



Dengarry

Professional Services Ltd.

ANNUAL REPORT

January 1, 2022 – December 31, 2022



Executive Summary

2022 proved to be another challenging year. Even though 2022 brought a lessening of Public Health orders and mandates, it still caused the organization to have to pivot to meet the changes. The pandemic also, changed how employee illness in the workplace is viewed which has contributed to ongoing high absenteeism rates.

Recruitment and retention remain a serious issue with Dengarry. Throughout the course of the year each region faced significant periods of time with vacant positions across all levels of the organization, from the front line all the way up to senior leaders. This has caused Dengarry to operate our services at essential service levels for significant periods of time throughout the year. All employees have had to shift from the roles they were hired for. Frontline staff have been pulled to work other programs or have worked a lot of overtime hours. Supervisors have had to work frontline hours, take on extra tasks off the side of their desks and work longer hours. I want to thank everyone for their dedication to the services we provide to the Individuals to ensure there was the least amount of disruption to their support. I know it has been exhausting but your efforts are noticed and appreciated.

Despite challenges with recruitment and retention of Home Share Coordinators, there has been some slow and steady growth within the Home Share program.

As 2022, was winding down, there have been some positive signs that are Human Resource issues are slowly being resolved. I am very hopefully that 2023, will allow us to focus on the evolution and enhancement of our services.

Thank you everyone for your continued hard work and dedication.



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.

2022 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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2021 PERFORMANCE IMPROVEMENT PLAN CARRY OVER ITEMS

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	1/04/2022	Needs further roll out to frontline staff due to staffing shortages
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	01/04/2022	

Technology Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
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	01/04/2022	

2022 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
Culture, Diversity and Inclusion awareness	To improve the Individual's awareness and access to different cultural activities in the community	Completion of list of community cultural events for each region	Assistant Managers	0	Assistant Managers Team Leaders HSC, Frontline staff	30/4/2022	30/04/2022	Kamloops region completed Transferred to 2023 Plan as further improvements are needed

Organizational Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Recruitment	To revise Dengarry's recruitment efforts to enhance work/life balance by having adequate coverage to meet leave requests	Recruiting on different job multimedia platforms	President Manager Assistant Mangers	Identified in Budget Plan	Supervisors	30/6/2022	01/03/2022	Transferred Training for Supervisors to 2023
		Revision of Job Posting Information					30/06/2022	
		Training for Supervisors					Not Completed	
Retention	To evaluate the work/life balance for Dengarry Supervisors	Completion Supervisor Survey	President Manager	0	Supervisors	1/5/2022	31/05/2023	Instituted new compensation strategies on 1/09/2022
		Review of Survey Results					15/06/2023	
Retention and Recruitment	To trial different efforts to increase retention and recruitment of Supervisors by enhancing work/life balance	Implementation of trial	President	Identified in Budget	Supervisors	1/9/2022	1/09/2022	

Risk Management Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Review of Policy and Procedures	All staff will review Dengarry policy and procedure manual every 5 years at minimum	Completion of sign off form	Team Leaders Assistant Managers Managers	0	All Employees	31/12/2022	31/12/2022	
Revision of Vehicle Use Policy and Employee Qualification Policy	Updated policy and procedures to include international licences class 7 drivers abstract and personal vehicle insurance shortfalls	Completion of updated policies	Manager	0	Manager	15/7/2022	31/12/2022	

Technology Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Dengarry Server	Research possible solutions for VPN and DNS services outside of the Server App	Identified VPN and DNS services	IT Administrator	0	IT Administrator	31/12/2022	Not Completed	Transfer to 2023 PIP

2022 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 assess the number of Individuals who access non-ADL community-based activities	% of Individuals that regularly access non-ADL community-based and led group activities	SL CI	Annually	ShareVision	Assistant Managers Team Leader Home Share Coordinators	65%	61.5%	Decreased community events and activities due to pandemic shutdowns
To assess number of HS individuals that moved to a less supported living environment	Number of HS Individuals that moved to less than 24 hours supports	HS	Annually	Exit Summaries	Assistant Managers HS Coordinators	5	2	Individuals not ready to move to a less supportive environment
Increase the number of Individuals who obtained employment this year	Number of Individuals who have obtained a regular position or volunteer position in 2022	ES	Annually	ShareVision	Team Leaders Vocational Counsellors	7	1	Decreased opportunities for employment options

