



COMMUNITY INTEGRATION SERVICES SOCIETY

ANNUAL REPORT

September 16, 2023

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^wməθk^wəy^əmaʔl təməx^w (Musqueam), S'ólhTéméxw (Stó:lo), Stz'uminus, Skwxwú7mesh-ulh Temíxw (Squamish), səlilwətaʔl təməx^w (Tsleil-Waututh) peoples

A message from Board Member, Brandon Larson:

The past year has been filled with transition and growth for CISS, highlighted by our updated five-year strategic plan. The board would like to start off by thanking Marsha D'Angelo and her team from Apostrophe PR for leading us through the transformation of our strategic plan. The board would also like to thank Shari and her leadership team along with all the employees, clients and family members that gave their time towards creating our new plan. I would also like to thank my fellow board members for their continued commitment to the growth of CISS.

I believe that our updated Mission and Vision Statements embody the true nature of CISS's role for our clients and as we begin to implement this strategic plan, we are excited about the future of CISS.

During our previous AGM, we welcomed two new board members, Amy Dhaliwal and Monica Johnston. They have been excellent additions to our board and this year we are excited to welcome Courtney Campbell and Jeff Beyak. The board is rounded out with Michael Jiang and myself, Brandon Larson. In addition to the resignation of Rohinton Unwalla, we would like to thank Jonathon Lawson for his time and contribution to being on the board of directors for CISS.

I am extremely excited and optimistic for the year ahead as we are starting to see many of our services return to pre-pandemic statuses. I am proud to serve on this board and look forward to a bright future for CISS.

A message from Executive Director, Shari Mahar:

The past year has been exciting and invigorating with the creation of our new strategic plan and the start of our new service, L.I.F.E (Learning, Inclusion, Friendship, and Employment).

Although I have had the pleasure of participating in many strategic plans in the past, this particular plan had a deeper dive. What made it particularly valuable for me was the addition of the three self-advocate sessions and the employee session. The voices of those served and those doing the work on the ground is invaluable. The new plan is included in this report.

L.I.F.E. Services is a new service in the Community Living BC (CLBC) catalogue of service and CISS became a qualified provider in March 2023. The L.I.F.E. service is part of CLBC's Community Inclusion category of services. It is available to anyone served by CLBC who has an employment goal,

and who also want support to increase confidence and independence, connect to the community, learn new things, build friendships and a network of natural support around them.

It has been a great year with the Board of Directors and I thank both Rohinton and Jonathon for their service on the board this past year. New members Monica and Amy have been great assets to the board with their expertise in labour and privacy laws. A special thanks to Brandon for his leadership and Michael for his financial expertise and support. A very special appreciation goes out to Past President Peter Dawe who participated in the re-envisioning of our Mission and Values. I could not have imagined doing this important work without Peter's wisdom.

Community Integration Services Society (CISS) has a resilient team of employees who provide exceptional community inclusion services. The staff teams are supported by their Program Managers who put in tireless hours to support their teams. Thank you goes out to; Janna, Ana, Tammy, Brianna and Lori.

Lee Weisgarber, Director of Community Inclusion Services, supports her team of managers and has an open door policy for all members of the programs and their managers. Lee has spent this past year assisting some of the programs that were undergoing significant changes and did a fantastic job of assisting strong teams to be even stronger with their resolve to provide the best services in the province. Thank you to Lee and to the staff that came together.

The Shop Stewards, Nancy and Pamela are hardworking and committed to supporting their members and working with management whether it be through the Health & Safety Committee or through the Steward support to the staff. Pamela was a member of the bargaining team (BCGEU) and put in many hours over the past year to come up with a great collective agreement, thank you Pamela.

The administration team are hardworking and invaluable to the everyday business of CISS. Thank you to Ester for her commitment to our finances and payroll and a special nod for the work involved in completing the retroactive pay for our employees. I know that they deeply appreciated how quickly CISS was able to give that well deserved money to our staff. Thank you to Jessica in Human Resources who has done a vast amount of work around our hiring, onboarding and employee experience. Due to your commitment, we have filled long-term vacancies with exceptional people. Last but not least thank you to Lori who is the Office Assistant, we could not manage our daily work without her support. In particular, thank you for managing all of the agency petty cash receipts, your thorough work assists us in having a successful audit each year.

Strategic Planning 2022/2023 We have a plan!

Letter from CISS Board Vice Chair and Executive Director

Community Integration Services Society (CISS) first opened its doors in 1990. Thirty-three years later, our commitment to supporting people with developmental disabilities to take risks, develop skills, and foster genuine connections continues.

In late, 2022, CISS began a process of listening and learning. Over several weeks, in partnership with an external facilitator, we engaged in more than 70 conversations with the people and families we support, our staff, leadership team, Board of Directors and community partners. We explored what people like about CISS, where they see opportunities for improvement and what their greatest aspirations are for the organization's future.

We are grateful to every person who gave their time and energy to the process as they helped us understand the priorities for the plan ahead. We learned that: The people we support want greater opportunities for growth, learning and connection.

Our staff want a workplace where they feel included, safe, and valued, with plenty of opportunities for career growth.

Across all groups, increased community partnerships are seen as an essential step in enhancing the ways we support people and families.

As we begin to implement this strategic plan, we are excited about the future of CISS. We look forward to continuing to support people with developmental disabilities in ways that are meaningful to them while, at the same time, fostering true inclusion and belonging for all.

Brandon Larson Board Vice-Chair

Shari Mahar Executive Director

RESEARCH FINDINGS – taken from final report

From October to November 2022, we engaged in over 70 conversations about the future of the organization. We also conducted a survey of CISS staff who were unable to make in-person sessions. We asked people what they like about the organization and where they see opportunities for improvement.

During these conversations, using an Appreciative Inquiry lens, we explored several conversations, topics, including:

- What works well at CISS?
- What are the opportunities for improvement?
- What are stakeholders' greatest aspirations for the organization, its impact, and its future? How should impact and progress be measured?

Through the sessions, survey, interviews we learned a lot about what people wanted and what they have missed since COVID.

