



community living society

Annual Report 2020-2021



Artist: James Lash



Gastown by John Foxton

2020 - 2021 Board of Directors



Susan Powell
Chair



Darius Maze
Vice Chair



Wesley Ma
Treasurer



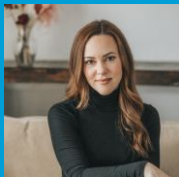
Susan Regan
Director



Dawn Palmer
Director



Reba Noel
Director



Penny Dale
Director



Vikas Patel
Director



Todd Stewart
Director



Christine Tunn
Director

Directors who left mid-term:
Briano Barillaro
Brian Salisbury



Vision

Communities where every person lives with dignity and enjoys a full life.

Mission

Supporting people to live as full citizens.

Values

Respect

Community

Integrity

Accountability



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Thank you to our Donors

imagine it-live it

A World Pandemic and a Little More....

As we reflect on the past year, the pandemic is forefront in our minds. The COVID-19 pandemic emerged in the early spring of 2020 and remained with us throughout the year. In the initial days of the pandemic, we scrambled to implement safety protocols and exposure control measures to keep people safe. Personal Protective Equipment (PPE) was in very short supply, so we explored every avenue possible to obtain an adequate supply of masks, goggles, gowns, and gloves. Services were altered, adjusted and, in some cases, cancelled to ensure safety. During the late spring, the initial shock and crisis management eventually gave way to purposeful planning to manage the pandemic over time. CLS paid close attention to the advice from the health authorities and research to determine the best path forward. We endeavored to balance the needs of the people we support and their families, with the commitment to keep everyone safe.

As we look back on a very difficult year for everyone, we are satisfied with our early decisions. Only in hindsight, are we confident that we made the right decision, including:

- Regular communication with individuals, families and staff was key to managing the pandemic, e.g. letters, emails, videos, Zoom calls, etc.
- Assigning staff to only one location/program to prevent cross contamination between programs.
- Early adoption and use of PPE (i.e., masks), and enhanced cleaning protocols.
- Establishing an Exposure Control team and manager.
- Protocols and safety measures that were regularly modified as the knowledge of the health authorities evolved.

The latter part of the year brought some hope for a return to normal with availability of vaccines for COVID-19. We were grateful that the people we support, and their staff, received early access to the vaccines which resulted in a sharp decline in the number of supported individuals and staff that were exposed to, or contracted COVID-19.

Although most of our resources were devoted to managing the pandemic in this last year, we were still able to undertake some important initiatives that will advance the mission and vision of CLS.

In the spring, the Canadian Institute for Inclusion and Citizenship at UBC was awarded a grant to work with CLS and a group of self-advocates to co-create a theatre production on the importance of employment for people with disabilities. The work on this exciting project began in the fall of 2020.

Our pilot project with the Cooperative Housing Federation of BC came to a close with 4 individuals moving into brand new apartments in Cooperative developments. This partnership will continue with opportunities for more individuals in the future.

In the fall, CLS began developing and distributing a newsletter specifically for family members called “Family Matters”. The newsletter was also accompanied by a commitment to host regular workshops or webinars for families. In the reporting year, CLS hosted two webinars for families: Wills and Trust Planning and Registered Disability Saving Plans.

CLS made a commitment to further explore various devices and forms of technology to support a person with disabilities to live as independently as possible. With the assistance of a consultant and technology developer, 5 individuals and 4 people living in one of our staffed homes were assisted to identify the appropriate device, programs and apps that would support them to meet their goals and needs.

The Studios were very active during this year. Both PotteryWorks and Studio 73 developed their websites to facilitate online sales. Due to the capacity limits of the art studios, individuals were supported in their homes to continue their artistic pursuits. Studio 73 continued their active engagement in their community by participating in the Store to

“A problem is a chance for you to do your best.”

Duke Ellington



Artist: Ryley Jensen Fisk

Door initiative which promoted shops which could safely sell and deliver products to customers homes. PotteryWorks hosted two art shows - *The Abstracted View* at the Anvil Center in New Westminster and *Searching for Surrey* the Surrey Art Gallery.

Despite the pandemic, Employment Services continued to assist people to find and secure employment throughout the pandemic. Although, some individuals experienced job loss during this time, many were able to regain employment after the initial phase of the pandemic.

Increasingly, CLS is serving an aging population, especially in our staffed homes. Therefore, CLS initiated a Late Life Planning project to develop planning materials and resources to help the individuals we support, their families and staff, plan for the late stage of a person's life. As this project has broad applicability, CLS partnered with the CEO Network (provincial federation of Community Living organizations) to expand the scope of the project. As a result of this partnership, materials produced through this initiative will be shared with other Community Living organizations throughout the province.

Although we experienced unprecedented challenges this year, we were able to continue to move forward with work that will enhance the lives of the people we support.

In closing, we want to thank the individuals we support and their families for their understanding and flexibility during this very challenging year. As we endeavored to make changes and alter services to keep everyone safe, we know that individuals and families were impacted. We also want to express our sincere gratitude to the CLS staff, Home Share Providers and the management team who continued to provide essential services throughout the pandemic. We are grateful for your unwavering commitment, even during difficult times.

