

Deaf Culture

submitted (unedited) by: Ashley Mann, Coordinator & Julie Lampitt, Counsellor - Mentmore

How many of you know about deaf culture or know how to work with people from this culture? Unfortunately there is not enough deaf exposures out there. We both would like to give you a bit of insight into Deaf Culture, Identity and Sign language. There are few different methods that deaf people may use to communicate with others; some deaf people can use their voices, some deaf people who are non-verbal and make vocalization sounds such as speaking with a "deaf accents." If a person is hard of hearing, they may speak well.

There are a few Deaf identities in the Deaf culture.

1. Deaf with the **capital letter D** and deaf with a **small letter d**. Let us elaborate what it means; Deaf with the capital letter D means that they come from strong Deaf Cultures and were taught American Sign Language (ASL) to be their first language and ingrained in their Deaf community.

Small letter d; deaf people who may be not in the Deaf community but are more involved in hearing community and attended hearing mainstream school. They do not know ASL as it is not their first language; however, they are speech readers which means they rely on lip reading to receive information. Lip reading isn't always accurate, only 30% of the time they are able to catch what the person is talking about. The only way to be able to receive accurate information is by speaking clearly, don't mumble, talk face to face, and no facial hair covering the mouth. If the lip reading wasn't successful, please use paper and pen or use gesture as best as you can.

Ashley's experience - There was one time when I was working in customer service, a man who had a large mustache and was trying to order beverages at the same time as I was trying to read his lips - but couldn't. The customer knew I was trying hard to read his lips, so he decided to divide his mustache to clear the way. He did that to accommodate me need to understand him and receive the information accurately.

2. **CODA (Children of Deaf Adult)** often have ingrained language and Deaf culture since birth. Most CODAs work as interpreters, school teachers for the Deaf and hard of hearing, and some in professional fields such as dentist, doctor, nurse, lawyer, RCMP etc.

Speaking of RCMP, here is a common joke that Julie would like to tell you about. A Deaf driver who was driving along on the high-

way and saw a hitchhiker, decided to pull over and pick him up. The driver informed that he/she is Deaf and the hitchhiker told the driver where to drop off. As they took off, the driver slammed the gas paddle as they go and there was a cop pulled them over. The driver told hitchhiker not to worry and watch. The cop came up the window and talking to the driver. The driver signed to the cop and informed the cop that he/she is Deaf. The cop decided to let them go. They went back on the road, the driver started to become tired and the hitchhiker offered to drive so that the driver can rest. They both agreed and switched. The driver went to sleep in the passenger seat. Hitchhiker decided to slam the gas paddle along down the highway until the sirens went off, there was a cop behind the car and was being pulled over. The hitchhiker just remembered what the driver did and decided to act like as a Deaf person. As the cop came up to the window, speaking to the hitchhiker, while the hitchhiker responded by pointing at his/her ear as in "I am deaf." The cop noticed that he/she Deaf and started to sign but then the hitchhiker became dumbfounded.



3. **People with hearing loss who may or may not know sign language.** Hearing loss can be caused by a recurring ear infection, being surrounded by loud noise environment, or aging which may decrease hearing abilities as you get older. There are challenges for people who have hearing loss, the difficulties are being in a large group of people who are talking all at the same time and it can

be overwhelming for them; this goes the same thing for deaf people who wear hearing aids and also for those people who read lips. It takes a lot of work trying to catch what everyone is saying at the same time.

Our suggestions - For those who want to have a group discussion or meeting, it is the best to have one person *speaking at one time* or have one support person who can *write notes* to be able to provide a Deaf person as they can feel that they are being included in the conversation. Allow them to have *extra time to communicate*, to process thoughts to be able to elaborate their answers as much as possible during meeting and training. For those who are supporting, please *try to elaborate* on what you mean because this will allow us to understand better. **Be sure to include Deaf, hard of hearing or hearing loss employees / individuals in the conversation during work, activities and social events.**

One main thing we would very much like for your support is to use buddy systems to alert Deaf, hard of hearing, hearing loss

Got stuff hanging around?

Put it to good use.



Drop your Spring cleaning items off at the CLS Admin Centre and support Rob and Dan as they grow their business.

