

Spring 2022 OUT & ABOUT

Community. Connection. Belonging!

Issued April 2022

Newsletter



A Fond Farewell to Gean Plant

Gean has received services from CSCL for many years and begins a new chapter of his life by moving to Salmon Arm! We're going to miss you Gean!

Recovering Reconnecting Rediscovering

Recovering,
Reconnecting,
Rediscovering

Is there anyone who doesn't feel like these past two years have "done a number on us"? Working through so many challenging events at the same time has certainly taken its toll. As we enter the spring and this new season of lessening restrictions, the opportunities for renewal are evident.

Recovering from the pandemic, weather events, staffing shortages, supply-chain and inflation (to name a few) is an ongoing process as the issues and challenges persist. Adapting to a 'new normal', strategizing around recruitment

initiatives, and adjusting budgets are the organizational activities necessary to our collective recovery.

Reconnecting with each other has been life-giving as things "open up"; more in-person supports, training events and meetings; face-to-face conversations and all those intangible relationship ingredients that aren't quite the same over a computer screen. The encouragement and energy that comes from our in-person engagement cannot be undervalued. Our budget planning process has certainly highlighted this as we prioritize discretionary spending for activities and events that

will help us reconnect.

Rediscovering our purpose, our "WHY", individually and as an organization is happening as we reflect on the limitations of the past two years. Many of our team members 'stuck it out', showed up each day, did what was necessary, went above and beyond; their commitment to our mission was so evident month after month. Rediscovering why CSCL is here, our vision for a community that welcomes and includes everyone; who we support and why we provide services is critical to our recovery and our desire to continue to be responsive to needs.

- Julie Unger, Executive Director

RISE Rocks!

Stories from CSCL Services

Hello!

“My name is Kien Chung and I moved from Courtney to Chilliwack almost two years ago. I love Chilliwack and the service I attend, RISE, it ROCKS!. I am a huge hockey fan and in particular the Vancouver Canucks Club. I approached my direct support professional about wanting to get more involved in the community and we arranged a meeting with Hailey from the Chilliwack Chiefs (pictured with Kien).

Hailey gave me a full tour of the Chilliwack Centre arena, even the Chiefs dressing room.

I watched the Chiefs team practice and became excited about the volunteer position Hailey informed me about. I started with Volunteering as an usher at the beginning of the Chiefs season and I met a veteran usher my first shift at the Chiefs game. His name was Art and he took me under his capable and experienced wing and I learned the art of ushering at the game. Recently, I was invited to a Volunteer



Appreciation event and met the whole team. I was acknowledged by Art during the awards ceremony as the best assistant he has ever trained. Art spoke of the time that they were a few volunteers short at one game and he asked if I could assist at the front door. I stated, “SURE!” and Art was very happy with my willingness to be flexible and competent. I am looking forward to the play off season and maybe being offered a paid position next year. Go Chiefs Go!”

Chilliwack People First

Chilliwack People First would like to introduce their new 2022 Executive Officers: President: Matt Y; Vice-President: Ramona H; Secretary: Gerald O; Treasurer: Shawn P. We are very excited that Chilliwack People First is getting back into the community! The next few months will be very busy for our Self-Advocate group. Upcoming events include the Transition Fair on April 20th at UFV from 3pm – 8pm (come chat with us at our table!) and the Inclusion BC conference. A few Self-Advocates will be attending this first in-person conference since 2019 which is being held in Surrey on May 26 – 28. An activity that Chilliwack People First is known for is our fundraisers. We have decided to start the year with a Beef Jerky fundraiser to purchase a new updated banner. Be sure to look for Self-Advocates selling Billy Bob's Jerky around the community. After a lengthy pandemic, we are now able to meet face-to-face as oppose to zoom meetings. We welcome all new members to join our Self-Advocate group! We meet usually on the last Wednesday of every month from 3pm – 5pm at the CSCL Outreach office: #25 – 8635 Young Rd Chilliwack, BC. If you have any questions, our email address is chilliwackpeoplefirst01@gmail.com. We would also like to show appreciation to our Support Workers and staff that have helped us through this pandemic. Thank you!



Bowls of Hope & Outreach

CSCL Outreach had a unique opportunity to connect with Chilliwack Bowls of Hope and participate in their Hands Up! Chilliwack program that provides healthy and affordable meal kits to families and their school aged children. Each Meal Kit comes with all the ingredients, printed recipes, a YouTube instructional video, and feedback forms. Outreach is a goal oriented and life skill service that support individuals to live independently. This program provides individuals with a plethora of opportunities for skill development, time management, meal planning, and budgeting. With the high prices of food items, we see a lot of individuals struggling to eat healthy and on a

budget. The coordinators of Hands Up! Chilliwack have gone the extra mile and have provided recipes that are broken down with the price of each ingredient, the nutritional value, and the total amount each dish would cost. Participants can then potentially remake their favorite meals at a later date. In 2020, we started with 3 – 5 individuals. Now we have 15 individuals and more wanting a chance to participate! We have had to tweak the program as the individuals we support do not fit the Hands Up!

mandate. However, CBOH and CSCL were able to work together to come up with a way that individuals can still take part. We are very thankful to CBOH for bringing this program to fruition and to CSCL leadership for the financial support thus ensuring that CSCL individuals are included within this community program.

