

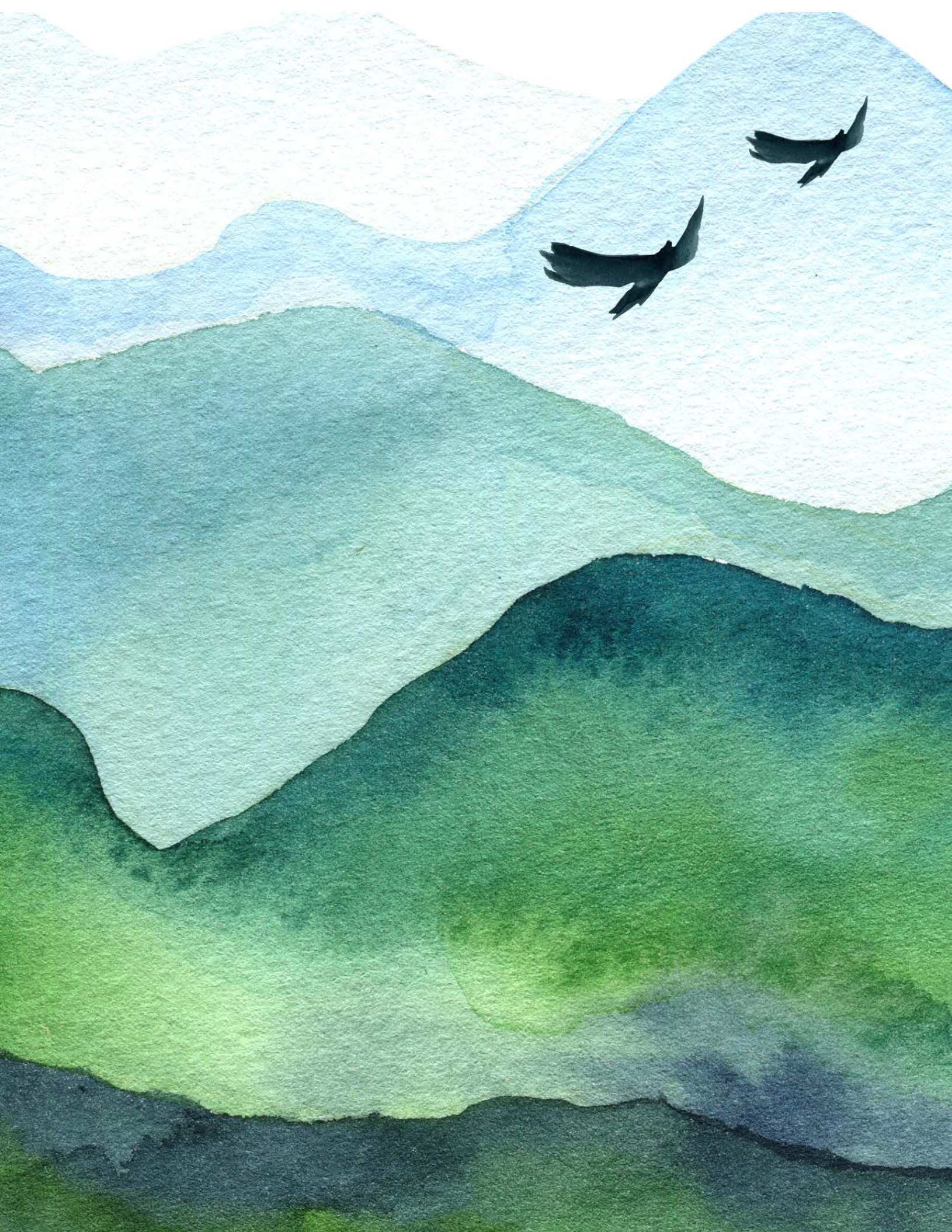


FSJACL ANNUAL REPORT

2023 - 2024

FORT ST. JOHN ASSOCIATION FOR
COMMUNITY LIVING





CONTENTS

About the FSJACL	pg. 3
About this Document	pg. 3
President's Message	pg. 4
CEO's Message	pg. 5
Peaks and Valleys	pg. 6-11
Our Services	pg. 12-13
Intakes & Exits	pg. 14
Demographics	pg. 15-16
Operations Report	pg. 17-19
Sponsorships	pg. 20-21
Community Center	pg. 22

ABOUT THE FSJACL

Since 1960, the Fort St. John Association for Community Living (FSJACL) has been focused on meeting the needs of individuals with developmental disabilities in the North Peace area. In the decades since we have gone from offering only educational opportunities to a diverse range of supports. However, we recognize that there is a long way to go, and that more resources are necessary, to truly meet the need in our area. Our Association is focused on growth and the creation of opportunities to better accomplish our mission: helping those we support achieve full and meaningful lives.

