



*A Community that Welcomes  
and Includes Everyone*



Annual Report 2017

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# *Our Society*

The Chilliwack Society for Community Living (CSCL) is an innovative and responsive organization that supports more than 400 children and youth with special needs, adults with developmental disabilities, and their families. All of our work is built on our Mission Statement and based on the input from those we serve and their families.

We are very proud to be recognized as a founding member of Inclusion BC, as well as a member of other organizations such as the Canadian Association for Community Living, the Canadian Association for Supported Employment, the Chilliwack Chamber of Commerce, the Chilliwack Child and Youth Committee, the Focus Disability network, and the Interdependence Network.

CSCL is proud to partner with these and with many other organizations that share our Mission and Vision Statements.

We are a registered not-for-profit Society and charitable organization governed by a dedicated Board of, currently, 11 Directors elected from the membership of the Society. Our elected Board

**CSCL is proud to partner with many organizations that share our Mission and Vision for a community that welcomes and includes everyone.**



of Directors is made up of family members, self-advocates, members of the local business community and other interested community members.

CSCL offers a broad range of programs and services that are funded by the Ministry of Children & Family Development, and Community Living British Columbia. These include respite services for children, youth and adults, a full range of residential supports from staffed homes to home sharing and independent living, community inclusion services, life skills supports, outreach, crisis response, and employment services.

All services are accredited by CARF, the Commission for the Accreditation of Rehabilitation Facilities.

In addition to the delivery of services, the Society is active locally in projects and initiatives that advance awareness of our work and promote the inclusion and citizenship of those we serve.

We welcome and encourage the participation of community members who have an interest in supporting us to achieve our goals.



Artwork by The Art Club group.

# Mission, Vision & Values

The Chilliwack Society for Community Living, in partnership with community, builds capacity for the inclusion and belonging of people with varying abilities. We promote diversity and provide innovative, individualized services that enhance quality of life.

Our vision is for a community that welcomes and includes everyone! We will be a centre of excellence that inspires belonging, connection, and community.

## We believe that:

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



# President's Report

Another day, another dollar...another year, another Annual General Meeting. I generally enjoy this time of reflection as it forces a person to look back and really appreciate all the events of the past year and the continued growth and health of CSCL. That, and we get to see the sun again (and we can all use a little sunshine after that winter)!

Our organization is moving forward at an unprecedented pace. The increasing complexity of service delivery is a constant challenge for our leadership team, a challenge they not only meet but exceed on an almost weekly basis.

The re-organized leadership team has excelled in handling the changes we face as an organization. Being agile has been a hallmark of CSCL, and this core commitment to our values has translated into meeting our objectives. I am proud of the recent additions to the team, and the onboarding of culture is evident. It's not long before a new employee understands our vision and values and really "buys" in to the mission of the agency.

I am also proud of Julie's leadership and commitment to leading through excellence. She recently completed a Master of Arts in leadership, working hard and long to complete this program. Her capstone project involves mentoring at CSCL, and the board is confident that this process will pay dividends in the future.

**The increasing complexity of service delivery is a constant challenge for our leadership team; a challenge they not only meet but exceed.**

The agency continues to lead the way in recognition. This is external validation of what we already know – our work is superior because we care. We are proud of Nancy Gauvin for her achievement in receiving the BC Community Social Services Award of Excellence, for the Health and Safety team for receiving two NAOSH BC safety awards, best float at the Christmas Parade, and a cultural diversity award. These are just highlights of the many accolades our agency is being recognized with on a frequent basis. Exciting times!

**CSCL has completed another CARF survey audit and has come through with flying colours – we achieved the best result the auditors have ever completed!**

I am also proud to report that CSCL has completed yet another CARF survey audit and has come through with flying colours. I had the opportunity to interact with the external auditors and it was clear that they were blown away by the quality and innovation of the organization. Out of a possible thousand recommendations, they only identified two very minor points, both easily addressed. Both auditors had been surveying for many years and I

can confidently say that this is the best result they have EVER completed. If given the opportunity they would have packed Jeff Gilbank in their suitcase to help their respective organizations embrace Sharevision as completely as CSCL has!!! This is a reflection of the quality of our agency, from the folks we support to the families to the front line and support staff. Everyone should be very proud...well done from the board.

At a board level, we are looking at the shift in how we view our assets. As we add to the amount of real estate we own and manage, the board is looking at how we best keep our team focused on excellence in individualized service planning and delivery while addressing our facility and housing needs. Not an easy task in light



**As word gets out about how great CSCL is, we need to be prepared to deliver more services and more homes for the folks we support.**

to be prepared to deliver more services and provide more homes for the folks we support.

On a personal note, June will be my last month in service to the agency. I have enjoyed my 8 years as a board member and 5 years as board president. I feel that CSCL is on incredibly firm footing, with a world class team, amazing leadership, and a wonderful board. It has been my great privilege to learn and grow along with the agency and I intend to use this knowledge as I join the Inclusion BC board to continue advocating, living, and loving the people we exist to support.

The agency is in great hands, with capable staff, very well led by a capable board and a world class leadership team. It's been an honour to journey along with you.

