

FORT ST. JOHN ASSOCIATION FOR  
COMMUNITY LIVING



# FSJACL ANNUAL REPORT

NOVEMBER 15, 2023

2022  
-  
2023

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FORT ST. JOHN ASSOCIATION FOR  
COMMUNITY LIVING





The Fort St. John Association for Community Living is committed to building and nurturing relationships with Indigenous peoples. We would like to gratefully acknowledge that we live, work, and play on Treaty 8 territory on the traditional lands of the Dane-zaa peoples of the Doig River First Nation, Blueberry River First Nation, and Halfway River First Nation, and we thank them for their hospitality.

To uphold the spirit of reconciliation, our Association is removing the language “residential” from our programming and staff titles. We recognize this word may be triggering to survivors, individuals, and families impacted by the history of residential schools in Canada. Our houses shall now be referred to as “Housing Programs,” and will be overseen by the Program Manager.

### The Mission and Vision of the FSJACL

For over 60 years the Fort St. John Association for Community Living has provided services in the area within and surrounding the community of Fort St. John, BC. Our mission is to support individuals with developmental disabilities and complex needs achieve full and meaningful lives within the community.

By providing resources and services to individuals and families, we hope one day to see the following vision fully realized:

Individuals with diverse abilities are recognized and included as a vital and contributing part of the community. We are all connected. Everyone belongs.



Board Of Director  
President

# Sarah Conkin



Reflecting on this past year highlights once again the commitment of our staff to those we serve, and the continued generosity of our community.

Under the guidance of Trina Sperling as Interim Executive Director, the Association experienced its best ever results from our CARF audit.

We also welcomed Jordan Soggie into a CEO role this September and supported the creation of an internal Director of Services position.

We don't take lightly the confidence that family members and caregivers show as they entrust their loved ones into our programs, services, and homes. The privilege and responsibility of supporting individuals as they navigate the challenges of being contributing members of our community, while reinforcing their self worth and sense of belonging—it's why we're all here!

The role of the Board is to ensure our organization is fulfilling its mission and vision while remaining fiscally responsible. This is primarily done through governing policy as well as oversight and accountability through monthly, quarterly, and annual reports.

As a board we recognize the importance of continuing to grow our capacity to lead.

To help facilitate this process we have completed a third-party board assessment and are setting in place a development plan to reach our identified goals.

The Board is very much looking forward to working with our new CEO in the coming year!

Sarah Conkin, President FSJACL

# 2022-2023 Board of Directors



Sarah Conkin  
President



Byron Stewart  
Vice President



Tara Waddy  
Treasurer



Shannon Luscombe  
Secretary



Shannon Stange  
Director



Darrell Blades  
Director



Kelly Clark  
Director



Tania Bell  
Director



John Lambert  
Honorary Director

Guidance and direction of the Fort St John Association for Community Living is set by a volunteer board of directors.



# A message from our CEO

Jordan Soggie

Dear Community Partners,

I am honored and delighted to address you as the Chief Executive Officer of the Fort St. John Association for Community Living (FSJACL). Having recently joined in the last quarter of the year, I am inspired by the work that has been accomplished by this team and this community. This past year has been a testament to the resilience, and unwavering spirit of FSJACL. Through the changes, we are emerging stronger and more united. I have been privileged to witness the passion and commitment of our staff, whose tireless efforts push to expand our programs, enhance our services, to create opportunities.

The essence of FSJACL lies in our shared belief in innovation that breeds inclusivity. Through innovative initiatives, educational programs, and collaborative partnerships, we endeavor to break down barriers and foster understanding within our community.

I must also say it was not only the association that humbled me, but the rallying of this community. I must extend my deepest gratitude to our supporters, partners, Board of Directors and volunteers. Your unwavering belief in our mission empowers us to make the impact that we do, in the lives of those we serve. Your generosity allows us to fill the gaps and impact more lives.

As we look to the future, I am filled with optimism and excitement. Together, we will continue to build upon the foundation of this organization while staying true to its roots.

Thank you for your trust, your dedication, and your partnership. I want to invite you to join us, share your resources, your time, your knowledge, or join our team. Together, we will build opportunities where everyone belongs.

