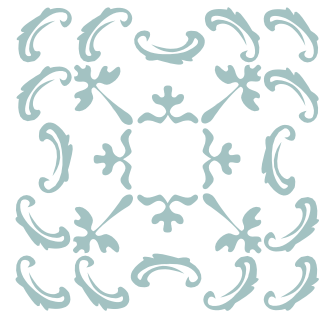




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OUR SOCIETY

The Chilliwack Society for Community Living (CSCL) is an innovative and responsive organization that supports more than 400 children/youth with special needs, adults with developmental disabilities and their families. All of our work is built on our Mission Statement and based on the input from those we serve and their families. We are very proud to be recognized as a founding member of Inclusion BC as they celebrate their 60th anniversary. The following statement is our quote for their AGM:

We have moved from a place of advocating for education and basic human rights to capacity building within community; from sheltered workshops to competitive employment and from institutions to inclusive life in community. No longer are community living agencies seen as the sole providers of support as we focus on developing broader community competency ensuring full citizenship. CSCL is proud to be a leader in this movement.

We are a registered not-for-profit Society and charitable organization governed by a dedicated Board of 12 Directors elected from the membership of the Society. Our elected Board of Directors is made up of family members, self-advocates, members of the local business community and other interested community members.

CSCL offers a broad range of programs and services that are funded by the Ministry of Children & Family Development and Community Living British Columbia. These include respite services for children, youth and adults, a full range of residential supports from staffed homes to home sharing and independent living, community inclusion services, life skills supports and employment services.

All services are accredited by CARF, the Commission for the Accreditation of Rehabilitation Facilities.

In addition to the delivery of services, the Society is active locally in projects and initiatives that advance awareness of our work and promote the inclusion and citizenship of those we serve.

We welcome and encourage the participation of community members who have an interest in supporting us to achieve our goals.





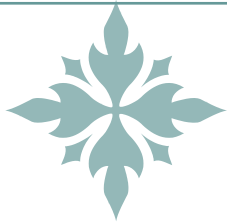
OUR VISION

Our vision is for a community that welcomes and includes everyone.

OUR MISSION

CSCL in partnership with community provides quality, individualized supports to enhance the lives of adults with developmental disabilities, children and youth with special needs and their families.





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MINUTES

Annual General Meeting

Tuesday, May 20, 2014

Call to Order/Adoption of the Agenda

B. Tolmie, Board President, called the meeting to order at 7:20 p.m., welcoming everyone to the Society's 60th Annual General Meeting. There were approximately 134 members, friends and self-advocates present including the following members of the Board of Directors: Al Niemann, Jeannine Walsh, Sarah Bried, Bev Keswick, Ron Laser, Lois Mazuren, Val Monty, Alyson Seale, Barb Wallace-Jesson. B. Tolmie welcomed Laurie Throness, MLA – Chilliwack-Hope, Carla Thiesen, CLBC - Analyst - CSCL Liaison and Bruce Hayens, founding member.

B. Tolmie noted that the appointed scrutineers for the evening were Bev Keswick and Jeannine Walsh. B. Tolmie introduced Barb Wallace-Jesson as the self-advocates' advisor, noting that the role of the advisor is to provide assistance and explanation in understanding any of the information being presented but not to assist with the actual voting.

B. Tolmie noted that the Agenda was included in the AGM Information Booklet and called for motion to adopt the Agenda as presented.

MOTION #1: MOVED *L. Mazuren*, seconded *A. Niemann*, that the agenda be adopted as presented. CARRIED.

Minutes of the Previous Meeting

The minutes of the previous AGM (2013) were circulated to all members following that meeting and re-printed in the 2014 AGM information booklet. B. Tolmie asked if there were any errors or omissions in the minutes; hearing none, he called for a motion to adopt the minutes.

MOTION #2: MOVED *A. Niemann*, seconded *A. Seale*, that the minutes of the May 21, 2013 Annual General Meeting be adopted as presented. CARRIED.



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Annual Reports

Financial Report

B. Tolmie welcomed Danielle Rogina, KPMG Auditor to the meeting to present the Audited Financial Statements for the period of April 1, 2013 to March 31, 2014 to the membership. D. Rogina reported to the membership that the audit was a "Clean Audit". She reviewed the prepared Financial Statements for April 1, 2013 to March 31, 2014. D. Rogina noted that CSCL has a deficiency of \$59,748.00 at the end of fiscal 2014.

D. Rogina ended her report by thanking the Society for appointing KPMG as its auditor for the past year and inviting questions from the floor.

B. Tolmie reported that the Board of Directors met and approved the audited Financial Statements on May 15, 2014 and called for a motion from the membership to accept the statements as presented.

MOTION #3: MOVED A. Niemann, seconded J. Walsh that the financial report be accepted as presented. CARRIED.

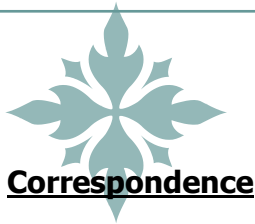
B. Tolmie noted that the Society's Constitution & By-Laws require that the auditor for the upcoming year be appointed in advance at each year's Annual General Meeting. The Board of Directors is recommending that KPMG be appointed as auditor for the 2014/15 fiscal year. B. Tolmie called for a motion to approve this recommendation.

MOTION #4: MOVED V. Monty, seconded L. Mazuren that the appointment of KPMG as auditor for the fiscal year ending March 31, 2015 at the May 19, 2015 AGM be accepted. CARRIED.

- **President's Report**
- **Executive Director's Report**
- **Strategic Planning Report**
- **Human Resources Report**
- **Service Delivery Report**
- **Accessibility Report**

B. Tolmie referred those in attendance to the above reports in the AGM information booklet noting that the reports contain important information from the previous year's operations and activities. He asked if there were any questions or comments regarding these reports. Hearing none, he called for a motion to accept the reports as presented.

MOTION #5: MOVED R. Laser, seconded A. Seale, that the Annual Reports be accepted as presented. CARRIED.



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B. Tolmie read to the membership letters received from Chilliwack's Mayor Sharon Gaetz and CSCL member, Henny Haars, each congratulating CSCL on their 60th Anniversary.

Special Resolutions:

Special Resolution #1

Background Information

This Special Resolution was first introduced at a 2013 Special General Meeting called specifically for this purpose. The resolution formally authorizes the Board of Directors to conduct business with respect to mortgaging and loans for the current business year (i.e. from one Annual General Meeting to the next). In the past, this was not required and the Borrowing Power clause (Part 12 of the Society's Constitution & By-Laws) provided the Board with the authority to execute mortgages without a Special Resolution by the full membership. Due to changes in interpretation this is no longer legally acceptable and this Special Resolution will be required annually.

Resolution

WHEREAS:

- A. The Society intends to apply to a financial institution (bank or credit union) (the "Lender") for a loan (the "Loans") for the purposes of its business, and in particular for the purpose of purchasing Lands and refinancing or renewing existing mortgages;
- B. The Bylaws of the Society require that the borrowing or issuance of security by the Society be consented to by the members of the Society.

RESOLVED AS SPECIAL RESOLUTIONS by a Yes Vote of **23** Members of the **28** Members that were present at the meeting held at the **Coast Hotel Chilliwack** on the **20th** day of **May**, 2014.

