



Wellness Society

ASKWELLNESS.CA

Annual General Meeting

September 16th, 2020

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ASK History

Our roots go back to a basement couch where **HIV/AIDS** Activists sought out to support those in their community who were struggling. Originally founded in 1992, as the AIDS Society of Kamloops, the Society was formed to promote health, wellness and provided education to strengthen the Kamloops community. The Society soon recognized the need to house individuals before they could focus on their health. From there, the housing first initiatives began. Others soon called on the Society to help all who were seeking assistance to find HOPE, shelter, and support. In 2016 the Society changed its name to reflect the initiatives to serve all in the community who struggle with their housing, health, or employment to the ASK Wellness Society.

The **ASK Wellness Society** has been serving the Kamloops Community for more than 26 years.

Since then, the ASK Wellness Society has grown to hold and operate multiple units of housing and expanded its services extensively as follows:

- housing support.
- rent supplements.
- health navigation.
- public health education/training around BBP/overdoses/STI/STD's.
- addiction recovery supports.
- harm reduction initiatives.
- mental health supports.
- life skills for those with developmental disabilities.
- support for those doing sex work.
- crisis funding; and
- employment coaching.

Guiding Principles

Housing First

The Society believes all individuals have a right to safe and affordable housing.

We are charged with the task of assisting those who are homeless or are at risk of becoming homeless, in finding, securing and maintaining suitable housing in the service area.

Client Centered

The Society recognizes the value and dignity of each individual.

We encourage and support our clients to make healthy choices and we respect the choices that they make. We advocate with and on behalf of our clients to improve their quality of life.

Harm Reduction

The Society believes all individuals deserve equity in accessibility.

We collaborate with community partners and actively participate in community efforts to ensure that basic human rights are protected. We promote shared, private, and public responsibility in the delivery of education and awareness activities in the community.

Social Justice

The Society believes harm reduction promotes and supports the health and well-being of both individuals and communities.

We believe that all humans have the right to comprehensive, non-judgmental services based on individual need. Through education and prevention efforts, we work to reduce the risk of harm for individuals engaged in or affected by risky behaviors.

Vision



The vision of ASK Wellness Society is to work towards a society that recognizes the value and potential of each individual and our mission is to provide outreach, housing, health, education, employment and emotional support services for the marginalized and persons at risk.

Core Values

ASK believes **TRUST** is at the heart of community both in ASK Wellness Society and in the communities we serve.

ASK believes a healthy community is a one that is **INCLUSIVE**.

ASK believes the key to helping people to become self-sufficient is through **HOPE**.

ASK believes **COMPASSION** ensures no one gets left behind.

Mission and Purpose of the Society

The Mission of the Society is:

*To provide those in need with **HOUSING, HEALTH SERVICES,**
and **EMPLOYMENT OPPORTUNITIES.***

The Purposes of the Society as set out in our constitution are:

- To promote housing, community awareness and education with respect to HIV/AIDS, Hepatitis C, the marginalized and persons at risk.
- To promote financial, emotional, and personal care support services to the community for individual/family/friends affected by HIV/AIDS, Hepatitis C, the marginalized and persons at risk-if and when the need arises.
- To liaise with other local/provincial/national organizations involved/interested in HIV/AIDS, Hepatitis C, the marginalized and persons at risk.
The promote research on HIV/AIDS, Hepatitis C, the marginalized and persons at risk.
- To receive donations, grants, and funds, and administer same consistent with the objectives of the Society.

Continuum of Care

Streets → **Home** → **Health** → **Employment**

COA Accreditation



ASK Wellness Society is a recognized Accredited Society under the Council of Accreditation standards. Canadian Organization Accreditation (“COA”) is the accreditation of social services provided by nonprofit and involves the review of the entire organization including administrative operations and all services for which COA has an applicable standard.

<http://coanet.org/accreditation/canadian-organisation-accreditation/>

ASK Wellness Board of Directors

Name	Board Position	Years of Service	Occupation
Melanie Reed	Chair	8	Human Resources Specialist Thompson Rivers University
Dr. Stan Fike	Treasurer	11	Physician Retired
Sean Monaghan	Secretary	5	Councilor Synergy Counselling
Chris Rose	Member	8	Educator Retired
Brad Alberts	Member	2	Commercial and Residential Housing Developer
Neil Menard	Member	≥ 1 Year	Retired Mayor Merritt, BC
Murray Campbell	Member	≥ 1 Year	Licensed Property & Strata Manager Retired
Gina Dillon	Member	≥ 1 Year	Administrative Assistant
Garry Limpright	Member	≥ 1 Year	Certified General Accountant
Paul Varga	Member	≥ 1Year	Attorney Varga Law

Administration Reports

Board Chair Report

If 2019 was a whirlwind, 2020 can only be described as a tornado. I think it goes without saying that this has been one of the most challenging and strange years of most of our lives. COVID-19 and the global pandemic we are all living in has changed the way we work, live, socialize, volunteer, and govern, and no organization has been immune to the impacts.

Our CEO and Directors have done an incredible job of leading the organization through uncharted and unnerving territory as we are directly impacted by both provincial public health crises, the pandemic, and the overdose crisis. They not only took decisive and immediate action, but also took time to communicate with and prepare employees and the board for each change as it was happening. I know I speak on behalf of the board when I say that we could not be more impressed with the dedication, commitment, and sheer will of this team. We are also so incredibly appreciative of all the employees who came to work or adjusted to work from home so they could deliver the much-needed services you provide in the face of uncertainty and potential risk. We are grateful for your commitment and dedication.

While COVID-19 was the most pressing issue on everyone's mind, the board continued to keep our Strategic Plan in focus during our regular monthly board meetings. In mid-July, we also met to review our three-year strategic plan priority items. We are happy to report that we have made some headway in a few areas.

Last year we set out to improve the diversity of our board of directors by adding new members and preparing for succession. While this will be both my final term as Chair and my time serving on the board, Dr. Fike will let his name stand for this leadership role and Brad Alberts has agreed to have his name stand for Vice-Chair. We also welcomed a new Treasurer and two other Director's over the last year and now have new applicants from both Merritt and Penticton. We will sadly say farewell to two additional representatives at this year's AGM as Cliff Thorstenson and Chris Rose have both tenured their resignations. These individuals provided incredible guidance to the board and the organization over their years of service, and we are incredibly grateful for their time and commitment.

Under the guidance of Michael McDonald, the board also began preparing for our COA Re-accreditation. This review has been an incredibly beneficial process that keeps us aligned and accountable to the activities and processes that have made us successful. I must thank Dr. Fike and Chris Rose for overseeing this process on behalf of the board. They were instrumental in guiding us during the initial accreditation and have been diligent and committed to ensuring we do what needs to be done for this next step with COA and to continue to improve our governance. While there is continued work in the areas of board development, risk management and succession planning and diversity, the board remains committed to achieving the outcomes of the three-year plan.

As I sign off on my final Chair report, I must extend my gratitude to my colleagues on the Board of Directors for their confidence in my ability to lead over the last two years. It has been an incredible learning experience for me, and although I know there is more, I could have done, I also know that the agency and the board are in incredibly capable hands.

To Bob, the Directors and all the employees, it has been an incredible honour to serve on this board since 2014. I joined the board to gain some experience and to serve the community. Looking back, I can only say that this has been so much more. Learning about the organization and the people that work here; those who choose to provide care and services to the most marginalized individuals in our community, has not only educated me and allowed me to inform others, but it has inspired me to continue believing in the value of community, compassion and speaking up for those who don't have a strong voice. What I have also realized is that this organization and the people in it do not just provide outreach, homes, health services and support, they offer hope. And at the end of the day, it is what we all need to survive and thrive. While many people sit on the sidelines wishing for hope or change, the people in this organization are out there delivering it in some of the toughest situations imaginable. Thank you from the bottom of my heart for doing what you do each day for our community and our collective humanity. I know your job is the toughest it has ever been, but it matters, and it is appreciated.

You are all heroes to me.

Melanie Reed
Board Chair

Chief Executive Officer Report

It remains my honour and privilege to lead this innovative, courageous, and relevant organization. After fourteen years at the helm, I continue to live and breathe the core values and vision of ASK Wellness Society. I wake up excited to go to work; to see my colleagues and to share in the journey with our clients and residents and I go to bed at night thinking what else we can do to improve how we operate and what next ground breaking transformative project we can do.

This past year has been filled with lows and highs. We have faced two concurrent public health emergencies head on. The opiate overdose crisis has been unrelenting in its destructive human and social impacts. We are now heading into year five since we first saw evidence that something was wrong with the drug supply. And, of course, COVID 19 exploded in March of this year. With over 500 units of housing, 235 employees, and thousands of clients to care and protect, our task has been herculean. On the positive side, while growth has been significant as noted by my colleagues, it is the improvements in our internal systems both operationally and financially that deserve recognition. Credit is due to our dedicated leadership team and the engine of our organization, the front-line staff. The catalyst for this was the requirement by the Province to have some of our programs become accredited. Our response, naïve or courageous, was to commit to accrediting every program, facility, and service we offer. The result has been to receive the distinguished status of being internationally accredited with the Council of Accreditation. Most importantly, it is seeing profound results in the delivery of our services, in the way decisions are made within leadership team and how our Board of Directors manages the governance of the agency. Daily I see the impacts; better-quality in-service delivery, more fairness and equity in staffing decisions, and vitally, consistent feedback on how we can continuously improve how the agency functions. Again, this is a testament to the collective power of our staff, board of directors, and our leadership team and this achievement will remain one of my proudest moments in leading the agency to date.

Like all of you, the impact of COVID-19 on our professional and personal lives remains uncharted and uncertain. Early in the pandemic, the level of apprehension among staff was justified as there was little access to personal protective equipment, consistent protocols, and clear direction from government on how to manage our services. Unlike many organizations and institutions, ASK remained open across the region including our Outreach and Overdose prevention services. We had just started the innovative and vital prescribed opiate program, t-iOAT, and we had only recently opened Burdock House. Our hands were full but in what is often called 'the ASK way', we did not miss a beat. Our leadership team tirelessly guided our staff through this time, we acquired by hook and crook the required personal protective equipment and began implementing safety protocols that allowed our dedicated staff to feel safe and prepared to continue delivering services. Concurrently, we created innovative educational materials for our clients and residents supporting their wellbeing. We balanced our own self-protection with our core values that drive our approach to our clients. I am so proud of our efforts throughout this time.

