



**Community  
Integration Services  
Society**

**ANNUAL REPORT**

**September 14, 2024**

**Providing Quality Community Services since July 1990**

## **Executive Director's Annual Report**

Date of Report: September 16, 2023

Report Completed by: Shari Mahar

CISS is grateful to provide services on the traditional, ancestral, and unceded territories of the Kwikwetlem, ṣx<sup>w</sup>məθk<sup>w</sup>əy<sup>ə</sup>maʔl təməx<sup>w</sup> (Musqueam), S'ólhTéméxw (Stó:lo), Stz'uminus, Skwxwú7mesh-ulh Temíxw (Squamish), səlilwətaʔl təməx<sup>w</sup> (TsleilWaututh) peoples

### **A message from Board Chair, Brandon Larson**

The board would like to start off by thanking Shari for your many years of service to not only Community Integration Services Society but to the not-for-profit sector as a whole, your commitment and knowledge have led to you being a well-respected leader within the sector. The board is excited for the future of CISS and will focus its efforts and resources towards finding an Executive Director that believes in CISS's mission and strategic plan. With the interests of our clients and employees in mind, we will work closely with Shari throughout this process to ensure a smooth and orderly transition.

- Brandon Larson

### **A message from Executive Director, Shari Mahar**

**“Leadership is about vision and responsibility not power” - Seth Berkley**

Annual General Meeting (AGM) thirty-three will mark my final AGM as the Executive Director of Community Integration Services Society. As I prepare for my retirement, planned for June 2025, I have a blend of emotions about my time here at CISS.

February 11, 1991, was the first day of my journey at this great organization. I am grateful for all that I have learned along the way and am especially honoured to have met and worked with so many incredible people throughout my time.

The memories I have are fond but are sprinkled with challenges, however my fond memories always prevail.

As always, I am excited about the changes ahead of us and look forward to welcoming the next Executive Director to CISS in the spring of 2025. The Board of Directors will be focusing on recruitment over the winter months and I believe that they will make good decisions for the organization.

A new leader will bring new ideas and will have the benefit of being supported by the well-established board of directors, the admin and leadership teams as well as from our incredible front line staff. We know that every member of our team will play an integral role in the smooth transition that will take place at CISS.

The past year has been very exciting with the growth in our L.I.F.E. services, our successful accreditation survey, the building of our management team and the focus for meaningful goals in our community inclusion services.

Great work does not come easy, it takes a dedicated and passionate team to succeed and I hope that you enjoy reading and seeing the overview of the past year.

## **At Community Integration Services Society;**

**Our Mission:** At Community Integration Services Society, we support people with developmental disabilities through their different life stages to take risks, develop skills, make genuine connections, and live lives in ways that are meaningful to them, their families and the community.

**Our Vision:** True inclusion and belonging for all.

**Our Values:** Community Integration Services Society values:

- ✓ **The right to take risks**
- ✓ **Family involvement**
- ✓ **The right to make one's own decisions**
- ✓ **Respect for the decisions that the people in our services make**
- ✓ **Staff uniqueness and diversity**
- ✓ **Safety**
- ✓ **Integration of individuals into community**
- ✓ **Self advocacy**
- ✓ **Equal opportunity in the home, workplace and community**
- ✓ **Equal access to health care, housing, employment and social services**

**Our Beliefs:** Community Integration Services Society believes in:

- ✓ **The right to life**
- ✓ **Equal rights for all people**
- ✓ **The right to make one's own decisions**
- ✓ **Respect**
- ✓ **Personal growth**
- ✓ **Diversity**
- ✓ **The right for everyone to have equal opportunity**
- ✓ **The right for everybody to live and participate in their community**

# Strategic Action Plan Progress

At Community Integration Services Society, we support people with developmental disabilities through their different life stages to take risks, develop skills, make genuine connections, and live lives in ways that are meaningful to them, their families and the community.

Our Strategic Plan identified three key areas: Service Delivery (Broaden & Diversify), Workforce (Enhance workplace wellness and connection), and Community Partnerships (Community Development)



## Broaden & diversify the supports we offer:

CISS creates diverse supports that directly respond to the needs and interests of the people we support as they look to pursue opportunities for growth, learning and greater community connection.

- Learning, Inclusion, Friendship, Employment (LIFE) – expand service into other regions
- Employment –expand social enterprise (Catering/Dips, Coffee Kiosk)
- Housing (Options for families)

Task/Project	Lead Role	Target Date	Status/Comments
Employment expansion through Social Enterprise – Coffee Kiosk	Executive Director Human Resources	December 2024	Secured partnership with Coquitlam Library, secured startup money with Inclusion BC, in process of hiring project lead (target September 2024)
Housing Options – create housing options and information for families	Executive Director Special Projects Staff	December 2024	Launch website – research in progress
Employment reengagement Catering Program	Director of Services Program Manager	June 2025	Create growing plan for dips, target sellers, join community market (Poco)



## Healthy & Well Connected Workforce

We cultivate a safe, inclusive and stable workplace where staff feel valued and have opportunities to learn, grow, thrive and connect

- Wellness Activities and Events Retention
- Events
- Wellness
- Orientation
- Growth & Leadership

Task/Project	Lead Role	Target Date	Status/Comments
Create a wellness site on Share Vision. Promote Monthly Wellness activities hosted by each team.	Human Resources Director of Services Executive Director	May 2024	Site is complete, three events hosted to date.
Expand Onboarding activities to include a manager onboarding plan	Human Resources Director of Services	November 2024	Create and submit plan to ED with timeline and goals for implementation.
Expand the leadership team to have a replacement	Director of Services Executive Director	April 2024	Hire, train, internal candidate to take on new role of replacement manager



**Community Development (Marketing/Brand Review)**

Community Integration Services Society is well respected in the Tri Cities and North Vancouver and will continue to educate the community and leaders in the community about our organization. CISS will market our Social Enterprise work so it is well known throughout the lower mainland. CISS will engage in the community through a variety of events, activities, and multimedia.

- Social Enterprise
- Community Groups
- City Staff and Council

Task/Project	Lead Role	Target Date	Status/Comments
CISS will create employment opportunities through a Coffee Kiosk at Coquitlam Libraries	Executive Director Special Project Staff	January 2024	Business Plan created, shared with stakeholders – IBC donated money for startup funds. In process of hiring staff to run kiosks.
Coffee Kiosk – develop Social Enterprise, hire lead staff	Executive Director Human Resources	September 2024	Attended Social Enterprise symposium March 2024, first meeting with Coquitlam Library and Lead staff – in process of developing job description.
Coffee Kiosk – create budget, hiring plan	Executive Director Financial Administrator Human Resources	July 2024	Create budget, plan, hiring plans – create agreement with Library locations/City of Coquitlam





**Community Integration Services Society was proud to be a finalist for the Not-For-Profit category for the Tri-Cities Chamber’s 2024 Business Excellence Awards.**

Congratulations to the Coquitlam Foundation for winning the award. Our leadership team attended the gala event where we had the opportunity to watch the videos of each finalist. It was a very engaging and proud evening for our team. Thank you to everyone who voted for CISS.



