



community living society

## 2021-2022 in Review



Artist: Dan Tell





Artist: Sheri Lynn Seitz

# 2021 - 2022 Board of Directors



Susan Powell  
Chair



Darius Maze  
Vice Chair



Wesley Ma  
Treasurer



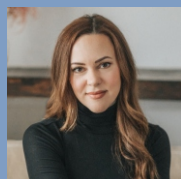
Susan Regan  
Director



Dawn Palmer  
Director



Reba Noel  
Director



Penny Dale  
Director



Vikas Patel  
Director



Todd Stewart  
Director



Christine Tunn  
Director



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



Supporting people to  
live as full citizens.



Respect  
Community  
Integrity  
Accountability

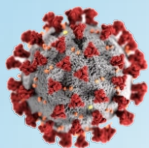


imagine it-live it



# Learning from the Past While Moving Forward

Message from the CEO and the Board Chair



## COVID-19

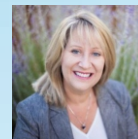
The number of COVID-19 cases started to decline in the spring of 2021 as vaccines became available. But COVID-19 was still a worry and took much of our time.

We started to get used to the changes the pandemic brought into our every day life. But the pandemic did not stop us from moving forward with exciting projects.



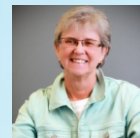
## Emergency Preparedness and Health and Safety

Because of the world pandemic, we had to look at how we keep everyone safe and how we're ready for emergencies. In the past year, CLS made all our rules and plans better and more up-to-date. We worked with experts to make sure we had the right equipment and supplies, and we made sure everyone followed the best rules for staying safe and ready for emergencies in our organization.



Janice Barr  
Chief Executive  
Officer

A stylized, handwritten signature in blue ink.



Susan Powell  
Board of Directors Chair

A stylized, handwritten signature in blue ink.



## Accreditation

Every 3 years, we have to go through an Accreditation Survey. This happened in the fall of 2021. CLS was pleased to, once again, receive the maximum 3-year accreditation award.



## Housing

In BC, and especially in the Lower Mainland, there is a big problem with housing. This problem affects the people we help who need homes they can afford and get into easily.

CLS has been doing many things to help people we support find homes. We have been working with housing providers for a few years to get affordable housing. This year, we helped three more people get their own apartments. In the summer of 2022, we will help five more people move into a new condo building.



## Getting Older

Aging in Place means helping people stay in their homes as they get older.

As people get older, it can be hard for them to stay in their homes if their homes can't meet their changing mobility needs. CLS started to rebuild one of our homes called Ross Road, making it a new home that is easy to use for people in wheelchairs.

We want to make sure all of our homes are easy to use for everyone, so we will focus on that when we plan for the future.



## Theatre Project

In 2021, we started working on a new theater project called "We Deserve to Work." It is a play about why it's important for people with disabilities to have jobs.

This project is a partnership between CLS, the Canadian Institute for Inclusion and Citizenship at UBC, the Massey Theatre, and we got funding from the Vancouver Foundation.

"Getting over a painful experience is much like crossing monkey bars.

You have to let go at some point in order to move forward."  
– C. S. Lewis

## STRATEGIC PLAN

In 2022, the Board of Directors started making a new plan for CLS called a Strategic Plan. This plan is like a roadmap for the future and will show what goals and directions CLS will follow for the next 3 to 5 years.

We want to hear from the people who are part of our organization, like supported individuals, families, employees, and funders. In the early spring of 2022, we started talking to these people through focus groups, interviews, and surveys. After talking to everyone and getting their ideas, we plan to share the new Strategic Plan for CLS in the fall of 2022.



CLS has a Strategic Plan which guides the work we do.  
Strategic Planning is about **Action Words** that help us achieve our goals:

## ADVANCE FULL CITIZENSHIP



• Satisfaction  
• Reward



Vision

### **Increase:**

Self-Determination  
Personal Development  
Social Inclusion

### **Exercise:**

Fundamental Rights

### **Improve:**

Quality of Personal Planning

### **Introduce:**

Active Support to all CLS Staff

### **Be Accountable:**

For Results We Seek to Achieve

### **Understand:**

What Citizenship Means



CARE



People

## BUILD COMMUNITIES THAT INCLUDE EVERYONE

### **Identify:**

Partnerships with Local Communities

### **Seek:**

Opportunities and Community Partners

### **Provide:**

Training

### **Take:**

A Leadership Role

### **Enable:**

Individuals to Expand Their Connections

## PROMOTE ORGANIZATIONAL RESPONSIVENESS

### **Increase:**

Responsiveness and Accountability  
Readiness and Resilience of Staff

### **Review:**

Structures, Policies,  
and Practices



Trust



SUPPORT

Help



Partner

# STRATEGIC PLAN



# Leadership Team



Janice Barr  
Chief Executive  
Officer



Gillian Rhodes  
Chief Operating  
Officer



Laura Barroetavena  
Chief Financial  
Officer



Aaron McQueen  
Director of Finance



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



Lili Marian  
Director of Programs



Judy Wilson  
Manager of  
Human Resources



Vicky Pascoe  
Manager of  
Administration



Scott Baitz  
Manager of Information  
Technology



Spring Harvest at Neville Home



Artist: Mridu Sood



Artist: Carrie Billow



Artist: Kurt Linke



Even though this year had some difficulties, good things happened at both art studios. Artists got more chances to share their art and show it to people locally, in our province, and all across the country.

