



*A Community that Welcomes
and Includes Everyone*



Annual Report 2019

Table of Contents

Our Society	3
Mission, Vision & Values.....	5
President's Report	6
Executive Director's Report	9
Interview with Christine	18
Centre of Excellence	20
Financial Overview.....	23
CSCCL Organizational Growth Chart.....	25
Our Donors	26
Programs & Services.....	32
Respitality	36
Social Capital	39
Who We Are	43
Our Leaders.....	49



Bruce - the face of CSCL since 1954

Our Society

The Chilliwack Society for Community Living (CSCL), now in its 65th year, is an innovative and responsive organization that supports over 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 BC Employment Development Network, the Focus Disability Network Society, the Interdependence Network, and Chilliwack Healthier Community.

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

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

We are a registered Society and charitable organization governed by a dedicated Board of, currently, 11 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 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.



"Happy Balloon Girl" by Janet Dodds.

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

This year has been a year filled with more awesome things happening at CSCL. It's also a year that I've been trying to deny is happening. You see...I'm at the end of my term limit serving on the Board of Directors. There's sadness in me for this. I've really come to love and appreciate even more the people and mission of CSCL. There's comfort for me knowing that there's great people at the table and CSCL is filled with amazing people who champion inclusive community.

Some highlights from the year ...

In June, the Open Door Art Show happened at the O'Connor Group Art Gallery – Chilliwack Cultural Centre and Taylor House was repurposed for Crisis Response Supports.

There's a lot of heritage in CSCL and this past July the CSCL Heritage Group began archiving and labelling photos and documents for preservation. One day down the road people will be looking back to the days we're living today.

In August, several services/homes received City of Chilliwack Neighbourhood grants and hosted summer block parties and in September CSCL hosted a Family fun day for staff and their families (games, prizes, food truck).

CSCL presented at the International Short Break Association in Iceland in October and heard of how our original presentation in Toronto in 2012 had

I've really come to love and appreciate even more the people and mission of CSCL.

been the impetus for several organizations around the world to begin their own respite programs.

Congratulations to CSCL for being awarded the Non-Profit Employer of Choice Award for 2018. This is amazing! We are 1 of 13 awarded this distinction across Canada. What an honour for CSCL!

I attended the Annual Staff Service Awards breakfast in March this year and was again thrilled to see so many receiving service awards. It's wonderful being apart of celebrating those in their early years with CSCL and those who have served for up to 10, 15, 20, 25 and 30 years. Such great milestones to be proud of.

There are so many more great things from the year and on behalf of the Board

of Directors we'd like to extend our gratefulness and appreciation for leadership and staff who pour themselves into building community that includes everyone.



Anna-Jean at CSCL's Mary St office

Congratulations to CSCL for being awarded the Non-Profit Employer of Choice Award for 2018.



It has been a blessing being a part of the CSCL Board of Directors. We are a blessed community and there's great days ahead for all of us.

Warm regards on behalf of the board.

Ron Laser
Board President
Chilliwack Society for Community Living

Carrie, Tyler, Kim, and Lorne enjoying CIS day in the sunshine



Executive Director's Report

"The achievements of an organization are the results of the combined effort of each individual." ~ Vince Lombardi

As CSCL continues to grow and evolve it is evident that we are much more than the accomplishments of a few, but our success is the result of our collective work towards a common mission and vision.

As you flip through the pages of this report you will see how the organization has grown again in the last year; growth marked by an increase in the number of individuals we serve, the number of employees on the CSCL team, and the number of dollars contracted or fundraised to deliver the services. The growth itself is not an indicator of success, but some of the reasons for the growth are. We continue to strive to innovate and be responsive to the needs of individuals and families who choose CSCL to provide their supports.

We have seen the start of a number of new services over the past year, increases to some existing services, as well as a decline in a couple of our services, with a net growth overall. Last year we reported on the ground breaking for a custom built, universal-design, fully accessible tri-plex; and this past

We continue to strive to innovate and be responsive to the needs of individuals and families who choose CSCL to provide their supports.

year we celebrated the grand opening of these three homes, for a total of six individuals, in June. The facilities, left vacant when individuals moved, were repurposed to provide new services. Taylor House (on the Sunshine Drive property) was renamed “Taylor Crisis Response” and has been occupied ever since, providing supports to individuals who need an intense, temporary support option until more permanent solutions can be developed.

The organization is on track towards its “20/20 Vision”, the Strategic Plan the board developed in 2016:

- **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.*

INDIVIDUALS: In addition to individuals’ personal plans and goals, we continue our organization-wide work towards our Social Capital goals, connecting individuals supported to friends and real relationships in community. Efforts towards this include our internal and external promotion of Social Capital and belonging – inspiring the possibilities. We have undertaken a video project with a local company to highlight some neat stories of relationship and belonging. In addition to the new service development noted above, we’ve undertaken work towards altering our systems and support structures to better meet needs – anytime/anyplace – rather than only during traditional ‘program hours’. CSCL participated with a group to revive the annual Transition and Resource Fair – providing families of youth and young adults with an opportunity to connect

We have undertaken a video project with a local company to highlight some neat stories of relationship and belonging.

to various service providers and learn about service options. New services and new models of delivery are all in pursuit of participation and belonging in community.

EMPLOYEES: We were excited to learn for the second year in a row, CSCL achieved the “Non-Profit Employer of Choice Award”: a national distinction as one of only thirteen non-profits in Canada to receive this recognition. In an environment where recruitment is every organization’s challenge, our Human Resource practices continue to progress, understanding that our collective success is hinged on our combined effort. CSCL endeavours to be a place where

We’ve worked to recognize our staff through STAR & EXCEL Awards, nominations for provincial awards, and our annual service awards.

Karena and Leticia hanging out on set



Excel Award Winner, Dan Calella

employees can develop their practice and their career. To this end we've invested in our employees' learning through staff conferences, internal Core Training, sponsored training, support to attend provincial, national and even international learning events. We've worked to recognize our staff through STAR & EXCEL Awards, nominations for provincial awards, and our annual service awards. Notably, at our Staff Service Awards Breakfast in March, we recognized over 50 employees with significant milestones at CSCL.

At our Staff Service Awards Breakfast in March, we recognized over 50 employees with significant milestones at CSCL.