“Before COVID, I had a job...for 10 years, I would like to get another job because it is fun to work, make money and make friends”. CISS

SUPPORTED INDIVIDUAL, OCTOBER 2022

“The last two years have been very challenging in community living and the way (CISS has) persevered has been great”. FUNDER, NOVEMBER 2022

Over several weeks, key themes arose that have directly informed the strategic priorities of this plan, including:

1. Diversify CISS supports to best meet the needs of people and their families - including more opportunities for community connection, employment (“every person who wants a job, has a job”), and life skills training.
2. Build stronger community connections and relationships for the benefit of the people CISS supports.
3. Cultivate greater employee connection and well-being. Offer more training, emotional support, team-building activities and enhance on boarding and retention strategies.
4. Grow a workplace culture of trust, support, and transparency.
5. Create an employment program for the people we support, including one of social enterprise.
6. Enhance and re-evaluate our Community Inclusion (CI) services (launch a CI think tank).
7. Ensure CISS is a place where people want to work - a respected, sought-after organization that supports an in-demand profession.

8. Enhance marketing and communications efforts to elevate awareness and engagement of CISS within the community and prospective partners.
9. Ensure services are diverse and responsive to support people and their changing interests.

10. Expand to offer services to other Lower Mainland communities.

A vision is an organization's North Star. As part of the strategic planning process, members of the CISS Board and leadership team gathered for a half-day planning session to review CISS's vision and mission statements. Participants looked at vision/mission statement best practices, shared their hopes for the people and families they support and looked at how to create a vision statement that is both clear and concise. By the end of the session, participants agreed on the following two statements:

At Community Integration Services Society;

Our New Vision: True inclusion and belonging for all.

Our New 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.

Although we have created a new vision and value statement, it comes from our existing Values & Beliefs

We continue to believe:

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 PRIORITIES

Having reviewed the research, we have identified three strategic priorities to guide our work over the next five years. We have also carefully considered how these priorities will move us closer to our vision of true inclusion and belonging for all.

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.

ENHANCE WORKPLACE WELLNESS AND CONNECTION.

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

INCREASE COMMUNITY PARTNERSHIPS.

We build strong and diverse community partnerships for the benefit of the people and families we support.

WITH GRATITUDE, We thank everyone who helped bring our strategic plan to life. You gave generously of your time, energy, and ideas. In the process, we learned so much about how we can best support people and families to experience true inclusion and belonging.

A message from the Administration Team;



Jessica Castillo, Human Resources Administrator

In 2023, the Human Resources Department have taken challenges and turned them into growth opportunities. The department has implemented new changes that have reshaped many of the process to improve employee retention and satisfaction. We have introduced our *Employee Check-In Meetings* this year. In these meetings, new employees meet with the Human Resources Administrator to obtain feedback, gain

information, and set goals for employment at the 3-week mark and following their probationary review. This program has provided us invaluable information that has led to further changes and implementations throughout the department. Another exciting new change has been our revamp to our onboarding and orientation process with the introduction of our *Shadow Program*. Because of feedback received of our information heavy orientation process, we have introduced the opportunity to break-up the knowledge-reading portion with the opportunity to shadow experienced staff in the field. New employees get firsthand experience on what to expect in the field prior to their formal training with the individuals. The Human Resources Department is excited to see the results of these changes with the hopes it will continue to provide growth opportunities and success!



Lori Moscone, Office Assistant is a valuable member of the team who keeps everyone organized in the office. Lori brings a positive energy to the team, which is invaluable.



Ester Dela Cruz, Financial Administrator, Controller

The Finance department's role is to manage finances efficiently for the agency to directly contribute to the agency's mission and strategic goals. The finance department has dual responsibility - payroll and accounting. Through the years, DMCL has audited our accounting books and we have always obtained good comments from them. The department ensures

that employees are paid fairly, accurately and in a timely fashion. I am proud to be part of the finance department. Thank you for the trust.



**Special Projects Staff;
Ashley Yong and Erica Battle**

Ashley was able to support the development of our internal Share Vision data base while still in school this year. The tremendous amount of tasks are listed in the Technology section of this report. Ashley is such a valuable member of our team and will continue with special projects in the fall.

Returning summer special projects staff (formerly summer student) Erica has completed her first year of full time teaching and returned to help us get ready for our next CARF Accreditation Survey. Erica worked in collaboration with the newest member of our team Therese. Erica and Therese has put us in

a very good position with our pending survey planned for three days in October or November (dates to be announced soon).

Therese has made a significant difference on our team this year and you can see some of her work with the updates on our web page. We are especially pleased that they were able to include My Story clips so we could share our experiences during COVID. To see more please visit www.gociss.org

Meet the Director and some of the Management Team:

Lee Weisgarber, Tammy Dangtim, Brianna Davies, Lori Underwood and Ana Wear



Lee Weisgarber, Director of Community Inclusion Services (DCI)

A message from Lee Weisgarber;

*'The Expert in Everything was once a Beginner'-
by Helen Hayes*

I just loved this quote someone recently said to me. I believe it captures all of us in our journey through life and work.

Here we are at the end of a long, hot, dry and smoky summer. We have successfully navigated another complex year managing challenges arising from the enduring presence of COVID-19 in our community. While we continue to manage through small bouts of COVID-19 at CISS, I am happy to report successful recoveries. CISS's safety plan is in place across the organization, coupled with the commitment to follow these protocols, and has helped to keep everyone safe. However, it appears Covid-19 is not quite done with us and we must maintain our vigilance as we head into fall and winter.

CLBC awarded CISS the opportunity to deliver a new service option called L.I.F.E. based services (Learning, Inclusion, Friendship, and Employment). This is such an exciting time for CISS. During this process, we have been able to take all we have learned; and apply it to our Community Inclusion Services. This has been invaluable.

As we prepare for our 5th CARF accreditation, I reflect back on our exceptional positive results highlighting numerous exemplary practices throughout the organization. This result is a reflection of our ability to work as a unified team and our belief in the importance of continuous improvement.

