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Fall 2025

the Communicator

COMMUNITY LIVING SOCIETY



Summer Picnic 2025

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Inside This Issue:

**A Gold Medalist
Volunteerism**

Home Is Where the Heart Is

Employment

- Impact Youths at summer festivals
- Mock Interviews

A Big Disney Surprise

L.I.F.E. is About Trying New Things

I Love My Garden

On Our Way

Fun at the PNE

A Journey of Growth

Some Good Outdoor Fun

CLS Performance Measurement

- 2024 summary

Wedding Bells - No Problem

Aloha Spring

CLS Photo Gallery

Studio Seventy Three

PotteryWorks



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CLS PICNIC 2025



The rain stopped just in time for us to have a fantastic time at our annual picnic on August 16th.

The caricature artist was back, and once again a huge hit. The 50/50 jackpot was at an all time high. Congratulations to the Newmarket team who won 50% of the jackpot and will be able to treat themselves to some fun. We had many great donated door prizes this year from vendors we work with.

Thank you to:

- Save on Foods ScriptCare
- Clint Morrison
- The Brick
- P & J Solutions
- Earthwise Tree Services
- Westland Insurance
- Alpha & Omega Painting

Thank you as well to all of the volunteers who helped make this day great.

Here are some great photos from the photobooth:

[CLS 2025 Summer Picnic - GigggleBoothPhotos](#)

See you next year on August 15th.





A Gold Medalist

In July, Katharine competed in the BC Provincial 2025 Special Olympics games in Prince George in rhythmic gymnastics. She won three gold medals and two silver medals. Katharine travelled to Prince George on the bus with her fellow athletes from Vancouver.

Her mother, Michelle, drove up to cheer her on. Katharine has participated in Special Olympics for many years on the floor hockey, bowling and basketball teams, which she still does every year along with gymnastics.

Congratulations, Katharine!



Volunteerism

In 2023, Jon began regularly picking up garbage around the Frog Hollow Neighbourhood House in order to get comfortable with the environment. Jon would give morning salutations with the receptionist Jasmine. After a few monthly visits, Jon's enthusiasm was noticed by the staff at Frog Hollow.

This year, Jon officially started volunteering at Frog Hollow to wash and disinfect toys for their pre-school program and has now received a certificate of completion and a letter stating that he achieved over 30 hours of volunteerism for the Neighbourhood House in total.

Way to go Jon!



Home Is Where the Heart Is

Allan, Darren, Frank and Gina would like to invite you to see their home in miniature that they began work on earlier this year. The Team Lead, Ed, explained the vision of the project and that it would involve everyone and they would all have a chance to contribute their own skills, talents, time and ideas.

It began with Ed measuring the actual area, scaled it to make the area smaller and then put it on the drawing board. The team started the construction of the model after all materials were gathered. Henry was the chief artist who started the formation of the interior, the walls and the roof.

Frank, Parminder and Catur worked on painting and matching colours. Gina, Nazreen and Kayla installed the doors, windows, and collected more materials. Darren, Lola, and Jessica participated in the landscaping. Allan, MaryAnn and Navneet installed the lighting. Manager Laura gave full support for the completion of the project.

Week by week, the model house slowly but surely became a reality. There were some challenging moments and some trial-and-error designs, but everyone shared their suggestions and ideas to produce the amazing result. Resilience-paid off.

Allan, Darren, Frank and Gina participated hand over hand and were engaged as staff explained the different steps.

It took two months to complete the miniature house. It softly glows at night and the roof can be removed to show the furnishings. It was a team effort and took time to complete but it was worth it - after all, home is where the heart is.



Impact Youth at Summer Festivals 2025

This summer our employment team had the privilege of supporting the youths participating in the Impact 2 Employment Program as they took part in two incredible community events: the Port Moody Ribfest (July 17–19) and the Caribbean Days Festival in Coquitlam (July 26–27). Both festivals were full of music, food, and fun, but what stood out most was the way our group rose to the occasion, worked as a team, and truly made an *impact*.