THAT:

- 1. The borrowing of Loans from a Lender on such terms as the Directors of the Society have negotiated and approved is hereby authorized, approved, consented to, and ratified;
- 2. The granting and issuance of security documents by the Society as security for the Loans in such form as may be approved by the Directors of the Society is hereby authorized, approved and consented to;
- 3. The Directors of the Society (or any two or more of them as they may determine) are hereby authorized and directed for and on behalf of and in



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the name of the Society to execute and deliver, whether under the seal of the Society or otherwise, all such deeds, documents and other writings, and to perform and do all such acts and things, as they may consider to be necessary, desirable or useful for the purpose of the borrowing of the Loans and the creation, issuance and pledge of security documents;

4. The Directors of the Society (or any two or more Directors) are authorized to make loan applications and sign and deliver additional mortgage security, security agreements and other documentation as required for loan purposes and execute renewals of existing mortgage security as may be required from time to time for properties owned by the Society or purchased by the Society (the "Society Properties") for the next ensuing year or until the next annual meeting, whichever shall first occur; and
5. For the purposes of Paragraph 4, the Directors of the Society (or any two or more of them as they may determine) are hereby authorized and directed for and on behalf of and in the name of the Society to execute and deliver, whether under the seal of the Society or otherwise, all such deeds, documents and other writings, and to perform and do all such acts and things, as they may consider to be necessary, desirable or useful for the purpose of the borrowing of the Loan and the creation, issuance and pledge of the Society Properties.

B Tolmie called for a motion to adopt the Special Resolution as proposed.

MOTION #6: MOVED A. Niemann, seconded R. Laser, that the Special Resolution regarding purchases of property, mortgaging, refinancing or renewing existing mortgages be accepted as presented. CARRIED.

Special Resolution #2

Background Information

The Board of Directors is anticipating that the CSCL's long-term Executive Director will be retiring by the end of 2015. Given that she will have served as the senior person in the organization for 40 years, the Board recognizes that the transition to a new Executive Director may well be challenging for everyone. The Board is committed to providing a smooth transition but recognizes that without changes to the terms of office for some Board members, knowledge and consistency will be lost. To reduce this risk, the Board of Directors is asking the membership to approve a Special Resolution that will allow a Board Member to extend his or her term.



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RESOLVED AS SPECIAL RESOLUTIONS by a Yes Vote of **23** Members of the **28** Members that were present at the meeting held at the **Coast Hotel Chilliwack** on the **20th** day of **May**, 2014.

Be it resolved that PART 7 – Director Nominations, Elections, Vacancies sub-section 7.3 be amended as follows:

- 7.3 Directors shall be appointed or elected for terms of office of two (2) years and may serve for a maximum of three (3) consecutive terms **unless otherwise approved by ordinary resolution of the members.**

B Tolmie called for a motion to adopt the Special Resolution as proposed.

MOTION #7: MOVED H. Tolmie, seconded B. Keswick, that the Special Resolution regarding the Society's Constitution & By-Laws: PART 7 – Directors Nominations, Elections, Vacancies sub-section 7.3 be accepted as presented. CARRIED.

Nominating Committee Report

L. Mazuren presented the Nominating Committee Report on behalf of the Committee. She noted that information about each nominee is included in the AGM information booklet.

L. Mazuren stated that the Board of Directors of the Chilliwack Society for Community Living is made up of twelve members in good standing. Each member is elected for a two-year term of office. This year the following members have completed their terms:

| | | |
|-----------------|--------------|-------------------------|
| Sarah Bried | Val Monty | Al Niemann |
| Steve Saccomano | Alyson Seale | Vacancy (Joe Beauchene) |

This leaves 6 vacancies for the 2014/16 term. L. Mazuren informed the members that in compliance with the CSCL's Constitution & Bylaws, S. Bried, S. Saccomano, A. Seale and A. Niemann have served 3 consecutive terms and are unable to return for a fourth term. However, because of the expected retirement of the Executive Director in 2015 and the need for Board consistency during recruitment, hiring and facilitating this change, you just approved a Special Resolution that will allow for an extension in this term. The Board of Directors is recommending 2 of these long term members, A. Seale and A. Niemann be re-nominated for the 2014/2016 term. The Nominating Committee is pleased to present the following nominees:

| | | |
|--------------|-------------|------------|
| Lori Hockin | Val Monty | Al Niemann |
| Alyson Seale | Tim Burgess | Teri Voss |



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Each nominee was asked to stand for introduction to the membership. L. Mazuren called 3 times for further nominations from the floor. Hearing none, she declared the nominations closed and the nominees elected by acclamation.

B. Tolmie congratulated the Board members and thanked them all for standing for nomination. He also reiterated the important role that a Board of Directors plays for a non-profit agency such as CSCL.

Through the Decades - "A Tribute"

B. Gillette paid tribute to Dorothy Hayens, CSCL's founding member who passed away July 25, 2013. For many members present, the tribute was a walk through memory lane and for others a terrific historical storytelling of the Society's 60 years of providing services to children with special needs and adults with developmental disabilities.

Throughout B. Gillette's tribute, a slide show was played capturing memories of individuals served and D. Hayens, herself.

B. Gillette spoke on the growth of the Society and its services just in the past 25 years alone, and concluded with pictures of Bruce Hayens', tribute to his Mom this past Mother's Day.

Glee Club Production

N. Karam introduced the CSCL's Child & Youth Services - Glee Club. The Glee Club, under the direction of Linda McCrae, provided musical entertainment including several interactive songs with the audience.

Announcements

- **Membership dues** *are due and payable tonight.*
- **CSCL's Got Talent Fundraiser** on June 6th at 5:00 p.m. at Central Elementary.
- **Community Living Days 60th celebration** *will be in September rather than October. Further details will be forwarded closer to the event.*

Prior to the meeting being adjourned, B. Hayens requested that all those present join him in the singing of "Happy Birthday" to the organization.

Adjournment

B. Tolmie declared the meeting adjourned at 8:50 pm, encouraging all those present to stay, visit and enjoy coffee and 60th anniversary cake.



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**CSCL Celebrates 60 years by
Singing “Happy Birthday”!**



**Glee Club
Production**



The Votes are In!



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PRESIDENT'S REPORT

Another year has passed and our AGM is once again at hand. This year things are different than before. Yes, I have written about change in the past; however, this time our organization faces the plotting of a new course.

Many of you have learned that our long-term Executive Director, Brenda Gillette, has officially set her retirement date for the end of 2015. Brenda has served our community and Society with distinction and honour for over 4 decades and leaves us on a firm footing. Her greatest achievement is the exemplary leadership team she is leaving to continue to guide and build the organization for years to come.

Chilliwack Society for Community Living is among the best that Canada, and indeed North America, has to offer in terms of quality of supports, service philosophy, and addressing the need of the individual. Time and time again we do the right things for the right reasons at the right time. Brenda leaves a legacy where the term “centre of excellence” is not just a fancy tagline, but reality.

Our largest task to date as a governance board is the hiring of a successor to Brenda. This is easier said than done. When you’ve had Wayne Gretzky as your team captain for decades, it’s more than a little challenging to find a suitable replacement. Though prepared for the task through the maintenance of an incredibly gifted and diligent board and the guidance of Brenda, no one was looking forward to it.

Then a great thing happened that will solidify our future as a leader in the realm of community living for future generations. The “heir apparent” of our organization is our long-term Children and Youth Services’ Director, Julie Unger, and she has recently agreed to take over from Brenda in the capacity of Executive Director at the end of 2015.

The board could not be more thrilled as this represents the best possible outcome for our Society, including the folks we serve, our staff and the community. One board member stated that it “was like winning the lottery.” I will continue with the hockey metaphor and say that we just won the #1 draft pick and are getting Sydney Crosby!



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Julie has over 25 years of experience with CSCL and has acted in many capacities over the years, working her way up to lead our Child and Youth team. She has acted as Executive Director in Brenda's stead many times before and is a leader in the field of community living. She is a wife and mom, church volunteer and active Rotarian. Again, the board is extremely happy to be working with the most qualified choice for Executive Director. Julie has our full support.

