



*A Community that Welcomes  
and Includes Everyone*



**Annual Report 2021**

April 2020 - March 2021

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*The profound importance of inclusion & connection has been felt by all this past year.*

*Kay and Lori enjoy a strong friendship and support each other through tough times.*



## *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 Inclusion Canada, 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 Chilliwack Downtown Business Improvement Association, and the BC Non-Profit Housing Association.

CSCL is proud to partner with these and 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,

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



self-advocates, members of the local business community and other interested community members.

CSCLO 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 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.



*Ashely proudly shows off her dream catcher*

## *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

While preparing to write this Board report I reread what I had written last September. I was full of optimism that by now we would be well on our way back to some semblance of how we used to do the business of CSCL. This still isn't possible, but hopefully next year we will be able to gather again to celebrate another year of accomplishments. We will continue to do what is necessary to keep everyone as safe as possible.

I would again, on behalf of the Board, like to thank all the employees at CSCL for their dedication, caring and flexibility during this past year. We had our first Zoom Annual General Meeting in September (2020) which went smoothly, but, I would say, that it may have been the fastest AGM in the history of the



*Tahlia, Gabriel and Jade are being kind, calm and safe*

**I can rest easy knowing how this organization cares for the individuals it serves and that their needs are at the forefront of all that our employees do.**

in the CARF accreditation survey. The surveyor was very impressed with the organization and had high praise for all we do; evidenced in the final report we received, confirming another three-year certification. We have held our monthly Board meetings via Zoom since last April, and are all looking forward to the time when we can meet in person again.

As a family member of an individual that receives services from CSCL, I can rest easy knowing how this organization cares for the individuals it serves and that their needs are at the forefront of all that our employees do.

I would like to thank my fellow Board Members for all that they have done to help the organization get its work done this past year. It has been an honour to serve on the Board with such dedicated people. May the next year bring us back to some form of normalcy.

**Tori Smith**  
*Board President*  
*Chilliwack Society for Community Living*

organization. In October and November we held strategic planning evenings via Zoom with the Board and the Leadership Team. I believe we have a clear idea of where CSCL is headed for the next few years. A few Board Members participated





We remain grateful for the tireless work of our teams to keep everyone as safe as possible.

Mahalia and Simiran are just two of the friendly faces making Summer Camp fun for all!!



## Executive Director's Report

*"Finding gratitude and appreciation is key to resilience. People who take the time to list things they are grateful for are happier and healthier."*  
~ Sheryl Sandberg

April 1st, 2020 to March 31st, 2021: "A year to remember, a year like no other, extraordinary and unprecedented"; phrases and words we've heard describing the year we've come through and the pandemic we are still living in. While it indeed has been difficult and filled with new challenges, the resounding theme has been gratitude! How grateful I am for the extraordinary people who make up our service teams: Direct Support Professionals, Senior Support Workers and Managers, Leadership Team Members, Admin, Finance and Human Resource Professionals, contracted care providers and of course our volunteer Board of Directors. How grateful we all are that most of the individuals we support and most of our teams have been able to evade contracting COVID-19. While we mourn the loss of an individual served by CSCL, and several family members, we remain grateful for the tireless work of our teams to keep everyone as safe as possible.

Throughout this report you will see evidence of the continued growth and evolution of CSCL with the addition of new services and the development of a new Strategic Plan. The Board of Directors met (virtually, over

**While it indeed has been a difficult year filled with new challenges, the resounding theme has been gratitude!**



Zoom) with the Leadership Team for several evenings in October and November, to review services, revise our “big picture” goals, and establish priorities for the coming few years. Intentionally, the Board decided to shorten the outlook of this plan, considering the current worldwide pandemic. The 2021-2023 strategic plan continues to address the following five areas:

- **INDIVIDUAL SERVICES:** Individuals supported by CSCL will experience belonging in our community with full participation and choice
- **EMPLOYEE LEARNING & ENGAGEMENT:** CSCL has a highly qualified, driven and professional workforce that partners with, and empowers people with diverse abilities to lead a life of their choosing
- **FINANCES:** Strong, growing funding infrastructure for financial and operational sustainability
- **INTERNAL BUSINESS PROCESSES:** We have internal processes that fulfill our growing mandate
- **COMMUNITY CONNECTIONS:** CSCL has purposeful engagement with our community to build meaningful connections

#### INDIVIDUAL SERVICES:

Finding ways to connect to our community during a pandemic has certainly presented a challenge, and yet individuals and their support professionals have been creative and inventive. One individual painted rocks with hopeful



*Janie is happy to be flexing her green thumb*

and inspiring messages and placed them around her neighbourhood. The men living at Chadsey House decided that 2021 would be the year of giving back: volunteering for Chilliwack Bowls of Hope to pick up bread and groceries for the Feed the Kids program, delivering Valentine’s cards for every senior living at Heritage Village, baking St. Patrick’s Day cookies for the Chilliwack Fire Department and making Easter Baskets for the BC Ambulance Service. Similar examples of volunteerism and community contribution from around CSCL demonstrate the value that individuals bring to our community, and the reciprocity of relationships. Our Social Capital

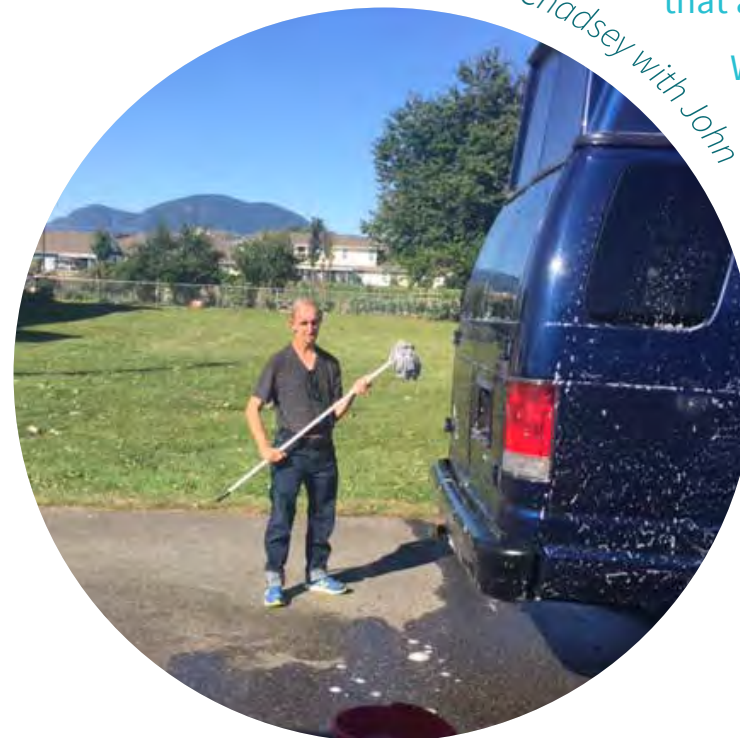
## Examples of volunteerism and community contribution from around CSCL demonstrate the value that individuals bring to our community.

promotion has continued with creating a new short, educational video that addresses the importance of human connection for all of us.

We have continued our investment in the development of Positive Behaviour Supports, or as we’re coming to understand this more, “behavioural health”. Ongoing work in this area will support the goal of building relevant skills and teaching to empower individuals (through transitions, to communicate, and enhanced coping). Continued work to measure social capital activities is underway and will support our understanding of how efforts can be directed to increasing individuals’ community participation and belonging.

#### EMPLOYEE LEARNING & ENGAGEMENT:

The previous Strategic plan identified recognition as an ‘employer of choice’ as a primary goal. Having achieved



*Van washing at Chadsey with John*





Scott and Rebecca contributing to the Salvation Army Food Drive

that consistently every year now, since 2017, through the National Non-Profit Employer of Choice awards, CSCL is working to maintain this certification for future years as a means to support ongoing employee recruitment and retention. Included in our new strategic plan are goals to increase qualification and professionalism across our teams.

