



*A Community that Welcomes
and Includes Everyone*



Annual Report 2022

April 2021 - March 2022

Table of Contents

Our Society	3
Mission, Vision & Values.....	5
President's Report	7
Executive Director's Report	11
Centre of Excellence	20
Staff Recognition	22
Be Kind, Be Calm, Be Safe	24
CSCL Hero Award.....	27
NADSP E-Badge Academy	28
Financial Overview.....	30
Our Donors	32
Rotary at Work Inclusive Employers	34
Programs & Services.....	36
Who We Are	41
Recruitment	45
Caregiver Spotlight	48
Photo Contest Winner	49
Respite	50
Sunshine Community Garden.....	53
Our Leaders.....	55
In Memoriam	59

The profound importance of inclusion & connection has been felt by all these past two years.

Katrina, John, and Nancy sharing a moment at Chadsey House



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, 12 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.

CSCL offers a broad range of programs and services that are funded by the Ministry of Children & Family Development, Community Living British Columbia, and The Fraser Valley Aboriginal Child and Family Services Society (FVACFSS). 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.



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.

Loren and Amanda enjoy a visit to the Bloedel Conservatory in Vancouver



President's Report

PASSION, DEDICATION, COMMITMENT. Those are the words the Board of Directors thinks of when we prepare for our regular meetings at CSCL. We are all thankful for the amazing team that helps make our community a safe and inclusive place to live.

Reflecting back over the past 12 months reminds me of how resilient this organization is and how heroic people can be when faced with new challenges.

- After a full year dealing with Covid-19, Spring 2021 saw a surge of cases and new restrictions, placing extra pressure on our entire team who had hoped that we might be at the end of managing Covid related challenges.
- Summer 2021 brought new hope as Covid-19 case counts dropped, and restrictions eased. This was also the summer we learned a new term - Heat Dome, and all of the challenges associated with extreme temperatures.
- Unfortunately, Fall/Winter 2021 reminded us that Covid-19 was still with us as we entered another round of restrictions and dealt with the fear and anxiety of new variants of the disease. On top of that we had an unprecedented flooding event that closed all major roads and access points, followed by some of the worst winter storm activity in recent memory.

Through all of these challenges, and countless others that didn't make the list, our organization

The past 12 months reminds me of how resilient this organization is and how heroic people can be when faced with new challenges.

is moving forward at an unprecedented pace. The increasing complexity of service delivery is a constant challenge for our leadership team, a challenge they not only meet but exceed daily.

- In April '21 we welcomed a new Director of HR/LR to the team, Natalie Karam.
- In June, Dan Bibby joined the organization as Associate Director for Child & Youth Services.
- June was also the month we held our 2nd “Virtual AGM Meeting”.
- September was a time to celebrate the heroes that deliver CSCL services everyday as we joined in celebrating Direct Support Professionals Appreciation Week.
- October provided a window of opportunity to have an in-person gathering to hold the Employee Service Awards Breakfast postponed from earlier in the year. Once again, the organization was able to celebrate a long list of employees with 5, 10, 15 years of service, plus an amazing number with 20, 25, or 30+ years. Thank you!
- In January we welcomed a new Facilities Manager, just in time to help manage the major snow/ice events we dealt with this winter.
- February came with an announcement from NEOC that CSCL had once again been recognized as an Employer of Choice for 2021.

The increasing complexity of service delivery is a constant challenge for our leadership team, a challenge they not only meet but exceed daily.



Yes, it has been a year of challenges and adversity, combined with significant accomplishments. To modify an old saying from the Postal Service..... *neither heat, nor floods, nor ice, nor covid shall keep CSCL employees from providing a community that welcomes and includes everyone!*

On behalf of the Board of Directors I want to thank everyone who is part of the organization. The work you do makes a positive difference in people's lives every day. The passion, dedication, and commitment you bring to the job ensures that we are there to help, regardless of what the world throws at us.

With love and respect,

Mike Robinson
Board President
Chilliwack Society for Community Living



I think we have learned to 'never give up' and maybe more importantly 'we need each other'.

Shantel, Kiara, Amber, Jolie, Janet and Chris from the REV team enjoy a get together



Executive Director's Report

*"You may have to fight a battle more than once to win it."
~ Margaret Thatcher*

This past year has felt at times like Bill Murray's character "Phil" in "Groundhog Day" – a continuous loop of repetitive issues, messages, responses, wondering at some points if it would ever end, or if what we did mattered. Like Phil, I think we have learned to 'never give up' and maybe more importantly 'we need each other'. The pandemic wore on through third, fourth and fifth waves, each one impacting our organization a little differently (and at the time of writing, we are bracing ourselves for the sixth wave). While riding those waves, we experienced weather events like heat domes, atmospheric rivers and ice storms. Though we may have felt discouraged by the circumstances beyond our control, what shone through these challenging times was our extraordinary teams. Our Direct Support Professionals showed up through it all, working overtime when co-workers were ill, and highways were closed, ensuring the people we serve had the best supports possible. Our Senior Support Workers and Program Managers orchestrated the moving pieces to ensure their teams had what they needed. Our Leadership Team, Administration, Maintenance, Finance and HR teams worked to provide the structure and maintain the organization's operations. I am grateful for all who

**Though we may have
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worked (fought?) with us, persevering through multiple battles.

We experienced a number of losses in the past year, each individual who passed left their mark on our lives and is greatly missed (see the last pages of the annual report). Bruce Hayens was among those who passed during the year; he was the last of the firsts – the last of the people for whom our organization was created (Upper Fraser Valley Society for Handicapped Children) back in 1954. We remain indebted to Bruce and his family, and the other pioneering families who worked so hard to build the solid foundation for the CSCL we are part of today.

Through the challenges of the past year we have continued to work towards the Board's Strategic Plan, addressing our five key areas and goals:

- **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.



Bruce Hayens - 'the last of CSCL's firsts'

INDIVIDUAL SERVICES:

Towards the vision of belonging and inclusion, we are working to restructure our Community Inclusion (CI) services to create opportunity for access to groups in community. The smaller groupings forced by pandemic protocols, accelerated our timelines towards "CI anytime" (not just 9-3, Monday to Friday). Dispersing our services into evenings and weekends will position us to access additional community groups and clubs as activities resume, creating more options for participants' choice.

Providing training and education for individuals in a variety of topics has been a goal to facilitate not only increased safety but also greater satisfaction and coping through times of transition. Several training opportunities were provided in the areas of fraud and phishing scams. Ongoing investment in Positive Behaviour Supports, formalizing the PBS Coordinator position, have increased individuals' access to timely behavioural health supports. Refining our measurement systems to accurately reflect the connection between individuals' goals/likes and the activities they are participating in, assists our teams to measure their effectiveness and adjust their efforts in real time. "Services" remain at the top of our priority list; everything we do is in pursuit of individuals' belonging in community with full participation and choice.

