



*A Community that Welcomes
and Includes Everyone*



Annual Report 2020

April 2019 - March 2020

Table of Contents

Table of Contents	1
Our Society.....	3
Mission, Vision & Values.....	5
President’s Report	6
Executive Director’s Report.....	9
Hero Award	18
Centre of Excellence	20
Financial Overview	23
Our Donors.....	26
Inclusive Employer Spotlight	31
Programs & Services.....	34
Respitality	38
Social Capital Stories	40
NADSP & CSCL	42
Who We Are	45
Caregiver Spotlight.....	48
Photo Contest Winner	49
Our Leaders	51
In Memoriam	55

*“Tree of Belonging”
artwork by the
Early Risers group*

Kara-Lyn showing us what inclusion feels like; beaming with pride and confidence



Our Society

The Chilliwack Society for Community Living (CSCL) 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, Chilliwack Healthier Community, the National Alliance of Direct Support Professionals, the Federation of Community Social Services of BC, and the BC Non-Profit Housing Association.

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

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

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.

CSCCL 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.



Esteban's smile says it all about being employed!

All services are accredited by CARF International and CARF Canada, and COR-certified by BCMSA through WorkSafe BC's Certificate of Recognition program.

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

The year 2020 will go down in history. I can't express enough how impressed I, and I think I speak for the whole board when I say that the leadership, from Julie on down, has handled this pandemic with such provincialism. I can see that everyone in the organization has stepped up. Learned new ways to support the individuals you work with. On a personal note my son has come through this time on lock down very well adjusted a bit bored but happy.

I was unable to attend the staff acknowledgement breakfast so i would like to thank Mike for stepping in for me.

Until March it was business as usual, with the organization continuing to grow.

While the needs of the individuals become more complex the staff continues to step up and meet their needs.

In February we once again held the alumni hockey game this time the Chilly Wacker's played the Toronto Maple Leaf Alumni team. It was a fun and exciting night for all who attended.



CSCL's Pandemic Influenza Team "zooming" with the OH&S committee and CSCL's Management Team

While the needs of the individuals become more complex the staff continues to step up and meet their needs.

people working from home and preparing for an outbreak of Covid 19 which to this point hasn't happened at CSCL.

The board has been meeting via Zoom once a month we have had a few technology glitches but we managed. We decided in April to move the AGM to September with the hope of being able to meet in person. At this time it is looking like this isn't going to be possible.

I want to thank Julie and her staff for their excellent leadership and i would like to thank the board for their flexibility. As the province is reopening and CSCL is adjusting to how to follow guidelines and provide service to individuals and their families.

I and the board wish you smooth sailing over the next few months as you start your reopening.

I have had a great year and learned a lot this year.

Tori Long
Board President
Chilliwack Society for Community Living

By mid March the province was in a full on lock down. CSCL had to figure out how to continue their work in the midst of a pandemic. This has effected every area of the society, every employee and every individual that we service. With many



Teagan proudly gives the thumbs up!!



Executive Director's Report

*"An organization, no matter how well designed,
is only as good as the people who live and work in it."
~ Dee Hock*

As we mark the completion of another "CSCL-Year" (April 1, 2019- March 31, 2020) the foremost thought in my head is how fortunate I am to work, learn and grow with such a superb group of people. I consider this "group" quite broadly as all those who contribute to organizational life at CSCL: the individuals we are here to support, their families and networks, our community that participates in our work, our funders who work to ensure we can operate, our volunteer Board members, and our employees and contracted caregivers who all fill a vital role in the delivery of quality services. CSCL's success is not in its accolades, awards or growth (although these are indicators) but in the value it brings to individual lives; whether those employed by, served by, or supporting CSCL. I am grateful for each life connected to our work.

This annual report will again provide testimony to the change and growth we've experienced in the past year. Sometimes that growth has stretched us into uncomfortable and unfamiliar places; where we've had to rely heavily on external expertise. These growing pains have given us some clarity about areas of our work that need further development and learning.

**How fortunate I am to
work, learn and grow
with such a superb
group of people....I am
grateful for each life
connected to our work.**



Yoshi at the Real Canadian Superstore

This was particularly evident in our addition of two specialized residential services; one for an adult and one for a youth. Both of these represented intensive recruitment and training, significant involvement with community professionals and interface with neighbours. And, both of these services were closed, after difficult decisions had to be made in light of employee and community safety. These decisions were painfully deliberated, that in itself was an indicator of our desire to meet the needs in our community and not turn anyone away. These experiences have prompted us to look at our crisis response services, and ways to structure a service model that reflects the intensive supports required.

This year also marks the final year of our work towards our “20-20 Vision”; CSCL’s Strategic Plan developed in 2016, with updates in 2018. The Strategic Plan addressed the following five areas:

- **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:

Individuals served by CSCL were supported to complete over 1,500 personalized goals in 2019 (that was of the 1,973 goals that were started in the year). Steps towards increasing opportunities for inclusion and belonging involved intentional creation of and participation in community events. Some of these events were filmed, achieving our goal of developing videos to highlight Social Capital opportunities. If you haven’t seen them yet, be sure to check out the videos: Vanmar Ice-Cream Social, Revel Marathon, Supported Employment and Lori’s Story. Along with developing videos that spotlight the possibilities that abound in community, we’ve created a Social Capital Mentoring group. This group is like a community of practice that shares their experiences, and supports and challenges each other to explore, experiment and embolden themselves to expand their thinking. Together with two new



Mercy on her way towards her personal goal of having a driver’s license

“Community Connector” positions, this group will evolve into a mentoring team for more services at CSCL.

Additional initiatives in the past year included co-hosting the community Transition Fair (connecting young people to the resources available once they leave high school); work towards a fully-funded Crisis Response and

We’ve developed a Social Capital Mentoring group which, as a community, supports and challenges each other to experiment and expand their thinking.

respite resource for children/youth; participation in a multi-agency, three-year grant to fund supported employment for youth (Impact Grant to enhance our BRIDGE service); and commitment of resources to trial our own, in-house Positive Behaviour Supports Coordinator.

EMPLOYEES:

CSCL is proud to report we achieved the “National Non-Profit Employer of Choice” in 2019 for the third year in a row! This award is based on the results of the Employee Engagement Survey (completed in November) and a Leadership Profile. CSCL was one of twelve non-profits in Canada to be recognized.

Other efforts in the past year to bring value to our employees included the addition of a new online training platform, Relias. This web-based training was first trialed with leadership and managers in the fall and rolled out for all employees on March 1st. We’ve been refining our

Core staff training modules, and working to add a new module (likely to be implemented in 2020). CSCL continues with the Quarterly STAR awards for frontline employees, as nominated by their co-workers, and the annual EXCEL award for a manager, as nominated by peers or direct reports. Providing opportunities for employees to develop their practice included attendance for some at the Inclusion BC Annual Learning Event, and participation for over 250 employees at our iConnect Conference in October. Our focus this past year has been elevating the role of the support worker and adopting language that demonstrates that. “Direct Support



Danielle Cross with her Excel Award

CSCL is proud to report we achieved the “National Non-Profit Employer of Choice” in 2019 – our third year in a row!