Alternatively there are currently two other bins located in Surrey

Surrey Central Inn
13939 104 Ave, Surrey

St Luke Lutheran Church
10177 148 St, Surrey

CLS Administration Centre

7th Floor
713 Columbia Street,
New Westminster, BC,
V3M 1B2
Phone: 604.523.0303
www.communitylivingsociety.ca
contactus@communitylivingsociety.ca

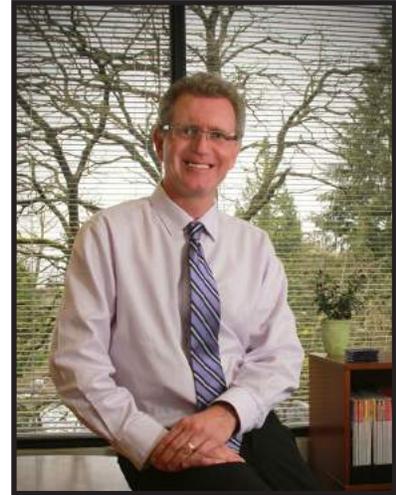
Update from the CEO

by Ross Chilton, CEO

It has been a very eventful year at the CLS. I would like to take this opportunity to update you on a few things.

I thank all of you that sent in photos of individuals supported by the CLS voting in the recent Provincial election. Choosing who will represent you in Victoria is a very important citizenship right and responsibility. Many individuals were voting for the first time and it was obvious how proud and excited they were to cast their ballot.

As you know we have the first coalition government since the 1950's. We look forward to hearing from Premier John Horgan about the NDP's plans for the next year and beyond. We are hopeful that it will see an increase to the income assistance rates for individuals with disabilities and funding for supports and affordable housing.



The work on our affordable housing project with the City of New Westminster continues to advance. We hope to break ground on the development later this year. This project takes a lot of energy and focus from the CLS board and management and it is shaping up to be a great example of an intentional community. We believe the design will allow individuals to experience a blend of independence and connection that all of us seek.

We have now provided Person Centered Active Supports training to over 500 employees and family members. The feedback has been very positive and we continue to receive feedback about how this has improved our approach to support and job satisfaction for employees. All new employees will receive this training as part of the Beliefs and Values training. We also provided Accountability Based Management training to all of the CLS Coordinators. We have also been offering training and support to employees around goal planning.

Some employees have indicated that with so much new information it can get a bit confusing. Here is a brief explanation as to how we see it connecting.

With our new strategic plan we have expanded our definition of **“who”** we support. Typically we have limited our approach to supporting individuals. What we have come to realize is that we are also supporting the communities in which these individuals live. When we support and engage the community and the individuals we connect with wonderful things happen.

When we work with individuals to establish goals we are defining the **“what”** of our work. There are many things we can focus on but we need to be clear what the priorities are so that support staff can be consistent in helping individuals achieve what matters to them. As you will all know from experience, it is easier to accomplish something significant when you work at it consistently over time.

“Where” is defined by the person. We support people in the community and often in their home. With the word where it is important to remember it is their home and community, not ours.

As you know we are committed to a high quality of life for the individuals we support. That is the **“why”** of our work. Some individuals will be seeking more independence, others will want to make more decisions about their own lives, while others will be focused on better health. That is why we are there to help them achieve that quality of life.

Our agency wide roll out of Person Centered Active Supports is the **“when and how”**. When all of our employees consistently support using the four elements of this approach it is helpful to those they support. Individuals know how they will be supported to succeed. It doesn't depend on who supports you at any point in time. The individuals can have confidence in the consistency of the support approach.

In summary...

What = Individual's Goals

How = Person Centered Active Supports

Why = Quality of Life

In Loving Memory

Jo-Ann Nagy

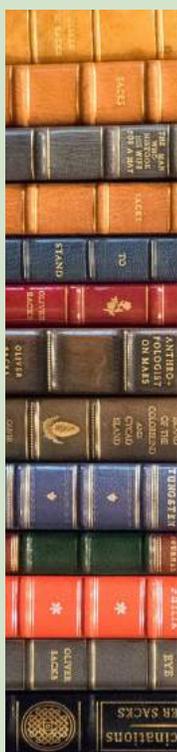
Sadly on April 28th Jo-Ann Nagy passed away peacefully in her home following a brief battle with cancer. She is survived by a large group of friends, family and colleagues. She was part of the Paisley home since 1983. Her presence will be sincerely missed by all who were fortunate enough to know her. Our thoughts and love go with you on this new journey Jo-Ann.

Isabelle Boley

Isabelle passed away suddenly on April 17th at her home on Nelson Street in Burnaby. She had just turned 73 and had been supported by the CLS ever since she left Woodlands. Her mother (Susan Cook) was very involved in her life, and celebrated her 100th birthday on June 25th. Our thoughts are with Susan and her other two children, and the many staff who have worked with Isabelle over the years.

