

INDEPENDENT LIVING HOUSING SOCIETY OF GREATER VICTORIA



**WHERE LIVING YOUR BEST LIFE
ALL COMES TOGETHER**



2023 ANNUAL REPORT

History of ILHS



Mission Statement

To provide safe and comfortable homes where people with diverse abilities are supported to achieve more independent lifestyles.

Vision Statement

My home, our community, a world where everyone is welcome.

The Independent Living Housing Society was founded in 1976 by a group of people who lived at the Gorge Road Hospital in its Extended Care Unit. They shared the desire to live a more independent lifestyle free of institutional constraints, and had a meeting to discuss new and innovative housing options. Out of those people, four decided that they were compatible and could live together. They were also willing to take responsibility for hiring and firing care workers, looking after the physical maintenance of a house, and paying the rent, utilities, and their household expenses. A renovated, wheelchair-modified house in the Swan Lake area was purchased and the first Individuals supported moved in on May 25th, 1976. In 1978, a second home was opened in the Tillicum area. It was a newly constructed home designed specifically to address the needs of persons with physical, mental, or multiple challenges.

The new Society was initially operated under the auspices of the G.R. Pearkes Clinic and funded by a cross section of government ministries and other non-profit organizations. The formal mission of the new Society was developed, "To respond to the expressed consumer need for independent living by providing and assisting with community based independent living options for persons with physical or developmental challenges." The opportunity was thereby created for any person who so desired to be in control of their environment and all decisions concerning their personal needs and care, who their roommates would be, home furnishings and décor, house maintenance, meal planning and preparation, as so on. As the organization grew, administrative work originally handled by the residents was transferred to the Society. On October 2, 1986, G.R. Pearkes Clinic turned the houses over to the ILHS for \$1.00.

The ILHS subsequently developed and constructed a house in the Gordon Head area, which was officially opened on June 22, 1990. It is a licensed home funded by the Ministry for Children and Family Development, Services for Community Living Branch. To protect the assets of the new home, a separate society was formed in 1988, called the Independent Living Housing Society of Greater Victoria. The two societies later amalgamated, as both were serving the needs of the same group of people. Throughout the 1990's, the Independent Living Housing Society opened three other housing resources: a home located in the Gordon Head area, a house in the Swan Lake area with two



permanent Individuals supported and three respite beds, and one floor of an apartment building in the Tillicum area with seven, one-bedroom apartments. The Independent Living Housing Society continues to work to provide opportunities for individuals to develop a more independent lifestyle in a very active way, and to the extent that they are able, manage housing finances, participate in decision-making, and direct activities of daily living.

In fall of 2020, five Individuals supported moved into the newly built barrier free units in the Westview apartment complex in the Uptown area.



**A Message from
Our President -
Dianne A. Paquette**

As we enter another impactful year, allow me to take a moment to provide you with some encouraging news and highlight some of the many accomplishments which have occurred since the last Annual General Meeting of Independent Living Housing Society of Greater Victoria.

While there is much to be proud about the work that has been done and the goals that have been achieved thus far, we are very much looking forward to continue to strengthen the organization with specific strategic goals that have been carved during an intense planning session from which specific plans have been designed for the period of 2023 to 2026.

Amongst these objectives, many undertakings will focus on providing the appropriate framework to support our aging clientele and give them their best life at home, where they thrive. Furthermore, ILHS will continue to provide meaningful recognition and a workplace where the best-of-the-best shine with their talents and dedication. As well, for ILHS to continue to flourish, it will persist in building solid partnerships such as with Capital Region Housing and highly useful collaborative professional networking.

No doubt, we are embarking on another amazing year.

ILHS is in a strong financial position. The entire dedicated team continues to focus on providing the type of care aiming at influencing a high degree of independence for the people supported; while at the same time, collectively, living the values which earned ILHS its excellent reputation: care, compassion, professionalism and foremost, wellbeing of the clients. In other words, the professionals who work at ILHS 'walk the talk'.

Building a great community for the people that we support continues to sit at the core of ILHS's purpose. This is sometimes easier said than done, particularly when facing a shortage of qualified personnel. It is no secret that the entire industry of health and care services has faced some immense challenges in recent years. Yet, ILHS did what it does best and did so, despite the complications with hiring new team members and tough demands upon the dedicated personnel.

It is appropriate here to thank the people who make my job on the Board easy and continuously humble me by their dedication. I could talk forever about the leadership team and how splendidly they run the day-to-day business of ILHS. ILHS Managers are a very special type of people. It is not sufficient to tell you they are talented. They OWN and LOVE their responsibilities. It is palpable. They truly embody the concept of what it means to be a successful service business by ensuring a very high threshold: only the highest standards are acceptable.

**A Message from
Our Executive
Director -
Tammy Khanna**

**A Message from
Our Cultural
Competence and
Diversity
Committee**

These Managers, whether in the office, the various homes or in the field, are our all-stars constantly looking for ways to maximize the long-term quality of life for the clients.

I cannot conclude without thanking all of you, the people who support ILHS with their membership. What you do impacts the lives of those we serve. Please know that your support transform lives! Every person who sits with me on the Board of Directors join ILHS' Leadership Team in expressing our profound gratitude to ILHS' supporters, volunteers and partners and we look forward to another very successful year!

As we close the year at the Independent Living Housing Society of Greater Victoria (ILHS), I take a moment to reflect on our collective journey. I am happy to share that the Community Social Services Bargaining Committee reached a tentative deal on February 3, 2023, after spending over twelve months at the bargaining table. The tentative deal was ratified in March 2023, bringing increased wages and other improvements for the bargaining unit employees at ILHS. The PHO Order remains in place, requiring all ILHS employees to be fully vaccinated. Like every business in BC, our lack of employees has reached a critical level and has become ILHS' biggest challenge. Our ability to recruit skilled employees has diminished to the point that we cannot hire enough employees to fill our vacant shifts. We currently have two full-time permanent positions available, as well as casual vacancies. The Leadership team welcomed new Managers: Kandice Francies at Falmouth House, Cole Tresoor at Westview Apartments, and Robin Boyd at Obed House and The Heathers Apartments.

ILHS Cultural Competence and Diversity Committee expanded its mandate to focus more on anti-racism initiatives, bias, protecting human rights, as well as exploring strategies for ensuring ILHS has exceptional practices in providing a safe, diverse, equitable and inclusive place to live or work. Under the working title of the 'JEDI' Committee (may the force be with us), which was necessarily expanded to include every member of the Leadership Team, the name of the plan transformed into the IDEA:

Inclusion, Diversity, and Equity in Action

At ILHS, we wish to move beyond the aspiration for "cultural competence" into a shared mindset and value system that promotes curiosity, welcoming, mutual appreciation for shared interests and knowledge, as well as gratitude and respect when we can share space and time with others from diverse experiences and backgrounds. The vision is creating a new culture in which we all feel we belong.

Goals worked on in 2023

Celebrate Diversity at ILHS

- Recognized and promoted ILHS celebrations focused on diversity by sharing stories and photographs in the ILHS Newsbites.
- Each ILHS location hosted an event that celebrates diversity. The events were "documented" through pictures then shared through ILHS social media.
- Built educational opportunities around diversity, including asking employees to host celebrations for a variety of different holidays if they are open to sharing or asking them to present a lunch-and-learn on their traditional celebrations.

Sharing traditions is a great way to learn about each other, foster appreciation, and strengthen team dynamics, as long as the process is voluntary and equitable.

Build community partnerships that improve leadership learning opportunities in the areas of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language, place of origin, ethnic identity, and other realms where diversity impacts inclusion and equity.

- Continued to monitor for opportunities for community partnerships.
- Created learning materials to engage ILHS employees to create a more welcoming, inclusive, and team-based work environment.
- Provided employees with diversity training opportunities.