At Ribfest, they jumped into a variety of roles; virtual reality activities, green team sorting, meal services, parking lot monitoring, face painting, and assisting at the volunteer tent. The growth witnessed this weekend was impressive to say the least. One participant, who is normally shy and reserved, transformed when given the safety vest for parking lot duty. He quickly found his confidence, greeted guests with a big smile, and took the lead in his role. Another participant started the day unsure about face painting, even practising on her Job Coach's arms with what we joked were "bat blobs." Instead of giving up, she pivoted to temporary tattoos, and by the end of the day she was calling people over, laughing, and proudly working alongside her teammates. Watching her confidence grow as the summer camp team cheered her on was a highlight of the whole weekend.

The Caribbean Days Festival brought even more moments to be proud of. The group worked hard handing out flyers, greeting guests, and helping with recycling. It was such a joy seeing the friendships that had been forming over the past few outings really come alive; at one point, there was even some playful competition to see who could hand out the most flyers. One participant made it his mission to greet every person and every dog he came across, which brought smiles to everyone around him. Another showed tremendous focus while collecting recycling; when the group came back together, most had bags about half full, but he returned with his nearly overflowing, a clear sign of how dedicated he was to his role.

Both festivals were about gaining work experience, but the participants also took the opportunities for growth, teamwork, and had an absolute blast. We all couldn't be prouder of how each participant stepped up, supported one another, and embraced the spirit of being a part of the community.



Mock Interviews

A mock interview event was put together by Job Coach, Glenet Brown and Employment Developer, Jennifer Malin and an employer who volunteered to be the interviewer (Glenn Guild of Meridian Market in Abbotsford). Everyone arrived well dressed and positive about experiencing this interview process. For some of them it was their first formal interview. There were 12 participants in total, and each got about 15 minutes to interview—though a few had up to 20 minutes to help accommodate any extra challenges they were facing. The employer gave helpful feedback to each participant during each interview, which really gave everyone a chance to learn and grow. By the end of the day, one participant really stood out, and the employer was so impressed that he wanted to bring them in for a real interview at their store.

In Memory

Katherine (Katie) Black

February 2, 1998 – July 23, 2025



We are deeply saddened by the passing of Katie, a truly remarkable individual who touched the lives of many. Katie was a kind and passionate soul who loved sharing her stories and always made time to connect with others. One of her favourite things was attending PotterWorks and socializing with everyone. She stood firmly for what was right, speaking out against injustice and showing great strength as an advocate for respect and equality.

Katie often spoke lovingly of her family - her mom, dad, siblings, nieces and nephews - whom she adored deeply. She had many dreams, a big heart, and a special place in it for cats. A proud Harry Potter fan and a true light in our lives, Katie will be dearly missed. Her warmth, courage and spirit will live on in all of us who had the joy of knowing her.

Members of the Surrey Police joined the Surrey Day Program while they participated in Adopt-a-Street and Salmon Tracks Painting in Guildford. The police officers were not aware of the Salmon Tracks Painting project. This project provides awareness to the public to help protect our waterways. This initiative is in collaboration with the City of Surrey City who provides the supplies.

Our team was happy that we had the police officers with us and look forward to the next time they join us.



Burnaby Day Supports hosted their second park clean up at Central Park after Canada Day - and it was a huge success! There was a lot of participation from various houses and everyone is looking forward to the next cleanup.



Employee Profiles



Blessing Otomewo - Team Lead at West 28th

What is your favourite thing about working at CLS?

The most remarkable aspect of working at CLS is the spirit of collaboration that permeates our team. It is not just a workplace; it is a community where diverse perspectives come together to innovate and inspire. Witnessing our collective efforts transform into impactful solutions is incredibly fulfilling. I thrive in an environment that nurtures creativity and encourages personal and professional growth, and CLS exemplifies that beautifully.

What is a passion or hobby of yours?

I find immense joy in the world of arts and creativity. Singing allows me to express my emotions while reading and researching often sparks new ideas and broadens my horizons. I also love dancing; there is something magical about losing myself in the rhythm. Photography, too, captures unforgettable moments that tell powerful stories. Together, these passions bring happiness and fulfilment to my life, allowing me to connect with the beauty of people and nature around me.

If you could meet one person (dead or alive) who would it be?

If I could, I would love to meet my late mother. There is so much I wish I could tell her about how deeply I love and appreciate all her sacrifices. Perhaps I would even bring her a beautiful gift to show her my love, smiles filled with memories we could have shared.

Where do you want to travel, but have never been?

Dubai has always captivated my imagination, and I dream of visiting this magnificent city with my husband. The stories I have heard about its breathtaking architecture and vibrant culture ignite my curiosity even more. Exploring Dubai together would be a thrilling adventure I long to experience.



