

Personal Lifestyle Support Inc.

Annual Business Analysis and Quality Assurance Review

January 1, 2024 – December 31, 2024

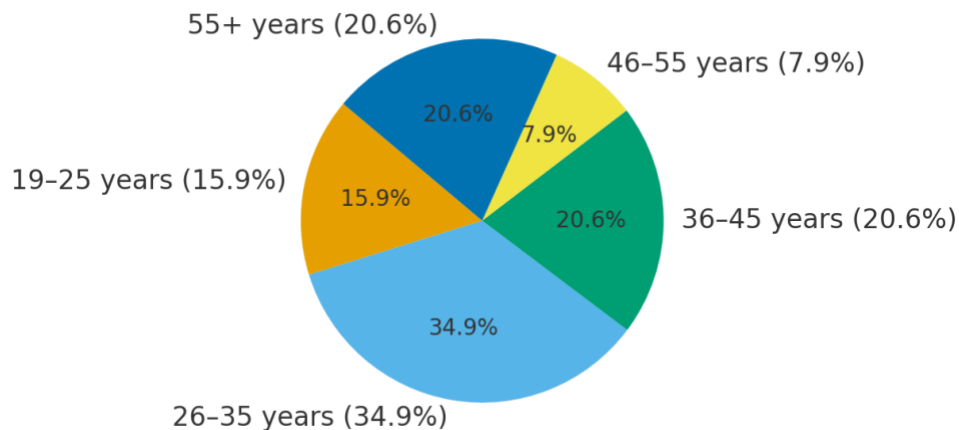
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Demographics

As of January 1, 2024, Personal Lifestyle Support Inc. provided support to sixty-three individuals across its programs and services. Of this total, twenty-four individuals identify as female, thirty-eight identify as male, and one identifies as gender diverse. These demographics reflect the organization's commitment to serving a diverse population and ensuring inclusivity across all service areas.

	19-25 Years	26-35 Years	36-45 Years	46-55 Years	55+ Years	Totals
Male	7	15	6	4	6	38
Female	3	6	7	1	7	24
Unspecified		1				1
Totals	10	22	13	5	13	63
% of Total Individuals	15.9%	34.9%	20.6%	7.9%	20.6%	

Age Demographics



Review and Analysis

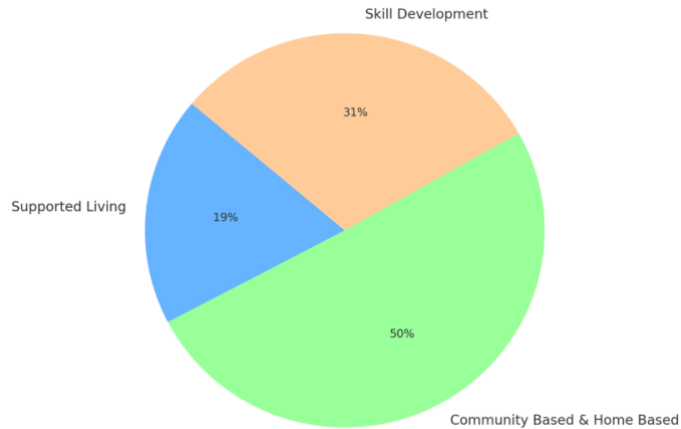
The average age of supported individuals this year is 39, consistent with the overall age distribution of previous years. The number of gender diverse individuals remains the same as last year, reflecting ongoing inclusivity across all service areas.

Age	2023	2024	% Change from Previous Year	The Difference in the Number of Persons Supported
19-25	11	10	1%	1
26-35	22	22	0%	0
36-45	15	13	3%	2
46-55	5	5	0%	0
55+	15	13	3%	2

Participation in Service

Supports & Programs	Persons Supported	As a % of Agency Participation	% Change from Previous Year	The Difference in the Number of Persons Supported
Supported Living	14	19%	-3%	3
Community Based & Home Based	38	51%	-3%	1
Skill Development	23	31%	0%	0

As a % of Agency Participation



Review and Analysis

Community Based & Home Based continues to be our largest service area, with many individuals participating across multiple programs. This year, we observed a 3% decline in participation in both Supported Living and Community Based & Home Based, primarily due to transitions into other programs. Participation in Skill Development remained consistent, demonstrating steady engagement and ongoing interest in skill-building opportunities.

