



ANNUAL REPORT



SINCE 1954

April 1, 2008 to March 31, 2009

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CSCL Board of Directors & Staff

Board of Directors 2008 – 2009

Helen Tolmie-President	Delma Kisoun/Pat Johnson-Director
Carlie Burgess-1st Vice President	Steve Saccomano-Director
Bryan Petkau-2nd Vice President	Alyson Seale-Director
Amy Brosinski-Secretary/Treasurer	Anne TeBrinke-Director
Joe Beauchene-Director	Laurie Thompson/Al Niemann-Director
Sarah Bried-Director	Donna Turenne-Director

Management Staff

Brenda Gillette	Executive Director
Christine Beka	Adult Services Director
Meeghen Eaton	Director of Finance & Administration
Jeff Gilbank	Family & Individual Services Director
Julie Unger	Family & Individual Services Director (Mat). Leave)
Brenda Alexander	Family & Individual Services Director (Temp)
Corrie Webb	Director of HR/LR

Program Managers

Family & Individual Services

Jennifer Kennedy	Adult Community Respite
Karen Pedersen	Children's Community Respite
Mary-Lee Tondreau	Individualized Living Options
Michelle Heyes	Life Skills Program (Temp)
Natalie Karam	Children's Activity Programs & Summer Programs

Adult Residential Services

Craig Yendall	Alexander Apartment
Jan Legere	Bordas Place/Carleton Place
Carolyn Leadbeater	Chadsey House (Temp)
Ellen Langton	Green Gables/Southlands
Rob Battis	Independent Living Program
Shelby Hagel	Jasper House
Wendy Collins	Salish House
Wanda Dartnell	Taylor House (Mat. Leave)
Nicole Sydor	Taylor House (Temp.)
Blaine Cross	Wilmada Place
Rene Atkinson	Yarrow House

Adult Day Services

Becky Metcalfe	Occupational Centre
Nancy Gauvin	ACE I & ACE II Program (Young Adults)
Laura Caminiti	REV (Recreation Education Volunteerism) (Temp)
Judy Friebe	Supported Employment Program

Mission Statement

*The Chilliwack Society for Community Living
provides quality individualized supports
for people with developmental disabilities
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 26, 2009

Chairperson: Helen Tolmie

Scrutineers: Steve Saccomano, Joe Beauchene

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 27, 2008
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 – Al Niemann
6. Presentation: First Act Drama Club
7. Presentation: Registered Disability Savings Plan – Jack Styan, PLAN
8. Announcements:
 - Membership Dues
 - Community Living Days Celebration

Minutes of the Annual General Meeting - May 27, 2008

MINUTES **Annual General Meeting** **Tuesday, May 27, 2008**

Call to Order/Adoption of the Agenda

L. Tempel called the meeting to order at 7:05 p.m. welcoming approximately 60 members, friends and self-advocates including the following members of the Board of Directors: Norm Mazuren, Amy Brosinski, Carlie Burgess, Bruce Graham, Delma Kisoun, Bryan Petkau, Anne TeBrinke, Laurie Thompson and Helen Tolmie. He noted that Norm Mazuren and Helen Tolmie are the appointed scrutineers for the meeting and introduced Anne TeBrinke as the advisor for self-advocates. The role of the self-advocate advisor is to provide assistance with understanding any of the information being presented but not to help with any voting procedure.

L. temple noted that the Agenda was included in the AGM Information Package and called for a motion to adopt the Agenda as presented.

MOTION #1: MOVED *B. Petkau*, seconded *N. Mazuren*, that the agenda be adopted as presented. CARRIED.

Minutes of the 2007 Annual General Meeting

Minutes of the previous AGM were circulated to all members following the meeting and re=printed in the 2008 AGM Information Package. L. Tempel called for errors or omissions in the minutes and, hearing none, called for a motion to adopt the minutes.

MOTION #2: MOVED *A. Brosinski*, seconded *E. Collins*, that the minutes of the May 22, 2007 Annual General Meeting be adopted as circulated. CARRIED.

Annual Reports

Financial Report

L. Tempel introduced Sean Reid, a partner from KPMG. S. Reid thanked the CSCL for authorizing KPMG as the Society's auditor for 2008. He noted that the audit was conducted in accordance with Canadian Generally Accepted Auditing Standards and that the Statements were prepared according to Canadian Generally Accepted Accounting Principles and fairly present the financial position

of the Society. Cash has increased by approximately \$100,000 over the prior year; capital assets have remained at almost the same value due to new asset additions of \$200,000 being almost equal to asset depreciation recorded. Revenue increased over the reporting period by approximately \$437,000.00 due to increased programs and services. This is matched by increased expenditures related to the wage/operation costs of new services. The Society ended the year with a loss of approximately \$11,000.

S. Reid concluded his report by inviting questions from the floor arising from the audit, noting that it is a pleasure to serve the Society and apologized for having to leave the meeting early.

L. Tempel noted that the Board of Directors met and approved the audited Financial Statements on May 22nd, 2008 and called for a motion from the membership to accept the statements as presented.

MOTION #3: *MOVED C. Burgess, seconded B. Petkau, that the Financial report be accepted as presented. CARRIED.*

L. Tempel reported that the Society's Constitution & By-Laws require that the auditor for the upcoming year be appointed at the Annual General Meeting. The Board of Directors is recommending that the firm of KPMG be appointed as auditor for the 2007/08 fiscal year.

