



ANNUAL REPORT



April 1, 2012 to March 31, 2013

Adult Residential Family Comment:

"The staff and manager and all the people that care for my son are wonderful. He is so happy and I can see every week how well he is doing. The best move ever. Over the moon happy the manager always takes time for me and everyone is very considerate. He is always put first and always treated with respect."

HomeShare Family Comment:

"I just really appreciate her being there and it's really home to her. Even coming here, she wants to go back home soon after!"

Child & Youth Family Comment – Kidz Club:

"I feel like my son has an extended family over at Mathieson Centre. Honestly can't think of anything I would change, any little things that weren't working, the staff switched up to something that was, and I am completely comfortable with him being there."

Child & Youth Family Comment – Teen Club:

"We will really miss the staff and the activities that 'our son' has been involved with. I wish that we could continue with the programs that he has been involved with as there will be a huge void in his life. Thanks to everyone at the children and teen programs for supporting 'our son' and for showing him that there is truly a place in this world for him. We will miss you all!"

Community Inclusion Services Family Quotes:

"The program has been a positive influence on my son's independence and autonomy in the community".

Community Inclusion Services Self Advocate Comment:

"Rise is a great opportunity for work and work skills."

EXPLORE Self Advocate Comment:

"I like this program way better. I get to make my own choices."

Community Respite Family Comments:

We very much appreciate the respite services that are provided to us. The stresses that are reduced within our family as a system are tremendous. Thank you for all that this has done for us and our child.

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Supported Employment Family Quote:

"My son has been a recipient of supported employment for almost 20 years. Supported Employment has given him excellent opportunity to find work, encouragement and the support to ensure the job placement is a success. My son feels a very valued member of a work team and enjoys the jobs he does each week."

CSCL Board of Directors & Staff

Board of Directors 2011 – 2012

M. Brent Tolmie -President	Sarah Bried-Director
Pat Johnston-1st Vice President	Bev Keswick-Director
Al Niemann -2nd Vice President	Lois Mazuren -Director
Jeannine Walsh-Secretary/Treasurer	Val Monty -Director
Helen Tolmie – Past President	Steve Saccomano -Director
Joe Beauchene-Director	Alyson Seale -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

Program Managers

Family & Individual Services

Jennifer Kennedy	EXPLORE Program
Karen Pedersen	Children’s Community Respite
Mary-Lee Tondreau	HomeShare
Shelby Hagel	HomeShare
Michelle Heyes	Adult Community Respite
Natalie Karam	Teen Clubs, Summer Teen Clubs, Transition
Margaret Castle	Kidz Clubs & Summer Programs

Adult Residential Services

Craig Yendall	Alexander Apartment
Jan Legere	Bordas Place
Rene Atkinson	Carleton Place
Carolyn Leadbeater	Chadsey House
Bev Merrick	Green Gables/Jasper
Rob Battis	Independent Living Program
Michelle Atkin	Salish House
Ellen Langton	Southlands
Nicole Sydor	Taylor House
Blaine Cross	Wilmada Place

Community Inclusion Services






Becky Metcalfe	Early Risers & Oasis
Nancy Gauvin	RISE/SEP
Laura Caminiti	REV (Recreation Education Volunteerism)
Judy Friebe	ACE I & ACE II Program (Young Adults)

Mission Statement

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.

The Mission Statement is founded on the following fundamental beliefs and values:

We believe:

-  All people have equal rights.
-  All people have gifts.
-  Learning is lifelong.
-  Accountability is essential.
-  Respectful relationships form the foundation for person-centred supports.

AGENDA

CSCL – ANNUAL GENERAL MEETING Tuesday, May 21, 2013

Chairperson: M. Brent Tolmie

Scrutineers: Helen Tolmie and Al Niemann

Advisor for Self-Advocates: Alyson Seale

1. Call to Order
2. Adoption of the Agenda
3. Adoption of the Minutes of the Annual General Meeting held on May 22, 2012
4. Annual Reports:
 - Auditor's Report- KPMG
 - President's Report
 - Executive Director's Report
 - Strategic Planning Report
 - Human Resources Report
 - Service Delivery Report
5. Nominating Committee Report – Helen Tolmie
6. CLBC Presentation "Staying on top of it in Chilliwack" – Carla Thiesen
7. Glee Club Production
8. Announcements:
 - Membership Dues
 - Community Living Event – October 19, 2013
 - Special Resolution – AGM 2014

Adult Residential Family Quotes:

*We are so happy where Joanna is. It is the perfect placement
and the staff are wonderful.*

Minutes of the Annual General Meeting - May 22, 2012

MINUTES Annual General Meeting Tuesday, May 22, 2012

Call to Order/Adoption of the Agenda

H. Tolmie called the meeting to order at 7:06 p.m. with approximately 115 members, friends and self-advocates present including the following members of the Board of Directors: Pat Johnston, Brent Tolmie, Jeannine Walsh, Joe Beauchene, Sarah Bried, Bev Keswick, Lois Mazuren, Al Niemann, Steve Saccomano, Alyson Seale and Donna Turenne. H. Tolmie went on to introduce herself, and thank everyone for attending.

H. Tolmie informed the members that there would be a change in the order of the agenda for the evening with the *Sound of Music* performance held prior to the business meeting and the Rights video premiered at the end of the meeting. She noted that this decision had to be made in order to accommodate the numbers in attendance and allow for seating as well as disruption for the actors. H. Tolmie called on Brenda Alexander, Program Director, to introduce the play.