We've worked to recognize our staff through STAR & EXCEL Awards, nominations for provincial awards, and our annual service awards. Notably, at our Staff Service Awards Breakfast in March, we recognized over 50 employees who had achieved 5, 10, 15, 20 and 25 year milestones at CSCL, as well another two employees who reached 30 years of service – a wonderful testament to their commitment! We sent two employees to the BC Leadership Institute on Developmental Disabilities, the first of its kind week long leadership development in the province. CSCL hosted a Family Fun day in September for employees and their nearest and dearest, as well as a Winter Gala for 250 employees in November. Honouring our employees and their



Linda and family at CSCL's Family Fun Day

contributions at CSCL is a core piece of our Human resource work.

FINANCES: Maintaining and increasing financial sustainability is a significant undertaking as CSCL expands. The contract management and payroll pieces are immense and complex, tasks that are adeptly handled by our finance and administration department. The Board's goals in this area include taking a look at CSCL's owned real estate and examining how we might leverage that to increase our sustainability. We were fortunate to receive a Community Real Estate grant from Vancity, which afforded us the opportunity to hire a consultant to conduct a property review and feasibility study with respect to potential development. This work has been underway for the last half of the fiscal year, with a report to the board planned for April. CSCL remains in a strong financial position, poised to increase its service delivery and improve its effectiveness.

We were fortunate to receive a Community Real Estate grant from Vancity.

INTERNAL BUSINESS PRACTICES: With growth and development comes a need to constantly examine existing business practices and determine where change or improvement is required. Evolving technology promises the ability to work more efficiently. CSCL is in the midst of a data base conversion, upgrading to an improved version of Sharevision. Opting to get this work done in-house has created some workflow stressors and at the same time ensures the end product is a fully customized, made 'just for us' system to best meet the unique needs of our organization. There is ongoing review of accounting platforms, payroll

systems and IT management to ensure efficient processes and data security. Our leadership structure has been amended to better

Our leadership structure has been amended to better manage the current service demands

manage the current service demands and position us for continued growth. We have learned about the Accountability Based Management (ABM) framework and done some preliminary training with our managers and leadership team; all with an eye towards our vision of being a centre of excellence.

COMMUNITY CONNECTIONS: In line with our mission being ‘in partnership with community’ CSCL nurtures existing connections and finds opportunity for additional partnerships that lead to meaningful engagement for the folks we support. Our funding and planning partners, MCFD (for Child & Youth Services) and CLBC (for adult services) are key community partners without whom we couldn’t do our work. Additionally we’ve fostered strong connections with the Chilliwack Healthier Community network and the Chilliwack Child & Youth Committee (CYC) being recognized by CYC in April 2018 for our 25 year partnership with them. CSCL sponsors the Inclusive Employer award for the annual Chilliwack Chamber of Commerce Business



Teagan and a friend

We’ve fostered strong connections with the Chilliwack Healthier Community network and the Chilliwack Child & Youth Committee (CYC)

Excellence Awards, and CSCL was once again nominated in the category of Non-Profit of the Year for 2018! Other connections include: partnership with Rotary and the Rotary at Work initiative promoting inclusive employment; Winter Warm Up event, Foodbanks Canada, Food Mesh, and the Poverty Reduction Task Team. Grace Baptist Church in Hope

continues to provide space for our child and youth services in that community. The City of Chilliwack has been a strong partner in our work, approving grants for our development cost charges on the tri-plex project and approving a number of celebration and activity grants for events that enhance connections in the community – a couple of groups homes hosted neighbourhood events and our CI service “REV” hosted a block party on Sunshine Drive. Together with community partners and volunteers we hosted another FUNdraising hockey event, welcoming the Boston Bruins Alumni to take on our local CSCL Chilly Wackers; a great, family friendly evening at the Prospera Centre with the added bonus of raising over 15,000 dollars for unfunded therapies and supports. We continue to prioritize relationship development with our local RCMP members and the Chilliwack General Hospital as these partners are imperative to our successful support of crisis situations. We are truly grateful for many individuals and organizations in Chilliwack and surrounding areas that are not only supportive of CSCL’s work but are committed to building an inclusive community.

Together with community partners, we welcomed the Boston Bruins Alumni to take on our local CSCL Chilly Wackers; raising over \$15,000 for unfunded therapies and supports.



Shaaron and Diane sporting the new jerseys

CSCL is fortunate to have such a tenured Leadership Team and group of managers, each committed to their particular service areas and to the collective work of CSCL. I would be remiss if I didn't mention the retirement of one of our long-time team members, Christine Beka. Christine

CSCL is fortunate to have such a tenured leadership team and group of managers, each committed to their particular service areas and to the collective work of CSCL.

came to CSCL in 1989, and worked as support worker, quickly became a manager, and then for most of her 30 years with CSCL was our Director of Residential Services. Christine's last day with CSCL was on March 1st; we will

Julie with retiring Residential Services Director, Christine Beka



miss her very much and are grateful for her many contributions over the years. We wish her well as she returns to her roots and family in the Maritimes!

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 continued achievements!

Respectfully submitted,

Julie Unger
Executive Director
Chilliwack Society for Community Living



Interview with Christine

What you most enjoyed about working with CSCL?

“ I am not sure that there is only one thing I enjoyed most about CSCL, as there are many things. I'd have to say the people! I greatly enjoyed learning about and being part of the lives of the people supported by CSCL and working with their families and alongside many great staff members and mentors. I also very much appreciated working for an agency that was progressive, reputable and that has much integrity.

A favorite memory?

“ Wow, to pick just one. Again,...there are many. I would have to say when we made the move from Yarrow to Carleton just before Christmas in 2010. Rene (the group home manager), and her team worked endless hours packing and organizing trips/vacations for the individuals so they would be less affected by the hustle and bustle of it all. On the evening we were scheduled to have our Residential department Manager's Christmas dinner together, the individuals were to move in within the next day or two. We enjoyed our dinner and then quickly afterwards threw on our sweat pants and rushed to Carleton to clean the house of drywall dust and remnants after many renovations. We were there until midnight scrubbing and adding some Christmas flavor for to the upcoming holiday. The comradery witnessed on that evening etched a favorite

memory in my mind. It wasn't the move itself but the teamwork and willingness of everyone to come together to assist a co-worker and ultimately the individuals.

Biggest changes you saw over your 30 years?

“ The growth, services offered, and the population served are the biggest changes I've seen over the past 30 years. It was great to work in a progressive, ever changing agency that was always striving to support people with the highest possible standards.

What will you miss most?

“ The people. Everyone! Individuals being supported and all the great people employed by CSCL. That is the hardest part about leaving. CSCL was like a work family for me.



