



Inclusion Parksville Society



Serving the community since 1959

Our Vision Statement

To be a community where all people with disabilities have equal opportunities to lead active fulfilling lives and are recognized as contributing members of the community.

Our Mission Statement

We are dedicated to enhancing the quality of life of the individuals we support with dignity and respect. We promote the rights of all individuals to full inclusion in partnership with our community.

Our History

Inclusion Parksville Society began in 1959 and was started by local parents of children with special needs who wanted their children to go to schools in Parksville and Qualicum Beach and not go away to an institution.

In the 1970's a sheltered workshop began, known as TEC (Technology Education Centre). Participants made and sold items such as pompoms, picnic tables, planter boxes, and stakes for BC Hydro, as well as working in a pottery studio.

In the 1980's the Association started to grow as adults moved from institutions back into their communities.

Throughout the 1990's and 2000's, Inclusion Parksville Society continued to expand and began offering more services to fit individual needs and goals such as a Supported Work Program, Self Help Skills, and Semi-Independent Living.

Today, Inclusion Parksville Society provides services to more than 60 individuals in our Oceanside Community (Bowser to Nanoose). Inclusion Parksville Society has five diverse programs where we support individuals to set and achieve their goals, reach personal independence, be inclusive contributing members of our community and ultimately, lead fulfilling lives.

Our programs include the Oceanside Day Program, Discovery Day Program, Thrive Program, Personalized Supports Initiative (PSI), and our IPS Employment Program.



A Message from our
Board Chair—
Lyn Policha



The last two years have been marked by the renewal and reinvention of the IPS Board of Directors. We have attracted directors with specific skills and talents (including board experience, law and HR), and we have created a more interested and committed Board that meets regularly. The agency's excellent management/administration team has guided us through the scourge that is Covid 19, and IPS has continued to provide safe and accessible programming to the people we serve. In this regard, the Board recognizes and applauds the dedication and hard work of each and every IPS employee.

The primary role of every board is to look after the best interests of the organization it represents, and to ensure its health, strength and financial well-being in the future. This Board does that by supervising and providing direction to the Acting Executive Director, supporting the work of management (and staff), and acting as a resource to management, as required. Over the past year we took a leadership role with updating and implementing the Strategic Plan, reviewing and revising the agency's policies and procedures related to the Board's structure and functions, collaborating on plans for a new logo and website, and supporting the agency's response to the Covid epidemic. We also initiated review, replacement and filing of the out-dated Constitution and Bylaws, and we are looking forward to the upcoming CARF accreditation survey, which we expect will take place this spring.

A Message from our Acting
Executive Director—
Dawn McKee



It has been a very busy year at Inclusion Parksville Society (IPS) with many accomplishments. Although we continue to experience unprecedented times, IPS continues to provide quality services to participants and support to their family members and caregivers.

As we provide services, IPS continues to follow Provincial Health Officer guidelines and Orders, to include mandatory vaccination for all IPS staff members and the reimplementation of our COVID-19 safety plan with heightened safety measures. Reducing the risk of transmission is always in the forefront of all that we do as we create program schedules and implement activities.

As IPS responds to the times we are in, we must continue with the day-to-day operations of the society, as this is how IPS continues to provide the quality of service that we have worked so hard to achieve and grow over the years. In 2021, IPS continued to provide consistent communication to participants, family members, and caregivers. IPS hired several new community support worker staff members and each one of them is a terrific addition to our team. Likewise, IPS welcomed a new Administrative Assistant, and she is a great complement to the administration team. IPS is looking forward to our CARF accreditation survey in March 2022 and has been preparing for this event. IPS staff members and board members created a new strategic plan for the

A Message from our Acting
Executive Director—
Dawn McKee
Continued



A Message from our
Program Manager—
Helena Hickman



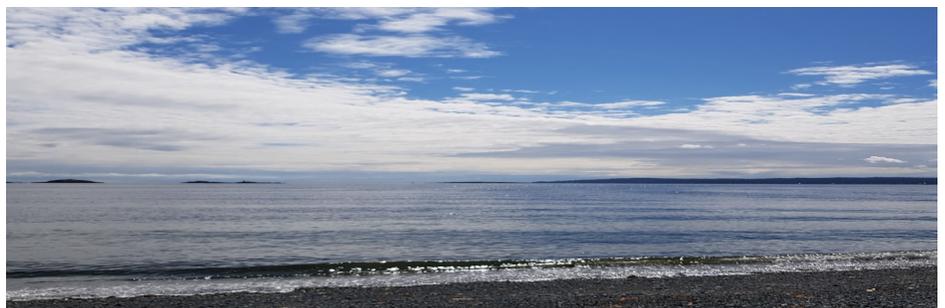
next two years, which also serves as an example of the continued support, hard work, and dedication shown to IPS from the board of directors. IPS began working on a new logo and website, to be completed and introduced in 2022. In October, IPS formally invited input from our participants, stakeholders, and employees as we sent out our annual surveys. IPS truly appreciates the efforts of those that responded to our survey and provided feedback. The data obtained is used to further improve our services.

