



*Community. Connection.  
Belonging.*



Annual Report 2018

# Table of Contents

Our Society .....	3
Mission, Vision & Values.....	5
President's Report .....	6
Executive Director's Report .....	9
Centre of Excellence .....	19
Financial Overview.....	23
Our Donors .....	26
Programs & Services.....	32
Respitality .....	36
Social Capital .....	39
Who We Are .....	42
Our Leaders.....	47
We Remember.....	50





# CSCL *Our Society*

The Chilliwack Society for Community Living (CSCL) is an innovative and responsive organization that supports almost 500 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 Federation of Community Social Services of BC, the Canadian Association for Supported Employment, the Chilliwack Chamber of Commerce, the Chilliwack Child and Youth Committee, the Focus Disability network, the Interdependence Network, and Chilliwack Healthier Community.

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

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

We are a registered Society and charitable organization governed by a dedicated Board of, currently, 10 Directors elected from the membership of the Society. Our elected Board of Directors is made up of family members, self-advocates, members of the local business community and





*"The Thumbprint" by the Early Risers group.*

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.

# *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

It has been a pleasure to be the Board President this past year. I've learned lots and appreciate the opportunity to grow in this way. I still feel that I have much to learn about CSCL but what I know to be true from my year as Board President is that the heart of the organization resonates even deeper with me.

As Board members we truly appreciate that CSCL has great leadership and staff who deliver incredible services with care and excellence to individuals and families. I think we can all be proud of the exciting achievement this year of CSCL being awarded the Canadian Non-Profit Employer of Choice award for 2017. This really is a testament to the commitment of the organization to grow and not simply rest on past accomplishments.

We've grown into a new triplex. On March 29th of this year 6 individuals (two roommates in three homes) moved into their new homes in our newly completed triplex. A huge thank you to all those who saw the vision, got this project underway and brought it to completion so these 6 individuals can have this new space to better serve them.

As the Board looks at all the properties across our portfolio we realize the task is enormous for managing them. We also want to consider developing our own properties for creating additional housing for our future. The Board has been

**As Board members we truly appreciate that CSCL has great leadership and staff who deliver incredible services with care and excellence**



exploring creating a second society (either charitable foundation or non-profit) as a way to ensure we continue to be good stewards of our assets as well as position ourselves to take on, plan and implement our future growth.

Beyond the buildings we have great people in our midst. People like Damian who received the BC Community Social Service Award of Excellence in the category of 'Rising Star' and attended the CSSEA (Community Social Services Employers Association) conference at the Delta Grand in Kelowna. At the Staff Service Awards Breakfast this year we celebrated 5, 10, 15, 20, 25 and two 30 year employees. Without the great staff of CSCL we wouldn't be able to continue being leaders in our field for the benefit of those we serve.

We successfully completed CARF accreditation with great reviews from all 3 surveyors with only two very small recommendations. This is something we can all be proud of. More success abounds in CSCL with raising more money than any previous event at our Annual Community Living Event this year. Representatives from CSCL attended NAOSH awards to receive an award for our innovation in promoting workplace safety and health. The Annual Rotary Christmas Parade CSCL float entry won first prize in the Non-Profit category and First Overall. CSCL hosted the Montreal Canadiens Alumni Team for a fundraising game and raised almost twenty thousand dollars to support unfunded therapies for individuals at CSCL. This event rallied and reached into our community in even more ways than we hoped for.







I've always really liked the word 'community' as our name says. To me it says that we are all individuals participating in living life together in our part of the world. Everyone is included. Everyone has a place. Everyone has value and worth. There's no such thing as anyone being lesser or greater than another. The diversity of individuals is what really makes community. We are a blessed community and there are great days ahead for all of us.

Warm regards on behalf of the board.

Ron Laser  
Board President

*Chilliwack Society for Community Living*



## Executive Director's Report

*"The good, the painful - it is all a privilege." ~ Bear Grylls*

As I reflect on the past year of service and organizational life at CSCL, the words of Bear Grylls (outdoor adventurer and survivalist) sum up my feelings "The good, the painful – it is all a privilege".

I remain privileged to serve such an excellent organization in pursuit of our vision for a community that welcomes and includes everyone. We have come through a year of superb accomplishments,

mountain-top moments of sheer elation and pride in the recognition of our collective efforts.

There have also been some dark valley, heart-breaking, painful moments where we have intensely examined our work, and times where we have deeply grieved losses.

And yet we remain hopeful, open to new challenges, and building our resiliency to adapt to whatever the next year will bring, privileged to work alongside individuals and families that choose our services.

The fiscal year kicked off on a high note as we welcomed CARF surveyors for our fifth accreditation survey. All three surveyors stated this was one of the very best surveys they had ever completed, and indeed wondered why they were even here. One surveyor stated, "I'm learning more from you". The

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the organization, from a one month employee to a twenty year employee, all professing the same philosophy of support, and found this quite commendable. We were left with two very minor recommendations and a long list of strengths, achieving our fifth consecutive three year certification as a CARF accredited organization!

CSCL Leadership and Managers pursued our commitment to developing our cultural competency and participated in Cultural Awareness and Sensitivity training facilitated by Sto:lo Health Services. The first day focused on Historical perspectives and truth and reconciliation; a powerful day with firsthand accounts and lived experience. The second day was facilitated by Dr. Alison Cushing, and provided a great overview on attachment theory and trauma informed practice. We were honoured to be hosted by Sto:lo in their Government House for the two day training. This training and awareness is a significant piece towards understanding how we fulfill our vision for a community

Surveyors were very complimentary of our Board members and the level of knowledge and commitment to the organization. Our funders (CLBC and MCFD) spoke highly of our partnerships and CSCL being a “go to agency” in the area. Families provided the surveyors with soundbites such as “without the society I’d be sunk”. They commented on the consistent competency of employees throughout



that truly welcomes and includes everyone.

Following years of design, development, property rezoning and waiting for one permit or another, on July 11th we finally broke ground on Sunshine Drive (officially 45195 Wells Road) to begin building a tri-plex; three, two-bedroom units, becoming homes for six individuals. This project responded directly to changing mobility needs of aging individuals, and was a long-term goal in CSCL’s Accessibility Plan. We were so excited to see this come to fruition and thrilled for the individuals who call it home. In honour of our former Executive Director, who initiated the plans for this project, the new tri-plex has been affectionately named “Gillette Place”. Our AGM will

feature a virtual tour (via video) of the homes so everyone can see

these beautiful homes without causing disruption for the folks who live there.

