



Dengarry

Professional Services Ltd.

ANNUAL REPORT

January 1, 2021 – December 31, 2021



Executive Summary

2021 proved to be another challenging year from a variety of different perspectives. Dengarry had to adjust to the ever-changing Public Health Orders. This caused us to constantly pivot how we were delivering supports to the Individuals, employees and contractors. I am thankful for everyone's adherence to our Health and Safety Policies and Protocols that enable everyone to be as safe as possible.

Recruitment and retention of employees remains an ongoing issue. This coupled with a large increase in absenteeism forced us to work with skeleton crews on some days. I want to thank everyone that has gone above and beyond their normal duties or shift schedules to support the Individuals to meet their needs and to gain many of their wants.

Our Home Share Program has been affected as well, many of the supports to the home have been reduced or eliminated in some part throughout the year. This coupled with a reduction in community activities has led to increased workload for the Home Share Contractors. I want to thank all of our Home Share Contractors for all their efforts in maintaining a safe and welcoming home for the Individuals.

As we move into 2022, I am anxious for a decrease in Public Health Orders. This will mean that we are starting to put the pandemic behind us and can begin once again to provide our full menu of supports.

Thank you again to everyone for your efforts in providing support to the Individuals and keeping everyone safe.



President

PERFORMANCE MEASUREMENT AND MANAGEMENT

Dengarry Professional Services Ltd. constantly monitors and assesses its performance against a series of indicators and targets. This is done by setting specific, measurable goals and tracking performance to achieve the desired support and business outcomes. The Management Team reviews and analyzes the results to determine areas of improvement. The following review and analysis, positions Dengarry to develop and initiate performance improvement changes.

2021 PERFORMANCE IMPROVEMENT PLAN

FIVE YEAR LONG-TERM PLANNING GOALS								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Quesnel Community Inclusion Contract Restructuring	To restructure the Quesnel Community Inclusion contract to move to a group CI model	CI contract and program successfully being restructured	Managers President	Unknown	PG Manager, President	01/01/2023		
Prince George Community Inclusion Contract Restructuring	To restructure the Prince George Community Inclusion contract to move to a group CI model	CI contract and program successfully being restructured	Managers President	Unknown	PG Manager, President	01/01/2023		
Bus Stop For 395 Johnston Ave	To improve access for individuals to engage in services at 395 Johnston Ave	A functioning bus stop	Quesnel Assistant Manager	N/A	PG Manager Quesnel Assistant Manager	01/01/2026		

PG CI Office Building - wheelchair accessibility	To approach building manager to review changing needs of individuals and discuss meeting accessibility needs for individuals in the building	Meeting completed	PG Assistant Manager	N/A	PG Assistant Manger PG Manager President	01/01/2026		
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2019 PERFORMANCE IMPROVEMENT PLAN CARRY OVER ITEMS								
Organizational Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Vehicle Inspection Training	To ensure staff and individual safety by reviewing, revising and retraining employees on vehicle inspections	Retraining of all employees in updated vehicle inspection process	Assistant Managers	N/A	Assistant Managers Team Leaders	30/04/2021	01/06/2021	Inspections appear to be more thoroughly completed

Risk Management Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
"Near Miss" Safety Education	To ensure all staff have completed the Near Miss training	All Employees having a valid Safety Training Skill Set	Assistant Managers	N/A	Assistant Managers Team Leaders	15/08/2021	31/08/2021	Reporting of near misses has increased

Technology Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Office solutions for File Sharing and Reporting	Implement new office solutions for File Sharing and Reporting	Solution being used by all employees	IT Administrator	Capital Costs have been allocated	IT Administrator	31/12/2021	Not Completed	Existing server needs data cleanup prior to data transfer

2020 PERFORMANCE IMPROVEMENT PLAN CARRYOVER ITEMS								
Organizational Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Employee Support	To review and develop employment supports for employees based on pre-employment testing	Employee Turnover and Satisfaction Survey	Managers	N/A	Managers Assistant Managers Team Leaders	31/12/2021	Completed	Is an informal process based on each new hire. Appears to be providing pertinent information to leadership
Attendance Management Program	To implement new policy related to Attendance Management	Implementation of policy	PG Manager	N/A	PG Manager Assistant Managers Team Leaders	31/03/2021	15/09/2021	