Efficiency								
Objectives	Measures	Program Type Applied To**	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating/Influencing Factors (if goal not met)
To measure the increased workload to reschedule home visits	Number of scheduled home visits that the contractor cancels within 5 days of appointment	HS	Annually	Internal Tracking Form Contractor Charting	Home Share Coordinators	20	42	Illness related cancelations
To provide services as per contract	Number of contracts that deliver 95% of contracted support hours	CI SL ES	Annually	Service Level tracker	Manager	20	3	Recruitment and Retention issues

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	11 Days	Limited or no referrals for new individuals entering services Staffing Levels issues
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	N/A	Limited or no referrals for new individuals entering services Staffing Levels issues
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	50 Days	Limited or no referrals for new individuals entering services Staffing Levels issues
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	3 Days	Limited or no referrals for new individuals entering services Staffing Levels issues

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%	100%	
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%	81%	Staffing issues have caused the services to operate at Essential Services levels at certain points in the year
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%	97%	
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%	87.5%	

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 leaves (not vacation time) or Vacant Positions of more than 30 consecutive days	All Employees	Annual	ComVida	Assistant Managers	5	16	Employees on extended leaves Recruitment and retention issues
Minimize organization's utilization of overtime	Overtime hours utilized within the fiscal year	Frontline Employees	Annually	ComVida	Manager	To reduce OT hours to 480hrs (20% of 2021)	662.78	Recruitment and retention issues Employees on extended leaves Inability to fill vacant position
To minimize increased workload due to correcting errors	Average number of Scheduling/ Payroll corrections each pay period	All Employees	Annually	Payroll corrections spreadsheet	Manager	15	18.8	Employment Standards Changes regarding paid sick leave for all employees
To assess the amount of time Supervisors are providing direct support due to staffing shortfalls	The number of hours Supervisors spend providing frontline support when no staff are available	Supervisors	Calendar Year	ComVida	Manager	100	439	Recruitment and retention issues Employees on extended leaves Inability to fill vacant position

2022 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 2022. 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:	15
Total Discharges:	14
Total Individuals active at end date of report:	220
Total Unique Individuals Served during Report Period:	197

Demographic breakdown of Unique Individuals Served

By Gender		
Gender	Number of Individuals	Percentage
Not Specified	3	1%
Female	78	40%
Male	116	59%

By Age (as of end date of report)		
Age Range	Number of Individuals	Percentage
10 – 19	0	0%
20 – 29	51	26%
30 – 39	43	22%
40 – 49	31	16%
50 – 59	35	18%
60 – 69	22	11%
70 and Over	12	6%
Not Specified	3	1%

By Ethnicity		
Ethnicity	Number of Individuals	Percentage
Not Specified	5	3%
Caucasian	135	69%
Chinese	1	<1%
Filipino	2	1%
First Nations	50	25%
German	1	<1%
Iranian	0	0%
Other	2	1%
Spanish	1	<1%

By Primary Characteristics		
Primary Characteristics	Number of Individuals	Percentage
Not Specified	10	5%
DD and Mental Health	44	22%
Autism Spectrum Disorder	23	12%
Autism and Mental Health	6	3%
Developmental Disabilities	114	58%

By Employment Status		
Employment Status	Number of Individuals	Percentage
Not Specified	10	6%
Not Currently Seeking Employment	131	66%
Employed	44	22%
Seeking Employment	12	6%

By Substance Misuse / Addictions		
Substance Misuse / Addictions	Number of Individuals	Percentage
Not Specified	13	7%
No Substance Misuse/Addiction	166	84%
Substance Misuse/Addiction	18	9%

By Legal Services Involvement		
Legal Services Involvement	Number of Individuals	Percentage
Not Specified	15	8%
Involvement with Legal Services	5	2%
No Involvement with Legal Services	176	89%
None	1	1%

By Physical and Medical Needs		
Physical and Medical Needs	Number of Individuals	Percentage
Not Specified	10	5%
No Physical or Medical Needs	103	52%
Physical Needs	8	4%
Medical Needs	29	15%
Physical and Medical Needs	47	24%