Daniel Watson - CLC at Frederick

What is your favourite thing about working at CLS?

CLS has been absolutely the greatest supportive company imaginable in my later part of my life. Supporting me in a multitude of life challenges. I have really enjoyed the individuals and their family members - especially all the parents of the gentlemen I supported these many years.

What is a passion or hobby of yours?

While working these many years I have sung in the Vancouver Men's Chorus for 22 years and travelled to many places.

If you could meet one person (dead or alive) who would it be?

I would have wanted to meet Winston Churchill and Audrey Hepburn.

Where do you want to travel, but have never been?

The one place I've always wanted to travel to is Italy.

Happy Work Anniversary

Congratulations to all celebrating work anniversaries from June - August 2025

3 years

Seema Bhagat
Myrlin Java

4 years

Moinya Sanfa Graham
Maria Tejada
Arlynn Nobel
Ishaan Chander
Navansh Bindra
Sandeep Gill
Joshua Arruda
Scott Baitz
Sybil Bayog
Halle Golding
Jazmin Minwalla
Flor Daroy

5 years

Verna Uy
Harneet Kaur
Julie Raymond
Kaitlyn Cheng
Ashley Verville

6 years

Titilola Babatunde-Alabi
Judy Wilson
Bee Murray
Daniel Bahng
Cindy Purdon
Aubrey Lussier
Brigitte Gagne
Prakash Jaiswal
Nick Herrera
April Ordenez
Kelly Williams
Maria Leticia De Lemos
Sharon Lee
Don Don Gaité
Sophie Rhodes

7 years

Gurshvinder Brar

8 years

Anna-Christine Avefjall
Rehema Tchakubuta
Sean Lee
Laura Casas-Perez
Paul Kang
Tiziana Nolet
Shane Temple
Adam Wood
Adam Van Loo

9 years

Alexia Ntoutou Mbou
Heidi Gao
Shirley Villar
Shirley Delos Reyes
Sheila Sharma
Cheryl Jacques
Natalia Berger

10 years

Xavier Luck
Jaclyn Macalpine
Kevin Pang
Kevin Sass
Samantha Dickson
Michael Robert Lewis
Nancy Aguilar

11 years

Gina Tolonics
Ashley Mann

12 years

Roxanne Wiseman
Ralph Artiza

13 years

Froilan David
Sheila McNeil

14 years

Cindy Williams

16 years

Carol Lo
Joanne Lozano
Penny Palak

17 years

Ed Villar
Josephine Wong
Dawn Berryman
Jessy Singh
Abdi Hussein
Lani Mapanao
John Davidson

18 years

Brenda Henderson
Oliver Samonte
Cary McCarthy
Bel Acero

19 years

Nieves Acero

20 years

Cristina Caampued
Joseph Dube
Dominique Gard

21 years

Rosa Mejia-Gonzales

22 years

Ahmad Shahlouneshad
Nick Chitheka

25 years

Ali Hosseinzadeh
Max Sumner
Kelly Hooper
Dee Blackmore

26 years

Jackie Farmer

27 years

Kulwant Sidhu
Duncan Williams

28 years

Shaun Vecchio
Carl Danroth

29 years

Harsha Soni

30 years

Tina Chevalier

31 years

Anish Ahmed

32 years

Gregory Joiner
Wayne Adams

33 years

Daniel Watson

34 years

Janice Del Valle

37 years

Graeme Weeks

38 years

Jeanne Durnion

Congratulations to
Nick Chitheka
and his wife who became
first time parents on
July 22nd with the
birth of their
baby girl
Charlie.



Congratulations
Jessica and Dan,
who were married on July 13th.
Jessica Beasley is a Director of Programs.
We wish them all the best.



Congratulations!

Promotions & New Appointments at CLS

Sam Kipling

Acting Assistant Coordinator – PotteryWorks

Amy Normand

Manager of Home Share

Kelly Morton

Manager of Staffed Homes

Christina Montonen

Acting Director of Programs

Anna Gao

Acting Director of Programs

Tiziana Nolet

Acting Director of Programs

Sandy Basi

Manager of Individualized Supports

Anna Avefjall

Acting Manager of Community Inclusion

Grace Edema

Acting Team Lead 97th



L.I.F.E. Is About Trying New Things

Aliya is a participant in the L.I.F.E. program and is always trying something new. She has been learning the pottery wheel at the PotteryWorks studio, working on interviews and work experience at Gabby and Jewels Bakery making cookies.