All of our initiatives in 2021 have a few common overarching goals: continue to grow and improve our business performance in order to provide quality services to individuals, ensure everyone is safe and feels safe while at IPS, and provide a respectful environment for all individuals at IPS.

When I walk around the hallways at IPS and say hello to participants and staff members, I hear a lot of great chatter, music, laughter, and happiness! This truly fills my cup! This is why we are all here, doing what we do, and the reward is that we get to make a difference in the lives of the individuals that choose our services.

I recently came across this quotation by Henry Ford: "If everyone is moving forward together, then success takes care of itself." I feel these words express our shared success at IPS over the past year. During these sometimes difficult and uncertain times, we continue to come together to provide quality services, set and achieve goals, learn, grow, persevere, support each other, and ultimately, share in some fun and laughter. All of these actions are great indicators of success!

This year has been huge in terms of fantastic programming successes. At the beginning of the year, I determined that the primary focus would be on improving participant engagement through the delivery of excellent person-centered planning. I am so pleased with the outstanding outcomes, and it is a testament to the hard work and dedication of IPS' team of Community Support Workers. The statistics speak for themselves; goal achievements have been higher than ever before. New programming activities have yielded fantastic responses in the day programs. Participants are benefiting from drama, presentation skills and meditation and mindfulness on the weekly schedules. Of course, we cannot forget to mention, too, that nine new staff have joined IPS' team. I have confidence that 2022 will be another fabulous year for participants and staff alike.



A Message from our Oceanside Self-Advocacy Group Committee



A Message from our Occupational Health & Safety Committee



The Oceanside Self-Advocacy Group (OSAG) happily received three new members which brings the current membership to seven committee members. One member resigned after serving many years on the committee.

The OSAG members chose several topics to discuss throughout the year. A few of those topics were budgeting, public speaking, guest speakers, employment, and fundraising.

Some of the highlights for OSAG in 2021 included:

Parksville RCMP visiting Inclusion Parksville Society (IPS) to give presentations and discussions on Traffic Safety and Internet/ Media Safety.

Kamloops Self Advocacy “Speak Up” Program received a grant to start a pen pal program. IPS received an invitation to join in. Four participants filled out applications and each received a pen pal in a short time. It brought many smiles when the IPS participants arrived at program to find letters waiting for them from their new pen pals.

In September the OSAG committee discussed having a fundraiser but did not have a solid plan at the end of the meeting. During the October meeting the committee agreed to make swags for the Christmas season and sell them to raise money for the OSAG Committee. The IPS staff and participants joined in to make this event fun and a great success. The committee raised \$530.00 to add to their existing fundraising account.

In 2021, the OH&S committee met monthly via Zoom to review any items that required attention, create action plans to address issues, and to review critical incident events, internal incident events, and staff injury reports. Our year-end analysis indicates that most of the staff injuries were reported as mild, with one being reported as mild-moderate, and none of the staff injuries resulted in loss of work. For participants in 2021, minor injury was the most commonly occurring incident reported internally and there were no commonalities among critical incident events that were reported externally to Community Living British Columbia.

The co-chairs of the OH&S committee met in March of 2021 to conduct a review of the committee and no issues were identified. As well, the committee reviewed the Terms of Reference document, and no revisions were required.

In 2021, the OH&S committee has welcomed new staff and management members. This new group compilation engaged in a year-end analysis of the monthly emergency drills and identified ways to improve on our processes. This OH&S committee has set the new 2022 schedule for the monthly emergency drills and fire drills.

Health and Safety Committee Continued



In October 2021, IPS had their annual building review completed by ORCA. This review identified areas of improvement, and IPS will address the recommendations. The inspector noted that this is the fourth year ORCA has done the inspection, and he continues to be

“very impressed with many activities this organization has fulfilled.”
~ ORCA Health & Safety

This is great feedback to receive as health and safety is always a priority at IPS.

At Inclusion Parksville Society, health and safety is very important to us. Our goal is:

**Not only do we want everyone to know that they are safe at IPS,
we want everyone to feel safe at IPS.**



Discovery Program



Program Mandate

To provide a day program that supports participants in a person-centered planning process with a focus on the three main program focuses: employment & volunteering skills, practical & applied skills, and recreation & fitness.

