



2023/2024

Care Human Services



Outcomes REPORT

Culture & Structure. Customers.
Financial. Mastery. Partnerships.

Care Human Services Ltd.

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Introduction

Care is a proactive, not-for-profit organization recognized for its commitment to excellence in providing inclusive and diverse services in the Disability Sector since 1969.

We support Individuals across Northern Alberta with offices and residences in Grande Prairie, the County of Grande Prairie, Grimshaw and Peace River.

Care employs over 170 full-time and part-time staff and holds contracts with Persons with Developmental Disabilities (PDD), Family Support for Children with Disabilities (FSCD), and Alberta Health Services (AHS).

This report will feature a comprehensive overview of our organization, recent organizational changes and our performance based on the 5 pillars of our organization: Culture & Structure, Customers, Financial, Mastery and Partnerships.

A Message From the ED

Nivin Markose

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A Year of Growth

A portrait of Nivin Markose, a man with dark hair and a beard, wearing a dark blue blazer over a patterned shirt. He is smiling and standing in front of a wooden wall.

“ It is with great pride and excitement that we present to you our Outcomes Report for the year. Throughout the past twelve months, our team has demonstrated exceptional dedication, creativity, and resilience in achieving our organizational goals. Our commitment to excellence has yielded remarkable results, empowering lives and fostering positive change in individuals we support. I extend my heartfelt gratitude to each member of our team for their tireless efforts and unwavering passion. Together, we have demonstrated the power of collaboration and resilience in driving meaningful outcomes. Let us continue to inspire and lead by example as we embark on the journey ahead. ”

CULTURE & **OUR BOARD OF DIRECTORS** STRUCTURE

Care is fortunate to have a dedicated team guiding its operations. The Board of Directors holds legal authority over the organization, with each member serving as a trustee responsible for effective governance.

The Care Human Services Ltd Board of Directors is a policy-setting body, establishing overarching guidelines for the agency's operations. They oversee the Executive Director to ensure the agency stays on track, actively participating in Strategic Planning to set and monitor progress towards goals. Their duties extend to reviewing and approving the annual budget, auditing financial statements, hiring the Executive Director, and conducting their annual Performance Appraisal.



