



# ANNUAL REPORT



April 1, 2009 to March 31, 2010

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# CSCL Board of Directors & Staff

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## **Board of Directors 2009 – 2010**

Helen Tolmie-President	Lois Mazuren-Director
Loren Tempel-1st Vice President	Al Niemann-Director
Pat Johnson-2nd Vice President	Steve Saccomano-Director
Amy Brosinski-Secretary/Treasurer	Alyson Seale-Director
Joe Beauchene-Director	Brent Tolmie-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	Explore Program
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
Ellen Langton	Green Gables/Southlands
Rob Battis	Independent Living Program
Shelby Hagel	Jasper House
Wendy Collins	Salish House
Nicole Sydor	Taylor House
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

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*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

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## CSCL – ANNUAL GENERAL MEETING Tuesday, May 25, 2010

**Chairperson:** Helen Tolmie

**Scrutineers:** Lois Mazuren, Loren Tempel

**Advisor for Self-Advocates:** Norm Mazuren

1. Call to Order
2. Adoption of the Agenda
3. Adoption of the Minutes of the Annual General Meeting held on May 26, 2009
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 – Pat Johnston
6. Presentations:
  - CLBC Presentation – Jai Birdi
  - CLBC and MCFD Panel Discussion
7. Announcements:
  - Membership Dues
  - Woodlands Meeting
  - People 1<sup>st</sup> Event
  - Community Living Day

# Minutes of the Annual General Meeting - May 26, 2009

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## MINUTES Annual General Meeting Tuesday, May 26, 2009

### Call to Order/Adoption of the Agenda

H. Tolmie called the meeting to order at 7:10 p.m. with approximately 90 members, friends and self-advocates present including the following members of the Board of Directors: Joe Beauchene, Sarah Bried, Amy Brosinski, Pat Johnston, Steve Saccomano, Alyson Seale and Donna Turenne. H. Tolmie went on to introduce herself, noting that this is her first year as Board President and her first experience as Chair of an Annual General Meeting.

She noted that appointed scrutineers for the evening are Joe Beauchene and Steve Saccomano; S. Saccomano was not yet present and A. Niemann was appointed as an additional scrutineer should S. Saccomano not be present when this support is required. H. Tolmie introduced Alyson Seale as the self-advocate advisor explaining that the role of the advisor is to provide assistance with 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 information and called for motion to adopt the Agenda as presented.

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

### Minutes of the Previous Meeting

The minutes of the previous AGM were circulated to all members following the meeting and re-printed in the 2009 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 D. Turenne, seconded P. Martens, that the minutes of the May 27, 2008 Annual General Meeting be adopted as presented. CARRIED.**

H. Tolmie went on to offer a special thank-you to Shaaron Enright, CSCL Administrative Assistant, in recognition of her effort in putting together both the AGM information booklet and the power point presentation featuring pictures of Society events over the last year.

### Annual Reports

#### **Financial Report**

H. Tolmie introduced Sean Reid, a partner from KPMG. S. Reid reported that KPMG conducted its audit in accordance with Canadian generally accepted auditing standards. These standards require that the audit provides a reasonable assurance that the financial statements are free of material misstatement. S. Reid reported that the financial statements fairly present the financial position of the Society as of March 31, 2009 and the results of its operations and cash flows for the year in accordance with Canadian generally accepted accounting principles.

S. Reid provided a brief overview of the Balance Sheet, Statement of Revenues and Expenditures and the Statement of Changes in Net Assets. He noted that cash decreased by just over \$500,000.00 in the past year due to the purchase of two new homes. Overall revenue is up by approximately \$1.2M reflecting growth in programs/services; expenses increased similarly due to the labour costs associated with additional services.

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

H. Tolmie reported that the Board of Directors met and approved the audited Financial Statements on May 21, 2009 and called for a motion from the membership to accept the statements as presented.

**MOTION #3: MOVED A. Brosinski, seconded I. Hancock 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 at the Annual General Meeting. The Board of Directors is recommending that the firm of KPMG be appointed as auditor for the 2009/10 fiscal year. H. Tolmie called for a show of hands indicating approval of the recommendation. The appointment was approved by the membership.

#### **President's Report**

#### **Executive Directors' Report**

#### **Strategic Planning Report**

#### **Human Resources Report**

#### **Service Delivery Report**

H. Tolmie referred the audience 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 comment regarding these reports. Hearing none, she called for a motion to accept the reports as presented.

**MOTION #4: MOVED N. Mazuren, seconded S. Bried, that the Annual Reports be accepted as presented. CARRIED.**

#### **Nominating Committee Report**

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

S. Bried 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:

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

This leaves 6 vacancies for the 2009/11 term. A. 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. C. Burgess and B. Petkau declined nomination for a further term. The Nominating Committee is pleased to present the following nominees:

Amy Brosinski	Pat Johnston	Loren Tempel
Lois Mazuren	Helen Tolmie	Brent Tolmie

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

H. Tolmie congratulated the new Board members and thanked all retiring members for their hard work and support over the past year.

### **Presentation: Registered Disability Savings Plan**

H. Tolmie introduced Jack Styan, from PLAN (Planned Lifetime Advocacy Network). J. Styan presented an overview of PLAN's work in terms of helping families with future planning, in particular the financial and social aspects of life. J. Styan went on to provide details about the new Registered Disability Savings Plan including scenarios about the benefits for individuals. He provided explanations about the eligibility criteria for the RDSP. He noted that once the RDSP is established anyone can contribute to it with the permission of the account holder. Details are available in the book "Safe and Secure" that is available on request through London Drugs at no cost.

H. Tolmie thanked J. Styan for his presentation and taking the time to come out and meet with the families. She urged him to stay for coffee after the meeting so that he could respond to additional questions.

### **Special Mention**

While the drama group was setting up, H. Tolmie noted that she was especially delighted to have Dorothy Hayens present for the meeting. D. Hayens was a founding member of the Society and without her many contributions, the CSCL would not be where it is today. The audience recognized D. Hayens with a round of applause.