These objectives will be achieved through investment in employee development and learning; utilizing our in-house Core Training series as well as Relias (web-based, available anytime training platform). Additional work to implement a tiered certification for front line employees has been pursued with the NADSP (National Alliance for Direct Support Professionals) E-Badge Academy. CSCL is currently working with our employees' union to ensure the program is rolled out in a way that is fair, transparent and accessible to any employee, while addressing our core employee development goals.

A desire to be responsive to employee needs, creating an environment where they can be engaged with individuals and services, prompted us to undertake a study into racism, diversity and inclusion at CSCL. Responding to issues of racism in our world, we wanted to know our employees' experience at CSCL, and ensure that our commitment to inclusion was not just being paid lip-service. We learned the harsh reality that employees at CSCL have experienced racism and that we have work to do individually and as an organization to build cultural

## Responding to issues of racism in our world, we wanted to know our employees' experience at CSCL, and ensure that our commitment to inclusion was not just being paid lip-service

promote gratitude, mindfulness, and happiness. We are grateful for this group's dedication to finding and sharing resources that add value to our employees' work and personal lives.

### FINANCES:

The challenges of delivering services during a worldwide pandemic were not limited to just the frontline experience. Changes to service models, increased cleaning & sanitizing supplies, personal protective equipment (PPE) additional sourcing and vendors, new funding/service access options for families, emergency fund payments for caregivers, pandemic pay for employees, establishing new services, and new financial reporting requirements all contributed to increased work for our Finance Team. All revenue continues to be well stewarded at CSCL, ensuring accountability and transparent processes.



Sean from REV Service sharing some kind words

safety for everyone. This work will be undertaken in the coming year, beginning with the creation of a Diversity and Inclusion Committee.

Our Wellness Committee has contributed to employee and organizational health over the past year – creating challenges and awareness campaigns to



## Even with the limitations of the pandemic, CSCL continues to participate via virtual meetings with community groups.

(The property planning and development work was put on hold during the past year as we responded to the imminent needs.)

Additionally, developing high financial intelligence that empowers good decision making (regular and timely reporting) have been identified as priorities. I am grateful to Meeghen and her team for their strong financial management that allows the organization to continue quality service delivery.

### INTERNAL BUSINESS PROCESSES:

CSCL continually examines its processes and practices to ensure they are serving the goals of the organization. We never want to be a slave to our systems, they need to serve us and make sense. As technology changes, and options increase, it's important for us to be reviewing and exploring ways to improve efficiency and ensure maximum energy is directed to service delivery with just the required amount of reporting ("paperwork", "computer time"). That said, with increased accountability requirements to funders and accreditors, CSCL

Creating a funding model that is diverse and growing; accessing grants and support for non-government services, is a goal of the new strategic plan, together with ongoing work towards a comprehensive property development plan.



Corey showing off his own custom artwork hoodie to Dan

is constantly seeking to address this balance. Strategic plan goals for the coming two years include refining our service delivery information systems, so they are accurate, connected to funding and contract management. Further development of our Human Resource Information System will be undertaken with the implementation of a new payroll system (will include exploration of additional HRIS and employee scheduling capabilities). This past year has shown us the value of being able to deliver services through a virtual format (web-based, Zoom, Facetime, etc.) and we will work to discover how we might maintain some of this practice for those individuals who prefer this model of service-delivery. We will continue to invest in our leadership by committee structure, centre of excellence goals with an eye to continuous quality improvement.

### COMMUNITY CONNECTIONS:

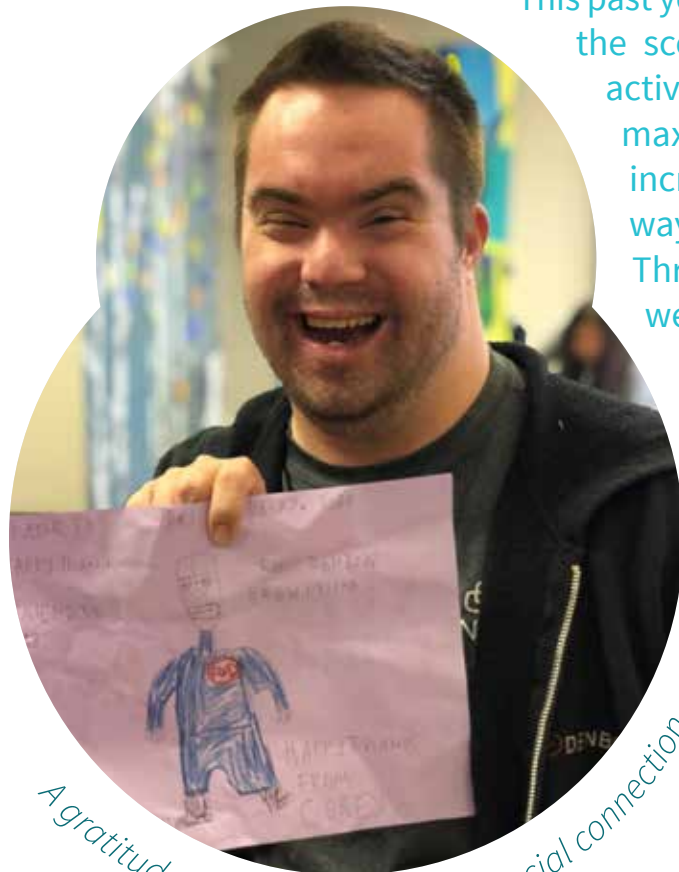
CSCL's mission of working "in partnership with community" continues to be fulfilled as we focus on our interface with community groups (as an organization, and facilitated for individuals we support). Even with the limitations of the pandemic, CSCL continues to participate via virtual meetings with Chilliwack Child & Youth Committee, Chilliwack Healthier Community, Chamber of Commerce, Rotary and Rotary at Work project, Foodbanks Canada, Food Mesh, The Chilliwack Food Council (Food Hub), Poverty Reduction Task Team, Chilliwack Transportation Innovations, Chilliwack Learning Society and the Financial Literacy Committee. As we begin a new strategic plan we will continue to focus on participation in community groups and clubs. The Board is also asking us to increase recognition in community (branding, community events, signature events) and carry on with the development of relationships with key organizations including RCMP, CGH, City of Chilliwack and other service providers. We also acknowledge



the significance of positive working relationships with our funding partners: Community Living British Columbia (CLBC), Ministry of Children & Family Development (MCFD), and a new funding partner this past year for residential services for a child, Fraser Valley Aboriginal Child & Family Services Society (FVACFSS or Xyolhemeylh).

**Through all of these changes in the past year we have seen the resiliency of individuals, employees and our collective resilience as an organization.**

This past year has been one we couldn't have predicted; the scope of the impact and the restriction on activities, the altering of services to ensure maximum supports with reduced numbers, increased health and safety measures, new ways of being and delivering supports. Through all of these changes in the past year we have seen the resiliency of individuals, employees and our collective resilience as an organization; we can be proud of all that has been accomplished in spite of the pandemic. We are grateful for our dedicated employees, showing up each day to provide supports in the face of uncertainties and changing directives. We are grateful for caregivers (respite and shared living) who provided safe homes for individuals even with reduced supports. We are grateful for our funders in demonstrating their desire to partner with



A gratitude card by Corey brings social connection

us through the challenges and not create additional barriers. We are grateful to our community – fundraising support, and options for essential workers to access their businesses. We are grateful for individuals and their families, again for their continued gracious and trusting responses to the changes we were required to make.

We look forward to a post-pandemic world, where we can resume some of the activities we've been missing and more importantly, connect with the people we've been missing! For now, we respond with gratitude that the situation wasn't worse for us (we know it could have been), and gratitude for the commitment and support of the many, many people involved in delivering quality, individualized services at CSCL.

