

The Story Behindd It

The Disability Foundation is a BC charitable organization committed to providing opportunities for people with physical disabilities on their individual journeys. The foundation supports six charitable societies that provide accessible and meaningful activities, including the BC Mobility Opportunities Society (BCMOS). CSCL's community paddleboards. They also have a lift inclusion service manager Natalie Smith-Klassen first learned about BCMOS when she was searching the board, after which they are Disability Foundation's site for accessible activity ideas. When she saw they offered accessible paddling opportunities, she immediately thought of Ashley. Ashley has asked about kayaking or canoeing before, and it is an activity she has wanted to try for a long time. As anyone who knows Ashley can tell you, she is always up for an adventure. When Natalie asked the REV participants if they would be interested in trying accessible kayaking, Ashley was the first

person to say, "YES!" and sign up. The day of her adventure, Ashley and a support staff drove to the False Creek area in Vancouver, where they met up with Ashley's coach and got some instructions. BCMOS's paddling program uses specially adapted equipment accessible kayaks and wheelchair on the dock to handle transfers, or individuals can self-transfer via a launched into the water. Ashley then spent an hour kayaking the waters around Jericho Beach, loving every minute of it. Thanks to BCMOS and her community inclusion service, Ashley was able to cross this activity off her bucket list.

For more information about accessible opportunities for outdoor recreation, visit bcmos.org.



Striving for Excellence CSCL Employees Re-present BCC

The Azrieli Adult Neurodevelopmental Centre, opened in 2020, is Canada's first research and education centre committed to improving care for adults with mental health challenges and neurodevelopmental disabilities. The Centre has partnered with the Canadian Centre for Caregiving Excellence, a non-profit organization whose mission is to "support and empower family caregivers and care providers, advance the knowledge and capacity of the caregiving field, advocate for effective and visionary social policy, with a disability-informed approach". Together, the two organizations have assembled a working group of Direct Support Professionals (DSP) from across the country to participate in a six-month project. The working group, made up of two staff from each province, is tasked to provide input into the direct support professional field, with the hope of becoming an advisory body for Canada. The two BC

representatives are from CSCL - Jodie Dessau and Penny Goryk. As NADSP E-badge credentialed employees, Jodie and Penny were selected by CSCL's Leadership team to represent the province in this project. The group comes together monthly over Zoom to discuss what DSPs need to maintain their own well being so they can continue to provide quality services to the individuals they support. They also discuss ideas to help communities build capacity, and to foster strength amongst workers.



Certification

CSCL's Focus on...

During these past few years, the shortage of staff at CSCL has significantly increased (much like what other organizations, businesses and industries are experiencing). The COVID-19 pandemic has definitely impacted everyone affiliated with CSCL (Individuals, Families, Community and Employees). CSCL's Human Resources Department has always been focused on recruiting employees for the role of CSW/DSP. However, in the Fall of 2021, when the shortage of staff became critical — this is when CSCL made the decision to heavily invest in CSCL's recruitment and retention plan and made the decision that retention was a goal for the organization to focus on.

Since 2021, these are the measures that been implemented to address the retention goals at CSCL:



Scenes from CSCL's Winter Gala at the Harrison Resort organized by CSCL's Social Committee

