



CARE

PEOPLE EMPOWERING
PEOPLE

CARE HUMAN SERVICES

OUTCOMES REPORT

2024 / 2025

Culture & Structure. Customers.

Financial. Mastery. Partnerships.



INTRODUCTION

This report provides a comprehensive overview of our organization, highlights recent developments, and evaluates our performance across the five foundational pillars of our organization: **Culture & Structure, Customers, Financial, Mastery, and Partnerships.**

TABLE OF CONTENTS



| | |
|--|----|
| INTRODUCTION | 2 |
| COMPANY PROFILE HISTORY | 4 |
| A WORD FROM OUR ED | 5 |
| CULTURE & STRUCTURE BOARD OF DIRECTOR LEADERSHIP | 6 |
| CUSTOMERS PROGRAMS RESIDENCES SUPPORTED INDIVIDUALS | 8 |
| FINANCIAL FUNDING CONTRIBUTIONS STAFFING | 18 |
| MASTERY CERTIFICATES ACCREDITATION TRAINING | 21 |
| PARTNERSHIPS | 26 |
| THANK YOU CONTACT INFORMATION | 27 |

COMPANY PROFILE

Care is a proactive, not-for-profit organization that has been recognized for its dedication to excellence in delivering inclusive and diverse services within the Disability Sector since 1969. We proudly support individuals throughout Northern Alberta, with offices and residences located in Grande Prairie, the County of Grande Prairie, Grimshaw, and Peace River.

With a team of over 180 full-time and part-time employees, Care holds service contracts with Persons with Developmental Disabilities (PDD), Family Support for Children with Disabilities (FSCD), and Alberta Health Services (AHS).

MISSION & VALUES



INDEPENDENCE. WELL-BEING. INCLUSION



WE VALUE:

- learning opportunities that promote new experiences and skills.
- accepting people for who they are and who they want to become.
- empathy as listening and understanding another person's point of view.
- respect as treating others as we would like to be treated.
- integrity by remaining true to our ethics.

HISTORY

HOW WE GOT HERE

Care Human Services was founded in 1969 by a dedicated group of parents and community members in the Peace River region who recognized a critical gap in the education system—children with developmental disabilities were being excluded from regular schools. United by a shared commitment to their children's right to education, they established an organization to advocate for inclusive educational opportunities and support for children with developmental disabilities.

Over the decades, supports offered expanded to northwest Alberta and into Grande Prairie.



A WORD FROM OUR ED

NIVIN MARKOSE

As we reflect on the past year at Care Human Services, I am proud of the progress we have made toward building a more responsive, collaborative, and person-centered organization. A key highlight of this year has been our evolving partnership with Calgary SCOPE Society as we continue to work with them. This collaboration has strengthened our shared commitment to enhancing service quality and expanding support across the province.

Another significant milestone is the advancement of our Secure Treatment unit construction project. These purpose-built units are designed to support individuals with

complex needs who require a higher level of care and stability. Once completed, these units will not only enhance safety for the individuals we serve and our staff, but will also help mitigate risk factors and reduce liability across our service delivery. This investment reflects our proactive approach in addressing service gaps and ensuring we are equipped to meet the unique and often urgent needs of the people we support.

I am deeply grateful to our staff, partners, and the individuals and families who continue to place their trust in Care. Together, we are building stronger communities and a more inclusive future.

CULTURE & STRUCTURE

BOARD OF DIRECTORS



DAN MCNEIL

BOARD PRESIDENT



**SHANNON
WEBSDALE**

BOARD MEMBER



AMANDA WILCOX

BOARD MEMBER

The Care Human Services Board of Directors serves as the legal governing body of the organization. Each Director acts as a trustee, entrusted with the responsibility of ensuring effective governance.

As a policy board, the Directors establish the overall direction and policies of the agency. They oversee operations by working through the Executive Director (ED) to ensure the organization stays aligned with its mission and strategic priorities. This oversight includes active participation in the strategic planning process and monitoring progress toward established goals.

Additional key responsibilities of the Board include approving the annual budget, hiring the Executive Director, and conducting the ED's annual performance evaluation.

LEADERSHIP TEAM

The Leadership Team advocates for the Individuals we support in discussions with funders, drives progress toward organizational goals, contributes to the development of strategic plans, and motivates staff to deliver the highest possible standard of service.



NIVIN MARKOSE

EXECUTIVE DIRECTOR



CYNTHIA MARTIN

*OPERATIONS AND
PROGRAMMING MANAGER*



LIZ MERLO

FINANCE MANAGER



JEN DRUMMOND

*SPECIALIZED BEHAVIOUR
PROGRAMMING MANAGER*



CONNIE FOSTER

*FACILITY SUPPORT TEAM
LEAD*



GLORY PRZEKOP

*COMMUNICATIONS AND
QUALITY IMPROVEMENT
SUPERVISOR*

CUSTOMERS

PROGRAMS, RESIDENCES AND SUPPORTED INDIVIDUALS

RESIDENTIAL SUPPORTS PROGRAM

The Residential Supports Program serves Individuals in our community who require 24-hour direct support. Fully trained residential support staff work with Individuals and their families to meet specific needs and achieve personal goals.



BEHAVIOURAL SUPPORTS PROGRAM

The Behavioural Support Program uses the Positive Practices approach to develop a Behaviour Support Plan (BSP) for the Individual to achieve positive outcomes. This program is available to Individuals in the Residential Support Programs.