Building Community Engagement and Recognition

- ILHS celebrated Anti-Bullying (Pink Shirt) Day when people wear a pink shirt to symbolize a stand against bullying, an idea that originated in Canada.
- ILHS celebrated International Day of the Family.
- ILHS recognized and celebrated the LGBTQIA+ community with a "Rainbow Day" during Victoria's Pride Week with a parade.
- ILHS provided opportunities for Individuals supported and employees to participate in local cultural events recognizing the cultural diversity of our community increasing community involvement and cultural experiences.



Report from the Joint Occupational Health & Safety Committee

- ILHS continued to recognize the cultural diversity of our employees through a variety of visual representations such as the world map located in the Administration Office.
- ILHS recognized International Women's Day.
- ILHS recognized Orange Shirt Day (National Day for Truth and Reconciliation, since 2021).

Ensure Respect for Diversity, Inclusion, and Equity Are Reflected in Attitudes, Organizational Structures, Policies, and Services

- Encouraged Individuals supported to explore and educate others about their own culture by sharing traditions, meals and other celebrations and experiences with their housemates, friends and employees. Sharing traditions is a great way to learn about each other and foster appreciation, as long as the process is voluntary and equitable.
- Encouraged and supported individuals to decorate their bedrooms and home in a manner that reflects their culture. Individuals will also be supported to explore, pursue or maintain their spiritual beliefs, dietary requirements and clothing choices.
- Increased community involvement and cultural experiences.
- Ensured language in ILHS documents, including hiring forms, handbooks, policies, and manuals, reflects the values of embracing diversity and promoting equity and inclusion.

There were one hundred and ninety-eight internal reports internal report forms submitted in 2023 and summarized individually before tracking trends. Reports included incidents such as a fall or hospitalization of an Individual supported, an employee who was injured at work or a utility failure.

Each incident and subsequent report was analyzed on an individual basis and an action plan was developed by the Manager and Executive Director to address any individual complaints or concerns. Some events involve multiple descriptors and therefore have been included in more than one category. Documentation of each individual incident with the accompanying summary and action plan are available upon request.

In 2023, 96 unannounced emergency drills were completed.

In 2023, ILHS' Worksafe BC rate is \$2.38/\$100 of employee payroll which is 39.8% below base rate.

Performance Measurement

ILHS' Performance Measurement and Management System (PMMS) consists of all Administrative, Program and Service Measures used to manage the achievement of performance outcomes through its various databases and software systems. Some of these performance outcomes are reported through systems required by funding sources and others are developed internally. These performance outcomes for the delivery of services to Individuals supported are monitored on a continual weekly, monthly, quarterly and/or annual basis to ensure that the agency meets the outcomes associated with its Mission, Vision, Values, contractual obligations and/or internally defined performance goals.

"I've worked at ILHS for 23 years. It has been the best job I've ever had. I've loved my work, enjoyed time with my co-workers (some have become my best friends); the Individuals supported have changed my life and my bosses have been brilliant. I wouldn't have changed anything. I look forward to work each day and have a real sense of contributing something of value."

- ILHS Employee

Feltham, Hawthorne, Easter House, & Westview Apartments



Program Admission Criteria

Adults, 19 and older, who are eligible and approved for Community Living British Columbia (CLBC) funded supports, who do not require twenty-four-hour nursing care. Potential Individuals supported must be compatible with other Individuals supported in a community setting. Preference is given to individuals with significant mobility issues.

Service Objectives

ILHS provides twenty-four-hour care to ten adults with diverse abilities in three homes, with a staffing model consisting of two day staff, two afternoon staff, and one awake night staff in each home.

Persons Served

Ten adults with diverse abilities.

EASTER HOUSE BED & BREAKFAST (Respite Services)

Service Objectives

The respite care home has two respite beds that "guests" use for visits as short as one overnight or up to two weeks, and one bed in "The Bunkhouse" set up for emergency respite stays of longer duration. Visits are booked one year in advance for the two guest beds, and emergency respite can be arranged with CLBC approval. The staffing model is two day staff, two afternoon staff, and one awake night staff.

WESTVIEW APARTMENTS

ILHS supports five individuals in their own uniquely designed, barrier-free one-bedroom apartments on the main floor of the building. There is a shared lounge and laundry space for use by ILHS tenants, as well as a larger Program Space with full kitchen and adjacent outdoor courtyard that can be reserved through the building management (CRHC) for parties and meetings. Residential Care Workers are available 24/7 to provide care and support and can be contacted by tenants via cell phone as needed.

The Heathers Apartments, Obed, & Falmouth Homes



Program Admission Criteria

Adults, nineteen and older, who are funded by Island Health, who do not require twenty-four-hour nursing care. Potential Individuals supported must be compatible with other Individuals supported in a community setting. Preference is given to individuals with significant mobility issues.

Service Objectives

Two four-bedroom homes with a staffing model in each of one day staff, one afternoon staff and one awake night staff. Seven one-bedroom apartments on the third floor of an apartment building with a staffing model of two day staff, two afternoon staff and one awake night staff.

Persons Served

Fifteen (15) adults with diverse abilities.

"I've felt like the staff go above and beyond what I ask them to assist me in doing. I appreciate that they take interest in aspects of my life that really aren't required of their role."

-Individual supported at The Heathers

"I truly feel valued as a person and not just another "client." The Heathers is the best living situation I've had in my life and I intend to live here as long as they allow me."

-Individual supported at The Heathers

Contracted Services

Program Admission Criteria

Adults, nineteen and older, who are funded by Community Living British Columbia (CLBC)

Service Objectives

To provide a residential option in which adults with diverse abilities share a home with someone who is contracted through ILHS to provide on-going support.

Persons Served

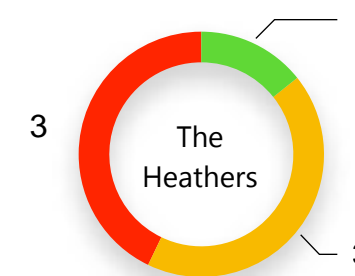
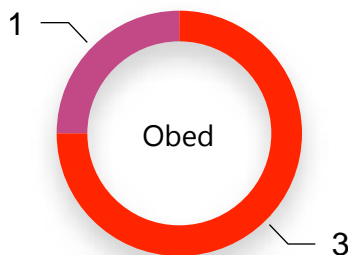
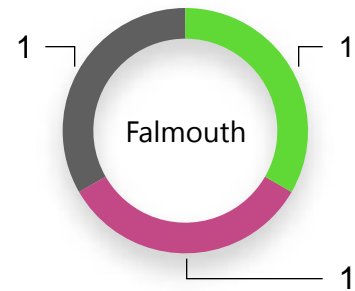
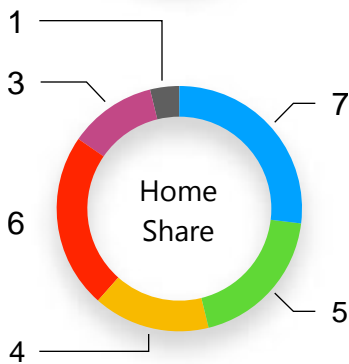
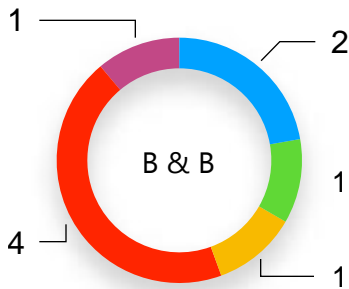
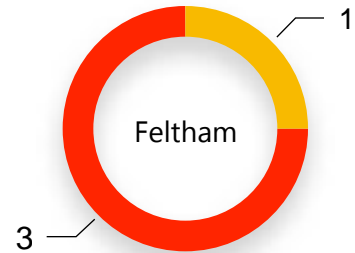
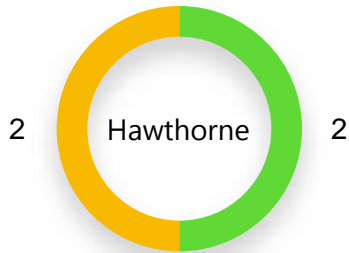
ILHS home share supports eighteen (18) home share contractors and twenty-three (23) adults with diverse abilities.



