

## Member Organizations

Bendickson Contracting	Brown's Bay Packing
Campbell River Physiotherapy	Campbell River Family Services
Campbell River & District Teachers' Association	Campbell River Association for Community Living
Campbell River & North Island Transition Society	Catalyst Paper Corporation - Elk Falls
Canadian Auto Workers Local 3019	Canadian Union Of Public Employees Local 401
City of Campbell River	Canadian Union Of Public Employees Local 723
City of Courtenay	City Transfer Inc
Communication, Energy & Paperworkers Local 1123 and Local 630	Corporation of Village of Cumberland
Comox District Teachers' Association	First Insurance Agencies Ltd
Comox Valley Distribution Ltd.	Helifor Canada Corporation
Fall River Logging Ltd	Klaus Posselt Logging Ltd.
Forest Circle Society for Families	Mecredy Cruising and Forest Consulting Ltd
International Forest Products – Coastal Timberlands	Noboco Styro Containers Ltd
Marine Harvest Seafarms & Processing	Orca Sand and Gravel
NVI Mining - Myra Falls	Quinsam Coal Corporation
Presley and Partners	REHN Enterprises Ltd.
Regional District of Mt. Waddington	Royal LePage Advance Realty
Rona Building Centre	Shaw Cablesystems – Campbell River
School District 72	Steve Marshall Motors
Squamish Freightways Ltd.	Strathcona Regional District
Strathcona Park Lodge	Thibault Logging Ltd
TMar Industries	TimberWest Forest Corporation (Elk Falls Mill, North Island Operations)
Valley Care Medical	Village of Port Alice
Western Forest Products - all Island Divisions	

*Serving Upper Vancouver Island since 1987*

### Board of Directors 2010

Dave Keiver, President	- NVI Mining
Christine Szaflik, Vice Pres.	- CUPE 723, School District #72
Yves Vachon, Secretary	- School District #72
Russ Pearce, Treasurer	- United Steelworkers Local 1-1937
Ken Bean	- Western Forest Products, Gold River
Laura Ciarniello	- City of Campbell River
Lisa Condrotte	- Western Forest Products, Port McNeill
Ken Crewe	- Marine Harvest Canada
Brian Hicks	- United Steelworkers Local 1-1937
Rick Graebner	- CUPE Local 401 (City of Campbell River)
John Humphrey	- CAW Local 3019 (NVI Mining)
Brian Rose	- United Steelworkers Local 1-85 (WFP – GR)
Neil Thompson	- CR and Dist. Teachers Association
Sue Thelen	- Royal LePage Advance Realty
Vacant	- CEP Local 1123 (Catalyst Paper)
Vacant	- Catalyst Paper, Elk Falls

#### Contact Information:

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 Comox Valley 250-338-4533  
 Port McNeill 250-956-3144  
 Toll-free 1-866-789-2266

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## UPPER ISLAND ASSESSMENT & RESOURCE SERVICE SOCIETY

### 2010 ANNUAL REPORT

#### Annual General Meeting

April 13, 2011 at 6:30 p.m.  
 ARS Office – 625C 11<sup>th</sup> Ave  
 Campbell River

**ALL MEMBERS WELCOME**

*Creating healthy employees, families and communities.*

#### MISSION STATEMENT

We provide resources to promote and enhance wellness of member organizations, their employees, retirees, eligible family members, and communities.

## PRESIDENT'S REPORT

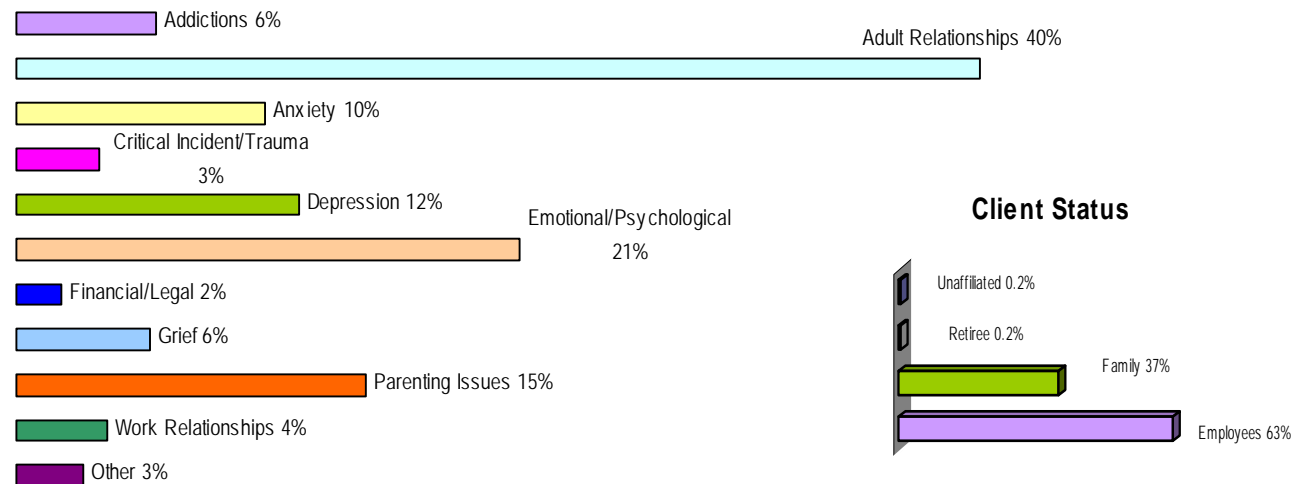
As we entered our 2010 operating year, expectations reflected ongoing challenges in balancing our service abilities in what was anticipated to be a fluctuating member base in a re-developing economy. Based on those expectations, a proactive approach to identifying and addressing challenges was kept in the forefront of our operating strategies. This approach has resulted in what can only be considered another successful year for the UIARS.