Everything we do is in pursuit of individuals' belonging in community with full participation and choice.



Nicole and her friend, Mary, have a visit



SES staff team of Leah, Paul, Penny, and Gizelle, turning their minds to Mental Health Awareness

EMPLOYEE LEARNING & ENGAGEMENT:

To deliver on our top priority we need a team of highly qualified, professional employees who are committed to empowering people to lead the life of their choosing. To this end we have continued to partner with the Non Profit Employer of Choice Awards (NEOC Canada) to conduct our annual employee engagement survey. For the fifth year in a row CSCL has been named an Employer of Choice.

This certification amplifies our efforts to promote CSCL as a solid career choice.

Increasing our investment in employee learning was evidenced this past year through our ongoing membership with the NADSP (National Alliance of Direct Support Professionals) and a new certification program, the “E-Badge Academy”. The program offers the ability to earn certification through stackable electronic badges. These badges demonstrate the knowledge, skills, and values that these professionals utilize every day, recognizing the professional development that might otherwise go unacknowledged. Together with the certification, CSCL offers our employees a cash incentive once they complete any of the levels. In 2021 one employee completed the “Front Line Supervisor” certification, five employees completed the DSP-1 (Direct Support Professional), another employee completed the DSP-2, while another five employees completed all three levels, achieving DSP-3 certification. CSCL has purchased more seats for 2022. A number of managers are in various stages of completion of the Applied Leadership Program

For the fifth year in a row CSCL has been named an Employer of Choice. This certification amplifies our efforts to promote CSCL as a solid career choice.

designation. Members of our Leadership team have participated in a variety of professional development opportunities, including programs to maintain professional designations and programs that are of interest and aligned with CSCL’s strategic direction.

Other investments in our employees included participation in “DSP Appreciation Week” – September 2021. Thanks to the individuals, families, funders, and board members that assisted us in making a video to thank our Direct Support Professionals for the great work they do every day. We are also grateful for our Wellness committee who contributed to employee and organizational health – monthly wellness challenges, gifts of gratitude and happiness, and the ever-popular “Wellness Mobs” at our orientation days.

FINANCES:

Financial and operational sustainability are key to CSCL’s ability to deliver on our mission. Rising costs and static funding templates challenged our ability to meet budget constraints. Quality governance

through the Justice Institute of BC. This level of training is offered to all of CSCL’s program managers to assist in their development as leaders. Two of our HR team members are working towards their CPHR (Chartered Professional in Human Resources – BC)



“Lights, camera, action!” - making the DSP Appreciation Week video

Solid investment decisions over the years, preferring to purchase rather than lease, position CSCL well in a market where real estate investments have seen significant gains.

significant gains. Our property development agenda was put on hold in 2021, while the demands of managing through unprecedented world events took priority. The Board's property planning committee is reviving its plans for the coming fiscal year.

Managing the maintenance of our facilities and properties required the addition of a new position, and we welcomed a Facility Manager to our team in January; just in time for several large (unforeseen) projects.

Increased internal financial reporting was realized through added functions and 'dashboard' on our service level reports; providing real-time information regarding positions versus funding. Additionally, CSCL took advantage of CLBC's opportunity to 'offset' pandemic-related expenditures against under-delivered service level hours.

through our Board's Finance Committee, and operational excellence from our Director of Finance and her team, ensure CSCL's financial viability. Solid investment decisions over the years, preferring to purchase rather than lease, position CSCL well in a market where real estate investments have seen



Gabrielle helping out through her job at BRIDGE

INTERNAL BUSINESS PROCESSES:

If the only constant is change, it feels doubly-true in the area of technology. We continue to work on upgrading our systems and processes to support the work and be accountable for the support happening at the frontline. Sharevision is scheduled for another upgrade, the conversion to SV4 is underway. We are looking to make several other conversions in the coming year, including Microsoft 365, and moving our data/servers to the 'cloud'. Our payroll team has been working on a transition to a new platform, Avanti; the first step will be the payroll functions with other pieces of workforce management (scheduling) coming in the future. Development of our Service Lists and tracking systems continues to evolve, and our reliance on web-based meeting software (Zoom, MS Teams) only increased in the past year. We see some hybrid of the virtual/in-person meetings serving multiple purposes even as we move out of 'pandemic-mode'. We have shifted responsibility for oversight of our Technology to our Director of Continuous Quality Improvement (CQI). Additionally, we are rolling out the first in our new reporting formats for Performance Measurement Reports (PMR) and individual department/service CQI reports. The notion being that any reports we generate should not just be colourful charts and graphs, but should prompt action; some change or improvement in service delivery.

COMMUNITY CONNECTIONS:

Purposefully engaging with our community translates to maintaining or increasing our participation in clubs, groups and associations. As individuals and as an organization we recognize the value and reciprocity that comes from contributing to our community. Through participation with organizations such as Chilliwack Healthier Community, Chilliwack Child & Youth Committee, Rotary Club of Chilliwack and Rotary at Work BC, Chamber of Commerce, Chilliwack Bowls of Hope (Hands Up Chilliwack), Kindness Chain Chilliwack, Poverty Reduction Task Team, Chilliwack Learning Society, Financial Literacy Committee, and Chilliwack Transportation Innovations, we build our

It's probably a good thing we don't have a crystal ball, and take each new day in stride; preparing as best as we can, and relying on our collective commitment and knowledge to see us through.

really hopeful that we can host this much anticipated event – scheduled this year for October 14th, 2022 at the Evergreen Hall. We were able to host an outdoor inclusive employment awareness event in October 2021 – celebrating “NDEAM” (National Disability Employment Awareness Month) by lighting up our downtown

(District 1881) and Garrison blue/purple. We hosted tables in each of these neighborhoods and several businesses strung up blue/purple lights and stayed open late, in honor of the event. Mayor Ken Popove and BIA ED Trevor MacDonald graced the downtown location, while 89.5 the Drive spotlighted our Garrison location. A creative, and encouraging first NDEAM event.



Gail Popove, Leah, Mayor Ken Popove, Nancy, Gizelle, and Michelle at the NDEAM event in October 2021

knowledge of resources, and can work collaboratively to meet common needs.

Increasing recognition in community through branding and community events did not transpire in the past year as we'd hoped. Once again, our 'signature' Community Living Event was canceled due to Covid-19. We are

Another year in the life of CSCL, a second year under the cloud of COVID-19 and weather events, and still our teams persevered to deliver quality supports. Through vaccine passports, vaccine mandates, boosters, variants, and limited gatherings, we adjusted and adapted to do what was possible with the options available.

