

Personal Lifestyle Support Inc.

Annual Business Analysis and Quality Assurance Review

January 1, 2025 – December 31, 2025

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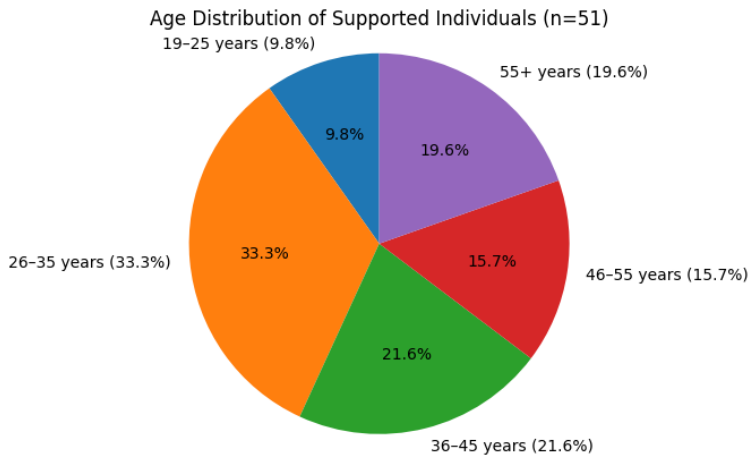
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Demographics

As of January 1, 2025, Personal Lifestyle Support Inc. provided support to fifty-one individuals across its programs and services. Of this total, twenty-four individuals identify as female, twenty-six 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.

Gender Identity	19-25 Years	26-35 Years	36-45 Years	46-55 Years	55+ Years	Totals
Male	4	9	6	4	4	26
Female	1	8	5	4	6	24
Unspecified			1			1
Totals	5	17	11	8	10	51
% of Total Individuals	9.8%	33.3%	21.6%	15.7%	19.6%	

Age Demographics



Review and Analysis

The average age of individuals receiving support this year is 41 years, remaining consistent with the age distribution observed in previous years. This stability indicates that services continue to meet the needs of individuals across a broad adult age range. The number of gender-diverse individuals supported has remained the same as last year, demonstrating the organization’s ongoing commitment to inclusive, respectful, and accessible services. Supports continue to be delivered in a manner that recognizes and respects individual identity and promotes equitable participation across all service areas.

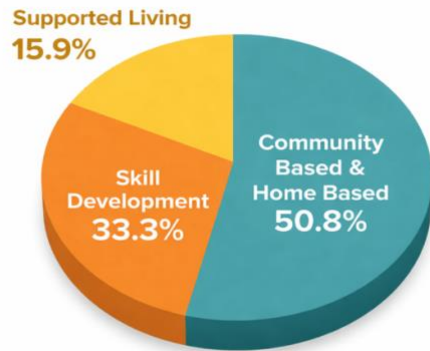
Age	2024	2025	% Change from Previous Year	The Difference in the Number of Persons Supported
19-25	15.9%	9.8%	6.1%	-3
26-35	34.9%	33.3%	1.6%	-5
36-45	20.6%	21.6%	1%	-4

46-55	7.9%	15.7%	7.8%	+1
55+	20.6%	19.6%	1%	-1

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	10	15.9%	-3.1%	-4
Community Based & Home Based	32	50.8%	-0.2%	-6
Skill Development	21	33.3%	-2.3%	-2

