



# Dengarry

Professional Services Ltd.

# ANNUAL REPORT

January 1, 2025 – December 31, 2025



## Executive Summary

2026 was another busy year for Dengarry. Dengarry made the decision to have Regional Managers in Quesnel, Kamloops and Prince George. The Regional Managers primary role is to oversee and support the day-to-day operations across all service types in each region. The Regional Manager is all responsible for implementing strategic initiatives at the front-line level. Also, along with the shift to having Regional Managers, Dengarry also created a Quality Assurance Manager position. The Quality Service Manger primary role is to support the Regional Managers to implement the organizational strategic initiatives while providing oversight to ensure that Dengarry's practices meet or exceeds established best practices and CARF standards. Dengarry successfully recruited Regional Managers in Prince George and Quesnel externally while the Quality Service Manager and Quesnel Regional Manger were filled internally.

Dengarry spent a majority of its performance improvement efforts to enhance and support the Home Share Program across the region. Through an exhaustive review process Dengarry has updated many of its documents and process to better meet the needs of the Individuals supported. Dengarry updated all of its monitoring tools and digitalized them into ShareVision's charting system. Dengarry also updated the Quality-of-Life Report that Home Share Contractors fill out bi-annually. With the implementation of the Regional Managers, Dengarry brought in greater oversight in the Home Share Program with Regional Managers reviewing all Quality-of-Life Reports, Monitoring's and Individual support guidelines.

Dengarry also did a major overhaul to its annual assessment process for Individuals. The newly created Skills, Vulnerabilities and Risk Assessment provides an in-depth assessment into the strengths Individuals possess, areas they may be struggling across a variety of Quality of Life Domains. The assessment shows the level of risk the Individual faces in this Life Domain, what supports are currently in place to have the least amount of impact for the Individual and which supports need to be developed.

I am excited for 2026 to continue evolving all of our services.



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.

### 2025 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
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 Manager	N/A	Manager President	01/01/2026		Will be removed and added if need changes
Leadership Structure	To enhance the current Leadership structure to complement the needs of the organization	Employees Hired to positions	President	Identified in Budget	President Managers	01/01/2029	22/08/2025	Goal met

<b>2023 PERFORMANCE IMPROVEMENT PLAN NEW ITEMS</b>								
<b>Service Delivery Improvements</b>								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
ShareVision Forms Program Guidelines Individual Guidelines	To move Individual and program forms from PDF format into ShareVision	Completion of new forms and reduction in printing and scanning	PG Manager	N/A	IT Administrator Managers	30/11/2025	30/06/2025	

<b>2024 PERFORMANCE IMPROVEMENT PLAN CARRY OVER ITEMS</b>								
<b>Risk Management Improvements</b>								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Key Inventory	To review and update all keys to ensure accuracy	Updated and labelled keys	Quesnel Manager	n/a	Team Leaders Admin	31/10/2025		Not met move to 2026 Performance Improvement Plan
Leave Forms	To explore the use of ShareVision's Employee Portal for Leave Forms	Completion of research	President	N/a	IT Admin President	10/11/2025	15/07/2025	

Organizational Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
ComVida Scheduling	To implement the use of the Daily Attendance and Assignment Approval pages in ComVida to increase accuracy in scheduling and payroll	Implementation of these pages	PG Manager	N/A	Managers Team Leader HSC Admin	31/12/2025		Not completed Trialed in PG-Move to 2026 Performance Improvement Plan

Service Delivery Improvements								
Microsoft Planner	To implement Microsoft planner into Dengarry's various workflow applications to improve efficiency and accuracy	Using Microsoft Planner	President	N/A	IT Admin President Managers TL HSC	31/12/2025		Move to 5-year plan

## 2025 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
Individual's Home Safety Training	Gather baseline data on Individual's knowledge of home safety issues	Completion of questionnaire with all individuals in supported housing	PG Manager	N/A	Managers TL Frontline Staff	30/09/2025	25/10/2025	Incorporated into New Skills Vulnerability and Risk Assessment

