



ANNUAL REPORT



April 1, 2010 to March 31, 2011

Adult Residential Self Advocate Comment:

"I never want to move. I see my family whenever I want...they come here to visit too".

ILP Self Advocate Comment:

"I am glad that I have the support."

Adult Day Services Family Quotes:

"We have had two individuals living with us at different times, both have attended the adult day services. We have found that the communication is excellent as is the support."

"I cannot imagine where my son would be if he was not at ACE. Thank you very much!"

Adult Day Services Self Advocate Comment:

"RISE has been good for me because I can be independent and have fun. I like it here and have a great day with Jen and Nancy."

Community Respite Family Comments:

"CSCL is absolutely amazing. All the programs and staff are committed to service our children. We are so blessed to be able to receive those great programs and work with such dedicated people."

Supported Employment Employer Comment:

"Set up of employment was amazing. They knew exactly what to do."

Adult Day Services Family Quotes:

"We have had two individuals living with us at different times, both have attended the adult day services. We have found that the communication is excellent as is the support."

CSCL Employee Comment:

"The fact that everyone was very accepting and that there was always new things happening."

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CSCL Board of Directors & Staff

Board of Directors 2010 – 2011

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
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
Shelby Hagel	Individualized Living Options
Michelle Heyes	Explore Program
Natalie Karam	Teen Clubs, Summer Teen Clubs & Bridge
Margaret Castle	Kidz Clubs & Summer Programs

Adult Residential Services

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

Adult Day Services

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

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 24, 2011

Chairperson: Helen Tolmie

Scrutineers: Amy Brosinski and Al Niemann

Advisor for Self-Advocates: Alyson Seale

1. Call to Order
2. Adoption of the Agenda
3. Adoption of the Minutes of the Annual General Meeting held on May 25, 2010
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 – Steve Saccomano
6. Announcements:
 - Membership Dues
 - Community Living Day

Adult Residential Family Quotes:

"I appreciate the continued care provided to our daughter. Our family feels they are always welcome to visit".

Minutes of the Annual General Meeting - May 25, 2010

MINUTES Annual General Meeting Tuesday, May 25, 2010

Call to Order/Adoption of the Agenda

H. Tolmie called the meeting to order at 7:10 p.m. with approximately 80 members, friends and self-advocates present including the following members of the Board of Directors: Loren Tempel, Pat Johnston, Joe Beauchene, Lois Mazuren, Al Niemann, Steve Saccomano, Alyson Seale and Donna Turenne. H. Tolmie went on to introduce herself, and thanked everyone for attending.

She noted that appointed scrutineers for the evening are Lois Mazuren and Loren Tempel. H. Tolmie introduced Norm Mazuren as the self-advocate advisor, noting that the role of the advisor is to provide assistance and explanation in understanding any of the information being presented but not to assist with the actual voting.

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

MOTION #1: MOVED A. 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 2010 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 L. Tempel, seconded L. Mazuren, that the minutes of the May 26, 2009 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, 2010 and the results of its operations and cash flows for the year in accordance with Canadian Generally Accepted Accounting Principles.

S. Reid provided a brief overview of the Balance Sheet, Statement of Revenues and Expenditures and the Statement of Changes in Net Assets. He noted that the Society experienced an increase in revenue of approximately \$800,000.00 with a corresponding increase in expenses, noting that the deficiency for the reporting period is \$15,940.00.

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 20, 2010 and called for a motion from the membership to accept the statements as presented.

MOTION #3: MOVED N. Mazuren, seconded A. Niemann 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 2010/11 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**
- **CSCL Goals Report**
- **Accessibility Report**

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

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

Nominating Committee Report

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

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

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

This leaves 6 vacancies for the 2010/12 term. P. Johnston informed the members that the 6 Directors have accepted nomination for a further term. The Nominating Committee is pleased to present the following nominees:

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

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

H. Tolmie congratulated the Board members and thanked them all for returning for another two years.

CLBC Presentation: Jai Birdi and Kerry Lawson

H. Tolmie introduced Jai Birdi and Kerry Lawson from Community Living BC (CLBC). J. Birdi, on behalf of CLBC, presented B. Gillette with a plaque for her 35 years of dedication to the Community Living Sector.

B. Gillette gave a brief acceptance speech noting that June 15, 2010 would mark her 35th anniversary with CSCL. She noted that what she has seen and been a part of over the past 35 years has been just amazing. She informed those in attendance that she would be celebrating her 35 years with a two month vacation (August and September) to spend time with her family.

CLBC and MCFD Panel Discussion

B. Gillette introduced the following Panel Members:

- from CLBC, Jai Birdi, Quality Service Manager, and Kerry Lawson, Planning and Development Manager, and
- from MCFD (Ministry of Child & Family Development) Brian Koop, Team Leader-CYSN (Children & Youth with Special Needs).

B. Gillette lead a 40 minute Question & Answer panel discussion allowing the panel members the opportunity to address the questions relating to services provided by their respective ministries.

Following the guest panel discussion, B. Gillette opened the floor to members, family members and self advocates to pose questions to the panel about specific issues they may have.

H. Tolmie thanked J. Birdi, K. Lawson and B. Koop for their participation and taking the time to come out and meet with the families. She urged them to stay for coffee after the meeting so that they could respond to additional questions.

Announcements

- **Membership dues** *are due and payable tonight.*
- **Woodlands Class Action – Settlement Outreach meeting** *on Tuesday, June 15th, 2010 @ CSCL's Mathieson Centre 1 pm to 3 pm.*
- **CSCL Family Picnic** *on Saturday, June 26th, 2010 at Cultus Lake Elementary School from 11 am to 3 p.m. Additional information is available through the CSCL's main office.*
- **People 1st – Community Forum on Citizenship** *on August 21, 2010 at the Evergreen Hall 1 pm to 5 pm.*
- **Community Living Days** *celebration on October 16th, 2010 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

It's time again for my report as Board President and I am happy to be able to start it off on a very positive note. The Chilliwack Society for Community Living is required to participate in a surveying process known as CARF, it stands for Commission on Accreditation of Rehabilitation Facilities. I am thrilled to report that we are being recommended for a commendation for exemplary performance in the area of information systems. The executive director, program managers and staff all worked extremely hard to present the surveyors with all the data they required in order to evaluate our Society and it seems we are the BEST!