All the artists at Studio Seventy-three took a 12-week online course about Indigenous Canada. They had a display at the Fleetwood Library for two months and hosted a learning event about fused glass through the Inclusion Art Show.

In 2021, the studio worked on being more visible online and sold more art because of this.



Even though the PotteryWorks studio and store in New Westminster had to be closed to the public at times in 2021 because of the pandemic, artists still got help to make art and show their art in different ways. PotteryWorks' online sales are getting bigger and bigger. They have a beautiful website which is making them known not only in Canada but also in the United States. People from all over are getting in touch with them.



The Colour Collective is a group of artists at PotteryWorks who focus on the basics of painting, like learning about colors and design. The Colour Collective group had an art show called "Four Visions: Outside Looking In." This show featured the work of photographer Akim Zongo, painter Dan Tell, painter James Lash, and photographer/potter Sherri Lynn Seitz.

PotteryWorks was featured on CTV National News! This was a great chance for the artists to get recognized at the national level. It's interesting that the reporter found out about PotteryWorks through their Twitter posts.



## Organizational Review

Over the last three years, CLS has been making changes to how we manage things on the front lines. We did this after getting advice from outside experts and listening to feedback from the people we support, our employees, families, and networks.

This has been a big achievement for CLS, and it took a lot of work.

During this review, we also found that we needed more help in some areas. So, in 2021, we added some important positions in Information Technology and Operations. This helps us support the organization better and, most importantly, the people we support.

## Best Employees

Hiring has been quite challenging over the past year. This has put additional stress on our organization, leaders, and employees.

To address this challenge, we have been working on improving our referral program and exploring various options, such as partnerships, student recruitment, job fairs, and using social media and creative methods for recruiting.

Making sure we have the best employees to give top-quality service to individuals supported by CLS will continue to be a major focus in 2022 and beyond.



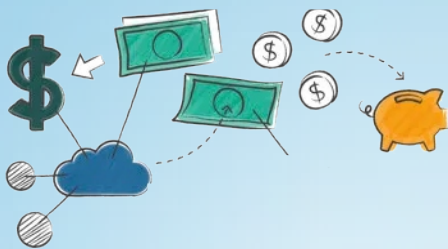
## Better Computer Systems

Because CLS keeps growing, and the way we do business is always changing, we realized we need to make our computer systems better and keep our organization strong. After working on it for several years, we are almost done creating a new way to manage things that will make it easier for us to grow and do even better in the future.

## Remote Supports

In 2020, we started thinking about using technology to help people even when we're not there in person. We looked at all the things that need to be in place for this type of support to work.

In 2021, we kept working on this with a group of people who are also interested. We looked at and selected an app that we will use to test this new way of supporting people.



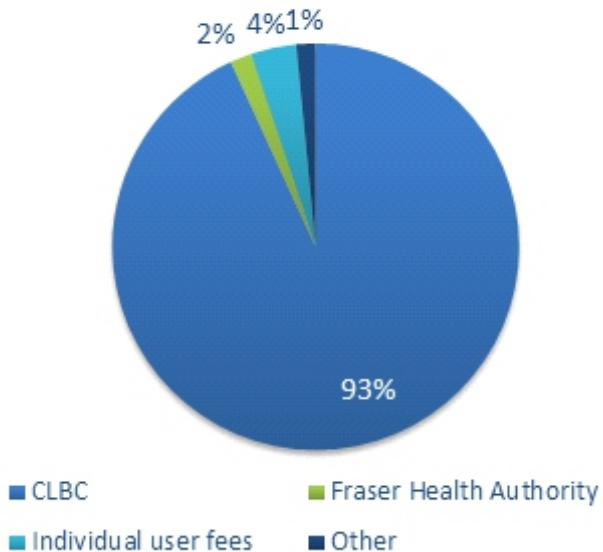
# FINANCE

At the end of March 31, 2022

CLS Financial Status is summarized in these graphs:

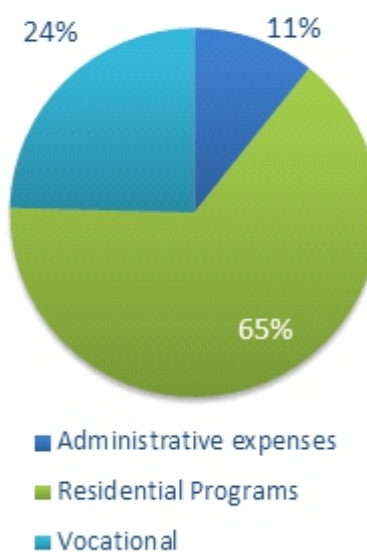
## Money Coming In

**Revenues \$34.6M**



## Money Going Out

**Expenses \$34.2M**







Artist: James Lash

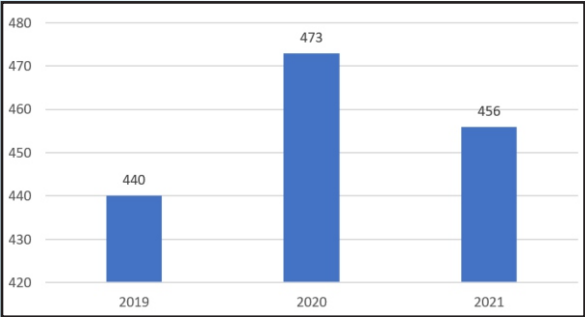
# How are we doing?

