

*Special Edition*  
**OUT & ABOUT**  
*Newsletter*

*Issued May 2020*



**CSCL**  
Chilliwack Society  
for Community Living  
— est. 1954 —

# COVID-19

## Did You Know?

CSCCL is monitoring the coronavirus (COVID-19) situation closely, and relying on information from the Provincial Health Services Authority. If you have questions about COVID-19, please call: COVID-19 Questions: **1-888-COVID19 (1-888-268-4319)** or BC HealthLink: Dial **811**.

Please refer to the BC Centre for Disease Control for steps for prevention. This special edition issue is to inform readers of how CSCCL is currently responding to the pandemic. For more information about how CSCCL's services are or may be affected, please contact CSCCL's Executive Director, Julie Unger, at **604-792-7726** or email to **[julie.unger@cscl.org](mailto:julie.unger@cscl.org)**

# Message from CSCL's Executive Director



CSCL's Response to the Pandemic:

Welcome to a new reality. It has struck me at random intervals over the past eight weeks how very different and surreal our current experience is. A measure of comfort comes from acknowledging that this is not unique to me, or CSCL or even our province. A world-wide phenomenon that is impacting all of us; albeit to different degrees.

We are so grateful that at the time of writing this there have been no test-positive cases of COVID-19 at CSCL (a number of staff, individuals, caregivers have been tested, and so far all results have been negative). I am grateful for the work of our teams, all springing into action and fulfilling the requirements of our Emergency Preparedness Pandemic Plan and newly developed Coronavirus (COVID-19) Exposure Control Plan; plans that were developed from a "what if" perspective and have subsequently been amended for a "what now" reality. Our Leadership Team has transformed into the Pandemic Influenza Team, meeting weekly (sometimes daily) to respond to new information and directives, ensuring our practices at CSCL are being altered to meet the requirements. Monitoring the mountains of information that comes out daily from numerous sources, has been a significant task; ensuring that we are following only reputable sources and seeking guidance from our provincial authorities.

Our regular spring newsletter was put on hold, as all resources were directed towards responding to the pandemic. This edition is intended to provide an update on our response to COVID-19 to date and some tentative projections about how we intend to move forward. I thank each of our employees and caregivers for their diligent efforts to adjust to the new support realities; they are the frontline workers we don't hear about in the news, the unsung heroes providing daily supports to some of the most vulnerable people in our province. We are so grateful for their commitment and tireless efforts to ensure people are well supported while keeping individuals and themselves safe. I have an even deeper level of gratitude and respect for the work they do every day.

As we think about what the future of services will look like, which public health measures will be here to stay, which will be eased off, I am confident in CSCL's ability to adapt and adjust to the new realities while ensuring quality individualized services are being provided. We will continue to take our cues from the Provincial Health Officer, CLBC, MCFD and WorkSafeBC as we plan for the next months. The health and safety of individuals served, caregivers and employees is our highest priority.

Julie Unger

# Keep Safe!

Says Dr.  
Bonnie Henry



*Dr. Bonnie Henry is the Provincial Health Officer for British Columbia and a Clinical Associate Professor at the University of British Columbia.*

## Prevent the spread of COVID-19 in

### 8 STEPS



- 01 Practice Physical Distancing
- 02 Clean Your Hands
- 03 Stay at home if you are feeling ill  
No Exceptions!
- 04 Increase cleaning at home and  
at work
- 05 Stay informed
- 06 Minimize non-essential  
travel
- 07 Make spaces safer
- 08 Cover your cough



Source: BC COVID-19 Go-Forward  
Management Strategy

## Resources

Here are some resources you might find helpful during this pandemic:

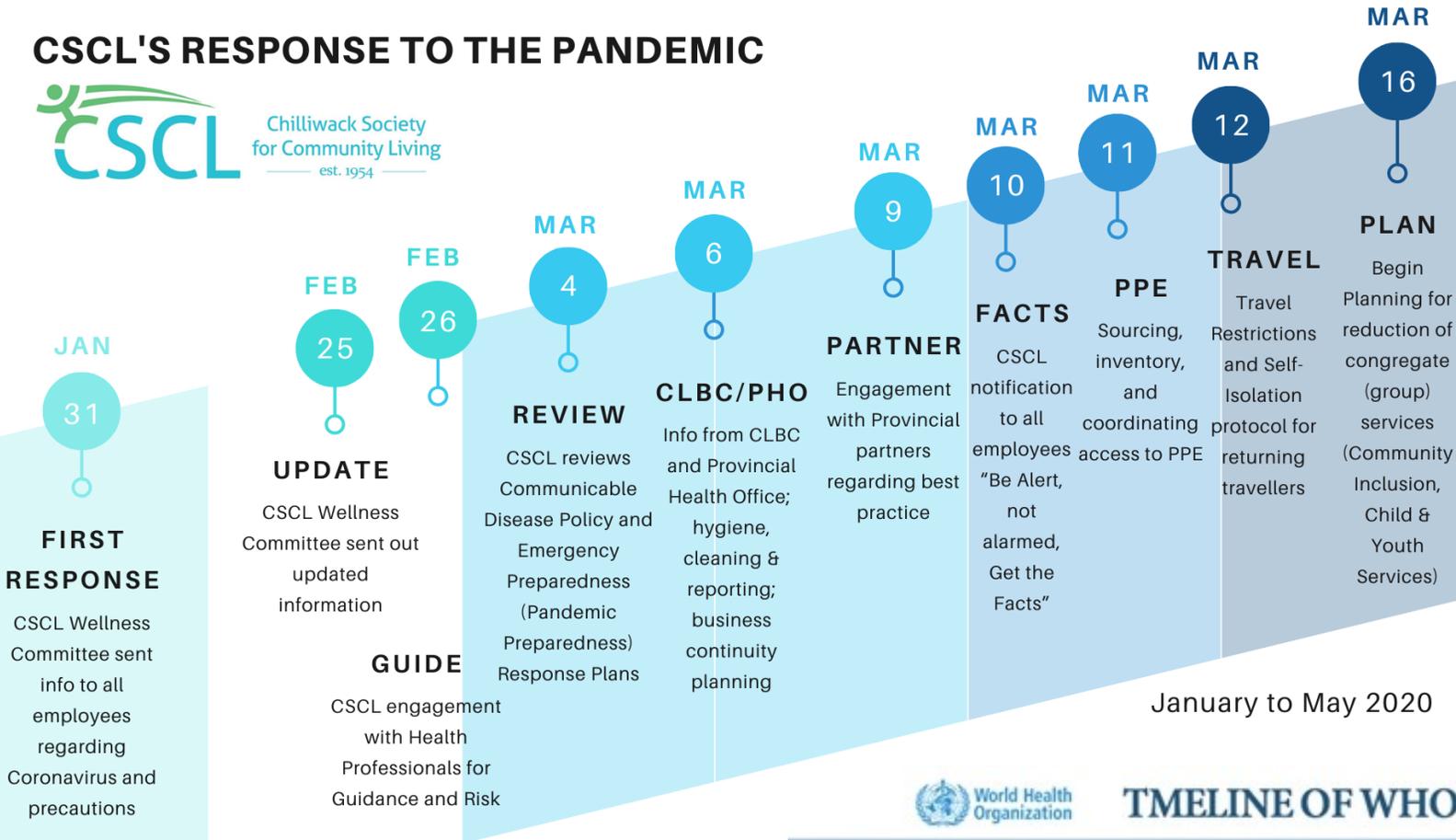
- The Provincial Health Services Authority (PHSA) has a unique role in BC's health authority system: to ensure that BC residents have access to a coordinated provincial network of high-quality specialized health-care services. Website: [psa.ca](http://psa.ca)
- The BC Centre for Disease Control is a program of the PSHA that provides provincial and national leadership in disease surveillance, detection, treatment, prevention and consultation. Website: [bccdc.ca](http://bccdc.ca)
- Telus has a program called Internet For Good. It provides low cost internet access to families in need during this time. Families in need will be given a discount code to use to sign up for internet from Telus for only \$9.95/month. The program also has an option to purchase a low cost refurbished computer through BC Technology for Learning
- SPARC BC has purchased 3,500 mobile phones to remove barriers to e-health services and other online or phone based supports across the province. They plan to send bundles of phones to organizations to distribute, but can also send them directly to individuals in need.
- The Family Support Institute of BC (FSI) is a provincial not for profit society committed to supporting families who have a family member with a disability. Phone Toll Free at: 1-800-441-5403