Other changes include the opening of new program space in Vedder and Chilliwack and the branding of all our spaces in order to inform the greater community of our presence. Finding a space in Vedder represents a real coup and was a goal that many of our directors are happy to have achieved. Community living is about being in the whole community and being accessible, not just in select parts of town. Creating a culture of awareness is an important goal of the board and the society as a whole.

In review, though we are again facing change, Chilliwack Society for Community Living is well situated to continue moving forward as a centre of excellence with new and existing leadership coupled with experience, passion, and dedication for the days and years ahead. Our city is growing and challenges abound however we are ready to continue with proud service and dedicated hearts.

My sincere congratulations to Julie for her willingness to helm our wonderful team and heartfelt thanks to Brenda for her decades of loyal service. Our board is so very proud to be able to contribute to this great organization.

With warm regards,

Brent Tolmie





EXECUTIVE DIRECTOR'S REPORT

The past year has seen an increased focus on preparing the organization for my retirement and ensuring that there will be a smooth transition for everyone. This conscious effort has taken many paths including a comprehensive review of the Society's Constitution & By-Laws, evaluating the Society's property and future needs, implementing new leadership structure in two departments to ensure appropriate and adequate response to ongoing growth and an ongoing review of many of our operational systems. All of this is imperative to ensure that the CSCL is operationally sound as the new Executive Director moves into the position.

Growth continues to be a major factor especially in Community Inclusion, Supported Employment, HomeShare and EXPLORE. Over the past year we purchased a small duplex on McNaught Road, leased space in Vedder Crossing and on Yale Road, all to meet the ever-increasing need for service delivery space. The Mary Street building is full and the difficult decision had to be made to move ACE to a new location and renovate to increase administration space at Mary Street. This renovation will occur over the summer of 2015. A plan for the reconstruction of Taylor House is currently underway. We were also able to respond to requests for cluster care with the implementation of a Supported Living Service in two side-by-side apartment buildings in Chilliwack.

One of the natural consequences of growth is the increased number of crisis situations we encounter. So much so, that this now forms an integral part of our organization's routine planning. Over the past year we responded to multiple crises that involved emergency housing and support for identified individuals. In the upcoming months we will be completing renovations on one side of the duplex purchased in summer 2014 with the intention of using it as a crisis response home. While we have internal crisis response guidelines, it will be important to review and strengthen these to ensure we can meet this ever-increasing need.

Our work would clearly not be possible without the staff who work hard every day to support individuals to reach their goals. Recruitment is an almost daily issue and we recently reached a new landmark with 300 employees. Part of our ongoing commitment to staff is training. This year, for the first time, we will be holding a 2-day Staff Conference on November 2 and 3, focusing on the development of positive social connections and relationships for the people we serve. We have invited Dr. Al Condeluci, an internationally recognized speaker on social capital and community building, to be the keynote presenter for this event. An evening session for families will also be planned.

I believe it is imperative that we also recognize the work of the more than 150 caregivers who contract with us to provide HomeShare and Respite Services to many children, youth and adults who form part of our organization. This number continues to increase as we recognize that for many families these are welcome options that effectively meet the needs of their family member.



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Our goal to be a recognized centre of excellence for supports and services in the community living sector continues to be the underpinning of much of our work. We are focused on continuously examining and improving our services through feedback from all of our constituents. This includes developing and maintaining close working relationships with our funding agencies, Ministry for Children & Family Development and Community Living B.C. We are heartened by the ongoing level of support and positive input we receive from them. There is no doubt that these relationships are invaluable as we pursue new options.

As mentioned in last year's report, we are a recognized leader in finding employment for the individuals we serve. For the past several years we have offered a youth transition employment service known as BRIDGE. This service has provided multiple youth with employment in the community and we have once again been asked to present our success with this model at the Canadian Association for Supported Employment Conference in June 2015. Additional recognition must be given to Julie Unger and Nancy Gauvin for their incredible commitment to the Rotary at Work program. Their efforts have had proven benefits in terms of finding new employers in the community.

As part of its work over this past year, the Board of Directors spent considerable time reviewing its own practices and policies to ensure readiness for a new Executive Director. This included a comprehensive analysis of the Constitution & By-Laws with a legal firm specializing in non-profit law. The revised documents reflect updated language together with some recommended changes that will better serve the CSCL in the future. A review of these changes and an opportunity to approve the revised document will form part of the Annual General Meeting Agenda.

It is important to note that the Board, together with a representative group of Leadership and Managers, continues to establish an annual focus through the development of a Strategic Plan. This is an important part of the Board's work since it guides the work of the Society throughout the year. As a governance body, the implementation and ongoing monitoring of the Strategic Plan actions are fundamental functions for the Board.

This year I will have completed 40 years of employment with the CSCL and plan to retire as of December 31st. I have spent much of the past 18 months preparing the organization for my ultimate departure. It has always been my intention to leave the organization on a solid footing in all aspects – philosophically, financially, administratively and operationally. While I will always see room for change and improvement, it is now time for someone else to take on these challenges and create new solutions.

As reported by our President, the Board of Directors has recently appointed my replacement, Julie Unger. Julie is a recognized leader and the response to her appointment has been overwhelmingly positive. I know that there simply could not be a better outcome for the CSCL and that you will all join me in welcoming her to this new position.



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The support of the Leadership Team and the Board cannot go unrecognized. Without them, many of our successes could simply not have been achieved. I am so very grateful to all of them for their unceasing encouragement and assistance. Most importantly, I want to thank the many families and individuals who welcomed me into their lives and allowed me to gain incredible insight into the challenges and joys that they experience. They gave me the strength and motivation to facilitate changes that brought us to where we are today.

Respectfully submitted,

Brenda Gillette





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**Bruce celebrates 70 years of
being young!**

**Dave celebrates 5 years
with CSCL!**



Winter Gala 2014



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FINANCIAL OVERVIEW

Our Funders

We are grateful for the ongoing support and financial commitment from both Community Living British Columbia and the Ministry of Children & Family Development. These two agencies provide the majority of the funding that allows us to provide our services and programs. With their continuing support we are able to successfully meet the needs of the many children and youth with special needs and adults with developmental disabilities in the community.

We also wish to express our sincere gratitude to the following individuals, businesses and organizations for their personal donations to the Society.

Individuals:

Ms. H. Bier
Mrs. R. Cass
Mr. & Mrs. R. Chelczynski
Dr. Yoon-Jai Choi
Mrs. A. Clegg
Ms. J. Douglas
Mrs. K. Kerr
Mr. R. Lamb
Mrs. L. Laughlin
Ms. C. Leadbeater
Mr. T. MacDonald
Mr. E. Paul
Mr. & Mrs. D. Reimer
Ms R. Roode
Mr. D. Zoppa

Service Groups/Agencies

Chilliwack Foundation
Knights of Columbus Chwk Council #3478
Mt. Cheam Lions
Steller's Jay Lions Club
United Way of the Fraser Valley
CSCL Employee Contributions

Businesses:

89.5 The Drive
All the Details
Barton Insurance Brokers
Big Red Fire Protection
Body Saltz
Bozzini's
Budge Blinds Chilliwack
Burger King
Canex Building Supplies
Carl's Jr.
Central Vet
Chadsey House
Chiefs Development Group
Chilliwack Dart & Tackle
Chilliwack Ford
Chilliwack Water Store
Clancys Meat Company – Chilliwack
Classic Cards on Alexander
Color Me Mine
Cottonwood 4 Movie Theater
Cottonwood Mall Administration
Cultus Lake Park Board
Dairy Queen
Décor West
Denbow