B. Alexander provided a brief overview of the Teen and Adult Drama Clubs including the good fortune that brought Linda McCrae, with her skills and creativity, to the drama classes. B. Alexander asked the members to sit back and enjoy the *Sound of Music* performance. The membership enjoyed a 45 min performance from the Adult Drama Club.

H. Tolmie thanked the actors and Linda McCrae for a wonderful performance.

H. Tolmie began the business portion of the meeting by informing the membership that the appointed scrutineers for the evening are Pat Johnston and Brent Tolmie. She introduced Lois Mazuren as the self-advocate 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.

H. 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 *A. Seale*, seconded *L. Mazuren*, that the agenda be adopted as presented. CARRIED.

Minutes of the Previous Meeting

The minutes of the previous AGM (2011) were circulated to all members following that meeting and re-printed in the 2012 AGM information booklet. H. Tolmie asked if there were any errors or omissions in the minutes; hearing none, she called for a motion to adopt the minutes.

MOTION #2: MOVED *S. Saccomano*, seconded *J. Walsh*, that the minutes of the May 24, 2011 Annual General Meeting be adopted as presented. CARRIED.

Annual Reports

Financial Report

H. Tolmie introduced Sean Reid, a partner from KPMG. S. Reid reported that KPMG conducted its audit in accordance with Canadian Generally Accepted Auditing Standards. These standards require that the audit provides a reasonable assurance that the financial statements are free of material misstatement. S. Reid reported that the financial statements fairly present the financial position of the Society as of March 31, 2012 and the results of its operations and cash flows for the year in accordance with Canadian Generally Accepted Accounting Principles.

S. Reid provided a brief overview of the Balance Sheet, Statement of Revenues and Expenditures and the Statement of Changes in Net Assets. He noted that the Society experienced an increase in revenue of approximately \$325,000.00 due to new programs or enhancements to current programs. S. Reid noted that increased expenditures correlate directly to the growth in programs.

S. Reid ended his report by thanking the Society for appointing KPMG as its auditor for the past year and inviting questions from the floor.

H. Tolmie reported that the Board of Directors met and approved the audited Financial Statements on May 17, 2012 and called for a motion from the membership to accept the statements as presented.

MOTION #3: MOVED *P. Johnston*, seconded *J. Thiessen* that the financial report be accepted as presented. CARRIED.

H. 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 the firm of KPMG be appointed as auditor for the 2012/13 fiscal year. H. Tolmie called for a show of hands indicating approval of the recommendation. The appointment was approved by the membership.

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

H. 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. She asked if there were any questions or comments regarding these reports. Hearing none, she called for a motion to accept the reports as presented.

MOTION #4: MOVED P. Johnston, seconded J. Walsh, that the Annual Reports be accepted as presented. CARRIED.

Nominating Committee Report

P. Johnston presented the Nominating Committee Report on behalf of the Committee. He noted that information about each nominee is included in the AGM information booklet.

P. Johnston 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	Joe Beauchene	Al Niemann
Steve Saccomano	Alyson Seale	Donna Turenne

This leaves 6 vacancies for the 2010/12 term. D. Turenne has regretfully declined nomination for a further 2-year term. P. Johnston informed the members that the remaining 5 Directors have accepted nomination for a further 2-year term. The Nominating Committee is pleased to present the following nominees:

Sarah Bried	Joe Beauchene	Valerie Monty
Al Niemann	Steve Saccomano	Alyson Seale

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

H. Tolmie congratulated the Board members and thanked them all for standing for nomination.

Rights Video

B. Alexander introduced to the membership CSCL's Rights Video. She noted that with help from Linda McCrae and many of the individuals from the Drama Club and Community Inclusion Services the feature movie was produced. B. Alexander informed the membership that the initial idea of the movie was to be used a form of training for Self Advocates regarding their rights as citizens. CSCL hopes to be able to promote this video to other organizations in the future.

Announcements

- **Membership dues** *are due and payable tonight.*
- **Community Living Days** *celebration on October 13th, 2012 at Tzeachten Hall. Further details will be forwarded closer to the event.*

Adjournment

H. Tolmie declared the meeting adjourned at 7:55 p.m., encouraging all those present to stay, visit and enjoy coffee and snacks.

President's Report

Wow, how time marches on. Here we are at another Annual General Meeting and yet it feels like we were all just here, watching great drama and listening to all the comings and goings of our (not so) small Society.

I am serving in my first year in the role of Board president and my third year as a Board member. It is family business to be involved in the Chilliwack Society for Community Living and a job I take very seriously.

As of now, our lives are relatively stable. We have a labour agreement in place, our programs are moving forward, and, most importantly, the wonderful families and persons that we have the privilege to support are doing well. Funding is predictable and government involvement remains static.

The Board has been stable as well. We have a strong group of like-minded people who are eager to serve and keep watch over the policies and general direction of CSCL. Voices like Lois Mazuren, Al Niemann, and Steve Saccamano have been invaluable. Our financial team is without parallel and Sarah Bried is always faithful and thoughtful in her role as self-advocate.

As the future draws near though, our look will be changing a fair amount. We have two long-term Board members nearing the end of their term. We have been fortunate to have them as long as we have and their voices, commitment, and diligence will certainly be missed. This year we say goodbye to past president Helen Tolmie (my mom) who has served with commitment and grace throughout the past 6 years. We also say goodbye to Pat Johnston who has served eagerly and has always been willing to offer informed commentary on all the issues of the day. Strong voices like these lead to a strong board which is good for the Society.

We are also in the midst of a provincial election, one that will likely lead us to big changes. Chilliwack will be changing no matter what, with long term MLA's Les and Penner out of the picture and a guarantee of new representation in Victoria. We will hope and pray that whatever voice is chosen to represent us, they will understand the needs of our families and persons that make up CSCL.

