



*A Community that Welcomes
and Includes Everyone*



Annual Report 2023

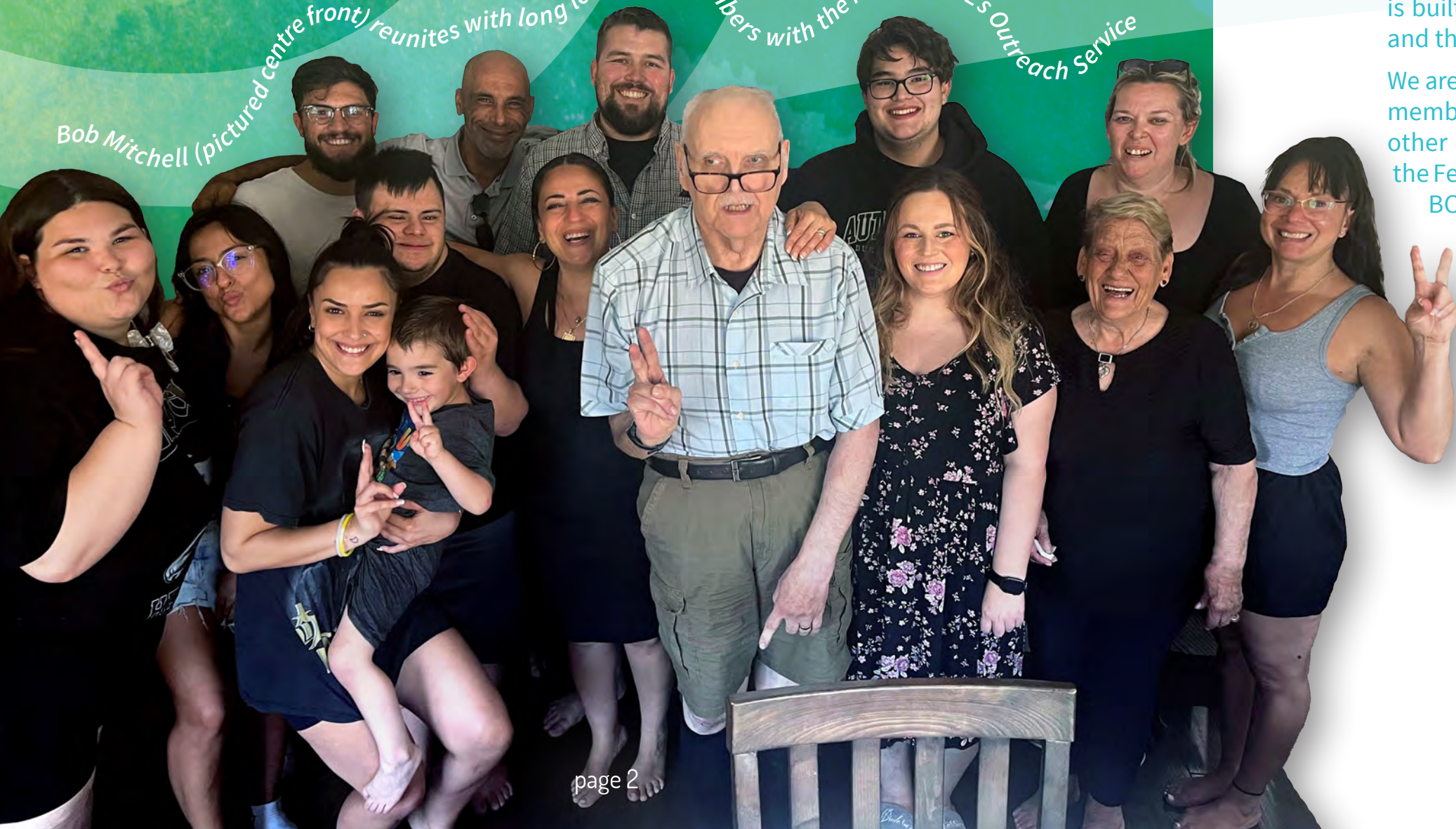
April 2022 - March 2023

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We are, and
have always been,
at our best when we
feel a sense of inclusion
and connection
with others.

Bob Mitchell (pictured centre front) reunites with long lost family members with the help of CSCL's Outreach Service



CSCL *Our Society*

The Chilliwack Society for Community Living (CSCL) is an innovative and responsive organization that supports over 600 children and youth with support 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

**CSCL is proud to
partner with many
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and Vision for a
community that
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includes everyone.**

of the Society. Our elected Board of Directors is made up of family members, 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.



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.

It has been another year filled with challenges, achievements, new beginnings and sad goodbyes to long time CSCL friends. The increasing complexity of service delivery is a constant challenge for our leadership team, a challenge they not only meet but exceed daily. A few of the highlights from the past 12 months:

- The new ACE space was completed allowing the team to strengthen our community inclusion activities.
- The new Mathieson Sensory Room was completed to enhance child and youth service offerings.
- A new support home was added to the mix on Coote St, providing support for new individuals in the CSCL family.
- A new collective bargaining agreement was reached after many months of negotiations.
- And, CSCL was once again recognized as a non-profit Employer of Choice. The sixth consecutive year the organization has achieved this recognition.

