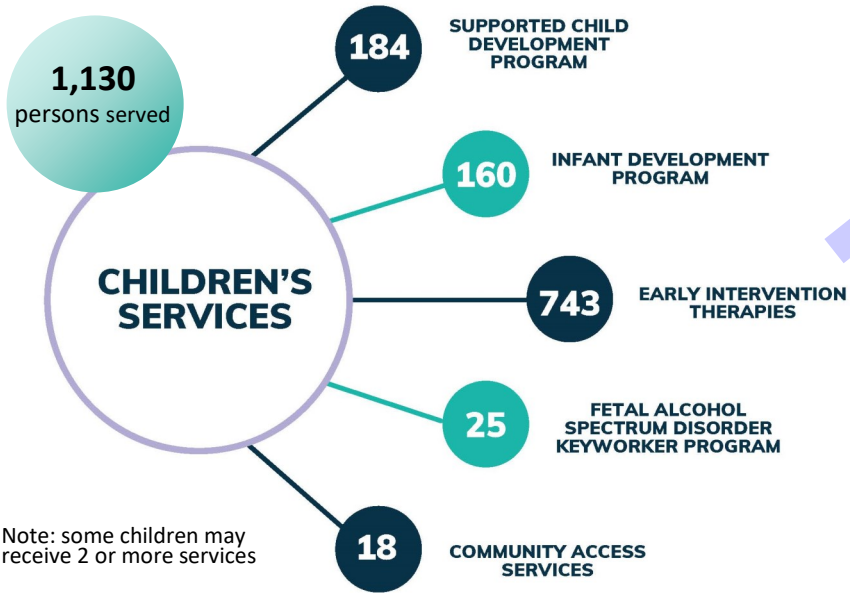
Technology

After a year and a half of upgrading all the existing desktop and laptop computers across our Society so they were operationally more functional, it's now exciting to be looking to the future! With our goal to enhance our communication and service delivery, it was a celebration when we finally broke ground on a long-awaited new website. And after much research and discussion, we entered into an agreement to license Sharevision, a data-base and information sharing platform created specifically for Community Living agencies. This platform will further our goal of being less paper-dependent and will help to streamline and become for efficient with our processes.

Over the last year, all of these accomplishments, plus the successful navigation of many challenges, were truly made possible by the power of teamwork. Amazing results can be achieved when people come together and work toward a common goal! So, I want to end the year by thanking the many dedicated and committed people currently supporting Rivercity Inclusion Society and its clients. Thank you to our primary funding agencies including Community Living BC, Ministry of Child & Family Development, BC Housing, and Vancouver Island Health Authority. Thank you to the foundations, local service organizations, businesses and individuals who have generously donated funds or gifts in-kind during the last year. Each donation lasts a lifetime, truly making a difference in the lives of the individuals and the families that we serve. Thank you to the Society's hard-working, passionate and committed administrative and management team, without whom we simply could not have accomplished what we have over this last year. Thank you to the talented and dedicated staff who provide direct service to our clients. You are the foundation of our Society, and your ongoing commitment and dedication to the people you support is inspiring. Thank you to our clients. It is a privilege to support you in achieving RESPECT, FAIRNESS, BELONGING and INCLUSION.

And finally, I want to express my thanks and appreciation to the members of our Board of Directors for their unwavering support of me and of our Society. Your commitment to the Mission, Vision and Values of Rivercity Inclusion is truly appreciated. As we wrap up another year at RCIS, I am excited to look to the future! We continue to set goals, develop new services, expand our staffing, reduce our waitlists, and pursue our vision for a community that welcomes and includes everyone.

CHILDREN'S SERVICES — Individuals We Support



Note: some children may receive 2 or more services

Occupational Therapy: 234
 Physiotherapy: 155
 Speech and Language: 354

Highlights from Persons Served Survey

Infant Development Program **100 %** Agree
 I feel I have a positive relationship with my consultant.

I feel my goals for my child are supported by the staff. **91 %** Agree
 Early Intervention Therapies

FASD Keyworker Program **100 %** Agree
 I am provided with meaningful information.

Did you receive information about services in a way that was understandable? **80 %** Yes
 Supported Child Development Program

"Dogwood has offered amazing services for my son and they really achieved the goals we set out with. I very much appreciate them being part of our community."
 - Anonymous feedback on Client Experience of Services Survey

"Amazing experience, can't thank you all enough for the help you've given my kids."
 - Anonymous feedback on Client Experience of Services Survey

Community Access Services **100 %**
 of clients indicated that they enjoy coming to the program.

