

# ANNUAL REPORT



**INCLUSION**  

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**Parksville**

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# INCLUSION PARKSVILLE'S HISTORY

Inclusion Parksville 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 in contrast to going to an institution.

In the 1970s 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 work in a pottery studio. In the 1980s the Association started to grow as adults moved from institutions back into their communities. Throughout the 1990s and 2000s, Inclusion Parksville continued to expand and began offering more services to meet individual needs and goals such as a Supported Work Program, Self-Help Skills, and Semi-Independent Living.



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

Inclusion Parksville programs include the Oceanside Day Program, Discovery Program, Thrive Program, Personalized Supports Initiative, and IPS Employment Services.

Inclusion Parksville respectfully acknowledges that the land on which we live, play, work and provide services is the traditional and unceded territory of the Coast Salish People.

# 2022 IN REVIEW

## Board Chair Report

The Inclusion Parksville Board of Directors continues to meet regularly to oversee and monitor the agency's management, administration and service delivery. Now that life is getting back to some semblance of “normal” after the Covid 19 pandemic, IPS is happy to re-open its doors and welcome our members back into on-site programs. As is always the case, 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 as the agency moves forward. This Board does that by supervising and providing direction to the Chief Executive Officer, supporting the work of management (and staff), and acting as a resource to management, as required.

In the past year, IPS was re-surveyed by CARF and was pleased to receive full accreditation for another three-year term. Prior to the survey, we oversaw a complete review of our administrative and operational policies and procedures to ensure they meet - or exceed - CARF's updated standards and guidelines. As we move forward into our next phase, we will be creating a new Strategic Plan that will plan our future and guide our activities over the next several years.

*Sincerely,  
Lyn Policha*

## OUR MISSION

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.

# 2022 IN REVIEW

## Chief Executive Officer Report

It has been another busy year at Inclusion Parksville with many accomplishments. As we navigate through what has been commonly referred to as “the new normal,” Inclusion Parksville continues to provide quality support and program opportunities to the participants that choose our services.

Over the past year, Inclusion Parksville provided regular communication with participants, family members, and caregivers via notices, emails, monthly update flyers, and Facebook posts. As effective communication with participants, parents, caregivers, staff members, and other stakeholders is especially important to Inclusion Parksville, improving our communication is a part of our Strategic Plan for 2021-2023. I am happy to report that Inclusion Parksville has taken several steps to meet our communication goals, to include the development of a new communication procedure and website.

Inclusion Parksville also created a new logo that better exemplifies the services and support provided to participants in our community. One might ask, why did Inclusion Parksville choose a tree to better illustrate who they are and what they do?

- A tree can symbolize many things, but for Inclusion Parksville it especially represents such themes as change, growth, and roots.
- Trees signify community and inclusion such as being a part of a forest, along with individuality as in no two trees are alike.
- A tree embodies the seasons of one’s life, illustrating that Inclusion Parksville can provide support to an individual for several seasons, a few, or just one.
- Trees provide shade, stability, and safety when needed, all of which Inclusion Parksville can provide to the participants we support.

In early 2022, Inclusion Parksville attended the Business Excellence Awards, hosted by the Parksville and District Chamber of Commerce and Qualicum Beach Chamber of Commerce. Inclusion Parksville received the Not-For-Profit of the year award! It was a great honour to be recognized by our fellow business community.



INCLUSION  
Parksville

# CEO REPORT CONTINUED

As noted above, in 2022 Inclusion Parksville created a new website that better communicates who we are, and the various programs and services offered to participants. Our goal was to provide a user-friendly website that provides not only detailed information about our programs and services, but to provide additional resources for participants so they can connect with other support services. The external resources page is found on our website at <https://inclusionpv.org/> under the Resources menu.

Inclusion Parksville engaged in our CARF accreditation survey in March 2022. This was our opportunity to communicate and demonstrate our compliance with CARF standards over the past three years. The CARF standards are comprehensive and outline sound business practices, ensure health and safety for participants, and support agencies to provide quality services. It was noted that Inclusion Parksville demonstrated substantial conformance to the standards and as a result, earned a Three-Year Accreditation. The CARF Accreditation Report can be found on our website, under the Resources menu.