So congratulations to everyone from your proud Board of Directors.

I wish that it was all good news, but as most of you are already aware the Society was forced to close a group home (Carleton House) in the fall of 2010. It was even more personal for my family; Carleton was my sister-in-law's home for over eleven years. She had many happy years living there with her roommates and support staff. The transition was not easy for Susan or the staff.

Because of Government shortfalls, the Society was required to make this sacrifice and it seemed one of the least disruptive decisions in terms of the individuals who lived there. While we had hoped this would meet the funding shortfalls for CLBC there are apparently ongoing funding concerns that may have an impact on the Society again in this new fiscal year.

I don't wish to end on a sour note, so just to be clear the Society continues to be a progressive, supportive and growing resource in the Chilliwack and Hope areas serving the needs of people in this community. So we need to get behind our organization in order to assist staff in doing their jobs. We can't just expect the status quo, times are changing and we need to get involved. Ask yourselves where would we be without the CSCL?

I wish to thank the Board for their ongoing time, commitment and support. Also, our Executive Director, team of managers and staff for their dedication and hard work, and I can't close without a big thumbs up to our clients who make us better people for knowing them.

Respectfully submitted,

Helen Tolmie,
Board President.

Executive Director's Report

Preparing for each year's Annual General Meeting gives me cause to stop and think about all that has gone before. Not just for the year immediately past, but also for the prior 57 years. I wonder what some of those founding parents would think about the size, scope and complexity of our organization today. I hope they would recognize that despite the many changes and considerable growth the focus remains on providing supports to individuals so that they are all ensured a quality life as part of the community. I also hope that they would recognize the hard work, energy and commitment of everyone involved including Board members, volunteers and staff.

The CSCL currently serves a total of 327 children, youth and adults with disabilities. Many of these receive supports through more than one service. As the community continues to grow, so does demand for services. Over the past year the most significant growth has occurred in our Individualized Living Options, EXPLORE and Child/Youth Services areas. We have been able to expand supports to children and youth with special needs in the Hope community and are looking forward to establishing ongoing relationships there.

Recognition also needs to be given to the many, many successes in our Supported Employment and RISE programs. These are staff who are dedicated to ensuring that individuals who want to work find jobs and their accomplishments over the past year are unparalleled.

The CSCL is committed to ensuring positive working relationships with its primary funders, Community Living British Columbia and the Ministry of Children & Family Development – Children/Youth with Special Needs division. It is also very aware of the need to promote partnerships within the community that foster inclusion for all persons and this was highlighted in the development of the 2011 Strategic Plan. In part this objective is met through representation on a wide variety of local, regional and provincial committees and boards but also through some new and innovative options – Imagine Ministries and the Community Garden project, to name two. We are rightfully proud of the work our staff have done in these areas.

This year the Board devoted considerable time and attention to the issues of reviewing and revising its governance policies and redeveloped its "ends" (goal statements). It also continued to review and monitor the organization's performance through analysis and discussion of the various reports using this information as part of the strategic planning process. The Board also developed two new Task Forces, one for Successorship Planning and the other for Housing. The discussions regarding successorship originated during review of the Executive Director's position and her future retirement; however, those discussions are now much broader and include a review of succession planning within the organization as a whole including Board replacements as well as other key positions.

Once again the satisfaction levels of the individuals we serve, their families and other stakeholders were very high, with more than 85% of individuals, families, employers and funding agencies reporting they were “very satisfied” with the services provided. This was substantiated during our recent extremely successful CARF survey. The survey team noted many positive comments from individuals, families and MCFD and CLBC representatives throughout the interview process. I am also very happy to be able to state that our “*Service Quality by Committee*” process has proven very successful. Using our committee structure, we were able to ensure that all aspects of our CARF survey were well documented on an ongoing basis and did not become an onerous task in the last weeks prior to the actual site visit. This reduced stress levels throughout the Society and allowed us to focus more clearly on the actual purpose of accreditation as opposed to worrying about details.

On a different note, in response to CLBC’s Service Redesign, Carleton was closed effective November 1, 2010. The impact for the individuals and families involved was substantial and while suitable new living options were found, the overall impacts were profound. The many staff changes that occurred due to the initial lay-offs and subsequent bumping were far-reaching for other individuals and employees throughout the Society.

Each year brings its own unique challenges and I’m sure this will be no different for the upcoming year. We already know that CLBC continues to face substantial funding challenges and that this is likely to have an impact for us. We need to remain united in our focus on providing the best possible individualized services for those we support. This is only possible in an environment that remains respectful, flexible and responsive.

In conclusion, let me say how proud I am of this organization and the work it has done over the past year. There have been challenges, but despite these the CSCL has been able to respond to identified needs, develop supports for newly referred individuals, build community partnerships and create new opportunities for many of the individuals it supports. None of this would be possible without the commitment of the Board, staff and volunteers not to mention the individuals we serve and their families.

My heartfelt thanks to all of you!

Respectfully submitted,

Brenda Gillette
Executive Director

Adult Residential Family Quotes:

“Family is very happy with the living arrangements for our family member. Staff keeps in touch with family and includes us in concerns or the care to be provided”.

Strategic Plan

As of December 31, 2010, the CSCL ended a 3-year Strategic Plan that was initiated in 2008. In each of the subsequent years reviews were conducted with additional specific strategic goals identified. The following information provides a summary of the outcomes of that plan.

There were 47 Specific Actions identified as part of the Plan, 16 of these were to be completed by the end of 2008, 14 by 2009 and the balance (17) by 2010. Of these, 28 (60%) have been completed, 1 was deemed no longer applicable (2%), 1 was determined to be in progress (2%) and 17 (36%) remain incomplete. The 17 incomplete actions were in the following areas:

Residential Options	- 1
Affordable Housing	- 10
Community Awareness	- 4
Advocacy/Support	- 2

It is important to note that all actions identified under Individualized Supports and Successorship were completed.