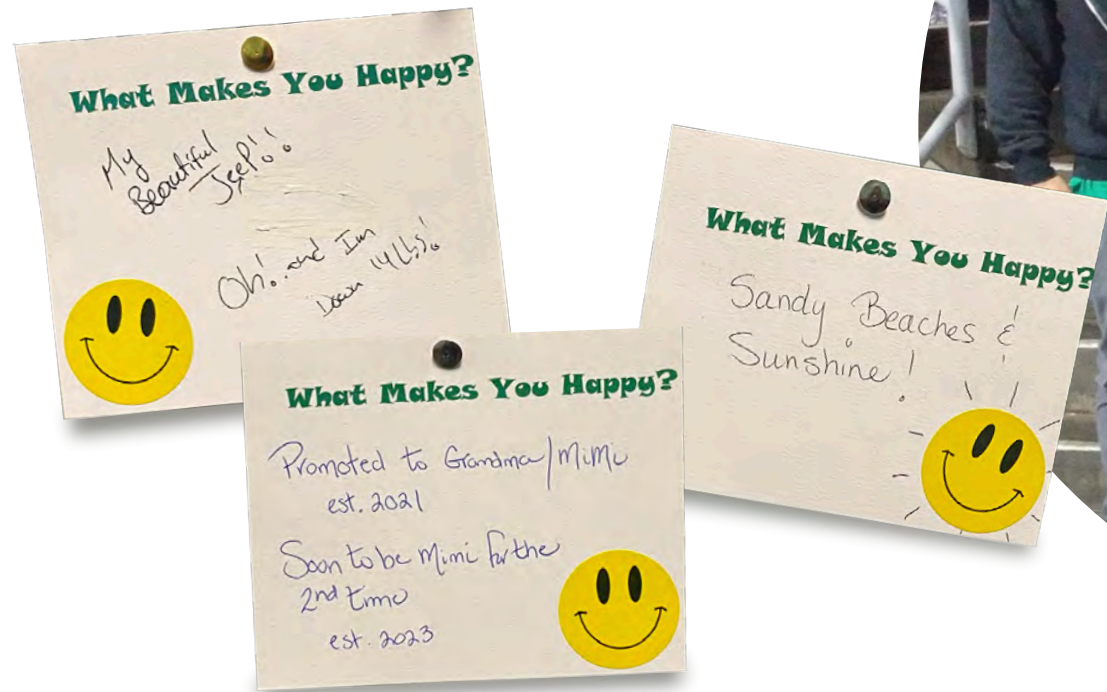




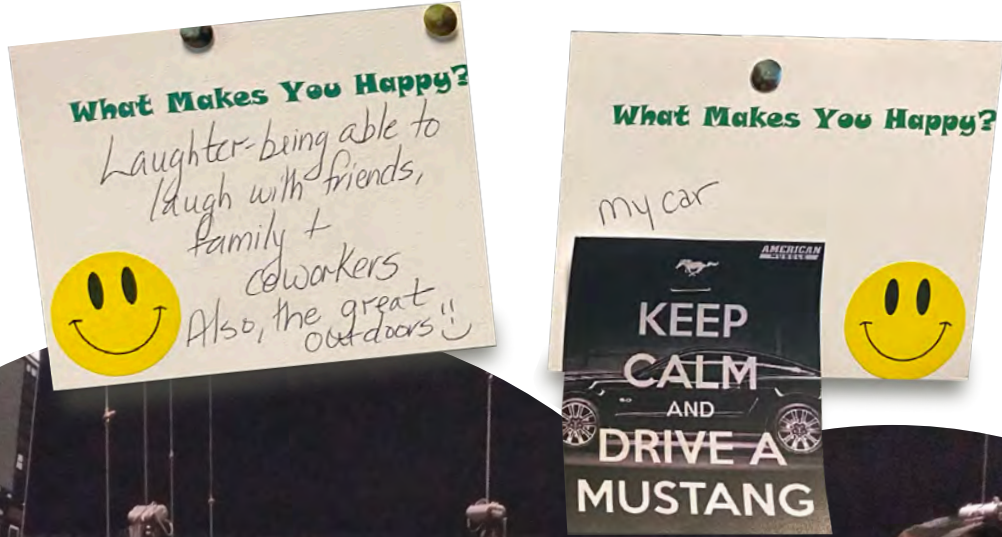
Yes, it has been a year of challenges and adversity, combined with significant accomplishments. On behalf of the Board of Directors I want to thank everyone who is part of the organization. The work you do makes a positive difference in people's lives everyday. The passion, dedication, and commitment 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*



CSCL's Community Inclusion Services has a great time at a WWE Event





Phillip staying active indoors and Tristan, Mark, and Luke enjoying milkshakes!



Executive Director's Report

*"We must accept finite disappointment,
but never lose infinite hope."*

~ Martin Luther King, Jr

This past year we saw an increasing energy and hope, at the same time as we navigated the post-pandemic realities. We did not evade the nation-wide labour shortage, which impacted our service delivery and our financial results. As I look back on this past fiscal year, my gratitude for the people who choose to work with CSCL is even greater. We are moving through a challenging season, with continued uncertainty. Our employees, our teams are some of the most dedicated you will encounter. From our Direct Support Professionals, Senior Support Workers and Managers to our Maintenance team, Admin team, HR, Payroll and Finance Teams, to our Leadership team and Board – everyone demonstrated an "above and beyond" mindset to ensure we continued to deliver on our mission of working in partnership with our community and delivering quality, individualized services.

Collectively, we continued our progress towards the Board's Strategic Plan for CSCL, working towards the goals of our five key areas:

- **INDIVIDUAL SERVICES:** Individuals supported by CSCL will experience belonging in our community with full participation and choice.

**Our employees,
our teams are
some of the most
dedicated you will
encounter. Everyone
demonstrates an
"above and beyond"
mindset.**

- **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.

This is the end of this strategic plan cycle; the board and leadership will be revisiting this in November to develop the strategic plan for the next four years at CSCL.

INDIVIDUAL SERVICES:

Delivering quality, individualized services does not happen in isolation. As our mission and vision emphasize, “community” is the key to our success. In our Community Inclusion (CI) services we have continued our focus on “CI-Anytime”, outside the traditional 9-3 hours. We’ve seen our teams and individuals embrace this model, expanding opportunities. We’ve moved to a new space for our ACE CI – a significant investment to ensure health & safety of participants and employees, and increased space for the addition of a new L.I.F.E. service. We’ve continued our investment in building our capacity for Positive Behaviour Supports (PBS) seeing the direct impact of that in our annual Critical Incident Review. As the end of the fiscal year approached, we were in the middle of developing a new Staff Supported Home (purchase of home completed

Volunteering makes Megan happy!



Roger making music.



Annet, Natalie and Brent represent CSCL at the Chilliwack Pride Festival!

in the new fiscal year) to meet the needs of individuals we were already serving in other models. Our Child and Youth Services has been actively exploring alternate service models to remain relevant to current needs of families, and to address the funding reductions imposed by MCFD. One of the significant challenges of this year has been in regards to advocacy and support for individuals (adults) with multiple, complex needs. Our services extend to those with additional diagnoses of mental health conditions, who may also experience addictions, and be precariously housed, or unhoused. This group of individuals is underserved, and at-risk. Our partnerships in community, and the strong advocacy (over and above) of our team members, has ensured their safety thus far. We continue to explore resources and work to identify ways in which the “systems” can better serve these individuals. Individual 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.

Delivering quality, individualized services does not happen in isolation. As our mission and vision emphasize, “community” is the key to our success.

EMPLOYEE LEARNING & ENGAGEMENT:

We continue to partner with the Non-Profit Employer of Choice Awards (NEOC Canada) to conduct our annual employee engagement survey. The survey results, combined with our Leadership questionnaire were evaluated and again, for 2022, we received the certification as an

“Employer of Choice” – the sixth year in a row! We have continued our investment in employee learning by offering the NADSP E-Badge Academy certifications and the Relias Training platform (both prescribed and self-directed learning opportunities). We enjoyed hosting our Core Training Series in person again, and offering new managers Leadership training through the Justice Institute.

The Winter Gala was revived in November 2022, setting a record attendance of over 225 employees and their guests, who celebrated the season and our collective work with dinner and dancing. Our Wellness committee was active throughout the year, promoting physical and mental health through monthly mailouts and sponsorship of various activities. We trialed a “wellness bank” and a Team Building fund, to continue supporting both the individual and collective



Again, for 2022, we received the certification as an “Employer of Choice” – the sixth year in a row!

was bargained over the course of the year, with ratification this spring. The new wage rates match similar positions in the health sector, defining community living support work as a viable career option, and not just a stop on the career path. *Our employees continue to wait for their wage lifts, as the organization waits for the funding from CLBC and MCFD. (We were able to secure an advance from CLBC and provide the retroactive payments to April 2022, but not yet the ongoing wage lifts).*

FINANCES:

The financial aspect of our organization has been a challenge to balance this past year. The increased costs from overtime (directly linked to labour shortages) have impacted our bottom line, coupled with the rising cost of living. Our funding templates have remained static despite increased costs for groceries, gas, insurance, lease/ mortgage, etc. We are working with our provincial federations (advocacy) as well as

well-being of our employees. We hosted a Direct Support Professionals (DSP) appreciation week with daily messages of gratitude, and we were planning for a May 2023 “iConnect” Staff conference.

The new collective agreement (last agreement expired March 31, 2022)



Music makes Tracy happy!

A new Performance Measurement Reporting process was rolled out, more clearly defining our work towards individual and service goals, providing the information to effect change.

negotiating with our local funder reps to remedy these significant funding gaps. While the board planned for a deficit budget last year, the final result was more dire than anticipated. Planning for this fiscal year has seen significant reductions in spending to mitigate the inadequate funding. Our next Strategic Plan (and current work) will reflect exploring additional funding streams, donors/grants to ensure the ongoing vitality of CSCL.

