



CSCL's Got Talent

Dinner & Entertainment

JUNE 6th, 2014

5:00 - 9:00pm

Central Elementary School Gym (9435 Young Rd.)

- Can You Sing...Dance...Play an Instrument...Juggle?
- Are you an artist...clown...comedian...athlete?

Call or email Natalie Karam to register your talent for "CSCL's Got Talent" Fundraiser at 604-846-2015 or at natalie.karam@cscl.org

Proceeds from fundraiser are going towards CSCL's Child & Youth Program Sponsorship Fund (to assist families with financial hardships)

Tickets: \$10.00 Each



*Excellence Through Innovation,
Celebrating 60 years*

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A Message from the Premier

AS Premier of the Province of British Columbia, it gives me great pleasure to congratulate the Chilliwack Society for Community Living on reaching its 60th Anniversary.

This is certainly a milestone occasion and wonderful opportunity to reflect on all the great accomplishments of the Society. Being one of the oldest community living organizations in our province, this Society has supported countless families and done so much to empower individuals with developmental disabilities. Over the years, we have seen how important this work is and how it can effect positive change throughout the entire community.

I would like to commend all those whose hard work has gone towards supporting this organization, both past and present, and thank you all for your invaluable contributions to your community. British Columbians are proud of our welcoming reputation and it is because of organizations like the Chilliwack Society for Community Living that our province is such an inclusive and harmonious place to live.

Congratulations, once again, on reaching this milestone 60th Anniversary, and please accept my best wishes for continued success in the years to come.

Christy Clark

Premier

CSCL – ANNUAL GENERAL MEETING

Tuesday, May 21, 2013

Chairperson: M. Brent Tolmie
Scrutineers: Bev Keswick and Jeannine Walsh
Self-Advocates' Advisor: Barb Wallace-Jesson

Call to Order

Adoption of the Agenda

Adoption of the Minutes of the Annual General Meeting held on May 21, 2013

Annual Reports:
Auditor's Report- KPMG
AGM Reports

Special Resolutions
Purchases of property, mortgaging, refinancing or renewing existing mortgages.

Constitution & By-Laws: PART 7 – Director Nominations, Elections, Vacancies sub-section 7.3

Nominating Committee Report/Elections

Through the Decades – “A Tribute”

Glee Club Production

Announcements:
Membership Dues
Community Living Event – Celebrating 60 Years!





What People are saying about us....

Employees

As of December 31, 2013 we have 264 unionized employees and 13 excluded employees. This year we hired 70 new people; 57 casual employees, 8 full-time employees and 5 part-time employees.

54% of employees are full time, 22% part time and 24% casual

93 new and returning employees completed the Health & Safety Competency Questionnaire with an average score of 88%.

Recipients of this year's STAR Awards were Patricia THome, Aaron VanBeest, Kelli Paddon and Cathy Walsh. Recipients of the new EXCEL Award for Managers were Nancy Gauvin and Craig Yendall.

CSCS is continually recruiting new employees. Over this year we conducted 133 interviews with external candidates, 53% were hired.



Local Businesses

What People are saying about

Supported Employment Services has been providing employment supports to individuals with disabilities for over 25 years. Currently we provide service to 37 individuals through this service and an additional 7 youth through the BRIDGE transition option.

94% of individuals receiving SES services in the past year are between the ages of 19 and 29.

75% of referred individuals secured employment within the reporting year.

Employer's Comments

I have been very pleased with the program and look forward to a future being involved with it. SES staff has been always very responsive to our needs and offer fair counseling to associates and store leadership team.

Persons Served

What People are saying about us....

It must be noted that the total number of individuals served is less than the number of those using services due to use of multiple services by some individuals. 100% of individuals responding to the survey reported that they were satisfied with their residential support (includes Adult Staffed Residential, Independent Living and Home-Sharing).

100% of individuals in Community Inclusion Services report they are treated with respect. 86% of individual in Outreach/Life Skills reported satisfaction with their supports.

CSCL continues to look at how we can improve services by measuring quality of life for the people we support. We collect data that tells us about the choices people make, the time they spend in the community and their level of participation. We also closely monitor data on the achievement of goals for each person served.



Families

What People are saying about us....

Families need to feel supported. Respite services match qualified and screened caregivers to parents of children or adults with disabilities to provide a “break” from parenting. In the 2013-2014 year 55 children/youth and 36 adults were supported through the respite services.

98% of families report their family member is safe and well cared for by the respite care provider.

93.5% of families report they are satisfied with the respite experience provided for their family member.

Comments from Families

Amazing Program! I would have requested it sooner if I had realized how much input I would have on choosing a caregiver.

This is a new experience for us with all the supports CSCL provides! This has greatly improved Kimi's quality of life. We have never experienced this in other communities!

Our Society

The Chilliwack Society for Community Living is an innovative and responsive organization that supports more than 375 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 celebrating our 60th year of service in the Chilliwack community.

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.

The 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 CAREF, 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.



Special Report

Accreditation Survey Outcomes



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.

CSCL's Report Card

How did we do?

The CSCL recently underwent its 4th accreditation survey with CARF. While we have not yet received our formal written report, it is clear that we will be accredited for another 3 years taking us through to April 2017. Accreditation is a measurable demonstration of the fact that we provide quality services, have exceptional business practices and continue to pursue improvements to our services.

Each year CSCL produces an Outcomes Management Report about the services we provide. Throughout the year we collect information about the goals we hope to achieve. We survey the individuals we support, their families, employers, other business partners and our funding agencies to get feedback about our services. The information we receive help us to determine where change is needed.

Our complete Outcomes Management Report can be found on ShareVision or on request through our office.



A final goal for sustainability addressed the need to explore ways to ensure funding for youth employment services. At this point funding from internal allocations will continue to be used to provide this service through the 2014 year. Discussions have been held with CLBC to look at the creative use of funding for youth turning 19 to allow them to continue receiving services through this option. Other, more permanent funding sources have not been found.

Leadership

Based on the CSCL's overarching aim to become a "centre of excellence", every Committee is expected to have a minimum of one "COE" (centre of excellence) goal as part of its workplan. These goals must demonstrate a new best practice and Committees are encouraged to conduct research about best practices in the particular area to ensure that the goal exceeds general expectations about the work the defined work of the Committee. Not only to all Committees have a "COE" goal, they are challenging each other and all employees with a "60s Challenge" to help celebrate the CSCL's 60th Anniversary.