Every year, we ask individuals, families, and others who work with CLS how we are doing. They said these things about CLS:

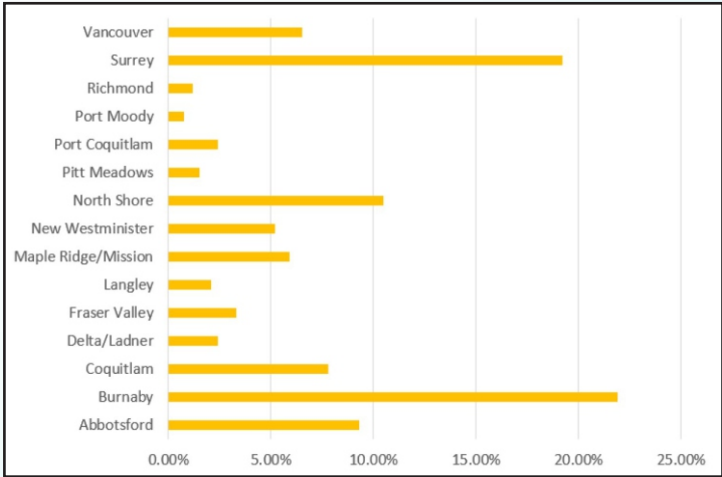


These graphs show how many people are supported at CLS:

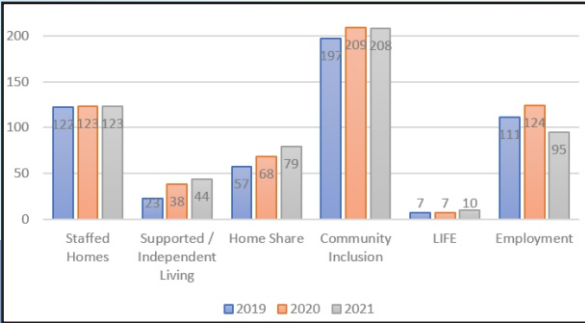
Total Number of Supported Individuals



Total Number of Individuals by City



Total Number of Supported Individuals in each program





Artist:  
James Lash

## In Memory

Alfred Monk  
Doug Williamson  
Pamela Kerswell  
Ricardo (Ricky) Manuli  
Darren Fisher  
Julia Chiang  
Valecia Lamb  
Eileen Postnikoff





## Employee Awards

The red carpet was rolled out on March 3<sup>rd</sup> (albeit virtually) to celebrate employees who were nominated by their peers for achievements, and employees who reached milestone years of employment at the Community Living Society. Congratulations to all recipients.

### The Woodlands Parents' Group Award

is presented to someone with Vision, Courage and Creativity. Congratulations to this year's winners - Tiziana Nolet (Day Supports) and Tony Maravilla (Holly).

### The Community Integration and Inclusion Award

is presented to someone who achieves success in community integration and inclusion in creative ways. Congratulations to this year's winner - Trevor Poburn.

### Person Centred Active Support Awards

are presented to staff who show active support, attitudes and passion to the Person Centered philosophy. Congratulations to this year's winner - Rosemary (Rosie) Marginson.

### TEAM Award

This year all members of the Home Share Team are the recipients of the Team Award.



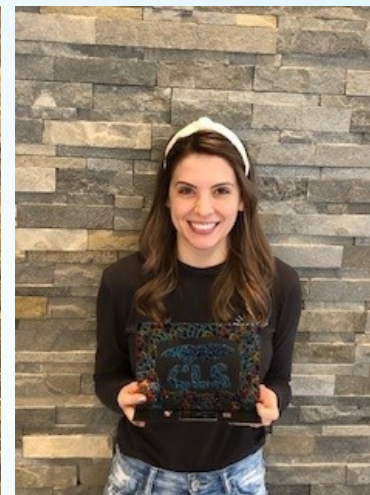
Tiziana Nolet



Trevor Poburn



Tony Maravilla



Rosemary (Rosie) Marginson



Home Share Team



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



Donors 2021  
Terry Greenaway  
Harvey and Mary Ellen Hunt  
Karen Auld  
Clinton Morrison  
Winnie Tam  
Jimmy Wong  
Sun Fung Tom  
Quon Juni Jai Chiang  
Vinci Au  
Vicky Abundo  
Joan Anderson  
Winnie Chan  
Sylvia Walterhouse