Home Share Contractors utilizing ShareVision	To allow select Home Share Contractors access to ShareVision for documentation	Home Share Contractors documenting in ShareVision	HS Manager	N/A	IT Administrator Home Share Coordinators	15/07/2025		This plan has been terminated due to cost and issues with security and privacy
Home Share Contractor Training	Develop a "Frequently Seen Issues" sheet for HS	HS receiving FAQ	HS Manager	N/A	HSC HS Manager	01/07/2025	18/09/2025	
Additional Supports to Home	Develop policy to track additional supports to home and steps if support is declined	Updated Policy	PG Manager	N/A	President Managers HSC	01/07/2025	30/08/2025	
Home Share Coordinator Documentation	Provide training on expectations with documentation	Completed training and changes in documentation practices	HS Manager	N/A	HS Manager Home Share Coordinators	15/04/2025	15/04/2025	

Organizational Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Bathing Assessment	To develop updated assessment and guidelines for bathing protocols	Policy Updated	PG Manager	N/A	President Managers TL HSC	31/03/2025	01/03/2025	
Sentinel Events	To develop policy and procedure on sentinel event review	Updated policy and procedures	PG Manager	N/A	President Managers	31/05/2025	04/04/2025	

Annual Documentation Quality Assurance	To develop tools and process to enhance annual documentation quality assurance for all program types	Implementation of tools and process	PG Manager	N/A	President Managers TL HSC	01/08/2025		Have developed documents with Manager review and sign off Move 2026 Performance Improvement Plan
Adequate Employee Rest Periods	To develop information tools to have vacation and stat time booked as per policy	Implementation of information tools	PG Manager	N/A	Managers Team Leaders	31/12/2025		Move to 2026 Performance Improvement Plan
95% contracts delivered	To determine and recruit minimum casual FTE levels by creating an updated weekly schedule of all availability of casuals	Development of tracking schedule	Managers	N/A	Managers TL	31/05/2025	10/04/2025	

Risk Management Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Supervisor ComVida Security	Review and adjust Supervisor security permissions in ComVida	Updated Permissions	President	N/A	President PG Manager	15/02/2025	20/02/2025	

Critical Incident Documentation	To improve the quality of the documentation prior to Critical Incidents being submitted	Completed training for Supervisors	Quesnel Regional Manager	N/A	Quesnel Manager Team Leaders Home Share Coordinators	01/06/2025	05/06/2025	
Risk Assessment	Update the Individual Risk Assessment to include other risk areas and Supervisor sign off	Updated Form	President	N/A	President IT Admin Managers	30/03/2025	21/03/2025	
Individual Skills Abilities and Vulnerabilities Assessment	To review current best practice standards for conducting assessment	Completion of updated assessment form	PG Manager	N/A	President PG Manager Quesnel Manager	31/12/2025	01/10/2025	
JOHS Committee Training	Enhance Supervisor's ability to lead the JOHS Committee	Completion of training	PG Manager	N/A	PG Manager JOHS Employer Reps	15/04/2025	15/04/2025	
Evacuation Drills	To assess, measure and practice ability of a full-scale evacuation	Completion of an evacuation drill	President	N/A	President Managers TL HSC	05/30/2025		Move to 2026 Performance Improvement Plan with adjusted measures

Technology Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Quickbooks	Move Quickbooks to the online version	Quickbooks being utilized online	President	Allocated in budget	President Admin	15/04/2025	30/04/2025	

AI Scanning	Implementation of a new software application	AI Scanning being utilized	IT Admin	Allocated in budget	President IT Admin	15/05/2025	30/08/2025	
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**Additional Projects Completed in 2025**

- 3 new Home Share Policies Created
- 21 other policies updated to reflect best practices
- Home Share Monitoring, Home Share Financial Monitoring and Home Share Health and Safety Monitoring forms updated and created in ShareVision
- Home Share Quality of Life Reporting Form updated
- Completed enhanced education with all Home Share Contractors
- Created a Skills, Vulnerabilities and Risk Assessment for all Individuals

