



ANNUAL REPORT



April 1, 2011 to March 31, 2012

Adult Residential Self Advocate Comment:

"I like my group home a lot and would not want to live anywhere else. I would like to see my family more often".

HomeShare Self Advocate Comment:

"I am very happy living here!"

ILP Self Advocate Comment:

"I would like to say that everything in the program is great!"

ILP Family Comment:

"I find that the staff are able to do things with her that the family would not necessarily be able to do so I really appreciate that."

Community Inclusion Services Family Quotes:

"Very proud of his independence, strong sense. Comes home happy and tired."

Community Inclusion Services Self Advocate Comment:

"I like RISE because it is a nice place and I have friends here."

EXPLORE Self Advocate Comment:

"I like it because of its social connections."

Community Respite Family Comments:

"We appreciate the respite services so much. It makes things easier to get those breaks when you need them. We love going to Harrison Resort once a year too! Karen is always amazing and always answers any questions we may have. Thank you so much respite services!!"

Supported Employment Employer Comment:

"We are hiring our 2nd candidate from this program and are happy with both the candidates, and counselors involved."

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CSCL Board of Directors & Staff

Board of Directors 2011 – 2012

Helen Tolmie-President	Bev Keswick-Director
Pat Johnson-1st Vice President	Lois Mazuren -Director
M. Brent Tolmie-2nd Vice President	Al Niemann -Director
Jeannine Walsh-Secretary/Treasurer	Steve Saccomano -Director
Joe Beauchene-Director	Alyson Seale -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
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	HomeShare
Shelby Hagel	HomeShare
Michelle Heyes	Explore Program
Natalie Karam	Teen Clubs, Summer Teen Clubs, Transition
Margaret Castle	Kidz Clubs & Summer Programs

Adult Residential Services

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

Community Inclusion Services

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

Mission Statement

CSCL in partnership with community provides quality, individualized supports to enhance the lives of adults with developmental disabilities, children and youth with special needs and their families.

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

We believe:

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

AGENDA

CSCL – ANNUAL GENERAL MEETING Tuesday, May 22, 2012

Chairperson: Helen Tolmie

Scrutineers: Brent Tolmie and Pat Johnston

Advisor for Self-Advocates: Lois Mazuren

1. Call to Order
2. Adoption of the Agenda
3. Adoption of the Minutes of the Annual General Meeting held on May 24, 2011
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. "Sound of Music" Production
7. Announcements:
 - Membership Dues
 - Community Living Day

Adult Residential Family Quotes:

"I am very happy with my family member's care. I am very concerned about Community Living BC closing down group homes".

Minutes of the Annual General Meeting - May 24, 2011

MINUTES Annual General Meeting Tuesday, May 24, 2011

Call to Order/Adoption of the Agenda

H. Tolmie called the meeting to order at 7:10 p.m. with approximately 52 members, friends and self-advocates present including the following members of the Board of Directors: Pat Johnston, Amy Brosinski, 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 the appointed scrutineers for the evening are Amy Brosinski and Al Niemann. H. Tolmie introduced Alyson Seale as the self-advocate advisor, noting that the role of the advisor is to provide assistance and explanation in understanding any of the information being presented but not to assist with the actual voting.

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

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

Minutes of the Previous Meeting

The minutes of the previous AGM (2010) were circulated to all members following the meeting and re-printed in the 2011 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. Mazuren, seconded N. Mazuren, that the minutes of the May 25, 2010 Annual General Meeting be adopted as presented. CARRIED.

Annual Reports

Financial Report

H. Tolmie introduced Sean Reid, a partner from KPMG. S. Reid reported that KPMG conducted its audit in accordance with Canadian Generally Accepted Auditing Standards. These standards require that the audit provides a reasonable assurance that the financial statements are free of material misstatement. S. Reid reported that the financial statements fairly present the financial position of the Society as of March 31, 2011 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 \$736,000.00 due to new programs or enhancements to current programs. S. Reid noted that expenditures are down this year giving CSCL a surplus of \$226,672.00 compared to last year's deficit of \$15,941.00.

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 19, 2011 and called for a motion from the membership to accept the statements as presented.