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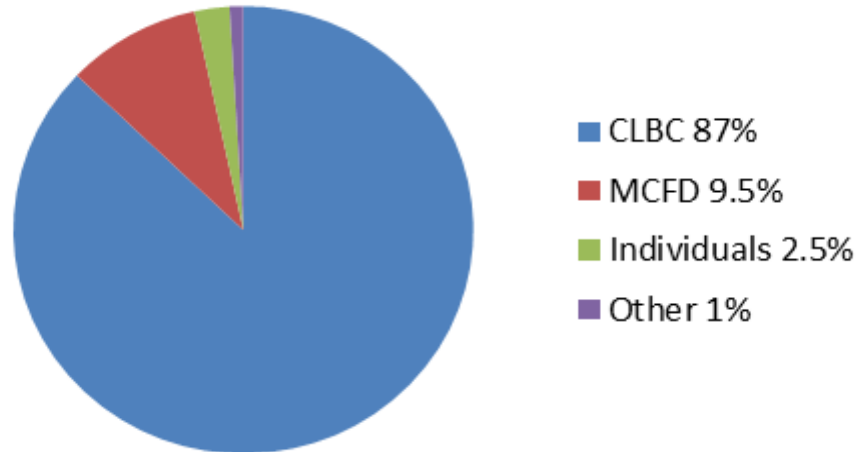
Earl's Restaurant
Frankie Italian Grill
Fraser River Lodge & Resort
G Tutt Transport
Galaxy Cineplex
Gente Bella
Great Glasses 3 for 1
Greek Islands Restaurant
Greenbelt Vets
Greendale Pottery & Guest House
Hell's Gate Airtram
Home Depot
Kings Master Dry Cleaners
Investors Group
J. Adams & Sons Ltd
LaZure Clinique
Lock's Prescription Pharmacy
Mike's Computer Shop
MJD Glass
Mountain View Harley Davidson
Norwex – Julie Unger
OK Tire
Optimum Sport Performance & Health Centre
Pam Dysktra Photography
Partylite – Lana Wakelam

Payton & Buckle
Pure Serenity
Remarkable Uniform Mat & Towel Ltd
Rocky Mtn Chocolate Factory – Harrison
Rona 139 Chilliwack
Scentsy – Val Monty
Scentsy – Greg & Tracy Tutt
Scentsy – Leah Gill
St. John Ambulance
Starbucks –Promontory
That Flower Shop
The Rehab Shop
The Wellington
Triple Play Pub
Tropicana – Chwk
Troy Life & Fire Safety Ltd
Undine's Retreat
Valley Cycle Locksmith
Valley Water
Van City Credit Union
Vedder Motors
Wagner Appliances
Willow Dental Care
Woomai Sushi
Yellow Barn

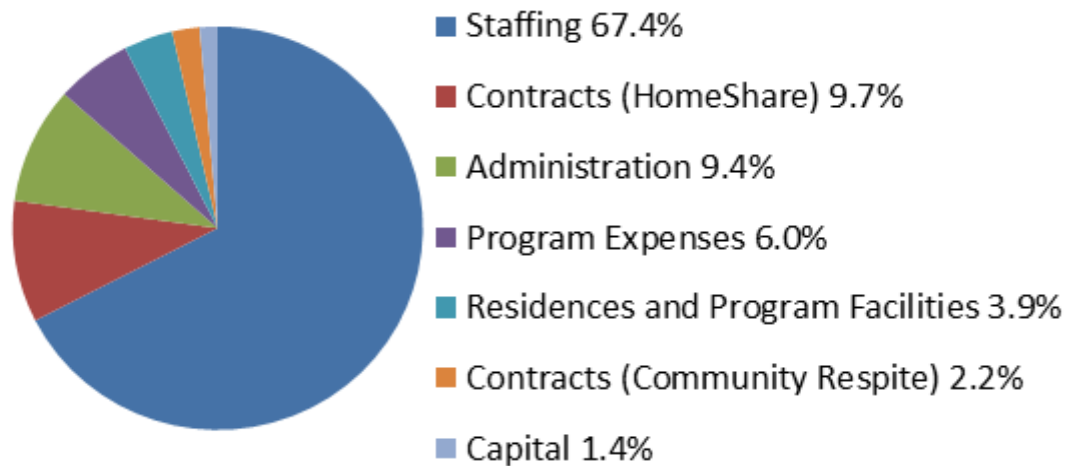




Where CSCL's funding came from, April 2014 - March 2015:



How we put our funding to work:





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EMPLOYERS WHO HAVE PROVIDED TRAINING PLACEMENTS & EMPLOYMENT OPPORTUNITIES

| | |
|--|-------------------------|
| A&W | Lickman Truck & Trailer |
| Aromatica Fine Teas | Monsterman Plants Ltd |
| Chilliwack Water Store | Mr. Fixit |
| Cheam Centre | Petsmart |
| Chilliwack Golf Club | Pine Meadow's Tree Farm |
| Chilliwack Gravel Sales | Rainbow Greenhouses |
| Chilliwack Society for Community Living | Rona |
| Coast Hotel | Safeway |
| Cottonwood 4 Cinema | Sportscheck |
| Executive Hotels—PRTC (Pacific Regional Training Centre) | Stillwood Retreat |
| Fix Auto | Swiss Chalet |
| Fortins | Sutton Group |
| Gente Bella | Target |
| Home Depot | Triton Trucking |
| Inline Nurseries | Value Village |
| Insta-glass | |
| Kin's Market | |





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CHAMPION EMPLOYER



Cottonwood 4 Cinemas is an amazing resource for CSCL, and for BRIDGE participants in particular! The owner, Cathy Rayner is always open to supporting Youth training and development by offering structured 8 week work experiences, and is a patient and positive boss. Cathy and her staff have also welcomed many individuals from CSCL for events like Movie Day, that she offers to individuals with disabilities and their support staff throughout the year. Last January, Cathy became a Champion Employer for BRIDGE when she was so impressed with a participant during work experience that she decided to offer him a position! Adrian Collins was an employee at the Cinemas for several months before moving on to TASK, and now works for a Security company. Over the past 3 years, Cathy has provided work experience training for six youth, as well as evaluations, advice, and even employment. Thank you to Cathy and her amazing team!





SCOTT



BRIDGE Youth Employment Services works hard to prepare youth 18-24 for the workplace, and to match participants with outstanding community employers. Scott Graham is a 22 year old man who started attending BRIDGE in September of 2014 with the goal of building his skills and finding regular paid employment in the Chilliwack community. Scott was very excited when a marketing meeting with Bryan Ewart at Chilliwack Golf Club resulted in a chance to interview for a position with the course's grounds-keeping department. Scott was awarded a part time position working on repairing the divots on the course, and has started working two mornings a week. During his shift Scott is greeted by many of the regular golfers, who all received an email letting them know to keep an eye out for the newest member of the Chilliwack Golf Club team. He has even had some encouragement, help and advice from Mike the course Captain. Scott loves his new position and is proud to wear his staff hat, t-Shirt and name tag. With his first day of work falling on his Birthday, Scott agreed this was the best birthday EVER!