As always though, we look forward to the future, including new "blood" on the Board. We are pleased to have Barb Wallace-Jesson and Ron Laser allow their names to stand for nomination. Val Monty came just last year. All have a long-term commitment to our community and will be a welcome addition to our team. Also, our scope of involvement in children's services is experiencing changes, including the addition of new facilities.

One thing is for sure. Change is constant. It is encouraging to see our staff, families, volunteers and the people that we serve grow and thrive as they embrace change. Our "family" is a dynamic, living, breathing group and as we work together to serve common goals I believe our future will be secure.

Respectfully,

M. Brent Tolmie

Advance Notice – Special Resolution

The Board of Directors is anticipating that the CSCL's long-term Executive Director will be retiring by the end of 2015. Given that Brenda Gillette will have served as the senior person in the organization for 40 years, there is recognition that the transition to a new Executive Director may well be challenging for everyone. The Board is committed to providing a smooth transition.

Over this past year the Board has spent considerable time reviewing the skills that will be needed over the upcoming years including Board continuity. The CSCL's Constitution & By-Laws allow for a member to serve 3 consecutive 2-year terms. The President may serve 2 consecutive 2-year terms as President. As it currently stands, 6 of the existing Board members will have completed their eligibility in the 2014 and 2015 years. This will leave a very new Board just at the time that the Executive Director is leaving.

As a result, the Board will be presenting a Special Resolution to the membership at the next AGM to extend the terms of a minimum of 2 Board members to include a fourth 2-year term. This will allow the Board members who are most familiar with the operation of the organization to continue supporting the Board and the new Executive Director during the initial 2 years of the transition.

Legal advice indicates that a Special Resolution requesting the membership's approval for the extension of selected Board members Terms of Office with a completion date is the simplest method to support the continuity required for the transition. The resolution would become invalid when the terms of those specific Board members are completed. There is no impact on the existing Constitution & By-Laws. Such a resolution will be forwarded to the membership for its consideration prior to the 2014 Annual General Meeting.

Executive Director's Report

Community Living in Chilliwack continues to thrive; growth is evident in every part of the organization. With this growth come many new opportunities and challenges. In October we were pleased to be asked to present at the International Short-Break Association (respite) Conference in Toronto. This provided us with the opportunity to introduce our Imagine Ministries and Respite projects to a large and international audience. The response was highly positive and our presentation was the only one mentioned in the conference closing remarks. Our thanks as an organization goes to Julie Unger and Karen Pederson for their work in preparing and presenting at this conference. We were also welcomed to a Chilliwack City Council meeting to present information about our "*Freedom of Rights*" video and encourage them to continue promoting the inclusion of individuals with disabilities in community life. Julie Unger was also able to present our work in developing community partnerships at the UBC Centre for Inclusion & Citizenship in January where again the presentation was enthusiastically received.

The individuals supported by CSCL are participating in work, volunteering, leisure and recreational activities as part of the community. If you read our newsletters, Out & About and The Motivator, you will know that our Supported Employment Program has had enormous success over this past year. More individuals with disabilities are working in Chilliwack than ever before and this number continues to grow. We hope to further expand our knowledge about the possibilities of employment through participation at the Canadian Association Supported Employment Conference in June 2013.

We were pleased to have been selected by CLBC as the Upper Fraser Region's "Transformation Project" site. This project challenged us to look at ways in which individuals receiving typical Community Inclusion supports who want to have jobs could be assisted in finding work while still having the support they need. The project resulted in changes within our Community Inclusion services so that work can be a real outcome for those wanting this opportunity. While we acknowledge the difficulties that change and transition can create for everyone involved, we know that we are now in a better position to support the needs of everyone requiring a Community Inclusion service within the CSCL. Part of our involvement in this project allowed us the opportunity to present our findings to CLBC as well as share our expertise with many other organizations in the province.

Due to growth, new service trends are rapidly emerging. It is clear that there will be continued growth in Community Inclusion; however the most significant growth is in HomeShare, EXPLORE and Community Respite. Each of these presents its own unique challenges to the organization as a whole and it is fair to note that cumulatively this growth places increased expectations on the administrative and accounting team.

The Society faces three major challenges in the upcoming year: recruitment for staff and caregivers, space and transportation. Staff and caregiver recruitment continues as the organization's primary concern. Skilled staff are obviously required to provide the ongoing support needed by those accessing our services. Additionally, we need qualified and experienced caregivers for our HomeShare and Respite programs. Of growing concern is the need to hire employees who can meet requirements for flexibility meaning that a typical fixed schedule is not always possible. Having said this, it is imperative to note that we have a large pool of skilled and committed employees many of whom have been with the organization for a very long time. Our employees enable us to meet our goals and are actively involved

in the lives of the individuals they support. They truly are the backbone of the Society and I thank each of them for their enthusiasm and dedication.

The second challenge is space; simply put, we're out of room. The Mary Street home office is full to capacity. The planned move for the Supported Employment Program to a space on Young Street later this spring will allow for the reallocation of space but simply eliminates sharing of offices and generates no real vacancies. The unprecedented growth in the EXPLORE program will necessitate finding a more permanent "home" for that service as well. Community Inclusion services are completely full and consideration is being given to adding a fourth location as finances permit.

Transportation is a third significant area of concern for us. Individuals working and living independently rely on public transportation which is not always readily available. Our Society-owned vehicles are constantly in use with the ongoing need for additional wheelchair accessible/lift equipped vans. HandyDart is experiencing substantial difficulty in meeting the ever-expanding needs of the community overall.