CONTINUING CARE HOME TYPE B

The Continuing Care Home Type B Program, run out of our Stone Brook facility, provides a higher level of personal care supports and health care services on site for scheduled and unscheduled care needs - allowing residents to enjoy both privacy and independence in a home setting. Connecting Care took over CCH Type B operations management.



RESIDENCES

Care owns facilities in the City and County of Grande Prairie, Grimshaw and Peace River. All Care Facilities meet the licensing requirements set forth by FSCD, PDD, AHS and local municipality.

Residences that are home to Supported Individuals diagnosed with high behavioural and complex needs are designed with sturdier material to withstand force that in turn decreases repair costs and increases the buildings lifespan.

Our CCH facility, Stone Brook, is designed to meet complex medical needs. To accommodate medical devices, it was built with accessible features like extra wide hallways, spa baths and large bedrooms with accessible bathrooms.



Multiple living spaces provide ample room for residents so they are not forced into social situations. The residences are also equipped with multiple washrooms to further reduce the chance of conflict.



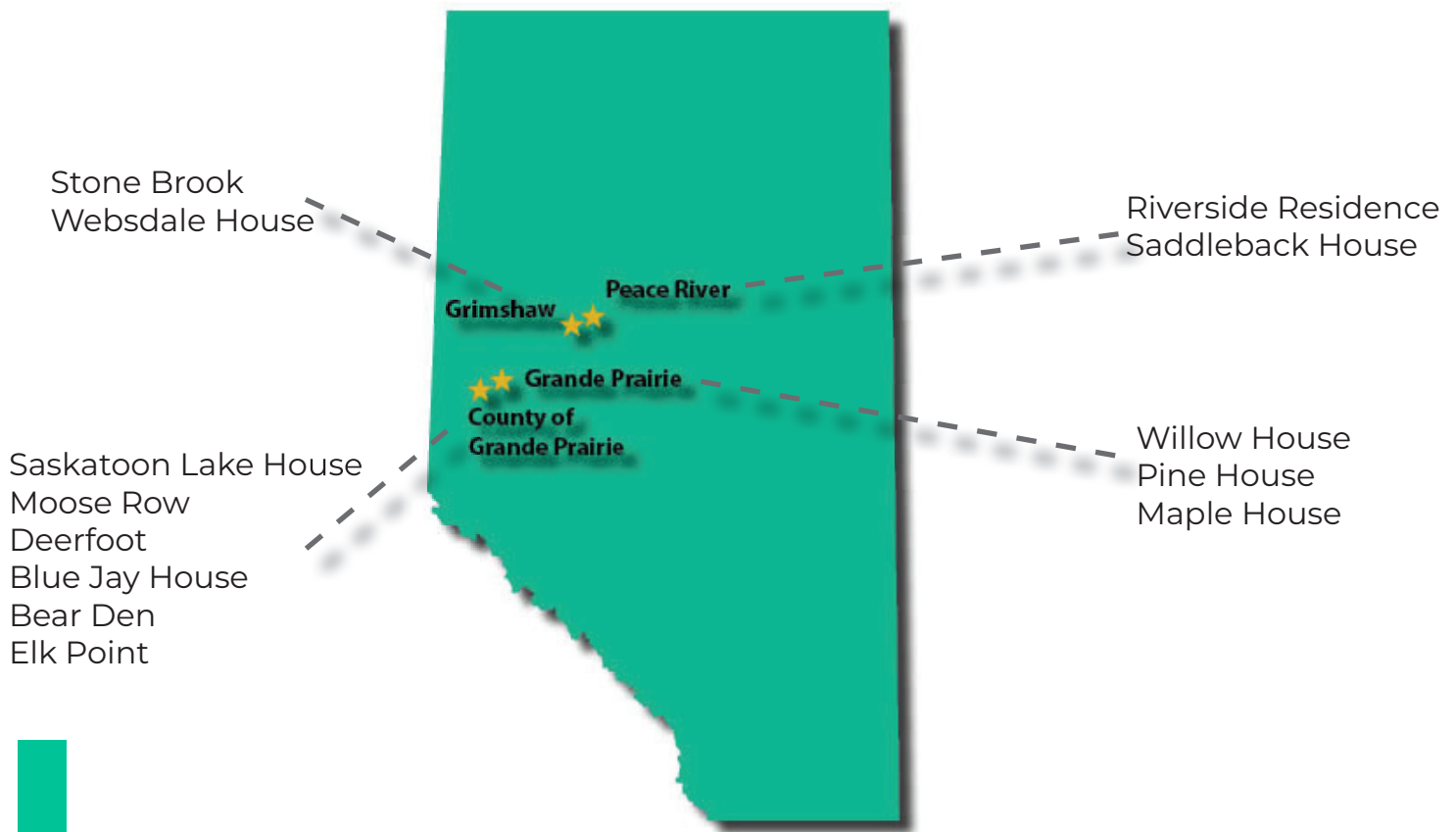
The residences at Saskatoon Lake offer a private rural environment. Located on 57 acres of land, residents can enjoy taking opportunities to participate in outdoor activities, and exploring the area in safety and comfort.



A few of our facilities are home to resident pets. These cats provide comfort and companionship to Individuals.