Each program conducts their own survey. The highlights are specific to the individual programs.

CHILDREN'S SERVICES — Service Delivery

After many years of advocacy by Rivercity Inclusion and other Child and Youth Development Centers across the province, the Ministry of Child & Family Development released funding for additional support in foundational programs. It was wonderful news when we learned that we received some of this money to use toward expanding staffing in our Speech Language Pathology and Infant Development Programs. Both of these programs hold very high and growing waitlists for local families, which can only be addressed by increasing our staff in these programs. Nothing makes us happier than being able to successfully meet the needs of our community, so this was especially welcome news. However, it doesn't alleviate the waitlists entirely, and we will continue to push for more funds to expand staffing and supports in our Early Intervention Therapies and Supported Child Development programs.

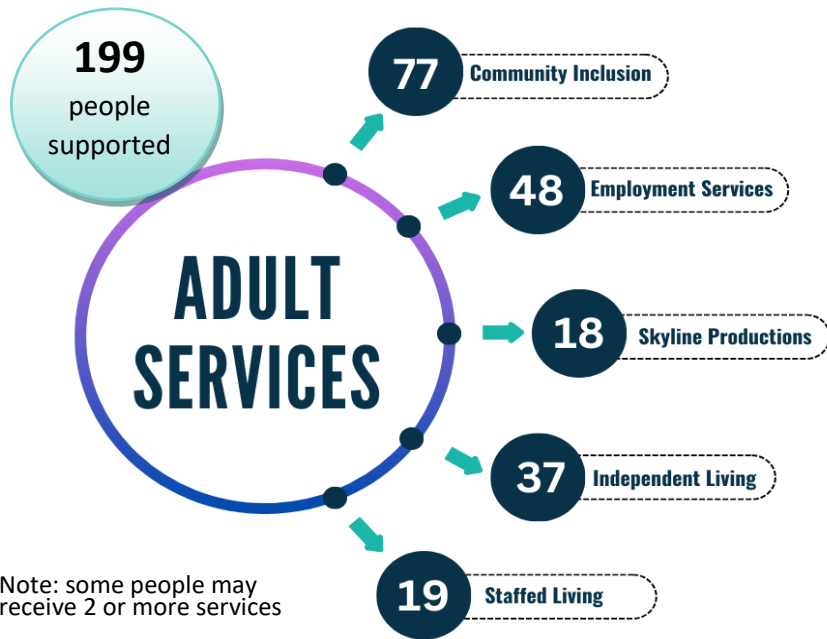


A new mural in the playroom, which was painted by our wonderful Therapy Assistant Carly



Sheila - FASD Keyworker and Debbie—SCDP Program Manager at the Children's Health Fair

ADULT SERVICES — Individuals We Support



Note: some people may receive 2 or more services

"I am very grateful for the support I get. What a great group to work with."

-Anonymous feedback on Client Experience of Services Survey

"I love this program!"

-Anonymous feedback on Client Experience of Services Survey

Highlights from Persons Served Survey

97.7 %

of clients feel respected by the staff who support them.

Are you happy with the support you receive at Rivercity Inclusion?

97.5 %
Yes

98 %

of clients agree that support staff help them reach their goals.



A few friends enjoying the Rivercity Inclusion summer picnic

ADULT SERVICES — Service Delivery

Independent Living

NEW THIS YEAR

- A few participants moved into subsidized housing
- Monthly program gatherings for group themed dinners returned and are a huge hit!
- A new second van joined the Independent Living program to allow for increased travel by staff and participants
- Staff facilitated a Health Relationship Workshop for participants

HIGHLIGHTS THIS YEAR

- Participants joined in the Fishing Forever program at Echo Lake and had a great day
- A few participants went on an Alaskan Cruise with an Independent Living staff chaperone
- Participants were encouraged to join in the programs' "Walking Challenge" to promote physical health & wellbeing



A few friends going on a cruise to Alaska!

