

# OUT & ABOUT

Community. Connection. Belonging!  
Spring 2017 Edition - Issued April 1, 2017

## Newsletter



### Did you know...

- April is Autism Awareness & Acceptance month
- CSCL will be undergoing its 4th CARF Survey in late April.
- The monthly disability assistance rate for people receiving PWD benefits will increase by \$50 beginning on March 22. Families with two people designated as PWDs will receive a \$100 increase. The new maximum rate for support, shelter, and transportation for a single person is \$1033.42.
- Inclusion BC's annual conference will be held in Richmond this year from June 14-17.
- Inclusion BC and the Centre for Inclusion and Citizenship at UBC are supporting an initiative to ensure that people with disabilities know their rights about voting.  
<http://iamvoting.arts.ubc.ca/>

# All About Social Capital!

# All About Social Capital



CSCL has made a commitment to promote social capital for the individuals we support. The strategic plan identifies the goal of **building Social Capital in all community Living services as embedded practice**. This means we want to move from it being this “new idea” to being a process and thought that is part of everything we do.

Great examples and stories have evolved over the past few years; stories of individuals connecting with their neighbors, others building relationships around a shared interest in the arts, volunteering to improve something in their community, and making new friendships through work. All of these great stories fuel our enthusiasm to keep working towards this very worthy goal.

The leadership team and managers are working to include social capital instruction as part of new staff

***“Suffice it to say, that the single most important action any program or service that purports to serve people with disabilities must do is to focus actions on having people build more social capital”***

***- Dr. Al Condeluci***

orientation, developing short videos of individuals’ stories to be used on our website and social media, and including social capital options as part of daily reporting. A group of CSCLers, the “Social Capital Innovators” meets every second month to dialogue and brainstorm

about “what’s next” in our social capital journey. This group also facilitated the agency-wide social capital challenge in 2016, providing step-by-step support for program staff to develop social capital for an individual using their service.

CSCL has hosted an annual staff conference, “iConnect”, focused on building our collective knowledge and understanding of social capital. While these conferences have been inspiring, with renowned speakers such as Dr. Al Condeluci, Norm Kunc, and Emma van der Klift, the real work has happened between the conferences with CSCL staff showing up every day, committed to supporting individuals to expand their social capital.

# Easy Reading

3



Claire Petherick and Thaddeus Trill are a part of the Handbooks Group that is currently reviewing all of CSCL's Handbooks.

Accountability and transparency are essential was the statement. “Ya, but what does that mean?” was the question. Well, in other words - people need to walk the walk and talk the talk. “Ahhh, ya I get that. People need to be honest. It’s that simple. Our message should reflect that.”

Plain language is writing designed to ensure the reader understands as quickly, easily, and completely as possible. People need to understand - simple as that! As CSCL began

the process of readying for another CARF audit it became more apparent that some of our written communication was

**Plain language strives to be easy to read, understand, and use.**

looking more verbose and convoluted. So why not make all CSCL’s external communications as plain and inclusive as possible? This is the task set

before the Handbooks Group comprised of editors determined to do just that - edit all CSCL handbooks into clear language free of jargon. “The work is important” explains Jeff Gilbank, a member of CSCL’s Communication Committee, “I think sometimes language can be a barrier for people and so it makes sense to remove the barriers as much as possible.” So, make it friendly? “Ya, make it friendly. That makes sense.”

## Wellness Corner

CSCL employees with Extended Health coverage will see a change to the way their maintenance medications are ordered and delivered to them after April 1, 2017. The coverage for your medications is not changing – the only change is that you will now need to log in to your PostScripts account, or phone MediTrust Pharmacy to obtain your maintenance medications. Please phone MediTrust Pharmacy (Tel.: 1-888-792-3667) to transfer any existing prescriptions for maintenance medication to MediTrust Pharmacy.



# Employee Recognition Awards

## *Star Award Recipients*



*Tim  
Parks*

*David  
Crey*

*Audrey  
Baker*

*Stephanie  
Garcia*

CSCL once again hosted an Employee Recognition Awards Breakfast on Tuesday, March 7 at the Best Western. CSCL was honoured to recognize employees who have achieved 5, 10, 15, 20 and 25 years of service. The ceremony was hosted by CSCL's Executive Director, Julie Unger, with presentations by CSCL's Liaison Analyst from CLBC, Carla Thiesen, and Public-Speaker Extraordinaire, Thaddeus Trill. CSCL's former Executive Director, Brenda Gillette, was also present to recognize Julie's 25th year with the Society; while Julie presented to another 25-Year staff, Gloria Frey. The four STAR Award recipients from 2016 were acknowledged and Nicola Ackerman, Manager of CSCL's Explore Services, was awarded the EXCEL Award for exemplary team leadership as a manager.