Individuals we serve and their families graciously worked with us through service adjustments and staffing shortages, changing pandemic protocols and restrictions. In the latter part of this fiscal year we experienced a significant number of exposures and test positive cases that further impacted our

services. It's probably a good thing we don't have a crystal ball, and take each new day in stride; preparing as best as we can, and relying on our collective commitment and knowledge to see us through. The lessons we're learning through this, now more than ever, we need each other, we need community and relationships. We might need to adjust some more, reset, take a rest, but we won't give up.

Respectfully submitted,

Julie Unger
Executive Director
Chilliwack Society for Community Living



Centre of Excellence



“Centre of Excellence” goals from the last year:

Administration - CSCL received very high accolades from the CARF Survey Team describing our organization as “an amazing and contemporary service organization”.

Communication - CSCL’s Communication Committee developed and implemented the use of a “Flip” app for the newsletter which is currently available on CSCL’s website.

CQI Reports - CSCL has developed 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.

Employee Recognition - Continued the 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 - The Relias Training platform continues to be the go-to training source for CSCL employees. To assist with this, new reporting for management was introduced to help understand compliancy rates and performance scores.

Individual Planning - CSCL’s My Plan documents were reformatted into PDF “fillable” forms for easier access and use.

Health & Safety – COR Audit - A COR Standards list was built and populated in ShareVision to assist CSCL’s COR Auditors to populate evidence for the annual BCMSA COR Audit.

Human Resources - CSCL’s Human Resources department developed a new online recruitment campaign featuring CSCL employees.

Medication Administration - CSCL’s Medication committee arranged a new partnership with a local pharmacy called Pro Health to better serve our medication administrative needs

PBS Capacity - The policy governing CSCL’s Critical Incident Report (CIR) has been revamped and is now in compliance with the new CLBC CIR policy.

ShareVision - CSCL’s ShareVision Working Group attended training workshops to learn more about the newest version and begin planning stages for an eventual upgrade to the new system.

Sunshine Community Garden - Another successful year at the Garden as the gardeners prepare to celebrate the Sunshine Community Garden ten-year anniversary with a ceremonial tree planting.

Staff Recognition

CSCL strongly believes in recognizing its employees for the amazing work they perform on a day-to-day basis. This was even more important as we continued to work through the Covid-19 pandemic and the additional stressors and challenges that it brought for everyone at CSCL.

CSCL has several awards programs, including the STAR Award, presented quarterly to an employee who is nominated by their co-workers, the EXCEL Award which is presented annually to a Manager nominated by their co-managers or CSW's, the CSCL HERO Award for which any CSCL employee is eligible, and the Be Kind, Be Calm, Be Safe Award presented monthly to any CSCL employee. CSCL promotes the recipients of these awards via Social Media, Website, Out & About Newsletter and the Annual Report.



2021 Excel Award winner Natalie Smith-Klassen

Nicola Ackerman (left) presents service award to Joshua Worthern (right) for 5 years at CSCL



Dan Ceella (left) presents service award to Alicja Kubiak (right) for 10 years at CSCL

Be Kind, Be Calm, Be Safe

CSCL initiated the “Be Kind, Be Calm, Be Safe” 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 the characteristics of 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 selects one of the nominees to receive a certificate, a 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”.



Award winners Rene Atkinson and Wendy Alcock



Award winner Cristina Stanciu

Congratulations to all of the following Be Kind, Be Calm, Be Safe award winners:

April 2021 - **Rene Atkinson**

May 2021 - **Nicole Howard**

June 2021 - **Neil McFarlane**

July 2021 - **Natalie Smith-Klassen**

August 2021 - **Diane Pinder**

September 2021 - **Jacob Kouwenhoven**

October 2021 - **Stephen Peters**

November 2021 - **Anna-Jean Beute**

December 2021 - **Cristina Stanciu**

January 2022 - **Wendy Alcock**

February 2022 - **Julie Orobko**

March 2022 - **Julia Um**



Natalie Karam (left) with award winner Anna-Jean Beute (right)

Julie Unger (left) presents the CSCL Hero Award to Shaaron Enright (right)



CSCL Hero Award

At the Employee Service Awards Breakfast, hosted on October 1st, 2021, CSCL presented a Hero Award to Shaaron Enright. The award is presented by the Leadership Team to an employee who has demonstrated heroic efforts.

Shaaron is the administrative coordinator at CSCL. As an over 31 year employee, her knowledge and understanding of the work at CSCL is invaluable, and that, combined with her genuine compassion and desire to help others, contributed to her heroic work over the past year.

HERO defined: a person who is admired or idealized for courage, outstanding achievements, or noble qualities. Shaaron was the constant at our Admin offices over the past 20 months – she provided support to our receptionists; she was the “go to” for answers when others were unavailable. She was the friendly face and often the voice of encouragement and comfort for employees, individuals and families arriving at our office with questions. Shaaron could have worked from home for a lot of her tasks, and she recognized early on, her need for people (part of what makes her so amazing) and the need for a constant presence at our Admin Offices. So, while others of us shared our time between home and office Shaaron was the constant, faithful, ever present, rock-solid, reliable, supportive, kind, calm, helpful, informative, Admin Coordinator. She is our Pandemic HERO, with the super powers of generosity and kindness!

Congratulations Shaaron!



E-Badge Academy

In response to requests for more professional development, last fall, CSCL began offering employees an opportunity to register in the NADSP's E-Badge Academy.

As the first Canadian member of the National Alliance of Direct Support Professionals (NADSP), the E-Badge Academy was a natural fit for CSCL and was developed by NADSP as a way to provide an opportunity to develop skills in a program tailored specifically to our field. It aligns perfectly with CSCL's Mission, Vision, and Values.

Participants in the E-Badge Academy earn their certification as a Direct Support Professional (DSP -I, DSP-II or DSP-III) through a stackable electronic badge system. The badges are used to demonstrate the knowledge, skills, and values that employees use every day, recognizing the professional development that might otherwise go unacknowledged. Through the online platform, registered employees can submit specific examples, experience, and education that highlights their achievements and contributions to human services.

While the training is optional and is completed outside of work time, CSCL is offering an incentive to employees for each level completed, with job title changing to reflect qualifications (e.g., from 'Community Support Worker' to 'Direct Support Professional') followed by a number reflecting the level of certification completed. There is also a financial award for each level completed.

In 2021, CSCL had 49 employees enrolled and in 2022, there are currently 27 employees enrolled in the E-Badge Academy. In total, 7 employees have obtained the DSP-1 Credential, 8 have obtained their DSP-III Credential, and 1 has obtained their Frontline Supervisor Credential.