Community Inclusion Services

NEW THIS YEAR

- Rivercity Inclusion was chosen to be the community partner to participate in the Fishing Forever Program. With over 35 individuals participating in a day of fishing at Echo Lake with a provided lunch, much fun was had all by all and fishing tales soon became very fond memories
- More stable staffing across all programs has offered smooth program delivery
- Reorganization of Passages staff structure with its funder, Community Living BC, now better reflects the staffing needs of the participants

HIGHLIGHTS THIS YEAR

- Passages welcomed a New accessible van to the program!
- Confidence in Community program participants have gained social connections by attending group activities with the Independent Living program participants. They have been invited to attend monthly themed dinners, holiday festivities, and informational workshops
- Return of the multi-program Holiday Party was a huge success with over 60 program participants in attendance at the Community Center, a fierce ugly sweater competition, pizza lunch and even a special visit from the Grinch!
- HYPE continued to explore partnerships in the community with its bottle recycling program with North Island College being its largest collection point
- HYPE forged new ground by supporting individuals with job experiences at Skyline Productions
- Recreation and Leisure continued to explore the community, join in activities and generally just have a great time!

ADULT SERVICES — Service Delivery — cont'd

EMPLOYMENT SERVICES

NEW THIS YEAR

- An increase in new referrals this year kept our job developers busy!
- A few job seekers in Customized Employment have become independent in their jobs.
- Employment Staff attended the World Employment Conference in Vancouver

HIGHLIGHTS THIS YEAR

- In partnership with NIEFS, Employment services hosted an appreciation event for all the inclusive employers in Campbell River

STAFFED LIVING HOMES

NEW THIS YEAR

- Hoover House received a completely New Accessible Bathroom with an accessible bathtub, roll-in shower, easier to use toilet and sink.
- Shellbourne House received many aesthetic updates this year with paint and furniture!
- Travel was back in action this year - Many trips to visit Vancouver Island Attractions, music festivals, family visits, beach adventures – you name it, I think they did it!
- Nikola House welcomed a second vehicle to the home to allow for more individual travel around town.
- Simms house received a new kitchen and looks fantastic.

HIGHLIGHTS THIS YEAR

- Staff and clients supporting each other with the sudden passing of a resident in both Hoover and Nikola house.
- Friendship Nights are happening again - once a month, friends across the homes gather to share a meal and engage in fun activities.



One of our lovely residents enjoying a celebration at a staffed living home!

SOCIAL ENTERPRISE—SKYLINE PRODUCTIONS

NEW THIS YEAR

- Confidential Shredding received a very generous grant from the Mailman Family Foundation to purchase a new shredder!

HIGHLIGHTS THIS YEAR

- Minister Malcolmson visited Skyline Productions for a tour to learn more about what the program offers - our participants did a great job helping her understand how important Skyline Productions has been to them.

IN MEMORY



Dwayne Bryant

In January 2024, Rivercity Inclusion and the folks at the Hoover home said goodbye to a long-time friend and beloved community member. He was a popular advocate and client in many of Rivercity Inclusion's programs; from the beginning of Our Place, employment services, and eventually staffed living. We were lucky to support and enjoy this resident for much of his life and he will be remembered fondly.

Walter Dion

Nikola House and the Recreation and Leisure Program were saddened by the sudden loss of Walter in March. Walter was a dear friend to many within our programs, and often a story of Walter emerges in everyday conversation. Rivercity Inclusion is lucky to have been part of Walters life and we sincerely cherish all the he and his family did to create our Society into what it is today.



HOUSING

PALMER PLACE

HIGHLIGHTS THIS YEAR

- Community Gardens at both Palmer Place and Lions Place were tenant highlights as they grew the most amazing fresh vegetables.
- Our site coordinators take great pride in ensuring our buildings and grounds are welcoming for tenants
- Palmer Place saw a new swing set this spring - special thanks to the Campbell River Community Foundation for their financial support.
- Summer BBQs, and other year-round celebrations seem to be a-plenty at both locations and are greatly enjoyed by tenants.



The new swing set funded by the Campbell River Community Foundation.

Thank you!!