I want to take a moment to talk about what is on the horizon. Firstly, caring for our staff must be a priority. It has been grueling and heartbreaking for all of us witnessing first-hand the tragedy of this overdose crisis. Daily we see lives in jeopardy and the human spirit consumed by addictions. Combine this with a segment of the population openly condemning people who use

drugs and those that support them, and it can become demoralizing and heartbreaking job. Until there is another way to move people towards recovery, we simply must continue to save lives in every way possible. It is the essence of humanity and we should accept nothing short of this basic human right. This is why ASK has committed to pursue more opportunities for recovery from substance abuse through second stage housing, an increase in our supportive recovery services, and expanding our social enterprise and career development programs. Stay tuned.

We have also begun the journey exploring and learning how to create further cultural safety across all our programs and facilities. Guided by our Merritt team, we fully grasp that we have been remiss in dedicating more resources towards better understanding and supporting our indigenous people and communities that rely on us. A disproportionate number of clients and residents identify as indigenous and we need to do more to guide our staff to create an organizational culture that recognizes and responds to hidden biases and barriers. This is not a one-off project when we can say we have completed this task; no this is a lifetime commitment with continuous recognition of our humility while serving people with unique and painful experiences of oppression and marginalization.

In Penticton we have finally found a Board representative who can help drive our impact in the community. Like in Merritt with Cliff Thorstenson before and now Neil Menard representing the community on the Board, we needed a strong and knowledgeable and passionate voice. Welcome Paul Varga. We are committed to the community and in the coming year we need to deepen the scope and capacity of programming and further our relationships with stakeholders and partners. We could have only got this far in the community with the team working there under the leadership of Kenneth Scott and Lisa Robinson. A special thank you to you both and to our growing team in this beautiful community.

And finally, my thank you's. To our Board of Directors under the wise and courageous leadership of Melanie Reed. Your work and dedication keep our agency focused on its strategic goals and its mission. To our leadership team, you make my job easy and are making my role redundant. To our community and funding partners, we are so grateful for your faith in us to help make our communities better. To our ASK staff and volunteers, thank you for the determination, courage, and compassion you continue to show in the face of adversity. You know you make this agency what it is and why people line up to join the team. And finally, our clients and residents; those that are still lost in the darkness and those that have found their way, we remain driven by the belief that anything and everything is possible.

To the year ahead...

Bob Hughes
Chief Executive Officer

Board Treasurer Report

With continued growth in services, programs and housing comes increased demands for solid accounting, budgeting, and reporting. The board is very pleased with the activities of the Finance Department.

ASK Wellness Society is fortunate to have Natascha Strauss and her finance team of four under her leadership. They continue to provide us with excellent financial reports.

Our financial statement for the year ending March 31, 2020 demonstrated an increase in operating revenue of \$10.00 million, in addition to an increase of \$5.0 million in special program funding.

The annual budget was \$15.0 million. Our annual surplus was \$100,000.00, with spending below 1% of the budget. Our unrestricted accumulated surplus was \$400,000. Our contingency reserve was \$150,000.

The dollar amounts in the body are subject to change to actuals from the financial statements.

ASK Wellness continues to operate on solid financial ground.

Garry Limpright, CPA, CGA

Board Treasurer
ASK Wellness Society

Finance Report

The Society experienced another year of growth with increased funding.

Our auditors, Stone Hazel & Co have completed their 2019/20 Audit within the target date and on budget. This was their sixth year of auditing and the familiarity of our operations provided a seamless audit process.

The Finance department has added a new employee this year as coverage for leave for our Director of Accounting Services. Key roles within the Finance department have been established to enable a more streamline process for Payroll, Accounts Receivable and Accounts Payable with adequate cross training for coverage and proper job segregation.

Finance is in the process of implementing an electronic timekeeping system within the PayWorks software and will progressively roll this out throughout the Society in the upcoming year.

We continue to improve our internal controls and reporting procedures to ensure timely and accurate information is presented to Senior Management and the Board.

Natascha Strauss
Chief Financial Officer

Property Services Report

ASK Wellness Society Property Services Department provides services through the Housing continuum to collect rents, program fees organize repairs and cleaning of units for Kamloops, Merritt and Penticton. And schedules move in and moves outs along with the overall maintenance of sites.

Staffing

We hired 2 full time Property Service Associates were successfully hired in February of 2019. In addition, our maintenance staff has grown to a team of 9 for Kamloops, Merritt and Penticton. Cleaning services has expanded during the COVID 19 outbreak and we have hired another full-time cleaning staff member as of July 2020. This brings our cleaning staff number for Kamloops total to 2.

New Housing

Our housing inventory has grown with the addition of 148 housing units (62 in Penticton, and 86 in Kamloops). One site was a new build modular unit with increased efficiencies for construction that saw the building erected on site within 7 months.

Property Services Software

We moved forward with creation and implementation of systems and protocols within the agency that work within a property management software to track rents and damage deposits. Online work order systems are expected to be released and in use by September of 2020. This will allow Property Services to monitor and track efficiencies in repairs and strategize capital planning.

Kitchen service

Within the development of new properties, we have added full commercial kitchens to 3 sites, offering meal services to additional sites without kitchen services during the COVID 19 pandemic. Meals range from 2 – 3 meals per day for approximately 156 residents.

New Developments

The Society is currently undergoing new construction plans for 1260 Hillside Court for a low-income senior housing facility, expecting to break ground for construction in August of 2020.

Rebecca Doyle
Director of Resources and Property Management

Human Resources Report

The ASK Wellness Society's Human Resources Department provides human resource services aligned with the Society's values of Hope, Inclusion, Trust and Compassion; and consistent with Society's Accreditation requirements to enable the Society to meet its service goals by:

Promoting excellence in human resource management and providing leadership in the implementation of the Society's initiatives.

Providing a proactive human resource advisory, information, and service function to the Society; and

Providing information and recommendations to the Society to support human resource decision making, and supporting employment related legislative compliance.

The Human Resources Department is dedicated to promoting diversity/multiculturalism. Further initiatives were put in place to bring awareness around where we live and cultural diversity within our organization.

The following was added to all our email signatures:

The ASK Wellness Society respectfully acknowledges that as a society and as individuals we live and work within the ancestral, traditional, and unceded territories of the Secwépemc, Syilx tmix^w and Nl̓eʔkepmx Tmíx^w Nations.

The following was added to all our job postings:

The ASK Wellness Society is dedicated to promoting diversity/multiculturalism with inclusion as one of our Core Values.

We are fully focused on equality and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.

We commit to furthering our initiatives to promote cultural awareness by creating a committee that will create a Cultural Safety and Responsiveness Initiative in the fall of 2020. Part of the initiative will be to increase training and awareness from the moment new employees are hired.

Employee Engagement Survey

The Society conducts an Employee Engagement Survey each year to measure the degree of emotional and intellectual commitment of employees. In November of 2019, the Society conducted an employee engagement survey for all employees (220). Despite an extensive communications effort, we only saw a 53% response rate. We have a 75% response rate goal for 2020 and will continue to learn from this experience as to how we can do better.

Survey results indicated the following:

Employee Core Values align with those of the Society and we treat our coworkers with dignity and respect within a safe working environment.

Employees feel satisfied and rewarded by the work they do.

Employees are satisfied with the opportunities to apply their talents and are recognized for their performance.

Employees feel they have job security.

Employees are somewhat satisfied with their overall compensation and feel that it fairly closes to the relative market.

Employees feel they receive adequate feedback and have autonomy in their decision making.

The health benefits provided meet their needs; and

That we are dedicated to diversity and inclusiveness.

Here are some comments made within the Survey from Employees:

“I love seeing and feeling that moral seems high amongst team members. And it really feels like it comes from the top and works its way down through all roles, positions and programs. It’s great to feel valued.”

“I love working for ASK. I have never been treated so well and with so much respect before. Love working for the ASK team, never worked anywhere that has felt more like family then here.”

“It is hard to generalize on several of these topics but I'm generally very happy to work here and believe that the majority of the people I work with are skilled and kind in what they do. There is the occasional situation that leaves me questioning things people do but I haven't had Trouble getting answers and support.”

“I think it would be amazing if the benefits were offered to employees that work less than 30 hours a week.”

“Let’s slow down, master what we are doing already and compensate our staff better for what they contribute”

Employment and Community Impact

As the ASK Wellness Society Financial Statements show, \$7,512,122 was paid in salaries, payroll taxes and fringe benefits. The Society engaged over 296 people including paid employees, volunteers and contractors — providing meaningful work to our home communities across the region.

Cher Doolan
Director of Human Resources



Human Resources Team 2020: Laura Balyk, Tillia White & Cheryl Doolan

Occupational Health and Safety Report

It is another year of continued growth for ASK Wellness Society and that keeps Occupational Health and Safety (OH&S) hopping to ensure compliance with WorkSafeBC regulation; B.C Fire Code and COA Accreditation expectations.

Growth involves staffing additions and turn overs which all require training for new staff on safety procedures and protocols. To help supervisors with training due diligence, new easy to use training documents were created. An ever-increasing Coordinator OH&S understanding is contributing to a solid Health and Safety culture.

The ASK Wellness Society Occupational Health and Safety Joint Committee, established in 2015, has grown to a committed group of fourteen, representing work environments across the ASK Wellness umbrella of work. All have undergone Joint Committee training and participate in Critical Incident and Staff Accident/Injury Investigation and review, all of which are done with the aim of prevention and greatly aid in on-going staff safety education. Action plans are instigated, and recommendations made when necessary. Even with continued growth staff accidents and injuries continue to be low.

Assessing risk at sites and in programs is an ongoing process directly related to the clients that ASK works with. Site/Program Coordinators and staff, joint committee members and the Occupational Health and Safety Coordinator work in collaboration to keep risk assessments current, implementing changes or additions to safety protocols when necessary. Monthly and annual site inspections can contribute valuable information to risks related to building and site logistics and so maintenance staff and the Property Services department continually participate in keeping sites safely operational.

Quarterly site fire drills are being done at all sites. This is extremely important for staff and client preparedness in the event of a fire related emergency. Client cooperation and participation is high at most sites.

OH&S must maintain systems that organize schedules related to regular inspections, drills, statistical tracking and data collection and reporting. Goals moving forward in the next year are with an eye towards creating easily understood and accessible systems, as well as regularly structured reporting, and bringing the ASK Occupational Health and Safety Manual up to date.