BRENT

Hi! My name is Brent McGhee. I am 23 years old. I live at home with my mom, dad and sister. I graduated from Unity Christian School. I also completed the TASK program at UFV and the Electronics program at UFV. I struggled for a couple of years to find employment suitable for me and what I like to do. I have a hard time meeting people and having a conversation with them. Some people find me a little odd or different. I am different. I have Aspergers Syndrome. Because of this I have difficulty with my “social skills” and adapting to new things. I get frustrated easily. I was taking medication to help me concentrate on my school work and to keep my anxiety level down. I no longer take medication and am doing quite well. I have to mention the things that I am good at also. I am smart, (especially math and science), I read a lot, I have a great sense of humor and I like to do a job well and to finish it.

Last year I joined SES and with the help and support of staff (especially Craig), I was able to get my forklift operator’s license. At Job Club I learned a lot about work ethic, employees rights, what employers are looking for in their employees, how to write a resume and we practiced job interviews. During this time I had a few job interviews but did not get hired. Finally, this year I did some job shadowing at the Coast Hotel as a dishwasher. After several shifts they liked me and said I was doing a good job. They hired me on and now I work 3 – 4 shifts a week. The staff is very nice to me and I get a really good lunch to eat also. I like my job, sometimes an 8 hour day is a bit too long for me so I asked to work a 6 hour day and they said they will try to give me less hours in my shift. I take the bus to work and home again or sometimes my parents drive me. I like to earn extra money and I get to learn new things in the kitchen when I help the cooks.

Supported Employment Services has supported me the whole time until I was able to do the job independently. I have to thank the SES staff, my vocational counsellor Craig and the Coast Hotel for giving me this opportunity. Thank you very much.





RYAN



My name is Ryan Kuester and I am 27 and have many passions in life. I love to swim and travel and through the Special Olympics I went to Greece and won two gold medals.

Another passion is working, as my family has always ingrained into me that if you work hard results will happen. I was having issues with finding work and keeping work but with the help of my Vocational Counsellor and Supported Employment Services, I have now been employed for just under a year and it looks like many years to come.

Gary, my boss, tells me every day that I am a valued employee and that I bring lots of different skills that they didn't think I had. Certain skills I possess are welding, greasing trucks, and using power tools.

I have become a person with a disability that feels valued and important. I go to work knowing that I will give 100% but knowing that I am valued and appreciated from the staff.

Thank you to all the staff at Supported Employment Services for helping change my life and find my place in the work force.





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HUMAN RESOURCES FACTS & FIGURES

To ensure the integrity and quality of service delivery, CSCL is committed to developing strategies to recruit and retain qualified personnel. Through regular reviews of agency policies and programs, CSCL identifies trends and makes recommendations for quality improvement.

During the past year the following recruitment initiatives have been utilized: posting online with resources such as Craigslist, Indeed, Career Link, CSCL's Facebook page, and UFV Career Center. The recruitment strategy also included attending job fairs at local universities, networking with business organizations such as the Chamber of Commerce and employment services such as Work BC. The Society's website also provides the ability to post positions open to external candidates. An increase in external applications in 2014 was due primarily to recruitment for the new LPN classification.

CSCL encourages the use of volunteers and the hosting of practicum and work experience placements. Volunteers, Practicum and Work Experience students are initially screened by Human Resources and provided with an orientation with the program Manager.

In 2014 CSCL hosted the following practicum placements:

- Special Education Teaching Assistant, 80hrs
- Special Education Teaching Assistant, 78hrs
- Special Education Teaching Assistant, 88hrs
- Special Education Teaching Assistant, 78hrs
- Child and Youth Care, 24hrs
- Community Support Worker Certificate, 200hrs
- Social Services Diploma, 200hrs

In 2014 the *New Employee Questionnaire* was introduced. The confidential questionnaire is sent out to new employees when they reach 3 months of service with the organization. The questionnaire contains 13 questions that address the new employee's induction, training and job specific concerns. Responses to this questionnaire are used to inform the Society's practices.



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The STAR Award program was introduced in 2011. The STAR Award is intended to recognize employees who demonstrate exceptional service and contribution to the workplace. Employees can nominate their coworkers via the Employee site in ShareVision and recipients are chosen 4 times a year by the Human Resources Committee.

The Excel Award was introduced in 2013 to recognize Managers for achievement in one or more of the following areas:

- 1) Team Leadership 2) Person Centered Services 3) Partnerships

The recipients of the EXEL Award are chosen 2 times a year by the Leadership team.

The Wellness Committee is a subcommittee of the Human Resources Committee and promotes the health and wellness of CSCL staff. The committee is made up of staff from various service areas and includes both Bargaining Unit and Excluded employees.

The Wellness Committee engaged in a number of wellness themed activities in 2014:

Biggest Loser Contest 2014 (Jan- April 2014), 37 participants

Run for Mom (May 2014), registration sponsored by the Wellness Committee

Bike to Work Week (May 2014)

CSCL Seals - Dragon Boat Race (June 2014), participants sponsored by the Wellness Committee

“Wellness Mobs” – Wellness Committee members *Mob* a program staff meeting and give out wellness items. 5 *Mobs* were conducted in 2014.

The Wellness Committee also partnered with the Canadian Cancer Society to participate in the *Wellnessfits* program. Staff were initially surveyed to determine which modules they would be most interested in completing. A record 167 staff completed the survey. Staff showed the most interest in participating in the Healthy Eating Challenge. Wellness Champions were chosen from each service area and the Challenge ran in November and December 2014. The Wellness Committee is reviewing the participation rate and results to determine how to proceed with the program.

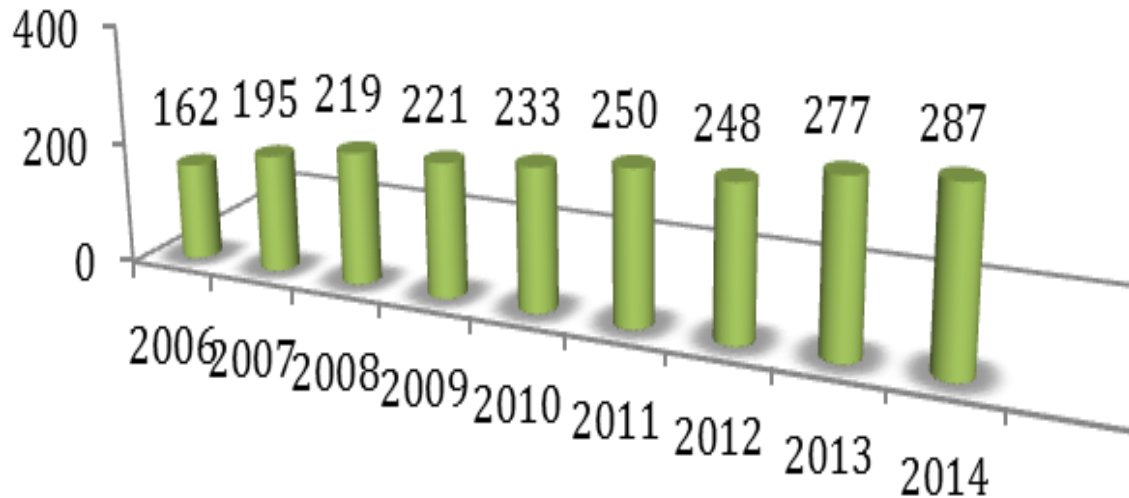
In 2014 CSCL introduced *Conversations That Matter*, an online training tool created by Norman Kunc and Emma Van der Klift, of the Broadreach Centre. The training tool has been utilized at staff training days and at program staff meetings. Further uses for this tool are under consideration.