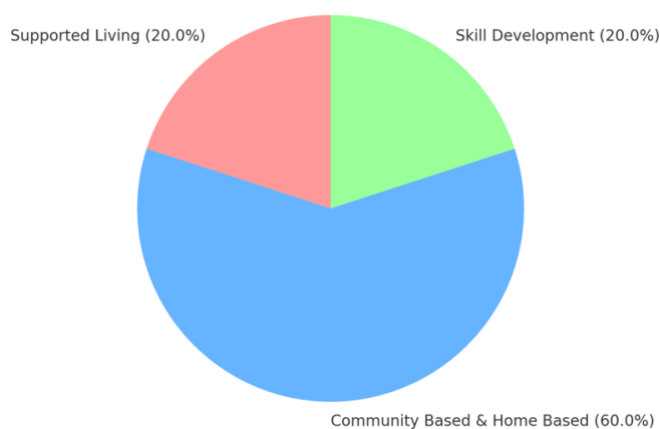
Exits From Service

Supports & Programs	Number of Exits
Supported Living	3
Community Based & Home Based	7
Skill Development	2

Exits From Service (Cont.)

Reasons for Exit	Number of Exits
Moved out of service area	3
Will be receiving services from another agency	4
Change in health	1
Death	2
Individual felt services were not a good fit	1
Other	1

% Of Exits from Supports & Programs



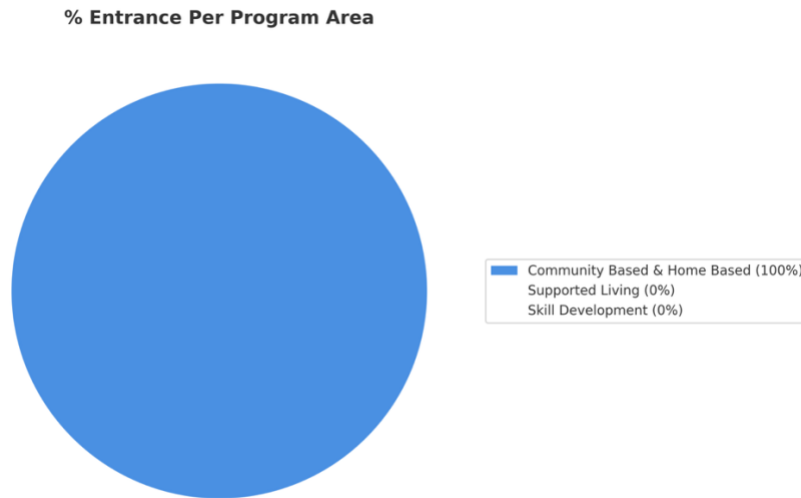
Review and Analysis

This year, a total of 12 exits were recorded. The most common reasons were transfers to another agency and relocations outside the service area. One individual chose to leave as they felt our services were not the right fit, and another exited due to health-related concerns. Sadly, two individuals passed away during the year.

Entrances and Internal Requests for Service

Supports & Programs	% Entrance Per Support Program	Total Number
Supported Living	0%	0
Community Based & Home Based	100%	1
Skill Development	0%	0
Total	100%	1

% Entrance per Program Area



Review and Analysis

In early 2024, Personal Lifestyle Support Inc. (PLS) welcomed one new referral and one person supported had hours increased at the beginning of the year. Later in the spring, PLS was temporarily placed under review, resulting in a pause on accepting new referrals. During this period, the organization remained steadfast in its commitment to continuous improvement, transparency, and service excellence.

With the collective support of persons receiving services, their families, and home share providers—and through the dedication, professionalism, and unwavering commitment of all PLS personnel to learning, growth, and quality assurance—the organization achieved significant progress. These efforts culminated in PLS successfully earning a three-year CARF accreditation, a milestone that reflects the strength of our values, practices, and person-centered approach.

As we move forward, PLS is excited to resume the intake of new referrals and to extend our high-quality, individualized supports to those who have expressed interest in our services. We remain dedicated to fostering inclusion, empowerment, and meaningful outcomes for every person we support.