Outgoing Residential Services Director, Christine Beka

Centre of Excellence



“Centre of Excellence” goals from the last year:

Transition Fair - CSCL's Accessibility Committee took a lead role in ensuring Chilliwack's Transition Fair was planned for the Spring of 2018. The event was well-attended and well-received by the attendees.

Form Merge - CSCL's Communication Committee merged three forms/lists (CSCL Events and Observations, CSCL Events/Community Awareness and Fundraising Request) into one to ensure greater efficiency for this data capture.

Sunshine Community Garden – CSCL's Green Committee began a recruitment campaign to attract more gardeners to the garden for the next growing season. The campaign was very successful and the garden almost sold out all of its plot spaces for the first time ever.

Proper Footwear – CSCL's Health & Safety Committee developed a Personal Protective Equipment (PPE) awareness campaign that included a poster displaying the proper footwear to use when working as a CSCL employee. The poster was attached to the policy governing this WorkSafeBC requirement.

Near Miss List - CSCL's Health & Safety Committee developed and operationalized a Near Miss list in new ShareVision to comply with current WorkSafeBC regulations. Information from the list will be used to develop better safety practices.

Career Fair - CSCL's Human Resources Committee planned and coordinated CSCL's first ever Career Fair. There was a great response and people were eager to learn first-hand from members of CSCL's Leadership and Management teams and how CSCL enhances the quality of life for people with varying abilities. Candidates had the opportunity to watch a “Conversations that Matter” video and also learned about CSCL's Respite Program.

“Insight/Shadowing” Program - CSCL's Human Resources Committee developed and implemented an “Insight/Shadowing” Program that allows new (and inexperienced) person's interested in employment with CSCL an opportunity to participate in a 2-3 day ‘shadowing’ program.

International Day of Persons with Disabilities - CSCL's Individual Services Committee facilitated an event to celebrate the United Nations International Day of Persons with Disabilities held each year on December 3. A delegation from Chilliwack including CSCL employees and individuals supported by CSCL attended the Project Everybody event in Vancouver.

Medication Reviews - CSCL's Medication Committee completed Medication reviews for all non-residential services as needed to ensure best practices involving medication administration were occurring.

PBS Capacity - CSCL's Positive Behaviour Supports (PBS) Committee continued to build CSCL's internal PBS Capacity by providing internal training sessions for CSCL employees in Phase 2 of the PBS Capacity Curriculum.

“Centre of Excellence” goals from the last year, continued...

ShareVision Archiving – CSCL’s ShareVision Working Group began the procedure for all data transfers, file transfers and archiving to be transferred securely to the new site in its entirety.

Social Capital Videos - CSCL’s Social Innovators Working Group produced new videos of two individuals receiving services from CSCL and how staff supports each to achieve a great amount of Social Capital in their lives.

Vehicle Inspections - CSCL’s Transportation Committee implemented a CSCL Vehicle Inspection Program for all employees using their personal vehicles while specifically transporting Individuals during their support times.

Pre-Trip Inspections - CSCL’s Transportation Committee created and implemented a Personal Vehicle Pre-Trip Inspection form for CSCL employees using their personal vehicle to transport Individuals to complete to ensure greater accountability.



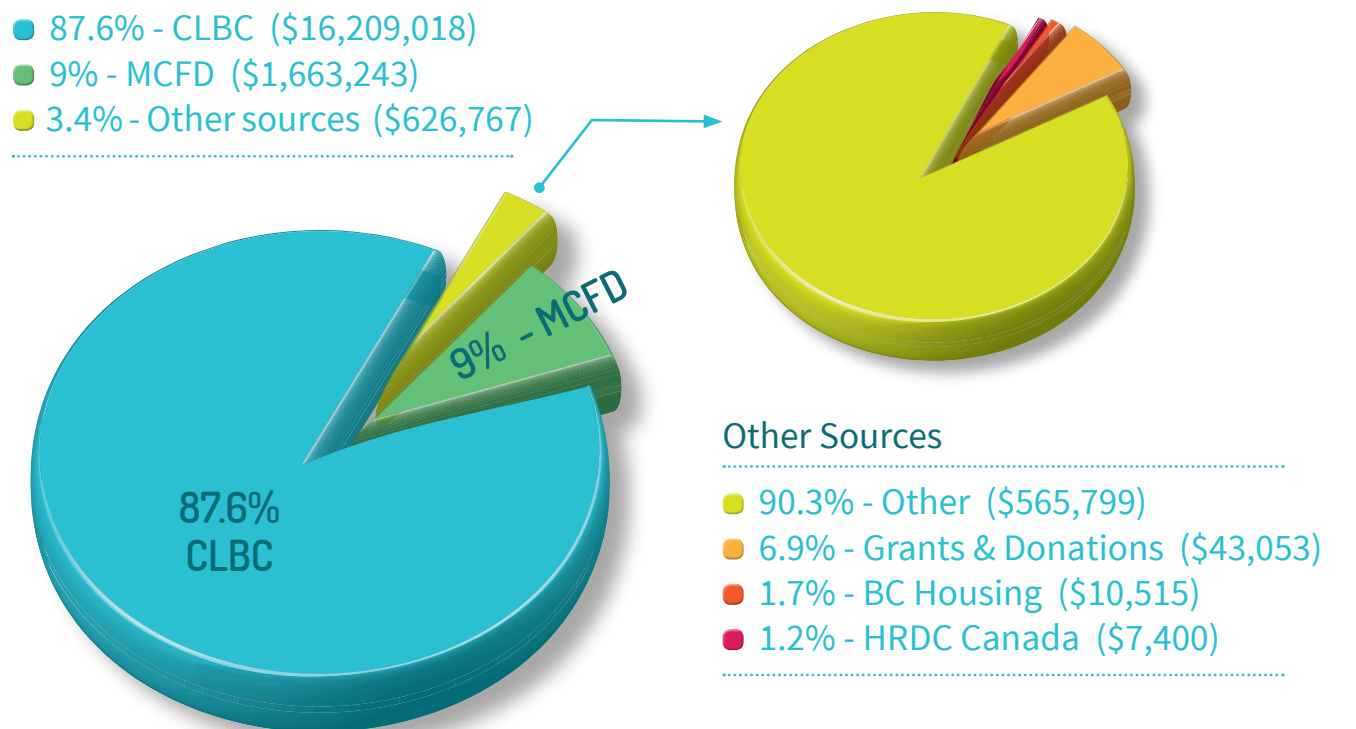
Financial Overview

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 2018 – 2019:

Main Breakdown

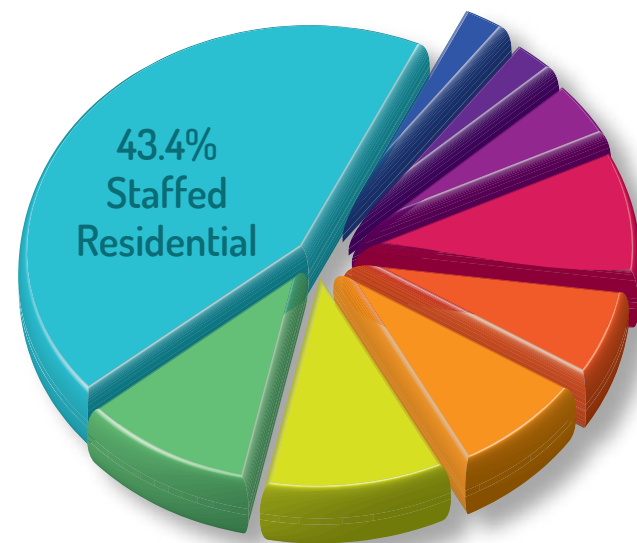
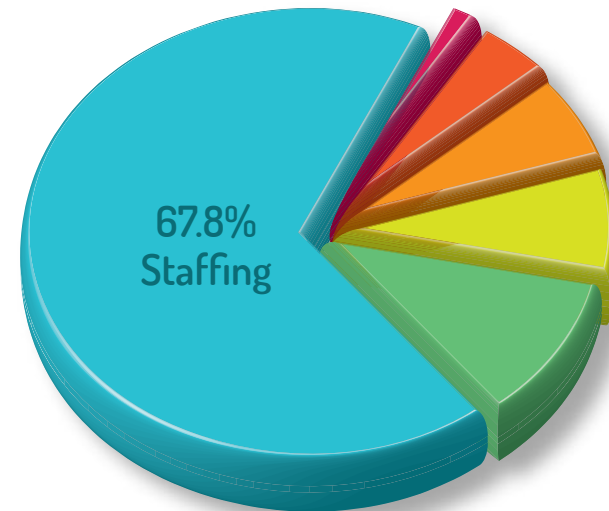
- 87.6% - CLBC (\$16,209,018)
- 9% - MCFD (\$1,663,243)
- 3.4% - Other sources (\$626,767)



How we used our funding in 2018-2019:

From an **ADMINISTRATIVE** perspective

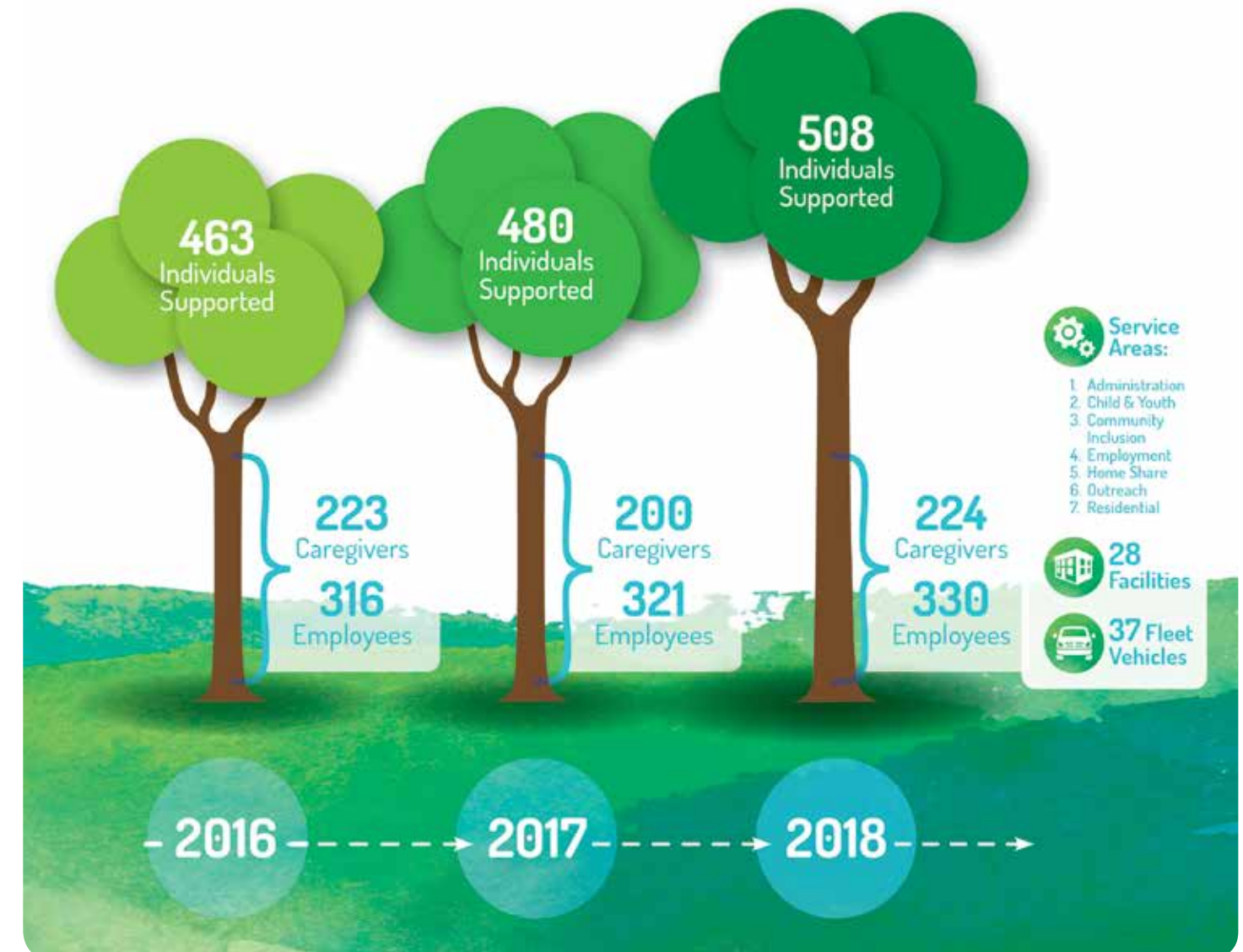
- 67.5% - Staffing (\$12,352,944)
- 11.2% - Contracts (\$2,042,809)
(Homeshare & Respite)
- 8.4% - Administration (\$1,542,243)
- 6.5% - Program Expenses (\$1,194,956)
- 4.6% - Mortgages & Facility Costs (\$842,322)
- 1.8% - Capital (\$327,927)