...Staff Retention

Initiative	Measures Taken	Results
NADSP E-Badge Academy	CSCL is a proud member of the National Alliance of Direct Support Professionals and is currently implementing their E-Badge Academy.	2021 – 5 employees have their DSP-1 Certifications; 1 employee has their DSP-2 Certification; 5 employees have their DSP-3 Certifications and 1 Manager who completed the Frontline Supervisor certification. 2022 – 6 employees have their DSP-1 Certifications; 1 employee has their DSP-2 Certification; 4 employees have their DSP-3 Certifications.
Canadian NEOC Award	CSCL has partnered with the NEOC to annually survey our employees to ensure a confidential and professional survey process. CSCL is proud to have been recognized with a Canadian NEOC Award every year since 2017.	CSCL is the only organization in Canada to receive this honour five consecutive years!
Service Awards Breakfast	CSCL honours employees each year at its Service Awards Breakfast, and for their contributions to CSCL. As a testament to the workplace culture at CSCL, we have many tenured staff reaching 30-year milestones and new talented employees that have won provincial recognition awards!	The last three years CSCL has honoured 6 – 30-year employees, 7 – 25-year employees, 11 – 20-year employees, 13 – 15-year employees, 22 – 10 year employees and 51 – 5-year employees.
Provincial Recognition Awards	Nominating and Promoting CSCL employees for external (provincial) recognition by submitting applications to British Columbia's Community Social Services Awards of Excellence since 2016.	Three CSCL employees have been the recipient of one of these awards (2016, 2017 and 2022) plus numerous employees with "honorable mention".
CSCL Awards	CSCL has implemented a program to officially recognize employees for excellence in their work. These STAR Award winners are announced each quarter with the EXCEL Award (manager's only) recipients announced annually.	Four STAR award winners each year are officially recognized by CSCL through social media and in-person events. The program is financially incentivized as each winner receives a bonus cheque. One EXCEL winner is announced each year with the same results.
CSCL Be Kind, Be Calm, Be Safe Award	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.	Between November 2020 and August 2022 CSCL'ers nominated their co-workers each month, with 20 employees receiving this recognition.
Relias Training Platform	CSCL has partnered with Relias Learning to use their training website for all CSCL employees.	During 2021, a total of 4,783 modules were completed by CSCL employees (some mandatory requirements and other's by personal choice).
Wellness Committee and Activities	CSCL has a Wellness Committee to promote wellness for all our employees. A Wellness Bank was implemented to reimburse employees engaging in "Wellness" activities. A total of \$15,000 committed to this initiative	CSCL's Wellness Committee, sharing and promoting the monthly "Action for Happiness" Calendars and running numerous 'challenges' throughout the year (to earn prizes). 51 employees have used the Wellness Bank since August 2022
National Advisory Group Participation	Some CSCL employees have been selected to represent CSCL and the Province of BC on the national advisory group from the Canadian Centre for Caregiving Excellence and CAMH Azrieli Adult Neurodevelopmental Centre.	The group has just started so results are not in yet.
NADSP DSP Advisory Council	CSCL employees have representation on the NADSP Direct Support Professional Advisory Council	CSCL is one of only two Canadian organizations participating.

Tahlia's New Wheelss

On January 9th, Tahlia Tate received her very own custom-built bike.

Tahlia had been riding a similar bike at Collette pointed out what a difference her school and expressed that she would like one of her own.

Through a generous donation by the Chilliwack Children's Charity, who offered the \$2000 for the initial down payment, it was able to happen. The remainder of the funding was provided by the CKNW Kids Fund and Variety.

The bike, made by Freedom Concepts, And Tahlia is just as excited. "I love my is adapted for Tahlia, who is 9 years old. Topaz Place manager, Collette Bohach noted that it is also

adjustable, so she will be able to use it through her teenage years.

this bike will have on Tahlia's life. "That freedom, it's another step of independence for her. Her having a goal of walking independently, this is one step closer for her to do that."

Collette stated just how excited she is for Tahlia. "I'm so excited for her summer! This is going to be the best summer ever!"

new bike!" "It is fun and Scout loved it too!"



2022 Year in Review 7

"Cautiously optimistic" might best describe the feeling of the past year. While we entered 2022 in a "Covid-wave" and saw multiple more in the early months of the year, the impacts from the pandemic began to wane; people weren't getting as sick or for as long. Once again, we began planning our annual events and celebrations, Staff Service Awards (April), AGM, Pancake Breakfast (June), Community Living Event (Oct), Staff Winter Gala (Nov), Rotary Christmas Parade (Dec) and hoping and wishing that this year they would come to fruition...and they did. We were also able to bring back our in-person staff training events. The on-line meetings (Zoom and MS Teams) are not completely abandoned and some continuation has allowed flexibility for individuals to access services the way they choose, and for people to stay away from the worksite when they're not feeling 100%. Optimism has always been a part of our work, as we aspire to develop more responsive services, meet new needs, and address the service gaps.

A sense of normalcy has reignited our hopefulness, and the sparks are growing into embers of aspiration and development. Stay tuned for 2023...

Respectfully submitted, Julie Unger **Executive Director** Chilliwack Society for Community Living



CSCL News!

"Christmas is a great time to work at Freshco!" says **CSCL** supported Freshco employees, Alec and Corey. Both joined their fellow staff members at Bozzini's Restaurant on December 6, 2022 for a long overdue Staff Christmas party. Alec and Corey had a fabulous time with food, fun and prizes.



Alec and a coworker take time for a Christmas photo

Christmas Parade

After a two year hiatus, CSCL was thrilled to join the Chilliwack Rotary Christmas Parade once again.

Out in the Mathieson parking lot the minus 10 temperatures and

strong winds didn't deter the CSCL Christmas Float Committee reps from putting together what many have said was the best float in the parade. The

semi truck and trailer were donated by Visscher and Colin Muxlow. Community Inclusion managers arranged a crafting

social for 30 staff, individuals, caregivers and self advocates to come make the giveaways and candy bags. It was fun time for all involved with Christmas music.

treats and friends. Come join us next year!