As a % of Agency Participation



Review and Analysis

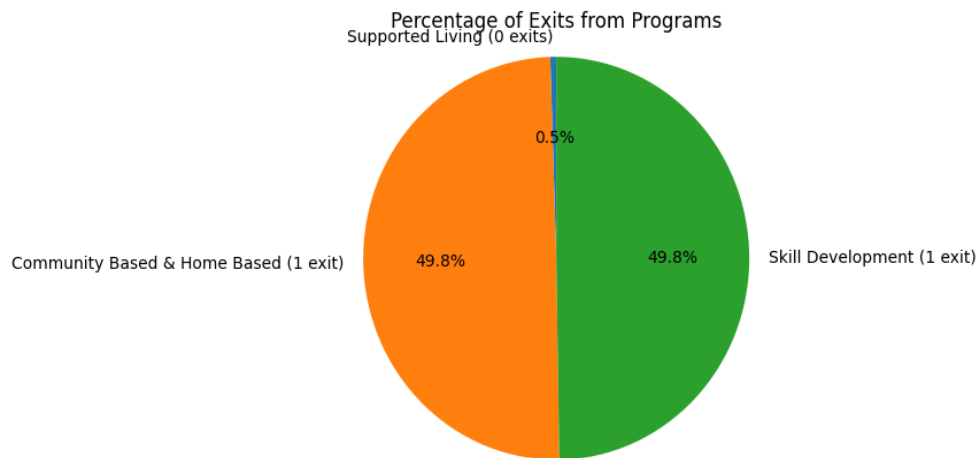
Community Based & Home Based continues to be the largest service area, with many individuals participating across multiple programs. In 2025, participation in Supported Living decreased by 3.1%, while Community Based & Home Based experienced a modest decline of 0.2%, primarily due to individuals exiting services. Participation in Skill Development declined by 2.3%, reflecting generally stable engagement and continued interest in skill-building opportunities despite a slight reduction in overall participation.

Exits From Service

Supports & Programs	Number of Exits
Supported Living	0
Community Based & Home Based	1
Skill Development	1

Reasons for Exit	Number of Exits
Moved out of service area	0
Will be receiving services from another agency	1
Change in health	0
Death	0
Individual felt services were not a good fit	1
Other	0

% Of Exits from Supports & Programs



Review and Analysis

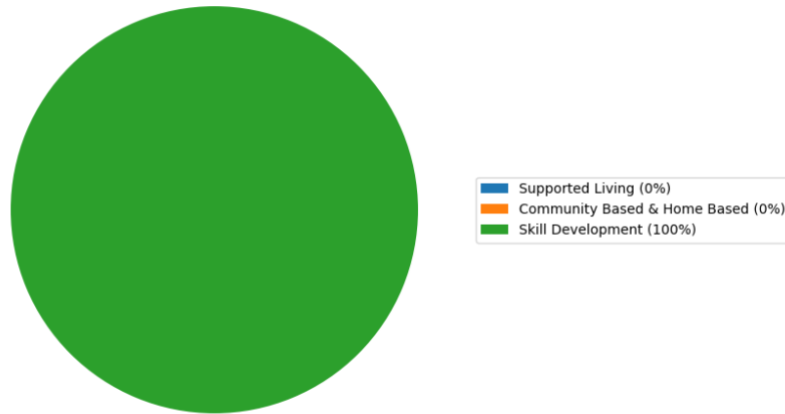
During the reporting year, two program exits were recorded. One individual voluntarily exited services after determining that the supports were not the right fit for their needs, while the second exit occurred due to a transition into a residential facility.

Entrances and Internal Requests for Service

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

% Entrance per Program Area

% Entrance Per Program Area



Review and Analysis

In 2025, Personal Lifestyle Support Inc. supported one new entrance into the Skill Development program. As in the previous year, PLS Inc. is temporarily placed under review, which resulted in a pause on accepting additional referrals. Throughout this period, the organization maintained a strong focus on accountability, transparency, and continuous quality improvement.

With the ongoing support of persons receiving services, their families, and home share providers, along with the dedication and professionalism of PLS Inc. personnel, the organization continued to strengthen its practices and service delivery. These collective efforts supported PLS in maintaining its three-year CARF accreditation, reflecting the organization’s continued commitment to person-centered services, quality assurance, and meaningful outcomes.

Looking ahead, PLS Inc. remains prepared to resume intake following the completion of the review process and to provide individualized, high-quality supports to individuals seeking services. The organization continues to prioritize safety, inclusion, empowerment, and positive outcomes across all program areas.

Satisfaction Surveys

Personal Lifestyle Support Inc. distributed surveys to 108 stakeholders, including persons supported, family members, Home Share providers and CLBC. A total of 40 completed surveys were returned, representing a 37.9% increase in responses compared to the previous year. As part of the 2025 quality assurance review process, survey tools were revised and tailored for each stakeholder group, including separate surveys for persons supported, families and Home Share providers, and CLBC. These revisions focused on improving clarity, accessibility, and relevance and are believed to have contributed to the increased response rate, with continued improvements anticipated in future years.