MOTION #3: MOVED *S. Saccomano*, seconded *A. Seale* 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 each year's Annual General Meeting. The Board of Directors is recommending that the firm of KPMG be appointed as auditor for the 2011/12 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 comments regarding these reports. Hearing none, she called for a motion to accept the reports as presented.

MOTION #4: MOVED I. Hancock, seconded J. Thiessen, that the Annual Reports be accepted as presented. CARRIED.

Nominating Committee Report

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

S. Saccomano 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	Pat Johnston	Lois Mazuren
Loren Tempel (Resigned)	Brent Tolmie	Helen Tolmie

This leaves 6 vacancies for the 2010/12 term. L. Tempel resigned mid-term and A. Brosinski has completed the maximum number of consecutive terms permissible within the CSCL's Constitution and By-Laws. S. Saccomano informed the members that the remaining 4 Directors have accepted nomination for a further 2-year term. The Nominating Committee is pleased to present the following nominees:

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

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

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

Community Garden Project

H. Tolmie introduced J. Unger, CSCL Director to make a presentation on the Community Garden Project. J. Unger spoke about the success of the gleaning project and its benefits. She noted that ½ acre was cleared on the north side of the woodshop by RBC employees through the United Way's – Day of Caring Program. The Community Garden held its first meeting on May 4, 2011 and saw 50 community members present including several self advocates and CSCL staff. J. Unger

acknowledged Henry Thalen's input as an advisor for individuals with mobility issues, ensuring planting plots and areas are accessible. J. Unger noted that the first planting get together will be on June 11, 2011. The Community Garden committee will look at setting up membership, developing an annual fee and rules. The committee is also seeking donations for tools, pavers and lumber. If anyone is interested in participating, they are encouraged to contact her via email or by calling the main office. H. Tolmie thanked J. Unger for her presentation.

Auxiliary to Sunshine Drive – B. Gillette announced that after 50 years of service, the Auxiliary to Sunshine Drive is disbanding. The Auxiliary was established by a group of families, mainly mothers, as a support group. Over the years, the Auxiliary members have raised thousands of dollars to provide opportunities to individuals receiving services from including the provision of birthday and Christmas gifts for individuals without families.

Iva Hancock, Auxiliary President, thanked the members for their support over the years.

Board Farewell – B. Gillette thanked A. Brosinski for her 6 years as Secretary/Treasurer on the Board Directors. B. Gillette informed the membership that during A. Brosinski's terms of service she was the Chair of Board Finance Committee.

Announcements

- **Membership dues** *are due and payable tonight.*
- **Community Living Days** *celebration on October 22nd, 2010 at Tzeachten Hall. Further details will be forwarded closer to the event.*

Adjournment

H. Tolmie declared the meeting adjourned at 7:30 p.m., encouraging all those present to stay, visit and enjoy coffee and snacks.

President's Report

This is my final report as President of the Board of the Chilliwack Society for Community Living. I have served five years as president and will complete my last year of a six year term by sitting as past president.

The last five years working on the Board have flown by. In that time the Society has seen many positive changes as well as faced difficult challenges. Management and staff have faced the good and the bad with perseverance and a great attitude.

I have seen the Society struggle with funding shortfalls, group home closures and ever expanding wait lists, but I have also seen new group home purchases, new programs set up and the geographical area expanded to include folks have never had the opportunity to be included before. The Society has grown from a grass roots organization of just a few dedicated people to becoming one of the largest employers in the Fraser Valley.

I have enjoyed working with the board members current and past and hope that they enjoyed it too. It is amazing to me that we can still find twelve people who take the time out of their very busy lives to come and sit through meetings, serve on committees, and attend strategic planning meetings that sometime require a full weekend. So thank you for your time and commitment.

I would like to thank the staff and the management for all you do, looking after the clients and working for the love of the job and not for the love of the money!!

I would like to thank Brenda without whom I couldn't have done my job. I virtually just had to show up for meetings, you made it easy.

Thank you to all of our clients, you make our world a better place.

Lastly, get involved and stay involved. You can make a difference!!

Respectfully yours,

Helen Tolmie.

