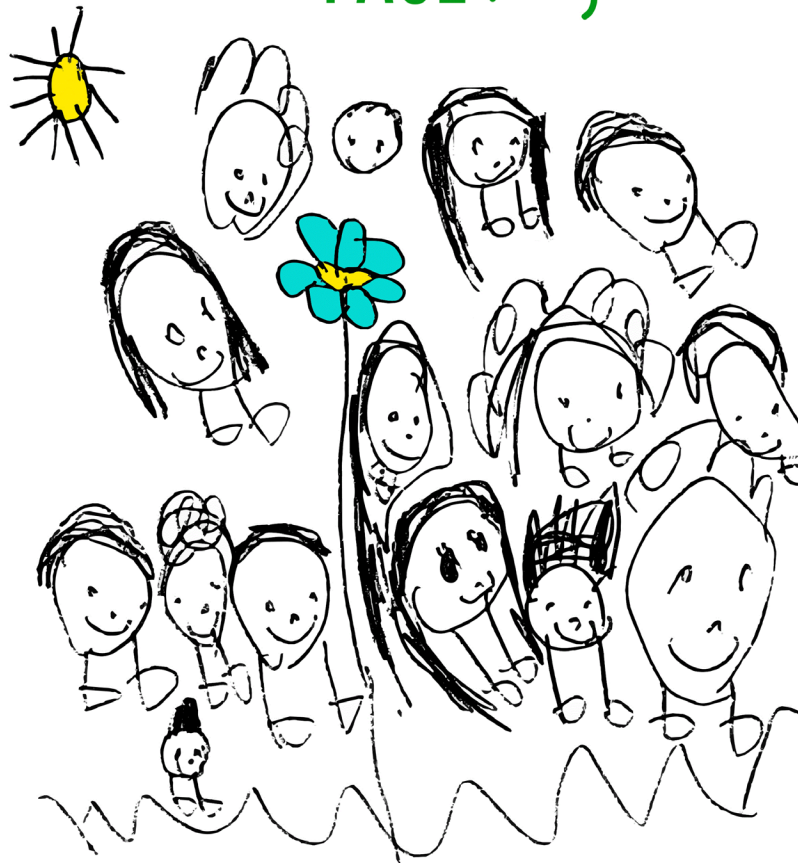


THE PACE CHILD & FAMILY SOCIETY

Annual General Meeting Reports 2024

The PACE Program



www.thepaceprogram.ca

Annual General Meeting September 19 2024, 6 PM

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PRESIDENT'S REPORT

The last year has been unprecedented in the history of PACE. Two of the leaders, Paul Dube, President, and Michele Aderem, Executive Director, who have steered the PACE ship so capably for over 30 years both experienced major health challenges. Very sadly, Paul passed away in February 2024. Thankfully Michele recovered and returned to work after a medical leave. We continue to feel the loss of Paul so acutely and honor him for all his contributions and commitment to PACE.

The fact that all contractual obligations were met, contract renewals proceeded as planned and operations continued seamlessly throughout this fiscal year despite these losses and scares is a tribute to the Management Team and staff of PACE. In addition, the Board thanks Michele, who had, with the Management Team, put in place a plan for her absence (which was anticipated to be a short vacation, but became a longer medical leave) that was implemented and served the needs of PACE for several months.

The Executive Director's report outlines some specifics in terms of operations during the 2023-24 fiscal year. Of note, the redesign of the PACE outdoor space in fiscal 2022-2023 has proven to be beneficial this fiscal year for families and staff.

A significant piece of work done by the Board in the last fiscal year was the project to recruit new board members. This was undertaken in fall 2023 out of an awareness that some Board members may retire in coming years, not out of lack of commitment to, or interest in, PACE but due to aging and life demands. A sub-committee was struck. This subcommittee conducted interviews of several candidates and developed an on-boarding package for new board members. Three candidates were selected to recommend to the Management Team and Board. Unfortunately, two of the candidates who would have brought great skill to PACE withdrew their applications due to other demands in their lives. We are very pleased to report that Olivia Phua joined the Board in January 2024 and has already brought her positive energy and HR expertise to PACE. We look forward to working with Olivia in the coming years.