Amber (pictured) is helping load up for another delivery



A Sense of Fun!

Many people with autism and other developmental disabilities live with sensory processing differences and benefit from a sensory room.

CSCL's Snoezelen room exists for just this reason –

Snoezelen rooms, or multi-sensory environments offer individuals a safe and enjoyable way to interact with different sensory experiences. Some of the many benefits of a sensory room

include improved self-regulation, improved focus/concentration, socialization, motor skill development, and cognitive development. For the youth who lives at CSCL's Sapphire House, while her team knew she would benefit from a sensory room, when they tried taking her to the Snoezelen room she showed very little interest. The youth needs things to be



create your own
Sensory Room



introduced slowly over time, so scheduling times at the Snoezelen room didn't meet her needs. The youth's team came up with a great idea – they brought the sensory room to her, by creating a unique space in her home.

The space includes a small trampoline, various soft chairs, a wall mounted felt activity board, and a variety of smaller items, as well as a table and chairs to do activities. Staff report the space

encourages play, is a place to call her own, and is a rich learning environment. It has taken the youth some time to get used to having this new space in her home, but she loves it now. She jumps on her trampoline daily, sits on her vibrating ladybug chair, and enjoys playing with caregivers in her room.

Meet The Board

Tori Long



“My views of people with a disability have changed a lot since my son, Mike, was born. Before that, I had little to no interaction with a person with disabilities and I probably didn't view them as individuals with strengths of their own. Since raising Mike, I have learnt to never limit anyone, disability or not, as people will often surprise you. Mike does so often. As an EA I have worked with many different students and I have seen how an inclusive classroom can be a benefit to all the students. I also think we need to look at each student as an individual to make sure that learning environments are meeting all needs. One type of plan doesn't work for all. CSCL has given me a greater understanding of social capital and the benefits it brings to all individuals. I firmly believe in the work that CSCL does in the area.”

Gean Plant

has moved to Salmon Arm but takes with him many great memories of living and working in Chilliwack. He will be greatly missed by friends and coworkers. One of Gean's great passions was his love for hockey. Here he is holding up his Chilliwack Knights jersey that was signed by all his friends.



DIRECT SUPPORT PROFESSIONAL ADVISORY COUNCIL

7

NADSP

WWW.NADSP.ORG/DSPADVISORYCOUNCIL



From NADSP Advisory Member and CSCL Employee, Arlene Hebig:

The NADSP Advisory Council met in February with John Raffaele to begin work on implementing action plans that were developed over the summer. The advisory council was created in 2020 right at the beginning of the COVID pandemic and this has made it challenging, but as we start to move beyond the acute phase of COVID, we look forward to dusting off these plans and implementing creative ideas to raise awareness of the work of direct support professionals do. Through this process we want to engage DSPs by providing you with tools to advocate and be inspired. Over the last two years, I have had the opportunity to build connections with my fellow council members from across North America, participate in NADSP forums speaking to other direct support professionals and learn from some amazing people working in our field. This spring, the NADSP will be asking for DSPs interested in joining the NADSP Advisory Council to submit applications; I encourage you to consider becoming involved.

Staff News!

CSCL is happy to welcome Cindy Sigus to the Child & Youth team as a temporary replacement for the Administrative Assistant position filling in for Jenna Mattie while she is away on maternity leave.

Congratulations to Natalie Smith-Klassen and the Oasis staff and individuals for winning the Health & Safety Award of the Year for 2021!

Be Kind, Be Calm, Be Safe Award Winners are: Wendy Alcock (January); Julie Orobko (February). Pictured below is December's winner, Cristina Stanciu.



Tech Upgrade

CSCL will be experiencing 3 different upgrades to our software technology systems this year starting in May.

The first upgrade will involve a move to hold all our "file" data in Microsoft 365 which will allow employees greater remote access and keep all our email information on Canadian servers. The next upgrade will involve our Payroll software when we move from EZLabor to a product called



Avanti. This upgrade will occur over the summer months. And finally a new version of ShareVision will be introduced in 2023 that will bring more features and tools to employees that will help in our capacity to evidence our work. Look for more news about all these platforms soon.

Social Capital Update

One of the biggest challenges of the pandemic has been finding ways for people to stay connected and to maintain social capital.