Residential Options: There were 6 specific actions identified under this broad heading; only one of these was incomplete. This was item "2" which specified the development of a survey and circulation of the survey to individuals/families not currently receiving residential supports. During the 3 year evolution of this plan, there were multiple changes in direction and funding by CLBC. This resulted in substantial review of staffed residential resources and significant development of homeshare alternatives. As a result of the ongoing surveying and information sessions provided by CLBC on this topic, the circulation of yet another survey to families seemed redundant. As a result, this item was forwarded to the Affordable Housing Committee with the expectation that the Committee would determine the need to further pursue this.

Affordable Housing: Of the 12 specific actions identified under the Affordable Housing category, 10 are incomplete. This has been a very difficult area to focus on over the entire 3 years of the plan.

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

Community Awareness: Of the nine specific actions established under this goal, four remain incomplete. All of these reflect increased community awareness and are extremely difficult to measure.

Advocacy/Support: The incomplete goals in this area are associated with support strategies for families of children and youth including the development of a resource base for families. Work on this is currently underway and a positive working relationship has been developed with MCFD – CYSN.

Starting in 2011, the Board of Directors made a decision to defer strategic planning until March. This allowed time for several other major reports including the Human Resources Report, Critical Incident Review, Health & Safety Annual Report and the Outcomes Management Report to be completed and reviewed by the Board of Directors. Information and analysis gained from these reports assisted the Board in better understanding some of the issues faced by the organization and in establishing priorities for discussion as part of strategic planning.

Prior to the actual planning event, a representative group of CSCL Managers met to conduct a SWOT (a review of strengths, weaknesses, opportunities and threats) facilitated by Julie Unger. This information was circulated to the Board members prior to the planning date and is included in the full Strategic Planning proceedings available through the Society's main office. Approximately 24 Board members, Leadership Team staff and Managers participated in the strategic planning retreat over the weekend of March 5 – 6, 2011.

Five new broad strategic directions were established as follows:

Focus on Quality of Life

A focus on quality of life for the individuals supported by the organization reflects a desire by CSCL to ensure it continues to deliver the highest quality service. It is also a reflection of the emerging priorities of individuals and families as well as the primary funders, CLBC.

Organizational Sustainability

Increasingly, organizations are expected to provide the highest quality services with unchanged or reduced resources. At the same time there are increasingly complex accountability systems being introduced. CSCL needs to establish new ways to meet these demands within an increasingly tight fiscal framework.

Home Sharing

This service model is increasingly the "service model of choice" for funders. CSCL can expect to experience significant growth in this service option if it wishes to provide residential services. This strategic direction reflects a desire on the part of the organization to ensure it maintains quality and accountability in this service.

Stakeholder Engagement

CSCL recognizes the importance of reflecting the stakeholder voice in all its decision making. Changing times, introduction of new technologies and changing patterns of family engagement require that new methods of engagement be considered. Engagement with new community partners is also a critical way that the organization can expand its presence in community.

Leadership

Conversation and dialogue during the retreat focused on a shared desire for CSCL to be seen as a centre of excellence. The culture of innovation was referenced regularly throughout the discussions. This strategic direction is reflective of a shared commitment to support leadership throughout the organization that reflects this desired future.

For each strategic direction, a number of actions to be considered were identified. Over the next several months, goals and detailed action plans will be developed for each strategic issue. Once approved by the Board of Directors, these action plans will be fully operationalized with an accompanying monitoring system that allows for evaluation, progress and revision as required.

Child/Youth Services Family Comment:

"I am very pleased with the services CSCL has provided for our daughter. I wish I would have known about this 10 yrs ago. 'Our daughter' has been involved in the program for 3 -4 yrs and always looks forward to her drama club, summer clubs, and support worker/respice through CSCL. Thank you so much for all that you have done for her. We look forward to future programs and hope that one day there will be something available for her - in the adult programs."

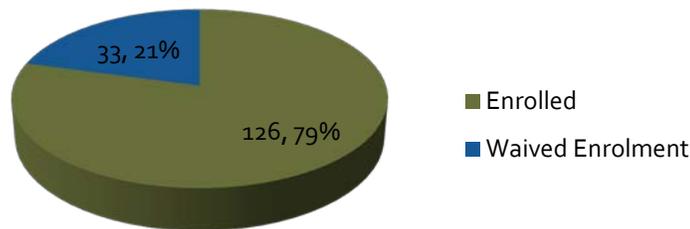
Human Resources Report

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

Year in review – Significant events:

MUNICIPAL PENSION PLAN IMPLEMENTATION:

"*A paycheque for life*": The Municipal Pension Plan was negotiated for bargaining unit employees in the 2006-2010 Collective Agreement. Effective April 1, 2010 the Pension Plan went into effect and all existing RRSP plans ceased. Eligible employees employed prior to April 1, 2010 were given the option to participate in the Pension Plan. There were a total of 159 employees eligible to enroll in the Municipal Pension Plan on March 31, 2010. Below is the rate of enrolment:



SERVICE REDESIGN:

In 2010 CLBC undertook a process called "Service Redesign", to look at funding allocations to agencies throughout the province. CLBC initiated this process with the goal of cost savings in order to meet their financial commitments, and examine more cost effective means of support. CSCL participated with CLBC in determining how this will affect the services provided by CSCL.

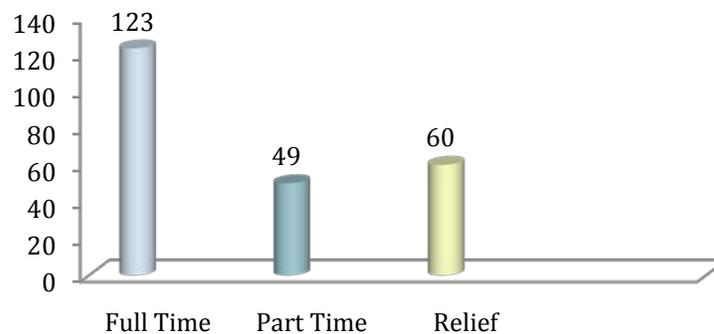
Together with CLBC and input from families, a decision was made to close Carleton House and reduce the staffing at the Reimer Host Agency. This initially resulted in 6 staff being laid off. However the implications of implementing Article 13 (Layoff) of the Collective Agreement were far reaching. The subsequent bumping and layoff resulted in 14 staff being displaced, with 7 programs being affected (Bordas, Chadsey, Green Gables, Wilmada, Jasper, Alexander and the OC).