MOTION #4: *MOVED E. Collins, seconded B. Stepan, that KPMG be appointed as the auditor for the 2008/09 fiscal year. CARRIED.*

SERVING THE COMMUNITY
SINCE 1954

President's Report

Strategic Planning Report

Accessibility Report

Summary of the Outcomes Management Report

Year-in-Review (Executive Director's Report)

L. Tempel noted that these above-mentioned reports were included in the AGM Information package and asked if there were any questions, comments or concerns regarding these reports. Hearing none, he called for a motion to accept the reports as presented.

MOTION #5: *MOVED N. Mazuren, seconded L. Thompson, that the Annual reports named above be accepted as presented. CARRIED.*

Nominating Committee Report

L. Tempel presented the Nominating Committee's report on behalf of the Committee Chair, C. Burgess. He noted that information about each nominee was contained in the AGM Information Package or provided when entering the meeting. L. Tempel explained that any self-advocate requiring assistance with understanding the information or requiring assistance with voting could seek help from the appointed advisor, Anne TeBrinke.

L. Tempel 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:

Loren Tempel
Bruce Graham

Dave Manning
Laurie Thompson

Norm Mazuren

Due to a resignation in mid-term, this leaves 6 vacancies for the 1008/10 term. Loren Tempel, Norm Mazuren, Dave Manning and Bruce Graham have all served 3 consecutive terms on the Board of Directors and, in accordance with the CSCL's Constitution & By-Laws, are ineligible for nomination for the upcoming term. The Nominating Committee is pleased to present the following nominees:

Laurie Thompson
Steve Saccomano

Alyson Seale
Joe Beauchene

Donna Turenne
Sarah Bried

Each nominee was asked to stand and introduced to the membership. L. Tempel called 3 times for further nominations from the floor; hearing none, he declared the nominations closed and the nominees elected by acclamation. L. Tempel went on to welcome the new members, noting that he is certain they will enjoy their time on the Board. He commented that his years on the Board have been a positive experience for him and thanked his fellow Board members for their commitment and dedication over the past years.

Presentations

Upper Fraser Community Council

L. Tempel introduced Kathleen Rake, Chair of the Upper Fraser Community Council. K. Rake provided an overview of the role of the Community Councils across the province and specifically within the Upper Fraser Valley. She advised that the Council has elected representatives that include self-advocates, families, service providers and individuals from the community at large. The role of the Council is to bridge the gap between services and CLBC. As an example, if the

community identifies an issue, the Council will bring this forward to CLBC. The Council needs additional representation and would be pleased to receive resumes from the community. B. Gillette is a service provider representative on the Upper Fraser Community Council.

Volunteer of the Year Awards

B. Gillette presented Volunteer of the Year Awards to L. Tempel for 2006 and N. Mazuren for 2007. She noted that both have made significant contributions to the Society over their 6 years of involvement and they will be missed.

Changing Faces of CSCL

B. Gillette presented a slide show and discussion about the services provided by the Society as well as new trends and needs. She encouraged all present to think about what each member can do to make Chilliwack the very best place for everyone, regardless of their abilities. She also noted that the Society needs the input and support of all the families and individuals receiving service and challenged everyone present to ensure that they return to next year's meeting with 2 additional people. She concluded by thanking the Board and staff for their support over the previous year.

Announcements

Memberships dues *are due and payable tonight.*

Auxiliary to Sunshine Drive will be holding its White Elephant and Bake Sale *on Saturday, May 31st, 2008 from 9:00 a.m. to 1:00 p.m. at the O/C on Sunshine Drive.*

Community Living Days *celebration on October 18th, 2008 at Tzeachten Hall. Further details will be forwarded closer to the event.*

Adjournment

L. Tempel thanked everyone for attending and encouraged all to have dessert and coffee and visit. L. Tempel declared the meeting adjourned at 8:20 p.m.

President's Report

As I sit here at my computer trying to put together my thoughts of the past year on paper, I am reminded of how fast the year has gone by. It seems just the other day that I was asked to sit as President. I accepted the position, not because I was sure of myself in that role; but, that I was sure of the people with whom I would be serving with, my fellow Board members. They are a great group of committed individuals who are very supportive. Thank you everyone. I also want to thank Brenda who as it has been mentioned time and again, leads the organization so expertly that I have no fear that what needs doing gets done.

For those of you who don't know me, I started with the Society as a Bingo volunteer around about 1978, when Bingo was held at the Foresters Hall on Vedder Road. At that time we were still using cards and plastic chips, serving coffee and emptying ashtrays, not a glamorous job but one that the volunteers did faithfully every second week. The organization's growth made it necessary for them to hire additional help in the office. I was very happy to have been given the opportunity to re-enter the working world and gladly came to work for the Upper Fraser Valley Society for the Mentally Handicapped, quite the mouthful when you answered the phone. I also served on the Board for 5 years some time ago.

I worked for the Society for five years in the office; I left to take over for my mother-in-law Ines Tolmie, doing our Company's books when she became unable to continue on with the job because of her battle with Parkinson's. Ines lost her battle March 28, 2009. Ines was a long time member, serving at bingo, woman's auxiliary and whenever and wherever she was needed. We miss her very much. This year was especially difficult as family and friends had to say goodbye to too many clients.

On a positive note we have purchased two new houses and have extended our mandate to include the Hope area.

I have had the privilege of knowing and working with most of the leadership team, group home managers, office staff, and many front line staff members. I look forward to getting to know as many new people as I can over the course of my Board term.

This organization continues to grow and thrive thanks to great leadership and committed staff. We may have challenges in the future but I am sure they will be met with the same abilities that make the Chilliwack Society for Community Living stand out as one of the very best organizations around.