The biggest challenge continuing to face PACE is that of recruitment and retention of staff. Factors beyond the control of PACE (including the cost of housing in the Lower Mainland), in addition to specific factors this year (staff returning to school; staff on maternity leave) mean that a large focus of the Management Team is on ensuring PACE has the staff with the requisite skills needed to work with the population served by PACE. The Board thanks all staff who are the primary strength of PACE and whose work generates the positive feedback PACE receives from funders, partners and clients. In addition, the Board thanks all donors who support the work of PACE; this community support allows PACE to enhance the work we do. In particular, no words can express

our gratitude to Suzanne Bolton and Jeff Mooney for their incredibly generous gift of \$100,000 to PACE this year. Suzanne served for many years as a Board member, contributing her wisdom and balanced analysis, as well as her HR expertise, to benefit PACE. Suzanne and Jeff have contributed financially to PACE in the past; this donation will expand the capacity of PACE in significant areas, as have their previous donations.

I wish to thank the Board for your tremendous commitment and work this year. When called upon to step up to more work for PACE, no one shied away from the call. I wish to add a special thanks to Miriam Webber for her willingness to step into the role of co-chair with me in the midst of the crises we faced.

In conclusion, this past year has demonstrated that even through enormous challenges, the PACE staff and Board are able to remain committed to the vision, values and methodology of PACE. We end this fiscal year with optimism for the coming year, knowing that PACE has thrived through some challenging years (COVID and the past year).

Heather Whiteford
President
PACE Child and Family Society

EXECUTIVE DIRECTOR'S REPORT

This past year has been one of the most difficult years for PACE with the sudden and devastating loss of our President, Paul Dube. Paul had been an active and committed member of our Board for over 30 years, serving as president for most of that time. His deep compassion for the children and families, coupled with his wise insights, guided his decisions and helped create a place where children, families and the team could thrive and grow. He was a creative thinker and an astute problem solver, skills developed over many years of leading organizations. Paul was always available to offer advice and guidance, with caring, wisdom and good humour. His dedication to improving life for others was touching. The impact he has had on the development of PACE is huge and his legacy will live on through the fibre of our services. We will always be grateful to Paul. He will be deeply missed.

I want to acknowledge the members of our board who created a circle of support around the team, especially during my absence from PACE due to health-related matters. I want to particularly thank Heather Whiteford and Miriam Webber who stepped in as acting co-chairs, offering the Management Team their wisdom and guidance. During this period of loss and upheaval, the team demonstrated resilience, strength, skill and dedication, under the exceptional leadership of Deborah Mollica and Sharon Hamer.

All contracts were renewed, including a significant wage lift and additional Recruitment and Retention dollars which were again used to increase compensation for frontline staff. The continued rise in operating costs, especially insurance-related, continue to present challenges. We were very appreciative to receive additional funding from the Provincial office for the Supporting Healthy Transitions Program. We continue to enjoy a strong partnership with our funders and want to express our gratitude to them for their ongoing support and caring.

We were thrilled and deeply touched to have received another extremely generous donation from Suzanne Bolton and Jeff Mooney who continue to be exceptional supporters of PACE. Suzanne and Jeff epitomize caring, generosity and dedication to community.

This year we have added the option for interpretative services by contracting with Mosaic. It is hoped that this added element will broaden the accessibility of our services.

We had a number of staffing changes over the past fiscal year, including due to a maternity leave, those leaving to study further, and staff modifying their role as they move towards retirement. We have been fortunate to be able to retain the wisdom, experience, skill and mentorship of people wanting to reduce their workload, by redefining or recreating roles. We said a sad goodbye to Meigan Swanson and Anna Lui

who left to further their studies. We thank them for their many wonderful contributions to PACE and wish them well in their new adventures. We hope to find a way to remain connected. We were delighted to welcome Chariisa Yu, Janice Yong, Ali Holden, Heather Aikman, and Gioconda Baca Gonzalez. Current hiring for one of the ECE positions is proving to be a challenge.