# Timeline of...

## CSCL'S RESPONSE TO THE PANDEMIC



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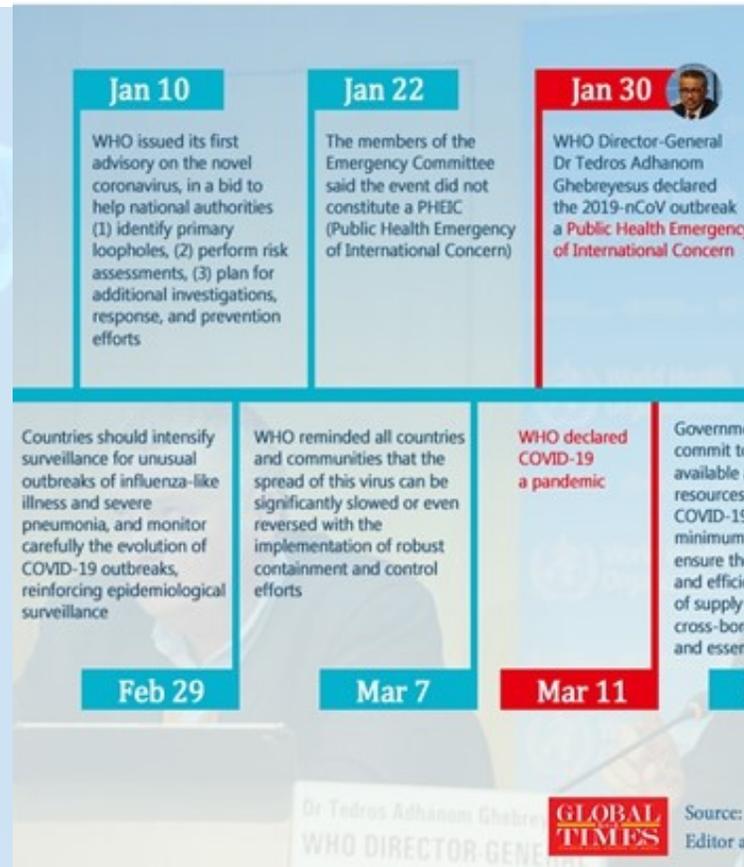