Demographics

ILHS was funded to support sixty-four Individuals in 2023 and three Individuals were supported in more than one ILHS program. The overall growth of the Society has increased slightly in terms of Individuals supported, however, demand for service continues to outpace the increase in funding to provide additional services.

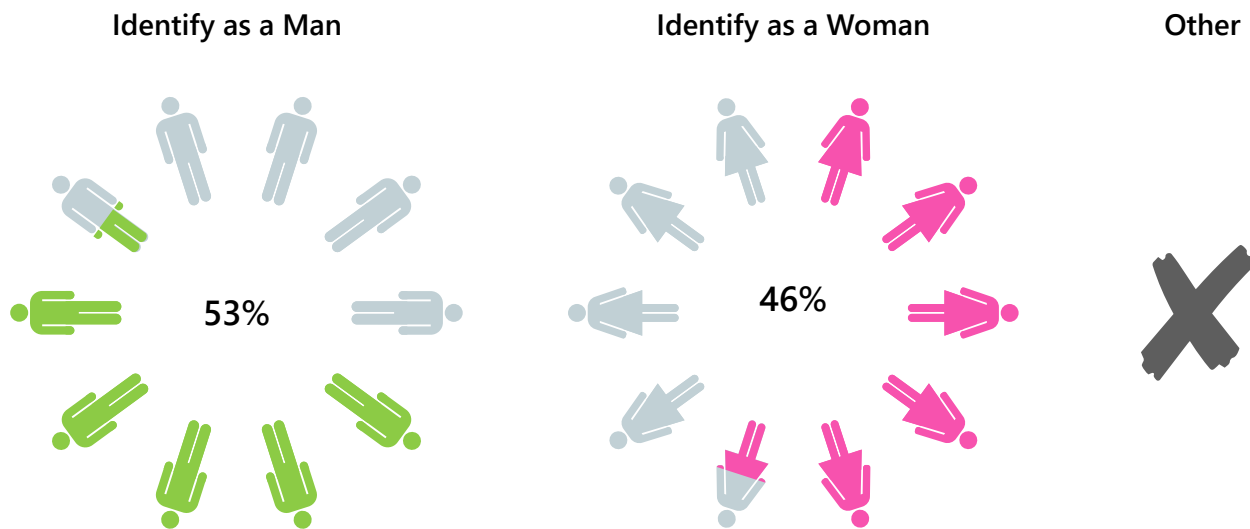
Age ● 19-29 ● 30-39 ● 40-49 ● 50-65 ● 66-75 ● 75-100



Total: ● 11 ● 12 ● 12 ● 19 ● 8 ● 2

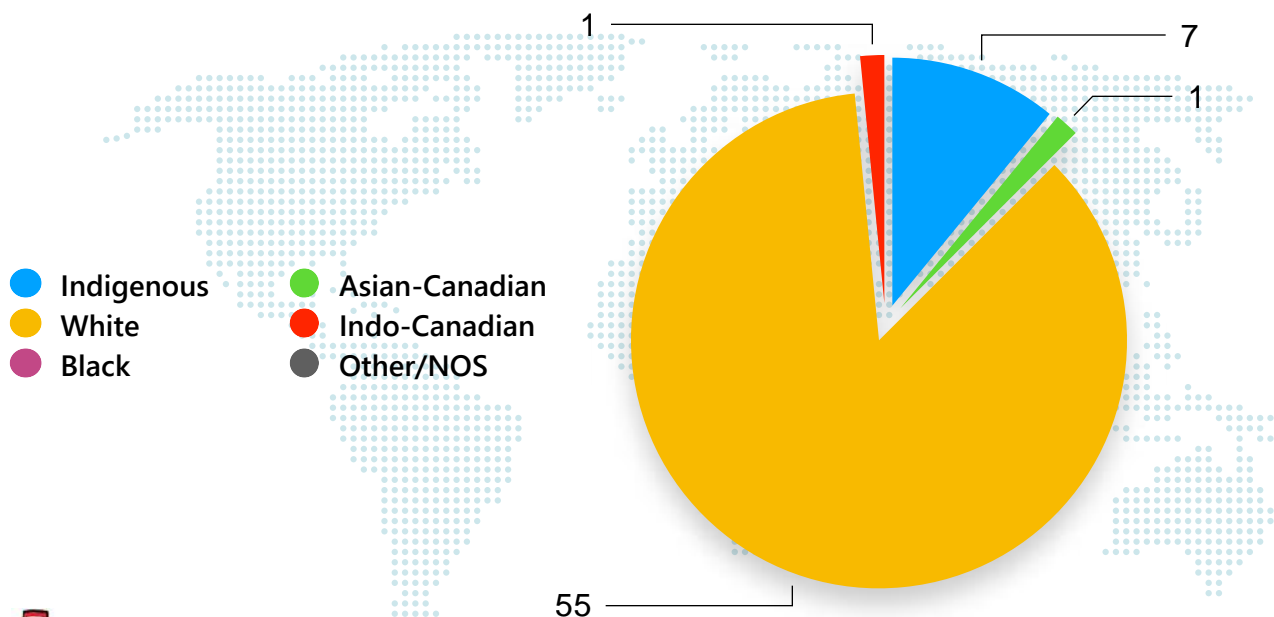
Gender Identity

Since 2002, ILHS supports an almost equal number of Individuals that identify as female and those who identify as male. ILHS has altered our language, attended LGBTQ2s+ sensitivity training and ensure our Individuals supported feel safe to explore their gender identity if so desired, however, those currently supported at ILHS identify only as men and women. ILHS will continue to be a safe place to support all Individuals.