Janice Barr

Susan Powell

"Tough times never last, but tough people do."
Robert Schuller

Leadership Team



Janice Barr
Chief Executive
Officer



Gillian Rhodes
Chief Operating
Officer



Laura Barroetavena
Chief Financial
Officer



Samantha Dickson
Director of
Projects and Policy



Roxanne Wiseman
Director of
Quality Assurance



Brenda Henderson
Director of Programs



Marcela Herrera
Director of Programs



Max Sumner
Director of Programs



Elke Tilgner
Director of Programs



Heather Jones
Director of Programs



Aaron McQueen
Controller



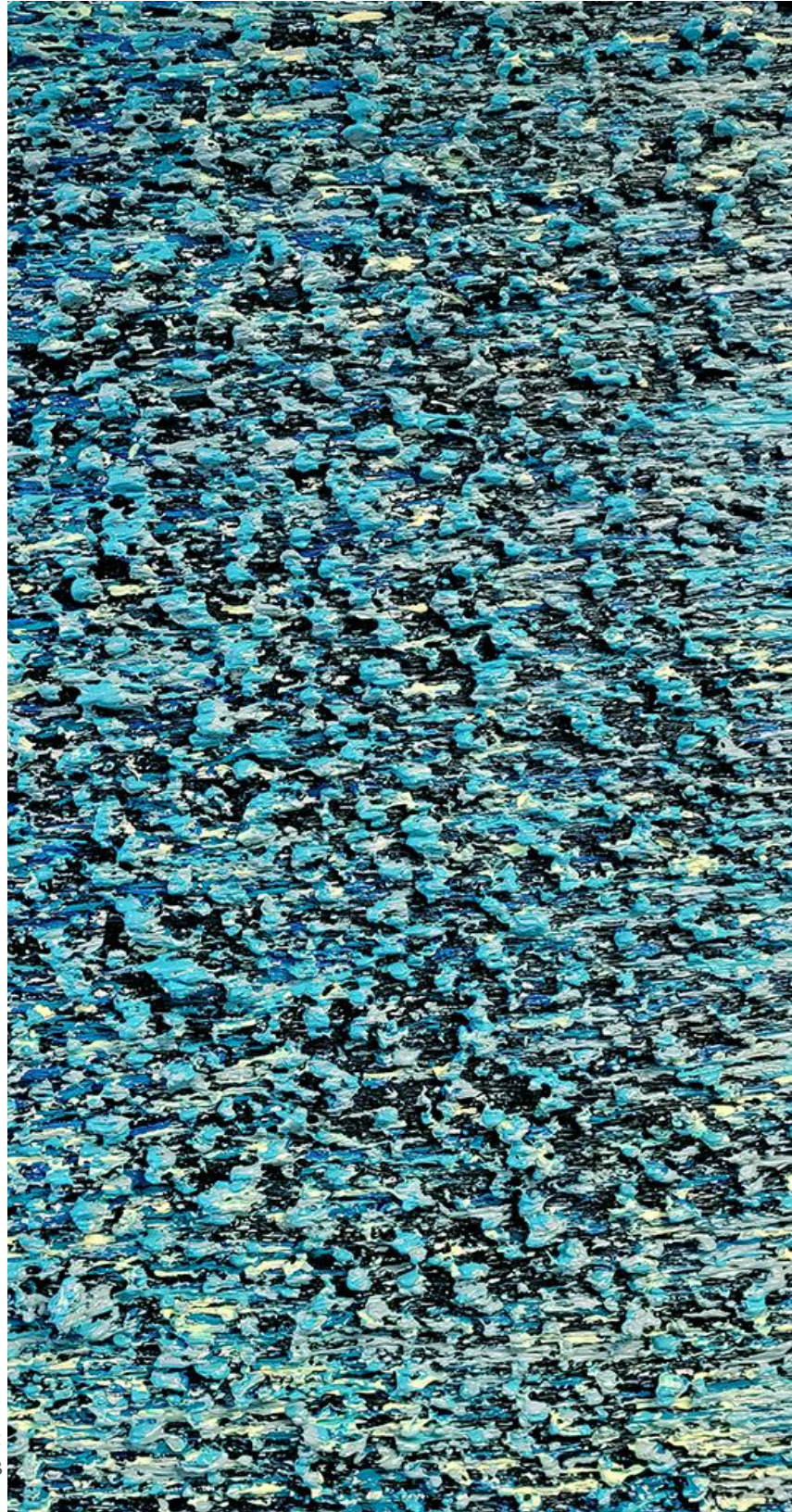
Vicky Pascoe
Manager of
Administration



Judy Wilson
Manager of
Human Resources



Alan James
Manager of
Property and Fleet



Artist:
Linda Raudonus



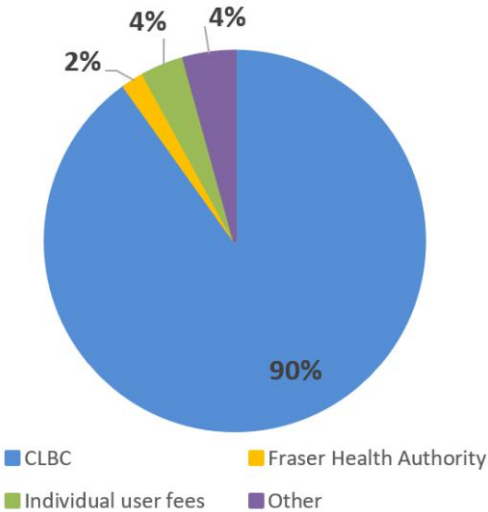
Finance Report

For the fiscal year ended March 31, 2021:

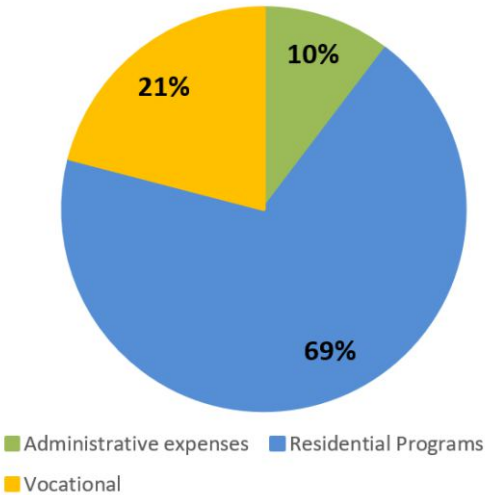
- Total operational revenues have increased from \$31,789,402 to \$34,509,335, an increase of 8.6% over the prior year. Approximately \$1.2M was related to one-time additional pandemic pay. Most of the remaining increase is mainly attributed to additional contracts from Community Living British Columbia (CLBC) and the Fraser Health Authority (FHA) for the support of new individuals.
- Total expenditures have increased from \$31,291,824 to \$33,998,474, an increase of 8.6% over the prior year. The increase is due to corresponding expenses for additional contracts and increased costs for employee wages and benefits; including the additional pandemic pay referenced above.
- Total operational revenues exceeded total operational expenditures for the year resulting in a surplus of \$510,861 or 1.48% of total operational revenue. As a result of the pandemic, non-essential programs were temporarily interrupted as part of province-wide measures and are gradually moving towards pre-pandemic levels as of March 31, 2021.
- During the year, changes in capital assets are as follows:
 - Two vehicles were replaced
 - One vehicle was added

CLS continues to pursue operational efficiencies and systems improvements to sustain anticipated needs and to direct as much of our funding as possible to support individuals.

Revenues \$34.5M



Expenses \$34M





Projects and Initiatives

The past year has been both unpredictable and extremely challenging across all areas of CLS operations and human resources, due to the global COVID pandemic. We have continued with our commitment wherever possible to push forward with a person-centred approach in the face of this changing and demanding landscape.

While a large focus has been on management of our pandemic response, there have still been several highlights this past year, these include:

Continued growth in our relationships with several housing partners

- This past year saw the successful culmination of the pilot program with the Cooperative Housing Federation of BC (CHFBC) in August. The four pilot participants are happily living independently in their new homes as active members in their new communities. They have already made strong connections with neighbors and building personnel who are happy to plan and strategize with them about future endeavors, such as starting a gardening project. The success of the program has led to growth with the addition of three suites in a second new build in 2021.

CLS and CHFBC hosted a webinar in spring 2021 to highlight our partnership to established/mature Co-ops with the intent of inspiring established Co-ops to welcome people with disabilities into their communities. CLS is looking forward to adding a suite to an existing Co-op in the Champlain Heights area in the latter part of spring of 2021.

Technology Enabled Project - In 2020, CLS made a commitment to further explore various devices and forms of technology to support people with disabilities to live as independently as possible. With the assistance of a consultant and technology developer, CLS initiated a three-part project. Although the pandemic caused some delays and interruptions, goal areas were streamlined to be achievable in a condensed timeframe.

- o **Part #1:** 5 individuals who wish to enhance their own participation and contribution through an assistive device, worked with the technology developer and consultant to determine their goals and identify the appropriate device, programs and apps that would support them to meet their needs.
- o **Part #2:** One of the CLS owned residence, which is the home to 4 adults, was identified to be outfitted with SmartHome Technology so individuals could:
 - have more control over the environment;
 - be more independent in home routines and/or activities;
 - be less reliant on support staff.

A Smart Home is defined as a residence that uses internet-connected devices to enable the remote monitoring and management of appliances and systems, such as lighting and heating. After meeting with the individuals, families and staff, it was determined that the collective goals could be monitored through the Our Home app and the individual goals could be addressed through assistive devices, rather than a SmartHome technology initiative.

Part #1 and #2 were both completed during the reporting year. The individuals, families and staff engaged in this project reported positive results and experience. The learnings through these initiatives will help determine future work in this area.

- o **Part #3:** The third part of this project began in 2020 and is ongoing. The intention of this initiative is to explore the possibility of using technology to provide Remote Supports to individuals living independently. The initiative considers various factors necessary for Remote Supports to be a viable service and support option that CLS can offer supported individuals.

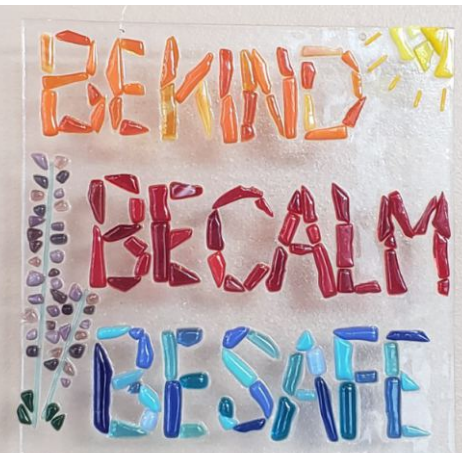
CLS partnered with three other like-minded community living service providers to explore the area of Remote Supports. In addition to senior leaders from these organizations forming a consortium, representatives from Inclusion BC and The Canadian Center for Citizenship and Inclusion (located at the University of British Columbia) are members of this

consortium. Also, a representative from an IT provider sits on the committee. This consortium has received two grants (Vancouver Foundation and CLBC), to explore the possibility of a three-year pilot project to test and demonstrate the use of remote technology with people living independently that require support.