With love and respect,

Brent Tolmie  
*Board President  
Chilliwack Society for Community Living*



of the unprecedented real estate market in the lower mainland. One can see this growth trend continuing, with our agency leading the way. Word gets out at how great CSCL is, so we need





# Executive Director's Report

“All the great organizations in the world have a sense of why that organization does what it does. ~ Simon Sinek

Why do we do what we do? CSCL remains connected to the mission and vision of the families that started the Society back in 1954; to facilitate opportunities for people with disabilities in community. While we have expanded over the years to focus on service and supports beyond education, the spirit of the services remains consistent. We work to keep the advocacy story of those founding

**While we have expanded over the years to focus on service and supports beyond education, the spirit of the services remains consistent.**

families alive through our Core training program and Staff orientation, so whether an employee has been here for two months or twenty years, they all have the same understanding of our roots and how those have shaped the growth of the organization into what it is today. The board, leadership team and managers work to perpetuate a spirit of excellence, ensuring clarity of vision and strategic direction. So while some wording changes were made to our Mission and Vision Statements this past year as part of the strategic planning process, the essence remains the same. Our vision is for a community that welcomes and includes everyone! This aspirational statement encourages our day to day work and guides our efforts in pursuing positive behaviour supports, social capital development and building

community partnerships. It has been my absolute pleasure to meet with most program staff teams this past year, and review CSCL's Strategic Plan, our “20/20 Vision”, ensuring each team has an understanding of how their day-to-day work contributes to the big picture.

One of our primary strategic directions is to ensure ongoing improvements in services to individuals, especially in the development of social capital. This was achieved through a social capital project and by hosting our second annual Staff Conference –iConnect 2. We welcomed back Norman Kunc and Emma Van der Klift as our key note speakers, and they were joined by other leaders in the field. A highlight

of the day was sharing individuals' success stories in building their connections and relationships through clubs, interest and hobby groups, neighbourhood gatherings, employment and volunteer work. Plans are well underway for the 3rd annual conference to be held this coming November.

**One of our primary strategic directions includes the ongoing development of social capital.**

Employee learning and engagement is our second strategic focus and we intentionally sought opportunities for our staff to be recognized outside of CSCL. This effort paid off and two of our staff members were recognized at the BC Community Social Service Awards of Excellence held in Vancouver in October. As a newer employee, Simon Wulfraat received honourable mention in the category of “Rising Star”





and twenty year employee Nancy Gauvin won the “Hero” award. In January, our employee Natalie Karam, was among the top ten finalists for Chilliwack’s “Employee of the Year” as part of the Chamber of Commerce Business Excellence Awards. We also continued with our tradition of Staff Service Awards in March 2017 where we recognized 36 employees who represented a collective total of over 350 years of service to CSCL.

In June of 2016 I, together with Board Members Teri Voss and Ron Laser, presented at the Canadian Association for Supported Employment (CASE) conference in Edmonton. We shared our experiences of hosting employer appreciation events and the impact of those events on current and potential inclusive employers. In November CSCL co-hosted the 3rd Annual Rotary at Work Inclusive Employer Celebration, recognizing over thirty inclusive employers in Chilliwack. For the second year in a row CSCL

## **CSCL has experienced continued growth over the past year as we respond to needs of individuals leaving school and their families**

leaving school and their families, as well as those moving into our community and also individuals being served through our crisis response service. We are seeing

sponsored the Chilliwack Chamber of Commerce “Inclusive Employer Award” at their Annual Business Excellence Awards in January; this year’s award was won by Convergys (formerly Stream).

CSCL has experienced continued growth over the past year as we respond to needs of individuals



increased complexity of care and support needs, making our staff orientation and training programs even more important. This growth has impacted our need for additional space and vehicles and prompted the purchase of a home in Agassiz. We also leased a new day service space in Sardis to create additional room for REV participants (to reduce crowding and improve community access).

With the changing needs of individuals served, CSCL began a process more than two years ago, to look at replacing Taylor House. The Taylor II replacement home (a tri-plex with two bedrooms in each of the three homes/units) will be built directly behind the Mathieson Centre on Wells Road. We applied for rezoning last June and anticipate having the final building permits in place shortly after this report goes to print). We are hoping to have a shovel in the ground before summer and see the tri-plex completed by the end of the calendar year.

The Board and Leadership’s focus of building on the legacy of good asset and fiscal management (best use of existing property, and purchasing rather than renting homes) led to our participation in the “Building it Right Workshops” offered through Vancity. In April, May and June of 2016 our Board President, myself and Brenda Alexander participated in this useful training to assist in focusing our future plans and understanding the options available to not-for-profit organizations.

There has been a fair amount of change and evolution over the past year; from internal business processes and managed IT services, to reporting to funders,

## **We are seeing increased complexity of care and support needs, making our staff orientation and training programs even more important**



transitioning our by-laws to the new Societies Act, new service development, staff turnover in our HR and Administrative team, leadership team restructuring and all the while continuing to expand and grow. Our ability to manage the growth is a credit not only to the solid practice and systems in place, but especially to the people involved. The commitment of our board members, leadership team, admin team, managers, staff and contracted caregivers is the most significant contributing factor. We are mindful too of the positive working relationships with both CLBC and MCFD; the collaborative work with local teams has been instrumental in meeting service needs, often in creative and unconventional ways. It has been a full year for me personally as well. I completed my Master of Arts in Leadership degree this spring. I am indebted to the Board for providing this opportunity and especially grateful to CSCL's leadership team who stepped in to cover when I needed to be absent for school.

As we close the books on CSCL's 63rd year of service and reflect on the challenges and successes of another season, we can be proud of the ongoing work towards

**We can be proud of the ongoing work towards fulfilling the mission and vision of CSCL**

**Our ability to manage the growth is a credit not only to the solid practice and systems in place, but especially to the people involved**

fulfilling the mission and vision of CSCL. We will experience some significant attrition at the board level as members' terms expire, making room for new family and community representation. I am especially grateful to Brent Tolmie who has been the Board President for the past many years and led the organization through

a major change. Lois Mazuren is also leaving the board after an extended term that was put in place to ensure board continuity for a new executive director. Jeannine Walsh and Bev Keswick have provided strong financial leadership at the board level for six years and finish their term this June with a succession plan in place for another accountant (and family member) to pick up the reins. My thanks to all the board members for their dedication to the work of CSCL and the contribution of their many volunteer hours in the provision of good governance!