Respectfully submitted,

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





# Be Kind, Be Calm, Be Safe

CSCL initiated this recognition to acknowledge the extraordinary work being carried out by employees on a daily basis during the COVID-19 Pandemic. Adopting Dr. Bonnie Henry's now iconic phrase, we wanted to recognize employees who demonstrate these characteristics: Being Kind, Being Calm and Being Safe.

Since November of 2020 CSCL'ers have been nominating their co-workers and providing beautiful examples of how they are providing exemplary support to individuals and their teams during this challenging time. Each month the Leadership Team (Pandemic Influenza Team) selects one of the nominees to receive a certificate, letter for their personnel file and a gift selected especially for them.

On behalf of everyone at CSCL we thank our employees for showing up every day to do great work and for continuing to "Be Kind, Be Calm, and Be Safe".



*Congratulations to Anna Maria (top right), Angeline (bottom left) and all the other winners for being kind, calm and safe!*

Be Kind, Be Calm,  
Be Safe award winners:

November 2020  
- Sheena Davidson

December 2020  
- Anna-Maria Keiner

January 2021  
- Carolyn Leadbeater

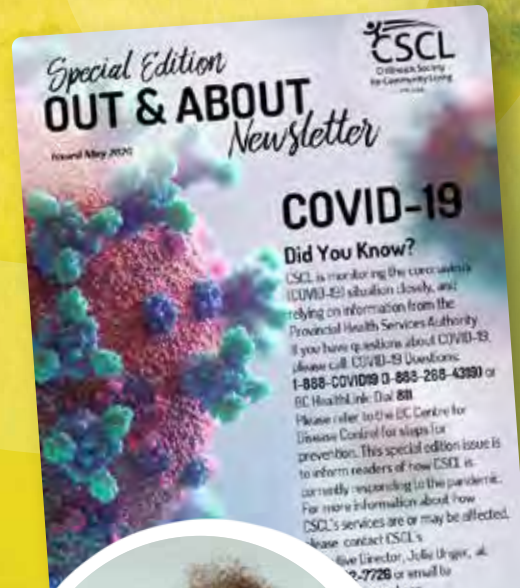
February 2021  
- Angeline Woodfield

March 2021  
- Richelle Marino





# CSCL's Pandemic Response

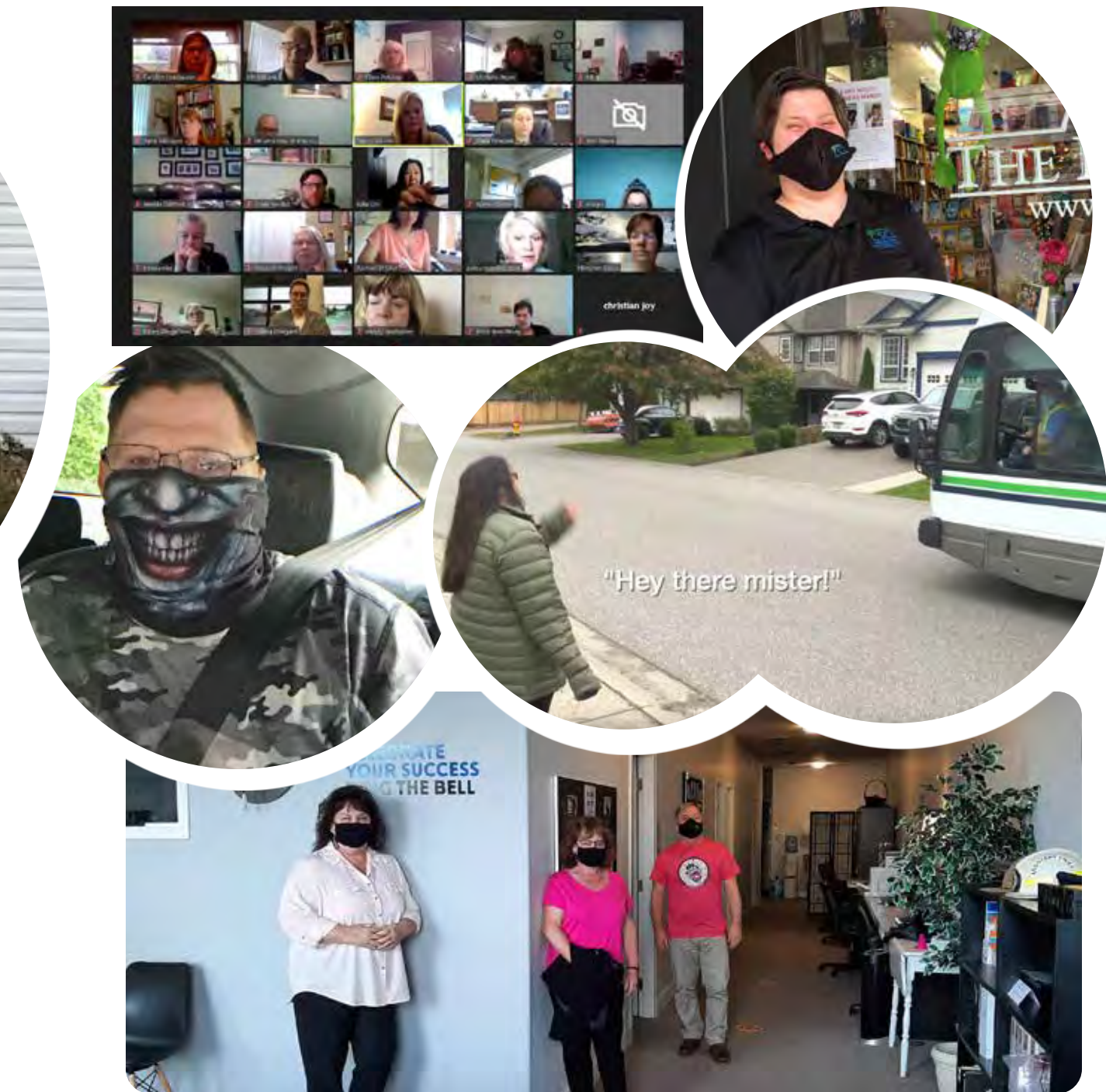


From the very start of the pandemic, more than a year ago, CSCLers have made us so proud of the community our organization serves. As communications were sent out to help inform about the situation and reinforce public health authority messages, our community stepped up and took in stride the new strategies and health and safety measures that had become necessary. Beyond these though, there were so many examples of compassion, caring, and creativity that shone through.

Here is how our community does a pandemic:









# Centre of Excellence

We strive 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 - CSCL became a member of the Rick Hansen Foundation Professional Network. The Accessibility Professional Network is a membership network created to bring together accessibility professionals, accessibility consultants, experts in the built environment, students

passionate about access and anyone interested in creating a Canada that's accessible for all.

Communication - CSCL's Communication Committee is developing more visual representation of its data and history, including a Timeline on the cscl.org website. Use of video messaging from the Executive Director was added to weekly ShareVision updates during the pandemic.

Emergency Preparedness - Evolution of our Pandemic Team, and an updated Emergency Response Plan, including the new Coronavirus Exposure Control Plan. Development of standardized isolation kits for responding to potential exposure and outbreaks; creating standardized emergency response kits for any scenario.

Employee Recognition - Implemented a new monthly, peer nominated award to recognize employees who demonstrate and support the pandemic response protocols: "Be Kind Be Calm Be Safe Award".

Employee Training - All CSCL employees connected to the Relias Training platform, with ability to participate in hundreds of training modules; self-paced, as well as training plans assigned by manager or organization.

Transportation - Driver's Training: Implemented a pre-trip inspection training for employees who transport individuals in their personal (and CSCL owned vehicles) that only require a class 5 drivers license; access to professional driving instruction to obtain Class 4 licenses.

Medication Administration - Established a system to ensure monthly consultation with Pharmacist. Building additional training modules into our online Med administration portal, and work to expand Health point ICertify training to caregivers.

Sunshine Community Garden - Established Bee hives and owl housing at the Sunshine Community Garden. The success of the garden is evidenced in its expansion and very long waitlist.