## TMELINE OF WHO

### Information Chain of Command:

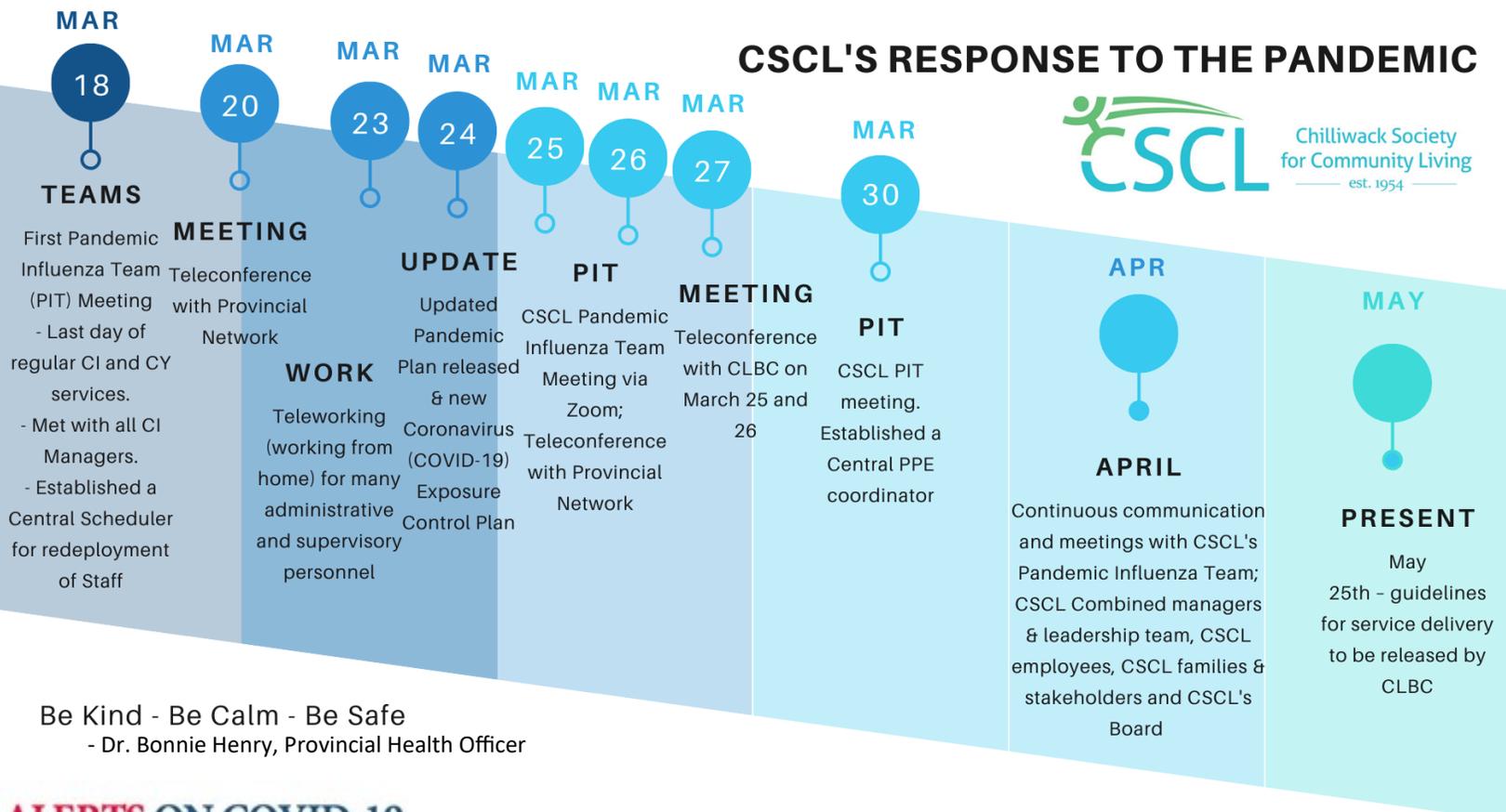
CSCL is relying on information from the Provincial Health Services Authority to make informed decision-making about how to best respond to the pandemic.

The Provincial Health Services Authority is constantly monitoring the pandemic using news and information coming from sources such as the Government of Canada and the World Health Organization.