Many Thanks,

Jordan Soggie  
Chief Executive Officer

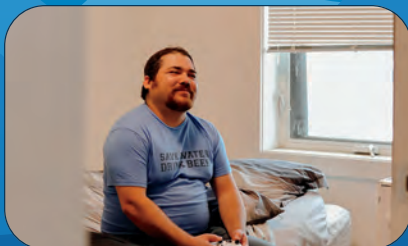


## CARF Accreditation

Commission of Accreditation of Rehabilitation Facilities (CARF) Accreditation is a Community Living British Columbia (CLBC) funding requirement to ensure that 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.

In May of 2023, the Fort St. John Association was awarded another three-year CARF accreditation.

CARF accreditation requires a significant effort, strong teamwork, and a commitment at all levels of our organization to providing quality services and enhancing the lives of people. Our organization deserves to be proud of this achievement, and our 2023 CARF survey was the best we have had to date, with only one recommendation for the Agency.





**Jordan**  
CEO

"I am humbled to work with amazing people, with the purpose to serve. We get to build opportunities where everyone belongs."



**Trina**  
Director of Services

"I value the people I work with and truly enjoy being able to assist with person centered supports."



**Tanya**  
Program Manager

"I value empowering the people we support to live good quality lives, by supporting supervisors and staff to always look for opportunities for the people supported."



**Marilyn**  
Finance Manager

"While I have many responsibilities, what I value most about my job are the people I work with. They show how much I'm appreciated."



**Sheri**  
Inclusion & Employment  
Manager

"I value our relationships with inclusive employers, donors, and volunteers, who give individuals meaningful and valued access to be part of the community and workforce."



**Krystal**  
Administration Manager

"I appreciate being able to go to work knowing that my efforts and skills improve the lives of others."







**Evelyn**

**Inclusion Supervisor**

"I value the opportunity to be a part of a team of amazing people who all share the same goal in creating a more inclusive community."



**Mike**

**116th/ DJ's Supervisor**

"I value the FSJACL for our sense of community that we bring forward, wanting to all coincide and belong together to create a caring, healthy, and productive unity."



**Sarah**

**Home Share Coordinator**

"It's encouraging to see Supported Individuals and their support groups face and conquer challenges and build resilient, fulfilling lives for themselves."



**Kenda**

**4 Plex Supervisor**

"I enjoy looking for creative ways to support people in the most unobtrusive way possible, which makes a difference in the community and the lives of individuals in service."



**Cheryl**

**A-Street Supervisor**

"I value my team and the smiles on the individuals' faces as my team supports them in their daily lives."



**Julia**

**Administrative Assistant**

"What I value most in my work is knowing that our team is helping better the quality of life for the worthy people we support."