Health & Safety Equipment – Addition of AEDs for a number of CSCL’s service and administration sites.

Social Capital Video - Produced video highlighting the importance of connection, and the understanding most of society now has (due to the pandemic) about the pain of being isolated: “Once isolation is no longer a thing, let’s make sure it’s no longer a thing for everyone”.

Social Capital Mentors & Community Connectors - A group of Social Capital Mentors & community connectors meet regularly to share ideas and support other services towards increased relationships with community members.

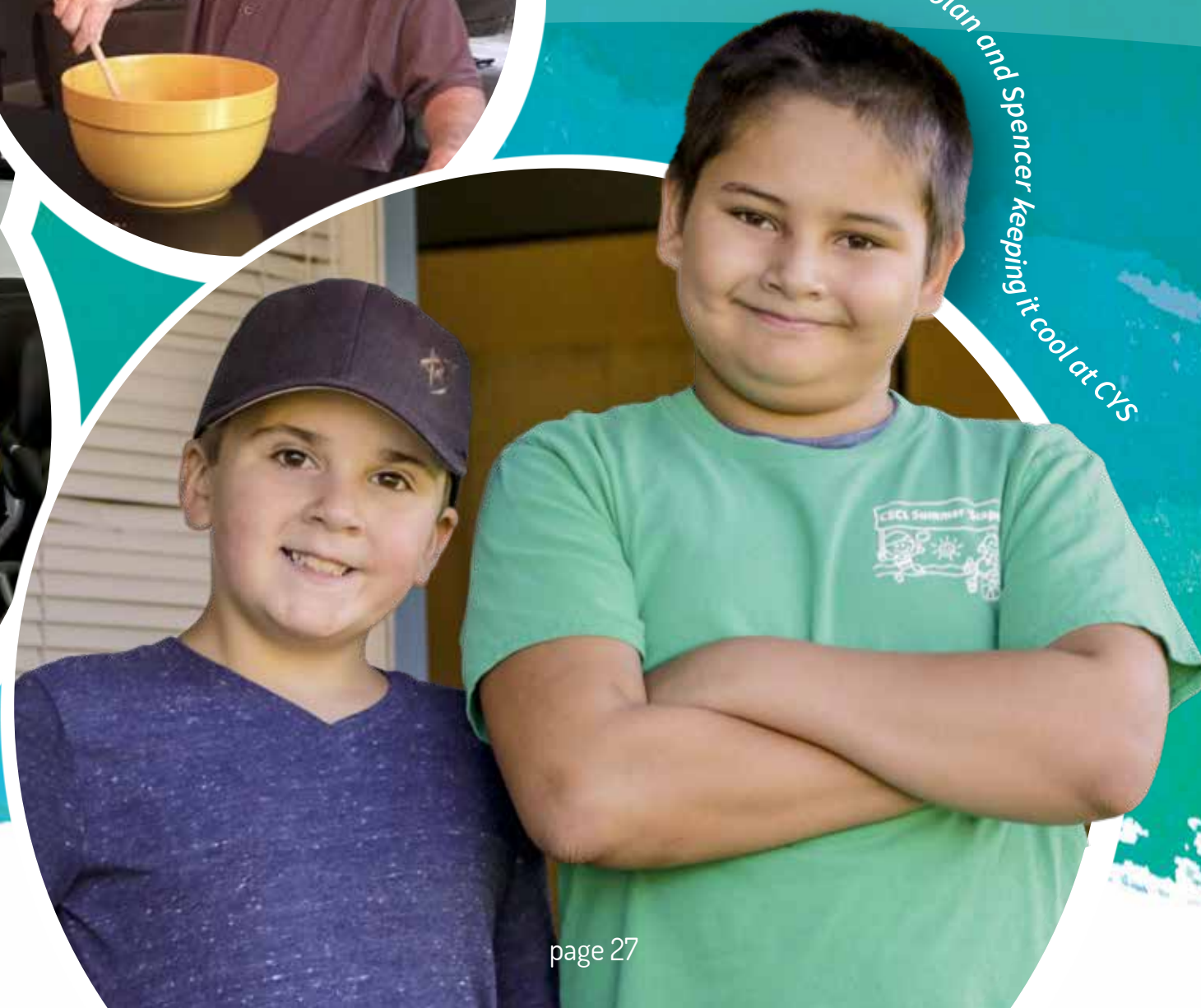
PBS Capacity - CSCL formalized the role of the Positive Behaviour Supports Coordinator, providing mentorship and individual-specific training to service teams. Completed a review of recording practices, including an inventory of all forms, to determine frequency of use, how forms are being used and evaluate against what is required and relevant for measurable outcomes. Adapt existing and developed new forms as needed.

Individual Rights - Produced a new video highlighting individual rights!

*Michelle's goal of going to Disneyland has been postponed, so she decided to make some magic of her own!"*



*Roger is cooking up some treats!*



*Nolan and Spencer keeping it cool at CYS*



# Financial Overview

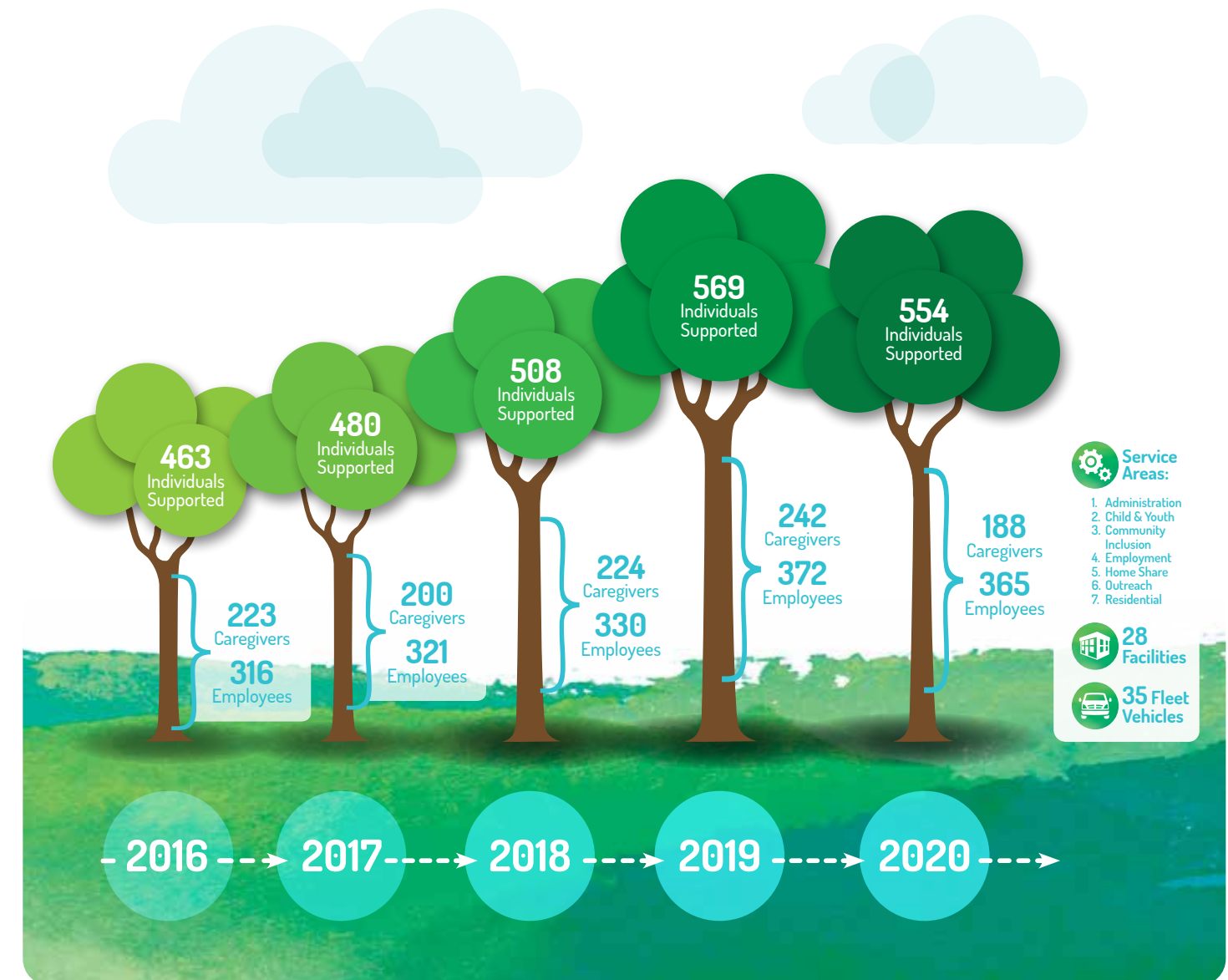
We are grateful for the ongoing support and financial commitment from Community Living British Columbia (CLBC) and the Ministry of Children & Family Development (MCFD). These two agencies provide the majority of the funding that allows us to provide our services and programs. In addition, the Government of Canada through Employment and Social Development Canada (ESDC) has consistently made funds available in the form of the Canada Summer Jobs program. This allows CSCL to hire students for term-certain projects and extra services over the summer months; this has been a particular benefit to our Child & Youth Services. CSCL engaged with a new funding partner in the past year to provide residential services to aboriginal children/youth; the Fraser Valley Aboriginal Child and Family Services Society (FVACFSS).