Overall, we are seeing an increase in a safety culture yearly. Coordinators with a lens on health and safety are setting good examples for their staff – well done! Staff across the ASK umbrella are comfortable expressing health and safety concerns and connecting with the Occupational Health and Safety Coordinator.

Valerie Black
Occupational Health and Safety Coordinator
Commercial Leasing/Tenant Liaison

Operations Report

As I reflect on this memorable past year of 2019, I recognize a time of contrasts. The one addition to our inventory was the Stollery Suites which is independent housing for low income seniors with chronic health conditions. ASK is well aware of the housing needs for seniors. It was incredible watching 49 people gain access to dignified, safe housing and create a caring community.

The excitement and fanfare of building Spero, Burdock, and Mission Flats has subsided and the work of supporting residents is now routine. We commit to helping people from the streets obtain housing and supports so that they may begin their recovery under supervised conditions. We engage in a balancing act of working through client challenges and being a good neighbour. Our commitment to our municipalities is genuine and integral to the development of ASK social capital. Neighbourhood meetings allowed for ASK to meet community members and understand their concerns with street level activity. Honest communication allowed us to understand their needs and for ASK to allocate resources to support them. It also gave an opportunity for the community to visit our sites and understand how we support people to succeed in housing. We were also able to differentiate between street traffic and persons living in our buildings.

Housing is designed to provide supports to see people move through a continuum of streets-homes-health-employment. The journey is individual; therefore, inherently there will be successes and breakdowns. We celebrate those who have connected to community resources to address trauma, substance use, or their health conditions. Many of our residents have made valuable friendships and rely on each other for emotional support. However, we are aware of the stagnation of some. We do not give up hope for growth and change. We tirelessly walk beside our clients to provide hope to those who perhaps have no hope or awareness of the opportunities for a different life.

There is an overwhelming trend that we have been forced to address this year. There is a demographic change as we are now servicing an increased number of older clients and clients with various health care needs that supportive housing is not equipped to address. Each new supportive housing site employs a licensed practical nurse who are responsible for basic management of client care such as mitigate risk of overdoses, create and manage a medication program, assist with emergency medical situations, and liaise with health care professionals. LPN's have a breadth of knowledge to support our clients; however, the need for primary care is at times overwhelming. In previous years, the typical client presented with mental health and or substance use concerns. We now see the emerging trend of tri-morbidity conditions: mental health, substance use, and physical health concerns. Tremendous efforts have been made to collaborate with health services to support the health needs of this client; however, the reality is that some of our clients need more or variations of services than the community can provide. As we address an opiate and methamphetamine crisis along with the fact that many of our clients are aging, clients' mental health and physical health care needs have become more complex.

A monumental event happened in November 2019 when this region experienced the coldest weather snap it has seen in years. We are aware of the increased vulnerability of the homeless population in extreme weather. ASK Outreach and housing operators opened their buildings to any or all persons needing to escape the elements. In this time of crisis community partners came together demonstrating the power of collaboration. I am never surprised by the care that

our community has for its people. Many thanks to the committed ASK staff that worked tirelessly alongside countless community volunteers to provide temporary shelter, clothing, food, and emotional support. This week-long event brought our teams together in solidarity and renewed commitment to the call for awareness of the needs of our homeless population.

As for all of you, the Covid virus effected our staff and clients dramatically. I commend every one of our staff who worked through the initial fear of the unknown, responded as new information was disseminated to us, and yet never gave up the efforts to support our clients. Changes are still evolving, and this virus has already earned a mark in history. As we develop our new ways of doing and knowing, I am confident that our staff will stand as a community leader. We are committed to service delivery that is safe, responsible, and effective for both staff and clients.

The demand for increased stock of diversified housing is still undeniable. I look forward to the evolving transformation of services that ASK provides as response to our communities' needs. The goal is to house the homeless in dignified settings, to improve people's lives, health, and overall circumstances. It is my honour to support our dedicated staff across all programs and serve our clients as we walk with them through their journey.

Kim Galloway
Chief Operations Officer

Housing Supports Merritt

In the three years that I have had the honour of leading Team Merritt I continue to be amazed at their enthusiasm, dedication, and passion for ASK's continued growth in the Nicola Valley. We have all worked diligently at relationship building and adjusting our service provision to meet the needs of our unique community. This year has been a year of growth for our Merritt Operations and I am very proud of how we have continued to offer the much-needed housing, outreach, and health and recovery supports to Merritt with over 12,000 points of contact through our main office. Our commitment to continued support can be seen through our resolve to bring more units of safe, affordable housing to our community. In 2020, ASK will be breaking ground on a 40-50-unit complex focused on housing our senior population.

Housing Supports

Safe and stable housing is one of the major factors that positively affects not only people's lives but also the fabric of a community. At ASK Wellness Society we believe that safe, affordable housing is a basic need that every member should have.

Housing Outreach: We offer services that include landlord support, MSDPR advocacy, tenant relations, eviction prevention, and rapid rehousing. In addition, the Merritt Housing Team continues to provide HPP supplements to our community to promote successful housing. Furthermore, helping seniors, families, and individuals navigate through the processes of applying for income sources, funding programs, and supportive/affordable housing are other important tasks done by ASK's Housing Outreach program.

Merritt ASK manages three housing complexes from which ASK provides housing for seniors, persons with differing abilities, singles, families, and those who might be otherwise homeless. The housing complexes are as follows:

Three Eagles

Three Eagles is a 32-unit complex that focuses on affordable housing for families. On site there is a part-time Tenant Liaison who manages the site and supports its occupants.

Tradewinds Terrace

Tradewinds Terrace is a 28-unit apartment building where all units are rent geared to income making it an affordable option for our community's seniors and individuals with differing abilities.

Juniper House

Juniper House is a 30-unit building in our downtown core offering supportive housing for people experiencing homelessness. The need for this type of housing is evident by the continued zero percent vacancy loss and our expansive waitlist. The focus of this program is to provide individual supports to tenants as they stabilize and work towards wellness. The program continues its success with the support of the dedicated and diverse team of Tenant Support

Workers under the leadership of Merritt's Supportive Housing Coordinator, Angela Papou. Juniper House programming works to honour each tenant as an individual and foster feelings of belonging and community. Community is key to wellness!

Outreach Services

Merritt's ASK Street Outreach program works to connect with our street-entrenched community members with the hope of assisting them to access health and housing supports. Our program continued to respond to the Opioid Crisis through increased presence on the front lines where we concentrated our efforts on overdose prevention through education about how to be safe, substance testing, and the provision of Naloxone kits. We were also pivotal in the creation of a community collaboration table that focuses on the provision of wrap around services for our most marginalized community members.

Health and Recovery Services

Health Navigation Program: This year our Health Navigator worked tirelessly to build community awareness around harm reduction and overdose prevention through community-level educational opportunities. She also committed to making connections with our Nicola Valley Hospital and Health Centre, Home and Community Support, and the Indigenous health agencies. Our program continued to provide medication management, transportation to medical appointments, accessing appropriate healthcare services, and intensive case management with the goal of positively impacting the quality of life for individuals living with complex health needs.

Adults with Addictions Supportive Housing (AASH): Merritt AASH, in partnership with Interior Health Authority, is a six-bed, abstinence-based rural program that offers 24-hour/7-day per week supports, housing, wellness planning, life skill development, and recovery focused group meeting for the Thompson-Nicola-Caribou region. Participants in this program address their substance-use challenges and are supported with their recovery of wellness and their transition to healthy living. Progression to independent living is supported with the exploration of educational and employment opportunities.

Team Merritt is dedicated and will continue to provide culturally safe, client centered service to the diverse populations that make up our unique community. We look forward to strengthening our collaboration and partnerships with Indigenous and other community resources.

Keri Cooke,
Director of Operations (Merritt)

Housing Supports Penticton

Burdock House

In a board meeting to decide if it was in the society's best interest to expand ASK Wellness operations to another city, a voice spoke up to ask not whether we should but whether we needed to, whether it was the moral thing to do. As an experienced housing provider in two other communities the ASK Wellness Society was awarded the operation of not one but two buildings in Penticton by BC Housing. In October 2019, ASK Wellness Society opened its newest supportive housing building. "Burdock House" named after a plant that grows in the region and is the namesake of that board member that pushed us to expand and bring the passion and experience of our agency to Penticton.

With 62 independent residences, Burdock House is currently the largest apartment in ASK Wellness housing inventory, providing twenty-four hour supports to some of Penticton's marginalized and most vulnerable residents. Burdock House has a full commercial kitchen to provide meals daily, a nurse on staff to provide health care, and two life skills workers to help clients work towards their goals. ASK Wellness is proud to be able to provide safe and secure homes to people experiencing homelessness in Penticton and provide a stable foundation from which to hopefully build a better life.

ASK Wellness recognizes the impact that a high-density building may have on a neighborhood and is as committed to being a good neighbor as we deliver secure and affordable housing. Individuals were selected by ASK Wellness and community partners at Coordinated Access meetings to provide balance to the building last summer. Tenating a new building is not a science, and there has been a settling period in the building's residencies over its first few months. Not all program participants have managed the rules and expectations of housing well and ten occupants have been exited from housing. Two residents have passed away with dignity of their own homes, and four residents have moved out of their own accord into housing.

It seemed that just only as the dust of hiring a new twenty person team and opening a new building began to settle, the onset of a second unprecedented pandemic preoccupied all extra energies amidst the throws of an already devastating opioid and substance use crisis. In true ASK Wellness fashion, our agency and building were quick to react and implement protocol to keep our staff and residents safe. The resiliency of our staff and dedication to safety, hygiene, and service has been inspiring at every step. We look forward to a future free of COVID-19, and a return to life as we knew it.