## 2025 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 new Individuals engagement in support	% of scheduled appointments attended	SL CI ES	3 Months from referral	ShareVision	Team Leaders	100%	68.1%	2 Individuals attended only one appointment before eventually declining support
To assess services provided compared to Individual expectations for support	% of new referrals who's expectations match the program's services	SL CI ES	Intake	Intake Questionnaire	Team Leaders	100%	75%	2 Individuals only attended one appointment before eventually declining support
To assess the effects of Monitoring on the Individual's support needs	# of Individuals who had supports augmented to meet needs	HS	Annual	Monitoring Tools and enhanced planning	HS Coordinators	7	0	
To assess the effects of Manager review of Monitoring on the Individual's support needs	# of Individuals who had support needs augmented due to Manager review	HS	Annual	Monitoring Tools and enhanced planning	HS Manager	0	0	

Efficiency								
Objectives	Measures	Program Type Applied To**	Time of Measure	Data Source	Obtained By	Goal	Outcome	Extenuating/Influencing Factors (if goal not met)
To provide services as per contract	Number of contracts that deliver 95% of contracted support hours	CI SL ES	Annually	Service Level tracker	PG Manager	18	13	Recruitment and retention issues Individuals cancelling support but not wanting to use the time at a different date
To understand the gaps in fully completing HS Monitoring	Number of Monitoring that were not completed by due date	HS	Quarterly	Tracker	HS Manager	0	129	Moved to a digitalized documentation system
To know the number of HS Contractors that submit QOL passed the due date	Number of QOL submitted late	HS	Semi Annually	QOL reports Tracker	HSC	0%	41	
To ensure new employees received training	Number of days it takes from day of hire to receive Mandt Training	CI ES SL	Annually	ComVida Reports	Team Leaders	45 days	56 days	Loss of Mandt trainers in each region

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	3 days	
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	14 days	
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	100	Long wait times in completing Home Study for 2 contractors who were identified to support the Individual
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	70	One Individual was not employment ready and took a lengthy time for them to engage

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%	87.9%	
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%	95.4%	
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%	0	No Individuals chose to participate in the survey

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	# months there was the appropriate complement of FTE casuals (PG 6, Kam 3, Q 8)	Casual Employees	Monthly	ComVida	Managers	12	6	Recruitment and Retention Issues
To ensure employees are receiving adequate rest periods from work	% of employees who have booked their full vacation allotment by August 1, 2025	Full time and Part time Employees	Annual	ComVida	Manager	90%	72%	Staff not submitting requests by identified date
To ensure employees are receiving adequate rest periods from work	# of employees that have a stat bank of more than 8 hours on December 1, 2025	Full time and Part time Employees	Annual	ComVida	Manager	5	12	Staff not submitting requests
Minimize organization's utilization of overtime	Overtime hours utilized within the fiscal year	Frontline Employees	Annually	ComVida	Manager	To reduce OT hours to 237hrs (20% of 2024)	437.83	Recruitment and Retention issues
To ensure there is adequate staffing to cover the organizations contractual obligations	# of hours supervisors are working frontline shifts	HSC TL	Annually	ComVida	Manager	80	165.09	Recruitment struggles in Kamloops region at the start of the year.

## 2025 Individual Statistics and Demographics

The following represents the statistics and demographics for 2025. 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.

<b>Admissions</b>	
<b>Total Admissions: 17</b>	
<b>Total Discharges: 30</b>	
<b>Total Individuals active at end date of report: 188</b>	

### Demographic breakdown of Unique Individuals Served

<b>By Gender</b>		
<b>Gender</b>	<b>Number of Individuals</b>	<b>Percentage</b>
Female	75	40%
Male	111	59%
Other	2	1%

<b>By Age</b> (as of end date of report)		
<b>Age Range</b>	<b>Number of Individuals</b>	<b>Percentage</b>
20 - 29	45	24%
30 - 39	49	26%
40 - 49	27	14%
50 - 59	27	14%
60 - 69	25	13%
70 and Over	15	8%

<b>By Ethnicity</b>		
<b>Ethnicity</b>	<b>Number of Individuals</b>	<b>Percentage</b>
African-Canadian	1	1%
Caucasian	125	66%
Chinese	1	1%
Filipino	2	1%
First Nations	56	30%
Japanese	1	1%
Other	2	1%

<b>By Employment Status</b>		
<b>Employment Status</b>	<b>Number of Individuals</b>	<b>Percentage</b>
Not Currently Seeking Employment	126	67%
Seeking Employment	20	11%
Employed	42	22%