Care ensures that each resident is appropriately staffed. Casual workers and floats ensure that any shift gaps can be addressed promptly.



SECURE TREATMENT

Significant progress was made on the design and construction of our Secure Treatment Unit, located on the Saskatoon Lake property. This involved the extensive renovation of an existing residence to meet the specialized requirements necessary to support Individuals with high-risk, complex needs.

Secure Treatment models are purpose-built to manage risk—to the Individual, peers, staff, and the broader community. Risk management in this context goes beyond staffing and supervision; it requires a combination of intensive therapeutic programming and reinforced physical infrastructure.

The Individuals supported in this setting are designated as Complex Needs, often requiring highly specialized treatment to address severe psychiatric and behavioural challenges.

To ensure safety and provide appropriate care, these Individuals require 2:1 staffing or higher, alongside restrictive behavioural protocols. The facility has been thoughtfully constructed to support these needs and includes:

- Reinforced walls designed to withstand high-impact damage
- Secured windows and doors for safety a
- A calm/seclusion room to support regulation during crisis
- Video surveillance to enhance monitoring and safety
- Advanced electrical safeguards, including magnetic locks requiring a secure FOB system

This development reflects Care's commitment to providing safe, therapeutic, and person-centered environments for some of the most vulnerable Individuals in our province.

SUPPORTED INDIVIDUALS

INDIVIDUALS
SUPPORTED IN THERESIDENTIAL SUPPORTS
PROGRAM*Behavioural Supports
Program*

31

33

2

*Respite Supports*INDIVIDUALS
SUPPORTED IN THECONTINUING CARE HOME
TYPE B PROGRAM

43

41 - APRIL 1ST 2024

43 - MARCH 31ST 2025

“

I see and value the huge investment Care is making in its facilities, I believe that the concern for one another as staff and investment in supporting/encouraging each staff, from management down to supervisors and front-line workers, is of even greater value.

- (ANONYMOUS) EMPLOYEE SURVEY RESPONSE

”

SUPPORTED INDIVIDUALS

Every Individual in our Residential Program has a personalized Person-Centered Plan, which is regularly reviewed, updated, and stored in their ShareVision profile. These plans are designed to identify each Individual's strengths, interests, and needs, and to establish meaningful goals that support their personal growth and quality of life.

Each plan outlines the responsibilities of the people and services involved in helping the Individual achieve their goals. It includes clearly defined objectives, strategies for reaching each goal, the person responsible for implementation, timelines for completion, and the intended outcomes.

All goals are aligned with key Quality of Life Domains, which are directly connected to our organizational mission. In some cases, a single goal may relate to more than one domain, reflecting the interconnected nature of personal well-being.

GOAL-SETTING

INDEPENDENCE

Personal
Self-determination

WELL-BEING

Physical
Emotional
Material

INCLUSION

Rights
Social Inclusion
Interpersonal Relations

INDEPENDENCE

86%

Self-Determination Goals

These are goals that an Individual has to leverage their own effort and self-motivation skills to accomplish.

Set: 7 Met: 6

Reason not Met: Individual not committed to goal

100%

Rights Goals

These are goals that pertain to the Individuals' right to privacy, how Individuals are treated by people, how much individuals are listened to.

Set: 1 Met: 1

Reason not Met: N/A

WELL-BEING

100%

Physical Well Being Goals

These are goals that pertain to the physical health and well-being of the Individual. I.e. going for longer walks, riding a bike.

Set: 5 **Met:** 5

Reason not Met: N/A

86%

Emotional Well Being Goals

These are goals that pertain to the emotional health of the individual. I.e. seeking counseling, or pursuing a hobby.

Set: 7 **Met:** 6

Reason not Met: Guardian/family not committed to goal

50%

Material Well Being Goals

These are goals that pertain to the personal possessions that are important to the Individual, i.e. being able to purchase items they want.

Set: 6 **Met:** 3

Reason not Met: Individual not committed to goal

INCLUSION

100%

Social Inclusion Goals

These are goals that pertain to the Individual pursuing activities that increase their exposure and access to their community. I.e. attending community events, or participating in community activities.

Set: 7 **Met:** 6

Reason not Met: N/A

N/A

Interpersonal Relations

These are goals that pertain to the Individual pursuing relationships outside those they have through paid service providers. I.e. strengthening family ties, meeting new friends through activities.

Set: 0 **Met:**

Reason not Met: N/A

BEHAVIOURAL SUPPORTS

Care Human Services is contracted by the Government of Alberta to provide Specialized Behavioural Support Services for PDD-funded Individuals in our Residential Program.

These supports include personalized interventions that promote positive behaviour, enhance social skills, and create supportive environments. They are designed to either stabilize challenging situations or train support staff to provide effective, respectful behavioural support—always centered around the Individual's unique needs.

BEHAVIOUR REVIEW COMMITTEE

Our Behaviour Review Committee (BRC) helps ensure accountability by reviewing services and approaches to confirm they are both positive and effective. The goal is to support behavioural change using the least restrictive and most ethical methods possible.

All of our behavioural services are rooted in positive programming. This means we focus on understanding the individual, building on their strengths, and promoting growth—while always treating them with dignity, compassion, and respect. We follow the least restrictive practice, which ensures that any interventions used are only those that are absolutely necessary and are implemented in the safest and most supportive way.

This approach reflects both our values and our commitment to high-quality care for everyone we serve.