Respectfully submitted,

**Julie Unger**  
*Executive Director*  
*Chilliwack Society for Community Living*







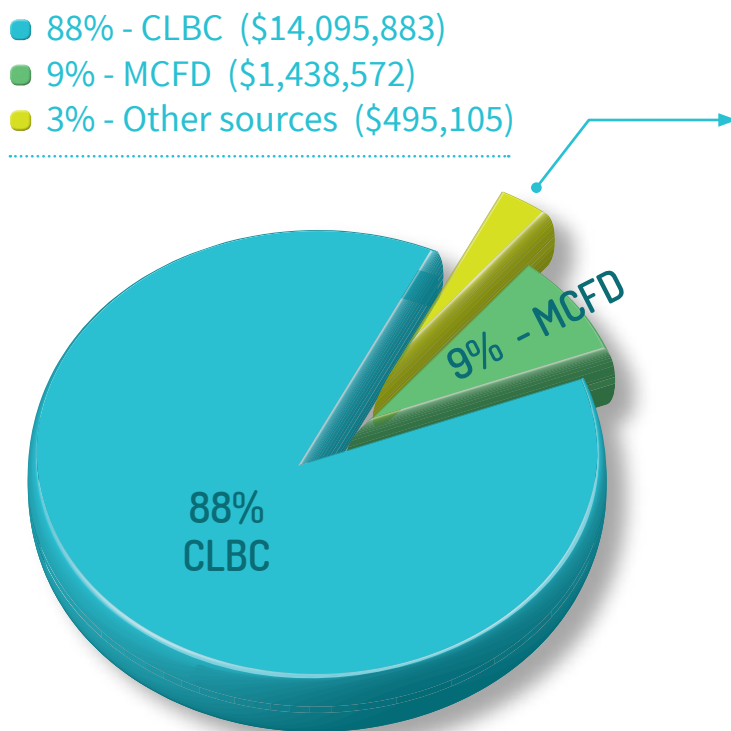
# Financial Overview

We are grateful for the ongoing support and financial commitment from both Community Living British Columbia (CLBC) and the Ministry of Children & Family Development (MCFD). These two agencies provide the majority of the funding that allows us to provide our services and programs. With their continuing support we are able to successfully meet the needs of the many children and youth with special needs and adults with developmental disabilities in the community.

## Where our funding came from in 2016:

### Main Breakdown

- 88% - CLBC (\$14,095,883)
- 9% - MCFD (\$1,438,572)
- 3% - Other sources (\$495,105)



### Other Sources

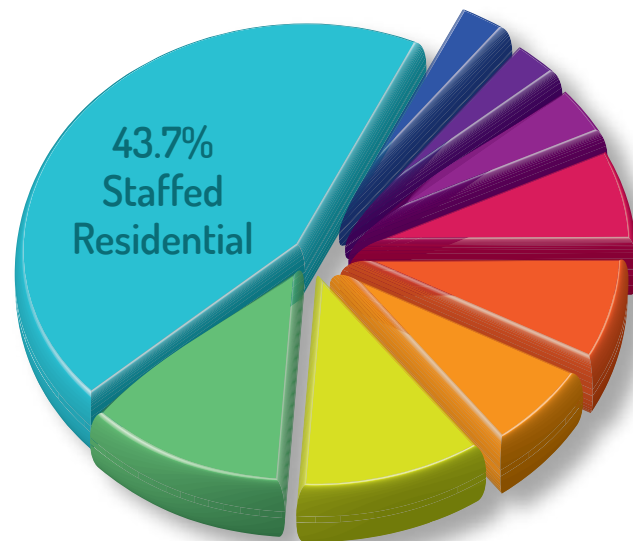
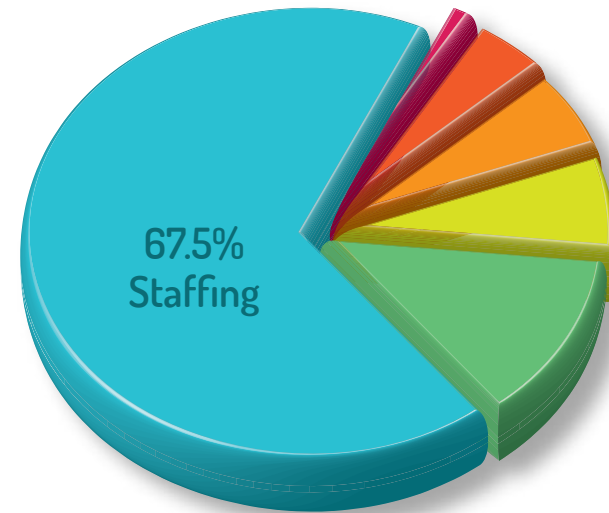
- 92.5% - Other (\$457,884)
- 4% - Grants & Donations (\$19,693)
- 1.5% - BC Housing (\$7,498)
- 2% - HRDC Canada (\$10,030)



## How we used our funding in 2016:

### From an **ADMINISTRATIVE** perspective

- 67.5% - Staffing (\$10,892,832)
- 13.0% - Contracts (\$2,092,741)  
(Homeshare & Respite)
- 7.0% - Administration (\$1,123,719)
- 6.3% - Program Expenses (\$1,018,684)
- 4.7% - Mortgages & Facility Costs (\$761,519)
- 1.5% - Capital (\$242,555)



### From a **SERVICES** perspective

- 43.7% - Staffed Residential (\$7,055,047)
- 12.4% - Homeshare (\$1,994,154)
- 11.0% - Community Inclusion (\$1,769,332)
- 7.0% - Administration (\$1,123,719)
- 7.9% - Employment (\$1,273,815)
- 7.3% - Outreach (\$1,169,635)
- 4.2% - Host Agency (\$551,894)
- 3.3% - Children's Services (\$539,838)
- 3.2% - Respite (\$522,106)



# Our Donors

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

Your generosity helps us make  
a positive impact on many people's lives!