INTERNAL BUSINESS PROCESSES:

Technological change; remaining current and utilizing the full capacity of available platforms to enhance our communication and service delivery remains a priority. Progress towards our Sharevision upgrade has continued, and will be fully operationalized in this next fiscal year. We continue to see the value of this data base and information sharing platform; especially as we were approaching another CARF accreditation survey (scheduled for April 2023). Our Payroll Team fully implemented the new Avanti software during the summer, and the scheduling aspect will be implemented in the coming year. In conjunction with the electronic scheduling functions, we have hired dedicated schedulers, and are able to reduce the number of on-call managers, and the amount of time each manager is on-call; the goal being better work/life balance. We have explored our managed IT contracts and are looking to move to a new provider in the coming fiscal year. A new Performance Measurement Reporting process was rolled out,

Jamie showing off a distinctly savoury sense of fashion



more clearly defining our work towards individual and service goals, providing the information to effect change.

COMMUNITY CONNECTIONS:

We recognize the value and reciprocity that comes from contributing to our community, so focus time and energy on participating with groups that share our values and commitment to community development.

This past year saw our continued work with Chilliwack Healthier Community (CHC), Chilliwack Child & Youth Committee, Rotary Club of Chilliwack, Rotary at Work BC, Chamber of Commerce, Chilliwack Bowls of Hope (Hands Up Chilliwack), CHC-Poverty Reduction Task Team, Chilliwack Learning Society, Financial Literacy Committee, and Chilliwack Transportation Innovations, We have newly joined the CIRT (Chilliwack Inter-Agency Response Team) or 'situation table' to assist in planning and advocacy with other community services for some of the most vulnerable people we serve.

We recognize the value and reciprocity that comes from contributing to our community.

Eddie participates in drumming.



In August we participated in the Chamber of Commerce's "Battle of the Businesses" having been named a charity of choice by Hofstede's; we were out in full force supporting the baseball games and promoting the work of CSCL. In October we partnered with Rotary at Work BC and the Rotary Club of Chilliwack to host the Inclusive Employer Recognition event. Our pre-Covid annual Community Living Event made a comeback in October

**We optimistically
look forward to
better days ahead.**

“Zooming into Community” – celebrating with a full house at the Evergreen Hall. Our SES team hosted an Employer Luncheon in February and a “burger and brew” event in spring – to amplify the message of hiring a diverse workforce.

As we put the finishing touches on the reports to wrap up another year at CSCL, we optimistically look forward to better days ahead. Despite the financial challenges, labour shortages, and the hiccups in our plans, we continue to set goals, develop new services, work to improve, as we pursue our vision for a community that welcomes and includes everyone.

“Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence.”

~ Hellen Keller

Respectfully submitted,

Julie Unger
*Executive Director
Chilliwack Society for
Community Living*



paul working at the computer, the Early Risers Group celebrating "Being Kind" on pink shirt day,

and a pua participant doing dental work for a pua



Centre of Excellence



“Centre of Excellence” goals from the last year:

Administration - CSCL arranged to cohost an upcoming exhibition, Our Journey for Inclusion: 70 Years of Innovation, developed in partnership with the Chilliwack Museum and Archives and Inclusion BC, that will be displayed at the Chilliwack Museum and Archives in 2024.

Communication - Representatives from CSCL’s Communication Committee have joined a Provincial Networking Group to share strategies and resources for using storytelling in the ways we communicate messages about disability rights and the impact of our work.

Emergency Preparedness - The Emergency Preparedness manual was made more accessible by transferring the data from the word document into Sharevision.

Employee Training - Relias Competencies: CSCL rolled out a Relias Reporting component for managers and hosted a Relias Recognition Awards event.

Employment - CSCL was part of a networking group that helped initiate a new type of service delivery called L.I.F.E (Learning, Inclusion, Friendship and Employment). This service maintains the focus on employment and lifelong learning, with a lens of providing support when and where needed.

Financial - CSCL’s Payroll Team successfully launched “Avanti” - CSCL’s new payroll system.

Health & Safety - CSCL continues to make AEDs available at our services. The OH&S committee has developed and implemented a maintenance schedule for the AEDs across CSCL.

Human Resources - CSCL’s Human Resources reviewed and updated the CSCL Orientation process for managers.

Medication Administration - CSCL’s Medication Committee updated the Icertify training video to capture new methods of administering medications using the Pro health System.

PBS (Positive Behaviour Supports) - Staff Supported Homes and select Home Share caregivers received training in Dementia Care.

ShareVision - CSCL’s ShareVision Working Group has begun the building upgrade for the January 1, 2024 launch of the latest version – ShareVision 4.

Transportation - CSCL’s Transportation committee created a Transportation Competency for employees to complete annually.

Wellness - The Wellness committee developed wellness initiatives throughout the entire year that fit into the 7 domains of Wellness.

LIFE (CIS) employees Andrea, Jodie, and Grace sharing what makes them happy on International Day of Happiness.



Retention

Recruitment is still a focus and priority for CSCL, however, equally vital is retention. CSCL's retention plan includes:

NADSP E Badge Academy - Professional development opportunities for employees who are interested in earning their DSP credential.

NEOC Award - Being recognized as a non profit employer of choice (NEOC) since 2017

Service Awards Breakfast - Celebrating and Recognizing CSCL employees who have been with the organization for a certain number of years (starting at 5 years and then in 5 year increments).

Provincial Recognition Awards - Nominating employees for the BC Community Social Services Awards of Excellence since 2016.

CSCL Awards - Ability for employees to nominate co-workers for the STAR Award (awarded quarterly) or to nominate a manager for the EXCEL Award (awarded annually).

Relias Training Platform - Making training modules available to every employee of CSCL (on endless topics).

Wellness Committee Activities - Promoting and coordinating wellness activities and initiatives for all employees to participate in (if desired).

National Advisory Group - Two employees who have completed their DSP III credential have been representing CSCL and the province of BC on a national advisory group.

NADSP DSP Advisory Council - A CSCL employee was nominated and selected by the NADSP to represent CSCL on this council.

Employee Referral Program - Employees can earn up to \$300 by successfully referring someone to work at CSCL.

Employee Family Assistance Program (EFAP) - This program is available to every employee of CSCL upon hire (as of July 2022).

Staff Recognition

CSCL strongly believes in recognizing its employees for the amazing work they perform on a day-to-day basis.

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 (awarded when relevant), and the Be Kind, Be Calm, Be Safe Award that was presented monthly to any CSCL employee. CSCL promotes the recipients of these awards via Social Media, Website, Out & About Newsletter, and the Annual Report.

Congratulations to all of our staff who received recognition for their exemplary efforts!

STAR Award Recipients for 2022:

1st Quarter - *Amanda Houniet*
 2nd Quarter - *Kelly Oberholtzer*
 3rd Quarter - *Ashley Johnson*
 4th Quarter - *Heidi Walde*

EXCEL Award Recipient for 2022:

Craig Yendall



Employees celebrated at CSCL's Service Awards Breakfast



And because we missed a few during the pandemic disruption:

EXCEL Award recipient from 2021: Christine Toop (left), presented by Mary-Lee Tondreau (right)

CSCL STAR Award recipients from 2021, pictured below from L to R: Cristina Stanciu, Stephen Peters, Diane Pinder, Natalie Smith-Klassen, Nicole Howard, Rene Atkinson, Rachelle Marino, Anna-Jean Beute



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. From November 2020 until August 2022, CSCL’ers nominated their co-workers who demonstrated exemplary support to individuals and their teams, and each month the Leadership Team selected a nominee for this award.

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

January 2022 - ***Wendy Alcock***

February 2022 - ***Julie Orobko***

March 2022 - ***Julia Um***

April 2022 - ***Diane Pinder***

May 2022 - ***Nelly Robinson***

June 2022 - ***Nicole Patton***

July 2022 - ***Amanda Houniet***

August 2022 - ***Shannan Brown***

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”.