COMMITTEE MEMBERS

- Residence Supervisors
- Health & Safety Coordinator
- Operational & Individual Supports Team Leads
- Operations & Program Manager
- Specialized Behavioural Programming Manager

The BRC members review and contribute to:

- Behaviour support plans and restrictive protocols.
- Functional assessments
- Records of restrictive intervention
- Risk assessments for individuals identified as having complex needs
- Incident reports for unanticipated behaviours of concern

SPECIALIZED BEHAVIOURAL SUPPORT

Over the past year, a total of **31** Individuals received Specialized Behavioural Support services. A significant portion of service time—36%—was dedicated to three Individuals, reflecting the complexity and intensity of their support needs. Specifically, 13%, 12%, and 11% of total time was focused on each of these three Individuals, respectively.

In terms of service activities:

27% of the total time was allocated to the development and implementation of Behaviour Support Plans (BSPs), Functional Behaviour Assessments (FBAs), and Behavioural Protocols.

25% of time was spent conducting comprehensive file reviews, which are critical for understanding Individual histories, identifying patterns, and informing person-centered planning.

12% of time was distributed across various essential functions, including clinical assessments, data collection and analysis, behavioural research, debriefing with staff teams, indirect supports (such as communication and coordination), and travel time required to meet Individuals across multiple locations.

This breakdown highlights both the individualized nature of behavioural support work and the broad scope of activities necessary to ensure ethical, effective, and responsive care.

“

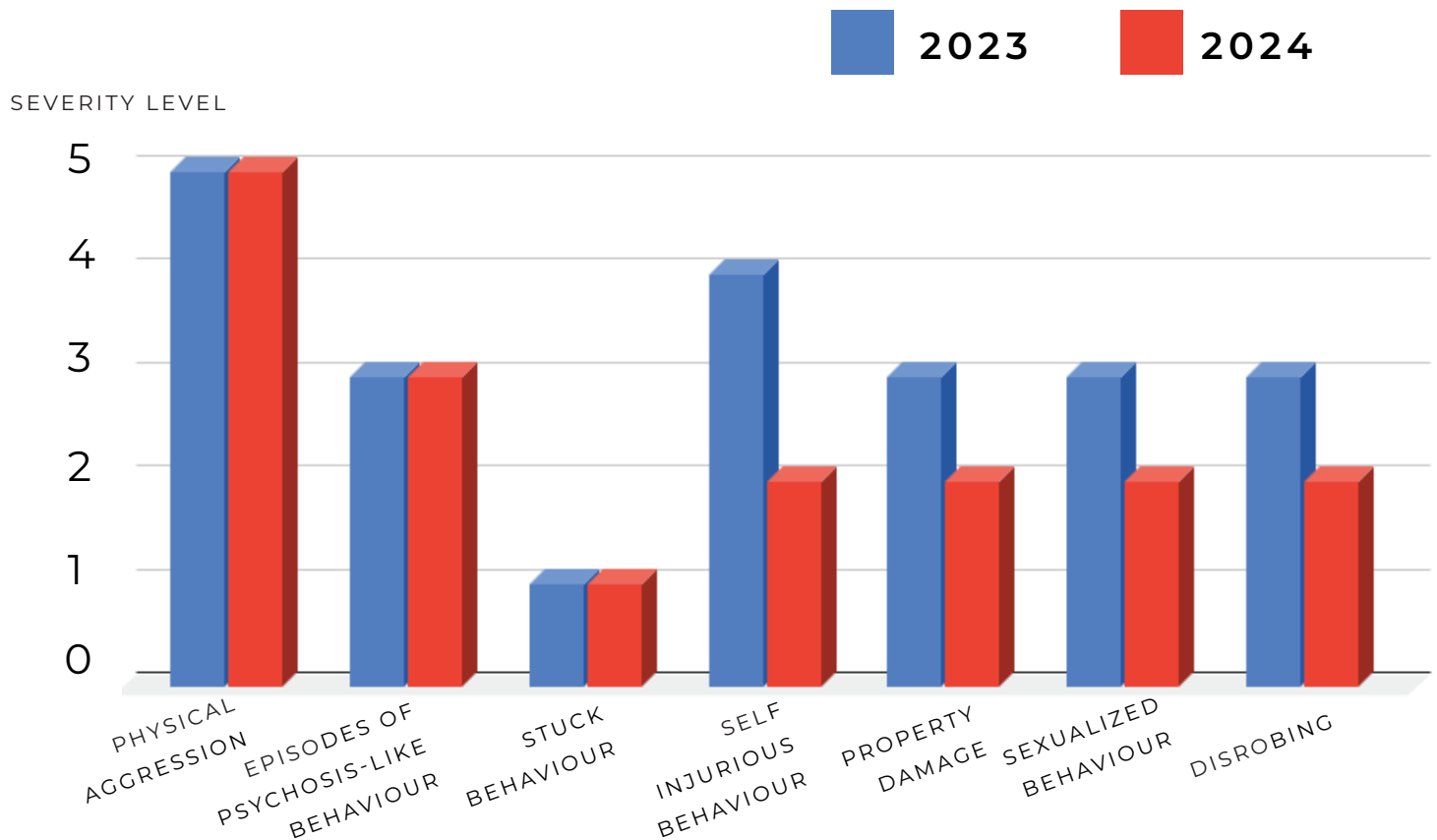
I'm most proud of the positive impact my work has on the lives of the individuals we support and the collaboration within our team. Knowing that my efforts contribute to enhancing the quality of care and support for people with complex needs is incredibly fulfilling. Being part of an organization dedicated to making a difference in our community inspires me to give my best each day.