Satisfaction Surveys

PLS distributed surveys to 104 recipients, including persons receiving support, their families, home share providers, CLBC, and other professional agencies. A total of 29 responses were received, reflecting a 9% increase over the previous year. During our quality assurance review, the team collectively agreed to revise the surveys in 2025. This revision aims to increase engagement and encourage a higher response rate in the future.

Persons Receiving Support Satisfaction Survey

A total of 52 surveys were distributed to individuals participating in our services. Participants had the option to sign their name or remain anonymous, and the majority chose to return their surveys anonymously. Because of this anonymity, it was not possible to determine which specific support

program each respondent participated in, so the percentage totals are presented collectively across all programs which is reflected in the chart below.

Supports & Programs	Sent	Received	Return %	Satisfaction %
Supported Living, Community Based & Home Based, Skill Development	52	16	30.8%	91.0%

Persons Supported Satisfaction Survey	2024 Satisfaction Average
Personal Lifestyle Support Inc. empowers the People we support and advocates for their rights.	94.1%
Personal Lifestyle Support Inc. effectively responds to the needs of Persons receiving support.	94.1%
Personal Lifestyle Support Inc. has policies and procedures in place to ensure effective, safe, reliable, and consistent services are provided	94.1%
The programs offered by Personal Lifestyle Support Inc. have clearly defined goals and outcomes.	100%
Personal Lifestyle Support Inc. includes the Person receiving support when planning their activities and goals.	94.1%
Communication between Personal Lifestyle Support Inc., individuals receiving support, families, and home share providers is regular and effective.	94.1%
Personal Lifestyle Support Inc. provides opportunities for Persons receiving support with common interests to connect and build friendships.	100%
Personal Lifestyle Support Inc. is adaptable and responsive to changing needs, such as during emergencies or public health concerns.	88.2%
Personal Lifestyle Support Inc. recognizes the vulnerability of the people served and upholds its professional obligation to protect them.	100%
Personal Lifestyle Support Inc. honours the beliefs, values and cultures of the Persons receiving support and their families and appreciates the uniqueness and potential of each person.	88.2%
Team members maintain honesty, integrity, and objectivity, upholding the highest standards of service delivery.	88.2%
Confidentiality is respected and maintained by all team members.	100%
Personal Lifestyle Support Inc. supports the mental health and well-being of the individuals receiving support.	100%
Personal Lifestyle Support Inc. employees respond promptly to my requests.	100%
Communication between Personal Lifestyle Support Inc. and myself is clear and effective.	100%
I feel comfortable approaching employees of Personal Lifestyle Support Inc. with concerns, questions, or new ideas regarding support delivery.	100%
I feel that my feedback is valued and acted upon by the organization.	88.2%
Safety concerns are addressed in a timely manner.	94.1%

Do you feel our Health and Safety procedures and policies are in place to keep you safe?	94.1%
I am informed about emergency procedures and feel prepared in case of an emergency.	82.4%
Personal Lifestyle Support Inc. promotes a safe and inclusive environment for all individuals, regardless of their background.	100%
Overall, how satisfied are you with the services provided by Personal Lifestyle Support Inc.?	100%

Review and Analysis

In 2024, 91.0% of persons receiving support indicated satisfaction with our services, representing a 3% increase compared to last year. Of the 16 received surveys, 14 reported being happy with the programs and services provided.

A few persons receiving support responded “I don’t know” in some areas, and one person disagreed regarding being informed about emergency procedures and feeling prepared in case of an emergency. Despite this, the overall comments were very positive, and the individuals indicated that they did not wish to be contacted for follow-up.

Family and/or Home Share Providers Satisfaction Survey

A total of 41 surveys were distributed to family members and/or home share providers. As noted previously, participants had the option to sign their name or remain anonymous, and the majority chose to return their surveys anonymously. Because of this anonymity, it was not possible to determine which specific support program each respondent participated in, so the percentage totals are presented collectively across all programs which is reflected in the chart below.