Professional” is a job title gleaned from the NADSP (National Alliance for Direct Support Professionals), along with their competencies and code of ethics. This was the focus of our iConnect Conference, and we are working to implement the learning as part of our continuous quality improvement.

Our HR Department and Social Committee co-hosted a “Family Fun Day” in September for CSCL employees and their families, at the Chilliwack Corn Maze. This was a great day playing in the sun, sharing lunch, winning prizes, and socializing with each others’ families. Our year wrapped up with the annual Staff Service Awards Breakfast on March 11th (our last pre-Covid gathering) where we celebrated many CSCL’ers who marked 5, 10, 15, 20, and 25 years of service. For the third year running we celebrated two, 30 Year employees.

FINANCES:

Managing the growth of the organization relies on good fiscal management, to ensure operational sustainability. Decreasing access to provincial resources combined with increased reporting requirements and accountability measures,



‘Family Fun Day’ at the Chilliwack Corn Maze

Integrated and streamlined business systems means employees spend more energy delivering the services than struggling with processes.

been actively engaged in reviewing the financial statements, as well as planning for future opportunities, including property development. Having conducted a real estate review in the previous year, in December we enlisted a local architect to draft some initial designs for development. Some of this work was subsequently delayed by the current pandemic, but will be pursued as we hope to regain some momentum in the coming months. As indicated in the audited financial statements, CSCL ended the fiscal year in a strong position (a slight deficit after two years of surpluses), poised to meet the challenges of the current realities.

INTERNAL BUSINESS PRACTICES:

When providing Human Services, it's often uncomfortable to talk about the 'business' side of delivering those services; we're cautious not to equate people with dollars, or confuse the work we're doing with financial gain. The truth of the matter is it takes solid business

places added strain on our finance department. All revenue is well stewarded at CSCL, and our administration dollars are stretched to provide the best oversight, structure and support to departments possible. CSCL's Board of Directors and committees have



Ashley (middle) with her Starbucks co-workers

practices, with effective systems in place to ensure our frontline staff have what they need to provide quality supports. Integrated and streamlined business systems means employees spend more energy delivering the services than struggling with processes. To that end we have focused administrative energy in the past year building our Human Resource Information System in the new Sharevision Platform; the goal is to create a 'one-stop' portal for our employees. Development of a new payroll platform has been delayed to the next fiscal year, allowing time to trial various systems to get the best fit for CSCL. As mentioned earlier, we've also added a new role to support CSCL's direct services; the Positive Behaviour Supports (PBS) Coordinator came online in January, with a one-year piloting phase to assess the benefit to individuals and our Direct Support Professionals. This role is responsible for oversight of our PBS Committee and Mentoring Group, as well as liaising with external consultants and professionals. Early indicators are showing positive outcomes from the increased level of internal support for individuals and teams!

COMMUNITY CONNECTIONS:

Our mission of working 'in partnership with community' is evidenced by maintaining existing connections and finding 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. We continue to foster strong connections with the Chilliwack Healthier Community network and the Chilliwack Child & Youth Committee (CYC). CSCL sponsors the Inclusive Employer award for the annual Chilliwack Chamber of Commerce Business Excellence Awards. Other connections include: partnership with Rotary and the Rotary at Work initiative



Matt celebrated 10 years working with the Chilliwack RCMP

promoting inclusive employment; Foodbanks Canada, Food Mesh, Chilliwack's Poverty Reduction Task Team, and the City's Transportation Innovations Task Force. The City of Chilliwack again sponsored numerous Neighbourhood Celebration Grants for various events hosted by CSCL services. Together with community partners and volunteers we hosted another FUNdraising hockey event, welcoming the Toronto Maple Leaf's Alumni to take on our local CSCL Chillywackers in February; a great, family friendly evening at the Prospera Centre. 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.

We continue to prioritize relationship development with our local RCMP members and the Chilliwack General Hospital as imperative to our successful support of crisis situations.

weeks of 2019-2020 we found ourselves navigating uncharted territory in responding to a world-wide pandemic. The impacts of COVID-19 will be felt for some time, as out of necessity we all became more isolated. I am certain that our pandemic response will formulate a significant portion of next year's annual report. For now, I will say that I have never been prouder to work with such dedicated people; from our Board of Directors who offered their support and understanding at every turn, to our Leadership Team who has adeptly shifted into our Pandemic Influenza Team, to our service Managers and frontline staff who continued to provide supports and adjust to the changing landscape (working in spite of fears and unknowns), and the individuals and families we support who have responded to the changes and restrictions with grace and trust. If an organization is only as good as the people who work and live in it, all of these people, collectively, show us we are doing quite well.

In the words of our province's Dr. Bonnie Henry, "Be kind; Be calm; Be safe".

Respectfully submitted,

Julie Unger
Executive Director
Chilliwack Society for Community Living



Hero Award

On October 28, 2019, CSCL staff Faye Allen was the first ever recipient of the “CSCL Hero Award”.

Earlier in the year, Faye went over and above for an individual who had been hospitalized. Health professionals were at a loss for what was happening. It was Faye’s persistence and dedication that led her to determine she had been given the wrong medication, likely saving her life.

According to her manager, Ellen Peters, things might have looked very different if not for Faye and Senior Support Worker Caren Davies’s tenacity. “It would have kept happening. There’s no telling how much more of that medication she could have handled.”

When asked what sets them apart, Peters said, “They took the initiative to figure it out themselves when no one else could. Instead of just carrying out on their day, they truly cared about the best interest of the individual. It’s not just a job; its genuine interest and care for the individual they’re supporting.”

Peters continued, “Those are the people who are the cornerstones. If we have people like that who build the foundation, that have the tenacity, that philosophy

of support, those are the people that set the standard for the people around them to aspire to. We would hope that people would pick up on the model, that commitment.”

When asked about the importance of advocating for the people we support, Faye stated, “For people that can’t speak for themselves...if it’s for the best interest of the individual I’m supporting I will fight for what’s best for them.”

Faye was also the recipient of the NAOSH BC award for Health/Social Services Champion for 2019.



Faye accepting her Hero Award, presented by Julie

Centre of Excellence

CSCL strives for excellence because we care about delivering the highest possible standard of services to our community.



“Centre of Excellence” goals from the last year:

Accessibility Event - CSCL's Accessibility Committee facilitated a public event about accessibility in our community to learn about where accessibility needs can be improved and to learn from other successes.

Employee Recognition - CSCL's Communication Committee developed a “Staff Spotlight/Testimonials” page on the cscl.org website that features EXCEL and STAR employees to shed a little light about CSCL for prospective new employees and contract support workers.

Growth Chart - CSCL's Communication Committee developed a Growth Chart for the cscl.org website that displays the organization's ongoing expansion in terms of service growth.

Centre of Excellence: How We Excel - CSCL's Communication Committee added more information underneath the current links that provide more detail about CSCL's COE accomplishments.