Measuring success can be very subjective as it goes far beyond just counting the member base or numbers served (although those are important to us and we're pleased to have assisted more than 450 employees in 2010). Moreover, we look at our track record in expanding awareness of our service, perception and actual effectiveness of services, agency reputation, staff morale, and maintaining fiscal responsibility to name a few. When this process is undertaken we take pride and comfort in stating we are successful. As has been the case in previous years, this result is solidly attributable to the foresight and dedication of staff and they are to be commended.

Throughout 2011 we expect to continually face challenges but are confident in our ability to adjust and keep the UIARS the agency of choice for all of our, and future members.

Dave Keiver, President

### Reasons for Coming to ARS



### CLIENT SATISFACTION SURVEY 2010

As part of our quality assurance, a satisfaction survey is used to gauge clients' perception about the quality of service they received from the ARS.

	Satisfaction Level
I felt welcomed when I phoned or arrived at the ARS office	100%
I was treated respectfully at all times by the ARS staff	100%
The ARS counsellor assisted me to fully explore my concerns/questions/issues	98%
I was given sufficient information to make informed choices to effectively deal with my presenting concerns	98%
I would use ARS service again if a need arose	100%
I believe the ARS conducted itself in a manner that ensures my contact and conversations will remain confidential	100%
Since using ARS service, the quality of my family has improved	98%

## EXECUTIVE DIRECTOR'S REPORT

The Upper Island Assessment and Resource Services had a memorable year in 2010. It was a year in which we welcomed several new companies, Comox Valley Distribution, Fall River Logging, Klauss Posselt Logging, REHN Enterprises, Thibault Logging and Wolf Lake Logging, to our membership. We also added new Board members from Marine Harvest Canada and Steelworkers Union Local 1-1937 to our Board of Directors. We were able to achieve a staffing compliment of both male and female counsellors and to provide stability in our services within the three communities we serve. Most importantly, in 2010 we provided over 1500 counselling opportunities, as well as educational presentations and trainings to more than 120 employees. Of those surveyed, 98% indicated that they were very satisfied with the services they received.

Beyond everyday running of the agency, our image to others began to change. The biggest change in 2010 was the creation and rollout of our new website. We have discovered that the website has been a huge boost to our image with those who are already member companies as well as potential companies seeking information about our services. The website now informs our members and the public about up coming groups and workshops and clients have quick and easy access to registration, resource materials, or just to have questions answered.

Along with our great steps forward, 2010 was also a year of economic challenges. The organization suffered financial losses as did the families in the communities we serve, when Catalyst mill shut its doors for good. Families in our communities, particularly those associated with the forest industry, were sorely affected by the recession. All in all, we took our lumps, pulled together, and now have a plan for our future sustainability. We will find new ways of continuing to make our Employee Family Assistance Program "the Community EFAP" for the Upper Island and **The ARS System of Care** the Counselling and Wellness choice of employers and unions in the communities we serve.

Garth Greatheart, MSW, RSW  
Executive Director

### VISION STATEMENT

- ARS is the service of choice for organizations which recognize the value of individual, family and community wellness.
- Employees, retirees and eligible family members who want assistance with personal and family issues come to ARS, where their needs are addressed.

### VALUES STATEMENT

We value wellness.

We believe that the EFAP/ARS model is the best way to support wellness in people's personal, work and community lives.

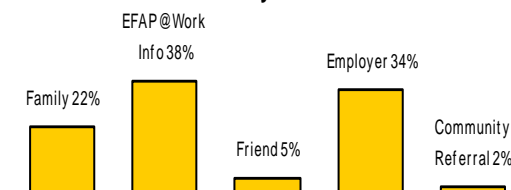
We believe that excellent service is characterized by:

- effectiveness;
- efficiency; and
- economy;

while ensuring

- respect;
- confidentiality;
- accessibility; and
- freedom of choice.

### Pathway to ARS



*"The EFAP/ARS Model is perhaps Canada's finest example of a humanitarian approach to work and community."*

Dr. Martin Shain, S.J.D. Centre for Addictions and Mental Health