<b>By Substance Misuse / Addictions</b>		
<b>Substance Misuse / Addictions</b>	<b>Number of Individuals</b>	<b>Percentage</b>
No Substance Misuse/Addiction	166	88%
Substance Misuse/Addiction	22	12%

<b>By Legal Services Involvement</b>		
<b>Legal Services Involvement</b>	<b>Number of Individuals</b>	<b>Percentage</b>
Involvement with Legal Services	8	4%
No Involvement with Legal Services	180	96%

<b>By Physical and Medical Needs</b>		
<b>Physical and Medical Needs</b>	<b>Number of Individuals</b>	<b>Percentage</b>
No Physical or Medical Needs	109	58%
Physical Needs	13	7%
Medical Needs	28	15%
Physical and Medical Needs	38	20%

<b>By Exit Reason</b> (Discharged in reporting period)		
<b>Exit Reason</b>	<b>Number of Individuals</b>	<b>Percentage</b>
Individual Left Services	21	78%
Dengarry Cancelled Service	5	19%
Caregiver Gave Notice	1	4%

<b>By Referral Source</b> (All Individuals served in reporting period)	
<b>Referral Source</b>	<b>Percentage</b>
CLBC	100%

<b>By Time in Program</b> (All Individuals served in reporting period - as of end date of the report)		
<b>Time</b>	<b>Number of Individuals</b>	<b>Percentage</b>
< 30 Days	5	2%
61 - 90 Days	1	0%
91 days - 6 Months	7	2%
6 - 12 Months	12	4%
1 - 2 Years	69	21%
3 - 5 Years	38	12%
6 - 10 Years	106	32%
> 11 Years	89	27%

## Breakdown By Program Type



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

Home Share

<b>Admissions</b>	
<b>Total Admissions: 6</b>	
<b>Total Discharges: 13</b>	
<b>Total Individuals active at end date of report: 106</b>	

SUPPORTED LIVING

<b>Admissions</b>	
<b>Total Admissions: 5</b>	
<b>Total Discharges: 10</b>	
<b>Total Individuals active at end date of report: 36</b>	

Community Inclusion

<b>Admissions</b>	
<b>Total Admissions: 1</b>	
<b>Total Discharges: 2</b>	
<b>Total Individuals active at end date of report: 32</b>	



Professional Services Ltd.

Employment Services

<b>Admissions</b>	
<b>Total Admissions: 5</b>	
<b>Total Discharges: 5</b>	
<b>Total Individuals active at end date of report: 15</b>	

### Employee Turnover

	<b>New Hires</b>	<b>Employees Left</b>	<b>Current Employees</b>
<b>Organization</b>	<b>26</b>	<b>17</b>	<b>78</b>
<b>Kamloops</b>	<b>6</b>	<b>5</b>	<b>16</b>
<b>Prince George</b>	<b>9</b>	<b>4</b>	<b>30</b>
<b>Quesnel</b>	<b>11</b>	<b>8</b>	<b>32</b>



## 2025 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%	4.6%	4.6%	90.8%
	<b>No, I Would Like More</b>	<b>Yes. Everything is Good</b>	<b>I would Like Less Support</b>	
Do you have enough support?	0%	97.6%	2.4%	
	No	Sometimes	Most of the Time	Yes
Do you have enough help with your medical concerns and health needs?	0%	4.6%	9.3%	86.1%
Do you get to do the activities that are important to you in the community?	2.3%	2.3%	7.0%	88.4%
Do you feel you are learning the skills to be safe while in the community?	0%	2.3%	7.0%	90.7%
Do you feel able to make your own choices and decisions?	2.3%	7.0%	16.3%	74.4%
Do you feel Dengarry staff and/or HSP listens to you and responds to your needs and concerns?	2.3%	0.0%	9.3%	88.4%

### **General Comments:**

- “I like the support and I like doing my own thing”
- “Yes. I am happy. Pa helps me all the time.”