Emergency Supplies - CSCL's Emergency Preparedness Committee completed inspections of all emergency supply preparedness kits in each service area.

Sunshine Community Garden - CSCL's Green Committee successfully recruited a new Volunteer Garden Coordinator to ensure the Sunshine Community Garden remains a vibrant part of the Chilliwack gardening community.

WHMIS Trained - Members of CSCL's Health & Safety Committee became “WHMIS Trained” to comply with current WorkSafeBC regulations. Safety Data Sheets are now available for all WHMIS products used by CSCL.

Orientation Checklist - CSCL's Human Resources Committee revised the Orientation Checklist for managers and HR.

Personal Planning - CSCL's Individual Services review CSCL's current practice for Personal Planning and has developed alternative options which will provide more personalized planning for individuals receiving services from CSCL.

Medication Admin Training - CSCL's Medication Committee collaborated with Health Point to enhance medication administration training through the use of videos including a video about non-oral medications.

PBS Capacity - CSCL's Positive Behaviour Supports (PBS) Committee further built CSCL's internal PBS Capacity by sending a PBS Mentors to external training opportunities.

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

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

Social Capital Videos - CSCL's Social Innovators Working Group produced new videos about how individuals receiving services from CSCL are supported to grow Social Capital in their lives.

Inclusion BC Presentation - Members from CSCL's Social Innovators Working Group presented a workshop called “How to Create Social Capital in 4 Simple Steps” at the Inclusion BC conference.

Social Capital Assessment - CSCL's Social Innovators Working Group developed and expanded on the criteria for the current Social Capital assessment tool.

Annual Report - CSCL's Transportation Committee developed an annual report to analyze and review annual data, identify trends and make recommendations.

Pre-Trip Training - CSCL's Transportation Committee arranged to have pre-trip training for CSCL staff who hold a Class 5 driver's license as required as per their position.

Work Task Calendar - CSCL's Transportation Committee created an annual work task calendar to guide and be accessible to all committee members to help maintain work flow.



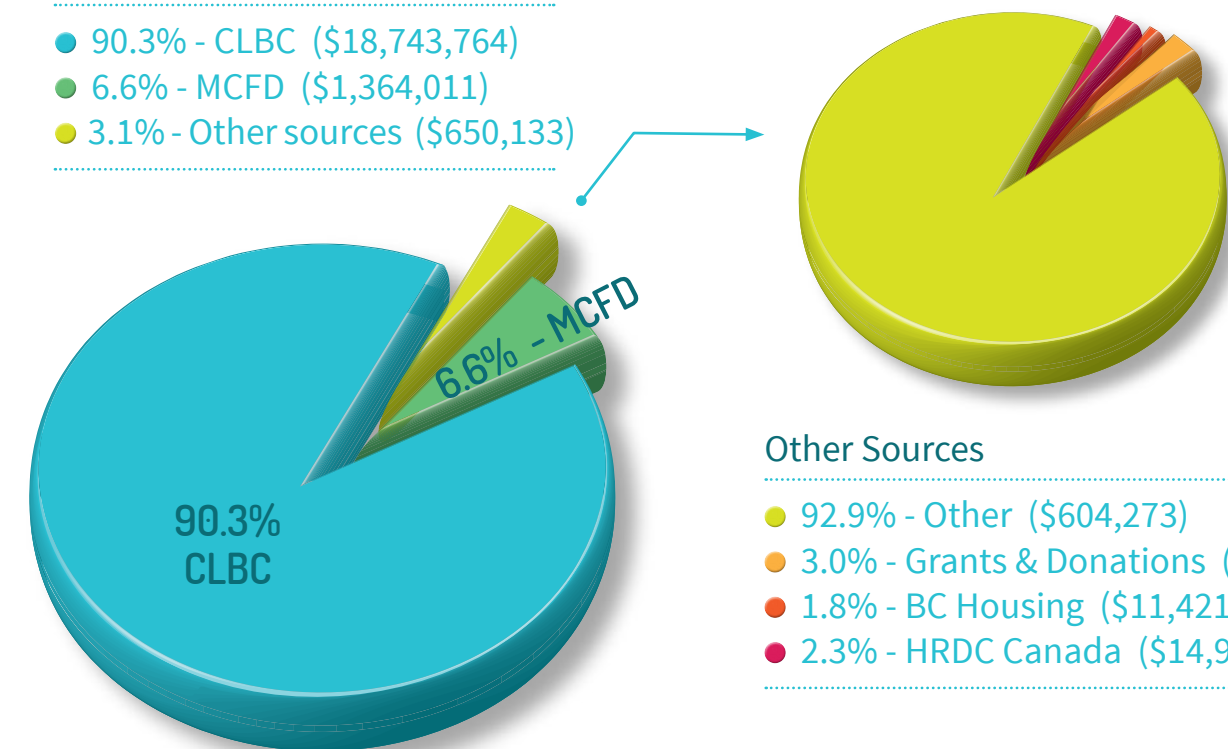
Financial Overview

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 2019 - 2020:

Main Breakdown

- 90.3% - CLBC (\$18,743,764)
- 6.6% - MCFD (\$1,364,011)
- 3.1% - Other sources (\$650,133)



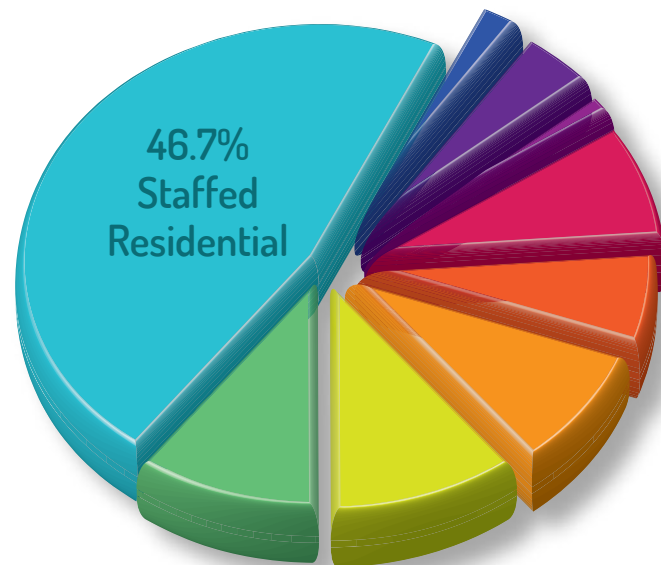
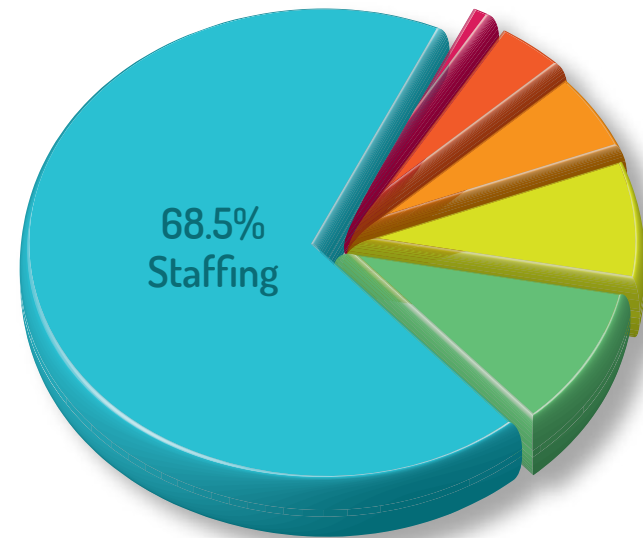
Other Sources