Stakeholder Engagement

Three goals were established to address the identified need to more clearly engage stakeholders. Two of these goals were somewhat linked (re-branding as well as re-development of the website) and were completed with substantial success.

The third involved the development and implementation of strategic partnerships or alliances within the community. While this was certainly done on an informal basis and therefore rated as "complete"; the Leadership Team has recommended that this continue to form part of the future direction of the organization and that particular attention be paid to developing those partnerships where they link to direct benefit to the organization.

Recommendations

That the Board of Directors establish a Property Review and Planning TaskForce (or Committee) to:

- review all CSCL-owned properties with a view to identifying the current use, future use/life expectancy;
- potential value to the CSCL for re-development or sale; and
- identify future property needs.

That the Board of Directors review the need for the development of strategic community partnerships.

Minutes of the Annual General Meeting

TUESDAY, MAY 21, 2013

CALL TO ORDER 7:08PM

Call to Order/Adoption of the Agenda

H. Tolmie, Past President, called the meeting to order at 7:08 p.m., noting that she was chairing the meeting due to the unexpected absence of the President, B. Tolmie. There were approximately 55 members, friends and self-advocates present including the following members of the Board of Directors: Pat Johnston, Jeannine Walsh, Sarah Bried, Bev Keswick, Lois Mazuren, Val Monty, Al Niemann, Steve Saccamo, and Alyson Seale. H. Tolmie welcomed everyone to the meeting.

She noted that the appointed scrutineers for the evening were Val Monty and Al Niemann. H. Tolmie introduced Alyson Seale 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 J. Walsh, that the agenda be adopted as presented. CARRIED.

Minutes of the Previous Meeting

The minutes of the previous AGM (2012) were circulated to all members following that meeting and re-printed in the 2013 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 V. Monty, seconded A. Seale, that the minutes of the May 22, 2012 Annual General Meeting be adopted as presented. CARRIED.

Annual ReportsFinancial Report

H. Tolmie welcomed Danielle Rogina, KPMG Auditor to the meeting to present the Audited Financial Statements for the period of April 1, 2012 to March 31, 2013 to the membership. D. Rogina reported to the membership that the audit was a “Clean Audit” noting that the contingent liability of \$540,000 regarding Healthcare Benefits Trust (HBT) will not be accrued in the Financial Statements. She reviewed the prepared Financial Statements noting that in accordance with the new Canadian accounting standards for not-for-profit organizations, CSCL’s statements show actual figures for April 1, 2011, March 31, 2012 and March 31, 2013 - for this year only. D. Rogina noted that CSCL has a surplus of \$292,329 at the end of fiscal 2013.

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.

H. Tolmie reported that the Board of Directors met and approved the audited Financial Statements on May 15, 2013 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.

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 2013/14 fiscal year. H. Tolmie called for a show of hands indicating approval of the recommendation. The appointment was approved by the membership.

Summary

Focus on Quality of Life

There were 2 specific actions identified for the 2013 year under this broad heading; both were completed and work on both will form an ongoing integral part of the CSCL’s work with respect to those it serves. The “iConnect” Leadership Training Event held in November 2013 was extremely successful and the organization can be very proud of its role in organizing the event. While not a specific goal, the recent Employers’ Breakfast held with Mark Wafer as the guest speaker was another event that clearly establishes the CSCL’s focus on quality of Life for those it serves. 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.

Organizational Sustainability

There were 4 actions identified with respect to organizational sustainability. One was discontinued in December 31, 2013 following any ability to involve CLBC in this regard. However, there was some success in limiting the impact of crisis through the CSCL’s internal Crisis Response Planning as well as some changes and clarification in expectation about response to crisis from CLBC. While these changes may be specific to the current Analyst assigned to the CSCL, the benchmarks have been established and should assist the organization in clarifying where it might or might not be expected to respond to future crisis.

CSCL met its goal of replacing Salish House this year and initially obtained funding to complete much-needed renovations at Taylor House. These were subsequently unnecessary and the funds were able to be transferred to Chadsey. Ongoing discussion about existing property, its value to the organization and its future potential use is highly recommended.

Substantial discussion has been held about the organization’s continuing growth and the need to ensure that the infrastructure can meet the ever-increasing demands. The Leadership Team has spent time with a consultant reviewing these needs and has spent additional time reviewing possible options. While the Summary reports this item as “completed” that is based on the analysis being completed. The actual plan for carrying this forward has not been developed and should form part of the 2014 Strategic Planning discussion.

Strategic Plan Summary

Review

A comprehensive review of the CSCL’s Strategic Plan was conducted in April 2013 and the full report approved by the Board of Directors in June. Four of the five strategic directions established in the 2012 year remained a priority for 2013.

A Focus on Quality of Life for Persons’ Served
 Organizational Sustainability
 Stakeholder Engagement
 Leadership

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

Status

The status of each of the strategic goals is set out on the attached “Strategic Plan Action Status Report – March 31, 2014”. There are 10 Specific Actions identified for completion by this date. The following table displays the outcomes:

| Goal Area | # of Goals | Com p./ Com p. & On-going | In-comp . | On-going (to be fwd.) | % of Com p. |
|-------------------------------|------------|---------------------------|-----------|-----------------------|-------------|
| Focus on Quality of Life | 2 | 2 | | | 100% |
| Organizational Sustainability | 4 | 3 | 1 (Disc.) | | 75% |
| Leadership | 1 | 1 | | | 100% |
| Stakeholder Engagement | 3 | 3 | | | 100% |
| | | | | | |
| Totals | 10 | 9 | 1 | 0 | 90% |

- **President’s Report**
- **Executive Director’s 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.

Advance Notice of Special Resolution for 2014

B. Gillette provided information regarding the Advance Notice - Special Resolution that is detailed on page 12 of the AGM booklet. She advised the membership that the Board of Directors will be experiencing a large turnover within the next two years as well as simultaneously recruiting for a new Executive Director due to her pending retirement. B. Gillette noted that the Board sought legal advice to determine the best method for ensuring Board consistency during this period. Following a review of the options, the Board of Directors is in agreement that the best solution will be to extend the terms of office of two specific Board members from 3 terms to 4 terms to assist with the transition to a new Executive Director. As a result, a Special Resolution will be proposed in 2014 to support this recommendation. She noted that over the next year reminders of the Special Resolution will be noted in CSCL’s newsletter “Out & About”.