From a **SERVICES** perspective

- 43.2% - Staffed Residential (\$7,900,592)
- 10.5% - Homeshare (\$1,914,500)
- 10.9% - Community Inclusion (\$1,988,301)
- 8.4% - Administration (\$1,542,243)
- 6.9% - Employment (\$1,268,173)
- 9.5% - Outreach (\$1,735,226)
- 4.8% - Host Agency (\$872,964)
- 3.1% - Children's Services (\$574,019)
- 2.8% - Respite (\$507,183)

CSCSCL Organizational Growth Chart



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

Mr. R. Adams
Ms. C. Beka
Mr. K. Bell
Mr. S. Champ
Mr. B. Champage
Mr. J. Champman
Mrs. M. Coxworth
Mr. T. DeGroot
Mr. G. Doppenberg
Ms. J. Douglas
Mr. B. Gower
Mr. C. Green
Mrs. I. Hancock
Mrs. K. Kerr
Ms. C. Leadbeater
Mr. & Mrs. A. Leask
Ms. L. Macarie

Mr. T. Nicholl
Mr. G. O'Connor
Mr. C. Prang
Mr. & Mrs. D. Reimer
Mr. B. Rodger
Mr. S. Shea
Mr. A. Soderstrom
Mr. & Mrs. W. Thiessen
Mr. A. Urquhart
Mr. D. Warrington
Mr. H. Westeringh
Ms. D. Winter
The Estate of M. & J. Thalen
- Anonymous Donors

Service Groups/Agencies

ASCU (Chelsea)
Chilliwack Foundation

Knights of Columbus Chwk Council
#3478
Steller's Jay Lions Club
CSCL Chilly Wackers
CSCL Employee Contributions

Businesses

1st Choice Mobility Products
30 Minute Hit
89.5 The Drive
A & M Flooring
Artisan Framing
BA Blacktop
Bathe Enterprises
BC Lions
Best Buy
Big O Tire
Big Red Fire Protection
Buy Low Foods
Carl's Jr.
Calvin Rempel & the Roadside
Attractions
Casa Leta Suites
Chadsey House
Chances Chilliwack
Chiefs Development Group
Chilliwack Ford
Chilliwack Golf & Country Club

Clancy's Meat Company (Chilliwack)
D'cardos Mechanical
Décor West
Dickens Sweets & British Museum
Eaton Land Surveying Ltd
First Choice Hair Cutters
Fix Auto
Forever Inked Tattoo
Fraser Valley Tireland
Grand Pappy's Furniture
Hipwell
Home Depot
Homer's Restaurant
Hub International
Ironside Design Manufacturing Inc.
J. Adams & Sons Ltd
Jadespring Wellness Centre
Jasper House
Kings Master Dry Cleaners
Little Caesars Pizza (Southgate)
Little Kickers
Little Mountain Greenhouse
Lock's Prescription Pharmacy
Lolly's Fashions
M & H Machinery
M. Dickey & Sons Ltd
Odessa Group
OK Tire
Oxygen Yoga & Fitness

Partylite – Lana Wakelam
 Payton & Buckle
 Pho Xuan Chilliwack
 Prism Studio
 QuiltNut Creations
 Rainbow Greenhouses
 Rendezvous Restaurant
 Rona 139 Chilliwack
 Royal Canadian Superstore
 Sardis Health Foods
 Save On Foods
 Shoppers Drug Mart – Chilliwack

Smart Frames & Accents
 Starbucks –Promontory
 Southgate Vacuum
 TBEAU Laser Skin Rejuvenation
 The Rehab Shop
 The Scruffy Tail
 Tropicana – Chwk
 Undine’s Retreat
 Unger Window & Door Ltd
 Valley Cycle Locksmith
 Valley Limousine
 Valley Water

Vancouver Canucks
 Wagner Appliances
 Waterstone Law Group
 Winks
 WorksafeT Solutions

Boston Bruins Alumni Hockey Event Sponsors

Platinum Sponsor – 89.5 The Drive
 Gold Sponsor – Finning Canada

Silver Sponsors
 – Chilliwack Oral Facial and Implant
Surgery
 – Recreation Excellence
 Bronze Sponsors
 – Major League 2
 – O’Connor Dodge Chrysler Jeep
 – FV Tireland
 – Sidewinder Conversion
 Friends of CSCL
 – -Calvin Rempel & the Roadside
Attractions

The Boston Bruins Alumni team and the CSCL Chilly Wackers - Feb 2019



Hockey Event Sponsors continued...

- Coast Chilliwack Hotel
 - HUB International Insurance Brokers
 - Mt. Cheam Lions
 - Prospera Centre
 - Revolution Resource Recovery
 - Sardis Senior Secondary Drumline
 - Tiara Hospitality
- Media Partners
- 89.5 The Drive
 - Chilliwack Progress
 - Chill TV

Julie Unger dropping the puck with Ray Bourque and Jeff Gilbank



Photo Contest Winner

Congratulations to Terra for winning the Grand Prize in CSCL's 2018 Photo Contest.

Terra submitted the photo with help from CSCL's Outreach Services. Terra has just started as a leader with the Girl Guides in Chilliwack.

The photo captures her at a meeting with one of the girls in her Brownies group and the Girl Guides local commissioner.

Terra is building strong relationships with the girls and other leaders and transportation to the meetings are provided by some of the leaders in the group.