Looking ahead to the next year, plans for Burdock House include

Ongoing recruitment and retention of a full team of life skills workers to meet our staffing needs for program implementation

Continued implementation and refining of policy and procedure, training protocols, and expectations of staff to be able to maximize the services and benefits to residents

Continued refinement and implementation of a complement of programs that include individualized wellness plans, daily, weekly, and monthly events to foster site community building between residents and with staff, public health pandemic permitting

Ensuring ongoing requirements for COA are met and maintained

Ensuring essential services and functions of service delivery are maintained throughout the duration of the COVID-19 Pandemic

Kenneth Scott
Coordinator of Supported Housing- Burdock

Fairhaven

Fairhaven has now been in operation for 3 ½ years (since December 2016). Up until August of 2019, Fairhaven housed an eight-person drug and alcohol recovery bed contract that then transitioned to a community-based recovery program. Recently, ASK Wellness Society celebrated the second-year anniversary working in partnership with BC Housing to provide transitional housing to 42 residents for individuals who are otherwise homeless or at risk of homelessness. Low barrier supportive housing at Fairhaven consists of the presence of 2 staff on shift at all times who assist residents with individual wellness planning that includes education, tools, community connections, options and contingency plans required to execute individual Wellness Plans. Penticton Ask Wellness housing coordinators, BC Housing representatives and other community partners meet regularly as the Coordinated Access to discuss the status of known homeless members of our community who have been registered with BC Housing and completed a VAT, to determine suitability to be offered housing in transition, low-barrier housing when units become available. Although COVID has been a deterrent to offering many group-related program activities, Fairhaven residents still continue to appreciate relative successes experiencing outcomes such as medical stabilization, moderation to abstinence from substances, referral to more intensive treatment programs and transition to permanent housing. Adaptation of COVID-friendly protocols, such as social distancing, video conferencing and telephone appointments, have made it possible to continue connecting residents with the important community services that contribute to client success.

Lisa Robinson
Coordinator of Supported Housing- Fairhaven

Outreach Support Report

Outreach services continue to be in high demand in the Kamloops Community, felt more acutely at this time due to the concurrent Public Health Emergencies in B.C., with the ongoing opiate crisis and the emergence of covid-19. ASK Wellness was fortunate to hire Sarah Foster from the Portland Hotel Society to oversee Outreach programs, but Sarah recently departed on maternity leave, and has recently made the decision to focus on her family. Therefore, Outreach programming is currently lead by Jeremy Cain, who has been with ASK Wellness for the past nine years, and currently oversees both street outreach services and the ASK Wellness Community Living Program.

Outreach Programs currently consist of the following elements:

Street Outreach

A dynamic and highly visible program, it continues to be one of the most integral services to the identity of ASK Wellness. Street outreach recently added a temporary full-time worker that is meant to address some of the concerns emerging from covid-19. Mariah Lolli has filled that position and has added to the existing team of Christopher Wright and Abby Grinberg. With the additional staff member, ASK has been able to extend services Monday to Saturday, with evening outreach hours available on Tuesday, Wednesday, Thursday. Street outreach continues to focus on linking appropriate services to our client population, delivering health and harm reduction supplies, and partnering with local social service agencies, IHA, By-Law, and RCMP to deliver coordinated and focused outreach services.

SHOP

Another long running program with ASK Wellness, that continues to provide social and health options for individuals in survival-based sex work. SHOP currently has Jillian Watson as the full-time coordinator, and Melissa Collick who works part time. *Please see the attached SHOP report for further details*.

Overdose Prevention Services (ODP)

This program continues to be on the frontline of the ongoing opiate crisis offering services seven days a week. ODP works to deliver safe and effective harm reduction services to clients, while mitigating the impact of homelessness and addiction to community members and business partners. The team is currently lead by Karly Bradley, and is joined full-time by Nuno Ramos, who recently became a full-time employee with ASK after graduating from our Peer Program. Through a partnership with the city of Kamloops, the CAI grant has allowed for the expansion of the peer program, which serves to safely dispose of harm reduction materials by walking the North Shore corridor. Additionally, ODP receives calls from community members if harm reduction supplies are found and can arrange for pick-up by ASK or provide education and clean-up supplies to willing community partners.

Drug Checking Services

A partnership with IHA and BCCSU that makes use of the FTIR spectrometer, to analyze and identify substances to increase awareness for individuals using drugs. This service continues to be led by Kile McKenna and has taken on increased importance with the recent concerns of safe supply in the province. ASK Wellness now receives drop off samples, as well as samples sent throughout the IHA region by partnering health or social service agencies needing samples analyzed. In recent months, samples taken by ASK Wellness has led to immediate drug alerts sent out by IHA, which has served as a powerful reminder of the continued significance of this program.

Community Transition Team (CTT)

A partnership between ASK Wellness and PHSA, this program seeks to identify the gap in services faced by individuals transitioning from corrections back into community. This team is led by Heather Cooke (PHSA) and is joined by full-time ASK staff member Darcy Long, and Part-time ASK staff member Melissa Collick. The addition of Melissa has been key in identifying challenges faced by women attempting to reintegrate into community, as she has an extensive experience as an advocate for women in the ASK SHOP program. The CTT program continues to push its mandate and is an example for what is possible through integrated services.

Tablet Injectable Opioid Agonist Treatment (TiOAT) Program

The TiOAT program is a pilot project in partnership with IHA, which seeks to assist individuals living with opioid addiction who have not had success with traditional treatment options like Methadone. It is led by program coordinator Jamie Messmer and offers services seven days a week. *Please see the attached TiOAT report for further details*.

ASK Wellness Outreach Services continue to be on the cutting edge of service delivery in our community and serve as an ongoing example of the commitment it requires to serve this client population. The team is comprised of highly skilled, compassionate, and dedicated people who continue to serve as front line workers in the face of the ongoing opioid crisis. The work is always challenging, and often emotionally devastating, but the team continues to believe that that these services make a big difference in people's lives. It is now my pleasure to lead them and I will do my best to help guide them in their work.

Jeremy Cain
Director of Outreach and Clinical Services

Tablet Injectable Opioid Agonist Treatment (TiOAT)

TiOAT (tablet injectable opioid agonist treatment) is a pilot program for people with severe opioid use disorder who have not found Opioid Agonist Therapy (OAT) alone effective and are at a high risk of death. All clients are encouraged to start or continue OAT while on the program to meet their opioid needs. TiOAT provides an opportunity to engage people in care and a chance for them to stabilize, reduce their illicit drug use, and be supported to move along the continuum of treatment options. This program will be evaluated by the BC Centre on Substance Use (BCCSU) as part of the iOAT evaluation. TiOAT is referenced as a treatment option in Health Canada's Safe Supply Toolkit, and new TiOAT guidelines will be published by the BCCSU this summer. The program was created in Vancouver by the PHS Community Services Society, where it has been successfully running for 1 year. The program was based on client feedback who indicated that they have past success with other forms of OAT or iOAT and felt strongly they would do better on the hydromorphone tablet formulation.

Eligibility

Those eligible for t-iOAT, must have engaged in oral OAT therapy trials, (Methadone, Kadian, Suboxone) proving unsuccessful decreasing or stopping their illicit use. Other considerations for eligibility include ongoing negative consequences of illicit drug use, including overdose, HIV, crime, survival sex work, and a high risk of death.

Dosing

There is no titration for TiOAT. All clients are offered 1-2 8mg Dilaudid tablets up to 5 times daily PRN. There must be an hour between doses.

Administration: Prior to each dose, the nurse completes a pre-dose assessment. The client may choose to take their tablets orally (witnessed) or under supervised injection. If they wish to inject (IV or IM), the nurse will crush the tablets and provide them as a slurry with sterile water added to prevent diversion

There are two sites in the Kamloops area

South shore Pharmasave opened February 25,2020. This location is embedded into a pharmacy. There are currently 24 clients at this location.

Red Door-Overdose Prevention Site at Ask Wellness opened March 13. We are embedded into an overdose prevention site. These services combined are extremely complimentary.

The maximum capacity for the pilot project was originally 35 participants, however due to COVID and a lengthy waitlist we were approved to change the capacity has increased to 45. Since the COVID outbreak we have recognized increased toxicity and danger in the street supply of illicit drugs. The unfortunate effect of the well intentioned Federal and Provincial funding for low income persons is that some folks have increased capacity to purchase street grade drugs. The drug supply is more dangerous and toxic than it has ever been. It has been highlighted that there is a need to increase dosing for this program. We will also continue to enhance collaborative efforts with other agencies in the community to promote wellness for our participants.

Jamie Messmer
T-IOAT Coordinator

Social and Health Options for Sex Workers (S.H.O.P)

The SHOP program is designed to deliver social and health services to individuals who are engaging in survival-based sex work. It operates as a partnership between the City of Kamloops and ASK Wellness Society, that seeks to fill a significant gap in service to a highly marginalized population.

SHOP outreach efforts and contacts are higher than previous years. Affordability of housing and youth aging out of care contribute largely to the number overrepresentation of young women being exploited or engaging in survival-based sex work though out the province. In 2019, SHOP outreach services made 3779 contacts with people actively working street level sex trade in the city of Kamloops. Each contact is critical to the health and safety of sex workers and the community. It demonstrates that somebody is paying attention to this high risk and marginalized work environment. A street outreach presence focusing on sex worker safety, interrupts opportunities for violence and deters predatory individuals from taking advantage of this particularly vulnerable population.

Access to housing can have a profound impact on the overall wellness of sex workers. The SHOP program has a safe suite that can be accessed by clients who identify as being at risk of or involved in sex work. The unit is now located at the Spero House, a supportive housing building owned and operated by ASK Wellness, where participants have access to 24-hour tenant support staff. The suite is used for multiple reasons. Whether it is rest and respite from the work environment or to simply have time to themselves safe from the harms of the street. Some people choose to use the unit to gain access to services, whether that be mental health and substance use, income assistance, detox, rapid access substance use treatment, to complete housing applications, etc. Last year the safe suite was occupied 363 days. It is frequently in high demand and is a highly utilized resource. In 2019, 32 women were housed in supportive housing between ASK Wellness Society and Canadian Mental Health Association (CMHA). 47% of the woman housed in 2019 were unsuccessful in maintaining their housing and 53% remained housed at the beginning of 2020. The SHOP program staff are looking at other models of housing that are successful for this population with minimal risk to landlords. Our hope is that with further resources available to clients and trauma informed educational opportunities for colleagues and community partners, that we will increase successful housing outcomes for the population the SHOP program serves.

The SHOP program issues a local aggressor alert to partnering organizations and sex workers. SHOP program staff have provided training to front line workers throughout the region to ensure that a trauma informed approach is utilized when sex workers choose to share safety information with staff. SHOP partners closely with community policing (RCMP) and the Kamloops Sexual Assault Counselling Center (KSACC) in efforts to address violence against women and sex workers. Last year only 21 reports of violence were shared with staff. Sadly, we know that rates of violence are much higher. Possible reasons for such low reporting rates are current sex work laws, that leave sex workers stigmatized by community and health systems while continuing to be criminalized in their work. Ultimately sex workers are further marginalized and unable to safely report without potentially increasing danger to themselves.