Nominating Committee Report

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

A. Seale 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:

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

This leaves 6 vacancies for the 2013/15 term. A. Seale informed the members that in compliance with the CSCL’s Constitution & Bylaws, both H. Tolmie and P. Johnston are ineligible to stand for nomination for the 2013-2015 terms. A. Seale informed the members that the remaining 4 Directors have accepted nomination for a further 2-year term. The Nominating Committee is pleased to present the following nominees:

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

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

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

CLBC Presentation “Staying on top of it in Chilliwack”

B. Gillette welcomed Carla Thiesen, CLBC Quality Service Analyst to the meeting. B. Gillette provided a brief introduction to Carla Thiesen including her role with CLBC prior to becoming an Analyst.

C. Thiesen spoke to the membership about her role as Contract Manager for CSCL’s contracts with CLBC. She provided an in depth look at the growth CLBC has seen both provincially and locally since 2005. She noted that since April 1, 2013, 30 adults with developmental disabilities have moved into the Chilliwack area, most of whom are now being supported by CSCL.

Employers’ Breakfast

We are recognized throughout the province as a leader in the area of providing employment opportunities for the people we serve. As part of our ongoing work in the community, our Supported Employment team is committed to creating positive relationships with community employers. To further promote supported employment locally, we hosted an Employers’ Breakfast on February 19th with the nationally recognized speaker, Mark Wafer. Mark is a business owner and operator who strongly promotes an inclusive work force from the perspective of presenting a persuasive business case. The breakfast was attended by approximately 60 employers and key community members and resulted in many new connections for us.



Service Awards Breakfast

On March 11, 2014 we held our third Annual Service Awards Breakfast. Employees are recognized for completing 5, 10, 15, 20 and 25 years of service. This year Mark Strahl, Chilliwack’s Member of Parliament, was a



guest for the breakfast and spoke briefly about the value of the work the CSCL does in the community. We were pleased to be able to recognize two employees, Jake Kouwenhoven and Liz Sullivan for 25 years of service. The breakfast has proven to be a very successful way of recognizing staff for their contributions.

Highlights

Opening of Hipwell

We were very excited to be able to respond to the needs of two youth and their families by opening Hipwell House in the late summer of 2013. Both of the teens have complex health care requirements and require nursing supports on-site. The neighbourhood was very welcoming and this has been a positive experience for us as an organization. Funding from MCFD helped to make this a reality.

Relocation of Salish

Salish was originally purchased in 1989 to provide a home for four individuals coming to the community as part of the close of Woodlands Institution. The ladies living at Salish were at risk due for falls and injury because of the stairs. The search for a replacement took some time as did the renovations but the ladies were able to complete a move to the Vanmar house in January 2014. We are grateful to Community Living BC and the BC Housing & Management Commission for their assistance in achieving this goal.

iConnect Conference

In November 2013 we hosted a highly successful leadership training event for 100 managers, supervisors and leadership employees at Harrison. This was a long time in the making and was a joint venture between ourselves, the Langley Association for Community Living, the Richmond Society for Community Living and the Delta Community Living Society. The focus was on using social capital as a means for building inclusive communities for everyone and featured the internationally recognized Advocate for building community capacity. We are now continuing to move forward with social capital through the development of an early implementation project which we hope to have operational in fall 2014.



C. Thiesen provided an overview of CLBC's Employment initiative and CSLC's commitment to providing innovative employment options for individuals through RISE, Early Risers and Supported Employment Programs.

C. Thiesen spoke specifically about CSCL's involvement with the IncludeMe surveying process noting that 122 individuals receiving adult services from CSCL participated in the survey. She noted that the survey questions cover 8 domains that identify an individual's Quality of Life. She informed the membership that CSCL should be proud of the results achieved. She noted that CSCL's results exceeded those of other agencies in the region.

C. Thiesen concluded her presentation with a Certificate of Appreciation to Shaaron Enright, CSCL Administrative Assistant, for her involvement and contribution in ensuring the success of the IncludeMe survey.

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.
- **Community Living Days** celebration on October 19th, 2013 at Tzeachten Hall. Further details will be forwarded closer to the event.
- **Special Resolution** – AGM 2014

Adjournment

H. Tolmie declared the meeting adjourned at 8:15 pm, encouraging all those present to stay, visit and enjoy coffee and snacks.





President's Report

With the flowers blooming and the showers in full effect it must be May and time for another AGM. A lot has taken place over this past 12 months, and many of those events are big new steps for our family at CSCL. It seems fitting that as we celebrate 60 years of community living in Chilliwack, we are still growing, learning, and changing as an organization.

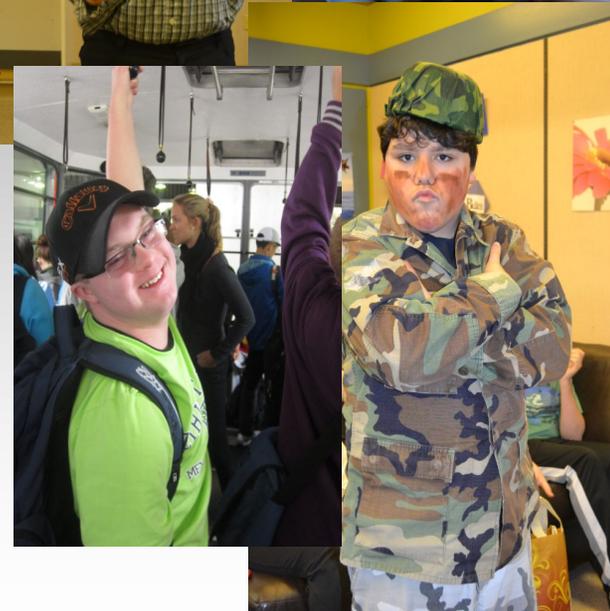
We successfully hosted some very key events including an employers' breakfast and further staff sessions with Mark Wafer. Mark is a Tim Horton's multiple franchisee who employs more than 40 persons with disabilities in his stores. Mark showed us that employing people with disabilities has distinct business advantages including increased employee retention and a healthier bottom line.

