



**Community  
Integration Services  
Society**

**ANNUAL REPORT**

**September 17, 2022**

**Providing Quality Community Services since July 1990**

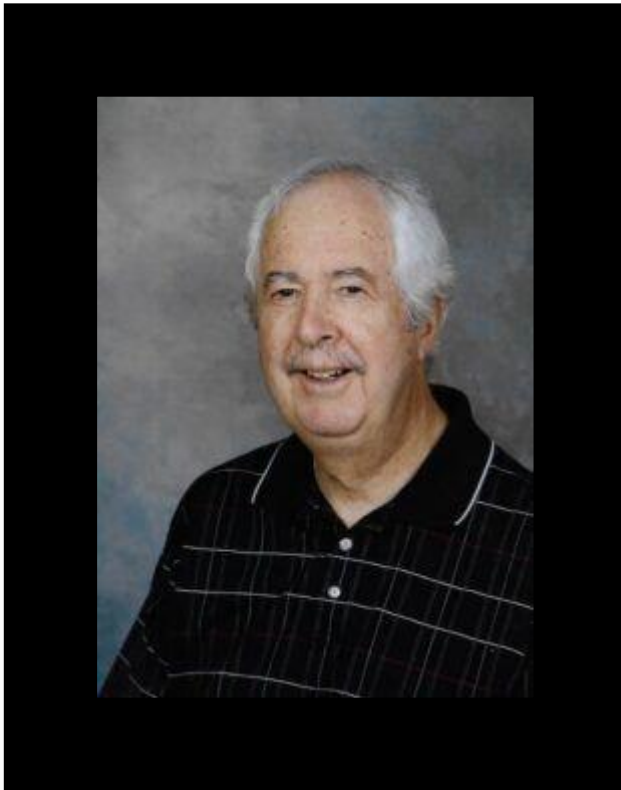
## Executive Director's Annual Report

Date of Report: September 17, 2022

Report Completed by: Shari Mahar

*Peter will be retiring from his role of Board Member at CISS, we wish him well in his future endeavours.*

*A message from our Executive Director:*



Peter came to Community Integration Services Society in 1994 when his son Michael was entering Norwood Day Program after leaving high school. Michael continues to be a vital member of our services and is currently part of the IDS 2 team. Peter and his wife Mary Jo were integral to CISS from the moment they came through our doors. Always interested in their son's service and in the advancement of the rights of people with disabilities, it was not a difficult decision to invite Peter to be a board member back in 1999. Peter had the ability to see beyond the individual needs of his own son and envision for everyone. Peter has been involved in every significant moment in CISS' history and I am deeply thankful for the support and guidance he has given me as an employee of CISS. Peter was my sponsor when I completed the Master's program at Royal Roads and utilized my special project (themed "How to

Build a Successful Board"). Peter is kind, gentle and thoughtful, and I have grown to be a better leader because of the influence that Peter has had on me. When I received the Leader award from CSSEA in 2018, Peter was still by my side and attended the special event on behalf of the board although he was faced with some health challenges at the time. This is an example of his dedication and commitment to CISS and to all of us who are part of this incredible organization. I know that we would not have what we have today without his support and influence, and I am forever grateful. Every day when I come through the doors of Melissa Park, I feel the kindness and love from Peter who was a key member in CISS achieving this wonderful home. I thank you Peter for giving all of you to CISS and look forward to future events and celebrations here at CISS with you. *Sincerely; Shari*

*A message from our Board President:*

I would personally appreciate and thank Peter for the years of honorary service committed to CISS. It has been a pleasure working with him on the Board for the short time that we had together. He has been a valuable asset and his direction and presence has been enjoyable and instructive at the meetings.

While he will be missed at our Board meetings, he certainly deserves his retirement and his contributions have benefitted CISS immensely. We hope that we will be able to continue in his footsteps, as we strive to follow his stellar example. His leadership, vision and guidance will certainly be missed.

It has been a pleasure working with him, and I wish him happiness and all the best in all his future endeavors. We would certainly welcome him to keep in touch and enlighten us at CISS.

*Best wishes, R. Unwalla*

***A message from board member, Michael Jiang:***

It was a true honor and pleasure to have worked with Peter on the board of CISS in the past 10 plus years. Peter has made enormous contributions to the society. Without his leadership, passion and dedication, CISS will not be where it is now and we won't have so many successes to celebrate today. Personally, Peter has been a great inspiration to me – he is visionary, resourceful and caring; and he is a man with strong integrity, grit and great sense of humor. Thank you Peter for the great impact you had on us and everything you did to the CISS. Wish you a very happy retirement life (from the board)!" *Regards, Michael*

***A message from outgoing board member, Lori Ashton:***

It's rare to meet a person like Peter. He brings quiet, deep wisdom to those around him, while radiating kindness, compassion and understanding. Peter has been such a passionate and dedicated member of the Board at CISS, and it's a loss to the organization as a whole that he will be stepping down.

I cannot thank Peter enough for his tireless efforts and contributions to the Board, that were always expressed with meaningful thought and consideration to what was best for CISS.

I wish you all the best, Peter, and thank you for leading the Board in such an inspiring way for so many years. *Thanks, Lori*

***A message from board member, Jonathan Lawson:***

What I will remember from Peter's time on the board, is his happy smile, funny jokes, and his patient manner. A really great guy. I will miss Peter's helpfulness, in setting up the computer for the board zoom meetings. His great organizational skills, and the great job he did at each meeting. As Peter moves on to other things, I wish him the best in the future. I will miss you, we had fun. Thank you for your hard work. *Thanks, Jonathan*

***A message from board member, Brandon Larson:***

It's fitting that our AGM is in early September as it marks almost 30 years to the day from when I first had the pleasure of meeting Peter (Mr. Dawe). Throughout his tenure as principal of my high school, Peter ensured that every student was given the time and attention they needed. It was a sad day for us but a great win for Archbishop Carney Secondary when Peter transferred there to open that new school. Although I didn't see him much in the coming years, it was after high school when a good friend became a teacher at the school. I was involved in some fundraising and golf tournaments with the school and to my surprise, after a distinguished career knowing thousands of students, Peter still remembered who I was and greeted me like an old friend.

Years later, I started volunteering for CISS and unknown to me at the time, Peter was President of the Board. It was great to see Peter and Mary Jo at the annual Christmas luncheon and I was certainly honoured when Peter invited me to join the Board of Directors myself.

I look forward to continuing to serve CISS under Peter's legacy and although we are going to miss having Peter and his stories around, we are all better for following in his footsteps. *Thanks, Brandon*

***A message from our admin team, Ester Dela Cruz:***

I have always looked up to Peter Dawe as an inspirational leader. He lights the way for us, as we carry on our individual roles at CISS. I really appreciate how he makes himself available whenever we need his assistance, despite some barriers. His contributions have made such a big difference to the Society and to the community. Thank You Peter for everything you shared to the Society. *Thanks, Ester*

***A message from our leadership team, Lee Weisgarber:***

Wishing Peter farewell. As I reflect on CISS's relationship with Peter Dawe, it strikes me that Peter has become synonymous with Community Integration Services Society. As a parent and a board member, Peter's knowledge and understanding of the work we do at CISS has been invaluable, and that, combined with his genuine compassion and desire to help others, contributed to what I would consider heroic work over the past years.

Peter has been a friendly face and often the voice of encouragement and comfort for myself and the leadership team. Peter has seen us through it all; from changing board members, leadership team, purchasing a 'new home' and lastly the pandemic.

Peter I think you have weathered it all. I/we will miss you greatly and wish you and Mary Jo all the very best in this next chapter. *Thanks, Lee*

*In honour of a long time leader and friend of Community Integration Services Society, we unveil for you, the **Peter Dawe Award.***

**Who is Peter Dawe?**

Peter Dawe was 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 has left a legacy at CISS. Peter's 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 teaching us this important 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 is eligible to submit a nomination through our website. Nominees can be people using CISS services, volunteers/employees, members of the community, etc. People that were not selected for the award in previous years can be re-nominated in the next year. 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.

1. Tell us their story and explain why the individual deserves the award. Provide specific examples and or consistent actions that the individual has exceeded expectations on, while setting them apart from others. What kind of impact have they had on others?

2. Tell us their story and explain why the individual deserves the award. Provide specific examples and or consistent actions that the individual has exceeded expectations while setting them apart from others. What kind of impact have they had to themselves?

### **Application Process:**

The application will open every year on June 1 (annually) our website [www.gociss.org](http://www.gociss.org)

The deadline will be October 31 (annually) (all applications will be forwarded to the board for the November board meeting).

### **Choosing the best Candidate Process:**

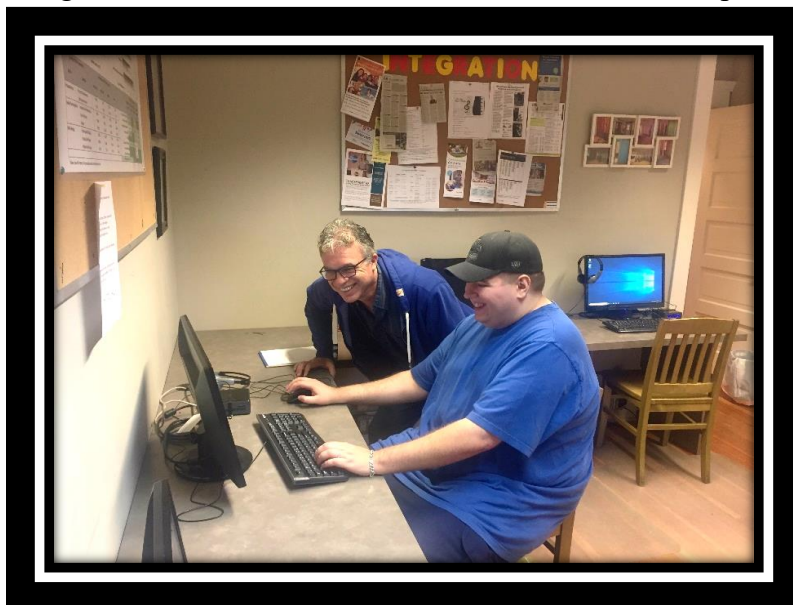
**Board of Director's Role:** During the November board meeting, the board will take into consideration all applications and decide through the grading rubric who will be awarded the Peter Dawe Award. All applications will be anonymous and the nominee with the highest rated score totaling all categories will be awarded. The board will grade the nominee as a group and unanimously come to a conclusion on the person who deserves the award the most.

If a board member or employee were nominated, they would step down from the award process. Board members nominated would leave the room during this time and employees will take a step back from all award processes.

### **Peter Dawe Award Recipient 2022**

The first award will be given out at the September 17, 2022 Annual General Meeting (AGM) and all future awards will be given at our Annual Christmas Party starting December 2023.

Congratulations to **Adam Holmes**, who is the first recipient of the **Peter Dawe Award**. Adam is a



hard working and dedicated family man who has been apart of our PSI service since 2013. In recognition of continued hard work and dedication, we acknowledge Adam. Adam joined CISS in our PSI service in 2013 and has had so much success with his dream to work in the technology sector. Adam arrived to CISS with a well-defined talent with working on computers. When setting up Adam's service we knew that we needed an equally talented IT person and were lucky enough to have Angel Guzman on our team. Adam was able to achieve all of his goals with Angel

close by his side. To this day, they continue to work together and consult about the best systems for CISS. Adam has always been the *ideas person* behind any of CISS' technology advancements and we are forever grateful for his talent and dedication. Congratulations Adam, you have made a huge impact on everyone at CISS and we know that your dad is smiling down on you as you receive this prestigious award.