Executive Director's Report

The past year has been both challenging and rewarding. The CSCL continues to grow in response to the demands and requests for service from an ever-expanding community. Simultaneously, the Society has had to significantly review its business practices in order to ensure that the use of all funds is maximized with respect to service provision. All of this must be done while ensuring that quality of service is not sacrificed. Over the past two years we have expanded our Child & Youth Services to Hope, more than doubled the number of individuals receiving HomeSharing supports through our organization, added an outreach/life skills service for adults and realigned our Community Inclusion Services to increase opportunities for employment for the individuals wishing to explore this option. Our focus remains on providing the best possible services that support individuals to be fully included members of the community. An important task completed this year was the redevelopment of our personal planning process that assists in ensuring those we serve and their families are fully engaged in the planning process and provide direction to the decisions affecting their lives. This is the basic underpinning for the work we do as a Society.

This Annual General Report provides members and stakeholders with an overview of the activities for the period of April 1, 2011 to March 31, 2012. In addition to typical services, the Society has responded to many crises over the past year. This takes enormous amounts of time, commitment and creativity and I want to thank all those involved in these difficult situations for their dedication to ensuring that the needs of the individuals were met.

The Board of Directors continues to monitor organizational performance through reviews of the comprehensive reports that demonstrate compliance with various regulatory standards and continuous service quality in all aspects of the Society's operations. This includes a review and analysis of feedback from a wide cross-section of the CSCL's stakeholders including individuals served, families, caregivers, employees and funding agencies.

The CSCL continues to work collaboratively with others in the sector including the BC Association for Community Living, Community Social Services Employers' Association, the BC CEO Network and Community Living BC. Additionally, the Society is represented at a Regional Ethics Committee, a working Outcomes Group, the BC Employment Development Strategy Network, the local Transition Committee and the local Child & Youth Committee.

As an organization, we can all be immensely proud of the many areas in which we "go the extra mile" on behalf of the individuals we serve. This year staff in several program areas took on the additional responsibility of fundraising to provide additional options to participants. In many cases this takes the form of sponsorships for registration or special events that would otherwise be financially impossible for the individual to access. Our Children's Respite Program has been selected as a presenter at the International Short-Stay Conference in Toronto in October. This is a testament to the innovation that has occurred in that service over the past 18 months. We also have a local ball hockey team, the Chilliwack Knights, that will be travelling to Victoria for a tournament in June. The team is coached by staff and a recent fundraiser was held to ensure that all participants can afford to make the trip. We were

also able to respond to the changing needs of the residents in the Yarrow home by renovating a Society-owned duplex on Carleton to create a new, wheelchair accessible home for them. With careful planning, the move was successfully completed in early December.

Of particular note is our Community Living Month event held annually in October. Each year this event grows and we continue to exceed all expectations. This year was our best attended evening ever and we unfortunately had to refuse people at the door who did not already have tickets. The evening is a celebration of the gifts and talents of people with developmental disabilities and is planned as a family evening that all ages can enjoy. A great deal of work goes into the planning and execution of this evening and special thanks are owed to the many people who help to organize and make this evening such an incredible success.

Recruiting and retaining skilled employees to ensure excellent supports to those we serve is a paramount priority. We are pleased that we have been able to reinstate our staff training programs in 2012. This includes orientation to the Society for new employees, CORE I – History of Community Living, CORE 2 – The Practitioner in Context, Core III – Working with Families as well as a number of additional in-house training courses. We are very pleased to be providing Positive Behaviour Support training to all Managers and will be implementing a Positive Behaviour Support Team at the conclusion of the training. In addition to these ongoing training events, other more specialized training opportunities will be conducted. We believe that well trained employees are a critical element in achieving excellence.

In conclusion, I find myself looking forward to the upcoming year. While there most definitely will be challenges, I think we are well positioned to meet them head on and emerge successful. We will continue to work collaboratively to meet the needs of the individuals and families we serve. I would like to acknowledge the contributions of all CSCL employees and caregivers for their commitment to the individuals they support and to the vision of an inclusive community. I am especially grateful to my fellow Leadership Team members. Without their continued support I could not fulfill my obligations to the organization. Last, but not least, I would like to thank the members of the Board of Directors. They spend many volunteer hours reviewing information, listening to my recommendations and providing me with the guidance and support needed to ensure we continue to meet the Society's Mission and Vision.

Respectfully submitted,

Brenda Gillette
Executive Director

Out & About – Year in Review

CSCL received an excellent CARF review in April and was, for the third time running, awarded CARF's highest recognition - a 3 Year Accreditation Award. CSCL received its first ever Commendation Honour from CARF as well.