2021 PERFORMANCE IMPROVEMENT PLAN NEW ITEMS								
Service Delivery Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
COVID-19 Support Restrictions	Identifying, maintaining and adjusting the levels of support requirements for Individuals due to COVID-19 restrictions changes	Individuals Satisfaction Survey	Assistant Manger Team Leader Home Share Coordinators	n/a	Frontline Staff and Leadership	31/12/2021	22/12/2021	Satisfaction surveys indicate Individuals are satisfied with their level of support and level of support with navigating COVID-19 guidelines and orders
Enhance the use of ShareVision	Create and utilize more functions in ShareVision to better enhance Individual support	Creation and utilization of Incident Reporting, Professional Visits, Individual Calendar functions	IT Administrator Manager	\$270-Annual costs	Assistant Manager Team Leaders Home Share Coordinators	08/15/2021	16/09/2021	Forms has been implemented. The process to document, review and implement strategies to support Individual needs is greatly improved

Organizational Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Coordinating staffing processes for leaves and unavailability	Updating policy and review, revision and creation of staffing forms	Implementation of policy and forms	President Managers Assistant Managers	n/a	Supervisors	28/02/2021	23/02/2021	Policy and forms implemented. Processes allowed for better projection of staffing needs which allowed and increase in approved leaves
Recruitment and Retention	To recruit more staff to fill frontline roles	Maintaining minimum staffing level requirements	Assistant Manager Managers	n/a	Supervisors	31/12/2021	22/12/2021	We were not able to maintain minimum staffing levels in the organization. Overtime rates are 2.5 times the 5-year average. Undelivered services are approximately 4 times the 5-year average

Risk Management Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Enhance Health and Safety Training	Update policy, training PowerPoint, competency testing and forms	Completion of policy, training and forms	Manager	n/a	Manager JOHS Committees	31/12/2021	Not Completed	Updates are completed but rollout to staff for 2021 did not happen. Move to 2022 plan
COVID-19	Creation and implementation of policy, guidelines and procedures to remain in compliance with all PHO orders and guidelines	Creation and implementation of policy, guidelines and procedures	President Manager	n/a	All	31/12/2021	22/12/2021	Remain in compliance with all PHO orders and guidelines. Minimized risk to individuals and staff
Standardize the process by which Emergency Drills are conducted	Create scenarios, process and revise documentation process for Emergency Drills	Completion and implementation of scenarios, process and documentation	Manager	n/a	Manager JOHS Committees	31/12/2021	Not Completed	Updates are completed but rollout to staff for 2021 did not happen. Move to 2022 plan

Technology Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Enhance the security of online data bases	Develop a process to review and change employee's security permissions	The review being conducted	IT Administrator	n/a	Assistant Mangers	01/09/2021	31/10/2021	Review of permissions allowed for changes which greater enhanced security of data
ShareVision Notifications	To use ShareVision to notify supervisors of Incident Reports	Notification system being operation	IT Administrator	n/a	IT Administrator Manager	08/15/2021	16/09/2021	Notifications have improved the workflow and completion of follow ups on incident reports
ShareVision Notifications	To use ShareVision to notify supervisors and JOHS Committees of completed Emergency Drills and Site Inspections	Notification system being operation	IT Administrator	n/a	IT Administrator Manager	31/12/2021	16/09/2021	The notification system is operational but the rollout to frontline staff has not happened yet

2021 Outcomes Performance Data Report

****HS = Home Share, SL = Supported Living, CI = Community Inclusion, ES = Employment Services**

Effectiveness								
Objectives	Measures	Program Type Applied To**	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating/Influencing Factors (if goal not met)
To maintain a healthy and safe environment for Individuals	Number of individuals who reported testing positive for COVID-19	HS SL CI ES	Annually	Tracking Spreadsheet	Assistant Managers Team Leader Home Share Coordinators	0	8	Given the transmissibility of COVID-19 it was inevitable Individuals would contract it

Efficiency								
Objectives	Measures	Program Type Applied To**	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating/Influencing Factors (if goal not met)
The time an Individual is waitlisted for a staffed resource	Average Number of Days on waitlist	HS	Annually	Internal Tracking Form	Home Share Coordinators	30 days	192.5 Days	Reliant on CLBC for placement in other resources.
To increase Individual's support hours to pre-pandemic levels	% of individuals that receive pre-pandemic levels of support	CI SL ES	Annually	Share Vision	Assistant Managers Team Leaders Home Share Coordinators	50%	45.5%	Public Health Orders on Social Recreational Activities, and occupancy levels affected this goal.