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

**Our Mission:** Community Integration Services Society is committed to enabling individuals with disabilities to become active members of their own communities.

**Our Vision:** Community Integration Services Society will be a leader in the greater Vancouver in supporting individuals with disabilities through an expanding range of services that respond to identified needs, a dedicated team of professionals who are supported in their professional growth, and the proactive use of technology systems and increasingly independent financial sources.

**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

*Many changes have occurred over the past few months and our leadership team has grown and changed.*



*Meet the Administration Team;*



**Jessica Castillo**, Human Resources Administrator, **Lori Moscone**, Office Assistant, and **Ester Dela Cruz**, Financial Administrator/Control

The Administration team are committed to keeping the Society’s Financial Business and Human Resources in order. Jessica, the newest member of our team has completed her first year at CISS in May, in the role of Human Resources Administrator. Jessica has been integral in the setting up our new Onboarding and Orientation for new employees. Jessica is a hard working member of our team who has established herself within our team.

Lori returned to her role as Office Assistant after a long absence during the early days of COVID. Lori is a hardworking and committed employee who has an important role in supporting the admin team as well as the programs.

Ester, who is a long-term member of our team manages all of our financial business, including payroll. Ester’s keen and efficient work keeps CISS in conformance with all external requirements. Ester has been the leader of our payroll system change, which has built in more efficient ways of managing our

records. Ester is friendly and approachable and I know that staff always appreciate her kind and thoughtful interactions.



**Summer Students;**

**Ashley Yong and Erica Battle**

Ashley spend her first summer at CISS as our summer student. Ashley is studying Law at a local university in the fall. Ashley worked closely with Jessica in HR to build a better social media presence for CISS. We hope to have a long relationship with Ashley as she achieves her life goals.

Returning summer student Erica has completed her Teaching Degree and has been actively teaching since January 2022. We are grateful for Erica’s commitment to CISS and appreciate her staying on as a special project employee. Erica is a critical person in our Share Vision development and we deeply appreciate all of her time, effort and expertise over the past 9 years. We hope to continue to work with Erica as she establishes her new career as an educator.

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

**Janna Hamzagic, Brianna Davies, Ana Wear, Lee Weisgarber, Tammy Dangtim, Riley Derksen**



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

*A message from Lee Weisgarber;*



As I look back at this past year, I would first and foremost like to thank our employees at Community Integration Services Society, the people we support, their families and caregivers, and our Board Members for their support and confidence during these past months. The pandemic continues to be a challenge as we navigate through our second year, it is nice to pause and enjoy the summer/fall months.

We continue to work to balance the needs of the people we support and their families, with the commitment to keep everyone safe, I believe we have achieved this while supporting individuals in purposeful and meaningful programs.

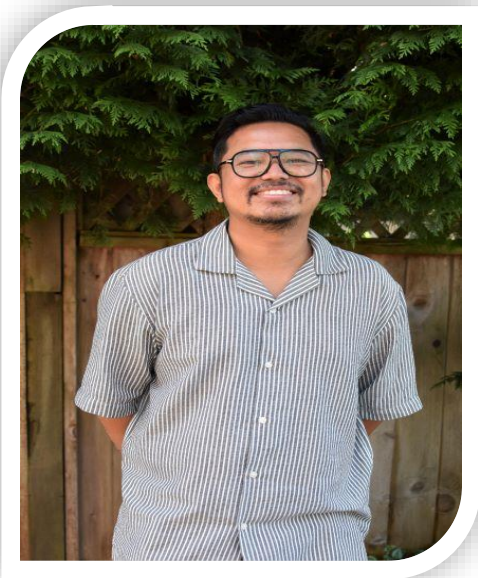
We continue to take the advice and leadership from the Medical Health Authority and were excited when vaccines, then boosters became available. We were grateful that the people we support, and their staff received early access to the vaccine which allowed us to start accessing the community and getting together in person once again. Through vaccine passports, vaccine mandates, boosters, variants, and limited gatherings, we adjusted and adapted to do what was possible with the options available.

This year felt like we could finally move on; looking forward to a new 'normal'. We could start meeting face to face again although virtual continued to be a useful tool.

We were again able to plan some in person events such as our multicultural event in May 2022, where each team hosted a gathering; which was a huge success with many cultures and nations represented.

I am excited for the future at CISS. We are planning our strategic planning in the fall of 2022, launching a new service (L.I.F.E.) and have a dynamic management team to get us there.

I am thankful for the support and work from the leadership team during these past 2 years. They look for solutions to create a workplace where we all want to be despite the mental health challenges we are all facing. They have been quick to adapt to any situation that is presented. Although we experienced unprecedented challenges these past 2 years, we were able to continue to move forward with work that will enhance the lives of the people we support.



Wishing all the best for **Ken Obcena** who will be leaving CISS in September to embark on a new adventure with his family in Australia. Ken has been a strong member of our team who at times has overseen two departments in the absence of his partner. Ken has been vital in orientating new members of our leadership team, sharing his insight and knowledge about the people in our services and how we provide the best services. We wish Ken and his family all the success in their new life on the other side of the Globe.



**Congratulations to Ken and his family from everyone at CISS**

***What's New in the Community Inclusion Services? Demographics report 2021***

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.

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 programs: 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 programs in 2021, CISS provided services to a total of 70 adults broken down into the following age groups:

Gender		Age						
		19	20-29	30-39	40-49	50-59	60-69	70+
Male	41	1	15	14	6	3	1	1
Female	29	2	9	6	4	3	3	2

During this past year, many challenges associated to the global pandemic have been felt across the programs. The agency shifted supports to on-site support, neighbourhood walks, phone calls and email support. The challenges have been many however assuring we are keeping connected was paramount in our planning. As restrictions started to be removed in later 2021, individuals could once again access community if properly protected through vaccinations, vaccination passports, social distancing and mask wearing. All services have been fully active in the community since the summer of 2021.

**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 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 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. This group of people have found wonderful friendships and connections with each other as well as with their community. **Tammy Dangtim** is one of the newest members of our leadership team.

Tammy joined the North Vancouver team at the beginning of July 2022. Tammy and Ken have given a summary of the programs achievements. This North Vancouver report covers an overview of the program activities over the last year and focuses over the last few months in the year 2022.

Individuals in the service have been happily participating in the community activities as the community has been slowly opening up and they are loving to be able to come out again, for example bowling and ceramics have been fun and exciting experience for each person involved.

The IDS program welcomed a new member to the team who had transferred from IDS 1 service. This individual has adjusted well to the change and is actively making new friendships with the other young adults in this service.

Some of the people in the two services are taking advantage of the great outdoor spaces on the North Shore, and for some who are music enthusiasts they have found a great place to gather with other like-minded people each week. Volunteer work at Maple Wood Farms has resumed to everyone's delight, this long-term connection was missed deeply.

Now that businesses are back to pre-Covid regulations some of the IDS folks have been applying for jobs. We know that the market is open to create new opportunities for those interested.

### **Inlet Enterprises and Individualized Day Services 3 (IDS 3), under the direct leadership of Brianna Davies**



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. At this time, Inlet supports 10 individuals throughout the Tri-City, 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. 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. Up until the summer of 2022, the Inlet Manager oversaw the IDS 3 team made up of three individuals. This program has been moved to the new program attached to L.I.F.E. program.

*AGM Program Update written by Ken;*

As the community reopens in 2021 to 2022, gradually the Inlet and IDS3 individuals returned to their pre-pandemic activities. Last year, June 2021, one individual from Inlet renewed her FoodSafe certificate and this year, 2022, was rehired with Cineplex as restrictions loosened.

Likewise, as the community re-opens, a variety of programs are again being reintroduced by the community centres. All the Inlet and IDS3 individuals are excited to integrate back into their communities and participate in inclusive activities. The Coquitlam Recreation department actually offers a generous Leisure Access Programs.

Exciting changes are also upcoming for the Inlet and IDS3 leadership. Krystina is expecting her 2<sup>nd</sup> child and is on maternity leave so Ken temporarily managed the program while Brianna was getting familiar with her new role as Program Manager.



Recently Inlet has lost a valuable member of the team, **Derek McCully**. With a heavy heart, we lost Derek to his battle with his health following a brief stay in the hospital. Derek was 52 years old and has gone too soon. Derek has a long history with CISS starting with us back in 2001. Derek developed many great friendships over the years and loved to have a coffee and good visit with his friends. We appreciate the incredible support that his support staff and manager gave him, the quality of his life was better because of everything our staff did daily in their support. Inlet team held a memorial event and shared stories, a beautiful poem and we all listened to a song that Derek enjoyed listening to, Take Me Home, Country Roads by John Denver. *Forever missed, never forgotten.*

### **Individualized Day Services 1 (IDS 1), under the direct leadership of Janna Hamzagic**



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 Green House teams. They were

working very hard to build their customer base in late 2019; however, since COVID-19 we closed both areas until it was safe to resume this work. Over the summer of 2022, the Dry Dip Catering team got back in the kitchen and are currently building their inventory for futures sales.

The individuals in this program actively volunteer, work and recreate throughout the Tri-City, Maple Ridge and Burnaby areas. The IDS offices are located with CISS administration offices in the Melissa Park building. The number of individuals currently served in the IDS 1 program has grown to twenty (20) people served.

Janna has been the Program Manager of IDS 1 since November 2018 and has become the most senior member of the management team. Janna, a very skilled and supportive manager has taken on the extra role of acting Director of Community Inclusion Services in Lee's absence (vacation breaks). Janna is a well-respected member of our team at CISS and who everyone enjoys working with.

Individualized Day Services 1 is a dynamic team that has grown in many ways over the past year. The team has evolved with the changing times in the Pandemic, and continues to be resilient in their approaches to achieve individual and team goals. There were some specific people who had significant accomplishments this year whose successes I would like to highlight.

- Digital Literacy Workshop: one individual completed a six-week workshop to better **understand and use technology**. He hopes to attend more in person workshops with the agency as they become available.
- Return to Work: an individual returned to his part time employment at Starbucks and is now a member of the Board of Directors for CISS. Started a volunteer position with the City of Coquitlam in the summer of 2021 maintaining the Inspiration Garden at Lafarge Lake.
- Explored personal interests: An individual is developing his interests and skillset in the form of maintenance work around Melissa Park.
- Continuing Education: An individual who was enrolled in a Community Entrepreneur Training Program from September-June graduated with his certificate this summer and attended a practicum experience in Burnaby. In addition, he takes part in the Melissa Park Catering Social Enterprise putting together the Dill and Mexican dips with precision.
- Preparing to get a driver's license: One individual has set a new goal for himself to start working on getting his L license. He has been learning the theory and hopes to take the test in the coming year. This individual is very involved in the self-advocate committee at CISS, and is working on his public speaking skills.

