

# **OUTCOMES MEASUREMENT REPORT 2017 YEAR**

**It's My Life Kamloops Society (IMLKS)**

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**Tel 250.377.7661  
Fax 250.377.7660**

**#308-444 Victoria St.  
Kamloops, BC V2C 2A7**

**Website: [www.imlks.ca](http://www.imlks.ca)**

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## WHO ARE WE?

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It's My Life Kamloops Society (IMLKS) was established in the fall of 2013. It was a group of people with similar values, ethics and principals coming together to create an organization that could provide person driven quality support services to adults with diverse abilities.

At the end of 2017, IMLKS was providing support in the form of Supported Living to 12 persons.

In December 2017, IMLKS employed 32 staff; 21 full time, 3 part time and 8 casuals. IMLKS contracted a Financial Accountant, Administrative Assistant and Human Resources Coordinator through Interior BC Community Services Co-operative (IBCCSC) and one Supportive Roommate.

Our team follows the values and philosophies of leaders in the Human Services field. We understand that "one shoe does not fit all." We are constantly looking at creative and thoughtful ways to support persons served, to help them achieve the life they want to live.

By providing person driven support, people are honored for their uniqueness's and are given the opportunity to be involved in everything that occurs in their life. From choosing a home, staff, to involvement in their community, the person is able to choose what they want their life to look like.

The support that we provide allows persons served to excel, become more independent, less aggressive in some incidents (because there are provided choice, given rights and listened too) and most importantly allows their life to stay authentically centered around them!

WE DO THINGS DIFFERENTLY.



## OVERVIEW

Through this outcomes report, IMLKS can demonstrate how it gathers information and feedback from its stakeholders. The methods of collecting the feedback/information reported this year include satisfaction surveys, health and safety and human resource data analysis, and complaints and concerns.

One thing to note is that formal feedback tools like satisfaction surveys cannot – and will not – replace the impact and importance of our daily conversations and the feedback we receive from persons served, families, employees, contractors and other stakeholders on an ongoing basis. Relationships are a key foundation of the organization, and building trust with our stakeholders – through day to day conversations and interactions – will only make IMLKS stronger.

Each section of the report has a data analysis section – a description of the information from its source, and any trends or key findings on which we think we should focus. The data analysis is the basis for recommendations made by the management team, which are then approved by IMLKS’s Board of Directors.

The other important part of this report is the section on human resources and health and safety. This information is included in the report because both areas affect the quality of services provided by the organization. IMLKS’s personnel are essential to the quality of services we provide to the adults and their families that we support. Therefore, it’s important to know the training, turn-over rates, accident rates and other related workforce indicators (information that tells us how our employees are doing) so that the IMLKS can support the link between human resources (the department that takes care of employees) and the quality of services.

**The Report gives information comparing this year to last year in the following areas**

**EFFECTIVENESS – the service is doing what it is supposed to do (e.g. support personal growth, help jobs, make friends, etc.)  
What’s in it for me??**

**EFFICIENCY – using the resources (e.g. money, staff, equipment, etc.) in the best possible way.**

**SATISFACTION – the stakeholders are happy with the services they are receiving**

**ACCESS – identifies the availability of a service based on enrolment and capacity (measured alongside the efficiency)**



### WHAT FOR?

One way IMLKS can demonstrate how it meets the expectations of the adults receiving services and be accountable to other stakeholders (like funders), is through an Outcomes Measurement Report. An “outcome” is an end result. IMLKS wants to know what goals the organization is meeting, and how it is accomplishing those goals. The Outcomes Report helps the Board of Directors see what’s working and what needs to change.

The information collected is both qualitative and quantitative. Qualitative information can be: written comments, opinions, and feedback that cannot be measured with a number or rating. Quantitative information is numbers or percentages (%). This information is directly taken from the surveys or reports.

IMLKS must report on at least one outcome in each program area.

An outcomes measurement report is also a requirement of an accredited organization.

### WHAT SHOULD YOU CONSIDER WHILE READING THIS REPORT?

This report is not in plain language. It is our hope that people will get help from their families, friends or staff to read the report. IMLKS is a growing organization and there is a lot of interesting information to report on.

If you would like to meet in person to further discuss the report, please contact us!

#### **DAWN KHADIKIN, EXECUTIVE DIRECTOR:**

Phone: 250.377.7661

Email: [Dkhadikin@imlks.ca](mailto:Dkhadikin@imlks.ca)

#### **HAYLEY DEAN, HUMAN RESOURCES:**

Phone: 778.471.3377

Email: [Hschofield@ibccsc.ca](mailto:Hschofield@ibccsc.ca)



## WHAT DO OUR STAKEHOLDERS THINK OF US?

IMLKS sent out majority of our stakeholder satisfaction surveys through Survey Monkey.



20 surveys were sent out and 9 were completed.