## Individuals

Ms. A. Baker  
Ms. M. Castle  
Ms. P. Croft  
Mr. B. Dickinson  
Ms. J. Douglas  
Ms. E. Eder  
Mrs. I. Hancock  
Ms. R. Johnson  
Ms. R. Keller  
Mrs. K. Kerr  
Ms. G. Jansen  
Mr. & Mrs. E. Laughlin  
Ms. L. Macarie

Ms. C. Petherick  
Mr. & Mrs. D. Reimer  
Mr. & Mrs. L. Sache  
Ms. L. Schopf  
Ms. S. Sempel  
Mr. & Mrs. W. Thiessen  
Mr. & Mrs. J. Wiens

## Service Groups/Agencies

Chilliwack Foundation  
Knights of Columbus Chilliwack  
Council #3478  
Mt Cheam Lions Club  
Steller's Jay Lions Club  
CSCL Employee Contributions

## Businesses

89.5 The Drive  
A Paint Your Own Ceramics Studio  
Artisan Framing  
Artistic Dental Ceramic Ltd  
Best Buy  
Big Red Fire Protection  
Budge Blinds Chilliwack  
Burger King  
Canada Safeway – Chilliwack  
Carl's Jr.  
Casa Leta Suites  
Central Vet  
Cheam Painting  
Chiefs Development Group  
Chilliwack Decorating Centre  
Chilliwack Ford  
Chilliwack Gravel Sales  
Chilliwack Times  
Chilliwack Water Store  
Circle Sage Mobile Massage  
City of Chilliwack – Fire Dept.  
Clancy's Meat Company – Chilliwack  
Coast Hotel  
Cottonwood 4 Movie Theater  
Cottonwood Mall – Administration  
Crystal Vision & Hearing

Cultus Lake Park Board  
Dairy Queen – Vedder  
D'cardos Mechanical  
Décor West  
Dickens Sweets & British Museum  
Earl's Restaurant  
Eaton Land Surveying Ltd  
Evil-ution  
Fashion Furniture Buy Longfellows  
Fraser Valley Tireland  
Galaxy Cineplex  
Gente Bella  
Great Canadian Gaming Corporation  
HME Mobility & Accessibility  
Home Depot  
Homer's Restaurant  
Ironside Design Manufacturing Inc.  
J. Adams & Sons Ltd  
Jadspring Wellness Centre  
Jimmy J's  
Kings Master Dry Cleaners  
Lilly of the Valley Esthetics  
Lock's Prescription Pharmacy  
London Drugs  
M. Dickey & Sons Ltd  
MJD Glass  
Mr. Mikes  
Mtn. View Harley Davidson  
Murray Honda



OK Tire  
 Optimum Sport Performance &  
 Health Centre  
 Pam Dysktra Photography  
 Partylite – Lana Wakelam  
 Payton & Buckle  
 Piscasso Hair Design  
 Prism Studio  
 Prospera Credit Union – Admin Office  
 Remarkable Uniform Mat & Towel Ltd  
 Rona 139 Chilliwack  
 Sardis Health Foods  
 Save On Foods  
 Scentsy – G & T Tutt  
 Scentsy – V. Monty  
 Shoppers Drug Mart - Southgate  
 Sidewinder  
 Smart Frames & Accents  
 Southview Clearing & Access Ltd  
 St. John Ambulance  
 Starbucks – Cottonwood  
 Starbucks –Promontory  
 Superstore  
 Suzanne's  
 That Flower Shop  
 The Rehab Shop  
 The Scruffy Tail  
 Tommy Gun's  
 Trademasters Automotive

Triple Play Pub  
 Tropicana – Chwk  
 Undine's Retreat  
 Valley Cycle Locksmith  
 Valley Driving School  
 Valley Water  
 Van City Credit Union  
 Vedder Motors  
 Wagner Appliances  
 Waterstone Law Group LLP  
 Westland Insurance – Eagles Landing  
 Windsor Plywood  
 Winks  
 Worksafet  
 Solutions  
 Yellow  
 Barn