### **Presentation: First Act Drama Club**

Bryce Bennett introduced the First Act Drama Club noting that this group has been together for this year and recently performed for the Transition Fair. The play was so well received that they decided to present their version of the "Love Genie" for tonight's meeting. The production was much enjoyed by the audience.

### **Announcements**

**Membership dues** *are due and payable tonight.*

**CSCL Family Picnic** *on Saturday, June 20<sup>th</sup>, 2009 at Cultus Lake Elementary School from 12:00 to 4:00 p.m. Additional information is available through the CSCL's main office.*

**Community Living Days** *celebration on October 17<sup>th</sup>, 2009 at Tzeachten Hall. Further details will be forwarded closer to the event.*

### **Adjournment**

H. Tolmie declared the meeting adjourned at 8:40 p.m., encouraging all those present to stay, visit and enjoy coffee and snacks.

# President's Report

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It seems hard to believe that another year has gone by and I am once again writing my report. This past year has had some great moments along with some very challenging ones.

The Chamber of Commerce nominated the Chilliwack Society for Community Living, for the Business Excellence Award and although we didn't win, it was as they say a privilege to have been nominated and I am sure that one day we will be recognized in the community as the great organization we are.

It may not seem quite the right way to look at what we do, but it is a business and the business has grown, so from that perspective we are prospering, but along with that comes the hard work of spreading our resources so that we can cut back wait lists and serve more people, being creative will be the order of the day.

Once again the issue of funding is at the forefront and our Society along with other organizations is facing possible cutbacks and we will likely have to do more with less. In a perfect world we would not be constantly facing these issues and the vulnerable in our community would be safe.

Although we are facing this newest threat, we will I know, keep our doors open and services intact thanks to our committed managers, staff and of course our esteemed Executive Director.

It is inevitable that individuals will pass away and this year has been no exception. I just want to say to their caregivers that you can take heart because you have made a great difference in the quality of their lives and I am sure they would be the first to say thank you.

I want to personally thank our current board members, for continuing to support the organization and its goals and for making my job a pleasure.

Ending on a positive note may I just say keep on keeping on, all you wonderful individuals, parents, caregivers, staff and volunteers and let's make this coming year the best ever.

Thank you from your Board of Directors.

Respectfully Submitted

Helen Tolmie  
President.

## Executive Director's Report

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Over the past year the Chilliwack Society for Community Living provided various supports and services to over 165 adult with developmental disabilities and a similar number of children and youth with special needs. The Society continues to have a positive and collaborative relationship with Community Living British Columbia (CLBC) despite ongoing concerns about limited funding. CSCL continues to represent its constituents through representation on 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, 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 including the Community Social Services Employers' Association. Additionally, Society representatives continue to provide information about the organization's work to service clubs, University and college students and other groups as requested.

Over the past year the Board of Directors continued its work on monitoring and assessing the Society's performance through a wide variety of reports, reviewing Board policies and procedures and redeveloping its strategic objectives for 2010. The Board also continues to monitor the organization's financial status with a view to maintaining ongoing stability. Information from several of these reports is included in the AGM material.

The CSCL continued its focus on staff training, employment outcomes for individuals and review and/or redevelopment of our personal planning process. The Society also shifted to a "Service Quality by Committee" structure and placed considerable energy on this initiative.

Staff training was conducted regularly throughout 2009. Training included Orientation, CORE I and II, Staff Training Day, CPR/First Aid, Non-Violent Crisis Prevention/Intervention and a number of specialized training events. All CSCL employees receive Orientation, CORE I and II training once during their employment with the organization. CORE I presents an overall history of community living and provides information about the philosophical shifts over the years including the focus on individualization and quality of life. CORE II provides employees with the opportunity to explore their working style both individually and as part of a team. Staff Training Day is provided annually for all staff. Information shared on that day includes a number of items that must be reviewed annually (e.g. definitions of abuse/neglect and duty to report, individual rights, etc.) as well as a half day session on an identified training need. Throughout 2009, the training focused on how and why to write clear, measurable goals when planning with individuals. This will be followed in 2010 with information about teaching strategies that can be employed to ensure goals are met.

This year the focus on employment opportunities for individuals in day services continued to be a priority for the organization. While the CSCL has a longstanding Supported Employment Program, individuals requiring either more support or longer term support are typically ineligible for that option. As a result, the CSCL surveyed individuals in its day services to identify those interested in pursuing paid employment. The Society has implemented training

for the day services staff and promoted a shifting culture that promotes and supports employment outcomes for individuals. In addition, day services has started an employment training option called "Work Wise" for identified participants, developed work experience partnerships throughout the community and found real employment for a number of individuals with other opportunities still under consideration.

The CSCL has continued to explore alternative models for personal planning to ensure that the individuals we serve are as involved, and aware, of the planning process as possible. While a number of options have been explored, no final recommendations have been made. The Society recognizes that no single approach will work for everyone and that flexibility is required. Work on this process is ongoing.

Our "Service Quality by Committee" structure is now completely operationalized. There are multiple committees working to ensure that our services are constantly examined to ensure excellence. One significant example is the work conducted by the Crisis Response Committee. Thanks to this group's work, the CSCL now has a complete response plan for individual crises that may occur in the community. This includes a list of skilled staff in a wide variety of areas, caregiver resources, a process for managing, reporting and evaluating the success of crises. All Committees are involved in ongoing review of applicable accreditation standards, research of best practice and analysis of outcomes. All documentation and evidence for accreditation is captured electronically by the Committees and we anticipate a "paperless survey" by CARF in 2011.

This year has also seen some exciting new developments. Examples are the development of the EXPLORE program, a highly individualized lifeskills option for adults as well as the expansion of children's services to the Hope community. For the first time in summer 2009, we offered a summer option to families and teens in this community. This was hugely successful and we are grateful to the Grace Baptist Church for offering us space and to the community as a whole for its welcome. We are hoping to repeat the experience in 2010.

Additionally, we have experienced unprecedented growth in our Individualized Living Options program. Many individuals have enhanced their life experience through the unique opportunity to share their lives with a caregiver. While matching the individual and caregiver can sometimes be a challenge, the successes that occur when this is done well can be amazing.