Richard (Ricky) Corbett

Ricky passed away in hospital on June 16th shortly after midnight. Ricky's mother (Roseanne) was his biggest fan and most ardent advocate. Ricky was supported by the CLS Burnaby day supports team. He will be deeply missed by everyone.



Day One - Way of Thinking training for new employees is always special. We are introduced to new employees, they learn about the CLS history, hear from families and supported individuals, and they share their stories with us. Our latest training session was filled with energetic, inspiring, creative and enthusiastic new employees who, during introductions, told us a little about their education and history in the field of community living.

One staff mentioned that when she was back in school, she and her classmates had visited Woodlands just prior to the last building being taken down. She described the feelings, the thoughts that went through her mind, and how the gravestones had been "used". She noted that the experience had really affected her deeply. It was eye opening to those in the room (and always is) who had never stepped foot on the historic Woodlands site. Others were encouraged to go visit the memorial for themselves.

This conversation lead me to look into some of the history on how decisions were made and what were some of the processes for removing, and re-incorporating the markers into a permanent memorial to honor those who past. The following is an excerpt from this story by one of the CLS founders Jo Dickey, and an attachment to the full story.

"Jo Dickey, a member of the Woodlands Parents Group when the cemetery was decommissioned said her group was not notified of the move, although she heard about it. Dickey said she feels "very uncomfortable" with the way the hospital disposed of the gravestones."

From the article - DEAD AND BURIED - Cemetery to Mass Grave - What became of the cemetery at Woodlands?

http://www.michaeldecourcy.com/dead_and_buried/html/docs/cemetery_to_mass_grave.pdf

and us **during emergency situations**. A lot of time this has happened to a Deaf person who doesn't know what is happening and do not hear while they are in the washroom or in a different room. Use *texting, email or pager to contact us in case of event*. Here is our advice on how to work with Deaf, hard of hearing and hearing loss: *Always ask the person how to get his / her attention while awake or sleeping i.e. by stomping the floor, tapping on the shoulder, waving etc. because they do have a preference on how they like to get attention based on their religious and their comfort zone*. Here's a funny comic picture that we both would like to share of do's and don'ts

THAT DEAF GUY

BY MATT & KAY DAIGLE



THAT DEAF GUY

BY MATT & KAY DAIGLE



THAT DEAF GUY

BY MATT & KAY DAIGLE



There are interpreter professions and Deaf interpreter; may you ask what is interpreter and Deaf interpreter is? A **sign language interpreter** is a person trained in translating between a spoken and a signed language. This usually means someone who interprets what is being said and signs ASL for those people who are deaf. A **Deaf Interpreter** is a specialist who provides interpreting, translation services in American Sign Language and other visual and tactual communication forms used by individuals who are Deaf, hard-of-hearing, Deaf-Blind and Deaf/ mentally challenged. There are different languages for most of people who are Deaf to Deaf, and hard of hearing. American Sign Language; ASL is the primary language of Deaf Community in North America and some other countries. It is accessible to hearing community for those people who are interested in learning ASL by taking workshop, courses, online such as YouTube etc. and also working with Deaf coworkers or individual. However, we want to encourage prefer that hearing people take a workshop, classes at college because they will be taught by professional ASL teachers. **We want to thank you all for putting your effort into trying to communicate with deaf, hard of hearing and hearing loss people.** We hope this article will help you to understand better about the Deaf culture and how to work with them. Also, we hope you enjoyed a bit of Deaf jokes.

WANT TO LEARN MORE? If you are interested in learning ASL, contact Annie Marcus in HR at the Admin Centre amarcus@communitylivingsociety.ca

Person Centred Active



Thank you to the Administration Centre teams for their interest and investment in PCAS training. We are proud to share that ALL permanent CLS Admin Centre staff are now trained in PCAS part A!

Congratulations!



It's Tea Time

At the Paisley residence we think of ourselves as caring and efficient support workers. We prided ourselves in always have things prepped ahead. When Vinny comes home from his day program we would have his coffee ready at the island right alongside his banana and a glass of water. As soon as he emptied his back pack he would sit down, eat and drink everything in about five minutes. Then he asked for help to turn the television on.