And what can I say about our clients, to coin a phrase in the popular vernacular of the day. You rock!!

Respectfully submitted,
Helen Tolmie
Board President

Executive Director's Report

This January, the Chilliwack for Society Living completed 55 years of service in the community. Perhaps the most significant reflection on this is that we have almost doubled in size since our 50th in 2004. This unprecedented growth has provided us with many new opportunities as well as some substantial challenges.

Over the past year the Board of Directors worked hard to monitor and assess organizational performance, policy and strategic objectives. Despite the loss and subsequent replacement of two Board members, the Board managed to retain its focus on previously identified goals and make considerable progress in these areas. A highlight is always the Strategic Planning session in January. This allows the Board members an opportunity to review their work over the prior year, determine their successes, identify future challenges and establish direction for the upcoming year. A summary of the Strategic Plan is included in the AGM Reports.

In order to ensure that commitments to families and individuals are met, we placed an emphasis on staff recruitment, retention and training spending considerable time and effort in these areas. We believe that the net long-term result will be a well-trained and dedicated work force that can meet the needs of the individuals receiving support from the CSCL. Additionally we are in the process of re-visiting our personal planning process to ensure that the individuals we serve are as involved, and aware, of the planning process as possible. Work on this will continue throughout 2009.

As part of this process, we identified trends in service delivery including a greater move to employment outcomes for the individuals we serve. As a result, we became part of an Employment Training Network formed in 2007. This network is made up of six community living partners: Delta Community Living Society, Burnaby Association for Community Inclusion, North Shore Disability Resource Centre, Langley Association for Community Living, Richmond Society for Community Living and ourselves.

Through collaboration and discussion the Employment Training Network recognized that staff employed in the community living sector could benefit from additional employment services training. Historically, agencies have provided on-the-job training for staff on an as-needed basis. The lack of consistent training for supported employment staff has been identified as a need by many agencies in the province.

Over the past year, the Employment Training Network developed a Supported Employment curriculum for community living staff. The course is made up of a number of modules that can be delivered flexibly allowing both existing and new staff to participate. Twenty participants from the six agencies completed the course by October 2008.

We continue to have a positive and collaborative relationship with Community Living British Columbia despite continuing concerns regarding limited funding. CSCL, through my representation, is a member of the Upper Fraser Community Council, the Regional Crisis Committee and the Regional Ethics Committee. We also maintain membership with the B.C. Association for Community Living, the United Way of the Fraser Valley, the Chilliwack Chamber of Commerce and many other organizations and committees relevant to our work as part of the broader community. Over the past year I was elected to serve as a Panel Member and Board Member for the Community Social Services Employers' Association. I also served on the CLBC Service Providers' Reference Group.

Just prior to our 2008 AGM we underwent our second accreditation survey and once again obtained a 3-year accreditation for all services we provide. Since then we have commenced a new system that we call "Service Quality by Committee". While in its infancy stages, we can see the benefit of this system as it involves many more of us in the actual examination of service quality. We anticipate that this approach will give us a real advantage when preparing for our next accreditation survey in 2011 but more importantly, will result in a routine analysis of all our services ensuring that best practices are consistently followed.

I believe this has been a highly successful year for the CSCL. We are continuing to address feedback provided to us through various surveys, incidents, grievances, complaints and planning processes. In addition, we continue to monitor and address accessibility, technological and risk management issues. We have a comprehensive Business Improvement Plan, which addresses and monitors all actions developed throughout the year. Last, but not least, we are expanding our services into Hope and will be providing a Summer Teen program in that community this summer.

In conclusion, I would like to thank all CSCL staff for their commitment, energy and support over the past year. I would especially like to thank the Leadership Team who continue to go "above and beyond" in terms of their work on behalf of the Society. I would also like to thank the Board of Directors who listen to my endless reports and provide me with valuable input and direction.

Respectfully submitted,
Brenda Gillette
Executive Director

Strategic Plan

In January 2008 the CSCL Board of Directors, together with representatives from the Leadership and Manager Teams, met to develop a multi-year Strategic Plan to guide the Board and the agency. With the help of the facilitator, Dan Collins, the participants developed a multi-year plan with five major strategic focuses: Residential Options, Affordable Housing, Individualized Supports, Community Awareness and Advocacy and Support. Specific action plans were developed for each of the broader strategic goals. Responsibility for each of the actions was assigned as part of the follow-up from the actual planning day.

Status

There are 28 Specific Actions identified as part of the Plan, 16 of which were to be completed by the end of 2008. Of these 16, 12 (76%) have been completed, 1 (6%) was deemed no longer applicable and 3 (18%) remain incomplete. Of the 3 incomplete actions, 1 was in Residential Options, 1 in Affordable Housing and the other in Community Awareness.

It is interesting to note that 9 of the identified Specific Actions were in Individualized Supports with 7 to be completed in 2008. All 7 of these actions were completed which is congruent with our belief that individuals should always come first.

In January 2009, the group met again and asked to consider life within the organization in the previous year. The following emerged from these discussions:

- Continued service growth resulting in human resource implications, particularly an increase in internal employee training needs
- Need for increased recruitment of caregivers for ILO or home sharing and the resultant implications for emergence response capacity when these arrangements fail.
- Community growth and the impact on demand for children's services.
- Youth at Risk services (growth and difficult to predict future requirements)
- Impending Executive Director retirement (CSCL is preparing through the development and implementation of new management structures)

A number of themes that emerged throughout the day relate to existing or planned strategic considerations identified in the current plan. These are briefly addressed herein along with potentially new objectives.