*Thank you for helping  
us do what  
we do!*

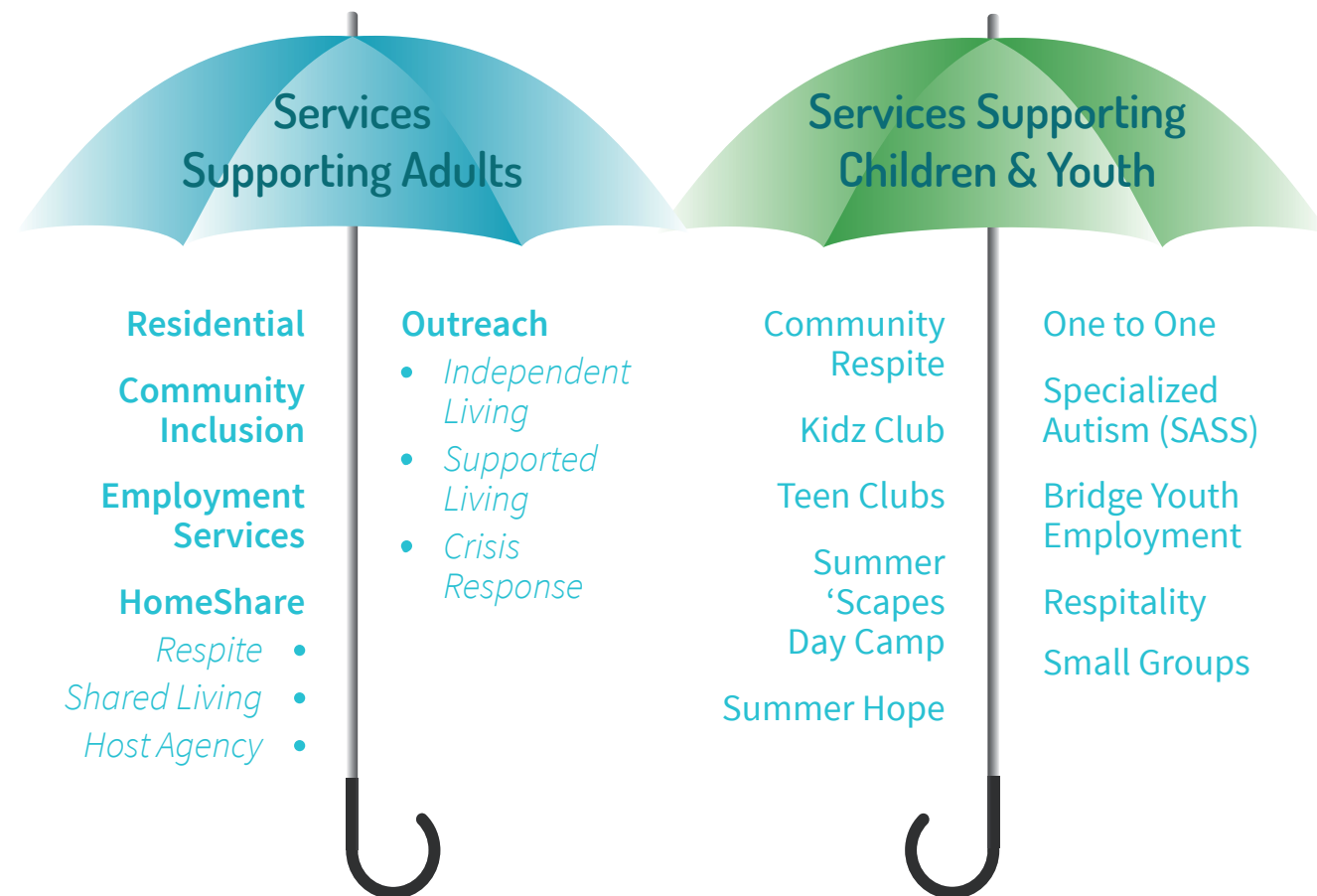


# Programs & Services

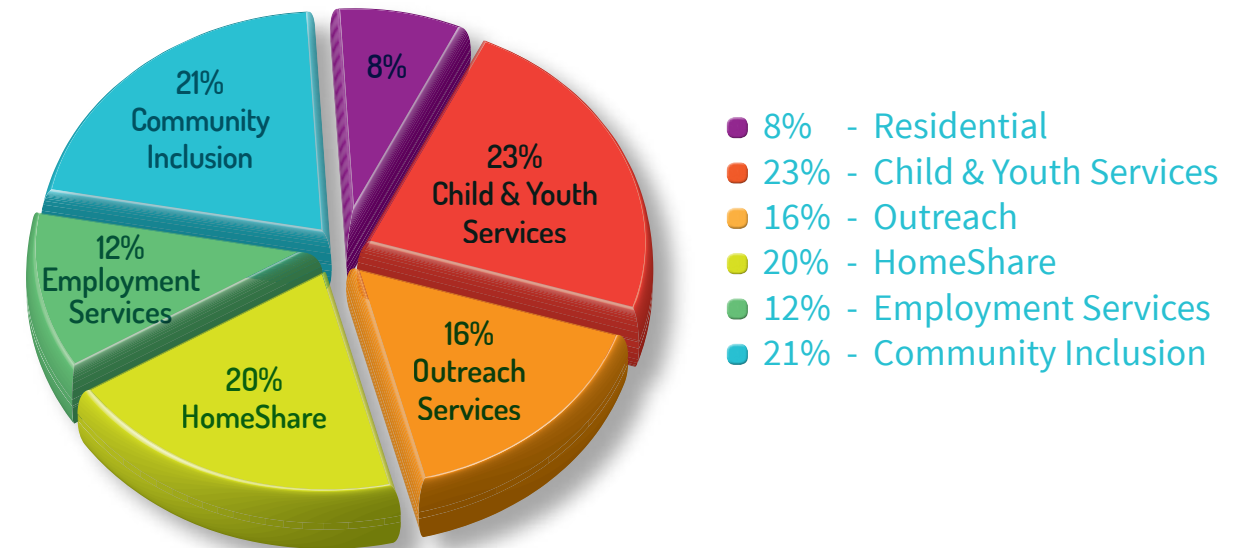
CSCS supports hundreds of individuals in the community, each matched to one or more services or supports that promotes their unique abilities and interests.