Our team also facilitated the "iConnect" conference in Harrison in November 2013 with Dr. Al Condeluci. Dr. Al is a leading advocate from a community living organization in Pittsburgh, PA. He specializes in the concept of building community capacities through social capital and interdependence.

These events sought to educate and inform as well as equip others around us. As an organization, our rich history and consistent values have allowed us to become a leader in the community living field. Hosting these events and sending our people out to speak with others is a way of promoting community living as a whole, throughout this province and nation.

A lot of work has been done on the brick and mortar side of CSCL too with the addition of new homes and renovations and replacements of existing facilities. We welcomed in the Yates property and a group home contract with MCFD for youth and said goodbye to Salish in favour of a more suitable home at Vanmar. Our realty and renovation team has had a busy year!

Another big accomplishment was the CARF recertification process. This takes an immense amount of time not to mention the pressure put on our staff. As expected,



Accessibility Report

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

To ensure safety and accessibility for the individuals in CSCL staffed residential services:

Chadsey House bathrooms were fully renovated,
Salish House was replaced with Vanmar, and
Southlands had an external lift installed.

Fundraising activities have been developed and put into operation to ensure that all children and youth referred for CSCL services do not face financial barriers to participation.

Employment opportunities for individuals with developmental disabilities were expanded through a Chilliwack Employers' Breakfast featuring internationally known guest speaker, Mark Wafer as well as through the development of the Rotary at Work Initiative within the Rotary 50/50 District.

Transportation for Community Inclusion Services was addressed through incremental budgeting processes developed in conjunction with CLBC.

Advocacy for families and individuals was provided by contracting with a Family Support Worker from Abbotsford.

Community Integration Barriers

Lack of family and individual support/advocacy during crisis.

June 30: COE Goal for Accessibility Committee; Julie will convene meeting of identified participants in the next quarter.

Sept. 30: Meeting was cancelled due to conflicting vacation schedules.

Dec. 31: Meeting has not yet been held; advocacy assistance has been provided to families through an alternate resource (Arlene Schouten).

Mar. 31: This requires further work and arose as part of the 2014 Strategic Plan. The goal will be further developed through the Strategic Plan.

we came through with flying colours and our status as a leader in community living was reconfirmed. Our staff should be very proud.

The re-occurring theme here seems to be growth, both through bringing world class leaders in the field of community living to our community and through serving more people here in our town. Recently, at our intensive strategic planning session, the main topic of discussion was preparing for the current growth that is trending upwards, particularly in the areas of day services and home sharing. It was a great time for board members, staff, and management to rub shoulders with each other and attempt to understand the challenges we face.

As board members, the message we heard loudly and clearly was that CSCL doesn't take "no" for an answer. When persons with disabilities and their families are in need of services CSCL always works toward a solution. In our 60th year, it makes me very proud to know we haven't lost this spirit. Buildings and programs come and go, staff cycle in and out (although our people stay a lot longer than other organizations – and that is a great source of pride), but serving the needs of others is the cornerstone on which we are founded.

To celebrate our 60th anniversary there will be a number of events held in the community. Please take the time to come out and support our team and family at Chilliwack Society for Community Living.

Congratulations CSCL! Here's to another 60 years of proud service in the Fraser Valley.

On behalf of the board,

M. Brent Tolmie



Executive Director's Report

This year we are celebrating 60 years of service to individuals and families in Chilliwack. We are one of the first community living organizations to reach this milestone and have much to be proud of. I feel very strongly that part of my role, both within the Society itself and the broader community, is to be the "history keeper" so that the purpose, struggles, commitment and achievements of the founding members are not lost.

During my 39 years with the CSCL I have had the opportunity to advocate for the closure of large provincial institutions and support individuals in returning to a community life. I have had the privilege of supporting individuals and families with the development of new services that specifically meet their needs and I have had the honour of being personally involved in the lives of many families and individuals. I believe that these experiences have helped significantly as we support the shift from segregated care to inclusion in all aspects of life.

Over the past year we have again experienced substantial growth particularly in the areas of outreach/life skills, homesharing, community inclusion services and employment. Objective projections show that this is likely to continue, meaning that as an organization we need to develop strategies that ensure we have the capacity to meet these ever-growing demands.

On the positive side, we now have a ratified Collective Agreement



Tuan (Tim) Burgess

I was born in Vancouver in 1992. I have been a resident of Chilliwack for 12 years. Went to Cultus Lake Elementary, and graduated to Mount Slesse, and in 2011 I graduated from Sardis Secondary. After I was done at Sardis I went to U.F.V to do Training in Attitudes, Skills and Knowledge, completing work experiences at the Cottonwood Mall in janitorial. I received help from Community Living BC finding a Home share that I am pleased to be living in for the past 2 years.

I currently volunteer at the Oasis Outreach Society for the past year. I got this position through Work BC and it has helped me with my skills to set employment goals.

I am a member of CSCL in Supported Employment Service and have worked with my Vocational Counsellor to help me find paid employment. I am grateful to have a new paid job at Target because I finally have some independence for myself and I don't have to rely on my Disability check every month to get by.

In my spare time I like to hang out with friends, walking and enjoying the scenery. I am a computer geek and I love to surf the internet and Facebook.

I would like to say a big thanks to everyone who has helped me get through this. Finding work was scary going into interviews were very scary, but I got through it thanks to everyone at CSCL.

NOTE:

Both Alyson Seale and Al Niemann will only be eligible for nomination if the special resolution regarding the extension of terms is approved by the membership.

which spans the period from April 1, 2014 through to March 31, 2019. Government has committed to funding the costs contained within this five-year agreement, providing stability to the sector as a whole and allowing us the time to focus on our organization without worrying about labour unrest. While it was challenging to be part of the provincial bargaining team over the past two bargaining terms, I am very pleased with these results.

As part of positioning ourselves for the future, we have also identified the need to complete a comprehensive review of our property. The intention is to ensure that the property we own will be able to meet our future needs. We were very fortunate this year to be able to replace Salish House with Vanmar to be better able to meet the long-term needs of the residents. While selling property will not necessarily be the answer for other properties we own, it is imperative that we review these assets with an eye to potential change.