Our strong focus on achieving excellence in all areas continues to drive us. Over the past year we have made consistent progress in facilitating changes that will help us meet our goals. As an organization, we want to ensure that everyone we serve has the support they require to be a part of the community in ways that are meaningful to them. For the CSCL, this includes the development of community partnerships and for individuals, enhanced relationships. In 2013 we will be directing our energy on the development of social capital (the social ties and trust we develop with others) throughout the organization. This is an exciting project and we are looking forward to many positive outcomes for individuals within the Society.

As in every year, there have been struggles that require positive working relationships with our funding agencies, Community Living BC, Ministry of Children & Family Development and Ministry of Social Development. We are pleased to have maintained collaborative and respectful relationships that allow us to achieve the desired results for those we serve.

I am particularly grateful to our Managers and the Leadership Team who meet the daily operational challenges put before us, always putting the individuals we serve first. No report would be complete with acknowledgment of the supportive and capable Board of Directors. This group commits to coming together to review and analyze information and implement strategies that guide the future of the organization. All of us can take great pride in the work we've accomplished over the past year and look forward to an exciting future.

Respectfully submitted,

Brenda Gillette
Executive Director

Strategic Plan

In April 2012 the CSCL Board of Directors, together with the Leadership Team, met to develop a new Strategic Plan for 2012 with the understanding that the agreed upon broad themes would form the basis for at least a second year (2012). This was an evening session and included an overall review of all aspects of the CSCL's operations. The group agreed that the 5 key strategic directions established in the previous planning session remain relevant to the organization:

- A Focus on Quality of Life for Persons' Served
- Organizational Sustainability
- Home Sharing
- Stakeholder Engagement
- Leadership

The development of Goals and Action Plans was delegated to the Leadership Team, completed at a later date and approved by the Board of Directors in June 2012.

Status

The status of each of the strategic goals is set out on the attached "*Strategic Plan Action Status Report – March 31, 2012*". There are 11 Specific Actions identified for completion by this date. The following table shows the outcomes:

Goal Area	# of Goals	Comp./ Comp. & Ongoing	Incomp.	Ongoing (to be fwd.)	% of Comp.
Focus on Quality of Life	4	3		1	75%
Organizational Sustainability	3	1		2	33%
Home Sharing	1			1	0
Stakeholder Engagement	1		1		0
Leadership	1	1			100%
Totals	10	5	1	4	50%

Summary

Focus on Quality of Life: There were 4 specific actions identified under this broad heading; 3 were completed and one was not. The incomplete goal involved a coordinated distribution and screening for the Freedom of Rights video and the companion training booklet. Much of the work was completed with enormous success and the CSCL should take great pride in this accomplishment. The remaining piece, finalization of the booklet and distribution, will be forwarded to the upcoming year.

Organizational Sustainability: One specific action was completed and two referred to the 2013 year. The first of these is to develop time specific replacement options for both Salish and Taylor. The process for the replacement of Salish is underway while changes for Taylor House are merely at the

discussion level. The second outstanding goal involves furthering of the Achieving Excellence Agenda established as part of the 2011 Strategic Plan. Again, much demonstrable progress has been made in this area with the outstanding tasks being forwarded to the 2013 workplan.

HomeSharing: The goal in this area involved the development and implementation of a comprehensive monitoring and accountability framework for HomeSharing. Considerable work has been done on this but given the ever-shifting target and the ongoing changes in this area, the work remains in progress and has been forwarded to the 2013 year for conclusion.

Stakeholder Engagement: This goal is also tied to the Achieving Excellence mandate and requires additional work as part of that Agenda.

Recommendations

1. That the key strategic directions developed for the 2011 year, and supported in 2012, be reaffirmed for the 2013 year.
2. That the incomplete goals be forwarded for additional work in 2013.

Supported Employment Self Advocate Quote:

SEP got me the most perfect job I could ever want. Also they always are there if I need anything and also made job cards to help me with work.



John D. and Carolyn L. participating in CSCL's Health & Safety Committee's "Are you Smarter Than a 5th Grader"

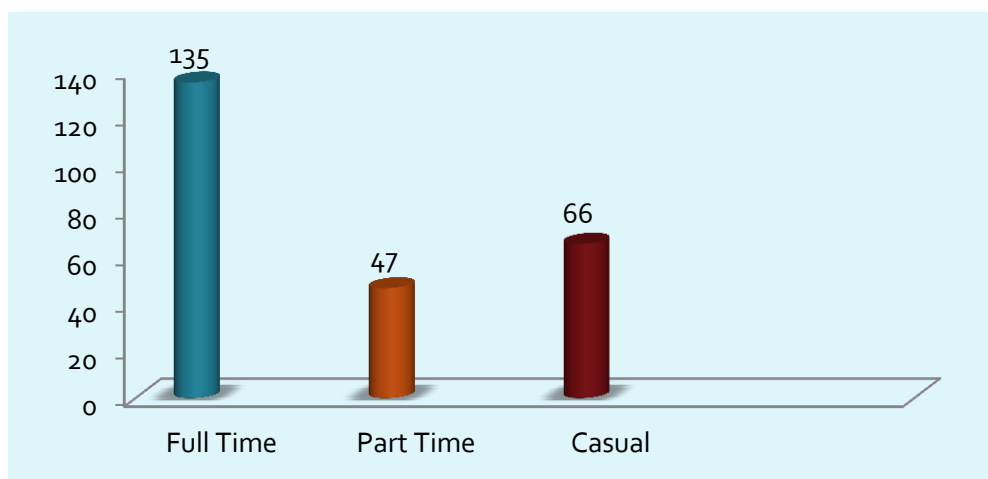
Human Resources Report

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 CARF standards, agency policies and programs, CSCL identifies trends and makes recommendations for quality improvement.