Persons Receiving Support Satisfaction Survey

A total of 49 satisfaction surveys were distributed to persons served. One survey was used for all program areas and was not separated by program. Because of this, it is not possible to identify which program area each person participated in, and results are reported together across all programs and services as shown in the chart below.

Supports & Programs	Sent	Received	Return %	Satisfaction %
Supported Living, Community Based & Home Based, Skill Development	49	24	48.98%	97%

Persons Supported Satisfaction Survey	2025 Satisfaction Average
Do you feel your support worker treats you with respect and kindness?	100%
Does your support worker listen to you and take your ideas seriously?	100%
Do you get to make choices about your daily activities? (what you do, where you go?)	96%
Do you feel encouraged to be as independent as possible?	83%
Do you have the support you need to be involved in community activities, events, or groups you are interested in?	92%
Do you feel safe with your support worker?	100%
Do you feel safe in your community programs or activities?	96%
If you have a problem or concern, do you know who to talk to, and do you feel comfortable doing so?	96%
Do you feel your rights are respected (for example, privacy, independence, and making your own decisions)?	100%
Does your support worker listen to you and communicate in a way you understand?	100%
Is your support worker helping you work towards your personal goals?	100%
Is it easy for you to find things like contact information, services, or hours on our website we use?	78%
Are you happy with the services you receive?	100%

Review and Analysis

In 2025, 97% of persons receiving support reported being satisfied with our services, reflecting a 6.6% increase from the previous year. All 24 surveys collected indicated positive feedback regarding the programs and services offered. Many participants are involved in more than one program area, and surveys were distributed collectively rather than by program.

A few persons receiving support responded “I don’t know” in some areas, and one person didn’t feel they were encouraged to be as independent as possible, while another person didn’t find it easy to navigate our website. Some respondents expressed a desire for increased availability of support when a

staff member is sick or away, while many others indicated that services were working well as they are, and had no concerns at this time. Despite this, the overall comments were very positive, and persons receiving support described the support staff as caring, kind, approachable, reliable and person centered.

Family and/or Home Share Providers Satisfaction Survey

A total of 54 surveys were distributed to Family members and Home Share providers, with 14 completed surveys returned. Participants were given the option to include their name or remain anonymous, and most chose to include their name. Many participants are involved in more than one program area, and surveys were distributed collectively rather than by program. Because of this, it is not possible to identify which specific program area each response relates to, and results are presented together across all programs, as shown in the chart below.

Supports & Programs	Sent	Received	Return %	Satisfaction %
Supported Living, Community Based & Home Based, Skill Development	54	14	25.9%	94%

Families and/or Home Share Providers	2025 Satisfaction Average
Overall, how satisfied are you with the quality of support provided to the person receiving support?	93%
How well does the agency meet the person receiving supports personal goals and needs?	92%
Do you feel the staff treat the person receiving support with respect and dignity?	93%
When you have a question or concern, do staff respond promptly and effectively?	93%
How effective is the agency’s communication with you regarding updates, changes, or incidents?	92%
Does the person receiving support have opportunities to make meaningful choices about daily activities and routines?	93%
Do staff encourage the person receiving support to develop skills and independence appropriate to their abilities?	93%
How confident are you that the person receiving support is safe and well-supported in their environment?	93%
Are incidents or concerns reported and handled in a timely and appropriate manner?	93%
Do staff demonstrate positive, respectful, and professional interactions with the person receiving support?	93%
Do you feel staff communicate with you in a respectful and timely manner?	93%
Are you kept informed about the person receiving supports progress?	93%
Are you involved (as much as you would like to be) in planning with the person receiving support and their support staff?	93%

Do you feel the agency values your input and feedback as a family member or home-share provider?	93%
Would you recommend our services to a family member or friend?	100%
How likely are you to continue using our services in the future?	100%

Review and Analysis

In 2025, 94% of family members and home share providers indicated satisfaction with our services, representing a 1.2% increase compared to last year. Of the 14 received surveys, all 14 reported being happy with the programs and services provided.

Overall, survey respondents were either “Very Satisfied” or “Satisfied,” with only one stakeholder indicating a “Neutral” response across all areas. The remaining feedback was overwhelmingly positive, with comments highlighting staff kindness, patience, genuine commitment, reliability, respectfulness, punctuality, and a clear focus on person-centred support. These insights reinforce the confidence families and home share providers have in our services. Moving forward, we will continue to refine our communication and support processes to ensure that everyone feels fully informed and supported. Collectively, the survey results underscore a strong level of satisfaction and trust in the quality of our programs and the dedication of our staff.