**Meet the Administration Team**



**Jessica Castillo**, Human Resources Administrator, **Shari Mahar**, Executive Director, **Ester Dela Cruz**, Financial Administrator/Control, **Lee Weisgarber**, Director of Services and **Lori Moscone**, Office Assistant

In 2024, the **Human Resources Department** celebrated several significant advancements that underscored our commitment to both employee well-being and operational efficiency. The revamped

onboarding and orientation process, introduced in 2023, proved highly effective, with 22 new employees participating—only two resigned during orientation, while the rest have either passed or are nearing the end of their probationary periods. Additionally, the launch of the Wellness in the Workplace program energized the agency, involving all departments in wellness events designed to enhance job satisfaction and retention. The Modified Work Offer program, which supports employees in staying at work while recovering from injuries, further exemplifies our dedication to employee support. With the invaluable assistance of our summer students, we also transitioned to a paperless filing system, significantly increasing efficiency. The department has made great strides and updates to our processes in 2024, and we are excited to see continued growth and improvement in the coming year.

Since last report we have implemented a Job Shadow program: In order to give new employees first hand experience on what to expect while in the field, they will participate in the Job Shadow Program. This is an opportunity to shadow experienced employees in their daily tasks.

Expanded a Human Resources Check in: As part of the Orientation to Service new employees will meet with the HRA twice at the beginning of their employment. The first being their HRA Check-In that takes place after three weeks of employment. This is a check in for their Onboarding experience, review of information related to Policy, Benefits, etc. The second meeting takes place following their three-month probationary review. This check in provides the employee the opportunity to think about being more involved in committees, special projects, etc.

Implemented a Meet the Leadership Session: As part of the Orientation to Service new employees will meet with other new employees and the Leadership Team (Executive Director and Director of Services). This meeting creates an opportunity for new employees to hear about CISS history, the valuable work we all do and the expectations of the job. The leadership gets the opportunity to meet new employees, learn about their experience and develop an open door relationship, and positively influence their experience at CISS.

*Human Resources Administrator, Jessica Castillo, has been instrumental in the progress made in this area of CISS and we wish her well as she takes her talent to her new position with Health in September.*



The **Finance Department** is responsible for payroll and accounting. Through the years, we have always made it our goal to pay our employees in an accurate and timely manner. The introduction of the ADP Workforce Now application has improved accuracy and saved time. The system has facilitated the easy process of hiring, resignations, changes to positions, rate changes and other payroll activities. We have also gone green, not having to print timesheets and pay statements as everything is now accessed electronically.

This past year has required some major renovations to our rental property, Hansen House. Following a power outage and flood in November, the bottom floor of the home needed extensive repairs and we needed to put a permanent solution in place for future situations. The winter was filled with lots of rain which required CISS to put a new roof on the rental as well. It is important to the Society that we maintain this property for future expansion and agency growth.



This department also manages the finances of the Society. We are proud to say that we have maintained our financial records in order. Our accounting books are audited annually by DMCL and this year, the auditors have once again concluded that the accounting policies of the Society are consistent with the industry practice and have been consistently applied. I am proud to be part of this department. Thank you for the trust. **Ester**

**Summer Students;** every year CISS hires students to help with special projects. We appreciate the extra support that the students give to us each summer and part time over the winter months.



For the past few years **Ashley Yong** has helped us develop our information storage system, Share Vision. Ashley is highly skilled in this department and has demonstrated patience and determination as we move further into our development. This past year, we were able to move to paper less personnel files, have relief submit their availability electronically and were able to create a board and social enterprise site.



In the picture **Therese Rotor-Murphy** is receiving acknowledgement from local **MP Ron McKinnon** for their summer student work at CISS.

Therese, in their second year as a student, had a smorgasbord of tasks to accomplish over the summer. There has done some exceptional work on our website and is currently wrapping up a new section (soon to be released) which will go over the History of Community Living. They are also finalizing the electronic Newsletter project which we plan to release in the fall. Having a dedicated person for this work has significantly helped us

share our progress and stories more broadly. There is also doing some great work in developing our Social Enterprise Coffee Kiosk and will work with a contractor over the winter months to get the first kiosk opened at the Coquitlam Library.

**Awards of Excellence October 2023**



*It is with much pride and excitement that CSSEA announces this year’s Community Social Services Awards of Excellence recipients. Now in their eighth year, this awards initiative continues to recognize individuals in various stages of their careers who have made outstanding contributions to the social services sector. CSSEA thanks TELUS for its tremendous support in sponsoring these awards since the program’s inception in 2015.*

CISS is so excited that our very own **Nicole McGowan** was the 2023 Rising Star.

Picture of Nicole and her mother at the event.

***Rising Star***

***Nicole McGowan***

*Life Skills Worker, Community Integration Services Society Community Living Services*

*Passion, dedication and perspective. These are three star qualities that colleagues use when describing Nicole McGowan. As a student who was placed at Community Integration Services Society (CISS) on a three-month practicum, Nicole arrived ready to learn and eager to make a difference on day one. She was tasked with finding volunteer opportunities for several individuals and approached the assignment with gusto, reaching out to dozens of organizations to canvass opportunities. Ultimately, Nicole’s persistence paid off, as she made a valuable connection with the City of Coquitlam and secured volunteer positions for several individuals. More importantly, Nicole’s efforts opened a door with a significant new partner that may result in future partnerships and opportunities for CISS. Nicole excelled so impressively that she was offered, and accepted, continued employment following the end of her practicum. As she finishes her program at Douglas College in the fall, her colleagues have no doubt she will continue to shine.*

Nicole received her award in October 2023 in Kelowna at the Annual General Meeting (AGM). We are so proud of Nicole and all of her accomplishments and wish her well in her new career path in the interior.

***Meet the Director and Management Team:***

**Holly Gilding, Krystina Kaban, Lee Weisgarber Brianna Suttin & Ana Wear**



**Holly, Krystina, Lee, Brianna and Ana** during a photo session at Melissa Park.



***Lee Weisgarber, Director of Community Inclusion Services (DCI)***

***A message from Lee Weisgarber;***

***“The Key to Success is to Focus on Goals, Not Obstacles”***

***Unknown Author***

It feels like we are finally moving into a post-pandemic era, even though COVID-19 is still present. In July 2024, the vaccine mandate was lifted based on guidance from the Medical Health Officer. CISS takes pride in how we managed the pandemic, consistently following the advice of our Health Officers. We were aware of the vulnerability faced by many within the agency and took proactive measures to reduce it.

At CISS, we always look to the positive to maintain optimism in the face of adversity. Daily, I hear accounts of the individual achievements of the people we support and of our staff across all programs. I am forever grateful to the dedication I see on a daily basis.

The L.I.F.E.-based service is experiencing the highest growth because it provides greater self-determination and flexible support to help individuals achieve their personal goals. Rather than attending a set program, individuals choose the support they need each day or week based on their needs and interests. This means there might be no support on certain days or weeks—support is offered when it's needed, not when it's not.

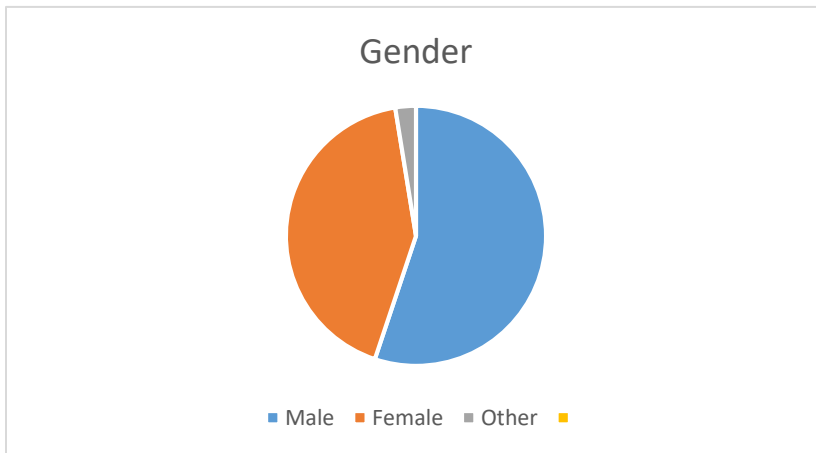
CISS successfully obtained a three-year accreditation through our 5<sup>th</sup> CARF survey. CISS put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that our services are the highest quality, measurable and accountable. I am proud of this accomplishment and the good work we do.

