

Summer 2022
OUT & ABOUT



Community. Connection. Belonging!
Issued July 2022

Newsletter

Remembering Keegan



KEEGAN COMBES

Sunrise: February 21, 1986 - Sunset: September 26, 2015

Remembering Keegan

February 21st would have been Keegan Combe's birthday. He passed away in September 2015, after an accidental poisoning and a delayed response from the health care system treating him. Keegan, from Skwah First Nation, was an accomplished pianist and chess player. He was registered in trades school and had just completed his first day of classes.

At the time, Keegan was receiving HomeShare and Outreach support through CSCL and lived with his caregiver Rhianna Millman, and her partner Paul.

This past February 21st, the First Nations Health Authority (FNHA) released a document titled "Remembering Keegan: a BC First Nations Case Study Reflection". This was done on his birthday as 'an ongoing gift from Keegan to leaders in the healthcare system, so that they could help to take action and educate others to create a system that is fair for all.'

This followed a ceremony in September 2019, on the four year anniversary of Keegan's passing, where a plaque was unveiled to honour his legacy as someone who 'brought together Stólō and Coast Salish leaders to transform the health system from a sickness model to a

wellness model of care.'

The document outlined Keegan's treatment during his hospitalization, which played a large role in his death, noting that there were many assumptions made about Keegan that were based both on him being an indigenous person and a person living with a disability.

The case study reflection noted the 'deeply held Canadian value to treat everyone equally, regardless of race, ability, gender, sexual orientation or other markers of identity.' This right is echoed in the Self Advocates Bill of Rights, which states, 'Everyone has the right to good medical care.'

The document concluded that Keegan's death was a result of a 'series of culturally unsafe and harmful encounters' while in hospital.

Keegan's caregiver recognized the need for advocacy, both while he was in hospital and in the time following. Rhianna was entrusted by Keegan's family to advocate on their behalf for change and played a large role in calling attention to his story. Rhianna states, "Keegan is a transformer stone here in Fraser Salish. His story needed to be shared and I promised him before we let him go that I would



make sure people knew exactly who he was and how incredible he was."

The case study reflection outlines the importance of local First Nations transformer stories, which are rooted in correction and sacrifice. In Keegan's story, he is a generous person who is transformed to be a valuable resource.

"We elevate his story, as he has been transformed into someone who speaks not only for the marginalized, invisible and unheard, but for all the rest of us."

Further to Keegan's legacy of helping transform what health care looks like in BC, a scholarship and two bursaries were created in Keegan's honour, dedicated to supporting other First Nations students as they begin the same learning journey as Keegan.

Keegan's entire story can be found on the First Nations Health Authority website.

ACE at the Mall

Stories from CSCL Services

If you've been to the Cottonwood Mall in the past few months, you may have noticed a new tenant, as CSCL's Community Inclusion "ACE" service has temporarily set up shop there. Initially the move was done out of necessity, but it was soon discovered that there were a lot of advantages. ACE Manager, Natalie Smith-Klassen explained. "We had to move with short notice and we were looking at all of our options. The mall seemed like the best fit." They moved there in April, as there are extensive renovations being done at their new space, which is expected to open in the fall.

There was some nervousness about moving into this type of space, as they weren't sure about what kind of feedback they might get from other retailers and mall users. The ACE folks soon discovered just how welcoming this community was.

Smith-Klassen explained, "We have had a tremendous amount of positive feedback! The individuals, caregivers, and staff have brought added revenue to the mall and have made plenty of social connections with the mall walkers and community members who frequent the Cottonwood location." And the feedback from individuals attending 'ACE at the Mall', as they affectionately call it, gives it a glowing review. Karena Brandon said "It's awesome! I love being in the middle of the community!" "The atmosphere is wonderful!". Karena is pictured below with friends (L to R) Tyler, Karena, Kim, Paul and Allison.

ACE staff, Kim Ramsay, echoes that, calling Ace at the Mall the truest form of community inclusion. Tyler Bay says "I love our Mall Walks", referring to the circuit people walk around the mall, where Tyler enjoys the opportunity to get to see familiar faces and meet new people. Kim Scott also loves the interactions. "I like the ease of meeting new people, and great

opportunities for people watching. All we have to do is open the door and there is a whole group of people we have never met before, as well as lots of people we have met."



Girls JUST WANT TO TO have fun



Maple Bay Cabins, Cultus Lake, BC - June 2022:

A great example of CSCL's newish "Community Inclusion Anytime" initiative comes from CSCL's Early Riser's service. Over two years ago, a group of ladies attending the service wanted to go camping at Maple Bay but due to Covid things got canceled. The group was persistent and decided to go this year when things started opening up. As with any camping trip, there was a lot of pre-planning. This goes a long way as the group had their own input, right from meals to s'mores to the ghost stories they were going to tell. Everybody had a vision about what this camping trip would look like and everyone wanted to experience some of these once in a lifetime events with their peers. The weather was fair the first day, a little rainy the second day, but that did not put any damper on everyone's spirits. The group invited the rest of the Early Risers crew to join them for a barbecue hot dog lunch and was excited to see everyone arrive. The group decided that this should be a yearly event and they are looking forward to camping again next year!