- 92.9% - Other (\$604,273)
- 3.0% - Grants & Donations (\$19,467)
- 1.8% - BC Housing (\$11,421)
- 2.3% - HRDC Canada (\$14,972)

How we used our funding in 2019-2020:

From an **ADMINISTRATIVE** perspective

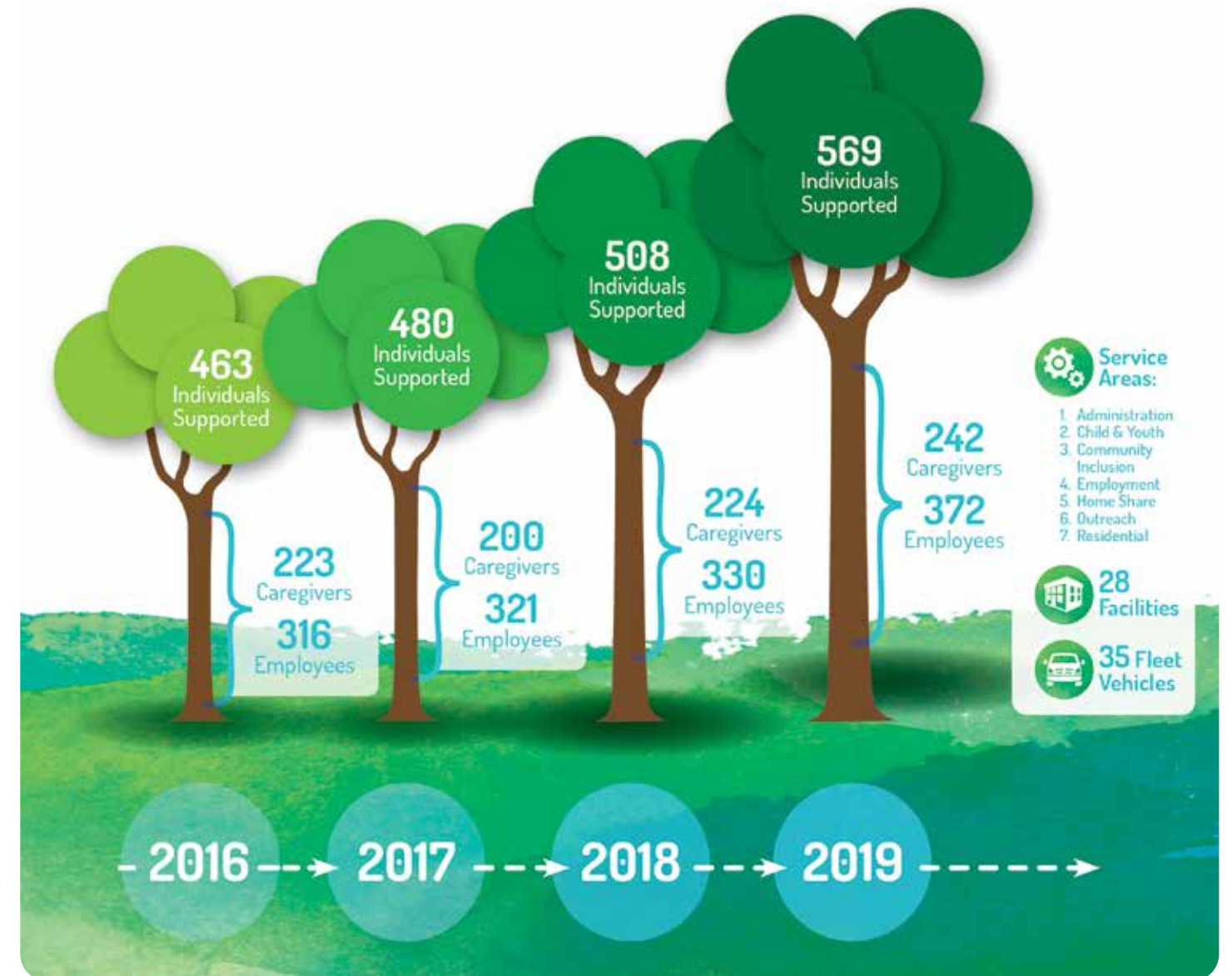
- 68.5% - Staffing (\$14,293,846)
- 10.6% - Contracts (\$2,203,539)
(Homeshare & Respite)
- 8.9% - Administration (\$1,849,251)
- 6.1% - Program Expenses (\$1,271,118)
- 4.5% - Mortgages & Facility Costs (\$938,840)
- 1.4% - Capital (\$296,783)



From a **SERVICES** perspective

- 46.7% - Staffed Residential (\$9,746,273)
- 10.3% - Homeshare (\$2,150,654)
- 10.7% - Community Inclusion (\$2,232,116)
- 8.9% - Administration (\$1,849,251)
- 6.6% - Employment (\$1,374,082)
- 8.2% - Outreach (\$1,712,072)
- 1.9% - Host Agency (\$392,503)
- 4.4% - Children's Services (\$908,071)
- 2.3% - Respite (\$488,356)

CSSL 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. S. Clarkson
Mr. C. Green
Mrs. I. Hancock
Ms. S. Kelso
Mrs. K. Kerr
Ms. L. Macarie
Ms. C. Morin
Ms. M. Pedersen
Mrs M. Reimer
Ms. B. Sorenson
Ms. D. White
Ms. D. Winter
CSCL Employee
Contributions
– Anonymous Donors

Service Groups/ Agencies

ASCU (Chelsea)
Adesa Vancouver
Chilliwack Foundation
Knights of Columbus
Chwk Council #3478

Businesses

1st Choice Mobility
Products
89.5 The Drive
A & W
AJ Pumps & Water
Treatment
All Things Being Eco
Artisan Framing

Bathe Enterprises
Bell Mobility
Best Buy
Big O Tire
Big Red Fire Protection
Bozzini's
Britton Boyz
Casa Leta Suites
Chadsey House
Chances Chilliwack
Cheam Mountain Golf
Course
Chiefs Development
Group
Chilliwack Carpet One
Floor & Home
Chilliwack Golf &
Country Club
Chilliwack Gravel Sales