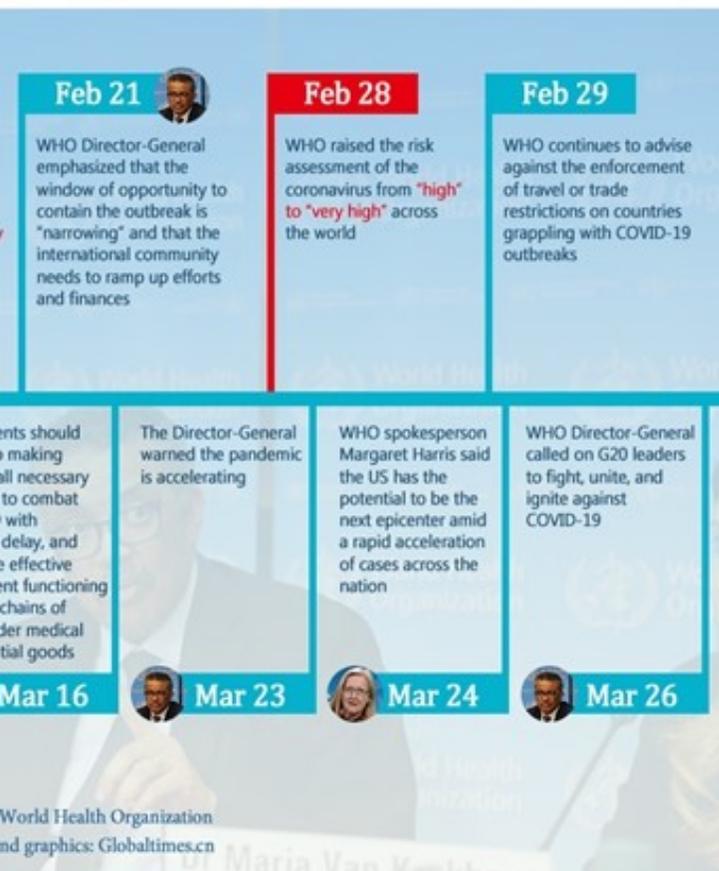
# the Pandemic

## CSCL'S RESPONSE TO THE PANDEMIC



Be Kind - Be Calm - Be Safe  
- Dr. Bonnie Henry, Provincial Health Officer

## ALERTS ON COVID-19



## What's To Come...

- May – Guidelines for service delivery to be released by CLBC; BC's Go-Forward Management Strategy; Ongoing teleconference with provincial networks; Rollout CSCL's Reconfiguring for New Reality – Staff Survey
- June – Planning and consultation for re-establishing those services most impacted by reductions and adjustments; Meeting with CSCL's OH&S Committee about expanded services plans; Consultation with CYS and CI individuals/families about options;
- July – Anticipate increasing service delivery

# CSCL Services

## Programs Affected

- Community Inclusion Services underwent a prioritization process in consultation with individuals and families/caregivers; reducing service configuration and support models to address the most pressing needs; ongoing communication with caregivers to ensure support needs continue to be met. Currently consulting with individuals and families about future service delivery models
- Child & Youth Services underwent a prioritization process in consultation with MCFD and families; reducing service configuration and support models to address needs; ongoing communication with MCFD and families to ensure support needs continue to be met.
- Staffed Residential Services: No visitor policy implemented to reduce risk of spreading COVID-19
- Outreach services: moved to individualized supports only (canceled group supports)
- Shared Living: Caregivers provide increased supports in light of reduced CI services;
- Respite Services: canceled or reduced based on individual/family and caregiver comfort levels
- Employment Services: continued with some in person job supports; delivered training and group supports via online platforms
- Admin - Our Mary St Office will remain 'closed' for the foreseeable future, with a small number of personnel continuing to work from that space. Access will continue to be by appointment only so our Admin team can manage the number of people in the building at any given time.

# Vancouver Foundation

*CSCL is grateful to be a recipient of the Vancouver Foundation's Community Response Fund (CRF) to support community through the COVID-19 pandemic.*

The funds will be used to help individuals and families supported by the organization most affected by the pandemic. CSCL will receive \$35,000 in part to address the



immediate needs of low-income populations caused by COVID-19 related closures, including access to food, hygiene, housing and other basic needs.