*Nicola Ackerman  
Excel Award Recipient*



# CSCL Featured Service: "CISCO"



*The Community Inclusion Social Capital Operation or "CISCO" as it is commonly known is an exciting Pilot Project being introduced to help individuals to build more Social Capital in their lives.*



CISCO identified two individuals who were interested in expanding their personal friendships in Community. This support included a Social Capital Discovery, identifying interests, hobbies, social styles and seeking out the "Gatekeepers" to those interests. Anjili was very excited as CISCO helped provide the opportunity for her to join "Stampin' Up" a Card Making group,

as well as attend a Community Art project called "Espresso Yourself". Corey connected with his former Assistant Manager, they went to a movie together, and they are going to go watch "All Star Wrestling" in Abbotsford at the end of March. Corey loves music and will be attending the "Acoustic Emporium" on March 24.

## CSCL History

### "Social Capital - In The Beginning" by Brenda Gillette



Social Capital has been a training focus at CSCL for the past several years and I so much enjoy hearing the success stories about what is happening for the people we support as the concept unfolds, takes root and grows. I have long said that Social Capital itself is not a new concept; in fact, it is something that many of us practice without conscious thought. We simply take the time to make connections for people when we see the need. Going back many years, I used my social capital when I connected with the School District's Secretary Treasurer, who I knew socially, to successfully negotiate the contract for the construction of Taylor House. This brought about enhanced community interest in the Society and garnered us a new and highly pro-active Board member for a number of years.

In the early days of the Society, things were no different. Social Capital looked like making sure your neighbours knew you personally, knew you had a child with special needs so that they would come to the Sunshine Drive Bake Sale or donate money during the door-to-door fundraising campaigns. I think those original families understood intuitively the deep need to connect in order to gain support for their family member and the greater cause. It was no accident that the early Boards of Directors had prominent business people, local politicians and various high-level bureaucrats as active members. These were people who had the connections to help support the growth and social movement that the families wanted. The founding members used every connection they had to promote community living and to ensure that it had a stable footing in Chilliwack; clearly they were successful in meeting their goals.

(Brenda Gillette was CSCL's first Executive Director)

# Staff News!

## Becky Says Good-Bye

CSCL is sad to announce Becky Metcalfe (below right) has left CSCL to be more close to her family in Alberta. Mary-Lee Tondreau (left) has assumed the Associate Director position with Home Share Services.



## CARF/COR Audits

CSCL will be busy this Spring while undergoing two surveys by CARF and COR.

## ShareVision Update

Families and individuals receiving CSCL services are now able to have full access to their new web pages.

## New Director Roles

Brenda Alexander and Christine Beka have expanded Service Director roles and Jeff Gilbank has moved into the new Director of Continuous Quality Improvement.

## New Services

CSCL opened two new, individualized residential services under host agency agreements and one new community inclusion satellite site in February.

# LifeWorks Helps

*The Employee and Family Assistance Program (EFAP) is available to CSCL employees 365 days a year, 24/7 hour services . Call toll-free at 1-866-331-6851 .*

Would you like information on the housing market, and how to buy a home?



Are you planning on adopting, but do not know where to start? Are you going through a painful divorce, and need to talk to someone? Would you like some help for your kids, who are grieving the loss of their pet? For help with any of these topics and

more reach out to the Employee and Family Assistance Program through

LifeWorks - they can help with almost anything. CSCL has introduced the EFAP for all employees with benefit coverage. This is a completely confidential service. We know that sometimes "Life is complicated" - if you have questions – call LifeWorks.

# Conversations Matter

*A sampling of a CSCL employee reflection (with explicit permission) after watching a selected Conversations That Matter video from Norm and Emma's website.*

Video: "Advocates Against Abuse"

CSCL Staff Reflection: This is an incredible program that takes an empowering stance about self-advocacy and demonstrates what a safe space can become, by way of removing the care provider, off the podium, which then changes dynamics altogether.

McVicker's comments stood out, when she says we are missing the mark by not providing the individuals the opportunities to amaze us. I took this to mean that support staff, often, due to lack of imagination regarding possibilities, end up setting artificial barriers to progress for the individuals we support. It was revealing to hear Hingsburger explain how the individuals at first

equated the binders of the course material as intimidating, revealing the self-perceptions they had built throughout their lives as incompetent in part due to those



'binders'. It made me think of the way something as simple as having a 'case binder' can represent incapacity, symbolizing a need to be 'managed' somehow,

impinging on many human values that most of us just take for granted. To me, the video demonstrates that self-advocate trainers are themselves a model of disability pride and disability self-awareness to all of us, by way of taking to the stage, without shame, and offering essential insight on disability, the way only someone with an insider view is truly qualified to affirm.