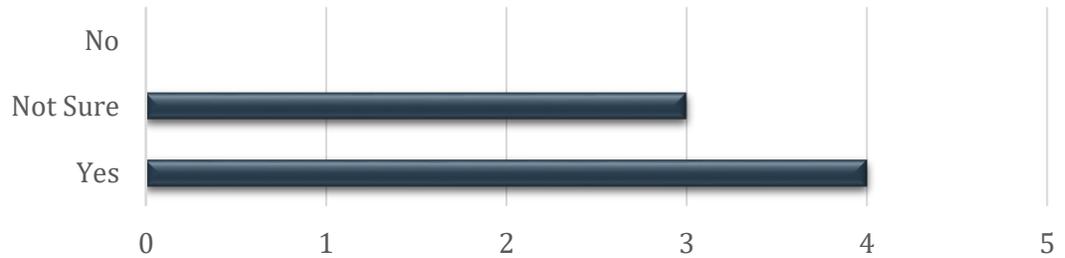
**THE ORGANIZATION IS KNOWN FOR IT'S INTREGITY AND ETHICAL PRACTICES**



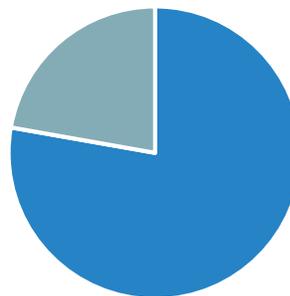
■ Yes ■ Not Sure



**THE ORGANIZATION IS WELL RESPECTED IN THE COMMUNITY**



**I WOULD RECOMMEND THE SERVICES OFFERED BY THE ORGANIZATION TO SOMEONE CLOSE TO ME**



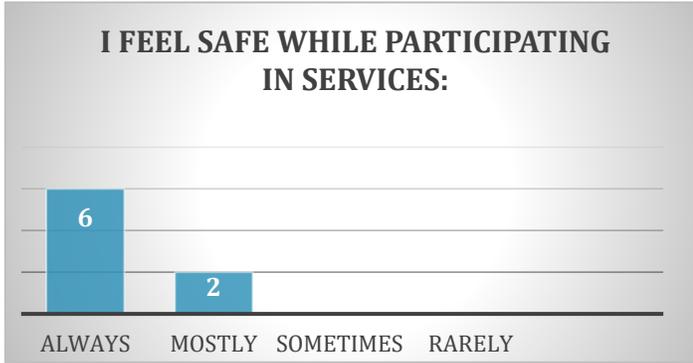
■ Yes ■ Not Sure

11 person served surveys were completed out of 12 sent out.

One thing to note, is several of the persons served that completed these surveys communicate non-traditionally, so their Support Workers assisted them with answering the questions. Support Workers listened to the person's body language and answered their questions to the best of their ability based on their knowledge of the person.

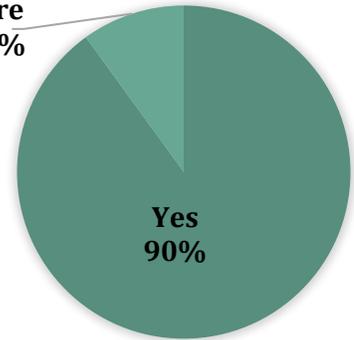
### WHAT DO OUR MEMBERS THINK OF US?

#### I FEEL SAFE WHILE PARTICIPATING IN SERVICES:

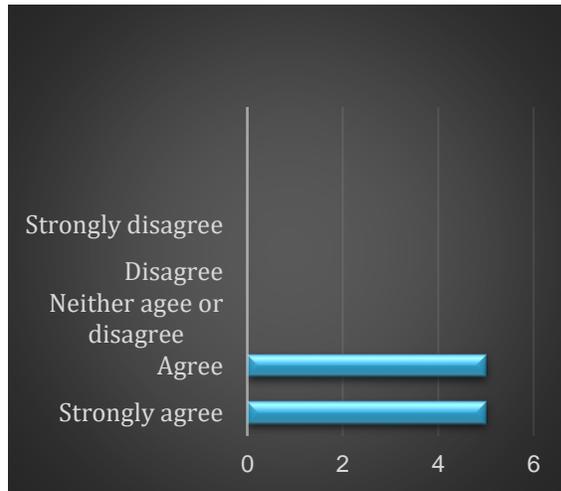


#### THE SERVICES I HAVE PARTICIPATED IN HAVE MADE A POSITIVE DIFFERENCE IN MY LIFE

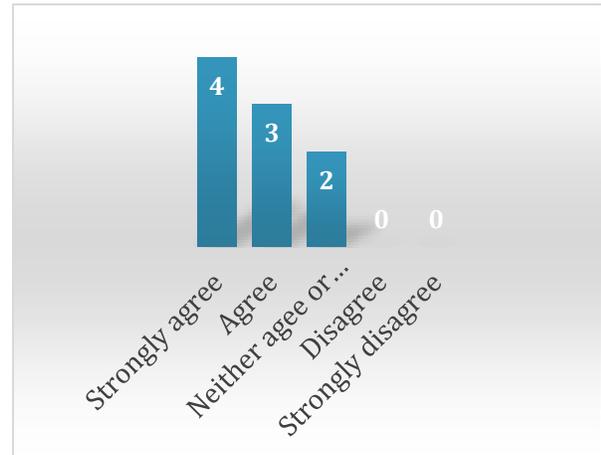
Not sure 10%



#### WHILE RECEIVING SERVICES, STAFF ALWAYS TREAT ME WITH RESPECT:



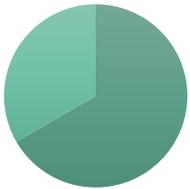
#### STAFF GIVE ME RESOURCES AND SUPPORT SO I CAN ADVOCATE FOR MYSELF:



Surveys were sent out to all employees.