Year in review

Current Staffing Demographic:

As of December 31, 2012, CSCL employed 248 employees, including online staff who are members of the BCGEU. Leadership and Administrative staff are excluded from the Bargaining Unit. The following is a breakdown of employees by status:



Recruitment Initiatives:

During the past year the following recruitment initiatives have been utilized: posting in the local newspapers, networking with business organizations such as the Chamber of Commerce, online resources such as Craigslist, CSCL's Facebook page, UFV Career Center, and the Canadian Payroll Association. The Society's website also provides the ability to post positions open to external candidates.

The existing wage grid significantly impedes the organization's ability to compete with other employers/sectors such as health care and school districts, which pay significantly more. Additionally most new employees are hired as casuals; unfortunately many qualified applicants are not willing to leave a regular position for casual employment.

Volunteer and Practicum Students:

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 the Director of HR or designate and provided with an orientation with the program Manager.

Turnover:

A total of 37 employees left CSCL in 2012, creating an overall turnover rate of 15%. This is a decrease from 2011, which had an overall turnover rate of 16%. Below is the percentage of turnover for the years between 2004 and 2012:

Human Resources Committee:

The Human Resources Committee began meeting in December 2008. The Committee is made up of both excluded and included staff from various service areas. The Committee reviews CARF Standards, HR policies and procedures, HR Manuals and Handbooks and makes recommendations for improvement to systems and practices.

STAR Award:

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. Recipients are chosen 4 times a year by the Human Resources Committee. STAR Award recipients receive a letter and certificate for their personnel file and \$100. All other nominees receive a letter and certificate for their personnel file and a \$10 gift card. Four (4) recipients were chosen in 2012, Charlotte Taroni, Dayle Thiessen, Luke Pranger and Rene Atkinson. All were presented their awards by a member of the Leadership Team.

Social Committee:

The Social Committee serves as a subcommittee of the Human Resources Committee. The purpose of the Committee is to enhance the social environment for staff in the workplace by providing activities and events which focus on socialization, appreciation and recognition. The committee is made up of staff from various service areas and includes both excluded and included employees. The Social Committee organized the following staff events in 2012:

- Service Award Breakfast – 50 employees attended (March 13, 2012)
- CSCL Winter Gala – 163 employees/guests attended (December 6, 2012)

Upcoming events in 2013:

- Service Award Breakfast (March 14, 2013)

Wellness Committee

The Wellness Committee serves as a subcommittee of the Human Resources Committee. The purpose of the committee is to promote the health and wellness of CSCL staff. The committee is made up of staff from various service areas and includes both excluded and included employees.

Employee Survey:

The CSCL Employee Survey is made available to all CSCL Employees on an annual basis. This year **139** surveys were returned, an increase of **12%** from the previous year. The survey, if desired, can be completed anonymously. The survey is only available to CSCL Employees and only on an annual basis. Once again the overall the results of the survey were very positive.

Current Training:

CSCL typically provides a number of internal training opportunities to employees. These include: Annual Staff Training Day, Core 1, Core 2, Society Orientation and CPI (Non Violent Crisis Intervention). Core 3 – the Family Support Module was introduced in 2012. A replacement for Core 3 will be developed in 2013.



Suzanne M. receiving her 25 yr Plaque from Michelle A. – Service Award Breakfast March 2013.

Service Delivery Report

For over a decade, the Chilliwack Society for Community Living has annually established measurable outcomes for each of its distinct services. Based on these defined outcomes, the performance of each service is measured to determine if the outcomes are being met. The results are compiled to form the annual Service Delivery Report. Outcomes are developed with input from persons served, families, representatives from funders (i.e. CLBC and MCFD) and CSCL employees.

As the CSCL grows and establishes new services, it has become clear that the outcomes measures originally developed and modified over the years are no longer providing the data needed to ensure continuous quality improvement. Over the past year, the organization has used the services of a contractor to review its outcomes measures, data capture, analysis processes and report structure. The intent is to implement a comprehensive system that is imbedded into the day-to-day work already being done. For each service goals are set and information collected about:

Effectiveness – how well things work compared to the expected results.

Efficiency – how resources are used.

Service Accessibility – how easy it is for individuals to get the services they need.

Satisfaction – what individuals using services and other stakeholders think about the services they receive and the CSCL.

It is the CSCL's practice to use the essential information provided through the outcomes management system as a guide for organizational review and improvement at both the Leadership Team and Board of Directors' levels. This practice ensures that the CSCL is aware of the current needs of the individuals served and anticipates future trends. The Service Delivery Report, together with other reports, feeds the Strategic Planning process and assists in setting new directions for the organization. This comprehensive system of gathering, reviewing and using data enables the Society to be increasingly responsive to the needs of the children and youth with special needs and adults with developmental disabilities that it serves.

Work for 2012 focused on:

- ❖ Exploring further strategies to maintain/increase the overall survey response rates through the development/implementation of additional survey options.
- ❖ Developing a comprehensive needs assessment for individuals receiving residential support and identifying future housing requirements.
- ❖ Ensuring Personal Service Planning is completed for all individuals in all services.
- ❖ Ensuring Annual Reviews are completed for all HomeShare contractors.
- ❖ Developing/implementing annual Goal Report data to ensure appropriate levels of planning are in place.
- ❖ Ensuring increased community access for individuals through a variety of options including exploration of existing shared interests and natural connections.
- ❖ Implementing new, more meaningful, outcomes measure and indicators.
- ❖ Expanding staff training to include disability specific needs & autism, FASD, etc.).
- ❖ Ensuring an effective data capture process for youth entering/leaving services during a reporting period.