With the support of these funders we are able to successfully meet the needs of the many children, youth and adults with developmental disabilities in our community.

(Please see the insert for a breakdown of funding in 2020-2021, or visit our website for the audited financial statements).



# CSCL 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. C. Buckingham  
Mrs. F. Doyscher  
Ms. T. Herrmann  
Ms. E. Kabash  
Mr. & Mrs. J.C. Kerr  
Mr. M. Lach  
Ms. L. Macarie  
Mr. & Mrs. N. Mazuren  
Mr. & Mrs. J. McConaghy  
Mr. M. Merth

Mr. & Mrs. D. Reimer  
Ms. A. Salter  
Ms. M. Sargent  
Mr. J. Shields  
Mr. & Mrs. W. Thiessen  
Mr. G. Titerle  
Ms. D. Warrington  
Mr. N. Zhu  
CSCL Employee  
Contributions  
– Anonymous Donors

## Service Groups /Agencies

Chilliwack Foundation  
Knights of Columbus  
Chilliwack Council #3478

## Businesses

D. Wolff General Contracting  
Fidelity Investments



CSCL's Executive Director, Julie Unger, took part in a 'Giving Tuesday' video produced by the Chilliwack Chamber of Commerce. The video, which was shared widely on social media, featured local charities sharing what donations they're in need of over the 2020 holiday season.



*Darlene pieces together a pretty picture*



*Brian and a fine feathered friend enjoying a kind, calm moment with each other*


*Rest In Peace, Brian*



# - Rotary at Work - Inclusive Employers

CSCL has participated with the “Rotary at Work” initiative since 2012, hosting annual “Inclusive Employer Recognition” events since 2014. This past year, while we couldn’t gather in our typical way, our Supported Employment Team, together with “Rotary at Work” found ways to bring attention to and thank the many inclusive employers in Chilliwack.

*A newspaper ad thanking inclusive employers*






## Rotary at Work

Chilliwack Society For Community Living would like to recognize the following employers who have hired employees with disabilities in our community. Hiring people who have disabilities is more than doing the right thing its good for business.

**Inclusive Local Chilliwack Employers receiving certificates this year:**

<b>10 Year</b> Little Kickers Fraser Valley RCMP/District of Chilliwack Starbucks – Yale Rd. The Home Depot	London Drugs Walmart <b>New Employer</b> Fix Auto Freshco Earl's Starbucks – Midtown Shell - Luckakuck, Yale, Eagle Landing Dollartree – Vedder Rd <b>Community Inclusive Employers</b> Amix Steel and Surplus Accelerated Carriers Best Buy BIA Downtown Chilliwack Assoc. Browns Social House Local Harvest Market Walmart Westek Windows and Doors <b>New Hire</b> Concentrix Chilliwack Golf Club	City of Chilliwack Coast Hotel Concentrix Corner Nook Cafe Cottonwood Mall CSCL Cultus Lake Waterpark Decades Denbow Transport Dollartree Earl's E-Cycle Solutions Escape Trailers Salvation Army Thrift Store Save On Foods Fix Auto Fraser Valley Meats Freshco G. Tuft Farms Gala Dairy Galaxy Cinemas Grand Pappy's Hofstede's Country Barn Ivor Forest Products Little Kickers Fraser Valley Local Harvest Market London Drugs Mad Butcher Meadow Valley Meats	Martin GM Mountain Pacific Mechanical Mr. Mike's Steakhouse Murray Honda Produce Gone Wild Rainbow Greenhouses RCMP/City of Chilliwack Real Canadian Superstore Recreation Excellence Rona Home Centre Rona Home Centre - Hope Salvation Army (Kettles) Salvation Army Thrift Store Save On Foods Shell - Luckakuck, Yale, Eagle Landing Sport Chek Starbucks – Edwards Starbucks – Garrison Starbucks – Midtown Starbucks – Yale Rd The Home Depot Tim Hortons – Hope Townsend Park Concession Triton Truck & Trailer Walmart Westek Windows and Doors Winners Work N Play Clothing
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Starbucks (Yale Rd) and the Home Depot were among those recognized for reaching 10 year milestones!



Fix Auto was among those recognised as a new Inclusive Employer



## CSCLeers from the Supported Employment Service...





# Social Capital Connections

**“Once isolation is no longer a ‘thing’, let’s make sure it’s no longer a ‘thing’ for EVERYONE!”**

CSCL’s commitment to Social Capital development continued through the pandemic. Recognizing that isolation and loneliness were now shared experiences with a larger segment of society, we wanted to highlight the human need for social connection. CSCL created a short video to promote connections, using the common experience of the pandemic.

**See the video on our website: [www.cscl.org/social-capital](http://www.cscl.org/social-capital)**



# Kiara's Story

**We'd like you to meet Kiara:**

Kiara is a kind, generous, helpful, and smart 23 year-old who is involved with CSCL's Early Risers group and Shared Living service.

Kiara lives with Prader-Willi Syndrome, and wanted to use her voice to help educate others about this condition. CSCL helped her produce a video about this, which can be found on CSCL's youtube channel.

We are so proud to have Kiara as part of our community, and she serves as a great example of what can be achieved by people from all walks of life, when inclusion and connection is extended to all.