IRONWOOD PLACE

HIGHLIGHTS THIS YEAR

- Residents put on a Summer 50's themed party, that everyone enjoyed
- Additionally hosted a 50 & 60's fun day
- The residents enjoyed a Christmas wreath making session

LION'S PLACE

HIGHLIGHTS THIS YEAR

- Annual summer BBQ was well attended by the residents, and everyone had a great time!
- Community vegetable garden was created for the residents, which is thriving

Vegetables from the garden



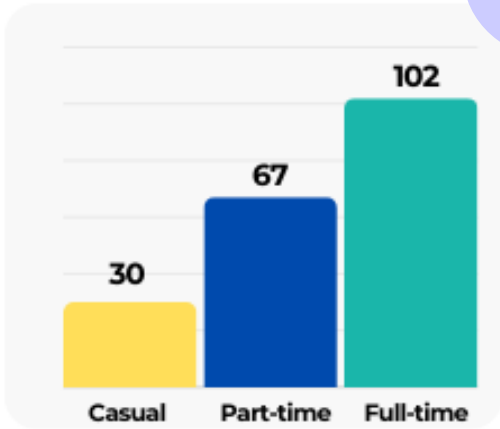
Sherry, our wonderful Ironwood Place Administrator, enjoying a 1950's themed décor!

HUMAN RESOURCES

Between April 2023 and March 2024,
30 new employees were hired!

April 2023
Staff Levels

199
staff



Highlights from the Employee Satisfaction Survey



87.5%

would recommend working at Rivercity Inclusion.



86.17%

feel like a valued member of a team.

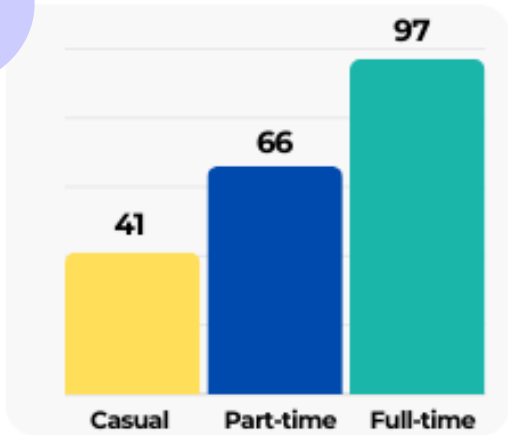


94.38%

feel like they make a positive difference.

March 2024
Staff Levels

204
staff



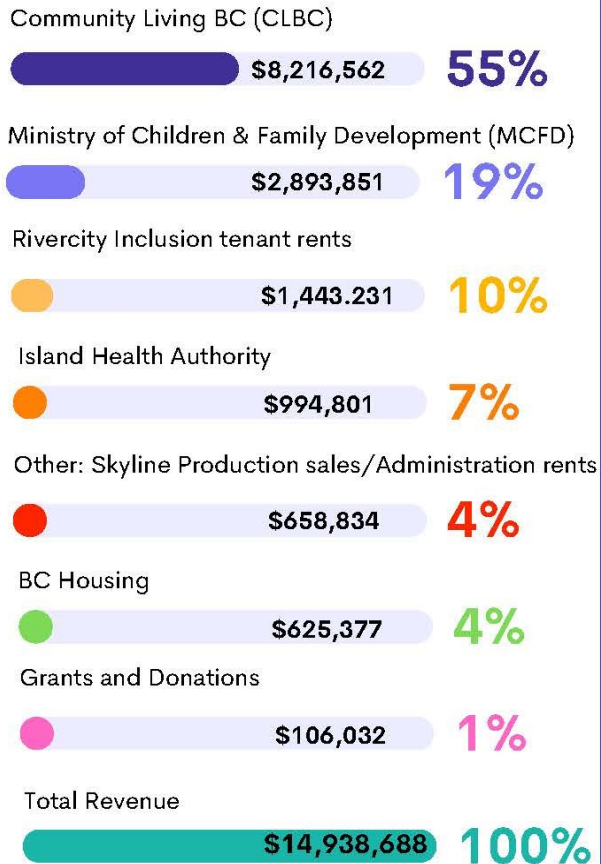
What makes you happy at work?



FINANCIAL REPORT

Like last year, our 2023/2024 year continues to be strong financially for Rivercity Inclusion. \$40K plus in Interest Revenue was earned this year in thanks to the prudence of the Executive Director and the financial team; revenues increased in line with expenses and we have a healthy Balance Sheet which enables us to meet all of our current obligations. This year we were well prepared for the Annual Compliance Audit and received acknowledgement for this from our auditor. As before, we continue to analyze systems and processes with the goal of making them more effective and efficient.