- ❖ Exploring further options for the provision of formal training to contracted respite caregivers.
- ❖ Continuing exploration for wheelchair accessible respite homes (i.e. caregivers).

Due to the changes in the outcomes measurement process over 2012, complete results are not yet available. Preliminary results are similar to those of previous years with generally positive levels of satisfaction from individuals served, families and other stakeholders and. The percentage of targets reach in the areas of Efficiency, Effectiveness and Service Accessibility are also close to those seen in other years. Additional information about the 2012 Service Delivery Report will be included in upcoming issues of the CSCL's Newsletter "Out and About".



Rob B., Bob G., & Gary M. participating in Emergency Preparedness Day

Include Me!

The Society's primary funder, Community Living BC (CLBC), wants to ensure that adults who access services funded by them are living good lives in welcoming communities.

So... beginning in June 2012, they have asked CSCL to coordinate interviews asking people to tell us about their quality of life.

The survey is called "My Life" and it includes 50 questions in the areas of independence, social participation, and well-being.

The survey is based on the work of international quality of life expert Dr. Robert Schalock.

CLBC will also be hiring self-advocates in the Chilliwack area to complete most of the interviewing.

A total of over 200 interviews will be conducted in the days and months ahead.

Afterwards, CSCL will receive a report that summarizes the quality of life profile for the individuals from our organization who participated in this round of surveys. None of the reports will contain information about a particular individual. Instead, they will contain average or summary scores.

"Quality of Life (QoL) is an internationally validated framework developed by Dr. Robert Schalock. QoL is represented by eight domains that provide an indication of an individual's quality of life."

The following page displays the results of the interviews:



Accessibility Report

The CSCL recognizes the importance of a comprehensive review of accessibility issues and the subsequent development and approval of a written plan to ensure that the barriers facing persons being served are addressed. The CSCL acknowledges that taking action to identify and remedy accessibility barriers within the Society is critical. However, it is also evident that most consumers face equally challenging barriers in the community.

The CSCL believes that the lives of consumers can be further enhanced through working with community to address external barriers. To that end, the Society continues its tradition of community involvement. The following events and activities demonstrate that commitment.

Over the past year the CSCL has developed a partnership with Food Matters Chilliwack. This has resulted in the development of an accessible community garden on the Society's Sunshine Drive property and engaged a number of individuals receiving support through the CSCL as well as many community members. Additionally, the CSCL is well represented on a variety of other committees and groups that promote accessibility for all members of the community.

Information for the plan is gathered from a variety of sources both formal and informal including:

- Monthly Managers' Reports
- Monthly Site Inspections
- Individual Service Planning meetings (individuals as well as their family and friends)
- Staff Meetings
- Staff Training
- Informal Accessibility Surveying

It is essential to recognize that the CSCL does not have the capacity to address all the identified issues, recommendations, and the impacts to establish priorities. The Accessibility Committee reviews all available information and data to develop the Plan. The Executive Director is designated as the official person responsible for implementation and monitoring of progress.

The following are the actions and outcomes for the 2012/13 Accessibility Plan.

Architectural Actions

1. Chadsey House bathrooms require renovations to ensure accessibility for residents.
 - Plans for the bathroom renovations have been drafted; funding sources for the renovations are being reviewed. This item will be forwarded to the 2013/14 Accessibility Plan.
2. ACE III/EXPLORE – Electrical issues occur on a regular basis.
 - This issue was resolved in July, 2012.
3. Several CSCL homes will not meet long-term needs of residents and require replacements with wheelchair accessible options.
 - Discussion with CLBC is underway regarding the longer-term replacement of these houses.
4. Ensure that Grouse Mountains lists its inaccessibility issues on its website.
 - This issue was clarified with the mountain staff and the request made that they list seasonal accessibility on their website.

Environmental Actions

1. Water wheelchairs at the Leisure Centre are broken and unusable. There is no plan to address the required repairs.
 - New water wheelchairs were purchased.
2. Wheelchair accessible respite continues to be problematic for children, youth and adults.
 - A caregiver with a wheelchair accessible home was found; however, this home is not consistently available due to other commitments. This issue continues ongoing review and recruitment.

Financial Actions

1. CYSN – An increasing number of families are unable to afford the program registration and/or activity fees (exceeding what the Memorial fund is able to cover).
 - Multiple fundraising events were held throughout the year and will be ongoing as viable and required.
2. EXPLORE/ILP – readily accessible transportation and safe and affordable housing continue as issues for EXPLORE and ILP.
 - There were no requests this year for assistance with bus passes. The Transportation Survey results did not substantiate further need for this to be pursued. Safe and affordable housing continues to be an issue that cannot be addressed within the organization.

Employment Actions

1. Options for enhancements to employment may exist through use of the Rotary Employment Initiative.
 - Initial discussion with Rotary is scheduled for July 26, 2013.

Communication Actions

1. CAYA has been unresponsive with respect to clarifying its role with augmentative communication options for adults with disabilities
 - CAYA has clarified that it serves adults ages 19 and older who require alternative and augmentative communication assistance. (www.cayabc.org)

Transportation Actions

1. Information about transportation issues has not been directly collected from those most impacted.
 - Data collected through a transportation survey for self-advocates showed that there were limited concerns about transportation with no single item standing out in the analysis.
2. Costs of transportation associated with the operation of CYSN Services are not adequately funded.
 - Contract negotiations to secure additional ongoing funding for transportation were unsuccessful; ongoing discussion with MCFD will be required.