IDS1 continues to have many individuals participate in the Self-Advocate's committee: They have been getting the team involved in events planned by the committee. One event that IDS1 participated in through the leadership of the members of the Self-Advocate's Committee was the Earth Day garbage clean up event. The team took the bus from Melissa Park to their location to clean up a local park. This event also tied in with a smoothie making day, turning a t-shirt into a tote bag guided activity and calculating your environmental footprint exercise.



### **Individualized Day Services 2 (IDS 2), under the direct leadership of Riley Derksen**

IDS 2 operates a weekly Lunch Program (Kyle Kitchen) for the citizens in Port Moody. This program is run in collaboration with the City of Port Moody and operates out of a local community centre. The Kyle Kitchen program has been a great training experience which has led several individuals to paid employment for other local businesses. Many of the young individuals in the IDS program have donated many hours of volunteer work to businesses in the community and are actively searching and working for paid employment. Since March 2020, the Kyle Kitchen program has been closed due to the pandemic, however it will be back in operation in the fall of 2022.

The IDS 2 team works alongside the IDS 1 team building the Melissa Park Catering group, which engages individuals from the two teams in preparing food and desserts for CISS meetings and special events. The group has established a signature cookie and two signature dips in order to focus on a

niche customer base. IDS offices are located with CISS administration offices in the Melissa Park building. This area of programs has been closed due to the pandemic however will resume when safe to do so. Future plans for the cookie sales to start up will happen over the winter of 2022.

The individuals in this program actively volunteer, work and recreate throughout the Tri-City, Maple Ridge and Burnaby areas. 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 has grown to nineteen (19) people served.

*IDS2 AGM Report written by Ana Wear;*

The IDS 2 team welcomes Riley to his new role of Program Manager of the team. Riley started with CISS in August 2022. Individualized Services 2 is an amazing team that has developed and grown in the last year. The team has had some changes throughout the pandemic, but the team members remained consistent, and resilient. There have been some additions this last year, and some successes.

We had many individuals return to service, after over a year of not being in services, and it was great to finally meet the individuals. I, as the new Manager, starting during Covid, had not had a previous opportunity to meet some of the individuals. I was thrilled to finally have the opportunity.

One individual took part in a Digital Literacy Workshop where he met weekly over six weeks in April and May with a group of people who wanted to **understand and use technology**. He was an assistant to the facilitator, enabling him to learn so he can, in the future, become a facilitator of the Digital Literacy Workshop.

IDS2 continues to have individuals participate in the Self-Advocate's committee: One event that IDS2 participated in through the leadership of the members of the Self-Advocate's Committee was the Earth Day garbage clean up event. The team took the bus from Melissa Park to their location to clean up a local park. This event also tied in with a smoothie making day, turning a t-shirt into a tote bag guided activity and calculating your environmental footprint exercise.

### **Individualized Day Services 3 (IDS 3) & Personalized Day Services (PSI), under the direct leadership of Ana Wear**



Ana Wear is the Program Manager of the IDS 3 program who joined our team during the summer of 2020 as the IDS 2 Program Manager. Ana has extensive previous experience that will be a real asset in working with the new members of the IDS 3 and L.I.F.E. services. **IDS 3** is the smallest team in the IDS programs and up until September was overseen by the Inlet Program Manager. The IDS 3 team has had three new individuals start in the program at the beginning of September. We are excited to see this team grow as they merge with the new L.I.F.E. service later in the year.

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.

**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.



**Jonathan, Ana, Wendy, Anna at a Self-Advocate Session IBC Conference**

#### **An update from the Self-Advocate's Committee by Adam & Jonathan:**

Adam and Jonathan are members of the CISS Self Advocate committee. Our group meets monthly and talk about different topics. Our short-term goals are to create our group name, logo, which represents and identifies with us, and to be known in our community. Next year one of the goals we have is to visit the fort at Fort Langley close to Canada Day. There is lots of history there about our country that we can learn and bring back to the agency. Our long-term goals are to attend the annual Self-Advocates conference as a group, connect with other self-advocate groups, and have shared projects with them.

*Adam and Jonathan*

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

Over the last year, the self-advocate committee has worked on a number of items. In May, they participated in Earth Day, and did a community cleanup. The self-advocates were attentive of the fact that it was Earth Day, and used public transport.

In addition, the self-advocates learned about two different problem solving tools, for when they see a concern or if they have a problem that they need to solve. The committee discussed who they could speak to, what they could do, and how to address the concern. They also presented to their fellow committee members what their individual strengths are, weaknesses, and how they best like to be supported when they may need help.

The committee also reviewed their Charter of Rights, each member taking on a specific right and presenting on that right. The finished product will be used in all onboarding orientation for new employees and volunteers.

Finally, the Self-Advocate committee had an opportunity to watch a moving video about self-advocacy, and discussed their feelings about “Lauren’s Story”. Lauren talks about her desire to move into her own place but the City of Surrey Mayor and Council did not vote in favour of the new apartment complex.

The Self-Advocates will be focusing on voting for the municipal elections in the fall.



## The Social Committee

A very big thank you to members of the Social committee for organizing so many fun events this year: Janna, Ioana, Anna, Hanna, Reina, and we want to give an extended thank you to Adie who was actively working on the community up until her leave this summer.

Being social during COVID has been a challenge for all of us and in the first part of the pandemic, we heavily relied on virtual get together but over time, we found opportunities to safely meet in person for special events this year. For Halloween, we had a pumpkin decorating workshop. The categories were funniest, scariest and most aesthetic. For Christmas, we had a pizza party. For Valentine’s Day, the everyone participated in a Valentine’s card making workshop where the cards were dropped off at local senior’s centres. For **Cinco de Mayo**, everyone got a taste of Mexico with a food truck like event where people would stop by the office to pick up their bean and cheese burritos and tortilla chips and salsa.



**Milestone Anniversaries:** It is always important to celebrate milestone Anniversaries at CISS. Typically, we host a celebration lunch for the recipients however, for the past three years we give the awards out individually and provided a gift card for a lunch out on us.

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



**Congratulations Stephanie!**

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



**Congratulations Krystina!**

20<sup>th</sup> Anniversary Award Recipient



**Congratulations Ghirmay!**



**Congratulations April!**

**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

*Everyone at CISS was excited to be able to celebrate our Multi Cultural activities in person this year however we had each team select a different theme and time to come together to keep our number of people indoors to a reasonable size. A special thank you to the Social Committee Reps who planned and supported their team's individual events. Thank you to the Social Committee: IDS1: Aide, IDS2: Anna, IDS3/IE: Hannah and LS/ IDS: Reina and Program Manager Janna*

### **Celebrated Popular Food Vendors**

The **IDS1 team** chose a theme of different countries with most popular street food/food vendor stations. The vision was to create three food vendor stations decorated with the countries colours/flags etc. prepared in advance by people who wanted to represent those countries. The people assigned to each food vendor station created a short presentation on the country and discussed the food they were serving.



**Country:** Mexico

**Traditional Food:** Tortilla chips, salsa, traditional Mexican candy

**Decorations utilized** Flags, tablecloths and colourful banners

*Aide & Taylor*



**Country:** India

**Traditional Food:** Samosas

**Decorations utilized** Flags, table clothes, iPad presentation, music, pottery and living room decorations

*Rick & Ashish*



**Station:** Coffee around the World

**Activity:** Coffee beans from different regions around the world were set up for everyone to smell and look at the colours of the beans. There was also a presentation on how different countries enjoy their coffee.

*Adam*

## **Celebrated World Sports**

The *IDS2 team* chose the theme of different sports in different countries. The team agreed that Scotland would be the country for golf, Canada would be the country for Hockey, Australia would be the country for Cricket, and America for Baseball. There were people who were stationed at each table, and created the visuals for the sport. There was also a flag game that everyone participated in, placing the correct country with the flag. Food was what you would find at a sports venue.



**Country:** Scotland

**Sport:** Golf

**Food:** Arnold Palmer Ice Tea (mix of Ice Tea and Lemonade)

**Decorations:** Golf clubs, a tartan blanket, a golf ball, fake grass

*John*

**Country:** Canada

**Sport:** Hockey

**Food:** Hot dogs and toppings

**Decorations:** Hockey club, the board, people wearing hockey jerseys

*Dayna & Cheyenne*



**Country:** Australia

**Sport:** Cricket

**Food:** Cookies with Nutella

**Decorations:** Poster board with information about Cricket

**Country:** America

**Sport:** Baseball

**Food:** This was the sports venue theme of Hot Dogs

**Decorations:** Poster board with information about Baseball



### **Celebrated Transportation**

The *IE/IDS 3 team* chose the theme of different transportation modes. There were three transportation stations decorated with the countries colours/flags, as well as garments etc. prepared by everyone in advance. People were assigned to each transport station to stand by as the “experts” on the country and the mode of transport.



**Country:** Philippines

**Mode of Transport:** Habal Habal

**Traditional Food:** Pandisa bread

**Decorations utilized:** Filipino Flag, Filipino flag colors, Banana leaves.

*Traditional Pandisa Bread Station*

**Country:** India

**Mode of Transport:** Rickshaw

**Traditional Food:** Samosas

**Decorations utilized** Indian Flag, Indian flag colors, traditional children’s garments.



*Traditional clothings form India andsamosas for taste tasting*



**Country:** Italy

**Mode of Transport:** Gondola

**Traditional Food:** Pizza

**Decorations utilized** Italian Flag, Italian flag colors, traditional Italian Music was playing

*Italian station with the Italian flag, traditional clothing.  
& Pizza served.*

## Celebrated Diversity

The *LS/IDS team* chose the theme of diverse multicultural heritage by exhibiting national clothing from Eritrea the Philippines. Everyone who attended made flags, wrote their languages on Language Tree leaves, made the Multicultural Puzzle and had a taste of Samosas from India and Mexican soda. We taught some words from our own languages to each other and shared different traditions from our respective country.



**Countries:** The countries recognized during the event were: Philippines, Eritrea, Mexico, Ireland, Japan, Canada, France and Ukraine.

**Activities:** Puzzles, Flags, Language Tree leaves

**Traditional Food:** Samosa and Mexican soda.

**Decorations utilized folk** costumes.

*Ken & Ghirmay*



Samosas are savory fried pastries traditionally stuffed with spices, potatoes and other veggies. (For other variations, you can also stuff them with paneer, cheese and jalapenos). They're a common street food in the northern and western regions of India and a key component of another popular dish, samosa chaat. Serve samosas with a dipping sauce like green mint chutney or sweet tamarind chutney, or alongside other Indian recipes.

## *AGENCY WIDE ACTIVITIES*



# Multicultural Puzzle

With the puzzle piece activity, everyone was given one puzzle piece to decorate in a way that was representative of their culture, country or heritage.





**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.



CISS has solicited feedback in the form of a survey; the survey was issued to all groups in relation to overall satisfaction. This report is focused on the results of this survey.