In 2022, Inclusion Parksville successfully completed all the projected outcomes of our 2021-2023 Strategic Plan. Areas of growth include communication, staff member and board member recruitment, and community engagement. Likewise, Inclusion Parksville created extensive actions plans in operational areas such as health and safety, accessibility, and training. Amazing progress was made on all 2022 goals.

In closing, I would like to extend my heartfelt appreciation to all staff members at Inclusion Parksville. Our journey in 2022 was once again great, and our successes continued to be even greater! As well, I would like to extend a heartfelt thank you to the Inclusion Parksville board of directors. Their continued support, contributions, and dedication shown throughout the year is greatly appreciated. As we continue to work together in unity, we will move forward together in 2023 to accomplish more great outcomes, and ultimately, we will continue to provide quality services to the participants that choose our services.

*Wishing you the best. Dawn McKee*

## OUR VISION

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.

# 2022 IN REVIEW

## Programs Manager Report

As Programs Manager, it has been an incredibly busy year with CARF, staff member recruitment and orientation, the development of procedures, the dedication of time for regular program meetings, supporting staff to provide quality services, etc. I am pleased to report that there were no recommendations for programming within the CARF survey and this assures me that in terms of following procedures and providing quality services, things are going exceptionally well!

Discussed further in this report are satisfaction survey results, which indicated a high level of satisfaction from participants, staff members, and other stakeholders. This is an outstanding result! However, overall satisfaction does not mean that Inclusion Parksville will coast on these successes. Improvements in all areas are always possible and over the next year my goal is to continue to improve communication processes between the staff team and myself, and further develop our fantastic programs.

It has been a great year!