Sandra Leitner (left) earned DSP-I certification, and Penny Goryk (right) earned DSP-III certification



Julie-Anne earned DSP-I certification



Nicole Howard earned Frontline Supervisor (FLS) certification



Financial Overview

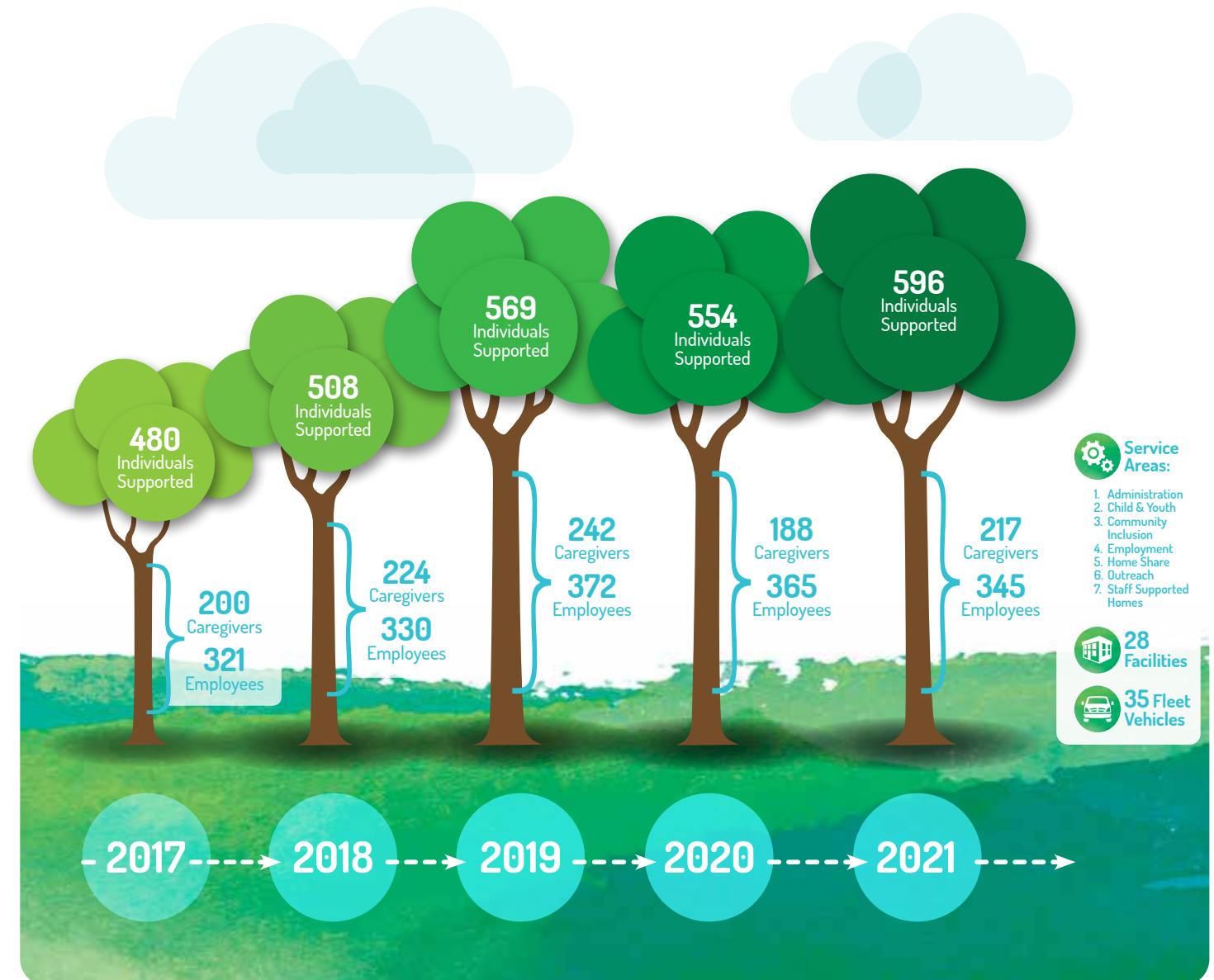
We are grateful for the ongoing support and financial commitment from Community Living British Columbia (CLBC) and the Ministry of Children & Family Development (MCFD). These two agencies provide the majority of the funding that allows us to provide our services and programs. In addition, the Government 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. The Fraser Valley Aboriginal Child and Family Services Society (FVACFSS) provides funding to CSCL to provide staffed home support to aboriginal children/youth.

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 2021-2022, 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 service groups for their support over the past year.

**Your generosity helps us make
a positive impact on many people's lives!**

Individuals

Mr. S. Doeleman
Mr. D. Hunter
Mr. & Mrs. J.C. Kerr
Mr. F. Liu
Ms. L. Macarie
Mr. & Mrs. N. Mazuren
Mrs. M. Reimer
Ms. J. Riemersma
Mr. H. Schuurman
Ms. W. Telford
Mr. & Mrs. W. Thiessen
Mr. G. Titerle
Mr. Y. Wang

CSCL Employee Contributions
– Anonymous Donors

Service Groups /Agencies

Chilliwack Foundation
Sardis Fellowship Baptist
Church

Businesses

Fidelity Investments



Sawyer enjoying some light reading



Alex appreciating this illustrator's handwork

Rotary at Work Inclusive Employers

CSSL has participated with the “Rotary at Work” initiative since 2012, hosting annual “Inclusive Employer Recognition” events since 2014. Our Supported Employment Team, together with “Rotary at Work” continue to find ways to bring attention to and thank the many inclusive employers in Chilliwack.

Stanley and Gabe at work



Robert working at the Chilliwack Cultural Centre and Brent working at Greek Islands



Brody works with Manager Ricki at Fix Auto and Devan working at Ivor Forest Products Ltd.



Programs & Services

CSCL 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, 2022:

Our services include:

Services Supporting Adults

Staff Supported Homes
Community Inclusion
Employment Services
HomeShare
Respite •
Shared Living •
Host Agency •