The Board of Directors has been working with lawyers and consultants to review the Society’s current real estate holdings and determine a plan forward that will make best use of CSCL’s owned properties. Understanding the current housing market, access to safe and affordable housing for people CSCL supports is an increasing challenge. The board and leadership team believe CSCL has something to offer not only individuals we serve, but also the larger community and this

**Understanding the current housing market, access to safe and affordable housing for people CSCL supports is an increasing challenge**



could be accomplished through development of existing property into additional inclusive housing units. The opportunities are being explored and the board is moving forward cautiously to ensure good stewardship of CSCL's assets. More information on current work will be provided at the AGM.

Aligned with our desire to increase our community partnerships and promote inclusion, CSCL welcomed Wind & Tide Preschool to share space at our Mathieson Centre (Wells Road), our child and youth services building, beginning in September. This has brought added life to the building, ensuring full use of space on a daily basis. While this move displaced our staff training events, we

have found a community space that is larger and more suited to our training needs. We have been pleased to use rooms at the Neighbourhood Learning Centre (NLC) adjacent to Chilliwack Secondary School. This move has allowed us to increase numbers at our staff training sessions, making more efficient use of internal instructors' time.

Our continued commitment to staff's learning in support of better lives for the people we serve was evidenced in our 3rd Staff Conference. We welcomed Dr. Al Condoluci back to inspire and educate, and then facilitate interactive learning sessions

## **Aligned with our desire to increase our community partnerships and promote inclusion, CSCL welcomed Wind & Tide Preschool to share space at our Mathieson Centre**



with over 250 staff and community partners that attended over the two days. Leading up to the conference Dr. Al also presented a family and board session about Social Capital. You'll see further on in the annual report where we highlight some of the learning that occurred at the conference.

In addition to promoting learning opportunities for staff our strategic directive around employee learning and engagement has us seeking external recognition opportunities for CSCL employees. CSCL was very proud to have our team member Damian Brennan win the BC Community Social Service Award of Excellence in the category of Rising Star at the annual CSSEA conference in Kelowna last October. In addition, honourable mention went to our



employees Brenda Alexander and Wanda Dartnell in the categories of "Leader" and "Hero" respectively.

A major achievement for the organization this year was our participation in the Canadian Non-Profit Employer of Choice (NEOC) Award program. In November over 190 of our staff completed a survey directly with NEOC. The results of this survey were added to the

## **CSCL was very proud to have our team member Damian Brennan win the BC Community Social Service Award of Excellence in the category of Rising Star at the annual CSSEA conference**





comprehensive leadership review that was completed in September. In February of this year we were notified that we had met the criteria to receive the designation as a National Non-profit employer of choice! One of only thirteen other non-profits in the country, we proudly display this badge on our website, social media and all our email signatures! This is not a “once and done” program; we will need to work to ensure we maintain this designation each year – focusing on our continuous quality improvement as it applies to our human resource practices.

Speaking of our employees, I would be remiss if I did not mention our annual service awards breakfast where we recognized employees who reached milestone (5,10, 15, 20) years of service. Notably for this year, we recognized two employees who have served at CSCL for 30 years!! At the event we were pleased to recognize and thank Rob Battis who had just recently retired – Rob spent the majority of his career with CSCL in the development of our Independent Living Program, devoting countless hours of his own time to ensure individuals experienced belonging in community. We also recognized Suzanne May who has spent the majority of her thirty years in CSCL’s residential services; the quality of her relationship with individuals and their families is of the highest calibre! Suzanne continues to work with CSCL at Vanmar Place (we’re hoping she’ll stick around to celebrate 40 years!).

**At our annual service awards, we recognized many employees for service milestones, including Rob Battis and Suzanne May who have each served CSCL for 30 years!**



Last spring, CSCL was approached about an opportunity to host a charity fundraising hockey game featuring the Montreal Canadiens Alumni Team. If you were at the game on February 15th you know what a fun evening was had by all. More than just a fundraising event, we were able to promote our work and really highlight the value of inclusive communities. We were ever so thankful for the support of our community partners and volunteers who came alongside us to sponsor

the game, lend expert planning advice and ensure a successful event! If you’re a hockey fan – stay tuned for next year’s event being planned with the Boston Bruins Alumni (mark February 23rd on your calendar) – you heard it here first!

The successes and “wins” have kept us energized and enthused in the face of a number of challenges and set-backs. A service closed due to family preference, Community Living BC made significant changes to their housing and funding policy impacting our ability to meet individual/family requests; individuals with complex needs (including addictions, homelessness, mental health concerns, and significant behaviour challenges) have challenged us to find new ways of providing supports while ensuring our employees remain





safe. The current labour market has impacted our ability to recruit an adequate number of staff, challenging us to find new ways of recruiting and onboarding employees. We have grieved the deaths of individuals we served for many years and walked beside their families, friends, roommates and our staff as they mourned these losses.



The organization is on track to fulfilling its “20/20 Vision”, the Strategic Plan the board developed in 2016. In fact, so much progress had been made that the board and leadership team met again in January of 2018 to do a “refresh”; examine our accomplishments to date and develop additional goals towards accomplishing the vision for:

**INDIVIDUALS:** *Individuals supported by CSCL will experience belonging in Chilliwack; full participation and involvement in activities of their choosing*

**EMPLOYEES:** *CSCL will be a nationally recognized employer of choice!*

**FINANCES:** *CSCL will increase financial and operational sustainability*

**INTERNAL BUSINESS PROCESSES:** *Leadership structure and oversight that allows CSCL to meet and exceed standards*

**COMMUNITY CONNECTIONS:** *Purposeful engagement with community to build meaningful connections.*

These goals keep us on track towards our vision even in the face of challenges; they keep us grounded and focused on moving forward, evidenced in the continued growth of the Society. We continue to adjust and innovate in pursuit of providing quality individualized services.

“The good, the painful – it is all a privilege!” I am grateful to the board of directors and leadership team for their support over this past year. It remains my privilege to serve this excellent organization and I look forward to our future successes.

Respectfully submitted,

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







The Chilliwack Chapter of People First celebrated their 25th anniversary in 2017 – the longest serving chapter of its kind in BC. The People First movement is all about rights – human rights, citizenship rights, accommodations rights, language rights and the right to freedom, choice and equality for all.

In partnership with the Chilliwack People First movement, CSCL celebrates this milestone in the pursuit of excellence.

## Centre of Excellence



CSCL understands that the pursuit of excellence leads us to establish the standards and processes that will allow us to achieve our mission and uphold our core values. By fostering a culture of excellence, our employees will thrive, and our community will benefit from what we achieve together.