Camping Fun with the Early Risers Group!

Pictured are (L to R): Alicja, Michlyne, Kelly, Jesse, Jodie, Kara-lynn and Shawna

Service Awards Photos ⁵

CSCL's Service Awards Breakfast:

This annual event (held this year on April 11th) recognizing our employees for their milestone anniversaries for years of service and for outstanding achievement, is a highlight in the organization's annual calendar. CSCL does not exist without our dedicated employees so we cherish the opportunity to acknowledge them, share a meal, and celebrate the work they do. Here are some photos...



Kami Edwards presents Aaron Van Beest his 25th Year Service Award

Christine Toop is presented by Mary-Lee Tondreau the CSCL EXCEL Award



2022 Service Awards Breakfast Group Shot!

Nicole's Trailblazing

Nicole Sorensen is always happiest when she is out in nature. In her local area, she goes on trails that are accessible for her with her wheelchair but many of the fun and interesting trails she can't access because of the difficult terrain. This recently changed for Nicole when she decided to book a hike with the British Columbia Mobility Opportunities Society (BCMOS). With the use of adaptive equipment, BCMOS has many accessible recreational programs such as hiking, kayaking, and paddle-boarding. For their hikes, BCMOS uses a Trailrider which is similar to a wheelchair but has just one big wheel and is able to go over difficult and uneven surfaces...

even big logs! So in June, with the help of BCMOS's amazing volunteers and a Trailrider, Nicole was able to go on a hike through the beautiful rainforest at the Pacific Spirit Trail. Luckily, she had a cool and dry day to experience her first hike. After a very long pandemic, it was

exciting for Nicole to be out in nature with other groups who were also interested in the outdoors. The BCMOS volunteers who are mostly students from UBC, were enthusiastic to join Nicole on one of Vancouver's most well loved hikes.

What is next for Nicole? Maybe a stroll on the sands of Jericho Beach in Vancouver!



Sharing Through Song

Victoria's Story



Victoria Louis (pictured on the right) loves to sing and to celebrate and share her culture through song. On May 4th 2022, Victoria had the opportunity, along with 5 of her family and friends, to sing at the University of the Fraser Valley's Indigenous Graduation Celebration. It was her first time singing publicly for such a large group, and Victoria was a bit

nervous, but says she felt good after. She says singing feels nice, and she likes it. Victoria says they shared 4 songs: Eagle song, Salmon song, Family song, and Warrior Lady song. Victoria also sometimes sings at Tillicum Center or at Chewathil events. Victoria says sharing their songs is important, and she hopes to do more public singing in the future.

Gean Says Hi!

Gean Plant recently moved to Salmon Arm and wanted to make sure that all his friends in Chilliwack know that he thinks about them "A LOT!" and wishes everyone a happy summer and beyond!



Kayla's Second Breakfast Job

When Kayla Ward decided it was time to look for a second part time job, she asked her vocational counsellor at Early Risers for help. After updating her resume and dropping it off at different places she waited for a response. The manager at The Corner Nook Café, Amanda, who was really impressed with Kayla's enthusiasm and friendly personality after meeting her, called a few days later to offer Kayla a part-time position as a Café Attendant. Kayla has now been working there for 8 months and says, "I love my job at Cornernook Café. My co-workers are there to help me when I ask and I am learning more skills which makes me feel like a more confident and independent person." The Corner Nook, which is known for its breakfasts and signature Framble dish, has long understood the benefits of hiring inclusively. Kayla has great feedback from Amanda, who appreciates the value Kayla brings to the workspace, recognizing her personable nature as an asset. She says they love having her there as a co-worker and people miss her when she's not there.

Staff News!

Congratulations to Christine Toop for winning this year's EXCEL award for her excellence in a managerial role.

Congratulations to CSCL's Executive Director, Julie Unger, on her recent induction as President of the Rotary Club of Chilliwack.

Congratulations to the Be Kind, Be Calm, Be Safe Award Winners: Diane Pinder (pictured below for the month of April) Nelly Robinson (May) and Nicole Patton (June).



Avanti Arrives

After much time spent readying CSCL's new payroll system, Avanti, the green light was given in July.

Meeghen Eaton, CSCL's Director of Finance & Administration, has spent a considerable amount of time and effort working with the team behind the software to ensure all our coding and payroll structure was in alignment. Training began immediately to CSCL's managerial team and to key people using the



system on a regular basis. A Relias module has a 15-minute video (recorded by Meeghen) that walks you through how to log your shifts. All employees have been enrolled for the Relias Module. Please check your cscl.org email for more important updates.

AGM Update

On Tuesday, June 7th CSCL held its Annual General Meeting at 7pm at the Chilliwack Curling Club.