Examples include providing:

- Grocery Gift Cards for numerous families supported through Child & Youth Services;
- Care Packages (food & hygiene) for individuals in Outreach;
- Care Packages for individuals SES;
- Crisis Housing & support for individual;

## CSCL Services Update

*As a result of measures to respond to the pandemic, many of CSCL's services have been affected over the last few months.*

Although CSCL was never closed, many of our operations were altered, reduced and/or reconfigured; even those that continued providing the same level of services (i.e. staffed residential support) had to amend activities and schedules to meet the public health restrictions. Those most affected services underwent a prioritization process in consultation with individuals and families/caregivers; reducing service configuration and support



models to address the most pressing needs.

As the province moves into relaxing some of the

restrictions and businesses begin opening up, CSCL is examining our existing services and operations to make decisions about moving forward.

We all remain concerned for the health & safety of individuals, employees and caregivers.

The list to the left provides an update on each service area.

# Our Pandemic Story

*Stories from around CSCL: the pandemic has affected us all in different ways – big and small.*

*“The Chinese use two brush strokes to write the word ‘crisis.’ One brush stroke stands for danger; the other for opportunity. In a crisis, be aware of the danger--but recognize the opportunity.”*  
— John F. Kennedy



It is clear that the Covid-19 pandemic has created challenges in every area of our day-to-day lives. However, the pandemic has also created opportunity. People everywhere are finding creative ways to stay connected, support one another, and celebrate together, with many increasing their independence and learning new skills. In a time where we are required to be apart, people are being intentional about being connected and staying in touch, increasing social capital for many. This is reflected everywhere within CSCL, by our Leadership team, our employees, caregivers, families, and in the people we serve.

When CSCL employees and caregivers were asked for stories about what they were doing to have fun, stay connected, and support one another during the pandemic, there was an overwhelming response. Many wonderful stories emerged of people finding creative ways to adapt services and stay in touch with friends and family. Here are some examples:

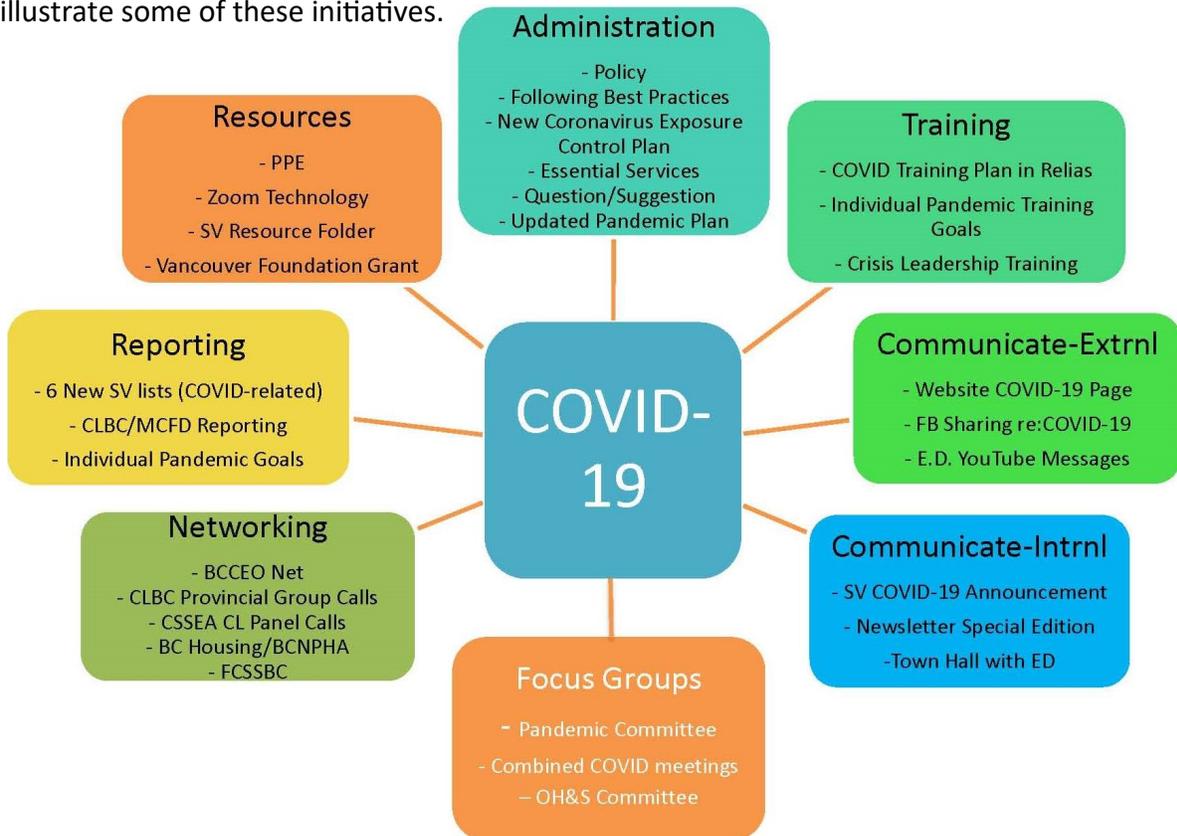
- Megan lives independently and receives supports from CSCL’s Independent Living Services. She recently acquired a mobility scooter, and during the pandemic, she’s been spending time learning how to drive it safely in the street. This allows Megan to access her community independently, running errands and going to her favourite places on her own.
- Larry is visually impaired and lives with his brother and caregivers. Larry has always enjoyed baking, but in the past, he’s always had a lot of support to bake. During the pandemic, he has been baking independently, with his caregivers only assisting by organizing and measuring ingredients. Larry is very proud of being able to bake on his own and everyone in his home is benefiting from eating his delicious creations!
- Shayne usually takes the bus to the Vedder service with her friends each day, but has been staying home due to the pandemic. However, she’s been excited to share with her friends that their bus driver is stopping outside her house each day to say hello. Shayne waits for him outside each day and they have a quick conversation.