Service Access								
Objectives	Measures	Program Type Applied To**	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating/ Influencing Factors (if goal not met)
Minimize time it takes individuals to access services	Time it takes from receiving an identifying profile from CLBC for CI programs to start services	CI	Annually	Misc. Trackers	Managers Team Leaders	14 days	61 days	Covid restrictions interfering with the ability to start services
Minimize time it takes individuals to access services	Time it takes from receiving an identifying profile from CLBC for SL programs to start services	SL	Annually	Misc. Trackers	Managers Team Leaders	21 days	64 days	Aging out youth's profile was given well in advance of 19 th birthday
Time it takes a Home Share individual to move in to a home	Time it takes from receiving an identifying profile from CLBC for HS programs to start services	HS	Annually	Misc. Trackers	Managers Home Share Coordinators	45 days	76 days	Covid restrictions interfering with the ability to start services
Minimize time it takes individuals to access services	Time it takes from receiving an identifying profile from CLBC for ES programs to start services	ES	Annually	Misc. Trackers	Managers Team Leaders	5 days	0 days	Covid restrictions caused a cessation of referrals to Employment Services

Satisfaction								
Objectives	Measures	Program Type Applied To**	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating/ Influencing Factors (if goal not met)
Measure satisfaction of supports received by individuals.	Percentage of respondents that rated question 1 as "Yes" and "Most of the Time"	CI	Annually	Question #1 of Satisfaction Survey	Managers	85%	85%	
Measure satisfaction of supports received by individuals.	Percentage of respondents that rated question 1 as "Yes" and "Most of the Time"	SL	Annually	Question #1 of Satisfaction Survey	Managers	85%	93%	
Measure satisfaction of supports received by individuals.	Percentage of respondents that rated question 1 as "Yes" and "Most of the Time"	HS	Annually	Question #1 of Satisfaction Survey	Managers	85%	100%	
Measure satisfaction of supports received by individuals.	Percentage of respondents that rated question 1 as "Yes. Everything is Good"	ES	Annually	Question #1 of Satisfaction Survey	Managers	85%	100%	

Business Function Improvements								
Objectives	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating /Influencing Factors (if goal not met)
To ensure there is adequate staffing to cover the organizations contractual obligations	Number of employee's on leaves (not vacation time) or Vacant Positions of more than 30 consecutive days	All Employees	Annual	ComVida	Assistant Managers	2	11	Recruitment is a prevalent issue in this sector which impacts the ability to backfill positions
Minimize organization's utilization of overtime	Overtime hours utilized within the fiscal year	Frontline Employees	Annually	ComVida	Managers	200 hours	600.86 Hours	Recruitment and retention issues COVID-19 PHO orders
Minimize Staff Turnover	Number of Employees in a permanent position that have left the organization	All Employees	Annually	ComVida	Managers	< 10 Employees	15	Retention is a prevalent issue in this sector which impacts the stability of staffing levels

2021 Individual Statistics and Demographics

In 2021 Dengarry moved shifted its Statistics and Demographic data collection from a manual process to utilizing ShareVision. ShareVision is the web-based charting system used by Dengarry to collect information on the Individuals supported. The following represents the statistics and demographics for 2021. These statistics and demographics compared to previous years assists Dengarry to understand longitudinal trends within the organization. After analyzing these trends adjustments to service delivery can be made to better service the Individuals we support.

Admissions	
Total Admissions: 24	
Total Discharges: 43	
Total Individuals active at end date of report: 219	
Total Unique Individuals Served during Report Period: 211	

Demographic breakdown of Unique Individuals Served

By Gender		
Gender	Number of Individuals	Percentage
Not Specified	3	1%
Female	83	39%
Male	125	59%

By Age (as of end date of report)		
Age Range	Number of Individuals	Percentage
10 – 19	4	2%
20 – 29	60	28%
30 – 39	45	21%
40 – 49	27	13%
50 – 59	34	16%
60 – 69	26	12%
70 and Over	12	6%
Not Specified	3	1%

By Ethnicity		
Ethnicity	Number of Individuals	Percentage
Not Specified	5	2%
Caucasian	149	71%
Chinese	1	0%
Filipino	2	1%
First Nations	49	23%
German	1	0%
Iranian	1	0%
Other	2	1%
Spanish	1	0%

By Primary Characteristics		
Primary Characteristics	Number of Individuals	Percentage
Not Specified	15	7%
DD and Mental Health	44	21%
Autism Spectrum Disorder	23	11%
Autism and Mental Health	6	3%
Developmental Disabilities	123	58%