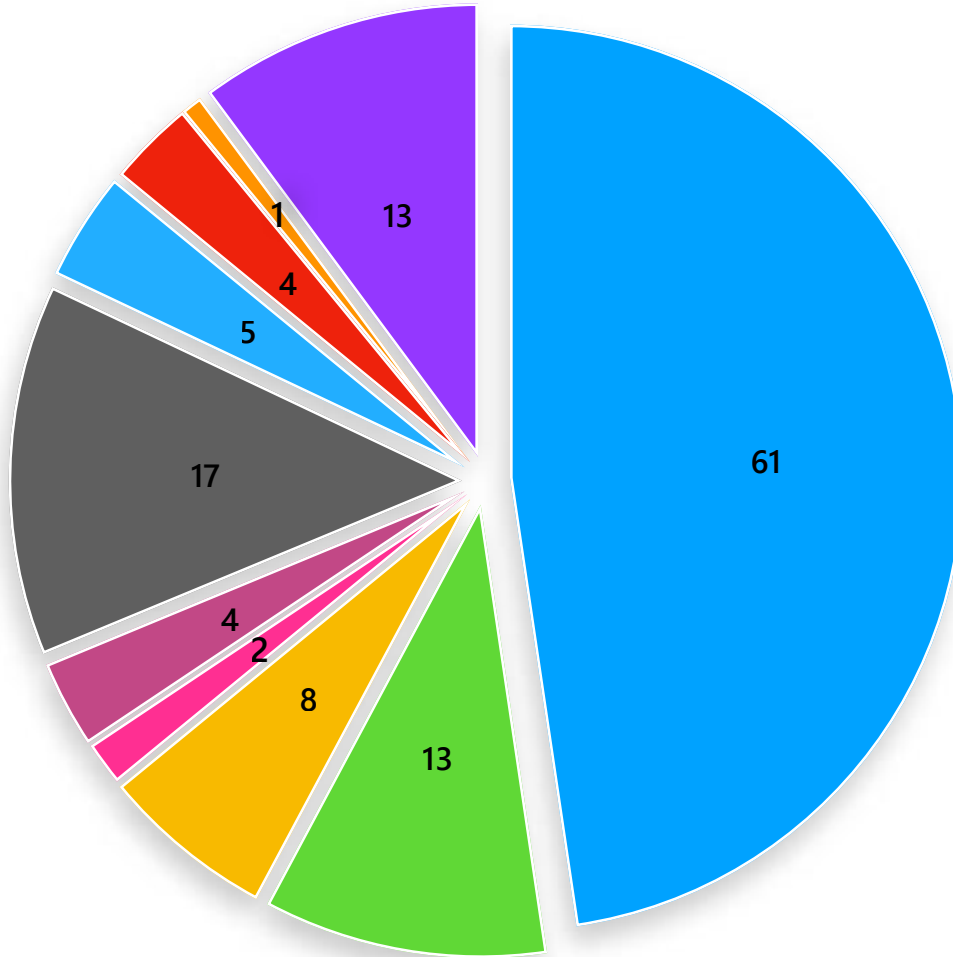
Cultural Background

Victoria Census data show that 5% of residents identify as Indigenous. In 2023, 10% of Individuals supported identify as Indigenous. The ILHS Cultural Plan (IDEA) speaks to our goals regarding reconciliation and continuing education for ILHS employees.



Medical Conditions

The variety of medical conditions and diagnoses of the Individuals is broad at ILHS with cerebral palsy and intellectual disabilities continuing to be the most common diagnoses. However, the current trend is that the number of Individuals supported requiring mental health supports is increasing. It was noted that ILHS funders are referring more Individuals that require mental health support. As such and in 2023, ILHS supports three more Individuals that require mental health supports.



- Intellectual Disability
- Brain Injury
- Dementia
- Mental Health Disability
- Cerebral Palsy
- Other
- Vision Impaired
- Autism
- Spina Bifida
- Down Syndrome

Delegation of Tasks

Supporting Individuals with high complex health care needs requires that all unregulated caregivers such as ILHS' Residential Care Workers (RCW) must have delegable task training completed by a Registered Nurse. These tasks include, but are not limited to, tube feeding, ileostomy bags, and "as required" medication. With all delegable tasks, accurate protocols are required for the RCWs to follow, and this responsibility lies with the Community Health Nurses. During COVID many protocols were not updated as the community nurses were overloaded and not permitted in the homes except for an emergency.

Therefore, a 2023 goal for ILHS was to ensure they were complete and updated.

Number of Delegable Tasks

	0 Tasks	1 Task	2 Tasks	3 Tasks	4 Tasks
Hawthorne			1	1	2
Feltham		1	2	1	1
B&B	2	3	2	2	
Falmouth	3	-	-	-	-
Obed	4	-	-	-	-
The Heathers	7	-	-	-	-
Westview	6	-	-	-	-
Home Share	24	1	-	-	-
Total	46	5	6	4	3

Program Analysis Results - Community Housing & Supported Living



Program Description

ILHS currently operates a variety of community homes in the Greater Victoria region, including shared homes and apartments.

All shared homes have wheelchair accessible features and provides each Individual with their own bedroom. Some furnishings are provided as needed, but Individuals are encouraged to decorate with their own personal effects. Residential Care Workers (RCW) are available on a 24-hour basis to assist the Individuals to live the life they want, and to participate in the management of the household, decision-making, and directing activities of daily living.

Both apartment buildings are in desirable and accessible locations near large mall amenities, the Galloping Goose and Lochside regional trails, and numerous public transit routes. ILHS supports six individuals on the main floor of the one building, and seven individuals and the third floor of the other building. Individuals live in their own uniquely designed, barrier-free one-bedroom apartments. There is a shared lounge and laundry space for use by ILHS tenants, as well as a larger Program Space with a full kitchen available for parties and meetings. Residential Care Workers are available 24/7 to provide care and support and can be contacted by tenants via cell phone as needed.

Living in ILHS homes or apartments is an affordable option for those who receive Persons with Disabilities Benefits (PWD) as they must be eligible for a BC Housing Rent Subsidy. To qualify for housing with the Independent Living Housing Society, once must require personal, intermediate, or extended care, and must have been assessed and approved by Island Health or be eligible to receive services from Community Living British Columbia (CLBC).

In 2023, ILHS supported thirty Individuals in five community homes and two floors of two apartment buildings (thirteen individual suites). These homes support 47% of the total Individuals supported by ILHS.

Effectiveness

ILHS works collaboratively with individuals supported, their families and/or support networks, legal representatives, and healthcare providers to develop an end-of-life care and service plan to ensure seamless quality care and support is provided through the last stages of life. Planning for future healthcare, including end-of-life care decisions, can be addressed well in advance of when a physician deems an individual palliative and requires end-of-life care.

ILHS has developed a process by which an ILHS Manger discusses the Individual's beliefs, values and wishes for health care with their close network in advance of a time when they may be incapable of deciding for themselves.

In 2023, ILHS added an "End of Life Planning" section to all ILHS Care Plans. This section lists any Advance Directives, Medical Orders for Scope of Treatment (MOST) forms in place, details of any pre-arranged funeral services, and any will or testament. A form was sourced to assist with the discussion. Although our goal was not met, a solid plan is in place to increase this target percentage in 2024.

Efficiency

In general, quality of life may be viewed as a multidimensional concept that encompasses an individual's emotional reactions to larger life events that offer a sense of satisfaction and fulfillment. Community participation is a critical component of daily living which is consistently linked to enhanced quality of life, and both mental and physical health.

ILHS has noticed that as Individuals age, they are not able to attend concerts, sporting events, overnight visits to special places or go on vacations, as they used to because of the added support they now require to do so. Events also have large financial implications for those on limited incomes. The goal of Individuals supported planning and attending, with the necessary one to one support, to participate in one "big" event each year is a dream come true for many of the people supported at ILHS.

ILHS includes vacation on its Bursary application form recognizing the importance of these events and how the financial implication can be daunting to those who have limited income.

Due to the COVID-19 global pandemic, the data for the year 2022 was not reliable, as "the world" was still not fully open to allow individuals, especially those with complex needs, to attend larger events.

In 2023, the excitement that was "injected" back into the Individuals' lives as they were able to enjoy these community events once again was clearly noticeable. The excitement was contagious for the Managers and employees. ILHS was able to offer several Individuals extra money through the Bursary program and employee levels were manageable enough to book for supports.

Service Access

Choice and control over living space is fundamental to the concept of home and to quality of life.

Inclusive housing means that individuals with diverse abilities have the right to choose where to live and with whom to live, and the right to create a personal home environment, where choices, possessions and privacy are respected. Having inclusive housing not only contributes to one's social quality of life, but it contributes to healthy, thriving, and



vibrant communities where individuals can share their talents and live their best life.

At ILHS when a space in a home becomes available, priority is given to any current ILHS Individual supported to move if desired. This approach has been life changing for some of our Individuals who have lived with our support for several years, whether they just want a change of scenery, choice in different roommates or location, or their supports needs change.

ILHS struggles with this process of service access as we do not hold the waitlist for our homes. We pride ourselves on making the transition of moving, that causes so much stress, a smooth and quick process. We give full priority and attention to families and Individuals to make the transition process to the new service as seamless as possible.

ILHS has advocated to fill the one bed that has remained open in our Falmouth House since August 2021, yet no potential Individuals have been proposed by Island Health.