**Individual Satisfaction Survey – Community Inclusion (CI)**

	No	Sometimes	Most of the Time	Yes	
Are you happy with the support you receive?	0%	0%	0%	100%	
	<b>No I Would Like More</b>	<b>Yes. Everything is Good</b>	<b>I would Like Less Support</b>		
Do you have enough support?	7.1%	92.9%	0%		
	<b>Cooking</b>	<b>Street Safety</b>	<b>Online/Internet Safety</b>	<b>Sexual Education</b>	<b>Other</b>
What skill would you like to learn the most?	21.4%	28.6%	7.1%	0%	42.9%
	<b>No</b>	<b>Sometimes</b>	<b>Most of the Time</b>	<b>Yes</b>	
Do you get to do the activities that are important to you in the community?	0%	7.1%	7.1%	85.8%	
Do you feel you are learning the skills to be safe while in the community?	0%	0%	0%	100%	
Do you feel able to make your own choices and decisions?	7.1%	0%	7.1%	85.8%	
Do you feel Dengarry staff listens to you and responds to your needs and concerns?	0%	0%	0%	100%	

**General Comments:**

- Many expressions of happiness and satisfaction with current supports and activities

**Individual Satisfaction Survey – Supported Living**

	No	Sometimes	Most of the Time	Yes	
Are you happy with the support you receive?	0%	12.1%	15.2%	72.7%	
	<b>No I Would Like More</b>	<b>Yes. Everything is Good</b>	<b>I would Like Less Support</b>		
Do you have enough support?	24.2%	75.8%	0%		
	<b>Cooking</b>	<b>Street Safety</b>	<b>Online/Internet Safety</b>	<b>Sexual Education</b>	<b>Other</b>
What skill would you like to learn the most?	33.3%	27.3%	12.1%	9.1%	18.2%
	No	Sometimes	Most of the Time	Yes	
Do you get to do the activities that are important to you in the community?	6.1%	18.2%	15.2%	60.5%	
Do you feel you are learning the skills to be safe while in the community?	0%	6.1%	24.2%	69.7%	
Do you feel able to make your own choices and decisions?	3%	6.1%	12.1%	78.8%	
Do you feel Dengarry staff listens to you and responds to your needs and concerns?	0%	6.1%	15.2%	78.7%	

**General Comments:**

- “Casuals are not reading my profile to understand what I want or need before support.”
- “Sometimes I want to sleep all day and not work on stuff like chores and going out to do stuff. Sometimes I want everyone to leave me alone.”

**Individual Satisfaction Survey – Employment Services**

- No Individuals in the Employment Program chose to complete the survey

	No	Sometimes	Most of the Time	Yes
Are you happy with the support you receive?	0%	0%	0%	0%
	<b>No. I would like more</b>	<b>Yes. Everything is Good</b>	<b>I would like less Support</b>	
Do you have enough support?	0%	0%	0%	
	<b>No, I do not feel included.</b>	<b>Yes, I do feel included.</b>	<b>I am currently not working</b>	
Do you feel included and part of the team with your co-workers?	0%	0%	0%	
	<b>No, I do not feel valued and respected</b>	<b>Yes, I do feel valued and respected</b>	<b>I am not currently working</b>	
Do you feel valued and respected at your job?	0%	0%	0%	
	<b>No</b>	<b>Sometimes</b>	<b>Most of the time</b>	<b>Yes</b>
Do you feel able to make your own choices and decisions?	0%	0%	0%	0%
Do you feel Dengarry Professional Services Ltd. Staff listens to you and responds to your employment needs concerns?	0%	0%	0%	0%

**General Comments:**

**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%	50%	50%
Do you feel the activities of our family member is being supported and are in line with their wants?	0%	0%	0%	100%
Do you feel your family member has a voice in their decision making?	0%	0%	50%	50%
Do you feel your family member is supported to interact with their family and friends as much as they want to?	0%	0%	0%	100%
Do you feel your family member has the opportunities to learn new skills to become more independent?	0%	0%	0%	100%
Do you feel Dengarry staff demonstrate professionalism and caring?	0%	0%	0%	100%
Do you feel Dengarry staff listens and responds to your concerns	0%	0%	0%	100%

**General Comments:**

- “Very good support”
- “She loves him like family and I’m happy with that. J. is very caring and we feel fortunate every single day that we have J. in R.’s life.”