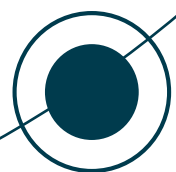
Shannon Websdale



Amanda Wilcox



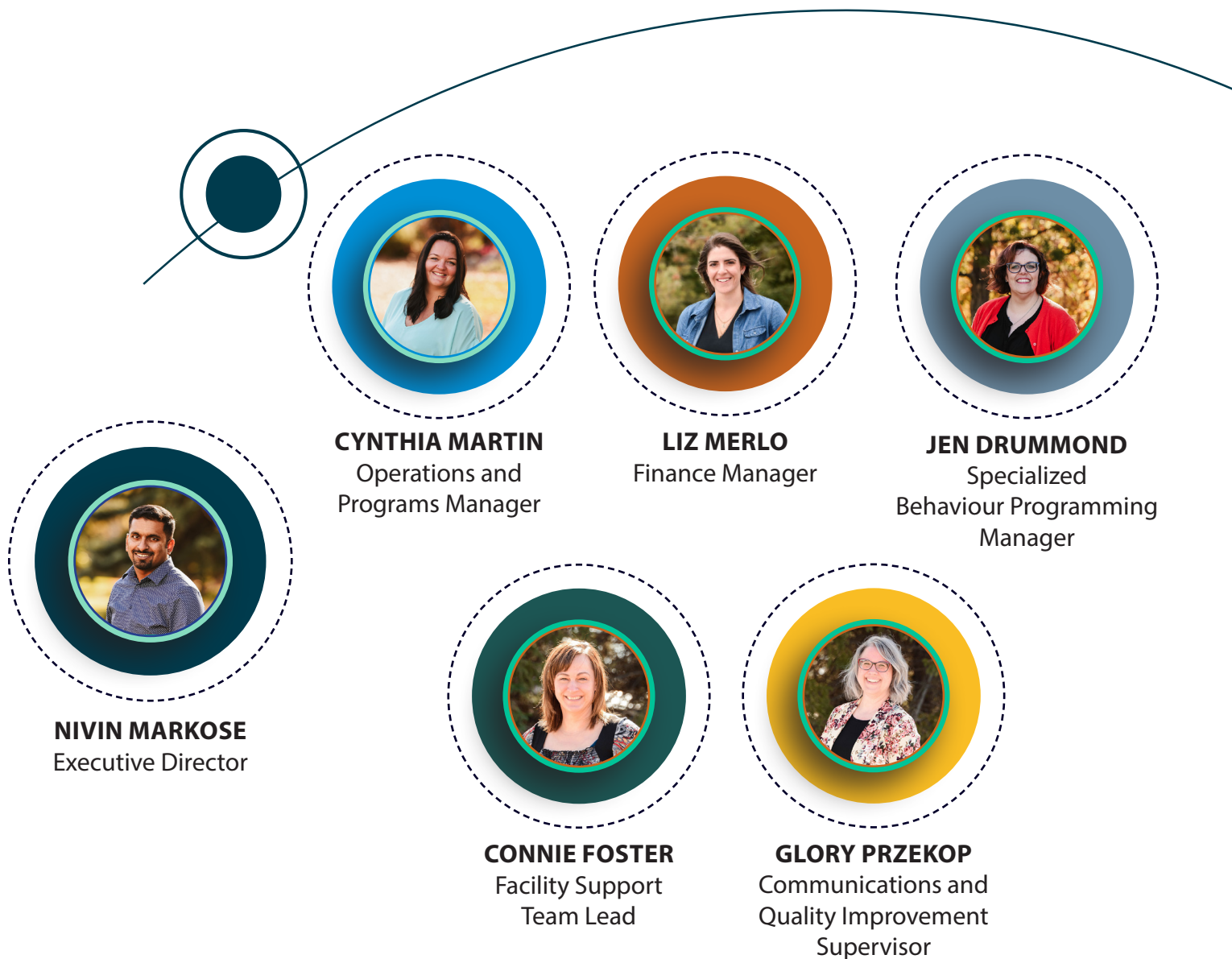
Dan MacNeil
President

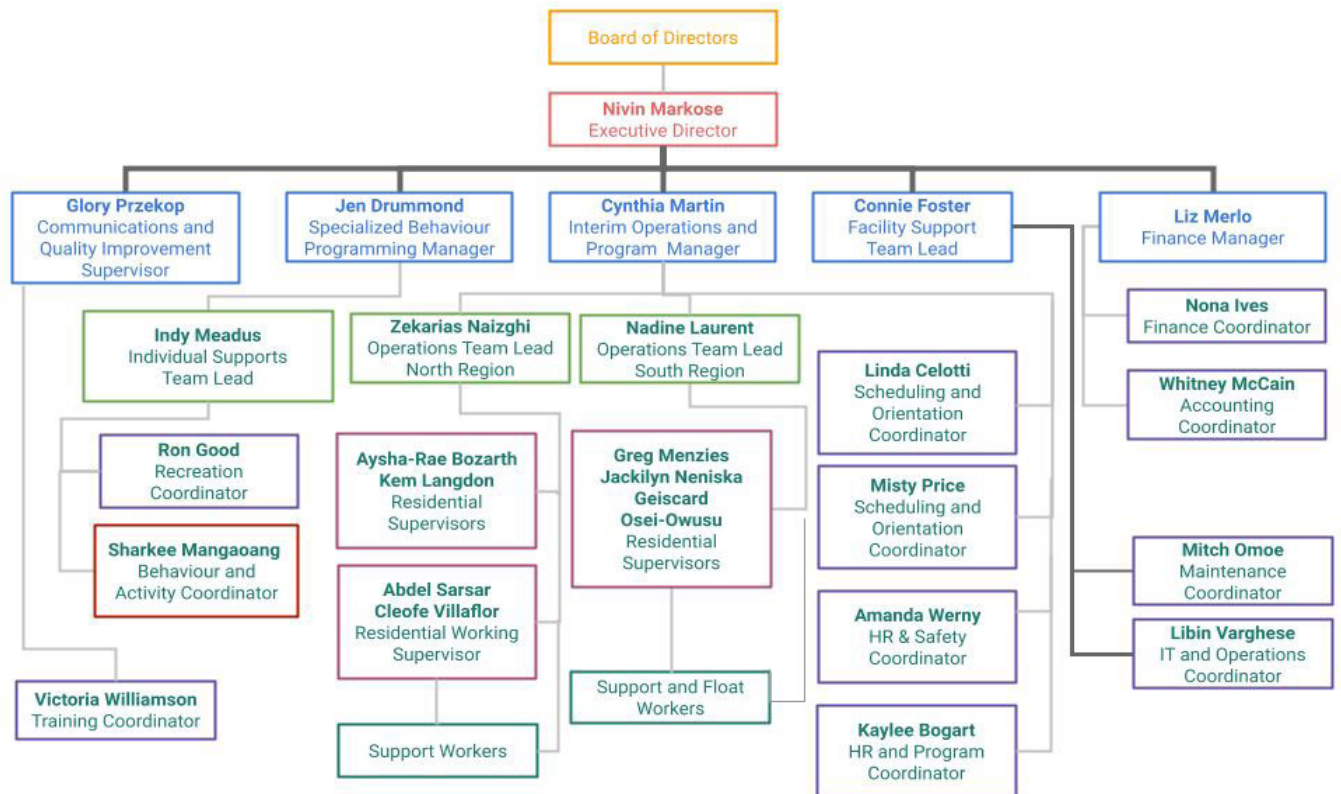


OUR LEADERSHIP TEAM

STRUCTURE

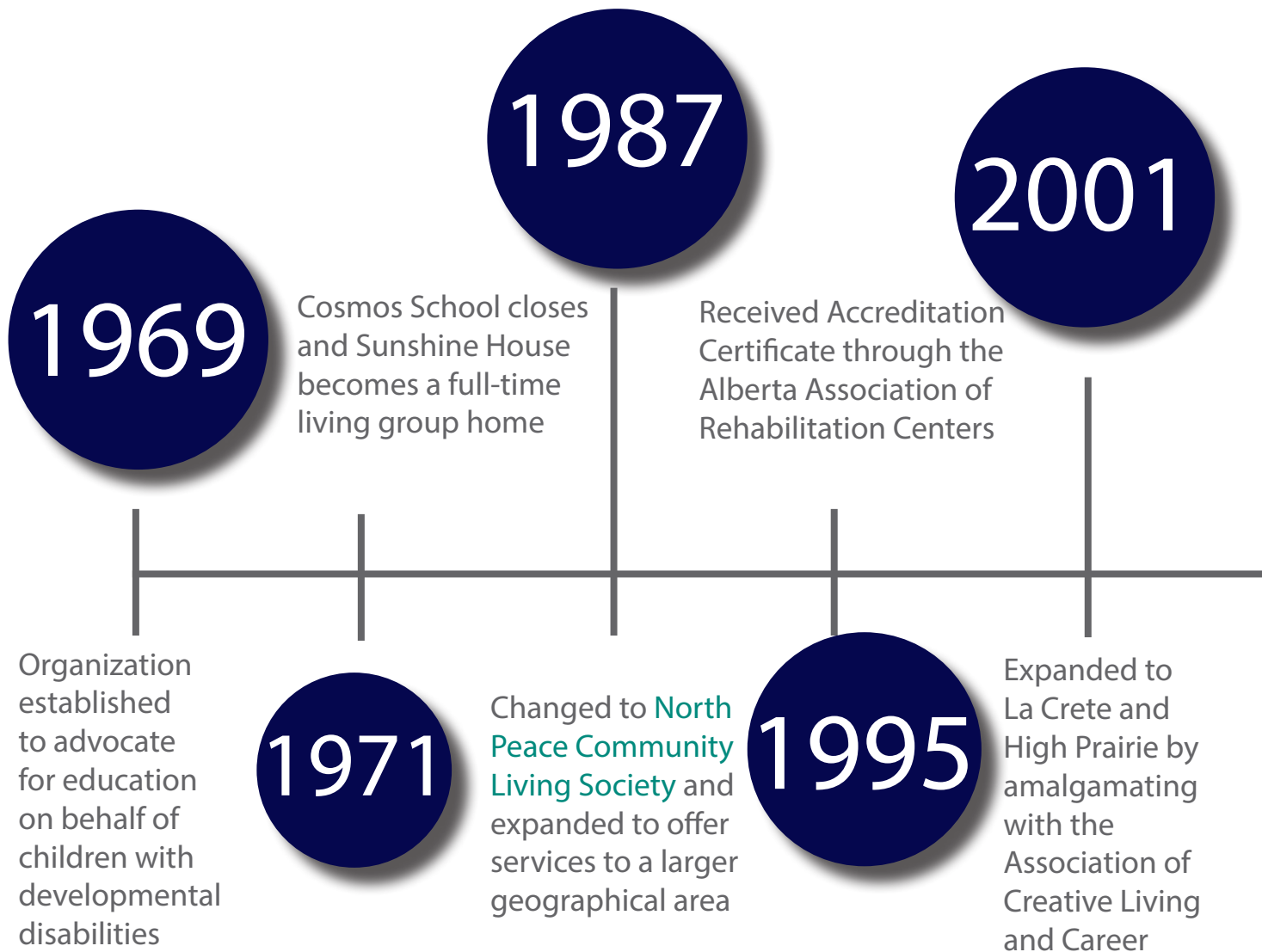
In March 2023, the Senior Leadership Team was restructured to better support the programs we run and the daily needs of our