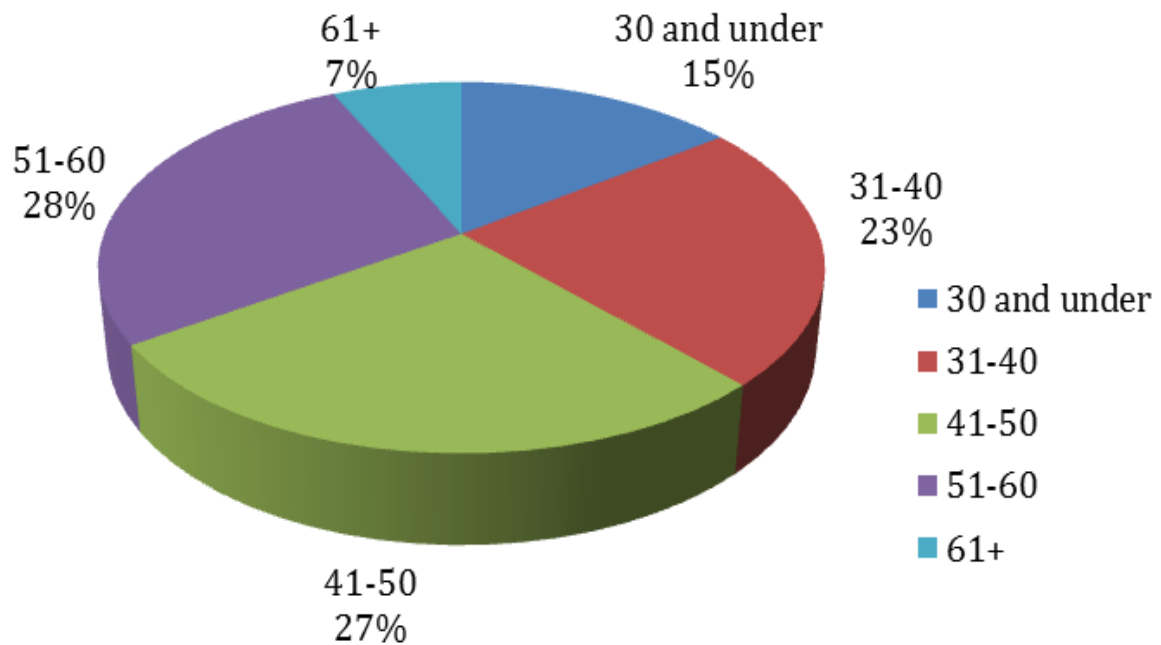
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TOTAL NUMBER OF EMPLOYEES BY YEAR



EMPLOYEE AGE DEMOGRAPHICS

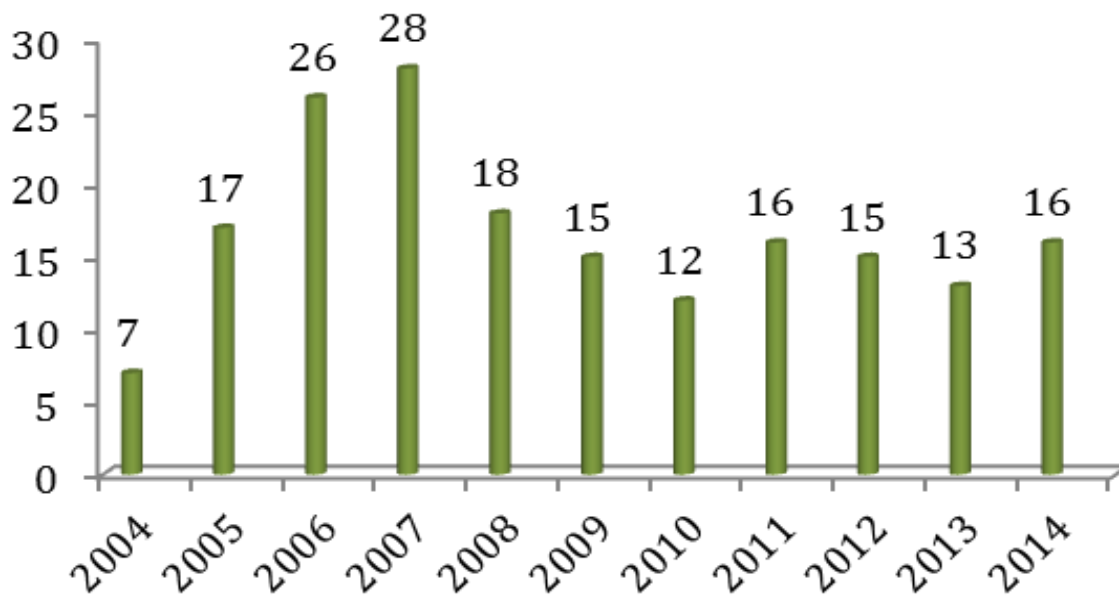




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EMPLOYEE TURNOVER BY YEAR





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CSSL BOARD OF DIRECTORS & STAFF

Board of Directors 2014 – 2015

M. Brent Tolmie -President
Lois Mazuren -1st Vice President
Al Niemann -2nd Vice President
Jeannine Walsh-Secretary/Treasurer
Tim Burgess-Director
Lori Hockin - Director

Bev Keswick -Director
Ron Laser - Director
Val Monty -Director
Alyson Seale -Director
Teri Voss - Director
Barb Wallace-Jessen-Director

Management Staff

| | |
|------------------|---|
| Brenda Gillette | Executive Director |
| Christine Beka | Services Director – Adult Residential |
| Meeghen Eaton | Director of Finance & Administration |
| Jeff Gilbank | Services Director - Family & Individuals |
| Julie Unger | Services Director – Child & Youth and Community Development |
| Brenda Alexander | Services Director – Community Inclusion & Employment |
| Corrie Webb | Director of HR/LR |
| Nancy Gauvin | Associate Director – Employment Services (Early Risers, RISE, SES & Vedder) |
| Shelby Hagel | Associate Director - Outreach Services (EXPLORE, SLS & ILP Program) |
| Becky Metcalfe | Associate Director – Adult Community Respite & HomeShare |

Program Managers

Family & Individual Services

| | |
|-------------------|------------------------------|
| Karen Pedersen | Children's Community Respite |
| Anne Brown | HomeShare |
| Jennifer Kennedy | HomeShare |
| Mary-Lee Tondreau | HomeShare |
| Wanda Dartnell | Adult Community Respite |
| Margaret Castle | Kidz Clubs & Summer Programs |
| Natalie Karam | Teen Clubs, & BRIDGE |

Adult/Children's Residential Services

| | |
|--------------------|-----------------------------|
| Craig Yendall | Alexander Apartment |
| Jan Legere | Bordas Place |
| Rene Atkinson | Carleton Place |
| Carolyn Leadbeater | Chadsey House |
| Bev Merrick | Green Gables/Jasper/Hipwell |
| Ellen Langton | Southlands |
| Nicole Sydor | Taylor House |
| Michelle Atkin | Vanmar House |
| Blaine Cross | Wilmada Place |



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Community Inclusion Services

Judy Friebe
Michelle Heyes
Laura Caminiti

Oasis
ACE & HUB
REV





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NOMINATING COMMITTEE REPORT

Each year in January, the President of the Board appoints a Nominating Committee. The appointments will include one member of the Succession Planning Committee to ensure all aspects of Board need are identified during the recruitment phase.

The Board of Directors may have up to 12 members or as few as 8. Each member is elected for a 2-year terms with half the positions being filled each year. At least 6 of the Board members must be a family member of an individual with a developmental disability, a child or youth with special needs, or a self-advocate. All nominees must be members in good standing with the CSCL. The Committee is pleased to present the following nominees for the 2015 – 2017 term:

Bev Keswick

Bev Keswick moved to CFB Chilliwack with her family in 1988. After graduating at Sardis Secondary in 1997 she spent 9 years in Vancouver before returning to Chilliwack in 2008.