In 2019, the SHOP program made 2028 referrals to 13 partnering organizations within the city. Rooted in harm reduction, the outreach team have an essential role in building relationships between sex workers and service providers. Much of the outreach work provided is crisis

intervention, implementing safety plans, providing resources and referrals, and one on one support services. SHOP outreach partners with ASK Wellness Street outreach in our efforts to increase public recognition of the impacts of homelessness and addiction in our community. Utilizing a four-pillar model we educate the wider community how to make appropriate contacts for social and systemic concerns that arise. In efforts to lesson unnecessary emergency response calls, we provide a very direct map of service providers and law enforcement to promote a healthy inclusive community.

Jillian Watson
SHOP Coordinator

Housing Supports Kamloops

Spero House

Spero opened to much fanfare in April 2019. Spero House is a low barrier housing facility that supports participants who are currently struggling with mental health and substance use conditions. All participants have received a vulnerability assessment tool and have been selected through coordinated access committee. Upon opening Spero our goal was to house as many people from CMHA's building, The Branch, as well as from the Emerald Shelter to relieve the stress on the shelter beds. Spero was running at full capacity by the end of April 2019.

Spero's staffing model has been incredibly effective when compared with former housing facilities I have managed. We have arranged staffing so that most staff work 4 or 5 days a week and bridge the weekend. Each shift has two full time staff on duty. The model provides continuity of service delivery on weekends and better communication with staff. Spero also provides a full time licensed practical nurse, this was unique to our housing model and has proven to be invaluable to our participants and staff. As our vulnerable population ages their need for medical assistance/information and guidance is required. Our kitchen is staffed with a full-time Chef and his team of 4 kitchen staff. The kitchen is staffed full time 7 days a week. The meals being provided are delicious and nutritious and almost all participants in the building access it. Our building also has a full-time maintenance person who can be on top of any maintenance issues.

Spero offers a variety of services to the participants. Two meals a day are served from our kitchen. Overdose prevention checks are done every evening. We have a designated ODP room for our participants to use when consuming substances alone. We are working in partnership with the addictions clinic and Dr. Marino to run the OAT clinic from Spero every Friday morning, this clinic is open to not only the participants within Spero but those who are currently seeking assistance in methadone/suboxone therapy.

Until Covid hit we were running street school from the building, our instructor from School District 73 is Peter Grinberg. Peter has been working with many of our participants for years. Our team was providing afternoon and evening social activities to the participants such as crafts, sewing, Halloween and New Year's Eve celebrations, all of which were attended by participants and I believe appreciated. At Christmas participants received a Christmas Stocking with personal gifts for each participant. Spero has also hosted a variety of smaller health workshops such as STI testing, foot care as well as Hep C treatment.

During the cold spell Spero was used as an emergency "Out of the Cold Shelter". We opened the lounges and kitchen area for those who are homeless to spend the night and provided with hot soup, snacks, and coffee. Although I had some reservations the program was extremely successful without any major issues.

Due to our proximity to Interior Health King Street (IH) we are fortunate enough to have many of our participants support workers within walking distance to our building. This allows the support workers easier access to working with their clients and supporting our team. It also gives our team the ability to call or direct clients immediately to a worker when crisis arise. Spero currently shares a space in the building with the Youth ICM team from IHA for collaborative work. This has been a positive partnership as their staff is readily available to us if the need be.

Another frequent visitor to Spero is IHA's Home Health Team. Over the years our agency has faced challenges with Home Health visits in our facilities but due to the operational style at Spero we have not experienced the same reservations from the team we experienced in the past.

All of us at ASK are aware that not all of our neighbours are in support of our housing facilities, so prior to Covid lockdown we would hold a meeting every three months with our neighbouring businesses, RCMP, Bylaw and North Shore Business Association. This was a great venue for our neighbours to air their concerns and understand our housing facilities better. It also provided our agency with an opportunity to address the community's concerns.

Spero has not been without its hiccups. We continue to be challenged by the many outstanding maintenance issues related to the new build such as doors that will not close and faulty locking systems but Property Service Director and Horizon North continues to address the deficiencies within the building with and I am confident that all of this will be resolved.

Covid required our building to be locked down with a strict no visitor policy and management of PPE to staff and participants. It was a scary time for everyone, but we managed the storm and are better prepared for whatever the Covid future brings.

All in all, the past year has been positive. The dedication of our staff at Spero House to recognize the challenges faced daily by our participants is a testament to their commitment to our agencies mission.

Carmen Carr
Coordinator of Supported Housing-Spero House

Mission Flats Manor

Mission Flats Manor has now been open for almost two years. This past year has continued to be a time of learning and overcoming challenges as well as several successes. We have had success in solidifying a strong team of employees and rely on a dedicated pool of casual employees. We have welcomed several practicum students, including BSW candidates as well as nursing students. We have had several residents move on, including one young mother who was able to reunite with her children, one older gentleman who was able to transition to subsidized housing with another agency as well as two residents who have transitioned to the new Stollery building. One client just recently received a “one-year pin” from their place of employment and another is on their way to Burnaby Treatment Center.

In addition to successes, there have also been challenges. As expected in a supportive housing setting, we have had a number of exits, however for the most part have retained a good relationship with those folks and are open to working with most of them again in the future. One significant challenge that we have overcome is that we no longer rely on the generator for power! Due to the construction of the building, however, we do continuously have issues with heating and cooling of the rooms, but the maintenance team does their best to sort out these issues as they arise.

The emergence of Covid 19 this spring resulted in several changes, which are without doubt being felt across buildings, other agencies as well as the entire province. For instance, the safety measures required have meant new routines and practices for both clients and staff. The first couple of weeks at the end of March were difficult, but everyone seems to have settled in at this point. The shuttle, which previously was used to transport clients to appointments due to lack of public transportation, has been shut down for the time being which has necessitated the use of a cab company for the time being.

Having an LPN on site continues to be immensely beneficial to the clients. The advantage of this position includes the overseeing of medication, the ability to provide a few IM injections on site, provision of wound care and general knowledge of medical related issues that folks may experience. Additionally, several residents continue to use OAT therapy, which is facilitated by the LPN's relationship with two pharmacies and her relationship with the hospital has also proven to be useful. One major disappointment this year is that Mission Flats was not approved for the Ti-Oat program, something that would benefit many residents we currently have. Lack of transportation to the other existing clinics is a barrier for those residing at Mission Flats.

Even though we have not yet been able to bring Ti-Oat to Mission Flats we still hope that this may be a possibility in the future. In the meantime, we developed a contingency management program to help resident wanting to stop/decrease their meth use. Prior to Covid-19 protocols limiting group meetings, we held a contingency management meeting weekly. The topics of the meeting were client driven and included things such as: the effects of meth use physically, emotionally, how meth is manufactured, long term effects, coping strategies etc. Each meeting included handouts that clients would add to binders. Clients were then given the option to provide urine samples with a clean sample giving them the opportunity to draw for a prize. We are looking forward to being able to offer this program again as those involved noted it was helpful and we did have quite a few clean urine samples provided.

Michele Claudepierre
Coordinator of Supported Housing- Mission Flats Manor

Crossroads

In reflection of the past year, I have seen a tremendous amount of growth and change of which I am immensely proud. There have been many challenges that are not isolated to simply Crossroads, but I feel that we have combatted in our own special “Crossroads style”.

The mission of Crossroads is to provide dignified housing and a caring staff to support residents to be the best version on themselves. Being mindful of our limited operating budget, we consciously update rooms as they come vacant. We try to provide fresh paint, new blinds, and complete necessary repairs. We have prioritised room inspections and side by side cleaning supports for clients to maintain our building with pride. We foster independence and set standards for basic living.

We are amid an opiate epidemic. Staff have responded to multiple overdoses inside the building and around the property. This is the reality of the epidemic and we have continued to address it in various ways. Three naloxone and needle return stations have been installed on each of the building’s four floors. To further support our residents, we have created an Overdose Prevention Space that is accessible for all residents injecting substances.

Crossroads greatest asset is its staff. This past year I have made a conscious effort to build a cohesive team, providing an increased number of permanent positions, resulting in less reliance on the casual staffing pool. Consistency benefits the residence because it leads to meaningful relationships, rapport, and routine. There has been a noticeable improvement in how the staff work together. I commend and thank the staff for their tireless efforts. Whether it is cleaning a suite, taking out the garbage, disinfecting the building, cooking a meal, or planting flowers, we do it together. Staff demonstrate genuine commitment and enthusiasm for the building and each other, and our residents. Crossroads is a safe place and we take our challenges on headfirst.

We are aware that for a long time the community has felt that Crossroads has been a place for homeless persons to congregate. This year we implemented a monthly Neighbourhood Advisory Team meeting where ASK management met with the business neighbours, City of Kamloops representative, RCMP, IHA and BC Housing to discuss our neighbourhood challenges. This meeting provides a forum for open dialogue about street challenges but also a time to express the positive impact housing has on our residents.

One of the most memorable experiences in the past year was hosting the Crossroads Warming Station for people who could not secure a bed in the shelter. At any given time, there were 10-20 people, 24 hours per day in the Crossroads community kitchen space. During this 2019 cold snap staff were monitoring OPS, cooking, tending to peoples’ ailments, disinfecting spaces, washing blankets, and clothing, and talking through the personal challenges people were experiencing. Although this was a lot of work, it was humbling and rejuvenated our commitment to the homeless population. I recognise how much these people rely on our caring community.

Once again, I thank the committed staff at Crossroads, our ASK leadership team for its guidance, and the resilient residents that I am honored to know.

Stacia Hicks
Coordinator of Supported Housing- Crossroads

Bridgeway & Surge

This past year has been another successful term for the Surge program and 55+ housing program at Bridgeway. Staff assess Surge participants to steer them in the direction of supportive housing, market housing, or if required a treatment centre. The level of engagement between staff and participants is wonderful to observe. I am proud of how we support referrals from hospital to find appropriate long-term housing without having to access the shelter system. The increase in supportive housing stock has allowed for increased movement through our program. The collaborative partnership we have with the hospital, Interior Health case management teams as well as ASK Wellness Society Health Navigation is streamlined and efficient. As there is a shortage of affordable, safe, suitable housing for seniors, there is occasionally a struggle to transition participants in the age range of 60 –75 years old within the community, however the collaborative efforts between ASK Wellness Society, and Interior Health's home health supports, greatly helps ease this struggle.

