

Spring 2023 OUT & ABOUT

Community. Connection. Belonging!

Newsletter



This is My Plan!

Paul's World Cafe

Paul Kerr, together with his support staff, family and friends gathered to complete his My Plan and this time decided to do it a little differently. Wanda Dartnell, the manager of Paul's home, explained. "We had done all the other types of planning in the past." This time Paul and staff did a 'World Café', which was structured as a roundtable discussion, with a large focus on visually

representing the goals. "Paul really likes visuals. We didn't just sit around a table talking. Being able to see it is really important for him." Paul also has a smaller,

laminated version of the World Café in his space. Wanda explained, "It's for him to look at and for him to refer to when he's talking to staff about what he wants to do." Wanda explained further the motivation behind structuring Paul's My Plan this way. "We wanted to focus on social and activities. We had a handle on

medical appointments etc." Paul really wanted to focus on being social again following the isolation of Covid. Wanda also explained the importance of getting staff on board, noting the advantage of having a diverse set of backgrounds, interests, and skills in support staff. "They're more passionate. They have a special skill. They're more likely to follow through with it and

give it their best for Paul."

She also noted the importance of leveraging social capital in supports, noting they have the community connections to support Paul in



getting connected in different areas. The World Café is more than a pretty picture and produced something tangible. "The goals that came out of it are now in his calendar. We followed through from start to finish. There's no guess work about what we're doing today."

A Long Lost Reunion

Bob Mitchell's Family Reunites

3

Shortly after Bob Mitchell's parents passed away, he and his sister moved from Ontario to BC. His sister helped him find independent housing but unfortunately his sister's phone number became unlisted, and he was left with no family contact.

After 40 years, Outreach staff was able to help Bob locate his family and be reunited! His niece and great nephew from Mission came to visit him at Christmas and want to play an active role in his life! Staff was also in touch with his great niece and great nephew from Ontario.

Bob Facetimed them and they plan to do weekly video chats. They plan to introduce him to more members of his family as time goes on.

Bob is busy fundraising for a trip to Ontario to meet them in person, this summer. Staff are currently supporting this adventure with an ongoing bottle drive and an Easter Chocolate Fundraiser, through Purdy's.

If anyone would like to contribute to these fundraisers, please email ashley.johnson@cscl.org.

Bob calls this a Christmas miracle and is overjoyed to have the "Mitchell family back together!"



CSCL's iConnect 5 Staff Conference

We're back... on May 8th & 9th CSCL employees will gather once again to learn together at our 5th iConnect Staff Conference. We haven't been able to hold this valuable learning event since 2019, and are so excited to be able to bring together

teams from across the organization for full days of learning. (We divide up our teams so that about half of our employees attend one day, and the other half attend the second day)

This year we are welcoming Joe Roberts (pictured) - also known as the "Skid Row CEO" as our Keynote presenter and workshop facilitator.

"What is most amazing about Joe is that in 1989 he was living on the streets of Vancouver as a homeless skid row addict. Through perseverance, determination and his resilient human spirit, Joe pulled himself out of darkness and despair, to become a highly respected business and community leader."

We are looking forward to Joe's message of resilience and his afternoon workshop on "Energy health management" – responding to stress and change. Timely messages for all of us as we work and live through challenging times. The conference will also include opportunity for employees to learn about other departments at CSCL and hear from individuals and families we support. Our staff conference is one of the ways we demonstrate our organizational value of "life-long learning".



2022 NEOC Award

CSCL is awarded the Canadian Nonprofit Employer of Choice (NEOC) Award for the 5th Year in a Row!

CSCL has been awarded the 2022 nonprofit employer of choice award (for the 5th year in a row). This is all thanks to CSCL employees. In November, CSCL employees completed a confidential survey with the NEOC. The results of the survey determine our success as an employer of choice. Once the full report is received by CSCL, our HR and Leadership teams review the feedback and develop goals for improvement.