We are grateful to operate out of Fort St. John, British Columbia, within Treaty 8 territory.

ABOUT THIS DOCUMENT

The data in this document reflects the FSJACL's previous fiscal year, which ran from April 1, 2023, to March 31, 2024.

MESSAGE FROM OUR PRESIDENT

Dear Members of the FSJACL:

I love having this opportunity to share the Board's perspective on this past year! It's been such a rewarding experience working with Jordan as our new CEO and witnessing the amazing progress that he and staff have made in advancing our strategic goals. It's been a whirlwind of change and momentum-building, with many exciting opportunities on the near horizon.



The Board has done an exceptional job supporting and guiding these changes from the governance perspective, but we also realize we need to grow and evolve as a Board to keep pace with our ever-changing world. To augment this growth, we've been making some changes, including transitioning to a committee model where responsibilities and information are spread more evenly across Board Directors.

To ensure the Board is on track, we'll be participating in the next CARF audit for the first time. We look forward to this feedback on our performance and are open to making the changes we need to best support the CEO in his role - and ultimately to ensure supported individuals are receiving the services they need to live their best lives!

I look forward to sharing more in-depth at our AGM, listening to any feedback the membership provides, and answering any questions you may have.

The Board is grateful for the trust you place in us, and your dedication to the wonderful individuals we serve.

Respectfully,

Sarah Conkin, President
FSJ Association for Community Living



MESSAGE FROM OUR CEO

I believe a lot of our growth this year is due to us focusing in on our weaknesses to turn them to strengths. As we advance in our goals we uncover further gaps or injustices that we must address. We know we can do better, we have, and we will.



I have seen our teams take the first of many steps to create more housing options that meet individuals' needs.

I have seen our teams take steps to better support each other, and actively apply and seek feedback from families and the individuals we support.

I have seen supported individuals conquer fears and crush goals, from careers, living independently, and beating addiction. We are seeing people live more fulfilling and engaged lives.

We continue working tirelessly to build a space focused on the individuals we support, their families, and our community as a whole. We will open our community center in 2025, which will focus on creating opportunities to learn and grow inclusively.

I love the people I work with and the people we support. I will continue to advance without certainty of what exactly will happen, but with certainty of why we are doing this work, where we are going, and the impact it will have. We look forward to you joining us on the journey.

Jordan Soggie

Chief Executive Officer
FORT ST. JOHN ASSOCIATION FOR COMMUNITY LIVING

Scan the QR code to meet our
Leadership Team!



PEAKS AND VALLEYS

The FSJACL measures our impact against goals and objectives within our Strategic Plan. Each year we assess the work we've done towards our goals, and have discussions about roadblocks we've run into that have prevented or delayed our goals.

On April 4th and 5th, 2024, right after our fiscal year ended, Association direct support staff, Supervisors, our Management and Operations teams, and some Board of Directors all gathered for Staff Development Days. We ran a SWOT workshop, where everyone across all levels discussed the Strengths, Opportunities, Weaknesses, and Threats of our organization, in relation to our Strategic Plan. A second workshop took place in the fall, on September 5th and 6th, 2024. This workshop included only the FSJACL's Leadership team.

The Barriers and Achievements for each strategic goal listed in this section were compiled using the data collected from these two workshops.

01 FACILITATE A SMOOTH TRANSITION FOR YOUTH MOVING INTO ADULT SERVICES.

BARRIERS:

- Better communication and collaboration amongst youth services and adult services is needed. Relationships between various youth service providers, funders, and the FSJACL need to be developed further.
- Better awareness in the community about our services is needed, so that families with youth transitioning into adult services recognize the FSJACL as an option.
- Supports and education for families around the transition process are needed in the community.

ACHIEVEMENTS:

- We were awarded a shared grant with the Child Development Centre for creating collaborative resources.

- FSJACL CEO and key leadership have been working to develop relationships with local youth service providers and the Ministry of Children and Family Development, which is the primary funder for youth services.

02 BECOME AN EMPLOYER OF CHOICE, WHERE THE RIGHT PEOPLE ARE ATTRACTED TO OUR TEAM AND WANT TO STAY WITH US.

BARRIERS:

- Unclear/vague expectations result in overwhelm for staff, especially around hiring, training, and orientations.
- Low staff levels lead to staff burnout/overwhelm, which impacts staffs' work-life balance and wellbeing.
- Regulations make it hard to guarantee hours to casual staff and impact the retention of staff, resulting in high turnover.