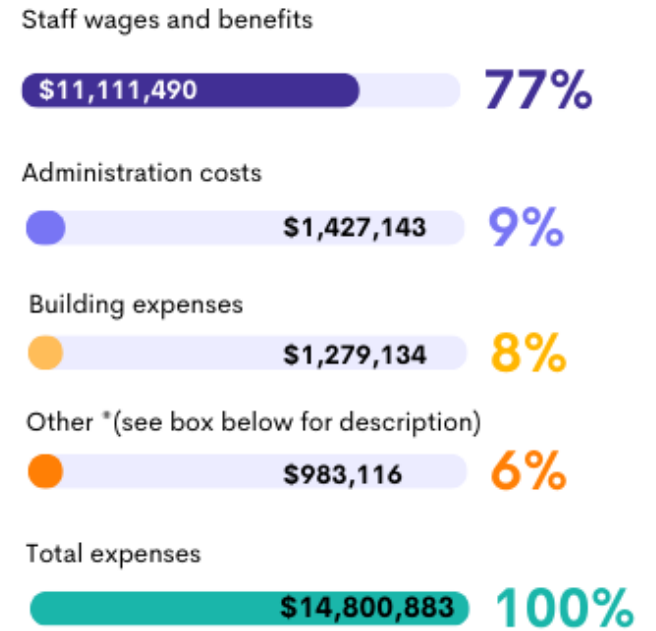
REVENUE



Total revenue increased by 5% from the 2022-2023 fiscal year.

Total expenses increased by 3% from the 2022-2023 fiscal year.

EXPENSES



*'OTHER' EXPENSES....

- Vehicle expenses**— insurance, gas, lease and maintenance costs, mileage
- Program supplies**—groceries, cost of sales, office/janitorial/maintenance supplies, cell phones, training
- Miscellaneous expenses**—advertising & marketing, bank charges, dues & memberships, professional fees, Board of Director related costs