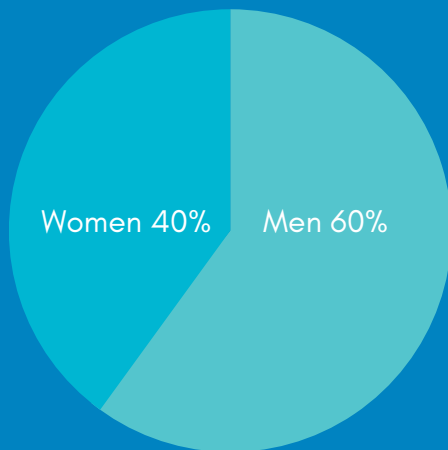




# Demographics and supports

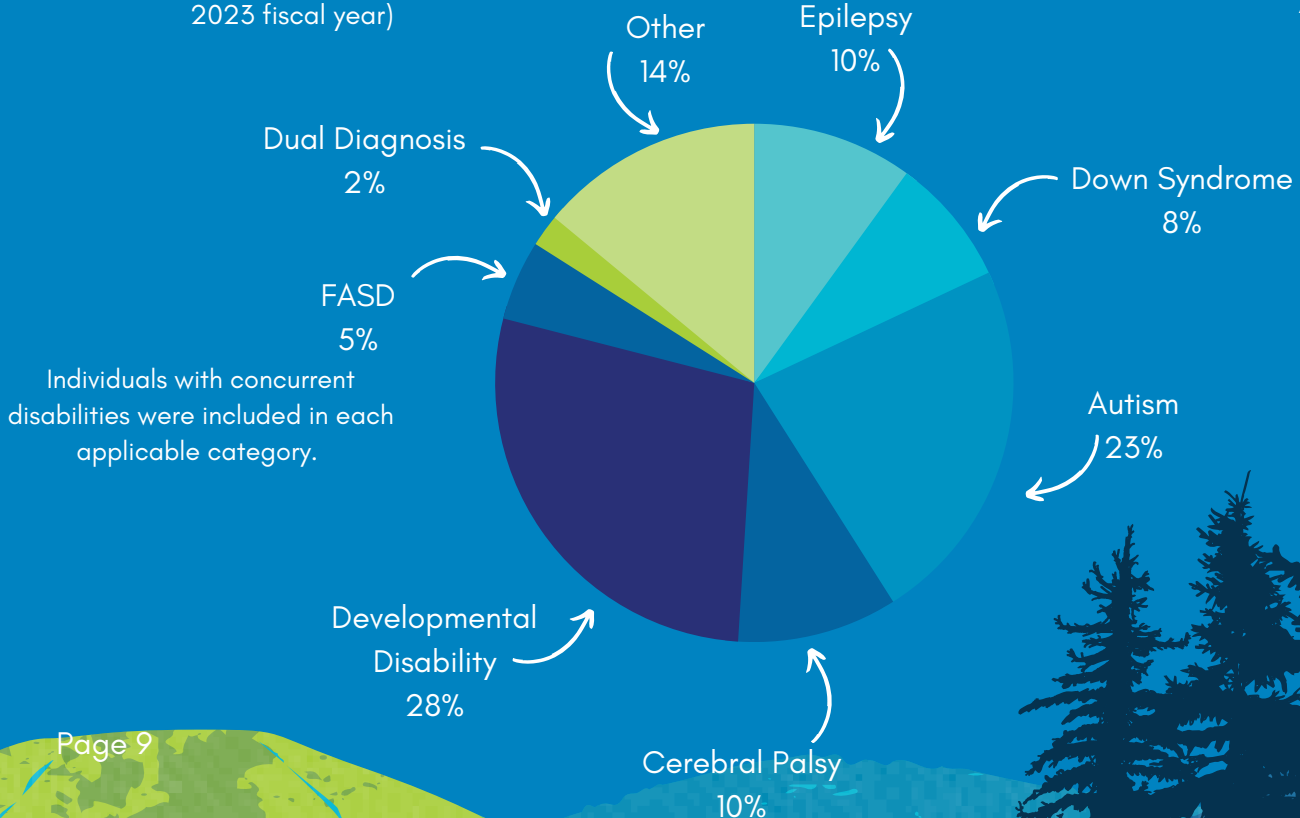
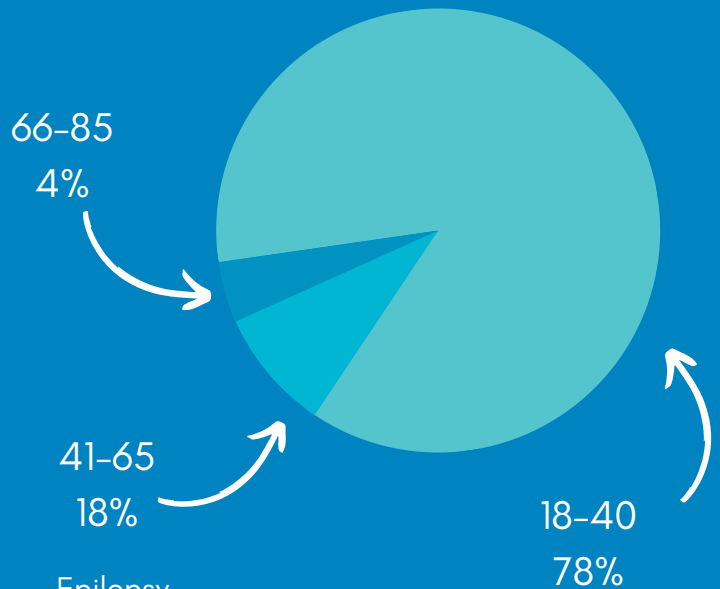
## Who do we support?

GENDER



Other Genders - 0% (No data on other genders was collected during the 2022-2023 fiscal year)

AGE



Individuals with concurrent disabilities were included in each applicable category.

How many Intakes did we have in 22/23?



