

Fall 2024

OUT & ABOUT

Community. Connection. Belonging!

Newsletter



Congratulations Kay and Robert!

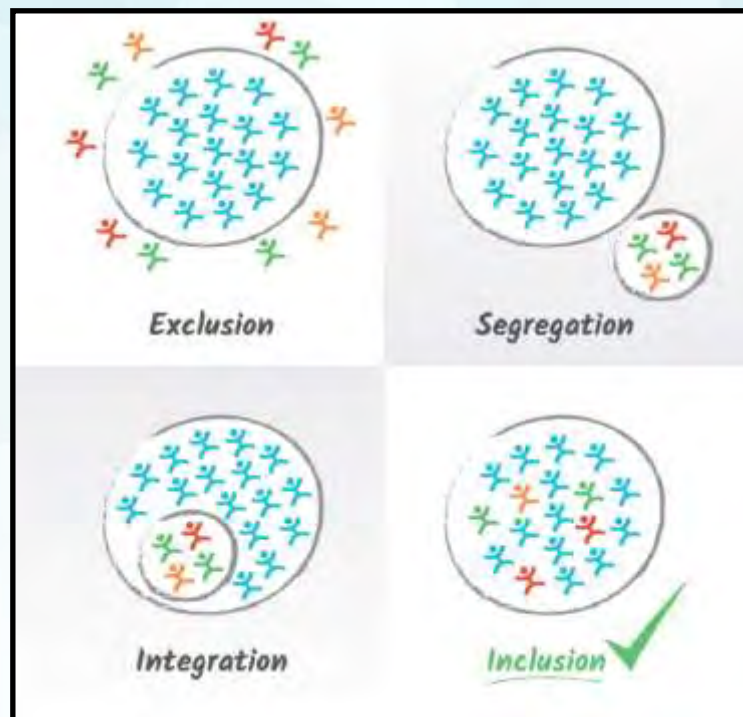
2 Inclusion Chilliwack

“Inclusion is definitely on people’s minds.” This was one of the findings of the Inclusion Survey recently conducted and part of a greater effort to understand and rebrand our new identity as an organization now known as Inclusion Chilliwack Society or ICS.

An inclusive community is one that seeks the active, equitable, and respectful participation of all its members. Inclusion goes beyond merely tolerating diversity, but rather, values diversity for the potential that comes with it. In an inclusive society, each individual is valued and respected, regardless of their differences, and for the ways in which their difference of opinion, perspective, and life experience might be a source of enrichment for society.

It’s not just about accepting diversity but ensuring that everyone has equitable access to opportunities and actively participates in all aspects of life.

With this sentiment in mind, each staff team is being asked to facilitate a conversation about Inclusion at their next staff meeting using an Inclusion Tool Kit to reference. The kit contains, the Inclusion Survey Results, a PDF of the Inclusion Poster (see image below); a link to the Video Explanation of the Inclusion Poster (from our friends at the Chilliwack



Museum); an Inclusion Focus Group Document (work completed so far from the Inclusion Focus Group); and some examples of questions to ask about Inclusion.

Other stakeholders to the Society

besides employees will also have the opportunity to give input into this process too. This will include people receiving supports and their families, Board members, the current Society membership and other key interested parties.

Look for another update in the next issue of Out & About.

Tatyana's Summer

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“Envision it Every Day & It Can Happen”

by Tatyana Aurucci:

Have you ever made a Vision Board? I hadn't until it was suggested by my Vocational Counsellor. I never thought just looking at a Vision Board could make things happen for you, but it has! Awhile after I made it and put it where I could see it everyday, opportunities started happening for me quickly. I first started a Work Experience for 4 weeks in an office setting. Most recently, I had an interview to be a phone surveyor and found out I got the job! Inclusion Chilliwack Society (ICS) had posted a position for a surveyor. My job would be surveying people supported by ICS along with their family or caregivers. I felt comfortable with this because I had an opportunity the previous summer trying this out for 2 weeks and I really liked doing it. I met with Jeff at ICS and he explained how many people would need to be surveyed with the goal to complete it all by August 30th. I guess I didn't realize how many until I saw the list, it was 400 – 500 people. I am going to be real! That made me anxious, and I knew I needed to get busy. I really enjoyed