Program Admission Requirements

Participants must be 19 years of age or older, and must qualify for Community Living British Columbia supports and services and be approved for funding.

Program Objectives

Effectiveness Measures:

- ⇒ Participants have the opportunity to participate in creating the Discovery Program Schedule.

Outcome: 100% of surveyed participants feel that they have an opportunity to participate in the creation of the Discovery Program schedule.

- ⇒ Participants will have PCPs with measurable goals that are reviewed.

Outcome: 31 goals were set during 2021 in the Discovery Program, 87% of which were achieved. 100% of participants set one or more goals.

Satisfaction Measures:

- ⇒ Discovery Program programming activities adds to the quality of a participants' life.

Outcome: 100% of surveyed participants feel that the Discovery Program activities add to their quality of life.

- ⇒ Discovery Program participants enjoy being a participant at the Discovery Program.

Outcome: 100% of surveyed participants say they enjoy being a participant in the Discovery Program.

Service Access Measures:

- ⇒ Number of days elapsed between referral received from CLBC and start date in the program should be 30 days or less.

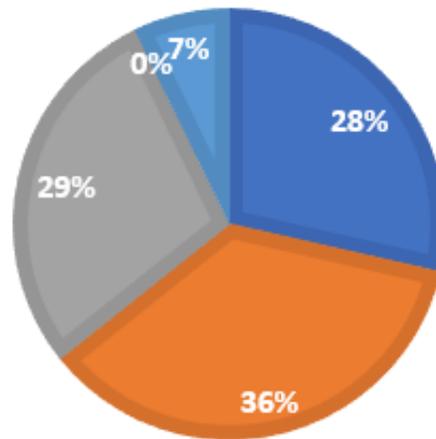
Outcome: The Discovery Program received two referrals in 2021. One referral started within 30 days; One referral started 30+ days later.

Discovery Program Continued



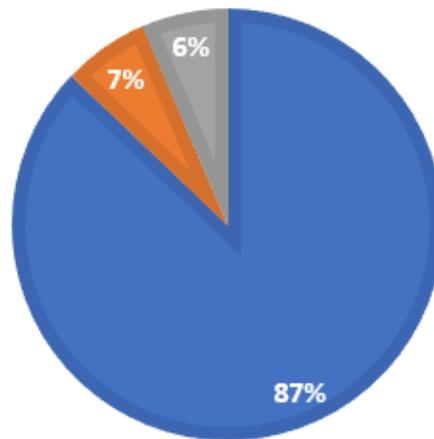
Goals Breakdown

Participants in the Discovery Program set 31 goals in 2021. The focus on these goals included: life skills, personal development, social skills, and recreation.



Number of Goals Set by Individuals

- One Goal
- Two Goals
- Three Goals
- Four Goals
- Five or More Goals



Status of Goals

- Achieved
- Not Achieved
- On-Going

Program Survey Results

A survey consisting of eight questions was sent out to 14 participants; 10 surveys were completed and returned.

100% of participants said:

- ⇒ The program added to their quality of life.
- ⇒ They enjoyed the block system set up in the program.
- ⇒ They had the opportunity to participate in the schedule.
- ⇒ They felt safe at Inclusion Parksville Society.
- ⇒ They enjoyed being a participant in the program.
- ⇒ They feel the program activities helped them work towards their goals.
- ⇒ Staff have helped them prepare for emergencies.

Oceanside Program



Program Mandate

To provide a day program that provides participants with an opportunity to create a calendar of chosen community and in-house activities that they can participate in each day.

Program Admission Requirements

Participants must be 19 years of age or older, and must qualify for Community Living British Columbia supports and services and be approved for funding.

Program Objectives

Effectiveness Measures:

⇒ Participants have the opportunity to participate in creating the Oceanside Program schedule.

Outcome: 100% of surveyed participants feel that they have an opportunity to participate in the creation of the Oceanside Program schedule.

⇒ Participants will have PCPs with measurable goals that are reviewed.

Outcome: 34 goals were created during 2021 in the Oceanside Program, 79% of which were achieved. The majority of participants achieved two goals.

Satisfaction Measures:

⇒ Oceanside Program participants enjoy being a participant at the Oceanside Program.

Outcome: 100% of surveyed participants feel that they enjoy being a participant of the Oceanside Program.

Service Access Measures:

⇒ Number of days elapsed between referral received from CLBC and start date in the program.