The Participatory Theatre troupe: With great excitement, CLS, in partnership with the Canadian Institute for Inclusion and Citizenship, received a grant from the Vancouver Foundation for a further three-year commitment to create another theatre production; this time with a focus on employment. The “We Deserve To Work” committee began planning in spring / summer 2020 which followed in fall 2020 with remote gatherings for the actor co-creators. These gatherings have been ongoing bi-weekly events and have been a huge success, albeit with some initial technology hurdles. The actors have already met with Job Developers as part of their research and interviewed self-advocates and employers as a further step to inform the eventual script for the play.



Studio Seventy-three - Studio Seventy-three, located in Surrey, is home to a group of artists who work with glass to create beautiful glassware, decorative pieces, and wearable art. Studio 73 continued to operate throughout 2020 despite the pandemic and have been very busy (albeit within the restrictions).



Community collaboration at Studio Seventy-three is inherent in everything they do. At every opportunity, the artists supported are at the forefront. They are always represented at community events, art shows, exhibits and promotional /educational opportunities. These have continued remotely where possible through 2020.

The studio partners with the Newton Business Improvement Association (NBIA) and the City of Surrey and as a response to the pandemic, participated in the “Store to Door” initiative which promoted shops that would safely sell and deliver products to customers homes. The studio received a grant from NBIA to upgrade the website as well as teach the staff and artists how to easily add things to the website.

<https://www.studioseventythree.ca/>

This past year, PCI Developments, a privately owned Vancouver based real estate developer and investor ordered 738 products from the studio, a combination of soap dishes, sun-catchers, candle holders, small bowls, and candles. The studio also produced 100 kits for local senior centers to be distributed through the “Local Love Fund” hosted by the United Way of Lower Mainland.



PotteryWorks - Although the PotteryWorks studio in New Westminster and the store located at River Market have been closed to the public during the pandemic, artists have still been supported to produce and sell artwork through the new website <https://www.potteryworks.ca/>. A strong on-line presence has been established resulting in sales, and shipments throughout Canada. Evening and weekend wheel throwing, and slab building classes have continued to be hosted at certain times, with adherence to all pandemic precautions. There is a high demand for these classes with long waitlists.



“The Colour Collective” is a group of painters within the PotteryWorks collective of artists that have been honing their painting skills for over nineteen years, using the opportunity to express themselves on canvas. During 2020, they were preparing for a show, 'The Abstracted View' at the Anvil Center in New Westminster which was held January 8 - March 5, 2021. Six artists produced a collection of visually stunning paintings that expressed their view through transformative abstraction.

Members of “[The Colour Collective](#)” also held a show at the Surrey Art Gallery, called *Searching for Surrey*. The show presented viewers with their vision of many sites throughout Surrey and its surrounding region. Works beautifully portray Surrey's iconic architecture and geography, such as the newly constructed Civic Hotel and the sunset over White Rock pier. Together, their works capture some of Surrey's enormous architectural, historical, and natural diversity.

Other notable highlights: Dal Schindell Gallery at UBC, formerly The Lookout Gallery, has accepted the studio's latest submission. The date of exhibit is yet to be determined. The Pacific Arts Market on Broadway in Vancouver has accepted the studio's pottery for display and sale, both in its location and on their website. Both the gallery and market have an international exposure which will give PotteryWorks a footprint in the arts district of Vancouver. The studio has also received several requests to commission custom made pottery and paintings; one of the studio's indigenous artist received a

commission for three large planters to include indigenous designs on them.

Advanced Care Planning - In October 2020, CLS partnered with the Fraser Health Advance Care Planning team to deliver a 'pilot' training to some CLS Leaders (virtually) to better plan and enable options for our supported individuals as they approach their later years. CLBC were also invited to attend these sessions together with other areas of Fraser Health (HSCL). These sessions were a great success, and we are planning further sessions for the remainder of the CLS Leaders in 2021.

Late Life Planning - Over 2020, CLS sadly experienced the loss of several supported individuals. This highlighted that many of the people we support are aging and entering the late stage of their life. In October 2020, we retained a consultant to help CLS develop resources, guidelines, and processes to assist individuals, their families, and employees to plan for this stage.

Focus groups were held with individuals, families, health care professionals and representation from CLS employees.

Word of our initiative grew, and the Late Life Planning project has now become a provincial initiative. The BCCEO Network (Provincial Federation of Community Living Service Providers) is funding the project. CLS will continue to participate on the Steering Committee that will lead the project. The materials will be shared with other provincial providers. This will allow for a broader array of material and resources to be developed due to the availability of more funding.

In addition, CLS has assembled an employee working committee with representation from all levels of the organization to review and provide feedback on the materials developed. Once draft materials are produced in 2021, additional focus groups will be organized to solicit input from individuals and families. This will also dovetail with the Advanced Care Planning initiative and training.

Artist: Sheri Lynn Seitz





Artist: Hebrides Dan Tell

2020 Performance Measurement Report Summary

The Community Living Society (CLS) has produced a Performance Measurement Report (formerly called the Outcomes Management Report) annually since 2017. The information and analysis derived from the Performance Measurement process is used to highlight areas of strengths and identify areas requiring improvements. The annual Performance Measurement Report is part of CLS's continuous quality improvement.

The Performance Measurement Plan which identifies the expected outcomes for CLS programs and services, is designed to provide essential information to CLS's management and Board of Directors to allow them to monitor and make improvements to service delivery. It is expected that the outcome results will assist the CLS staff to be more responsive to the needs of adults with an intellectual disability and their families who are served by the Society.