15 surveys were returned

IT'S MY LIFE KAMLOOPS PROVIDES PERSON DRIVEN SUPPORT TO INDIVIDUALS IT



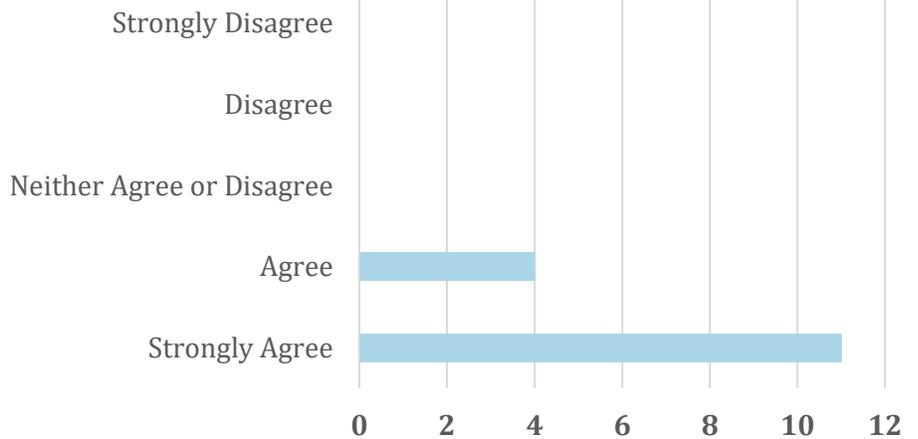
Strongly agree Agree

## WHAT DO OUR EMPLOYEES THINK OF US?

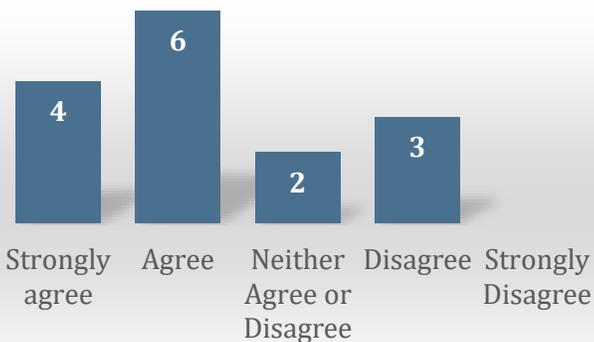
I BELIEVE IT'S MY LIFE IS MANAGED EFFECTIVELY



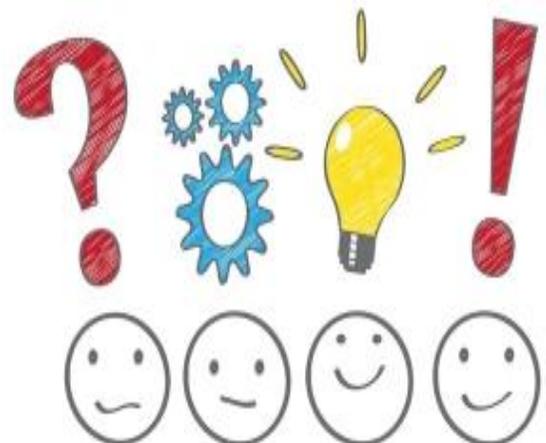
IMLKS VALUES AND DEMONSTRATES DIVERSITY



♥  
**TEAM  
WORK  
MAKES THE  
DREAM  
WORK**



MY SUPPORT TEAM MEETS EVERY MONTH



## HUMAN RESOURCES REPORT

This is the annual Human Resources (HR) Report for It's My Life Kamloops Society (IMLKS). This report describes the human resource situation in the organization. The report outlines changes made to HR practices and sets several goals for improvement for the year to come. The report covers the period from January 1, 2017 – December 31, 2017.

### Employee Compliment

The employee compliment can vary throughout a year based on the number of persons served and their support needs. Our goal for employees is for them to assist the person served to achieve the highest level of independence as possible, while developing natural supports within their communities.

Due to extenuating factors, a lot of times support will still be required in some shape or form for the persons, but our goal is to help the person live a self-driven independent life, by building on the person's social networks, life skills and community involvement.

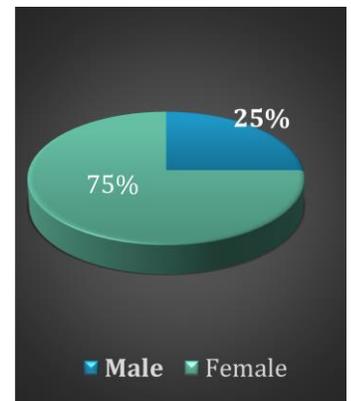
At the end of 2017, IMLKS had 32 employees and 3 contractors. Some employees supported more than one person at IMLKS, so the number of employees does not reflect the number of positions within the organization.

IMLKS had the following employee compliment in December 2017:

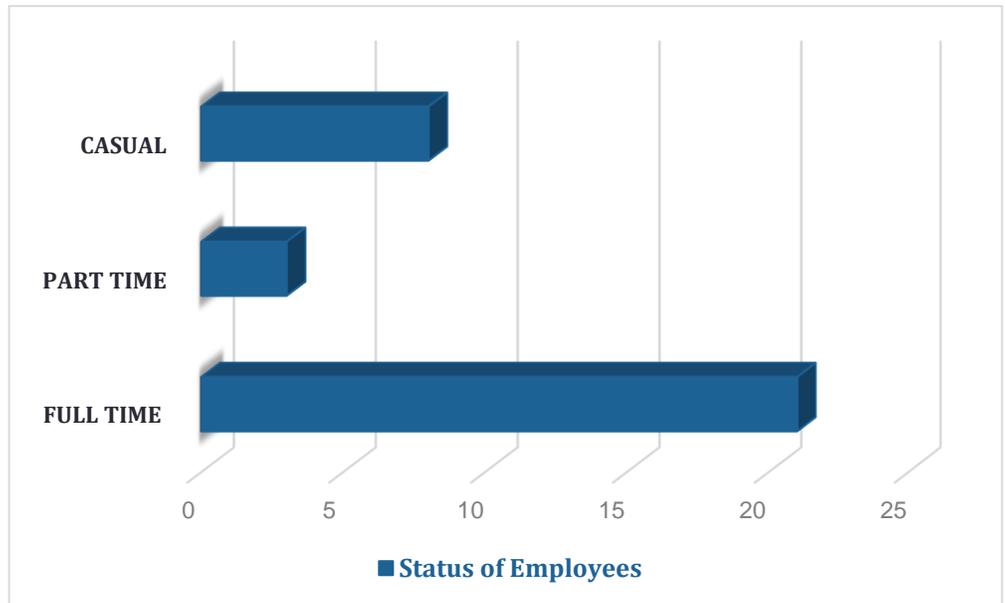
- Thirty support workers
- Two management
- Three contractors



**IN DECEMBER  
2017, IMLKS HAD  
32 EMPLOYEES**



Some employees supported more than one person at IMLKS, so the number of employees does not necessarily reflect the number of positions within the organization.