Community Integration Actions

1. An increasing number of children/youth are being expelled from school with more support requests from families regarding reintegration to the educational setting.
 - We are currently exploring the use of internal resources in developing expertise around family support. Several Managers have indicated interest.
2. Access in various community settings is often restricted; this information is often not available until arrival at the site.
 - The CSCL has become a registered user of plant@t.com.

Nominating Committee Report

The Nominating Committee is made up of members of the Board of Directors who are appointed to the Committee by the President in January/February of each year. The Committee will include one member of the Succession Planning Committee to ensure all aspects of Board need are examined 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 term 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 current Board members with 1 year left to serve are:

Sarah Bried	Alyson Seale	Steve Saccomano
Al Niemann	Val Monty	Joe Beauchene (now vacant)

Those who will complete their terms of office in this year are:

Helen Tolmie	Lois Mazuren	Brent Tolmie
Pat Johnston	Bev Keswick	Jeannine Walsh

Overall, this leaves the Board with 7 potential vacancies to be filled. At a minimum, in accordance with the Constitution & Bylaws, 2 of these must be family members or self-advocates.

In compliance with the CSCL's Constitution & Bylaws, both Helen Tolmie and Pat Johnston are ineligible to stand for nomination for the 2013 – 2015 term. An additional vacancy was created by Joe Beauchene's mid-term resignation due to health concerns. The Board has chosen to leave this position vacant for the balance of his term (2013 – 2014) to ensure balance of 2-year terms on the Board. Lois Mazuren, Brent Tolmie, Bev Keswick and Jeannine Walsh have all indicated their willingness to allow their names to stand for nomination for the 2013 – 2015 term with the Board of Directors. The Nominating Committee is pleased to present the following nominees to the membership:

Bev Keswick	Ron Laser	Lois Mazuren
Brent Tolmie	Barb Wallace-Jesson	Jeannine Walsh

The following are brief introductions to the nominees:

Bev Keswick

Bev Keswick moved to CFB Chilliwack with her family in 1988. After graduating from 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 is continuing her studies to obtain her CGA designation by the end of 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 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 will be 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.

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 4 years ago.

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 Warren and four grandchildren who keep me young and busy. Noah is 15, Ethan is 10, Halaina is 4 and Holly is 2.

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, who is now 20 years old. Shayne is currently in the Early Risers 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.

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. Zack, 17, and Cali, 16, both currently attend Sardis Secondary.

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.

Highlights of 2012/13

April 2012

- Earth Day Chilliwack - CSCL is proud and excited to be co-hosting this amazing event with Food Matters Chilliwack, Deda Designs and a bunch of other amazing partners on Saturday April 21, 2012.

May 2012

- Rights Video – Previewed at CSCL's AGM on May 22, 2012.

June 2012

- Chilliwack Knights Ball Hockey team heads to Victoria for their first tournament.

July 2012

- CSCL's Children & Youth Services kick-off their Summer Programs.
- CSCL participates in WorkSafeBC's COR Audit.

August 2012

- Teen Club goes Fraser River rafting with Fraser River Raft Expeditions.
- 200 individuals attend Summer's End BBQ
- Jill Wiens of Salish managed to scoop 2nd place from the competition at the Chilliwack Fair. Jill also earned "2012 Best in Show Certo jam" award.

September 2012

- Chilliwack Knights Ball Hockey back in action on September 14th.

October 2012

- Children's Community Respite program presents at the International Short Break Association conference in Toronto, Ontario.
- Community Living Event – another SELL OUT
- CSCL co-host 2012 Family Focus Conference with the Langley Association for Community Living and the Family Focus Society.

November 2012

- Men at Jasper House participate in Movember in support of Prostate Cancer Research.
- CSCL holds Flu Clinic for self advocates and staff.
- Supported Employment Program hosts their Annual Employer Appreciation event.
- CSCL's Social Committee hosted the 2013 Winter Gala at Minter Gardens attended by CSCL Employees.

December 2012

- Independent Living Program celebrates 20 yrs with a Christmas Dinner at Clark's Restaurant.

January 2013

- BC Association for Community Living (BCACL) changes its name to Inclusion BC.

February 2013

- CSCL introduces a "Lottery Lunch". Purpose of the lunch is to gather as much input from staff as is possible.
- CSCL's Child & Youth Programs participate in the 50/50 Draw at the Chilliwack Chiefs game on February 16, 2013.

March 2013

- CSCL's Community Inclusion Services expands its program delivery. Woodshop gets a make-over with hard work of Tom Fleig, CSCL Maintenance and his predecessor, Joe Batt.
- 2nd Annual Awards Breakfast to honor employees services awards for 5, 10, 15 & 25 yrs of service.



Donors

The Chilliwack Society for Community Living would like to thank the following, individuals, businesses and service groups for their support over the past year.