She completed her bachelor of business administration degree in accounting at UFV in December 2011.

She is currently employed at MNP LLP in Chilliwack and received her CGA designation in 2014.

Bev was married in 2010 and is grateful for the support and encouragement of her husband, Fraser.

In her spare time, Bev is an avid reader and loves to grow vegetables, herbs, and flowers in her tiny balcony garden.

Ron Laser

Ron Laser was born in Germany and was raised in Chilliwack, B.C. He is the second oldest in a family of 4 siblings. In the years after graduating from Chilliwack Secondary he attended Canadian Bible College in Regina, SK as well as Capernwray Bible School in Austria.

He started a publishing company in 1995 which sold books across the US. In 1998, with the help of his father and siblings he opened the doors to Decades Coffee Club and continues to enjoy the social atmosphere of coffee. Ron has always valued opportunities to be involved in his community and has served on the board of the directors for the Downtown Business Improvement Association, Chilliwack Community Services and the Rotary Club of Chilliwack. In 2012, he graduated from UBC Sauder School of Business with his Real Estate Trading Services License and has since been actively providing real estate consulting services.

In his spare time he enjoys running and is currently training for his second half marathon. He also enjoys travelling to parts of the world that need a helping hand in providing for their basic needs. In July 2013 he is a part of a team travelling to Guatemala to help in the building of a church and caring for orphans with disabilities. He also enjoys spending time with his nieces and nephews, friends and family.



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Lois Mazuren

I was born and raised in Trail B.C.

I took my Nurses' training at St Joseph's in Victoria many years ago.

I have been a Registered Nurse for over 35 years and practiced in Chilliwack and Nelson.

I became interested and involved in Gerontology a number of years ago.

I attended the University of Washington in the eighties and obtained my Nurse Practitioners Diploma.

I was the Director of Care at Valley Haven for a number of years, the Nurse Clinician at Parkholm Lodge until the facility was closed several years ago. I was working for Geriatric Mental Health Team in Chilliwack prior to my retirement .

My husband Norm served on the Board of the Chilliwack Society for Community Living for six years and always mentioned how much he enjoyed his involvement in the Society. If elected I look forward to continuing to serve the Society as a Board Member and continue to contribute to the society striving for excellence.

I have one son and four grandchildren who keep me young and busy.

In my spare time, I enjoy playing Bridge, Golf, Ballroom Dancing, travelling, gardening and family gatherings.

Brent Tolmie

Brent is a family man from the Fraser Valley. He owns and operates a forestry and construction business in the Chilliwack area. He and his wife Avril have 4 beautiful children and live on a small farm in the Laidlaw area. Brent has experience in the community living & volunteer organization arenas, working for a small NPO in Alberta, leading a volunteer organization in Chilliwack, as well as long family ties to the CSCL.

Barb Wallace-Jesson

Barb Wallace-Jesson was born and raised in Chilliwack. She is married, and has one daughter Shayne. Shayne is currently in the Vedder program with CSCL.

Barb is a Graduate Jeweller, with a Graduate Diamond Certificate from the Gemological Institute of America. She closed her retail jewellery store in 2011, to expand her focus on jewellery appraisals on a mobile basis.

She currently runs her jewellery business from a home office and also works full time for a local landscaper.

Her spare time is spent gardening, RVing or cruising.



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Jeannine Walsh

Jeannine grew up in Toronto, Ontario. In 1990 Jeannine graduated from the University of Waterloo, Ontario with a degree in Mathematics and Accounting. She married and moved to Chilliwack that same year. She took a job as an articling student at a local CA firm, Edmondson Roper and obtained her CA designation in 1991.

In 1995 Jeannine left public practice to stay at home and raise her two children, Zack and Cali.

Jeannine returned to public practice in 2005 and works in the Chilliwack office of MNP LLP.

She enjoys the being active and being outdoors. In her spare time she skis, runs and gardens. She has been involved with a local martial arts club for over ten years.

Jeannine has served on the board for almost 2 years and has enjoyed working with the staff and other volunteers at the CSCL. She is looking forward to serving another term over the next 2 years.

NOTE:

Both Lois Mazuren and Brent Tolmie will only be eligible for nomination if the special resolution regarding the extension of terms is approved by the membership. This resolution is being presented to ensure Board stability through the transition of the retiring Executive Director and her replacement.





2015 ANNUAL REPORT



ACCESSIBILITY REPORT

The following Accessibility actions were identified and resolved in the past year:

To increase awareness about the rights of children/youth with special needs and adults with disabilities in the community:

- CSCL has requested and been granted participation in School District #33's Human Services Program Development. This will ensure the curriculum includes sections regarding rights of persons with disabilities; historical and social justice perspectives of deinstitutionalization and community living.
- Ongoing employment efforts have resulted in public sharing of information about the capacity of individuals with disabilities to be included as citizens without labels.

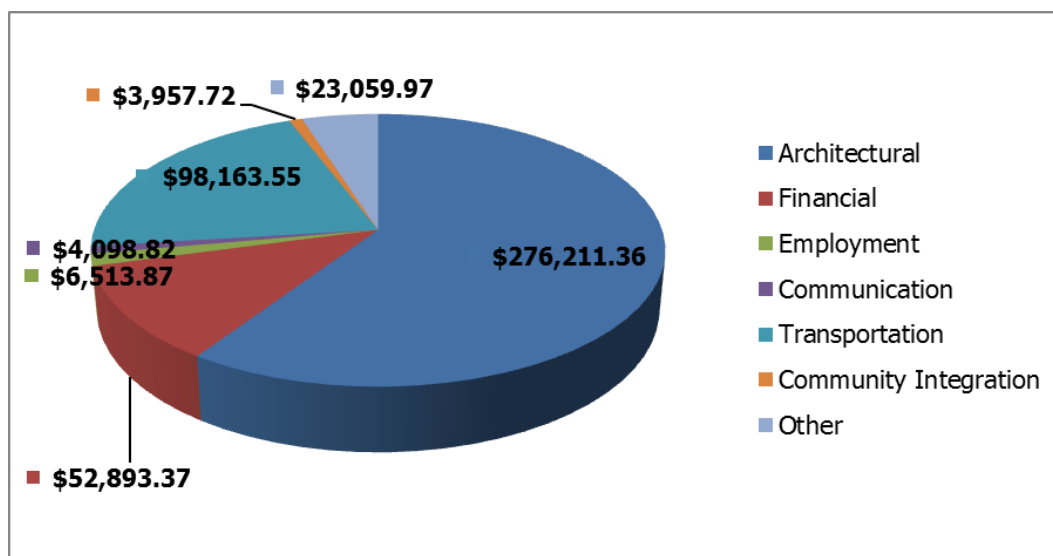
To eliminate financial barriers for children and youth with special needs can access services the registration fee process was revised for 2014.

To ensure that all individuals who request employment have access to the supports they need a flow-through model of support has been implemented that allows for seamless employment support.

To meet the changing transportation needs within CSCL services, a new vehicle was purchased and other vehicles deployed more effectively.

To ensure that social isolation is addressed for persons' served, work is ongoing on the development and implementation of a social capital project. This includes assigning a Social Innovators' Group to guide the work, grant applications, discussions with both CLBC and MCFD representatives and planning for a Staff Conference focused on this outcome.

The following chart displays the funds committed to addressing accessibility issues by the identified barrier:





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HIGHLIGHTS

Opening of Vedder

On February 1, 2015 a long-term goal to establish more of a CSCL presence on the south side of Chilliwack was realized with the opening of the new site in Vedder Crossing. This is a Community Inclusion/Employment site with a focus on finding paid work for participants while also facilitating leisure and learning activities.