Human Resources Committee:

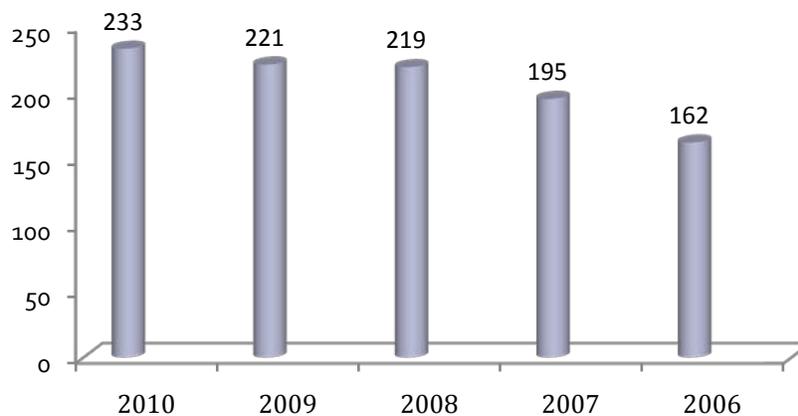
The Human Resources Committee began meeting in December 2008. The Committee is made up of both excluded and included staff from various service areas. The Committee reviews CARF Standards, HR policies and procedures, HR Manuals and Handbooks and makes recommendations for improvement to systems and practices.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

Current Staffing Demographic:

As of December 31, CSCL employed 233 employees, including support staff that are members of the BCGEU. Leadership and Administrative staff are non union. Of the 233 employees 9 were probationary and 18 were on leave. The following is a breakdown of employees by status:



Below is the total number of employees of CSCL in 2006-2010:



Recruitment initiatives:

During the past year the following recruitment initiatives have been utilized: networking with local employment services, the Chilliwack Chamber of Commerce and online resources such as Craigslist, UFV Career Center, BC Jobs, BCIT, Charity Village and the Canadian Payroll Association. The Society's website also provides the ability to post positions open to external candidates.

Recruiting qualified suitable staff continued to be problematic in 2010. The difficulty exists throughout the sector and is not specific to CSCL. Programs serving individuals with complex support needs and dual diagnosis are particularly difficult. The existing wage grid also impedes the organization's ability to compete with other employers such as care facilities and school districts which pay significantly more.

Volunteer and Practicum students:

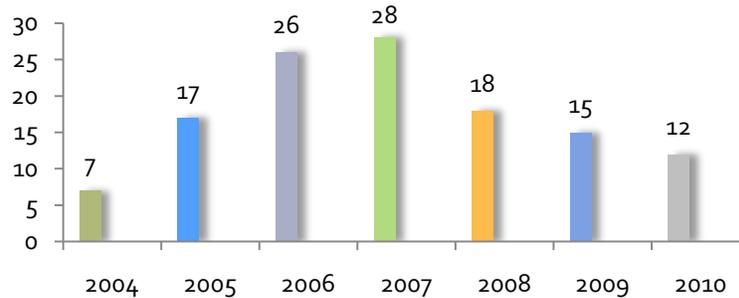
CSCL encourages the use of volunteers and the hosting of practicum placements. Volunteers and Practicum students are initially screened by the HR/LR Director or designate and provided with an orientation with the program Manager. In 2010 the following programs hosted volunteers and practicum placements:

- Administration: UFV, Business Administration Diploma Practicum (3 weeks)
- ACE: UFV, Community Support Worker Certificate Practicum(200hrs)
- ACE: Vancouver Career College, Community Health Care Practicum (90hrs)
- ACE: MTICC, Child and Youth Care Worker Certificate Practicum (3 weeks)
- ACE: Art Project Volunteer (1 day)
- Bordas: Vancouver Career College, Community Health Care Worker Practicum (100hrs)
- Chadsey: UFV, Social Services Diploma Practicum (200hrs)
- Children's Services: Chilliwack Senior Secondary, Work Experience (3 months)
- Children's Services: Sardis Secondary, Work Experience (2 months)
- Children's Services: UFV, Social Services Diploma Practicum (200hrs)
- Children's Services: UFV, CYC Practicum, (305hrs)
- Children's Services: Art project volunteer (10hrs)
- Children's Services: Kid's Club Volunteer (ongoing)
- Children's Services: Community Living Event Volunteer (5hrs)
- Jasper: Career Gate Community College, Community Developmental Services Practicum (2.5months)
- OC: Volunteer DJ Service – 3 Dances
- OC: Coffee and Jam – 5 Volunteers (3 hours per week each)
- OC: OC BBQ – 6 Volunteers (4 hours 1 x per year)
- Salish: Vancouver Career College, Community Health Care Worker Practicum (100hrs)
- Yarrow: UFV, Social Services Diploma Practicum (200hrs)
- Board Members: The Board members volunteer approximately 425 hours by participating in regular meetings and Strategic Planning.

A significant increase in practicum placements was noted in 2010. New partnerships were created with post secondary institutions (Career Gate Community College, MTI Community College) and new programs were supported (Business Administration Diploma). CSCL continues to foster long standing relationships with such institution as University of the Fraser Valley, Vancouver Career College and work experience placements with School District #33.

Turnover:

A total of 29 employees left CSCL in 2010, creating an overall turnover rate of 12%. This is a drop from 2009 in which 38 employees left CSCL. The global economic uncertainty in the past year may have contributed to this drop in employees leaving the organization for other employment. Below is the percentage of turnover for 2004-2010:



Employee Exit Information:

The majority of staff leaving CSCL are casual employees. This is consistent across the province in the sector. Many casual employees hold more than one job and cannot meet availability requirements or secure permanent employment elsewhere. Exiting employees who voluntarily leave CSCL are provided with an opportunity to complete a confidential Exit Questionnaire.

Employee Survey:

The CSCL Employee Survey is made available to all CSCL Employees on an annual basis. This year 96 surveys were returned, a decrease of 31 from the previous year. The survey, if desired, can be completed anonymously. The survey is only available to CSCL Employees and only on an annual basis. The survey was available between Tuesday, October 12, 2010 and Monday, October 25, 2010. Once again the overall the results of the survey were very positive.