**Integrity | Passion | Commitment to Vision  
Creativity & Innovation | Self Awareness  
Resilience & Adaptability**

~ these are the markers by which we measure excellence



## “Centre of Excellence” goals from the last year:

**Recreation Excellence** - CSCL's Accessibility committee worked with Recreation Excellence and the City of Chilliwack to access a Rick Hansen Foundation Grant that will see a new lift installed at the Cheam Centre Gym, as the previous stair rider was inadequate and frequently broke down.

**Events and Observations List** - CSCL's Communication committee established an Events and Observations List to officially endorse and/or communicate the various messages and mandates external Events and Observations (e.g. International Day of Persons with Disabilities) have on the Community Living sector.

**Emergency Exit Plans Database** - CSCL's Emergency Preparedness Committee purchased a software program to assist in the creation of all CSCL's Emergency Exit plans for its facilities to ensure updates can be readily edited and to identify evacuation assembly areas.

**Financial Management Manual** - CSCL's Financial Committee developed best practices for a Financial Management Manual which included new forms and content.

**NAOSH Health Care Award** - CSCL's Health & Safety Committees all contributed to winning the Health Care category Award for an unprecedented 3rd year in a row at the 2017 NAOSH BC Awards in recognition of their involvement during Health & Safety (NAOSH) Week.

**First Aid/CPR Training** - CSCL's Health & Safety Committee connected with a local First Aid Trainer to facilitate a First Aid/CPR session for self-advocates resulting in certification for those that attended.

**I-Certify Medication Training** - CSCL's Medication Committee co-developed and implemented a medication training process/system for staff called I-Certify. This new training tool standardizes the training portion of the medication administration process and creates a more formalized medication administration method overall.

**Accident Investigations Training** - CSCL's Occupational Health & Safety Committee received training on Accident Investigations to ensure proper follow-up is occurring whenever an employee is injured and to ensure compliance with WorkSafeBC regulations.

**High Risk Allegation Review Process** - CSCL's PBS Committee established a best practice and supporting structure for High Risk Allegation approvals and reviews.

**New ShareVision Functionality Roll-Out** - CSCL's ShareVision Working Group launched components of the “Advanced” version including rolling out the Committee pages that allows all of CSCL's committees to create and develop Work Plans, Agendas and respond to the various Committee Requests from CSCL stakeholders.

**Social Capital Survey** - CSCL's Social Innovators Working Group developed a Social Capital Survey designed to analyze all the information generated at the conference, and to understand how we can direct our energy and resources in the next phase of the social capital and relationship building plan at CSCL. See page 40 for more.

**Transportation Report** - CSCL's Transportation Committee began work on developing an annual Transportation Report that will inform the Society about the CSCL Fleet and any goals or needs arising from this analysis.

**Wellness Initiatives** - CSCL's Wellness Committee organized and participated in various community wellness activities such as Zumba Classes, 10K walks/runs and Yoga Sessions to encourage CSCL employees to “be well!”.







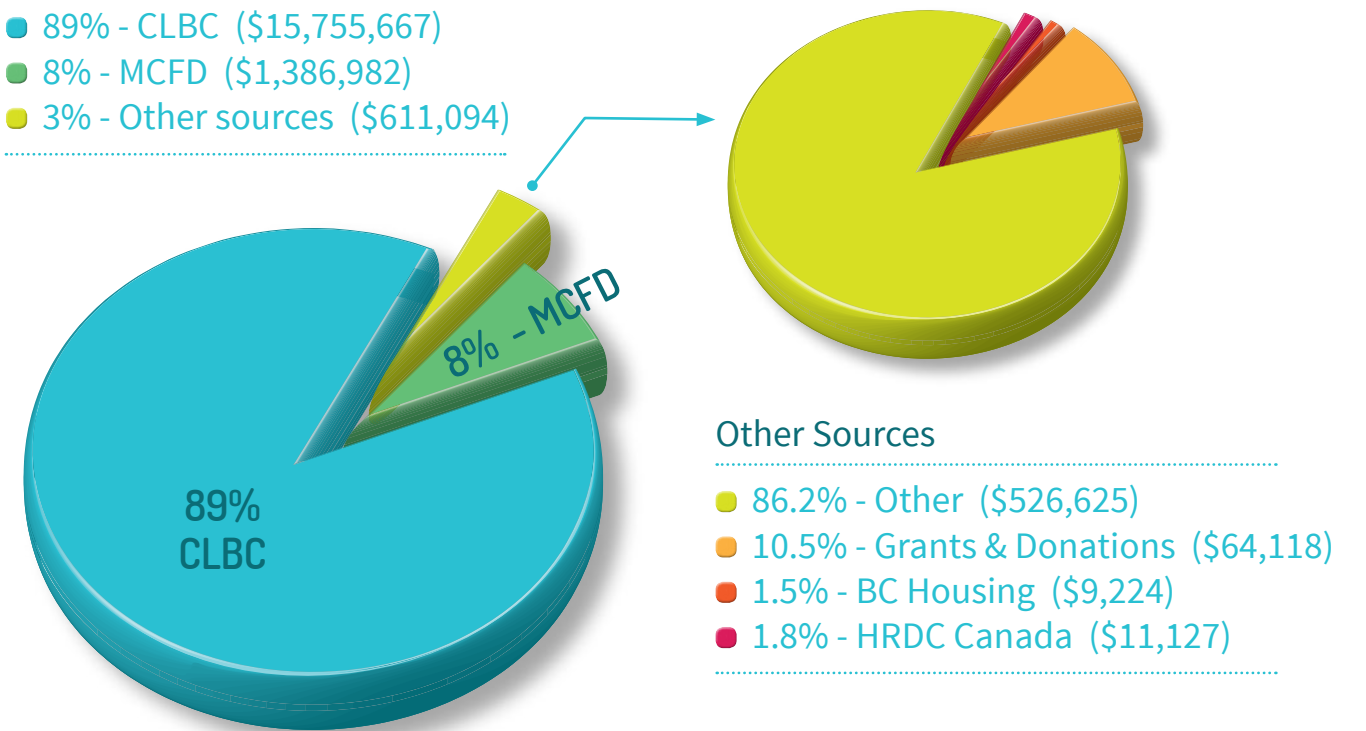
# Financial Overview

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 2017 - 2018:

### Main Breakdown

- 89% - CLBC (\$15,755,667)
- 8% - MCFD (\$1,386,982)
- 3% - Other sources (\$611,094)