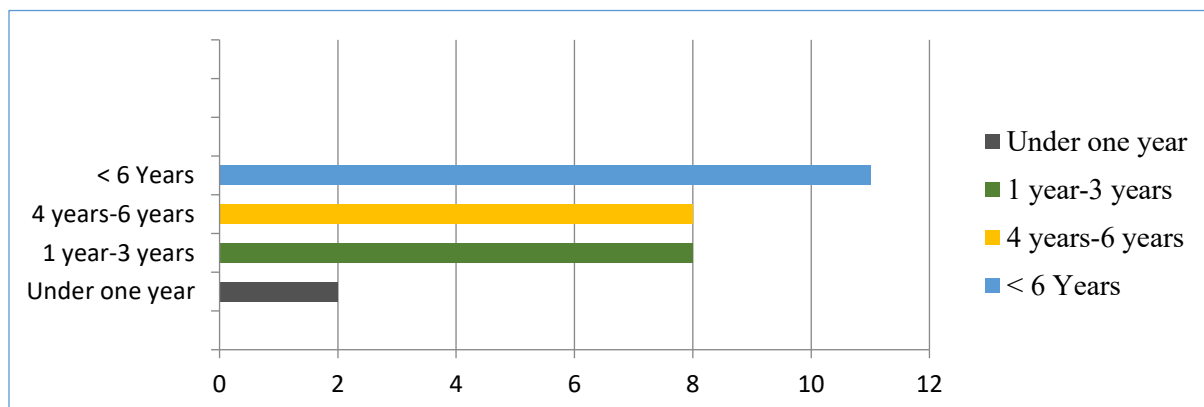
The Satisfaction Survey was delivered through an online survey tool and hard copies through the mail this year due to the current health restrictions. The survey link was distributed to Community Integration Services Society's employees, families/individuals/caregivers, community partners, government representatives, and Board of Directors.

For the general survey, we had a 22% return rate on completed surveys this year. The breakdown in percentages for each category are as follows:

This year we sent out 132 survey links and hard copies with the following returns:

- 18 % from Families/Individuals
- 9% from Professional Caregivers (other)
- 20% from Community Partners
- 0% from Government Representatives
- 29% from Employees
- 33% from Other (Board of Directors)

### How long have you had a relationship with CISS?

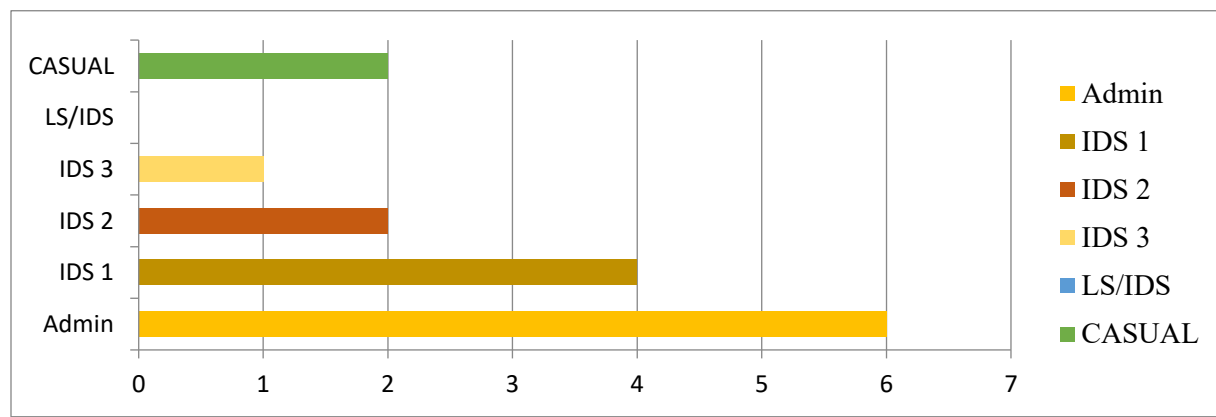


It is important for us at Community Integration Services Society to hear from Stakeholders, to have everyone be involved and have their voices heard. This survey is a way for CISS to hear about what we are doing well at, any improvements we need to make and any suggestions for the future that we may not have otherwise thought of. Hearing from our community and those involved with CISS is something we value greatly.

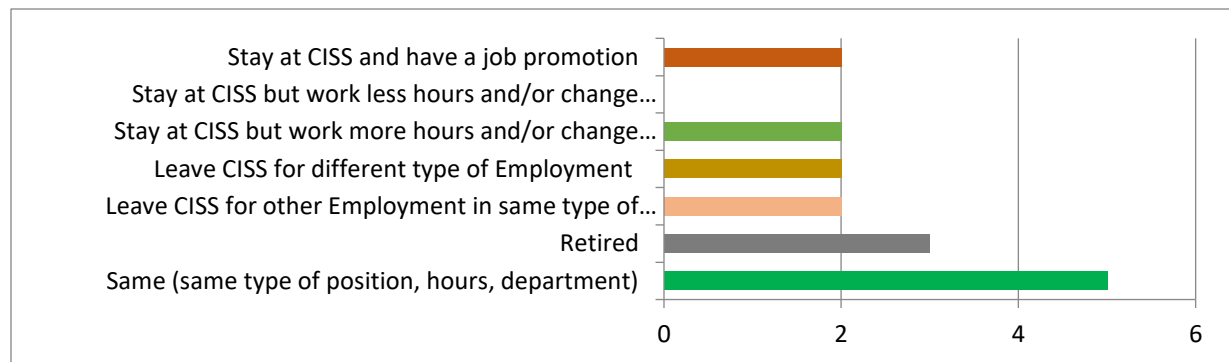
CISS solicits feedback from the individuals who use our services and this is generally done during their annual Individual Service Plan meeting. The individual has the choice to complete their survey independently or to get support from; a family member or caregiver, a CISS support person (Life Skills Worker or Manager). Out of people served in 2021, 32 completed and returned their survey making it a 45% return rate (see results for this portion of the survey starting on page 30).

All input given in surveys is used in our Strategic Planning and goal progress.

**If you are an employee, what department or service do you work in?**



**If you are an employee, where do you see yourself in the next 5 years?**



**For families, caregivers and government representatives – what do you think CISS should FOCUS on in the next 5 years?**

***Community Inclusion Services – 64.29%***

Ideas on where to focus in the Community Inclusion Services:

- ❖ Services out in the public involving work with the public (i.e. grocery shopping, coffee house, serving, production line, etc.) These services would be great for integrating people with disabilities into the community, especially if these services could be provided in different areas of the lower mainland. It would help to connect people with disabilities to

- their communities and help with skills like socializing and development and teaching of important life skills (i.e. making purchases and sales, manual dexterity, organization, etc.)
- ❖ Focus on employment and community attachment
- ❖ Community activities, e.g. Bowling, swimming, park use
- ❖ Like skills development and social interaction
- ❖ Focus in the community inclusion services
- ❖ Utilizing community facilities, exploring interests of the individual
- ❖ More option for volunteer service. Place to exercise where the environment is more suitable for the client
- ❖ More varied activities in the community
- ❖ Life employment, living supported independent

***Expansion in other areas (future services) – 64.29%***

List other areas/types of supports that you would like to have available:

- ❖ Slower paced social programs, slow coming back to normal
- ❖ Job searches for those capable
- ❖ Jobs, volunteering, provide ongoing learning opportunities
- ❖ Home share
- ❖ Employment
- ❖ Long term respite and more choice for safe residential placement when clients get older
- ❖ Employment supports, physical fitness and mental health supports
- ❖ Respite care
- ❖ LIFE, Life Skills Supports, Children Services

**COVID-19 has had a huge impact on people (both those receiving services and those providing services), what should CISS focus on in the next 12 months to address the outcome and impact of COVID-19?**

- ❖ Full return to the community and activities
- ❖ How to integrate our staff and clients into the community
- ❖ Continue with providing a high level of communication between staff and clients and encouraging regular outings in the community to expand and nurture socialization skills and teaching opportunities for the development of important life skills
- ❖ Relationship building and reconnecting with community partners
- ❖ The transition back to normal needs to be slow because parents are afraid and people are not used to the old world anymore
- ❖ Re-learn good social interaction – speaking with others in society; reviewing good safe health habits when in society
- ❖ There needs to be more staff training with clients because some staff are hired and they don't get trained with clients enough because we are always short staff. There is never enough staff to do proper training. We also see managers working with clients so we know there are not enough staff and managers are working so hard in the office and with clients they are getting burned out too. There needs to be more staff
- ❖ Even when restrictions have lifted, I would like to see the mask mandate remain till there is very little chance of new variants arising
- ❖ More events and activities but also keep the zoom meetings, it's hard to come to meetings in the day but zoom is better for at home

- ❖ Don't go back to normal too quickly. People are scared and need to slowly be introduced back to normal and it could also be taken away again after summer. It will be hard to do it again when people are tired
- ❖ CISS should focus on supporting individuals with their future dreams and goals. CISS should work on mental health and healing from the pandemic
- ❖ Support client activities
- ❖ Mental health awareness and support for individuals and staff, active hiring to fill vacancies and staff absences to mitigate service disruption, education on what the "new normal" is for individuals and staff (the word is thrown around but what does it look like for the work we do/are moving to a new normal or trying to go back to our old normal)
- ❖ A return to normalcy. More social events for clients to interact and more emphasis on mental well-being and personal development
- ❖ Exploring new options within community for unique partnerships and services
- ❖ Less oversight and micromanagement from upper management. Management needs to trust their staff more and interfere less with clients and staff. Better pairing with clients and ensuring they are compatible with one another
- ❖ Mental health and wellness
- ❖ Sanitize the public area
- ❖ Continue to follow all government health guidelines
- ❖ Keep doing what you are doing
- ❖ Mental health, physical health and socializing
- ❖ Wash hands
- ❖ Mental health of people both employees and clients



## What did CISS do well in 2021?

- ❖ Workplace health and safety
- ❖ Being proactive with adjusting to COVID-19
- ❖ Communication with family members of individuals attending, communication with individuals attending and their families, providing alternative location for individuals to attend during COVID
- ❖ Maintaining connection to clients
- ❖ CISS did keep in contact with us and it was always nice to hear from them
- ❖ Keeping in touch with clients
- ❖ Didn't bring in lots of clients when we don't have the staff for it
- ❖ CISS did well in following the COVID mandates. We were really impressed that the program kept going through these difficult months. The staff's dedication to the clients was greatly appreciated. Any issues or concerns were immediately dealt with
- ❖ Lots of places to go with a vaccine passport, staff had their own vaccine passport, we got the passport for the manager for program
- ❖ Adapting to Bonnie Henry's orders quickly. Keeping people safe
- ❖ CISS worked extremely well in keeping people safe, adjusting and pivoting as required
- ❖ Keep clients and staff safe
- ❖ Kept services running for clients who wished to participate in programs, provided support for staff who needed to be off work due to illness, keeping staff employed and continue hiring

- ❖ Kept people healthy, safe, and engaged
- ❖ Keep staff employed and the program open
- ❖ Protocols, cleaning, sanitizing, reducing spread of COVID
- ❖ Fair
- ❖ Remained open and provided quality services to individuals and their families
- ❖ Informing family/caregiver/staff about new legislation and guidelines through the pandemic
- ❖ Providing personalized help with pick up from home and drop off at home. Assistance and supporting with online University program. Couldn't have gotten through 2021 without everyone's support
- ❖ Everything was good
- ❖ Keeping people safe, keeping staff employed, providing services while other agencies were closed