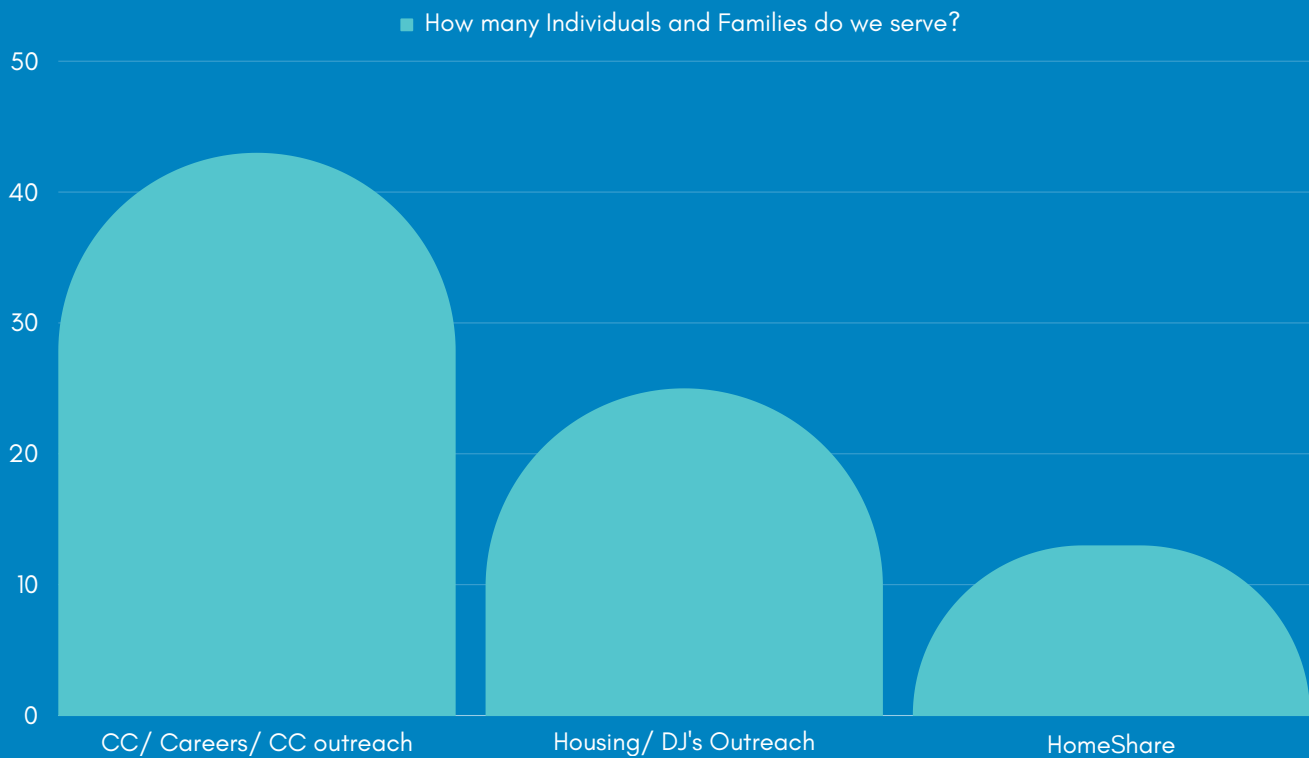
Community Connections **5**



Careers **4**



Housing **3**



The Fort St. John Association offers a range of supports for individuals with developmental disabilities and complex needs. These supports take place in a variety of forms, all aiming to ensure that supported individuals are included in – not excluded from – the community, while having numerous opportunities to live meaningful lives. Our services are outlined in greater detail later in this report, but include housing services, community inclusion activities, life skill development, employment, and outreach supports.



# Person Centered Services

A Person-Centered Plan is a comprehensive and individualized plan that ensures the services provided to an individual reflect their needs, preferences, and aspirations. This plan is created for and by the person supported. It includes dreams, abilities, goals, and struggles, along with a history of their life.

Upon completion of their intake and Counsel of Quality Leadership interview, a Person-Centered Plan will be developed for all individuals receiving services from the FSJACL.