One of the core pillars of PACE is collaboration, stemming from a deep belief that each of us brings an important piece of the puzzle and that all pieces are needed to create a holistic service. This includes the families we support; our advisory committees; social workers; childcare workers; health and education providers, as well as other professionals, and of course our funders.

Once again, we played our role in providing training to the community, including to childcare workers, foster parents, and social workers. We also continued our commitment to supporting our team to grow and develop by providing professional development opportunities.

Our partnership with the Indigenous community continues to grow and deepen through our work with Vancouver Aboriginal Child and Family Services Society (VACFSS), Metis Family Services Society and the Vancouver Aboriginal Health Society. What began as a joint pilot with the Aboriginal Supported Child Development agency, providing support to Indigenous children in childcare centres, has evolved into a more permanent model.

The team, under the guidance of Brayden Fald, has worked diligently to adhere to PACE policies and CARF accreditation guidelines. This coming November, we will have our sixth CARF survey.

The outdoor space at PACE, redesigned and recreated through a generous grant from the Government of Canada's Community Services Recovery Fund, has blossomed into a beautiful area that truly feels like a healing place. The children have delighted in the wonderful play areas and the interesting indigenous vegetation.

The PACE team continues to excel at providing the highest level of service, offered with skill, thoughtfulness and heart. They constantly look for new ways that are responsive and innovative. This coming year we plan on adding more in-person events to further connections, support learning and build the broader team. I want to acknowledge this exceptional team: Heather Aikman, Gioconda Baca Gonzalez, Lori Bennett, Donna Bryan, Lauren Campbell, Nancy Courtemanche, Brayden Fald, Jennifer Fell, Paul Gordon, Sharon Hamer, Ali Holden, Amy Ives, Meaghan Kristensen, Liisa Laakso, Deborah Mollica, Karen Neufeld, Lauren Phelan, Chantelle Plunkett, Lindsay Wynne, and Janice Yong. I want to thank Meaghan Kristensen and Liisa Laakso who took on additional responsibilities during my absence.

As previously mentioned, the Management Team has been called upon to extend themselves in so many ways this past year, which they have done with commitment,

caring and skill. Despite the significant challenges faced, they have worked together to ensure that PACE continued to run smoothly, safely and with our recognized standards. I want to acknowledge and thank: Sharon Hamer, Deborah Mollica, Amy Ives and Brayden Fald. We are delighted that Deborah will be continuing on Management team despite her changing role.

The work we do at PACE is complex and requires a thoughtful approach. I want to thank our clinical supervisors, Dr Manfred Kuchenmuller and Dr Sarina Kot for their supportive and knowledgeable clinical consultation.

Fundamental to PACE is the wise guidance of our Board. Every director brings integrity, caring and dedication. I want to express deep appreciation to them for their support and commitment over so many years. This year we were delighted to welcome Olivia Phua who brings a wonderful set of skills. The members of the board are: Heather Whiteford, Miriam Webber, Eric Wilson, Terry Sumner, Ian MacNaughton, Sandi Witherspoon, Yong-Jae Kim, Deborah Nelson, Helen Francis, and Olivia Phua.

As always, I end my report with respect, acknowledgement and gratitude for the children and families who allow us into their lives and teach us about courage.

After 39 years it remains a privilege to be part of an organization that prioritizes relationship and connection.

Respectfully Submitted by: Michèle Aderem, Executive Director

REPORT ON FAMILY PROGRAM

There have been several changes in the Family Program this year as well as many traditions that have stayed the same. Some smaller changes include fine tuning our team daily debrief system and daily schedule. Bigger changes include reopening the “tree room” for play and therapeutic purposes (it had been closed while the indoor spaces were used less during Covid restrictions) and enjoying the significant renovations to our outdoor spaces. The sandbox was especially well used by our group of children this year and provided space for several children to work on individual projects or work together to set up sand kitchens, build volcanoes, and many other projects. Traditions that stayed the same included individualized care to each of our children and families, and ongoing connection with them, and providing each child and family with a special book of memories and photos at the end of the year.