- (ANONYMOUS) EMPLOYEE SURVEY RESPONSE

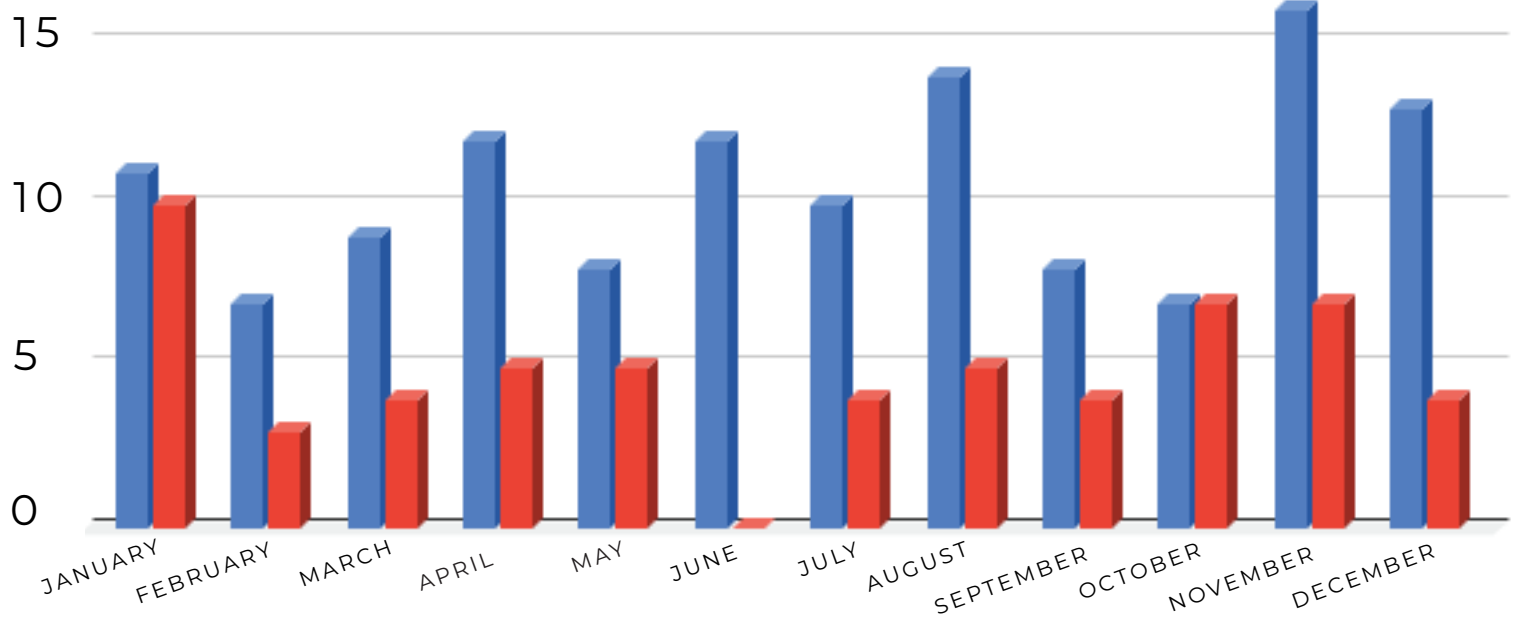
”