## What could CISS do better in 2022?

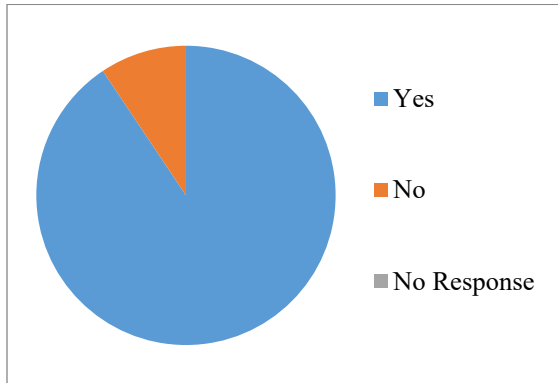


- ❖ Return of social events
- ❖ Integrating more employee wellness and engagement options
- ❖ Provide activities that interest each individual attending. Communicate regularly with attending individuals as well as family members to complete circle of care
- ❖ Build client base
- ❖ Finding ways for clients to interact while at Melissa Park – so they can be safe, yet continue social skills
- ❖ More hiring, more training with clients, more staff activities to learn about each other and focus on relationships
- ❖ Continue to use virtual learning/meetings to meet with people (staff, workshops, ISP, Pod). We used this well during the pandemic and it was valuable tool and shouldn't be lost
- ❖ Refocus on our mission, goals and future plans. COVID-19 has been extremely challenging, CISS should focus on the future in 2022
- ❖ Employ a larger pool of casual staff
- ❖ Exploring new options within community for unique partnerships and services
- ❖ A slow return to normal. Lots of stress and anxiety for clients and staff if we go back to normal so quickly. More hiring for staff on vacation or call in sick so other staff don't get burned out or put with more than two clients
- ❖ Less micromanagement, inflexibility and interference with staff and peers. Staff are professional and caring and deserve to be treated with respect (as well as clients)
- ❖ Have more benefits/programs available. Ex. Partner with yoga center/gyms for reduced membership rates, seek out more training for staff in things like mental health/better support methods etc.
- ❖ Enhanced the knowledge and capabilities of employees
- ❖ More employment opportunities within CISS, like catering and help find volunteer opportunities in the community with support worker supervision
- ❖ Communication issues
- ❖ More information
- ❖ Finding purposeful activities for individuals in service

# CLIENT SATISFACTION SURVEY RESULTS:

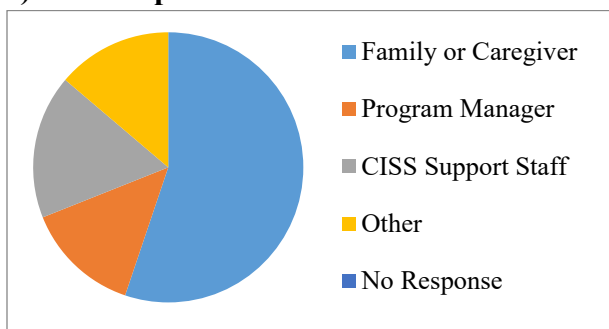
Between the months of January and December of this year we received 32 completed surveys out of a possible 70, the results are below. The measuring range for the survey was: **Awesome**, **Okay/Good**, or **Terrible**, which was demonstrated through face symbols.

## 1. a) Did you have help to fill out this survey?



Yes	29
No	3
No Response	0

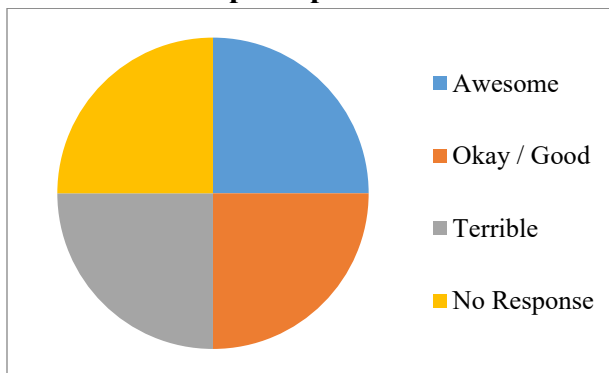
## b) Who helped?



Family or Caregiver	16
Program Manager	4
CISS Support Staff	5
Other	4
No Response	0

Note that 3 people completed their own survey independently

## 2. The Social Committee plans parties and events that I like.

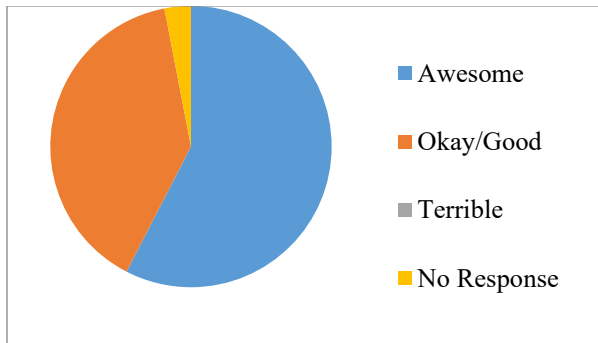


Awesome	16
Okay / Good	14
Terrible	1
Not Applicable	1

**List of suggestions for the Social Committee:**

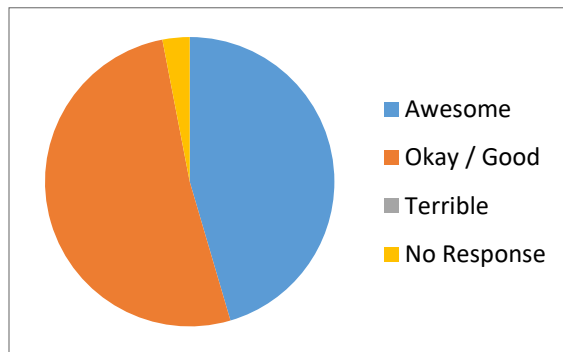
- ❖ Retirement Parties
- ❖ More parties, live music, dances, picnics/luncheons, nature walks, etc.
- ❖ Vancouver Aquarium, Playland and PNE
- ❖ N/A due to COVID
- ❖ More involvement in the community, volunteering, social and physical activities
- ❖ Love Zoom Chats, crafts, games
- ❖ Miss the parties
- ❖ Sports events

**3. I like the programs that I do at my program.**



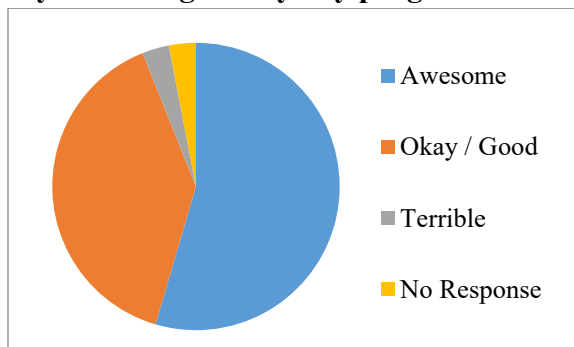
Awesome	19
Okay / Good	13
Terrible	0
No Response	0

**4. I set my own individual goals at my ISP meeting.**



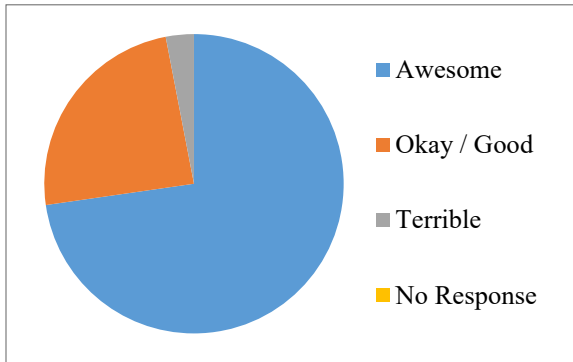
Awesome	15
Okay / Good	17
Terrible	0
No Response	0

**5. I get to try new things at my day program if I want.**



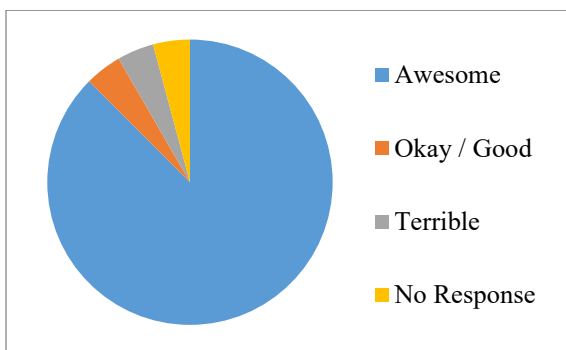
Awesome	18
Okay / Good	13
Terrible	1
No Response	0

6. I like the way my staff help me at my day program.



Awesome	24
Okay / Good	8
Terrible	0
No Response	0

7. My Program Manager listens to my complaints.



Awesome	21
Okay / Good	9
Terrible	1
No Response	1

8. What do you like best about CISS?



- ❖ Bowling
- ❖ Hanging out with staff
- ❖ Fun
- ❖ Going for walks/exercises, crafts, games, scavenger hunt at Christmas for Christmas trees
- ❖ Walks
- ❖ Bowling, walking, Inlet Staff
- ❖ Typing stories and art program, having lunch with staff
- ❖ I like the staff and activities
- ❖ Doing things together
- ❖ Everything, I like the staff. I like how they take care of me, help me.
- ❖ Social activity
- ❖ Programs
- ❖ Doing activities that I like. Having somebody helping me and looking after me.

### What do you like best about CISS Continued?

- ❖ Haven't attended this year yet (at time of survey)
- ❖ Everything
- ❖ Activities – favourite was the group games
- ❖ The staff and clients positive and friendly
- ❖ Go out and do my old things, bowling, walks
- ❖ Friends
- ❖ Support Workers
- ❖ Specific staff name
- ❖ Meeting people
- ❖ Art
- ❖ Seeing my friends, music and dancing, coffee house and crafts
- ❖ The thing about CISS is my son is happy to go to CISS every day. Respecting each other in a cool environment.
- ❖ When I am going out for a walk and I make arts and crafts

### 9. What do you not like about CISS?

- ❖ Nosey people
- ❖ I don't know
- ❖ Nothing x 3
- ❖ None at this time
- ❖ Do not like loud environments
- ❖ I like doing things like chair yoga
- ❖ I like everything
- ❖ So far not yet
- ❖ Change of support worker, change in routine
- ❖ Sometimes too loud
- ❖ None that I can think of at this time
- ❖ How CISS got affected by pandemic. Having to shut down so many services for us caused by COVID
- ❖ Walking
- ❖ Communication at times
- ❖ Chores
- ❖ Incidents that were due to lack of supervision – I know staff do try their best



### 10. Do you have any suggestions or ideas?

- ❖ No/Not at this time x 6
- ❖ I like the day program, good job!
- ❖ Play board or card games
- ❖ Bowling

- ❖ Do not have any complaints
- ❖ Go for coffee
- ❖ Looking forward to normal so we can be involved in activities
- ❖ Do more things like walk in the arena at Poirier
- ❖ More Painting
- ❖ More Friendly
- ❖ More social events, work/volunteer opportunities, and art/crafts
- ❖ To have more outside events on the sunny days



## Health & Safety in the Workplace

**Lee Weisgarber**, DCI, continues to work with the Employee reps on the Society's Health & Safety Committee. Lee guides the work of the Health & Safety committee to assure that everyone has a safe and respectful workplace, she works collaboratively with the union appointed reps; **Pamela Pye, Nancy Marshall, Tanya Philcox, Hannah Kim** and management rep, **Ana Wear, and more recently Tammy Dangtim**. The Health & Safety Committee provide employees opportunities to give CISS feedback through feedback forms and through an annual survey. The committee participates in workplace investigations for workplace injuries and make recommendations to reduce similar incidents from occurring. Key workers review critical incidents that involve clients in service on a quarterly basis and summarize annually, the committee looks at agency wide data and make recommendations.