From CSCL employees participation in previous years' surveys and reports, we've been able to implement the following initiatives at CSCL:

- Funds allocated to all CSCL teams to focus on team building (\$50/employee) in 2022
- Implemented the Wellness Bank that is available for all employees to apply for (\$50/employee) – started in 2022
- Making the Employee & Family Assistance Program (EFAP) available to every employee and not just those who were eligible for benefits.
 - – started in 2022
- Developed a Diversity & Inclusion Committee (as per recommendations from the Diversity, Equity & Inclusion Report completed) – started in 2021
- Offering educational opportunities to employees to obtain credentials as a Direct Support Professional (DSP-1, DSP-2 or DSP-3) through the NADSP E-Badge Academy – started in 2021



Chilliwack Represents

CSCL Has Athletes! Pictured below are (from left to right): Julie, Corey, Jamie, Neil and Tracey who represented Chilliwack in the 2023 Special Olympics BC Winter Games.

Chilliwack has many active participants in Special Olympics BC (specialolympics.ca). Special Olympics offer opportunities for athletes to train and compete in 18 sports through year-round programs in local, provincial, national, and international competitions.

Participation in these sports promotes more than just physical benefits such as improved health and athletic abilities; the athletes also develop self-esteem, social skills and friendships!

The Special Olympics BC Winter Games were held this year in Kamloops, from February 2 - 4, where athletes competed for gold, silver and bronze medals. In the 5-Pin Bowling category, at least 115 athletes competed, with our Chilliwack team (pictured in photo) earning Gold for overall team high score!

One athlete is well known to many of us here at CSCL – as well as the team gold, Tracey Oesch also won two additional gold medals; one for female highest total score and one for female highest score game. CSCL is proud of your achievements – way to go Tracey!



Meet the Board with Shawn Palmer



Shawn Palmer has lived in Chilliwack most of his life and is a strong self-advocate working on many regional and provincial projects with People First, Inclusion BC and CLBC. Shawn became a CSCL Board Member for the first time last year and is currently in his two-year term.

We asked Shawn a few questions in a forum we call "Meet the Board".

Q: Why did you want to become a board member?

A: I like to utilize my experience from being a board member of People's First and Inclusion BC. I think this helps when we meet as a group.

Q: What do you like about being a board member?

A: I like to know that my voice will be heard and I like to be a part of the projects I have been able to participate in.

Q: As someone who also receives CSCL services, what do you like about CSCL?

A: I like the opportunities CSCL provides and especially when these activities involve attending events. I have been fortunate to attend many events and conferences and I really enjoy it. If I had one dislike it would be not having enough established support hours and support staff.

NADSP

7

NEWS



As an employee of CSCL - all of us have access to the NADSP "Members" site for 2023. This means you have access to NADSP resources, webinars, material, training discounts, etc.

Check out the email that was sent to all employees recently and see the attached poster with the link to access the NADSP website, where to access the Members section and the shared password.

Or email CSCL's Human Resources department for more information at human.resources@cscl.org



CSCL News!

The 2022 Health & Safety Award went to Gillette! Congratulations to manager, Nicole Sydor, and the Gillette staff and individuals for all their strong efforts to ensure a safe workplace!

CSCL's Staff Supported Homes (CYS) department is pleased to announce Julia Um as the new manager at Sapphire and Topaz. With that, Nelly Robinson, is now the new Senior Support Worker (SSW) at those same services.

CSCL will be representing at the upcoming World Supported Employment Conference hosted by: Canadian Association for Supported Employment, Inclusion BC, the BC Employment Network, and the World Association for Supported Employment.

CARF Survey

CSCL will be surveyed by three CARF surveyors on April 26-28, 2023



CARF accreditation signals a service provider's commitment to continually improving services, encouraging feedback, and serving the community. CSCL was first accredited in 2005 as a result of a mandatory provincial initiative. As a result, our next survey will be the seventh time CARF surveyors have visited our organization.

"The first surveys were the real learning curve, says Jeff Gilbank, CSCL's Director of Continuous

Quality Improvement, "there was a LOT of photo copying in the old days. Now, we are much more prepared and better served using an electronic system."

In fact, CSCL received a very rare "Commendation" for the practical use of our electronic info systems during the 2011 Survey. Although the survey will consist of site visits and in person interviews this time, not all programs will be surveyed. Details about that to come soon.

DSP National Group

Two CSCL employees, Penny Goryk and Jodie Dessau, have been invited to participate in a DSP National Working Group.

Penny and Jodie are representing our province at these meetings and the group continues to have amazing discussions, particularly about the mental well-being and overall wellness of Direct Support Professionals (DSPs). The group's mission is to establish and organize a united voice for DSPs across Canada. One meeting brought in James Janario, a policy maker with Canadian Centre for Caregiving Excellence (CCCE), to help further this

mission.

