

Performance Review of the Kootenay Society for Community Living  
January 1 – December 31, 2006

During 2006 Brig came back to work at the beginning of November of this year. Susan stayed in Brig's job while Brig assisted Betsy to do Brenda's job while Brenda had two months vacation in India (Nov and Dec. 2006).

Accessibility: Purchase of new building in Nelson made the program more accessible to participants and families. Renovations to the kitchen at SB made it more accessible for the resident. A larger tub was put in at SB upstairs to make it easy access for residents to have a bath. We will be working on making KSCL literature more reader friendly.

OH & S Committee: We try to hold meetings on regular basis, but it was difficult to get attendance during summer months due to staff shortage. Monthly building and records inspections are done by all sites. Basic issues are discussed and decided upon at the joint meetings.

Grievances: There were 4 grievances filed during this year. One was decided by management in favor of the employee while the other 3 were either withdrawn or abandoned by the union. (See grievance report). None of the grievances went to arbitration.

Complaints: There were two complaints filed during this year. Both were resolved in a timely fashion. (See Complaints review report)

Technology: Our focus for 2007 will be on skill development, so we will need to create training plan. Kathleen has held training sessions at the Ashland training for our Senior Resident Care Workers and management staff.

Insurance: KSCL carries insurance on all properties, contents, client contents, vehicles. We also have directors'' liability insurance, special excess third party legal liability insurance, Non Owned Automobile Policy Insurance. All policies are renewed in a timely fashion.

Human Resources: 29 employees left during the year. 7 full time employees left the agency – 2 spousal moves, 1 family move, 2 Terminations, 1 failed probation period and 1 LTD claim termination.

22 Casuals left the agency during this year – 3 for moving, 4 being inactive, 3 for other jobs, 3 for more paying jobs, 4 for school, and 2 did not work out and 2 for unknown reasons and 1 was a temporary posting. (Human Resources Review Report -2006)

Targets for 2007 –

1. Accessibility – We need to ensure that our programs are accessible to all clients; our agency is accessible to current and future clients, prospective employees and other community partners. We need to complete the renovations to the new building in Nelson and have our programs moved to the new location. Start young parents group meetings to provide an avenue to support each other and build a relationship with the agency.
2. OH & S Committee – Get more training to members. Try to have meetings on a regular basis. Prepare a template to provide an avenue for reporting if a rep can not attend the meeting. 29<sup>th</sup> street's freezing problem needs to be addressed.
3. Grievances – respond in a timely fashion.
4. Complaints – keep proper, timely and complete information.
5. Technology – Ensure staff receives training and education in this area.
6. Homes – Ensure more members of the management team train and educate themselves in this area.
7. Insurances – Ensure all current policies are renewed in a timely fashion.
8. Human Resources – Create a five year training plan with input from staff. Try to organize social gatherings for staff. Aim to have at least 3 events a year for staff recreation or staff appreciation.