## Critical Incidents:

Community Integration Services Society (CISS) firmly believes that safety for the individuals served and their support staff is crucial to our supports and services. Staff receive Non Violent Crisis Intervention and incident reporting training on a regular basis.

An Incident Report is submitted anytime an unusual incident occurs and in some cases the report is a Critical Incident Report (CIR) due to the nature of the incident (Emotional Abuse, Financial Abuse, Physical Abuse, Sexual Abuse, Aggression between Individuals, Aggressive/Unusual Behaviour, Attempted Suicide, Choking, Death, Disease/Parasite Outbreak, Fall, Medication Error, Missing/Wandering, Motor Vehicle Injury, Neglect, Other Injury, Poisoning, Service Delivery Problem/Disruption of Services, Unexpected Illness such as Covid19/Food Poisoning, Use of

Seclusion, Use or Possession of Illicit Drugs or Misuse of Licit Drugs, Weapons Use) as categorized by Community Living British Columbia (CLBC).

CISS has developed a system that assures that the Program Manager analyzes each CIR at the time of the incident, every quarter by the key staff and Program Manager, and annually by the Health & Safety Committee. Key staff and their support team develop strategies over the course of the year (quarterly) to reduce similar incidents from occurring. In 2021, there were 51 CIR's; an increase of 25 than in 2020. In 2020, there were 15 fewer incidents reported than in 2019, which was at a high of 74 Critical Incidents.

This increase in incidents for 2021 is likely attributed to individuals returning to greater in-person service than in 2020. The CIR's in 2021 are more similar in volume to the CIR's in 2019 however still lower than in 2019.

In 2021, Community Integration Services Society (CISS) supported seventy (70) people in our five day programs, with five people joining service in 2021, two individuals leaving service in 2021 and two individuals transferred to a different department (from IDS1 to Inlet). As the world became accustomed to living with the pandemic in 2021; supported individuals started to increase service requests; however, some individuals continue to remain away during this Covid 19 phase and may be accepting of phone calls and email communication.

North Vancouver Leisure Services/Individualized Day Services (LS/IDS) supported fourteen (14) people, (one individual joined service and one individual left service), Individualized Day Service 1 (IDS 1) team supported twenty three (23) people, (three people joined the team and 2 left the team; two changed programs (from IDS1 to Inlet)); Individualized Day Services 2/PSI (IDS 2) supported twenty (20) people (with 1 individual joining service and 1 person leaving service) and Inlet Enterprises/IDS3 supported fourteen (14) people (with 2 individuals transferring from another program (IDS1)).

Each person served has a Critical Incident Report Summary completed annually analyzing all critical incidents that occurred. For the seventy (70) people, fifty-four (54) of them did not have any critical incidents in 2021, this was a decrease of six people from 2020. For the remaining sixteen (16) people, fifty-one (51) Critical Incidents occurred which is twenty-five (25) more than in 2020.

Although the accompanying data within the generated *Critical Incident Report Agency Summary* indicates fifty-six (56) individuals did not have a critical incident in 2021; the actual number is fifty-four (54); it appears the internal database has counted two individuals (who transferred to a different department) twice. This is adjusted within this report.

Additionally, it appears that one individual is counted twice during the generated *Service Demographics report*. This is likely due to the internal database counting an individual twice (who transferred to a different department). This is adjusted within this report.

Number of People	Total Number of Critical Incidents
54	Zero
7	1(each)
1	2(each)
3	3(each)
1	4
1	5
1	6
2	9

Forty-three (43) of the incidents were related to 'Aggressive/Unusual' Behaviour and Four (4) were related to 'Aggression between individuals'. It is noted that Two (2) individuals account for Eighteen (18) of the Fifty-one (51) incidents. One of the Two (2) individuals had Nine (9) Critical Incidents unrelated to aggression, we believe related to mental health and the pandemic. One of the two individuals with Nine (9) CIR's, appeared to be related to staff over directing the individual or the individuals peer (in some cases).

**Locations indicated:** Bowling alley, Community Centre, Fitness Centre, Weight room, Food court, Home, Library, Recreation Centre, Sports and Leisure Center, Program site/office, Public transit, Trail/part, Vehicle, Zone 2 Melissa Park.

It appears the ongoing pandemic is contributing to the number and type of CIR's during 2021. Nine of the 51 incidents is directly related to one individual continually reaching out to medical professionals for help (this was not occurring prior to pandemic). Forty-three of the fifty-one (51) CIR's were related to Aggressive/Unusual Behaviour which appears to be linked to communication and at least in part of over direction from staff. Four (4) of the CIR's were related to Aggression between individuals which also may be related to observing 'over direction' from staff toward peer.

## Workplace Accidents/Injuries:



The Health & Safety Committee review all Injury/Accident Reports that have been submitted during the specified period of time at their monthly meeting. An Injury/Accident report is a document which is completed by any employee or volunteer (staff) who has either been injured or hurt while at work (occupational injury).

In 2021, our Life Skills Workers transitioned back into the community amid the COVID-19 pandemic. From January-July 2021, employees were working out of the Melissa Park, North Vancouver Office and the Woodlands Townhomes and not driving in their vehicles due to COVID-19 restrictions. Following July 2021, the amount of driving and community activities increased significantly compared to 2020.

CISS employed seventy (70) people in 2021 however over the course of the year, twelve (12) employees left the organization. There were thirty-four (34) reported occupational and non-occupational injuries and out of the thirty-four (34) reports, twenty-three (23) Injury/Accident Reports were filed with Disability Management Inc. (DMI) in 2021. Of those thirty-four (34) reports, eighteen (18) were classified as Occupational Injuries and sixteen (16) were classified as Non-Occupational Injuries.

In 2021, there were eighteen (18) Occupational injuries reported and out of the eighteen (18) reports, ten (10) employees missed work due to the injury. Out of the ten (10) employees who missed work the total number of days missed were 285.76.

In 2021, there were sixteen (16) Non Occupational absences. Out of the sixteen (16) reports in this category, sixteen (16) employees missed work for a total of 594.28 days due to illness or non-occupational injuries.

Out of the seventy (70) people employed in 2021, nine (9) employees had more than one injury report in 2021. Five (5) employees had both a Sick Leave Tracking form and either an Occupational or Non-Occupational form opened in the year of 2021 as well.

### **Recommendation for Improvement:**

1. Staff will assure they follow client key protocols, Who Is documentation, Weekly schedule assignments and Guidelines. As the Injury/Accident Report indicates; there appears to be a correlation between not following these protocols and aggressive/unusual behaviours. As such; all employees will receive ISP training by December 2022.
2. Program Managers will assure work assignments have clarity around assigned tasks, activities, goals etc. This will be monitored through daily logs, goal updates and Individual Service Plans(ISP's).

**Risk Assessment Survey** annually, the Health & Safety Committee circulate a Risk Assessment to all employees so they have an opportunity to give feedback and suggestions for workplace safety.

Annually the Health & Safety Committee circulate a Risk Assessment to all employees, to have an opportunity to give feedback and suggestions for workplace safety. For 2021, CISS had a total of 69 employees throughout multiple sites: North Vancouver, Port Coquitlam and ten townhomes in Port Moody in the first half of the year. Not all employees had access to the Violence in the Workplace Risk Assessment Survey due to absences, LOA's and vacations during the canvassing period. The survey was accessible to 49 employees from January 17, 2022 to February 4, 2022.

The Committee received 24 completed surveys and this was a lower return rate than 2020, however is a 49% return rate. Thirty-six CISS employees completed the Violence in the Workplace Risk Assessment Survey while accessible to 48 CISS employees in 2021.

For a portion of 2021, many Life Skills Workers worked in stand-by completing administrative tasks on the computer due to COVID-19. For the first half of 2021, many Life Skills Worker were working onsite at our temporary location in Port Moody (Woodlands). The amount of driving and community activities were significantly decreased as a result of compliance to public health recommendations in all program areas. On July 2021 CISS started driving individuals again in the community and by August 2021 driving was back in full swing for the majority of employees.

In 2021, Community Integration Services Society (CISS) supported seventy (70) Individuals in four programs. During the pandemic in 2021, individuals were supported in many different ways: direct in-person, in home support, neighbourhood walks and phone calls. The varying deliveries in support, in particular partial support during walks and phone calls, likely resulted in fewer factors leading to incidents in 2021 and thus favourably reflected in the respondents' answers.

The 2021 data demonstrated that a large majority, 79.2 % of respondents felt safe at work with 13 'Agrees' and 6 'Strongly Agrees'.

Having specific worksites in Woodlands, in addition to Melissa Park and North Vancouver instated separate Zones (to keep numbers low in each work location), with ample space to socially distance contributed to employees feeling safer, as CISS and the world continued to navigate through uncertainties of the pandemic. Established trainings (Non Violent Physical Crisis Intervention) and

response plans were also constructive to the general feeling of safety and assurance. The extensive protocols implemented during 2021 and COVID-19 may have contributed to decreased feelings of insufficient training i.e.: Woodlands, Melissa Park, North Vancouver office, home supports, cleaning, site orientation, health screening, neighbourhood walks, and email/zoom/telephone communication.

## Summary of Recommendation Outcome from 2020 Risk Assessment:

### Risk Assessment Recommendation(s) derived from the Health & Safety Committee at their meeting March 31, 2021:

#### Risk Assessment Recommendation(s) derived from the Health & Safety Committee at their meeting on March 23, 2022:

**Recommendation:** Employees review Policy and Procedures Manual and Health and Safety Manual to ‘minimize risk of violence in the workplace’.

Review Policy and Procedures Manual ‘*Emergency Management Plans; 5.B.01* and H&S Manual Section 6; Incident and Accident Reporting *Positive Support Methods-Crisis Intervention* by July 1, 2021.

**Update:** Complete by designated date of July 1, 2021.

**Recommendation:** Employees review Incident report writing and reporting requirements.

Review Health and Safety Manual Section 6 *Employee Injury and Accident Report form* and Policy and Procedure Section 5.C.03 *Injury On Duty and Reporting Requirements* by June 1, 2021.

**Update:** Complete by designated date of June 1, 2021.

**Recommendation:** Employees review policy on Conduct between staff, reporting requirements.

Review Policy and Procedures Section 5.B.04 *Harassment, Abuse and Bullying and Complaint Resolution-Employee 1.D.01* by August 1, 2021

**Update:** Complete by designated date of August 1, 2021.

**Recommendation:** Employee training on how to respond to threats or acts of workplace violence (outside of regular NVC I training) Create ‘new’ Competency quiz by September 1, 2021.

**Update:** Ongoing work is required by the committee to complete a new competency quiz to accurately capture this recommendation.

### Risk Assessment Recommendation(s) derived from the Health & Safety Committee at their meeting on March 23, 2022:

**1. Recommendation:** Agency review of the Critical Incident Report completion process and complete the Incident Report Competency quiz. All employees will review process at April 2022 staff meetings.