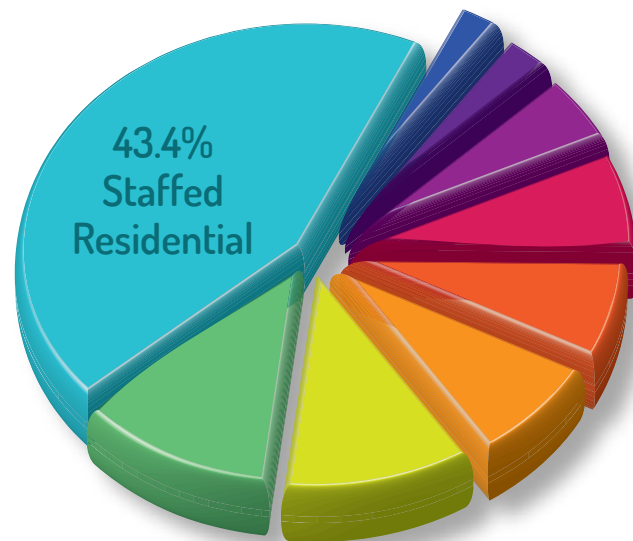
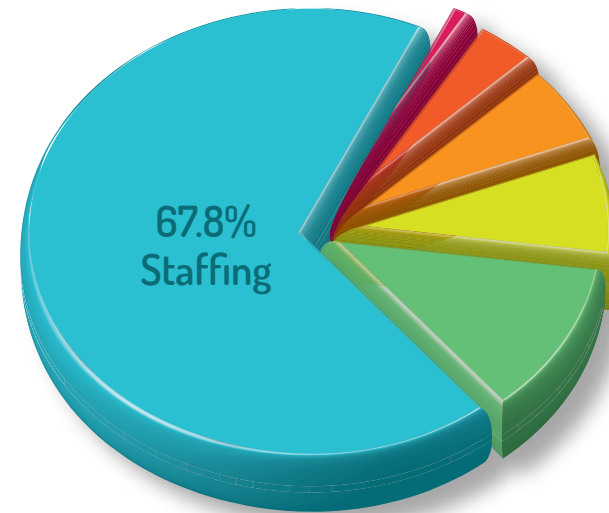




## How we used our funding in 2017-2018:

### From an **ADMINISTRATIVE** perspective

- 67.8% - Staffing (\$11,866,860)
- 12.0% - Contracts (\$2,101,010)  
(Homeshare & Respite)
- 8.1% - Administration (\$1,419,351)
- 6.4% - Program Expenses (\$1,123,248)
- 4.1% - Mortgages & Facility Costs (\$715,486)
- 1.6% - Capital (\$288,760)



### From a **SERVICES** perspective

- 43.4% - Staffed Residential (\$7,606,086)
- 11.8% - Homeshare (\$2,060,754)
- 11.2% - Community Inclusion (\$1,956,455)
- 8.1% - Administration (\$1,419,351)
- 7.3% - Employment (\$1,271,966)
- 7.4% - Outreach (\$1,291,978)
- 5.2% - Host Agency (\$903,526)
- 3.1% - Children's Services (\$549,919)
- 2.6% - Respite (\$454,681)





# 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

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Mr. R. Adams  
Mrs. M. E. Coxworth  
Ms. J. Douglas  
Mr. B. Gower  
Mr. K. Graves  
Mrs. E. Holub  
Mrs. K. Kerr  
Mrs. G. Johnson  
Mr. & Mrs. A. Leask  
Ms. L. Macarie  
Ms. L. Mark  
Mr. S. Meek  
Mr. C. Prang  
Mr. & Mrs. D. Reimer  
Mr. & Mrs. W. Thiessen

Ms. J. Timble  
Ms. K. Wilson

## Service Groups/Agencies

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ASCU (Chelsea)  
Chilliwack Foundation  
Empire of the Peace  
Arch Monarchist Association  
Knights of Columbus Chilliwack  
Council #3478  
Steller's Jay Lions Club  
CSCL Employee Contributions

## Businesses

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89.5 The Drive  
All Things Being ECO



Artisan Framing  
Artistic Dental Ceramic Ltd  
Ascend Landscaping  
Babcock Construction (Campbell  
River, BC)  
Best Buy  
Big O Tire  
Bozzini's  
Burger King  
Canada Safeway – Chilliwack  
Carl's Jr.  
Casa Leta Suites  
Central Vet  
Chadsey House  
Chiefs Development Group  
Chilliwack Ford  
Chilliwack Gravel Sales  
Chilliwack Water Store  
Chilliwack Glass & Door

Corner Nook  
Cottonwood 4 Movie Theater  
Creekside Home Décor  
D'cardos Mechanical  
Décor West  
Dickens Sweets & British Museum  
Earl's Restaurant  
Eaton Land Surveying Ltd  
Forever Inked Tattoo  
Fraser Valley Roofing  
Fraser Valley Tireland  
Galaxy Cineplex  
Great Canadian Gaming Corporation  
Greystone  
Home Depot  
Ironside Design Manufacturing Inc.  
J. Adams & Sons Ltd  
Jadespring Wellness Centre  
Jasper House



Kings Master Dry Cleaners  
 Little Caesars Pizza (Southgate)  
 Little Mountain Greenhouse  
 Lock's Prescription Pharmacy  
 London Drugs  
 M. Dickey & Sons Ltd  
 Mertin GM  
 MooYah's  
 Murray Honda  
 OK Tire  
 Original Joe's  
 Oxygen Yoga & Fitness  
 Pam Dysktra Photography  
 Payton & Buckle  
 Prism Studio  
 Remarkable Uniform Mat & Towel Ltd  
 Rona 139 Chilliwack  
 Sardis Health Foods  
 Save On Foods  
 Scentsy – V. Monty  
 Smart Frames & Accents  
 Starbucks – Eagles Landing  
 Starbucks –Promontory  
 Swiss Chalet  
 The Brick  
 The Scruffy Tail  
 Tommy Gun's  
 Triple Play Pub  
 Tropicana – Chwk

Two Tuff Meatballs Italian Eatery  
 Undine's Retreat  
 United Rentals  
 Valley Cycle Locksmith  
 Valley Driving School  
 Valley Limousine  
 Valley Water  
 Vedder Motors  
 Wagner Appliances  
 WestJet  
 Winks  
 Winners/HomeSense  
 Woomai Sushi  
 WorksafeT Solutions



## **Montreal Canadiens Alumni Hockey Event Sponsors**

Presenting Sponsor – Canadian Tire  
 Platinum Sponsor – 89.5 The Drive  
 Silver Sponsor – Chilliwack Oral,  
 Facial, and Implant Surgery  
 Silver Sponsor – Finning  
 Bronze Sponsor – Chilliwack Ford  
 Bronze Sponsor – Royal LePage  
 Wheeler Cheam  
 Bronze Sponsor – Jack's Restaurant  
 in Agassiz