Following our active supports training we started asking Vinny to choose his drink, his fruit and glass for his water. We would support him by pouring the hot water since he is a bit unsteady. Well, within a week we discovered that he would often choose an apple, which is near the bananas, instead of the usual banana. He decided he preferred tea. Now his choice is whether he will use a small tea pot or put his tea bag in a mug. He has multiple choices for the tea but usually chooses between decaf red rose or spicy Bengali tea. He gets his milk substitute from the fridge, picks one of three small pitchers and pours his milk into it, then puts the almond milk container away. After what seems like an eternity he gets to sit down and enjoy his tea, which he polishes off just as quickly as before. He takes his empty cup, glass and pitcher to the sink, carefully opens the dishwasher door, puts his dishes in, shuts the door and returns to the island. A few times he opted for juice instead of tea.

For a short while he decided to choose a larger tea pot and cajoled his roommate into joining him, setting up a second pitcher with regular milk for her. He poured her tea because she has hand tremors. This went on for a couple of weeks. It eventually ended because of some personal changes his roommate was going through.

So we went from a five to ten minute at the most of engagement on his arrival home to at least a half hour. Before, he would gulp down his coffee and head for his chair and fall asleep sitting up. Now he is proud, beaming and engaging in conversation regarding his lunch (which he now assembles after his tea), confirming his visit to his Mom's, bowling day with Paul, his return to work, etc. His self-esteem is very much improved and I feel that he sees himself as an important part of the Paisley household.

Submitted by: Farren Gillaspie, Coordinator - Paisley



Supports (PCAS) = The How



Final PCAS Part A Class

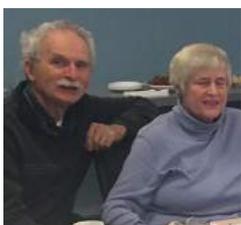


Maginnis Team
First Team Fully Trained

A Good Cook Always Cleans Up After Himself



PCAS - Little Gem - A Family Member's Perspective



To have PCAS with its four superb principles so easy to hold on to, unexpectedly dumped in our laps was just wonderful!!! So useful and available, so simply profound, and so bang ON. Something to be practically built on now. Hey these are tricks that an old guy can even learn and use! I was starting to get overwhelmed by what I was expected to do when Andy visited us overnight. At first when I entered the PCAS course, I thought, "Am I getting too old for this"? and "Do I really have the opportunity any longer to make much happen for Andrew"?

Going to this course was a such strong confirmation that we made the right decision in selecting CLS for Andrew. And now is the right time for him to be there if PCAS is the emphasis for everyone.

I have memorized the 4 principles by my own acronym - **LGEM or Little Gem**. It is indeed a gem. **L for Little and often, G for Graded Assistance, E for Every moment has potential and M for Maximize Choice and Control**. Also, I was not trying to teach Andrew something or make him do something. I am amazed I remember so much from that course as I do have my senior memory moments.... In the last 2 months, now that a consistent team that knows Andrew and is using these principles is in place, Andrew's progress has been amazing!!!!!! Glad to be on board.

Wayne and Cathy Liddle – CLS Family Members

Out & About in Our Community



Members of Individualized Supports contributed to their community by participating in a *Clean Sweep* event in Surrey. They cleared the park of litter and garbage with big smiles on their faces because they knew they were making a difference. Everyone had such a positive attitude and enjoyed working together as a team.

Here are some fun photos from our Music in the Park Canada Day Celebration!

Paul Keirans and Heidi Delzer are the hosts of this community event every Wednesday at The Centennial Lodge in Queens Park!



Yvonne and Des hosted an Easter Egg Hunt for our neighbourhood kids in Abbotsford



Individualized Supports



Mike Moore decided he wanted to go to Chinatown for the day. He planned the day by calling a few friends and inviting them to go with him. He looked up the transit route and some places he wanted to see while in China town.

Mike had a great time and would like to go back again sometime soon.



Janelle was going about her day, enjoying a meal at Tasty's in Surrey... when she noticed a familiar face. Yes, it's Justin Trudeau the Prime Minister of Canada!!

She was so excited to meet him and snapped a selfie. Great picture Janelle



Tim decided he wanted to make a group breakfast event and invite others in the I.S program to join him. He typed up an invite and added it to our Sharevision announcement pages. He also called people to invite them personally and reserved a table at the restaurant. Great work Tim, everyone is looking forward to the next breakfast event.

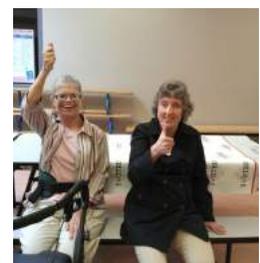
Voting is an Important "Citizenship" Right

.... and on May 9th we all voted



"I was very happy today that I voted for my very first time. I was happy my rights were not taken away."