E-Badge Academy

In response to requests for more professional development, in 2021 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 the past two years (since this has been offered to employees), 18 have successfully completed various levels of the credential.

Wendy earned DSP-I certification



Aaron earned DSP-I, DSP-II, and DSP-III certification



Laura earned DSP-I certification



CSCL's NADSP E-Badge Earners:

DSP I Sandra Leitner
Dionne Bradwell
Laura Craven

Laura Gubbe
Wendy Alcock
Aleks Paleczek

DSP II Deidre Innes

DSP III Jodie Dessau
Lauralynne Stephens
Dennis McGregor
Julie-Anne Gaines
Aaron Van Beest

Sheldon MacDonald
Margaret Castle
Alicja Kubiak
Penny Goryk
Jo-Ann Ruar

Frontline Supervisor Nicole Howard



Deidra DSP-II certification

Angela Vermeer, pictured left, with Outreach participant, Shelby



Rising Star Award

Angela Vermeer was the recipient of the 2022 BC Community Social Services Awards of Excellence - Rising Star Award.

The Rising Star Award recognizes an individual with less than five years' experience in the community social services sector, who demonstrates great achievements, accomplishments, early success, commitment, and promise as a future leader in the social services sector. This trailblazer "lights the community on fire."

When Angela began her practicum at Chilliwack Society for Community Living after completing the Community Support Worker program, her intention was to work with children. Soon after she arrived, though, she realized her passion was in outreach. As a single parent who experienced poverty and homelessness, Angela connected with and became a strong advocate for those who were in similar situations. She shows unwavering dedication to those she supports, often adjusting her own schedule and coming in on days off to ensure their needs are met. She has gone into homeless camps, shelters, and precarious locations to help vulnerable individuals in need of a listening ear and non-judgemental support. Perhaps Angela's greatest strength is her passion for supporting women with disabilities, who are new parents. Angela actively works with new or expectant mothers to acquire the skills to parent safely and effectively. She is knowledgeable about infant development and has been involved with developing a parenting program specifically for mothers with developmental disabilities. In her four years at CSCL, Angela has cemented her position as a much-loved colleague who co-workers regularly turn to for advice and direction.

Thank you for all you do for your community Angela!

Financial Overview

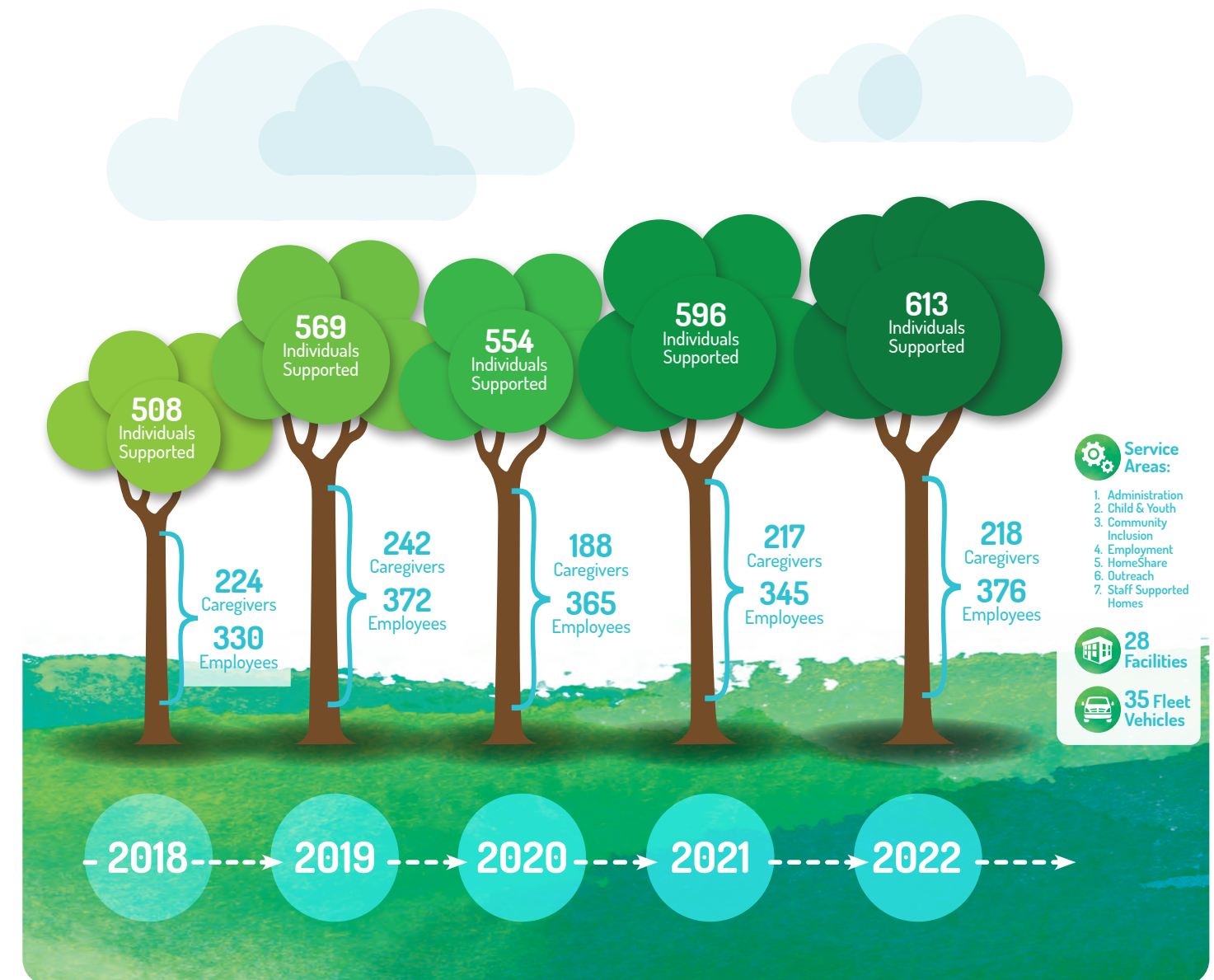
We are grateful for the ongoing support and financial commitment from Community Living British Columbia (CLBC) and the Ministry of Children & Family Development (MCFD). These two agencies provide the majority of the funding that allows us to provide our services and programs. In addition, the Government 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.

For a detailed breakdown of funding in 2022-2023, visit our website and see 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. D. Ball
Mr. & Mrs. H. Fast
Mr. & Mrs. B. Harger
Ms. H. Hough
Ms. E. Kabush
Mrs. K. Kerr
Ms. A. Martin
Ms. L. Macarie
Mr. N. Mazuren
Mr. & Mrs. H. Peters
Ms. K. Ramsay
Ms. I. Riediger

Mr. B. Riediger
Ms. B. Russell
Mr. & Mrs. H. Schuurman
Ms. F. Thalen
Mr. & Mrs. V. Thiessen
Mr. & Mrs. W. Thiessen
Mr. G. Titerle
Mr. & Mrs. J. Toews
Mr. & Mrs. S. Walsh
Mr. & Mrs. J. Wellwood
Mr. N. Zhu

CSCL Employee Contributions
– Anonymous Donors

Service Groups /Agencies

Chilliwack Foundation
Knights of Columbus #3478
Rosedale Traditional School

Businesses

Dunsmuir Holdings
Van Dongen Enterprises Ltd



Nicole bringing sunshine with her joy on a cool day

Kien with Canucks Alumni Darcy Rota and Kirk McLean

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.