Some feedback noted occasional interruptions in support due to sick call-ins, particularly when communication about these changes was met with short notice.

Other Stakeholders (CLBC) Satisfaction Survey

Supports & Programs	Sent	Received	Return %	Satisfaction %
Supported Living, Community Based & Home Based, Skill Development	5	2	40%	81.75%

CLBC	2025 Satisfaction Average
How satisfied are you with the clarity and timelines of the agency's communication regarding service updates?	100%
How satisfied are you with the responsiveness of the agency when you have questions or require information?	100%
How satisfied are you with the agency's collaboration and willingness to engage in planning or review of meetings?	100%
How satisfied are you that the agency provides services that meet the person receiving support's assessed needs?	100%
How satisfied are you that the agency promotes the person receiving support's independence, choice, and personal growth?	100%
How satisfied are you with the agency's approach to ensuring the person receiving supports safety and wellbeing?	50%

How satisfied are you with the competency and professionalism of staff delivering support services?	100%
How satisfied are you with the agency's adherence to CLBC guidelines and contractual obligations?	100%
How satisfied are you with the overall quality of service provided by Personal Lifestyle Support Inc.?	100%

Review and Analysis

Feedback received from the survey highlighted positive working relationships with PLS staff and management. Respondents noted clear communication, timely responses, and a genuine commitment to the well-being of persons receiving support. The overall satisfaction rate was 81.75%, with most responses indicating “Very Satisfied” or “Satisfied,” and only one neutral response and one satisfied response on a specific question. Overall, PLS was described as a reliable and supportive agency, demonstrating professionalism, responsiveness, and dedication in all interactions.

PLS Personnel Satisfaction Survey

Employee Satisfaction	Sent	Received	Return %	Satisfaction Average
January 2025 All Personnel	15	11	73.3%	100%
July 2025 All Personnel	15	9	60%	100%

Review and Analysis

In 2025, Personal Lifestyle Support Inc. chose to distribute employee surveys twice during the year, in January and July, to capture feedback from both long-standing and new employees and to ensure that all staff had the opportunity to share their perspectives. In the January survey, 36.36% of respondents reported being very satisfied and 63.64% satisfied, with no employees reporting neutral, dissatisfied, or very dissatisfied. By the July survey, results increased, with 77.78% reporting very satisfied and 22.22% satisfied, again with no neutral or dissatisfied responses.

Overall, PLS Inc. demonstrates a strong organizational culture and high levels of employee satisfaction. Staff consistently report a safe, clean, and supportive work environment with clearly defined roles and manageable responsibilities. Employees describe their work as meaningful, note a strong work-life balance, and highlight the support and recognition they receive from supervisors. Effective communication, teamwork, and collaboration contribute to a positive workplace atmosphere. PLS Inc. is also recognized for its commitment to professional development, including thorough competency-based and safety trainings, fostering inclusivity, supporting employee values, and promoting engagement, motivation, and job security 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, and other relevant domains. Effectiveness also refers to the measurable success of programs in achieving their intended business outcomes, including implementation of evidence-based practices, staff competency, and alignment with organizational goals.
- **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%	The overall survey return rate decreased slightly from 73.33% in 2024 to 66.7% in 2025, a drop of 6.63%. Despite the lower return rate, overall employee satisfaction remained at 100% in both years, indicating continued high levels of satisfaction	Distributing surveys twice during the year allowed both new and existing employees to participate, helping capture a more complete picture of overall satisfaction. Comparative data is now available from 2024, providing a baseline for evaluating trends	In 2025, 20 of 30 employee surveys were returned (66.7% return rate). In January, 36.36% of respondents reported being very satisfied and 63.64% satisfied. By July, 77.78% were very satisfied and 22.22% satisfied, with no neutral or dissatisfied responses.