I believe this has been another successful year for the CSCL. The Society continues to address feedback provided through various surveys, incidents, grievances, complaints and planning processes. In addition, the organization continues to monitor and address accessibility, technological and risk management issues. The CSCL has a comprehensive Business Improvement Plan, which addresses and monitors all actions developed throughout the year and consistently reviews all of its work through a service quality lens.

It is imperative that the CSCL continue to recognize the importance of providing services and supports that are flexible, innovative and directed by the individuals and families served by the Society. There is no doubt that we are facing trying times ahead. Predictably, there are funding concerns and these will require careful review, consideration and planning on the part of both the CSCL and its partners.

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

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In January 2009 the CSCL Board of Directors, together with representatives from the Leadership and Manager Teams, met to review and revise the Strategic Plan developed in 2008 to guide the Board and the agency through the upcoming year. Responsibility for each of the actions was assigned as part of the follow-up from the actual planning day.

## **Status**

The status of each of the strategic goals was set out in the "*Strategic Plan Action Status Report – December 31, 2009*" reviewed by the Board. There are 30 Specific Actions identified as part of the Plan, 16 of these were to be completed by the end of 2008 and the balance (14) by 2009. Of these, 17 (57%) have been completed, 1 (3%), 1 was deemed no longer applicable (3%) and 11 (37%) remain incomplete. The 11 incomplete actions were in the following areas:

Residential Options	- 2
Affordable Housing	- 5
Community Awareness	- 3
Advocacy/Support	- 1

*Individualized Supports:* It is interesting to note that there were 10 Specific Actions associated with Individualized Supports, all of which were completed.

*Residential Options/Affordable Housing:* The majority of the incomplete actions are associated with Residential Options and Affordable Housing. These are obviously closely linked and somewhat difficult to achieve because they are tied to either funding or gathering of personal information about needs. Both of these are difficult to access.

Furthermore, it is challenging to gather information about needs without raising families' hopes for service and there is no indication that funding for residential services will be available other than on an emergency basis.

*Community Awareness:* There were three incomplete actions in this broad goal area. Two of these are associated with increasing awareness about the CSCL itself with the remaining goal being to increase community acceptance of persons with disabilities. These actions are extremely difficult to measure.

*Advocacy/Support:* The incomplete goal in this area is associated with support strategies for families of children and youth. While some work was done in this area, most notably the expansion of services to youth in Hope, the outcomes are unclear. There has been additional confusion with the transfer of children/youth services back to MCFD. Given these circumstances, this may well be an increasingly import area on which to focus.

In January 2010, the group met again to review progress and changes over the year and to determine any additional objectives. Based upon the discussion and the remaining priorities in the current strategic plan, the following were identified for further work in 2010.

## **Goal #1 Residential Options**

This goal 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 organization's 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 and to explore other options through Individualized Funding and Host Agency Agreements. 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 to caregiver recruitment emerged during the day's discussions. The need for internal emergency response capacity also emerged during the discussion of the organization's 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. The new set of actions is intended to establish a foundation of information for a longer term plan to create additional affordable housing options for individuals served by CSCL.

## **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 exploring changes within current and new services that would reflect a commitment to individualization. This included a willingness to include the reallocation of resources to meet 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.

A set of actions for 2010 is intended to identify current children and family services and support needs in light of significant growth, diminishing resources and a change in funder.

#### **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.

The new set of actions arises from a need for the organization to explore ways to improve capacity to capture and record existing community awareness activities. The information and data collected can be used to assist in establishing future benchmarks for community impact.

#### **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 day's 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. A set of actions for 2010 is intended to identify current children and family services and support needs in light of significant growth, diminishing resources and a change in funder.

#### **Goal #6 Successorship**

Successorship for key roles within the Society was identified as a concern. This is not only with respect to the eventual retirement of the Executive Director but equally importantly for other identified key personnel. As a result, a set of actions was developed that are intended to inform and establish a process for creating a comprehensive successorship plan for the organization.

This year, is the final phase of the three year Strategic Plan originally developed in 2008. During discussion a number of issues were identified that will be recognized in the Society's work throughout 2010; however, specific actions were not developed for these issues identified as follows:

- The organization's internal capacity to respond to service demand, especially crises and emergencies.
- The challenges to support current individuals who are aging.
- The challenges to support individuals with increasingly complex mental health diagnosis and complex health care needs.
- Accreditation in April 2011 resulting in increased
- Pressures on current facilities, space, accounting and payroll.

# Human Resources Report

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## Summary of Recommendations:

The Human Resources Report presented 6 recommendations. The following sets out the recommendations and the outcomes:

### Recruitment:

1. Continue to develop CSCL's website and research other online resources such as BC Jobs to further recruitment initiatives.

**Outcome:** *Complete: All external job postings are posted on Craigslist, UFV Career Center and on the CSCL website. Posting on Craigslist has been extremely successful.*

### Retention initiatives:

1. The Human Resources Committee will review staff recognition initiatives.

**Outcome:** *Complete: The HR Committee reviewed current recognition initiatives and added a new section to the Manager's manual for additional clarification. A brainstorming session was conducted at a Combined meeting for Managers/Leadership. The HR Committee also reviewed other CL organization's recognition and service awards. The Committee determined CSCL exceeds most organizations initiatives.*

### Employee Survey:

1. The Human Resources Committee to review the 2008 Employee Survey and recommendations.

**Outcome:** *Complete: The survey was mostly favorable. The HR Committee reviewed the results of the survey and made recommendations for changes to the 2009 survey.*

### Sick Utilization:

1. Purchase and implement EZ Labour to address employee attendance and scheduling.

**Outcome:** *Ongoing: EZ Labour has been implemented; time off requests and scheduling need further development and modification.*

### Performance Appraisals:

1. The Human Resources Committee to review the Performance Appraisal process for Probationary Employees using CSSEA's Best Practices.