Over the past year, CISS has experienced an influx of temporary program managers, with some advancing to permanent roles, which has contributed to stability and growth. Others have returned from leave or moved on to new opportunities. I appreciate the dedication of our employees in maintaining excellent support despite this adversity.

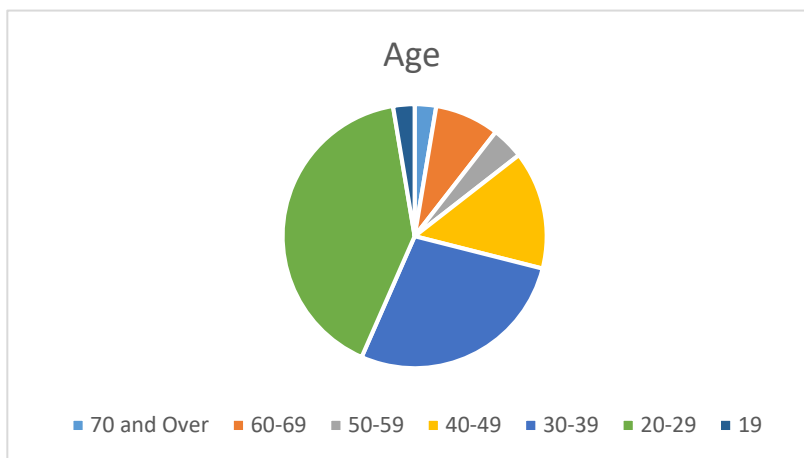
As always our Life Skills Workers are the back bone of CISS and this sector. Without them we have no service. I am forever grateful of the good work they do.

***What's New in the Community Inclusion Services? Demographics report 2023***

In 2023, CISS had seventy-eight (78) people in services however on December 31, 2023 there were seventy-five (75) people remaining. We saw the most growth in our L.I.F.E. Services with seven (7) individuals joining the new program. There were a total of eight (8) new admissions in total with seven (7) being placed in the L.I.F.E. Service. Four (4) individuals left the organization, two due to moving to different parts of the province and two (related) to a different service.



55% of the individuals served are male, 42% female.



67% of individuals served in our services are between the ages of 20 and 39. 14% are between the ages of 40-49.



## Program Overview

Community Integration Services Society is a not-for-profit organization, which provides community inclusion programs to adults who have a developmental disability living in the Vancouver Coastal East and Vancouver Coastal Regions.



**Leisure Services (LS) and Individualized Day Services (IDS) North Vancouver, under the direct leadership of Krystina Kaban.**

This two-fold program provides part time services to seniors with developmental disabilities as well as full time services to young adults with developmental disabilities. This program supports 14 individuals in the two areas. The senior's portion of the program supports seniors living on the North Shore. The small support team provides flexible programming to the seniors allowing them to build hours around their already busy schedules. The support staff facilitates the seniors in taking part in typical senior activities within the community. This program has been in operation since May 1993. Leisure Services is well known for their innovative activities and creativity in getting people involved in their community.

Individualized Day Services (IDS) on the North Shore is modeled after CISS' IDS program in the Vancouver Coastal East Region. Young people leaving school, searching for work experience, continuing education, and/or looking for recreational activities have found wonderful friendships and connections with each other as well as with their community through this program.

### ***A message from Krystina;***

The North Vancouver team continues their person-centered approach to support, for the Leisure and Day Program services. The team creates days that are designed to assist adults in accomplishing their individual goals which ultimately increase their quality of life. Some of these included pursuits in emotional well-being and human connection by creating group art ceramics projects, volunteering at Maplewood Farms and partaking in day trips to Bowen Island or the PNE. The individual's commitment to personal growth was also notable with a honing in on culinary skills with community baking classes. This entailed reading recipes, measuring ingredients, and completing an artistic finish to the display of the dessert. All of this work is made possible through the leadership and steadfast support provided by the staff team, who continue to meet individuals where they are at and supporting them in all their pursuits for a well-rounded life.



**Inlet Enterprises, under the direct leadership of Nathan Charlton.**

**Welcome to the team, Nathan Charlton!**

Nathan has recently joined the Inlet team. We are excited to see the team flourish under his direction and support.

Inlet is the first program, which opened in July 1990. This program was developed to support adults with developmental disabilities who had lived the majority of their lives at Woodlands Institution (located in New Westminster, B.C.). Since July 3, 1990, the program has transformed into a partial seniors' program to better support the aging clientele. At this time, Inlet supports 10 individuals throughout the Tri-City, New Westminster, and Burnaby areas. Inlet continues to provide support to, in most cases, our eldest clients in Melissa Park, and are often supporting individuals whose health needs are ongoing and changing. Modifying programs to better meet the individual's needs is crucial in the program, as the only other alternative is that they would be required to retire from their Community Inclusion program and be supported in their home fulltime. All of Inlet's programs take place in the community, offering a range of leisure, recreational and volunteer experiences.

Inlet Enterprises is the longest running program at CISS and has just successfully reached 34 years of providing service to Adults with developmental disabilities.

***A message from Krystina;***

Everyone has been busy achieving their goals and most notably has seen completion in personal projects. One individual finished a Tri-cities cultural map which was a compilation of visited parks, museums, art galleries, and art centers. This booklet highlighted each location with detailed notes and photos and enabled the individual to create a connection within community at each site. Others have focused on their health through Zumba. Two individuals fulfilled their long-term dream of creating their own "work of art", creating a painting on canvas. Both were enthusiastic about learning how to paint and enjoyed the experience. The group also had a successful summer event at Lafarge Lake. This experience provided valuable opportunities for individuals to come together and connect as a team.

A special thank you to Krystina who managed over this program during our recruitment of the new manager. The team appreciated having Krystina's support as they went through the transition.





## **Individualized Day Services 1 (IDS 1), under the direct leadership of Holly Gilding**

Individualized Day Services (IDS) first opened its doors in June 1994. Originally, IDS started small, supporting a few adults with developmental disabilities who were not able to fit into the traditional model of day programs. CISS was creative in adapting a program to meet individual needs while at the same time engaging people in activities in the community.

Today, Tri-Cities IDS is a three-department program supporting people in a variety of activities in the community. The IDS offices are located with CISS administration offices in the Melissa Park building.

### ***A message from Holly & her team;***

Individualized Day Services 1 is a highly dynamic and flexible team within CISS. Serving 15 individuals within their service, IDS1 develops and supports individuals with accessing and participating in various recreational and vocational opportunities within the Tri-Cities. Despite experiencing changes over the last year, most notably the addition of Program Manager Holly Gilding in April 2024, IDS1 has continued to grow and evolve to effectively support the goals of our team members.

IDS1's staff now feature a blend of long-term employees and new additions eager to create connections and build relationships. Working in collaboration with our individuals and their families, our staff contributes to the creation and achievement of SMART goals in order to facilitate individualized, meaningful activities for all members of our team. Our team's individuals enjoy participating in many high-energy activities, including swimming, basketball, hiking, pickleball, and floor hockey. We continue to support the IDS1 individuals interested in seeking and sustaining volunteer and paid vocational opportunities.