Strategic Plan

In March 2011 the CSCL Board of Directors, together with representatives from the Leadership and Manager Teams, met to develop a new Strategic Plan for 2011 with the understanding that the agreed upon broad themes would like form the basis for at least a second year (2012). This was a 2-day session and included a thorough review of all aspects of the CSCL's operation, a revision of the Mission Statement and the CSCL Vision. Ultimately, the group agreed on 5 key strategic directions:

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

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

Status

The status of each of the strategic goals is set out on the attached "*Strategic Plan Action Status Report – March 31, 2011*". There are 11 Specific Actions identified for completion by this date. The following table shows the outcomes:

Goal Area	# of Goals	Comp./ Comp. & Ongoing	Incomp.	Ongoing (to be fwd.)	% of Comp.
Focus on Quality of Life	2	1	1 (requires review)		50%
Organizational Sustainability	2	2			100%
Home Sharing	2	1		1	50%
Stakeholder Engagement	3	3			100%
Leadership	2	1		1	50%
Totals	11	8	1	2	73%

Summary

Focus on Quality of Life: There were 2 specific actions identified under this broad heading; one was completed and one was not. It is fair to say that some work was conducted with respect to this goal; however, the policy framework has not been completed. This policy framework will tie to the work being done throughout all adult service options and aligns closely with a recommendation arising in the Critical Incident Review for 2011 that reads in part:

... develop a written guiding principle statement for the organization that establishes the capacity to support additional individuals with particularly challenging behavior especially behavior involving community members, ongoing contact with the RCMP or other emergency services.

Given that seniors often place additional stress on support systems, it may be a consideration to link these 2 goals.

Organizational Sustainability: Both goals were completed; nevertheless, this remains a very real issue and it is recommended that additional review be conducted and new goals established under this strategic direction for 2012.

HomeSharing: There were 2 specific actions identified for HomeSharing. The item that is noted as incomplete involves the implementation of a monitoring and accountability framework that reflects best practice. While considerable work has been done in this regard, there is a need for ongoing review of the latest best practices and it is recommended that this goal will be forwarded to the 2012 plan for additional development.

Stakeholder Engagement: All 3 goals in this area were completed; however, this is an increasing area of interest within the organization and much focus has been placed on it through the furthering of the Achieving Excellence agenda currently underway with the Leadership Team and Managers.

Leadership: The incomplete goal in this area has to do with a completed implementation plan for best practice in the area of excellence. Similarly to the item above, work is ongoing but should continue into the 2012 year.

Child/Youth Services Family Comment:

"My daughter very much enjoys the Hope Summer program!! Thank you for doing a fabulous job!!"

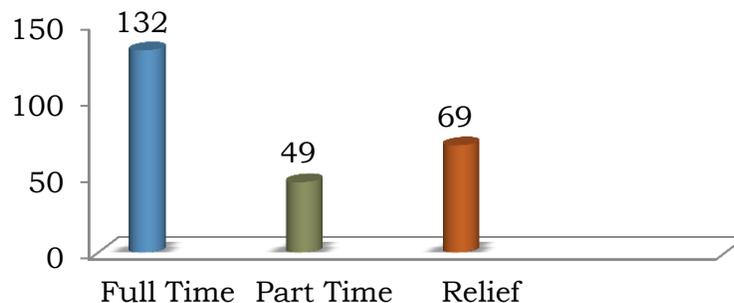
Human Resources Report

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

Year in review

Current Staffing Demographic:

As of December 31, 2011 CSCL employed 250 employees, including support staffs that are members of the BCGEU. Leadership and Administrative staff are non union. The following is a breakdown of employees by status:



Recruitment Initiatives:

During the past year the following recruitment initiatives have been utilized: networking with local employment services, the Chilliwack Chamber of Commerce, posting in the local newspapers (particularly for recruitment in Hope), and online resources such as Craigslist, CSCL's Facebook page, UFV Career Center, and BC Jobs. The Society's website also provides the ability to post positions open to external candidates.

Criminal Record Review Act Amendments:

Prior to June 2011 all employees were required to have a Criminal Record Check (CPIC) completed through their local police department prior to hire. Employees working with children and youth were also required to have a criminal record check completed through the Ministry of Public Safety & Solicitor General (MPSSG), Criminal Record Reviews Review Program (CRRP). The MPSSG checks are required at the time of hire and every 5 years thereafter.