GRANTS & DONATIONS

GRANTS

Mailman Family Foundation = \$50,000

Rotary Club of Campbell River = \$25,000

Inclusion BC = \$19,076.48

BC Council for Families = \$900

Total of \$94,976.48

DONATIONS & FUNDRAISING

Altrusa Club

Bill Craven

Bruce Murdoch

David Birtch

Fraternal Order of Eagles

Knights of Columbus

Peninsula Co-op

Purdy's Chocolate

TD Bank

Employee 50/50 staff lottery

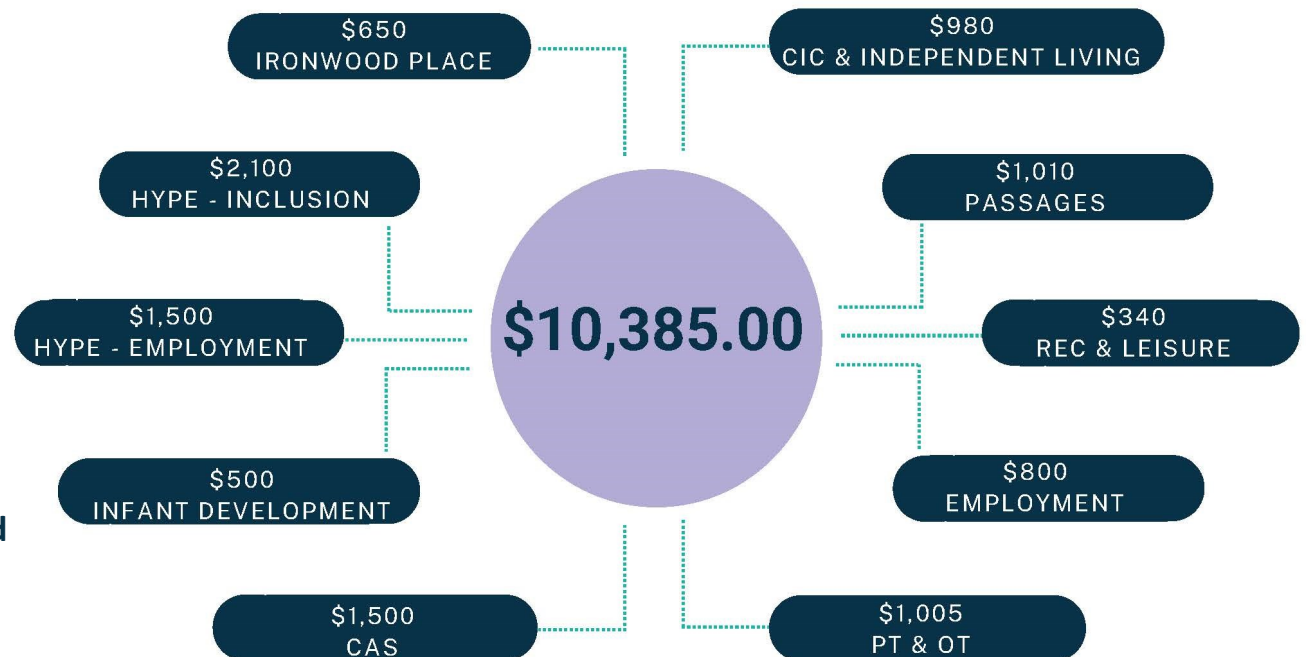
Total of \$14,983.80

Christmas came early this year when the Mailman Family Foundation made an astounding \$50,000 donation to our Confidential Paper Shredding social enterprise so that we could purchase a long-needed new paper shredding machine. This generous gift ensures that we can continue to offer employment and training opportunities to people with disabilities, providing them with much needed income.

We were also fortunate to be the recipients of several generous community grants and donations. With this support, we purchased and installed new flooring at one of our staffed homes and also in our Dogwood Place Child & Youth Development Center. We were able to provide a new swing set for Palmer Place, bringing joy to both the adults and young children who reside there (and to the ED when she visits!!).

A technology grant helped us upgrade our computer servers, increasing our infrastructure security, and an education grant afforded our employment team to attend a continuing education conference which provides a direct benefit to our clients. Many thanks go to those who participated in our annual Purdy's Chocolate fundraiser and our monthly Staff 50/50 lottery. The combined funds from these contributions allowed for the purchase of many of our programs' wishlist items.

UNSPECIFIED DONATIONS & FUNDRAISED MONEY DISTRIBUTED TO OUR PROGRAMS (total amount of \$10,385 does not include program specific donations)



Thank you to everyone who donated and contributed to Rivercity Inclusion.

We are so grateful!

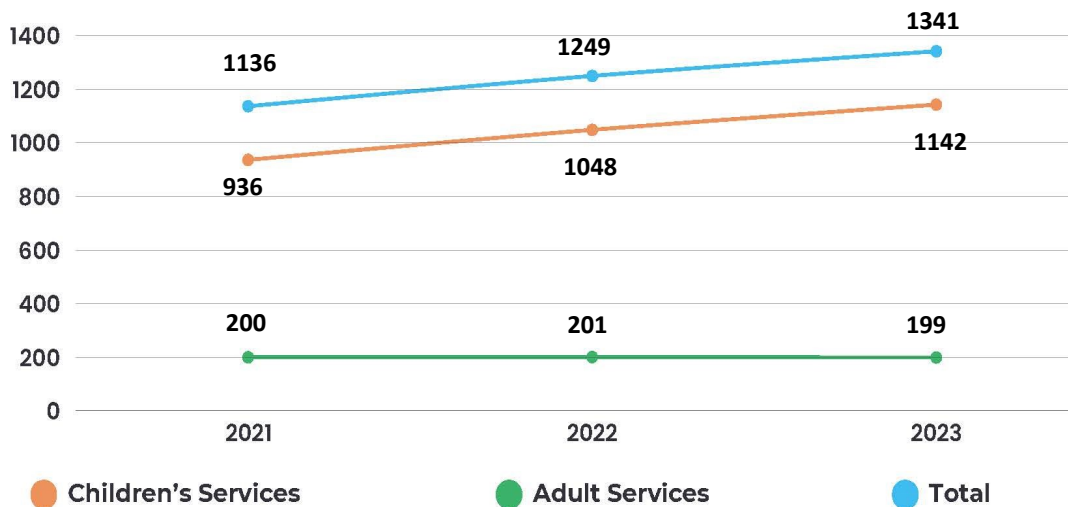
QUALITY ASSURANCE

Rivercity Inclusion receives funding from four main funders to operate our programs: Island Health, BC Housing, Community Living British Columbia (CLBC), and Ministry of Children and Family Development (MCFD). To continue receiving funding, we must conform to the highest possible quality standards throughout our Society. We have been accredited with CARF (Commission on Accreditation of Rehabilitation Facilities) since 2006, and undergo the accreditation process every 3-years. Accreditation has provided Rivercity Inclusion with a standard for continuous quality improvement, and we welcome the accreditation process to further our knowledge and commitment to exemplary service!