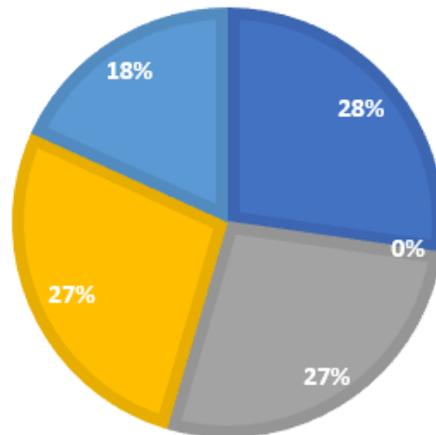
Outcome: The Oceanside Program received 0 referrals in 2021.

Oceanside Program Continued



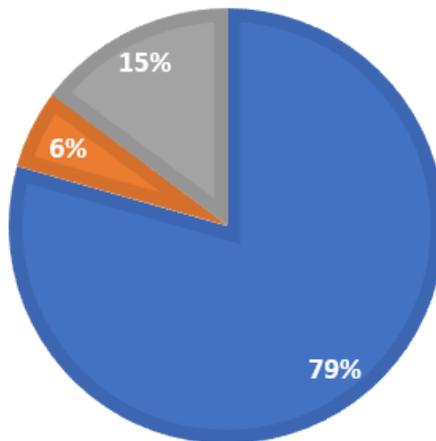
Goals Breakdown

Participants in the Oceanside Program set 34 goals in 2021. The focus of these goals included: life skills, personal development, social skills, fitness and recreation.



Number of Goals Set by Individuals

- One Goal
- Two Goals
- Three Goals
- Four Goals
- Five or More Goals



Status of Goals

- Achieved
- Not Achieved
- On-Going

Program Survey Results

A survey consisting of nine questions was sent out to 11 participants; 11 surveys were completed and returned.

100% of participants said:

- ⇒ Staff have talked to them about their rights and responsibilities.
- ⇒ They have a goal.
- ⇒ They work on their goal.
- ⇒ They participate in the activities in the community with their program.
- ⇒ Staff have informed them about things happening in the community.
- ⇒ They felt safe when they were at Inclusion Parksville Society.
- ⇒ Staff have helped them learn how to prepare for emergencies.

Thrive Program



Program Mandate

To provide a program that focuses on community engagement and skill-based learning opportunities that promote self-determination, healthy living, personal development and social inclusion.

Program Admission Requirements

Participants must be 19 years of age or older, and must qualify for Community Living British Columbia supports and services and be approved for funding.

Program Objectives

Effectiveness Measures:

⇒ Participants will have the opportunities to learn new skills.

Outcome: 100% of participants set a goal in 2021.

⇒ Participant needs are being met in the Thrive Program.

Outcome: 90% participants surveyed agree that their needs are met by the Thrive Program.

⇒ Participants will have PCPs with measurable goals that are reviewed.

Outcome: 100% of participants set a goal in 2021.

Satisfaction Measures:

⇒ Thrive Program programming activities adds to the quality of a participants' life.

Outcome: 90% of surveyed participants agree that the Thrive Program adds to their quality of life.

Service Access Measures:

⇒ Number of days elapsed between referral received from CLBC and start date in the program.

Outcome: The Thrive Program received five referrals in 2021. Four referrals started within 30 days; One referral started 30+ days later.

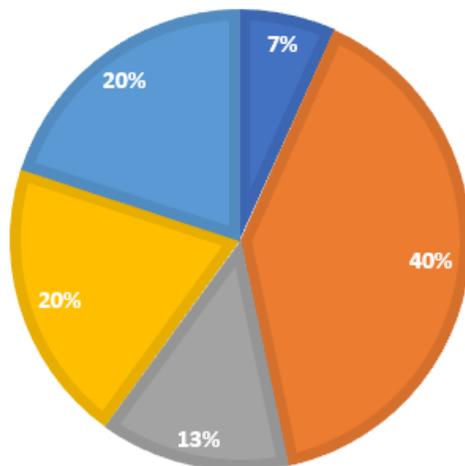


Thrive Program Continued



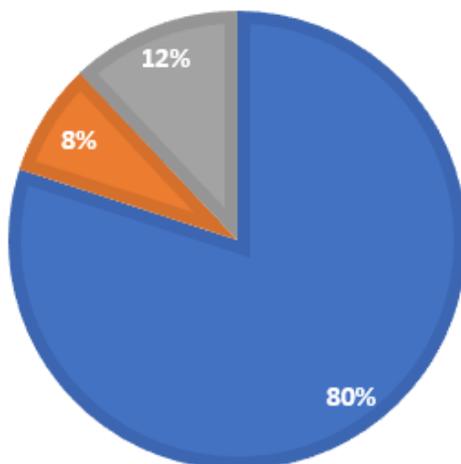
Goals Breakdown

Participants in the Thrive Program set 50 goals in 2021. The focus of these goals included: life skills, personal development, social skills, fitness and recreation.