Bradley training on a front loader



Anna working in the tool department and Charlie rounding up the shopping carts at Home Depot



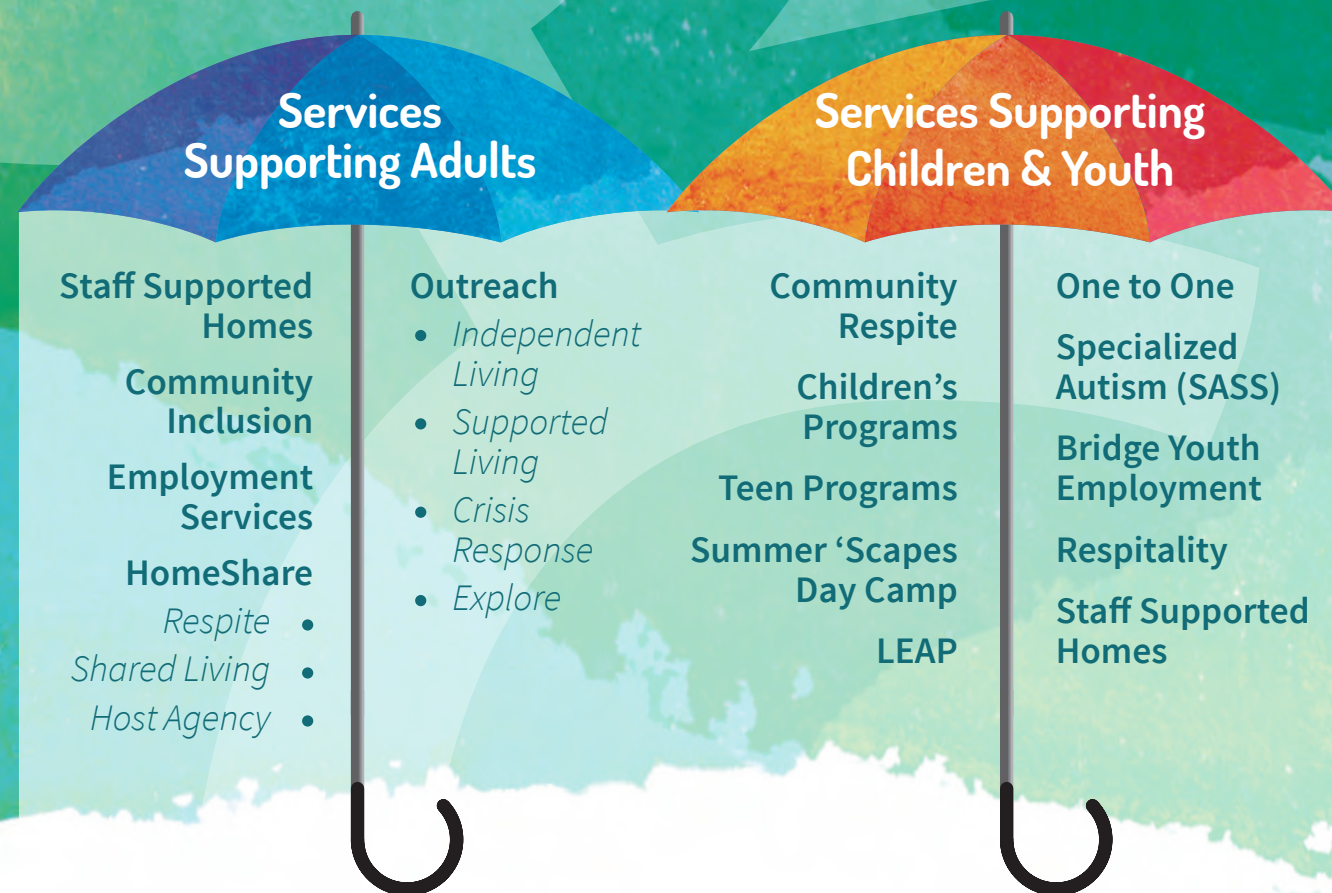
Miles working as a Prep Cook at the Pacific Regional Training Center (PRTC) and Justin working at Kaltire

Programs & Services

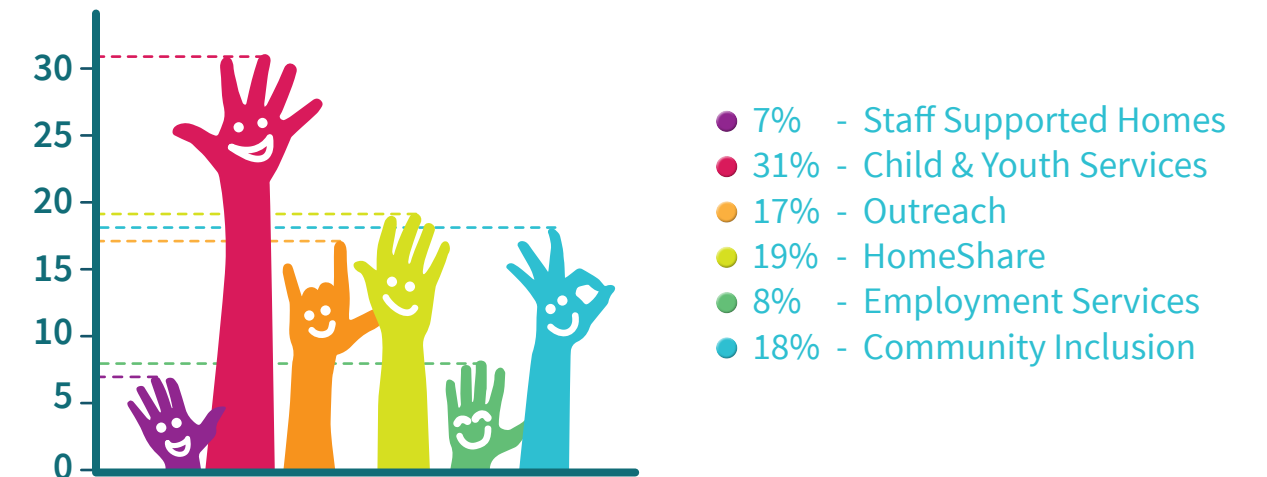
CSCL supports hundreds of individuals in the community, each matched to one or more services or supports that promotes their unique abilities and interests.

Following are our services and community demographics, as of March 31, 2023:

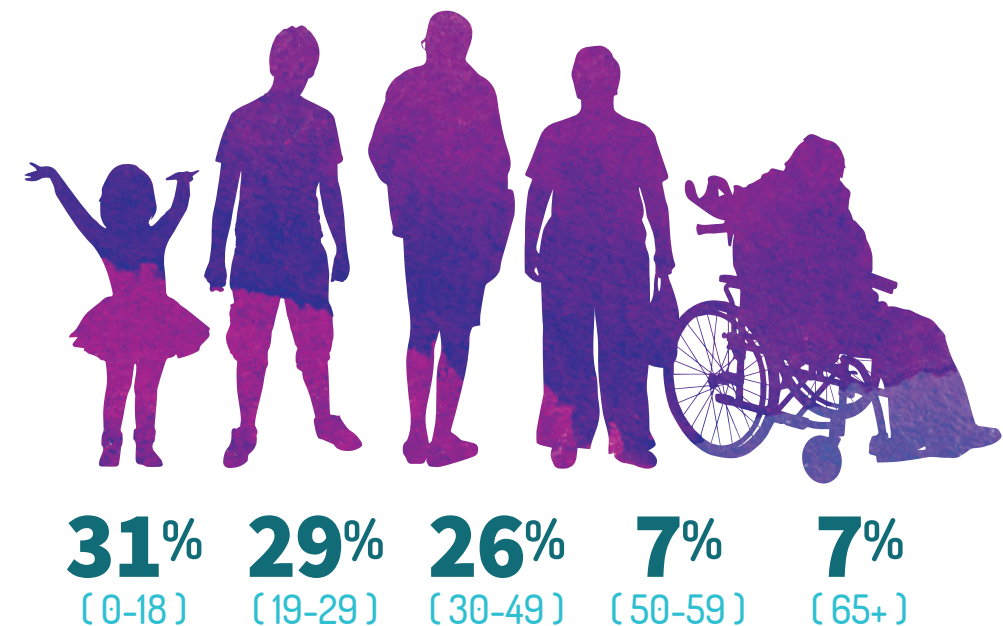
Our services include:



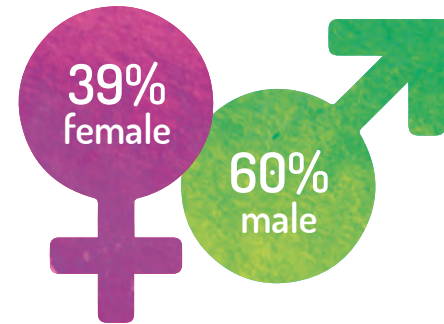
Demand on the service areas we offer:



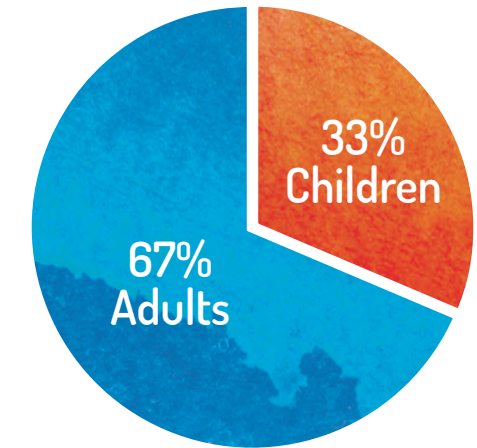
Demographics of the individuals using our services:



We currently support
613 individuals!



1% not specific / prefer not to say



420 Adults &
193 Children

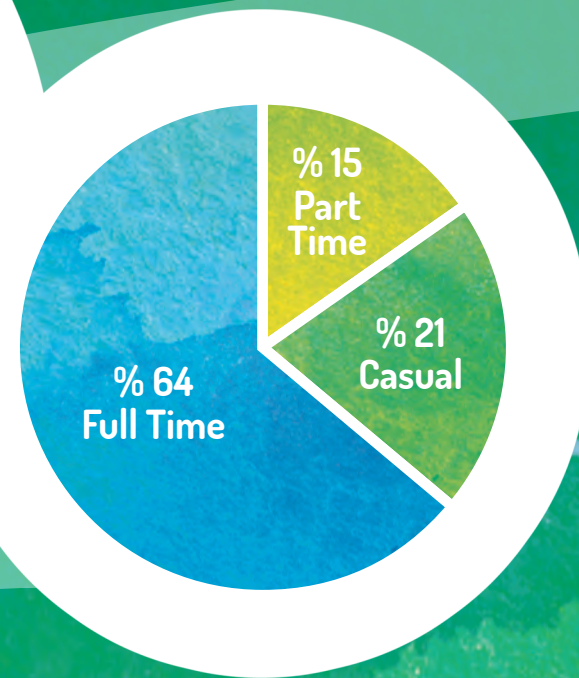
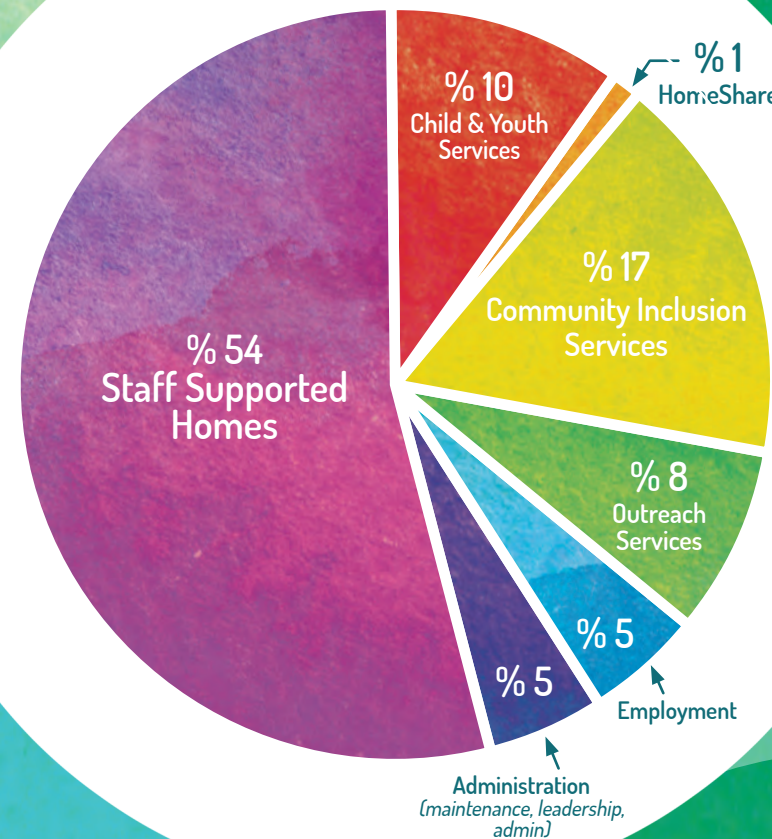
We serve communities in:

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



As of December 31, 2022
CSCCL currently employs
375 staff!

They work in:



Our employees enjoy multiple award programs, organized wellness activities and regular social events.

Who We Are

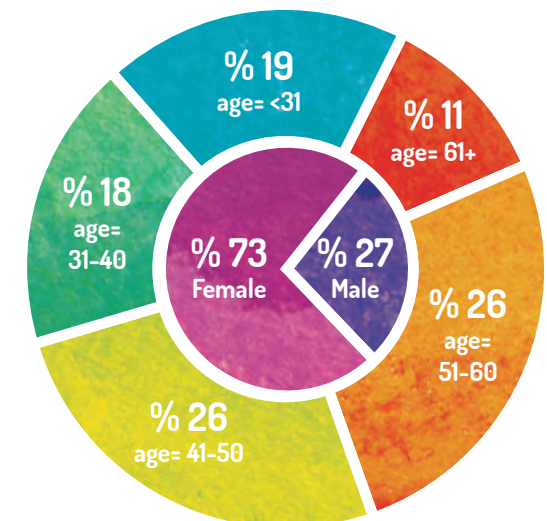
The Chilliwack Society for Community Living is committed to developing strategies to recruit and retain the best possible, qualified staff so that we can continue to deliver high quality services to the community.