I am forever grateful to our employees, families, home share providers and board members who persevere with us each year. You are making a difference in the lives of the people we support, and I appreciate this.

We continue to experience some of the constant challenges facing our sector and many businesses these days (recruitment, retention) which continues to keep us on our toes. I am always impressed with the capacity of our organization and the leadership team to maintain strength throughout this time.

We participated in the ratification of a new collective agreement this year that will carry us through to the spring of 2025. I am hopeful this will help recruitment efforts. Our staff deserve wages and benefits to support a good work/life balance.

Our Mission and Vision statement had a well-deserved update after all the work was done around Strategic Planning last year. I am excited for the future at CISS; let's go Team!

What's New in the Community Inclusion Services? Demographics report 2022

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.

CISS operated six (6) Community Inclusion (CI) programs and one (1) PSI program (Personalized Supports Initiative) in 2022 in two locations; Port Coquitlam and North Vancouver.

Vancouver Coastal Region – located at the Mountain Highway office in North Vancouver programs: Leisure Services (seniors' program), Individualized Day Services (adults under the age of 55 years).

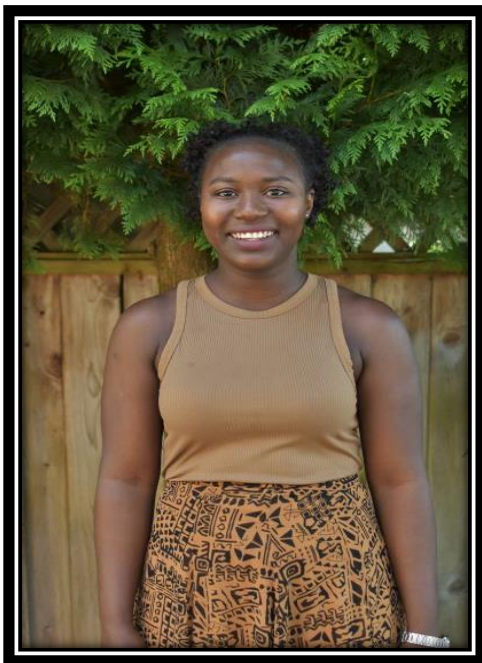
Vancouver Coastal East Region – located at Melissa Park office in Port Coquitlam; Inlet Enterprises (serving adults over 35), Individualized Day Services 1, 2 and 3 (serving adults in transition from high school to adults up to 49 years old).

Out of the six (6) programs in 2022, CISS provided services to seventy-two (72) adults; however, at the time of this report there were seventy (70) active participants. Two having left; one to retirement and one passed away.

During this past year (2022), challenges associated to the global pandemic have relaxed. The agency has fully shifted to community programming. Although there continues to be COVID positive cases, CISS is internally managing to prevent significant spread in our agency.

Out of the 72 people served in 2022, 44 were male and 28 were female between the ages of 20 and 85 years old. All individuals served by CISS have a developmental disability with 39% having Autism.

Leisure Services (LS) and Individualized Day Services (IDS) North Vancouver, under the direct leadership of Tammy Dangtim



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. 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 busy life 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. Individualized Day Services (IDS) on the North Shore was modeled after CISS' IDS program in the Vancouver Coastal East Region. Young people leaving school entering adulthood in search of work experience, continuing education and recreational activities. The North Vancouver program remained steady with fourteen (14) individuals served within the two

programs, however by the end of the support year (2022); one individual left service to access retirement at his group home leaving thirteen (13) individuals served.

Everyone has been busy achieving their goals and discovering new places to go on the North Shore. Some individuals have obtained volunteer work while others have focused on their health through gym classes and gentle yoga. Two individuals fulfilled their long-term dream of joining a baking class. Both were enthusiastic about learning how to bake and are enjoying the experience. Two people have successfully graduated from their swimming classes and received their report cards in July 2023. They are eager to return for the next level when classes resume in the fall of 2023. The group embarked on a successful day trip to the VanDusen Botanical Gardens in August. This experience provided valuable opportunities for learning about nature and different plant species, contributing to the team's overall enjoyment.

The past year has been marked by significant achievements and personal growth for our program participants. We are proud of their dedication and enthusiasm for self-improvement and look forward to continuing our support in the coming year. It is the hard work and dedication of our staff and participants that truly make these successes possible. We appreciate their commitment to our

program, and we look forward to another year of growth and achievement together. Thank you to all for their contributions and support!

Inlet Enterprises (IE), under the direct leadership of Lori Underwood



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 Westminister, B.C.). Since July 3, 1990, the program has transformed into a partial seniors' program to better support the aging clientele.

Inlet Enterprises is the longest running program at CISS. Opened in July 1990, it has just successfully reached 33 years of service to Adults with Developmental Disabilities. Inlet has had opportunity to benefit from the experience of a few managers over the course of the last couple of years. Why do I mention that, you ask? Well, different experience brings different ideas and ways of doing things. It has

sometimes been emotionally and physically draining, yet surviving COVID 19 and moving forward the staff team of the Inlet program have persevered and committed themselves to creating opportunities for laughter, joy, connection, learning and purpose for the individuals attending the program.

The consistent mindset is true inclusion and belonging for all. Inlet has remained solid in their determination to provide support to the individuals through their own life challenges, learning to take risks, making real connections, learning new skills and aspiring to keep stretching forward and following their own goals.

Continuing to modify programs to meet the needs of the individuals is a crucial marker in this program, allowing people to maintain their community connections and involvement. At this time, Inlet supports 10 individuals throughout the Tri-City, Maple Ridge, New Westminister, 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.

The majority of programs still take place in community, offering a range of leisure, recreational, volunteer experiences and learning opportunities. The newest member of the team, joining in March 2023, is the Program Manager Lori Underwood. Bringing a Master's degree in Education, Lori has been able to pull on the talents of the staff team and help to develop strategic goal planning for the individuals during their Individual Service Plans (ISP) this year. Learning is a strong focus with the individuals this year and so planning of educational day trips and fun workshops has been the concentration for this new manager.