A Big Surprise

Rob's brother Ian organized a surprise trip for the two of them to Disneyland.

On Saturday, May 31, Ian came for a visit and asked Rob to meet him in the driveway and said, "We're going on a trip! Do you want to know where?" Rob replied, "No, I like to be surprised." They drove to the airport and spent the night at the Fairmont Hotel. The next day, they flew first class to Disneyland in California.

They stayed at the Disneyland Resort for six days, enjoying different rides and creating special memories together. Rob and Ian bonded, shared quality time, and truly made the most of their trip.





Amy, Jarred, Nadie and Aliya participated in the Coquitlam Community Spray Day where they all spent time with the community police.



Jarred is interested in learning about firearm safety and shooting. Recently he went to the shooting range where he was able to learn about firearms and to shoot at targets.

I Love My Garden!

Mary is supported in a Home Share and loves being outdoors and connecting with nature. Mary has a goal to grow her own garden, and she was busy over the summer cleaning out her planter boxes, choosing which vegetables she wanted to grow, and purchasing plants from the local gardening store.

Mary spent time looking through the Canadian Tire flyer to choose items on sale to purchase for her gardening project. She chose to grow cucumbers, yellow beans, green beans, carrots and tomato plants. In addition, she grew pink and red Geraniums.

Mary read the care instructions for each plant and planted them accordingly using the fertilizer she purchased from the nursery. Mary is very proud of her work and was excited to see her garden grow through the summer. Mary says "I love my garden!" and goes out each day to weed, water and help her garden grow.

If you or anyone you know is interested in becoming a Home Share Provider, please [visit our website](#) and contact the Home Share Director for more information.



Merhawei is eager to share his DJ skills with all his friends and others in community.



CHUCK BAILEY

DJ Merhawei Negash



When: May 15, 2025
Location - Chuck Bailey Recreation Centre
13458 107A Avenue
Surrey, BC V3T 0G4





On Our Way

Scott passed his learner's driver's license and is now taking driving lessons to prepare for his N. He attends lessons once a week for 90 minutes and is doing great. Scott is looking forward to having more freedom and independence to travel and explore once he gains his N license.

After lots of studying, Nick was ready to take his test at ICBC to get his learner's driver's license. Nick will start driving classes shortly with a instructor we have made a connection with.



Fun at the PNE

It is important to provide some background to truly appreciate how far Ty has come. He was a quiet, shy young adult who was deeply connected to his family and relied heavily on their support. He preferred staying home, and transportation was usually provided by his mom or close relatives. He rarely used public transit and had a natural fear of doing things independently.

With support, Ty earned his Food Safety Certification, attending all group meetings and acing the test with minimal assistance. He then took on a role as a Salvation Army bell ringer, performing the job independently until January. He has been actively involved in his own development—working on resumes, practicing interviews, and learning how to speak with employers when handing in applications. He also learned to use Uber to attend meetings at the library with his Job Coach, and now uses it independently.

In August, he became a summer camp counsellor with Big Brothers and Big Sisters at Chilliwack Central Elementary, School where he made a meaningful impact on the children. The hope was that working with children would allow him to be himself—free from masking or trying to “fit in.” That’s exactly what happened.

The first day of camp was spent getting to know new people and adjusting to a new environment. Ty was diligent, engaged, and eager to learn his duties. Though initially uncomfortable, he soon realized he was in a safe space with a supportive team—and that the children were nervous too.

After a while Ty settled in and became a magnet for the children and didn’t need a Job Coach for most of the camp. His teammates relied on him, and by Friday, he had become a valued camp counsellor—making quick decisions, leading activities, and listening intently to every child.

His journey continues. He is now doing work experience every Thursday at a ranch in Chilliwack, where he had previously volunteered. This opportunity helps him maintain his stable skills, as his dream is to work with horses. He has built a fantastic video library showcasing his abilities and has strong references for future stable jobs.

He now sees his own strengths clearly. He carries himself with confidence—head held high, making decisions independently, and embracing new opportunities with openness and courage. Great work Ty.



After a summer full of learning, growth, and hands-on work experiences, a group of dedicated young individuals came together to celebrate their accomplishments at the IMPACT Youth Employment program graduation.