Some notable successes include:

- **Skill Building:** IDS1 has several individuals planning to seek volunteer or paid vocational opportunities in the upcoming year. In order to improve employment readiness, one IDS1 individual has begun an independent study project, engaging in a topic of interest while simultaneously developing a variety of hard and soft skills transferable to many employment settings. We look forward to seeing our team's employment rate grow in the coming year.
- **Artistic Pursuits:** Over the last several months, IDS1 has evolved and grown in their interest and participation in community-based artistic and creative pursuits. Several of our IDS1 individuals have found a warm welcome at a local community centre's dance classes, making connections and finding a sense of community beyond our walls.
- **Committee Work:** IDS1's team continues their active participation in the Self-Advocate's Committee. An individual on IDS1 is the current Chair of the Self-Advocate's Committee.

IDS1 has had a great year full of laughs, learning, and making memories. We can't wait to see what this next year has to offer!



**Individualized Day Services 2 (IDS 2), under the direct leadership of Brianna Sutton.**

Today, Tri-Cities IDS is a three-department program supporting people in a variety of activities in the community. The IDS offices are located with CISS administration offices in the Melissa Park building. The number of individuals currently served in the IDS 2 program is sixteen (16) people served.

***A message from Brianna***

IDS2 is one of the four IDS programs offered by CISS, and this year has been exceptional for the IDS2 team. Many team members have not only met but exceeded several SMART goals set during their annual ISP meetings. Achievements include reaching physical activity targets such as walking without a cane, participating in a customized gym program, and gaining independence in the swimming pool. Additionally, several individuals have focused on vocational goals, such as securing volunteer positions. Throughout the year, IDS2 offered various volunteer opportunities at places like women's shelters, thrift stores, and senior centers.

As the team pursued their goals, they also organized some fantastic programs. One individual led a gardening workshop for Mother's Day, another experienced kayaking at Deep Cove, and the group attended the final Canadians baseball game of the season. The team enjoyed summer events like a bocce tournament and a pizza lunch in the park, as well as Halloween and Christmas celebrations in the fall and winter.

Looking ahead, IDS2's future is promising, with every team member on track to achieve at least one of their SMART goals this year. Currently, five individuals are in the final stages of volunteer onboarding with local non-profits, senior centers, and the SFU radio station. We will continue to focus on securing paid employment opportunities and creating memorable experiences together.



**Individualized Day Services 3 (IDS 3) under the direct leadership of Ana Wear**

Today, Tri-Cities IDS is a three-department program supporting people in a variety of activities in the community. The IDS offices are located with CISS administration offices in the Melissa Park building. The number of individuals currently served in the IDS 3 program is fourteen (14) people served.

### ***A message from Ana***

Over the past two years, the IDS3 team has become a well-integrated part of CISS Services, growing to include 14 individuals who have formed strong relationships and a supportive community. The team has embraced various activities, such as volunteering at the Grass Roots Society and decorating trees at Lafarge Lake for the Christmas Lights, which they thoroughly enjoy. They stay active through swimming, playing basketball, and exploring diverse topics, while also indulging in their love for movies, including discussions and trivia. As they look ahead, IDS3 plans to continue building on their volunteering efforts, enhancing their learning experiences, and maintaining their adventurous spirit, ensuring they remain engaged and enthusiastic in their pursuits.

IDS3, of course, with the rest of CISS was successful in receiving CARF Accreditation, they participated in making flags for Multicultural Day and had a fun day participating in corn hole in the park.

### **L.I.F.E. under the direct leadership of Ana Wear**

#### ***A message from Ana***

Since its launch in March 2023, LIFE Services has expanded to support 15 individuals with the help of LIFE Counselors. This number is increasing monthly, based on referrals from Community Living British Columbia (CLBC). Over the past year, participants have engaged in employment training programs, attended Employment Fairs, and learned to navigate their communities independently using both transit and personal vehicles. Additionally, the staff has participated in their own employment training to better support individuals. The people in the services have achieved significant success in securing employment, a milestone they take great pride in. Moving forward, L.I.F.E. Counsellors will focus on expanding their network of employers and business contacts, continuing to support clients as they pursue their goals of learning, inclusion, friendship, and employment.

The LIFE Services individuals had the opportunity to speak to the CARF Surveyors to share information about the services and what it meant to them.

**Go Getters – Self Advocates** Building a robust network of self-advocates is a continuous effort for many participants. The Go Getters Self-Advocates have continuously worked together this year to create interactive activities, foster a supportive learning environment, and grow as a community together.

#### **An update from the Self-Advocate’s Committee by Brianna:**

The **Go Getters** have collaboratively developed an engaging schedule covering themes such as voting, meeting management, rights, and accessibility. This year has been marked by significant experiences and growth for the group. They completed filming for their charter of rights video and are now in the final stages of production.

Brianna Sutton, the Program Manager overseeing the Self-Advocates group, represented CISS at the Port Coquitlam Accessibility Act meeting, providing feedback. The self-advocates played a key role in this process by drafting a detailed document addressing barriers they face in their community, which was sent to the City of Port Coquitlam. Their involvement also led to participation in inclusion programs at the Port Coquitlam Community Center.

This year, the focus was on broadening community connections and engaging with other self-advocates. Two members attended the People's First Conference in March, and another self-advocate participated in the BC People's First (BCPF) lunch and learn event. This led to her being offered a 2-year membership with the BC People's First Advocacy group and a paid position on the BC policy feedback committee of CLBC.

Looking ahead, the Go Getters are excited about their plans. They are working through the Inclusion BC elections guide in preparation for the October 2024 election, continuing to develop new skills to advocate for themselves and inspire others to do the same.

### An update from the Self-Advocate's Committee by Wendy:



My experience at the BCPF meeting was very good. I applied for a position and I was offered a 2-year membership with the BC peoples first advocacy group. I was excited to know it is a paid position. I am looking forward to my new journey in my life and building my leadership skills.

*Congratulations from everyone at CISS, way to go Wendy!*

## The Social Committee

A very big thank you to members of the Social committee for organizing so many fun events this year. For the first time in the last few years we were able to get back into the Christmas season with some great events. Members of the committee helped through a variety of ways throughout the year. Thank you to Hannah (IE), Yuni (IDS 2), Lynette (IDS 3) and Stephanie (LS/IDS) for their hard work as well as the managers from all departments for their continued support.

### **Some say that the Christmas Party 2023 was the best one ever!**

It was wonderful to finally meet again in person for the Christmas Party, some people said it was the best party they have ever attended. This event provided us with time to socialize with everyone who works and participates in our services as well as with the families that were able to attend. This year's event had both present and past board members attend which was quite special for everyone in attendance. Nigel and Kara did a great job with the pictures and we were able to do on the spot printing this year so everyone could take home their memory of the event. The Gingerbread House draw was another great activity that included some amazing and creative houses. Thank you to all the house builders and decorators. Music by Anthony was festive and fun and the dance floor never had a shortage of dancers. We look forward to the 2024 event! Stay tuned for date and location.



Christmas Party 2023





The event could not have been as successful without the support from our dedicated volunteers who came to the event to serve lunch. Thank you for your time and hard work!

**Volunteers:** Board President Brandon & his daughter Alyssa, Poco Films Mark & Majid, Vancity employees Krystina & Kylie

## Peter Dawe Annual Award

Peter Dawe is a long-time board member who went above and beyond for themselves and others. He is someone who has always advanced the rights for people with disabilities and whose genuinely kind demeanor has been felt over his twenty-three years as a board member at CISS. We are all better when we take that extra step to make a positive change and Peter will always be remembered for embodying this lesson.