In 2011 changes to the Criminal Record Review Act also required individuals working with vulnerable adults to have a criminal record check completed through the MPSSG. The criminal record checks are reviewed by MPSSG staff against a list of specified or relevant

offences. If a criminal record is found the assigned staff adjudicate it and determines whether the applicant poses a risk or no risk to vulnerable adults or children. The responsibility for clearing an applicant or determine suitability if a criminal record is found lies solely with MPSSG. Prior to the June 2011 deadline all existing CSCL employees completed the MPSSG criminal record check and all new employees now complete a check prior to hire.

Volunteer and Practicum Students:

CSCL encourages the use of volunteers and the hosting of practicum and work experience placements. Volunteers and Practicum and Work Experience students are initially screened by the HR/LR Director or designate and provided with an orientation with the program Manager.

Due to a potential labor disruption in 2011, CSCL declined to host a number of short term practicum placements.

Turnover:

A total of 39 employees left CSCL in 2011, creating an overall turnover rate of 16%. This is an increase from 2010 which had an overall turnover rate of 12%.

Human Resources Committee:

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

STAR Award:

The STAR Award program was introduced in 2011. The STAR Award is intended to recognize employees who demonstrate exceptional service and contribution to the workplace. Employees can nominate their coworkers via the Employee site in ShareVision. Recipients are chosen 4 times a year by the Human Resources Committee.

Employee Survey:

The CSCL Employee Survey is made available to all CSCL Employees on an annual basis. This year **105** surveys were returned, an increase of **9** from the previous year. The survey, if desired, can be completed anonymously. The survey is only available to CSCL Employees and only on an annual basis. Once again the overall the results of the survey were very positive.

Current Training:

CSCL typically provides a number of internal training opportunities to employees. These include: Annual Staff Training Day, Core 1, Core 2, Society Orientation and CPI (Non Violent Crisis Intervention). 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. Limited training was reintroduced for new employees in 2011. All internal training will be reintroduced and Core 3 – Family Support Module, will be implemented in 2012.

Summary of Recommendations 2011

Collective Bargaining:

1. Local Issues to be negotiated with the BCGEU.

Employee Survey:

1. HR Committee to implement initiatives to the Employee Survey, with the intention of increasing the rate of return.

Current Training:

1. Reintroduction of internal training (Core 2, Staff Training Day).
2. Core 3 to be developed and introduced in 2012.



Glenn Caulfield is presented the STAR Award by Brenda Gillette

Service Delivery Report

More than 10 years ago, the Chilliwack Society for Community Living (CSCL) established measurable outcomes to determine the Society's performance. This is the 9th 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), Ministry of Children & Family Development (MCFD), agency employees and in some specific incidents some consultants. The outcomes were established for each of the Society's distinct program and service areas:

- Adult Residential (including Staff Residential Homes, HomeSharing [formerly Individual Living Options] and the Independent Living Program),
- Community Inclusion Services (formerly 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 2010, 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 2011. Additionally, the CSCL worked with a group of organizations and a consultant to redevelop more meaningful outcomes in the major service delivery areas.

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.
- Developing additional services identified through this process.

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 2011 Outcomes Management Report, work for 2012 will focus on:

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

HomeShare Individual Quotes:

"I love living in my home. I like my caregiver to take care of me. I like I have nice friends."

SUMMARY

The 2010 Outcomes Management Report contained a number of recommendations that were addressed as follows:

Recommendations	Status
1. Aging is an identified trend in Residential Services. Consideration needs to be given as to how best to recognize this factor with respect to community activities without decreasing expectations for those for whom aging is not a factor (ARS2b).	Ongoing
2. Continue to lobby for resolution to the housing needs of individuals at Yarrow to ensure effective services (ARS4a).	Completed
3. Complete staff training for all employees in "Goals Day" and "Why Teach?"	Ongoing (tracking system implemented)
4. Develop/implement an action plan that assists in achieving satisfaction with community access and activity (ILP1c and ILP5b).	Completed/Ongoing
5. Complete follow-up with families who expressed neutrality with respect to satisfaction with the ILP service (ILP2a).	Ongoing
6. Develop/implement a process to ensure response to new referrals is timely (ILP6a, EXPLORE, SEP).	Completed/implemented
7. Review and clarify measurement scale to ensure appropriate responses (ILP4a, b, c and ILP5a, b and c and EXPLORE).	Completed
8. Ensure Personal Service Planning is completed annually for all individuals receiving ILO support.	Completed/Ongoing
9. Ensure Annual Reviews are conducted for all ILO caregivers.	Completed
10. Develop an outcome comparing goal completion to goal creation (ILO).	Completed
11. Establish a method to ensure separation of data collection for each distinct service that better meets the individuals receiving support (CIS2a).	Ongoing
12. Provide staff with additional training to ensure accuracy of data capture (CIS3a).	Ongoing
13. Establish an alternate indicator to demonstrate employment related goals (CIS3a).	Completed/implemented
14. Develop a monitoring system to ensure all required drills are completed annually in all day services (CIS5b).	Completed
15. Develop a new indicator for Efficiency for Adult Day Services.	Incomplete
16. Review/define the value of external versus internal training (CIS7b).	Incomplete
17. Develop/implement a plan to ensure that satisfaction indicators are reviewed, issues identified and addressed (EXPLORE).	Ongoing
18. Continue to review and modify allocation of service funding for C/Y Services with input from families.	Completed/ongoing
19. Explore the feasibility of providing a CSCL-operated Day Camp for children ages 6 – 12.	Completed

Community Respite Family Comment:

"Our family appreciates everything that we have received from your services. Thank you for your help!"

Recommendations	Status
20. Ensure (within fiscal viability) that C/Y staff receive training in the areas of Autism and Juvenile Mental Health disorders.	Completed
21. Ensure a higher percentage of C/Y male staff (currently 15%) to better reflect the gender of children/youth served.	Ongoing
22. Develop a Goals Reporting mechanism in ShareVision that adequately address C/Y Services and accurately captures the data of children entering and leaving the services.	Incomplete/ongoing
23. Further develop and promote the use of technology for surveying families, caregivers, funders and individuals.	Completed
24. Develop a process (in conjunction with Joint Service Review Committees) to provide quarterly notification of respite usage to families. (CYSN)	Completed
25. Review and revise the process for accepting new referrals and reassignment of days and partially used spaces. To be done in conjunction with the Joint Service Review Committees. (CYSN)	Completed
26. Review the Admin structure of the respite services to ensure best use of manager resources.	Completed
27. Develop a proposal to MCFD for the provision of emergency respite services for children/youth.	Completed
28. Develop a formalized process for offering training opportunities to contracted caregivers.	Incomplete/Ongoing
29. Develop a table that sets out data collection with respect to surveying and interviewing to ensure comparative analysis is available over a multiple year span.	Completed
30. Ensure rate of return for surveys is a minimum of 50% or more in all areas.	Completed
31. Include prior year's results to build on comparison, analysis and identification of trends.	Completed
32. Reinstate internal staff training and develop new training modules in response to identified need.	Completed
33. Consider using an external contractor to conduct a comprehensive review of the CSCL's outcomes system.	Completed/Ongoing
34. Review the potential for further development of advocacy and peer support for families and individuals to ensure services and supports are available as required.	Completed
35. Identify and address issues associated with the aging population supported by the CSCL including development of policy and procedure where applicable.	Incomplete/fwd. to 2012
36. Review the Quality of Life Framework being piloted by CLBC to determine how it can be used as part of CSCL's outcomes.	
37. Further develop and enhance CSCL infrastructure to stabilize and sustain identified areas of growth within the Society (ILO, C/Y Services, Respite, Day Services transition to employment).	Completed/Ongoing

Out & About – Year in Review

CSCL in partnership with Food Matters Chilliwack is proud to announce the opening of a Community Garden located on the CSCL Sunshine Drive property.

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.



Participants of CSCL's Teen Club hit the rapids on the Chilliwack River

Accessibility Report

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

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

In May 2011 the CSCL Board of Directors adopted an Accessibility Plan for the reporting period April 1, 2011 to March 31, 2012. 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. The Board will commit the necessary resources to ensure completion of the plan in its annual budgeting process.