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



## Hockey Event Sponsors continued...

Videotron Sponsor – Sidewinder Conversions

Meet and Greet Sponsor – Fraser Valley Tireland

\$100 A Goal Sponsor – Westcoast Mining Contractors Ltd

Booth Sponsor – HUB International Insurance Brokers

Booth Sponsor – KPMG

Friends of CSCL – United Rentals

Friends of CSCL – ggpvideo.com

Friends of CSCL – VBNsports

Friends of CSCL – Happy Water

Friends of CSCL – Bell Mobility Business Solutions

Friends of CSCL – Prospera Centre

Friends of CSCL – Cheam Source For Sports

Friends of CSCL – Damian Brennan Music

Friends of CSCL – Southview Clearing and Access Ltd

Friends of CSCL – Best Western Rainbow Country Inn

Media Partners – 89.5 The Drive, Chilliwack Progress



Photo contest winner, Adrian Collins

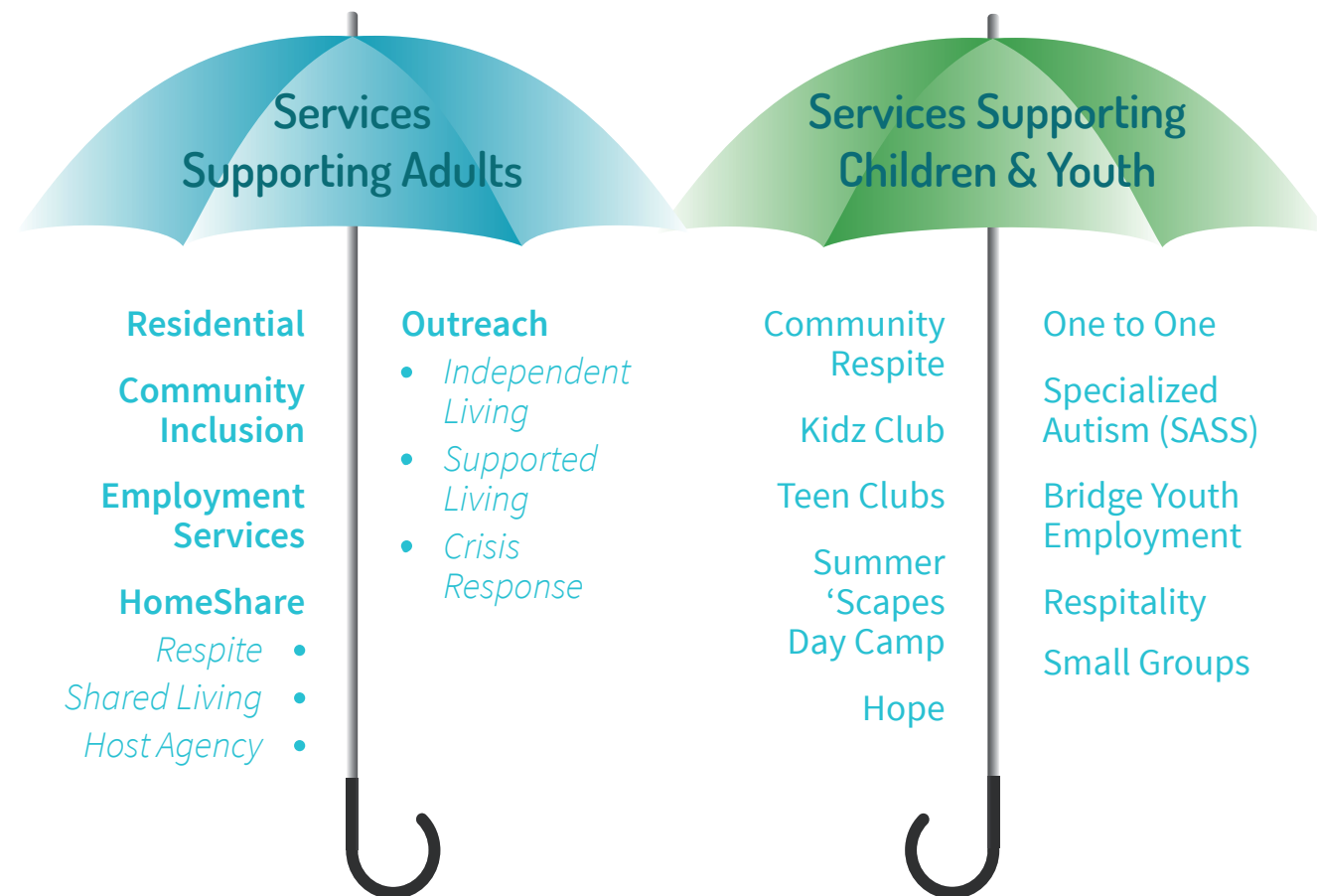


# Programs & Services

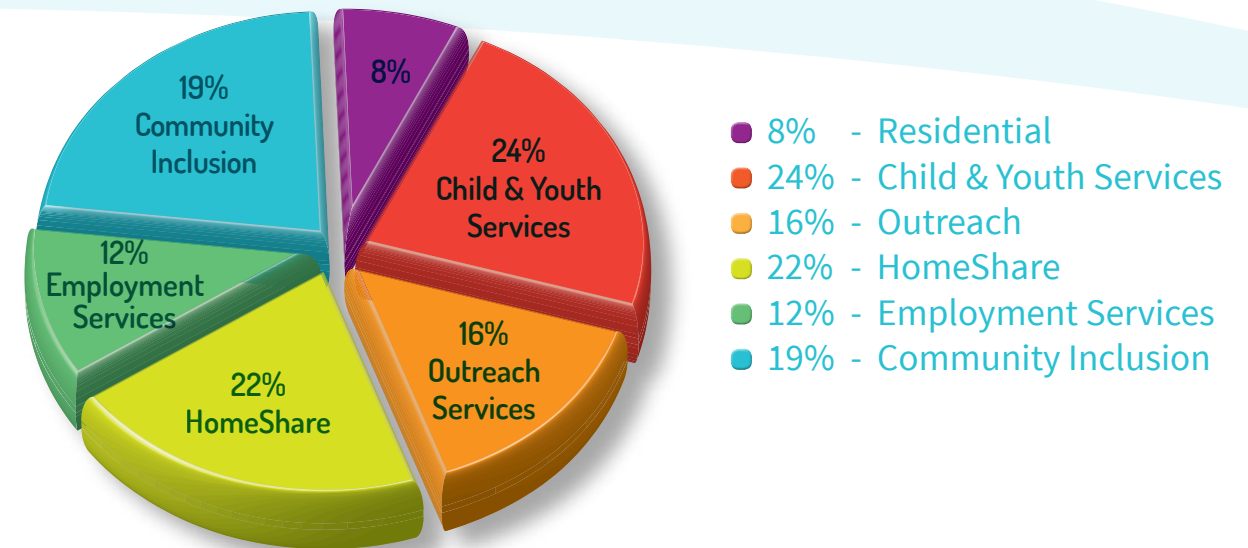
CSSL supports hundreds of individuals in the community, each matched to one or more services or supports that promotes their unique abilities and interests.