Outreach

- Independent Living
- Supported Living
- Crisis Response
- Explore

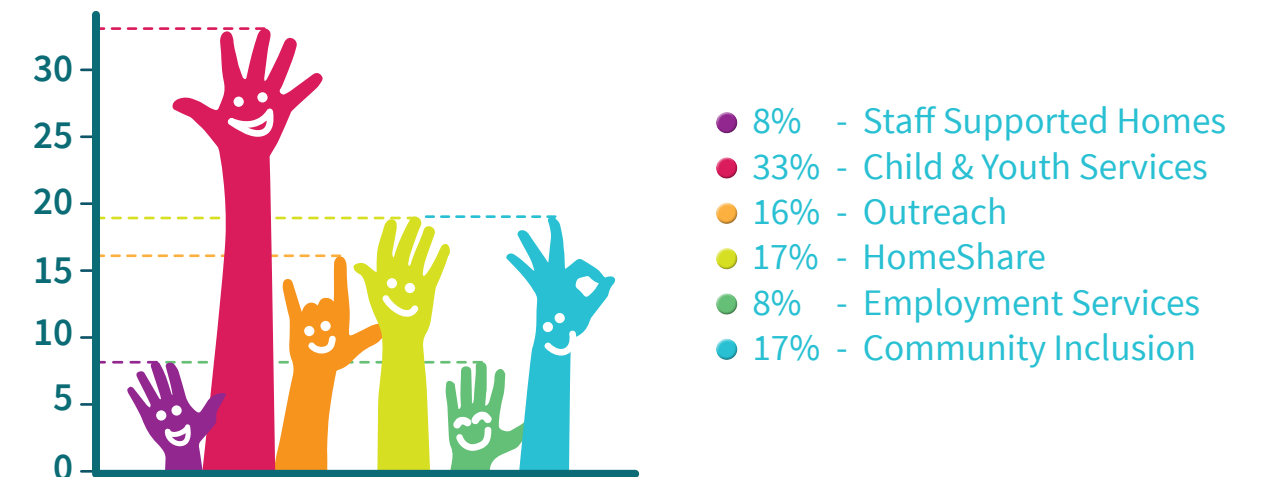
Community Respite

Kidz Club
Teen Clubs
Summer 'Scapes Day Camp
Fraser Cascade
LEAP

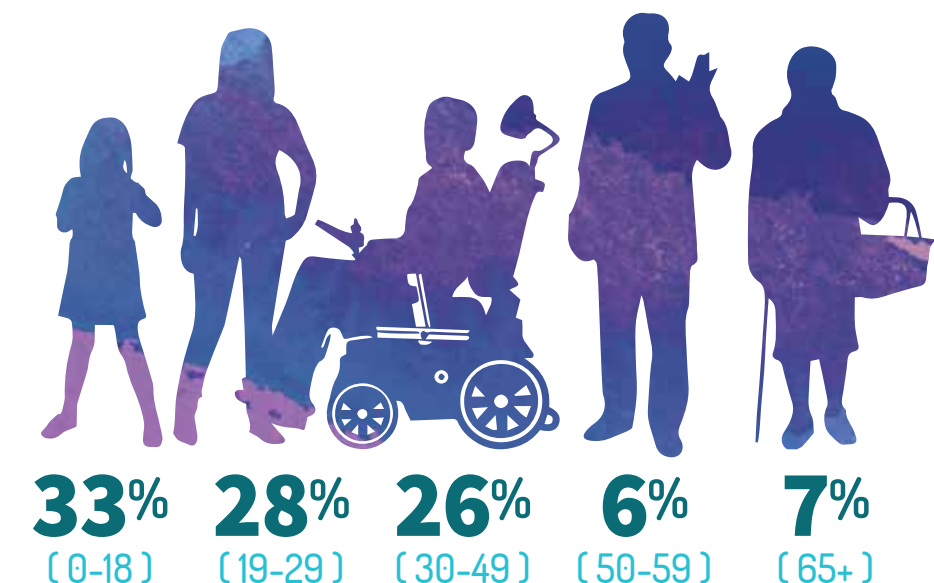
Services Supporting Children & Youth

One to One
Specialized Autism (SASS)
Bridge Youth Employment
Respite
Small Groups
Staff Supported Homes

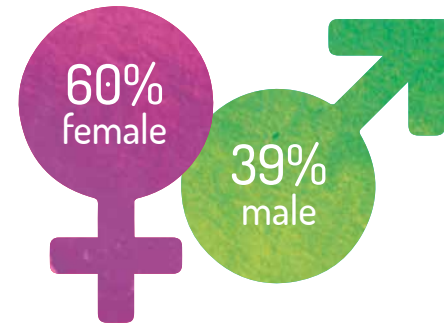
Demand on the service areas we offer:



Demographics of the individuals using our services:



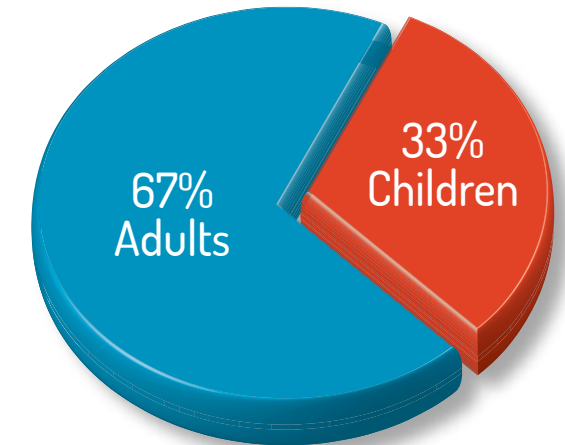
We currently support
596 individuals!



1% not specific / prefer not to say

We serve communities in:

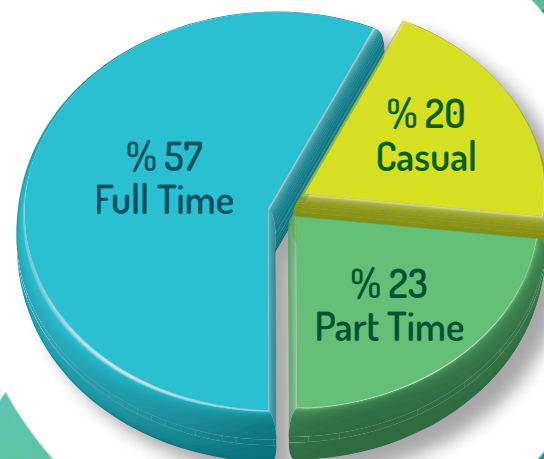
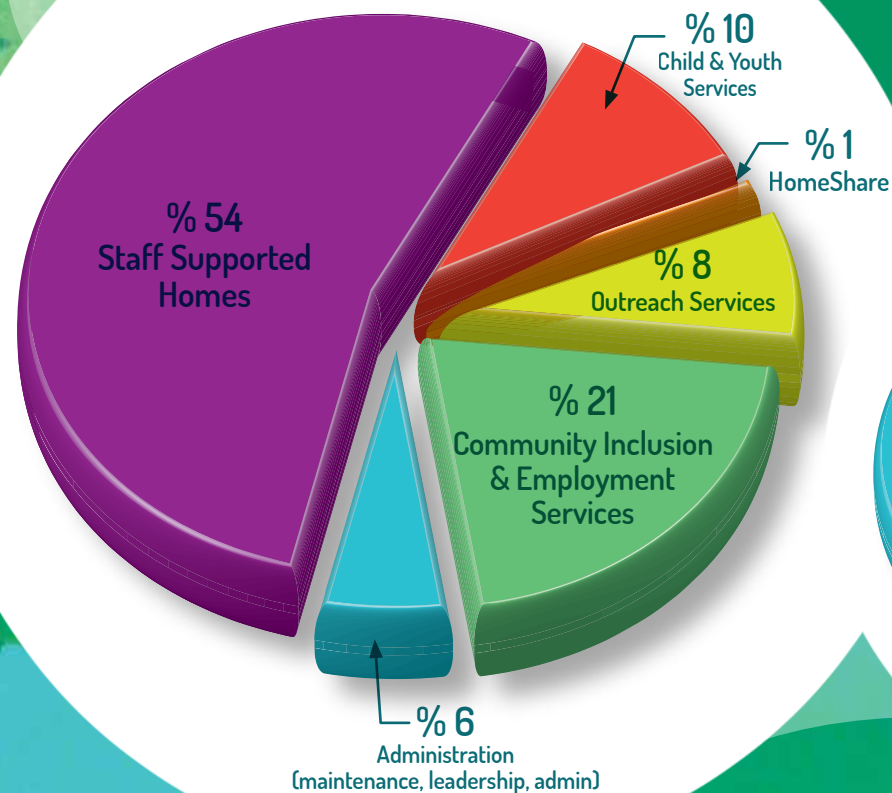
Columbia Valley Cultus Lake Yarrow Greendale Sardis Chilliwack Rosedale Deroche Agassiz Harrison Hope Sunshine Valley