Aaron Van Beest believes in CSCL's value statement "learning is lifelong".

As a CSCL staff of over 25 years, Aaron is highly skilled and experienced, however he still knows there is always more to learn. Recently, Aaron completed all 3 levels of the NADSP E-Badge Academy. Aaron first signed up as he saw it as a good way to refine his skills and stay current on best practice. As he completed one level, he found the next wasn't too far off, and so he just kept going from there. Aaron shares that the courses were interesting, with many topics to choose from, and says he learned new theories and strategies that helped him to look at challenges from a perspective he hadn't considered before. It has influenced his daily work by helping better CSW/DSP, the people we him be more creative in problem solving, giving him more tools in his toolbox to draw on, and helping

him be a better guide and mentor for new staff. When asked if he would recommend the E-Badge Academy program to other employees, Aaron responded "Absolutely yes! For long-term employees it offers reengagement, more tools for the job and a fresh outlook. For newer employees it offers a great base of fundamentals that are cornerstones in becoming a great CSW/DSP. Regardless of one's education level, there is something to learn and apply to our work for all, so it's a win-win for everyone. I really appreciate that I was given the opportunity from CSCL to be involved in the program. At the end of the day in becoming a support are benefitting the most, and that's exactly what I'm here to do."

People First Update

Matt Yeomans is the current President of the Chilliwack Chapter of the People First Group.

"It's been a busy time!", Matt says with a smile, "We are very happy to have Angela helping us out!" Angela Vermeer is the group's Advisor, "Yes, we have been very busy", Angela reports, "Through networking at the PWD Forum, People First were able to secure a permanent seat on the new Inclusion and Accessibility Committee chaired by Chilliwack City Councillor, Jason Lum!



Members, Shawn and Ramona successfully spoke at the UFV TASK program with a PowerPoint presentation about the history of Chilliwack People First, the Conferences they have been a part of, and the numerous fundraisers they have done."

For more information email: chilliwackpeoplefirst01@gmail.com

Child & Youth News!

For the first time in 2 years CSCL's Child and Youth Services was able to host its annual Family Christmas Party! Children, youth and families played games, decorated cookies and made **Christmas crafts! Families** were able to connect with one another, enjoy some Christmas snacks, pizza and of course coffee for the parents! Santa even dropped off presents for the Children! It was an amazing night.



Board Update

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

A full fall schedule of meetings saw CSCL's Board of Directors reviewing the organizations periodic reports on progress towards Strategic Plan Goals, as well as all of the other goals rolled up into the "OLP" or

into the "OIP" or Organization
Improvement Plan. The Board's
governance role to "direct and
protect" CSCL has them also
reviewing the financial results
compared to the approved
budget. The detailed review took
place with the Board's Finance



Mike Robinson, CSCL President

Committee, the Director of Finance and Executive Director. The Board Treasurer then reports back to the whole Board at a regular meeting, with an overview of their findings. The Board met in October,

November and December, with the last meeting of the year including the leadership team for a celebratory dinner where updates on project work, and individual stories and service development were shared. 4

Scott Bunnett

It is with great sadness we announce the passing of a remarkable, courageous man -Scott David Bunnett.

Scott passed away in late October surrounded by people who unconditionally cared for him. He was a fighter until the very end. Our thoughts and condolences go out to his family, roommates and the amazing Alexander team.

You will be missed by those who had the pleasure of knowing you.



Caregiver Award



Congratulations to Sonya Venema (left) who received the latest CSCL Caregiver Award from Kayleen Brown for excellence in her role as a CSCL Caregiver. Sonya's nominator(s) wrote:

"Sonya's level of knowledge and professionalism is amazing. She is very consistent, responsive and open minded to change and self-reflection. She takes initiative on problem solving strategies and maintains the best practices in behaviour support. Sonya is a strong advocate and will stand up for the Individuals she supports. Her values, which are completely in line with CSCL, are readily apparent from a single conversation. Sonya has faced many challenges and has done her utmost to see things through. She has never personalized challenging behavior, but has maintained her rational detachment and has always looked to find solutions."

CSCL's Wonderful World of Pets!



CSCL's Newest Newsletter feature comes from an idea CSCL receptionist, Diane Pinder (pictured), had one day...

"We should feature people's pets in the newsletter!" she said.

Great idea, Diane! Your wish is our command!

Welcome everyone to the first-ever newsletter article of CSCL's Wonderful World of Pets!