The Performance Measurement Plan has been refined over the years; outcomes changed, survey questions updated, measurement indicators adjusted, and processes for collection revised. In 2020 CLS completed a full review of CLS's Performance Measurement Plan. This report reflects changes made in 2020. Given that some measurements require a full year of data collection, some performance measures have been deferred by one year.

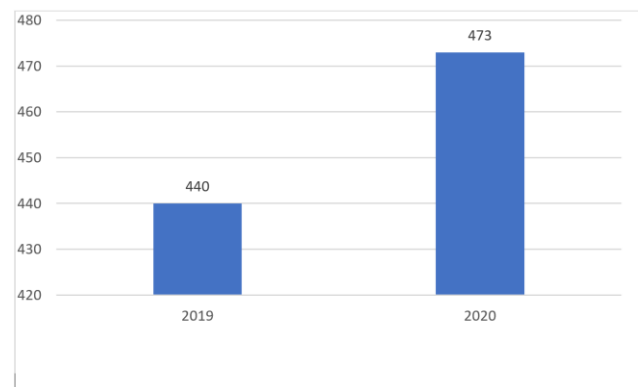
During the review and redevelopment of CLS's Performance Measurement Plan, the desired outcomes for each program were evaluated and aligned with CLS's articulated values and the internationally validated Quality of Life Framework, developed by Dr Robert Schalock.

I watched many agencies in the lower mainland struggle with the challenge of integration. Few have done as stellar a job as CLS.

- Family Member -

CLS Demographics

Total Number of Supported Individuals



CLS continues to grow. Services such as Employment, Supported and Independent Living and Home Share seem to be attracting the greatest growth, especially by individuals from the younger age groups. The growth and interest in Home Share, Employment Services and Independent and Supported Living (especially with the younger generations), suggests that further development of these newer CLS services is appropriate.

Although Home Share, Independent Living and Employment services have attracted the younger generation, increasingly, most (67% - 51 years or older) people living in staffed homes are in the later stages of life. As many of the people we support (especially in staffed homes) are aging, further development of resources, supports and guidance for staff to support people in the later stage of their life is appropriate.

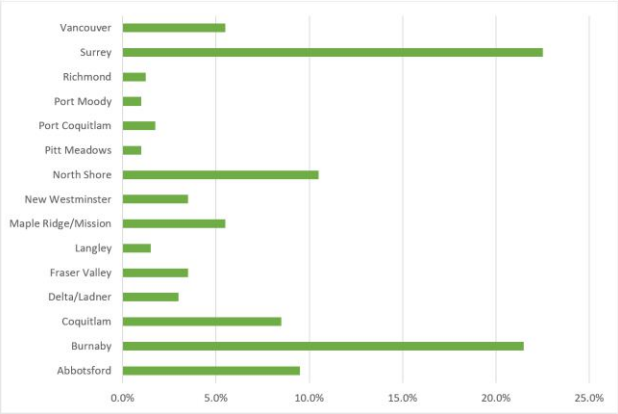
In the reporting year, 23 people transitioned between staffed home services. Although most moves were planned as a response to the needs or desires of the individual, this is a significant number of transitions in one year, especially during a pandemic.

At the present time most of the people we support report that they are Caucasian, and English is their first language. Given the ethnic diversity in the Lower Mainland and Fraser Valley, it is important to undertake further analysis to identify whether the

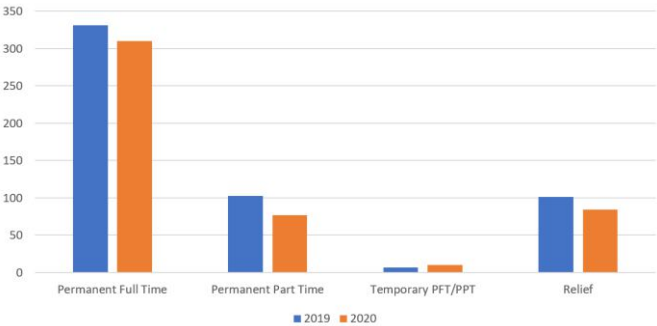
ethnic diversity of the people supported by CLS aligns with the demographics of Community Living BC (CLBC) and the communities in which CLS delivers its services. As diversity and accessibility is important to CLS, further analysis will help determine if action needs to be taken to support increased accessibility of our services for different ethnic groups.

Note – CLBC is the government agency that provides funding for services for people with an intellectual disability

Total number of Individuals by Geographical Location



Total number of CLS Employees



You have stepped up and made difficult decisions during the pandemic without losing sight of the individuals and their needs.
- Family Member -

Satisfaction Survey Results

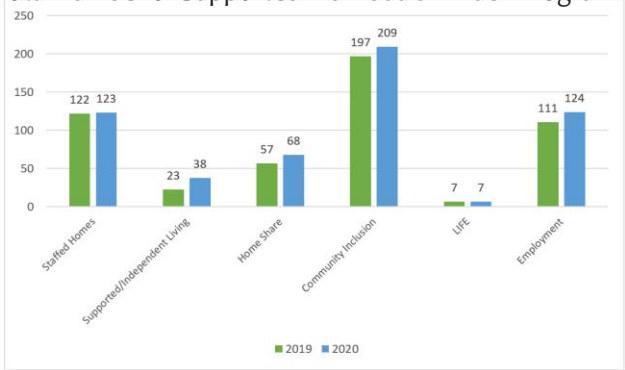
The survey results from individuals, family members and external stakeholders were overwhelmingly positive. We received a satisfaction rating of over 90% on all survey questions. Although the results were very favourable, the response rate from family members (21%) and external stakeholders (28%) is lower than expected. An increased response rate from family members and external stakeholders would strengthen the reliability of the results. Therefore, further actions to increase the response rates for both groups is required.