### When will the Peter Dawe Award Be Awarded

Annually at the Christmas Party. The nominee, their family and the nominator will all be invited to the Christmas Party to receive the award.

### Eligibility

Anyone online is eligible to submit a nomination through our website. Nominees can be people using CISS services, volunteers/employees, members of the community, etc. The process requires nominators to submit a 500-word max response to each question. Through this response the nominator will be able to share the story and reason why this nominee deserves the award. The Board of Directors review and vote on the applications and determine the winner.



### 2023 Peter Dawe Award

#### Peter Dawe and Ryan Jamieson

**Ryan Jamieson (award recipient)** is the Deputy Executive Director Administration at Coquitlam Public Libraries. This individual is a champion in advancing the rights of people with disabilities. Since Ryan started working at the Coquitlam Public Library he has developed hiring practices to assure that the Library is an inclusive employer. They have successfully hired individuals with disabilities at both of their libraries.

Ryan approached CISS with an idea to open two coffee kiosks in the library branches. The invite to participate



in the project is to assure that the voice of the disability community is included in the development of this business.

This project will have a large positive impact on community members and individuals alike and he has generated a surplus of interest from members of City Council, Provincial Government, other businesses and the community.

Ryan's compassion and dedication to the project is commendable and the benefit to CISS, individuals who receive work experience through the Kiosks, and the customers that utilize the business will be tremendous.

**Employee Christmas Breakfast 2023** – Everyone always enjoys the employee Christmas breakfast together which has become a CISS tradition. The North Shore team have the same event in their office as the teams that work out of Melissa Park. This event is our kickoff event of the season and really helps us bring in the Christmas Cheer.



### Movie Day 2023

We have often heard from people that they want to go to a movie when at their program so this year we booked the whole theatre.

The last event of the season was a Movie day at the Hollywood Theatre in Pitt Meadows. We rented out the theatre for the morning and everyone from across the agency attended to watch a Christmas Movie. It was a great event and a wonderful way to finish the year at CISS.

**Cultural Diversity:** CISS defines cultural competency as a set of ethics, principles, behaviours, attitudes, policies, and structures implemented by the organization that respects and promotes the culture, diversity and inclusion of all individuals.

### **Cultural Vision**

- To have employees be informed about cultural diversity through educational materials
- To always be open to new ideas and evolving in our understanding of cultural competency
- To cultivate policies, education and new staff in response to the cultural needs of the organization
- To deliver service in a manner that is most effective given the cultures served
- To provide a setting that promotes comfort, trust and familiarity

### **Multi Cultural Day 2024:**

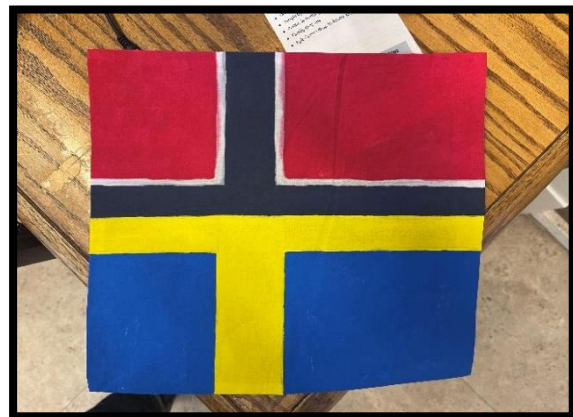
In preparation for the event there was an opportunity for participants to talk about their heritage and cultural experiences. This was done by creating speeches, and decorating flags that represented each persons individual and unique background however due to an outbreak of COVID we made the decision to cancel the event. Below are pictures of the work that people did in recognition of our CISS family from all parts of the world.

**IDS1** had a great lead-up to Multicultural Day. The team designed new passports for all participants, and really enjoyed creating flags.

**The countries recognized during the event were:** India, Trinidad, Sweden, Norway, Ukraine, Hong Kong, China, the US, and Canada



**Johnathon's Canadian Flag**



**Holly's flag**

Everyone on the **IDS 2** team was excited for another multicultural event this year. Almost the entire team completed flags to represent their background. One individual prepared his presentation on Jamaica and planned to bring Jamaican patties to share with everyone.



Lee with his Jamaica presentation

**The countries recognized during the event were:** Jamaica, Russia, Holland, Italy, Japan, China, Britain, Canada, Cuba, Poland



IDS2 Team Flags



Jessica and Jenny with their flags

IDS3 participated in the planning of Multicultural day. They purchased the material to make the flags as well as the grommets. Everyone enjoyed working on their flags; many people chose to print a picture of the country's flag, and trace it onto the canvas before painting them.

**The countries recognized during the event were:** Eritrea, Italy, Korea, Canada, El Salvador



Aidan, Lynette, and Anthony with their countries flags





**Raphael with the Korean flag he decorated**

The **LS & IDS team** celebrated their diverse multicultural heritage by decorating their flags, with their nationality. Ghirmay and a co-worker from the same country had planned to wear his nations clothing from Eritrea. Gustavo had planned to host a table with information on Brazil, and bring traditional cheese bread (Pao de queijo) for people to try.

The countries recognized during the event were: Eritrea, Brazil, Ireland, Korea, Canada, Netherlands, Iran, Britain, France, Italy, and Denmark



**Shellina with her Uganda Flag**



**Stephanie, Jenn, and Bijan holding their country flag of origin**

The **Inlet** team worked in small groups to create their flags. Most of the team chose to do the flag of their nationality – not necessarily their country of birth.

**The countries recognized during the event were:** Canada, Germany, China, England, Ukraine, and Pride flag



**Peggy with German flag**



**Kai with Chinese flag**

**Milestone Anniversaries:** At CISS it has always been important to celebrate milestone anniversaries. In 2023 we were able to meet with several of the recipients at Pur & Simple for a Breakfast celebration acknowledging their tenure with CISS. Those who could not make it to the event received their awards individually and were provided a gift card for a lunch out on us.

### 5<sup>th</sup> Anniversary Award Recipients



**Congratulations Lily!**



**Congratulations Yuni!**



**Congratulations Jason!**

**10<sup>th</sup> Anniversary Award Recipient**



**Congratulations Debbie!**



**Congratulations Bijan!**

**15<sup>th</sup> Anniversary Award Recipient**



**Congratulations Lorna!**



**Congratulations Susan!**





**Congratulations Ester!**



**Congratulations Nancy!**

**Satisfaction Survey:** Community Integration Services Society actively solicits feedback from our stakeholders through a variety of means. Feedback helps us assess our work, and assists us in making changes to assure that we meet or exceed the expectations of persons served, the community, and other stakeholders.

The Satisfaction Survey was conducted using an online survey tool and hard paper copies distributed to the Community Integration Services Society’s employees, families, individuals, caregivers, community partners, government representatives, and Board of Directors.

CISS has solicited feedback in the form of a survey; the survey was issued to all groups in relation to overall satisfaction.

This year we sent out 137 survey links and hard copies with the following returns:

- 36% from Families/Individuals
- 15% from Professional Caregivers (other)
- 1% from Community Partners
- 5% from Government Representatives
- 42% from Employees
- 1% from Other (Board of Directors)

At Community Integration Services Society, we believe that it is crucial to receive feedback from our stakeholders. It is vital to CISS that everyone involved has the opportunity to be apart of the discussion. This survey gives employees, stakeholders, and individuals the opportunity to tell us what we are doing well, where we can improve, and any suggestions for the future that we may not have considered. We value hearing from our community and those involved with CISS.