ACHIEVEMENTS:

- Hosted multiple staff development and appreciation days.
- Streamlined positions and built out roles to increase capacity within the team. New positions were created as needed to support the operations of the Agency. Many of these roles were filled by existing staff of the FSJACL. There were 17 promotions within the fiscal year.
- New and simplified orientation process for hiring, training, and orientation.
- The CEO and Human Resources Coordinator have been checking in with new staff after three months

03 CREATE A FORT ST. JOHN AND AREA STRATEGY TO SUPPORT INDIVIDUALS WITH COMPLEX NEEDS.

BARRIERS:

- We have a lack of mental health, medical, dental, and professional resources in the area and the resources we have don't always collaborate with each other, or have the skillset to support individuals with complex needs.
- There is a lack of accessibility within the community, both to access organizations and supports, as well as transportation.
- Individuals sometimes require additional supports and services that they are not funded for, or do not have the contracted support hours to meet their needs.
- We have lost supports, such as Occupational Therapists and Health Care Nurses, that used to provide resources to supported individuals.

ACHIEVEMENTS:

- We ran an accessibility committee and did accessibility audits at some Fort St. John organizations, so that folks with disabilities can better access their community.
- FSJACL staff offered Applied Suicide Intervention Skills Training (ASIST) to FSJACL staff, local organizations, and community members.
- We've built relationships with local mental health supports that have led to collaboration and the creation of resources for the individuals we support.
- We were awarded a grant to develop respite services for families within the community.
- We expanded services by launching our Supported Independent Living program, which helps individuals with complex needs develop life skills to live more independently.

04

COLLABORATE WITH APPROPRIATE PARTNERS TO DEVELOP INNOVATIVE AND INCLUSIVE HOUSING SOLUTIONS FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES AND COMPLEX NEEDS.

BARRIERS:

- Cost of living has increased while local affordable housing resources have decreased, making it more difficult for individuals to source affordable housing that is within their limited budget.
- Of the affordable resources available, accessible units are not readily available. For individuals relying on mobility devices, they are unable to live in these units. Units need to be purchased by the FSJACL and retrofitted to be accessible. This work often requires specialized contractors to do the work, not all of whom can be found locally.
- Government funding is insufficient.

ACHIEVEMENTS:

- Completed renovations in two of our five homes to increase accessibility and create housing for individuals with the greatest need. One of these renovation projects was the creation of a housing suite in an unused basement.

05

CREATE DIVERSE SERVICES, GIVING INDIVIDUALS AN OPPORTUNITY TO ACCESS UNIQUE EXPERIENCES THAT FACILITATE MEANINGFUL INCLUSION/ INVOLVEMENT WITHIN THE COMMUNITY.

BARRIERS:

- Individuals are sometimes stressed by change. They often miss the programs they were familiar with.

- Rideshare and public transportation options are limited and often not available in evening hours or on weekends when community activities and services take place.
- Activities, events, and venues in the community aren't always accessible, either physically, financially (too expensive for individuals on a limited budget to afford), or via lack of accommodations for individuals with disabilities or sensory needs. More engagement with the community is needed to understand these barriers.
- One of our houses was not structured in a way that best met the needs of the individuals living there.

ACHIEVEMENTS:

- Individuals were supported in attending cultural activities, such as Pow Wows, that helped them stay connected to their cultural identity.
- Our Inclusion services transitioned to community-based activities focused on person-centered growth, versus offering services out of FSJACL operated spaces.
- We launched our Supported Independent Living program, which helps individuals develop the skills to access activities and resources independently.

06 ENGAGE THE COMMUNITY TO CO-CREATE A CULTURE OF INCLUSION.

BARRIERS:

- Social biases and inaccurate opinions of individuals with disabilities and complex needs exist. Battling stigmas, misconceptions, and ableism is required to promote true inclusion.
- Building capacity within the FSJACL Operations team was prioritized over developing a cohesive marketing strategy, resulting in increased marketing and community educational efforts being delayed until after the fiscal.

ACHIEVEMENTS:

- Moving our Inclusion services to community-based activities has created increased awareness of our services and the meaning of inclusion within the community.
- The FSJACL increased their volunteer efforts for other organizations, modelling collaboration and community-mindedness.
- After the fiscal, marketing efforts increased as we promoted the work of our Association across various forms of media.
- Significant planning, marketing, and fundraising efforts have taken place to convert our previous head office building into a community center. The community center will allow us to create more partnerships, share training and activities with other organizations, and welcome the community to a space where inclusion is the focus.



OUR SERVICES

HOUSING

FSJACL currently operates five houses in the Fort St. John community. Each home varies to accommodate the specific needs of the individuals living there. This includes homes that have been designed for wheelchairs, including accessible bathrooms, lifts and tracking, and wheelchair accessible vans to transfer individuals.

INCLUSION SERVICES

Our Community Connections Inclusion service provides addresses a wide range of needs and interests, with a focus on community-based activities. Areas of focus include supporting individuals to develop communication and social skills, take care of their physical wellbeing and health, and access meaningful activities and opportunities within the community.