398 Adults &
198 Children

As of December 31, 2021
 CSCL currently employs
345 staff!

They work in:



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

Who We Are

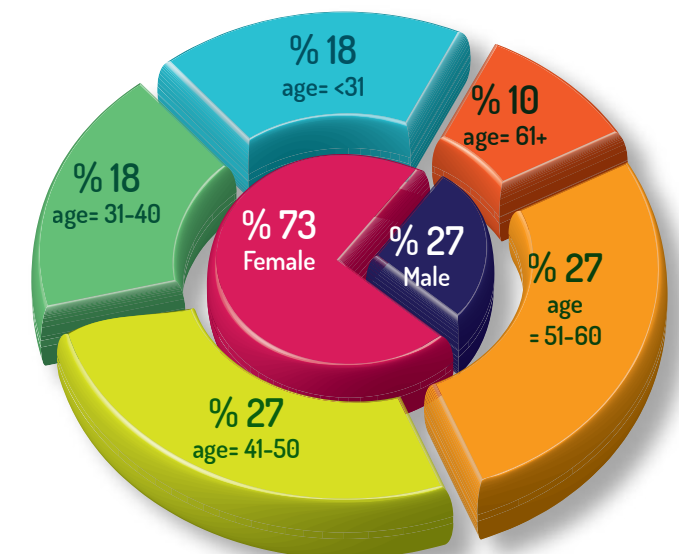
The Chilliwack Society for Community Living is committed to developing strategies to recruit and retain the best possible, qualified staff so that we can continue to deliver high quality services to the community.

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.

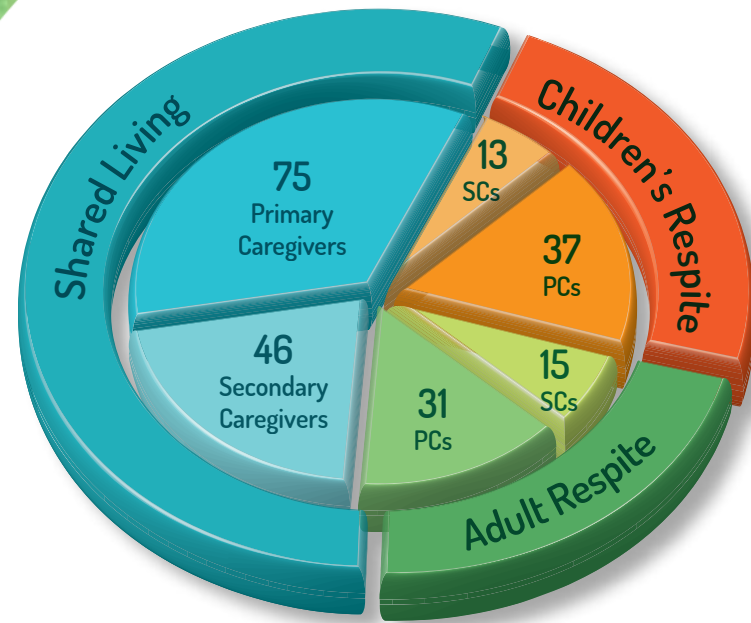
CSCL actively recruits for full time, part time, and casual positions, as well as contract, volunteer and student practicum positions.

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, 2021)



Of our 217
contracted caregivers:



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

C_SCL currently has
217 contracted
caregivers!

Paul says "No to Bullying" by wearing his pink t-shirt

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.

What does it mean to be a caregiver with C_SCL?

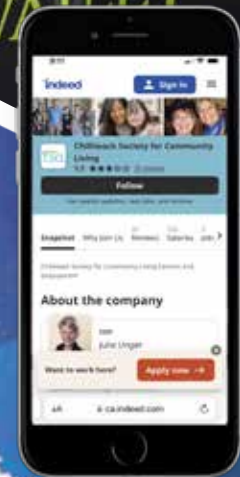
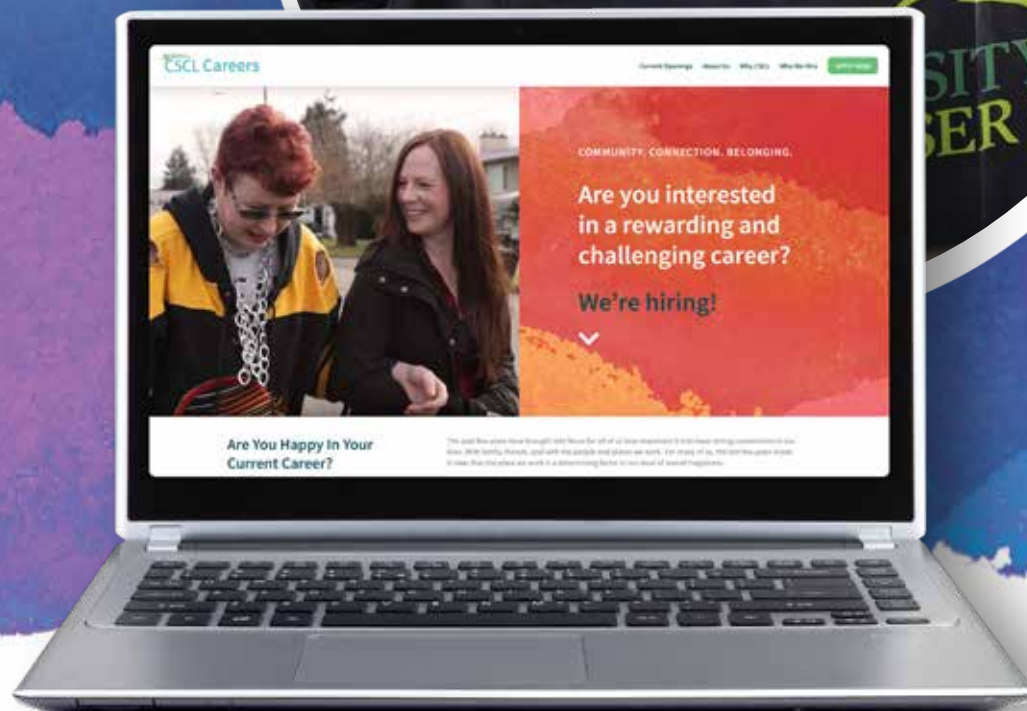
- You have compassion and empathy for your fellow citizens
- You embrace our mission, vision & values
- You want to have a significant, direct and hands-on impact on improving the lives of others
- You have the wide variety of skills necessary to provide quality care and support for another human being