Individualized Day Services 1 (IDS 1), under the direct leadership of Janna Sivia



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, IDS is a three-department program supporting people in a variety of activities in the community.

IDS 1 team is the leader on the Melissa Park Catering and after a long break in the business the dip crew were able to take part in the World Employment Conference at the Entrepreneurs Marketplace.



Dimitri, Karen, and Jonathan selling dips at the World Employment Conference.

The event was a tremendous success. The Melissa Park Catering team sold many of their dips to people from all over the world and were able to learn, explore, and make new connections with other inclusive entrepreneurs. Everyone at CISS is immensely proud of all the work that the Melissa Park Catering team put in for the conference and are excited for their many future ventures to come.

The IDS 1 has continued to provide focused programs based from each individual's ISP and SMART Goals assuring that their time is spent doing meaningful activities. The IDS 1 team continues to support some individuals with their employment aspirations and jobs.

The staff of IDS 1 are for the most part long-term employees who have been on the team for a significant length of time. Their connections and relationships with the people on the team are valuable and essential in the day-to-day support in community. The high energy of many individuals on the team makes the program a very physically active group of people who participate in a range of sports and water activities.

Education is an important part of our services and we were able to provide several individuals with a Digital Literacy Computer Course with the end result of owning their laptops so they can continue developing their skills.

The renewed energy around the Catering is appreciated and we are excited to see what they do next. For anyone interested in buying our dips please visit the Melissa Park Catering section of our website.



Individualized Day Services 2 (IDS 2), under the direct leadership of Brianna Davies

Individualized Day Services 2 (IDS2) embarked on a new chapter, determined to navigate the post-pandemic world and get back into their community. Several individuals successfully completed a Digital Literacy Computer Course and were rewarded with their own laptops, allowing them to continue developing their digital skills at home.

Many individuals rejoined community programs and classes, including activities like acrylic painting, gardening workshops, and guitar lessons.

Three individuals found successful volunteer positions within the Tri-City community, demonstrating a commitment to giving back. IDS2 established promising new connections that

hold potential for future opportunities.

The year was filled with laughter and good memories that the team plans to carry into the next year. IDS2 is committed to growing community connections and creating new experiences. Plans for the next year will include reopening the Kyle Kitchen Program.

Exciting volunteer positions are on the horizon, generating enthusiasm among the team. There are also fun social events planned for the fall and the New Year. IDS2 is on a positive trajectory, focusing on personal and community growth, fostering connections, and planning for a bright future.

Individualized Day Services 3 (IDS 3), Personalized Day Services (PSI), L.I.F.E. Services under the direct leadership of Ana Wear



Individualized Day Services 2 (IDS 2), under the direct leadership of Ana Wear

IDS3 is a new team at CISS. The program consists of 10 individuals and 6 staff, six people were transferred to IDS 3 from the IE and IDS 1 programs and the remaining 4 are new to services. Some of the individuals on the IDS3 team have been with the agency for less than a year. Many of the staff on the team are new to CISS as well. This combination makes for a very exciting team.

IDS3 has participated in a number of different activities this year, including bowling, swimming and watching music in the park. Some individuals on this team

participated in the Digital Literacy Computer Training class that ran for 6 weeks, in the spring, as mentioned in the other reports they were able to take home a personal lap top at the end of the course.

The individuals on the IDS3 team have been working steadily towards achieving their SMART goals.

They have also bonded with each other, and they all support and work very well together, developing friendships. Their interpersonal relationships are flourishing. The staff are working well together and support each other in this new program.

As the Manager for the IDS3 team, I am looking forward to seeing both the individuals and staff continue to take risks, develop skills, make genuine connections and live lives in ways that are meaningful to them, their families and the community.

CISS has a small **Personalized Supports Initiative (PSI)** program, which is designed for Adults with Fetal Alcohol Spectrum Disorder (FASD), or Autism Spectrum Disorder (ASD), also known as Pervasive Development Disorder (PDD). PSI services started at CISS in May 2013, for individuals in need of Community Inclusion and Employment Services. Individuals in this program receive targeted and specific hours in either Community Inclusion and/or Employment. The service is intended to be short term but specific, assisting the individual in areas of their lives that are needed. Each individual is at a different stage of their life, some may need assistance in finding affordable housing, while others may need assistance with gaining credentials and education to be able to get employment that meets their needs and lifestyle. Currently this program is supporting one individual who is supported in the IDS 3 department at this time. The one individual in the program is well established in his life and only requires light support. This individual and his support staff have a mutually respectful relationship and both have a passion for technology making them the CISS IT Support team.

L.I.F.E Services, under the direct leadership of Ana Wear

L.I.F.E Services launched in March of 2023, with the very first individual being supported. L.I.F.E stands for Learning, Inclusion, Friendship and Employment. Since March of 2023, there have been an additional 5 individuals becoming part of the L.I.F.E Services, and we know that there will be more referrals in the upcoming months. L.I.F.E has been a wonderful and challenging service, as each individual is unique. The staff, Vocational Counsellors that are part of the L.I.F.E Service are learning to adapt, pivot and be extra creative to support the L.I.F.E people to achieve their goals in a very purposeful and mindful way. As the Manager for the L.I.F.E. service, I am excited to see the people in this service continue to participate in all the pillars of the L.I.F.E Services.



Courtney and Reina

Reina is a long-term CISS Community Inclusion staff who took the initiative to be the first member of the L.I.F.E. team, Reina is now a Vocational Counsellor on the team. Courtney joined the team in June. Since joining the team Courtney has found a job in a daycare and has applied to be on the CISS Board of Directors representing the Self-Advocates.

L.I.F.E. BASED SERVICES

Since March 2023, CISS has been contracted to provide L.I.F.E. Services and have five active individuals in the program and are doing weekly intake meetings with potential new clients. The team; Ana Wear as the Program Manager and a small team of Vocational Counsellors, are doing an amazing job as we explore this new service model.