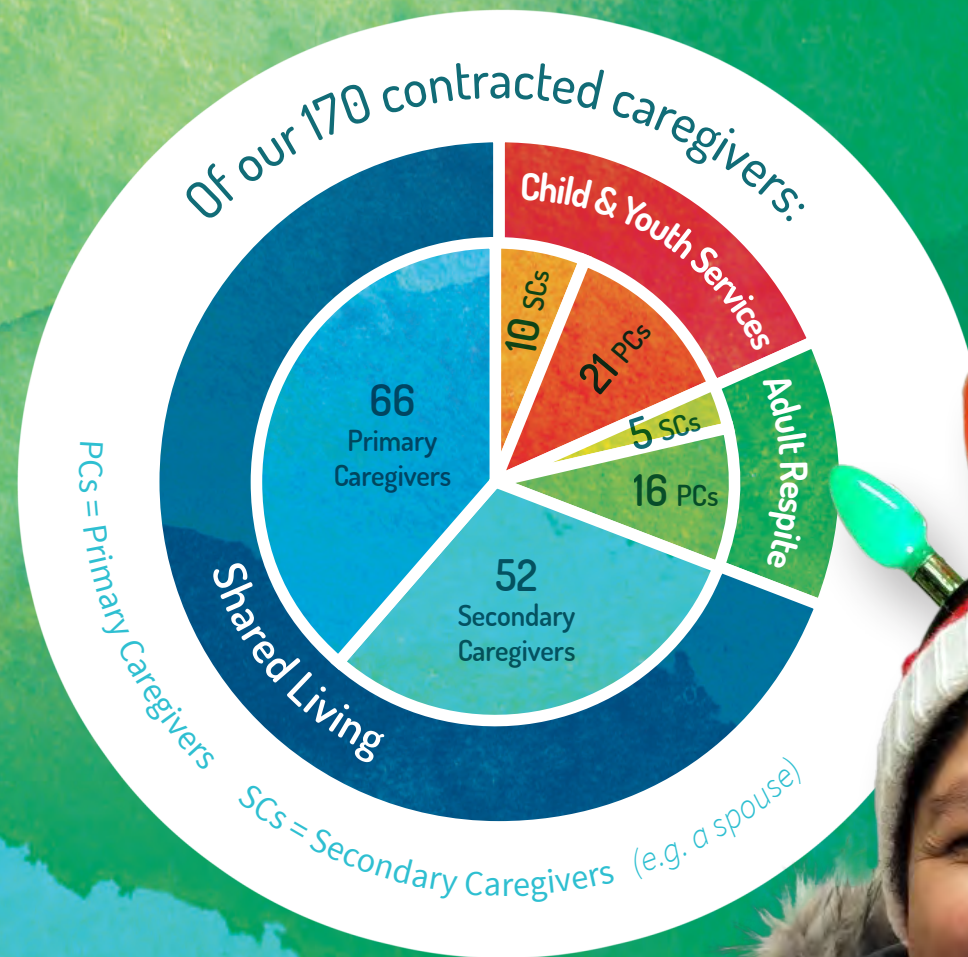
We aim to attract people who embrace the Society's mission, enact its values, and aspire to the same vision of a community that welcomes and includes everyone.

CSCCL 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 CSCCL to accurately assess trends, make improvements as needed and develop informed plans for successful investment of the funding we receive.

Current demographics:
(December 31, 2022)





CSCL currently has
170 contracted caregivers!

...with the CSCL Christmas Float at the Rotary Christmas Parade

Karena helped out...



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 CSCL?

- 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

CSCL 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



The gang at ACE and THRIVE celebrate their new space!

Standout Stories

A new initiative was started at CSCL to gather stories that capture the essence of why we do what we do. Each service area was tasked with selecting ‘that one story’ that stood out as clearly representing the collective efforts of the service area. Following are some snippets of these stand-out stories. The complete stories can be found on our website: cscl.org/news-stories/

“ACE Move” - Community Inclusion

When, at the start of 2022, the news came that the ACE service had to move to a new location, much work was done to figure out temporary locations for the service to operate out of, and to search for and prepare a new permanent home. A new location was found but extensive renovations were needed to prepare it for the ACE group. While paperwork for the move and the renovations to the new location were under way, CSCL rented a space in the Cottonwood Mall, affectionately called “Ace in the Mall”, and used some space at the Mathieson Centre, REV and Oasis. It was a test of patience and flexibility and the people who attend ACE and the staff team did a fantastic job of adapting to the changes while still managing to connect as a larger group occasionally!

With input from individuals and staff in the service, the new location renovations were finally completed in April 2023. Formerly just one group, ‘ACE’, became two groups in the newly designed space – ACE, with specialized medical care capabilities, and THRIVE, which stands for Teach, Honor, Reciprocate, Include, Volunteer and Enrich. The THRIVE group now has more room for moving around which suits the high energy group of people who get supports here.

“A Long Lost Reunion” – Outreach

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.

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

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



Bob reunites with long lost family members

“K on the Way” – from Staff Supported Homes

K has always been an exuberant young man who has loved socializing, but his struggles with weight held him back from fully enjoying life the way he wanted. K felt trapped and unable to break free of his unhealthy eating habits, and it had impacted his health. Fortunately, K has extremely dedicated support staff who have gone above and beyond to help K towards the quality of life he deserves. K now loves eating healthy foods that make him feel good, hittin’ the gym with his support staff and going to his weekly karate class.

Delaying gratification does not come easy for him, but not only has he changed his view on diet and exercise, K has gained the ability to also save his money for things he wants to do, like concerts. After waiting over two years because of the restrictions from the pandemic, K was finally able to attend a Backstreet Boys concert with two of his favorite support workers who encourage him to reach his full potential!

K at his Karate belt test



“Karl’s Career” – Employment Services

Karl received his Bachelor of Computer Science at UNBC, in May 2005. For six years he worked in Prince George as a Software Programmer until the job became obsolete. After trying to find meaningful work through Work BC, he realized he would need more support to move towards his career goals. Karl met with a Vocational Counsellor at CSCL, who helped him build up his self-confidence, manage his anxiety, and move forward in his job search. Karl felt understood, that it was important for him to get to know people first, when the Vocational Counsellor suggested a work experience position at London Drugs in the Technology Department. This was a really good way to see if the job fit. When Karl completed the work experience, he then independently did an assessment and was offered a position as a Technician in the Technology Department!

The Store Manager and Vocational Counsellor re-assured Karl when he had concerns during orientation, and Karl eventually reached his goal of working in the Tech Lab trouble-shooting and fixing issues with customers’ devices. He also puts his strengths to good use in documenting diagnostics and record-keeping for shipments and repairs.

Karl is glad that his Vocational Counsellor recommended London Drugs as a place to restart his career. He says management has been great and he has felt supported and understood when he needed anything.

Caregiver Spotlight

Kelsey is an exemplary caregiver. She has excellent relationships with the person she supports, the Outreach staff, the Representatives, and all the professionals involved in the life of the person she supports. Kelsey has worked with the staff to have documentation in the home (meds and finances) improved to be in line with CSCL standards and policies. Kelsey provides a high level of care, attends all of the individual's appointments, and has excellent communication skills. She has helped to break down some

of the silos between caregiver, Reps, and staff

- partly just through being so cheerful and kind! It is very hard to say "no"

to Kelsey when she is so earnest and friendly. Kelsey has done

huge work in supporting

the individual to train her

puppy, Stanley, including

supporting them to go to

puppy classes together.

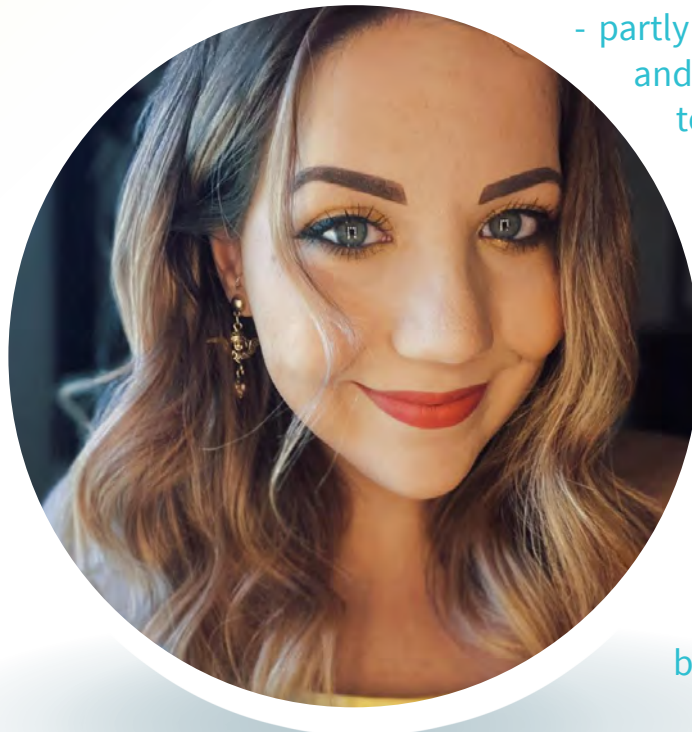
Stanley is now a lovely little

dog who is housebroken

and well-trained. Kelsey is

all-around wonderful, and is

consistently going "above and beyond".