A significant change to the staff team this year was having Meigan Swanson leave the Family Program in December to do some travelling and return to school to study counselling at Rhodes Wellness College. Many of Meigan’s creative ideas, including home made cards to send to children in the mail, continue as special parts of the Family Program. Janice Yong joined the Family Program in March, working every day in the Family Program and doing some administrative tasks. Karen Neufeld stepped up to take over the Bus Coordinator position that Meigan held for many years and moved into working every day in the Family Program. In March, Meaghan Kristensen stepped out of her weekly day in the Family Program to focus on Outreach Support Services for PACE. Chantelle Plunkett continued working 2 days each week in the Family Program. Chariisa Yu worked 2-4 days each week in the Family Program and was one of the drivers for the Family program. Chariisa will not be returning to PACE next year as she is returning to school to pursue Physiotherapy. Nancy Courtemanche stayed on as the children’s Play Therapist. Deborah Mollica and Lindsay Wynne stayed on as Family Service Coordinators. Amy Ives stayed on as a Family Service Coordinator and Team Lead for the Family Program.

During the 2023-2024 Family Program year, the program provided service to 9 children and their families. During the year, some children were ready to be at school or their childcare program full time. The children enjoy referring to this as “graduating”. It is always meaningful to the staff team to hear from the children about what they enjoyed during their time at PACE and help them choose a few things they want to do leading up to their graduation. This year, 1 child graduated from the program in February and began attending Kindergarten full time and 1 child graduated in June and began attending daycare full time. 5 children graduated at the end of the year and 2 children will be returning next year.

A highlight for the Family Program this year was having more families involved in person with the program. This included having parents, grandparents, foster parents and other family members join their child for a visit during the program, having some parent meetings on site, having visits with families in their homes or in the community, having family visits with staff in the yard outside program hours, and having a family party to end the Family Program year. Children, staff and families all enjoyed celebrating the progress and connections the children made during this year end party which included a pizza lunch and the families receiving the children's art portfolios and memory books.

A challenge for the Family Program this year was having our wonderful Executive Director, Michele Aderem, away for medical leave. This challenging time was mitigated by Deborah and Sharon stepping in for her, and we are so glad to have Michele back at PACE. Similarly, the loss of Paul Dube from our Board of Directors this year was felt with sadness from the staff team. The Family Program team is appreciative of the board for always working together to make sure support is available and to all the guidance we receive from The Board of Directors, our Management Team including Michele, Deborah, Sharon Hamer, and Brayden Fald, and to Manfred Kuchenmuller who continues to provide hands on support as well as clinical consultation for the team.

The Family Program team is working hard to set up and prepare for the 2024-2025 year and looking forward to connecting with everyone at our in-person AGM in September.

Respectfully submitted by: Amy Ives, Family Program Team Lead

REPORT ON OUTREACH SUPPORT SERVICES

The Outreach Program continues to benefit from the immense support from the Ministry of Children and Families (MCFD). Centres have welcomed back child and family consultants, and other community professionals back into their facilities at a larger scale since Covid restrictions have eased. Our waitlist continues to grow while we are servicing our current client base. Outreach Services has been consistent with offering a hands-on model to support our clients in a variety of licensed childcare settings which includes daycare, infant toddler, and after-school care programs. Consultants work in partnership and collaboration with educators and families to find the best approach to support each individual child's needs or the needs of the overall centre.

This year, we had many centres reapply for continued service. We have built strong and trusting relationships with these reoccurring childcare providers. We have also supported new centres that haven't accessed PACE Outreach Services before. In collaboration with Amy Ives, Family Program Team Lead, we created a "flyer" to email out to many centres within the Vancouver and Richmond communities. The focus was to advertise PACE services to new centres. We will continue to expand this approach in the coming year by connecting with childcare centres listed on the "Westcoast Child Care Resource Centre Website".