A Community of Practice of DSPs being facilitated through an Ontario group called Cultivating Community

Wellness is hosting a panel discussion on DSP work in April. The group has been invited to review this material. The group has also been invited to attend a 3 day conference in Ottawa in November and are looking forward to this opportunity to connect with others on this team in person.



Direct Support Professional and CSCL Employee, Penny Goryk

People First Update

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



"I was recently asked to join a committee by the City of Chilliwack," Matt says, "They have accepted me to a position of a Community Member of the Accessibility & Inclusion Advisory Committee (AIAC)."

The AIAC is a Select Committee of Council and its purpose is to:

*Assist in identifying accessibility barriers for individuals using City of Chilliwack services, including parks and civic facilities

*Advise Council on how to remove and prevent those barriers

*Advise on the development of an Accessibility Plan.

"I'd like to thank (CSCL employees) Angela Vermeer and Misty Crawford for helping me with this work." Matt explains, "They are really great people and I want to thank them from the bottom of my heart."

Board Update

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

CSCL's Board of Directors kicked off the year with a meeting on January 9th, approving their annual calendar of meetings and events, and reviewing financial statements.

February and March board

meetings attended to review of the 2022 Health & Safety Report, Annual Critical Incident Review, Organization Improvement Plan, and approving purchasing/financing of a new home. The Membership/Nominating committee has been working on board



Mike Robinson, CSCL President

succession planning, while the Property Planning committee is looking at development strategies. At the March meeting, board members received a special CARF Accreditation

Presentation. The Finance Committee met March 30th to review the draft Budget for the 2024 Fiscal Year (April 1, 2023 to March 31, 2024) which will be presented to the Board for approval at their first meeting in April.

Child & Youth News!

CYS would like to welcome Marlee Enright and Kassidy Seemann to the Child and Youth Services team! Both Kassidy and Marlee started last summer but were recently awarded permanent positions! We are also SO excited to introduce Family Fun Nights! Once a month all CYS families will be invited to a family fun night which will include a fun activity, snacks and the opportunity to network and meet other families. April's Family Fun Night will be Family Game Night! We are excited to offer these events and hope to see our families out!





HR Changes at CSCL

- CSCL sadly said good-bye to Shauna Svekla (Recruitment & Retention Specialist) at the beginning of February 2023. However, we are thrilled to announce that Diane Pinder (who most people know and recognize as CSCL's Receptionist at our Home Office) was the successful candidate and moved into the Recruitment & Retention Specialist role at the end of February 2023. Diane brings years of HR experience to her new position. Welcome to the team Diane!
- CSCL's HR Generalist, Jasmine Ashe, was promoted to HR Manager at the beginning of March 2023. Jasmine comes into this new position with fresh ideas, energy and a commitment to CSCL employees. Jasmine has her Chartered Professional in Human Resources (CPHR) designation. She will be overseeing the implementation of CSCL's new Scheduling system across the organization.
- CSCL has recently filled four Scheduler/HR Administrative Assistant positions. These new positions will begin in early April and they will work with Jasmine, Managers/SSW's and the payroll department to ensure the new scheduling system and processes will roll out as smoothly as possible.
- Anna-Jean (AJ) Beute, CSCL's HR Administrative Assistant will be taking on a new role and title in April 2023. AJ will become CSCL's Employee Status Coordinator and will work closely with Managers and the payroll department to ensure accurate tracking of employees and positions.
- At the end of March, we sadly had to say good-bye to Tammy Son (temporary HR Administrative Assistant). Tammy filled a temporary seven month position at CSCL.

Stanley & Hope



CSCL's Wonderful World of Pets

11

Meet Stanley!
Stanley is a 7-month-old "Cowboy Corgi" puppy. Cowboy Corgis are a mix between a Corgi and an Australian Cattle Dog. They are sturdy, smart, energetic dogs that are clownish like a Corgi and determined like a Cattle Dog. This definitely describes Stanley. He's fun and silly, and a little bit stubborn! Hope got Stanley at the end of November when he was ready to leave his litter. He was the cutest little puppy with the biggest ears! Stanley's hobbies include digging holes, chewing up sticks, and de-stuffing any toy with a squeaker. Hope has worked hard, with help from her support network, to train Stanley. He's fully housebroken, has graduated puppy classes, and knows all of his basic commands. He's very well-behaved for a young pup, thanks to Hope's hard work and dedication. These days, Hope is enjoying showing Stanley's good behavior off when she takes him in the community with her. Keep an eye out – you might get lucky and catch sight of them. If you do, Hope would love to say hi.