**Stakeholder Survey**

- No Stakeholders chose to complete the survey

	Poor	Below Average	Average	Good	Excellent
Dengarry Professional Services Ltd.'s ability to provide the information you want clearly and quickly is					
When dealing with Dengarry representatives, their conduct and professionalism is					
Dengarry Professional Services Ltd's ability to respond to concerns in a timely manner is:					
Please rate how you have observed Dengarry's ability to respond to the changing needs of the Individual served					

**General Comments:**

**Contractor Climate Survey**

	<b>I don't like it</b>	<b>It is ok</b>	<b>It is what I thought it would be</b>	<b>I find it very rewarding</b>	
How would you rate your overall satisfaction with home sharing?	0%	5.6%	22.2%	72.2%	
	<b>Very Poor</b>	<b>Somewhat Helpful</b>	<b>What I expect</b>	<b>Above and beyond what I expected</b>	
How would you rate the level of ongoing support from Dengarry?	2.8%	5.6%	41.7%	50.1%	
	<b>Very Poor</b>	<b>Somewhat Helpful</b>	<b>What I expect</b>	<b>Above and Beyond what I expected</b>	<b>No Applicable</b>
How would you rate the overall level of support you have received in times of crisis?	0%	2.8%	25%	27.8%	44.4%
	<b>Unable to find Respite</b>	<b>Can find Respite support sometimes</b>	<b>Have adequate Respite</b>		
How would you describe your ability to access respite support?	16.7%	16.7%	66.6%		
	<b>Individual's Family</b>	<b>Your Family</b>	<b>Another Home Share Provider</b>	<b>Friend/Neighbor/Acquaintance</b>	<b>None of the above</b>
In the past year, what source have you used to obtain breaks from providing supports to the Individuals?	22.2%	41.7%	8.3%	8.3%	19.5%
	<b>Not Supported</b>	<b>Partially Supported</b>	<b>Very Supported</b>	<b>Not Applicable</b>	
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%	2.8%	16.7%	80.5%	

	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?	13.9%	25%	16.7%	11.1%	33.3%

**General Comments:**

- I feel that Home Share has lost some of what made it special and that we are being treated more like Group Homes now with the extra paperwork. With the cost of living there have been no increases in wages yet we have had more paper work added.
- I am fortunate enough to have wonderful respite workers and extra funding. Persons need increased funds as what is provided in each contract is not adequate for amount of work and fees charged by respite workers.
- Underpaid for room and board by at least 50%
- We appreciate K. almost on a daily. She is there when we need her, and goes above and beyond. Can't imagine not having her here to help us.

### **Employee Climate Survey**

	<b>Not a good experience</b>	<b>Less than average experience</b>	<b>Satisfactory Experience</b>	<b>Good Experience</b>	<b>Excellent Experience</b>
Please rate your experience working at Dengarry	0%	0%	0%	63.2%	36.8%
	<b>Not accessible at all</b>	<b>Somewhat hard to access</b>	<b>Accessible</b>	<b>Easily Accessible</b>	
Please rate the accessibility of site/program information.	0%	5.3%	31.6%	63.1%	
	<b>0</b>	<b>1-3</b>	<b>4-6</b>	<b>7-9</b>	<b>10+</b>
How many staff meetings are you attending per year?	15.8%	31.6%	15.8%	15.8%	21%
	<b>Very Poor</b>	<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Excellent</b>
Please rate how well you are supported by your co-workers.	0%	5.3%	10.5%	31.6%	52.6%
Please rate your efforts to create a positive morale in the workplace.	0%	0%	5.3%	42.1%	52.6%
Please rate the overall support by your supervisor and members of the leadership team.	0%	0%	10.6%	21.1%	68.3%
How effective do you find the support for technology related tools to do your job?	0%	0%	15.8%	63.2%	21%

#### **General Comments:**

- The leadership team is amazing here. I feel heard by all of them whenever I need support
- Dengarry is a good place to work. I had been working with this company for almost 20 years, they have a lot of policies which are very necessary for all involve
- Just would be a respectable workplace if the individuals supported are aware of some important staff related policies that would make a change in the way they view support workers.

This concludes Dengarry Professional Services Ltd.'s 2025 Annual Report.