Chilliwack Sports
Medicine Clinic
Circle Square Donut
City of Chilliwack
– Fire Dept
Clancy's Meat Company
(Chilliwack)
Cottonwood 4 Cinema
Creekside Home Decor
Dairy Queen (Vedder)
Dave's Potter
D'cardos Mechanical
Decades Coffee Club Inc
Décor West
Dickens Sweets &
British Museum
Down 2 Earth Land
& Lawn
Dr. Isabelle Chenail Inc
Dr. Rozorgi, Artistic
Dental Ceramic
Eaton Land
Surveying Ltd
European Day Spa
First Choice Hair Cutters
Fix Auto
Fortins Home Hardware
Fraser Valley Roofing

Fraser Valley Tireland
Galaxy Cineplex
Grand Pappy's Furniture
Greek Islands
Restaurant
Hipwell
Hofstede's Country
Barn
Home Depot
Homelife Reality
– L. Thompson
Homer's Restaurant
J. Adams & Sons Ltd
JulieAnne's Art &
Custom Framing
Little Caesars Pizza
(Southgate)
Little Kickers
Lock's Prescription
Pharmacy
London Drugs
M. Dickey & Sons Ltd
Magnolia Clothing
Boutique
Manning Park
Mark's Work Wearhouse
Mike's Computer Shop
Mtn. View Harley

Davidson
OK Tire
Optimum Sport
Performance & Health
Centre
Pam Dysktra
Photography
Partylite
– Lana Wakelam
Payton & Buckle
Pet Smart
Pharmasave Health
Centre #207
Prism Studio
Prospera Credit Union
Rainbow Greenhouses
Rendezvous Restaurant
Rona 139 Chilliwack
Royal Canadian
Superstore
Sapphire Creative
Sardis Health Foods
Shandhar Hut
Starbucks
– Keith Wilson Rd
Sidewinder Conversion
Southgate Vacuum
The Rehab Shop

The Royal Kombucha
Brew House
The Scruffy Tail
The UPS Store
(Southgate)
ThermalTech
Refrigeration Ltd
Triple Play Pub
Tropicana – Chwk
Unger Window & Door
Ltd
Unika

Valley Cycle Locksmith
Vancity Credit Union
Voila Lash Lounge
Wagner Appliances
Waterstone Law Group
Wild Cat Grill
Wilmada Place
Windsor Plywood
Winks
Yale Sushi

Toronto Maple Leafs Alumni Hockey Event Sponsors

Platinum Sponsor –
89.5 The Drive

Silver Sponsor –
Sapphire Creative

Bronze Sponsors
– Major League 2
– FV Tireland

– Royal LePage
Wheeler
Cheam Realty
– Coast Spas Lifestyles
– Silver Creek
Travel Centre
– Chilliwack Oral
Facial and
Implant Surgery
Friends of CSCL
– Calvin Rempel & the
Roadside Attractions

– Cheam Sports
– Chilliwack Coliseum
– CSCL Chilly Wackers
– HUB International
Insurance Brokers
– Khronos Security
– Jason Kasper
– M. Brent Tolmie
– Molson Coors
– Mt. Cheam Lions

– Mountain Spring
Water
– REC Excellence
– Sardis Senior
Secondary Drumline
– Steve Saccomano
– Tiara Hospitality
– Tom DeGroot
– Willie Babcock
of Babcock
Construction

The Maple Leafs Alumni team and the CSCL Chilly Wackers - Feb 2020



Hockey Event Sponsors continued...

Media Partners

- 89.5 The Drive
- What's On TV



Chilly Wacker Jim Heaton steals the puck from Nik Antropov



Julie Unger dropping the puck with Rick Vaive and Jeff Gilbank

Inclusive Employer Spotlight



Geen enjoying the game



The Local Harvest owners, Helen and Dan Oostenbrink, with Julie Unger

CSCL was proud to sponsor the Chilliwack Chamber of Commerce “Inclusive Employer Award” at the 2019 Business Excellence Awards held on January 18th, 2020. Employers Dan & Helen Oostenbrink of the Local Harvest Market were this year’s winners, recognized for their inclusive hiring practices. CSCL is pleased to partner with local businesses to support the ongoing hiring of people with diverse abilities.

CSCLeers Showing Gratitude & Enjoying Connection...