With gratitude,

*Helena Hickman*

Helena Hickman

"STRENGTH LIES IN DIFFERENCES,  
NOT IN SIMILARITIES"  
~ STEPHEN COVEY



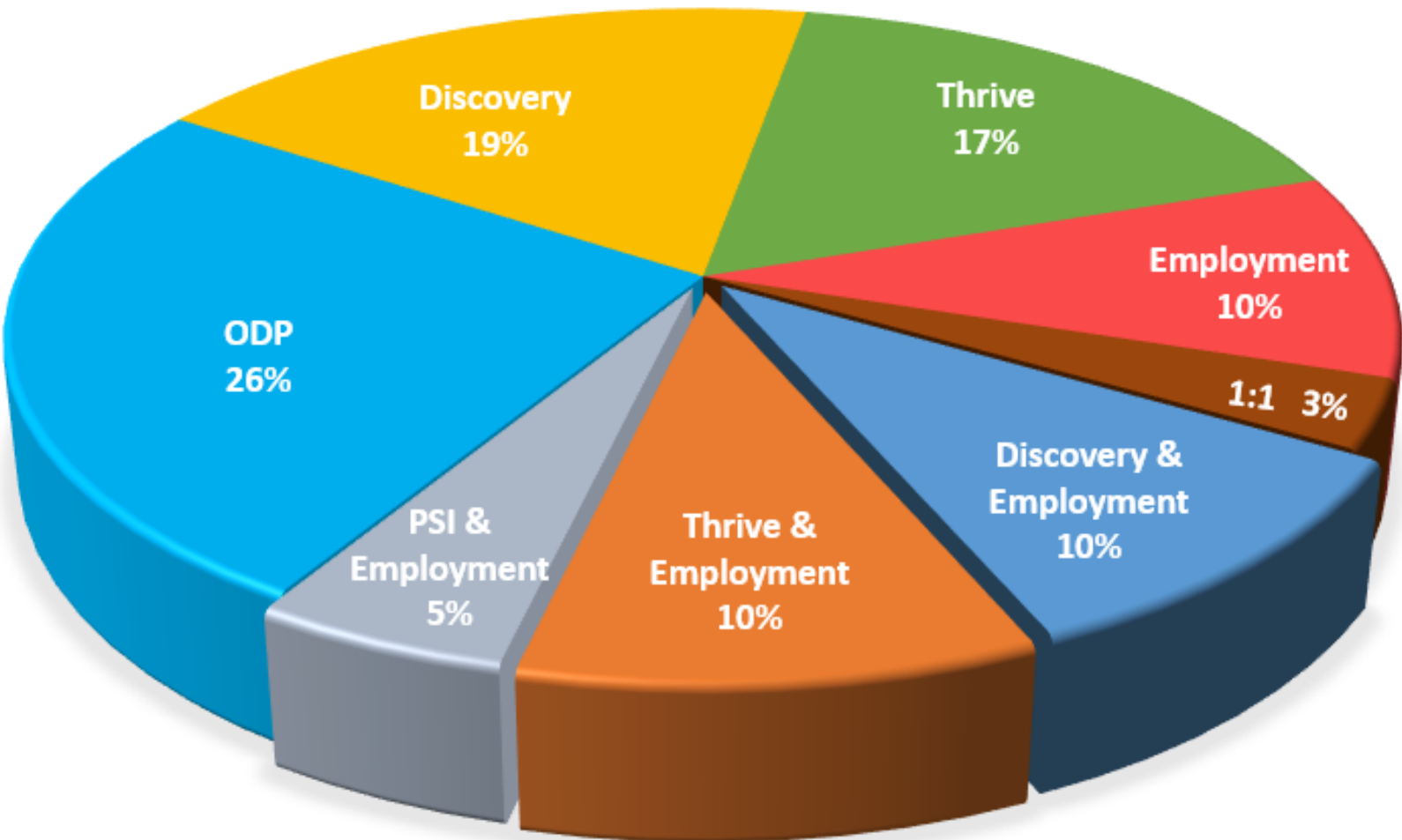
# PERSONS SERVED

## INCLUSION PARKSVILLE'S PROGRAMS

In 2022, Inclusion Parksville served a total of 59 individuals through five programs: Oceanside, Discovery, Thrive, PSI, and Employment Services. As well, Inclusion Parksville supported participants in 1:1 program settings.

The chart below illustrates the percentage of persons served per program. Please note, 23% of participants served received services from more than one program. For example, some participants in the Thrive, Discovery and PSI programs also receive support from Employment Services. Inclusion Parksville also receives referrals from CLBC specifically for Employment Services and such participants do not receive support in other programs.

Percentage of persons served per program, with those served in Employment and another program shown separately.



# PERSONS SERVED

## INCLUSION PARKSVILLE'S GROWTH

All participants at Inclusion Parksville are referred for services through Community Living British Columbia (CLBC). When a referral is received, the Programs Manager carries out a comprehensive intake with the participant and/or family members and caregivers. This may lead to input from Health Services Community Living (HSCL) nurses, physiotherapists, etc., and once required protocols and training are complete, a start date can be planned.

In 2022, Inclusion Parksville received a total of 23 referrals. Of these, nine referrals occurred for individuals already within IPS. For example, a participant referred to the Thrive Program counts as one referral, but if also referred to Employment Services and Discovery Program, there would be a total of three referrals.

Of the 23 referrals, 14 individuals were newcomers to Inclusion Parksville services.

### REFERRALS: QUICK STATS

**23 Referrals  
Total**

**9 Internal  
Referrals**

**14 new  
individuals**

<b>Thrive</b>	<b>10</b>
<b>Discovery</b>	<b>5</b>
<b>Oceanside Day Program</b>	<b>2</b>
<b>PSI</b>	<b>0</b>
<b>Employment Services</b>	<b>6</b>



#### **Parents, Family Members & Caregivers Survey 2022**

100% of respondents agree that activities at Inclusion Parksville Society support participants to be part of the community.



# DISCOVERY PROGRAM

The Discovery Program has had a fantastic year. The Discovery Program welcomed five new participants this year. Participants added new activities to their schedule in 2022, to include:

- Presentation Skills,
- Meditation and Mindfulness, and
- Employability Skills.