**WHO WAS HIRED IN 2017?**

- TWO FULL TIME EMPLOYEES
- FOUR PART TIME EMPLOYEES
- FIVE CASUAL EMPLOYEES



**Approximately 24% of the applicants interviewed became successfully employed with IMLKS.**

**Recruitment and Retention**

Recruitment and retention of qualified employees continues to be a challenge. As always we are competing with other employers in this sector, long term care facilities and the school district.

IMLKS is committed to employing and retaining the most qualified and best possible persons and families we support. We reserve the right to hire applicants who demonstrate the values, vision, philosophy and practices of our organization.

IMLKS actively recruits through job fairs, social media, community events, word of mouth and job search websites.

In 2017, approximately 46 applicants were interviewed and 11 of the applicants became successfully employed with IMLKS

Staff turnover has been an ongoing risk for IMLKS. Every time an employee leaves our organization, the persons served have to tell their story to someone new entering their life in the role as a support worker. IMLKS is continually looking at ways to reduce turnover and improve staff retention.

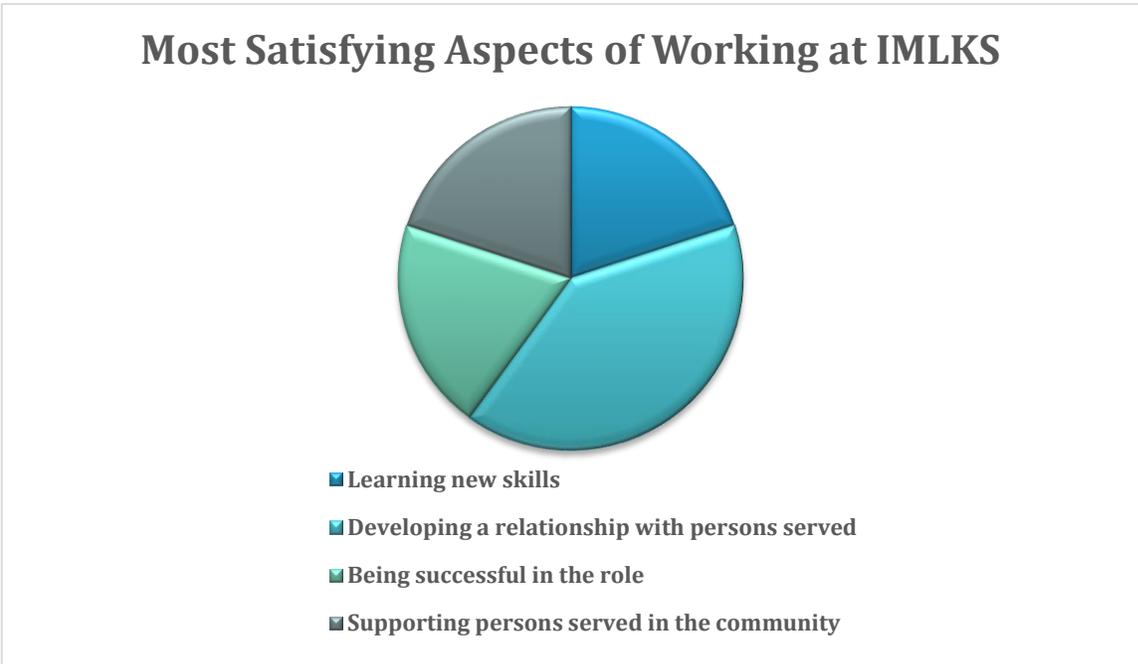
In 2017, the IMLKS turnover rate was 44%. This is an increase from 2016 where the turnover rate was 29%.

IMLKS encourages employees exiting our organization, to provide feedback on their employment experience. The input provided through exit surveys, is used as a tool to measure our current performance, increase employee retention and employee satisfaction. Since 2014, we have streamlined our process for completing exit interviews to increase our survey response rate.

During this reporting period, five out of the fourteen persons that left the organization completed exit surveys. The five staff that completed exit surveys, left IMLKS for the following reasons:

- One staff moved
- One staff left for personal reasons
- One staff left due to working conditions (position became to physically demanding)
- One staff was offered another position
- One staff was provided a better employment opportunity





The graph above demonstrates what employees who completed exit interviews found most satisfying about working at IMLKS.

**Policies and Procedures**

Personnel policies and procedures are in place to guide the actions of employee and to determine fair approaches in the treatment of employee. All IMLKS policies go to the Board of Directors for approval.

Policies and procedures are reviewed annually and changes are tracked in our operations manual record of revisions.

Our policies and procedures meet Work Safe BC, Community Living BC (CLBC) standards, BC employment standards and Commission on Accreditation of Rehabilitation Facilities (CARF) requirements.

**Orientation and Training**

Training for new personnel is the responsibility of the Human Resources Coordinator, Service Coordinators and direct support employees. Employees receive an initial orientation and on-the-job training, competency based and persons specific training prior to commencing work. This includes a review of the

health and safety policies, code of ethics & confidentiality, employee handbook (implemented in 2017) and other pertinent policies and procedures.

Training requests are submitted to the HR Coordinator and Service Coordinators.

Training and development opportunities are posted on ShareVision.