Employment is a core feature in the service and staff on the team have taken part in the World Employment Conference in Vancouver and have taken the Supported Employment Fundamentals Training. Currently the BC Employment Network and CLBC are creating a specialized employment training for staff working in L.I.F.E. Services; we look forward to our team participating in the training.

WHAT IS L.I.F.E.?

L.I.F.E. stands for Learning, Inclusion, Friendship and Employment. The L.I.F.E. Service is committed to measuring the intended difference that the service makes in an individual's life beyond achieving a goal. The L.I.F.E. Service is driven by the individuals who use the service and reflects their strengths, rights, and choices.

How does it work at CISS?

L.I.F.E.-based service combines support for people interested in employment who also want to connect to their community, pursue life-long learning, and build meaningful relationships. The L.I.F.E.-based service will be a service that individuals can request under the Community Inclusion service category with the goal of supporting people for a future and a life beyond paid services. The L.I.F.E.-based service measures the difference it makes in a person's life beyond achieving goals.

The service is driven by the people who use it and reflects their strengths, rights and choices.

The first appointment (Direct Support) will provide a space to 'take stock' of the individuals: current life situation, in this they will uncover their strengths, talents, skills, hopes and dreams, priorities, plans and aspirations of the future, and learn from reflecting on their past.

Following the first appointment, a goal(s) will be created with plans to work towards that goal. The first set of goals will/may include doing the Assessments (Life Skill, Values Inventory, Health & Safety, Employment) with the



together, although our services have their own unique way; our collaborative work helps expand our horizons together.

Digital Literacy – Opportunity of a life time for CISS

In the spring of 2023, 18 individuals from across CISS participated in a Digital Learning Training. This training opportunity came from Community Living BC (CLBC). Each person that participated in the training was awarded a personal laptop. We are appreciative of the opportunity and I want to thank Ana Wear for taking this special project on. Ana was able with the support of the leadership team and families complete the applications, receive the laptops and train everyone on Digital Literacy. The materials for the training will be used in an ongoing matter for anyone new that joins our team who want to improve their computer skills.

Mike, Dana, Jenny & Mathew at a Digital Learning class.



Go Getters – Self Advocates Building a strong group of self-advocates is an ongoing role of many participants. The *Go Getters* self-advocates have worked together to create an interactive schedule of themes, learning about voting, meeting management, rights, and accessibility.

Since September 2022, the self-advocacy continued to learn about what it means to be a self-advocate: be a learner, be a helper, talk about rights, feel safe and know that people can be trusted.

During the year, the self-advocate committee established goals. The goals were: collect all the participants' emails, elect a chair of the committee, elect a secretary of the committee.

These goals were achieved. Jonathan Lawson was elected Chair and Wendy Tian Ho was elected minute taker. They plan the agenda and complete the minutes on a monthly basis.

The Committee has had a focus on the Charter of Rights, as well as learning about community resources that will enable ongoing learning for the Self-Advocacy Committee.

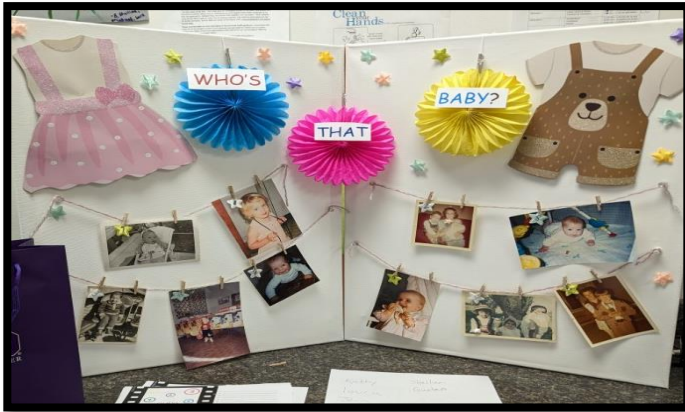
Moving forward, the Committee will be recording the Charter of Rights video, and continue to take opportunities in community to practice their advocacy skills.

Jonathon created a slide show presentation for the Board of Directors meeting where he could educate them on what the Self Advocates at CISS do in their monthly meetings.

This committee is supported by Ana Wear, manager of IDS 3 & L.I.F.E. PROGRAMS

The Social Committee

A very big thank you to members of the Social committee for organizing so many fun events this year: Janna, Ioana, Yuni, Lynnette, Karen and Stephanie.



The Baby Name game. This fun event was held at both the North Shore and Melissa Park locations where everyone could submit their secret baby photo to the Social Committee. Once on display everyone could participate in the guessing portion of the event. There were prizes and lots of fun during this event. Congratulations to the winners and a big thank you to the brave people that submitted their photos.



Community Integration Services Society's annual Multicultural Day event for 2023 was on May 19. The Social Committee worked throughout April and May to plan for the first in person agency event since the COVID-19 Pandemic. The response to the in person event was overwhelmingly positive.

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 2023:

This year's event started with a Land Acknowledgement by Shannon & Lori and the Canadian Anthem lead by Adam.



Shannon Fischer & Lori Underwood
Opening up the event with a Land Acknowledgement

Adam, singing the Canadian Anthem in a mix of English and French



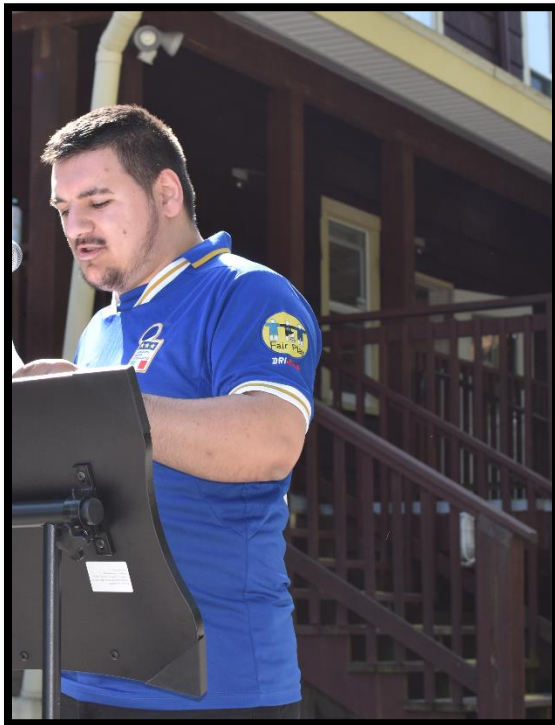
Food from around the World was brought and shared. The range of food was amazing



Some people chose to do a presentation while others chose to share their heritage through hands on materials.