Upon review of the results and comments, some themes emerged:

- CLS staff are actively providing and supporting individuals to make their own choices. Family members commented that their loved one was supported to make choices, regardless of their abilities. Also, CLS staff focus on the unique strengths of each person. CLS’s commitment to Person-Centred Active Support (PCAS) may be the reason why these two themes have emerged.
- Many respondents commented on the challenges of COVID 19 and how the pandemic has interfered with the options available to individuals. However, comments about the challenges were often countered with gratitude for how CLS has responded to and supported people through the pandemic.

They are willing to think outside the box and a good organizational partner.
- External Stakeholders -

Total number of Supported Individuals in Each Program



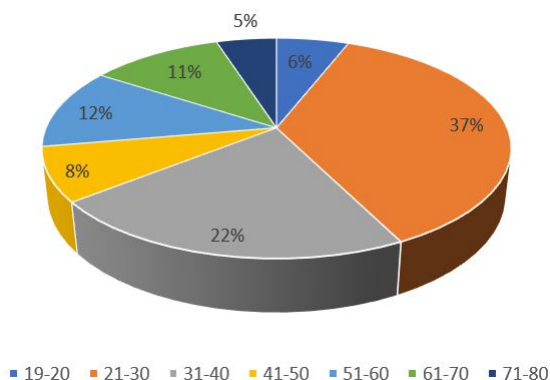
Home Share

It is the intention of CLS to deliver a service in which the individuals experience stability and feel included in their home and community. Survey results indicate that individuals feel included in home life (86%), are content with their living situation (100%), feel like they belong when they are in their community (94%) and have opportunities to make decisions and choices (100%).

Stability is measured in different ways such as longevity, unplanned moves and turnover of Home Share Providers. This year's results seem to indicate that individuals in Home Share experience stability in their living arrangement. Unplanned moves (3%) and turnover (8%) are low. In future years, a year over year comparison will provide better data to analyze the stability of the program.

To continue to provide quality support, the Home Share Providers must feel supported by the agency and receive support in a timely manner. The survey response rate (72%) is a very good indication that Home Share Providers feel engaged and are willingly to freely share their opinions. The survey results also indicate that Home Share Providers feel supported by CLS (91.6%) and receive timely response from CLS staff (91.6%).

Home Share Age Breakdown



Community Inclusion

My staff help me achieve what I want to do.

My staff is good.

- Supported Individual -

The Community Inclusion programs were the most directly impacted by the pandemic and therefore, some of the targets were not met because of the safety restrictions and reduced activities available in community.

This year, data was available for two of the five effectiveness measures. Survey results indicated that 94% of individuals believed they were able to make choices in their program. This result exceeded the target of 90%. The second effectiveness measure did not meet the target. Only 75.8% of activities that individuals were engaged in were linked to an individual's goals. Upon further investigation the restrictions related to the pandemic is the reason for this result.

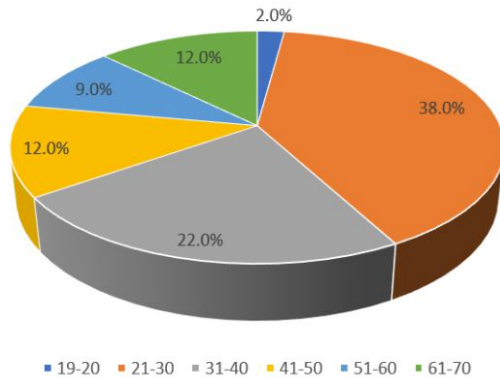
In a typical year tracking the number of hours delivered (paid) in relation to the number that where funded, would provide a good indication of how the organization efficiently managed its resources. However, given the pandemic in 2020, the measurement was not reliable as services were drastically altered to address the crisis. Community Inclusion (including day programs and Individualized Services) were closed and/or the numbers of participants significantly reduced for safety reasons. Individuals living in Staffed Homes, who would have otherwise attended a Day Program, received all their supports from their home. Consequently, in 2020 Community Inclusion significantly underdelivered in relations to its funding envelope and, Staffed Homes and Supported and Independent Living overdelivered.

The results of 2020 were impacted by the changes to our Performance Measurement Plan and the disruption to regular service delivery caused by the pandemic. We expect that 2021 reporting year will be more reflective of the typical operations of the program with more fulsome data available.

*The fact they have given me a chance to live
my best life and do my dream job.*

- Supported Individual -

Community Inclusion Age Breakdown



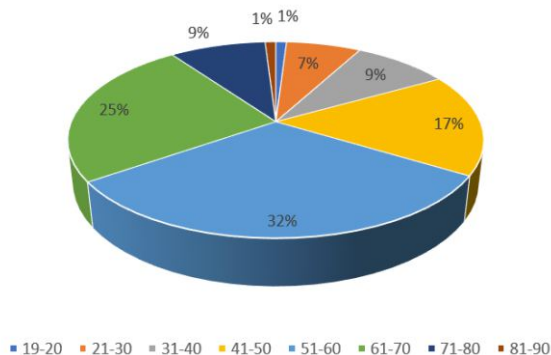
Staffed Homes

This year, data was available for two of the four effectiveness measures. Survey results indicated that 96% of individuals believed they were able to make choices in their home. This result exceeded the target of 90%. The second effectiveness measure also met its target. Of all moves out of or between placements only 0.5% as opposed to 5% (target) were unplanned. This is a positive result and indicates that people living in staffed homes experience stability in their living arrangements.