Over the summer, the youth engaged in a comprehensive program designed to foster self-discovery, build essential life and professional skills, while gaining hands-on employment experience. Through interactive workshops, mentorship, and guided reflection they uncovered more about who they are, what drives them, and how they can make a meaningful impact in their communities and future careers.

From health and safety and interview skills to communication, teamwork and time management, these young graduates leave the program better equipped to take on future challenges with confidence and purpose. In addition, participants completed volunteer work at community events and did weeks worth of work experience placed within local businesses and organizations, providing them with valuable knowledge, substance for their resumes and a clearer vision for their career paths. It was amazing to see everyone at the graduation ceremony filled with pride, reflection and excitement for life's next steps.

Some Good Outdoor Fun!

Gerene went camping at the Vedder River campground for a few days and absolutely loved living the outdoor life. No TV, no technology, just good old fashion fun - fishing, cooking hot dogs, and going for nature walks.



Wedding Bells - No Problem!

Large Crowds of people has always been something that has been overwhelming for John.

He has always tried his best to be present at family events and has been working on reducing his anxiety. In the past John has attended functions up to 10-15 minutes. However, in May John attended his cousin Justin's wedding in and stayed for the whole ceremony.

He tried out new ways to support himself through these big events such as visual plans where he ticks off each part of the day. John likes sit coms like Mr. Bean and is thoroughly motivated by clapping and laughing. He went on a mission with his visual plan to seek lots of laughter and clapping which there was throughout the ceremony. He mingled with lots of family and friends, and his parents Alan and Lori and Sister Kristen were overjoyed to have John present at family wedding as he truly brought the fun.



Aloha Spring!

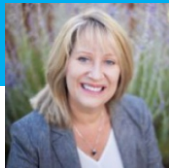
Supported Individuals from City Club, Madison, 43 Hastings, Individualized Supports and LIFE, along with many of their family members, attended a dinner to welcome Spring, coordinated by Community Connector, Allan Hunt. 40 people attended and were greeted with beautifully decorated tables and colourful paper flowers adorning the walls and a flower lei. Everything was awash of a Hawaiian theme, including the dinner menu.

People mingled and chatted, many meeting each other for the first time. As each person found a spot at the tables and placed their belongings down, another kind of belonging was taking place as people chose not to remain seated, rather, they wanted to mingle. Introductions and reminiscent tales shone through in the volume and chatter. One family member said to another, "Oh my goodness, I haven't chatted with you in 20 years! So nice to see you again. Remember when...."

The food was amazing, helpful information was shared, and there were stories of travels, past and future. Best of all was the laughter and the dessert.

Thank you so much to all the people who attended. Your sense of fun, care and respect really shows.

This is what it means to value each other, to want to be part of creating the space for dignity, belonging, and equality. Celebrating each other's strengths abilities and value. The full life and full citizenship we aim to have, and the people we support to have, is not only in our work, but it is in us. We all embody hope and love in our community. This gives us the reason to gather - to be together - to belong.



Performance Measurement 2024 Results

The Community Living Society (CLS) produces a Performance Measurement Report (formerly called the Outcomes Management Report) annually. This report tracks and summarizes the identified outcomes of CLS programs and services. The information and analysis derived from the Performance Measurement process is used to highlight areas of strengths and identify areas requiring improvements. 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 CLS employees to be more responsive to the needs of adults with an intellectual disability and their families who are served by the Society.

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

Demographics of the People We Support

The 2024 net increase in referrals and intakes is lower than that of the previous year, for various reasons. CLS does not maintain waitlists for services and new people are referred to CLS by our primary funders, Community Living British Columbia (CLBC), and the Fraser Health Acquired Brain Injury Program.

This year, L.I.F.E services and Home Share have grown, particularly among ages 19 to 40. Employment Services did not have an increase that has been trending in recent years, in part due to the decreased capacity of the team.

Younger generations are increasingly attracted to services such as L.I.F.E., Independent Living and Employment Services. Additionally, during the last three years the younger age groups have been referred to CLS for Home Share and Supported Living. Reasons for the younger generations choosing the above-mentioned services may be threefold:

- 1. The services better reflect the choices and preferences of younger generations.
- 2. Funding for these services is more available.
- 3. Over the last five years, CLS has made a concerted effort to develop services to provide a wider repertoire of options for the people we support.