By Employment Status		
Employment Status	Number of Individuals	Percentage
Not Specified	16	8%
Not Currently Seeking Employment	141	67%
Employed	45	21%
Seeking Employment	9	4%

By Substance Misuse / Addictions		
Substance Misuse / Addictions	Number of Individuals	Percentage
Not Specified	17	8%
No Substance Misuse/Addiction	164	78%
Substance Misuse/Addiction	18	9%
None	12	6%

By Legal Services Involvement		
Legal Services Involvement	Number of Individuals	Percentage
Not Specified	16	8%
Involvement with Legal Services	5	2%
No Involvement with Legal Services	175	83%
None	15	7%

By Physical and Medical Needs		
Physical and Medical Needs	Number of Individuals	Percentage
Not Specified	15	7%
No Physical or Medical Needs	100	47%
Physical Needs	9	4%
None	6	3%
Medical Needs	30	14%
Physical and Medical Needs	51	24%

Breakdown of Referrals and Exits

By Exit Reason (Discharged in reporting period)		
Exit Reason	Number of Individuals	Percentage
Individual Left Services	27	63%
Dengarry Cancelled Service	9	21%
Not Specified	5	12%
Deceased	2	5%

By Referral Source (All individuals served in reporting period)		
Referral Source	Number of Individuals	Percentage
Self	184	70%
Not Specified	74	28%
CLBC	4	2%

By Time on Referral List (All individuals served in reporting period - as of end date of the report)		
Time	Number of individuals	Percentage
< 30 Days	2	25%
31 - 60 Days	3	38%
61 - 90 Days	1	13%
> 90 Days	2	25%

By Time in Program (All individuals served in reporting period - as of end date of the report)		
Time	Number of Individuals	Percentage
< 30 Days	1	0%
31 - 60 Days	2	1%
61 - 90 Days	1	0%
91 days - 6 Months	11	4%
6 - 12 Months	10	4%
1 - 2 Years	38	15%
3 - 5 Years	71	27%
6 - 10 Years	94	36%
> 11 Years	34	13%

*Due to this being the first year we have utilized ShareVision for data collection. There may be some gaps in the data as Individuals that may have exited during the year may not have had all their data entered. This is represented by "Not Specified" in the charts or a discrepancy in total numbers in each section.

Breakdown By Program Type

Individuals may participate in multiple program types depending on their needs.

Home Share

Admissions	
Total Admissions: 8	
Total Discharges: 18	
Total Individuals active at end date of report: 114	
Total Unique Individuals Served during Report Period: 127	

Staffed Residential Supports

Admissions	
Total Admissions: 6	
Total Discharges: 5	
Total Individuals active at end date of report: 48	
Total Unique Individuals Served during Report Period: 52	

Community Inclusion

Admissions	
Total Admissions: 7	
Total Discharges: 17	
Total Individuals active at end date of report: 37	
Total Unique Individuals Served during Report Period: 53	

Employment Services

Admissions	
Total Admissions: 3	
Total Discharges: 6	
Total Individuals active at end date of report: 25	
Total Unique Individuals Served during Report Period: 27	

Employee Turnover

	New Hires	Employees Left	Current Employees
Organization	18	25	69
Kamloops	3	9	14
Prince George	5	6	20
Quesnel	10	5	35

2021 Satisfaction Survey Results

Dengarry utilizes satisfaction surveys with Individuals, Family Members/Legal Representatives, Contractors, Employees and Stakeholders, to glean information on the effects our services are having. Through analysis of the results Dengarry can make changes to its service delivery to better meet the needs of all person supporting the Individual.

Individual Satisfaction Survey – Home Share

	No	Sometimes	Most of the Time	Yes
Are you happy with the support you receive?	0	0	1	18
	No, I Would Like More	Yes. Everything is Good	I would Like Less Support	
Do you have enough support?	0	19	0	
	No	Sometimes	Most of the Time	Yes
Do you have enough help with your medical concerns and health needs?	0	0	1	18
Have you been satisfied with the level of help you have received from Dengarry to support you with the COVID-19 pandemic?	0	1	0	18
Do you get to do the activities that are important to you in the community?	0	0	2	17
Do you feel you are learning the skills to be safe while in the community?	0	0	0	19
Do you feel able to make your own choices and decisions?	0	0	1	18
Do you feel Dengarry staff and/or HSP listens to you and responds to your needs and concerns?	0	0	1	18

General Comments:

- “I’m happy with everything, and I enjoy my life.”
- “I make my own choices daily, about what to eat, what to wear, when to sleep. When I need help, I will ask Randall. “
- “I can say yes, if I want something and I can say no if I don't want something”

Individual Satisfaction Survey – Community Inclusion (CI)

	No	Sometimes	Most of the Time	Yes	
Are you happy with the support you receive?	0	1	2	10	
	No I Would Like More	Yes. Everything is Good	I would Like Less Support		
Do you have enough support?	2	10	1		
	Cooking	Street Safety	Online/Internet Safety	Sexual Education	Other
What skill would you like to learn the most?	5		4	1	3
	No	Sometimes	Most of the Time	Yes	
Have you been satisfied with the level of help you have received from Dengarry to support you with the COVID-19 pandemic?	1	1	5	6	
Do you get to do the activities that are important to you in the community?	0	3	2	8	
Do you feel you are learning the skills to be safe while in the community?	0	1	3	9	
Do you feel able to make your own choices and decisions?	0	2	1	10	
Do you feel Dengarry staff listens to you and responds to your needs and concerns?	0	0	2	11	

General Comments:

- “I like learning skills to be safe in the community.”
- “Still missing Tasty Tuesdays & missing interactions with other individuals”
- “I’m happy”

Individual Satisfaction Survey – Supported Living

	No	Sometimes	Most of the Time	Yes	
Are you happy with the support you receive?	0	2	4	9	
	No I Would Like More	Yes. Everything is Good	I would Like Less Support		
Do you have enough support?	2	12	1		
	Cooking	Street Safety	Online/Internet Safety	Sexual Education	Other
What skill would you like to learn the most?	7	1		1	6
	No	Sometimes	Most of the Time	Yes	
Have you been satisfied with the level of help you have received from Dengarry to support you with the COVID-19 pandemic?	0	1	1	13	
Do you get to do the activities that are important to you in the community?	1	3	4	7	
Do you feel you are learning the skills to be safe while in the community?	0	0	2	13	
Do you feel able to make your own choices and decisions?	0	1	4	10	
Do you feel Dengarry staff listens to you and responds to your needs and concerns?	0	1	4	10	

General Comments:

- “I want to have more independence.”
- “I don't like being asked Covid questions all the time. Gets annoying”
- “Quit switching staff so much.”

Individual Satisfaction Survey – Employment Services

	No	Sometimes	Most of the Time	Yes
Are you happy with the support you receive?	0	0	1	16
	No. I would like more	Yes. Everything is Good	I would like less Support	
Do you have enough support?	0	15	2	
	No, I do not feel included.	Yes, I do feel included.	I am currently not working	
Do you feel included and part of the team with your co-workers?	0	14	2	
	No, I do not feel valued and respected	Yes, I do feel valued and respected	I am not currently working	
Do you feel valued and respected at your job?	0	14	2	
	No	Sometimes	Most of the time	Yes
Have you been satisfied with the level of help you have received from Dengarry to support you with the COVID-19 pandemic?	1	1	1	14
	No	Yes	I am not currently working	
Do you feel you have a good orientation to your job?	0	17	0	
	No	Sometimes	Most of the time	Yes
Do you feel able to make your own choices and decisions?	0	0	2	15
Do you feel Dengarry Professional Services Ltd. Staff listens to you and responds to your employment needs concerns?	0	0	1	16

General Comments:

- “They always try to fit me in the schedule when I’m in need of support or work”
- “I love getting a pay cheque and buying Birthday presents.”

Active Family Legal Representative Survey

	No	Sometimes	Most of the Time	Yes
Do you feel your family member/s needs are being met?	0	0	1	3
Do you feel the activities of our family member is being supported and are in line with their wants?	0	0	1	3
Have you been satisfied with the level of help your family member has received from Dengarry to support them to understand and stay safe during the COVID-19 pandemic?	0	0	0	4
Do you feel your family member has a voice in their decision making?	0	0	0	4
Do you feel your family member is supported to interact with their family and friends as much as they want to?	0	0	0	4
Do you feel your family member has the opportunities to learn new skills to become more independent?	0	0	1	3
Do you feel Dengarry staff demonstrate professionalism and caring?	0	0	1	3
Do you feel Dengarry staff listens and responds to your concerns	0	0	1	3

General Comments:

- “Be more forthcoming with information (i.e. regular updates such as seizure logs). We have previously requested seizure logs sent every month or two and that hasn’t happened. We have to request the information when we want it.”