In 2023 we had two Individuals move into Supported Living/ Community Housing at our Feltham House. The first Individual transitioned from our respite program to Feltham House with in sixty (60) days. The intake was faster and easier as most of the documentation already existed within ILHS. Unfortunately, it was not a good fit, the Individual ended up in hospital and never returned home. The second Individual transitioned from ILHS Home Share. Again, the intake was faster and easier as most of the documentation already existed within ILHS. The Individual could have moved in on the thirty (30) day mark, however the family were not ready for the move. This was an expedited process advocated by the Contracted Services Manager.

Service Experience

Three Individuals supported are not able to complete the annual survey as they are non-verbal and do not communicate in a way that can be clearly understood by others.

ILHS circulated surveys to Individuals supported in the fall of 2023. Individuals were asked "Overall, please tell us how happy you are with services from ILHS?" with answer choices of excellent, average or needs improvement. Seven questions were asked in total and results can be found in the 2023 ILHS Survey Report.

The response rate for the Individual supported survey in 2022 was 18% and 2023 increased to 78%.

Recommendations

Managers were more involved in the process this year and incorporated interviewing Individuals to ensure their voices were heard. This process will continue in 2024.

Exits

ILHS had one Individual move out of our Shared Living/ Community Housing Program in 2023. This Individual had moved from our respite program in the spring, after thirteen (13) years of successful services there. Unfortunately, because of increased needs and behaviours she was not a good fit, especially with the other three Individuals already living in the home. She entered the hospital in the summer and never returned to the home.

1. Effectiveness: Executive Director and Manager of Contracted Services (who have a long-standing relationship with most Individuals) will work together to have these difficult one on one conversations with Individuals to ensure their end of life wishes are documented.
2. Efficiency: The target of 75% will be increased to 80% in 2024 as we wish to focus on those Individuals who did not participate in 2023.

Program Analysis Results – Respite



Program Description

ILHS currently operates three respite bedrooms in Easter House B&B which is located in the Greater Victoria region.

The B&B is a unique location where two individuals live full-time, and adult guests with high level care needs visit on a rotating respite basis to enjoy vacation time in a home-away-from-home environment using three designated guest rooms. A fully accessible character home set back on a park-like property in the Swan Lake area, the Individuals supported at the B&B share a bright spacious kitchen and a warmly decorated common room that leads out onto a private backyard patio shaded by trees and a retractable awning. Residential Care Workers are available twenty-four hours a day to support the Individuals in all activities of daily living and personal care as well as planning and enjoying in-house and community activities of their choice.

The care workers at the Bed & Breakfast are thoroughly trained in all aspects of personal support for persons with diverse abilities, including but not limited to personal care, medication administration, mobility equipment operation, and safety practices. As needed, specific training can be done for a new guest prior to their first stay. This licensed facility is fully wheelchair accessible and can accommodate a wide variety of health needs including gastrostomy tube feeding, oxygen, colostomy or ileostomy care, and all needs relating to daily personal care. The Bed & Breakfast owns a large selection of mechanical lifts, eating and bathing aides, a wheel-in shower, and a specialized, accessible bathtub.

The Manager and the care workers continuously monitor any special needs or health concerns of the guests. External supports in the form of Nurses, Registered Dietitians, Physiotherapists, Occupational Therapists, and other Health Services for Community Living (HSCL) professionals supplement the care provided by ILHS if needed.

Guests staying at the B&B are referred by Community Living BC; they must be 19 years or older and receive funding through CLBC. Preference may be given to those who use a wheelchair or have significant mobility issues. Guests must also be compatible in a shared living space with other individuals who may be vulnerable.

In 2023 there are a total of seven (7) guests that attend the B&B respite program, with one added this year. This program supports 10% of ILHS Individuals supported.

Effectiveness

There is an increasing need for the involvement of other health professionals (physician, nurse, behaviour consultants, OT/PT, dieticians, etc.) and this places increased demands on staff to be knowledgeable about the prescribed treatments and interventions. There are obvious and ongoing training implications in terms of medication administration, dysphasia, lifts and transfers, back safety, universal precautions, seizures, dementia, and other conditions associated with supporting Individuals with complex needs.

Wellness and a holistic approach are an important piece of the guests stay at the B&B. Families and caregivers feel more at ease when their loved one is supported in all aspects of daily living but their health always comes first. Therefore, it is imperative the employees of the B&B have the most current and updated Health HSCL plans and ILHS Care Plans. All information required to support the Individual fully on their visit must be available as Individuals come and go on the weekly basis.

In 2023 the B&B finally re-opened its doors to the Individuals and there commenced the difficult job of ensuring all professionals involved were able to review the needs and procedures required for employees to provide the best care. Seizure protocols were reviewed by doctors along with current medications, nutrition, feeding, and dysphagia plans reviewed by HSCL dieticians, plans for bowel care, PRNs and other procedures reviewed by HSCL nurses as well as visits by OT/PT around declining movement. HSCL was also experiencing staffing shortages and the demand for their time was extremely high, therefore, only three out of six plans were fully updated.

Efficiency

Many Individuals with diverse abilities struggle with common, everyday tasks and there is assistive equipment that can help people with disabilities perform routine tasks.

Cognitive aids are devices that help people who struggle with memory, attention, or other challenges that affect their thinking skills.

Computer software and hardware have done so much for those with diverse abilities. There are numerous technological devices and programs readily available to help with those with physical, intellectual, speech, hearing, and vision impairments. These include voice recognition programs, screen readers, and screen enlargement applications to help people with mobility and sensory impairments use computers and mobile devices.

Practical tools which can help people with diverse abilities complete everyday tasks include devices which help with reading and learning, such as automatic page turners, book holders, and adapted pencil grips; adaptive switches and utensils to allow those with limited motor skills to eat, play games, and participate in other activities.

Mobility aids like electric wheelchairs and lift vans, and rollators make it easier for individuals to get around and be active. Walkers, canes, crutches, braces, prosthetic devices, and orthotic devices allow some people to be able to walk while some use manual or power wheelchairs or electric scooters. Ramps, grab bars, automatic doors, and wider doorways that accommodate wheelchairs can be used to modify a building to make it more accessible.

The B&B has access to a great variety of the specialized equipment required to fully support the individuals with complex needs.

In 2023, a new hospital bed was funded and replaced an old bed that required some constant repairs, along with pieces of electronic equipment to ensure overhead lifts worked reliably. The new Individual that joined our respite program this year is using a device on a trial basis called the Care Changer. It alerts employees when their depends/briefs are wet and the inventor of this device trained the B&B employees on how to use it.

Unfortunately, it was not in the budget to purchase a new accessible bathtub as the old one has not functioned properly now in over a year.

Program Analysis Results – Shared Living & Host Society



Program Description

Our Home Share Program focuses on the Individual receiving support and the Home Share Provider living as equal participants in the home, sharing a close relationship that supports inclusion, growth, and choice for all.

Home Share also focuses on optimizing independence and self-determination, while ensuring safety. We work with both individuals and Home Share Providers to find the best possible match and provide the support to make it work.

The people who live in home share situations come from a variety of ethnic and cultural backgrounds.

We work to honour the different values and backgrounds of individuals and families when matching Individuals with providers.

The Individuals who are supported in home share have diverse abilities such as intellectual disabilities, autism, cerebral palsy, or epilepsy. Some may be very independent and go into the community on their own while others need more intensive support.

In 2023, Home Share and Host Agency program supported twenty-seven (27) Individuals in total. One new Individual joined the program in July who has a goal to move out to a more independent living arrangement in the next year. ILHS will assist them to find an apartment environment that suits their desires and support needs.

Effectiveness

ILHS attempts to arrange Home Share's that have a stable and supportive environment, fostering emotional, financial, and practical assistance. These foundations lay the groundwork for greater independence and autonomy, empowering adults with diverse abilities to thrive in their daily lives.