TARGETED BEHAVIOUR DATA

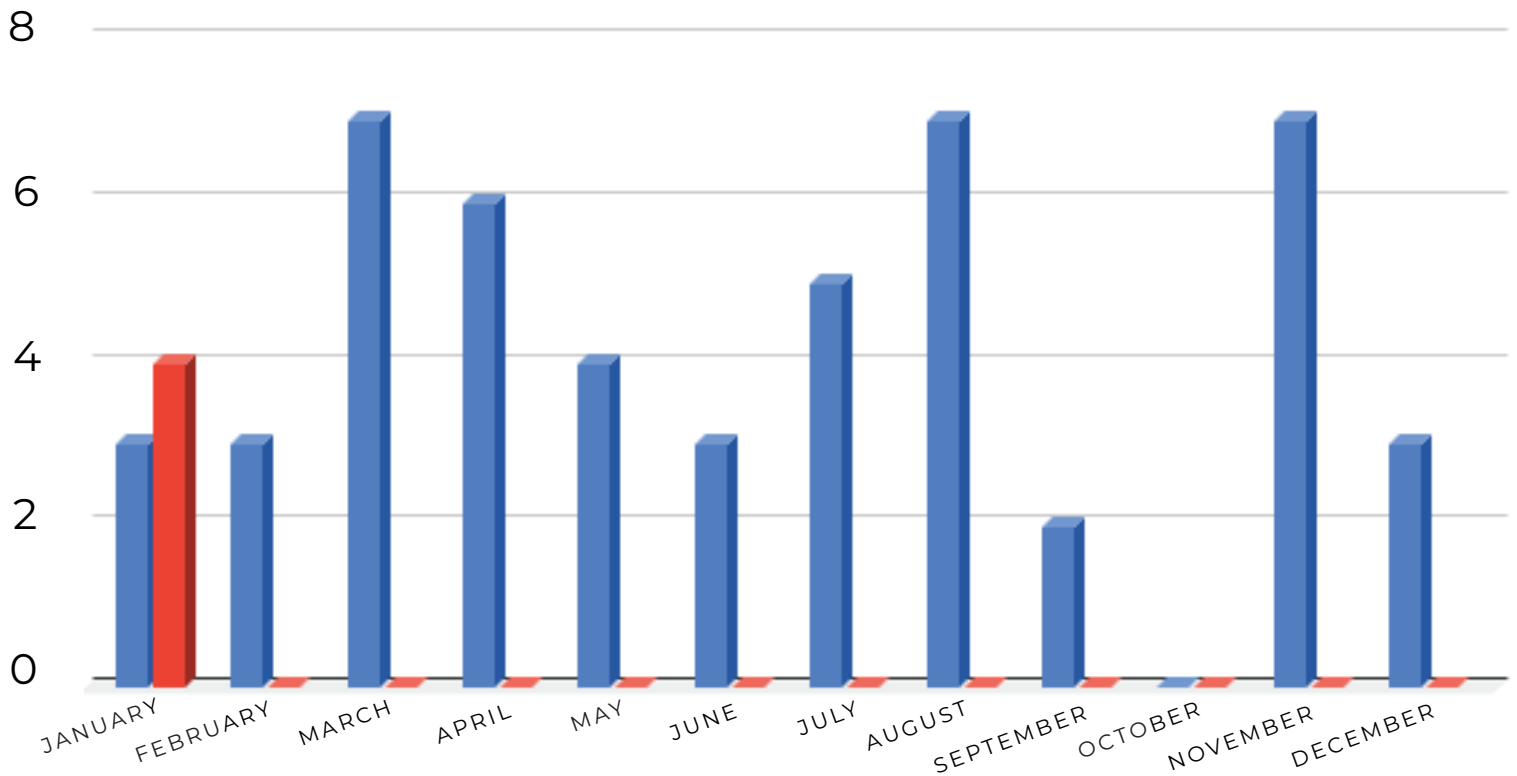
Individual 1 - Behaviour Tracking



Individual 2 - Wound Scratching Incidents



Individual 2 - Physical Redirection (from scratching wound)



FINANCIAL

FUNDING AND CONTRIBUTIONS

The organization's bank account is monitored regularly to ensure a positive cash flow is maintained and to detect any signs of potential fraud. If the chequing account balance falls below a predetermined threshold, funds are promptly transferred from the savings account to maintain stability.

In the unlikely event that operational cash flow approaches the \$500,000 minimum needed for expenses, we would consider financing one or more of our fully paid properties. However, this is not currently a concern.

To mitigate the risk of fraud, all accounting policies are strictly followed, and financial duties are appropriately segregated. Oversight is built into every process, with a second individual reviewing all transactions. For example, all cheques require two authorized signatures, and bank reconciliations are prepared by the Finance Coordinator and reviewed by the Finance Manager. Additionally, Care undergoes an annual external audit conducted by a certified accounting firm.

Funds Received from

Human Services - Government of Alberta

| | |
|---|----------------|
| Persons with Developmental Disabilities (PDD) | \$9,265,613.04 |
| Family Support for Children with Disabilities | \$70,472.49 |
| Behavioural Supports Program | \$198,151.95 |

Alberta Health Services

| | |
|-------------|----------------|
| Stone Brook | \$3,101,486.88 |
|-------------|----------------|

| | |
|-------|-----|
| Other | \$0 |
|-------|-----|

| | |
|--------------|------------------------|
| Total | \$12,635,724.40 |
|--------------|------------------------|