Following are our services and community demographics, as of March 31, 2018:

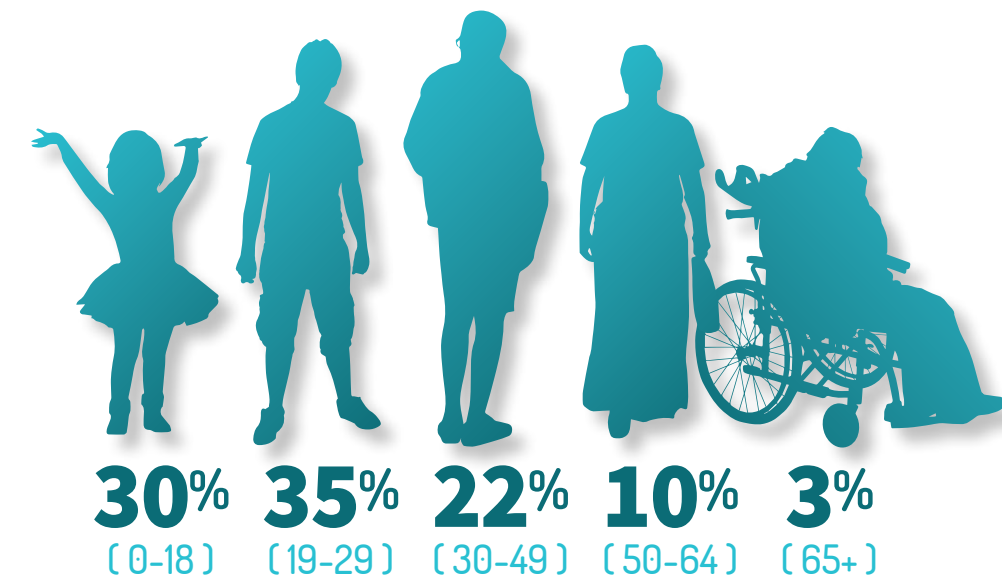
## Our services include:



## Demand on the service areas we offer:

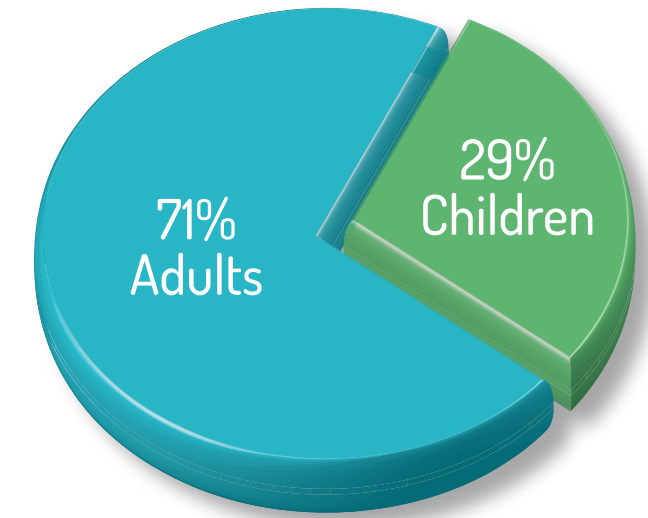
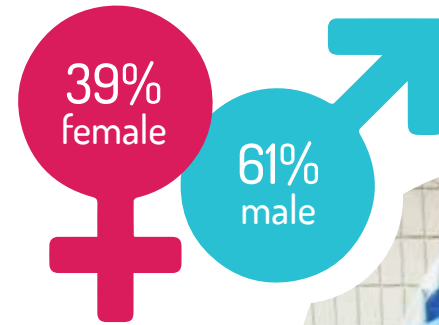


## Demographics of the individuals using our services:





We currently support  
**480** individuals!



**343** Adults &  
**137** Children

We serve communities in:

Columbia Valley

Cultus Lake

Yarrow

Greendale

Sardis

Chilliwack

Deroche

Agassiz

Harrison

Hope

Sunshine Valley



# Respitality

**Our fundamental belief at CSCL is that children and youth with disabilities are best cared for in a nurturing family environment. We provide supports to families so that they can achieve this.**

child with a disability to enjoy much needed rest and relaxation in a welcoming and comfortable environment while their child receives respite care.

Participating parents in this program receive a complimentary overnight stay for two in a local hotel, bed-and-breakfast or resort. This gives them the best possible chance of taking much needed time for themselves, and return to their caring roles in a rested and rejuvenated state.

CSCL's Respitality Program would not be available without the support of the following community partners who we thank for their involvement:



Harrison Hot Springs  
Resort & Spa



The Coast  
Chilliwack Hotel



The Royal Hotel  
Chilliwack



The Hampton Inn  
by Hilton







# 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.

CSCL continues 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. To continue this endeavour, CSCL hosted its third iConnect Staff Conference focusing on Social Capital with Dr. Al Condeluci returning as our conference facilitator.

*"Suffice it to say, that the single most important action any program or service that purports to serve people with disabilities must do, is to focus actions on having people build more Social Capital."*