Our Process in creating a Person-Centered Plan follows the framework below:

1. We involve the individual to the best of the individual's ability in the planning process. People involved in the planning process and who have contributed to the plan will be noted in the plan.
2. We recognize that individuals in service will require different levels of support to develop and update their Person-Centered Plans. Their family, support network, professionals, and other service providers may be involved as appropriate and provide support, assistance, and leadership as needed.
3. While creating the plan, we remain sensitive to different needs and possible literacy and language barriers.
4. The Person-Centered Plan is a "working plan" and as such, must be updated as factors in the individual's life change. The individual can request a change to their plan at any time. All changes and new goals will be noted on the Notes section of the plan.
5. The Person-Centered Plan includes the following components:

Personal Profile  
Strengths & Assets  
Current Lifestyle  
Likes & Dislikes  
Dreams for the Future  
Barriers & Opportunities  
Goals





# Community Connections

Community Connections offers a wide range of group of activities such as community access, life skills, therapeutic art, agriculture, relationship building, budgeting, housekeeping, and independent living skills. Monthly planning meetings and suggestion sheets are used to organize classes and activities, based on the preferences of individuals. We use individuals' Person-Centered Plans and risk assessments to offer teaching and supports tailored to individual's personal needs.

What helps us to be equipped to support individuals through Community Connections is endless learning opportunities such as Relias training modules, Open Future Learning, live workshops, Applied Suicide Intervention Skills Training (ASIST), and Crisis Presentation Intervention Training, among others. The program uses staff-centered supervision which supplies learning opportunities for staff and helps them set goals, ensuring that staff have what they need to be successful in the program. The supervisor and manager remain available for questions and assistance where needed.

In 2022/2023, we focused on survival to get through and come out of COVID, staffing crises, and encouraging increased participation in group activities, as this dropped during the pandemic. It was a tremendous success being able to send activity calendars monthly again, instead of weekly, showcasing increased stability in program staffing levels and retention.



Our Community Connections and DJ's Outreach Program supports individuals living independently or with family. This is person-centered and based on their goals and preferences.

This can vary from learning skills to live alone or to attend medical or bank appointments, supports with mental health and addictions and more. Our Outreach Program assists individuals in living as independently as possible, while ensuring opportunities to participate in community activities of their choosing. We promote independence by providing life-skills training through person-centered plans developed by the person served with assistance from the Outreach Worker, by increasing inclusion in the neighborhood and community, enhancing and supporting quality of life of persons being served, helping with personal care and nutrition, and by advocating to community resources and crisis management in partnership with addictions and mental health teams.

We ensure Outreach support staff are available one-on-one to the individual to provide services as per personal-centered needs and wants. We offer support in areas where we can do so and help find support through local resources as otherwise needed.

Outreach can be used in individuals' homes, the community, or Association facilities depending on the individuals' wishes and needs.

Outreach workers receive the same training and resources as the Community Connections program. In addition, our Outreach staff have received training in trauma and addictions through the Canadian Mental Health Association, as well as our In-house training plans based on client needs.

In 2022/2023, we focused on offering training to staff on mental health and addictions, to better provide services. We were able to help two individuals get into their own rental units for their first time ever. We have provided individuals with local resources to help deal and cope with difficult situations and we have helped individuals who struggle to maintain connections with mental health services do so.



## Supported Employment

The Fort St. John Association for Community Living's Supported Employment Program assists individuals seeking employment within our community. We network with businesses in the community, provide on the job support, and provide the community with job ready individuals to fill the job market shortage. Individuals must have approval from Community Living British Columbia (CLBC) prior to being accepted into the program.

We create, develop, and implement innovative services to assist individuals with their employability skills to fulfill their desire to live independent and dignified lives. This process involves the assessment of what the individual's strengths are, and what barriers or challenges they face. An employment plan is then created. In some situations, we also assist individuals to create and implement services that would benefit our community, while providing an opportunity for paid employment

We use Person-centred plans, Employment Plans, and individual risk assessments to offer teaching and supports based on an individual's personal needs at work. We support them in designing employment to match their abilities, setting up interview like meetings, and coach and teach the skills needed for individuals to keep their job.

The role of the job coach is to get the individual started in their employment, review the Careers documentation, create the required documentation such as employment plans and employee screening forms, create job and employee overviews, and ensure that all other required documentation is completed. The job coach will then "fade" once the individual can work independently. If the individual is not able to work alone, a support staff may be assigned to work with the person one-on-one.