Goal #1 Residential Options

This goals area has influenced organizational action in two distinct areas; existing residential services and exploration of new residential service models. With respect to the latter, CSCL has engaged in a number of efforts to support individuals and families currently receiving staffed residential services to consider other service models, consistent with the expectations of provincial funders. It is agreed that further attempts to raise this consideration with existing families will negatively impact the organizations relationship with these families. Those desiring alternative options for residential services have responded.

CSCL has focused time and resources in exploring alternative residential service options for the individuals and families it serves and well as for new referrals coming forward from CLBC. In this regard, the organization made a commitment to further develop its Individualized Living Options (ILO) service. This included the need to consider caregiver recruitment strategies and the development of a robust monitoring and accountability framework. The identification of the need for internal emergency response capacity as it relates to the development of ILO and challenges related caregiver recruitment emerged during the days discussions. The need for internal emergency response capacity emerged during the discussion of the organization long term vision. This identified need is consistent with this goal area and most likely a reflection of the growing usage of this model for residential services and the inherent challenge that an organization faces when this model of service breaks down.

Strategic Area #2 Affordable Housing

Many of the findings from the day's dialogue are consistent with the objectives described in this area. In conducting an environmental scan as well as during discussion of long term vision the need to ensure appropriate and affordable housing emerged as a key theme. Discussion of the impact of the economic downturn highlighted that there may be new opportunities for the organization with respect to future partnerships in the community. The specific actions identified in the Strategic Plan remain a consistent fit with the discussion throughout the day. No additional actions were identified outside of those currently in the plan.

Goal # 3 Individualized Supports

The environmental scan revealed a continued family expectation for individualized services and a sense of family entitlement to direct services for their family member. In this goal area the organization made a commitment to explore changes within current and new services that would reflect a commitment to individualization. This included a willingness to include the reallocation of resources to met needs. This is to say that where possible the organization is willing to further individualized services as individual and family expectation warrants.

Both the environmental scan as well as discussion of long term vision identified the trend to increasing employment options for individuals served. CSCL has made progress on this initiative through participation on an Employment Network that is developing and delivering employment training for employees.

A related theme that emerged during the session was the need for internal case management and planning functions. This is consistent the objective to ensure accompanying policy development to support individualized service models. As more and more individuals receive individualized services the demand and the necessity for robust monitoring and accountability falls to the organization and therefore demand increased case planning and monitoring.

Goal #4 Community Awareness

CSCL has, for many years, incorporated a community awareness component into their strategic plan. The objectives arising from this goal generally revolve around activities that both promote the organization and raise awareness of developmental disability. This theme emerged throughout the retreat discussion, most notably in reference to the organization's long term vision and the need for, "increased community recognition of the organization and public awareness of developmental disability". The current three year plan includes a number of objectives related to this goal area and there was general agreement that these objectives remain relevant. No additional objectives were confirmed at this time.

Goal #5 Family Advocacy and Support

Family advocacy and support remain a core service of CSCL. The organization's history is rooted in this area and the days discussion confirmed that it remains as a relevant and important activity. Expressed concerns about provincial funding for Community Living, the economic downturn and the continued "waitlist" for services, especially for children, all confirm the need for the organization to continue to resource this goal area and remain on target with current strategic objectives. No additional objectives were added at this time particularly in light of the impending transfer of children's services from CLBC back to MCFD. The organization will monitor and track developments in this area as they unfold.

Summary of Key Objectives for Inclusion in the 2008-2011 Strategic Plan

1. Development of increased internal emergency response capacity as it related to the continued development of Individualized Living Options (ILO).
2. Consideration of ways to improve or expand organization capacity to provide case management and planning supports to individuals and families.

Additional Considerations

Throughout the day a number of issues surfaced that might potentially have an impact on the future work of the organization. It was generally agreed that these areas require further dialogue and discussion, research on impact and consideration of whether or not they will ultimately emerge as priorities for the organization and its funders. CSCL will be required to more deeply examine the impact of these areas and the legitimate resource implications they bring. Further discussion with the organizations funders will be required. Although specific actions were not recommended at this time the following issues/challenges were identified and will require further consideration in future planning efforts:

1. The growing community demand for children's services and the ever increasing waitlist for these services;
2. Increasing numbers of "Youth At Risk" in the community;
3. Expansion of CSCL services into the Hope corridor;
4. Implications of an aging population of individuals served by CSCL; and
5. An ongoing need for enhanced employee training.

Human Resources Report

Summary of Recommendations:

The Human Resources Report presented 11 recommendations. The following sets out the recommendations and the outcomes:

RECRUITMENT

1. Research the viability of developing/purchasing a Human Resources Information System (HRIS) to predict staffing trends and assist in the development of appropriate recruitment strategies.

Outcome:

Ongoing. New systems have been developed in ShareVision to capture data. The organization has also explored the option of purchasing EZ Labour, a time and attendance product.

TURNOVER

1. Develop a system to accurately capture department and program turnover

Outcome:

Ongoing. New systems have been developed in ShareVision

EXIT SUMMARIES

1. Adopt CSSEA's standardized exit interview format and develop the list in ShareVision.

Outcome:

Complete: CSSEA's standardized Exit Interview and Questionnaire are now being utilized and data collected is stored in ShareVision to assist with reporting.

EMPLOYEE SURVEY

1. Conduct the Employee Survey in October when employees may be less distracted by seasonal commitments.

Outcome:

Survey conducted in early December

2. Continue to provide the option for employees to complete the survey in ShareVision; however increase the number of paper copies that are distributed.

Outcome:

Complete: Each employee received a paper copy to complete.