organization. Working together, the Leadership Team advocates on behalf of the Individuals we support with funders, fulfill organizational goals, participate in strategic planning development, and inspire staff to achieve the best standard of service in our capability.





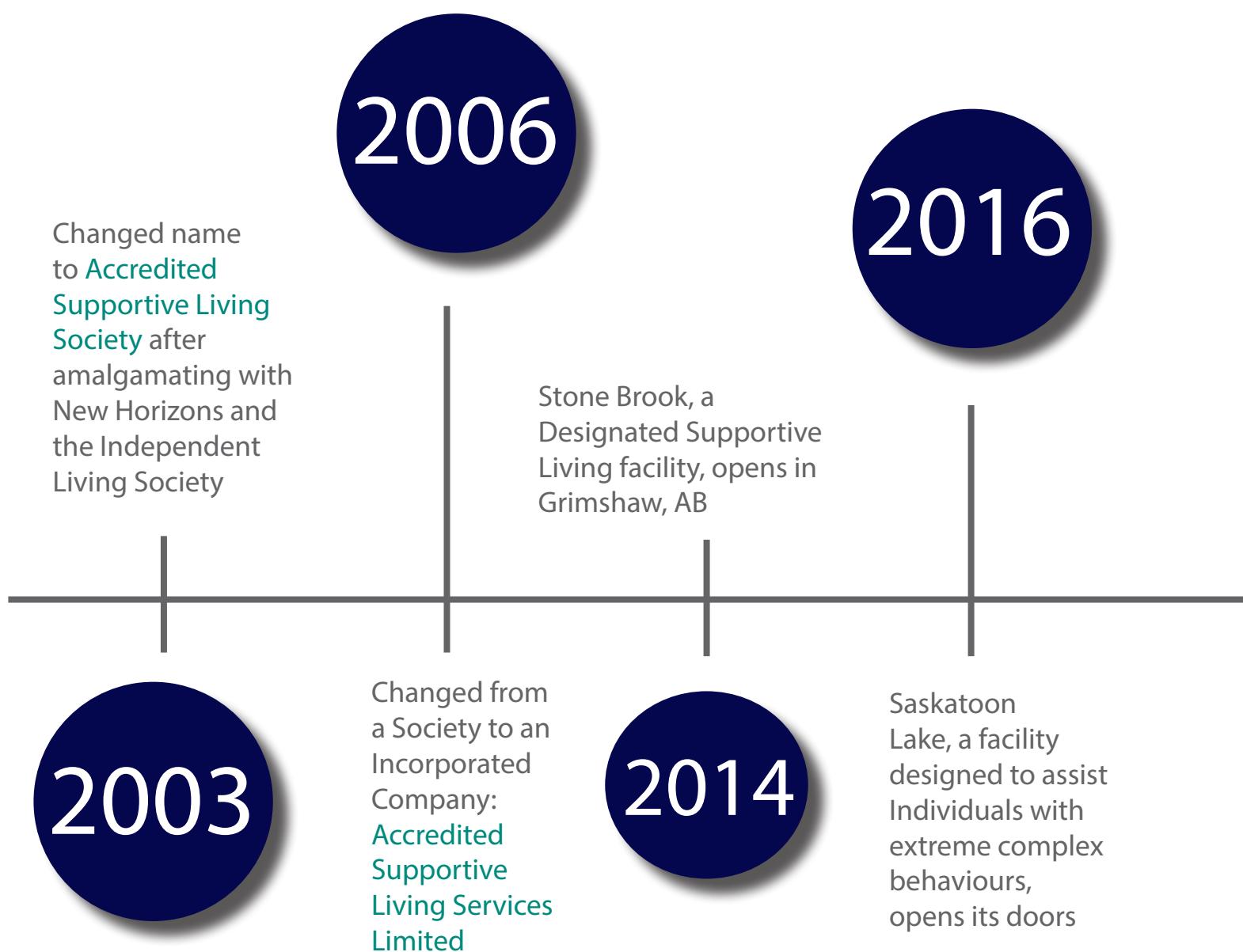
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Our Journey