Number of Goals Set by Individuals

- One Goal
- Two Goals
- Three Goals
- Four Goals
- Five or More Goals



Status of Goals

- Achieved
- Not Achieved
- On-Going

Program Survey Results

A survey consisting of six questions was sent out to 15 participants; 10 surveys were completed and returned.

90% of participants said:

- ⇒ They feel like the Thrive Program adds to their quality of life.
- ⇒ They feel like their needs are being met in the Thrive Program.
- ⇒ They feel like the staff tell them about events happening at Inclusion Parksville Society.
- ⇒ Overall, they enjoy being a participant in the Thrive Program.

Employment Services Program



Program Mandate

To provide a customized employment service that follows a person-centered approach, assisting participants to discover their employment interests, skills, abilities, and then to find suitable employment.

Program Admission Requirements

Participants must be 19 years of age or older, and must qualify for Community Living British Columbia supports and services and be approved for funding.

Additional requirements include:

- Clients must be 19.
- Be motivated to work.
- Be able to travel to and from work, or complete the training.

Program Objectives

Satisfaction Measures:

⇒ Participants will like participating in Job Club.

Outcome: 100% of participants that answered are satisfied with job club.

Service Access Measures:

⇒ Number of days elapsed between referral received from CLBC and start date in the program.

Outcome: The Employment Services Program received one referral in 2021; this referral was started within 30 days.



Employment Services Program Continued

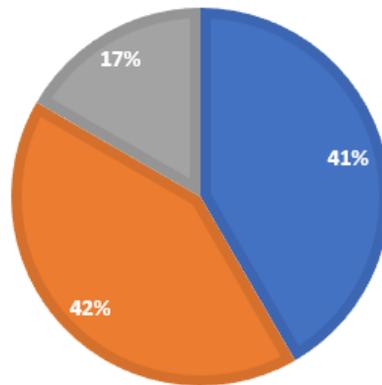


Employment Demographics within IPS

The majority of participants attending IPS are not looking, or able, to gain employment within the labour market. This accounts for 64% of persons served in 2021. However, 10 participants are employed while 10 are looking to gain meaningful employment. IPS' Employment Services Program serves the needs of suitable participants that are in this category.

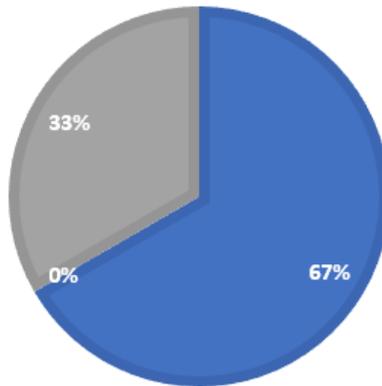
Goals Breakdown

Participants in the Employment Services Program set 21 goals in 2021. The focus of these goals was in relation to employment skills.



Number of Goals Set by Individuals

- One Goal
- Two Goals
- Three Goals
- Four Goals
- Five or More Goals



Status of Goals

- Achieved
- Not Achieved
- On-Going

Program Survey Results

A survey consisting of six questions was sent out to 14 participants; four surveys were completed and returned.

100% of participants said:

- ⇒ They feel like the program prepares them for employment.
- ⇒ They feel the activities/ supports help them work towards their employment goals.
- ⇒ They like participating in Job Club.
- ⇒ They feel supported in exploring their employment interest.
- ⇒ When they secured employment, they felt supported during their employment training.
- ⇒ Overall, they enjoy being a participant in the Employment Services Program.

PSI Program



Program Mandate

In the Personalized Supports Initiative (PSI) Program, IPS provides support services to adults on a one-to-one basis in order to maintain or increase personal independence.

This support follows the person-centered planning approach where participants set goals and identify activities that support the achievement of these goals.

Program Admission Requirements

Participants must be 19 years of age or older, and must qualify for Community Living British Columbia supports and services and be approved for funding.

Program Objectives

Effectiveness Measures:

- ⇒ Participant needs are being met in the PSI programs.
Outcome: 90% participants surveyed agree that their needs are met by the PSI program.
- ⇒ Participants will have the opportunities to learn new skills.
Outcome: 90% of goals focused on life skills or personal development.
- ⇒ Participants will have PCPs with measurable goals that are reviewed.
Outcome: 100% of participants set one or more goals in 2021.

Satisfaction Measures:

- ⇒ PSI programming activities add to the quality of a participants' life.
Outcome: 90% of surveyed participants agree that the PSI program adds to their quality of life.