CSCL's Goals Report was recently released and offered this story of developing Social Capital in 2021 called "Jamie and the Sunshine Drive Plant Stand".

"Jamie is a super social woman with a passion for the community garden! During the spring of

2021, Jamie helped design a Plant Stand that can be rolled from the REV Service to the end of Sunshine Drive. With the help of some peers and staff, Jamie attended the Plant Stand twice a week and sold donat-

ed flowers to the community and made some good connections with our neighbours around Sunshine



Drive. Jamie was an integral part of raising almost \$400 to be donated to the Sunshine Community Garden, and this money was used to help build a sheltered

gazebo for anyone to use while visiting the garden."

Check out more stories like this one in the CSCL Goals Report for 2021 located in the CSCL Reports page in ShareVision.

CQI Reports

CSCL has a new way of reporting about our services using a Continuous Quality Improvement model or CQI model.

The model uses the components of People, Services, Processes and Actions to construct a cyclical review system that ultimately produces 5 new reporting

features: Survey Report (a key factor for People); Performance Measurement Report (a key factor for Services); Goals Report



(a key factor for Processes) and a Service Area Report (a key factor for Actions).

The working theory is that if a Service Area performs well in all of these

reports then the evidence should show a better Quality of Life for people receiving those services (the 5th and final report).

Board Update

CSCL's Board of Directors is elected by the Membership every year at the Annual General Meeting (AGM).

CSCL's Board began their new year on February 7th. The Board accomplishes much of their work through committees and regular review of reports. In the past quarter CSCL's Board has reviewed and approved the



Mike Robinson, CSCL President

annual Health & Safety Report and Critical Incident Review Report for 2021. The Finance Committee has presented their review of quarterly statements to December 31, 2021. The Membership/Nominating Committee has recommended

membership approvals and presented the slate of nominees to fill upcoming board vacancies at the June 7th AGM. The Property Planning Committee has reconvened and is looking to

revive plans for property development and new buildings. For a full list of CSCL's Board check out CSCL's website at <https://cscl.org/about-us/who-we-are/#board>

Child & Youth News!

CSCL's Child & Youth Services is looking at moving from a quarterly registration model to a yearly registration model. This would offer individuals a 10-month space in our after school social programs with the two month summer program remaining separate. This model would not affect the Summer Programs, which would remain separate for both referrals and registration. It is also important to note that our Individualized programs (1:1 & LEAP) can run a number of different ways with this new model.



CSCCL By The Numbers:

1 2 3

As of April 1, 2022

of
Individuals

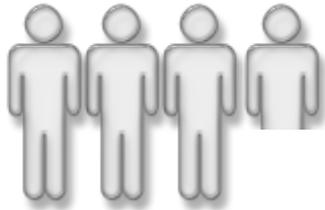
Supported:

598



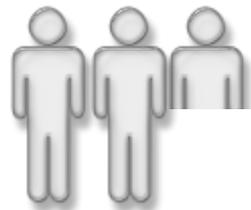
of
Employees:

354



of
**Active
Caregivers:**

217



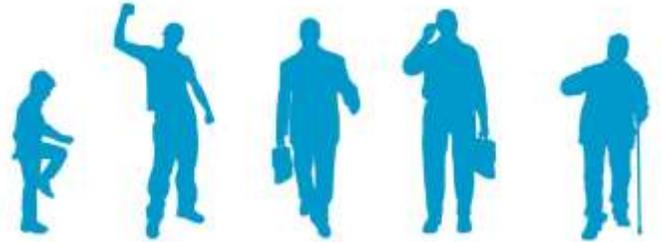
39%



60%



1% Self Describe



0-18	19-29	30-49	50-64	65+
31%	28%	27%	6%	8%

Serving Communities in:

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



CSCL is
100%
Non-Profit

10
Services

56
Service/Program
Options

ONLINE PRESENCE:



1467 Likes



734 Followers



607 Followers



11552 Views



438 Followers

CSCL Reports

Measuring Up!

A random survey of progress updates from CSCL's official Plans and Reports:

New 2022 Reports:

H&S Report:

Accidents/Injuries: 1 in every 4.5 CSCL employees reported an injury this year. Employees sustaining multiple injuries is at an all-time high. The OH&S committee should consider a system of review for employees experiencing multiple injuries .

Maintenance Requests: The OH&S Committee should add "Unsafe Work" requests to their review system to ensure proper follow-up.

Site Inspections: Maintenance Assisted (with CSCL's Maintenance Team) inspections decreased remarkably from 96% to 62%. CSCL's Maintenance Team will schedule with each service to achieve a higher percentage.