Following each individual’s Individualized Service Plan Meeting, they are given a survey to share their satisfaction with their program. The results of this survey for the entire year is included in this report.

All input given in surveys is used in our Strategic Planning and goal progress. To see a Survey Results for 2023 please visit our website [www.gociss.org](http://www.gociss.org) . Below are some points from the summary.

From the people in service;

### What do you like best about CISS?

- ✓ The majority of survey participants stated that the best thing about CISS are the activities and outings they get to do.
- ✓ Most client's favourite activities involved playing sports, playing games, walking, and participating in some type of arts and crafts. Others preferred more outing oriented activities such as bowling, swimming, going to the library, going out for lunch, and attending events held by the Social Committee.
- ✓ If not activities, survey participants expressed that the people at CISS are the best part of the organization. This ranged from spending time with friends, having the opportunity to meet new people, and/or positive connections to staff. Some clients also specifically mentioned that they like the program in general.

### What do you not like the most about CISS?

- ✓ Most negative experiences survey participants mentioned involved schedules that felt too rushed or changed too often, disinterest in program activities, or conflict with staff.
- ✓ Others mentioned occasional disagreements and friction with peers. It is to be noted that a portion of survey participants did not have an answer or had nothing they did not like.

### Do you have any suggestions or ideas?

- ✓ A large proportion of survey participant's suggestions involve more social events and a more diverse array of activities available. Social events clients want to see for the most part involve some type of live musical entertainment or going to new areas/locations as a group. In terms of activities, clients would like to see a larger variety of things to do. This ranges from more physical activities such as sports, bowling, volunteering, and walking. As well as more activities focused on skill building such as arts and crafts, reading programs, life skills development, and cooking. Other than activities or social events, two survey participants expressed a desire for more diverse staffing and a small portion of clients did not give an answer.

### What do you think CISS should focus on in the next five years?

From the families, caregivers & government representatives;

- ✓ Focus on increasing the amount of offered programs and opportunities within the community
- ✓ Assure that programs and activities are well suited to the individual considering their desires and input
- ✓ Bring back Music therapy or Coffee House
- ✓ More employment and volunteering opportunities
- ✓ Increase in group events or activities
- ✓ Hire more qualified support staff, have consistency with staff
- ✓ Have space to increase services for some individuals
- ✓ Better communication, increase in safety, and more resources

## What do you feel are CISS's biggest strengths?

From our employee;

- ✓ Agency's dedication in supporting individuals
- ✓ Majority of answers mentioned that employees across the board actively do their part in caring for individuals through identifying new opportunities and programs, striving to make a daily positive impact, and putting the individual first.
- ✓ The other category of answers highlighted logistical strengths such as good working hours, clear documentation, adaptability in times of uncertainty, good staff, a nice location, and patient training/shadowing.
- ✓ Others feel that staff possess under-utilized skill sets that would be highly beneficial to individuals and CISS as a whole if actively supported within the organization.

From the families, caregivers, government representatives;

- ✓ They appreciate that CISS does not discriminate and are willing to do more for individuals that require higher levels of support.
- ✓ Other surveyors specifically state that the staff and case managers' compassion to individuals and the variety of activities available are the biggest strengths to the organization.
- ✓ CISS possesses strong community involvement and CISS' community based programs are very beneficial for individual's daily lives.
- ✓ Other stakeholders are also happy that CISS is open to collaboration with community partners.
- ✓ A few surveyors state that CISS's communication is one of the biggest strengths of the organization. They specifically highlight the effective feedback given to those working with individuals, the active support given towards families of individuals, and that communication is done in a timely manner when working with CLBC individuals and families.
- ✓ Finally, a stakeholder commented that they appreciate how adaptable and flexible CISS is especially with maintaining operation through difficult times such as the pandemic.

## In what ways do you think CISS could improve your experience as...

From our employee:

- ✓ Communication – information about CISS should be more openly shared within the agency, staff need to be heard
- ✓ Community - increase in group activities, more opportunities for team building
- ✓ Larger focus on professional and personal growth
- ✓ Regular monthly meetings/lunches with managers.
- ✓ Improve logistics
- ✓ Management relations - more manager interactions with staff downstairs would create better relations between the two
- ✓ Executive Director and management be more open with staff
- ✓ Better hours, allowance for small breaks, and more training for staff.

From the families, caregivers, & government representatives;

- ✓ Majority of stakeholder survey participants would like to see improvements in the area of offered programs and events.
- ✓ Increase in the variety of activities, more volunteer opportunities, and offering programs such as temporary respite.
- ✓ Some stakeholders specifically suggest that CISS should utilize events, locations, and activities that are actively being offered in the Port Coquitlam and Tri-city communities such as the Port Coquitlam rec center.
- ✓ Another stakeholder would also like to see more personalized planned future outings that meet the needs of the individual (i.e. An individual likes gardening/plants could benefit from the organization connecting to community gardens).
- ✓ Aside from programs, surveyors would like to see improvements in staffing and communication.
- ✓ Some mentioned they would like to see a more consistent staffing schedule on a weekly basis due to frequent changes resulting in negative experiences for the individual.
- ✓ Others would like CISS to ask for input/feedback before changes are made that concern the individual and another specifically suggested that reports should be done after an ISP (Individual Service Plan) meeting.
- ✓ Finally, there is a general desire for CISS to continue what they are doing especially in advocating for people with disabilities and inclusion in community while some survey participants had no suggestions for improvements at all.

*Thank you for your Feedback*, many of the suggestions have gone into place, in particular around communication. We have created great new onboarding for new employees as well as communication points on a regular basis to update employees and acknowledged the incredible work they do. Over the summer each team did a team event and from what we have seen and heard everyone had a great time. Although we have not resumed a coffee house, one team has creatively assured that members of the team can enjoy music on a regular basis.

## What did CISS do well in 2023?

We did it! CISS was successful in obtaining a three-year certificate with no recommendations. Over the past 3 surveys (9 years) we have had one recommendation. This speaks volumes to the dedication of our employees.



## CARF REPORT – summary of the comments from the surveyors

CISS has achieved a great standing for accreditation with zero recommendations. Our certificate will be in effect for 3 years meaning that the next survey will be March 2027.

The areas of strengths listed in the report are long and we are proud. Here are some excerpts from the report:

Board members are proud of the organization's recent comprehensive and inclusive strategic planning process, which resulted in a new vision for the organization and priorities for the next five years. The board members represent a wide array of skill sets and viewpoints and excel at collaboratively providing guidance to the organization.

Employees help grow the positive culture within the organization, and it is apparent that the employees are dedicated to the vision of "true inclusion and belonging for all". Teamwork and focus on the mission are evident, and employees and other stakeholders shared numerous stories demonstrating the mission in action and their pride in the clients' successes.

The organization is commended for the new Learning, Inclusion, Friendship and Employment (L.I.F.E.) program.

CISS maintains positive relationships with community members and has developed many partnerships that advance its mission.

CISS gathers input from the clients, families, employees, funders and other stakeholders through various means, including suggestions boxes, written surveys, online surveys, and face-to-face interactions.

The organization is commended for its comprehensive safety strategies and commitment to providing a safe working and service environments. The robust Health & Safety committee meets monthly to discuss and implement actions plans regarding a wide range of topics, such as emergency procedure drills, incident reports, risk assessments, and investigations. The committee also identifies H&S manual updates, staff training needs, and items to be shared with the board.

Clients and family members are very pleased with the services. One client stated, "they treat me with respect". A family member said, "I love the way staff interact with my son and encourage his social interaction. They are able to motivate him."