Services Access Measures:

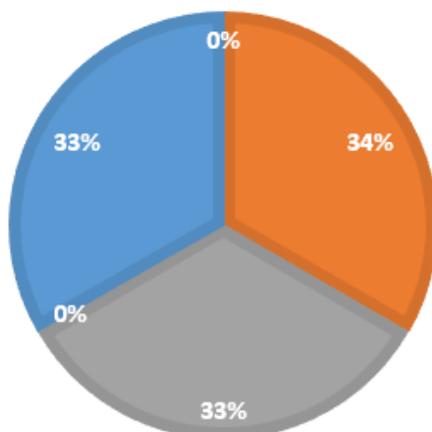
- ⇒ Number of days elapsed between referral received from CLBC and start date in the program.
Outcome: The PSI Program received one referral in 2021; this referral started within 30 days.

PSI Program Continued



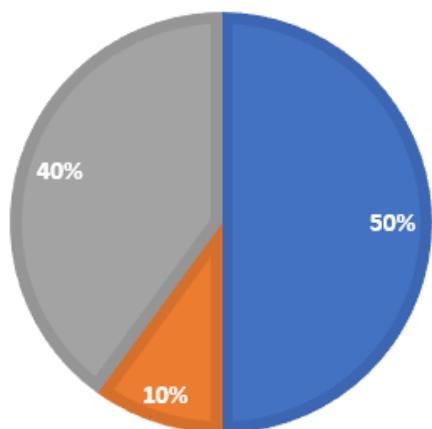
Goals Breakdown

Participants in the PSI Program set 10 goals in 2021. The focus of these goals included: life skills, personal development, and fitness.



Number of Goals Set by Individu-

- One Goal
- Two Goals
- Three Goals
- Four Goals
- Five or More Goals



Status of Goals

- Achieved
- Not Achieved
- On-Going

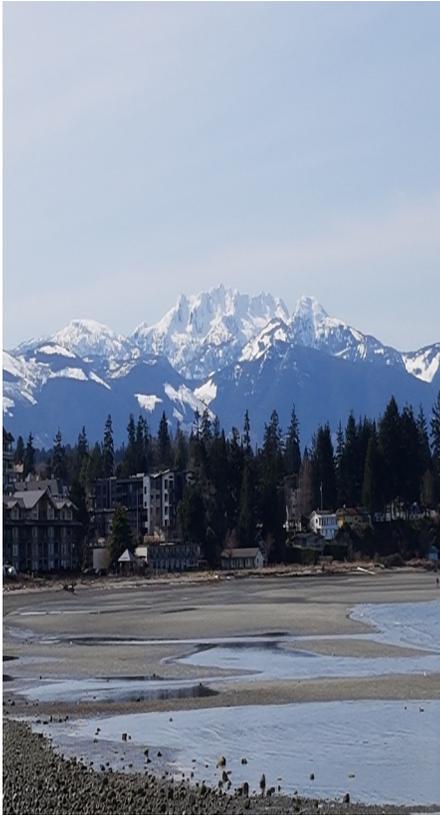
Program Survey Results

A survey consisting of six questions was sent out to 15 participants; 10 surveys were completed and returned.

90% of participants said:

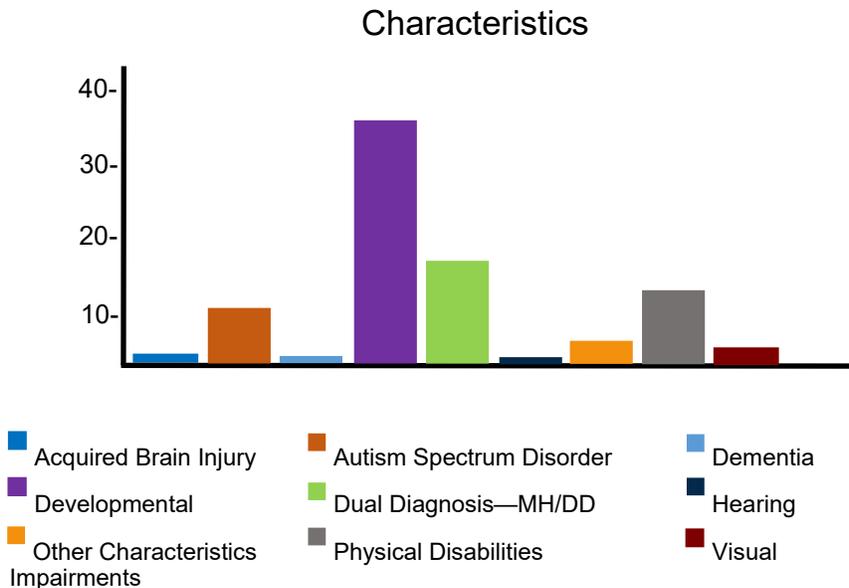
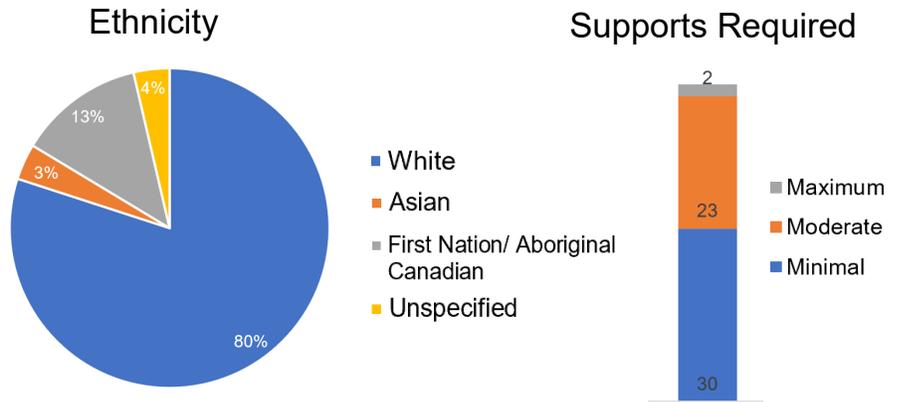
- ⇒ They feel like the PSI program adds to their quality of life.
- ⇒ They feel like their needs are being met in the PSI program.
- ⇒ They feel like the staff tell them about events happening at Inclusion Parksville Society.
- ⇒ Overall, they enjoy being a participant in the PSI program.
- ⇒ The activities at PSI help them work towards their goal(s).

Demographics of Persons Served Across all Programs



In 2021, IPS provided individualized person-centered planning and programming to a total of 55 individuals within the Oceanside area and community.

43 of the participants attend one program and 12 of the participants attend 2 programs.



Complaints Received Across all Programs

There were six separate and unique complaints received verbally or in writing to the Program Manager during 2021. All except one complaint was received from the primary caregiver of a participant, and no complaints were received directly from participants themselves.

Our Staff Team

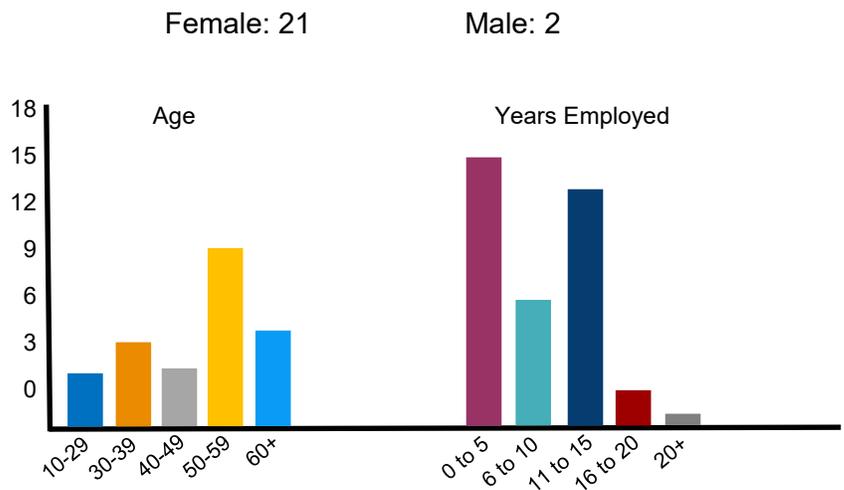


**Individually, we
are one drop.
Together, we are
an ocean.**

~Satoro

Team Demographics

IPS has a diverse team of 26 qualified staff.



Training

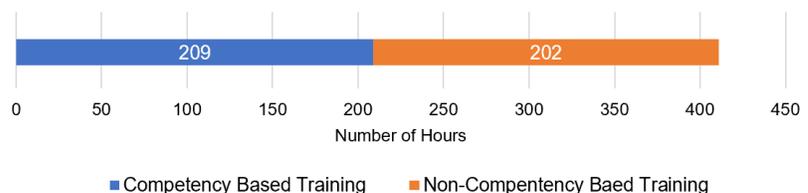
An emphasis on training staff has been a theme in 2021, especially with nine new staff members hired and orientated to IPS policy and procedures.

Of note, training has been successfully delivered by Zoom using PowerPoints and videos as well as verbal training from the Acting Executive Director and / or Program Manager.

Largely due to the influence of Covid-19, IPS has moved to an electronic platform for the delivery of competency based quizzes, using the popular platform SurveyMonkey. This has allowed for a more efficient process.