Supports & Programs	Sent	Received	Return %	Satisfaction
Supported Living, Community Based & Home Based, Skill Development	41	9	22%	92.8%

Families and/or Home Share Providers	2024 Satisfaction Average
Personal Lifestyle Support Inc. empowers the People we support and advocates for their rights.	100%
Personal Lifestyle Support Inc. effectively responds to the needs of Persons receiving support.	100%
Personal Lifestyle Support Inc. has policies and procedures in place to ensure effective, safe, reliable, and consistent services are provided	100%
The programs offered by Personal Lifestyle Support Inc. have clearly defined goals and outcomes.	88.89%

Personal Lifestyle Support Inc. includes the Person receiving support when planning their activities and goals.	88.89%
Communication between Personal Lifestyle Support Inc., individuals receiving support, families, and home share providers is regular and effective.	100%
Personal Lifestyle Support Inc. provides opportunities for Persons receiving support with common interests to connect and build friendships.	88.89%
Personal Lifestyle Support Inc. is adaptable and responsive to changing needs, such as during emergencies or public health concerns.	88.89%
Personal Lifestyle Support Inc. recognizes the vulnerability of the people served and upholds its professional obligation to protect them.	100%
Personal Lifestyle Support Inc. honours the beliefs, values and cultures of the Persons receiving support and their families and appreciates the uniqueness and potential of each person.	100%
Team members maintain honesty, integrity, and objectivity, upholding the highest standards of service delivery.	88.89%
Confidentiality is respected and maintained by all team members.	100%
Personal Lifestyle Support Inc. supports the mental health and well-being of the individuals receiving support.	100%
Personal Lifestyle Support Inc. employees respond promptly to my requests.	100%
Communication between Personal Lifestyle Support Inc. and myself is clear and effective.	100%
I feel comfortable approaching employees of Personal Lifestyle Support Inc. with concerns, questions, or new ideas regarding support delivery.	100%
I feel that my feedback is valued and acted upon by the organization.	100%
Safety concerns are addressed in a timely manner.	100%
Do you feel our Health and Safety procedures and policies are in place to keep you safe?	100%
I am informed about emergency procedures and feel prepared in case of an emergency.	88.89%
Personal Lifestyle Support Inc. promotes a safe and inclusive environment for all individuals, regardless of their background.	100%
Overall, how satisfied are you with the services provided by Personal Lifestyle Support Inc.?	100%

Review and Analysis

In 2024, 92.8% of family members/home share providers indicated satisfaction with our services, representing a 2.7% increase compared to last year. Of the 9 received surveys, all 9 reported being happy with the programs and services provided.

Three family members/home share providers responded “I don’t know” in certain areas. However, the remainder of the surveys reflected overwhelmingly positive responses and comments. With this feedback in mind, we will continue to refine our communication and support processes to ensure that all families and home share providers feel fully informed and confident in the services we provide. Overall, the majority of survey responses highlight a strong level of satisfaction and confidence in our programs and supports.

Other Stakeholders (Program Co-ordinators/ Case Managers/CLBC) Satisfaction Survey

Supports & Programs	Sent	Received	Return %	Satisfaction
Supported Living, Community Based & Home Based, Skill Development	11	4	36.36%	93.5%

Review and Analysis

This year, the average satisfaction across surveys was 87%, with a few areas reflecting “I don’t know” responses. One stakeholder expressed disagreement in the areas of supporting the mental health and well-being of the person receiving support, as well as employees promptly responding to requests and ensuring that feedback is acknowledged and acted upon. The stakeholder noted that support staff had not communicated with them when arriving at the home for pick-up or drop-off, and the organization had not received any related emails or phone calls. Despite these concerns, the stakeholder indicated overall satisfaction with the supports and services provided and confirmed that they would recommend our supports to others.

PLS Personnel Satisfaction Survey

Employee Satisfaction	Sent	Received	Return %	Satisfaction
All Personnel	15	11	73.33%	93.18%

Review and Analysis

Personal Lifestyle Support Inc. (PLS) demonstrates strong organizational culture and employee satisfaction. Staff consistently highlight a safe, clean, and supportive work environment with clearly defined roles and manageable responsibilities. Employees report meaningful work, strong work-life balance, and a high level of support and recognition from supervisors. Effective communication, teamwork, and collaboration contribute to a positive atmosphere. PLS is also commended for its commitment to professional development, particularly its thorough and effective competency-based and safety trainings. The organization fosters inclusivity, aligns with employee values, and promotes job security, engagement, and motivation across the team.

Outcome Objective Results

Each year, Personal Lifestyle Support Inc. develops specific outcome objectives that reflect and advance its mission and strategic goals. These objectives are consistently tracked and reviewed throughout the year to ensure progress and alignment with the organization’s priorities.