Raphael shared information about South Korea.

Passports were stamped when visiting the booths, looks like **Anna** visited lots of booths.



Anthony gave a speech and had a booth representing Italy.

The day provided a place for old friends to reconnect.



Kathy, Reina and Stephanie

Rock painting was a fun way for everyone to express their Heritage. Some people left their rocks in the garden while others took them home for decorations, mine is in my office at Melissa Park.

Painters; **Krista, Cheyenne and Wendy**



Painters; **Lori, Shari and Lee**

Milestone Anniversaries: It is always important to celebrate milestone Anniversaries at CISS. Over the past few years we have not been able to have our Milestone Recognition lunch but we will be returning to this annual event in November 2023. The following people will be recognized for their significant contributions and time at CISS at this event, pictures will be included in the 2024 Annual Report.

5th Anniversary Award Recipients

Congratulations to the following employees who will have their 5th Anniversary in 2023; Janna, Jason, Lily, Yuni, Jan

10th Anniversary Award Recipient

Congratulations to the following employee who will have their 10th Anniversary in 2023; Bijan

15th Anniversary Award Recipient

Congratulations to the following employees who will have their 15th Anniversary in 2023; Ester & 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. In 2022/2023, we gathered feedback through our Strategic Planning process and through our Stakeholder Surveys.



What are the three strengths of CISS?

Common themes from our Online Stakeholder Survey:

- ❖ CISS Staff are friendly and caring, they also use their experience and skills to best support the individuals.
- ❖ CISS is very adaptable and flexible. The communication when things change are adapting is a strength.
- ❖ CISS is very client focused; they have the best interest of their clients when integrating and building independence for themselves.

Common themes from our Employees:

- ❖ CISS is well organized and well managed. There is support from management to achieve goals.
- ❖ CISS is client orientated, always doing their work with a client centered approach. There are meaningful connections between staff and the individuals.
- ❖ CISS is a team-orientated agency with both management and staff support throughout. Staff get to work as a team to support each other and individuals/their families.

Common themes from our Board of Directors:

- ❖ CISS has a strong leadership team, stable finances. There is a feeling of safety and stability at the organization.
- ❖ CISS has a strong reputation in the community.

Common themes from our Families and Caregivers:

- ❖ CISS has built trust with the families and caregivers of the individuals we support. The staff are friendly and CISS has created quality and stability in its programming and activities.
- ❖ CISS has a strong ability to adapt and respond to challenges, especially during COVID-19.
- ❖ CISS is always open to suggestions and input from families and caregivers to improve the support we give.

Common themes from our Leadership Team:

- ❖ CISS offers and genuinely cares about having a work/life balance.
- ❖ There is consistency, professionalism, and care for the people we support.
- ❖ CISS values having diversity in both the people we support and the staff we employ.
- ❖ CISS has a well-known reputation in which we take pride in doing what we do well.

Common themes from CLBC:

- ❖ CISS offers support to a wide range of people and ages. CISS tailors their services to the unique needs of each individual.

- ❖ CISS has a strong ability to respond and move quickly during initial intake processes and when issues arise. CISS has strong communication skills and have created a collaborative relationship with the funder (CLBC).

What are the three to five opportunities for change, growth, and/or improvement at CISS?

Common themes from our Online Stakeholder Survey:

- ❖ Updating ISP process, to generate a report summarizing the main points for the individuals/family/caregivers.
- ❖ Venturing into new programs within the community and reinstating ones available prior to COVID-19.
- ❖ Explore more volunteer and employment opportunities for the individuals in service.
- ❖ Continue to have safety & learning of like skills the main priority in day programs.

Common themes from our Employees:

- ❖ Create more opportunities to better build individual and team skills. Staff are looking for more support, diverse training, and better relationships between staff members.
- ❖ Create more channels for top-down communication. Having an open communication channel between staff, managers, administration, and directors.
- ❖ Improve orientation of new staff members with individuals, pod meetings, and create consistent weekly scheduling/pairing.

Common themes from our Board of Directors:

- ❖ Build stronger community connections and relationships by doing more in the community. This can also help build brand awareness of CISS.
- ❖ Innovate to best retain and recruit quality employees.
- ❖ Diversify support to best meet the needs of individuals.

Common themes from our Families and Caregivers:

- ❖ Diversify services to include greater variety of supports. Build more support towards the people's needs to meet their specific employment, mentorship, life skills, and emotional wants and needs.
- ❖ Have better staff stability and retention on all levels of the organization.
- ❖ Have more communication, connections, events, and initiatives with the community.

Common themes from our Leadership Team:

- ❖ Improve staff training by building new and focused skills to address needs.
- ❖ Innovate to find meaningful ways to prevent staff burnout.
- ❖ Increase the awareness of our organization through marketing and communication.

- ❖ Create an employment program and look into different ways to offer employment. For example, a social enterprise.

Common themes from CLBC:

- ❖ Shifting services to be more diverse and responsive to the people CISS supports and their interests. Continue to innovate, show initiative and create new activities.
- ❖ Expand and diversify beyond Community Inclusion and locations where we accept services. For example, in-home, homemaker support and expanding our services into Maple Ridge.
- ❖ Adopt culturally safe practices and provide safe Indigenous supports that also align with CLBC's strategic plan.

What five words that describe Community Integration Services Society as you would like it to be in the future?

Common themes from our Online Stakeholder Survey:

- ❖ Reliable, inclusion, professional, pride, open minded, compassionate.