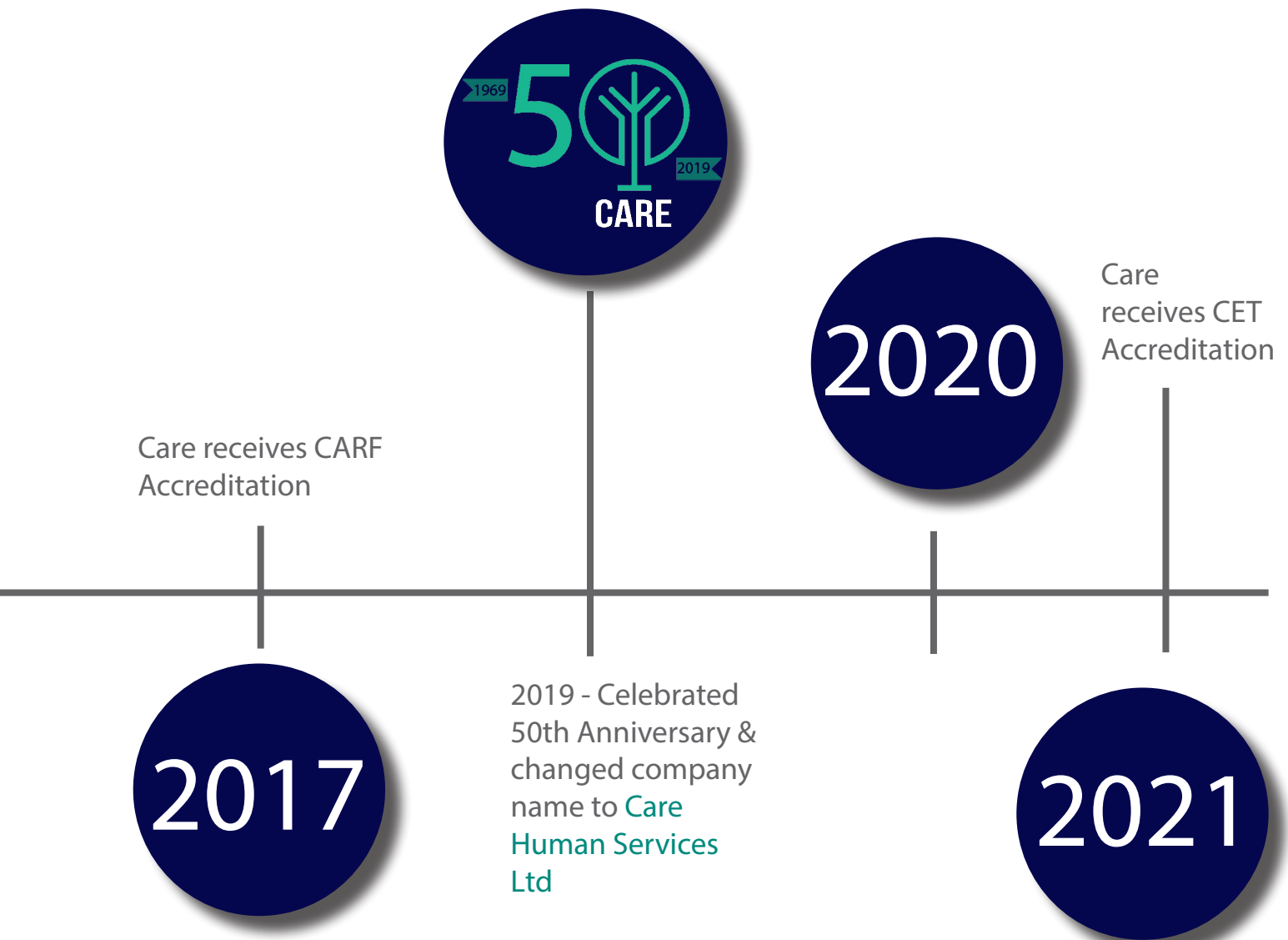
Care was founded in 1969 by a group of concerned parents. At the time, Alberta Education did not support children with developmental disabilities. Cosmos School and Sunshine House were opened to address this need. Over the years, as Alberta Education accepted the responsibility for including children with developmental disabilities in the education system, Cosmos School closed and Sunshine House, previously used to house children from out of town during the school week, continued as a full-time group home. Eventually, the organization expanded to include adult services and support Individuals in La Crete and High Prairie.

In 1992, Shannon Websdale was hired as the Chief Executive Officer. It was his influence that pushed our organization towards accreditation in 1995. At the time, accreditation was a voluntary process and we were the only agency north of Edmonton to achieve it. In 1998, we received a provincial award for meeting and exceeding accreditation standards.