In 22/23, the Supported Employment program succeeded in implementing proper training for new job coaches, and fully trained the full-time staff person.



# Housing Services

Housing Services include staffed housing programs and our HomeShare host family program. These services support individuals in all daily living activities such as:

Medical appointments/medication management

Employment

Personal Care

Laundry and cleaning

Home maintenance and yard work

Grocery shopping and meal prep

Community inclusion

Finance management

Teaching life skills to supported people



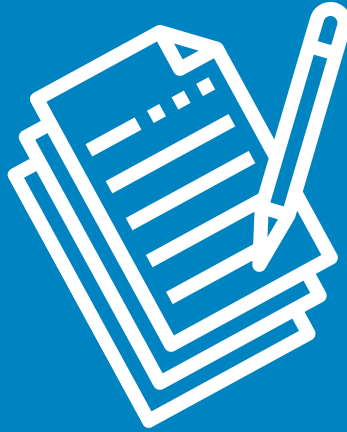
We were able to support 38 individuals through our Housing services this past year.

This past year, nine of our housing service goals have been achieved.

As we look forward at our coming year, our goals are as follows:

- Better utilization of the Counsel of Quality Leadership interview for each person supported, to have more meaningful Person-Centered Plans.
- Train our staff on goal setting, to better assist the people we support and ensure that the goals set are truly what the individual wants or needs.
- Trying different ways to recruit more HomeShare providers and develop more housing opportunities for the people supported.
- Having enough support staff to adequately fulfill service hours so they are being better utilized to support the people we serve.





# Administration

The Fort St. John Association for Community Living's Administration department is responsible for the daily office functions of the Agency, and for ensuring policies and procedures meet CARF standard. This department oversees the Agency's use of technology, record management practices, Human Resource functions, marketing, and special projects.

The Administration department started a restructuring process at the beginning of 2023, to accommodate growth within the Agency. Prior to the restructuring, the department consisted of a Human Resources and Administration Manager and two support staff. The department now includes an Administration Manager, an HR Committee, and a growing team of support staff.

In 22/23 the Administration department began streamlining systems and procedures. This will continue to be the department's focus over the next year.