CSCL By The Numbers:

1 2 3

As of April 1, 2023

of
Individuals

Supported:

652



of
Employees:

380

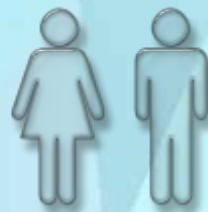


of
Active
Caregivers:

243



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:



2126 Followers



713 Followers



15439 Views



513 Followers

CSCL Reports

Measuring Up!

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

CSCL 2022-2023 Health & Safety 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 H&S committee will conduct a deep dive analysis into this trending.

Site Inspections: Managers should be reminded about including the overnight shift in their inspections and an annual "Maintenance assisted" inspection. Add this recommendation to a future Combined meeting for discussion. Add this to the Site Inspection dashboard for SV4.



Caregiver Award



Darcie Prokop has been a Contracted Caregiver with Children's Community Respite since March of 2011, and still supports one of the first families she first contracted with! At this time, Darcie holds contracts with two youth and four children, at the same time juggling medical appointments with her daughter who is bravely battling a serious illness. Darcie considers the families she supports an extension of her family, including them in all of her extended family interactions - going out for dinner, going to the movies - while always following the choices of the people she supports. Darcie works full time and will often use her vacation days to provide support to her 'families'. She is a true model of what makes an exceptional caregiver, always willing to go above and beyond!

STAR Award



Congratulations to Asees Singh (left) who received the latest CSCL STAR Award from CSCL HR Director, Natalie Karam for excellence in his job as a CSCL employee. Asees' nominator(s) wrote:

"Asees is always calm and supportive. He has shown that he is extremely capable of handling anything that is within his workload and more. The residents have a very positive and appropriate support relationship with Asees. Every staff member holds him in high regard. If there is an occasion where a co-worker is out for the afternoon, Asees will do not only his work, but the work of the co-worker so that there is nothing left undone for the next shift. He is highly respectful and appropriately friendly. The entire team at Carleton has the same appreciation of Asees as a co-worker."

CSCL Events...

Note: CSCL's AGM has been moved to September this year (due to conflicting events). We look forward to seeing everyone on September 20th at the Coast Hotel.



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

April 26-28, 2023

CSCL's 7th CARF Survey will take place this Spring. Survey locations 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!



NORTH AMERICAN OCCUPATIONAL
Safety and Health Week

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 sponsoring this event

Daniel Quits Smoking

16



Daniel Simmonds is a cheerful, friendly man who is enjoying a third chance in life. At 63 years old, Daniel had two recent brushes with death and will openly tell you he's not risking a third time. Daniel, who is a baseball fan, says with a smile "three strikes—you're out!" Daniel's most recent brush with death was on New Year's Eve, when he ended up very sick with pneumonia and in a coma on life support. Things were looking bleak, and nobody was more happily surprised than Daniel when he woke up from the coma and made a full recovery. After getting out of the hospital, Daniel committed to changing his life to healthier living. After being a heavy smoker for more than 50 years, Daniel has quit

smoking, which is a huge accomplishment. He has also changed his diet and is learning to cook healthy foods for his lunch at OASIS. Now that he's quit smoking and is eating healthier, Daniel is losing weight and has much more energy. He's enjoying activities he used to miss out on (because they were smoke-free), like going to the movies and attending sporting events. Daniel has big plans for his new lease on life. He's saving a lot of money now that he's not buying cigarettes and has dreams of a Hawaiian vacation. With the determination he's shown in quitting smoking, we have no doubt he'll be booking that vacation before you can say "Aloha".

Chilliwack Society For Community Living

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

9353 Mary Street
Chilliwack, BC
Phone 604-792-7726
Email info@cscl.org
Web www.cscl.org

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



Follow us on Social Media:



Your Voice!

Many thanks to Julie Unger, Karen Slingerland, Natalie Karam, Dan Celella, Danielle Cross, Ellen Peters, Penny Goryk, Jodie Dessau and Aileen Mathews for their contributions to this edition.

And, of course, to Paul Kerr 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.