Caregiver Award

Congratulations to Cydney Findlay and Rhianna Millman, the latest CSCL Caregiver Award winners for excellence in their supports as a CSCL contracted caregiver.

Cydney and Rhianna's nominators wrote:

"Cydney has made a strong positive impact in such a short time. It is very encouraging to see the growth in social capital of the individual she supports. She works well with the individual's family by taking the time to do facetime visits. She is constantly help him set goals each month. It is very exciting to see the trust and how this individual is blossoming into his own character with living with this caregiver."

"Rhianna was involved in a very tragic incident involving the preventable death of an individual while in hospital many years ago that eventually resulted in systemic change within the health sector. Rhianna's advocacy was powerful and unbreakable and truly Inspiring." Note: A full article about this story will be featured in the next Out & About.



STAR Award

Congratulations to Coraline Davies (pictured) who received the latest CSCL STAR Award for excellence in her job as a CSCL employee. Cora's nominator(s) wrote:

"Coraline truly deserves the recognition for all her hard work and efforts. Cora goes above and beyond her job title of SSW and is truly an asset to our program and to CSCL. She is kind, approachable, understanding and if a situation or concern arises in the workplace, she is a dependable person to go to, to help resolve the problem. She listens without judgement, maintains professionalism and offers great solutions. She is also a master with the endless Tetris game that is the schedule (and that alone should be a reason for her to get the recognition that she deserves)! She has a positive attitude and treats ALL staff and individuals with respect and kindness. Cora makes the workplace a better place to be."



CSCL Events...



BINGO Wednesdays!

Did you know about ZOOM BINGO

Come join us for BINGO every Wednesday, hosted by the gang at Vanmar! Email them for more details!

COR AUDIT



COR Audit

CSCL's Annual Review of our H&S systems

Begins June 20, 2022 and will be audited by CSCL's Internal COR Team



Zoom into Connection!

Have a great idea for a Zoom activity?

Send us your ideas to help everyone stay connected to community, family and friend!



CSCL WELLNESS COMMITTEE

CSCL Wellness Committee

Have you completed the survey?

Your Wellness Committee is hard at work coming up with new ways to encourage and inspire! Stay tuned!



Services for Children & Youth

CYS Summer Registration

Registration Opens in June

Please contact CSCL's Child & Youth Services for more information.



Sunshine Community Garden

Spring 2022

Get connected with the Sunshine Community Garden! Sign up for the 2022 growing season now!

ANNUAL GENERAL MEETING

Annual General Meeting

Tuesday, June 7, 2022

Details about CSCL's Annual General Meeting (AGM) will be announced soon!

Remembering Vicki

Vicki Malloway was born June 20th of 1963 and passed away peacefully at home on January 16th of 2022 at the age of 58. Vicki packed a full lifetime of living into those 58 years. Vicki was supported by CSCL for most of her adult life. Over the years, she worked a variety of jobs through supported employment, attended community inclusion at “The O.C.” and OASIS, lived at Taylor, then in Tenant Support, then to Bordas and Carleton House, moved out to HomeShare for a number of years when Carleton closed due to government service restructuring, then returned to Carleton (which had reopened) in 2018, where she lived until her passing. Vicki was a joyful person with a flair for the dramatic. She loved glitz and glamor and getting dolled up – fashion was her passion.

She loved to go to the casino and especially to Vegas, which she visited quite a few times over the years. Vicki loved travel in general and anything fun and spontaneous. Anyone who knew Vicki knows she loved Elvis (and good looking guys in general!), and the Elvis impersonator Steve Elliot was one of her favourite performers and a dear friend of Vicki’s. Vicki was kind and generous – she loved knitting/crochet and liked to do up blankets for anyone she knew of that was having a baby. Vicki had a sense of fun and liked to tease – she had a great sense of humour. Vicki’s greatest passion was probably music and dancing; she had great moves and her dancing is probably the first thing people bring up when talking of her. Vicki danced with abandon and joy, always

wearing an ear-to-ear grin on the dance floor. Family was important to Vicki and she was very close with her sister, Jen. Vicki was well known in the community and had many friends. As her dear friend and caregiver Linda says, “She loved life and knew what she wanted out of it”. Vicki will be missed by all who knew her.



Chilliwack Society For Community Living

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

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Web www.cscl.org

“Our Vision is for a community that welcomes and includes everyone.”



Follow us on Social Media:



Your Voice!

CSCL is sad to announce the passing of Hilda Thiessen at the time of print. Many thanks to Julie Unger, Dan Ceella, Danielle Cross, Stephen Peters, Angela Vermeer and Aileen Mathews for their contributions to this edition. And to Gean Plant for gracing our cover.

Do you have something to say? Let’s hear from you! Please contact Jeff Gilbank at jeff.gilbank@cscl.org for your comments, editorials, and/or newsletter ideas.