Video calling is helping many of the people we support, as well as CSCL staff and their families, to stay in touch. The HomeShare department hosts Zoom calls for individuals and caregivers several times a week, to visit and play Bingo. As well as helping friends stay connected, new friendships have formed, with individuals now connecting outside the scheduled group calls. Zoom is being used by the Outreach team to run a virtual cooking class, and by the Vanmar team to run Bingo with other staffed residential services. Vanmar also hosted a virtual Cinco de Mayo party where they, along with two other houses, cooked fajitas together online. Ed, who lives at Bordas, is having weekly “ice cream chats” with his brother, who lives in Langley. Tracey, who lives at Vanmar, is loving the virtual world that has opened up to her. She enjoys visiting with her family by Skype and watching Julie Unger’s YouTube updates. Tracy even chatted with her old friend Brenda Gillette on the CLBC teleconference call. Perhaps the most touching story is from Mary-Lee Tondreau, CSCL’s Associate Director of HomeShare. Her mother, who lives across the country, has struggled to stay in touch as she is hard of hearing and relies on reading lips. However, now that she is using video calling, she is able to read the lips of the person she’s talking with and is more connected than ever.

Look for more stories to be featured in the Summer issue of Out & About!

# COVID-19 Mind Map

From the onset of the pandemic, CSCL has endeavoured to develop a comprehensive response to ensure the individuals in our services, employees and all CSCL stakeholders are receiving the best possible supports in a safe and healthy way that the organizations can provide. Below is an image of CSCL's COVID-19 Mind Map that tries to illustrate some of these initiatives.



## Chilliwack Society For Community Living

Supporting adults with developmental disabilities, children and youth with special needs and their families since 1954.

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*"Our Vision is for a community that welcomes and includes everyone."*



Follow us on Social Media:



## CSCL Events Affected:

- **CSCL AGM** – Postponed from June 2 to September 15 (more info to come)
- **CSCL Board & Leadership Dinner** – Postponed from June 22 to September 28

## Special Edition Contributors:

Many thanks to Julie Unger, Danielle Cross, Ellen Peters, Jeff Gilbank and Natalie Karam for their contributions to this edition.