3. Conduct a Survey in ShareVision seeking input regarding employee's top three priorities (Staff Training, Staff Meetings and Staff Recognition). Using those results develop strategies to address priorities

Outcome:

Complete. Priorities survey was conducted in April 2008 and the results were referred to the Labour Management Committee.

PERFORMANCE APPRAISALS

1. Implement strategies from CSSEA's Best Practises: Managing Employee Performance.

Outcome:

Incomplete: Training is being provided to Mangers March 5/09. Policy development referred to the HR Committee

2. Implement probationary strategies from CSSEA's Best Practises: Managing Employee Performance.

Outcome:

Incomplete: Strategies and policy development referred to HR Committee.

CURRENT TRAINING

1. Arrange for an additional employee to be certified as a CPI instructor in order to provide increased CPI training sessions throughout the year.

Outcome:

Complete: Jeff Gilbank completed training and is now a certified instructor

TRAINING EVALUATIONS

1. Research disability specific training for employees.

Outcome:

Complete. Research completed and options referred to Labour Management Committee

2. When recertifying staff, utilize alternative CPI training materials to address program specific needs (ie verbal intervention).

Outcome:

Complete. New resources obtained and program specific refreshers conducted.

Service Delivery Report

ADULT RESIDENTIAL

Staffed Residences

The CSCL operates 10 staffed group homes supporting 35 individuals. Five of the homes are licensed by the Ministry of Health, Community Care Facilities Licensing, which requires compliance with the Adult Care Regulations and the Community Care and Assisted Living Act.

Additionally, the CSCL provides residential, staffed support to 8 individuals at the Alexander Apartments. The supports are tailored to the individual's needs and vary considerably for each individual.

Consistent with prior year's surveys, satisfaction with these services by both individuals and their families is very high with 80% of individuals and 87% of families reporting they were very satisfied and 20% of individuals and 13% of families indicating they were satisfied. Comments included:

"We are continually amazed by the dedication of the group home Staff. Thanks to their extra effort, our daughter has a great place to live."

"I would never want to move away from here...never!"

Individual Living Options (ILO)

ILO, also known as Home Sharing, offers individuals and their families the opportunity to choose their care providers and provide significant input about what is important for them in their chosen lifestyle. This year we provided 14 ILO arrangements. Of these, most attend a Day Service provided by the CSCL. This is a rapidly growing area and we will need to focus on the further development and support of skilled caregivers over the upcoming year.

The overall level of satisfaction with the program by individuals, caregivers and families is very high. All 3 groups reported 100% satisfaction. All caregivers reported that they have the necessary resources to support the placement and that the ILO Manager is available for required support. Comments received included:

"I am very happy with my home."

Independent Living Program (ILP)

The ILP assists 20 individuals who live independently in the community. CSCL staff support individuals with shopping, banking cooking, appointments, vocational and leisure activities and more to maximize their independence at home and in the community.

The overall satisfaction with the program by both persons served and families is very high. Of the individuals surveyed, 69% indicate they are very satisfied and 22% indicate satisfaction. Of the families responding to the survey, 100% indicated that they were very satisfied. Individuals interviewed also indicated that they were very satisfied (76%) and satisfied (15%) with the life skills assistance they received; 9% were neutral. Individuals also reported increased community access, activity and inclusion.

ADULT DAY SERVICES

Through the O/C, REV and ACE as well as several other smaller sites, the CSCL provides day supports to close to 100 individuals on a daily basis. These services vary for each individuals but in general promote life-skills training, recreation opportunity, leisure pursuits, volunteer opportunities, social and educational development, the promotion of health and safety through participation in the community as well as in the program site.

Individual satisfaction with day services was high with 39% indicating they were very satisfied and 57% indicating they were satisfied. Families also expressed they were very satisfied (40%), satisfied (47%) while the balance were neutral. Some of the comments included:

"Thanks for providing such a wonderful program. Kudos to you for hiring such a wonderful, caring and loving staff."

"The key factor for our daughter is that she has the social contact and interaction with her friends and the community. This program has met these needs; a very important part of her life."

Several families expressed concerns about the appropriateness of the program for their son/daughter, the need for greater community involvement and paid employment.

SUPPORTED EMPLOYMENT PROGRAM

CSCL's Supported Employment Program is an employment service that assists individuals with developmental disabilities who have expressed a desire to find employment, pursue and obtain their career goals. The program is comprehensive, providing pre-vocational training, resume development, job search, placement, job training and monitoring.

There is a high level of satisfaction from individuals, families and employers. Comments included:

"Everything is going great. All my needs are met." – Individual

"Our daughter recently was laid off from her job and the program stepped in right away to help her find another job." – Family

"Supported Employment workers always go above and beyond helping with any concerns." – Employer

CHILDREN'S SERVICES

Under the umbrella of "Children's Services", the CSCL provides the following options: After-School Activity Program, Saturday Activity Program, Summer Fun Program, Teen Clubs and Special Services to Children (1 to 1 support). Over the past year these services supported 106 children and teens. Satisfaction from families is high with all services.

COMMUNITY RESPITE SERVICES

CSCL provides respite services to families of both children and adults with developmental disabilities. Individuals are matched with qualified and screened caregivers for short-term care. While respite caregivers are screened, approved and trained by CSCL staff, families frequently identify caregivers of their choice who are brought through the screening process at the families' requests. Families have the option of changing their caregivers at any time or accessing a number of caregivers.