Staff members are passionate and truly committed to working on improving the clients' quality of life, and they are always working toward eliminating barriers to success. Their approach is holistic in addressing the needs of each client. Staff members demonstrate strong teamwork and camaraderie, are aware of using best practices, and meet the clients where they are.

The organization is recognized for its strong commitment to staff diversity. Staff members are fluent in a number of languages, which enables them to interpret and meet the cultural needs of many clients. One staff member expressed, "I know that cultural difference are valued. I love my job assisting individuals every day to make their lives better and make a difference".

Funders reported that the organization is "on the ball" and very good at updates and follow-up. They complimented the organization for its flexibility and noted brainstorming options with managers. They also commented that the organization goes above and beyond in service to the clients.

The CARF Survey team also made some great suggestions for Opportunities for Quality Improvement. Over the next year our team will review and implement those that resonate best for CISS.

## Health & Safety in the Workplace

Summary by: Krystina Kaban

Community Integration Services Society has always been committed to ensuring health and safety are at the forefront of its service delivery. The Health and Safety Committee hones in on this by reviewing policies, infrastructure, investigations, and training within the agency by creating preventative measures. These measures align with WorksafeBC protocols and take into account our person-centered approach to services.

This year, the committee collaborated with each team to ensure the programs continued to meet the ever-evolving needs of our community support work. This was done by delving deep into the daily programming and creating schedules that focused on specific, meaningful, and replicable activities. Additionally, the committee outsourced online resources based on areas identified as requiring more support. They also discussed the aging population of persons served and recommended training modules for staff, which were implemented.

A shout out to the committee members; Employer Reps; Lee Weisgarber and Krystina Kaban. Employee Reps; Nancy Marshall, Pamela Pye and alternates Michale Bartlett and Tanya Philcox.

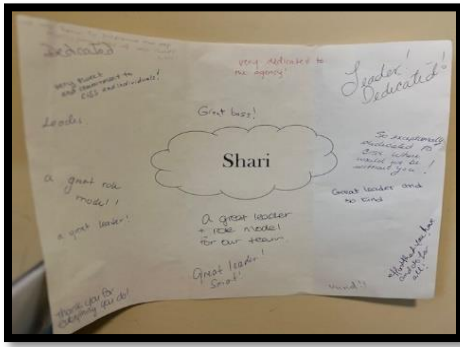


## Wellness in the Workplace – New Activities this year

The organization aims to create a workplace culture that prioritizes employee well-being, ultimately leading to increased morale, productivity, and overall satisfaction among staff members.

Every department within the organization will actively participate in organizing at least one wellness event throughout the year. This collective effort is aimed at fostering a culture of well-being, collaboration, and mutual support among our staff. We believe that everyone has a responsibility to participate in a healthy workplace and this will create an environment that will foster this.





Our first event was in May of this year. The Admin team hosted the event which consisted of a meet and greet coffee with employees. Staff throughout the agency in both locations enjoyed an early morning coffee while they circulated the office to add **positive affirmations** to each society employees page. The event was lively and engaging and created a positive environment for all those involved. For those of who could not attend, pages of their own were still made and filled in by different colleagues.



The second event was hosted in August by the IDS 2 team. It included a 1 km. **Morning Walk** around the neighbourhood and a good hot or cold drink option afterwards. Although many of our employees spend the day walking in a variety of locations it was great that they could go together in our office neighbourhood. The event was a fresh way to start the day together.



The third event that we have had since the inception of the program is the **Laughing Yoga** hosted by the North Shore Leisure and IDS team. Everyone had the ability to participate no matter where they were. It was a great way to start the day with so much joy.

Members of our team enjoying the activity at Melissa Park.

### **Community Collaboration Project**

In the spring of 2023, Community Integration Services Society (CISS) and the Coquitlam Library embarked on a partnership to create two coffee kiosks at the two Coquitlam Library Branches (Poirier and City Center). We recruited two business students from Douglas College to do an interim to create a business plan. Both Students were international students in their final year at Douglas. Tien Nguyen and Anne Dorado presented their final plan to the Director of Services Ryan Jamieson Coquitlam Library and Shari Mahar from CISS in August 2023.

Excerpt from the final plan:

*This business plan outlines the development of an innovative and non-profit micro-enterprise coffee kiosk within Coquitlam Public Library branches, achieved through a dynamic collaboration between Coquitlam Public Library and the Community Integration Services Society. Our project will envisage a holistic transformation of both Coquitlam Library Branches into vibrant spaces where everyone can relish quality coffee experiences while building bridges of understanding and connection. Through employment opportunities and the magic of*

*coffee, we seek to enrich lives, stimulate local economies, and reinforce a strong sense of unity within our community.*

Since last summer we have done a lot of work to make this dream come true at CISS. In the winter of 2023, we met with Karla Verschoor, Executive Director of Inclusion BC to inquire into how we could gain some resources and support for our project. Karla and her team reviewed our business plan and were very excited to come back and donate \$5000 to give our plan some capital funds. This was integral in our steps to move forward.

Since then, we have recruited our Summer Student, Therese, to help move us forward with the kiosk. Therese has spent a lot of time over the summer researching for the project and has helped us find a name for our Social Enterprise, resource equipment, and look into rules, regulations and grants.

Our name for the Social Enterprise is **Bright Futures Roast**; we are excited about this name and know that it will help garner interest in the business.

We are currently in the process of setting up a contract with an individual who will take on this project so we can hit our target of opening the first kiosk by December 2024.

We are meeting with potential donors and asking for capital funds to help this important project get off the ground. If you are interested or know anyone, please direct them back to CISS.

**Bright Futures Roast:** I am excited to share with you our latest initiative: the establishment of a social enterprise run mobile coffee cart called **Bright Futures Roast**, which will be located inside the Coquitlam Library's City Center Branch. This project is not just about serving quality coffee and refreshments; it is about providing an accessible and accommodating platform for our employees to develop essential workplace skills in customer service, food preparation, and business operations. The coffee cart will be primarily staffed by people affected by employment barriers offering them a chance to obtain valuable work experience, integrate more fully into the workforce, and gain confidence through a supportive, inclusive work environment.

### **Purpose and Goals:**

The primary purpose of our coffee cart initiative is twofold: to create sustainable employment opportunities for individuals facing barriers to traditional employment and to promote diversity and inclusivity within our local community. By supporting this initiative, we aim to:

1. **Empower Marginalized Individuals:** The coffee cart will provide employment opportunities to individuals who often face challenges in securing stable and accommodating employment due to various socio-economic barriers such as physical/mental disability, mental health issues, lack of experience, discrimination, and/or stigma. Through training and mentorship, we will equip them with the skills and confidence needed to succeed in the workplace.
2. **Promote Inclusivity:** We are committed to fostering a more inclusive environment where everyone has equal access to economic opportunities. **Bright Futures Roast** is dedicated to not only advocating for inclusivity, but also actively practicing and participating in creating a positive, empowering environment for workers and customers from all walks of life. This initiative aligns with our core values of social justice, equality, autonomy, and diversity.

## Impact and Sustainability:

The impact of your support will extend beyond a financial investment. It will directly contribute to the sustainability and growth of our social enterprise, enabling us to expand our reach and empower more individuals in our community. By investing in our coffee cart initiative, you are investing in:

- **Skill Development:** Providing individuals with transferable skills that will enhance their employability and long-term career prospects.
- **Community Engagement:** Creating a gathering place for local residents and businesses, fostering community spirit and interaction.
- **Social Return on Investment:** Demonstrating your commitment to corporate social responsibility by supporting initiatives that create positive social change.
- **Future Expansion:** Our aim is to open a second location of **Bright Futures Roast** located at the Coquitlam Public Library Poirier Branch in the near future. Your investment in our initiative today directly benefits the expansion and growth of the community.