During a transition, it is common for anyone to experience fear, anxiety, excitement, and self-doubt caused by the unknown. The Individuals we support find transitions challenging, therefore ILHS strives to assist Individuals in finding a stable long term arrangement where they will experience stability.

In 2023, two Individuals transitioned into a staffed Supportive Living environment, and one of those Individuals filled a vacancy at one of our ILHS community homes. One Individual was experiencing an increase in complex health needs as they were aging and the other Individual's complex health needs were expected to increase, requiring constant nursing oversight. These transitions were positive and required for the

Individuals' health; however, it was still difficult on their emotional well being as they both moved from family homes.

Efficiency

Recruitment of qualified providers continues to be a challenge. The recruitment process is complex and time consuming. The recruitment and screening process involves several tasks including document gathering, interviews, home visits, etc. The Contracted Services Manager has streamlined and prioritized specific documentation, which in turn provides the opportunity for those applicants to be ready to be matched when the time arises.

The Individuals requiring a Home Share program in the past few years are now more complex and may be street entrenched with drug addicted behaviour, and our funder focuses and prioritizes those on their "crisis" list. This leaves young families, who are not comfortable with supporting this type of person in their family home, to turn elsewhere in the community for community involvement. Hosting international students is very popular in the Greater Victoria area and can be more appealing to those looking to invest in their community.

ILHS Satisfaction

2023 Satisfaction Survey Goals Summary & Execution

The leadership at ILHS recognizes the importance of Individuals supported and stakeholder satisfaction in measuring the overall performance of the Society. ILHS is committed to providing quality service founded on positive and respectful interactions and relationships with all stakeholders, which includes learning from stakeholder input and changing or augmenting services in ways that improve quality and responsiveness to expressed needs.

1. Increase the overall response rate in 2023 to:

- a. **90% of Employees and Contractors:** Total response rate for ILHS employees was 65%, which is a 13% increase compared to 2022. Satisfaction Surveys were provided to all ILHS employees during the annual training in the Fall. 78% of Home Share providers responded to the survey, conducted in an interview format by a manager.
- b. **90% of Individuals Supported:** The overall response rate for Individuals supported was 75% which was an increase of 57% compared to 2022.
- c. **50% of Families Will Join One (1) Family Connections Online Discussion:** Two families attended the initial Family Connection discussion in the Spring of 2023, the discussion was cancelled in the Fall due to lack of interest.
- d. **Executive Director Follow-Up:** Six (6) people (three (3) Individuals supported and three (3) family members) indicated they wanted a follow-up conversation with the Executive Director. Follow-up conversations were held with each person and questions were answered and concerns were addressed.

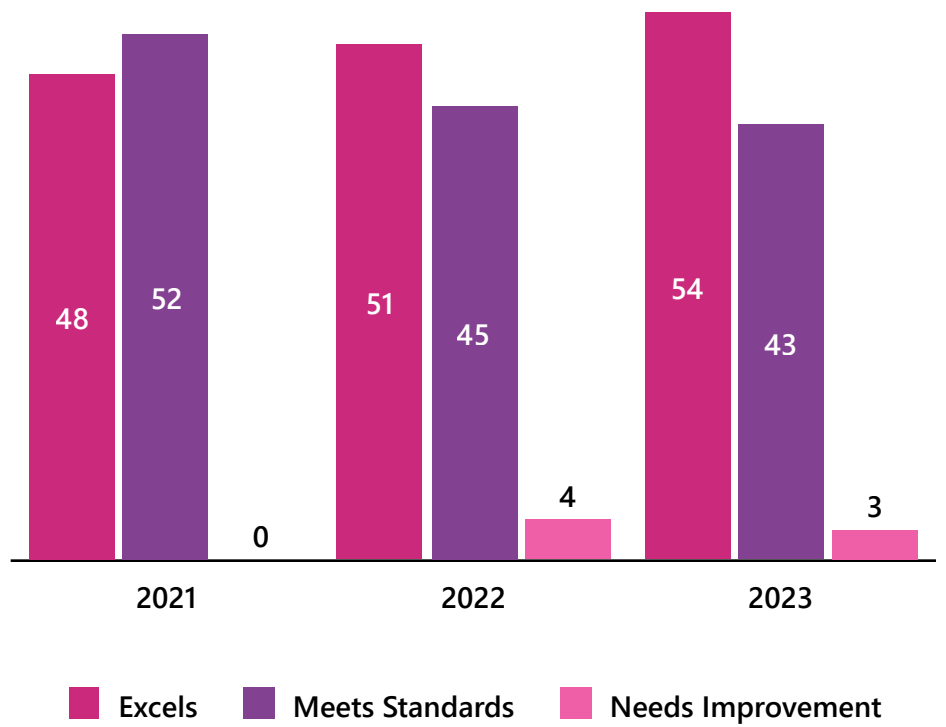
2. To increase anecdotal responses to ensure robust survey responses that allow for an increased in-depth analysis.

Minimal anecdotal responses were received but the responses that were received commended the leadership team and the positive culture at ILHS.

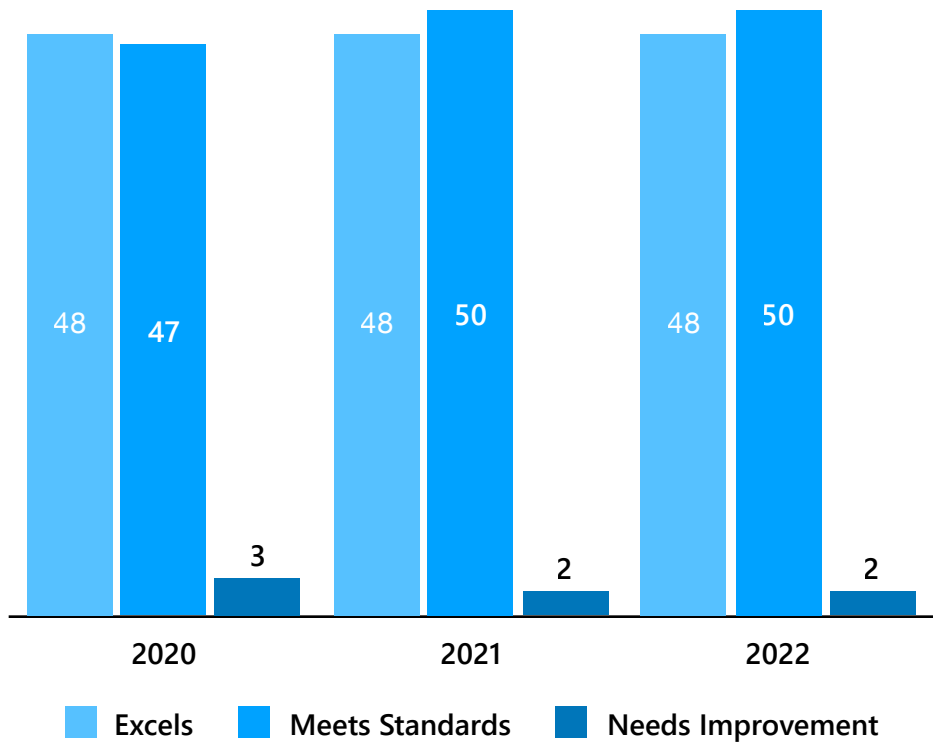
Please see further results of the 2023 Satisfaction Survey on the following pages.