Current Training:

CSCL typically provides a number of internal training opportunities to employees. These include: Annual Staff Training Day, Core 1, Core 2, Society Orientation and CPI (Non Violent Crisis Intervention). However due to funding uncertainty in 2010, Annual Staff Training Day, Society Orientation, Core 1 and Core 2 were put on hold for part of the year. Requests for professional development were also put on hold for most of the year. The implementation of Core 3 – Family Support Module has also been postponed.

Summary of Recommendations 2009

1. EZ Labour will be utilized to identify trends in employee attendance.
Outcome: Ongoing
2. The HR Committee will identify and implement modifications to new performance appraisal system.
Outcome: Complete: The Performance Appraisal was modified and a fillable PDF format was introduced.
3. The HR Committee will modify the existing performance appraisal for Managers to better reflect their current duties.
Outcome: Complete. Manager's Performance Appraisal was modified to more accurately reflect duties and responsibilities.
4. Core 3 curriculum to be modified and implemented.
Outcome: Incomplete. Implementation of Core 3 postponed due to funding uncertainty.

Recommendations for 2010

1. Local Issues to be negotiated with the BCGEU.
2. HR Committee to research initiatives to increase Employee Survey return rate.
3. Unpaid general leave statistics to be analyzed to establish overall impact to the organization.
4. Reintroduction of internal training as (Core 2, Staff Training Day) financially viable.
5. Core 3 to be developed and introduced as financially viable.

CSCL Employee Comment:

In the short time I have been working with CSCL, I have had the opportunity to work with many individuals, both staff and program participants. I have both enjoyed and appreciated the opportunity to be involved in an organization whose goals are not only clearly written but also put into practice. Thank you for the opportunity to contribute to enriching the lives of others, I know mine has been already.

Service Delivery Report

More than 9 years ago, the Chilliwack Society for Community Living (CSCL) established measurable outcomes to determine the Society's performance. This is the 8th 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,
- EXPLORE,
- 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 CSCL.

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

In 2009, 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.

This process continued in 2010.

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 and youth with special needs 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 Plan/Risk Register
- Accessibility Plan
- Information Technology Plan
- Human Resources Report (including Complaints/Grievances & Appeals)
- Critical Incident Report
- Occupational Health & Safety Report

Outcomes performance results will continue to 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:

- Streamlining its registration process for child/youth services and moving to an electronic system.
- Expanding youth services to include a summer and Saturday option for teens in the Hope area.
- Engaging individuals served, families and staff in movement toward an employment focus for day services.
- Creating and sustaining improved communication with stakeholders through various focus groups, CSCL newsletter and program meetings.
- Advocating for modifications to accommodate the changing needs of the individuals receiving support.

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 2010 Outcomes Management Report, work for 2011 will focus on:

- ❖ Exploring strategies to increase the survey response rates of less than 50% including use of technology (possibly social media).
- ❖ Continuing pursuit of resolution to the ongoing issues raised by Licensing at 2 of the CSCL's homes (Yarrow and Chadsey).

- ❖ Reinstating internal staff training and developing new training options in response to identified needs.
- ❖ Identifying ways in which to make the results of the data capture more meaningful to all stakeholders.
- ❖ Continuing to work with families and individuals to ensure services and supports are available as required within the parameters of limited funding.
- ❖ Ensuring advocacy supports are available to families and individuals who encounter challenges in getting the supports they require.
- ❖ Identifying, reviewing and addressing issues associated with the aging population supported by the CSCL including policy and procedure development if applicable.
- ❖ Reviewing CLBC's Quality of Life framework to determine how it can be implemented into the CSCL Outcomes Management Framework.
- ❖ Continuing to transition typical day services into employment options for individuals where appropriate.
- ❖ Focusing on the growth of ILO (homesharing) with a view to ensuring sustainability for caregivers and individuals.

Adult Day Services Family Quotes:

"This is a wonderful program our daughter really enjoys it very much. She loves to go and meet people. I do hope that funding is put into place for others that don't have this opportunity. The staff are so good to her."

SUMMARY

The 2009 Outcomes Management Report contained a number of recommendations that were addressed as follows:

Service Area	Recommendation	Status
GENERAL		
Group Homes & Alexander	1. Review ARS2a, ARS4c and ARS5b for appropriate target range, adjustment or discontinuation.	Completed Outcomes and indicators were reviewed and adjusted accordingly.
	2. Pursue funding through BCHMC or other sources for required renovations to bathrooms in both identified homes.	Ongoing
Independent Living Program (ILP)	1. Identify the differences between admission criteria for ILP and Explore.	Completed A specific contract for each program is used during intake with the individual. An ILP Checklist (service deliverables) is in development for both programs.
Individualized Living Options	1. Ensure Personal Planning is conducted for all individuals receiving service.	Completed/Ongoing Assigned to the Personal Planning Committee
ILP ILO EXPLORE Community Respite SEP	2. Review potential to amend data collection of demographics to better display Primary Diagnosis from other diagnoses.	Completed Categories in developmental, physical and mental health diagnoses have been inputted into the Individuals' Information List and are now being used by programs.
ILP ILO EXPLORE SEP	3. Develop an outcome comparing goal completion to goal creation using the annual Goal Report data.	Completed Annual Goal Report ready in January 2011.
ILP ILO EXPLORE SEP	4. Consider tracking overall participation numbers throughout the year by using the Service History List in ShareVision for demographic reporting.	Completed

Community Respite Family Comment:

"Respite has been crucial for our family. It gives me as the primary caregiver much needed breaks. Thank you for this service!"