Stakeholder Survey

	Poor	Below Average	Average	Good	Excellent
Dengarry Professional Services Ltd.'s ability to provide the information you want clearly and quickly is	0	0	0	1	1
When dealing with Dengarry representatives, their conduct and professionalism is	0	0	0	1	1
Dengarry's ability to respond to concerns is	0	0	0	1	1
	No	Sometimes	Most of the Time	Yes	
Have you been satisfied with Dengarry's response to the COVID-19 pandemic to keep individuals, staff and the community informed and safe?	0	0	0	2	

General Comments:

- "I have no suggestions. I am very happy with the support/care and risk management Dengarry provides to this individual."
- "Very professional, friendly and if they don't know the answer, they will follow up and get back to me in a timely fashion."
- "Staff usually ensure that they keep me apprised of what is going on. The monthly liaison meetings help to capture concerns that are not urgent but may require attention in the future."

Contractor Climate Survey

	I don't like it	It is ok	It is what I thought it would be	I find it very rewarding	
How would you rate your overall satisfaction with home sharing?	0	2	10	21	
	Very Poor	Somewhat Helpful	What I expect	Above and beyond what I expected	
How would you rate the level of ongoing support from Dengarry?	0	3	14	16	
	Very Poor	Somewhat Helpful	What I expect	Above and Beyond what I expected	No Applicable
How would you rate the overall level of support you have received in times of crisis?	0	2	9	14	8
	Unable to find Respite	Can find Respite support sometimes	Have adequate Respite		
How would you describe your ability to access respite support?	6	6	21		
	Not Supported	Partially Supported	Very Supported	Not Applicable	
If there was a transition in your home in the past year, how do you feel you were supported by Dengarry Professional Services Ltd. through this time.		1	5	27	

	0-3 Year	4-7 Years	8-10 Years	11-14 Years	15+ Years
Home many years have you been a Home Share Contractor for?	7	7	3	7	9
	No	Sometimes	Most of the time	Yes	
Have you been satisfied with the level of support and direction from Dengarry to complete your work safely during the COVID-19 pandemic?	0	1	2	30	

General Comments:

- “It is getting more challenging as we age and the individual's needs increase as he ages.”
- “The girls that I look after allow me to slow down and enjoy the little things in life (not take things for granted)”
- “I am very impressed with the support I receive from Dengarry. When there is an issue, there is an immediate response and we problem solve with a focus on client centeredness.”
- “Due to Covid we haven’t accessed respite. Also the cost of respite is far more than we make per day, which is not right for care givers. This is a real downside to home sharing that does not even make sense. Would like to see this addressed for everyone’s mental health.”

Employee Climate Survey

	Not a good experience	Less than average experience	Satisfactory Experience	Good Experience	Excellent Experience
Please rate your experience working at Dengarry	1	0	6	15	4
	Not accessible at all	Somewhat hard to access	Accessible	Easily Accessible	
Please rate the accessibility of site/program information.	0	3	13	10	
	0	1-3	4-6	7-9	10+
How many staff meetings are you attending per year?	2	6	8	5	5
	No	Sometimes	Most of the time	Yes	
Have you been satisfied with the level of support and direction from Dengarry to complete your work safely during the COVID-19 pandemic?	0	5	5	16	
	Very Poor	Poor	Satisfactory	Good	Excellent
Please rate how well you are supported by your co-workers.	0	2	6	10	8
Please rate your overall experience with supervisors and members of the leadership team.	0	1	5	10	10
How effective do you find the support for technology related tools to do your job?	0	2	2	15	7

General Comments:

- “I greatly enjoy my job, and get a great deal of satisfaction from feeling like I am helping to make people's lives better. I like the people I work with, and have found when I am having challenges there is usually someone available to provide support for me, whether it is an issue with the job itself, or with co-workers.”
- “There are not enough staff meetings at this site. There needs to be more, and some mandatory staff meetings in order to get all staff on the same page in terms of support. Consistency within this program is paramount for success and we have too many Mavericks not always working within the team parameters”
- “Everyone has been very helpful and considerate of other people during this time. If I have any issues in regards to this it would be addressed.”

- “Overall, not bad. However, management often seems to be in a bubble and it can be hard to address issues in a timely way, as when things are brought up, we seem to often get a sympathetic ear but no meaningful change or practical solution. Makes it hard to bring forth issues as I now expect that there will be little effect.”
- “Hiring and retaining new staff. Is has been very stressful having the lack of staff to cover sick time and vacations.”

This concludes Dengarry Professional Services Ltd.’s 2021 Annual Report.