- Information for this plan has been gathered from:
- Monthly Supervisors' Reports
- Monthly Site Inspections
- Individual Service Planning meetings (both individuals served and their families/friends) and
- Staff Meetings (all programs)
- Informal Accessibility Surveying

The Accessibility Plan has been developed in direct response to the concerns and suggestions raised through these inclusive processes.

It must be recognized that the CSCL does not have the capacity to address all the identified issues, recommendations, and impacts to establish priorities. The Executive Director is designated as the official person responsible for the implementation of the plan.



David C. is Scooting Away!

Architectural Barriers

Overall compliance is high with the exception of concerns expressed about some barriers in the community and some issues within the Yarrow Group Home, Salish House and Chadsey.

1. Yarrow Home - Inadequate Housing; Bathroom requires renovation to accommodate and support the physical needs of residents.
 - *Completed. Yarrow closed as of December 31, 2011 and individuals moved to Carleton into a newly renovated wheelchair accessible home.*
2. Salish House – Residents experiencing difficulty with exterior stairs and new bathtub layout.
 - *Completed*
3. Chadsey House – Bathroom renovations are required in order to ensure accessibility for residents.
 - *Funding not available for renovation costs. Action will be ongoing and will be included in the 2013 Budget.*
4. CYSN – Hope - Grace Baptist Church is inaccessible for power wheelchairs.
 - *Completed*

Environmental Barriers

- *There are no barriers identified for the current plan.*

Attitudinal Barriers

- *There are no barriers identified for the current plan.*

Financial Barriers

1. Vacation Sponsorships were restricted due to the financial climate.
 - *Sponsorships have increased in the past 6 months.*
2. CYSN - An increasing number of families are unable to afford the program registration and/or activity fees (exceeding what the Memorial fund is able to cover).
 - *CYS partnered with RCMP Annual Charity Golf Challenge to raise funds for sponsorships. Approximately \$3000 raised towards this goal. Also discussion with MCFD in regard to budget and contract adjustments to reflect this growing financial need.*

3. CYSN – Many families are underserved or waiting lengthy periods of time for respite services.
 - *Second season of Imagine Respite Nights Commenced on October 14th, 2011. Monthly respite nights continue to be offered to identified families.*

Employment Barriers

1. Ensure that youth who have identified work as a goal are provided with the supports required to find and sustain employment.
 - *Transition Services initiated by CSCL, funded by MCFD – Support Worker hours available to support youth in employment, ongoing supports and training.*

Communication Barriers

1. PSP process is not understandable for individuals receiving service.
 - *The new format was implemented in January 2012.*
2. Chadsey House – One resident is experiencing increasing challenges being understood, especially by new staff.
 - *Appropriate technology not found. Goal will be pursued in 2012/13.*

Transportation Barriers

1. REV – The program requires a replacement W/C accessible vehicle.
 - *Completed, new wheelchair vehicle purchased in summer 2011.*

Community Integration Barriers

1. There is an ongoing need to ensure community awareness of the contributions of individuals with disabilities.
 - *Ongoing involvement with Food Matters and Community Gardens.*

Other Barriers

In response to the identified need for coordinated Transition Planning, the CSCL submitted a proposal to MCFD for further development in this area. The proposal was approved.

1. There is a gap in planning and providing transition services for youth.
 - *Completed, BRIDGE Transition Service commenced May 2011 – planning and supports for youth identified/referred by MCFD.*

Additional Recommendations Update

Over the past year, the CSCL implemented an Accessibility Committee. The Committee assumed responsibility for reviewing all CARF standards and CSCL policies and procedures relevant to accessibility. It also monitored progress on the Accessibility Plan and reviewed information for inclusion in the current plan (2011/12).

1. The Committee recommends a review of the ShareVision accessibility tracking system to ensure inclusion of information about the need for transition planning and/or other identified issues.

- *Incomplete, maintained as a 2012/2013 goal.*

Child/Youth Services Family Comment:

"My daughter very much enjoys the Hope Summer program!! Thank you for doing a fabulous job!!"

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 Alyson Seale, Lois Mazuren and 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 a family member of an individual with a developmental disability, a child or youth with special needs or a self-advocate. All nominees must be members in good standing with the CSCL.