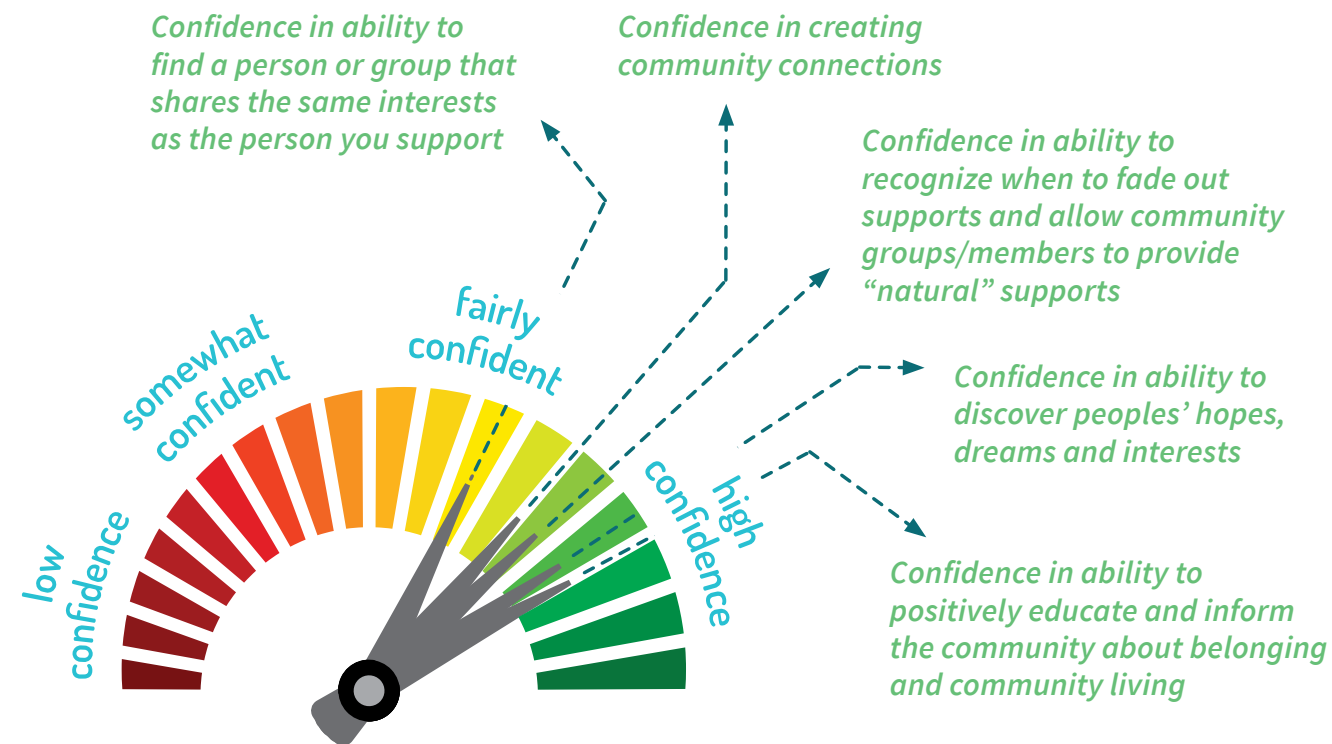
*~ Dr. Al Condeluci*



## The CSCL Social Innovators Group

CSCL's Social Innovators Group is a group of directors and managers who 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. The group developed a Social Capital Survey designed to analyze all the information generated at the conference by staff, and to understand how we can direct our energy and resources in the next phase of the social capital and relationship building plan at CSCL. Following are some key findings from that survey:

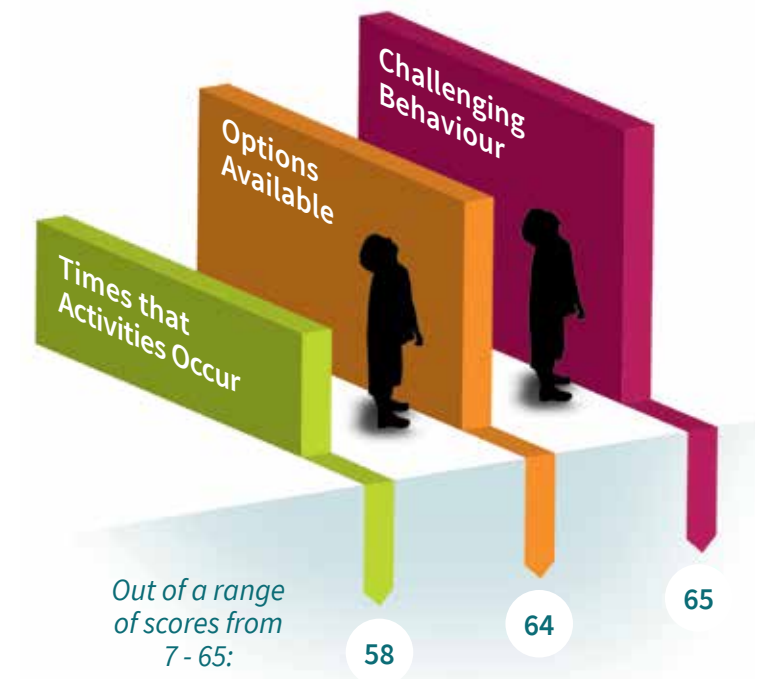
### CSCL staff confidence in relation to building social capital:



### Barriers to building social capital:

Survey respondents ranked 9 barriers to social capital, in order of how great a barrier it was perceived to be.

Considering any factors that were given a rank of either 1st, 2nd, or 3rd worst barrier, the following factors stood out as areas of greatest potential for further supports or improvements:



### Motivations of our staff:

We are so proud to see one of CSCL's core values reflected so strongly in the answers received to the question "What is the number one motivator for you to support someone in developing their relationships and social capital?"

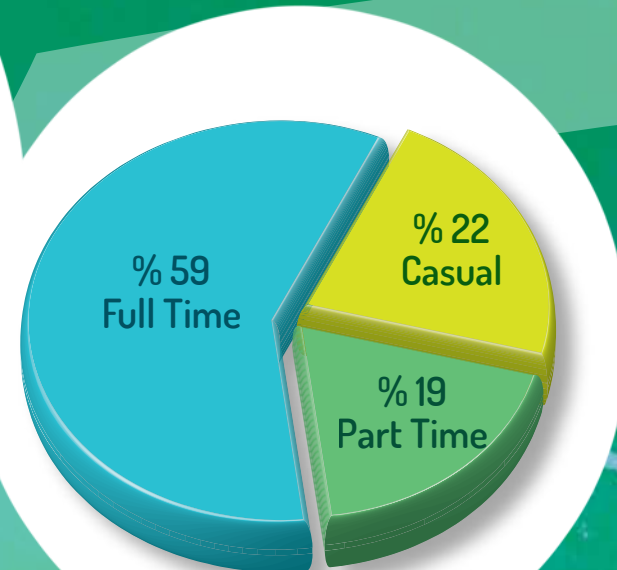
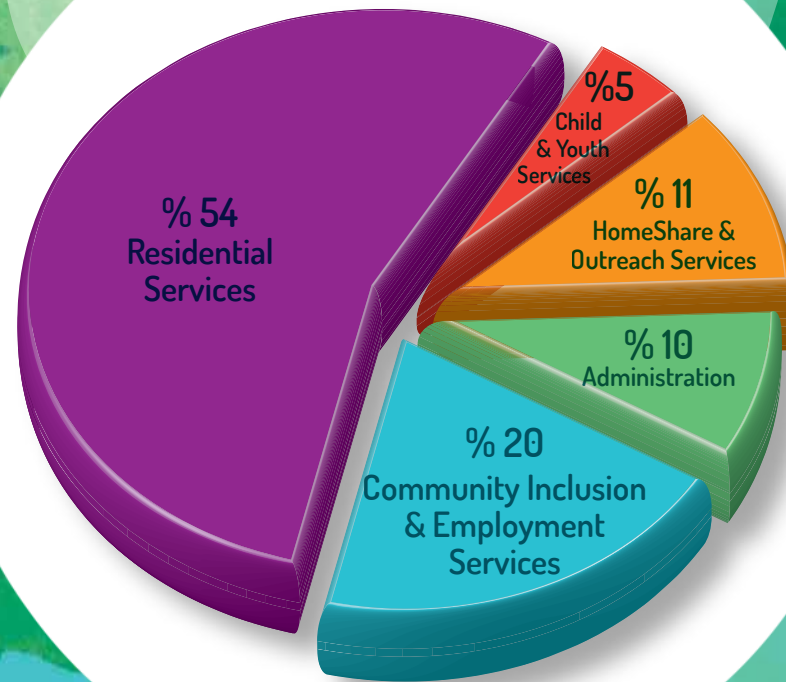
The answers overwhelmingly demonstrated genuine care and priority on the well-being of the individuals being supported. This demonstrates to us that the *respectful relationships do form the foundation of the person-centred supports being provided by CSCL staff and caregivers.*