*Behind the scenes of Kiara's video shoot*

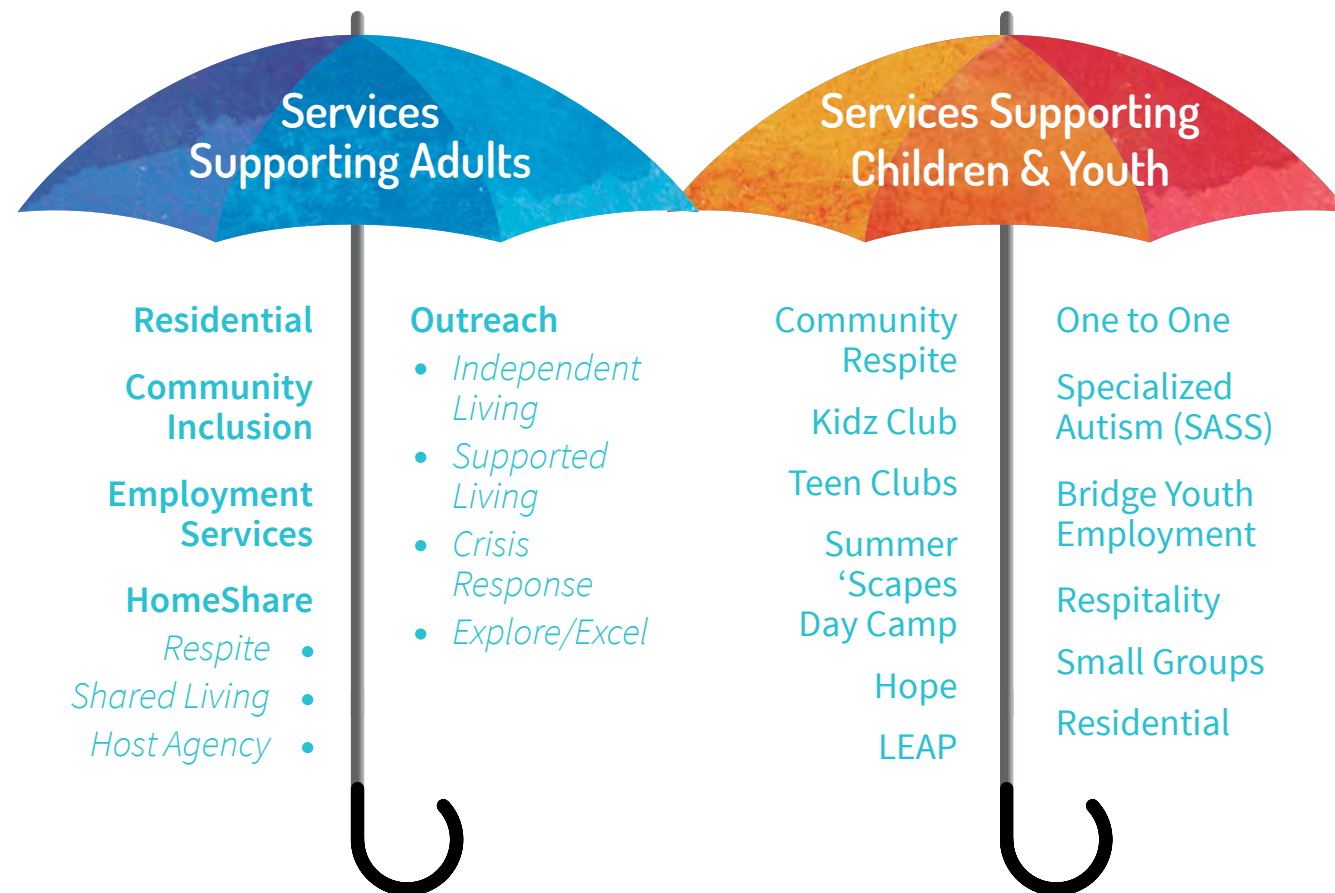


# Programs & Services

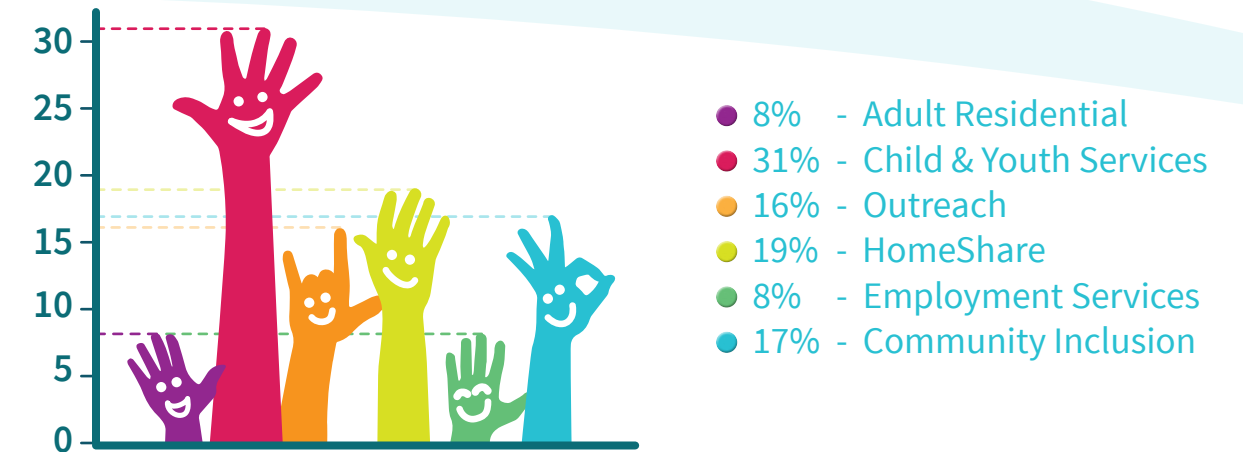
CSSL supports hundreds of individuals in the community, each matched to one or more services or supports that promotes their unique abilities and interests.

Following are our services and community demographics, as of March 31, 2021:

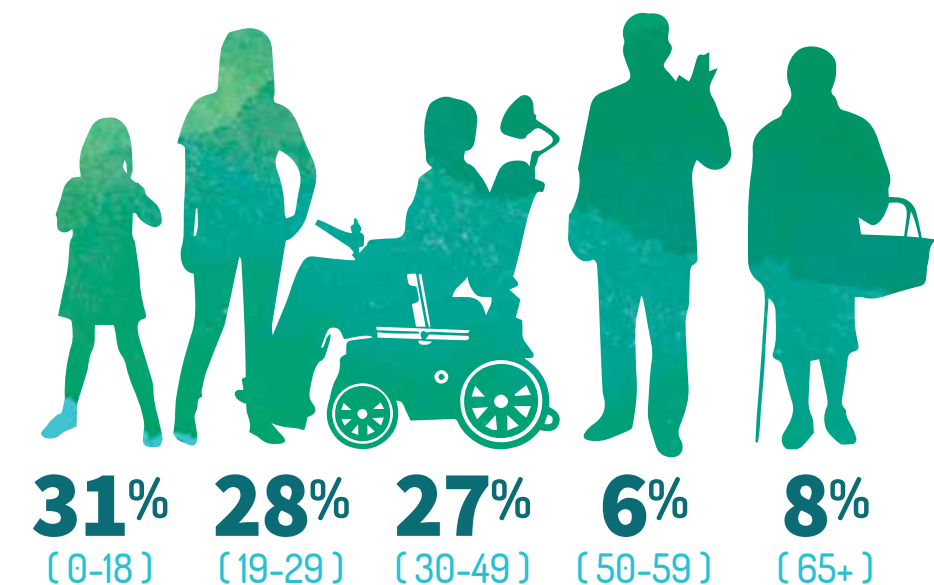
## Our services include:



## Demand on the service areas we offer:

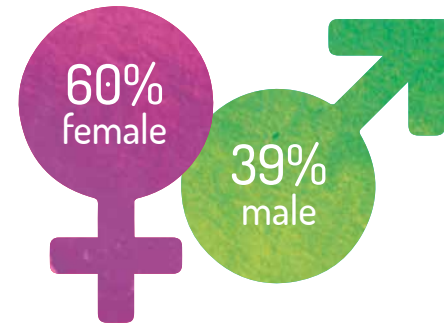


## Demographics of the individuals using our services:





We currently support  
**554** individuals!



1% not specific / prefer not to say

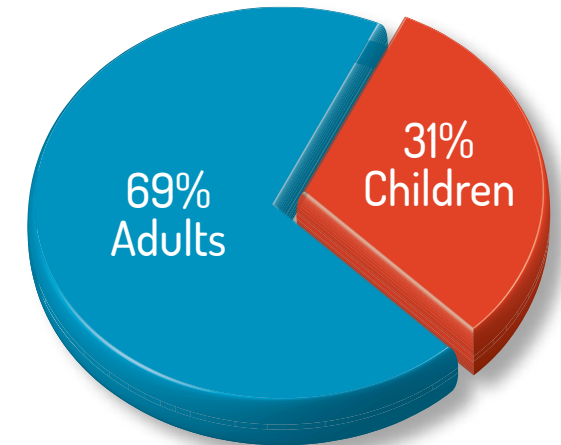
Bob takes a stroll through our diverse community



Bob takes a stroll through our diverse community



The crew from Oasis and REV celebrate Pink Shirt Day



**382** Adults &  
**172** 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.**



*Some families enjoy respite at the SureStay Hotel*





# Individual Rights



All human beings are born free and equal in dignity and rights; but only when the many shapes of personhood are recognized will justice and human rights be possible.