The results for 2020 in this program area were positive. We expect that 2021 reporting year will be more reflective of the typical operations of the program with more fulsome data available.

I'm safe and secure no matter what.
- Supported Individual -

Staffed Homes Age Breakdown



Supported and Independent Living

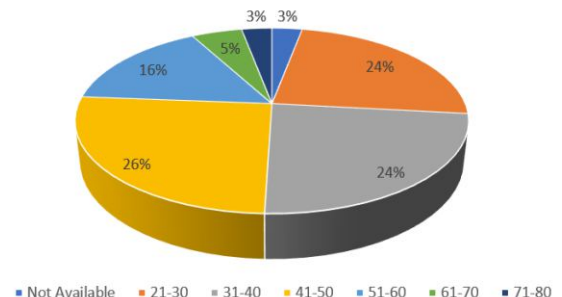
Excellent attention to self-advocacy.
- External Stakeholder -

This year, data was available for three of the four effectiveness measures. Survey results indicated that 100% of individuals believed they were able to make choices and learn new skills. These results exceeded the target of 90%. The second effectiveness measure also met its target. Of all moves out of or between placements only 0.5% as opposed to 5% (target) were unplanned. This is a positive result and indicates that people living in Supported and Independent Living experience stability in their living arrangements.

In 2020, 3 people were accommodated which took an average of 15.33 months from referral to placement. Although the average length of time between referral and placement did not meet the target of 12 months, upon further investigation the reason for the delays related to funding availability and building delays. Both factors are out of the control of CLS. It is, however, impressive that despite the pandemic the Supported and Independent Living Department continued to support individuals to move into new living arrangements.

The Supported and Independent Living Program is one of the fastest growing programs at CLS. The growth of this program has been enabled by our partnerships with Housing Providers and Housing Cooperatives. Due to the growth and interest in this program, CLS recognizes that a solid foundation of policies, procedures, training, and systems must be in place to support future growth and sustainability. For this reason, over the next two years, CLS will develop a fulsome policy framework, practice guidelines and client information system for this program area.

Supported and Independent Living Age Breakdown

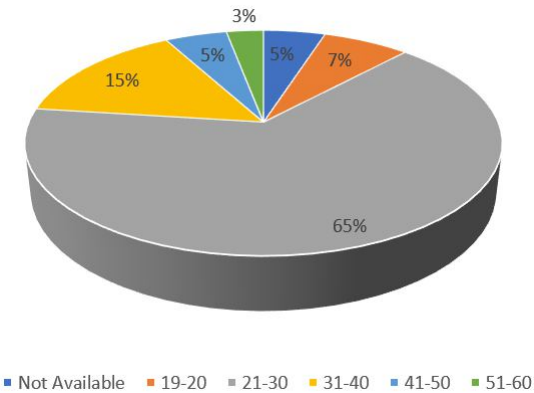


Employment Services

Despite the pandemic, Employment Services programs continued to show very positive results on most of their performance measurements for the reporting year. Employment Services continued to assist people to find and secure employment throughout the pandemic (37 in 2020). Although, some individuals experienced job loss during this time (29), many were able to regain employment after the initial phase of the pandemic (16). The variety of job options (22 sectors), the number of individuals making more than minimum wage (46%) and the number of individuals that received career enhancements (35.9% of employed individuals) is impressive.

Overall, the results were positive for this reporting year. Year over year results will help to assess and determine future changes and modifications to the program. The Employment Services is a relatively new program, started in 2014. Its success has led to new referrals and growth. In order to support future growth and sustainability over the next two years, CLS will review and update its policy framework, practice guidelines and client information system.

Employment Services Age Breakdown



For a copy of the full Performance Measurement Report visit www.communitylivingsociety.ca





CLS Award design by Studio73 Artists

Employee Awards

The past year looked different in many ways, and the employee awards gala was not immune to the wrath of COVID-19. We did still manage to celebrate employees with their years of service awards, and the four peer nominated awards. We held a virtual gala that was attended by close to 80 people. Everyone received their gifts and a gift card to a restaurant of their choice in lieu of coming together for a dinner. We certainly hope that next year we can celebrate employees at an in-person event.

Woodlands Parents Group Award

The Woodlands Parents' Group Award is awarded perpetually to someone who demonstrates a sincere motivation towards Vision, Courage and Creativity in their approaches to support and thinks consistently outside the conventional mindset to get

things achieved for an individual or group. This year there were 19 employees nominated for this award by their peers. Congratulations to this year's winner - Hamid Khatami.

Hamid has been with CLS since 2010, and worked primarily in Day Supports. He now works as a 'rover' and is known by many people. A rover position requires him to constantly adapt and learn new situations with little to no notice. Hamid does this always by approaching new situations from a place of learning and never assuming he knows everything, with a disposition that is rare and a gift to work with. He has strong and unwavering values which are displayed in his approach to supporting people. He is an incredibly genuine person who loves the work he does and will always go the extra mile. Hamid

spends time off volunteering for Special Olympics Basketball in North Vancouver. Hamid is not only the head coach of a team, but also mentors many teenagers/ young adults who volunteer. Hamid's infectious uplifting attitude has convinced other people in CLS to start volunteering for Special Olympics.