**Outcome:** *Complete: A new Interim Probationary Review was implemented for new employees. It is to be conducted at the half way point in the probationary period (250hrs). The annual performance review was also adjusted to exclude questions that are not applicable to a probationary review.*

**Current Training:**

1. The Human Resources Committee to research additional training material for new employees related to community living and supporting individuals with developmental disabilities.

**Outcome:** *Ongoing: New training material was developed for Orientation to include a broader overview of the organization and the variety of supports and services provided. In 2009 a Goals training module was developed for Staff Training Day and a Training/Task Analysis module was developed for 2010. Extensive training has been provided to Day Services and Supported Employment staff in the area of Employment, which will continue in 2010.*

# Service Delivery Report

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More than 6 years ago, the Chilliwack Society for Community Living (CSCL) established measurable outcomes to determine the Society's performance. This is the 7<sup>th</sup> report that tracks the results of the Society's programs and services. The outcomes were developed with input from persons served, families, representatives from Community Living B.C. (CLBC) and agency employees. The outcomes were established for each of the Society's distinct program and service areas:

- Adult Residential (including Group Homes Individual Living Options and the Independent Living Program),
- Adult Day Services,
- Supported Employment,
- Community Respite for adults with developmental disabilities and children/youth with special needs (all ages)
- Child/Youth Services.

For each of these program areas, goals were set and information collected about:

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

***Efficiency*** – how resources are used.

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

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

These outcomes have been reviewed annually and amended where required for the purpose of ensuring that the CSCL continues to work toward continuous quality improvement for those it serves.

In the past year, the CSCL made a concerted effort to review the outcomes, indicators and targets ensuring that the data could all be captured through existing ShareVision lists or surveys of all constituents. This revision was done for 2 major reasons:

- I. To ensure that there is a daily focus on outcomes through database capture, and
- II. To ensure ease of data capture for the reporting period for analysis and future planning.

It is the CSCL's practice to use the essential information provided through the outcomes management system as a guide for organizational review and improvement at both the Leadership Team and Board of Directors levels. This practice ensures that the CSCL is aware of the current needs of the individuals served and anticipates future trends. This comprehensive system of gathering and reviewing data enables the Society to be increasingly responsive to the needs of the children, youth and adults with developmental disabilities that it serves.

While the agency recognizes the importance of ongoing performance management, it also acknowledges that this is only one component of an overall quality management system. This report has been reviewed by the CSCL's Board of Directors and recommendations from the report will be included with the recommendations from the following reports to form the Business Improvement Plan for the following year:

- Strategic Plan
- Compliance Report
- Risk Management Report
- Accessibility Plan
- Information Technology Plan
- Human Resources Report (including Complaints/Grievances & Appeals)
- Critical Incident Report
- Occupational Health & Safety Report
- Outcomes Management Report

Outcomes performance results will also be reported as part of the Annual Report to the Society's membership and included in the CSCL's newsletter "Out and About".

Over the years, the CSCL has used the information garnered through the reports to improve communication with families, individuals and external stakeholders. Most importantly, the organization has been able to identify, analyze and identify specific service enhancements including:

- Streamlined our registration process for children/youth services.
- Expanded youth services to include a summer option for teens in the Hope area.
- Engaged individuals served, families and staff in movement toward an employment focus for day services.
- Created and sustained improved communication with stakeholder through various focus groups, CSCL newsletter and program meetings.

The CSCL believes that it makes a positive difference in the lives of many people in the Chilliwack area and surrounding communities. Based on the results of the 2009 Outcomes Management Report, work for 2010 will focus on:

- ❖ Reviewing all outcomes and indicators where targets were not met, analyzing the reasons why and establishing actions.
- ❖ Pursuing funding sources for required renovations to meet concerns raised by Licensing in two of the agency's homes.
- ❖ Reviewing the demographics capture to include an enhanced method of organizing Primary Diagnosis from other diagnoses.
- ❖ Enhancing data capture on personal goals (e.g. developing an outcome that compares goal completion to goal creation).

## Adult Residential Services

### Staffed Residences

CSCL operates ten staffed group homes and an apartment building supporting a total of 42 individuals in this category. Five homes (each supporting four or five individuals) are licensed facilities through the provincial Ministry of Health, Community Care Licensing Branch. Three homes are duplexes (two individuals sharing each unit), and the remaining two homes support two individuals each. The Alexander apartment supports seven individuals in single or shared apartment settings. Staff members are present 24 hours per day and the number of staff members in each setting varies according to the needs of the individuals receiving support.

### Satisfaction

Largely, the level of satisfaction with group homes and the Alexander Apartments by consumers and families is high. Of the individuals surveyed, 15% indicated they were satisfied and 77% very satisfied with their living situation. Families stated they were very satisfied (69%) or satisfied (25%) with the services provided for their family member. Funders indicated a correspondingly high satisfaction rating with the service.

*"Our family member's living accommodation is ideal, both for her physical disabilities and it also meets her social needs – meaning the roommate she lives with is well suited".*

*"I enjoy living in my group home very much and would like to stay here"*

### Independent Living Program (ILP)

The Independent Living program offers a variety of residential and community support to assist individuals to live in their own homes. This is achieved through continued training, practice and support in basic personal and domestic life skills, health and safety, encouraging

positive relationships, self respect, self advocacy and community participation. The Independent Living program team, as part of a larger network, acts as a catalyst for growth toward the goals of community inclusion, enhanced self-sufficiency, quality of life for the individual.

The Independent Living Program provides training and support tailored to the needs and aspirations of the individuals served. Since this program provides only part time residential support, work focuses on developing independence, interdependence by building and maintaining personal networks and self-advocacy.

### Satisfaction

The overall satisfaction with the program by both Individuals and families is extremely high at 100%. Of the individuals surveyed, 87% indicate they are very satisfied and the remaining 13% indicate satisfaction.

Individuals interviewed also indicated that they were very satisfied (67%) and satisfied (33%) with the life skills assistance they receive and that they were very satisfied (73%) and satisfied (27%) with their support worker.