EMPLOYMENT

Our Supported Employment services focus on building job-readiness skills and finding opportunities for paid employment. Each individual within the service reviews their unique strengths that can benefit them at work, as well as assessing the barriers and challenges they have in securing employment. From here, we help match them with an employer, or help them create and offer business services to the community.

HOMESHARE

HomeShare is a service that allows an individual to live in the community with a caregiver, roommate, or family (a HomeShare Provider) in a home environment that supports the individual's unique needs and desires.

SUPPORTED INDEPENDENT LIVING

Supported Independent Living (SIL) services strive to empower people to embrace opportunities. Our mission at the heart of this program is a commitment to helping individuals live independently. The SIL program believes in empowering people to live the life they want and embrace all the opportunities that come their way. We recognize that everyone has a unique vision of what a fulfilling life looks like, we meet individuals where they are, and we provide the personalized support they need to live life on their own terms.

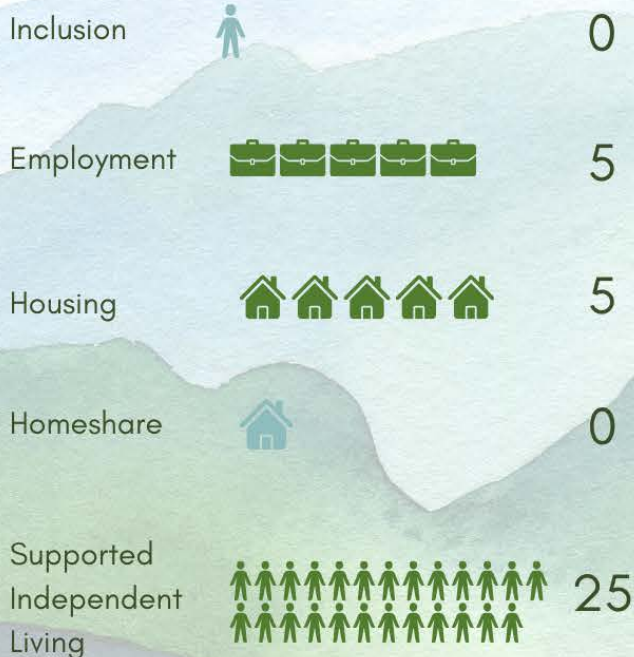


INTAKES & EXITS

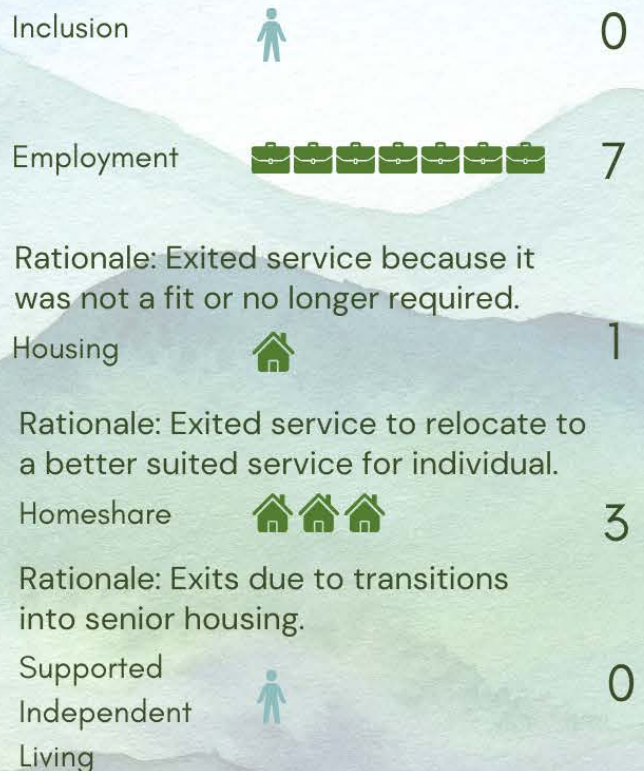
INDIVIDUALS PER SERVICE



INTAKES BY SERVICE



EXITS BY SERVICE



At the end of March 2024, SIL broke into a separate service. Intakes reflect total individuals in service from this time.

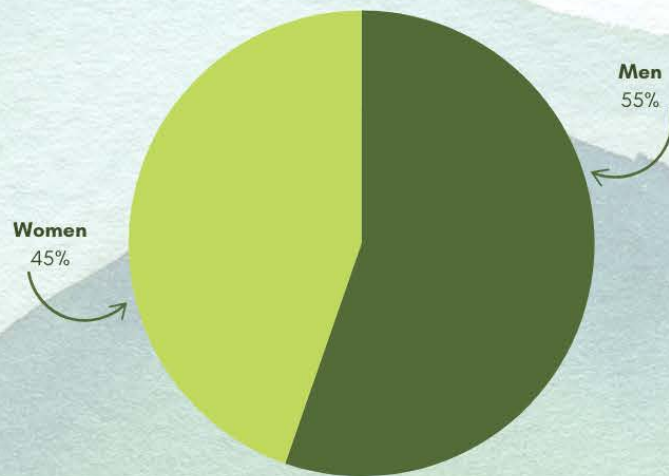
DEMOGRAPHICS

The FSJACL provides services to approximately 100 individuals and their families. These individuals have a variety of backgrounds, ages, genders, and disabilities.