All employees are encouraged to request to attend training or educational courses they feel will assist them to be more proficient in their work. Sometimes training is required to meet a specific persons support needs and other times it is to gain knowledge in an area of interest. Training events and employee attendance to training is tracked by HR and Service Coordinators. There may be omissions to the number of training events if the information was not passed on. During this reporting period we offered the following training and development opportunities:

- ❑ Michael Kendrick – Right Relationships
- ❑ Michael Kendrick- Personalized Support Options
- ❑ Dementia training
- ❑ Internal Support Worker meetings
- ❑ Conversations That Matter (CTM)
- ❑ Diversity Training (NEW)



In 2016, IMLKS started to offer diversity training to our employees. Diversity in the workplace is increasing significantly and we want staff to learn to embrace and understand the benefits of working and supporting persons of diverse backgrounds, races, ethnicities, cognitive styles and ages.

### **Employee Injuries**

During this reporting period there have been 0 WCB claims!

We continue to emphasize safety in the workplace and do all we can to keep our employees safe. All incidents that cause an employee to seek medical attention or loss of time from work are investigated by members of the Health and Safety Committee. The Health and Safety Committee is committed to doing everything they can to promote safety, monitor incidents and make suggestions for implementing improvements.

### **Health and Safety Committee**

Because IMLKS does not have 20 workers at any of our worksites, we are not required by WorkSafe BC to have an Occupational Health and Safety (OHS) Committee.

However, IMLKS does have three Health and Safety appointed officers that meet monthly to discuss health

### **ANNUAL WCB WAGE LOSS CLAIMS:**

**2017: 0**

**2016: 3**

**2015: 5**



and safety concerns, best practices and ongoing methods for creating a safer workplace.

The committee which is composed of two management and one worker, meets monthly to discuss ways to make the organization a safer and healthier workplace. Monthly meeting minutes are posted in a binder at the IMLKS office. New employees are provided information about our health and safety contacts and committee during orientation.

**DEMOGRAPHICS OF PERSONS SERVED**

**IMLKS provided service to 12 people in 2017**

<b>Age</b>	<b>Number of Persons Served Receiving Service</b>
19 – 39	4
40 – 59	4
60+	4

<b>Gender</b>	<b>Number of Person Served</b>
Male	7
Female	5

<b>Ethnicity</b>	<b>Number of Person Served</b>
Caucasian	11
First Nations	1

Religion	Number of Person Served
Baptist	2
Lutheran	1
Not Identified	9



**These Domains to be reported on include:**

- Home
- Financial
- Rights
- Safeguards/Vulnerabilities
- Relationships
- Leisure
- Autonomy
- Nutrition
- Growth
- Life Meaning
- Communication
- Mobility
- Transportation
- Identity
- Inclusion
- Roles
- Value/Respect
- Adaptive Tools
- Work

**REPORTING SERVICE**

**Community Support/ Inclusion (Community Integration)**

Through supported living, we provides community inclusion support to persons served that is tailored on an individual basis to meet their needs. Support is flexible and can be provided at varied times to meet the persons served lifestyle, unique goals and needs. People are supported to learn new and relevant life skills, gain greater independence and autonomy. With this service we are able to take an active role in assisting the persons served, their families and personal networks to; inspire and encourage the development and delivery of services and plans that work towards the realization and accomplishment of each person’s potential and choices within a home and inclusive community. Based on the person’s needs, support is provided to carry out day-to-day activities, roles, personal care, building relationships, assistance with financial decisions and working towards achievement meaningful and future goals. The strength of this service is that persons served are provided flexible one on one support to effectively manage their homes, health, medications, social relationships and working lives.

### **Live-In Support (Supported Living)**

Persons served live in their own home and have one on one support available to them 24/7. People are supported to learn new and relevant life skills, gain greater independence and autonomy. With this service we are able to take an active role in assisting the persons served, their families and personal networks to; inspire and encourage the development and delivery of services and plans that work towards the realization and accomplishment of each person's potential and choices within a home and inclusive community. Based on the person's needs, support is provided to carry out day-to-day activities, roles, personal care, building relationships, assistance with financial decisions and working towards achievement meaningful and future goals. The strength of this service is that persons served are able to own or rent their own residence and have flexible one on one support available to effectively manage their homes, health, medications, social relationships and working lives.

### **Domains of Need**

In all of the services we provide, IMLKS measures satisfaction, effectiveness, efficiency and access through the Domains of Need (the areas we support people in to have good lives).



**SECTION 1:**

**SERVICE DELIVERY SPECIFIC OUTCOMES**

**SUPPORTED LIVING/ COMMUNITY INTEGRATION**

<i><b>EFFECTIVENESS</b></i>	<b>Objective</b>	<b>Indicator</b>	<b>Who Applied To</b>	<b>Performance Goals</b>	<b>Actual Results</b>
	Person served have employment	% of persons served that obtain employment within the year.	All persons served seeking employment	55%	33%
		% of persons served that maintain employment for more than 6 months	All persons served who obtain employment	90%	100%
	Persons served are involved in a volunteer, club or membership of interest	% of persons served that obtain a volunteer, club or membership within a year	All persons served	90%	92%
		% of persons served that maintain a volunteer, club or membership for 6 months	All persons served	95%	91%
<i><b>EFFICIENCY</b></i>	<b>Objective</b>	<b>Indicator</b>	<b>Who Applied To</b>	<b>Performance Goals</b>	<b>Actual Results</b>
	Minimize the need of Service Coordinator direct support fill in/ coverage	Minimize the % of days spent providing direct support	All Service Coordinators	<10%	<10%
	Maximize the amount of individual planning meetings	% of persons served that had an annual planning meeting within the calendar year	All persons served	95%	67%
<i><b>ACCESS</b></i>	<b>Objective</b>	<b>Indicator</b>	<b>Who Applied To</b>	<b>Performance Goals</b>	<b>Actual Results</b>
	All persons served understand their rights by external Rights Training	% of person served that receive external Rights training	All persons served who have been in service for 6 months	<95%	100%