In early April 2014 we went through our fourth CARF accreditation survey. While the formal report has not yet been received the surveyors noted that we are an organization with exceptional strengths and that we “walk what we talk”. They went on to state that they observed our commitment to excellence and encouragement of creativity. These are factors that are extremely important to us because we believe that everyone who comes to us for service has the right to expect this level of support.

With our roots firmly planted in our community, we continue our efforts to be involved in as many ways as possible at this level. This is especially evident through our long-time allegiance with the Chilliwack Child & Youth Committee. We are also members of the Chilliwack Chamber of Commerce and participate with many other local committees and events. We do this because of our fundamental belief that strong communities welcome and support all of their members regardless of ability.

We are especially proud of our achievements in finding employment opportunities for those we support. We are recognized as a provincial

leader in this area and have provided substantial mentorship to many other organizations. In June we will be presenters at the Canadian Association for Supported Employment talking about the changes we have made, how we facilitated this change and sharing our successes.

We continue to work closely with both Community Living BC and the Ministry of Children & Family Development. Without these strong relationships, some of the challenges we face as a result of funding issues would remain unresolved. Funding and accountability expectations from government continue to expand resulting in increasing demands on our systems to respond and provide the information in a timely way.

In the upcoming year we will face some of these same challenges including increasing growth and limited funding. It is our responsibility to ensure that the CSCL has a sustainable future so that the supports and services individuals and their families need are available. I am proud to be part of this organization. The work we do could not be accomplished without the strength of the Leadership Team and the vision of the Board of Directors. I remain always grateful for their support.

Respectfully,

Brenda Gillette

**Executive Director,
Chilliwack Society for Community Living**

Alyson Seale

Alyson is currently the instructor for the Workplace TASK program at the University of the Fraser Valley. TASK is a pre-employment program for people with disabilities focusing on self-awareness, career exploration, communication and work experience. She has instructed in the School of Social Work at UFV in the Community Support Worker program supporting students whose goal is to work with people with disabilities in the school system, group homes, day programs and other agencies as well as instructed in Adult Education.

Alyson is past chair of the Chilliwack Transition Committee. The Transition Committee is a group of professionals in our community that is working towards making smoother transitions for people with disabilities into employment, education and our community. You may know the committee best for hosting the Transition Fair every spring that brings together programs and services interested in improving transitions in our community and sharing that information with people with disabilities, their families and friends and others that are interested.

Alyson has also served six years on the Chilliwack Multiple Sclerosis Walk Run executive steering committee, and has worked with the Pacific Assistance Dogs Society puppy raising and helping the dogs with socialization.

When it comes to education, Alyson has her M.Ed. in Community Rehabilitation and Disability Studies, BA in Adult Education, diploma in Visual Language Interpretation (American Sign Language/English). She will be starting her doctoral studies at UBC this summer focusing on leadership and policy development particularly in the area of Universal Design.

Alyson has lived in Chilliwack since 1994. She has a fabulous husband and two kids who are great fun. She enjoys kayaking, hiking and loves being part of community theatre.

Alyson is honored to be working with such a great group of people at CSCL who so generously share their time, knowledge and sense of humor while working together towards fulfilling the CSCL vision.

Lori Hockin

My name is Lori Hockin. I was born in Chilliwack and have lived here for most of my life. I am married and have a son who is graduating this year. I am a Certified Dental Assistant, and work in Chilliwack as a Dental Receptionist. I have a sister with a developmental disability who receives services through CSCL, and I am excited at the opportunity to be a part of this important organization.

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 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 Committee is pleased to present the following nominees for the 2014 – 2016 term:

Teri Voss

Teri Voss, Human Resource Manager at the Chilliwack Home Depot, is a seasoned senior manager with a work history that illustrates strong strategic management skills,

a solid background in human resources and a career focused on delivering high levels of employee and customer service.

Often characterized by her “big picture” strategic perspective, she is also a strong collaborative leader with a talent for galvanizing teams and managers.

She is also a strong supporter of workplace diversity and inclusion and embraces supportive employment programs.

Her spare time is filled managing GW Graham’s Football team, going to football games, hiking with her dogs, and spending time with her son.



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 and 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:

Mrs. B. Alexander
Mrs. C. Barratt
Clarkson Family
Mrs. A. Clegg
Ms. L. Delisle
Ms. J. Douglas
Mrs. M. Eaton
Mr. B. Gower
Ms. L. Hinbest
Mrs. N. Karam
Dr. & Mrs. C. Kerr
Mr. R. Lamb
Mr. & Mrs. E. Laughlin
Mr. F. Mathias
Mr. & Mrs. N. Mazuren
Ms. R. McLean
Mrs. J. Porter
Mrs. M. Reimer

Businesses:

30 Minute Hit
89.5 The Drive
A1 Automotive
AJ Pumps & Water Treatment
All the Details
Amex Praetorian
Art by Meon
Artisan Framing
BeautiControl – Marnie Wright
Best Chairs
Bozzini's
Greek Islands Restaurant
Greendale Pottery and Guest House
Harvest Store & Café
Hell's Gate Airtram
Heppner Trucking Ltd

Adult Residential Services

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



CSCL Board of Directors & Staff

Board of Directors 2013 – 2014

| | |
|-------------------------------------|------------------------------|
| M. Brent Tolmie -President | Ron Laser - Director |
| Steve Saccomano -1st Vice President | Lois Mazuren -Director |
| Al Niemann -2nd Vice President | Val Monty -Director |
| Jeannine Walsh-Secretary/Treasurer | Alyson Seale -Director |
| Sarah Bried-Director | Barb Wallace-Jessen-Director |
| Bev Keswick -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 Community Development |
| Brenda Alexander | Services Director – Community Inclusion & Employment |
| Corrie Webb | Director of HR/LR |