Service Area	Recommendation	Status
ADULT DAY SERVICES		
ACE, REV, O/C & RISE	1. Review ADS _{4a} , ADS _{4b} and ADS _{5b} for appropriate target range, adjustment or discontinuation.	Completed
	2. Continue the expansion/transition to employment options for individuals supported in day services.	Completed Adjusted to better meet the outcome of "Individuals will maintain or increase their community connections".
EXPLORE (formerly Life Skills)		
EXPLORE	1. Review EX _{4a} for adjustment or discontinuation.	Completed
CHILD/YOUTH SERVICES		
After-School/Saturday Activity, Teen Clubs, Special Services	1. Review CS _{2d} and CS _{4c} for adjustment or discontinuation.	Completed
SUPPORTED EMPLOYMENT		
Supported Employment	1. Review SEP _{4a} to determine usefulness.	Completed The outcome will use data reflected in the 2010 Goals Report specific to SEP.
GLOBAL RECOMMENDATIONS		
Ensure that the number of surveys distributed and returned and the number of interviews offered and conducted are recorded and used as part of the analysis.		Ongoing
Review data collection methods with a specific focus on increasing the rate of return in those areas where the rate is less than 50%.		Ongoing Discussed at Parent Reference Committee. C/S is piloting an online survey option for families.
Review Outcomes and Indicators to ensure that the data captured is relevant and useful in terms of continuous quality improvement.		Completed Ongoing review will be conducted following completion of each year's Report.

ILO Self Advocate Comment:

"My caregiver is a good person, she's funny and her daughter is funny."

Outcomes Management

As part of its ongoing commitment to service quality, the CSCL ensure 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 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 individuals with a diverse range of needs.
- ✚ CSCL will ensure that financial hardship will not prevent children from participation in Child/Youth services.

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 individuals it serves.

The following are the global recommendations arising from this year's report:

1. Ensure that the number of surveys distributed and returned and the number of interviews offered and conducted are recorded and used as part of a comparative analysis of response over a multiple year span.
2. Review survey collection methods with a specific focus on increasing the rate of return in those areas where the rate is less than 50%.
3. Ensure that previous years' outcome indicator results are included in future years' reports to further enhance comparison and analysis processes including a clearer identification of trends.
4. Reinstate internal staff training and develop new training modules in response to identified need.

5. Review the possibility of contracting with someone external to the organization to redevelop outcomes and indicators to ensure meaningful and useful data capture. The viability of doing this in partnership with other, similar organizations should form part of this review in order to better share expertise, experience and potential associated costs.
6. Review the potential for further development of advocacy and peer support for families and individuals to ensure services and supports are available as required.
7. Identify and address issues associated with the aging population supported by the CSCL including development of policy and procedure where applicable.
8. Review the Quality of Life framework being piloted by CLBC to determine how it will impact CSCL's outcomes.
9. Further develop and enhance processes that will stabilize and sustain identified areas of growth within the agency including: ILO (homesharing), Day Service transition to employment and Child & Youth Services.



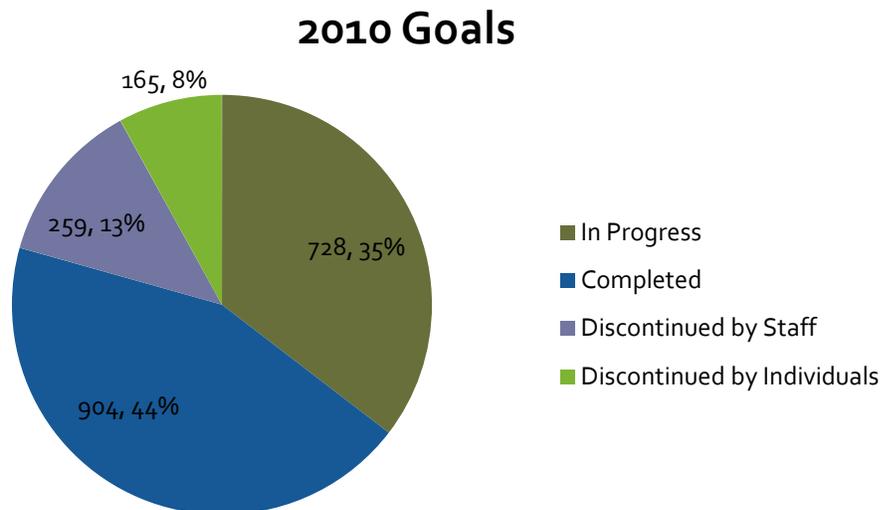
Supported Employment Self Advocate Comment:

"I love that you have services posted on bulletin boards and computers to help me to do some business related research"

CSCL Goals Report

The 2010 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-centered planning methods.

- **Total Goals for 2010: 2056**
- **Goals In Progress: 728**
- **Goals Completed: 904**
- **Goals Discontinued By Staff: 259**
- **Goals Discontinued By Individual: 165**



Goals	2009	2010	+/-
In Progress	1004	728	-276
Completed	393	904	+511
Disc/Staff	163	259	+96
Disc/Individual	42	165	+123
Totals	1602	2056	+454

This year special recognition goes to the following programs for meeting 100% of their Program Goal Outcomes:

- **Bordas**
- **Salish**
- **Wilmada**

Accessibility Report

In June 2010 the CSCL Board of Directors adopted an Accessibility Plan for the reporting period April 1, 2010 to March 31, 2011. The commitment continues to review the plan and progress on identified actions on a quarterly basis with both agency leadership and the Board of Directors. Status Reports occur for each 3-month period (ending June, September, December and March) with a new plan developed in May of each year.

Architectural Barriers

For the 2010/11 Accessibility Plan, four Architectural Barriers were identified. Three of these actions were completed including installation of a ramp at the Mathieson, installation of railings at the Alexander and contact with the Cultus Lake Parks Board with respect to beach access and wheelchair accessible parking in several public areas. A fourth action regarding renovations in one of the homes was not accomplished due to funding restrictions.

In addition to the identified actions in the Accessibility Plan, the following architectural issues were addressed:

Renovations to Program Space – EXPLORE	\$ 2,130.96
Renovations to Program Space – Snoezelen Room	27,661.65
Threshold Ramp -	221.00
Tracking System -	803.10

Environmental Barriers

No actions were identified.

Attitudinal Barriers

No actions were identified.

Financial Barriers

For this plan, two Financial Barriers were identified and addressed. One, regarding additional funding to assist families with program registration costs for children and youth, was completed through multiple fundraising efforts by Child/Youth Services staff. The other issue was with respect to safe and affordable housing for the individuals supported by the CSCL. This item has been the topic of considerable Board Committee discussion with tentative directions established. In addition, the Executive Director has recently been appointed to sit on the Mayor’s Committee on Housing.