			among respondents.	and changes in employee satisfaction over time.	Overall satisfaction 100%
Business Function To maintain CARF 3-year accreditation by delivering exceptional services that meet and exceed CARF standards, ensuring continuous quality improvement	Successfully maintain CARF 3-year accreditation, meet all applicable standards, address any recommendations promptly, and achieve at least 95% satisfaction from persons served and stakeholders.	Maintain continuous compliance with CARF standards and deliver high-quality services that ensure ongoing accreditation and stakeholder satisfaction.	As 3-year CARF accreditation was first achieved in March 2025, no prior accreditation performance exists for comparison. Future annual audits, survey results, and quality improvement activities will provide benchmarks to measure ongoing compliance and service excellence.	Continuous staff training, program development, and quality improvement initiatives influence the organization’s ability to maintain compliance with CARF standards. Changes in program scope, staffing, or regulatory requirements may impact survey readiness and the implementation of CARF standards.	Personal Lifestyle Support Inc. achieved CARF 3-year accreditation in March 2025, meeting all applicable standards. No major findings were identified, and recommendations were addressed promptly, establishing a strong baseline for ongoing compliance and continuous quality improvement.
Effectiveness To ensure programs consistently achieve intended results by implementing evidence-based practices, monitoring staff training and competency, tracking program outcomes, and using stakeholder feedback to guide continuous improvement	Effectiveness will be measured by the percentage of programs implementing documented evidence-based practices, the number of staff trained and refreshed in Competency-Based and Non-Competency-Based training, documentation showing program outcomes aligned with evidence-	Ensure that all programs consistently incorporate evidence-based practices by maintaining and updating forms, plans, policies, and tracking systems as needed, and monitoring their use throughout 2025 to support high-quality, effective service delivery.	Existing forms, policies, and plans provide a reference to assess updates and revisions. For newly implemented tracking systems and the integration of evidence-based practices, baseline data was collected this year, establishing a starting point for future comparisons. Over time, these data will allow measurement of completion, adherence, and effectiveness	2025 marked the first full year of implementing new tracking systems and integrating evidence-based practices, establishing a strong baseline for future measurement. Staff engagement with updated forms, plans, trainings and policies supports consistent adherence and effective service delivery across programs.	All forms, policies, and plans have been reviewed and further updated to support evidence-based practices. New tracking systems and tools are fully implemented, enabling consistent monitoring of these practices across all programs. Staff have actively engaged with training and implementation processes, demonstrating improved understanding,

	based approaches, and feedback from persons served and stakeholders regarding program effectiveness.		across all programs.	<p>Program diversity and varying participant needs provide opportunities to tailor evidence-based practices and enhance overall outcomes.</p> <p>Ongoing refinements to policies and procedures strengthen standardization and continuous quality improvement.</p>	consistent application, and adherence to evidence-based practices throughout the organization.
Efficiency Implement, monitor, and optimize new plans, tracking systems, and data collection forms to improve operational efficiency.	Consistent use, monitoring, and optimization of plans, tracking systems, and data collection forms to enhance operational efficiency.	Achieve 90% or higher in operational efficiency in business processes through consistent use, monitoring, and optimization of plans, tracking systems, and data collection forms.	In 2024, operational efficiency across business processes was approximately 92%, with tracking systems and data collection forms used inconsistently and monitored only annually. Compared to 2025, when new plans, tracking systems, and data collection forms were implemented and reviewed quarterly, efficiency improved to approximately 95%, demonstrating measurable gains in workflow consistency, accuracy, and	<p>Staff training and familiarization with enhanced processes influenced the speed and consistency of adoption.</p> <p>Early integration of AI tools and enhanced digital systems influenced both efficiency gains and the learning curve for staff.</p> <p>Quarterly monitoring and annual analysis provided structured opportunities to identify and address process gaps, influencing observed improvements in</p>	New plans, tracking systems, and data collection forms were implemented and reviewed quarterly, resulting in approximately 95% operational efficiency up from 92% in 2024. Staff demonstrated increased familiarity and confidence with the systems, supporting improved workflow, accuracy, and ongoing quality improvement.

			operational oversight.	operational efficiency.	
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, 93.75% 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. <ul style="list-style-type: none"> 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. 	2025 satisfaction surveys reflect ongoing quality improvement, with a 97% satisfaction rate—an increase of 3.47% over the previous year—demonstrating continued positive feedback and enhanced outcomes for persons receiving support. 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	Tracking individual progress toward personal goals, reviewing	95%	Compared to the previous year, the overall percentage of persons supported who	Progress toward goals was influenced by several factors, including cancellations due to illness, scheduling conflicts, or personal circumstances, and	This year, 92.32% of persons supported achieved their identified