The overall level of satisfaction is good. Of the families responding to the survey 52% said they were very satisfied and 43% satisfied. Families also report satisfaction with their care as well as the availability of their caregiver. One of the problems reported with the respite program is that the available number of days are typically under-used. A recommendation for the upcoming year is to develop and implement uses for their unused days that may be alternative ways of providing respite supports.

OUTCOMES MANAGEMENT

As part of its ongoing commitment to service quality, the CSCL ensures accountability through the development of outcomes for all service areas. While the outcomes vary from one service area to another, they can be summarized as follows:

- Individuals will be satisfied with their service.
- Individuals will increase or maintain their community connections.
- Individuals will experience personal growth.
- Individuals will maintain or increase friendships/relationships.
- Individuals will be safe.
- Individuals will maintain or improve their health.
- Individuals will have opportunities to make choices.
- Individuals will decide where they live.
- Individuals will have meaningful work and/or volunteer work opportunities of their choice in the community.
- Families will be satisfied with the service.
- Families will choose their own caregivers.
- Funders will be satisfied with the service.
- CSCL staff turnover will be low.
- CSCL will ensure maximum usage of available program spaces.
- CSCL will respond to individuals' emerging needs.
- CSCL will respond to new referrals in a timely manner.
- CSCL will ensure flexible/customized support arrangements when required.
- CSCL will support individual with a diverse range of needs.
- CSCL will ensure that financial hardship will not prevent children from participation in Children's Services programs.

These outcomes reflect the kinds of results that many of us hold personally. The role of CSCL is to assist individuals in achieving these results in their lives. The achievement of results and outcomes is documented so that the Society can measure the improvements in the quality of life for the individual.

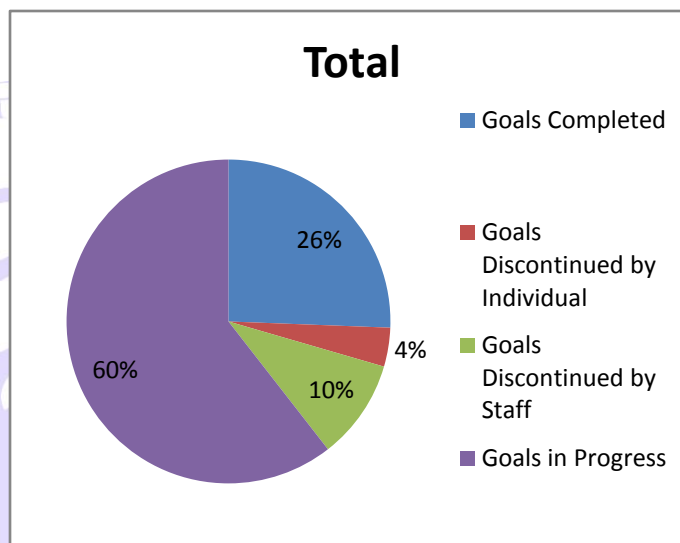
CSCL GOALS 2008

The 2008 CSCL Goals Report is generated with data from the Goals list in ShareVision using the following criteria:

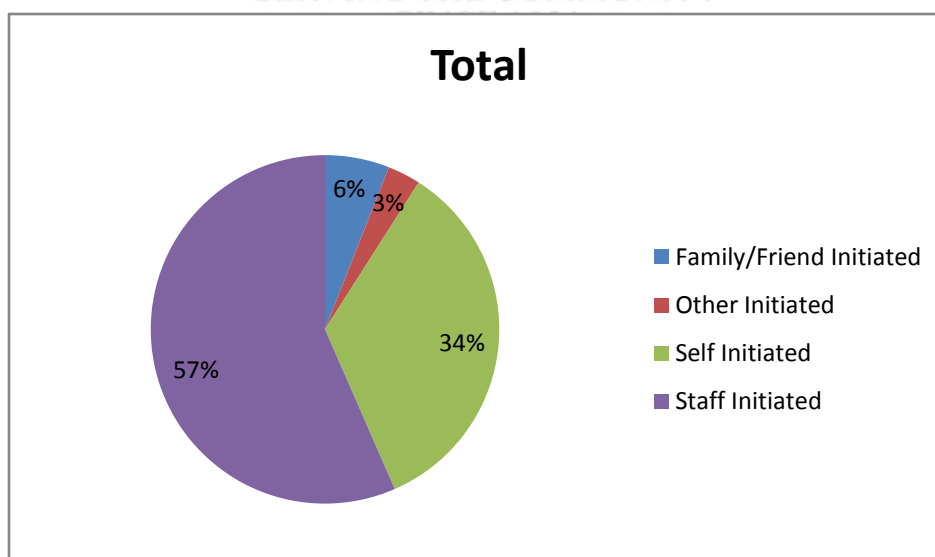
- Goals that were started on or before December 31, 2008
- Goals that were completed between January 1, 2008 and December 31, 2008
- Goals that were discontinued between January 1, 2008 and December 31, 2008

Total Goals: 2085

Goals in Progress: 1262
Goals Completed: 534
Goals Discontinued by Staff: 208
Goals Discontinued by Individual: 81



% of Goals by Who Initiated Them



Nominating Committee Report - May 2009

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. This year Al Niemann, Sarah Bried and Joe Beauchene assumed this task. The Committee is charged with the responsibility of recruiting nominees within the guidelines of the Society's Constitution & By-Laws to fill any position which will be vacant at the time of the Annual General Meeting.