*"I just want to say that this program has been so supportive, and the staff is always willing to help out with anything I need."*

### Individualized Living Options Program (ILO)

The Individualized Living Options Program matches individuals who need Supported Living, and who have been referred by CLBC or have individualized funding, with approved ILO caregivers. Sub-contracted ILO caregivers are people or families who live with and provide support for consumers in their home.

Ideally, ILO Living arrangements are long-term relationships. In order to be successful, they require commitment from both the caregiver and the individual, as well as support from CSCL.

Individualized Living Options arrangements can take several forms, depending on the needs of the individual being served. The most common is sharing a home with a family, where the caregiver and their family share their home or attached accommodation with the individual. There is also the roommate model, where a single caregiver shares accommodation and domestic responsibilities with the consumer, in an apartment or house. Flexible arrangements can also be designed to meet unique needs, such as supporting a couple living together, both of whom have developmental disabilities.

The CSCL ILO Managers and Program Director administer the program components that include recruitment, screening, assessment and approval of ILO caregivers; matching individuals with caregivers; orientation and training; support and facilitation of individual-family-caregiver relationships; contracting

Chilliwack Society for Community Living Individualized Living Options Program with ILO caregivers; monitoring and evaluation of ILO caregivers; and liaison with CLBC Quality Service Analysts.

#### Satisfaction

The overall level of satisfaction with the program by individuals, caregivers and families is very high. All 3 groups reported 100% satisfaction. Of the individuals who responded, 100% indicated they were satisfied with their living situation. Families stated they were very satisfied (100%) with the services provided for their family member while caregivers stated they were very satisfied (50%) and satisfied (50%) with their placement.

*"It's the only home I liked. Their family is my family too. We discuss things if they come up. If you don't understand something they explain it to me. I am happy here."*

*"My placement was with me previously and the transition was very smoothly done! Thanks to the ILO Manager for her patience and understanding. I know I can call her assistance at any time. I appreciate the meetings with other caregivers - and brainstorming sessions."*

#### **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.

Over the past year, the option of exploring employment opportunities has been provided to individuals who express an interest.

#### Satisfaction

The overall level of satisfaction expressed by Day Program participants continues to be high. Of the 45 individuals interviewed, 53% indicated they were "very satisfied" and 42% indicated they were "satisfied" with the service. As an alternate measure of satisfaction participants were asked to indicate the degree to which their program is fun and 35 % stated to a "very great extent" and 35% a "great extent". Families also indicated a high level of satisfaction, with 60% indicating "very satisfied" and 28% indicating they were "satisfied". Likewise, Funders indicated a satisfaction, with all respondents rating either "very satisfied" or "satisfied".

*"I really like the day program and I have fun there. I do like the staff. I would like to do more computers and crafts; I really like going bowling and swimming. Sometimes I have problems with another individual at the program bossing me around."*

*"I feel the program that my daughter is in is very positive. It gives her time with her peers but also it is giving her a chance to learn other skills and a wonderful work experience program. I have no complaints at all."*

*"The staff go above and beyond the expected. Every opportunity is given to achieve the goals of the participants. Safety issues are taken very seriously and I feel that my participant is well taken care off while at the program."*

## EXPLORE

The Life Skills program offers opportunity for individuals to expand and develop their personal goals with support from the agency. It is recognized that each individual will identify which Life Skills are important to them.

The vision of the program is to build Life Skills around the changing needs of the individual, create a flexible program unique to the individual's learning style, incorporate teaching, coaching and mentoring of the Life Skills necessary for successful living. Part of the program's vision is also to recognize that personal development is an ongoing process, and to support each individual on their journey towards being independent members of their community.

The Life Skills Program provides training and support tailored to the needs and aspirations of the individuals we serve. Since this program provides only part time residential support, we need to work on developing independence, interdependence by building and maintaining personal networks and self-advocacy.

### Satisfaction

The overall satisfaction with the program by both Individuals and families is extremely high sitting at 80% and 100% respectively.

Individuals interviewed also indicated that they were very satisfied (25%) and satisfied (75%) with the life skills assistance they receive.

Individuals interviewed also indicated that they were very satisfied (60%) and satisfied (20%) with their support worker. 1 individual indicated a neutral response to this question.

### 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.

### Satisfaction

The overall satisfaction with the programs provided through Children's Services appears to be high with families reporting they are very satisfied (54%) or satisfied (38%). Funders also indicated a 100% satisfaction rating. One CLBC staff responded, in the annual survey as follows: "As the CLBC Liaison to CSCL, I mainly worked with Children's services in 2009 and found CSCL staff and management very flexible and open to resolving any issue that came up and were very proactive in their work with the individuals and families we serve. CSCL also took a lead role in identifying a community need in Hope and then moved funds within their budget to serve these individuals."

### **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.

### Satisfaction

The overall level of satisfaction with the respite program is extremely high. Of the 17 families who responded to the survey 100% said they were either Very Satisfied (70%) or Satisfied (30%) with the overall performance of the service. Individual and Funder satisfaction results are also extremely high with 100% satisfaction in both accounts.

### **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.

### Satisfaction

Overall satisfaction levels for the service are extremely high. Individuals were interviewed to determine their level of satisfaction with the service. Of the 14 individuals who responded to the survey 92% reported that they were very satisfied (64%) or satisfied (28%) with the services with the remaining 8% reporting as neutral. Individual statements included:

*"If someone is looking for a job it's a good opportunity for them to be with the Supported Employment Program."*

*"I am very satisfied - I got what I wanted out of the program."*

Employer satisfaction is a critical component of success for this service. Satisfied employers will indicate this to other employers in the community, creating enhanced awareness of the employability of persons with disabilities. Of the employers who participated in the survey, 100% were either very satisfied (75%) or satisfied (25%). Responses to the follow-up services provided by the Supported Employment program were similar with 100% indicating they were very satisfied. The following are comments from employers:

*"I believe this program is great. The support from the employees is amazing. All ideas and any additional support are always put into place to help the employee be more successful. (i.e. checklists & pictorials)."*

*"Very much appreciate the work that is done and the willingness of the staff and employees!"*

Funder satisfaction was also excellent with 100% of the responses indicating satisfaction with the program.