The market housing units at Bridgeway are in high demand. We continue to have limited turnover in these units as there are affordable for low income older persons. Tenants are independent but enjoy knowing staff are on site if an issue comes up, as well as they look forward to the community feel of the site and program with other residents.

Jaime Godard
Liaison of Supportive Housing- Bridgeway

Stollery Suites on Spirit Square

It was with great excitement that ASK Wellness opened Stollery Suites on Spirit Square March 1st, 2020. This 43-unit housing structure proudly sits at 440 McKenzie Avenue, adjacent to Spirit Square park. Stollery Suites is a unique building within the ASK Wellness housing Portfolio. This building combines tenancy options for seniors fifty- five and over with ASK Wellness program suites.

We announced on our website and throughout the agency, that we would be accepting applications for tenancy for this building for long term housing for vulnerable seniors. We requested interested parties to complete an application describing their health needs, income, community supports, and describe themselves to us. We understood that the need for affordable senior housing in the community was great, however we were surprised when ASK Wellness received more than 200 applications for Stollery Suites.

We then comprised a panel to review the applications. The panel consisted of health professional, ASK Wellness Directors and me. The shortlisted applicants were then interviewed by Pam Pickering Health Navigation, and Leanne Maloney, Building Coordinator. We sought candidates that would benefit from reduced rent and had some chronic health but were able to maintain their independence.

We staggered move ins over the first two weeks of March, as to not to overwhelm the building or the elevator at once. The Community feeling that we had hoped for happened quickly for this group. It was not long before they were sharing games of cards, or Scrabble.

Covid-19 changed protocols for the building in mid-March. There was initial concern from the seniors for their personal health. But were quick to listen to the health professionals about Social Distancing, having fewer guests, and no longer sharing interior spaces. They have developed some gardening skills during the pandemic and have started a community garden on the fourth-floor patio.

Leanne Maloney
Executive Assistant

Rapid Rehousing

The Rapid Rehousing partnership between the ASK Wellness Society and Interior Health Authority is a Housing First initiative that serves 20 clients all of which are case managed through the Intensive Case Management Team [ICM], the Assertive Community Treatment Team [ACT], or other mental health services.

This long-standing program houses clients in a scattered site model where ASK provides client life skills and landlord liaison service. The success of this program is in the collaboration with local landlords and with mental health and substance use case management. Clients housed through Rapid Rehousing include the chronically homeless and those with complex mental health and substance use challenges. Housing First is a recovery-oriented approach to homelessness where we move people who experience homelessness into independent and permanent housing as quickly as possible and then provide them with additional services and supports as needed.

Michael McDonald
Coordinator of Supportive Housing (Employment)

Housing Report

The Housing Outreach department has seen considerable growth as the team has been together all year. This creates a stable and cohesive work environment for the employees as well as the clients. Long term staff means clients develop and nurture a relationship with their housing worker which in turn means a more successful placement and long-term housing.

The Coordinator of Housing Outreach received VAT trainer training and is now able to train more employees to do the VAT interviews. With all the new programs and housing being added to our inventory, the VAT has become our main source of information for successfully housing the homeless population. Our staff continue to complete large numbers of VATS.

The landlord relationships continue to be our focus as we support market housing clients. The Housing Outreach Workers embrace this collaboration and strive to build continued positive relationships with landlords and building managers.

Even though the City has seen an influx of supportive housing, the number of low-income market housing clients continues to grow. This year, the team has seen a marked increase in single parent families looking for affordable housing options. The aging population has seen a marked increase as well. Clients in their 70's and 80's are coming into the office desperately seeking affordable housing. The senior housing options are limited, and our inventory is not set up for high physical health needs. We have also noted a lack of mobility accessible units in Kamloops.

The demand for rental units exceeds the supply. The competition for rentals is significant and landlords are very selective as to who they will accept as their tenants. Landlords are also requesting more information from prospective tenants (references, credit check, criminal record check). We support clients with budgeting their monthly income, applying to various funding programs (IA, OAS, GIS, SAFER, RAP, CTC), teaching clients to conduct an independent

housing search, coaching clients through the housing interview, and connecting clients to community supports.

Between April 2019 and March 2020, the housing team saw 879 new clients.

Because of rental costs and lack of affordable rentals, many individuals are forced to move into hotel rooms temporarily. The Housing Outreach Workers have developed close relationships with many hotel owners which helps when placing hard to house clients. As this type of housing is grey in the eyes of the law, problems develop that are difficult to overcome. Motel owners decide the cost of the monthly rental and can change often. Some will require a Damage Deposit while others will not provide any amenities such as bedding, toiletries and housekeeping services. This can provide barriers for clients who are coming from shelter or absolute homelessness. It often proves difficult to recuperate the damage deposit from hotels which can mean the client will not be eligible for another deposit when they find permanent housing.

It is challenging work at times, but I have seen so much growth within my team and am honored to work with such an amazing group of people. They continue to amaze me with the support they show our clients, their continued devotion and acceptance of everyone who walks into our doors.

Danielle Charles
Coordinator of Housing Outreach and Intake Support

Health Addiction Recovery Supports

Henry Leland House

In 2007 Henry Leland House (HLH) name was born from the tragic death of Henry Brian Leland who was found on a cold winter day in a snowbank close to the HLH location. It was from the realization that 'no one be left behind' that the concept of a Supportive Housing Program would meet the needs of vulnerable adults in our Kamloops Community. Thus, the Whistler Inn was renamed and transformed into a 28-unit apartment building with a 24-hour support team in July of 2009.

In April of 2014, it was decided that the community of Kamloops needed more supportive beds as the marginalized population grew. The idea to switch the less vulnerable Crossroads tenants to HLH and the higher need tenants from HLH to Crossroads culminated. This resulted in 14 more supportive beds to help alleviate the homelessness crisis in the community.

As it stands now, HLH has 22-units set aside for Second Stage Housing. This program is for people who are ready to transition to a more stabilized housing environment. With subsidies from BC Housing, participants can stay for 12 months. During their stay they are connected to community resources like Mental Health and Substance Use (MHSU) Work BC, Street School/TRU, Volunteer Kamloops, and Canadian Mental Health Association (CMHA) Club House to ensure they are aware of resources and where to access them when they are ready to move on. Connecting with the ASK Wellness Society Housing Team to find market housing is their final step in their journey to independence.

The HLH community is an inclusive group of like-minded individuals. An example of this is the crib tournament in the smoke hut which is expanding to include seven to eight residents. This group also welcomes on-lookers who come out to enjoy the laughter and camaraderie created. Since the installation of our alley-gate, our participants feel safe to enjoy each other's company during the beautiful summer evenings. Following the ASK Wellness Society philosophy 'From Streets- To Homes- To Health- To Employment', Henry Leland house fits this continuum well.

Pamela Jacobson, BSW, RSW
Clinical Supervisor AASH/MHASH

Community Living Program (CLP)

The Community Living Program (CLP) is the ongoing partnership between the ASK Wellness Society and Community Living British Columbia (CLBC). The program is led by Director of Outreach and Clinical Services Jeremy Cain, and CLP Coordinator Jayme Daniels. They are joined in leadership by program assistant Leah Pascoe. Service delivery is currently comprised of sixteen life skills workers, and one outreach worker.

The CLP currently has an active roster of 68 clients, who all receive service through a partnership with their one on one life skills worker. Individuals receive service through CLBC by an assessment process that helps to identify developmental disabilities and/or a diagnosis of FASD or Autism Spectrum disorder. As clients have a diverse range of needs, service tends to be tailored to the individual as the goal of the CLP is to assist people to live independently in community.

For individuals who are awaiting assessment, or who do not currently qualify for service hours, the CLP outreach worker works to fill in the gap in service. CLP outreach worker Andrea Terakita receives referrals from CLBC facilitators, who identify task driven outreach activities such as securing ID, income assistance applications, PWD applications, BC housing applications, general housing referrals, health care needs, and any other tasks that involves targeted community integration.

The CLP cluster living program is incorporated into our existing CLBC contracts, which provides housing units managed by ASK Wellness and includes one on one life skills support. This model is in high demand and the program continues to grow, recently adding four units in the ASK owned and operated Stollery suites. The CLP cluster program has an additional fourteen units in ASK buildings which include Spero House, Maverick transitional housing, and Juniper House. As well as an additional sixteen scattered site housing units along with two safe suites.

The CLP program continues to add diversity to the services provided by ASK Wellness and provides much needed support to some of the most marginalized people in our community. CLBC shows great confidence in ASK trusting them to work with individuals living with disabilities, who often have co-occurring addiction issues or mental health needs. CLP life skills workers continue to deliver services in very challenging conditions, and do an extraordinary job making a difference in people's lives.

Jeremy Cain
Director of Outreach and Clinical Services

Population Health (BBI Program), RIH Health Navigation and Senior Housing Program

The population health team endured another year of staffing change both in Kamloops and Merritt. Kamloops now has a full complement of a Community Health Educator and a Health Navigator. Merritt still needs a part-time outreach worker. The team continues to be very busy fulfilling all aspects of this multifaceted contract. We are an ally to the LGBTQ2S+ community and have started a sexual health hotline that provides free, confidential education and appropriate referrals. With very little marketing we have received calls as far away as the Kootenays. A team member developed a leadership training course for persons with lived experience or living with HCV that is focused on indigenous specific content, which unfortunately is put on hold due to Covid-19. We continue to deliver harm reduction kits to 3 local pharmacies. With health and safety at the forefront of our service delivery due to the pandemic throughout this last quarter, we have had to be creative to be able to continue to deliver our level of support and service to our “pre Covid-19” standards. We adjusted our services to include meal/grocery/medication deliveries when social distancing and isolation were most stringent. Medical appointments were completed over the phone or via Zoom calls. Our big goal is to have everybody within our housing inventory to be tested for HCV/HIV.

The RIH Health Navigator program consistently received 7 referrals/requests per day from RIH, Home Health, Self-Referrals, ASK referrals and other community partners such as (Sr Mental Health & Substance Use, King St Clinic, Acquired Brain Injury, Mustard Seed, Emerald Shelter, Red Cross) throughout this year. The program helped patients with no housing or supports that are nearing discharge from the hospital to receive consistent and effective care to transition into the community. Despite the high number of referrals/requests and overall high regard from RIH and community partners for the program, it was not refunded when the contract ended March 31, 2020.