Program Managers

Family & Individual Services

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

Community Inclusion Services

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

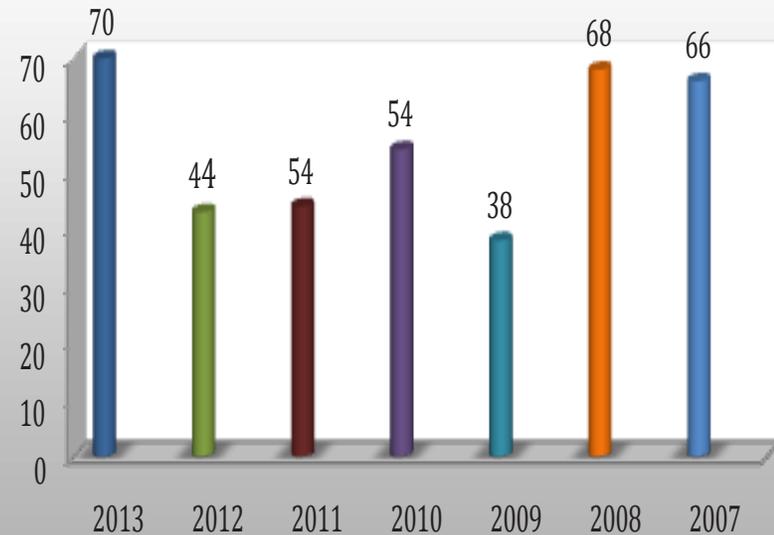
Children’s Residential

| | |
|-------------|---------|
| Tara Spence | Hipwell |
|-------------|---------|

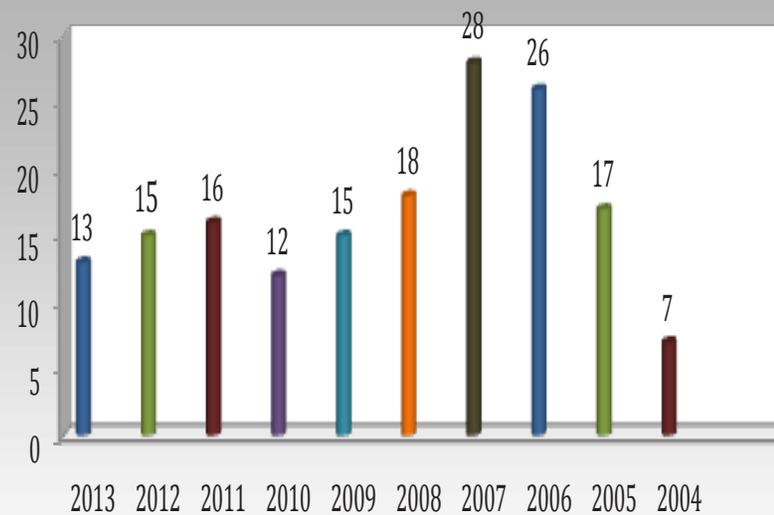
| | |
|---|--------------------------------------|
| Hofstede’s Country Barn | Big Red Fire Protection Ltd |
| Homelife Realty – L. Thompson | Budge Blinds Chilliwack |
| & A. Niemann | Burger King |
| HUB International | Canada Safeway – Chilliwack |
| Investors Group | Canada Safeway – Sardis |
| J. Adams & Sons Ltd | Castle Fun Park |
| Jacksons Steak & Grill | Central Vet |
| Kal Tire | Chadsey House |
| Ken’s Tire & Wheel | Chiefs Development Group |
| LaZure Clinique | Chilliwack Dart & Tackle |
| Lock’s Prescription Pharmacy | Chilliwack Decorating Centre |
| Lolly’s Fashions | Chilliwack Ford |
| Mary’s on Wellington | Chilliwack Gravel Sales |
| MediChair Chilliwack | Chilliwack Landing Leisure Center |
| Mertin GM | Chilliwack Water Store |
| Mike’s Computer Shop | City of Chilliwack – Fire Department |
| Montebello Jewellers | Clancys Meat Company – Chilliwack |
| Mountain View Harley Davidson | Classic Cards on Alexander |
| Mr. Lube | Color Me Mine |
| OK Tire | Cottonwood 4 Movie Theater |
| Optimum Sport Performance & Health Centre | Cottonwood Mall Administration |
| Pam Dysktra Photography | Creekside Home Decore |
| Payton & Buckle | Dairy Queen |
| PriceSmart Foods | Decades Coffee Club Inc |
| Pure Serenity | Décor West |
| Quik Pik Flowers | Denbow |
| Remarkable Uniform Mat & Towel Ltd | Doug’s Locksmith Services |
| Richardo’s Pizza | Down 2 Earth Land & Lawn |
| Rona 139 Chilliwack | Eaton Land Surveying |
| Royal Bank of Canada | Enviromentally Electric |
| Sardis Health Foods | Fashion Furniture Buy Longfellow |
| Scentsy – Lisa Davis | Fix Auto |
| Schellenberg Pottery | Frankie Italian Grill |
| Secret Door | |
| Shoppers Drug Mart - Chilliwack | |

| | |
|-----------------------------------|-----------------------------|
| Fraser River Lodge & Resort | Tropicana – Chwck |
| Fresh Slice Pizza | Troy Life & Fire Safety Ltd |
| G Tutt Transport | Undine's Retreat |
| Galaxy Cineplex | Utopia Academy |
| Grand Pappy's Furniture | Valley Cycle Locksmith |
| Great Canadian Gaming Corporation | Valley Water |
| Great Glasses 3 for 1 | Valley Yamaha |
| Sidewinder Conversions | Van Houtte Café |
| Southgate Vacuum | Van City Credit Union |
| Speedy Glass | Vedder Motors |
| St. John Ambulance | Velata – Val Monty |
| Swiss Chalet | Vine to Wine |
| Star FM | Westland Insurance |
| Starbucks –Promontory | Windsor Plywood |
| The Rehab Shop | Winks |
| The Wellington | Woomai Sushi |
| That Flower Shop | WorksafeT Solutions |
| Thomas Designer Jewellery Ltd | Yellow Barn |
| Trademasters Automotive | |