In accordance with the Commission on Accreditation of Rehabilitation Facilities (CARF) standards, Personal Lifestyle Support Inc. identifies and reports at least one measurable outcome for each service area. These outcomes demonstrate performance across the key domains

of Effectiveness, Efficiency, Service Access, and Satisfaction/Experience of Services for individuals supported.

- **Effectiveness** refers to the results achieved and outcomes observed for persons served, whether during, at the conclusion of, or following services. This may include improvements in areas such as disability or impairment, functional abilities, participation in community or life activities, employment, and other relevant domains.
- **Efficiency** describes the relationship between the resources utilized—such as time, funding, and staffing—and the outcomes achieved. This may be assessed at the level of the individual, program, or the organization as a whole.
- **Service Access** reflects the organization’s ability and capacity to make services available to individuals who need or seek them.
- **Satisfaction / Experience of Services (Persons Receiving Support)**
The degree to which persons receiving services report positive perceptions, feelings, or judgments about their interactions with, and the value of, those services. It encompasses their lived experience, including their opinions of service quality, respect and dignity, communication, responsiveness, choices afforded, and how well services met their needs and expectations. This domain is typically measured by gathering feedback directly from individuals through tools such as surveys, interviews, focus groups, or comment forms, and is used to guide continuous quality improvement.

Agency

Outcomes Objective	Measure	Goal	Comparative Data	Extenuating/Influencing Factors	Results
Employees will continue to express satisfaction and happiness in their roles at PLS, reflecting a positive and supportive work environment.	Percentage of employees stating they are happy with their roles and employment on our annual satisfaction surveys	100%	At this time there is no comparative data from the previous year. PLS began employee satisfaction surveys in 2024, will continue yearly moving forward	• Having all employees return their surveys ensures a complete and accurate reflection of overall satisfaction. • No previous survey data is available for comparison, as this is the first year of annual employee satisfaction surveys.	Satisfaction surveys return rate 73.33% Overall satisfaction 100%
Business Function	% of services meeting CARF	Achieve 3 year CARF accreditation	At this time there is no comparative	This is PLS’s first CARF accreditation process, so	Awarded 3 year accreditation March 2025

To achieve and maintain CARF 3-year accreditation by delivering exceptional services that meet and exceed CARF standards, ensuring continuous quality improvement	standards, survey outcome		data with this being our first CARF accreditation process	no prior comparative data exists. Staff engagement, training, and understanding of CARF standards can directly influence outcomes. Organizational resources and availability of documentation, policies, and procedures impact readiness and compliance.	
Effectiveness	Implement evidence-based practices across all programs	Ensure that all programs consistently incorporate evidence-based practices by completing, revising, and fully implementing all related forms, plans, policies, and tracking systems by July 2024, supporting high-quality, effective service delivery.	• Older forms, policies, and plans can serve as a reference for comparison to assess updates and revisions. • For newly developed tracking systems and implementation of evidence-based practices, no prior baseline data exists. • Future years' data will provide a full comparison of completion, adherence, and effectiveness across all programs.	• Staff engagement, understanding, and training in evidence-based practices directly affect successful implementation. • Availability of organizational resources (time, staffing, and technology) can influence the speed and quality of updates to forms, plans, policies, and tracking systems. • New tracking systems and practices have no prior baseline, which may require additional time for development, testing, and staff familiarization.	• All older forms, policies, and plans have been reviewed and updated, ensuring alignment with current evidence-based practices. • New tracking systems and tools have been developed and implemented to support consistent monitoring of evidence-based practices across programs. • Staff have engaged with training and implementation processes, demonstrating increased understanding and adherence to updated practices.
Efficiency To improve the wait time	Average processing time (in days)	14 days of submission to	Last year, 3 employee submitted CRS	• Processing times may be affected by the volume of CRC requests	• Average CRC processing times