Our program continues our strong partnership with the Aboriginal Head Start programs. PACE in collaboration with Aboriginal Supported Child Development identified several centres needing ongoing support from PACE Outreach Services through Paul Gordon. The centres that were chosen were centres showing higher needs and that would benefit from yearly support and connection. The program began as a pilot project but now has flourished into a yearly program called The Indigenous Wholistic Collaboration.

This past year 45 centres were supported, 27 of which were child specific referrals. 18 centres were supported in a general sense, supporting a variety of needs in the program such as guiding and caring, program planning, transitions and building relationships. In total 69 children were supported through direct contracts and 237 through group intervention.

Throughout the year many team members provided trainings to childcare providers virtually and in-person. One team member collaborated with Aspire SCDP in Richmond to host a workshop on "Creating High Quality Supportive Environments in Child Care Programs". Another stand out training that was offered was to the childcare programs at the University of British Columbia to help streamline their programs when receiving support from outside consultants.

I would like to recognize the 2023-2024 OSS team for their commitment, compassion, and kindheartedness for the work that they do every day; Chantelle Plunkett; Deborah

Mollica; Donna Bryan; Karen Neufeld; Meaghan Kristensen and Paul Gordon. Karen has transitioned into the bus coordinator role stepping out of OSS for the time being. Meaghan will be leaving at the end of October for her maternity leave. It is thanks to this team that the Outreach Support Services continues to be recognized in the communities at such a high standard.

Respectfully Submitted by: Meaghan Kristensen, Outreach Support Services Team Lead

REPORT ON CHILD THERAPY SERVICES

This service offers weekly child therapy services to the children in the Family Program, as well as to additional children aged 3 -10, funded through subcontracts with Vancouver Aboriginal Child and Family Services Society (VACFSS) and Family Services of Greater Vancouver (FSGV.) Our partnership with both agencies has been extremely strong for many years and we want to express our appreciation to them for their collaboration, support and caring. In particular, we want to thank Jim Staton from FSGV, who is retiring. Jim has been a strong and dedicated advocate for children and brought a lens of compassion and an openness to look at different ways to ensure the needs of children were met. In addition to the above, other ways therapy at PACE may be funded are through post adoption funding, donations or parent fees.

As in past years, wait lists are high, which is often further exacerbated by the complexity of the needs of the children and the requirement for longer term therapy. This year reasons for referral included the witnessing of interpersonal violence, physical abuse, loss of a parent (some related to the toxic drug supply), loss of a sibling, aggressive behaviours, ADHD behaviours, learning challenges, negative sense of self, waiting for a long-term plan of care, and re-unification with parent after being in care.

Other issues of note this year were:

- We made an exception to the age limits by accepting 12 and 13 year olds.
- The playroom, set up at the Phil Bouvier centre last year by Meigan Swanson, was preferred by social workers and families from the DTES.
- Families were wanting after-school spots, and some decided to go back on the waitlist when these spots were not available.
- There were some challenges with transportation for children to and from sessions.
- It was helpful and welcoming for families to have the meeting room open again for them to wait in.

Unfortunately, there was some delay in receiving referrals, impacting the number of children seen from VACFSS. This year we supported eight (8) children through the VACFSSS contract, sixteen (16) children through FSGV contract, eleven (11) children in the Family Program, two (2) children through donations.

Nancy Courtemanche continues as the primary therapist, offering guidance to others. She was joined by Meigan Swanson, Jennifer Fell and Lindsay Wynne. I want to recognize the team for their exceptional skill, caring and ability to support extremely vulnerable children and families. I also want to thank Dr Sarina Kot for her ongoing wise and compassionate guidance.