**2. Recommendation:** To create a new competency quiz focusing on NVC I training/review outside of regular NVC I training by May 2022.



individual service type assuring that we meet all reporting expectations within the contract with CLBC and within our accreditation responsibilities. CISS will hire qualified personnel and contractors, train and monitor their work in each service area.

**Progress:** As part of our annual satisfaction survey, we hear that many families want to have more of our service meaning other services that we do not currently provide. Families are most interested in respite, home share, life skills and employment. As part of our commitment to listen and do we have gone through the process of applying for a new service that will be offered through the Community Living British Columbia (CLBC) catalogue of services. CISS has been chosen to be in the Cohort 1 and are actively creating the CISS' L.I.F.E. Service.

*Re: Proposal Letter (PL) Reference: #81-CST-2022-449PL L.I.F.E.-based Service LIFE Based Cohort Rollout (Rollout) Thank you for your response to the above Proposal Letter (PL). Community Living British Columbia (CLBC) has completed its evaluation process and has determined that Community Integration Services Society is one of the preferred Proponent in the above-mentioned PL for Cohort 1. The Development Phase for Cohort 1 will commence in October 2022 and the Delivery Phase will commence in February 2023. CLBC will be contacting you regarding contract negotiations. Subject to final negotiations and execution of a written contract, please plan to proceed with the requirements of the PL.*

To learn more about life please visit CLBC: [L.I.F.E.-based Service - Community Living BC](#) and see more about CISS' plans in the Future Plans section of this report.



### **Healthy & Well Connected Workforce**

Set the stage from the beginning, capture where we began, what is our story. A good orientation will help lead to better quality of life for those served, as well as for those working at CISS. Provide staff and individuals in service with access to training, education, and staff development. Investing in our employees will help retain our skilled staff, which offers consistency to those in service, as well as to help individuals to reach their goals, i.e. find employment, feeling like they belong and have a purpose. Create opportunities

for leadership growth within our staff team find staff's niche. There is a specific role for each member of our team, explore and discover.

- Retention
- Qualified
- Improved Morale
- Staff Development
- Events
- Wellness
- Purpose
- Orientation
- Growth & Leadership
- Provide a flexible workplace

**GOAL STATEMENT:** CISS will use more effective ways to Orientate and Train new employees to assure that the Society’s Values and Vision is being carried out in the daily work of our staff. CISS will create leadership opportunities for our employees while advancing and improving our current services as well as new services developed.

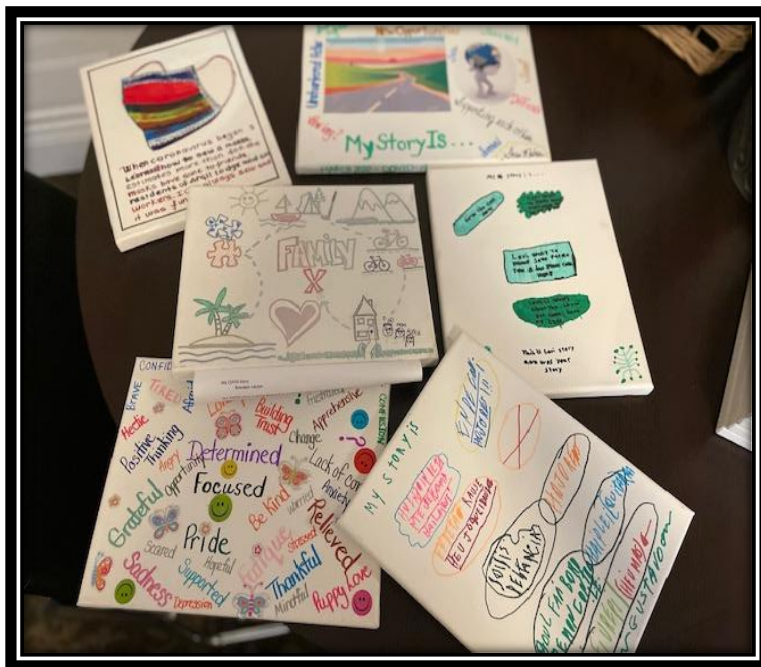
**Progress:** Since last AGM, although challenging, I believe that CISS has done some very good progress on this goal. Creativity has been crucial, especially during COVID-19. Since the inception of this plan, the management team along with the support of the social committee have created a lot of events and activities to add positivity to the workplace. Thankful boards, scavenger hunts, homemade breakfasts made by management, bring your family photos to a Family Day breakfast event, to name a few.

CISS has created a better onboarding and orientation process for new employees and have had very good feedback from new employees about their positive experience. Hiring and retention has become the most challenging part of our daily work and we know that every interaction we have with potential candidates is critical.

Some of our best hiring decisions come from the recommendation of our current employees. Recently we have increased finder fees to assure that our employees are properly compensated.

As seen across the country the lack of qualified workers has become the new pandemic for businesses. As I have travelled across the province I have personally witnessed many hiring signs and closure signs all related to the lack of workers.

In the summer of 2022, our Human Resources Administrator along with a summer student have created a communication plan and materials to boost our social media presence. To follow our team please see [@gocissbc](https://www.instagram.com/gocissbc).



### My Story Is.....

We all have a story and we were able to share that with each other through the My Story Is project. Every employee, person in service and board member were given the opportunity to participate in telling their own personal story. This project helped us share, heal and grow and the outcome of the project is a one-hour video which will be shared with everyone at the 2022 AGM.



## **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. CISS will expand in our Services and in service types and will broadly advertise to gain new clientele (service) and new customers (social enterprises) and community partners.

- Post-secondary
- Employers
- Community Groups
- Parks & Recreation
- Seniors' Groups
- Housing Providers
- City Staff and Council

**GOAL STATEMENT:** Community Integration Services Society will develop and grow relationships and partnerships with the community through a variety of planned events, activities and gatherings. CISS will create partnerships which will advance employment opportunities for those served by our agency. CISS will create partnerships which will advance housing options for individuals with disabilities. CISS will create partnerships with education and recreation to create inclusive opportunities in community for all members of community. CISS will develop and expand relationships with other groups to advance options for individuals with disabilities.

### ***Progress:***

**Since last AGM,** Human Resources Administrator, Jessica attended an online Job Fair in late September 2021 to recruit new workers. This online event was a good experience and did generate some interest.

In the fall of 2021, we started to engage with the Coquitlam Library. Coquitlam has two libraries that offer a range of services and our clients were able to get further involved in the library over the winter months. Currently we are in discussions with the library to create a Coffee Station Micro Enterprise in collaboration with another Service Provider. This project should be able to provide employment for many people from our programs and the community.

In November 2021, CISS was honoured to be present when Peter Edgar from Edgar Development received the WOW Award.

**WOW Award Recipient Peter Edgar nominated by Community Integration Services Society in 2021**



[2021 WOW Award Winners - Community Living BC](#) – follow link for more information

Peter Edgar, Port Moody  
President, EDGAR

*Peter was nominated by Shari Mahar in recognition of EDGAR’s donation of the use of 10 townhomes that enabled her organization, Community Integrated Services Society, to continue to provide community inclusion services to individuals during COVID. EDGAR has also donated land to BC Housing to build 325 units of affordable housing as part of the Woodland redevelopment in Port Moody.*

**Peter:** *“We are very excited to receive this award and recognition of EDGAR’s work to build partnerships and housing that benefits our communities and reflects the needs of the people who live in them, and we thank CISS for nominating us. In collaboration with the City of Port Moody, BC Housing and community partners, our vision for the Woodland redevelopment is to maximize the use of the site for the community while we work to expand over time market, strata and affordable housing options for existing and new residents.”*

**Shari Mahar, Nominator:**

*“Peter is a kind person who believes that everyone belongs in community. His attitude is seen through his generous actions. Typically, our services are provided in the community but because of the risks in the community, we were not able to continue with that type of support. Because Peter and his team gave us the use of the 10 townhomes on the Woodland site, we were able to support anyone in our programs who wanted to have service during the pandemic. For many of the individuals who were able to continue their services, they felt included and supported.”*

## Community Champion, Bill Laidler;



The connection to the townhomes started with Bill. Connections to the community is integral in our work, **Bill Laidler** and Shari Mahar are both members of the Tri-Cities Chamber of Commerce Government Relations Committee. Bill was supportive of the work that CISS does and was incredible during COVID. In the early days, Bill was resourceful with leads to PPE products that were

almost impossible to find. When CISS realized that COVID was not temporary and that we need to find space to provide our services, Shari reached out to Bill Laidler. Bill was incredible, showing Shari several options for rentable space but as the two met and discussed the situation, Bill came up with an idea. Bill introduced Shari and CISS to the Pooney group and the Edgar group who were developing townhomes in Port Moody. As part of their development plan, they had empty suites that they were able to donate to CISS for one year. Bill's relationship and connections is what got the ball rolling for CISS to move in and occupy 10 town homes from July 2020 to July 2021. This meant that we could provide services to every person in our agency who wanted service. Bill, Channing and their beautiful daughter Lane came to Melissa Park to meet members of our team and receive our **Community Champion Award**.





**Carola Espinoza** Property Manager of Woodlands townhouses & **Shari Mahar**

Edgar Development was instrumental in CISS having safe space to deliver our services when the community was closed due to COVID and they left us in good hands with Property Manager Carola Espinoza. Carola was kind and generous and made the move in to the ten suites easy and comfortable and assured that everyone felt supported over the year we spent there. Carola said, “I think the experience was good for all of us, including the other tenants”. Carola and her team were

wonderful in every sense and we could not have had any better place to hunker down during the peak of COVID. Carola helped the other tenants through the transition stage when they felt unsure of their own future with the development plans for the townhomes. This community connection will forever be in our hearts, thank you Carola.

As we entered into 2022, we started re-engaging with the community. In some cases, it has been done safely over Zoom while in other cases we have been in person. CISS was able to return to the **May Day Event** in Port Coquitlam where **Board Member Jonathan** and **Executive Director Shari** were able to meet and greet with the community. At our booth, we focused on re-connecting with the community and recruitment for Life Skills Workers.





**Jonathan, Wendy, Anna**

Over the course of the year, we were able to attend in person and zoom conferences and meetings that helped to keep us connected with others in our field of work. Some self-advocates and staff were able to attend the in person *Inclusion BC Conference* in the spring of 2022. The event was well attended, considering that COVID was still active but our attendees safely attended and enjoyed the experience.

**Adam & Janna**



## Board Development

### **Board Development**

Community Integration Services Society has a well-established and dedicated board of directors. The Board of Directors have established By-Laws which guide their work on behalf of the Society. The Board of Directors believes that with continued education they will be equipped to guide and support the

Society during expansion of services.

- Increased Board Education
- Sub-committee Development
- Succession Plan Development
- Policy Development
- BOD Evaluation

**GOAL STATEMENT:** CISS' Board of Directors will expand their knowledge through educational activities and will build on our systems to provide the best governance to the Society. The Board of Directors will develop tools to be used to self-evaluate their work and engagement.

**Progress:** Since last AGM, the Board of Directors have continued to meet regularly and manage the oversight of the Society. As we end this current term for the board, we do so in saying good bye to

Peter Dawe and Lori Ashton. Both Peter and Lori have committed several years of volunteer time for the society and will be both missed.

This past year the board has implemented recruitment for new board members to replace the two outgoing members. You will meet both new candidates at the Annual General Meeting where they will be nominated onto the board for the upcoming 2022-2023 term.