coming into the office in the morning connecting with co-workers and then organizing how I was going to plan each day. I had my Vocational Counsellor support me to learn and organize how I was going to accomplish this and set goals each day to reach. It was a lot of hard work trying to get people to give you a few minutes to complete a survey of the services they had received. I mean really, no one likes to be surveyed so you need to be able to tell them all feedback is helpful. I really felt I was able to have compassion and understanding about things each person was telling me and able to give Inclusion Chilliwack Society the understanding about each person's satisfaction level with the service they have received. I completed my initial list and was given other lists to survey. After the first week of work, I couldn't believe how much money I had made and I decided to start a savings account with my earnings that I didn't touch, to save for a red car! Yes! Another goal on my vision board. When I completed my job as a surveyor this summer, I felt that I had gained so much more confidence in myself and my ability to make things happen with what I envision to accomplish. I made a lot of money not just working part time, but I was able to work full time for 2 months! I am looking forward to fulfilling my next dreams and I have just recently booked for my Novice License Test in spring. I have enjoyed completing surveys for ICS and I wish there would be opportunity for this to become more of a permanent position. I am on to the next thing to see what goals and dreams bring next. I highly recommend everyone make a vision board and see what happens. Envision it everyday and it can happen for you too!



DSP Week!

From September 9-13, 2024, Inclusion Chilliwack celebrated DSP (Direct Support Professional) Appreciation Week. Each day featured unique events to express our gratitude, including appreciation videos for all staff, a food truck, an ice cream bar, goat therapy, door prizes, yoga sessions with Wilde Wellness, and heartfelt thank you cards from managers. We also took time to honour our exceptional employees.

The role of a Community Support Worker/Direct Support Professional involves immense dedication, and we hope this week allowed you to feel valued and rejuvenated.

We are thrilled to announce the winners of our two \$500 door prizes: Jodie Dessau and Margaret Castle. Congratulations to Jodie and Margaret! Thank you to everyone for your unwavering commitment and dedication each day.

Pictured below is the team from Inclusion Chilliwack's Outreach service area having some fun during the Food Truck event!



Learning is Lifelong

Aaron Van Beest, a long-time employee at ICS, has completed the NADSP Front Line Supervisor (FLS) certification. Here's what he has to say about the experience:

"I think the biggest change in going from DSP badges to FLS certification was the shift in focus. It went from "what tools are in my DSP tool belt?"

to, "what tools can I give or make accessible to staff so they can do their job well?"



"Having lots of years as a DSP, I was able to have perspective on what is needed doing direct support work and how I can provide that for others to use in their work. I had a few struggles with the e-badge submissions. There were a few prompts I had difficulty answering and it made me aware there was a skill or experience I needed. That pointed out an area for me to grow. I think a younger me might have felt defeated, but a more mature me shifted the lens and saw a challenge, something new to learn. I reached out to my support workers (my coworkers, my manager, and some of the leadership team) and found there were opportunities to help me gain these experiences and skills. Most importantly, they helped me discover I had it within myself to gain the FLS certification."

"Looking back on the last few years of the E-Badge experience, the biggest thing I learned is that I deserve good support work too. Sometimes it's not about the task, it's how we support ourselves and each other through it that makes the difference – because we all, both staff and individuals we're supporting, have it in us to succeed. Why did I want to do this? Because I want to do better by the people we support, and when we know better, we do better. NADSP was the knowing part, now I'm working on the doing part. Now I will try to help others feel inspired to do good work and succeed within themselves too. Because at the end of the day, by us learning and growing and supporting each other to be our best DSPs, who benefits the most from that? The people we support, and that's why we're here. Grow yourself and others grow along with you – that's what I've learned."

First Camping Trip

Embarking on an Adventure:
Outreach's First Camping Trip
(Written by Angela Vermeer):

Our first camping trip was a success! Fifteen individuals, two full time staff and four (roll over) staff camped at Sxotsaqel/Chilliwack Lake Park from August 12th to 15th, 2024. What we hope to be an annual camping trip not only met but exceeded all expectations, leaving the group with cherished memories and a stronger sense of camaraderie. The idea for the camping trip came from the individuals themselves as each year the government allocates persons with a disability two weeks of free camping anywhere in British Columbia. They wanted to combine their free passes, and a group

camping trip was planned. The planning process took three months. Staff held camping meetings to prepare lists of equipment, food, medications, sleeping arrangements, rides to and from, staff schedules, and activities. It was a group effort to plan and implement an outing of this magnitude. With the buzz of excitement and anticipation, the adventure began as everyone gathered their camping gear and headed to Chilliwack Lake Park!