C_SCL is always looking for good caregivers to
continue this vital work in our community.
Visit caregivers.cscl.org or email us if
you are interested!



caregiver.recruitment@cscl.org

Shauna represents CSCL at the UFV Job Fair in April 2022



Recruitment

CSCL has invested in an 'aggressive' recruitment campaign with the plan to recruit more employees, for all service areas, to alleviate our staffing shortage (which is not just a CSCL issue; it's an issue across the Community Living Sector).

The recruitment campaign consists of the following elements:

INDEED - improving and increasing our presence on the #1 online job recruitment platform, Indeed.

VIRTUAL JOB FAIR - hosting a Virtual Job Fair via the Indeed platform.

RECRUITMENT VIDEO - creating a recruitment video and promoting it via social media with the assistance from Dock Visual Media.

CAREERS WEBPAGE - creating a new landing page specifically for Careers at CSCL (www.careers.cscl.org), that visually highlights the amazing experience to be had in a career with us, with a view to encouraging more people to apply for employment.

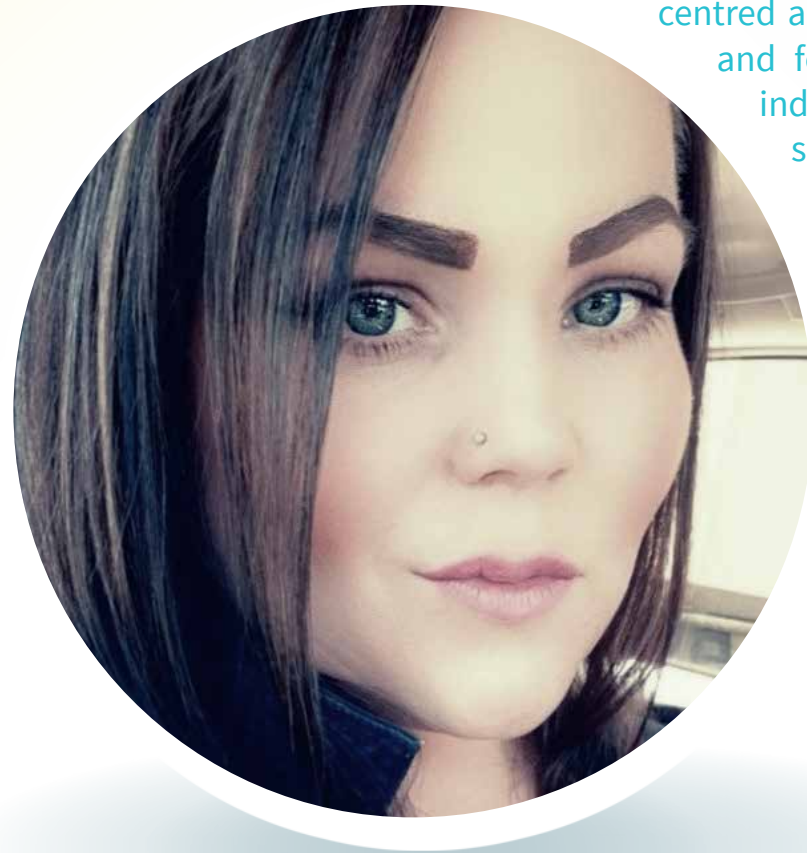
APPLICATION FORM - a simplified, more engaging external application form, accessed through the new webpage.

INSIGHTS PROGRAM - promotion of CSCL's Insights Program, which is an opportunity for applicants with little experience or education to complete a 3 day work experience, so that the applicant's suitability, fit and interest can be assessed before officially offering paid employment.



Caregiver Spotlight

Tami Dodich has been a CSCL contracted caregiver since November 2018. She is creative and works hard to include the individual that lives with her into her family and home. She continuously goes above and beyond expectations and, as a result, the individual has a strong relationship with Tami and Tami's family. Tami takes a person-centred approach with her supports and focuses on supporting the individual to achieve the goals set out before her.



Tami Dodich

Photo Contest Winner

Congratulations to Tracey (pictured) and the Vanmar Team for winning the Grand Prize in CSCL's 2021 Photo Contest "How Are You Being Kind, Calm and Safe?".

The photo displays Tracey tuning in to a "Video Message" from CSCL's Executive Director, Julie Unger, who started posting video messages to keep everyone updated about the pandemic and how it affected our work. The idea of continuing to post video messages was a result of positive employee feedback so this type of communication is likely here to stay.

Many thanks again to Tracey for giving permission for us to use this photo and to her support worker, Jodi, for helping make this happen!