<b><i>STAKEHOLDER INPUT/SATISFACTION</i></b>	<b>Objective</b>	<b>Indicator</b>	<b>Who Applied To</b>	<b>Performance Goals</b>	<b>Actual Results</b>
	All persons served feel they are always listened to by their staff	% of persons served that feel their staff always listen to them	All persons served	85%	55%
	All stakeholders feel the persons served confidentiality is respected by the agency	% of stakeholders who feel person served whose confidentiality is respected by the agency	All stakeholders who completed the stakeholder survey	95%	100%
<b><i>BUSINESS FUNCTION</i></b>	<b>Objective</b>	<b>Indicator</b>	<b>Who Applied To</b>	<b>Performance Goals</b>	<b>Actual Results</b>
	All Employees participate in an Opportunity for Growth & Development	% of Employees that have participated in an opportunity for growth and development	All employees	85%	50%
	Reduce turnover	% of staff that leave the organization in this reporting period	All employees	20%	44%
	Utilize all funded hours	% of Persons Served whose funded hours are fully utilized	All persons served	90%	95%

**SECTION 2:**

**ANALYSIS OF PERSON SPECIFIC EXTENUATING AND INFLUENCING FACTORS**

<b>A. DEMOGRAPHIC FACTORS</b>	<b>Categories</b>		<b>Results</b>
	AGE	19- 40 YEARS	33%
		41-65 YEARS	33%
		OVER 65 YEARS	33%
	GENDER	FEMALE	58%
		MALE	42%
COMMUNICATION	VERBAL	50%	
	NON-VERBAL	33%	
	OTHER	17%	
ETHNICITY	CAUCASION	92%	
	FIRST NATIONS	8%	
RELIGION	BAPTIST	17%	
	LUTHERAN	17%	
	NOT IDENTIFIED	67%	
<b>B. BARRIERS TO OUTCOMES</b>	MOBILITY	MOBILITY DEVICE	50%
		MOBILE	50%
	TRANSPORTATION	OWN VEHICLE	8%
		REQUIRE SUPPORT FOR TRANSPORTATION	92%
<b>C. SEVERITY FACTORS</b>		DEVELOPMENTAL DISABILITY	83%
		DUAL DIAGNOSIS	17%

**RESULTS FROM DATA**

	2016	2017
<b><i>EFFECTIVENESS</i></b>		
% of persons that obtained employment within the year	17%	33%
% of persons that maintains employment for more than 6 months	Not measured	100%
% of persons served that obtain a new volunteer, club or membership within a year	33%	92%
% of persons served that maintain a volunteer, club or membership for 6 months	75%	91%
<b><i>EFFICIENCY</i></b>		
Minimize the % of days Service Coordinators spend providing direct support	Data not properly obtained	<10%
% of persons served that had an annual planning meeting within the calendar year	50%	67%

**SO...NOW  
WHAT??**



**WE LEARN, GROW,  
ADAPT AND  
IMPROVE!!!!!!**



<p><b>ACCESS</b></p> <p>% of person served that receives external rights training</p>	<p><b>100%</b></p>	<p><b>100%</b></p>
<p><b>STAKEHOLDER FEEDBACK</b></p> <p>% of persons served that feel their staff always listen to them</p> <p>% of stakeholders who feel person served whose confidentiality is respected by the agency</p>	<p><b>Data not obtained</b></p> <p><b>Data not obtained</b></p>	<p><b>55%</b></p> <p><b>100%</b></p>

**INTERPRETATION OF DATA**

**Effectiveness**

In 2017, six out of the twelve persons we support were seeking employment. Out of the six persons who wanted to be employed, two are and have been able to maintain their employment for over six months. The other six persons we support were not actively seeking employment in 2017 for the following reasons:

- Changes to their health/ medical needs
- Age (33 % of the persons served by IMLKS are over the age of 60 (enjoying the retired life)).

We are continuing to support the other people to find meaningful employment. IMLKS understands the importance of having socially valued roles such as employment. IMLKS also recognizes the difficulties in achieving this role. Barriers such as communication, mobility and dual diagnosis have made finding employment a greater challenge for persons trying to find employment.

Additional barriers that we should note are persons served understanding of what real work is, potential employers' acceptance and understanding, and staffs willingness to dream big and recognize the person they are supporting's, gifts, talents and abilities.

IMLKS continues to offer training opportunities to staff and persons served about the benefits in finding meaningful work, works with an employment specialist and spotlights employment success stories to members of our team and the community at large.

All the persons that have employment, have maintained their employment for over 6 months. Having employment not only provides the persons served with a paycheque, but allows the persons to feel valued, contribute to society, gain experience and the opportunity to build relationships.

### **Efficiency**

IMLKS is continually looking at ways to reduce the need to have Service Coordinators provide direct coverage. Having natural support system, family involvement and increasing staff retention are a few ways IMLKS can become more efficient in this. Since 2016, we have been able to successfully reduce the amount of time Service Coordinators spend providing direct coverage.

In 2016, IMLKS set goals around increasing our efficiencies with individual planning meetings. It is important to have annual planning meetings with persons served, stakeholders and families. During these meetings, we are able to establish person driven goals, discuss support changes, celebrate milestones and continue to provide optimal service delivery.

During 2016, six out of the twelve persons served had individual planning meetings. In 2017, eight out of twelve persons had annual planning meetings. Our goal for 2018, is to make planning meetings a priority and ensure every person of our organization is provided one.