## Human Resource Statistics

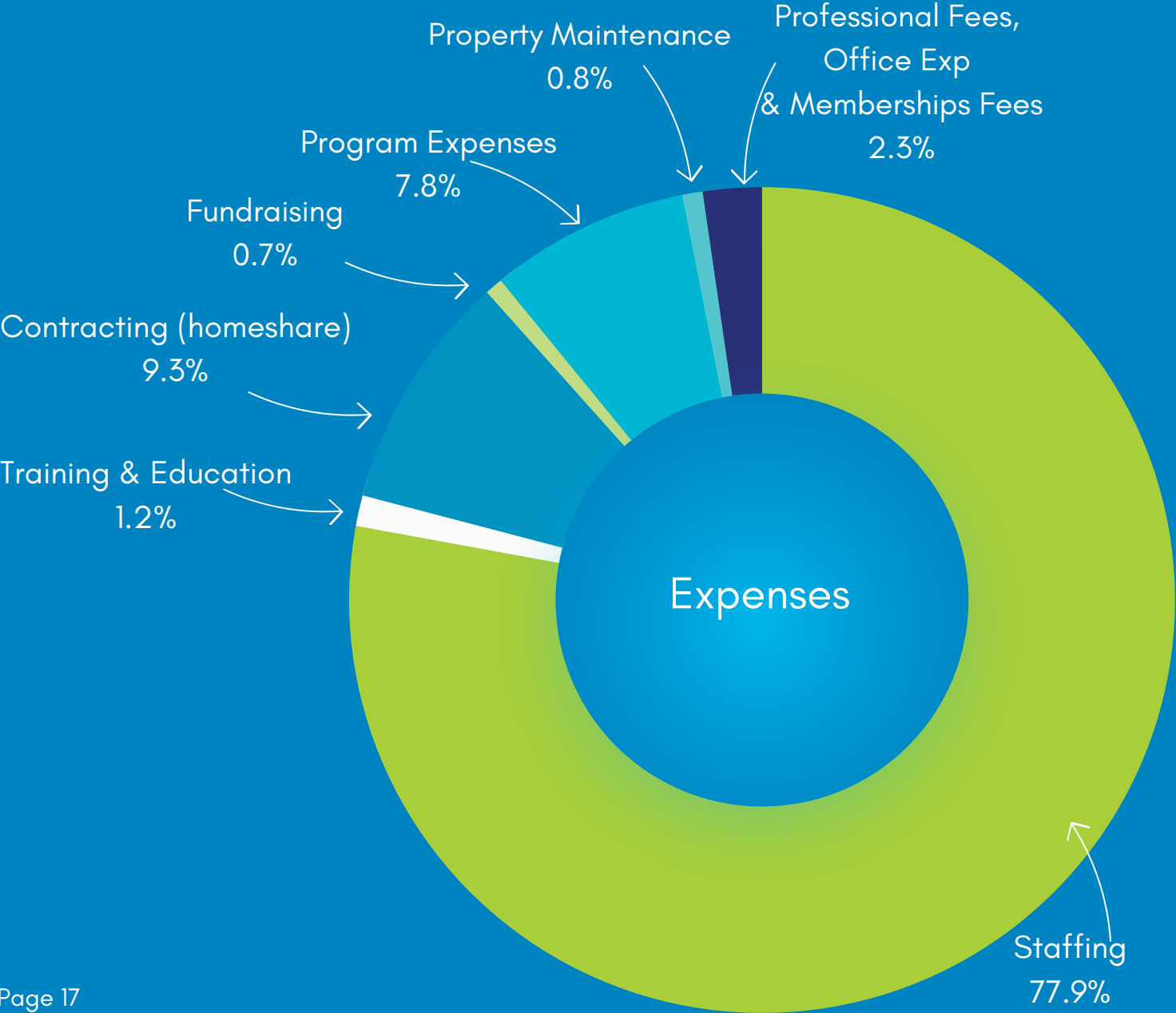
Retention rate: 76%

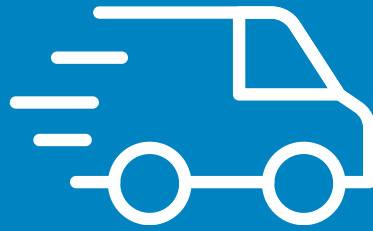
Promotion rate: 5.7%

Average length of service: 1.9 years

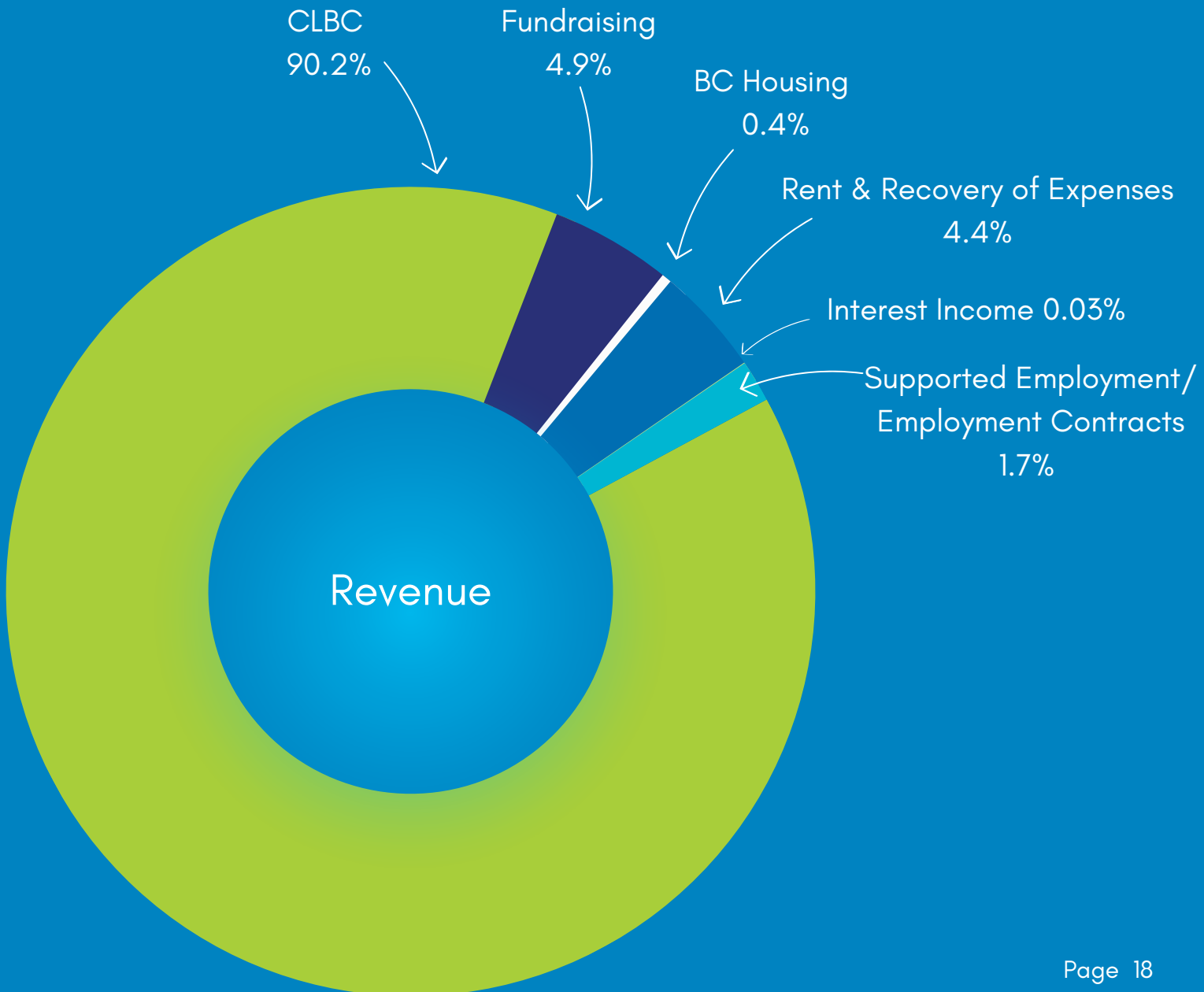
# Finance Report

The main purpose of our Finance department is to ensure that all revenue and expenses are handled appropriately and orderly. Our finance department ensures that due diligence is done to protect the finances and uphold our ethical obligations and standards. With the expectations of growth of our association we are adding in capacity to our finance team to ensure our responsibilities are addressed.





Last year the association received a total of \$147 000.00 through fundraising. This was an enormous accomplishment that allowed the Association to purchase an accessible van for our individuals to have greater access to the community.



# Our Dear Sponsors

We cannot thank you enough for all of your generosity.  
We truly could not accomplish our work without you.  
Thank you from the bottom of our hearts.

## Platinum:

DGS Astro Paving  
Carters Jewellery   AAA Safety   Bold Promotions  
Canadian Tire   Driving Force   FSJ CO-OP  
MNP   North Peace Savings Credit Union   Surerus Pipeline  
Ric And Darlene Hamre

## Gold:

Arctech Welding   Beccalicious   Callison Zuenert  