Kelsey Luinge

Photo Contest Winner

Congratulations to Ashley and the Community Inclusion team for winning the Grand Prize in CSCL's 2022 Photo Contest.

As anyone who knows Ashley can tell you, she is always up for an adventure. When CSCL's Community Inclusion Service manager, Natalie Smith-Klassen, learned of a paddling opportunity through the BC Mobility Opportunities Society (BCMOS), she asked REV participants if they would be interested in trying accessible kayaking. Ashley was the first person to say "YES!" and sign up.

On the day of her adventure, Ashley spent an hour kayaking the waters around Jericho Beach, loving every minute of it. Thanks to BCMOS accessible paddling program, and to her community inclusion service, Ashley was able to cross this activity off her bucket list!



"Ashley Goes Kayaking"

Respitality

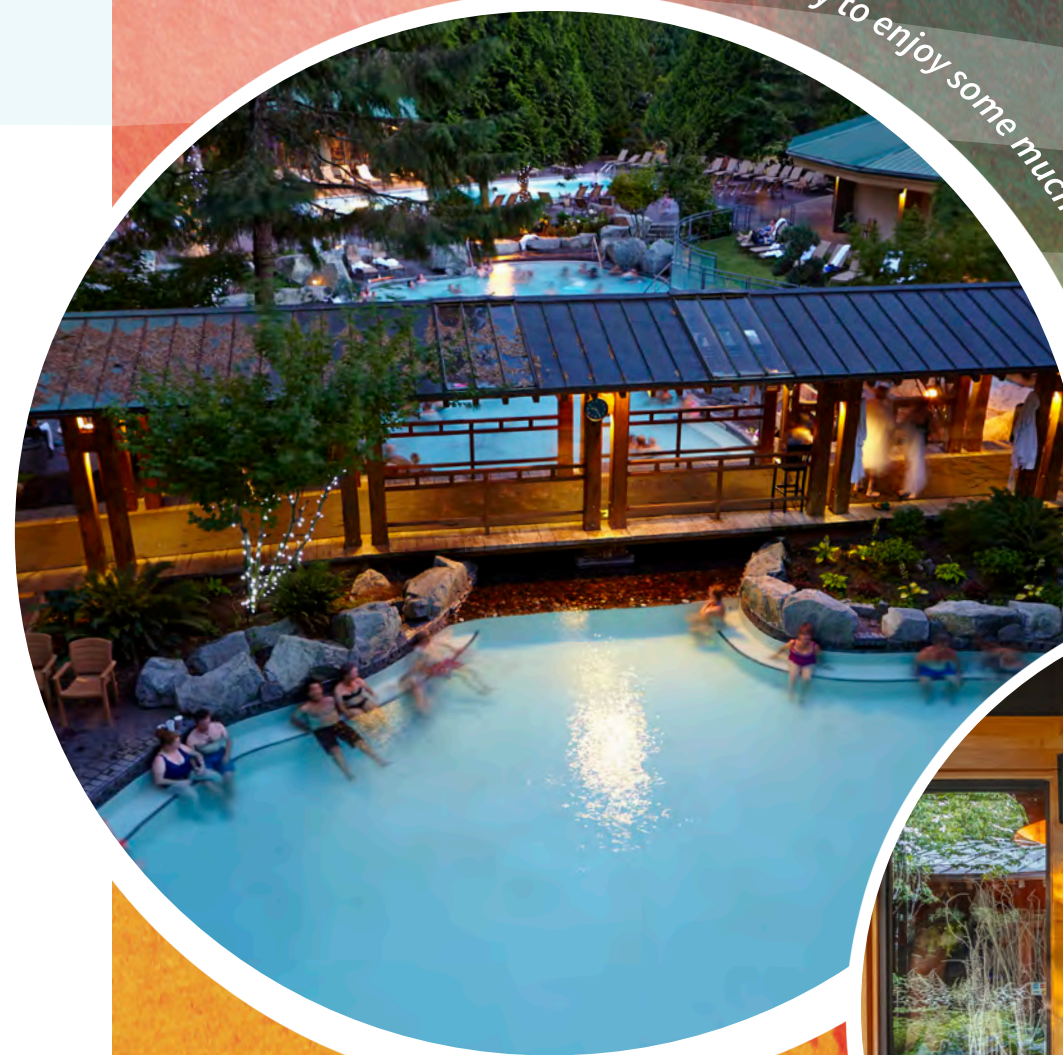
Respite care is a primary support that CSCL offers to help families maintain their physical and emotional health, while offering community and recreational opportunities to their family member being cared for. CSCL's Respitality Program goes a step further and is a chance for parents of a child with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



Children and youth with disabilities are best cared for in a nurturing family environment. CSCL provides supports to families so that they can achieve this.



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

CSCL Service Directors (L to R): Dan Bibby, Brenda Alexander, Nancy Gauvin, Mary-Lee Tondreau, Shelby Hagel, and Michelle Gower



Our Leaders

Board of Directors

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

Ben Honeyman - Director
 Jacqueline MacGregor - Director
 Shawn Palmer - Director
 Michelle Reilly - 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 HomeShare 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/Excel
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
Katrina Both - Chadsey House/Lear
Wanda Dartnell - Jasper
Nicole Howard - Southlands/Wilmada
Nicole Sydor - Gillette Place
Kami Edwards - Hipwell/Vanmar House

Community Inclusion & Employment Services

Dan Ceella - Early Risers/LIFE (formerly RISE)
Jesse Lang/Deidre Innes - Britton/Vedder/WAVE
Natalie Smith-Klassen - ACE & Thrive/REV/Oasis



CSCLers getting in the spirit for Pink Shirt Day

Child & Youth Services

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

Administration Team

Niloufar Badihi - Finance Assistant
Anna-Jean Beute - Employee Status Coordinator & Human Resources Administrative Assistant
Janelle Brouillette - Human Resources & Benefits Administrator
Shaaron Enright - Office Manager
Jasmine Gill - Human Resources Generalist
Bonnie McAvoy - Administrative Assistant, Shared Living
Trinh Son - Administrative Assistant, Shared Living
Michaela Pastora - Payroll Manager
Julie Orobko - Payroll Administrator
PJ Rajwan - Payroll Administrator
Diane Pinder - Receptionist / Recruitment & Retention Specialist
Carrie Sandau - Recruitment & Retention Specialist
Cindy Sigus - Administrative Assistant – CYS (Temp)
Harman Tatlay - Junior Accountant

Senior Support Workers

Faye Allen - Southlands & Wilmada
Wendy Alcock - Bordas & Carleton
Margaret Castle - Chadsey & Lear
Stephanie Garcia - Alexander & McNaught
Ben Gross/Nicole Patten - Child & Youth Services
Arlene Hebig - Hipwell & Vanmar
Jake Kouwenhoven - Community Inclusion Services
Taylor Laviolette - Outreach Services
Nelly Robinson - Sapphire & Topaz
Gizelle Sobkowich - Supported Employment Services

In Memory

Those we Love remain with us,
for Love itself lives on.
Cherished memories never fade,
because a loved one is gone.

Those we Love can never be,
more than a thought apart.
For as long as there is memory,
they'll live on in our heart.

~
Author Unknown

In Memoriam



Scott Bunnett



Vicki Malloway



Hilda Thiessen



Chilliwack Society
for Community Living
— est. 1954 —

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