The Employment Services Program vocational counsellors have received an unprecedented amount of external training this year, with two staff enrolled on two courses totalling 75 hours each. This has led to increased knowledge within the program and resources continue to be utilized from these training programs.

There have been a large number of policies for staff members to review this year, with many of those being Covid-19 related policy and procedure in order to reduce the risk of transmission at IPS. With all Covid-19 policies, these have been discussed with staff in meetings before the policies are sent out for a review and signed off by staff members. This ensures that any queries and questions can be answered in a timely manner.



Staff Injury Analysis

In 2021, there were four reported staff member injuries. With an engaged Occupational Health and Safety Committee, as well as robust policy and procedures, IPS is thankful that the staff injury events were reported as: trivial (two), mild (one), and mild-moderate (one) in severity.

Of the four injuries of work-related injury during 2021, these events had no commonalities and were separate events, as shown in the types of injuries reported. They were not caused or contributed to by any overarching Health and Safety concerns either new or outstanding. There has been no follow-up with WCB regarding these events.

Critical Incidents Across all Programs

There were five Critical Incidents reported by IPS during the year of 2021.

Out of the five incidents, three were escalated to Adult Guardianship and by their authority, these were determined as unsubstantiated. The two remaining incidents were managed internally.

Internal Incidents Across all Programs

A total of 26 Internal Incidents were reported internally across all programs in 2021.

Overall, the severity of incidents is not above what is expected of general events that occur during everyday life. When an internal incident report is submitted, the Program Manager evaluates whether further action can be taken regarding staff training or Health and Safety measures. No further training was required during 2021 for any of the incidents.



IPS Staff Member Survey

Inclusion Parksville Society appreciates their staff members!

Staff Survey Results

A survey consisting of 12 questions was sent out to 22 staff; 13 surveys were completed and returned.

100% of staff said:

- ⇒ Inclusion Parksville makes every effort to ensure their participants have the opportunity to participate in all aspects of the community.
- ⇒ Inclusion Parksville enhances the quality of life of the participants we serve.
- ⇒ Their work environment meets health and safety standards.
- ⇒ They have the opportunity to set a professional growth goal.
- ⇒ They are supported to achieve their professional growth goal(s).

Other notable results include:

- ⇒ They are actively involved in the planning for their program (91%).
- ⇒ Staff meetings are efficient and informative (90%).
- ⇒ Communication from administration is received in a timely manner (90%).
- ⇒ Overall, they are satisfied with their employment at IPS (82%).
- ⇒ They feel valued as an employee of Inclusion Parksville (80%).



Stakeholder Survey

At Inclusion Parksville Society, we are truly dedicated to enhancing the quality of life of the individuals we support.

Parent/ Family/ Caregiver Survey Results

A survey consisting of eight questions was sent out to 45 parents/ families/ caregivers; 10 surveys were completed and returned.

100% of parents/families/caregivers said:

⇒ IPS enhanced the quality of life of the participants.

90% of parents/families/caregivers said:

⇒ IPS communicated information to parents/families/caregivers in a timely manner.

⇒ Participants were treated with dignity and respect while at IPS.

⇒ IPS meets the safety needs of their son/daughter/ individual in our care.

⇒ Overall, they are satisfied with the services provided by IPS.

Other notable results include:

⇒ Participants at IPS engaged in a variety of activities (80%).

⇒ IPS sites are accessible to all individuals (80%).

⇒ They were aware of the services IPS provides in the community (70%).

Community Partners Survey Results

A survey consisting of six questions was sent out to 35 community partners; two surveys were completed and returned.

100% of community partners said:

⇒ They visited the Inclusion Parksville Society website.

⇒ They found the Inclusion Parksville Society website helpful.

⇒ They were aware of the various programs offered at Inclusion Parksville Society.

⇒ Their interactions with Inclusion Parksville Society staff have been respectful.





Values Statement

We Value:

- Integrity, respect, and honest actions that are open and transparent for reflection.
- Professionalism as demonstrated through courage, justice, and honesty.
- Empowerment to reach potential.
- Freedom of choice and individuality.
- Creativity and innovation.
- Commitment, dedication, and responsibility of all staff and volunteers to persons served.
- Inclusion of all people.
- Feedback in all forms.
- Friendships, connections, and relationships.
- Diversity, gifts, skills, and abilities.

Further, We Believe:

- People we serve need to drive their lives and are the best source of their information.
- We need to respond to people's dreams.
- Staff want responsibility, accountability, and trust.
- Opportunities to give and gain from giving and personal satisfaction in making a difference are important to everyone.
- Professional judgment and responsible actions are important in administering the organization.