Employee & Contractor

Employee - Overall Satisfaction %

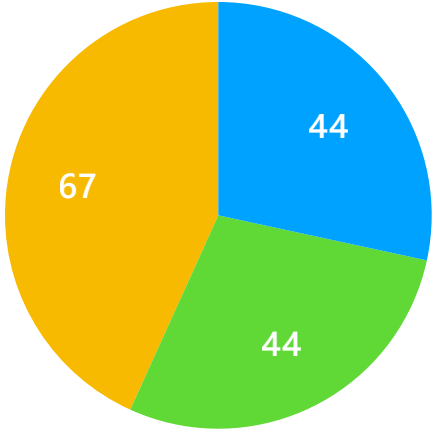


Employee - Staffing %



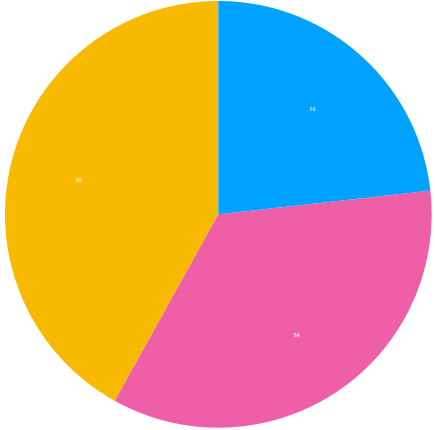
Response Rate

Overall %



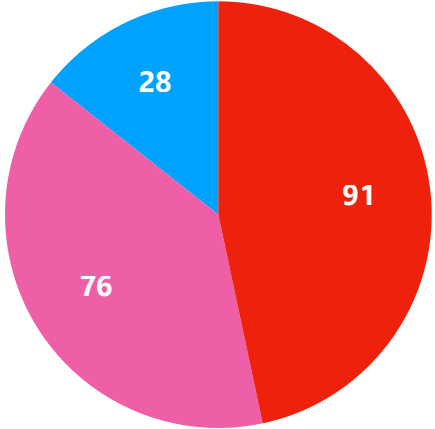
● 2021 ● 2022 ● 2023

Employee & Contractor %



● 2021 ● 2022 ● 2023

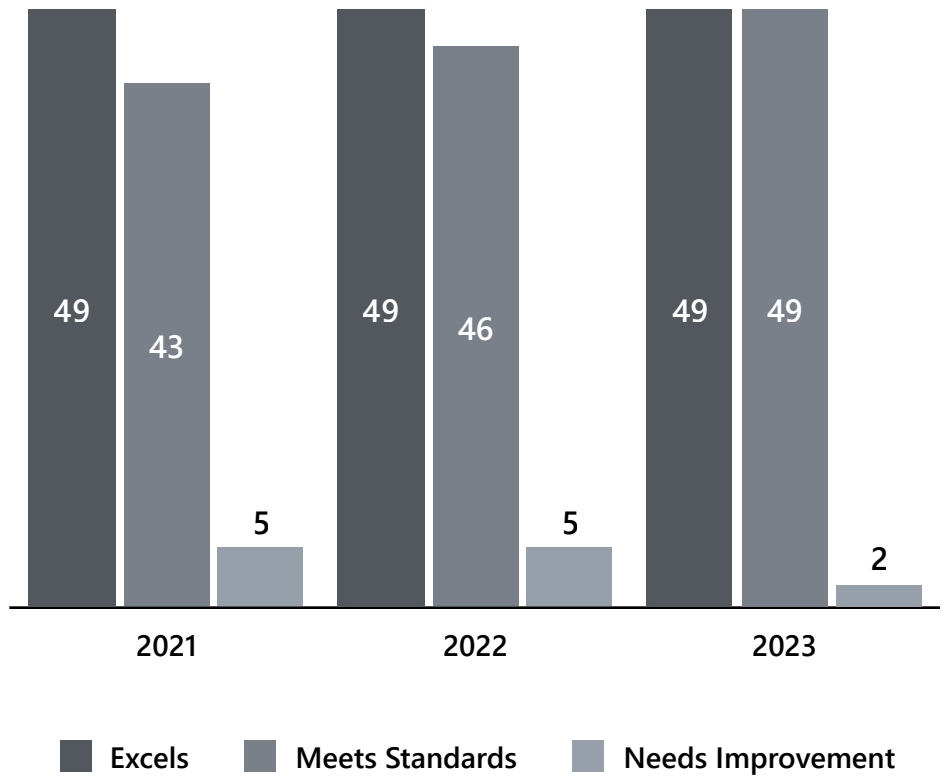
Individuals Supported %



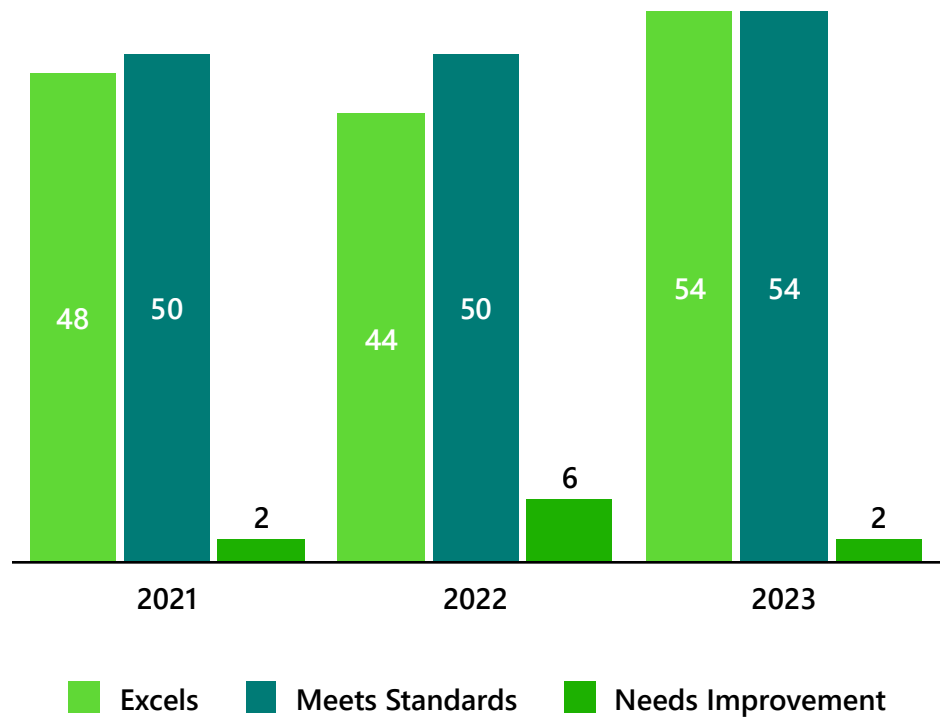
● 2021 ● 2022 ● 2023

**Employee & Contractor
Cont.**

Employee - Service Delivery %