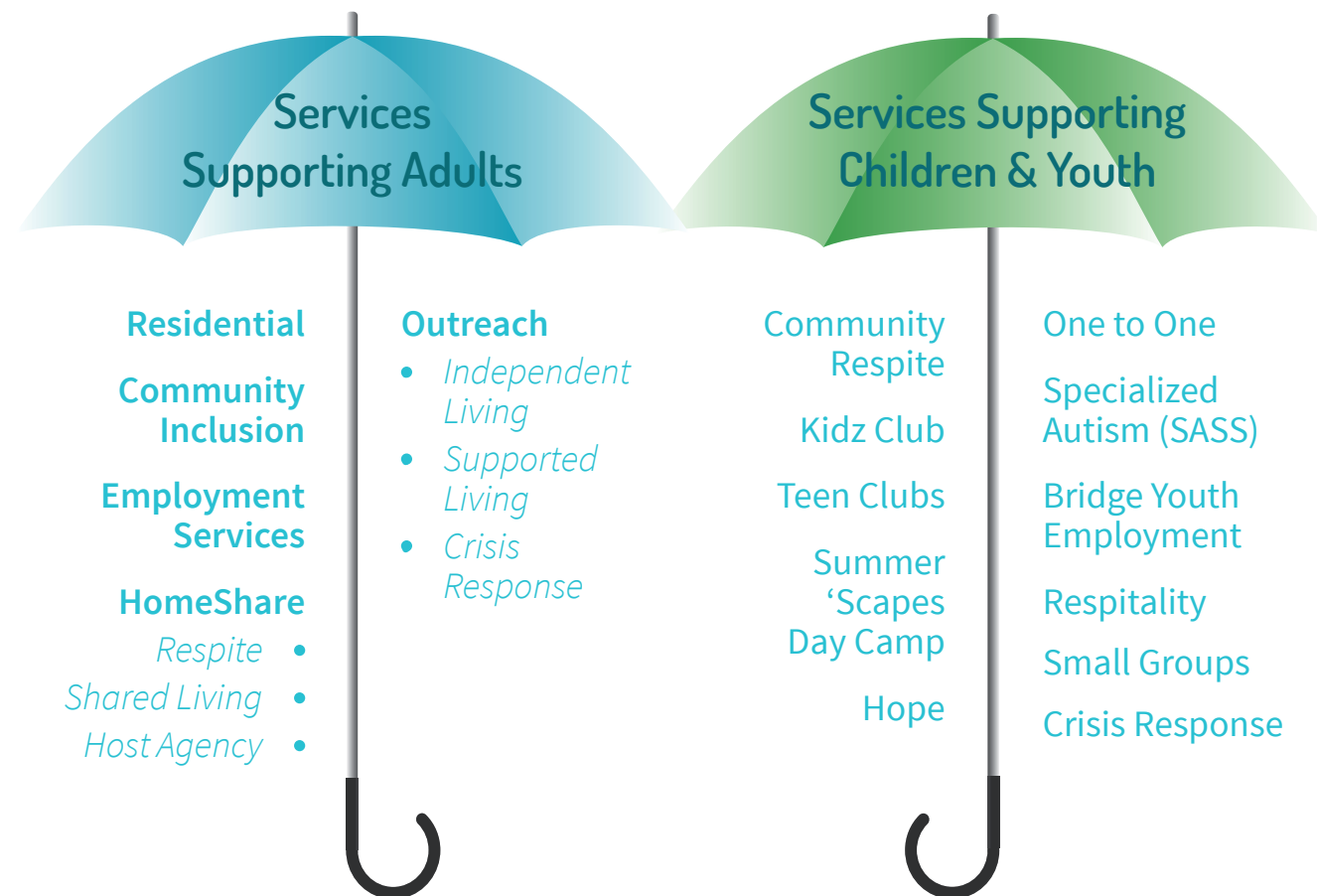


Programs & Services

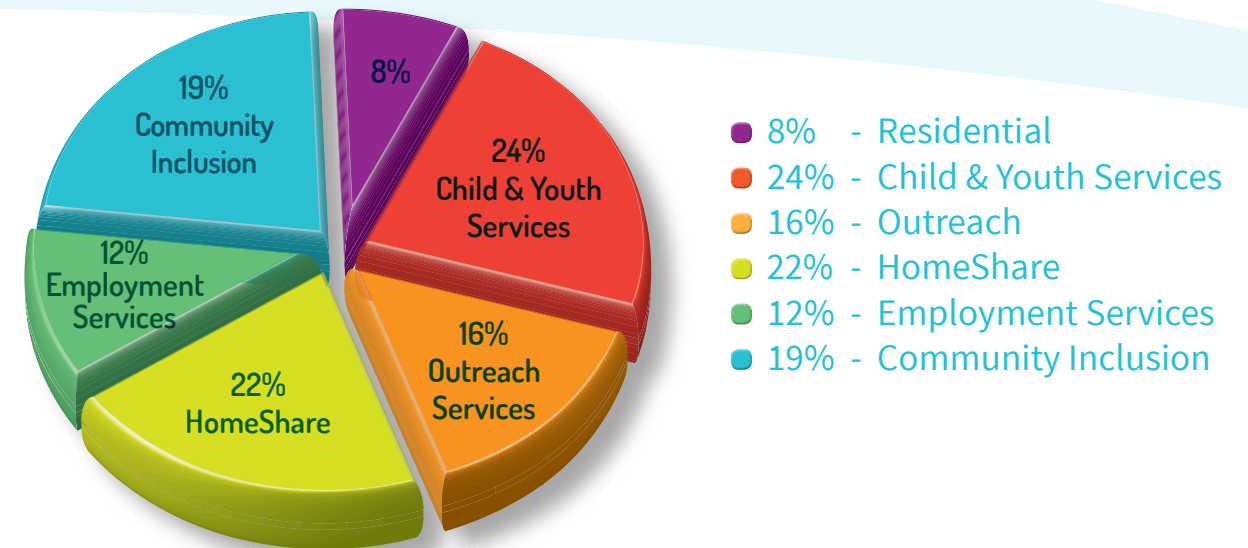
CSCS supports hundreds of individuals in the community, each matched to one or more services or supports that promotes their unique abilities and interests.

Following are our services and community demographics, as of March 31, 2019:

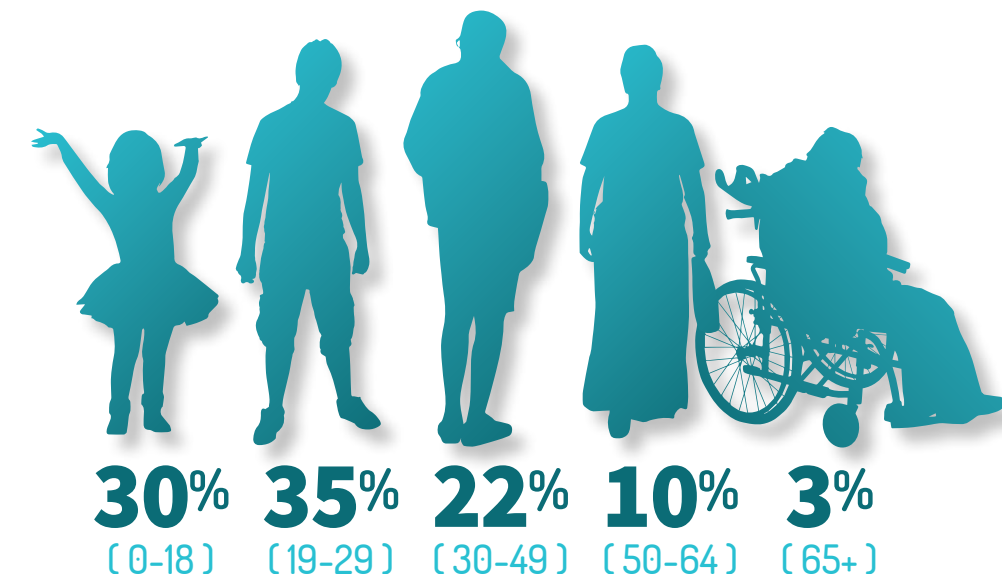
Our services include:



Demand on the service areas we offer:



Demographics of the individuals using our services:



We currently support
519 individuals!