Carrie Billow



Visible Values - Part A

by David O'Toole - PCAS Coordinator

If you have spent any time in our field you will have received quite an array of training. Very often words and phrases are repeated and some are of the 'conceptual thoughts' variety rather than concrete easily seen tangible ideas or applications. Those concepts are the umbrellas that shade the functional aspects of our training that includes the 'how to' pieces of our jobs. One of those conceptual words is 'Values'. Generally it's safe to say that there is a tacit belief that all of our values fall along similar lines given the profession we have chosen and our genuine urge to be helpful to others. So usually when that word is uttered in training or seen in descriptions of agency or program ideals we nod in agreement. But what does it really mean? How do we see it? How do we measure it or evaluate it? How can we see it in real life?



All of us are shaped by the values of our upbringing. They are shaped by our families, where we were born, the experiences we have had so far both good and the not so good, by friends and work experiences, supervisors, media and even governments. The list is endless. So how do we in our little part of the world at CLS gather all those experiences and fit them into what have been defined as our agency Values?

Let's first look at two of our four defined Values and think about how we see them.

The first Value is Respect. Seems simple enough one would think. We respect each other and the people we support by how we interact. We ask ourselves to be mindful of people's thoughts, space and ideas. We wish to respect each other as colleagues in our discussions, by working as a team, showing up and playing our own individual part in creating an atmosphere of mutual respect and a kind of workable peace. We engage the ideas of others involved around the peripheral like families and peoples' networks, government workers, volunteers, colleagues from other agencies, supervisors from employment businesses employing the people we support, Handy-dart drivers etc.. What about those persons we are here to support? What does that respect look like? First of all we understand that we support **adults**. It's with this recognition that when we are engaged in any dialogue that we speak from one adult to another. We talk with people as we would want others to interact with us. We use peoples' names. We respect personal space which is even more pronounced for people who are in wheelchairs and have little or no movement.

We empathise the feeling of not being able to move away if someone gets too close for comfort. We do not shoot down the wishes of the people we are here to support but rather attempt to facilitate the achievement of those dreams. We give real advice and rationales to real barriers not perceived barriers based on our own personal beliefs about what is possible. We recognize that we support people in their homes and that they do not live in our workplace. We knock instead of just walking in. We ask permission instead of just doing. We simply respect.

The second of our agency values is Community. Here is another word that we see everywhere. It's in the names of the majority of Support agencies not only in B.C. but across the country and around the world. So how do we see this rather large concept in real life here at CLS? The answer is we see it in many ways. We see it in the shared experiences as a group of employees who work and strive to sharpen our skills, learn and implement support collectively. We see it in providing engagement opportunities for the people we support outside of their homes to places they may never have thought of before. We assist to provide a view of community that goes far beyond coffee shops and malls. We recognize and do not dismiss under the guise of segregation long standing relationships between people regardless of how or where they began. Community is sometimes built from past necessities and not real choice. But communities evolved nonetheless and need to be maintained and nurtured for those who still wish membership. Community is as small or as large as the person wants. Its membership is determined by the person and not fitted by others personal beliefs about who belongs and who does not. We all, support workers and those we support, strive to become more visible and have our unified voice heard by the greater community in the hopes that more doors of opportunity are unlocked.

Okay so now we can start to see how our Values can become visible and not just words. Over the next three months you are invited to begin discussing these two values and the other two of our CLS values. Those are Integrity and Accountability and see how they show in our everyday supports. In the next newsletter we'll provide some more examples and you can see how your thoughts align and add to the information provided.

Stay tuned for Part B of this article in the October edition of *The Communicator*

Employment Success at Steven Nash



As a result of all the volunteer work she has been part of with Community Living Society such as: delivering papers, working at a thrift store, and helping with the workshops at PotteryWorks, this job seeker came into Customized Employment Development with lots of skills and a strong work ethic.

Our first step was to complete the Discovery Profile workbook and build a skills portfolio. The portfolio highlighted all of the

jobs and activities that she takes part in and acts as a visual aid for employers. As soon as we went out into the community and started knocking on doors this job seeker successfully secured an unpaid work placement at a retail store in a local mall. There, she spent much of her time merchandizing and returning items. The staff were very supportive and the manager was impressed with the job seekers ability to stay on task. However, they were not able to hire her. Our second placement was at a dollar store. Again, the staff were very supportive and the manager was impressed with her ability to stay on task. Unfortunately, the job seeker was not hired at this position either.