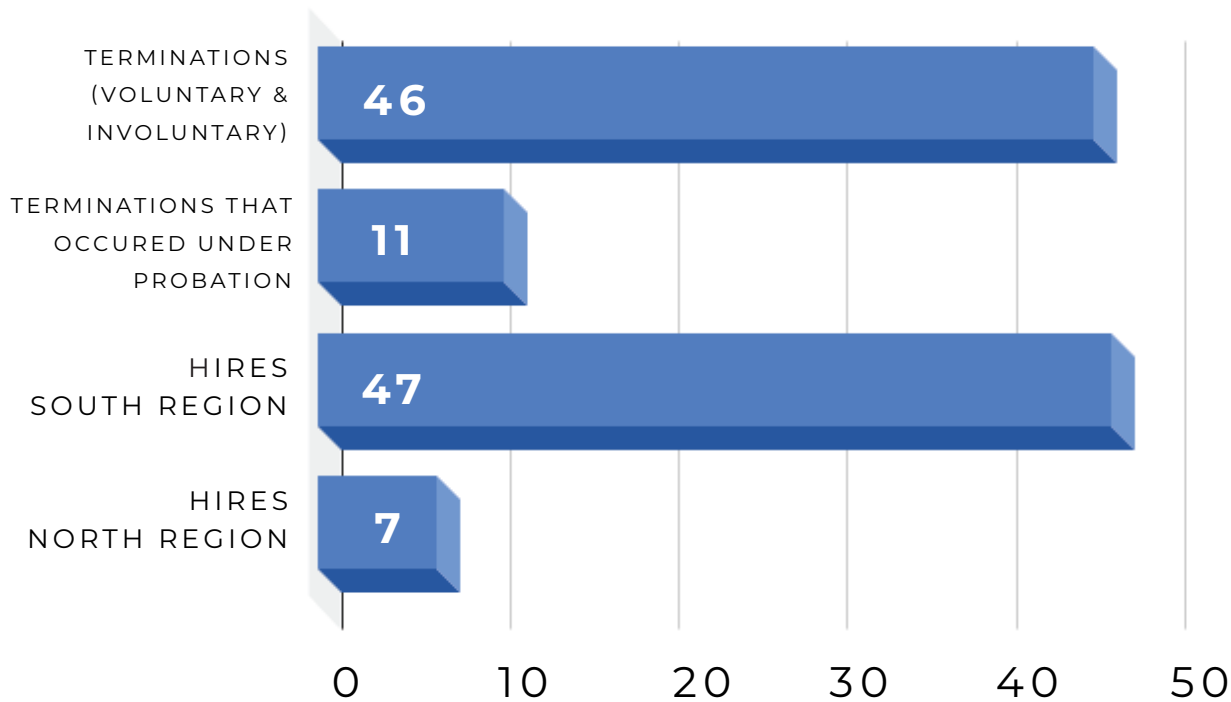
CONTRIBUTIONS AND STAFFING

Care supports the communities it operates in through employment opportunities and increased revenue. We employed 188 full-time and part-time staff in Peace River, Grimshaw, Grande Prairie and the County of Grande Prairie contributing \$11,545,818.97 to the local economies.

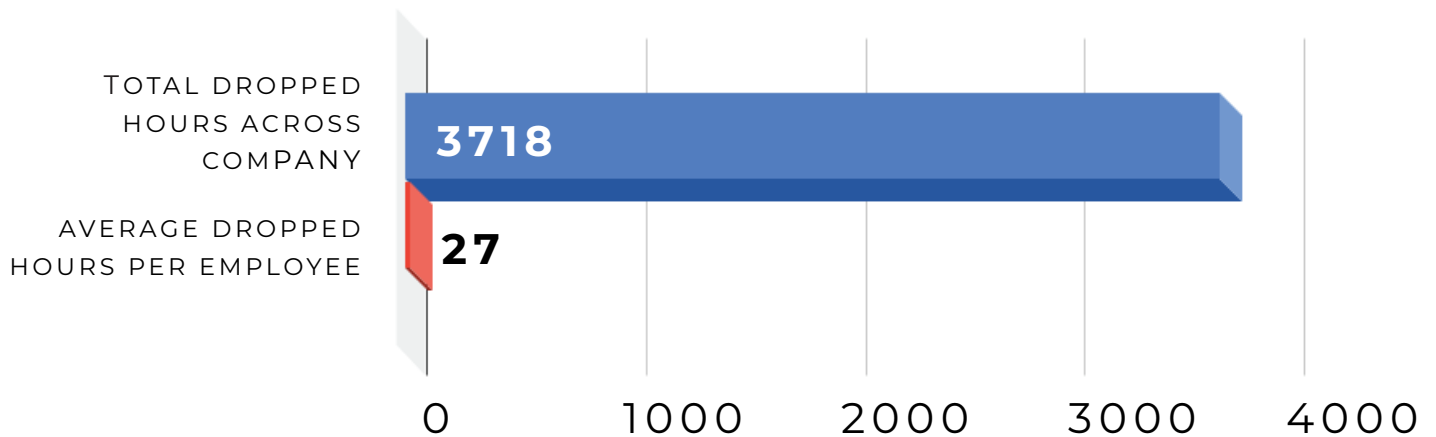


April 1, 2024 - March 31, 2025 - PDD Funded Employees

Terminations and Hires



Total Dropped Hours



MASTERY

CERTIFICATES, ACCREDITATION AND TRAINING

CERTIFICATE OF RECOGNITION

Care began working towards achieving the Occupational Health and Safety Certificate of Recognition (COR) in 2021 and passed the Audit in 2022.

The Government of Alberta states “A Certificate of Recognition (COR) is awarded to employers who develop health and safety programs that meet established standards. “ COR is awarded to an organization with more than 10 employees and the organization must pass the external audit with a minimum mark of 80 per cent overall.

COR is awarded for a three-year period with internal audits completed years two and three by a qualified (trained) employee. In year four another external audit is conducted.

In the Fall of 2025, Care will undergo an external audit.



CET ACCREDITATION

Care began its accreditation journey in 1995, when we first achieved accreditation through the Alberta Association of Rehabilitation Centers. Since then, accreditation has played a vital role in shaping our organization, delivering significant benefits not only to our team, but also to the Individuals and Guardians we support, as well as our funding partners.

Accreditation reflects our ongoing commitment to continuous quality improvement. By adhering to established standards, we are able to streamline operations, enhance the quality of care we provide, and strengthen trust with the community. It adds credibility to our work, supports the evolution of our policies and procedures, reduces organizational risk, and helps ensure that our services remain consistent, accountable, and person-centered.



LEVEL 1 STANDARDS FOR ADULTS WITH DISABILITIES, RESPITE FOR CHILDREN AND ADULTS WITH DISABILITIES



LEVEL 2 FOR ADULTS WITH DISABILITIES



COMPLEX SUPPORT NEEDS DESIGNATION



SECURE TREATMENT

INTERNAL AND EXTERNAL TRAINING

Care delivers the majority of its training through its Learning Management System (LMS), Eloomi. This platform hosts over 100 training modules, covering a wide range of topics for staff and supported Individuals alike. Modules designed specifically for the people we support include "What is Abuse?" and "Fire Safety," helping to promote awareness, self-advocacy, and personal safety.