## 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.

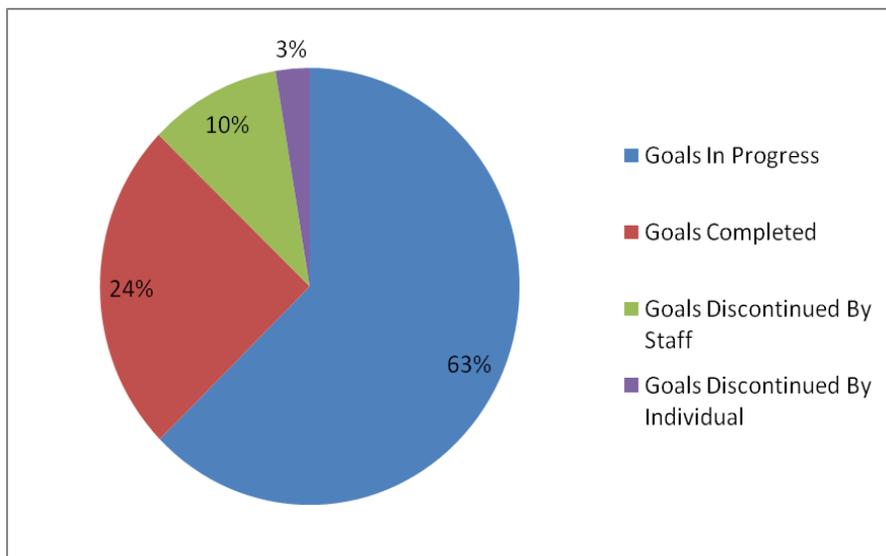
These outcomes reflect the kinds of results that many of us hold personally. The role of CSCL is to assist individuals in achieving these results in their lives. The achievement of results and outcomes is documented so that the Society can measure the improvements in the quality of life for the individual.

# CSCL Goals Report

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The 2009 CSCL Goals Report is generated using data from the Goals list in ShareVision. The report demonstrates each Program's ability to complete, comprehend, personalize, produce and update Individual Goals that have been developed through person-centred planning methods.

- **Total Goals for 2009: 1602**
- **Goals In Progress: 1004**
- **Goals Completed: 393**
- **Goals Discontinued By Staff: 163**
- **Goals Discontinued By Individual: 42**



This year special recognition for the following programs is observed:

- 🏆 Jasper demonstrated an excellent ability to complete goals for people.
- 🏆 The OC demonstrated an excellent ability to write SMART goals for people that were clear and understandable.
- 🏆 Bordas demonstrated an excellent ability to complete goal records for people in a thorough and comprehensive way.
- 🏆 Wilmada demonstrated an excellent ability to support personal goals for people that were meaningful.

And finally, Bordas, Jasper, Wilmada and Yarrow all demonstrated an excellent ability to keep goals for people updated and relevant.

# Accessibility Report

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In June 2009 the CSCL Board of Directors adopted an Accessibility Plan for the reporting period of April 1, 2009 to March 31, 2010. This is a reporting period change from the previous calendar year reporting timeframe and the change was requested in order to have the reporting period parallel the fiscal year. Since much of the information required for the Accessibility Plan is financial and the Plan is tied to the CSCL's operating budget, the fiscal year is a more appropriate definition. The Board agreed to this recommended change at its December 2008 regular meeting. The commitment continues to review plan/progress on a quarterly basis with both agency leadership and the Board of Directors. These Status Reports are to occur for each 3-month period (ending June, September, December and March) with a new plan developed by May.

## Architectural Barriers

During the reporting period, three Architectural Barrier actions had been identified. As of the March 31, 2010 Status Report, 2 actions were completed (installation of ramp at Mathieson and Yarrow kitchen renovations) and the third action was no longer applicable.

## Environmental Barriers

No actions identified.

## Attitudinal Barriers

During the reporting period, three Attitudinal Barrier actions had been identified. As of the March 31, 2010 Status Report, 2 actions were completed (designated changing area at the Leisure Landing Centre and appropriate levels of medical care during an individual's hospitalization at Chilliwack General Hospital) and the third action was discontinued.

## Financial Barriers

During the reporting period, one Financial Barrier action was identified. As of the March 31, 2010 Status Report, the action remains incomplete. The action identified is safe and affordable housing alternatives. This action is a concern to CSCL and work on the action is ongoing.

## Employment Barriers

During the reporting period, two Employment Barriers actions were identified. As of the March 31, 2010 Status Report, both actions remain ongoing.

## Communication Barriers

During the reporting period, one Communication Barrier action was identified. As of the March 31, 2010 Status Report, the action remains incomplete. The action identified is Personal Service Planning process is not understandable for individuals receiving service. This action is a concern to CSCL and work the Personal Service Planning process continues.

## Transportation Barriers

During the reporting period, one Transportation Barrier action was identified. As of the March 31, 2010 Status Report, the action is complete. CSCL purchased a wheelchair van to ensure that the individuals living at Chadsey House would be able to access the community and other functions in a more accessible vehicle.

# Nominating Committee Report

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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 Pat Johnston 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:

Amy Brosinski	Pat Johnston	Lois Mazuren
Loren Tempel	Brent Tolmie	Helen Tolmie

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

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

This left the Nominating Committee with a maximum of 6 vacant positions for the 2-year term, 2010 - 2012. All members whose terms are expiring are eligible to serve a further term and all have indicated their willingness to allow their names to stand for nomination for a further two-year term with the Board of Directors. As a result, the Nominating Committee is pleased to present the following nominees to the membership:

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

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

The following are brief introductions to the nominees.

## **Sarah Bried**

Sarah Bried was born in Kelowna, BC. In 2000, she graduated from Chilliwack Senior Secondary School. In 2004, Sarah began receiving services from CSCL. She is currently receiving services from both the Independent Living and Supported Employment Programs. Sarah currently works for Southgate Medical doctors' office. Sarah is an active member of the Chilliwack People First Group and holds a position on their executive as Secretary. In her spare time, Sarah enjoys spending time with friends, learning Spanish and using her computer.