Over the past year the CSCL has also provided the following financial supports to reduce accessibility barriers:

Community Program	2,657.58
Family Sponsorship	2,385.00
Individual Sponsorship	615.24
Living Assistance	6,763.11
Medication Assistance	23,271.34
Training for Self Advocates	1,128.99
Vacation Sponsorship	12,655.90

Employment Barriers

There were two actions set in this year's plan; both were completed and the commitment is ongoing.

Communication Barriers

One action was identified as part of this year's plan. This action was carried forward from the previous year and again deferred due to the cost involved as well as the potential for disrupting reporting capacity during an accreditation year. The intent to work on identifying and implementing a more relevant Personal Service Planning system will be ongoing.

In addition to the identified actions, the CSCL sponsored internet access for a number of individuals at a cost of \$ 222.28.

Transportation Barriers

Two actions to address Transportation Barriers were identified. The first involved finding alternate transportation supports for individuals travelling to and from work sites where bus service is not available either due to the location or time of day. Unique solutions were found for each of these circumstances; additionally, the organization lobbied for transportation services to be expanded. The second identified issue involved the cost in both time and money for families transporting children and youth from Hope to participate in Child/Youth Services. This was resolved by establishing a once-monthly Saturday service in Hope as well as additional fundraising.

Community Integration Barriers

No actions were identified.

In order to ensure comprehensive attention to accessibility issues, the CSCL developed an Accessibility Committee as part of its service quality structure. This Committee was developed over the past year and assumes responsibility for accessibility issues, planning and reporting.

Nominating Committee Report

The Nominating Committee is made up of members of the Board of Directors who are appointed to the Committee by the President in January/February of each year. This year Steve Saccomano 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 or youth with special needs or a self-advocate. All nominees must be members in good standing with the CSCL.

The current Board members with 1 year left to serve are:

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

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

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

During the 2010/11 Board year, the Board regretfully accepted a resignation from Loren Tempel whose term of office would have ended as of the May 2011 Annual General Meeting. As a result, the Board chose not to appoint a replacement for the balance of his term.

This left the Nominating Committee with a maximum of 6 vacant positions for the 2-year term, 2011 - 2013. Amy Brosinski 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 remaining 4 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:

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

The following are brief introductions to the nominees.

Pat Johnston

Pat has served 4 years on the CSCL Board and participated in a number of Committees. In the 2009/2010 and 2010/2011 terms, Pat has served as the 2nd Vice-President. He looks forward to continued service as a board member.

Bev Keswick

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

She is currently attending the UFV School of Business, and is scheduled to complete her bachelor of business administration degree in accounting this December (2011). Bev plans to continue her education as a CGA student when she applies to commence her studies in the spring session in March 2012. Ultimately, she plans to acquire her CGA designation.

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

She was a small business owner from 2004 to 2006 in Delta, BC and has worked in several administrative and basic accounting positions in the ten years before starting school full-time in 2008. These positions include being a teller at First Heritage in Chilliwack; an accounts payable / receivable clerk and much more with the Morrey Auto Group in Vancouver and North Vancouver; and a bookkeeper for a very busy post production editing company in Vancouver. She is currently a freelance bookkeeper with four steady clients.

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

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 was working for Geriatric Mental Health Team in Chilliwack prior to my retirement 2 years ago.

My husband Norm served on the Board of the Chilliwack Society for Community Living for six years and always mentioned how much he enjoyed his involvement in the Society.

If elected I look forward to continuing to serve the Society as a Board Member and continue to contribute to the society striving to be a center of excellence.

I have one son Warren and three and 1/2 grand children who keep me young and busy. Noah is 14, Ethan is 8, the Halaina who is two. and new girl expected in August.

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

Brent Tolmie

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

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 Home Share. 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.

Jeannine Walsh

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

In 1995 Jeannine left public practice to stay at home and raise her two children, Zack and Cali. Zack, 15, is currently attending Sardis Secondary while Cali, 14, attends Vedder Middle.

Jeannine returned to public practice in 2005 and works in the Chilliwack office of Meyers Norris Penny LLP.

She enjoys the being active and being outdoors. In her spare time she skis, runs and gardens. She has been involved with a local martial arts club for over eight years and volunteers there as an assistant instructor to the junior classes.

Jeannine is looking forward to serving on the board and working with the staff and other volunteers at the CSCL.

Auxiliary to Sunshine Drive

The Auxiliary to Sunshine is disbanding effective May 31, 2011.

This organization has been in existence for over 50 years and its membership is parents of developmentally challenged people.

Over the years the Auxiliary has been instrumental in providing assistance for their children in many ways: the operation of a School which was on the site of the present Mathieson Centre, major fund raising events, particularly the weekly Bingos which they held for many years in the Foresters Hall. They purchased equipment for the Clients' use and provided Birthday and Christmas gifts for Clients with no Family. For many years they assisted at Client dances and up until present have financially supported the dances by paying for the Hall rental.

It is with sadness that we depart, but our numbers are very small, we are aging and no longer able to Fund raise.

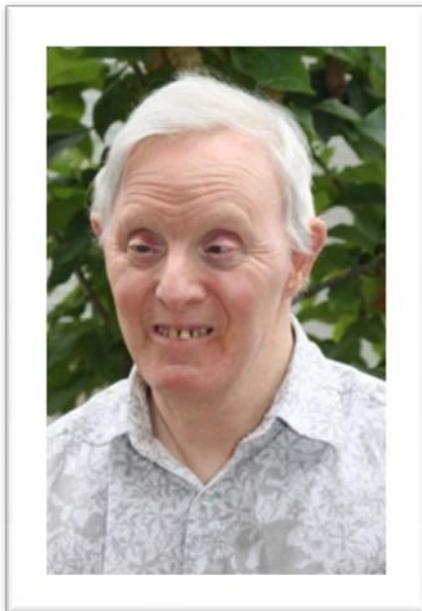


We Remember

Memories Build a Special Bridge

Our memories build a special bridge
when loved ones have to part to help us feel we're
with them still and sooth a grieving heart.
Our memories span the years we shared,
preserving ties that bind,
They build a special bridge of love
and bring us peace of mind.