Would you like your pet to be featured here?
Contact Jeff Gilbank at jeff.gilbank@cscl.org and submit your "pet-tastic" story to our newsletter.

Meet Sage! She is a 12 ½ year old Chocolate Labrador Retriever.

Sage was the cutest puppy and grew up into a beautiful dog. She is VERY energetic and used to go to doggy daycare when she was younger because we couldn't keep her busy enough. Now she is slowing down and sleeping more on my couch! She also barks a lot but she is talking to us when we ask her questions like are you hungry or when we come home from work she gets very excited!

Sage loves food, people, balls, hiking, swimming, camping and fishing on lakes and the river in our boat. She is a great outdoor dog that has hiked Cheam 3 times and camped over near the top twice, Elk many times, Frosty and Slesse. Sage has gone on many snowshoe adventures at Manning and loves the snow.

She is the best dog I could have ever asked for!

CSCL By The Numbers:

123

As of January 1, 2023

of

Individuals

Supported:

613

of

Employees:

376 0000

of Active

Caregivers:

218



39% 60%
1% Self Describe



0-18 19-29 30-49 50-64 65+ 33% 28% 26% 6% 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:



1703 Likes



716 Followers



667 Followers



14574 Views



491 Followers

CSCL Reports

Measuring Up!

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

CSCL 2022-2023 Accessibility Report:

Issue: Health and Safety concerns with existing Lease Space for ACE. Additional space required for anticipated L.I.F.E. based service

Solution: Acquire and retrofit new lease space for ACE and L.I.F.E. Community Inclusion Services

Issue: Computer Training and other training space required

Solution: Renovate vacated Mary St. unit for computer lab, training space



STAR Award

Congratulations to Heidi Walde (right) who received the latest CSCL STAR Award from Michelle Gower for excellence in her job as a CSCL employee.

Heidi's nominator(s) wrote:

"I'm nominating Heidi for this award because she has gone above and beyond by investing extra time in her coworkers wanted them to succeed. Realizing that their learning style may be different and made up a step by step guide. When some staff were feeling frustrated, Heidi stepped up to work and do extra training with the staff. Heidi has pulled the team together by also doing a scavenger hunt. The team have so much joy trying to figure out the riddles that are left for them to find the gifts. This has brought the team together and working together as a whole."



STAR Award

Congratulations to Ashley Johnson (middle) who received the latest CSCL STAR Award from Julie Unger and Brenda Alexander for excellence in her job as a CSCL employee.
Ashley's nominator(s) wrote:

"I'm nominating Ashley because I believe her hard work to bring people together in community and create awareness for PWD benefits is very important. Ashley planned an event with UFV to raise awareness for PWD benefits and how increasing PWD benefits would help the Individuals we support. Ashley helped host this event at Slesse Room at Evergreen Hall. The event had guest speakers and Individuals from the Chilliwack People First group."

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!



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!



CARF Survey

March/April 2023

CSCL's 7th CARF Survey will take place this Spring. Dates to be confirmed soon.



CSCL iConnect Staff Conference

May 8 & 9, 2023

CSCL's Bi-Annual Staff Conference is back! More details to come soon!



Sunshine Community Garden Spring 2023

Get connected with the Sunshine Community Garden! Register now for the 2023 Growing Season!



NAOSH Week

May 2023

Time to focus on the importance of preventing injury and illness in the workplace, at home and in the community.



World Supported Employment Conference

June 6-8, 2023

CSCL is thrilled to be co-sponsoring this event

Blanket Ceremony Honourees

This past Fall, Collette Bohach (left) and Julia Um (right) were recognized in a special honouring ceremony at Coqualeetza Longhouse.

Collette is the manager of Topaz Place and Julia is the Senior Support Worker. The home is connected to Fraser Valley Aboriginal Family & Children Services Society who oversee indigenous child and youth welfare in Sto:lo territory. Collette explained, "We thought we were just going for dinner in the longhouse. The person facilitating was being guided by the Elders to do the work to honour caregivers." At one point, all of the caregivers at the dinner were asked to go outside. "They procession you in and they do the honouring at that time."

The two were covered in blankets and given gifts of fresh fruit, a medicine bag, and a book of local indigenous herbs.

When asked how it felt, she stated "It's hard to even put words to it. It felt like you were being held up and appreciated and that the work you do matters and why it matters. We

were both emotional."

"It was an incredible honour to be in that sacred space and to be honoured with all those others caregivers who have years of



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, Natalie Karam, Dan Celella, Danielle Cross, Ellen Peters, Jodie Dessau, Dan Bibby and Aileen Mathews for their contributions to this edition.

And, of course, to Ashley Willier 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.