Huge thanks to Misty. Without her dedication and mad organization skills, we would not have had the amazing experience of this camping adventure! It was the summer highlight for everyone involved.



Meet the Board



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David Houghting is a new Board member joining this year at Inclusion Chilliwack's' AGM.

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

Q: Hi David, you mentioned Montreal, Quebec is your birthplace – how did you end up living in Chilliwack?

A: I moved out here with my partner. She completed her medical residency in 2012 and we enjoyed Chilliwack so much we stayed here. We really enjoy the mountains, rivers and lakes near by.

Q: Do you have any favourites?

A: There are a few local hikes we've enjoyed, Mt. Slesse, Elk and Gloria. The Vedder Park is also a favourite of ours. I also enjoy mountain biking – when I get out to bike, Vedder & Sumas mountains are the go to locations. The community forest trails are also fun.

A: You also mentioned cooking is/was a big part of your life – what is your favourite dish to cook and why? Do you have a favourite dessert? What is the best restaurant in Chilliwack?

Q: I don't have a favourite dish but I like cooking Chinese cuisine. My favourite dessert is Creme Brulé, once you're comfortable with the recipe it's an easy dessert to make. The restaurant we enjoy the most is Coconut Thai. The flavours in their dishes never disappoint.

A: Thanks for talking with us and congratulations again on becoming a new Inclusion Chilliwack Board Member!

CSCL News!

Taylor Laviolette has assumed the role of manager at Lear House. Katrina Both will now resume the manager's role for Chadsey House and Jasper House.

The Staff Supported Homes department is now using the Shifts app for all their scheduling needs. The app was piloted earlier this year and managers Kami Edwards and Taylor Laviolette were instrumental in a successful pilot project. Chad Charest was the lead scheduler in the project and has helped launch the app with a series of How-To videos. If you require additional training for the Shifts app, please contact your Manager or Associate Director.

OIP Goals

OIP Goals or Organizational Improvement Plan Goals are made from official Inclusion Chilliwack report recommendations.

These reports are generated on an annual basis and are typically connected to a committee such as the Human Resources Report, H&S Report, or Accessibility Report. Committees also contribute to the OIP by having at least one Centre of Excellence (COE) Goal that challenges the committee to inspire

or innovate a new process or idea. All OIP Goals are shared with the Board on an ongoing basis. The Board also has their own OIP Goals developed through the Strategic Planning process. This process typically occurs every 3-5 years and involves looking at every aspect of our service delivery.



Mathieson Day Care

On September 3rd, Child and Youth Services officially opened their new inclusive After School Childcare program.

The program runs Monday to Friday 2:00pm to 6:30pm and will soon be expanding to provide care on School District 33 Pro-D days, as well as early dismissal days and are also applying to increase the program's capacity. Experienced staff will ensure individualized attention and inclusive participation, promoting a welcoming space for every child to thrive. For children requiring more support, parents with access

to funding through the Fraser Valley Child Development Centre, staff will work to create a custom experience that meets the need of that child.



From left to right: Dan Ceella, Alayna Heppell, Brianna Tonks, (Practicum Student) Ali Bursher

The program currently offers pick up for students from Evans, Sardis and Watson Elementary Schools. If you are interested or would like more

information, please call (604) 846-7777 or reach out to mathiesonadmin@cscl.org

Child & Youth News!

We heard from families, children, youth, and staff that this year's Summer 'Scapes and Teen Clubs were a great success! CYS hosted a total of 111 unique kids and teens throughout the eight week span of the camps and we hosted upwards of 27 children and 6 youth every day in this integrated setting. The service employed 16 staff, all of whom were indispensable, with the help of an amazing practicum student and two volunteers. As always, Friday field trips were the highlight of the summer, with trips to Science World, the Vancouver Aquarium, and Manning Park, as well as conquering fears and having a blast at climbing walls, outdoor obstacle courses and water slides!