Complete Crawler   Coneco Phillips Canada  
Edith Lowen   Hamres Funeral Chapel   Home Hardware  
Homesteader Health   Lido   RimTek It Services  
Rogers Trucking   Trojan Safety

# Thank you!

## Silver:

Brauns Flooring Browns Social House D & D Soft Covers D&D Insulators  
Epscan Ernies Sports Experts FSJ Honda G Baumeister LTD  
Jiffy Lube Petite Petal Company Pimms Production  
Red Barn Eatery Somethyme Catering Walts Automotive  
Arctic Spas

## Bronze:

Alpine Glass Atomic Inspection Services Ltd Bonnie Gouldie Gators  
Gym  
The Historic Red Barn Bar & Grill Hub International Insurance Indigo  
Designs  
Peace Vale Meats R.D Bacon Trucking Rosebrook Flooring  
Standard Tattoo Dairy Queen The Hair Bin Tenacious Detail  
Safeway House of Zen Lakepoint Golf Links Golf Course  
Taylor Gold Course Chad Cushway Apollo Avenue  
Latitude 56 Butchers Block Dunvegan Gardens  
SJA Promo Kosick Aggregates Zoo Foods  
Peace of the North Mc Suds Cass's Kitchen  
Artisan Farmhouse







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10251 100 Avenue  
Fort St. John, BC  
V1J1Y8



1-250-787-9262



[info@fsjacl.com](mailto:info@fsjacl.com)

Data for this report was compiled through our annual survey process. 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.