Community Integration and Inclusion Award

This award is presented to someone who consistently and significantly achieves success in a community integration and inclusion goal for an individual or group, specifically which engages them in a number of differing and creative ways. This year there were 10 nominees for this award. The recipient this year was Nick Herrera.

Nick started with the CLS in July 2019 and works at the Kwantlen Park Day Program in Surrey. He is known for his strong advocacy on behalf of all the individuals he supports *including advocating to BC Transit on behalf of the people that he supports where he reported some unsettling non-inclusive behaviours by some bus drivers to ensure that people with disabilities are treated with equal respect as any other passenger.* Nick has been an active participant in the crazy projects with Surrey Day Supports and has become a positive influence on the team and the people we support. Through humour Nick has found ways to motivate individuals and employees through some interesting adventures.

Person Centred Active Support Award

This is the third year we have presented this award to an employee or a team who has demonstrated through multiple examples of sustained active support, attitude and passion, a commitment and embracement of the Person Centered Active Support philosophy and approach. This year there were 16 employees and 7 teams nominated for this award. This year was a tie.

Congratulations to:

- Kwantlen Park Day Supports Team - Nicki Roberts, Nick Herrera and Alyssa Minniss
- Danielle Morneau

The Kwantlen Park team is a team of advocates that support people to make their own decisions and direct their own lives. They do things with them and not for them and seek to have people engaged in every possible way.

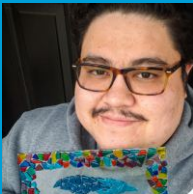
Nicki has been with CLS since March 2013 and worked both in our staffed homes as well as across Day Supports latterly as the Team Lead for the Kwantlen Park location. Nicki spearheads the team at Kwantlen Park to use Active Support in every aspect. Nicki started the Wednesday Zoom Parties and uses active support to engage others to participate. She supported Jasmine to put together kits for some theme parties (bird feeder kits etc.) which were delivered to houses and then on Zoom, everyone had what they needed to participate.

Nick has helped support, coach and encourage Alex at every point, with Alex deciding what his level of participation would be. Alex is now a capable and eager user of his smartphone which has in turn enabled him to connect with others socially. Nick has also worked with Carrie in the same technology pilot project, actively supporting her to become more independent in her technology and connecting with friends and learning to zoom for her Theatre Project Zoom calls.

Alyssa started with CLS in March 2018. Using Active Support, an individual Alyssa supports is now able to wash and put away her dishes, fold laundry, participate in cooking at home, all things that her Mom didn't know she could do. Mom is now planning to build a new home with J's accessibility in mind, with lower counter tops, on the ground floor so she can use her power



Hamid Khatami



Nick Herrera



Nicki Roberts



Alyssa Minnis



Danielle Morneau



Simi Bate

wheel chair freely. It took a lot of constructive planning to fill the hours at home with engaging activities. This led to life skill building as well as using technology to reach out to friends. Alyssa and J. made the most of the time at home with spa days, mocktail hour, baking, and lots of crafts. They would often celebrate their activities with video calls to her friends from day supports and staff. She has been featured often with stories in the communicator.

Danielle Morneau

Danielle has only been with the CLS one year and has already proven to have a great understanding of PCAS and providing meaningful supports each day to the people she supports.

Danielle brings forward creative, positive ways of support that has not gone unnoticed by the families. Danielle provides high, engaging energy in a patient encouraging way in her daily supports. This has created more choices and quality of life. She has built meaningful relationships with the people she supports and their families which is reflected in their active participation and engagement daily.

TEAM Award

This year all members of the COVID-Emergency Response team are the recipients of the Team Award. These employees have ensured CLS has come through the last year intact. They worked on the frontline in the homes when COVID cases and exposures were present. They stepped up to support and have been truly amazing with their support and courage.



Yaletown Vancouver by Akim Zongo

Simi Bate – Team Lead

- Nancy Aguilar
- Marivic Alban
- Laura Allan
- Gurshvinder Brar
- Comfort Coker
- Maria De Lemos
- Dale Eady
- Robin Gibson
- Harpreet Grewal
- Krystal Harris

- Elena Hasiuk
- Melanie Hawkes
- Abdi Hussein
- Adam Johnstone
- Jerin Joy
- Kisanet Kahsay
- Adelia Lamzon
- Purnima Maharaj
- Sean McLeod
- Henry Nagel
- Penny Palak

Partheshkumar Patel

- Laura Pedersen
- Cindy Purdon
- Mona Purewal
- Vikki Ruppel
- Marcia Scott
- Kpanah Suwarly
- Keith Tobanes
- Kristi Wilken
- Sandhya Yarasu



In Memory

David Briscoe
Doug Dawson
Louis Pribolysky
Norman Maniago
Patricia (Patsy) Lazaruk
Sara Thompson
Shawn Dhillon
Tadashi Mizumoto
Yvonne LeBlanc
Beverly Young

Artist: Tom Mackie

Thank you to all of the individuals and organizations who contributed to and supported CLS this past year



Terry Greenaway
Ann Crocker
Phyllis Kingston
Sunita Prasad
Fred & Elaine Blondeau
James Harris
Sandra Rosang
Elaine Asserlind

B.L. Goode
Donna Maniago
Susan Cook
Flora Moore
Harvey and Ellen Hunt
Karen Auld
Bud Johnson
Lana Burgess



Artist: Rob Bell