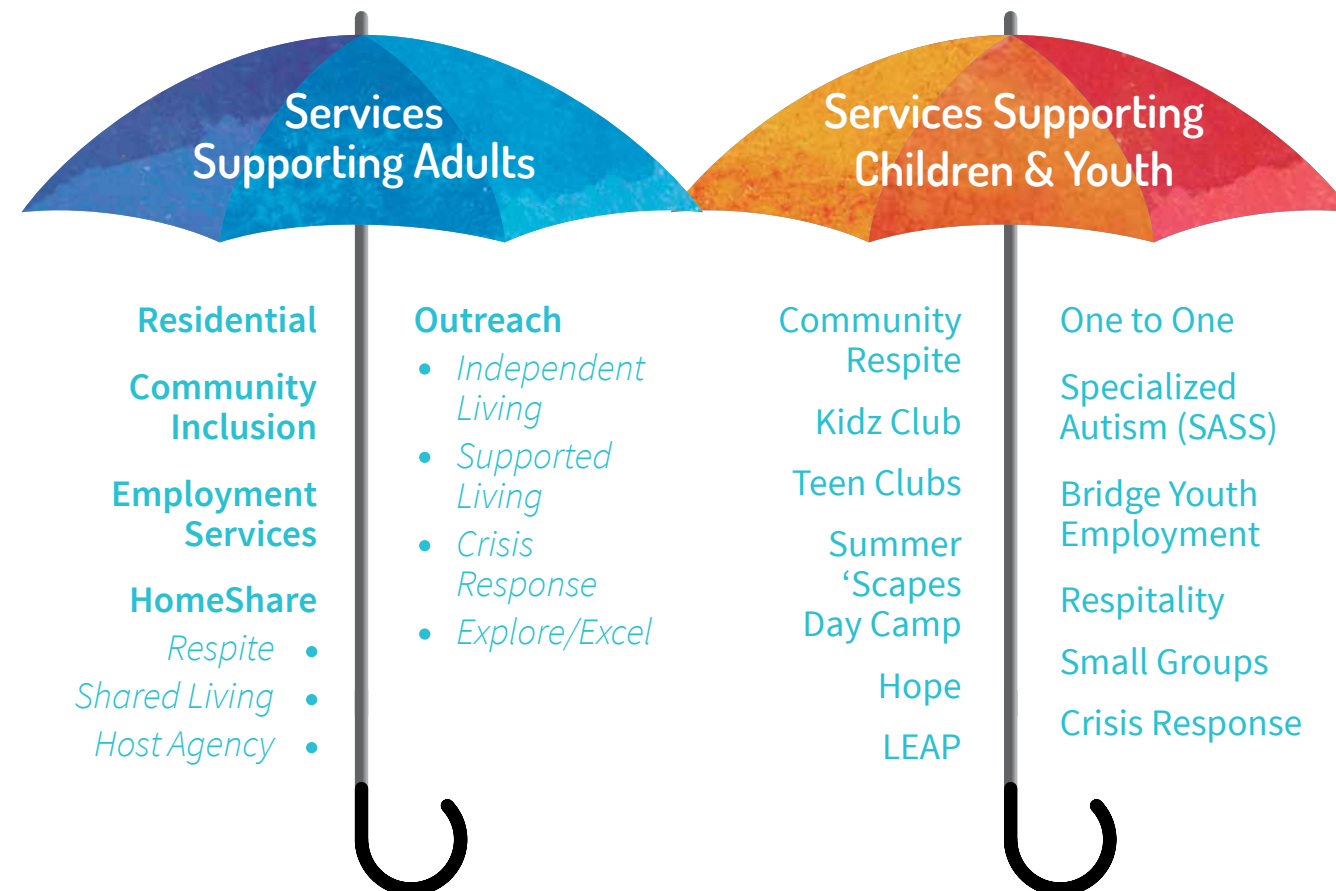


Programs & Services

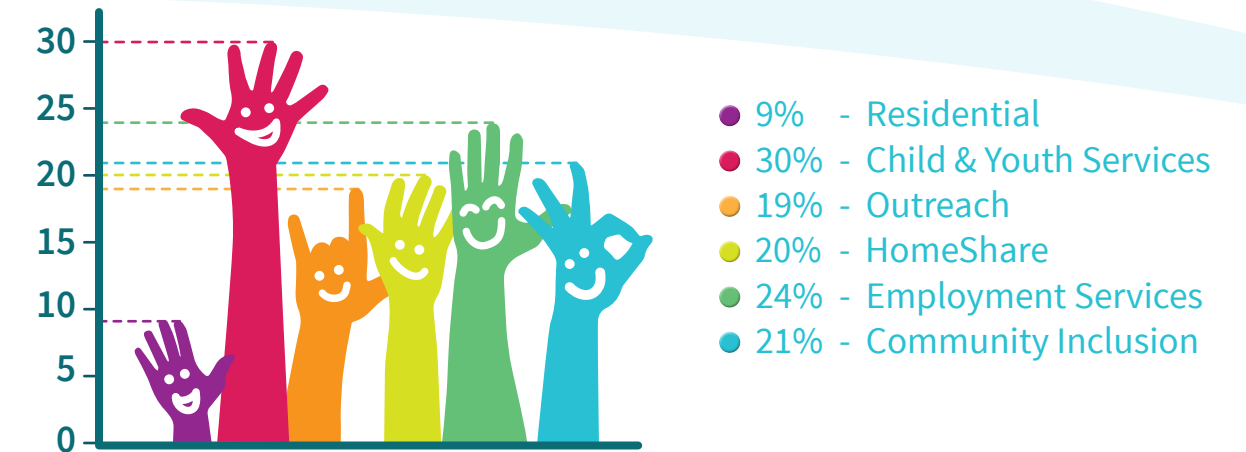
CSSL supports hundreds of individuals in the community, each matched to one or more services or supports that promotes their unique abilities and interests.

Following are our services and community demographics, as of March 31, 2020:

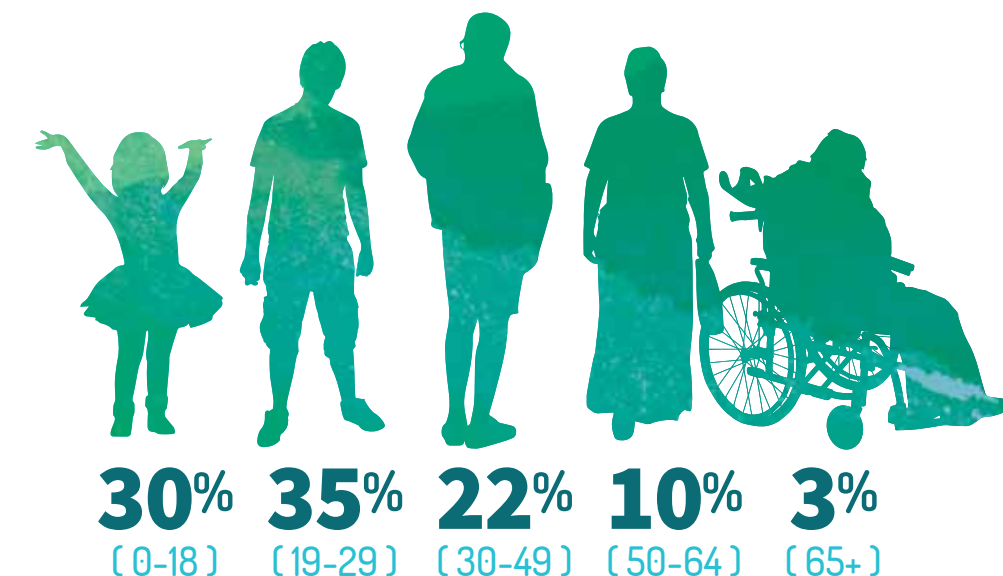
Our services include:



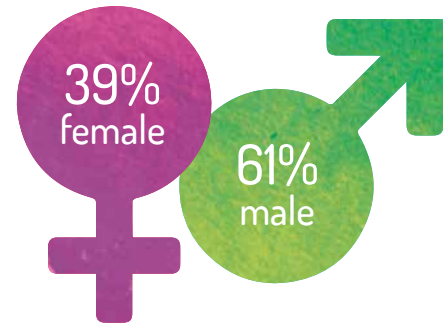
Demand on the service areas we offer:



Demographics of the individuals using our services:



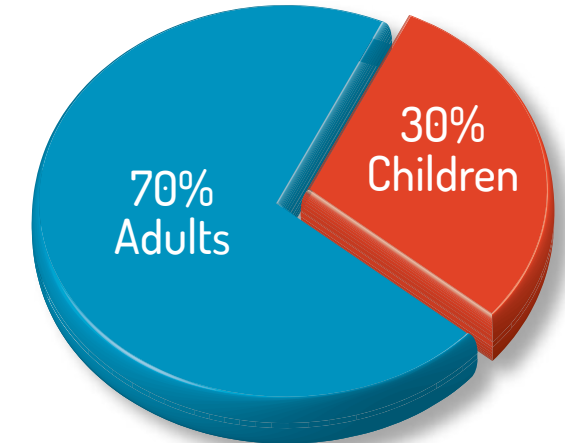
We currently support
569 individuals!



Brody letting the Christmas spirit go to his head!



CSCLers enjoying a Wellness Wednesday Walk for NAOSH Week



401 Adults &
168 Children

We serve communities in:

Columbia Valley Cultus Lake Yarrow Greendale Sardis Chilliwack Rosedale Deroche Agassiz Harrison Hope Sunshine Valley



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:



Children and youth with disabilities are best cared for in a nurturing family environment. CSCL provides supports to families so that they can achieve this.



Social Capital Stories

CSCL has continued with the Social Capital video series, started in 2018, with the aim of highlighting success stories and showing what social capital can look like. CSCL partnered with local videographers to develop the videos. The completed videos continue to be posted on the CSCL website, cscl.org, and social media sites. Here are some recent stories:

The Vanmar House Ice Cream Social:

The ladies at CSCL's Vanmar House enjoyed meeting neighbours they might not have met otherwise, at an "Ice Cream Social" event held in the neighbourhood park.