CSCL believes in a community that welcomes and includes everyone; and supports the universal rights we all share.

The Individual Rights video has been a project in the making for nearly two years. Working closely with representative individuals, CSCL employees and our videographer, the team scripted, acted in, and produced a video “by individuals for individuals”. The message is clear, all people are born free and equal in dignity and rights. Thank you to Katie, Sarah, Kiara, Shawn, Irene and everyone else who participated in the creation of this video!

**See the video on our website: [www.cscl.org/about-us/individual-rights](http://www.cscl.org/about-us/individual-rights)**

Hear what members of the CSCL Community have to say about Individual Rights:

## Choice



**Everyone has the right to...**

- ... have opportunities to learn
- ... have opportunities to work
- ... make choices about things that are important to them
- ... meaningful relationships
- ... practice the religion of their choice, or not at all
- ... schedule their own time
- ... vote

## Dignity & Respect



**Everyone has the right to...**

- ... be heard
- ... be treated with respect
- ... have things explained in a way that they can understand
- ... know your rights
- ... speak for themselves
- ... the support that they need

## Privacy



**Everyone has the right to...**

- ... decide who gets information about them
- ... have their personal information kept private
- ... know what is being written about them
- ... privacy
- ... privacy of the body

## Community



**Everyone has the right to...**

- ... attend self-advocate meetings
- ... be included in the community
- ... good medical care
- ... live in a safe place

## Personal & Individual



**Everyone has the right to...**

- ... celebrate their cultural values
- ... communicate in their own way
- ... have fun in their day



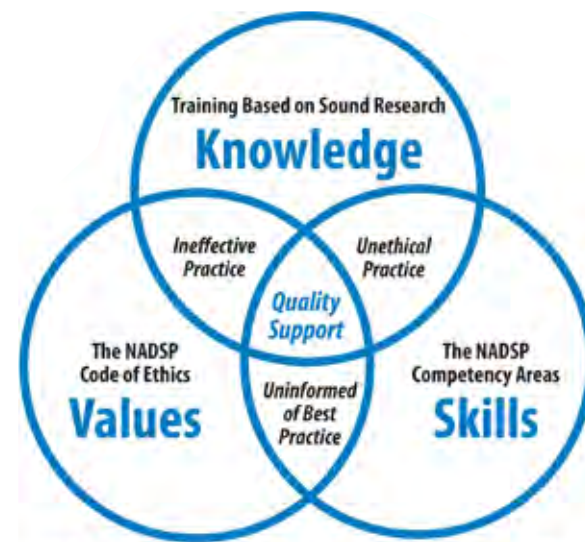
# NADSP & CSCL

CSCL has adopted the NADSP's (National Alliance for Direct Support Professionals) Code of Ethics and Competencies; with the goal of improving standards, knowledge, skills and values of CSCL's support professionals. Our in-progress work includes:

- Code of Ethics Policy Revision
- Job Descriptions updated
- Performance Appraisal updated
- CSCL representation on the inaugural NADSP Advisory Council (Arlene Hebig is 1 of 2 Canadians selected for the 12 member council)
- Professional Development through the NADSP E-Badge Academy



Arlene Hebig - NADSP Advisory Council Member



How Quality Happens...NADSP

# Relias Training Program

In January of 2020, CSCL began the phased implementation of the Relias online training platform; an investment in ongoing employee development. Managers and leadership had the first opportunity to take advantage of the site, with all employees gaining access as of March 1st. The timing couldn't have been better as we found ourselves in the middle of a worldwide pandemic two short weeks later. With hundreds of training modules to choose from on a wide variety of topics, CSCL was able to quickly create a customized COVID-19 training plan for all CSCL employees to complete (Standard Precautions, Use of Personal Protective Equipment, Preparing for a Pandemic Influenza, Infection Control and Influenza Prevention).

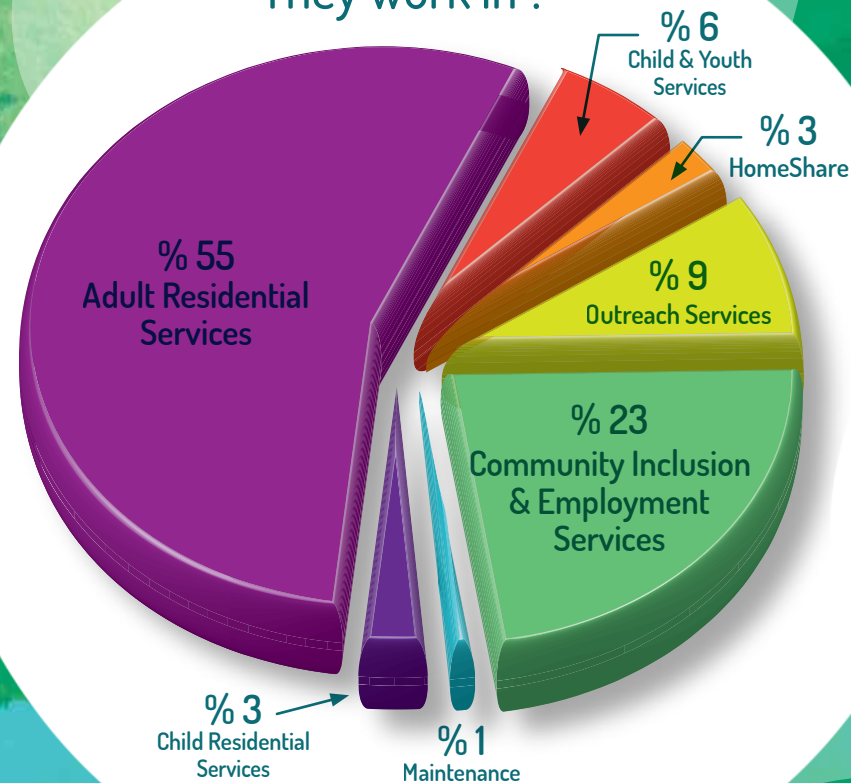
Throughout 2020, CSCL created additional training plans for employees to complete; covering other health and safety topics, and service and individual-specific Training Plans. During 2020, a total of 4,538 training modules were completed by CSCL employees.



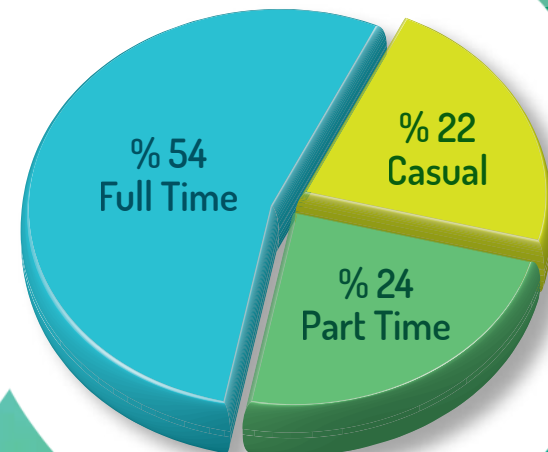


As of December 31, 2020  
 CSCL currently employs  
**340** staff!

They work in\*:



\*Excluding administration and leadership



Our employees enjoy multiple award programs and, when we're not in a pandemic, organized wellness activities and regular social events.