# Board Update

*As a governance board removed from the day-to-day operations, CSCL's Board of Directors rely on quarterly and annual reports as key touchpoints to their work.*

In February, the board reviewed the business improvement plan (to Dec. 31/16) and the 2016 Health & Safety Report. In March they turned their attention to the Human Resources Report and the Information Technology Plan. Succession planning for new board members is also underway, as the membership and nominating committee was convened to ensure a full slate of director nominations for the 2017 Annual

General Meeting. The board's finance committee met in March, to review financial statements and the proposed budget for our 2017/18 fiscal year. The full board will review the budget at their April 3rd meeting, along with the annual Critical Incident report from 2016. The board approved a final draft of CSCL's new constitution and bylaws and these will be presented to the membership for vote at the AGM in June.

# My World - My Plan

*Spring is upon us, bringing with it the perfect time for setting personal goals and "springing" into action. My World is the process that results in a My Plan.*

CSCL is happy to offer a new tool that breathes fresh life into the personal planning process. Called "My World", it first asks individuals a series of questions based on an internationally validated framework developed by Dr. Robert Schalock called Quality of Life (QoL). Answers are tallied up and plotted on a wheel, giving people a visual depiction of their personal strengths. Individuals are then guided through a reflective questioning process to identify both their unique gifts

and a goal that is meaningful for them. The My World then takes them step-by-step through setting a SMART goal that brings their gifts into action culminating into a My Plan. Feedback on the My World process has been very positive, with participants describing the process as more meaningful and engaging. Best of all, with this tool people are taking those dreams and wishes from their "bucket list" and actually doing these things, rather than just dreaming of them.



CSCL Manager, Danielle Cross, hosts a My Plan meeting with Angel

# Child & Youth News!



## Bust A Move!

CSCL's Child & Youth Services is happy to be having the youth club participate in a breakdance session on April 8th at the Mathieson. This session will be hosted by a local dance group wanting to provide the pleasure and excitement of dance to youth. We are excited to see how the youth enjoy it and hope that we can continue this connection with our local community.



# CSCCL By The Numbers:

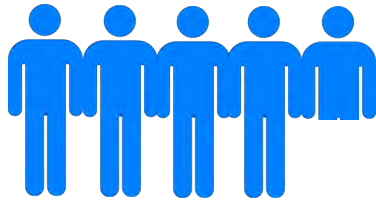
# 1 2 3

As of April 1, 2017

# of  
Individuals

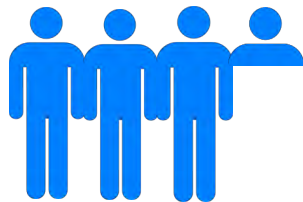
Supported:

# 463



# of  
Employees:

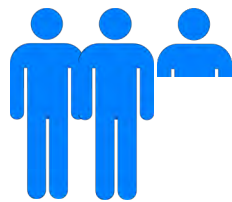
# 314



# of  
Active

Caregivers:

# 232



40%



60%



0-18  
30%

19-29  
33%

30-49  
22%

50-64  
12%

65+  
3%

Serving Communities in:

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



# CSCL Reports

## Measuring Up!

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

## H&S Report

Excerpt from CSCL's 2016 Health & Safety Report:

COR Audit - CSCL's H&S committee will have discussions with SafeCare BC to begin piloting their COR Audit process

First Aid Kits – The First Aid Kit Chart that informs programs/ services about how many required Level 1, Basic or Personal First Aid Kits needs to be accurate, available and updated on an annual basis. The OH&S committee will ensure this information is available and updated.

Accident Investigations - The H&S and/or OH&S Committee will need to revise their monitoring methods to stay in compliance with current WorkSafeBC regulations to ensure investigations are occurring at the manager level (preliminary investigations) and committee level (full investigations) in the designated timeframe.

CSCL is  
**100%**  
Non-Profit

**7**  
Services

**51**  
Service/Program  
Options

## ONLINE PRESENCE:



**859** Likes



**572** Followers



**174** Followers



**444** Views



# STAR Award

*Congratulations to Damian Brennan who received the latest CSCL STAR Award for excellence in his job as a CSCL employee.*

Damian was presented with a STAR Certificate, a Letter of Recognition and a \$100 cheque.

Damian's nominator wrote this about him:

"Damian has been an invaluable support to (an individual) and his team. The person he supports sometimes struggles with interpersonal relationships and social inclusion - relationships and making connections is incredibly challenging for him. Damian has been accepting and encouraging from the start. He only has positive things to say and has the innate ability to see his gifts and strengths. Damian has been working to connect him to his community, regularly going above-and-beyond, and even using his own personal network to help him connect to the community."



Damian (centre) is presented his STAR Award by CSCL's Executive Director, Julie Unger and Bruce Hayens.