### **Joe Beauchene**

Joe Beauchene retired in January 2010 after 26 years in the Canadian Forces and 18 years in Corrections Canada. While in the Canadian Forces Joe served in the Physical Education and Recreation Branch and was involved with fitness and recreation programs for the soldiers and the military community. Joe served all over Canada, Bermuda, and Europe. Joe worked at Kent Institution while in Corrections Canada.

Joe has always been community orientated and has been involved in a variety of sports as an official, coach or organizer. He promoted recreational group activities, chaired recreational councils, and organized a variety of recreational special events such as Winter Carnivals and Canada Day Festivities.

From 1986 to 1990 Joe was the Canadian Bergermeister (Mayor) in Kippenheimweiler a small town he resided in when he was stationed in CFB Lahr West Germany.

In 1990 Joe was awarded the "Order of Military Merit" by the Governor General for his outstanding work in promoting morale and welfare to the Military Community.

Joe is presently the Co Chairman of "Upper Fraser Valley Communities for Kids" This organization raises money for the BC Children's Hospital. The money raised is presented on behalf of the Upper Fraser Valley at the Miracle Weekend Telethon hosted by Global TV each year.

### **Al Niemann**

Al Niemann has lived in Chilliwack for 25 years and has worked as a realtor for 20. Al's wife Laurie Thompson is also a Realtor and is a lifetime resident of the Chilliwack area. Al has served on the board for 7 years and Laurie for 2 years. Their daughter Bre-ann is a resident care aid in the Fraser Valley, and son Justin is now 19 receives services from CSCL since he was 5. Al's first grandchild was born in March 2010.

### **Steve Saccomano**

Steve grew up as one of 5 children on a 400 acre dairy farm in Cambridge, Ontario. He graduated from high school in 1981 and then attended Fanshawe College where he completed his Diploma in Farm Business Management in 1984. He continued his studies at the University of Guelph where he completed an AG Science Program

Steve moved to BC where he initially worked with the BC Dairy Herd Improvement Association and then for Buckerfield's for 2 years. In 1995 he joined Ritchie Smith as a fieldman working with many farms on their nutrient, quota and business management. In 2006 he joined BMO (Sardis branch) where he is currently the Manager of Agriculture.

Steve is 44 years old, married to Antoinette, and has 4 children, 3 girls ages 20, 18, and 16 and a 12-year old son diagnosed with moderate autism and an obsessive compulsive disorder. Over the years the family has learned to cope with living with an autistic child, and the challenges it presents. They have used the Chilliwack Society for Community Living services and Steve is looking forward to sharing experiences and contributing wherever possible.

### **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 is also instructing 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.

Alyson is currently 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 MEd. in Community Rehabilitation and Disability Studies, BA in Adult Education, diploma in Visual Language Interpretation (American Sign Language/English). Her current research is focused on youth transitioning into adulthood.

Alyson has lived in Chilliwack since 1994. She has a fabulous husband and two teenagers that 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.

### **Donna Turenne**

My name is Donna Turenne and I have lived in Chilliwack with my husband Don for the last 22 yrs. I am first and foremost a Mother of 3 children, Camille (18 yrs), Caslyn (15yrs) and Landon (12yrs). I am also an R.N. and have been working at Chilliwack General Hospital for nearly 22 yrs (presently working part time in the Intensive Care Unit).

My connection to those living with special needs runs near and dear to my heart - in that my oldest daughter lives with Dravet's Syndrome (Epilepsy and developmental challenges). In the last 3 years my daughter has been an enthusiastic participant of the CSCL teen programs, and is well known for her love of drama.

Over the last 12 years, I have been actively involved in the community as a volunteer - working both at the local and provincial levels, with Epilepsy support, seizure first - aid training, and fundraising. Prior to my board involvement with CSCL - I sat on the board for the BC Epilepsy Society for approx 4 years.

My personal interests and hobbies involve: reading, photography/art, writing (anything from poetry, short stories, and advocacy resources for those living with special needs, to a slow but hopeful journey - toward writing a book, about the joys and challenges of a family living with special needs).

It has been a pleasure to be a part of the CSCL and I look forward to our continued involvement for many years to come.

# Respitality

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CSCL is excited to provide you with an update on our Respitality program. 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.

The Respitality Program which commenced December 2008 has steadily increased in usage. Families are not fully utilizing this service currently, but the feedback from the families who have accessed the service has been very positive. In 2009, twelve families used Respitality, and so far in 2010, five families have used the service. Out of the four Hotels/Resorts who offer this service, the most popular are Rowena's Inn at the River at Harrison Mills and Harrison Hot Springs Resort and Spa. Rowena's has been very flexible, allowing families to stay weekends and during their summer season. Harrison will not book Respitality during the peak season (summer and holidays) or weekends. The only months in 2009 that we did not book Respitality were June, August, September and December. In 2010, the only month we have not booked so far is January.

#### Families' comments:

"It was fantastic! Really, words could not convey enough how beautiful it was there. The staff was wonderful, the meals delicious, and the room was great. The view was indescribable and we even got to see some bald eagles! We definitely would like to go again. It was too bad we couldn't use the outdoor pool due to time of year, but maybe we can if we go during the warmer season. Thanks so much for this opportunity - we really enjoyed ourselves."

"You can send us there anytime again. We even went in the hot springs twice and the dinner and dance were wonderful and the breakfast was superb. So when, when, can we go again. THANK YOU SO MUCH"

CSCL would like to thank the following Respitality sponsors:

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

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

Chilliwack Comfort Inn  
45405 Luckakuck Way  
Chilliwack, BC

Royal Hotel  
45886 Wellington Avenue,  
Chilliwack, BC.