Respectfully Submitted by: Michèle Aderem, Executive Director

REPORT ON THE SUPPORTING HEALTHY TRANSITIONS PROGRAM

This service has been operating for almost 20 years and continues to evolve and grow in response to the complexities presented and our own learnings. The move of children from one home to another is emotionally taxing for all involved. This includes the children moving; as well as those remaining in the home; the parents and caregivers and the professionals involved. The role of our family counsellors is to provide a safe space and outlets for these intense feelings and to facilitate collaborative planning to ensure as smooth a transition as possible. The PACE team brings a wealth of skills and experience and continually support and inspire each other.

The program is funded by MCFD, both the Vancouver/Richmond regional office, as well as the Provincial Permanency branch. We were very appreciative to receive an expansion of funding from the Provincial office, which has allowed for an expansion of service, including the development of a pilot project. This project provides for consultation services to social workers around complex transitions. We have enjoyed many years of close partnership with our funders and are very grateful for this collaboration.

The service is currently provided to two Indigenous agencies, and 3 MCFD regions, each supported by advisory committees. We are extremely appreciative of their wise guidance and dedication to children and families.

Some key themes and issues which emerged this year included: supporting foster parents wanting to adopt when this was not an option; supporting adoptive families when older siblings struggled with the adoption; and supporting the complexities of family dynamics as children moved to extended family. We have learned that, as grief can be very heightened at the time of transition, it can be challenging to establish a relationship. As such, it is helpful for PACE to become involved prior to any move.

Core to our work is supporting the entire family system as this can lower stress and help everyone adapt to a new reality. To provide this support, it is essential that all relevant professional systems collaborate. Debriefing after a difficult transition can help professionals learn from these challenges for future transitions.

A key component of our work is creating life stories to help children understand their own narrative, as well as developing scripts to help adults have difficult conversations with children. We are hoping to offer social workers training in this area in the coming year.

At various points, wait lists have hampered our ability to respond in a timely manner. This is further complicated by the need for work to be extended in some situations due to a multitude of complexities.

Over the past year, 61 transitions were supported, reaching (through direct and indirect service), 55 children, 93 parents and caregivers and 84 professionals. We also did presentations/training to approximately 80 participants.

I want to recognize this highly skilled team for their thoughtful and caring work and commitment to children and families. We are delighted to welcome Ali Holden who is covering maternity leave for Lauren Phelan, and joins Liisa Laakso, Lori Bennet, Jennifer Fell, Lindsay Wynne and Lauren Campbell.

Respectfully Submitted by: Michèle Aderem, Executive Director

FINANCIAL AND HUMAN RESOURCES DIRECTOR'S REPORT

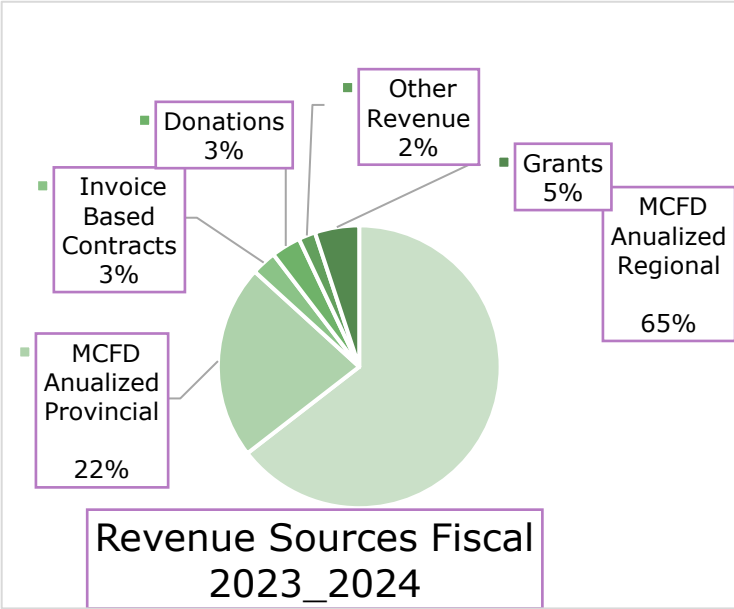
The annual audit of our financial statements for fiscal 2023/2024 was provided by Tompkins, Wozny Chartered Professional Accountants in accordance with Canadian generally accepted accounting principles for a not-for-profit society. The audited Financial Statements were presented and approved at the June Board meeting.