Respitality

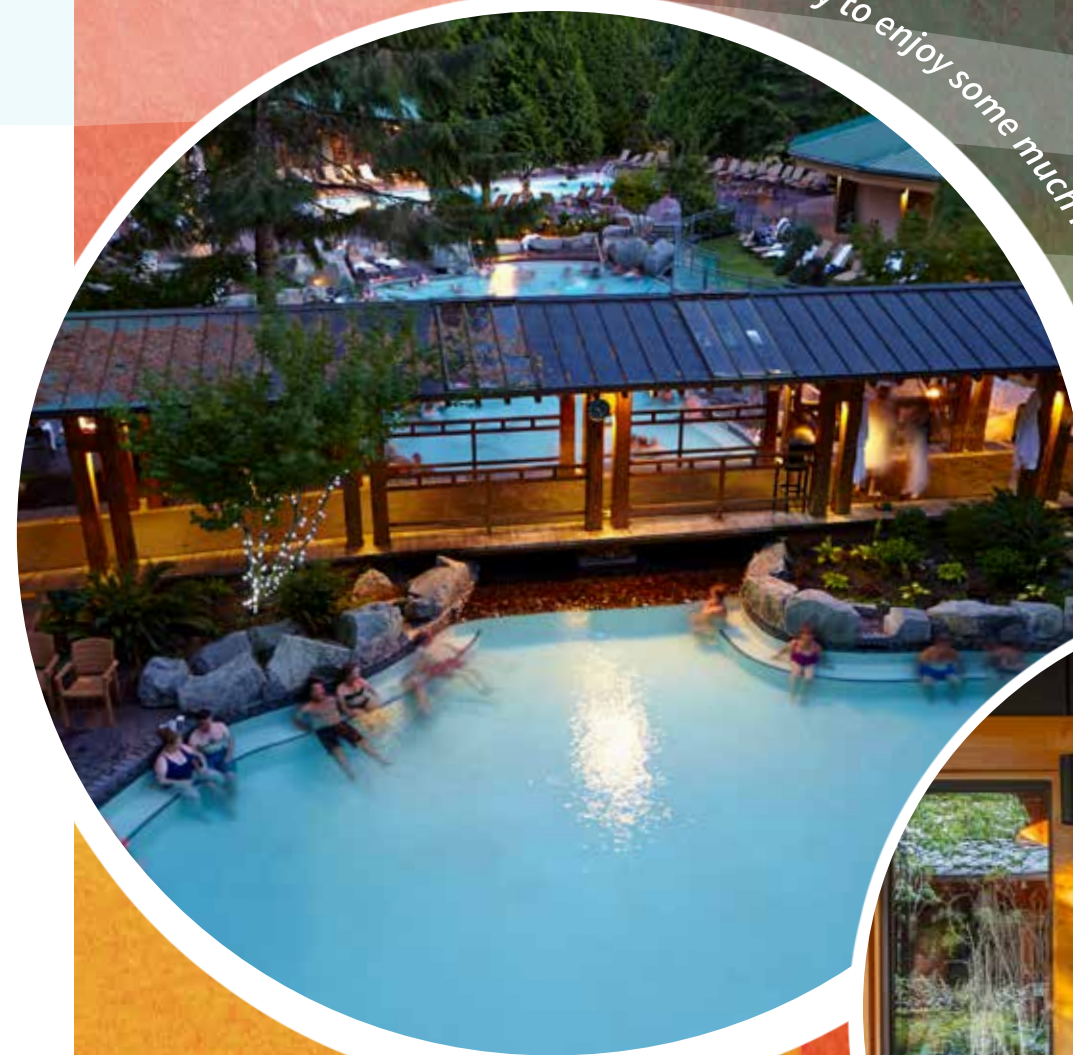
Respite care is a primary support that CSCL offers to help families maintain their physical and emotional health, while offering community and recreational opportunities to their family member being cared for. CSCL's Respitality Program goes a step further and is a chance for parents of a child with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



Families have the opportunity to enjoy some much needed respite time thanks to our community partners



Left to right - Yves Trudel (United Way), Judy Riemersma, Brad Holek (at back), Mike McMillin, and Bob Edmonds



Kerry and Kim help plant a tree!



Willow Smith getting the garden ready!



Sunshine Community Garden

10 Years & Growing!

The Sunshine Community Garden celebrated its' 10th Anniversary since officially being launched on Earth Day in 2012. The SCG is designed to be an inclusive social space designed to foster relationships and promote health, well-being and a love for gardening among diverse community members. The SCG supports the values of the Chilliwack Society for Community Living. Many thanks to all the volunteers (past and present) for all their efforts in creating such a wonderful space!



Our Leadership & Management teams Zooming through another meeting!



Our Leaders

Board of Directors

Mike Robinson - President
 Bill Turnbull - 1st Vice President
 Al Niemann - 2nd Vice President
 Jeremy Johnson - Secretary/Treasurer
 Sarah Bried - Director
 Aaron Hale - Director

Josh Hall - Director
 Ben Honeyman - Director
 Jacqueline MacGregor - Director
 Tori Smith - Director
 Karen Steegstra - Director
 Samantha Tolmie - Director

Leadership Team

Julie Unger - Executive Director
 Brenda Alexander - Director of Services
 Meeghen Eaton - Director of Finance & Administration
 Jeff Gilbank - Director of Continuous Quality Improvement
 Natalie Karam - Director of Human Resources
 Daniel Bibby - Associate Director of Child & Youth Services
 Nancy Gauvin - Associate Director of Community Inclusion & Employment Services
 Michelle Gower - Associate Director of Adult Staff Supported Homes Services
 Shelby Hagel - Associate Director of Outreach Services
 Mary-Lee Tondreau - Associate Director of Shared Living Services

Service Managers

HomeShare Services

Danielle Cross - Shared Living
Kayleen Brown - Shared Living
Christine Toop - Shared Living
Stephen Peters - Adult Community Respite

Outreach Services

Nicola Ackerman - Explore
Jennifer Kennedy - Independent / Supported Living

Staff Supported Homes Services

Craig Yendall - Positive Behaviour Supports Coordinator
Cristina Stanciu - Alexander/McNaught
Rene Atkinson - Carleton Place/Bordas Place
Carolyn Leadbeater (Retired Sept 2021) - Chadsey House/Lear
Wanda Dartnell - Chadsey/Jasper/Lear
Ellen Peters - Southlands/Wilmada
Nicole Sydor - Gillette Place
Kami Edwards - Hipwell/Vanmar House

Community Inclusion & Employment Services

Dan Celella - Britton/Early Risers/RISE
Jesse Lang - Vedder/WAVE
Natalie Smith-Klassen - ACE/REV/Oasis

Child & Youth Services

Karen Slingerland - Children's Community Respite
Collette Bohach - Sapphire/Topaz (Staffed Supported Homes - Youth)
Aileen Mathews - Child & Youth Services



CSDLers take time for a photo at the Service Awards Breakfast

Administration Team

Niloufar Badihi - Finance Assistant
Anna-Jean Beute - Human Resources Administrative Assistant
Janelle Brouillette - Human Resources Generalist & Benefits
Shaaron Enright - Administrative Coordinator
Jasmine 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
Cindy Sigus - Administrative Assistant – CYS (Temp)
Shauna Svekla - Recruitment and Retention Specialist
Harman Tatlay - Junior Accountant

Senior Support Workers

Katrina Both (Acting SSW) - Jasper/Chadsey/Lear
Coraline Davies - Southlands & Wilmada
Stephanie Garcia - Alexander & McNaught
Ben Gross - Child & Youth Services
Arlene Hebig - Hipwell & Vanmar
Nicole Howard - Bordas & Carleton
Jake Kouwenhoven - Community Inclusion Services
Clara Polysou - Chadsey & Lear
Gizelle Sobkowich - Supported Employment Services
Josh Worthen - Outreach Services

Remembering You

We thought of you with love today,
But that is nothing new.
We thought about you yesterday,
And days before that too.

We do not need a special day to bring you to our minds.
The days we do not think of you are very hard to find.

For those we love can never be,
More than a thought apart,
As long as there's a memory,
You'll live forever in our heart.

~
Author Unknown

In Memoriam



Bruce Hayens



Mark Grimshaw



Garth Upton



George Younie





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