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

*Karen Pedersen*  
Program Manager  
Children's Community Respite Program

## We Remember

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### Farewell My Friend

It was beautiful as long as it lasted  
The journey of my life.  
I have no regrets whatsoever  
save the pain I'll leave behind.  
Those dear hearts who love and care...  
And the strings pulling at the heart and soul...  
The strong arms that held me up  
When my own strength let me down.  
At every turning of my life I came across good friends,  
Friends who stood by me,  
Even when the time raced me by.  
Farewell, farewell my friends  
I smile and bid you goodbye.  
No, shed no tears for I need them not  
All I need is your smile.  
If you feel sad do think of me  
for that's what I'll like when you live in the hearts  
of those you love, remember then  
you never die.

~ Rabindranath Tagore



*Lloyd Hotchkiss*



*Leon Zabowski*

## Donors

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

### *Individuals:*

Mr. D. Godbout  
Mrs. A. Clegg  
Ms. L. Koyanagi  
Mr. R. Nord  
Ms. J. Mercer  
Mrs. B. Gillette  
Mr. & Mrs. M. Tolmie  
Mr. B. Cross  
Mr. & Mrs. L. Beka  
Ms. Donna Sand  
Mrs. S. Pranger  
Mrs. N. Gauvin  
Mr. H. Kikkert  
Dr. & Mrs. J. Clark Kerr  
Mr. G. Edwards  
Ms. S. Shatteck  
Mr. & Mrs. B. Holub  
Ms. D. Ayotte  
Mr. N. Mazuren  
Mr. & Mrs. R. Lamb  
Mr. D. Reid  
Mr. R. Battis  
Ms. L. Powers  
Mr. Barry Gower  
Mr. D. Clegg  
Mrs. I. Huitema-Kerr  
Ms. K. Sarich  
Ms. L. Wakelam  
Ms. S. Enright

### *Service Groups/Agencies*

Auxiliary to Sunshine Drive  
United Way of the Fraser Valley  
United Way of the Fraser Valley –  
CSCL Employee Contributions  
Canadian Hazelnut Association  
People 1<sup>st</sup> Group – Chilliwack  
The Joy of Working  
Chilliwack Foundation  
Stellers' Jay Lions Club  
Knights of Columbus #3478  
ASU Chilliwack – CDN Forces Personnel  
CHELSEA

### *Businesses:*

A Good Frame of Mine  
A1 Wheelchairs Unlimited Supply Inc  
Agassiz Dollar Supply  
Aldergrove Credit Union  
All Things Being ECO  
AllTunes DJ Service  
Animal House  
Aquadel Golf Course  
Artisan Framing  
Banners Restaurant  
BC Forestry  
BCAA – Abbotsford  
BCSS - Chilliwack  
BD Diesel  
Bijou Body Salon  
Body Saltz  
Burger King  
Canadian Tire – Chwk  
Chadsey House  
Cheam Golf Course  
Cheam Source for Sports

Chillibowl Lanes  
Chillies Restaurant  
Chwk Decorating Centre  
Chwk Landing Leisure Centre  
Chwk Total Body Fitness  
Chwk Dart & Tackle  
City of Chilliwack  
Classic Cards on Wellington  
Cottonwood 4 Movie Theater  
Cottonwood Mall Administration  
Country Color Photo  
Cultus Lake Golf  
Dairy Queen – Chwk  
Decades Coffee Club Inc  
Décor West  
DNR Stables  
Divine Wine  
Don's Concrete  
Down 2 Earth  
Elite Health & Wellness  
Envision Credit Union – CHWK  
Express Computers  
Falls Golf & Country Club  
Fraser Carpets  
Fraser River Lodge & Resort  
Fraser Valley Physio & Rehab  
Giggle Ridge  
Great Canadian Dollar Store  
Greek Islands  
Hamel's Drapery  
Harrison Hot Springs Resort  
Hell's Gate Airtram  
Illusions Hair Studio  
Investors Group  
J. Adams & Sons Ltd  
Jacksons Steak & Grill  
Java Hut  
Jet Spa  
Kinkora Golf Course  
Lock's Prescription Pharmacy  
Logan's Home Hardware  
Lordco Auto Parts  
Marquee Video  
Mary's Uniforms & Fashions  
Mertin GM  
Minter Country Gardens  
Movie Tyme

MTF  
NAPA Auto Parts  
New Country Appliances  
OK Tire  
Payton & Buckle  
Pedal Sport  
Price Smart Eyeglasses  
Rendezvous Restaurant  
Rogers Foods  
Rona Revy  
Royal Hotel Restaurant  
Royalwood Golf Course  
Sardis Health Foods  
Save On Foods (Vedder)  
Schellenberg Pottery  
Sho Bu Kai Karate  
Shopper s Drug Mart  
Sidewinder  
Soccer Plus  
Starbucks –Chwk  
Suncoast Furniture & Mattress  
The Back Porch  
T-Rex Motorsports  
Tropicana – Chwk  
Undine's Retreat  
Valley Cycle  
Valley Yamaha  
VanCity Credit Union  
Vancouver Aquarium  
Vancouver Giants  
Vancouver Partyworks Interactive  
Van Houtte Café  
Vedder River Campground  
Victory Restaurant  
Video Station – Vedder  
Video Tonight  
Wallace Jewelers  
Wavelengths  
White Spot  
Wink  
Winners/Home Sense  
Yarrow House

## Announcements

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**KLEIN · LYONS**  
*Personal Injury & Class Action Law*

# Woodlands Class Action Settlement Outreach Meetings Lower Mainland, BC



Information meetings for past residents of Woodlands are being held throughout the Lower Mainland of BC.

At the meetings we will tell you about the Class Action law suit, the settlement, the options for legal representation, and the process for filing a claim.

**June 15, 2010 Chilliwack**

Chilliwack Association for Community Living  
Mathieson Centre  
45195 Wells Road (Corner Wells Rd & Sunshine Dr)  
Time: 1:00 – 3:00pm  
Tel.: 604-792-7726

For more information please contact:

Fred Ford at: 1- 250-216-6403 or [jfford@shaw.ca](mailto:jfford@shaw.ca) or  
Laney Bryenton at: 604-760-5005 or [lbryenton@shaw.ca](mailto:lbryenton@shaw.ca)