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

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

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 leaves the Nominating Committee with a maximum of 6 vacant positions for the 2-year term, 2012 - 2014. Donna Turenne has regrettably declined nomination for a further 2-year term. The remaining 5 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 the 2012 - 2014 term with the Board of Directors. As a result, the Nominating Committee is pleased to present the following nominees to the membership:

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

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 in the Independent Living Program. Sarah currently works for Southgate Medical doctors' office. 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.

Valerie Monty

I am an active advocate for my 23 year old daughter who is currently involved with CSCL's supported employment program. I have previously been a member of the Board Of Directors for the BC Epilepsy Society and was Co-Facilitator of the Chilliwack Epilepsy Support group for a period of seven years. Helping other parents navigate through situations I have experienced is something that I enjoy.

I have a strong belief in supported opportunities that can lead to personal growth and independence. Being a part of the CSCL Board will allow me to bring insight from a unique parental perspective on issues concerning independent living. It will also help me gain a better understanding of the "system" which will enable me to help educate other parents navigating the road for their children.

Al Niemann

Al Niemann has lived in Chilliwack for well over 25 years and has worked as a realtor for over 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 9 years and Laurie for 2 years. Their daughter Bre-ann is a resident care aid in the Fraser Valley, and son Justin has been receiving 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 where he is currently the Manager of Agriculture, BC Division at the Abbotsford Branch.

Steve is 47 years old, married to Antoinette, and has 4 children, 3 girls ages 22, 20, and 18 and a 14-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.

We Remember



Debbie Greer



Chris Bouchard

Butterfly Release

As you release this butterfly in honor of me know that I'm with you and will always be.

Hold a hand, say a prayer, close your eyes and see me there.

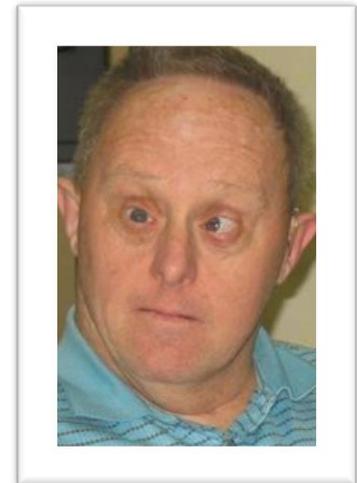
Although you may feel a bit torn apart, please know that I'll be forever in your heart.

Now fly away butterfly as high as you can go, I'm right there with you more than you know.

- *Jill Haley*



Alison Lecky



Alan Mawson

Donors

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

Individuals:

Mr. B. Burge
Ms. H. Campbell
Mrs. R. Cass
Mrs. M. Castle
Ms. W. Clark
Ms. S. Clarkson
Mr. B. Cross
Mr. A. Davies
Mrs. M. Edwards
Mr. R. Enger
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Chillies Restaurant
Chilliwack Dart & Tackle
Chilliwack Ford
Chilliwack Landing Leisure Centre
Chilliwack People 1st Group
Chilliwack Taxi
City of Chilliwack – Fire Department
Color Me Mine
Cookies Grill
Cottonwood 4 Movie Theater
Cottonwood Mall – Administration
Country Color Photo
Dairy Queen
Dakota's Restaurant
Decades Coffee Club Inc
Dickens Sweets and British Museum
Dipstick Lube Centre

Down 2 Earth Land & Lawn
Earl's Restaurant
Eaton Land Surveying
Experia - CANADA
Doug's Key Mart
Driediger Pottery
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Fashion Furniture Buy Longfellows
Fine Arts & Frame
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Fraser Valley Physio & Rehab
Fraser Valley Tireland
Galaxy Cineplex
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Purdy's Chocolate
Pure Serenity
Quik Pik Flowers
RCMP – Chilliwack Detachment
Remarkable Uniform Mat & Towel Ltd
Renascent Collision
Rendezvous Restaurant
Rocky Mountain Chocolate Factory –
Harrison
Rona 139 Chilliwack
Royal LePage
Salish House
Shandar Hut
Shopper's Drug Mart - Chilliwack
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Sutton Group ShowPlace Reality
Taylor House
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The Hawk 89.5
The Rehab Shop
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Tropicana – Chwk
Undine's Retreat
Valley Cycle Locksmith
Valley Water
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Westend Auto Body
Wilmada Place
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CSCL Employee Contributions