Following are our services and community demographics, as of March 31, 2017:

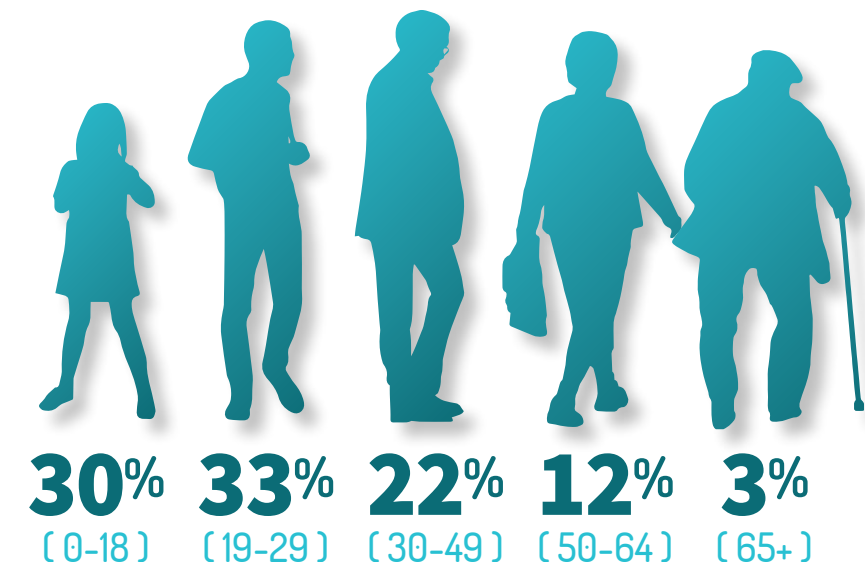
## Our services include:



## Demand on the service areas we offer:



## Demographics of the individuals using our services:





We currently support  
**463** individuals!



We serve communities in:

Columbia Valley

Cultus Lake

Yarrow

Greendale

Sardis

Chilliwack

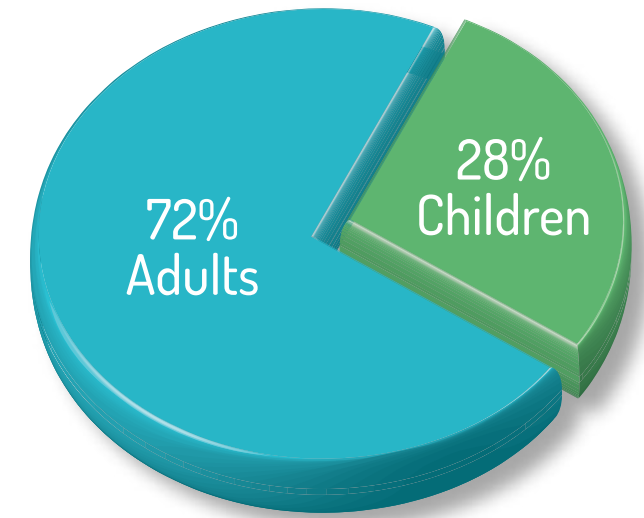
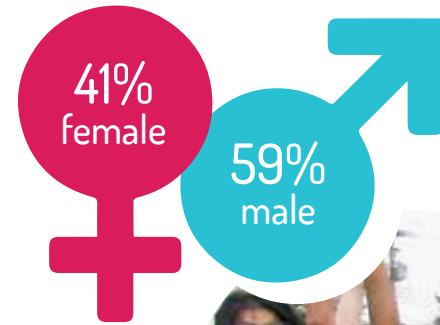
Deroche

Agassiz

Harrison

Hope

Sunshine Valley



**333** Adults &  
**130** Children





# Social Capital

Social Capital is a term that describes the value that comes from connectedness between people in a society. Connectedness between people includes everything from very close friendships to casual acquaintances. These social relationships between people tend to result in a natural sense of willingness to do things for each other like share information, trust or work together towards a common goal. This is Social Capital.

The Chilliwack Society for Community Living recognizes that building people's Social Capital is an essential element to the work we do and we see it as an opportunity to further help the individuals and families we support; by adding to, strengthening and making use of the social networks we all share.



On October 24th and 25th, 2016, over 250 staff participated in CSCL's second iConnect Staff Conference focusing on Social Capital. Internationally known speakers Norm Kunc and Emma Van der Klift lead the key-note picking up where Dr. Al Condeluci left off the year before. CSCL is proud to announce that Dr. Al will be back for this year's conference in the fall. A group of directors and managers continue to work on social capital implementation strategies, providing support and guidance to staff as they work to build social capital of the people who use our services.

CSCL has started to promote "Social Capital Stories" in all our communications and is intentionally implementing more and more Social Capital directives to increase awareness and embed into our practices.



## What does Social Capital look like at CSCL?

CSCL's Social Innovators Working Group meets every second month to dialogue and brainstorm about "what's next" in our social capital journey. This group also facilitated the agency-wide social capital challenge in 2016, providing step-by-step support for program staff to develop social capital for an individual using their service.

The group also implements and promotes local events open to the public, always with an eye to build people's Social Capital within our organization. For example, the group is hosting a "Paint Nite" fundraiser in June 2017, with the theme of "Celebrating Diversity in Our Community".



In August the ladies living at Vanmar were successful in applying for a Celebration and Activity Grant through the City of Chilliwack's Neighbourhood Grant Program. They hosted an ice-cream social at the neighbourhood park behind their house complete with piñatas, face-painting, games and even mini-manicures. The ladies treated about 75 neighbours to some good old fashioned hospitality. At the same time

they unveiled a "Little Free Library", hand crafted by Jill and her dad, and set up in front of their home. These steps in engaging with their neighbours have led to some lovely relationships and reciprocated care and concern. Children visit the home to grab a book, and sometimes stop to read with the ladies. A group of neighbours invited themselves over in December for a Christmas celebration – staying to visit together as they shared baked treats.