Participants in the Discovery Program can choose from a range of group activities that provide skill building opportunities. As well, participants also have the opportunity to engage in recreational activities, which includes the very popular Rec Night.

## Annual Survey Snapshot

A circular graphic containing the text "100%". The circle is drawn with a thick black line and has a light green glow around it. The background features faint icons of a thumbs up, a smiley face, and a sad face.

Participants who answered our survey agree that their needs are met by the Discovery Program.

A circular graphic containing the text "100%". The circle is drawn with a thick black line and has a light yellow glow around it. The background features faint icons of a thumbs up, a smiley face, and a sad face.

Participants who answered our survey agree that being part of the Discovery Program adds to their quality of life.

# OCEANSIDE DAY PROGRAM

At the Oceanside Day Program (ODP), participants are supported to engage in a variety of group activities based on personal choice, such as bowling, arts and crafts, group games, and technology.

For many years, the Oceanside Day Program participants have engaged with the community through volunteering. With COVID-19 restrictions volunteering came to a temporary end. Thankfully, in 2022 volunteering activities resumed and even increased, with participants now volunteering at the North Island Wildlife Recovery Association in Errington in addition to the Parksville's Salvation Army Food Bank and Soup Kitchen.

## Annual Survey Snapshot

A circular icon containing the text "100%".

100%

Participants who answered our survey agree that their needs are met by the Oceanside Day Program.

A circular icon containing the text "100%".

100%

Participants who answered our annual survey agree that they are involved in making decisions about scheduled activities in the Oceanside Day Program.

# THRIVE & PERSONALIZED SUPPORTS INITIATIVE (PSI)

The Thrive Program offers support to adults that are at different stages in their life journey. The program supports young high school graduates seeking independence, individuals wishing to increase personal independence, and fully independent adults that access the Thrive Program for support as required. In 2022, the Thrive Program welcomed 10 new participants, including short-term referrals to develop specific life skills or to receive specific support.

Personalized Supports Initiative (PSI) provides support to participants based on a participant's needs. The support provided is flexible and is offered at Inclusion Parksville, within a participant's home, or within the community. Participants are supported to create individualized goals.

## Annual Survey Snapshot



100%

Participants who answered our survey agree that the Thrive and PSI programs add to their quality of life.



100%

Participants who answered our survey feel that their needs are met in the Thrive and PSI Programs.

# EMPLOYMENT SERVICES

IPS Employment Services empowers adults with developmental disabilities (diversabilities) to gain and maintain successful employment within the Oceanside Area. The pandemic curtailed job searches for many participants within the program. Thankfully, in 2022, Oceanside Area businesses were able to reopen and this led to an increase in job opportunities and employed participants.

It has been a busy year in the IPS Employment Services program, with six new participants joining. As well, the Vocational Counselors have been busy reconnecting with potential employers and exploring employment opportunities within the community.

**Employed Participants December 31, 2021 = 10**

**Employed Participants December 31, 2022 = 15**



**100% of respondents agree that they feel the IPS Employment Program prepares them for employment.**



**100% of respondents agree that they are satisfied with the support they received from Inclusion Parksville while hiring an individual with diversabilities.**

**CHEERS TO ALL INCLUSIVE EMPLOYERS IN OUR COMMUNITY!**

# PARTICIPANT GOAL ACHIEVEMENTS

*... a goal without a plan is just a dream*

As part of delivering excellent services, each participant is supported to set and achieve goals. Goals are person-centred and based on the "SMART" philosophy: Specific, Measurable, Attainable, Relevant and Timebound. Goal progress is reviewed with participants monthly. The goal process supports participants to focus on individual growth.