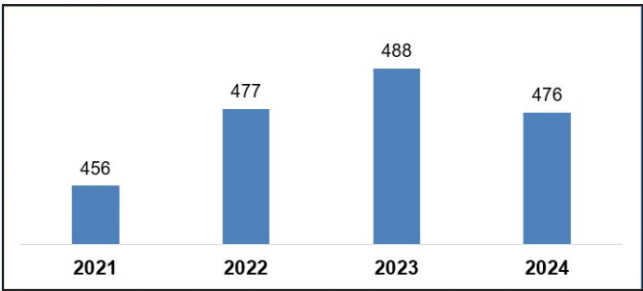
In Independent Living, the majority of Supported Individuals are under the age of 30, and most had previously been living with their parent(s). The move into this program is their first time living in their own home.

Although the programs/services noted above have attracted the younger generation, increasingly, most people living in Staffed Homes are in the later stages of life. 66% of the Supported

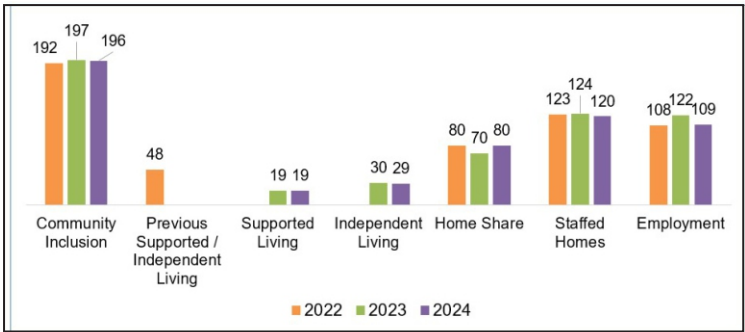
Individuals in Staffed Homes are over the age of 51, with 10% above age 70. In 2024, two Supported Individuals transitioned out of Day Supports program due to age related changes, moving into home-based community support.

The majority of Supported Individuals across the CLS continue to be male. Though this differs across programs, the gender imbalance has also been noted in recent research regarding supported employment for people with an intellectual disability. It appears that gender bias and societal values that may be influencing the engagement of women in employment in general, could also be affecting Employment Services in our sector. This gender gap is also evident in L.I.F.E. Services at CLS. Further research into the reasons and supports required to change this trend would be beneficial sector wide.