Understanding the demographics of those we support allows our Association to adapt our services, find resources, and adjust our staff training to better meet individuals' needs.

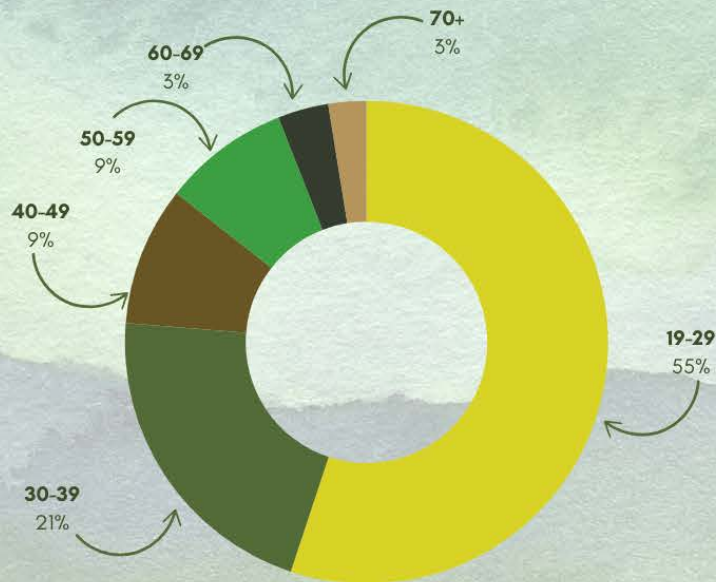
GENDER:

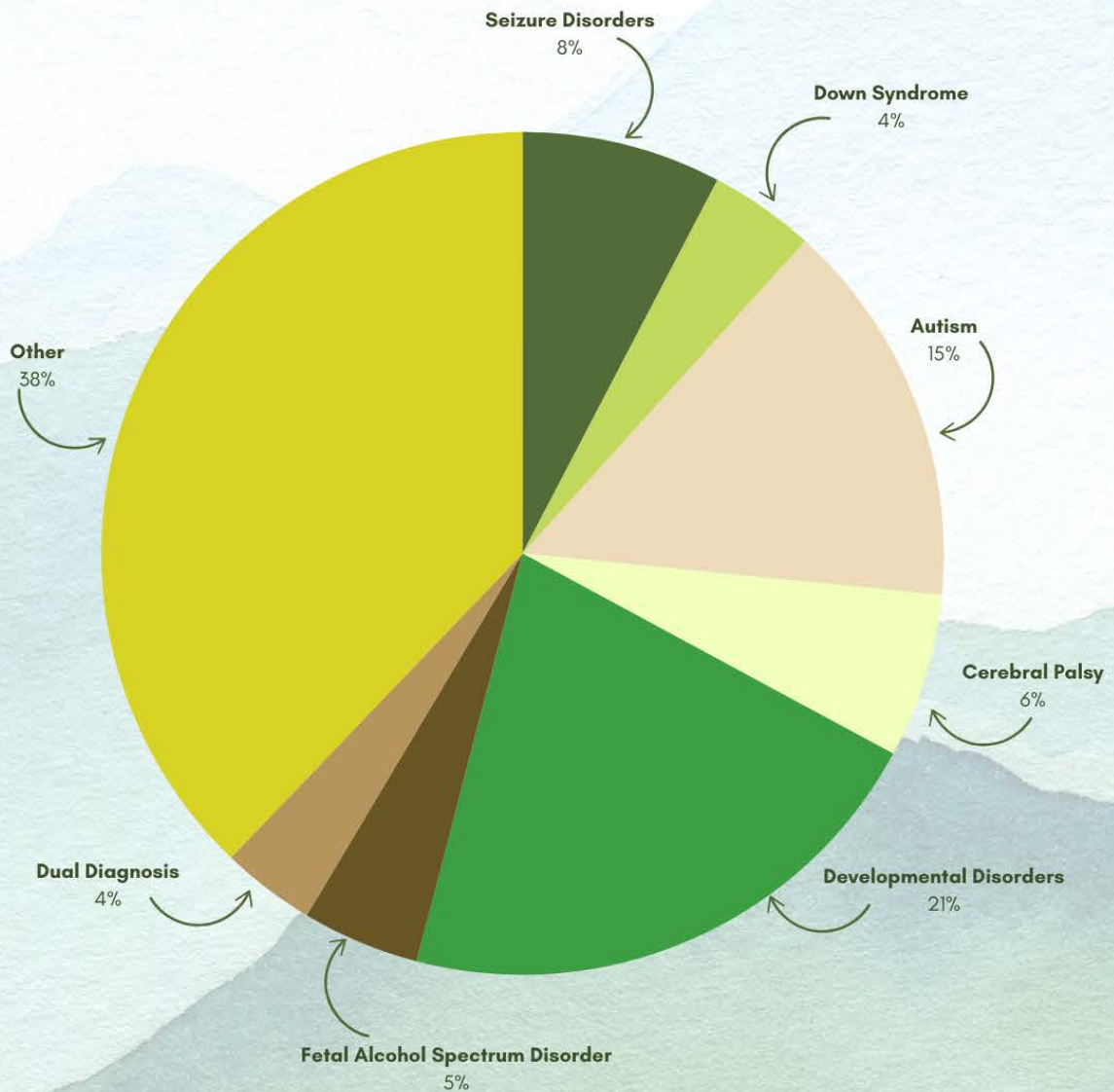
0% of individuals identified as other genders during the 2023-2024 fiscal year.