## Partnership Benefits:

In recognition of your support, we are pleased to offer the following partnership benefits:

- **Prominent Recognition:** Your organization's logo and name will be prominently displayed on our coffee cart, promotional materials, and social media platforms, demonstrating your commitment to social responsibility.
- **Publicity Opportunities:** Opportunity to feature in press releases, case studies, and interviews highlighting our partnership and its impact on the community.

## Next Steps

- We invite you to collaborate with us in this transformative initiative that combines social impact with sustainable business practices. Your investment will not only support the growth of our coffee cart venture, **Bright Futures Roast**, but also contribute to creating a more inclusive and diverse community.
- I would welcome the opportunity to discuss this proposal further and explore how we can collaborate to achieve our shared goals. Please feel free to contact me at **(604)568-4753** or **(smahar@gociss.org)** to schedule a meeting at your convenience.

## Technology Vision

Community Integration Services Society (CISS) has created and maintained a sound technology system and plan, which aids the organization in fulfilling its obligation to our stakeholders. Sound technology management takes a commitment of time and resources from the Society and the technology team plays an instrumental role in monitoring and maintaining the system.

Information, when clearly presented, can transform CISS by giving us the tools to understand the environment we are working in, and to measure the effectiveness of our actions. By utilizing technology, Community Integration Services Society can uniquely position itself to harness the power of information.



## Technology Vision

- ✓ To have a safe, sound system to maintain our information. To have a comprehensive database system that will handle client, employee and society information to improve Society’s information gathering and storage.
- ✓ To increase the efficiency of our payroll system so that all areas of payroll can be completed online.
- ✓ To have a system/process in place that allows the Society’s leadership team to conduct business with our funder(s) in a safe and secure fashion utilizing technology to expedite communication. To safely complete all contracts and reporting requirements with CLBC in a safe and efficient manner.
- ✓ To expand the Society’s ability to safely conduct our financial business through internet technology.
- ✓ To complete all client, program and service documentation on Share Vision reducing our carbon footprint by going paperless
- ✓ To create a space for competency based work for employees in areas of health and safety
- ✓ To create a space that allows people from across the organization to meet virtually

## 2024/2025 Future Action Plan

Priority Needs	Timeline	Person(s) responsible
To create a manual outlining the specific needs of the IT system and maintenance.	Create a manual that documents software needs and upgrades with schedule to be completed by September 30, 2024. Create a manual that provides other members of the Admin team with tools to troubleshoot issues relating to the Computers.	IT Team Special Project Staff Executive Director

Adam Holmes is our IT employee, and manages all of our internet and technology issues with the support of Angel Guzman, his LSW Support Worker and IT Specialist. Adam oversees the [www.gociss.org](http://www.gociss.org) website and keeps our viewers up to date with events and job postings.

***Partnerships and building community makes everyone a successful:***

**Community Living British Columbia (CLBC):** CISS continues to have a contractual relationship with CLBC and provides service in two regions; Vancouver Coastal (North Vancouver) and Vancouver Coastal East (formerly known as Simon Fraser).

CISS continues to have a positive relationship with CLBC in particular with our Analysts Eric and Alison. Both know our agency well and do an effective job of working with us to make our services work for those interested in attending. The busiest work this past year has been with the development and growth of the L.I.F.E. Services that heavily relies on Eric and the Facilitators in the Vancouver Coastal East Region.

**Overview of the Reframing – as stated by CLBC in a correspondence to Service Providers**

CLBC is calling the implementation of a new management model for our five regions, the Regional Management Reframing. The new management structure includes a new middle management position called the Service Area Manager (SAM). There are 10 SAMs across the province (2 for each Service Area (formerly known as Quality Service Areas). The SAMs are all former Integrated Services Managers (ISM) who were selected from ISMs who expressed their interest in taking on this new role; other ISMs have or will become Service Delivery Managers (SDM). The graphic provides a summary of their roles.

The key to understanding what the reframing is about, is that it is about shifts of some accountabilities and responsibilities formerly assigned to either the SDMs or the Regional Directors (formerly known as Directors of Regional Operations) to the SAM; this shifting will free up capacity for SDMs and Regional Directors to focus on key areas of other work. With these shifts, CLBC is not changing what we do, but rather how we do it, so that it benefits our staff as well as our external partners.

Also integral to understanding the reframing is how we are implementing the new management model. We are using a stage-by-stage approach to allow us to learn, and respond to those learnings, and support the best possible improvement to our operations. North Thompson Cariboo was the first CLBC region to adopt the new management approach in January 2024, followed by Vancouver Coastal and Fraser (formerly known as South Fraser) regions in July 2022. Vancouver Island and Southern Interior are expected to implement the new management structure as of November 2024; in these two regions, management teams are busy preparing for the shifts while they continue to work in their ISM roles. CLBC states that they are making this change in response to continued growth in the number of people that they serve (currently this is about 1,200 new people each year).

**CSSEA (Community Social Services Employer Association) and BCGEU (British Columbia Government Employees Union).**

Currently, CISS Executive Director Shari Mahar is a panel member for Community Living Panel and is a member representation on the CSSEA Board of Directors. Both of these roles will come to an end in October 2024 as she is not able to commit to these roles past June 2025, her retirement target date. CSSEA plays a very important role in our Sector and CISS actively accesses support and information from our rep Vanessa Wong and her team at CSSEA. Currently CSSEA is actively involved in



bargaining on behalf of Service Providers. CSSEA staff along with Service Provider Representatives have been at the table bargaining with our union BCGEU and the other unions that are part of bargaining association since the spring. CISS' Steward, Pamela Pye, is committed to her work at the bargaining table representing members of the BCGEU, we appreciate her dedication and commitment to coming up with a good agreement.

CSSEA Board have recently hired a new CEO, Sandra Case to lead the organization. Sandra is a former member of the CSSEA team and brings great skills back to the organization. Sandra and her team have gone around the province to get input from Service Providers for the next round of bargaining that will begin later in the year.

**BCCEO Network** is a provincial organized group of leaders in the Social Service Sector. CISS is a member organization and I am currently in my final year serving on the Board of Directors of the BCCEO Network. Our network of agency leaders has a clear set of purposes:

1. To facilitate a collective voice
2. To promote effective business practices
3. To promote leadership development and mutual support

**CEO Brenda Gillette** and the members of the BCCEO Network Board have had another busy year working in collaboration with government on the behalf of the membership, which CISS is a member service provider. Brenda and members of the board did an incredible job in helping the sector to get the Management & Exempt funding that was promised as part of bargaining. The Society is indebted to the network and their board members for the work they did to achieve this difficult task.

## The Future

For the next nine months, the Board of Directors and I will be preparing for the hiring of the next Executive Director. The board will manage the recruiting and hiring and I will prepare the orientation and transition.

I am so excited to see some new and exciting changes for CISS; although I am sad to some degree to be leaving, I am also exciting to pass the torch. I always believe that each person that works at CISS leaves behind a layer of knowledge and that we build our future through all of the contributions over time. Thank you for trusting me over the years, together we have really created a great organization. I will always be proud to say that I worked at Community Integration Services Society.

**We would like to acknowledge those individuals who have donated to CISS since our last meeting,  
thank you for your generosity;**

*Inclusion BC, Canada Helps and Charities Aid Foundation.*

*Thank you for participating in the 2024 Annual General Meeting and for all of the support and kindness that you offer CISS throughout the year.*