We serve communities in:

Columbia Valley

Cultus Lake

Yarrow

Greendale

Sardis

Chilliwack

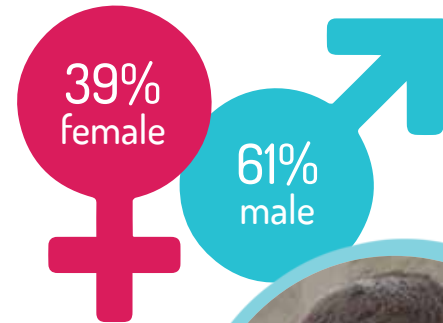
Deroche

Agassiz

Harrison

Hope

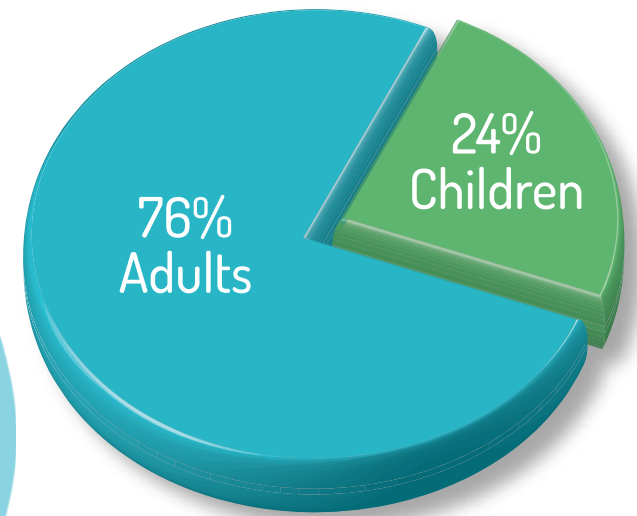
Sunshine Valley



Anna-Jean's winning smile



Three cowboys from Drama Club



394 Adults &
125 Children

Respitality

Respite care is a primary support that CSCL offers to help families maintain their physical and emotional health, while offering community and recreational opportunities to their family member being cared for. CSCL's Respitality Program goes a step further and is a chance for parents of a 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



SureStay
Hotel by
Best Western

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.



Mr & Mrs Ohs enjoy an evening in Harrison Hot Springs with the support of the CSCL Respitality program





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.

CSCL 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.

After the success of the first three iConnect Staff Conferences focusing on Social Capital, CSCL intends to continue hosting an iConnect Staff Conference every two years, going forward.

"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 Social Capital Video Project

In October 2018, CSCL began developing a video series with the aim of highlighting a number of success stories showing what social capital can look like. CSCL partnered with Chill TV to develop the videos, to promote our Social Capital project. The completed videos will be posted on the CSCL website, cscl.org, and social media sites.

Here are some of the first few stories:

John's Story:

CSCL produced a video about John and the great connections he has made because of his love for music. With a little coordination from his staff John is now a regular member of a local Jam Night that occurs every week. John's video is available on CSCL's website at cscl.org



John and Wendy on set



Karena's Story:

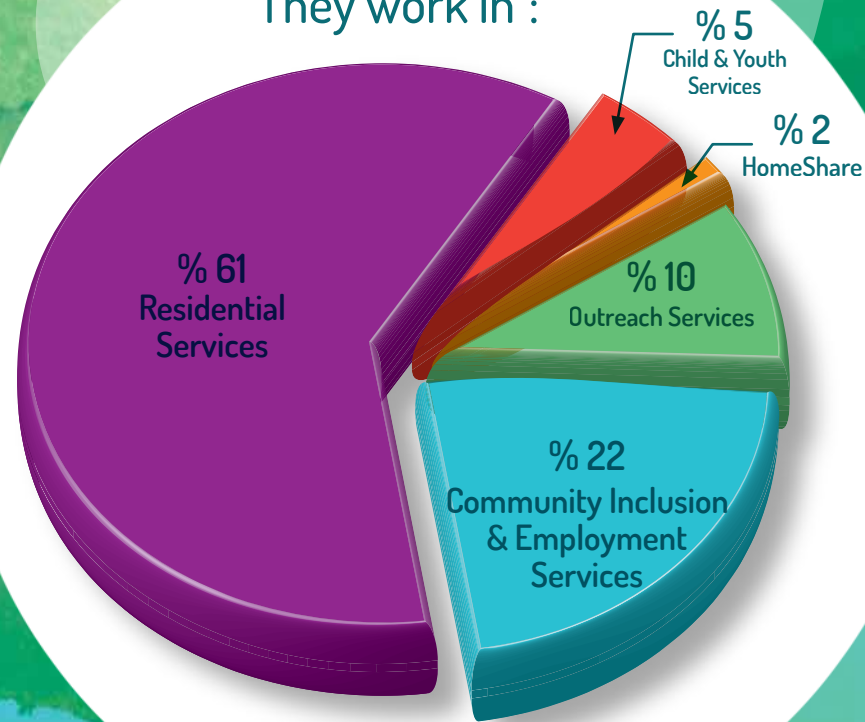
CSCL produced a video about Karena and a special friendship she has made while volunteering her time for a good cause. Karena's friendly spirit and her staff's steady coordination created an opportunity for real friendships to occur. Karena's video is available on CSCL's website at cscl.org



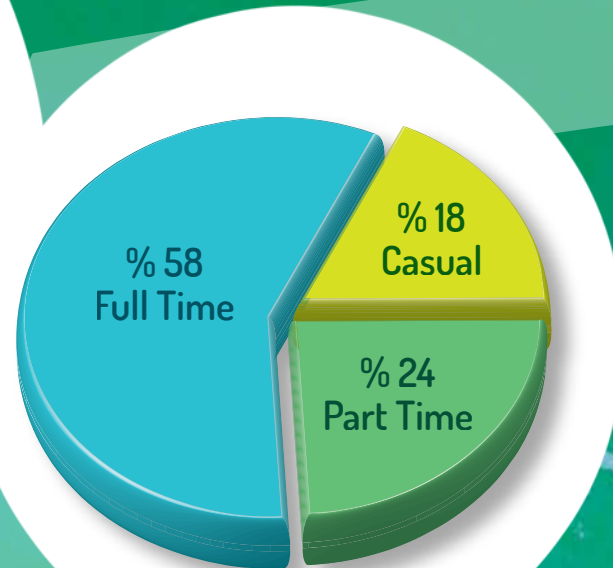
Leticia and Karena's video

As of December 31, 2018
 CSCL currently employs
332 staff!