## Goal Focus

Life Skills = 12.5%  
Personal Development = 41%  
Social Skills = 6%  
Fitness = 12.5%  
Recreation = 7%  
Employment Skills = 21%

## Goal Total

129 person-centred goals were set in 2022 across all programs

## Goal Success

68% of the goals were achieved  
26% of the goals were ongoing into 2023  
6% of the goals were cancelled for various reasons

# OUR VALUED SUPPORT TEAM

**In 2022, the support team was comprised of Community Support Workers, Vocational Counselors, and a Program Coordinator. As of December 31, 2022, Inclusion Parksville employed a total of 15 support team staff members.**

**In 2022, recruitment remained a priority at Inclusion Parksville, and a total of six new employees joined the support team.**

Inclusion Parksville engaged in several different ways to recruit new team members. For example, Inclusion Parksville attended career fairs, posted job opportunities on web platforms such as Indeed and the Parksville Career Centre, created a "Careers" page on the new Inclusion Parksville website, and made several Facebook posts.

Inclusion Parksville interviews potential candidates, and once a successful candidate has satisfied preliminary requirements, orientation is scheduled. The orientation process takes up to two weeks and is a process that includes both competency and non-competency-based training. It is a comprehensive process; however, Inclusion Parksville is proud of the training we provide to new and current staff members.



**100% of staff members either agree or mostly agree that they are satisfied with their employment at Inclusion Parksville.**

**100% of staff members either agree or mostly agree that they would recommend Inclusion Parksville for career opportunities.**