# Paint Nite!



CSCL is hosting a Paint Nite Fundraiser, a popular event these days, on Saturday, June 10. You do not have to be artistic, you just need a desire to have fun! It's okay if you've never painted anything but your walls - there's no experience necessary and fun is the only requirement. The bonus is you get to take home a one-of-a-kind piece of art - of your own making! Paint Nite can be a family night out, a girls get together...or just whatever.

To register go to:

[www.paintnite.com/events/1164966](http://www.paintnite.com/events/1164966)

Or come to the CSCL home office to register and we will set you up. The painting to the left will be the featured painting for the evening and the theme will be all about "Celebrating Our Diversity in Our Community".

So come out and have fun! There's only one Paint Nite!

# CSCL Events...



*Centre of Excellence*

## CARF Audit

**April 24-26, 2017 - CSCL's 4th CARF Survey**

Every 3 years, CSCL is audited by CARF to ensure its commitment to quality services is reviewed by an external accrediting body.



## Cody Tresierra

**Tuesday April 25 2017**

CSCL is honoured to welcome guest artist Cody Tresierra at our upcoming Art Club on April 25 from 1 to 2:15pm. View some of his amazing pieces on his Facebook page.



## Include Me!

**Wednesday, May 3rd Launch**

CSCL will help facilitate CLBC's Include Me survey project based upon Dr. Schalock's Quality of Life Indicators. All survey interviews will be conducted at CSCL facilities.



## NAOSH Week/COR Audit

**May 8-12, 2017 & May 22-26, 2017**

NAOSH Week begins May 8. CSCL's 6th consecutive COR audit will be conducted by an internal team of CSCL COR-certified auditors.



## CSCL Annual General Meeting

**June 6, 2017 - 7pm**

CSCL will be hosting its 63rd Annual General Meeting at the Best Western in Chilliwack. More information to be announced soon.



## CSCL Paint Night

**Saturday June 10, 2017**

CSCL will be hosting a Paint Night at Evergreen Hall. Limited seating available so don't miss out! Tickets on sale now!

Celebrate the ART of Community Inclusion

## Open Door Art Exhibit

**Beginning Wednesday June 21-24 2017**

CSCL's Art Club will be hosting Open Door Art Exhibit at the O'Connor Art Gallery featuring artwork from people attending some of CSCL's services.

The Open Door

# People First Chilliwack Turns 25

## *Disability Pride In Action!*

People First is all about rights – human rights, citizenship rights, accommodations rights and language rights. The right to freedom, choice and equality for all.

For the past 25 years a group of local Chilliwack residents have been meeting every month to discuss the issues that are most important to them.

“Some of the things we discuss are about writing letters to government”, explains Shawn Palmer, People First President, “Right now we are talking to them about the PWD rates and the bus passes. Our message is simple - leave our bus passes alone and raise our rates.”

“It’s quite a confident group,” says People First Advisor, Rob Battis. Rob would know. He has assisted the group for 20 of the 25 years.

“The founding members were Mike

and Connie Newton,” Rob explains, “Since then over 50 different members have come and gone over the years.”



The People First Chilliwack Group meets on the last Thursday of almost every month of the year since 1992

Shawn wants the current group to honour that history. “We have been around a long time. We are the longest running People First group in BC and we are looking forward to another 25 years,” Shawn said, “It would be nice to have a commemorative plaque so we are working on that. We will be involved in other events too and we are trying to raise some funds by selling our t-shirts.”

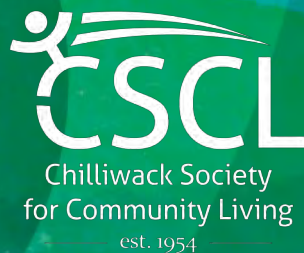
Special edition 25th anniversary People First Chilliwack t-shirts are available at CSCL’s Home Office.

## Chilliwack Society For Community Living

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

9535 Mary Street  
Chilliwack, BC  
Phone 604-792-7726  
Email [info@cscl.org](mailto:info@cscl.org)  
Web [www.cscl.org](http://www.cscl.org)

*“Our Vision is for a community that welcomes and includes everyone.”*



Follow us on Social Media:



## Your Voice!

Many thanks to Shawn Palmer, Aileen Mathews, Julie Unger, Brenda Gillette, Ellen Peters, Kami Edwards, Natalie Karam, Nancy Gauvin, Rachael D’Silva, Cindy Graff, Besart Hysniu and Wanda Dartnell for their contributions to this edition.

Do you have something to say? Let’s hear from you!

Please contact Jeff Gilbank at [jeff.gilbank@cscl.org](mailto:jeff.gilbank@cscl.org) for your comments, editorials, and/or newsletter ideas.