A group of approximately 60 people gathered to celebrate another year in the life of CSCL. There was a presentation by KPMG of our audited financial statements, followed by acceptance of annual reports, including the nominating committees' recommendation for new board members. Six board members were elected by acclamation Al

Niemann, Ben Honeyman, Jeremy Johnson, Bill Turnbull, Michelle

Reilly, and Shawn Palmer. A highlight of the evening was hearing stories from individuals supported by CSCL and the impact our services and teams have had on their lives. Excited to be together in person again, we celebrated with pizza and cake!



Daniel shares his story about his CSCL supports at the AGM

Child & Youth News!

Child and Youth Services has been working on improving and expanding the services and programs we offer to Chilliwack and the surrounding communities. By 2023, CYS is hoping to add a PEERS program on its lists of services. The PEERS program (Program for the Education and Enrichment of Relational Skills) is an innovative, evidence-based program designed for young adults with autism, ADHD, who want to develop and maintain healthy relationships. This program is widely known and very well received by families and individuals. We are so excited to be able to add this to the services we provide.



Big O Tires/Tireland

As a result of Tireland merging with Big O Tires, CSCL has entered into a new agreement to manage our fleet.

“Same location, same great service!” is the message the folks behind Big O Tires and Service Centres want to share with everyone at CSCL who deals with vehicle repairs



and maintenance. Kevin and the team at Big O Tires are ready to be there when the need arises. “It’s been a fantastic experience

so far’, says Shelby Hagel, one of the CSCL Transportation Committee members, “We are incredibly grateful to Kevin, Dyllon and all the staff at Big O Tires for working with us to

provide a seamless transition. And great news for all CSCL staff...Big O will give a personal discount to all CSCL employees!”

Board Update

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

The Board of Directors had a full spring session of meetings that were pleasantly punctuated by being able to meet in person again. Sharing a meal together, visiting and being in each other’s presence



Mike Robinson, CSCL President

was a definite benefit of the volunteer board’s hard work in providing governance for CSCL. The leadership team was invited to the Board’s June 20th meeting, where outgoing board members Tori Small and Sarah Bried were

recognized for their six years of service. The board held their annual election of officers with the following results:

President: Mike Robinson; 1st Vice President: Al Niemann; 2nd Vice President: Bill

Turnbull; Treasurer: Jeremy Johnson. The Board takes a summer hiatus from meetings, and is scheduled to meet again on October 3, 2022.

CSCL By The Numbers:

1 2 3

As of July 1, 2022

of
Individuals

Supported:

608



of
Employees:

355



of
**Active
Caregivers:**

218



39%



60%

1% Self Describe



0-18
33%

19-29
28%

30-49
26%

50-64
6%

65+
7%

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:



1498 Likes



728 Followers



624 Followers



12336 Views



450 Followers

CSCL Reports

Measuring Up!

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

CSCL Survey Report:

CSCL will make the following recommendations for the 2022 Survey Report:

- Contract through SES to hire a Surveyor for all Individual surveys
- Offer online, mail and direct (by telephone) survey methods for all other stakeholders to improve upon response rates
- Develop all Questions to be based on a 3 or 5-point selection scale
- Add the Net Promoter Score question to all surveys, "How likely is it that you would recommend this service to a friend or colleague?"
- Add the Follow Up question to all surveys, "Would you like someone from CSCL to follow up with you regarding any concerns you might have?"

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.



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)

CSCCL 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

July-August 2022

CSCCL's internal COR Audit concludes this summer. Recommendations will follow soon after.



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!



DSP Staff Recognition Week

September 11-17, 2022

National DSP Recognition Week takes place from September 11-17



Community Inclusion Event

Friday, October 21st - 5:00pm

Friday, October 21st - 5:00pm at the Evergreen Hall; tickets on sale in September

Assistance in Dying (MAiD)

MAiD Event

October 13, 2022

Chilliwack Cultural Centre (Rotary Hall). More details to come soon.

Winter Gala

Staff Winter Gala

Saturday, November 26th at Harrison Hot Springs

CSCCL's Winter Gala is back! Are you ready for a night of fun, food and friends?!!

Remembering Hilda

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Hilda Thiessen passed away April 2, 2022. She passed away in her own bed at Gillette Place

surrounded by family. Hilda was part of CSCL for many years. She originally attended the Sunshine Drive School, then the OC (now REV) as it was

called back then; she later lived at Carleton with her roommate Susan, and then lived at Green Gables moving with her room-

mate, Erin, into Gillette Place.

Hilda also had some jobs

at CSCL, she worked at the wood shop and the office. Hilda had a great sense of humor, and did not hesitate to jokingly boss

people around if she felt they needed it. Hilda was very social, she loved

music, singing and puttering around in the kitchen.

In her younger years, Hilda love to hike and walk and swim. She would hike and walk everywhere. She liked helping her room mates

whenever possible. There was never a dull moment with Hilda. She was very loved, and is greatly missed.



Chilliwack Society For Community Living

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

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



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Your Voice!

Many thanks to Julie Unger, Nicole Sydor, Dan Ceella, Danielle Cross, Stephen Peters, Pamela Lawes, Jodie Dessau and Aileen Mathews for their contributions to this edition.

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.