Breakdown of Referrals and Exits

By Exit Reason (Discharged in reporting period)		
Exit Reason	Number of Individuals	Percentage
Individual Left Services	11	79%
Dengarry Cancelled Service	2	14%
Deceased	1	7%

By Referral Source (All individuals served in reporting period)		
Referral Source	Number of Individuals	Percentage
Self	169	72%
Not Specified	49	21%
CLBC	16	7%

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	3	33%
31 - 60 Days	3	33%
61 - 90 Days	1	11%
> 90 Days	2	22%

By Time in Program (All individuals served in reporting period - as of end date of the report)		
Time	Number of Individuals	Percentage
< 30 Days	4	2%
31 - 60 Days	0	0%
61 - 90 Days	0	0%
91 days - 6 Months	3	1%
6 - 12 Months	10	4%
1 - 2 Years	26	11%
3 - 5 Years	54	23%
6 - 10 Years	98	42%
> 11 Years	33	17%

Breakdown By Program Type

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

Home Share

Admissions	
Total Admissions: 9	
Total Discharges: 8	
Total Individuals active at end date of report: 106	
Total Unique Individuals Served during Report Period: 114	

Staffed Residential Supports

Admissions	
Total Admissions: 1	
Total Discharges: 5	
Total Individuals active at end date of report: 48	
Total Unique Individuals Served during Report Period: 48	

Community Inclusion

Admissions	
Total Admissions: 4	
Total Discharges: 3	
Total Individuals active at end date of report: 43	
Total Unique Individuals Served during Report Period: 44	

Employment Services

Admissions	
Total Admissions: 1	
Total Discharges: 3	
Total Individuals active at end date of report: 19	
Total Unique Individuals Served during Report Period: 22	

Employee Turnover

	New Hires	Employees Left	Current Employees
Organization	27	20	76
Kamloops	10	5	20
Prince George	7	6	19
Quesnel	10	9	37

2022 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	1	1	28
	No, I Would Like More	Yes. Everything is Good	I would Like Less Support	
Do you have enough support?	0	30	0	
	No	Sometimes	Most of the Time	Yes
Do you have enough help with your medical concerns and health needs?	0	0	0	30
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	27
Do you get to do the activities that are important to you in the community?	1	0	5	24
Do you feel you are learning the skills to be safe while in the community?	0	0	0	30
Do you feel able to make your own choices and decisions?	1	3	7	19
Do you feel Dengarry staff and/or HSP listens to you and responds to your needs and concerns?	1	0	1	28

General Comments:

- “I like helping and looking after a few things at the house. It makes me feel happy to help. I like my visits and would like another barbecue. We should do Christmas get together. We can do that some time.
- “I love living in my home with everyone. “
- “I like living with my HSP. We went to Edmonton and Penticton because it got boring here. We got masks. I liked my mask. I still have my mask.”

Individual Satisfaction Survey – Community Inclusion (CI)

	No	Sometimes	Most of the Time	Yes	
Are you happy with the support you receive?	0	0	1	13	
	No I Would Like More	Yes. Everything is Good	I would Like Less Support		
Do you have enough support?	2	12	0		
	Cooking	Street Safety	Online/Internet Safety	Sexual Education	Other
What skill would you like to learn the most?	6	2	2	0	4
	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	4	8	
Do you get to do the activities that are important to you in the community?	0	3	0	11	
Do you feel you are learning the skills to be safe while in the community?	0	2	2	10	
Do you feel able to make your own choices and decisions?	1	1	5	7	
Do you feel Dengarry staff listens to you and responds to your needs and concerns?	0	1	2	11	

General Comments:

- “It’s been good for my mental health to be at Dengarry!
- “Would like to see more group activities like game nights.”
- “I like going to the library, coffee club and going swimming.”