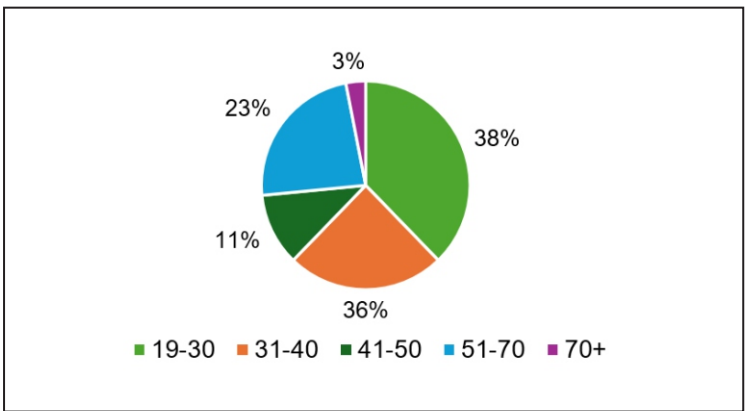
Total Supported Individuals

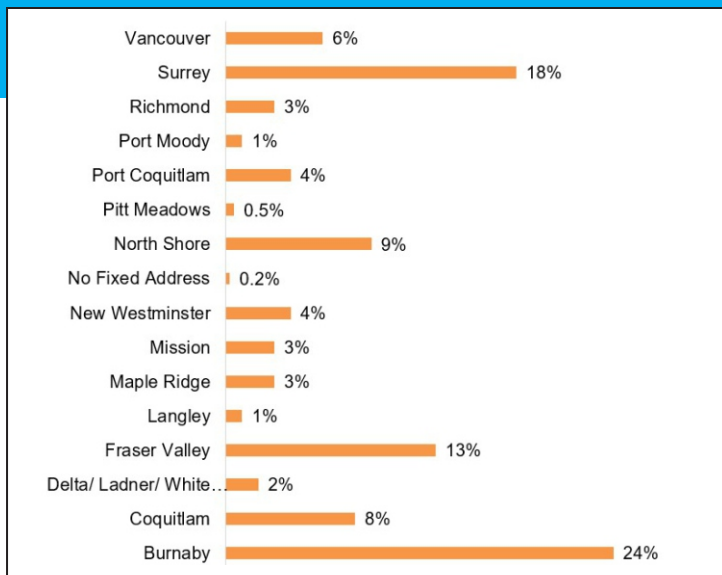


Total Supported Individuals in each service



Age of Supported Individuals - All Programs





Total Supported Individuals by Geographic Location

Stakeholder Satisfaction Survey Results

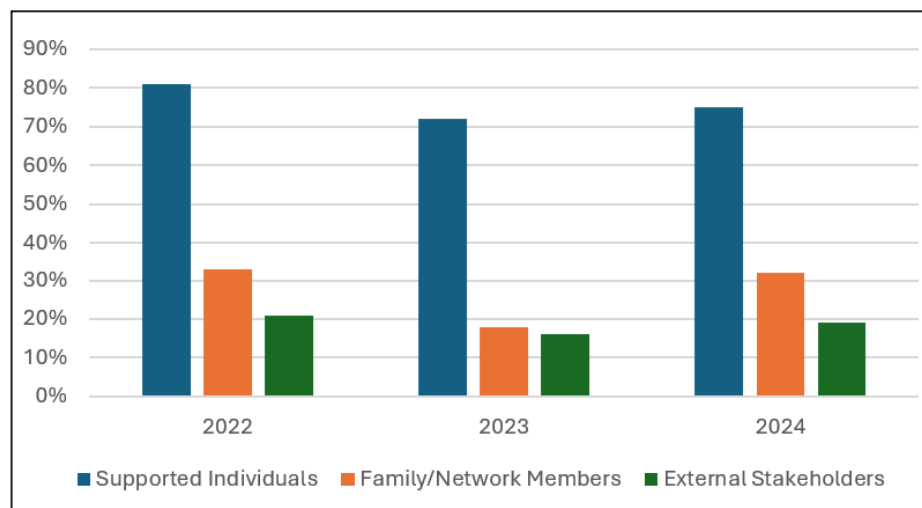
The survey results from Supported Individuals, family/personal support network members and external stakeholders including employers, were overwhelmingly positive in 2024. However, the survey response rates across some stakeholders are still lower than CLS would like.

Both the family/personal support network members and external stakeholder groups had increases in survey response rate, however, long term challenges remain. External stakeholders are asked to complete satisfaction surveys from numerous service providers each year. It is increasingly difficult to maintain a strong survey response rate, even with repeated reminders. Acquiring survey feedback from family/personal support network members is a valuable component of CLS assessing the quality of our services.

The survey response rate from Supported Individuals was very similar, increasing slightly from 72% to 75% in 2024, though by program there were some changes.

Over the next two years, CLS will work to determine if there is room for improvement in the validity of the data obtained.

Satisfaction Survey Completion Rate



Service Delivery Outcomes:

Program Performance

Community Inclusion Programs

In 2024, Community Inclusion had 18 new Supported Individuals enter services and 17 people exit services. The Community Inclusion outcomes are overwhelmingly positive, with 2024 results exceeding the targets in five out of seven measurements.

- 93% average for the number of times Supported Individuals in Day Supports, IS and L.I.F.E. services are present in community, exceeding the 90% target.
- 95% of Supported Individuals in Day Supports and Studios are engaged and involved in contributing to their community at least once per year, exceeding the 90% target.
- 100% of Supported Individuals are engaged and involved in skill development, exceeding the target of 85% quarterly.
- 97% of Supported Individuals in Community Inclusion indicate having opportunities to make choices, exceeding the 95% target.
- 69% of activities Supported Individuals engage in are linked to their goals: The average did not meet the 75% target. By program:
 - Individualized Supports met the target with 90%
 - Day Supports did not meet the target with 38%
 - Studios met the target with 87%
 - L.I.F.E. services met the target with 80%
- 92% of funded hours were delivered. This was below the 95% target. Interestingly, the number is the exact same as in 2023 (90% in 2022).
 - There are multiple contributing factors to this result, such as Individualized Supports does not have global funding but rather individualized funding. This could result in under delivering the hours if, for example, an employee is sick and/or a Supported Individual cancels or refuses supports. Another factor is that in both Day Supports and the Studios, some positions are not backfilled when the employee is away. CLS is examining if this practice can be reconsidered in the future.
- It took an average of 6.7 weeks from referral to beginning of service which is below the 8 week target.