They work in*:



*Excluding administration and leadership



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

Who We Are

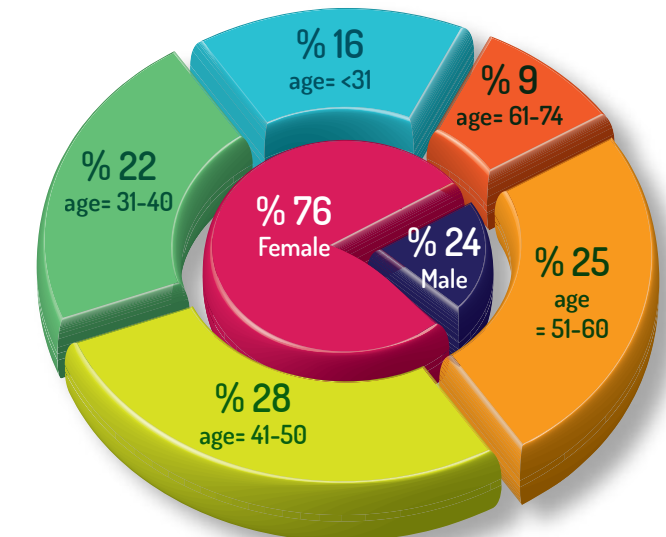
The Chilliwack Society for Community Living is committed to developing strategies to recruit and retain the best possible, qualified staff so that we can continue to deliver high quality services to the community.

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.

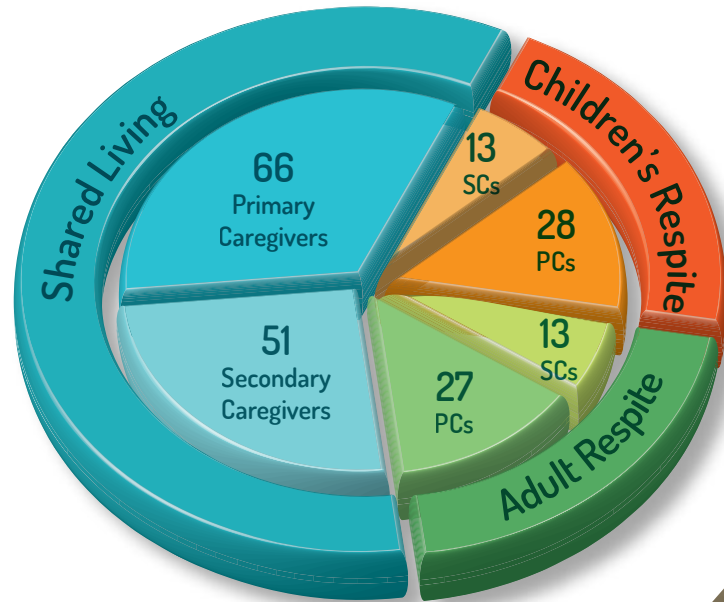
CSCL actively recruits for full time, part time, and casual positions, as well as contract, volunteer and student practicum positions.

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 CSCL to accurately assess trends, make improvements as needed and develop informed plans for successful investment of the funding we receive.

Current demographics:
 (December 31, 2018)



Of our 198
contracted caregivers:



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

CSSL currently has
198 contracted
caregivers!



Megan - proud
supporter of the CSCL Chilly Wackers!

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 CSCL?

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

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

Contact us if you are interested!

caregiver.recruitment@cscl.org

The King Family - just some of CSCL's Caregiver Heroes!



CSCL Board Members and Leadership Team



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*
 Sandeep Dhesi - *Director*

Ben Honeyman - *Director*
 Jacqueline McGregor - *Director*
 Al Niemann - *Director*
 Glen Slingerland - *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*
 Michelle Gower - *Associate Director of Adult Residential Services*
 Shelby Hagel - *Associate Director of 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
Christine Toop - Shared Living

Outreach Services

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

Residential Services

Rene Atkinson - Carleton Place / Bordas Place
Kami Edwards - Vanmar House / Hipwell
Jesse Lang - April's House
Carolyn Leadbeater - Chadsey House / Lear
Bev Merrick - Gillette 1 / Jasper
Ellen Peters - Southlands / Wilmada
Nicole Sydor - Gillette 2 & 3 / McNaught
Craig Yendall - Alexander

Community Inclusion & Employment Services

Lyle Downey - Vedder / Early Risers / RISE
Michelle Heyes - ACE / REV 2 / Britton
Natalie Smith-Klassen - REV / Oasis



CSCL Residential Services Team

Child & Youth Services

Aileen Mathews
- Child / Youth Services
Karen Singerland
- Children's Community Respite
& BRIDGE

Administration Team

Audrey Baker - Administrative Assistant - CYS
Anna-Jean Beute - Human Resources Administrative Assistant
Janelle Brouillette - Human Resources Assistant
Shaaron Enright - Administration Coordinator
Erin Irwin - Payroll Administrator
Tracey Kapler - Finance Assistant
Bonnie McAvoy - Administrative Assistant - Shared Living
Diane Pinder - Receptionist
PJ Rajwan - Payroll Administrator
Harman Tatlay - Junior Accountant

Senior Support Workers

Caren Davies - Southlands & Wilmada
Ben Gross - Child & Youth Services
Arlene Hebig - Hipwell & Vanmar
Nicole Howard - Bordas & Carleton
Brandy James
- McNaught & Gillette Place 2 & 3
Jake Kouwenhoven
- Community Inclusion Services
Clara Polysou - Chadsey & Lear
Cristina Stanciu - Alexander



CSCL Child & Youth Services Team

*See you
out & about!*





Chilliwack Society
for Community Living
— est. 1954 —

9353 Mary St, Chilliwack, BC V2P 4G9
604-792-7726 | administration@cscl.org
www.cscl.org