In 2014, Care expanded its services beyond disability and opened Stone Brook in Grimshaw. Stone Brook offers designated supportive living services for seniors. At the time of its opening, 56 of the 76 beds available were contracted by Alberta Health Services for their clients.

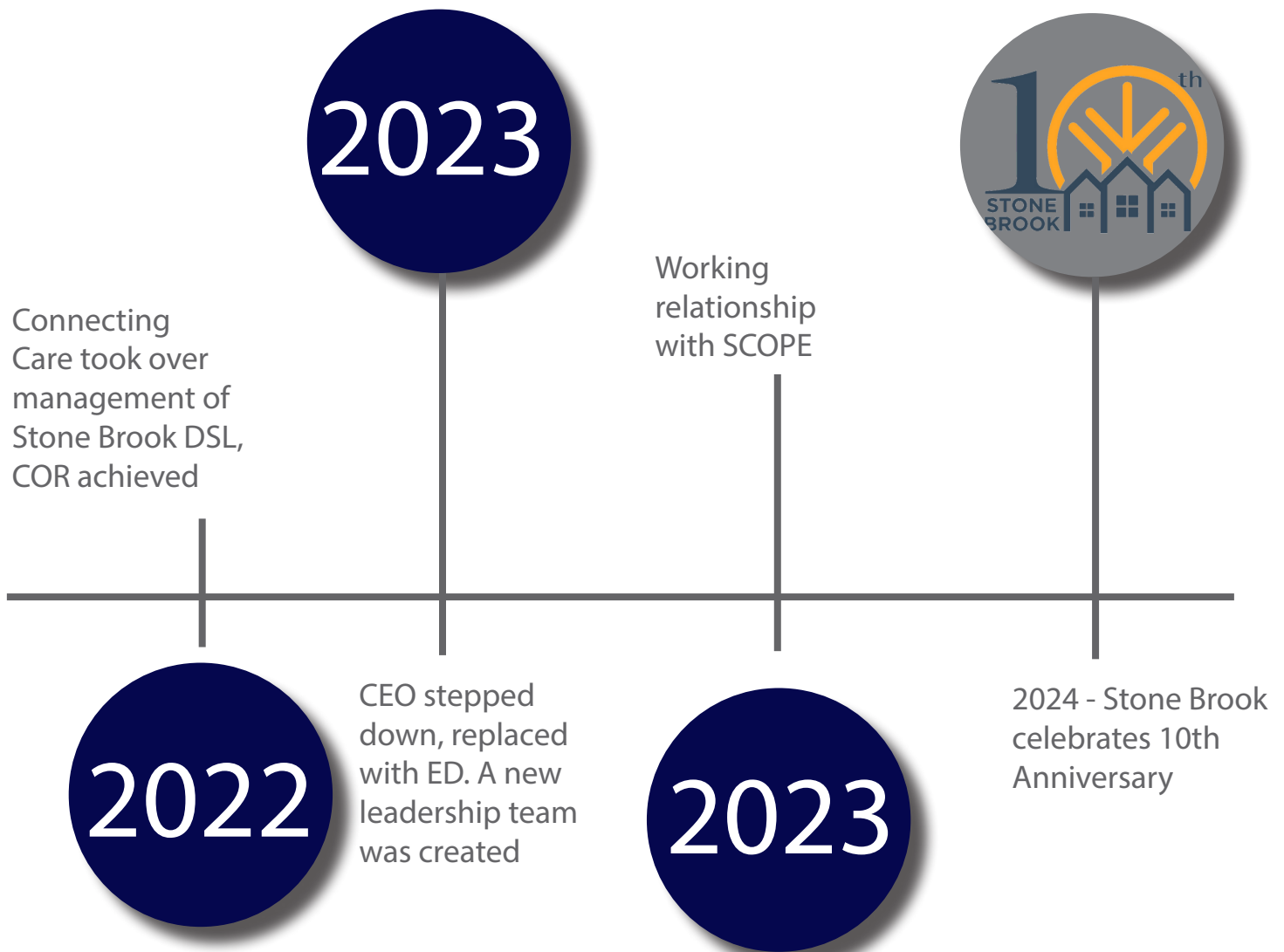
In 2016, Care expanded its program offer again with the purchase of a farm near Saskatoon Lake in the County of Grande Prairie. The homes built on Saskatoon Lake were customized and designed to house Individuals with extreme complex behavioural needs. These individuals are an underrepresented segment in the disability services sector and often end up institutionalized. Saskatoon Lake represents our commitment to filling this service gap and an opportunity for these Individuals to be successfully supported in a home environment.



Care renewed its commitment to quality and excellence by achieving accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF) in 2017. When a program or service is CARF accredited, it means the organization has passed an in-depth review and meets rigorous CARF guidelines for service and quality—a qualified endorsement that it conforms to internationally recognized service standards.

In 2019 the organization celebrated its 50th Anniversary and commemorated that with a re-branding to Care Human Services Ltd. As part of the celebrations, we took a look back through the decades with a series of blogs that highlighted our history including accounts from founding parents and past board members.

In 2021, Care received its three year Creating Excellence Together (CET) Accreditation through the Alberta Council of Disability Services (ACDS).



Following consultations early 2022, Care's Board of Directors and Senior Leadership decided to move management of the Designated Supportive Living portion at Stone Brook to Continuing Care in November.

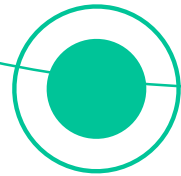
In late 2022, Care passed the Occupational Health and Safety Certificate of Recognition (COR) Audit.

In early 2023, the CEO stepped down and was replaced by an Executive Director. The Senior Leadership team of three was replaced with a leadership team of six to better support the organization.

Stone Brook celebrated its 10th Anniversary in March 2024.