This video is available on CSCL's website at cscl.org/social-capital



Jill preparing for the event with a neighbour

Tracy and Jodi at the event



CSCL cheers on the runners at the marathon

Building Social Capital at The Chilliwack Marathon:

This year's Revel Marathon in Chilliwack saw 40 people from the CSCL community come out to volunteer, building their social connections as they did so.

This video is available on CSCL's website at cscl.org/social-capital



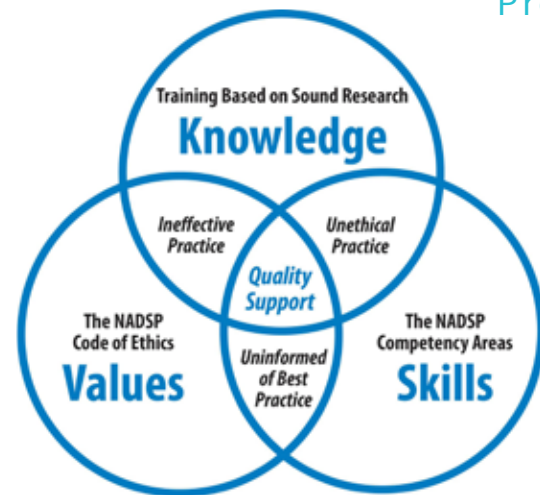
Anjili and Shanon from the cheer squad

NADSP & CSCL

The NADSP's (National Alliance for Direct Support Professionals) mission is to elevate the status of Direct Support Professionals, DSP, (or also known as Community Support Workers, CSW) by improving standards, knowledge, skills and values of DSP's. They aspire for a world where highly qualified and professional DSP's partner with, support and empower people with diverse abilities to lead a life of their own choosing.

In October 2019, CSCL's annual conference, iConnect, focused on validating and recognizing the complexities of the work that all frontline staff do on a daily basis. The Keynote Speaker for CSCL's iConnect 2019 Conference was Joe Macbeth (President and CEO of the NADSP). He shared his own personal stories about

being a Direct Support Professional and he



How Quality Happens...NADSP

NADSP Executive Director, Joe MacBeth, presenting at the iConnect Conference



shared the vision and mission of the NADSP and the need to professionalize the field of Community Support Workers. Joe focused his topic on the NADSP's 15 Core Competencies that each employee should strive to be excellent in. From this, CSCL heard some amazing stories, shared by CSCL employees that addressed the 15 Core Competencies of the NADSP.



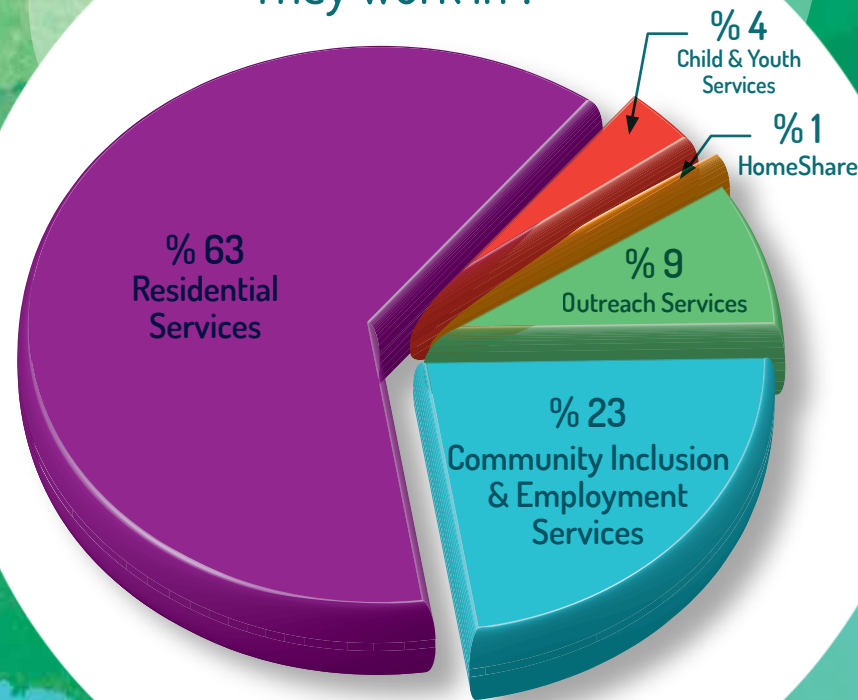
CSCL employees at CSCL's iConnect Conference

In addition, CSCL's Manager & Leadership Team, spent a ½ day with John Raffaele (NADSP's Director of Education Services) and focused on the NADSP's 9 Code of Ethics that each employee should strive to be excellent in ("Do What is Right; EVEN When Nobody is Watching").

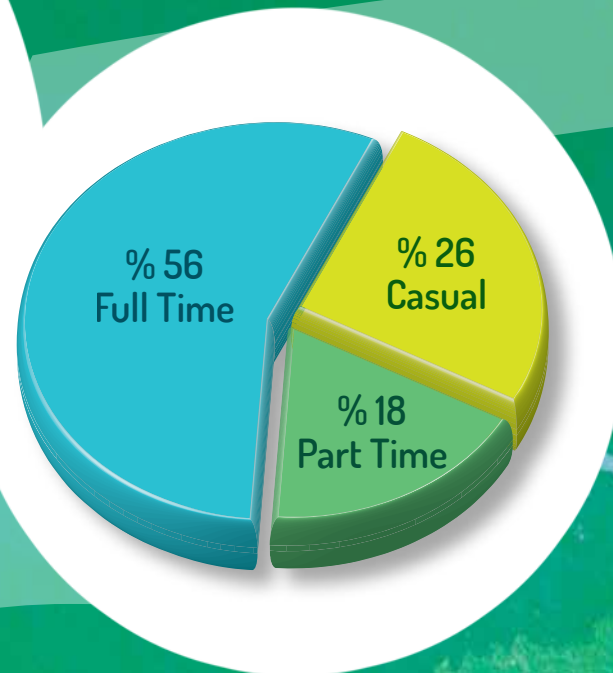
As a result of the iConnect Conference and the amazing speakers from the NADSP, Joe Macbeth & John Raffaele, CSCL has become a Member of the NADSP, has formed an internal NADSP Working Group that is focusing on implementing many of the NADSP's practices as a way to support staff, provide continuing education for staff and to ensure continuous quality improvement as an organization.