of receiving employee Criminal Record Checks	from submission of employee Criminal Record Check (CRC) request to receipt of results.	employee start time	took 30+ days for receipt of CRC's	submitted to the reviewing agency. • Backlog or staffing changes at the government or third-party agency handling CRCs, may impact processing. • Variations in jurisdictional requirements or additional screening (e.g., vulnerable sector checks) may increase processing time.	remain longer than the target. • Employees experience delayed start dates, impacting onboarding and staffing levels. • Staff and management face operational challenges due to gaps in coverage or delayed placement of new employees.
Service Access Persons supported will have access to community-based activities and opportunities that support inclusion and skill development.	Percentage of persons supported participating in community-based activities. Percentage of persons supported who report satisfaction with access to community activities (via surveys or feedback).	Increase and maintain high levels of participation and satisfaction among persons supported in community-based activities, ensuring that all individuals have meaningful opportunities for inclusion, skill development, and engagement in programs aligned with their interests and goals.	In the previous year, 92.31% of persons supported reported satisfaction with the supports and services they received.	• Availability and variety of community-based activities that meet the diverse interests, abilities, and goals of persons supported. • Staffing levels and scheduling flexibility to support individuals in attending community-based programs. • External factors, such as community resources, program closures, or seasonal variations, can impact opportunities for participation.	2024 Satisfaction surveys indicate continued positive feedback, 93.75% satisfaction rate which is an increase of 1.44% from the previous year Participation and satisfaction demonstrate that activities are effectively aligned with the interests, abilities, and goals of persons supported.

Supports & Programs

Supported Living, Community Based & Home Based, Skill Development

Outcomes Objective	Measure	Goal	Comparative Data	Extenuating/Influencing Factors	Results
Effectiveness Persons receiving support will make meaningful progress toward their personal goals through consistent, person-centered services that promote inclusion, independence, and an enhanced quality of life.	Tracking individual progress toward personal goals, reviewing outcome data, satisfaction surveys and evaluating overall improvements in inclusion, independence, and quality of life through reports and feedback from persons supported.	95%	This year the average percentage of individuals achieving their goal is 88.59%, the last half of the year showed a significant increase from the first half of the year. Unfortunately, this is the first year of enhanced tracking of goal measurement and we have no previous comparative data.	Progress toward goals was influenced by several factors, including cancellations due to illness, scheduling conflicts, or personal circumstances; inconsistent documentation of goal progress by staff; and instances where persons supported chose not to engage in goal-related activities. These factors impacted overall data accuracy and reduced total measurable progress.	This year, individuals achieved an average of 88.59% of their personal goals. Progress improved significantly in the second half of the year, reflecting the impact of enhanced tracking and staff training, despite some challenges with engagement, scheduling, and documentation.
Efficiency Persons receiving support will receive services in a timely and well-coordinated manner, maximizing direct service time and ensuring resources are used effectively to meet individual needs.	Efficiency will be measured using enhanced tracking systems to monitor scheduled support hours delivered, staff utilization, and feedback from persons supported through satisfaction surveys.	95%	As this is the first year using the enhanced tracking system, no previous comparative data is available.	Last-minute cancellations, travel time between appointments, scheduling conflicts, and occasional staffing changes, which sometimes impacted the total direct support time.	Scheduled support hours were generally delivered as planned, demonstrating effective coordination of staff time and resources. Enhanced tracking systems allowed for improved monitoring of service delivery and staff utilization.
Service Access	The percentage of persons receiving	95%	We have not asked this specific question	Persons receiving support may cancel last minute due to various reasons, not all	Achieved a 91% satisfaction of

To ensure all persons receiving support have access to meaningful and high-quality community activities.	support and their support networks who report that they have access to meaningful and high-quality community activities		on previous surveys, but overall satisfaction is 91% which is an increase of 3% from the previous year.	community areas are accessible to some individuals, financial restraints and expensive costs of some community programs may affect some persons receiving support	supports and services from persons receiving support
Satisfaction/ Experience of Services To ensure that persons receiving support and their support networks consistently report high levels of satisfaction with the quality, responsiveness, and overall experience of services provided.	Percentage of persons receiving support who report satisfaction with the quality, responsiveness, and overall experience of services through surveys or feedback.	95%	This year, 91% of persons receiving support and their support networks reported satisfaction with services, reflecting an increase from 88% satisfaction last year.	Extenuating factors limited access to community activities, and cancelations due to individual health or personal circumstances of persons receiving support.	This year, 91% of persons receiving support and their support networks indicated they were satisfied with services, showing an improvement from last year's 88% satisfaction rate.