CUSTOMERS

OUR SERVICE



Care is committed
to person-centered
service.



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

Funded through PDD and Family Support for Children with Disabilities, 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.



Designated Supportive Living Program

The Designated Supportive Living Program, run out of our Stone Brook facility in Grimshaw, AB, 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 operations management support in November of 2022.



Food Program

The Food Program was launched January 2019 and has evolved since. Residential Supervisors submit grocery orders that include ingredients for meals chosen by Individuals and the groceries are purchased and brought back to the residences.

Continuing on the focus of streamlining supports provided, Care continued to concentrate our efforts on people with developmental disabilities of all ages who have been identified as having complex behavioral needs in a residential setting.

Did you Know?

Calgary Scope Society and Care Human Services have been actively exploring options to improve client supports through program alignment and collaboration. Visits by SCOPE staff teams to Care in Grande Prairie and vice versa have been productive. Staff from each organization have shared expertise and insights towards the common goal of improved client outcomes and are excited about working together to support individuals with complex needs through support and training of staff and by designing safe environments in the community.



SUPPORTED INDIVIDUALS



87

Individuals
Supported in
2023/24

***Number of Individuals
Supported in each program
as of March 2024***

56

Designated Supportive Living Program

31

Residential Supports Program

Behavioural Supports Program

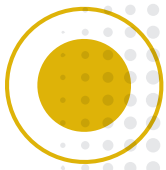
Respite Supports

DSL 4 - Supportive Living, Dependent

42

DSL D4 - Supportive Living Dependent with Memory Loss

14



CUSTOMIZED FOR OUR RESIDENCES SUCCESS

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 and AHS.

Specializing in Individuals diagnosed with high behavioural and complex needs requires a great deal of planning and forethought. To accommodate Individuals of any age, our facilities not only have to adhere to the standards set forth by multiple government agencies, they also need to be suited to the specific needs of the Individual. To create a space where these individuals could be successfully supported, our Leadership Team collected information from our current facilities and toured other similar facilities. This information allowed us to develop a template for the development of future residences and culminated in the improvements made to our **Saskatoon Lake property**.



The doors of our facilities at Saskatoon Lake are solid wood and reinforced with a stronger frame so they can withstand force. The handles of all doors have been replaced with knobs so that a door cannot be held closed.



All doors and entryways feature pin pad access. This allows for faster entry and exits for staff and eliminates the risk of lost, misplaced, or stolen keys.



Our residential homes are constructed with sturdier materials such as plywood reinforced walls and industrial grade flooring to ensure durability, decrease repair costs, and increase lifespan.



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.



Homes are designed to create a calming effect with neutral colour schemes and dimmer lighting. Calm rooms are provided for residents. These rooms feature padded walls to reduce risk of injury to the individual and employee in the event of a behavioural occurrence.



Televisions, windows, and light fixtures are covered with shatter-proof Lexian glass to prevent damage and reduce the risk of injury from broken glass.



Furniture is bolted down so that it cannot be picked up or thrown during a behavioural occurrence.



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.



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



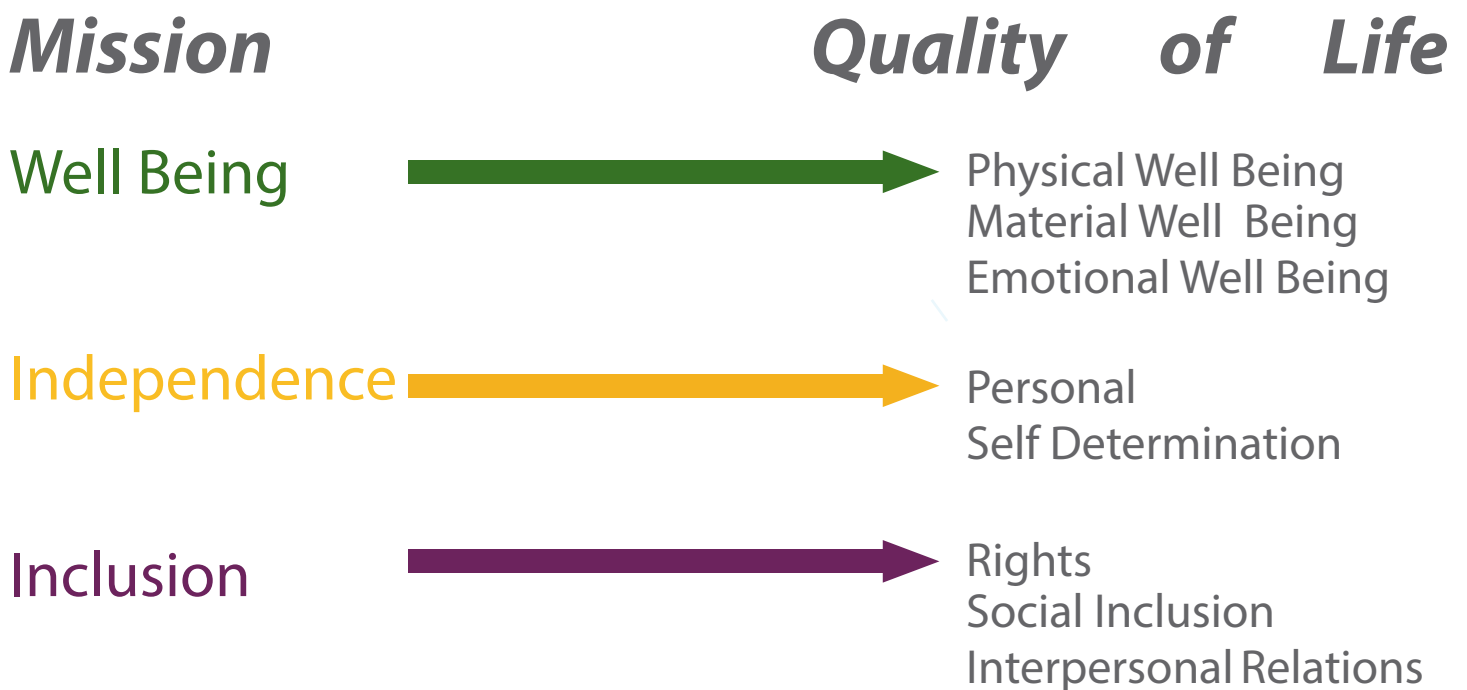
A few of our facilities are home to resident pets. These cats provide comfort and companionship to individuals.