The board recognize that CISS has an aging staff team with long-term employees from front line up to the leadership team and that a good overview of the Society and future goals would be a good place to end 2022.

The next part of our journey will start with Strategic Planning in the fall of 2022. **Marsha D'Angelo** from Apostrophe will be working with everyone at CISS to develop our next five-year Strategic Plan. Marsha will be meeting with many people over the next two months to assure that we hear from all of our stakeholders. Marsha will begin her meetings with the Self Advocates. There will be a full day with two separate groups representing the self-advocates from across the organization. Sessions will be held for the board of directors, the leadership team and staff teams. Interview and surveys will be held with members of our staff teams and families of the individuals in service and external stakeholders like CLBC Analysts. If you want to participate in any of these sessions, please reach out to Shari.



### **MARSHA D'ANGELO**

Founder & Principal

Marsha D'Angelo is the Founder & Principal of Apostrophe. She's passionate about helping clients tell their stories, and building inclusive and respectful places of work and training.

With over 18 year's experience, she's worked for some of the planet's top communications agencies in Canada and the U.K. In partnership with consultancy teams, she's designed and directed research projects, training workshops, international media campaigns, and stakeholder and communications plans for organizations in technology, government, education, non-profit and finance.

As a university lecturer, she's won Canadian and international awards for her engaging and impactful instruction of communications, public relations and business presentations. She's also the former Associate Dean for Kwantlen University's School of Business, a published writer,

and an accomplished facilitator and speaker.

An avid volunteer, Marsha received UNICEF's Dorothy McKinnon Award for her communications and PR work. She is the former Director of Mentorship for the Canadian Public Relations Society (CPRS) and currently sits on the CPRS Equity, Diversity and Inclusion Committee.

She holds a Master of Arts Degree from the University of Toronto and is currently pursuing a certificate in Plain Language Studies from Simon Fraser University.

## 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:

- ★ Life Skills Workers complete documentation for our clients on a regular basis – daily logs, goal progress notes, and incident reports; in turn, this produces more accurate, detailed and professional Summarized Reports and Critical Incident Report Summaries on a monthly, quarterly or bi-annual basis, participate in competency based quizzes.
- ★ Managers use ShareVision to: upload and share meeting minutes, easily monitor and report on client attendance and update staff's orientation to clients, document client history, monitor incidents, access and update a shared Relief Calendar with other managers. Manage and monitor incidents, accidents and complaints. In addition, they are alerted by email when a staff completes an Incident Report or Guideline for an individual in their program so that it can be instantly reviewed and acted upon. Create employee administration and program schedules.
- ★ Administratively, ShareVision is used to provide a database of staff information (employee history, certifications), and as a tool for reviewing applicants' resumes and sharing information involved with the process of hiring staff.

- ★ The Society’s Policy and Procedure Manual, Health and Safety Manual, and Operations/Orientation Manual are built into ShareVision (Lists) and ISP Manual in the Documents Library, as well as Committee Meeting Notes.
- ★ The Admin section in ShareVision has been expanded to include a Financial section for uploading documents and also a Personnel section for uploading employee information/letters.

## 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
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
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
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

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).

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.

Annually, CLBC completes annual reviews. Below are comments from our Analyst in the Tri City contract (March 2022 review summary):

*Community Living BC conducts formal on-site monitoring to review service quality and support a process of continuous quality improvement. This letter is to document the outcome of our visit and outline any items requiring resolution or attention. Please regard this information as sensitive and ensure proper storage procedures are followed in compliance with Privacy Protection - Schedule E in the Service Terms and Conditions. In addition, please continue to keep me informed in the event that questions or challenges arise outside of our established formal monitoring schedule.*

### *Program Strengths, Highlights & Observations*

- *Programs and supports are person centered and inclusive.*
- *Your agency continues to meet the expectations of the CLBC Terms and Conditions on a consistent basis.*
- *There is consistent attention to individual needs in all programs including supporting the individual requests, wants and desires.*
- *The reporting of the critical incident reports, service levels and other issues is timely and efficiently prepared.*
- *Collaborative practice across the agency with other professionals, community members and other government agencies is evident and utilized to benefit the individuals you support.*

CISS appreciates these reviews and interactions with our analysts; partnerships like these are integral to our services doing the best work.

Earlier in the year, CISS was trained on the new contract system at CLBC called Program Negotiations, to learn more about this system visit: [Program Negotiations - Community Living BC](#)

## **Program Negotiations**



CLBC's Program Negotiations (PN) Program encompasses a suite of initiatives that will improve the efficiency, consistency and timeliness of negotiating program costs and service levels with our service providers.

### **Program Budget Exchange**

The first initiative to be implemented is called Program Budget Exchange (PN-PBE). The goal of this project is to replace the Excel-based Union and Non-Union Funding Guide Templates (FGTs) with a simplified financial tool within CLBC's existing My Workspace (MWS) software platform. Rollout is scheduled to begin in June 2021 until March 2022.

To date CISS finds the new system easier to navigate and more efficient in going through the negotiation process.

**Ross Chilton, CEO**, CLBC and his leadership team were supportive and informative to service providers like CISS during COVID with providing us access to information and resources. We are deeply appreciative that CLBC has supported agencies with the extra costs associated with keeping people safe, in particular with PPE (Personal Protection Equipment).

In particular, hosting information sessions with the Medical Health Office Dr. Behnn-Smith and the CEO Network over the course of COVID has been extremely helpful. CLBC hosted sessions for Service Providers as well as Families and Self Advocates. COVID information and resources can be found at [Information for CLBC Service Providers on COVID-19 - Community Living BC](#)

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

**CEO, Gentil Mateus**, and his team have been very busy this summer doing bargaining with the Bargaining Association which includes BCGEU who represents CISS as a union.

Below is a copy of CSSEA's history and purpose:

### **OUR HISTORY** [History \(cssea.bc.ca\)](#)

*In 1992, the [Commission of Inquiry into the Public Service and the Public Sector](#) embarked on a review of human resource practices in British Columbia. Spearheaded by Commissioner Judi Korbin, the inquiry examined practices in the health, education, public service, colleges and universities, crown corporations and community social services sectors.*

*Government approved Korbin's recommendations and adopted the [Public Sector Employers Act](#) (Bill 78), which legislated the formation of the [Public Sector Employers' Council Secretariat](#) (PSEC) and a number of employers' associations in the public sector, including the Community Social Services Employers' Association of BC (CSSEA). PSEC's role would be to streamline human resource services with a focus on accountability, coordination, effective management and the balancing of union/management and employer/employee relations.*

*CSSEA was established on January 13, 1994 and was mandated to serve four key functions in the social services sector:*

- *To act as the bargaining agent for its members accredited under the Labour Relations Code or Section 11 of the Public Sector Employers Act*
- *To co-ordinate compensation, services for member employees who are not subject to collective agreements, as well as benefit administration and human resources practices.*
- *To encourage collaboration and consultation with employers in the community social services sector.*
- *To work in conjunction with PSEC to achieve the objectives and strategic directions determined by the Council.*

*In October 2002, CSSEA was placed under the guidance of a public administrator whose recommendations were approved by government in March 2003. These recommendations included decreasing the number of members, a new governance model, a new structure for collective bargaining, an alignment of CSSEA's operations to reflect the major changes occurring within the social services sector and an increase in CSSEA's commonality with other employers' associations in the public sector. The work of Peter Cameron in the role of the public administrator led to the introduction of the [Community Services Labour Relations Act](#) in 2003.*

### **DIVISIONAL PANELS** [Panels \(cssea.bc.ca\)](#)

CSSEA is governed by a board of directors comprising up to seven elected member representatives, three government appointees and one representative from a government authority. Each membership

division is represented by an elected body or **panel**. The panels serve as the fixed point of reference between the board of directors and the membership.

The elections of member representatives to fill available spaces on each divisional panel are held during the divisional sessions at the annual general meeting. Each division can elect up to eight panel members. Elected panel members serve a two-year term, and may serve consecutive terms.

## **ROLE OF PANEL MEMBERS**

As the elected body representing each membership division, the panel serves as a fixed point of reference between the board of directors and the members of the division it represents. Please refer to the [Governance Manual](#) for details on the roles and responsibilities of the panels

In general, the panels will:

- Select divisional representatives to serve on the board of directors.
- Appoint divisional representatives to serve on the divisional bargaining team.
- Participate in the development of the association.
- Support the strategic direction of the association.
- Provide direction to the association on all member initiatives and serve as reference group members as required.
- Assist with conference and AGM planning.
- Serve as divisional leaders within their membership division.
- Communicate with their divisional members.
- Bring forward member issues to the board.
- Represent and communicate the substance and intent of the association.
- Enhance the association.

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. 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 has been dedicated to the newly developed Community Social Services Health & Safety Association. This association is the first of its kind in Canada and CSSEA and the other partners should be very happy with their hard work and commitment. CISS is proud to announce that CISS Shop Steward Pamela Pye has been an important contributor to the association and is on the first board of directors following the inaugural AGM in May 2022.

Please visit the website: <https://www.csshhsa.ca/>

*The Association was created in response to an identified need for a health and safety association to address the complex and diverse health and safety challenges in the sector. With limited resources and historically high injury claims rates associated with acts of violence or force, falls, and overexertion, the need for a dedicated health and safety association has never been more crucial.*

*The Association engages with the Community Social Services sector (both union and non-union employers, as well as union and non-union employees and their respective unions) to implement best practices on health and safety.*

Annual Awards at CSSEA are a highlight for us every year. In this year's submission, Anna Osachuk from IDS 2 was selected and short-listed for the Rising Star Award. We congratulate Anna on making it into the short list. Although Anna was not selected this year, she is a Rising Star at CISS!

[RISING STAR AWARD](https://www.cssea.bc.ca/) [BCCSS Awards of Excellence - Rising Star Award \(cssea.bc.ca\)](https://www.bccss.ca/awards-of-excellence/rising-star-award/)

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

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.

**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 the winter with the first meeting being in Kelowna. It was a wonderful experience attending this high-breed event.



## Defining Characteristics of L.I.F.E.

A blend of supports for **Learning, Inclusion, Friendship & Employment**

A schedule of support that is **collaboratively designed** by an individual's formal and informal support networks and evolves over time with the individual.

Support **shaped by both the individual's stated goals & the stated difference achieving those goals**; resulting in the overall quality of the individual's life.

Support offered within the community **where & when it makes best sense** to promote goal & life difference achievement.

**Flexible & responsive support** that varies in frequency, intensity & focus over time in relation to the individual's increased capacity of confidence, independence, informal network strength and emerging life circumstance.

Combines **in person support** such as coaching, observation & feedback; and **for person support** such as research, design & development.

*For anyone interested in learning more about this service please consider joining us at a one-day event on Thursday September 23, 2022 on Zoom. This interactive day will be hosted by CLBC, if you are interested please contact [Ana Wear](mailto:Ana.Wear@gociss.org) [awear@gociss.org](mailto:awear@gociss.org) or Shari Mahar [smahar@gociss.org](mailto:smahar@gociss.org)*

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

*Family of Don Ku Suh, Rob Blackwell, Canada Helps*

*Thank you for participating in the 2022 Annual General Meeting and for all of the support and kindness that you offer CISS throughout the year.*