As of December 31, 2019
**CSSL currently employs
 372 staff!**

They work in*:



*Excluding administration and leadership



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

Who We Are

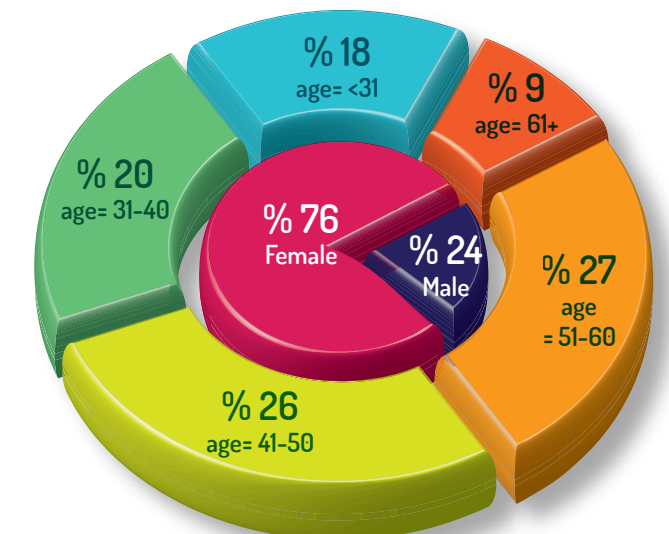
The Chilliwack Society for Community Living is committed to developing strategies to recruit and retain the best possible, qualified staff so that we can continue to deliver high quality services to the community.

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.

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

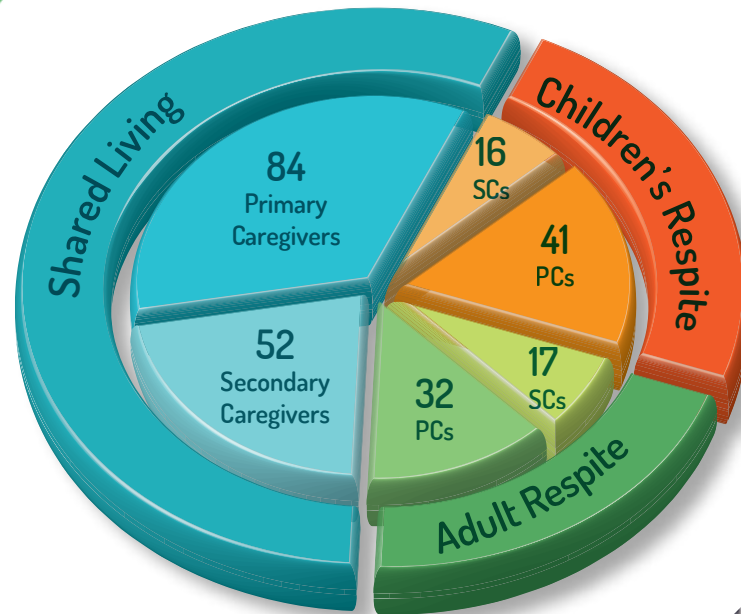
With staffing being the largest area of expense for the Society, we make following through on our human resources strategies a priority. Our HR team conducts thorough, annual evaluations covering topics such as Recruitment & Retention, Performance Planning, Training & Development, and Labour Relations. 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:
 (December 31, 2019)



CSSL currently has
242 contracted caregivers!

Of our 242
contracted caregivers:



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



Beyond our staff is a community of caregivers

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

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

Do you know what it means to be a caregiver with 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



Caregiver Spotlight



Shared living caregiver family - The Lums

The Lums have been CSCL caregivers since October 2019. They excel in creating social capital, working with support networks and family, and being responsive to individual's needs. They are strong positive advocates for the person they support and what is best for her. When it comes to supporting family relationships, developing social capital, and supporting personal development, the Lums positively shine!

Photo Contest Winner

Congratulations to Lori and Erika for winning the Grand Prize in CSCL's 2019 Photo Contest "What Does Social Capital Look Like To You?".

Lori submitted the photo with help from her support workers at Southlands.

The photo captures Lori (right) visiting one of her favourite places, sharing a smile with one of her favourite people, Erika, who works there. Lori wanted to thank Erika for "always making me feel welcome."



CSCL Board Members



Our Leaders

Board of Directors

Tori Long - *President*
Glen Slingerland - *1st Vice President*
Al Niemann - *2nd Vice President*
Jeremy Johnson - *Secretary/Treasurer*
Sarah Bried - *Director*
Josh Hall - *Director*

Lori Hockin - *Director*
Ben Honeyman - *Director*
Jacqueline McGregor - *Director*
Mike Robinson - *Director*
Samantha Tolmie - *Director*

Management Staff

Julie Unger - *Executive Director*
Brenda Alexander - *Director of 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 Community Inclusion Services*
Mary-Lee Tondreau - *Associate Director of Shared Living Services*

Service Managers

HomeShare Services

Dan Celella - Shared Living
Danielle Cross - Shared Living
Christine Toop - Shared Living
Kayleen Dyck - Shared Living
Stephen Peters - Adult Community Respite

Outreach Services

Nicola Ackerman - Explore / Excel
Jennifer Kennedy - Independent / Supported Living

Residential Services

Craig Yendall - Positive Behaviour Supports Coordinator
Jesse Lang - Alexander/McNaught
Rene Atkinson - Carleton Place/Bordas Place
Carolyn Leadbeater - Chadsey House/Lear
Wanda Dartnell - Jasper
Ellen Peters - Southlands/Wilmada
Nicole Sydor - Gillette Place
Kami Edwards - Hipwell/Vanmar House

Community Inclusion & Employment Services

Aleksandra Paleczek (Acting Manager) - Vedder/Early Risers/RISE
Michelle Heyes - ACE/Britton/WAVE
Natalie Smith-Klassen - REV/Oasis



Pink Shirt Day at CSCL

Child & Youth Services

Karen Singerland - Children's
Community Respite & BRIDGE
Danielle Marcotte - Children's
Programs

Administration Team

Nilofar Badihi - Finance Assistant
Audrey Baker - Administrative Assistant, CYS
Anna-Jean Beute - Human Resources Administrative Assistant
Shaaron Enright - Admin Coordinator
Bonnie McAvoy - Administrative Assistant, Shared Living
Julie Orobko - Payroll Administrator
Diane Pinder - Receptionist
Jordan Schmidt - Human Resources Assistant
Shauna Svekla - Recruitment and Retention Specialist
Wendy Rykiss - 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
Jake Kouwenhoven
- Community Inclusion Services
Clara Polysou - Chadsey & Lear
Cristina Stanciu - Alexander



Ashley, Nicola, Michelle, Shelby, Natalie, and Mary-Lee

I Am Always With You

*I am always with you
When I am gone, release me, let me go.
I have so many things to see and do,
You mustn't tie yourself to me with too many tears,
But be thankful we had so many good years.
I gave you my love, and you can only guess
How much you've given me in happiness.
I thank you for the love that you have shown,
But now it is time I traveled on alone.
So grieve for me a while, if grieve you must
Then let your grief be comforted by trust
That it is only for a while that we must part,
So treasure the memories within your heart.
I won't be far away for life goes on.
And if you need me, call and I will come.
Though you can 't see or touch me, I will be near
And if you listen with your heart, you'll hear
All my love around you soft and clear
And then, when you come this way alone,
I'll greet you with a smile and a "Welcome Home".*

~
Author Unknown

In Memoriam

Eric Burkard





Chilliwack Society
for Community Living
— est. 1954 —

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