Tompkins, Wozny, CPA completed the annual Charity Return (T3010) for The PACE Child and Family Society in conjunction with the Audit.

The financial operations continued to be primarily funded by the Ministry of Child and Family Development (MCFD) through annualized contracts, including Recruitment and Retention funding. We received additional funding for this fiscal and retroactive funding for the prior fiscal year through the Shared Recovery Mandate to support wage costs.

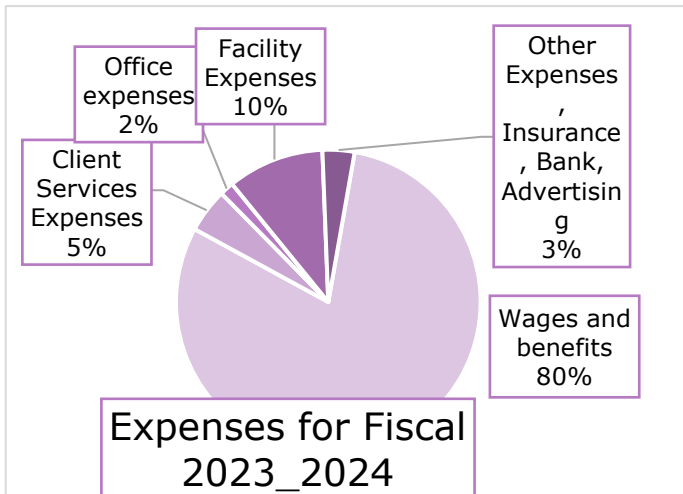
The MCFD Regional contract, supporting the Family Program, Outreach Support Services and Supported Healthy Transitions Vancouver Richmond, accounts for 65% of total revenue (last fiscal 68%). The MCFD Provincial contract, supporting the Delegated Aboriginal Agencies and Coastal North Shore, North Fraser through our Supporting Healthy Transitions Program, accounts for 22% of total revenue (last fiscal 23%). In addition to this wage specific funding, in February, we received a 3% modification to our provincial annualized contract.

We operated our child therapy service through invoice-based contracts with Family Services of Greater Vancouver (FSGV) and Vancouver Aboriginal Child and Family Services Society (VACFSS). Additional funding was received from Vancouver Aboriginal Child and Family Services Society, Child Protection to expand the Supporting Healthy Transitions services and from Vancouver School Board (VSB), to support kindergarten aged children in our Family Program.



We successfully applied for a grant through the Federally sponsored Community Services Recovery Fund. This funding supported the creation of a Healing Outdoors Space and accounts for 5% of total revenue (last year 0%).

Our annual donation drive was successful in allowing for the delivery of gift certificates to support families during the holiday season and throughout the year as needed. We continued to receive donations through the Canada Helps link in our website and from the PH Foundation of Vancouver to support staff retention.



The expenses for the year were within budgeted projections.

Wages and Benefits accounted for 80% (last fiscal 83%) of total expenses as funded through MCFD and the support provided by the PH Foundation’s Gratitude Benefit Fund. The increase in annualized funding from the Shared Recovery Mandate was disbursed to staff as a retroactive wage increase paid as a one-time lump sum, a current year wage

increase and a one-time bonus payment.

The facility expenses accounted for 10% (last fiscal 6%) of total expenses and included rent, utilities, repairs, and maintenance funded through MCFD and the outdoor space funded through the Community Services Recovery Fund. Facility upgrades completed this fiscal included the replacement of the floor covering on the deck, replacing the exterior stairs leading to the upper deck, replacement of the roof and exterior painting.

Client Services expenses accounted for 5% (last fiscal 5%) of the total expenses and included client support expenses, educational supplies and materials, staff training, travel expenses, supervision, and support to families.