Opening of Yates

Over the summer of 2014 the Society purchased one side of a duplex on Yates and a small duplex on McNaught. Both of these homes provide unique home environments for the individuals living there. We were extremely pleased to be in a position to address the needs of these individuals and their families.

BRIDGE

While BRIDGE, an employment option for youth, is not a new service it has expanded over the past year. The service is now not only offered in Chilliwack but also in Hope on the University of the Fraser Valley campus. BRIDGE was originally offered using CSCL generated funding; however, the service has been extremely successful and that demonstration of success led to some creative funding options with Community Living BC for those individuals turning 19.

Winter Gala

In alternate years the CSCL hosts a large party for all of its employees who choose to attend. In November 2014 the Social Committee held an enormously successful “Winter Gala” at the Harrison Hotel. Two hundred tickets sold out in just a few days with a wait list started. The block of hotel rooms had to be expanded to accommodate the requests. The Harrison Hotel is one of our “Residentiality” partners and they were most welcoming to all of us.

Service Awards Breakfast

We held our 4th Annual Service Awards Breakfast in March 2015. The morning was again an unequivocal success. Our Board President, Brent Tolmie was present to both speak and present awards to those achieving a milestone anniversary with the CSCL. Kerry Lawson, Community Planning & Development Manager was also on hand to provide a perspective of CSCL’s role both within our community as well as regionally. Christine Beka, Shaaron Enright and Wendy Rasmussen were recognized for their 25 years of service.

Supported Living Service

In early 2015, we started a fledgling Supported Living Service. The service will eventually provide support to 6 individuals in two adjacent apartment buildings. All individuals have their own apartments and the CSCL rents an apartment as a staff location. Supports are available on site 8 hours per day with ongoing planning that ensures the needs of the individuals are met. This is a flexible living arrangement that allows more support by pooling staff hours between the individuals than would otherwise be possible while simultaneously providing the opportunity to live independently.



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Vedder Program

**Mt. Cheam Lions
Annual Pancake Breakfast**



**Health & Safety Week—
Zombies invade Chilliwack**



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STRATEGIC PLAN SUMMARY

Review

A comprehensive review of the CSCL's Strategic Plan was conducted in March 2014 and the full report approved by the Board of Directors in April. The five strategic directions were established for the 2014/15 year:

- Service Excellence
- Capital Asset Planning
- Stakeholder Engagement
- Leadership
- HomeShare

The development of Goals and Action Plans was delegated to the Leadership Team, completed after the actual review and subsequently approved at the May 2014 Board of Directors' meeting.

Status

The following tables display the outcomes:

| Goal Area | # of Goals | Completed | Incomplete | In Progress | % of Comp. |
|------------------------|------------|-----------|------------|-------------|------------|
| Service Excellence | 4 | 3 | | 1 | |
| Capital Asset Planning | 1 | 1 | | | |
| Stakeholder Engagement | 2 | 1 | 1 (Disc.) | | |
| Leadership | 3 | 3 | | | |
| HomeShare | 1 | 1 | | | |
| Totals | 11 | 9 | 1 | 1 | 82% |



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Summary

Service Excellence

There were 4 specific actions identified for the 2014/15 year under this broad heading; 3 were completed. The remaining goal is ongoing and involves a Staff Conference in November 2015 together with a review of social capital implementation through a special project. Work will be ongoing with both the implementation and furthering of social capital in the lives of individuals as well as with the results of the Include Me surveys.

Capital Asset Planning

A Property Review Committee was established and held several meetings. The purpose of the Committee has been defined as follows:

"To review all Society owned, leased and rented properties and make recommendations on future use, construction, suitability, future and potential uses. The Committee is charged with making recommendations for future building/space requirements as well as determines viable options for existing space. This will take such things as property value, location, quality of construction and suitability into consideration."

The Committee has established a priority review list for property and has been working on developing responses to some of the needs. During the past year the CSCL purchased ½ duplex on Yates, a small duplex on McNaught, leased a space on Vedder Road and a large space on Yale Road both for Community Inclusion Services. The latter lease property will allow for additional office space at the Mary Street building. Renovations (particularly bathrooms) in several of the homes were also completed this year.

While this Committee has just commenced its work, it appears to be meeting a real need at least for the current period of time. Some of this is due to ongoing growth and some to the fact that the Executive Director will be retiring and the Board will need to ensure that it is aware of the current and future property needs for the organization.

Stakeholder Engagement

Two goals were established to address the identified need to more clearly engage stakeholders. One of these was to review/identify the purpose for partnership and develop a plan for implementation. This goal was completed and will obviously be ongoing with a number of partnerships identified.

The second goal was to develop a Job Description for a Family Support Work and to identify the kinds of circumstances where this position would be useful within the agency. Following multiple reviews of this goal, it was discontinued. The CSCL uses the services of a Family Support Worker from another organization which has successfully met needs to date.



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Leadership

Considerable time was spent reviewing Committee structures and creating efficiencies where viable. Several Committees were collapsed and duties redistributed. Work is ongoing on developing a reporting format for Committees that do not currently submit information to be included in an existing report. This should assist in further streamlining and focusing the Committees' work. Additionally, all Committee Workplan goals will be reviewed by the Leadership Team for congruity with the overall Strategic Plan.

Leadership structure was reviewed and changed effective July 1, 2014 with the appointment of 3 Associate Directors and recruitment/hiring of 4 Senior Support Workers. This has been effective but continued growth will necessitate further consideration of the model.

Mentorship opportunities have been a direct result of the changes in leadership structure. Additionally, an informal mentorship plan is being introduced in the Child/Youth Services department.

HomeShare

A new monitoring framework has been completed and implemented in HomeShare. This tool has a scoring system that allows increased measurement for risk and establishes appropriate monitoring schedules.

Recommendations

1. Continue the Property Review Committee for the 2015/16 planning year.
2. Consider further changes/expansion to the leadership structure; this may be more of an overview by the Board as it hires a new Executive Director who will be making these decisions.





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CSCL—ANNUAL GENERAL MEETING

Tuesday, June 9, 2014

Chairperson: M. Brent Tolmie
Scrutineers: Lori Hockin and Teri Voss
Self-Advocates' Advisor: Alyson Seale

Call to Order

Adoption of the Agenda

Adoption of the Minutes of the Annual General Meeting held on May 20, 2014

Annual Reports:

- Auditor's Report- KPMG
- AGM Reports

Special Resolutions

- Adoption of revised Constitution & By-Laws
- Purchases of property, mortgaging, refinancing or renewing existing mortgages.
- Director Nominations, Elections, Vacancies, Constitution & By-Laws: PART 7 –sub-section 7.3

Nominating Committee Report/Elections

Glee Club Production

40th Anniversary Tribute

Remarks from CSCL's Executive Director Appointee, Julie Unger

Announcements:

- Community Living Event – October 24, 2015 (4 pm – 8:30 pm at the Tzeachten Hall)
- Brenda Gillette's Retirement Tea – December 14, 2015 (1 pm – 4 pm at the Mathieson Centre) – Open to all.
- Brenda Gillette's Retirement Dinner, January 29, 2016 (tickets required)



OCTOBER IS COMMUNITY LIVING MONTH

A community and family event celebrating the lives of people with developmental disabilities, and their contribution to our community!

presents

"Boot, Scootin, Boogie"

Saturday, October 24, 2015

4 pm—8 pm

Tzeachten Hall,

45855 Promontory Rd, Chilliwack, BC

Dress-Up as your favourite Western outfit.

Tickets Go On Sale August 17, 2015