### **Service Access**

IMLKS believes every persons served should receive both internal and external rights training, so they are aware of their rights, safeguards and have the ability to advocate for themselves when necessary.

IMLKS has a local Kamloops Self Advocate provide training to all persons served on their personal rights, responsibilities and sexuality. In the fall of 2017, all persons supported received external rights training. In addition to providing rights training, the advocate reviewed the IMLKS complaint policy and procedure and conducted persons served surveys with the members of our organization.

IMLKS will continue to ensure rights training is accessible to all persons served.

### **Feedback/Stakeholder**

On the persons served surveys, six out of the eleven persons that completed it, stated they always feel listened to by the agency. Two members stated that most of the time they feel listened to by the agency and one person stated some of the time they feel listened too. There was twelve surveys handed out and eleven that were fully completed. With a lot of the persons served, staff had to assist the persons to complete the surveys. Some persons communicate non-traditionally, do not write or read. Therefore, staff assisted by listening to the person's communication styles, body language and used their knowledge of the person.

Rather than viewing the persons served as a "client" IMLKS considers the person to be the "employer" and the staff hired to support them is the "employee." This perspective provides persons supported with more control, choice and rights. It is important that persons supported are listened to and provided with opportunities to live the life they so choose. We value their opinions, thoughts and choices.

Moving forward our goal is for persons served to always feel listened to by the agency.

### **Business Function**

As discussed throughout this report, we understand the importance of educating our employees on person centered support, our philosophies and providing person specific training.

In 2017, 16 employees attended training and development opportunities (Please note: some of these employees attended more than one educational opportunity)

Because a lot of the positions at IMLKS are one on one 24 hours shifts, it can make it difficult for all employees to attend the training events. IMLKS has explored creative ways to provide training, such as Conversations That Matters (CTM).

CTM provides online values based training with world leaders in the human services field, advocates and parents in the community living field. All employees at hire receive a subscription to this website.

IMLKS has also tried to offer the same training events on semi-annually or annually to ensure all employees are provided the opportunity to attend.

IMLKS is continually trying to reduce turnover. In 2017, the IMLKS turnover rate was 44%. This is an increase from 2016 where the turnover rate was 29%. In the recommendations section of this report, we discuss ways we feel we can help reduce these rates.

Continuing to utilize all funded hours, will remain an ongoing goal for IMLKS. We want the 12 persons supported through our organization to be the most successful and independent they can be in life, and are committed to providing the maximum amount of support we can to help persons served achieve this success.

### **Barriers and Extenuating or Influencing Severity Factors**

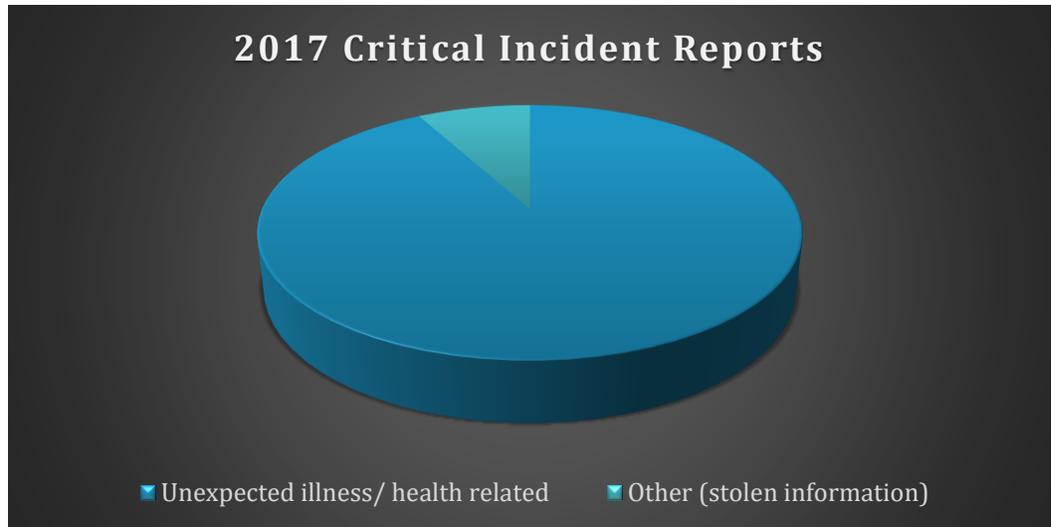
#### **Critical Incident Reports**

Incident Reports and Critical Incident Reports are tracked for follow-up. In 2017, the following incidents occurred:

- 12 Critical Incident Reports (CIR) completed
- 31 Internal Incident Reports (IIR) completed
- 10 medication errors

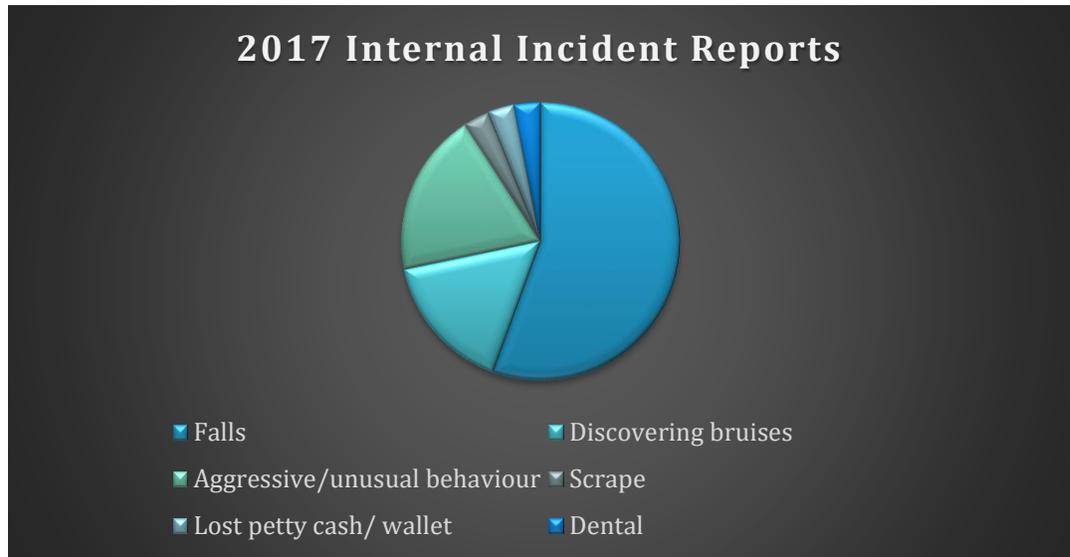
100% of incidents were followed-up and reported accordingly.