Feeling a little distraught we went out again and while job searching we saw the Steve Nash sign. We met with the manager and discussed the job seekers skills and the need for a “job carve” to accommodate her. The manager asked the job seeker questions and the job seeker described her workplace skills using the skills portfolio, emphasizing her ability to clean areas and greet people. Upon completion of the interview the manager agreed to an unpaid work placement and eventually a wage subsidy agreement.

Six months after starting her job search, the job seeker is now employed at Steve Nash Sports Club. Every day this worker proudly maintains the high standard of cleanliness that the morning and evening cleaning staff provide at Steve Nash Sports Club in Burnaby. According to her manager and her co-workers she is a very valuable member of their team.

Jo Dickey Foundation

The Jo Dickey Foundation was established to help mentally and physically challenged members of the community in improving their quality of life.

It is the mission of the Jo Dickey Foundation to help provide the funds necessary to afford these unique individuals a chance to live in respect and harmony with the rest of society. We welcome grant requests all year round; however, the best time is September to May as the Foundation is off June to August and grants requested during that time will be delayed. To find out more about the Foundation, donate, or apply for assistance, contact:

#310 - 800 West Pender Street
Vancouver B.C. V6C 2V6

www.jodickeyfoundation.ca

Ricki's Video Transfer

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10am to 6pm
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(closed on Sunday)



\$25.00 per VHS Tape, (includes one DVD)
Additional DVD copies \$5.00 each

Congratulations to the following employees who have now been with the CLS for five years or more in July, August or September 2017



years

years

years

- Sheila McNeil 5
- Travis Goheen 6
- Dale Eady 6
- Jody Dickerson 6
- Anna Gao 6
- Eddy King 7
- Robert Kalalo 8
- Karen Bitz 8
- Penny Palak 8
- Carol Lo 8
- Josephine Lozano 8
- Samuka Dolley 8
- Shawn Dhillon 8
- Eduardo Villar 9
- Jaspal Singh 9
- Abdi Hussein 9
- Josephine Wong 9
- John Kopystecki 9

- Oliver Samonte 10
- Cary McCarthy 10
- Avneet Sandhu 10
- Brenda Henderson 10
- Margie Miller 10
- Sean McLeod 10
- Nieves Acero 11
- Cristina Caampued 12
- Joseph Dube 12
- Ausif Nawaz 12
- Jodi Leech 13
- Rosa Mejia-Gonzales 13
- Nick Chitheka 14
- Kushma Narain 14
- Ahmad Shahlounezhad 14
- Michelle Wilson 15
- Munira Vahanvaty 15
- Jane Welch 15
- Dave Coughtry 16
- Rachel Strobl 16
- Max Sumner 17
- Ali Hosseinzadeh 17
- Kevin McCarthy 17
- Tomas Undurraga 17
- Lisa Cameron 17
- Duncan Williams 19

- Shaun Vecchio 20
- Marni MacGillivray 20
- Harsha Soni 21
- Sue Daspe 21
- Dalibor Krnetic 21
- Hassan Hussein 21
- Tina Chevalier 22
- Curtis Galbraith 22
- Barb Robinson 22
- Kevin Read 22
- Anish Ahmed 23
- Lily Frith 23
- Ken Schulz 23
- Jukka Tuisku 24
- Wayne Adams 25
- Janice Del Valle 26
- Mike Wesko 27
- Brad Peters 28
- D'Alquen Jackson 28
- Graeme Weeks 29
- Jeanne Durnion 30
- Brenda McCormick 30
- Trudy McClughan 35
- Isnardo Jovellanos 36

It's a Girl!

Congratulations to Kaity Gordon and her husband Parma who celebrated the birth of their first child - a little girl. Rhea was born on June 2nd and weighed 8 lbs 3 oz. Kaity is the receptionist at the Admin Centre.

Kaitlyn Thompson, husband Will and son Ben welcomed their little girl - Brooke - to the world on June 1st. Kaitlyn is the HR Administrator. Congratulations and welcome Brooke.

We would like to welcome all new CLS team members and congratulate the following employees who have recently been selected for these following positions:

- | | |
|-------------------|------------------------------------|
| Adam Wood | Human Resources Generalist |
| Tasha Rempel | Coordinator - Yukon |
| Oliver Samonte | Coordinator - Nelson |
| Rose deJesus | Assistant Coordinator - Quadling B |
| Kesheiya Davidson | Assistant Coordinator - 95th |
| Alan James | Coordinator - Garfield |
| Amanda Lemaigre | Coordinator - TEAM |