AGES:

Individuals begin transitioning from youth to adult services in their late teens, and become eligible for adult services at 19.





DISABILITIES

The individuals we support have a wide spectrum of diagnoses. Many have multiple diagnoses, including diagnoses outside of the range of developmental disabilities. The more diagnoses an individual has, the more complex their needs.

Diagnoses in the “other” category include mental health disorders, physical disabilities, major health concerns, and diagnoses unable to be classified in the developmental disability categories. The “dual diagnosis” category includes individuals with a developmental disability who also has a mental health disorder.



OPERATIONS REPORT

The FSJACL's Operations team is made up of senior management and various departments that work to ensure our Association remains in good standing, has effective and efficient business practices, and delivers quality services. Over the past year, we focused on creating capacity within the Operations team, by adding new positions and delineating roles. This work will continue over the next fiscal and will serve as the foundation that supports the FSJACL's growth efforts.

In addition to building out the Operations team, we purchased and renovated a new head office building. We moved into our new office in the fall, and our old head office building will be converted into a community center over the next fiscal year.

Aside from Services, there are three main operations departments: Administration, Human Resources, and Finance.

ADMINISTRATION

The Administration Department is responsible for the day-to-day functioning of the office, as well as developing processes and procedures that support administrative tasks within the service departments. With their expertise in coordination and problem-solving, they play a crucial role in maintaining a productive, harmonious, and efficient work environment with open communication.

This year the Administration Department reviewed their internal processes and identified procedures and systems that will need overhauled as the Association grows. A significant amount of time was spent supporting the new office building project and onboarding new Operations staff.



Scan the QR code to learn more about our Operations and Leadership team!

HUMAN RESOURCES

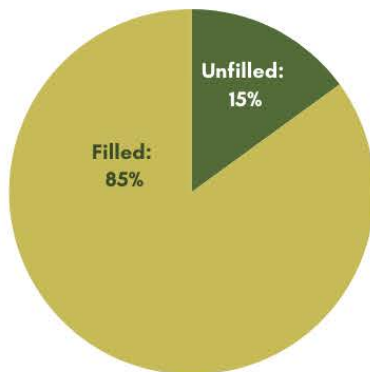
The Human Resource Department is responsible for recruiting and hiring staff. Along program Supervisors, they ensure staff have necessary training. This department also oversees initiatives that increase employee retention, well-being, and morale.

STAFFING

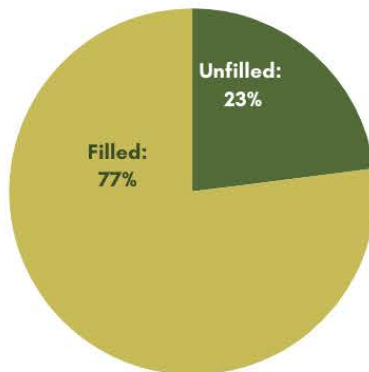
The FSJACL needs a blend of full-time and relief staff to operate effectively. Full-time staff are those who work only in a designated program. Relief staff provide coverage and fill position vacancies across all programs, and approximately five relief staff are needed for each service program.

Every year the FSJACL tracks its staff retention rate, which is the percentage of staff who remained employed with our Association during the fiscal year. Higher retention rates are preferred; the Human Resources Department is currently working to increase our staff retention rate.