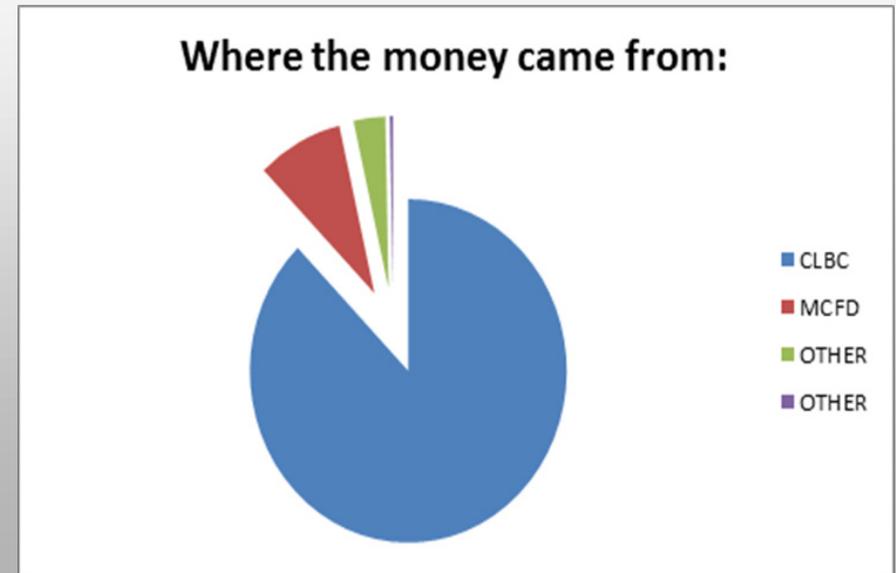
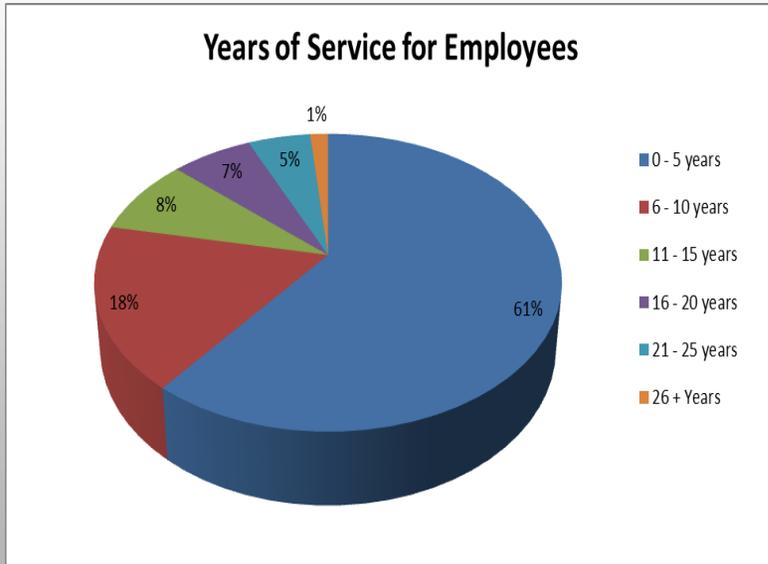
New Employees Hired Annually (2007 – 2013)



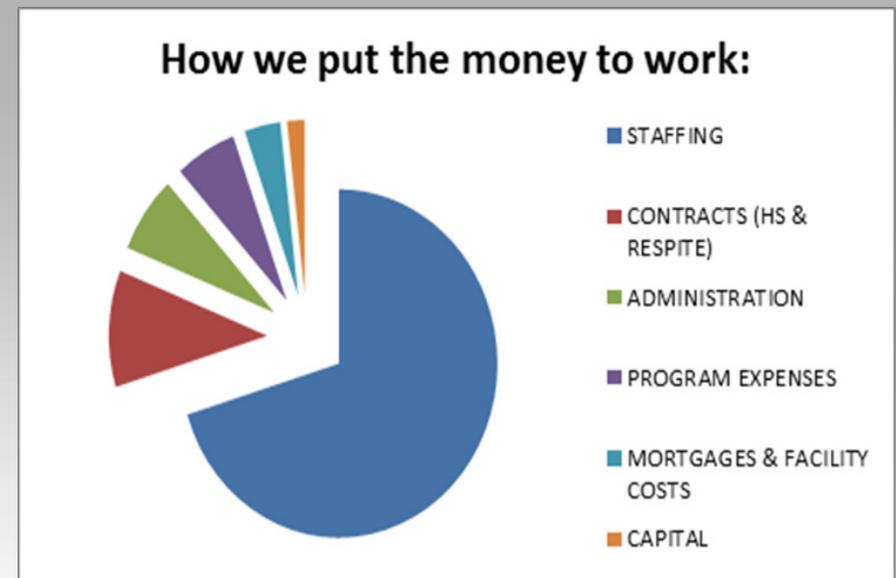
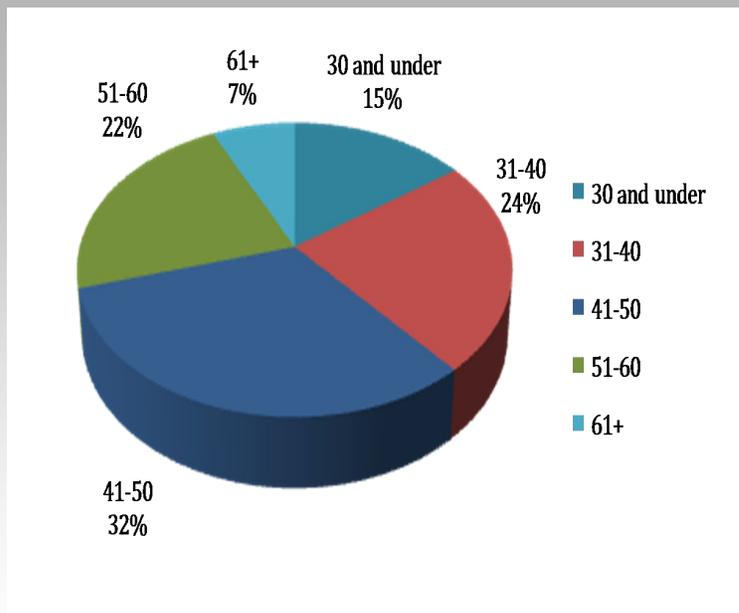
Employee Turnover by Year