<p>progress toward their personal goals through consistent, person-centered services that promote inclusion, independence, and an enhanced quality of life.</p>	<p>outcome data, satisfaction surveys and evaluating overall improvements in inclusion, independence, and quality of life through reports and feedback from persons supported.</p>		<p>achieved their goals increased to 92.32%, representing a 3.6% improvement. Results also indicate a slight upward trend from the first term of the current year, demonstrating continued progress in goal achievement.</p>	<p>instances where persons supported chose not to engage in goal-related activities. These factors impacted overall data accuracy and reduced total measurable progress.</p>	<p>goals, reflecting a 3.6% improvement over the previous year. Progress also showed a modest increase from the first term of the year, indicating continued positive momentum in goal attainment.</p>
<p>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.</p>	<p>Efficiency will be measured using enhanced tracking systems to monitor scheduled support hours delivered, staff utilization, and feedback from persons supported through satisfaction surveys.</p>	<p>95%</p>	<p>In 2024, approximately 95% of scheduled support hours were delivered as planned, with efficiency monitoring based primarily on basic scheduling records and satisfaction feedback.</p>	<p>Last-minute cancellations, travel time and traffic delays and occasional staffing changes, which sometimes impacted the total direct support time.</p>	<p>In 2025, approximately 96.75% of scheduled support hours were delivered as planned, reflecting improved efficiency and service coordination compared to 2024. This year enhanced tracking systems support more accurate and consistent measurement of scheduled support hours delivered and staff utilization, allowing for clearer comparison of efficiency outcomes year over year.</p>

<p>Service Access To ensure all persons receiving support have access to meaningful and high-quality community activities.</p>	<p>The percentage of persons receiving support and their support networks who report that they have access to meaningful and high-quality community activities</p>	<p>95%</p>	<p>Satisfaction with supports and services increased to 97% in 2025, up from 93.75% the previous year, demonstrating continued improvement in access to meaningful and high-quality community activities.</p>	<p>Persons receiving support may cancel last minute due to various reasons, not all community areas are accessible to some individuals, financial restraints and expensive costs of some community programs may affect some persons receiving support</p>	<p>Achieved a 97% satisfaction of supports and services from persons receiving support showing an increase of 3.47% from the previous year</p>
<p>Satisfaction/ Experience of Services- Persons Receiving Support To ensure that persons receiving support and their consistently report high levels of satisfaction with the quality, responsiveness, and overall experience of services provided.</p>	<p>Percentage of persons receiving support who report satisfaction with the quality, responsiveness, and overall experience of services through surveys or feedback.</p>	<p>95%</p>	<p>This year, 97% of persons receiving support reported satisfaction with services, reflecting an increase of 3.47% satisfaction from the previous year.</p>	<p>Extenuating factors included individual vulnerability, limited access to community activities, and cancellations due to health or personal circumstances, all of which may influence satisfaction outcomes and provide context for continuous quality improvement."</p>	<p>This year, 97% of persons receiving support indicated they were satisfied with services, showing an improvement of 3.47% from last year</p>
<p>Satisfaction/ Experience of Services- Stakeholders To ensure that stakeholders consistently report high levels of satisfaction with the quality, responsiveness, and overall</p>	<p>Percentage of stakeholders who report satisfaction with the quality, responsiveness, and overall experience of services through surveys or feedback.</p>	<p>95%</p>	<p>This year, 94% of stakeholders reported satisfaction with services, a decrease of 6% from the previous year. The remaining 6% were neutral, with no respondents indicating dissatisfaction.</p>	<p>Survey format revisions that may have influenced how respondents interpreted and selected responses.</p> <p>Variability in service access or engagement, such as limited opportunities for participation in certain programs or activities.</p> <p>External or community factors that may impact</p>	<p>This year, 94% of stakeholders reported satisfaction with services, reflecting a 6% decrease from the previous year, when 100% were satisfied, and no respondents were</p>

experience of services provided.			This change may be influenced by revisions to the survey format and provides context for interpreting results while supporting ongoing quality improvement.	experiences, including scheduling conflicts or environmental constraints.	dissatisfied in either year.
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