Emily Matthews



Dwayne Ashdown



Adam Reimer

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. R. Atkinson
Ms. D. Ayotte
Mr. R. Battis
Mr. & Mrs. L. Beka
Mrs. R. Cass
Ms. J. Garrett
Mr. B. Gower
Ms. F. Grosvenor
Ms. I. Kerr
Mr. & Mrs. R. Lamb
Ms. C. Leadbeater
Ms. S. Lehr
Mrs. L. Loewen
Mr. N. Mazuren
Ms. K. Paddon
Mrs. J. Porter
Ms. B. Regehr
Mr. D. Reid
Mr. J. Reid
Mr. D. Ross
Mr. M. Shepard
Mr. & Mrs. C. Sorensen
Ms. M.L. Weigel
Ms. G. Whetter

Service Groups/Agencies

Auxiliary to Sunshine Drive
ASU Chilliwack – CDN Forces Personnel
CHELSEA
Chilliwack Foundation
Knights of Columbus #3478
United Way of the Fraser Valley
United Way of the Fraser Valley –
CSCL Employee Contributions

Businesses:

A & L Janitorial
A1 Wheelchairs Unlimited Supply Inc
All The Details
All Things Being ECO
All Tunes DJ Service
Animal House
Artisan Framing
Banners Restaurant
BCAA – Chilliwack
BD Diesel
Best Western Rainbow Country Inn
Big Red Fire Protection Ltd
Body Saltz
Bozzini's
Burger King
Canada Safeway – Chilliwack
Canex Building Supplies
Cascade Supply & Marine Ltd
Castle Fun Park
CD Plus
Chadsey House
Cheam Golf Course
Cheam Source for Sports
Cheeki Cherry
Chillibowl Lanes
Chillies Restaurant
Chilliwack BRUINS
Chilliwack Dart & Tackle
Chilliwack Ford
Chilliwack Golf & Country Club
Chilliwack Landing Leisure Centre
Chilliwack Slot Car Palace
Chilliwack Total Body Fitness
City of Chilliwack
Clark's Restaurant
Classic Cards on Alexander
Costco – Abbotsford
Cottonwood 4 Movie Theater
Cultus Lake Golf

Cultus Lake Park Board
Dairy Queen
Denbow Transport
Dakota's Restaurant
Decades Coffee Club Inc
Décor West
Down 2 Earth Land & Lawn
Earl's Restaurant
Eaton Land Surveying
Envision Credit Union – Yarrow
Express Computers
Fashion Furniture Buy Longfellows
Fine Arts & Frame
Flora Landscaping
Fraser Carpets
Fraser Valley Physio & Rehab
Fraser Valley Tireland
Gente Bella
Gord Laughlin Construction Ltd
Grand Pappy's Home Furniture
Great Canadian Oil Change
Greystone
Harrison Hot Springs Resort & Spa
Hell's Gate Air Tram
Heppner Trucking Ltd
Here & There Mobile Spa
Hofstede's Country Barn
Hub International Barton Insurance
IMW Industries Ltd
Investors Group
J. Adams & Sons Ltd
Jacksons Steak & Grill
Jet Spa Hot Tub & Pools
Kal Tire
Kelmor Industries
Kingdom Interiors
Landmark Reality
LaZune Clinique
Liquor Depot
Lock's Prescription Pharmacy
London Drugs
Marquee Video
Meyers Norris Penny LLP
Michael Hill
Mountainview Harley Davidson
New Country Appliances Inc
OK Tire (Chilliwack)

Pacific National Exhibition
Payton & Buckle
PriceSmart Foods
Prospers Credit Union (Admin Office)
Pure Serenity
Rainforest Pottery
Rendezvous Restaurant
Rona 139 Chilliwack
Royalwood Golf Course
Salish House
SHE's FIT!
Shopper's Drug Mart
Sidewinder Conversions
St. John Ambulance
Starbucks – VanCity & Promontory locations
Suzanne's
Taylor House
That Flower Shop
The Bookman
The Java Hut Bakery & Café
The Rehab Shop
Thomas Designer Jewellery Ltd
Tropicana – Chwk
Undine's Retreat
Valley Cycle Locksmith
Valley Water
VanCity Credit Union
Vancouver Aquarium
Vancouver Canucks
Video Station
Vine to Wine
V's Nail Studio
Wallace Jewelers
Waterstone Law Group LLP
Wellington Emporium
Willow Dental Care
Windsor Plywood
Winks
Wisbey's Veggie
Yarrow House
Yellow Barn



People with developmental disabilities and their families make up about 12% of the population. That's about **550, 000** people in B.C.



Almost **75%** of adults with developmental disabilities live below the poverty line (compared to the national average of approximately 11%)



People with developmental disabilities require a **diverse** range of supports and services throughout their lives that enable them to participate as full citizens in community. These vary from early childhood intervention to help in school, to transitioning to adult life with living arrangements and employment.

who we are

- The BC Association for Community Living (BCACL) is a provincial, non-profit federation founded in 1955 by a small group of families wanting a better life for their children.
- We are a collective voice of over 70 community-based member agencies across B.C. dedicated to providing local supports and services and advancing rights and social justice.
- People with developmental disabilities are denied basic human rights on a daily basis. These are rights that many of us take for granted; rights that enable us to live a full life in community - to receive an education, to move around freely, to have a real job, to make important life decisions. At BCACL we are committed to breaking down barriers that exist in our schools, workplaces and communities.
- As a member of the Canadian Association for Community Living and Inclusion International, BCACL is part of the national and international community living movement. From grassroots to global, we are working together on key issues, including the development, ratification and implementation of the UN Convention on the Rights of Persons with Disabilities.

From our humble beginnings when families banded together to fight for their children's right to an education, BCACL has grown to be recognized as one of the most powerful voices in B.C. for people with developmental disabilities, their families and those who serve them. Our work continues as we "inspire a world where everyone belongs."

Visit www.bcacl.org for more information on the BC Association for Community Living
227 6th Street, New Westminster, BC V3L 3A5 | Tel. 604 777 9100 | Toll-free. 1 800 618 1119