Years of Service



New Employee Age Demographics



Employers Who Have Provided Training Placements & Employment Opportunities

| | | |
|--|--------------------------------------|---|
| Chilliwack Landing Leisure Centre | Mertin GM | Sutton |
| Chilliwack Water Store | Mertin GM | Rainbow Greenhouses |
| City of Chilliwack | Price Smart | Lickman Truck and Trailer |
| Denbow Transport | RCMP | Decades |
| Escape Trailer Industries | Real Canadian Superstore | Cottonwood Mall - Administration |
| Fraser Valley Orthopedic & Sports Physiotherapy Clinic | Rocky Mtn Chocolate Factory | Chilliwack Society for Community Living |
| Fraser Valley Orthopedic & Sports Physiotherapy Clinic | Rocky Mtn Chocolate Factory | Salvation Army |
| G. Tutt Transport | Rona | Value Village |
| Galaxy Cinemas Theatre | Sears Canada Inc. | Little Mountain Greenhouses |
| Grand Pappy's | Future Shop | |
| Hodgsons Heavy Duty | Promontory Church (Kid City Daycare) | |
| Hofstede's Country Barn | Promontory Church (Kid City Daycare) | |
| Home Depot | Sport Check | |
| Home Depot | Starbucks (Cottonwood Mall) | |
| Insta-Glass | Starbucks (Promontory) | |
| McDonalds | Target | |
| | The Brick | |

Human Resources Facts & Figures

With continued growth comes the need for ongoing recruitment, hiring and training. Our recruitment initiatives are continuously growing to ensure adequate and skilled staff to meet service delivery needs. In this year, the opening of a resource for youth with complex health care requirements meant expanding our recruitment practices to include Registered Nurses. Recruitment strategies include: posting in local newspapers, networking with business organizations such as the Chamber of Commerce,

online resources such as Craigslist, Indeed, Nursing Careers Canada, Career Link, CSCL's Facebook page, and UFV Career Center. Our website also provides the ability to post positions that are open to external candidates.

During this year we also responded to the changes in the Workers Compensation Amendment Act – Bill 14 that places additional emphasis on employers to take reasonable steps to reduce the risk of compensable WorkSafe BC claims caused by work-related stress as result of bullying and harassment. CSCL has responded to the changes by providing training to Managers and Directors, ensured training materials are available to Manager to use with their teams and amended the relevant policy.

Hodgson hired Cam Buit and soon after Kyle Gero both from SES. Cam works Tuesdays, Thursdays and Fridays. Kyle works Monday's and Wednesdays both as Shop Hand's.

C
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M

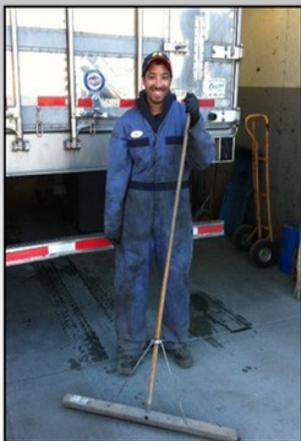


I asked Mark how he felt about the support provided on the job? *“Supported Employment staff have been an amazing support to the employees we hired, it was like having an extra staff member.”*

How did the other staff feel about the hires from SES? *“The staff really understood because some of them have a person with a disability in their families and are aware of the barriers that can be faced”*



If you look at how Cam and Kyle are doing now, are they meeting the expectation's of what they need to do on the job?



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“We all feel that it has worked out better than expected they are a real part of the team and fit in really well! They are doing there jobs independently and don't need to be coddled.”

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Jesse came to BRIDGE in October of 2013 expressing that she would like to have a job. Jesse turned 19 recently, and aged out of her teen club programs at CYS, leaving her with no other services. She is in her final year of high school, and is experiencing a lot of major changes in her life.

Through BRIDGE, Jesse has completed a Discovery process as well as a work experience at Cottonwood 4 Cinemas. She has participated in pre-employment classes and workshops, and developed a job seeker resume and resume.

March 3rd 2014, Jesse met with Wendy Purvis, and owner at Inline Nurseries, and was offered employment in their office! Jesse has been working three afternoons a week cleaning and restocking their large break room and employee area.

Jesse is proud to be part of a great team and to be earning her own money. She is excited to be starting the TASK program at UFV in the Fall.

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Adrian is a 19 year old man who came to BRIDGE in the fall of 2014. He was having transition difficulties at home and at school, and expressed a desire to be more independent and find a job.

During his time at BRIDGE, Adrian has entered a pre-correction worker certificate program at Seabird Island College and has completed all of his course work for his Adult Dogwood. He has also attended pre-employment training and workshops through BRIDGE.

Adrian participated in an 8 week work experience at Cottonwood 4 Cinemas, where he excelled to such a degree that he was offered a permanent position as a doorman in December 2013, and is working on training to work concession.

Adrian expresses that he feels more confident, independent, and is very proud of himself. Great Job Adrian!

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Supported Employment helped me find a new job. I was working at a local restaurant in the dish pit, I was always having to work late night shifts into the wee hours of morning. I needed a new job so with the help of my Job Coach I interviewed for a few different places. Galaxy Theatre and Home Depot. When I found out I got the job at The Home Depot I was really excited! My Job Coach helped me find funding through Sto:lo Nation for clothing and safety shoes, that I would need for my job. My Job Coach supported me by coming to my orientation and training that I needed at Home Depot. When I realized that I had the job and would soon be working at Home Depot, I was a little nervous but also excited to start working as a lot associate. A Lot

Associate helps out with customer carry outs, loads up product that customers have paid for, keeps the store clean, buggies put in appropriate places, garbage's empty. A Lot Associate helps other associates by flagging so it is safe for forklifts to move around in aisles and reach supplies.

I Love working in the community because I get to work with people. My favourite part of my job is interacting with customers while carrying out product to their car. I love the satisfaction of feeling that I have helped someone out. I see myself staying at Home Depot because there is a lot of opportunity to move up and learn new skills. I work 4 to 5 days a week and about 30 hours a week and after 6 months of working at Home Depot I received medical and dental benefits! It was a big deal for me to receive my card because I accomplished it on my own. Two other items I accomplished all on my own was my two Homer Awards for outstanding Customer Service. My job has helped me build my confidence that I didn't have before. My dream job is to be a sports photographer and I would love to travel around the world experiencing all new cultures.