Common themes from our Employees:

- ❖ Growth, person-centered, inclusive, more opportunities, proper training, communication.
- ❖ More access to leadership, open and engaging space, workplace culture of trust, support, and transparency.

Common themes from our Board of Directors:

- ❖ Retention, continued stability, well-known brand, enhance what we have, smooth transition to change.

Common themes from our Leadership Team:

- ❖ Every person we support that wants a job, has a job, people want to work at CISS, well trained and knowledgeable workforce.



We appreciate all of the feedback and will do our best to implement your feedback into our services and organization as articulated in the new strategic plan.

Health & Safety in the Workplace

Health and safety committees and representatives play a vital role in preventing work-related injuries and diseases. This is based on cooperation between employers and employees, improving the overall understanding of health and safety issues in the workplace.

Lee Weisgarber, DCI, continues to work as the employer rep on the Society's Health & Safety Committee. As Chair of the committee; Lee guides the work of the Health & Safety committee to assure that everyone has a safe and respectful workplace, working collaboratively with the union appointed reps; **Pamela Pye**, **Nancy Marshall**, **Tanya Philcox**, **Michale Bartlett** and management rep, **Tammy Dangtim**.

The committee has many duties including:

- ✓ to participate in the development of health and safety policies and programs; to deal with matters raised by its members or health and safety representative
- ✓ to participate in the development and monitoring of a program for the prevention of workplace hazards that also provides for the
- ✓ health and safety education of employees
- ✓ to participate in inquiries, investigations and inspections as it considers necessary

Overall, the committee works collaboratively with a clear purpose for Safety for all in the workplace.

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

Technology Use (Current)

The most significant change over the past year has been the expansion of our usage of our Database ShareVision system, a secure, web-based tool that enables sharing of information amongst authorized CISS employees.

This past year with the support of Ashley Yong, Special Projects employee, we were able to further develop Share Vision. Over the course of the year, we have made the following additions:

New Tools & Assessments for Direct Service:

- Health & Safety Assessment
- Life Skills Assessment
- Employment Assessment
- Values Inventory
- Employment Tracking Tool
- Volunteer Placement Tool
- L.I.F.E. Services Site and training materials
- L.I.F.E. Log Notes/Report
- POD Meeting format
- Goal attachment to Client Home Page

New Tools for Leadership

- Outcomes Goal Tracking
- Manager Assignment Log
- Admin Assignment Log
- Orientation to Service planning/tracking Share Vision
- Screening/Interview/Hiring/Tracking
- Human Resources Meeting Employee Records

New Training Modules for Employees

- SMART Goal Training
- Respectful Workplace Training

- NVCi Additional Training
- Person First Language Training
- Relief Availability Submission through Share Vision

2022/2023 Future Action Plan

Priority Needs	Timeline	Person(s) responsible
To create a goal tracking system in ShareVision to link individual goals to the Society Outcomes Measurement system.	Update ISP system and goal setting/tracking to align with the Society Outcomes Measurement. To revise the Daily Logging system within ShareVision to monitor/track specific information in short-term measurements (i.e. med info, behavioural info, etc.)	Executive Director and Special Project Staff
Results: All client goals are now presented on each individual home page. Currently Share Vision development team is building the current goals into the daily log and will have this migrated to the summarized report to give the data required to meet this goal. Development of this goal will move into the next Technology Plan.		
To create a manual outlining the specific needs of the IT system and maintenance.	Create a manual that documents Software needs and upgrades. 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
Results: In progress. Goal to be finalized in the next Technology Plan, currently under construction.		
To create a site for the Board of Directors to have access to CISS information that relates to their role.	Build a site for BOD access. Train BOD members on how to access information on Share Vision.	Executive Director and Special Project Staff
Results: BOD Site has been created, learning materials are created, need to provide board training, in the fall of 2023.		
Add Annual Technology Drill to ShareVision	Build technology drill into ShareVision site. Ensure drill is completed annually - done at time of updating Technology Plan each year (between February – April annually) and in order to keep drill information stored on ShareVision.	Executive Director Special Project Staff IT Team
Results: Goal met.		

What will we work on in the next year?

2023/2024 Future Action Plan

Priority Needs	Timeline	Person(s) responsible
To create a goal tracking system in ShareVision to link individual goals to the Society Outcomes Measurement system.	Update ISP system and goal setting/tracking to align with the Society Outcomes Measurement by June 30, 2022. To revise the Daily Logging system within ShareVision to monitor/track specific information in short term measurements (i.e. med info, behavioural info, etc.)	Executive Director and Special Project Staff
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, 2021. 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
To create a system to manage Accreditation.	Create a system to teach future members of the Admin team how to participate in CARF Surveys. Prepare a How to Guide to lead the future CISS accreditation lead.	Executive Director and Special Project Staff

Adam Holmes is our IT employee, and manages all of our internet and technology issues with the support of Angel Guzman, Life Skills Support Worker and IT Specialist. Adam oversees the www.gociss.org website and keeps our viewers up to date with events and job postings. Over the summer of 2023, Summer Student Therese Rotor-Murphy updated our website with exciting new information and a new format. To see the changes please visit www.gociss.org.

Partnerships and building a community that makes everyone successful:

Coquitlam Library Ryan Jamieson, Director – Services and Facilities along with **Community Integration Services Society (CISS)** Shari Mahar, Executive Director recruited and hired two Douglas College Students to do a Business Planner Interim. The students were in their Post Degree Diploma in International Business Management. The aim of the project was to create a Business Plan for the installation and running of two Coffee Kiosks at the two Coquitlam Library Branches (City Center and Poirier). The idea behind the project is to create an inclusive and vibrant community space that can provide a service to the public while at the same time provide employment to a range of people; youth, new immigrants, people with disabilities, first time job hunters.

Our vision for the Coquitlam Public Library coffee kiosk is to create a welcoming environment that brings people together. We aim to enhance the overall experience for library patrons and provide a gathering place that promotes inclusivity and community engagement.