Full-time Positions: 60



Relief Positions: 30



Retention Rate: 44%

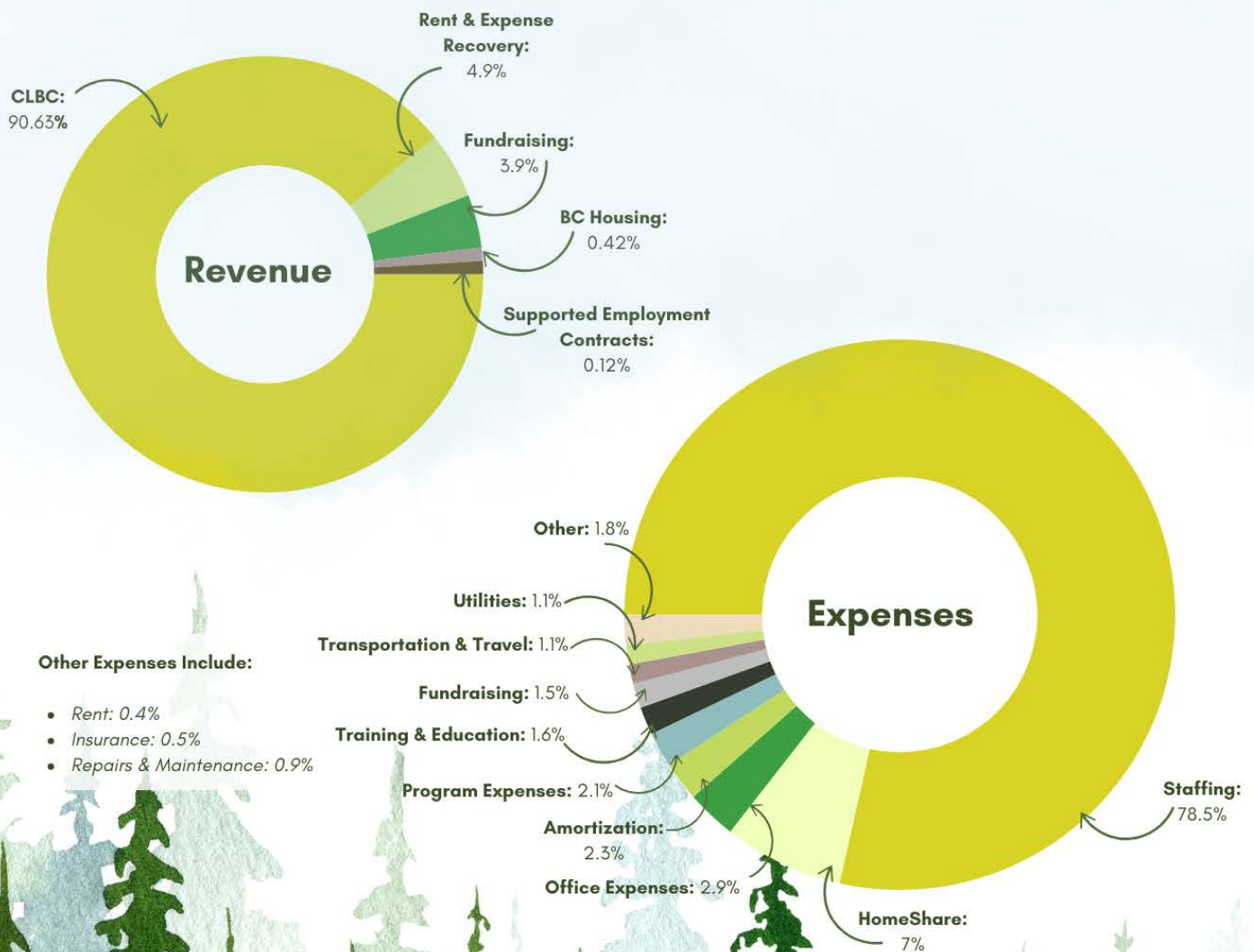
Hires:
54

Exits:
49

FINANCE

The FSJACL's Finance Department ensures our financial obligations are met and that all Agency revenues and expenses are handled appropriately and ethically. They are responsible for meeting financial standards and maintaining due diligence practices and supports. This year the Finance Department focused on developing the capacity of the department, both by adding key members to the Finance team, and by streamlining existing finance procedures to increase efficiency.

The FSJACL's primary funder is Community Living British Columbia (CLBC), the government agency responsible for funding supports for adults with developmental disabilities in the province.



SPONSORSHIPS

People with developmental disabilities and complex needs are often forgotten and not taken seriously. FSJ ACL goes above and beyond to find and make a way to leverage resources taking creative initiative to provide practical care, suitable housing and pushing through doors of possibility. But none of this would be possible without the incredible support of our community. Individuals, businesses, other organizations stand with us in so many ways, providing the resources and encouragement to do the work we do. Your sponsorship has made a difference. Because every individual deserves to have a full and meaningful life in our community. Thank you for making that a reality!



SPONSORSHIP TESTIMONIAL

"At Fort St. John Co-op, building and supporting communities is at the heart of what we do. We recognize and commend the Fort St. John Association for Community Living for their dedication to enhancing the quality of life for those in need within our community. This commitment aligns with our values".