Other Expenses, at 3% (last fiscal 3%) of total expenses, included insurance costs, professional fees, bank, and amortization expense). Our insurance policy for fiscal year April 1, 2023-March 31, 2024, was brokered through Marsh Canada Limited and provided Abuse, Crime, Property, and Liability (general and professional) coverage. We also maintained Cyber Liability Insurance coverage, provided by CFC Underwriting, brokered through Marsh Canada Limited. The bus insurance was renewed through ICBC September 2023.

Office Expenses accounted for 2% (last fiscal 3%) of total expenses.

All monthly rental obligations, including property taxes, insurance and repairs/maintenance were made to the P.H. Foundation.

As at the end of the fiscal year, we employed 15.75 Full Time Equivalent positions, comprised of 6 full time salaried staff (35 - 37 hours per week), 11 part time salaried staff, and 3 independent contractors. During the year, we hired 1 full time and 2 part time employees and said goodbye to two staff members who left PACE to return to school.

Repeatedly, I am reminded how wonderful it is to be a part of a dedicated, knowledgeable and cohesive team. This organization that is truly devoted to nurturing resilience and connections. It is evident in the work with children, families, and professionals, as well as how the team interacts with each other. I am grateful for the team and for the dedicated members of the PACE Board for their collective support and wisdom.

Respectfully submitted by: Sharon Hamer, Financial & Human Resources Director

PROGRAM AND OFFICE MANAGER'S REPORT

Since the global pandemic, PACE has adopted a hybrid role, continuing to offer services both in person and virtually. This shift has expanded our ability to serve our clients and community, allowing PACE to reach those who often face barriers to service. This new mode of service delivery has also benefited the staff by providing greater flexibility and reducing travel times. Meetings across all programs have been streamlined through virtual platforms, although we still hold some in-person meetings to foster connection and cohesion within the teams.

Over the last fiscal year, PACE has made numerous improvements to the facility to enhance safety and functionality across all programs. In the summer of 2023, we redid the deck surface, built new stairs, installed new roofing, and refreshed and painted the entire exterior of the facility. Thanks to a generous grant from the Government of Canada Community Services Recovery Fund, the entire outdoor space was transformed during the summer of 2023. This upgrade included the addition of a large sandbox, rubber ground cover, benches, planters, a covered outdoor seating area, and many indigenous plants that appeal to the five senses. These enhancements have truly turned our outdoor space into one that fosters healing and connection to the environment and to each other, benefiting all our programs.

This past year also saw several new hires who require additional support for proper documentation and training. File reviews are being conducted quarterly in the Family Program (FP), but biannual reviews in Outreach Support Services (OSS) and the Supporting Healthy Transitions Program (SHTP) remain challenging to complete due to growing administrative needs and an increased demand for various trainings. The revised forms in OSS and SHTP, implemented over the last couple of years, continue to be modified on an ongoing basis. The revised forms for the FP are nearly complete and will be implemented in the coming weeks.

IT needs have continued to grow due to our hybrid model and the ever-evolving industry standards. We remain supported by our IT consultants to ensure the proper function and security of our devices and information. With increasing security threats, we are continuously implementing changes, such as ongoing cybersecurity training, to stay up-to-date with industry standards. This past year, we purchased two new computers to replace aging ones and support new staff.

Due to some personal hardships PACE experienced over the last fiscal year, our CARF survey has been rescheduled for November 2024. Leading up to the CARF survey, our focus will be on service delivery and proper documentation. Since our last survey, we have hired many new staff members who will require extra support as we approach the survey date. To assist with this, CARF consultant Liz Kellough continues to provide us with valuable support and guidance.

Finally, at the end of this fiscal year, we hired a part-time administrator, Janice Yong, as I reduce my hours at PACE to start my practicum. I want to extend my heartfelt thanks to Janice for stepping into this role so seamlessly and professionally. I also want to express my gratitude to all the staff for your hard work and dedication. You truly make a positive impact on the lives of those we serve.

Respectfully submitted by: Brayden Fald, Program & Office Manager