I have included portions of the Business Plan in this report. On behalf of the Coquitlam Library and everyone at Community Integration Services Society we deeply appreciate the hard work that Roseanne and Tien did over the summer, the outcome of the plan is solid and will be used in the next phase of implementation.



Douglas College Students, **Roseanne Dorado** and **Tien Nguyen** completed an Interim with Coquitlam Library and CISS during the summer of 2023.

Douglas College Students, **Roseanne Dorado** and **Tien Nguyen** Coquitlam **Ryan Jamieson** and **CISS Shari Mahar** final meeting August 2023.



Executive Summary

This business plan outlines the development of an innovative and non-profit micro-enterprise kiosk coffee within Coquitlam Public Library branches, achieved through a dynamic collaboration between Coquitlam Public Library and 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.

Primary Objective

The primary objectives of this business plan include the following:

- An overview of micro-enterprise in public spaces includes details regarding the product and service description, the vision and missions, and the business goals moving forward.
- A description of the business environment in which the kiosk coffee operates needs to be considered. It will include a market analysis, an analysis of the target market, and a review of competitors.

- The risk assessment and the mitigation of risk for potential losses or lack of success for business operation and all parties involved
- The discussion of the operational and human resources plan on how business location, staffing needs, systems and equipment the kiosks will use, how it will deliver products, inventory and suppliers, and any customer and company policies you will use.
- The creation of a start-up and operational management budget covering the start-up expenses, such as contractors' costs, equipment, materials, and ongoing operating expenses.

Mission

Our mission is to build a micro enterprise business that goes beyond traditional profit-driven business models, placing social responsibility and community development as its score. We are dedicated to:

Empowering an Inclusive Community

In order to create a space that bridges and embraces, our first mission focuses on nurturing an inclusive community where people of all backgrounds gather, forging connected connections over cups of exceptional coffee. Moreover, as employing individuals, who are eligible for service with Community Living BC, this micro enterprise promotes inclusivity, provides opportunities for social interactions, and fosters a sense of belonging within the community.

Seeding Positive Community Impact

Our visions extends beyond the cup because it is not just a job opportunity. We are facilitating a journey for people with developmental disabilities to build meaningful and long-lasting careers, creating a more accepting and inclusive community. By blending coffee with the district, we aim to cultivate a positive impact on the community. As unique coffee experiences enrich lives, kiosk coffee simultaneously creates employment opportunities that contribute to local economic growth, reduce unemployment rates, and promote diversity and inclusion.

Business Concept

Coquitlam Public Library's kiosk coffee is established as a micro business in the Coquitlam Public Library that makes a meaningful contribution to the community. It is not just a coffee spot; it is a not-for-profit cafe dedicated to empowering individuals with intellectual and developmental disabilities. The main goal is to offer them employment opportunities and provide them with a platform to develop essential life skills and excel professionally. Every cup of coffee served holds the potential to make a tangible impact, fostering growth and positive change within the community.

The next phase of this collaboration with Coquitlam Library will be applying for Grants to hire a business student to make our Business Plan a reality. Stay tuned as the project unfolds into a viable and thriving business.

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).

Currently, CISS works in collaboration with our two regions with our two Analysts. Both Analysts have been assigned to CISS for several years and have a deep understanding of the supports and services that CISS offers.

We are deeply appreciative of the commitment that CLBC has to individuals and their families and are especially thankful for the Digital Literacy opportunity that was given to us in the spring.

CLBC is committed to listening to individuals with disabilities and their families and the creation of the L.I.F.E Service is an example of this commitment.

Our local CLBC offices are integral to our work in community and we thank Eric Chan from the Tri City office and Allison Gosse from the North Shore. Their participation in our Strategic Planning is deeply appreciated.

CSSEA (Community Social Services Employer Association)

CEO, Gentil Mateus, and his team have successfully completed a round of bargaining leaving the sector in good shape for the life of the agreement 2022-2025. Because of the dedication and hard work of the Bargaining committee representing the sector and the union we have a very stable collective agreement which has given wage increases that will benefit both union and non-union/exempt employees at CISS. A special thank you goes out to **Pamela Pye**, a BCGU Union Shop Steward and Life Skills Worker at CISS who was part of the bargaining committee for the unions. Pamela worked tirelessly during a yearlong bargaining and should be commended for her commitment to such a good collective agreement.

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.

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.

Annual Awards at CSSEA are a highlight for us every year. In this year's submission, Brianna Davies and Nicole Gowan were nominated for the Rising Star Award. We congratulate Brianna and Nicole on their nominations and are excited to announce that Nicole was the 2023 winner of the Rising Star.

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

Do you know someone who fits the following criteria?

- Makes a measurable contribution in the workplace.
- Shows dedication to continuing education.
- Takes initiative in the workplace by going beyond expectations.
- Exhibits persistence and determination, especially in the face of challenges.
- Has clear passion and enthusiasm for the community social services sector.
- Has shown early success as a leader.

CSSEA AWARDS OF EXCELLENT ANNOUNCEMENT

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 at 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.

On behalf of a member panel who reviewed and shortlisted all nominations, as well as an external judging committee who evaluated and ultimately selected the four winners, we congratulate the following recipients:

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 has been invited by CSSEA for an all expense trip to the Awards Banquet; I look forward to seeing Nicole receive her award. The Video of Nicole's journey with CISS will be posted on our website after the conference.

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 has been an integral leader in the COVID-19 years and has really established a solid foundation of work, which has supported Service Providers in the most efficient ways. The BCCEO Network has returned to in person meetings during last the winter with the first meeting being in Kelowna. It was a wonderful experience attending this high-breed event.

The Future

Community Integration Services Society (CISS) has a very busy fall ahead of us with the CARF Accreditation Survey, the filming of our Self Advocate Rights Video, and the further expansion of our L.I.F.E. Services.

Working towards the operational goals of our Strategic Plan will be our guiding light to the future of CISS.

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

Special appreciation for donations made this year by; Charities Aid Foundation Canada & Canada Helps.

Thank you for participating in the 2023 Annual General Meeting and for all of the support and kindness that you offer CISS throughout the year.