-Fort St. John CO-OP

AAA SAFETY
ABC RECYCLING
ALPINE GLASS
ANIELA'S KITCHEN
APOLLO AVENUE
ARCTECH WELDING
ARCTIC SPAS
ARTISAN FARMHOUSE
ATOMIC INSPECTION SERVICES LTD.
BECCALICIOUS
BOLD PROMOTIONS
BONNIE GOULDIE
BRAUNS FLOORING
BROWNS SOCIAL HOUSE
BUTCHER'S BLOCK
CALLISON ZUENERT
CANADIAN TIRE
CARTERS JEWELLERY
CASS'S KITCHEN
CHAD CUSHWAY
COMPLETE CRAWLER
CONOCOPHILLIPS CANADA
DAIRY QUEEN
D&D INSULATORS
D&D SOFT COVERS
DRIVING FORCE
DUNVEGAN GARDENS
EDITH LOWEN
EPSCAN
ERNIES SPORTS EXPERTS
FSJ CO-OP
FSJ HONDA
GATORS GYM
G BAUMEISTER LTD.
HAMRES FUNERAL CHAPEL
HAMRE'S (RIC & DARLENE)
HAIR BIN
HISTORIC RED BARN BAR & GRILL
HOME HARDWARE

HOMESTEADER HEALTH
HOUSE OF ZEN
HUB INTERNATIONAL INSURANCE
IDEAL OFFICE SOLUTIONS
INDIGO DESIGNS
JIFFY LUBE
JAMI GRAHN (CENTURY 21 REALTY)
KOSICK AGGREGATES
LATITUDE 56
LAKEPOINT GOLF
LINKS GOLF COURSE
MC SUDS
MIGHTY PEACE BREWING
MNP
NORTH PEACE SAVINGS CREDIT UNION
NORTHERN METALLIC
PACIFIC CAMBRIAM ENERGY
PEACE OF THE NORTH
PEACE VALE MEATS
PETITE PETAL COMPANY
PIMMS PRODUCTION
RED BARN CAFE & CATERING
R.D BACON TRUCKING
RIMTEK IT SERVICES
ROGERS TRUCKING
ROSEBROOK FLOORING
SAFEWAY
SJA PROMO
SOMETHYME CATERING
STANDARD TATTOO
SURERUS PIPELINE
TAYLOR GOLF COURSE
TENACIOUS DETAIL
TERUS CONSTRUCTION
TROJAN SAFETY
THE LIDO
UNFORGETTABLE MEMORIES
WALTS AUTOMOTIVE
WALKER'S GREENHOUSE
WHISKEY JACK SKI CLUB
ZOO FOODS

TERUS

A COLAS COMPANY

You're at home here.




CARTERS
jewellers

COMMUNITY CENTER

JOIN US IN CREATING A SPACE WHERE EVERYONE CAN THRIVE

We invite you to support FSJACL's Capital Campaign and help us build a brighter, more inclusive future for everyone in Fort St. John. Your contribution will not only empower individuals to lead fulfilling, empowered, independent lives, but foster a brighter Fort St. John for all community members.

For more information on how to contribute, please visit our website or contact us directly. Your partnership is crucial to making this vision a reality.

Thank you for your continued support and commitment to our mission. Together, we can make a lasting impact on our community.

CREATING SPACE FOR GROWTH & INCLUSION

By adding new rooms and functions, we are not just creating more space—we are fostering a vibrant, inclusive environment where individuals can develop essential life skills, express their creativity, engage in meaningful social interactions, and receive tailored support.

CREATING AN INCLUSIVE COMMUNITY HUB

Our aim is to break down barriers and promote accessibility, inclusion, and collaboration in Fort St. John.

Our new spaces will serve as a community hub, encouraging interaction, understanding, and cooperation among all members of our community, not strictly the individuals we provide services to.



Scan QR code to see more
about our Capital Campaign



FORT ST. JOHN ASSOCIATION FOR
COMMUNITY LIVING



Commission of Accreditation of Rehabilitation Facilities (CARF)
Accreditation is a Community Living British Columbia (CLBC) funding requirement to ensure service providers, like our Association, maintain a quality level of service to supported individuals. Accreditation policy for CLBC funded organizations is set by the provincial government, with the purpose of keeping organizations accountable to the public for the government funding they receive.



fsjacl.com



9940 104th Ave
Fort St. John, BC
V1J2K3



250-787-9262



info@fsjacl.com

Data for this report was compiled through our Annual Survey process and our Employee Development Days. In addition to the feedback and data collected through our surveys, the Association welcomes feedback throughout the year. Feedback or concerns from stakeholders and the public can be emailed to our office. If you are an individual or family receiving services, please bring your feedback or concerns to the appropriate supervisor or manager, as per our Conflict Resolution Policy.