The majority of CIRs are in the category of unexpected illness and one was classified as other (stolen information). It continues to be a goal for IMLKS to decrease the number of CIRs.



Majority of the IIRs are related to falls and aggressive/unusual behaviors. The three individuals that had falls over the course of 2017 are persons served that have epilepsy and as a result have moments/days where their mobility is shakier than normal. All three of these persons have mobility aids they use when needed and are regularly assessed by an Occupational Therapist.

All of the aggressive and unusual behavior incidents were from one person's served. These incidents occurred with staff who were relatively new working with the person. The Service Coordinator has reviewed plans and ensured staff understand the importance of understanding/ listening to escalations. Any employee who supports a persons who could present aggressive/ unusual behavior is required to obtain non-violent crisis intervention.



In 2017, there were 10 medication errors. During orientation new employees review the IMLKS medication policy and are tested before administering medications. IMLKS will continue to ensure that all staff that work with members of our organization are provided annual medication training.

In addition to being trained on administering medications and reporting errors, a pharmacist comes out to persons served homes annually to do a medication review. This is an added safeguard from external professionals.

#### **RECOMMENDATIONS FROM THE 2017 OUTCOMES REPORT**

The 2017 goals are based on input gathered both formally and informally from employees, members of the management team and board members present at the Strategic Planning Session.

#### **Goal #1: Influence Change for the Better**

Action Plan: Educate!

Together with our growing networks, we want to influence policy on such issues as equality rights, inclusive education, disability supports, safe and inclusive communities and employment equality.

IMLKS strongly supports inclusion, advocacy and family leadership and the training and development around this. To ensure the values of respectful support and authentic inclusion stay central in the discussions and practices at IMLKS, we would like to continue to provide workshops and opportunities for families and employees to connect with one another.

### **Goal #2: To Increase Staff Retention Rates and Overall Experience**

**Action Plan:** In 2018, IMLKS will offer additional training and development opportunities to our employees and look at creative ways to compensate our staff for their contributions to the organization and most importantly persons served.

Our goal is to hire people that are passionate about this field, celebrate and embrace diversity in the workplace and look at ways to making our organization a safer and healthier place to work.

In the winter of 2018, IMLKS would like to create an annual newsletter that explains to employees what we have been able to change, improve and address. We feel open communication is the best policy and we want our employees to know their thoughts and input is valued.

### **Goal #3: Ensure Effective Communication throughout the Organization**

**Action Plan:** Ensure employees are recognized for the positive contributions they make to the persons served and IMLKS. IMLKS understands the importance of relationship building and team work. In order to provide quality services, we must be able to work as a team and utilize the unique strengths each member has.

All IMLKS employee reviews will be completed on time. This will provide an opportunity for staff to learn about areas of growth, set goals and provide feedback to their Supervisor about their experience with our organization.

By December 2018, IMLKS will provide all employees with a copy of their annual evaluation prior to meeting with them to complete it. The employee will have two weeks to complete the document and submit it back to their Supervisor. The

Supervisor will review the evaluations and meet with each employee individually to have an open conversation about the employee's performance. We believe that by doing all employee annual evaluations at once, it will ensure evaluations are being completed in a timely fashion. It will allow the employee to provide feedback about their experience with IMLKS.

#### **Goal #4 Home Sweet Home**

**Action Plan:** To achieve our ongoing mission by honoring each unique personality, IMLKS is working with persons and their families to ensure their home and community is the right fit for the person.

In 2018, IMLKS is taking a deeper look at how our members live (ex. are involved with the university, do they access the community by city transit, would they like to own a pet, is the home accessible). From here IMLKS, will have planning meetings with the persons, their support teams and families to develop and implement plans to improve living situations (ex. this could be everything from their community, décor, involvement to furniture placement).

#### **Goal #5: Who is It's My Life Kamloops Society and What Do They Do?**

Good question! Given that IMLKS is still relatively new, there is not a lot of information currently available for the public to learn about is. Some of the feedback we received in our 2017 surveys indicated that there is not a lot of information provided to the public about IMLKS and the services we provide.

**Action Plan:** In 2018, we would like to spread the word about our agency and the beneficial services it provides to persons served by:

1. Speaking to the Community and School Support classes at Thompson Rivers University. In early spring, IMLKS plans to have members of our leadership team and a persons served present to students.
2. In early 2018, IMLKS will purchase a domain and have a website fully operating by September 2018.

## **CONCLUSION**

The Outcome Management Report provides an overview of the types of services we offer, the results obtained during 2016-17 and the steps that we take to ensure that these services are beneficial and rewarding to the people we serve.

In line to our commitment to continuous quality improvement, the results and recommendations throughout this report will be reviewed by the leadership team and the Board of Directors.

The information presented in this report will help us:

- Focus our efforts to achieve best outcomes for the persons served
- Provide ongoing information about the organization's performance
- Continually enhance service delivery and the organization
- Provide proof of continuous service improvement