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 family members of an individual with a developmental disability, a child with special 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:

Joe Beachene	Sarah Bried	Al Niemann
Steve Saccomano	Alyson Seale	Donna Turenne

Those who have completed their terms of office in this year are:

Amy Brosinski	Carlie Burgess	Pat Johnston
Bryan Petkau	Anne TeBrinke	Helen Tolmie

During the 2008/09 Board year, the Board regretfully accepted a resignation from Laurie Thompson who accepted employment with the CSCL and, in accordance with policy and conflict of interest guidelines, could no longer continue as a member of the Board. Additionally, another vacancy occurred due to the tragic death of Delma Kisoun.

In accordance with the Society's Constitution & By-Laws, the Board of Directors appointed *Pat Johnston* to the vacancy left by Delma Kisoun and *Al Niemann* to the vacancy left by Laurie Thompson's resignation.

This left the Nominating Committee with a maximum of 6 vacant positions for the 2-year term, 2009 – 2011. Anne TeBrinke has served 3 consecutive terms on the Board of Directors and, in accordance with the CSCL's Constitution & By-Laws is ineligible for nomination for the upcoming term.

The Nominating Committee wishes to thank all retiring Board members for their service and is pleased to present the following nominees to the membership:

Amy Brosinski
Lois Mazuren

Pat Johnston
Helen Tolmie

Loren Tempel
Brent Tolmie

The following are brief introductions to the nominees.

Amy Brosinski

Amy was born and raised in Chilliwack. In 2002, she graduated with her Bachelor Degree in Business Administration with an Accounting focus from the University of the Fraser Valley and then obtained her Chartered Accountant designation in January of 2005. Amy articulated with Meyers Norris Penny, in Chilliwack, and has just recently opened her own accounting practice, which she operates out of her home.

Amy has been married to her husband Mark since 2002 and they have two adorable sons - Luke and Drew. Luke will be three in June and Drew will have his first birthday in July. In her free time, Amy enjoys spending time with family and friends and going camping with her family.

Amy has enjoyed the past four years serving the CSCL and looks forward to two more years with the board.

Pat Johnston

Pat accepted appointment to the position of Director in December 2008, replacing Delma Kisoun. Pat has enjoyed his months on the Board and was an active participant in Strategic Planning. He is pleased to allow his name to stand for nomination.

Loren Tempel

Loren was born in small-town Saskatchewan and grew up in Saskatoon. Following school he worked as the manager of a restaurant chain in Saskatoon and moved to Chilliwack in 1986 to open a restaurant. In May 1994 his career shifted direction when he began working for Investors Group. He continues to work as a Financial Consultant and the Branch Manager of the Chilliwack Office. He is also Investor Group's Regional Planning Specialist.

Loren has been married to Caroline for 18 ½ years and has two children, Richelle (16) and Ryan (15). Caroline is the Children's Pastor and Director of Jr. Youth Ministries at the Yarrow Alliance Church. Loren is a school basketball coach at G.W. Graham Middle Secondary School. He has completed 6 years of service on the CSCL Board, the last five

as President. His hobbies include golfing, working in the yard, playing with his children and playing/watching basketball. Loren also represents the CSCL at the Chilliwack Social Issues Advisory Committee. Loren is familiar with the CSCL both professionally and personally and continues to have a strong commitment to our work.

Lois Mazuren

The life and times of 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 currently work for the Geriatric Mental Health Team in Chilliwack.

I will be retiring in July of this year and am looking forward to it!

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 serving the Society as a Board Member and hopefully contributing to its ongoing success in the community.

With retirement just around the corner I will have time and energy to be an active Board member.

I have one son Warren and three grand children who keep me young and busy. Noah is 12, Ethan is 6 and the newest addition is Halaina who is just over 2 months old.

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

Helen Tolmie

Helen worked for the Society as a receptionist from 1990 to 1995, Her sister-in-law, Susan Tolmie has received long term support from the Society and currently lives in a group home. Helen started volunteering with the Society in 1976 as a Bingo worker. Helen served on the board a number of years ago, and returned in 2007. She was elected board president this past term and has served in that capacity for a year.

In her professional life, she is Office Manager for Lakeside Pacific Forest Products Ltd., a family owned forestry business. She looks forward to continued service as a board member.

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 3 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.



We Remember

Remember Me



Ther Bleakney

To the living, I am gone,
To the sorrowful, I will never return,
To the angry, I was cheated,
But to the happy, I am at peace,
And to the faithful, I have never left.

I cannot speak, but I can listen.
I cannot be seen, but I can be heard.
So as you stand upon a shore gazing at a beautiful sea-
As you look upon a flower and admire its simplicity-
Remember me.

Remember me in your heart:
Your thoughts, and your memories,
Of the times we loved,
The times we cried,
The times we fought,
The times we laughed.

For if you always think of me, I will never have gone.

Unknown Writer



Kevin Holub



Bryan Woodcock



Michael Subotic



Ricky Kug



Delma & Asta Kisoun



Darren Peen

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:

Ms. Dyona Dallas	Mr. Roy Nord
Mr. Russell Greentree	Mr. Wayne Johnson
Dr. & Mrs. J. Clark Kerr	Mr. & Mrs. Nick Pope
Mrs. Annie Clegg	Mr. Norman Standeven
Mr. & Mrs. Rob Unger	Ms. Ingrid Huitema-Kerr
Mr. & Mrs. Lloyd Beka	Ms. Elizabeth Barton – Paquette
Mrs. Brenda Gillette	Ms. Donna Sand
Mr. & Mrs. Allan Leask	Ms. Carlie Burgess
Mr. & Mrs. Ted Eaton	Mr. & Mrs. Bob Clifford
Ms. Lana Wakelam	Mr. & Mrs. Bill Balahskin
Mrs. Iva Hancock	Mr. James Ferguson
Mr. & Mrs. Kevin Enright	Ms. Linda Ferguson
Mrs. Ann Hanson	Ms. Jodi Whitehead
Mrs. Susanna Gutsche	Ms. Mignonne Shields
Mr. Robert Lamb	Ms. Dolores Rioux
Ms. Genevieve Francoeur	Ms Kelli Paddon
Mr. Norm Mazuren	Ms. Rene Atkinson
Mr. & Mrs. Al Coxworth	Ms. Sally Doerkson
Mr. & Mrs. W. Guenther	Ms. Wanda Dartnell
Ms. Dawn Ayotte	
Mr. Robert Findley	
Mr. Dave Reid	
Mrs. Margaret Grant	
Mr. Barry Gower	
Ms. Lois Scott	
Mrs. JoAnn Porter	
Mrs. Margaret Coates	
Mrs. Margaret Keiner	
Mr. & Mrs. D. Koloff	
Mrs. Becky Metcalfe	
Mr. & Mrs. Allan Quinn	

Service Groups/Agencies

Auxiliary to Sunshine Drive
United Way of the Fraser Valley
United Way of the Fraser Valley –
CSCL Employee Contributions
Chilliwack Foundation
Stellers' Jay Lions Club
Royal Canadian Legion – Ladies
Auxiliary Br. #4
ASU Chilliwack – CDN Forces
Personnel
CHELSEA

Businesses:



A Good Frame of Mine	Fashion Furniture Buy Longfellow
A1 Wheelchairs Unlimited Supply Inc	Fraser Carpets
Aldergrove Credit Union	Fraser Valley Physio & Rehab
All Things Being ECO	Fraser Valley Tireland
Animal House	Garrison Estates Inc
Aquadel Golf Course	Gente Bella
Backyard Birding	Global TV
BC Lions	Grand Pappy's Furniture
BCAA	Great Canadian Oil Change
Big Red Fire Protection Ltd	Greek Islands
Bijou Body Salon	Gwendolyn's Reflective Light
BK Equipment Brokers	Hamel's Drapery
Body Saltz	Harrison Hot Springs Resort
Canadian Tire – Chwk	IMW Industries Ltd
Canex Building Supplies	Investors Group
Canlan Ice Sports/Prospera Centre	J. Adams & Sons Ltd
Cascade Supply & Marine	Jet Spa
CD Plus	KFC – Chwk
Cheam Golf Course	Kinkora Golf Course
Cheam Source for Sports	Ladies Total Fitness
Chwk Decorating Centre	Lee's Fine Jewellery
Chwk Family YMCA	Lock's Prescription Pharmacy
City of Chilliwack	Lordco Auto Parts
Classic Cards on Wellington	Mary's Uniforms & Fashions
Coneheads	McDonalds – Vedder
Cottonwood Movie Theater	Mertin GM
Crazy Fish	Minter Country Gardens
Cultus Lake Golf	MTF
Dairy Queen – Chwk	OK Tire
Dakota's Restaurant	Old Settler Pub
Décor West	Oppenheimer
Divine Wine	Pacific Health Care Supply
Don's Concrete	Paramount Movie Theater
Down 2 Earth	Pedal Sport
Earl's Restaurant	Price Smart
Eaton Land Surveying Ltd	Prospera Credit Union Insurance
Elite Health & Wellness	Rainforest Pottery
Envision Credit Union – CHWK	Remarkable Uniform Mat & Towel Ltd
Express Computers	Rona Revy
	Pedal Sport

Price Smart
Prospera Credit Union Insurance
Rainforest Pottery
Remarkable Uniform Mat & Towel Ltd
Rona Revy
Royal Bank of Canada – Main St.
Royalwood Golf Club
Salish House
Save on Foods – Vedder
Science World
Shoppers Drug Mart – Chwk
Soccer Plus
Starbucks (Various Locations)
Strohmaier Excavating Ltd
TD Bank
The Body Shop – Sevenoaks
The Rehab Shop
Thomas Jewellers
Town & Country Floor Design
Tropicana – Chwk
Undine's Retreat
Valley Cycle Locksmith
VanCity Credit Union
Vancouver Aquarium
Vancouver Canucks
Vancouver PartyWorks Interactive
Vedder River Campground
Video Station
Wallace Jewellers
Wavelengths
White Spot – Chwk
White Spot – Whatcom Exit
Windsor Plywood
Winroc
Wolfe Chilliwack Mazada
Yarrow House
Yellow Barn



Respitality

CSCL is excited about a pilot project we are developing within our community respite program. Our philosophy/focus has always been to provide families who access our respite program with options regarding the type of respite service they prefer. To better meet the varied needs of the families we support, CSCL has identified the need for additional options. We would like to introduce to you our Respitality project. Respitality is a program which is being accessed in other communities throughout BC, and has been highly successful in Victoria. Respitality allows families of children with developmental disabilities one overnight stay per year at a local hotel or resort. A contracted caregiver would provide respite care for the families child/children in the respite program.

CSCL would like to thank the following Respitality sponsors:

Executive Hotel, Harrison Hot Springs
190 Lillooet Avenue,
Harrison Hot Springs

Chilliwack Comfort Inn
45405 Luckakuck Way
Chilliwack, BC

Pretty Estates (Rowena's Inn on the River)
14282 Morris Valley Road,
Harrison Mills, BC

Royal Hotel
45886 Wellington Avenue,
Chilliwack, BC.

Harrison Hot Springs Resort & Spa
100 Esplanade Avenue,
Harrison Hot Springs, BC