People First Change

The group known as the Chilliwack Chapter of People First is now known as "**Chilliwack Inclusion For All**".

Big news from Chilliwack People First! Self-Advocates met with representatives from BC Self-Advocate Leadership Network (BCSALN) to discuss future collaborations. More on this in the days ahead.

The group is still energized by the successful March food drive - this partnership has motivated members even more to make community connections and

influence positive changes.

One big change is a new name. Since the group is often confused as being part of BC People First, and it's time to fundraise for a new banner and brochures, we decided it was time for a new name.

"Chilliwack Inclusion For All" will be the new name going forward!

Board Update

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

ICS Board of Directors has elected their executive and committee chairs for the 2024/25 Board Term.

President is Mike Robinson (serving his last year on the Board); 1st Vice President is Shawn Palmer; 2nd Vice President is Lexa Bergen. The Board's

Treasurer is Samantha Tolmie (serving her last year on the board) who also chairs the Board Finance Committee. Shawn Palmer is

chairing the Membership & Nominating Committee and Joshua Hall is chair of the Property

Planning Committee. The first meeting of the new board was held on June 24th (executive elections) before breaking for the summer and met again on October 7th. The board contributes

over 400 hours of volunteer time

each year to ensure good governance for the Inclusion Chilliwack Society.



Mike Robinson, CSCL President



Mentorability!

Adjusting Paths: Joshua's Journey from Policing to Insurance Careers.

Joshua Beastall, a 2022 graduate of Simon Fraser University with a double minor in Police and Legal Studies, initially wanted to become a police officer. However, after considering the physical and mental demands of the job, he decided to explore other career options. He returned to Supported Employment Services at ICS, where he had previously sought help for summer employment prior to attending university, to explore other opportunities that would utilize his recent education and training.

Working with his Vocational Counsellor, Paul, they discovered that insurance adjusting matched Joshua's skills and interests. He enrolled in an online course to earn his Level 1 Insurance Adjusting certificate and aimed to find a job in insurance. They worked with Inclusion BC's Mentorability Program, which coordinates jobseekers with disabilities and local employers to set up short term mentoring experiences to explore career opportunities.

After a few unsuccessful interviews with local insurance companies, Paul reached out to Inclusion BC, which connected them with Yeliz Aksehirli at ICBC. Yeliz informed Joshua about a supportive work environment and recommended a Claims Document Support Assistant position. Although this role wasn't currently available, she suggested that openings could arise in the coming year.

Joshua expressed interest in the position and was invited for an orientation and interview at ICBC's North Vancouver office. Although he received a job offer, he couldn't accept it due to the commute. Instead, he decided to gain local experience first and save money to eventually move closer to ICBC.

To enhance his skills, Joshua improved his typing speed from 45 to 75 words per minute with 96% accuracy and began volunteering at a local non-profit to gain valuable customer service experience. In July, he got hired at Canada Post as a Temporary Casual Post Office attendant, a role that ends in October. He is currently training for his Level 1 General Insurance certification with ILS Corporation, to widen his knowledge in the insurance field.



Joshua Beastall
MENTEE

Meet Buddy!

CSCL's Wonderful World of Pets

"Buddy" makes the best buddy! Buddy is a 4.5-year-old herding dog mix and the beloved pet of ICS staff Lori Oostenbrug. Buddy is a mix of Australian Shepherd, Border Collie, and Blue Heeler – all breeds known for being incredibly smart and active. When asked about Buddy, Lori describes him as "an amazing dog. Loyal, obedient, handsome... but most of all he's amazingly fast." Buddy joined Lori's



family as a puppy and was her late husband Lou's dog. Lou did a lot of training with Buddy, and Buddy knows many commands, including "up", where he will jump to touch his nose to a ball in the air. Jumping and catching a ball is Buddy's favourite game, and he can jump as high as 7 feet. He also loves to run and race with other dogs, and to catch his frisbee. Lori shares that at one time, Buddy knew how to climb trees! Her favourite thing about Buddy is that he is both smart and sensitive, and that he knows to be calm indoors and save his energy for outside.