With these and other results, CSCL's Social Innovators Group have a wealth of new information to continue efforts in building social capital of the people who use our services.



CSSL currently employs  
**321** staff!

They work in:



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

## Who We Are

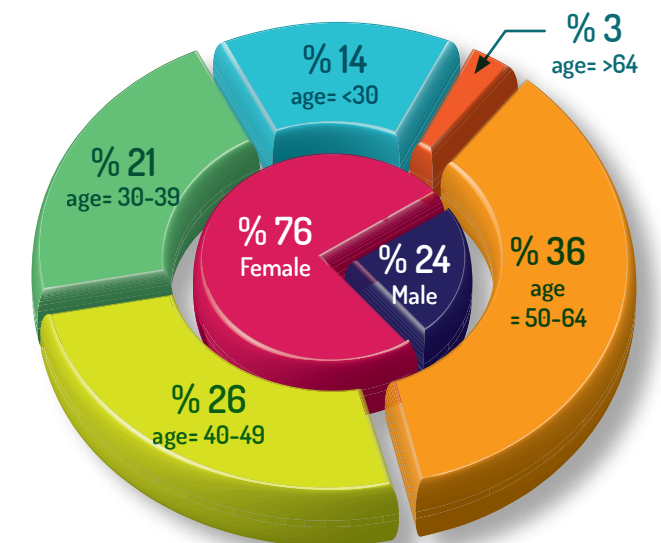
The Chilliwack Society for Community Living is committed to developing strategies to recruit and retain the best possible, qualified staff so that we can continue to deliver high quality services to the community.

**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.

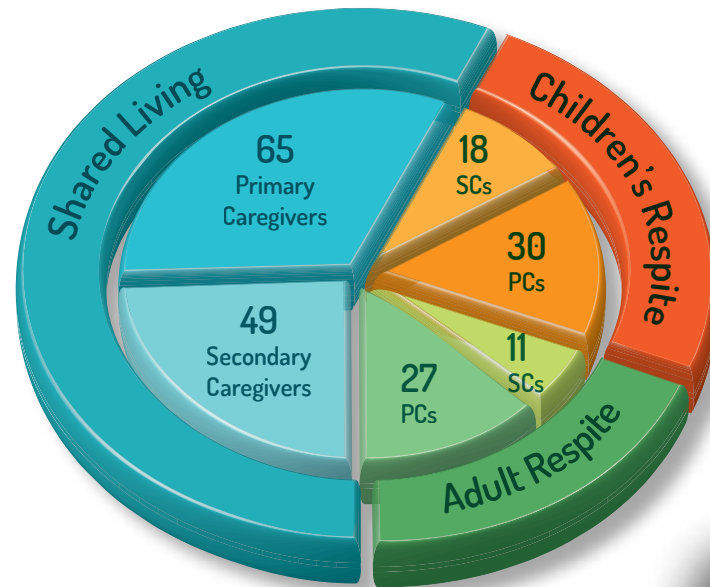
With staffing being the largest area of expense for the Society, we make following through on our human resources strategies a priority. Our HR team conducts thorough, annual evaluations covering topics such as Recruitment & Retention, Performance Planning, Training & Development, and Labour Relations.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

Current demographics:





Of our 200  
contracted caregivers:



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

CSSL currently has  
**200** contracted  
caregivers!

## 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 CSSL?

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

CSSL is always looking for good caregivers to  
continue this vital work in our community.

Contact us if you are interested!

[caregiver.recruitment@cscl.org](mailto:caregiver.recruitment@cscl.org)





# Our Leaders

## Board of Directors

Ron Laser - *President*  
Tori Long - *1st Vice President*  
Lori Hockin - *2nd Vice President*  
Jeremy Johnson - *Secretary/Treasurer*  
Sarah Bried - *Director*

Jacqueline McGregor - *Director*  
Sandeep Sandhu - *Director*  
Glen Slingerland - *Director*  
Teri Voss - *Director*  
Barb Wallace-Jesson - *Director*

## Leadership Team

Julie Unger - *Executive Director*  
Brenda Alexander - *Director of Services*  
Christine Beka - *Director of Residential Services*  
Rachael D'Silva - *Director of Human Resources*  
Meeghen Eaton - *Director of Finance & Administration*  
Jeff Gilbank - *Director of Continuous Quality Improvement*  
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 Shared Living 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 / McNaught A*

### Residential Services

Craig Yendall - *Alexander Apartment*  
Rene Atkinson - *Carleton Place / Bordas Place*  
Carolyn Leadbeater - *Chadsey House*  
Bev Merrick - *Gillette 1 / Jasper*  
Ellen Peters - *Southlands*  
Nicole Sydor - *Gillette 2 & 3 / McNaught B*  
Michelle Gower - *Vanmar House / Hipwell*  
Blaine Cross - *Wilmada Place*

### Community Inclusion & Employment Services

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



### Child & Youth Services

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





## Remember Me

Remember me when flowers bloom  
Early in the spring  
Remember me on sunny days  
In the fun that summer brings

Remember me in the fall  
As you walk through the leaves of gold  
And in the wintertime - remember me  
In the stories that are told

But most of all remember  
Each day - right from the start  
I will be forever near  
For I live within your heart

~ *Author unknown*

## We Remember



Linda W



David McConaghy



Craig McKillop









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[www.cscl.org](http://www.cscl.org)