Individual Satisfaction Survey – Supported Living

	No	Sometimes	Most of the Time	Yes	
Are you happy with the support you receive?	0	4	4	13	
	No I Would Like More	Yes. Everything is Good	I would Like Less Support		
Do you have enough support?	8	11	2		
	Cooking	Street Safety	Online/Internet Safety	Sexual Education	Other
What skill would you like to learn the most?	7	1	2	0	11
	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	19	
Do you get to do the activities that are important to you in the community?	2	4	2	13	
Do you feel you are learning the skills to be safe while in the community?	0	2	1	18	
Do you feel able to make your own choices and decisions?	1	3	4	13	
Do you feel Dengarry staff listens to you and responds to your needs and concerns?	1	2	6	12	

General Comments:

- “I need more breaks and staff to not push me so hard.”
- “yes, I appreciate the staff they make me happy every day”
- “I’m very happy. If it was not for staff I would not have known I had diabetes and would be very sick or dead.”

Individual Satisfaction Survey – Employment Services

	No	Sometimes	Most of the Time	Yes
Are you happy with the support you receive?	0	1	1	7
	No. I would like more	Yes. Everything is Good	I would like less Support	
Do you have enough support?	2	6	0	
	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	8	0	
	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	8	0	
	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	0	2	5
	No	Yes	I am not currently working	
Do you feel you have a good orientation to your job?	0	8	0	
	No	Sometimes	Most of the time	Yes
Do you feel able to make your own choices and decisions?	0	0	1	7
Do you feel Dengarry Professional Services Ltd. Staff listens to you and responds to your employment needs concerns?	0	0	1	7

General Comments:

- “None at this time. Everything is good.”

Active Family Legal Representative Survey

	No	Sometimes	Most of the Time	Yes
Do you feel your family member/s needs are being met?	0	2	4	4
Do you feel the activities of our family member is being supported and are in line with their wants?	1	2	3	4
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	4	6
Do you feel your family member has a voice in their decision making?	0	1	3	6
Do you feel your family member is supported to interact with their family and friends as much as they want to?	1	0	1	8
Do you feel your family member has the opportunities to learn new skills to become more independent?	1	1	2	6
Do you feel Dengarry staff demonstrate professionalism and caring?	0	1	3	6
Do you feel Dengarry staff listens and responds to your concerns	0	2	3	5

General Comments:

- “Maybe a check in phone call once a year to review how things are going.”
- “To date, there hasn't been anything of concern to me. My brother is in much better condition physically and to some extent mentally (he is not overly communicative); He seems quite satisfied with his living arrangements and the meals that he is provided. I have asked him numerous times how he feels about his living situation, and his only complaint is how long it is taking for his feet to 'get back to normal.’”

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	0
When dealing with Dengarry representatives, their conduct and professionalism is	0	0	0	1	0
Dengarry's ability to respond to concerns is	0	0	0	0	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	1	

General Comments:

- "Whenever concerns are brought forward Dengarry works on addressing the concerns in a timely manner and has a proposed solution in a timely manner as well."

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	3	6	12	
	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	0	9	12	
	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	4	10	5
	Unable to find Respite	Can find Respite support sometimes	Have adequate Respite		
How would you describe your ability to access respite support?	0	5	16		
	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.	0	0	4	17	

	0-3 Year	4-7 Years	8-10 Years	11-14 Years	15+ Years
How many years have you been a Home Share Contractor for?	2	6	2	4	7
	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	0	0	21	

General Comments:

- “Advocate for cost of living increases for homeshare providers.”
- “None I can think of. Thank you very much for all you have done for Robert and !! Thank you!!!”
- “If I have a question or need some information, they are always there supporting me.”

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	1	2	9	3
	Not accessible at all	Somewhat hard to access	Accessible	Easily Accessible	
Please rate the accessibility of site/program information.	0	3	13	3	
	0	1-3	4-6	7-9	10+
How many staff meetings are you attending per year?	0	3	3	7	3
	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?	1	2	4	9	
	Very Poor	Poor	Satisfactory	Good	Excellent
Please rate how well you are supported by your co-workers.	0	0	3	6	7
Please rate your overall experience with supervisors and members of the leadership team.	0	2	2	7	5
How effective do you find the support for technology related tools to do your job?	0	0	3	11	2

General Comments:

- “Providing more learning opportunities for staff would be awesome. More recognition and appreciation of employees.”
- “I enjoy my job and learning. This is a career for me not just a job.”
- “I enjoy working with the individuals and the staff, but it can be draining when it is short staffed.”

This concludes Dengarry Professional Services Ltd.’s 2022 Annual Report.