CSCL By The Numbers:

1 2 3

As of October 1, 2024

of
Individuals

Supported:

613



of
Employees:

405



of
Active
Caregivers:

120



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

11
 Services

58
 Service/Program
 Options

ONLINE PRESENCE:



2235 Followers



849 Followers



132 Subscribers



596 Followers

CSCL Reports

Measuring Up!

A progress update from CSCL's annual Service Area Report:

Service Area Report:

An analysis of each of these reports demonstrates the organization should seek improvement on the following processes since results are "lower than expected" across all or most service areas.

- Family/Caregiver Survey Response Rate
- Overall Survey Targets Being Not Met
- Performance Appraisals Completion Rate
- Orientations Completion Rate
- First Aid Kit Inspections Completion Rate
- Accidents/Injuries Rate
- My Plan Report Completion Rate



STAR Award

Congratulations to Misty Crawford who received the latest CSCL STAR Award. The STAR Award was created to recognize employees for excellence in their job as a CSCL employee. Misty's nominator(s) wrote:

“Misty planned and organized a camping trip for the outreach individuals that ensured everyone felt welcomed and excited. She went above and beyond her role as a support worker. Misty not only meticulously planned the multi-day outing but also attended and lead the group that resulted in a trip that created a true sense of community and belonging for everyone. She always puts 110% effort into her supports with individuals. Her unwavering commitment to inclusivity and community building transformed the camping experience for everyone. Misty not only provided an unforgettable experience but also created an opportunity for lasting memories and friendships to form. Thank you, Misty!”

Do you work with an exceptional co-worker? Nominate someone for the STAR Award TODAY!



CSSL 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!

Photo Contest

Photo Contest

All of October

What Does Inclusion Look Like To You? Tell us by submitting a photo with a chance to win prizes!

Community Inclusion Month

Inclusion Month

All of October

October is also DEAM Month—Disability Employment Awareness Month!

TALENT SHOW

Chilliwack Improv/Talent Show

Wednesday, October 2

Want the chance to shine like a star for a night? ICS and Chilliwack Improv will be co-hosting a Talent Show!

Spooky Spectacular Community Inclusion Event

Community Inclusion Event

Friday, October 25

Inclusion Chilliwack's' annual event happens this year at the Evergreen Hall!



Winter Gala

Saturday, November 30

Our biennial signature staff event happens this year at the Harrison Hot Springs Resort. Tickets on sale now!



Sunshine Community Garden

2025 Growing Season

Want to have your own garden for next year? Sign up now to reserve your spot!

The 2024 Summer IMPACT program welcomed thirteen eager job seekers! The youth participated in one on one sessions, group workshops, learned job readiness, made social connections and boosted confidence in employability. To bolster the youth's experiences and exposure to new and unknown areas of employment they participated in job tasters such as cooking, baking, cashier and customer service, light construction, car washing and detailing and warehousing. Many youth completed online certificates such as food safe, YMCA responsible adult training and caring about food safety. These certificates will support the youth's ability to gain volunteer experience and future employment.

Some youth gained empowerment through volunteering and work experiences where they were able to connect with other employees and gain confidence in their abilities. Youth particularly enjoyed volunteering at the Chilliwack Fair, one youth volunteered four days straight! The vast reach of the Salvation Army created many

opportunities for volunteering, such as working in the kitchen, shelf stocking and creating food hampers. Pulling from the skills learned from these experiences, four youth were able to gain ongoing volunteering positions in the community, some of which could potentially lead to paid employment. Over the summer, four youth received interviews, of which three have gained ongoing employment. Frankie's Italian Kitchen and Bar hired two youth who are working full-time as dish washers. The third youth works part-time at Valley Waste and Recycling. Parents stated that their youth was extraordinarily more mature, trustworthy and confident, due to the support of the Vocational Counsellors and the IMPACT program. One parent said; "I think this was a great opportunity [for youth] to have independence, build confidence, gain skills and make friends!" Youth were quoted saying; "I enjoyed working with others and as a part of a team at my work experience" "I liked that I got to meet new people" "Nothing to complain about, I liked all parts".

Inclusion Chilliwack Society

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 values and includes everyone."



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Your Voice!

Many thanks to Natalie Karam, Dan Celella, Danielle Cross, Paul McCracken, Angela Vermeer, David Houghting and Nicole Howard for their contributions to this edition.

And, of course, to the new bride, Kay Stoller, 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.