PERSON-CENTRED ¹⁷

QUALITY OF LIFE DOMAINS

PLANNING

All Individuals in our Residential Program have a Person-Centered Plan. These plans are uploaded to the Individual's profile on ShareVision and are updated and monitored on a regular basis. The purpose of these plans are to identify and set goals around the Individual's abilities, interests, and needs. The plan specifies the responsibilities of involved persons and services to meet these goals. All Person-Centered Plans include identified goals, strategies to meet each goal, the individual responsible for each goal, timelines for completion of each goal, and the objective of each goal. Each goal represents a Quality of Life Domain that directly ties to our mission statement as demonstrated by the graphic below. Some goals can pertain to more than one Quality of Life Domain.



Care is committed to helping all supported Individuals succeed in their goals; however, sometimes there are factors beyond our control. As such, if an Individual does not reach their goal, we want to ensure that it is not due to a deficiency in the services that Care provides.

OUR SUCCESS

GOAL-SETTING



33%

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: 12 **Met:** 4

Reasons not Met: Individual ill/hospitalized, staffing, Individual skills do not match goal, other



45%

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: 11 **Met:** 5

Reasons not Met: Individual not committed to goal, home instability, other



100%

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: 1 **Met:** 1

Reason not Met:



GOAL-SETTING

38%

Self Determination Goals

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

Set: 8 **Met:** 3

Reason not Met: Individual skills do not match goal, Individual not committed to goal, other

0%

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:** 0

Reason not Met: Guardian directive

33%

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: 12 **Met:** 4

Reason not Met: Individual skills do not match goal, Individual not committed to goal, crisis/challenge

33%

Interpersonal Relations Goals

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: 3 **Met:** 1

Reason not Met: Individual not committed to goal, other

FINANCIAL

Funds Received from	
Human Services - Government of Alberta	
Persons with Developmental Disabilities (PDD)	\$9,140,089.10
Family Support for Children with Disabilities (FSCD)	\$23,092.34
Behavioural Supports Program	\$200,062.43
Alberta Health Services	
Stone Brook	\$3,145,098.03
Other	
	\$0
Total	
	\$10,392,062.32

The bank account is monitored daily to ensure there is always a positive cash flow and no instances of fraud. If funds are below a set amount in the chequing account, money is transferred from the savings account.

If there was an immediate risk of not having \$500,000 available for operational expenses, we would look at financing some or all our sites that are paid in full. At this time this is not a concern.

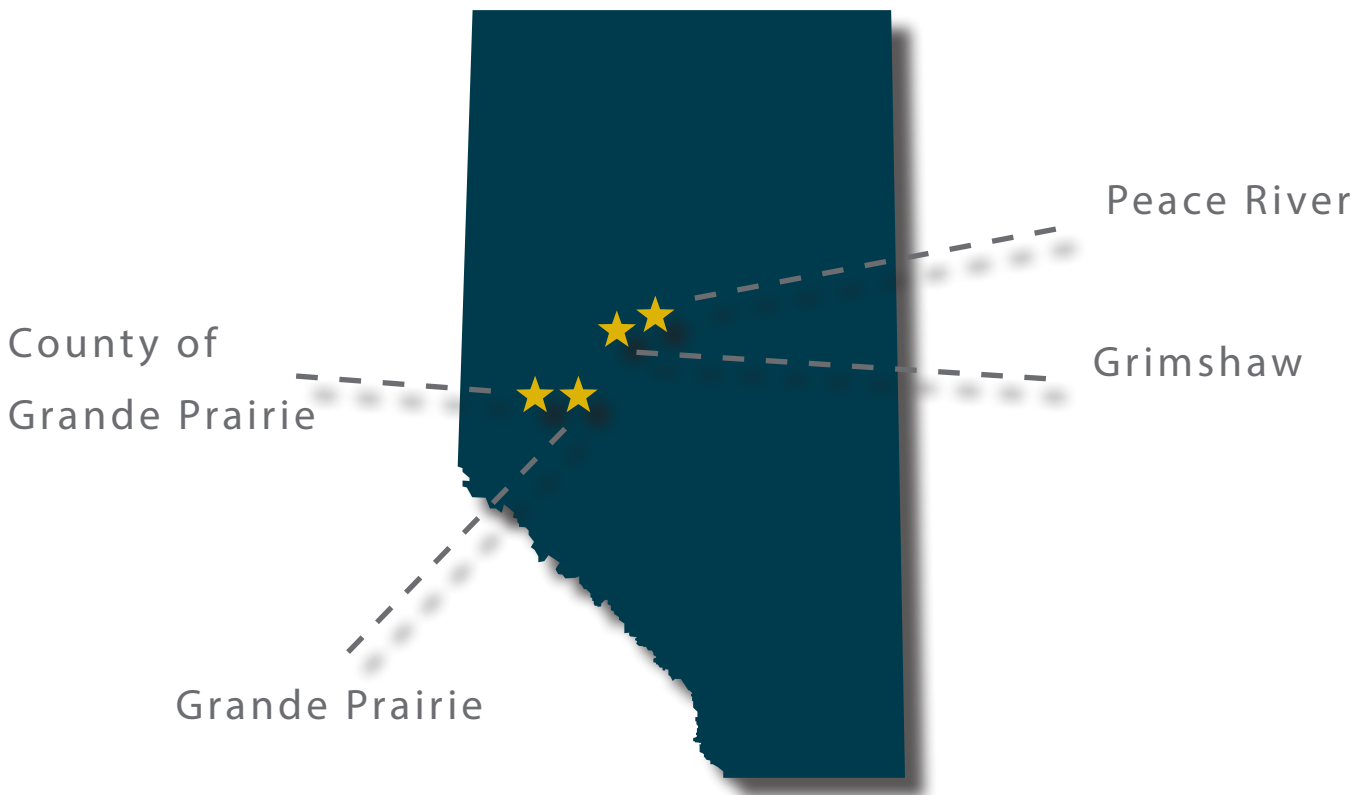
All accounting policies are followed to mitigate fraud, as all duties are segregated, and a second person oversees all items. Two examples of this: all cheques need to have two signatures and Bank Reconciliations are completed by the Finance Coordinator and reviewed by the Finance Manager. As well Care is audited once a year by an external Accounting firm.