The Senior Tenancy Program has proven that stable housing provides a platform to deliver services to address issues frequently faced among the chronically and episodically senior homeless population. The partnership with PA & JM Gagliardi Senior Citizens Society - “Silverthreads” coupled with our in-house support worker has stabilized and improved the quality of life for 32 seniors. These folks battle barriers to housing such as mental health issues, addiction, poverty, and chronic health issues due to lifestyle choices. The majority have excelled to the point of assuming full tenancy with only 16 % needing to be evicted or passing away due to chronic health issues. Due to the success in “Silverthreads” we have assumed further program beds in the newly opened Stollery Suites building to meet the needs of an aging population. The opening of this building coincided very closely to the height of the pandemic and the need for social distancing and isolation. Regular check ins became phone calls and visits with sterile PPE from the doorway to combat the isolation seniors experience regularly without an ensuing pandemic.

The Seniors Safe Suite continues to be utilized consistently with seniors being discharged from RIH from outlying communities who need to relocate to Kamloops due to chronic health conditions that cannot be managed in smaller towns. The Safe Suite is a temporary, safe, transition stay in a secret location in partnership with Canadian Mental Health Authority for seniors to convalesce and seek long term sustainable housing. The start of this partnership was aimed at seniors fleeing violence and or abuse, but with our population aging with manageable chronic health issues the referrals have changed accordingly.

Pam Pickering
Coordinator of Supported Housing (Health)

ADULT ADDICITON & MENTAL HEALTH SUPPORTIVE HOUSING PROGRAMS (AASH & MHASH)

The Adult Addiction Supportive Housing (AASH) and the Mental Health Adult Supportive Housing (MHASH) programs are intended to serve up to 27 participants who have significant addiction and/or mental health concerns. Since the program's inception, in the fall of 2009, these programs continue to be one of the most successful in the ASK Wellness Continuum of Care practice and follows our Mission Statement to provide housing, health, education, employment, and emotional support.

Under the guiding principles of ASK Wellness, we believe that all individuals have a right to safe and affordable housing. The AASH & MHASH programs' core goal is based on this. Helping individuals overcome addiction and manage significant mental health issues by supplying supportive housing is the foundation for successful recovery. Housing is truly the first step for people to begin to regain their health, security, and hope. Through the support of our Social Work Team, participant in both programs benefit from staff support in increasing their independence, maintaining connections to health providers, and becoming integrated into the Kamloops community.

Throughout the first six months of programing, volunteering is used as a segue to employment. Clients are also referred to agencies to support resume building, work search centers, volunteer opportunities, and further education. The Maverick housing project is sometimes utilized by AASH participants when it is determined a participant is ready for employment. This is a seamless step and shows how ASK Wellness' Continuum of Care operates.

We continue to use a scattered housing model for both programs. This involves ASK Wellness securing various apartment within Kamloops. ASK Wellness is considered both the landlord (to the participant) and tenant (to the building owners) which makes relationship building a priority. Participants usually have little or no rental references which makes this model successful in that participants build relationships with building managers and can procure the tenancy after completing 6 - 12 months of programing. This is a great way for people to attain permanent housing in such a turbulent housing market.

For the AASH participants, the Daily Addiction Recovery Program offers twelve consecutive weeks of ten themes of recovery: recovery maintenance, change, substance education, managing life, healthy habits, problem solving, managing moods, self-esteem, communication, and relationships. In conjunction with IH programing the AASH support staff help participants with life skills like budgeting, health and wellness planning, reintegration into community, etc.

MHASH program participants have a diagnosis of a mental health disorder such as schizophrenia, schizoid-effective disorder, bi-polar etc. The goal for these individuals is to learn daily living skills and to help them integrate back into community via volunteering, part time employment and involvement with activities offered by CMHA Club House. Garden Gate and psycho-development groups at Interior Health.

Covid-19 Response

Recovering from addiction and managing serious mental illness are complex health problems in and of themselves, combining these issues with the Covid-19 pandemic has brought new and increasing challenges. At the beginning of March, programing at Interior Health (IH) abruptly halted as did the AASH morning breakfast check-ins, lunch check-ins, and our Friday relationship building activity. Because connection is paramount in addiction programs, we were concerned that participants would not be able to maintain sobriety. To combat this, we decided to stagger breakfast check-ins to a

maximum of three people at one time. However, this did not last due to the stringent protocols mandated by the province to remain at home. We cancelled the breakfasts and changed the lunch check-ins to a 'take out' bag lunch. This provided our participants with a nutritious meal twice per week as well as a few moments of time with staff to connect. We also sussed out on-line AA/NA & SMART Recovery meetings, and other wellness programs offered on-line. The Kamloops NA Association decided to have a social distancing group gathering at Riverside Park every day at noon and we encourage all our participants to attend it. The IH Daily Addiction Recovery Program switched from meeting as a group to teleconference. This has not been ideal as the phone calls are less than 45 minutes compared with previous programming of 2.5 hours. Staff have noticed a shift in participants' mental health and their ability to remain abstinent.

With our MHASH participants, we were unable to enter their suites, so we decided to meet outside wearing protective gear and make daily phone calls to stay connected. At least once every two weeks, staff don full protective gear so they can check medications and apartment conditions. Unfortunately, volunteering stopped as well. This created a sense of disconnect from community for this group.

New This Year

New this year was the introduction of the KamPass from the City of Kamloops Parks & Recreation that coincides with the ARCH Pass program. This bus pass is for low income folks who do not have access to other transportation programs like the PWD program and Seniors bus program. The cost is nominal at \$7.25 per month as opposed to \$50.00 per month. Transit's response to the Covid-19 pandemic was to allow passengers to ride free as they need to enter the bus from the back doors.

Prior to the Covid-19 situation, MHASH participants were given feedback surveys to gain insight as to how the program is doing from the participants perspective and what they would like to see in the future. Participants agreed that a group component to do activities together or have a meal would be beneficial. This is something we will do once the province is clear to gather in groups again.

We have also added the ability for MHASH clients to utilize a cleaning service bi-weekly to maintain the cleanliness of their apartments. For some, due to medications, significant lack of motivation results in cleanliness issues. Maintaining their apartments is vital for their ability to prove to their respective landlords that cleaning will not be a problem when they graduate from MHASH.

In conclusion, the AASH and MHASH programs will continue to thrive even through the challenges we face as a nation and province. Our MHASH program is sitting at thirteen participants as opposed to twelve per the contract. We also note the increase of the waitlist for detox is at an all-time high, which could mean a large influx of people needing addiction programming. Our goal is to prepare for this by seeking more housing in community and different types of housing options. We will also be seeking ways to bring in alternate programming through video conferencing that will supplement the DARP program. We look forward to another successful year helping the Kamloops community.

Pamela Jacobson, BSW, RSW
Clinical Supervisor AASH/MHASH

Employment Supports

Mattress Recycling

It has been a challenging year for the Mattress Recycling Program. The additional challenges presented by Covid 19 and the depleting recycling market, the program has still managed to become profitable. We have been able to do this by streamlining production as well as better managing the required manpower. We continue to work with the Purppl group to become more efficient and streamlined. The relationship between Purppl and ASK Wellness has allowed us to consider new opportunities for the program. These service-based opportunities include labor teams, pallet building and maintenance. We predict the upcoming year will be rather busy for the Mattress Recycling Team.

Trent Emes

Program Coordinator Mattress Recycling and General Labour

Communication, Accreditation and Performance Quality Improvement

Communications

With the ever-increasing number of services provided by the Society and the constant need to correspond with the communities in which we operate, the position of Communications Specialist was created in May of 2020. This position is designed to control the narrative in the communities we serve regarding what the Society does, but also its clients. The goal is to use online resources (social media, the website, etc.), interactions with the traditional media, and connecting with community members to head off negative publicity before it comes and manage it if it arrives. Among the elements included in the first ever ASK Wellness Society Communications Plan are a general strategy overview, an explanation of the mediums the Society utilizes for communication, and the messaging the Society will be communicating to the public and stakeholders.

The communications plan strategy outlines the Society's target audiences, desired actions, objectives, and positioning statement. The target audiences for the communications plan are community members/the public, staff, funders, clients, community partners, and elected/city officials. The desired actions laid out in the plan are specific to each target audience. For example, one of the desired actions for community members/the public is to have them learn more about the issues our services population deals with through content produced on our website that will aim to create acceptance and, at times, serve as a call to action. There are four basic objectives of the communications plan: control the message to control perception, education/advocacy to improve outcomes and reduce stigma, create unity within the Society, and inform stakeholders. Finally, the positioning statement, in summation, explains that thanks to years of hard work within the communities served, the ASK Wellness Society has been able

to improve the lives of many while easing the burden our clients put on communities when they are not receiving the necessary support.

There are five communication platforms available to the Society: the website (askwellness.ca), e-mail, Facebook, YouTube, and a monthly newsletter. The communications plan explains how each medium will be used to execute the Society's strategy. The website is used to provide information to the public on the Society's services and programming, host original content, report information (financial audits, PQI reports, etc.), and post jobs. It is also worth noting the Society has recently began working with a new website designer who has completely overhauled the website to make it a far more useful tool for our clients and the community. E-mail is used as the Society's main communication medium for staff and community partners as well as to provide updates from the CEO, staffing updates, programming updates, and more. E-mail is used exclusively for professional and internal messaging. Facebook is utilized for promoting website articles, job postings, sharing news stories related to our mission, and one-to-one communication with the public through messenger. YouTube is used to post original video content both publicly and for internal video messaging to staff or other stakeholders. Finally, the monthly newsletter includes a message from the CEO, two published articles, client/staff contributions, information on partner organizations, information on current/upcoming programs, and more. The newsletter is sent via e-mail and posted to the website.

The messaging section of the communications plan outlines what stories the Society wants to be sharing with the public. These include articles and/or videos about clients, staff, programs, and members of the community that champion causes that are in line with the Society's mission. The messaging section also explains how the Society manages requests from the media. It is in the form of a decision tree and asks four questions:

- 1) Does the request pertain directly to a service the Society provides or a facility it operates?
- 2) Is the topic relevant at this time?
- 3) Will the Society or its clients benefit from this media coverage?
- 4) Is there any potential to do harm by taking part in this media request?

It will be an interesting and exciting year ahead as the Society implements this communications plan and determines what aspects work, which do not, and what is missing. This will be an entire Society effort lead by the Communications Specialist, the CEO, and the Board of Directors.