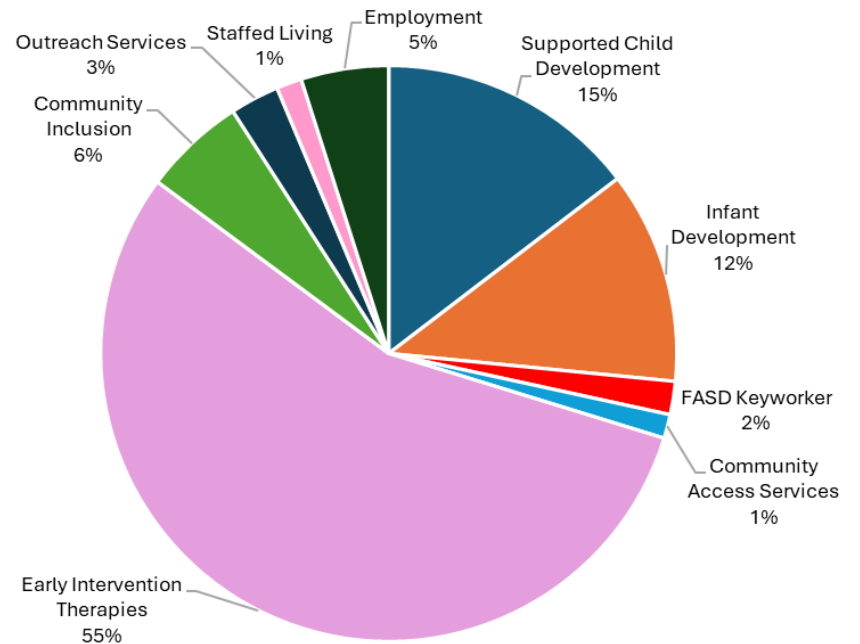
In July 2023, our organization underwent an extensive health and safety audit, resulting in our Society becoming COR (Certificate of Recognition) Certified for the first time. This is a voluntary program through WorkSafe BC and BCMSA (BC Municipal Safety Association). Through this certification, our health and safety program becomes stronger and more precise in our policies and practices. In addition, we receive a 10% rebate on our annual WorkSafe premiums, which goes back into our programs.

There has not been much growth in how many clients we support in our Adult Service programs, however Children’s Services have had steady increases for a few years now. This would be a result of the many families that are moving to Campbell River, as well as the outlying communities that we serve.

Number of individuals supported



Breakdown of individuals by program



INCLUSIVE EMPLOYERS

BERWICK BY THE SEA

BOSTON PIZZA

CAMPBELL RIVER COMMUNITY CENTRE

CAMPBELL RIVER FOOD BANK

CAMPBELL RIVER GOLF CLUB

CAMPBELL RIVER MIRROR

CAMPBELL RIVER SCHOOL DISTRICT 72

CAMPBELL RIVER SENIOR CENTRE

CARVE KITCHEN & EATERY

CITY OF CAMPBELL RIVER

CITY OF CAMPBELL RIVER SPECIALIZED RECREATION

COMFORT INN & SUITES

DISCOVERY HARBOUR COMMUNITY OF CARE

DODD'S FURNITURE & MATTRESS

DOLLARAMA

HOME DEPOT

IRONWOOD PLACE

ISLAND OWL MAZDA

KAL TIRE

LEE MAC ELECTRIC LTD

LITTLE CAESARS PIZZA

LITTLE FRY CHILDCARE CENTRE

LONG & MCQUADE

MORE EATERY

MVP PUB AND FAMILY RESTAURANT

NATURALLY PACIFIC RESORT

PAINTERS LODGE RESORT

PET SMART

PIONEER HOME HARDWARE

QUALITY FOODS

HABITAT FOR HUMMANITY RESTORE

RIVERCITY INCLUSION

SKYLINE PRODUCTIONS

SOCAL RESTAURANT & LOUNGE

STAPLES

STARBUCKS MARINER SQUARE

THRIFTY FOODS

WALMART



Mailman Family Foundation provided the funding to purchase a new shredder for our Confidential Paper Shredding social enterprise.

Thank you so much!

**THANK YOU TO ALL OF
OUR INCLUSIVE EMPLOYERS!!!**



RESPECT • FAIRNESS • BELONGING • INCLUSION