## Who We Are

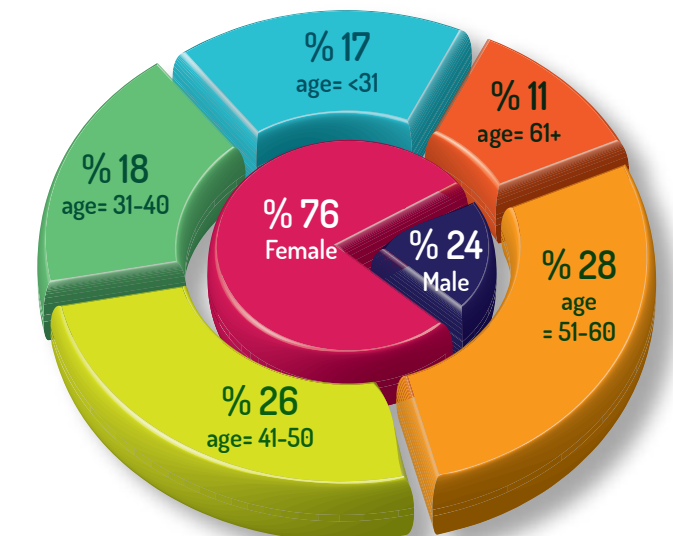
The Chilliwack Society for Community Living is committed to developing strategies to recruit and retain the best possible, qualified staff so that we can continue to deliver high quality services to the community.

**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.

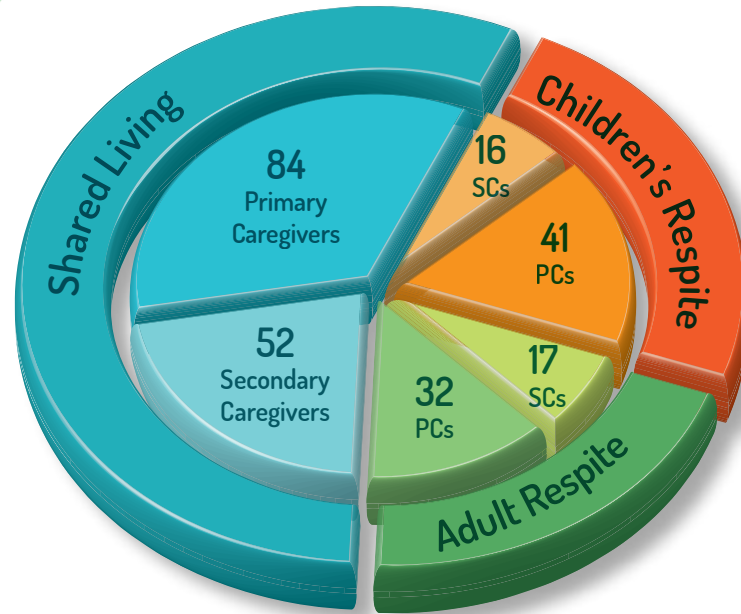
With staffing being the largest area of expense for the Society, we make following through on our human resources strategies a priority. Our HR team conducts thorough, annual evaluations covering topics such as Recruitment & Retention, Performance Planning, Training & Development, and Labour Relations. 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, 2020)





Of our 242  
contracted caregivers:



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

CSSL currently has  
**242** contracted  
caregivers!

Love is being close to those you love



## Beyond our staff is a community of caregivers

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

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

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

You have compassion and empathy  
for your fellow citizens

You embrace our mission, vision & values

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

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

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

Contact us if you are interested!

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





# Caregiver Spotlight



*Carina receiving a CARE Award in recognition of her exceptional service!*

Carina Kereliuk has been a CSCL caregiver since November 2018. She is very creative, innovative and works hard to include the individuals in her family and home. The individuals also have a strong relationship with Carina's extended family. She takes a person-centred approach and focuses on supporting individuals to achieve the goals they have set for themselves.

# Photo Contest Winner

Congratulations to Nicole and her team from Jasper for winning the Grand Prize in CSCL's 2020 Photo Contest "How Are You Being Kind, Calm and Safe?".

Nicole and the team from Jasper along with her roommate Paul, started painting rocks to pass time together during the initial health order restrictions in March 2020. They switched from painting ladybugs and bees to painting Dr. Bonnie Henry's message onto rocks and hiding them in their neighbourhood.

To this day, the neighbours don't know who left the rocks.





## Our zooming Leadership Team



Julie showing off CSCL's FCSSBC Award



Board member Sarah Bried taking in some fresh, outdoor vistas

# Our Leaders

## Board of Directors

Tori Smith (Long) - President  
 Al Niemann - 1st Vice President  
 Bill Turnbull - 2nd Vice President  
 Jeremy Johnson - Secretary/Treasurer  
 Sarah Bried - Director  
 Josh Hall - Director

Ben Honeyman - Director  
 Jacqueline MacGregor - Director  
 Mike Robinson - Director  
 Glen Slingerland - Director  
 Samantha Tolmie - Director

## Leadership Team

Julie Unger - Executive Director  
 Brenda Alexander - Director of Services  
 Currently Vacant - 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

Danielle Cross - Shared Living  
Kayleen Dyck - Shared Living  
Christine Toop - 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 - Covid-19, CARF, Sharevision Support  
Nicole Howard (Acting Manager) - 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

Dan Calella - Vedder/Early Risers/RISE  
Michelle Heyes - ACE/Britton/WAVE  
Natalie Smith-Klassen - REV/Oasis

## Child & Youth Services

Karen Singerland - Children's Community Respite & BRIDGE Youth Employment  
Danielle Marcotte - Sapphire/Topaz (Residential Services)  
Aileen Mathews - Child & Youth Services



A Christmas zoom session with the Leadership Team & Service Managers

# Administration Team

Niloufar Badihi - Finance Assistant  
Anna-Jean Beute - Human Resources Administrative Assistant  
Janelle Brouillette - Human Resources Generalist & Benefits  
Shaaron Enright - Admin Coordinator  
Jasmin Gill - Human Resources Generalist  
Jenna Mattie - Administrative Assistant, CYS  
Bonnie McAvoy - Administrative Assistant, Shared Living  
Julie Orobko - Payroll Administrator  
Diane Pinder - Receptionist  
PJ Rajwan - Payroll Administrator  
Shauna Svekla - Recruitment and Retention Specialist  
Harman Tatlay - Junior Accountant

# Senior Support Workers

Caren Davies - Southlands & Wilmada  
Faye Allen (Acting SSW) - Bordas & Carleton  
Ben Gross - Child & Youth Services  
Arlene Hebig - Hipwell & Vanmar  
Jake Kouwenhoven - Community Inclusion Services  
Clara Polysou - Chadsey & Lear  
Cristina Stanciu & Katrina Both (Acting SSW) - Alexander & McNaught  
Josh Worthen (Acting SSW) - Outreach Services  
Gizelle Sobkowski - Supported Employment Services



## As I Look Up To The Skies Above

*As I look up to the skies above,  
The stars stretch endlessly –  
But somehow all those rays of light  
Seem dimmer now to me.  
As I watch the morning sun appear,  
The shadows still don't fade –  
As if the brightest light of all  
Was somehow swept away.*

*Though I see the branches swaying,  
And watch their dancing leaves –  
The echoes carried on the wind  
Don't sound the same to me.  
As I listen to the morning birds  
Sing softly from afar –  
It seems to be a mournful tune  
That echoes in my heart.*

*Another day has come again,  
As time moves surely on –  
But nothing now seems quite the same,  
To know that they are gone.  
The days and weeks and months ahead  
Will never be the same –  
Because a treasure beyond words  
Can never be replaced.*

*The loss cannot be measured now,  
The void cannot be filled –  
And though someday the grief may fade,  
Their mark will live on still.  
For even with my heavy heart,  
I know that I've been blessed  
To have been one who's life they touched  
With warmth so infinite.*

~  
**Author Unknown**

## In Memoriam



Brian Nordal



Lynn Nider



Maggie Arnold



Randy Dikun



Sharon Manlapaz



Tony Vielvoye









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