Accreditation

This was the first full year for the ASK Wellness Society as an accredited agency. For a brief history, the Society applied for and went through the two-year process of becoming recognized by the Council on Accreditation (COA) and was deemed worthy of accreditation in May of 2019. While the experience of becoming accredited was an exercise in reflecting on what the Society does and how greatly it benefits the communities served, the maintenance of accreditation has very much been an exercise in seeing how it can improve and serve clients and community even better.

In January 2020 COA released an all new set of standards for accredited agencies to follow. Initially this did create a lot of extra work as several elements had been moved from one

standard to another, eliminated, or newly created. Thanks to the hard work of the standard leads (employees who have a high level of expertise in relation to a particular standard) the standards are now once again in line with what COA is expecting and the Society is moving through the next phase of filling the gaps in our standards with new policy/procedure and inputting information on new or expanding programming.

The goal of following the standards set out by COA is not only about appeasing accreditors in order to maintain a certain standing, but this past year has shown it can be a tool to improve the service provided to client and community. For example, in the January updates the new standards called for all programs and services to develop a client-based logic model which includes defining what outcomes can be measured to determine a programs/services efficacy. This led to all program coordinators meeting with the Society's COA Manager and discussing what types of outcomes (commonly referred to as goals) are being strived for and how can they be measured and improved, if necessary. This process is helping to create a common measurement tool that can be used by the Performance and Quality Improvement Committee to help provide feedback to programs.

Accreditation is all about maintaining a high level of service and the documentation required to provide proof that it is being done in an ethical and effective way. It is said that the first year of accreditation, when it comes time for reaccreditation after four years, is often seen as a honeymoon period with forgiveness given when certain things are not properly maintained. Thankfully for the ASK Wellness Society, the Board of Directors and the Leadership Team have made a concerted effort to ensure the time and resources are provided to the continual maintenance of accreditation and there will not be, as there are for some agencies, a panic that comes after two or three years when it is realized that nothing has been kept up with.

Performance and Quality Improvement

The Performance and Quality Improvement (PQI) Committee has had a productive though challenging year thanks largely to the value of meeting in person which has now had to move to an online format. This being said, the Committee members who have been able to continue to serve have worked hard to keep up with the required tasks which consist of file audits, critical incident data review, executing feedback surveys with stakeholders, and more.

Prior to accreditation the Society's filing system in most programs left much to be desired, however since PQI has been implemented and regular file audits are being conducted most of the Society's programs are now having very little to change or correct following an audit. In particular, for new programs (two years old or less) the audits have mostly been a formality with little to no issues noted. This speaks to the strong leadership and careful planning that went into the filing aspect of these programs while they were first coming online. As for other programs that have been around a bit longer, with each audit the Committee is seeing these files becoming more in line with the standards each time.

The practice of critical incident data review is one that came into full effect in November of 2019 which has led to now three quarters of the year being individually analyzed to pick out what is happening in the critical incidents being reported by staff and what measures can be recommended to improve. While three quarters of a year's worth of data doesn't allow for much benchmarking or information that can be gleaned, two of the first trends noted by the Committee

were a large number of reports involving calls to 911 and a large number of incidents being reported from the Society's newest program Burdock House. This information was shared with the CEO, the COO, the Board of Directors, and the Program Coordinator and served as another way of looking at the information that was coming from the front line. Thanks to the leadership behind that program, as seen in the stats below, they were able to greatly reduce the number of reports being written and have fewer calls to 911 showing staff are managing conflicts better than before.

<u>September to November (Quarter 3)</u>	<u>December to February (Quarter 4)</u>	<u>March to May (Quarter 1)</u>
<p><u>Total Incidents Reported:</u> 143 <u>Programs Reporting Incidents:</u> Burdock (32), Spero (31), Crossroads (30), Fairhaven (13), Mission Flats (11), Juniper (4), Kamloops Housing (3), BBI (3), CLBC (3), Street Outreach (2), AASH/MHASH (2), Merritt Housing (2), SHOP (1), Health Nav Kamloops (1), Bridgeway (1), Panorama (1), Surge (1), Maverick (1)</p>	<p><u>Total Incidents Reported:</u> 196 <u>Programs Reporting Incidents:</u> Burdock (63), Spero (34), Crossroads (29), Fairhaven (25), Juniper (8), Mission Flats (6), Kamloops Housing (6), Panorama (5), AASH/MHASH (3), Maverick (2), Kamloops Outreach (2), SHOP (2), Merritt Housing (2), CLBC (1), AAA (1), Merritt Outreach (1)</p>	<p><u>Total Incidents Reported:</u> 171 <u>Programs Reporting Incidents:</u> Burdock (47), Spero (26), Crossroads (30), Fairhaven (24), Juniper (3), Mission Flats (7), Kamloops Housing (5), AASH/MHASH (2), Maverick (4), Kamloops Outreach (4), SHOP (3), Merritt Housing (2), CLBC (2), AAA (1), Property Services (1), BBI/Health (2), Tradewinds (2), Surge (4),</p>
<p><u>Sites Reporting Incidents:</u> Crossroads (34), Spero (33), Burdock (32), Mission Flats (11), Fairhaven (13), 433 Tranquille (5), Juniper (5), Bridgeway (4), 2196 Quilchena (2), Henry Leland House (2), Panorama (1), In Community (1)</p>	<p><u>Sites Reporting Incidents:</u> Burdock (63), Spero (34), Crossroads (28), Fairhaven (25), 433 Tranquille (10), Juniper (8), Mission Flats (6), Panorama (5), In Community (4), 2196 Quilchena (3), Maverick (2), HLH (2), Columbia Motel (1)</p>	<p><u>Non-Program Sites Reporting Incidents:</u> 433 Tranquille (9), 2196 Quilchena (2), In Community (3), HLH (2), Scattered Housing (1), Bridgeway (3), Spero (1)</p>
<p><u>LOS Requests:</u> 19 <u>Naloxone Administered by Staff:</u> 15 <u>911 Called:</u> 111 <u>Fire Alarm Set Off:</u> 14 <u>False Fire Alarm:</u> 11 <u>Client Injuries:</u> 66 <u>Staff Injuries:</u> 2 <u>Threats of Violence Towards Staff:</u> 5 <u>Actual Violence Towards Staff:</u> 1 <u>Threats of Violence Towards Clients:</u> 7 <u>Actual Violence Towards Clients:</u> 9</p>	<p><u>LOS Requests:</u> 13 <u>Naloxone Administered by Staff:</u> 14 <u>911 Called:</u> 147 <u>Fire Alarm Set Off:</u> 5 <u>False Alarms:</u> 7 <u>Client Injuries:</u> 57 <u>Staff Injuries:</u> 0 <u>Threats of Violence Towards Staff:</u> 9 <u>Actual Violence Towards Staff:</u> 2 <u>Threats of Violence Towards Clients:</u> 8</p>	<p><u>LOS Requests:</u> 11 <u>Naloxone Administered by Staff:</u> 20 <u>911 Called:</u> 90 <u>Fire Alarm Set Off:</u> 3 <u>False Alarms:</u> 1 <u>Client Injuries:</u> 89 <u>Staff Injuries:</u> 2 <u>Threats of Violence Towards Staff:</u> 8 <u>Actual Violence Towards Staff:</u> 3 <u>Threats of Violence Towards Clients:</u> 2 <u>Actual Violence Towards Clients:</u> 21</p>

<u>Client Deaths: 2</u> <u>Incident Caught on Camera:</u> 59 <u>Likely Did Not Need to Be</u> <u>Reported: 23</u> <u>Times of CI's</u> 12AM-4AM: 12 4AM-8AM: 14 8AM-12PM: 30 12PM-4PM: 26 4PM-8PM: 27 8PM-12AM:34	<u>Actual Violence Towards</u> <u>Clients: 12</u> <u>Client Deaths: 0</u> <u>Incident Caught on Camera: 97</u> <u>Likely Did Not Need to Be</u> <u>Reported: 39</u> <u>Times of CI's</u> 12AM-4AM: 32 4AM-8AM: 16 8AM-12PM: 29 12PM-4PM: 29 4PM-8PM: 41 8PM-12AM:48	<u>Client Deaths: 1</u> <u>Incident Caught on Camera:</u> 56 <u>Likely Did Not Need to Be</u> <u>Reported: 37</u> <u>Times of CI's</u> 12AM-4AM: 18 4AM-8AM: 12 8AM-12PM: 35 12PM-4PM: 25 4PM-8PM: 41 8PM-12AM:40
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The PQI Committee was responsible for delivering two feedback surveys and analyzing three last year. They were regarding three of the Society's four stakeholder groups: Staff, Clients, and Partner Organizations. A goal for the Committee is to be able to survey the final group (the Community-at-Large) by November of 2020. July of 2020 marked the first time the Committee was able to compare the feedback from one stakeholder group to the previous year's responses as the Partner Organizations survey went out and was received for a second time. It was noted that overall, the agencies/entities the Society works alongside truly appreciate the work we do and enjoy working alongside us. However, with the purpose of PQI and the surveys being to improve, the biggest takeaway from the 2020 survey, along with the responses from the most recent staff survey (as seen below), show that an area that could use some more attention is in the knowledge and training of staff. This led to the Committee recommending to the Leadership Team that a training committee be created that would oversee the creation of a training regime for all positions within the Society.

Category	Clients - 2019	Partners - 2019	Partners - 2020	Employees - 2019	Community
Mission Statement	4.3/5	4.2/5	4.4/5	4.2/5	Coming in
Ethics	4.4/5	4/5	4.5/5	4.4/5	2020
Professionalism	4.6/5	4/5	4.3/5	4.2/5	
Collaboration	4.5/5	3.9/5	4.3/5	4.5/5	
Core Values	4.5/5	4.5/5	4.3/5	4.5/5	
Knowledge	4.6/5	4.3/5	4/5	4.1/5	
Safety	4.6/5	3.9/5	4.2/5	4.2/5	
Cultural Safety			4.3/5		

This coming year the goals for the Committee include beginning to measure and provide feedback on the client-based logic models, increasing the Committee's membership to include

representation from Penticton, and to implement a community at large survey in all three communities (Kamloops, Merritt, and Penticton). As a side note, the Committee is also really looking forward to once again being able to meet in person and getting back to the incredible discussions that just do not lend themselves to staring at a computer screen.

Michael McDonald
COA Implementation Coordinator and Communications Specialist