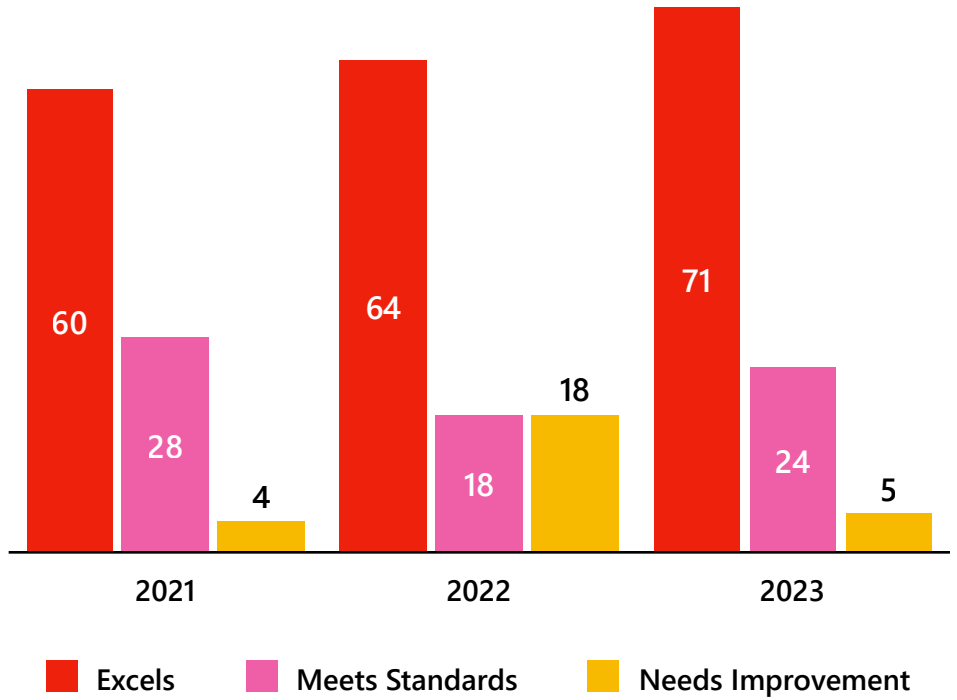


Employee - Communication %

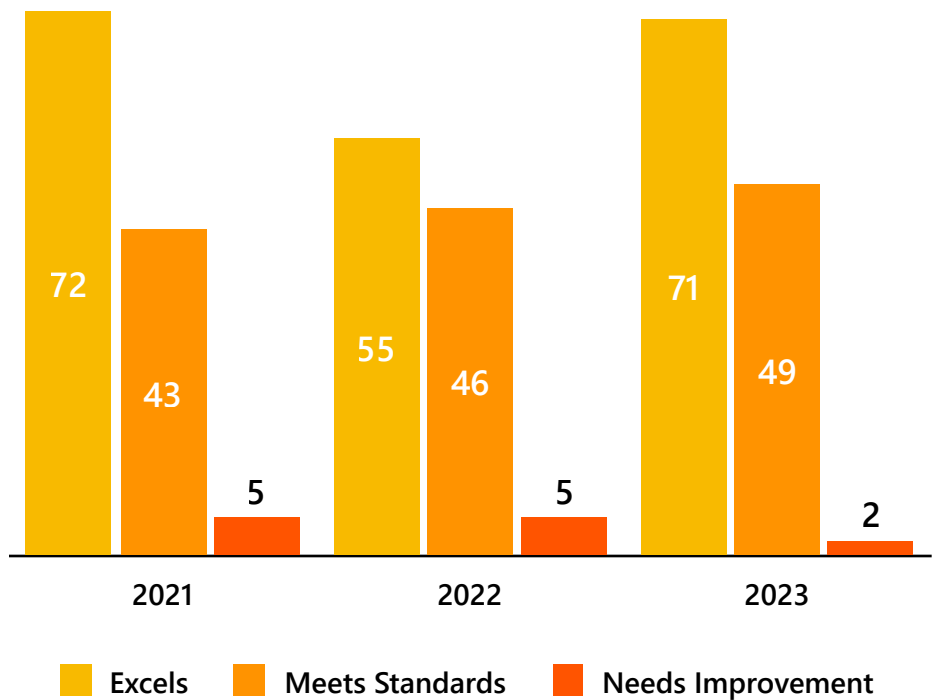


Individuals Supported

Individuals Supported - Staffing %

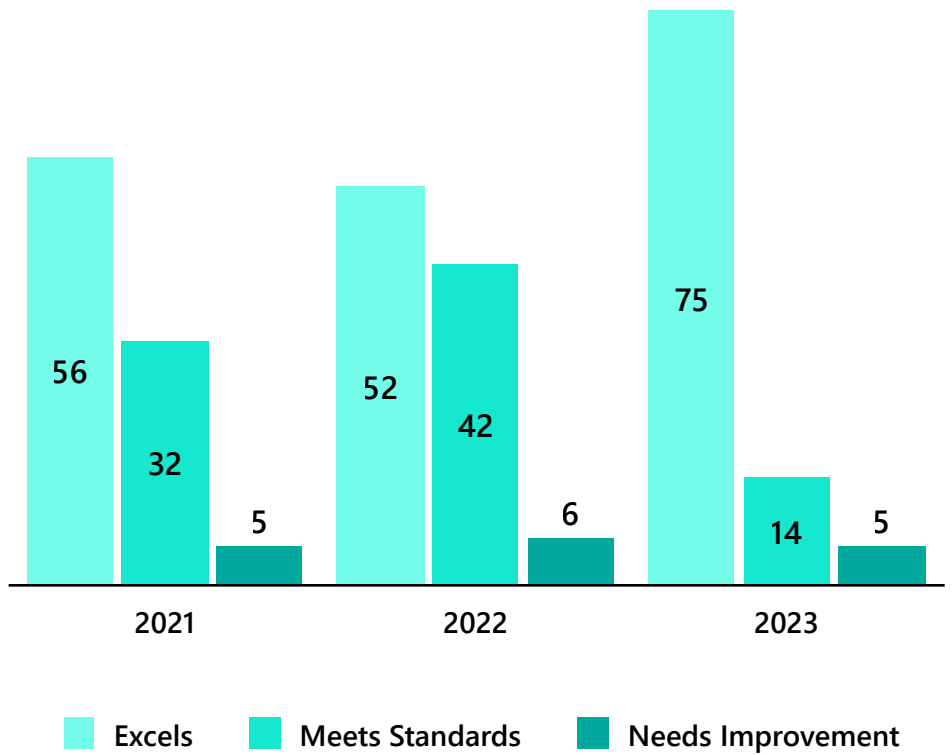


Individuals Supported - Overall Satisfaction %

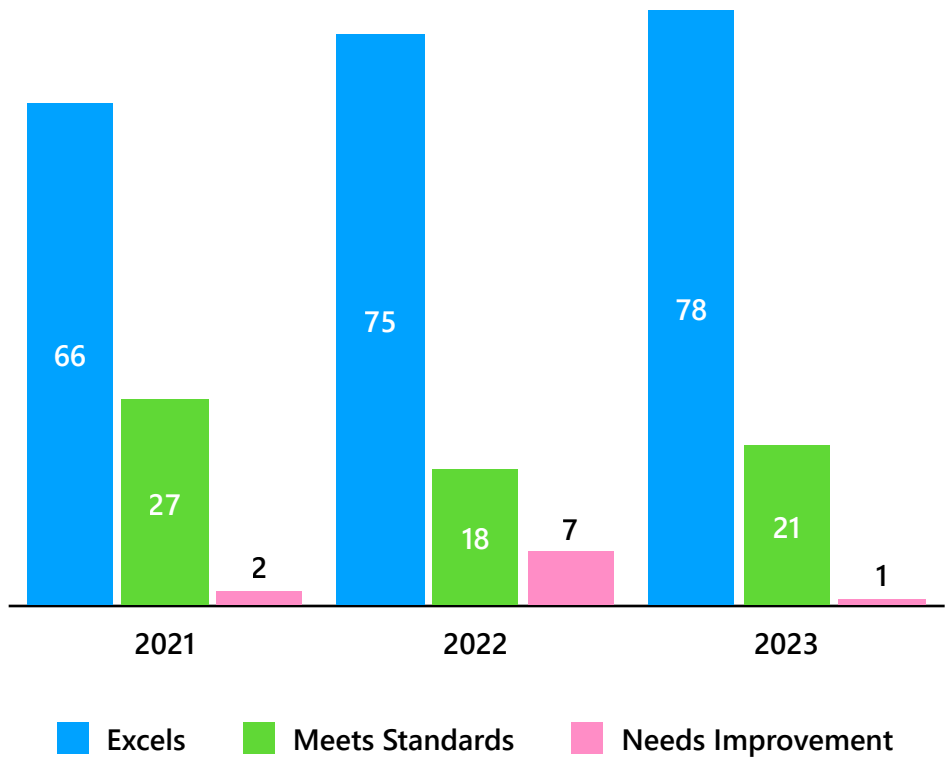


Individuals Supported Cont.

Individuals Supported -
Communication %



Individuals Supported -
Service Delivery %





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