In addition to standard training, specialized content is developed based on Individual diagnoses, ensuring that staff have the knowledge and skills to provide person-centered and informed support.

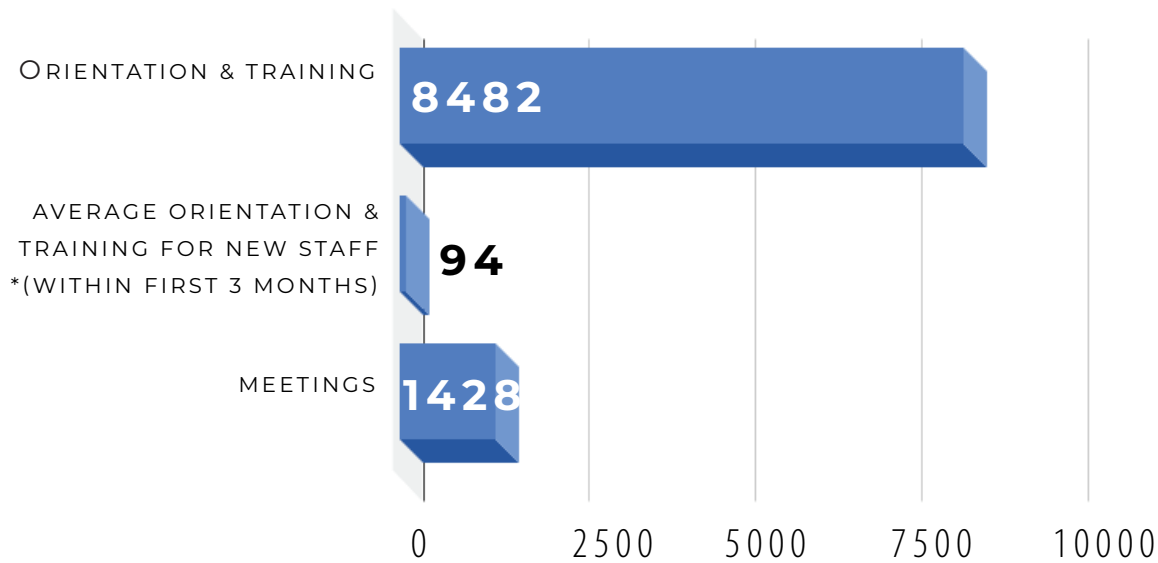
Care also delivers mandatory training as required by funding partners (PDD, FSCD), accreditation bodies (ACDS), and the Government of Alberta's Occupational Health and Safety (OH&S) standards. Care also provides training it deems essential such as Freedom of Information and Protection of Privacy (FOIPP), Sensory Processing, Hearing Distressing Voices, and Musculoskeletal Injury Prevention (MIP).

Several critical training sessions are conducted in-person by Care's internal facilitators, including:

- Nonviolent Crisis Intervention (NVC)
- Musculoskeletal Injury Prevention (MIP)
- Positive Behaviour Support (PBS)

To further enhance staff development, Care uses free, community-based training opportunities, particularly in areas such as mental health awareness and support. By combining in-house expertise with external resources, Care ensures a comprehensive, responsive, and evolving training program that supports excellence in service delivery.

Training and Meeting hours April 1, 2024 - March 31, 2025 - PDD Funded Employees *not including Administrative employees*



“

I am thankful to Care for all the training that help me grow as an employee and as a person, because they build up my confidence in making my daily tasks as a support worker. Still, I'm in a learning process and need to improve more, but nonetheless, Care is really good on all the training they provide for their workers.

- (ANONYMOUS) EMPLOYEE SURVEY RESPONSE

”

PARTNERSHIPS

WITHOUT OUR PARTNERSHIPS, NONE OF THE SERVICES CARE OFFERS WOULD BE POSSIBLE.

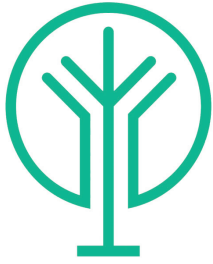
CARE IS SUPPORTED BY THE FOLLOWING PROVINCIAL AND MUNICIPAL FUNDERS:

Government of Alberta - Ministry of Community and Social Services

The Ministry of Community and Social Services leads income, employment, disabilities and community-based supports, family violence prevention, and family & community support services. It includes services providers like AISH, PDD, and FSCD.

Alberta Health Services (AHS)

Alberta Health Services (AHS) is responsible for promoting wellness and providing health care services across the province.



CARE HUMAN SERVICES

THANK YOU!

WEBSITE

www.carehelps.ca

ADDRESS

PO Box 553,
Grande Prairie, AB

PHONE

T. : 1 780 539 0433

EMAIL

info@carehelps.ca

SOCIAL MEDIA

[www.facebook.com/
CareHumanServices](http://www.facebook.com/CareHumanServices)

[www.https://x.com/
CareHSLtd](https://x.com/CareHSLtd)

[www.linkedin.com/
CareHumanServices](http://www.linkedin.com/CareHumanServices)