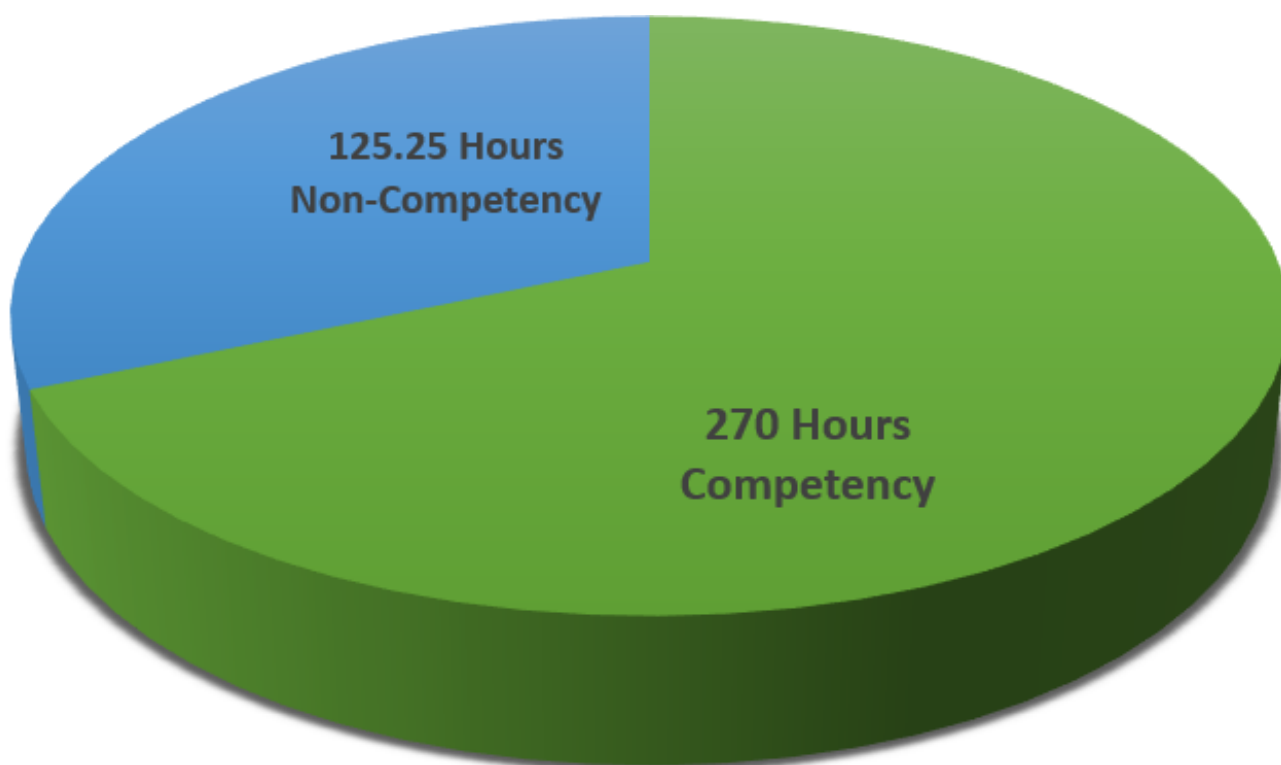
# TRAINING

Inclusion Parksville is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). Regarding staff training, this means that comprehensive training requirements exist, both for orientation and annual training.

A total of 16 CARF standards address specific training requirements and within these standards the training is further identified. For example, within the Occupational Health and Safety standard there are over 40 listed training topics that are to be covered on orientation and at least annually. This includes specific training on events such as fire drill safety, earthquake preparedness, bomb threats, incident reporting, medical emergencies, and more.

To ensure that staff members are trained effectively, CARF mandates when a training event or exercise is to be followed up by a competency-based assessment. In 2022, staff members engaged in a total of 18 training events in which 11 were competency-based.

## **Training hours collectively received by support staff members employed by Inclusion Parksville in 2022.**



# COMMUNICATION

Open and respectful connection and communication with our staff members, participants, and their family members and/or caregivers, and other stakeholders is valued at Inclusion Parkville.

At Inclusion Parkville we strive to share information and respond to communication in a timely manner. We communicate with all individuals through various modes such as emails, telephone calls, monthly update flyers, notices, information shared on our website, and social media posts.

One way in which we have reached the wider community is through Facebook Posts.

## COMMUNICATION: QUICK STATS

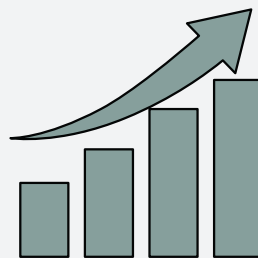
Total modes of communication sent to participants, family members and caregivers via e-mail (notices, memos, etc.)

**51**

In 2022, our Facebook posts reached

**63%**

more people in comparison to 2021.



In 2022, visits to our Facebook page increased

**78%**

in comparison to 2021.

Inclusion Parkville increased Facebook posts by

**54%**

in comparison to 2021.



**89%** of respondents agree that IPS communicates information relevant to them as a parent, family member, or caregiver.



# OCEANSIDE SELF-ADVOCACY GROUP

Inclusion Parksville is pleased to support the Oceanside Self-Advocacy Group (OSAG).

In 2021, OSAG renewed their fundraising efforts and were able to achieve the collective goal of attending the Inclusion BC conference hosted in Surrey. In March of 2022, OSAG members made their way to Surrey for a two-night, three-day adventure!

Inclusion BC was the perfect opportunity for participants to network with other self-advocates, listen to inspiring speakers, learn what it means to be a self-advocate, and enjoy a night of dancing!

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New participants of Inclusion Parksville have expressed interest in joining OSAG, increasing membership numbers. OSAG members wish to attend the next Inclusion BC conference, therefore, the members will continue their fundraising efforts.

Participant fundraising plans for 2023 include car washes, baked good sales and raffle baskets for Mother's and Father's Day.

# DIVERSITY STATEMENT



Inclusion Parksville acknowledges and respects the value of a diverse community. Inclusion Parksville recognizes that the scope of diversity includes gender, race/ethnicity, family status, age, mental/physical abilities, sexual orientation, gender identification, religious beliefs, socio-economic status, and occupational focus.

Inclusion Parksville maintains an environment that is supportive of these elements. We promote inclusion within our organization and the communities we serve.

## **We commit to:**

- Providing services that respect individual and cultural differences.
  - Promoting cultural awareness and understanding within Inclusion Parksville Society and community.
  - Endeavoring to reflect the diversity of our community through our Board of Directors, staff, and volunteers.
  - Not tolerating discrimination of any kind.
- 