The intentional engagement with their neighbours has enhanced the social capital for each of the ladies and made them integral members of their community.

CSCL's Community Inclusion Social Capital Operation or "CISCO" as it is commonly known, is an exciting pilot project being introduced to help individuals build more Social Capital in their lives. CISCO identified two individuals who were interested in expanding their personal friendships in the Community. This support included a Social Capital Discovery, identifying interests, hobbies, social styles and seeking out the "Gatekeepers" to those interests.

Anjili was very excited as CISCO helped provide the opportunity for her to join "Stampin' Up", a Card Making group, as well as attend a Community Art project called "Espresso Yourself".

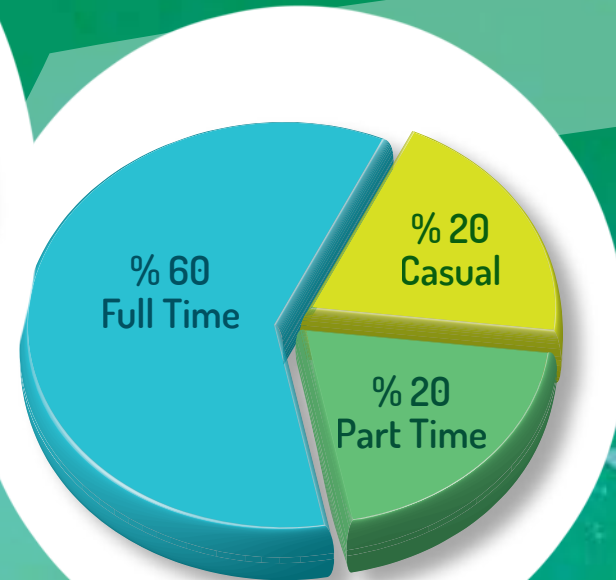
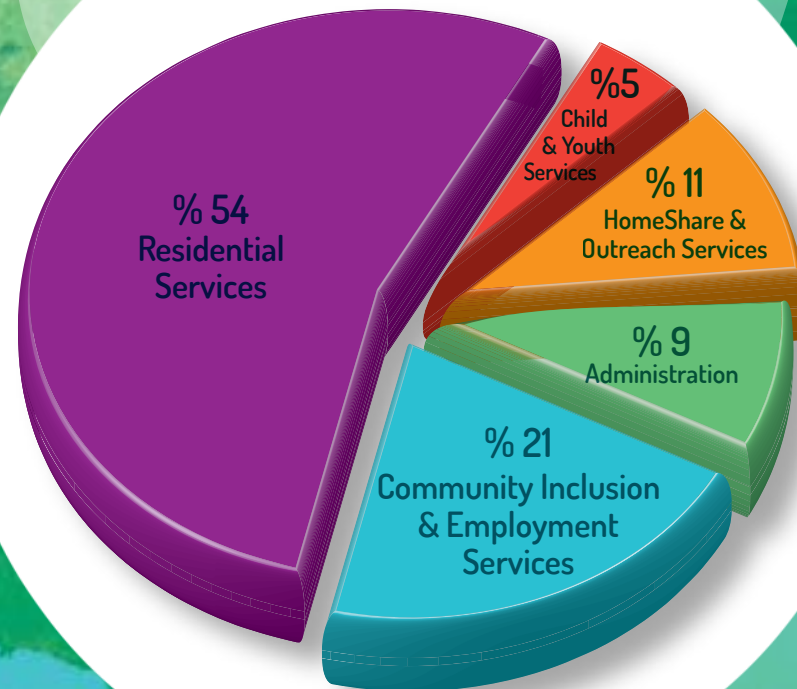
Corey connected with his former Assistant Manager; they went to a movie together and went to watch "All Star Wrestling" in Abbotsford at the end of March. Corey also loves music and attended the "Acoustic Emporium" on March 24.





CSSL currently employs  
**316** staff!

They work in:



Our employees enjoy multiple award programs, organised wellness activities and regular social events.

## Who We Are

The Chilliwack Society for Community Living is committed to developing strategies to recruit and retain the best possible, qualified staff so that we can continue to deliver high quality services to the community.

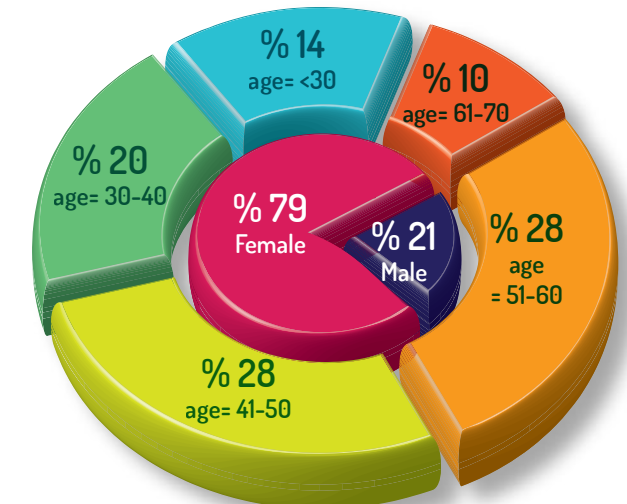
**We aim to attract people who embrace the Society's mission, enact its values and aspire to the same vision of a community that welcomes and includes everyone.**

CSSL actively recruits for full time, part time, and casual positions, as well as contract, volunteer and student practicum positions.

With staffing being the largest area of expense for the Society, we make following through on our human resources strategies a priority. Our Human Resources team conducts thorough, annual evaluations of the Society's HR activities, covering topics such as Recruitment & Retention, Performance Planning, Training & Development, and Labour Relations. This allows CSSL to accurately assess trends, make improvements as needed and informed plans for successful investment of the funding we receive.