Each month Financial Statements are reviewed by Management, and submitted to the Board of Directors on a quarterly basis for review.

OUR CONTRIBUTIONS

21

Care supports the communities it operates in through employment opportunities and increased revenue. We employed 173 full-time and part-time staff in Peace River, Grimshaw, Grande Prairie and the County of Grande Prairie contributing \$10,392,062.32 to the local economies.



Did You Know?

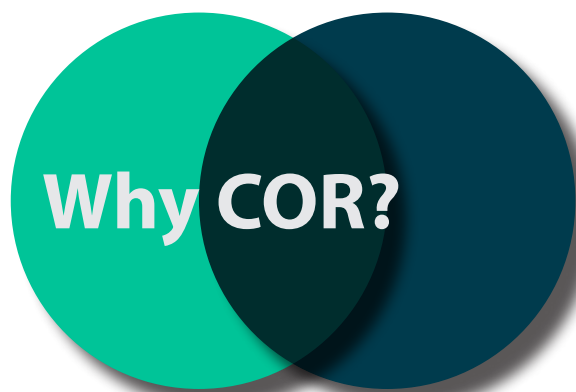
Care employees are committed to providing the best support they can.
"One of most thing I proud with this work is when I see individuals interacted with our communities with respectfully and participate in many events ."
- Support Worker

CERTIFICATE OF ²² OUR MASTERY 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.



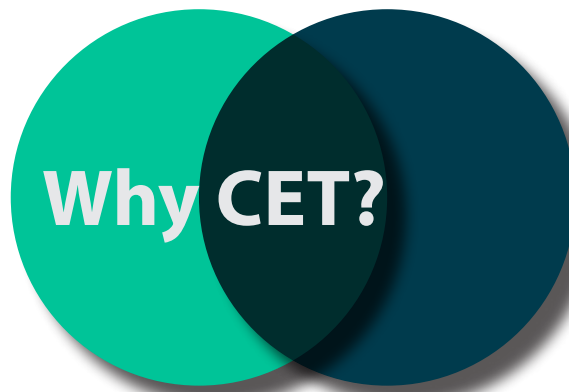
Quality and Accountability

COR signifies that an organization's Health and Safety Management System has undergone assessment by an accredited auditor and aligns with provincial standards set by Occupational Health and Safety (OHS).



CET OUR MASTERY ACCREDITATION

Care began its accreditation journey in 1995 when we first received our accreditation through the Alberta Association of Rehabilitation Centers. The benefits of accreditation are substantial - not only to our organization, but also to the Individuals and Guardians we serve and the funders that we have partnered with. Accreditation aligns with our commitment to continuous quality improvement. Adhering to accreditation standards allows us an organization to streamline our operations, improve our quality of care, and build trust with our community and the individuals we serve by adding credibility, supporting changes to policies and procedures, minimizing risk, and helping us provide consistent service.



Quality

The Creating Excellence Together (CET) Standards were created to reflect what Albertans with developmental disabilities said quality of life meant for them. This makes CET the benchmark for quality service delivery.

Accountability

The Alberta Council of Disability Services (ACDS) was established in 1972 and incorporated in 1973. The non-profit is a network of Community Disability Services sector organizations in Alberta with over 145 members including Care Human Services.

Results

A three-year level 2 CET Accreditation is the highest level awarded by ACDS. The Commission has deemed Care:

- in compliance with the standards
- resourceful and innovative
- encourages creative thinking and
- achieved the right to be considered both an employer of choice and a service provider of choice

*referenced from the ACDS website

MAINTAINING OUR ACCREDITATION


Care received it's
3 year CET
Level 2
Accreditation on
Oct. 21, 2021

In 2021, Care received it's 3 year Accreditation through ACDS following an intensive review process.

Care continues to improve its processes and systems to align with ACDS standards and is currently working towards acquiring Complex Needs Designation and Secure Treatment Accreditation.

OUR PARTNERS

PARTNERSHIPS



Without our partnerships,
none of the services Care
offers would be possible.



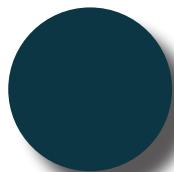
CARE IS SUPPORTED BY THE FOLLOWING PROVINCIAL AND MUNICIPAL FUNDERS:

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.





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