Individuals:

Mr. & Mrs. L. Bay
Ms. P. Blyschak
Ms. R. Bell
Mrs. A. Clegg
Mr. B. Cross
Ms. A. Davies
Mr. T. Dixon
Mrs. M. Eaton
Mrs. B. Gillette
Mr. B. Gower
Mrs. D. Hayens
Mr. B. Hysniu
Ms. J. Ingram
Ms. G. Johnson
Dr. & Mrs. C. Kerr
Mr. R. Lamb
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Mr. & Mrs. A. Leask
Mr. & Mrs. N. Mazuren
Mr. & Mrs. D. McDonagh
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Ms. D. Meharg
Ms. E. Nootebos
Mrs. J. Porter
Mr. D. Reid
Mr. & Mrs. C. Sorensen
Ms. G. Standeven
Ms. D. Witt
Ms. T. Wollenberg

Service Groups/Agencies

Knights of Columbus Chwk Council #3478
Mount Cheam Lions Club
Steller's Jay Lions Club
CSCL Employee Contributions

Businesses:

All The Details
All Things Being ECO
Angela "Hand Made"
Art by Meon
Avon – Jodi Whitehead
BC Lions
BCAA – Chilliwack
Barb Townley-Oak – Multimedia & Graphic Art
Beautifully Holistic Eco Spa & Organic Beauty Outlet
Best Western Rainbow Country Inn
Big Red Fire Protection Ltd
Body Saltz
Bookkeeping Made Easy
Budge Blinds Chilliwack
Burger King
Canada Safeway – Chilliwack
Canada Safeway – Sardis
Candian Tire - Chilliwack
Canex Building Supplies
Castle Fun Park
Chadsey House
Cheam Source for Sports
Chilliwack Dart & Tackle
Chilliwack Decorating Centre
Chilliwack Ford
Chilliwack Gravel Sales
Chilliwack Knights Ball Hockey Team
Chilliwack Total Body Fitness
City of Chilliwack
Classic Cards on Alexander
Cottonwood 4 Movie Theater
Creekside Home Decore
Cultus Lake Golf
Dairy Queen
Decades Coffee Club Inc
Décor West
Denbow
Devon Hall Photographic Arts
Down 2 Earth Land & Lawn

Earl's Restaurant
 Eaton Land Surveying
 Experia - CANADA
 Falls Golf & Country Club
 Fashion Furniture Buy Longfellows
 Fraser River Raft Expeditions
 Fraser Valley Physio & Rehab
 Fraser Valley Tireland
 Future Shop
 Galaxy Cineplex
 Gente Bella
 Great Canadian Gaming Corporation
 Greek Islands Restaurant
 Greenbelt Veterinary Services
 Heppner Trucking Ltd
 Hofstede's Country Barn
 Home Depot
 Homer's Restaurant
 HUB International
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 J. Adams & Sons Ltd
 Jet Spa Hot Tub & Pools
 Julie Anne's Art and Custom Framing
 Kal Tire
 Kings Master Dry Cleaners
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 Little Mtn Greenhouse
 Lock's Prescription Pharmacy
 MediChair Chilliwack
 Mertin GM
 Michelle on Reece
 Mike's Computer Shop
 Minter Country Gardens
 Montebello Jewellers
 Muddy Waters Espresso Bar & Café
 Mr. Lube
 O'Connor Dodge
 OK Tire
 Optimum Sport Performance & Health Centre
 Pacific Eye Doctors
 Pacific National Exhibition
 Palliser Furniture
 Pam Dysktra Photography
 Payton & Buckle
 Pharmasave Heath Centre #207
 Praetorian Security
 Price Smart Optical
 PriceSmart Foods

Pure Serenity
 Quik Pik Flowers
 Remarkable Uniform Mat & Towel Ltd
 Remax Nyda Realty – L. Thompson & A. Niemann
 Rendezvous Restaurant
 Rocky Mountain Chocolate Factory – Harrison
 Rona 139 Chilliwack
 Salish House
 Sardis Appliance Inc.
 Sardis Health Foods
 SHE's FIT!
 Shopper's Drug Mart - Chilliwack
 Sidewinder Conversions
 St. John Ambulance
 Sutton Group ShowPlace Realty
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 Starbucks Partner Giving Program
 Suzanne's
 Taylor House
 That Flower Shop
 The Back Porch
 The Bookman
 The Brick
 The Hawk 89.5
 The Play Room Toy Shop
 The Rehab Shop
 The Wellington
 Thomas Designer Jewellery Ltd
 Tropicana – Chwk
 True North Kettle Corn
 Undine's Retreat
 Valley Cycle Locksmith
 Valley Water
 VanCity Credit Union
 Video Station – Cascade Station
 Vine to Wine
 Visscher Lumber
 Voila Lash Lounge
 Waterstone Group
 Wildfire Pottery
 Wilki Irrigation Ltd
 Windmill Grooming & Pet Services
 Windsor Plywood
 Winks
 Winners/HomeSense
 Wisbey's Veggie
 Yellow Barn

Self Advocate Bill of Rights

- √ Everyone has the **right** to be included in the community.
- √ Everyone has the **right** to be treated with respect.
- √ Everyone has the **right** to have opportunities to work.
- √ Everyone has the **right** to make choices about things that are important to them.
- √ Everyone has the **right** to schedule their own time.
- √ Everyone has the **right** to have fun in their day.
- √ Everyone has the **right** to good medical care.
- √ Everyone has the **right** to live in a safe place.
- √ Everyone has the **right** to the support that they need.
- √ Everyone has the **right** to privacy.
 - √ People should not touch our things without permission.
 - √ People should ask permission before entering our room or apartment.
- √ Everyone has the **right** to privacy of the body.
 - √ People should not touch us in a way we don't like.
 - √ People should ask us before they touch us.
- √ Everyone has the **right** to have their personal information kept private.
- √ Everyone has the **right** to decide who gets information about them.
- √ Everyone has the **right** to speak for themselves.
- √ Everyone has the **right** to be heard.
- √ Everyone has the **right** to communicate in their own way.
- √ Everyone has the **right** to have things explained in a way that they can understand.
- √ Everyone has the **right** to vote.
- √ Everyone has the **right** to practice the religion of their choice, or not at all.
- √ Everyone has the **right** to know what is being written about them.
- √ Everyone has the **right** to attend self advocates meetings.