We look forward to seeing continued steady growth as we serve the growing client base in our community.

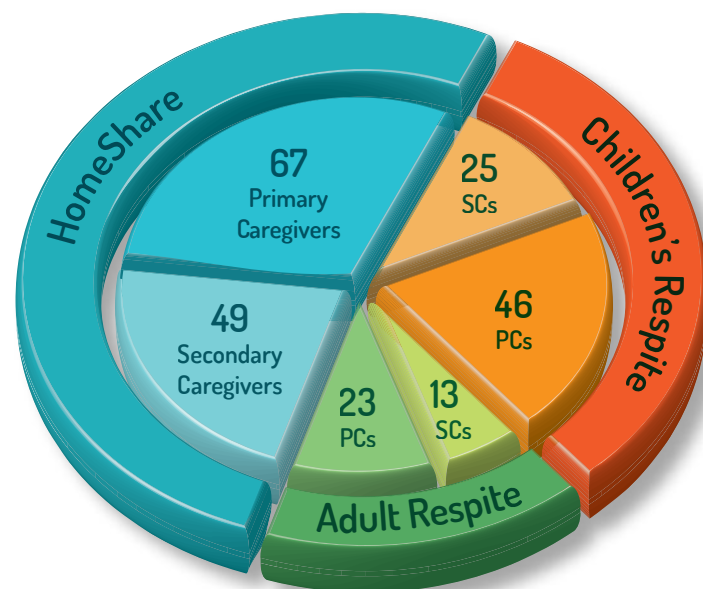
Current demographics:





CSCCL currently has  
**223** contracted caregivers!

Of our 223  
contracted caregivers:



PCs = Primary Caregivers  
SCs = Secondary Caregivers  
(e.g. a spouse)



## Beyond our staff is a community of caregivers

In addition to employed staff, the Chilliwack Society for Community Living actively recruits contracted caregivers to fulfill vital roles in our programs and services. Our caregivers provide high quality living and respite assistance to individuals in the community, enhancing their quality of life and ability to integrate with society.

Caregivers are crucial to our operation and valued for the many qualities they bring to such sensitive and at times demanding roles in the lives of those with developmental challenges. We thank and appreciate all past, present and future caregivers for the extra-ordinary value they add to our community.

## Do you know what it means to be a caregiver with CSCCL?

You have compassion and empathy  
for your fellow citizens

You embrace our mission, vision & values

You want to have a significant, direct and hands-on  
impact on improving the lives of others

You have the wide variety of skills necessary to provide  
quality care and support for another human being

CSCCL is always looking for good caregivers to continue this  
vital work in our community. Contact us if you are interested!





# Our Leaders

## Board of Directors

---

M. Brent Tolmie - *President*  
 Lois Mazuren - *1st Vice President*  
 Bev Keswick - *2nd Vice President*  
 Jeannine Walsh - *Secretary/Treasurer*  
 Sarah Bried - *Director*  
 Lori Hockin - *Director*

Ron Laser - *Director*  
 Tori Long - *Director*  
 Samantha Tolmie - *Director*  
 Teri Voss - *Director*  
 Barb Wallace-Jesson - *Director*

## Leadership Team

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Julie Unger - *Executive Director*  
 Brenda Alexander - *Director of Services*  
 Christine Beka - *Director of Residential Services*  
 Meeghen Eaton - *Director of Finance & Administration*  
 Jeff Gilbank - *Director of Continuous Quality Improvement*  
 Rachael D'Silva - *Associate Director of Human Resources*  
 Nancy Gauvin - *Associate Director of Community Inclusion & Employment Services*  
 Shelby Hagel - *Associate Director of Community Outreach Services*  
 Natalie Karam - *Associate Director of Child & Youth Services*  
 Mary-Lee Tondreau - *Associate Director of HomeShare Services*



## Service Managers

### HomeShare Services

Dan Celella - *Shared Living*  
Danielle Cross - *Shared Living*  
Jennifer Kennedy - *Shared Living*  
Stephen Peters - *Adult Community Respite*

### Outreach Services

Nicola Ackerman - *Explore / Excel*  
Simon Wulffraat - *Independent / Supported Living*  
Wanda Dartnell - *Crisis Response*

### Residential Services

Craig Yendall - *Alexander Apartment*  
Rene Atkinson - *Carleton Place / Bordas Place*  
Kami Edwards - *Hipwell / Jinkerson*  
Carolyn Leadbeater - *Chadsey House*  
Bev Merrick - *Green Gables / Jasper*  
Ellen Peters - *Southlands*  
Nicole Sydor - *Taylor House / McNaught*  
Michelle Gower - *Vanmar House*  
Blaine Cross - *Wilmada Place*

### Community Inclusion & Employment Services

Laura Caminiti - *REV / Oasis*  
Cindy Graff - *Vedder / Early Risers / RISE*  
Michelle Heyes - *ACE / REV 2*  
Natalie Smith-Klassen - *REV / Oasis*

### Child & Youth Services

Aileen Mathews - *Children's Programs*  
Karen Pedersen - *Children's Community Respite*





## Shining Star

The angels looked down from heaven one night  
They searched for miles afar,  
And deep within the distance  
They could see a shining star.

They knew that very instant  
That the star was theirs to gain,  
So they took you up to heaven  
Forever to remain.

Look down on us from heaven  
Keep us free from hurt and pain,  
You'll always be within my heart  
Until we meet again.

~ *Anonymous*

## We Remember



Anne Lorimer



Jane Clegg



Clayten Sinclair



Erin Flagel



John Peterson



Ronald Watson









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