CLS leadership team is passionate about the individuals they look after and they encourage personal growth and community growth.

Supported Living

In 2024, Supported Living had one new Supported Individual enter services and two people exit services. The Supported Living outcomes have overwhelmingly positive results, with all 2024 results meeting or exceeding the targets.

- The program had zero unplanned moves in 2024.
- 100% of Supported Individuals in the program indicated having opportunities to make choices, exceeding the 95% target.
- 100% of Supported Individuals are engaged and involved in skill development, exceeding the 90% target.
- The program met the 95% target with 95% of funded hours being delivered.
 - CLS has observed over the last few years how once Supported Individuals have secured housing, their support needs often decrease. This has led to some Supported Individuals declining to accept support.
- The program exceeded the target in 2024 with a 2-month average between expressed desire or need to move and placement for the Supported Individuals accommodated.

Independent Living

Growth of the Independent Living program has continued. CLS has been working on increasing the number of affordable housing units available to individuals supported in Independent Living. In 2024, 15 new housing units were added through our partnerships with housing providers, far exceeding our target of three. CLS is nearing completion of development of a policy framework that reflects best practices for Independent Living.

The Independent Living outcomes have overwhelmingly positive results, with 2024 results exceeding the targets in three out of four measures.

- The program had zero unplanned moves in 2024.
- 100% of Supported Individuals in the program indicated having opportunities to make choices, exceeding the 90% target.
- 100% of Supported Individuals in the program indicated having opportunities to learn skills, exceeding the 90% target.
- 70% of funded service level hours were delivered: The program did not meet the target of 95%. Although improvement has been noted, CLS was expecting this measurement to be below target. CLS has observed over the last few years how once Supported Individuals have secured housing, their support needs often decrease. This has led to some Supported Individuals declining to accept support.
- The program exceeded the target in 2024 with a 6-month average between expressed desire or need to move and placement for the Supported Individuals accommodated.

*I like feeling like
I'm engaging with my
community when I'm
with my support staff.*

Home Share

The Home Share outcomes are overwhelmingly positive, with 2024 results exceeding the targets in nine out of eleven measures.

- 97.7% of Home Share Providers indicated they feel that support offered by the agency met their needs.
 - The Home Share program experienced some sudden unexpected employee transitions in 2024. These results indicate that despite the ensuing challenges, there are strong relationships, and the Home Share Providers feel connected to the organization.
- 91% of Supported Individuals in Home Share are present in the community during home share supported time at least two times per week. Some missing data influenced this result. Also, for some Supported Individuals, they choose not to access community with their Home Share Provider, yet currently they are included in the data collection. The recommendation is to update this measure, and where the data is collected, to appropriately capture Supported Individuals who choose not to be accompanied/ supported to access community.
- 96% of Supported Individuals indicated having opportunities to make choices, exceeding the 95% target.
- There were two unplanned moves (2.5%) in 2024, meeting the target of less than or equal to 5%.
- 95% of Supported Individuals in Home Share that choose to engage in the home-life indicated they feel included, exceeding the 90% target.
- 100% of Supported Individuals in Home Share indicate feeling content with their living situation, exceeding the 95% target.
- An analysis of the mean, mode and median regarding the amount of years Supported Individuals are in Home Share is completed annually for this outcome. The program exceeded the 4-year target (mean) with a mean of 5.11 years, a median of 3.8 years and a mode of 2 years.
- 14.5% of Home Share Providers exited from providing services in 2024. The program did not meet the target (under 10%). Throughout 2024, CLS contracted with 55 Home Share Providers, eight discontinued service with CLS resulting in 14.5%.

To assess Supported Individual's stability in their home, CLS evaluates longevity, turnover of Home Share Providers, and unplanned moves. This year's results indicate that on average, Supported Individuals in Home Share experienced reasonable stability. Unplanned moves remain below target at 2.5% (4.3% in 2023 and 1.2% in 2022). The turnover rate remains above target (14% in 2024, 11.75% in 2023 and 17% in 2022).

Though a strong theme is not evident, upon further analysis, the cost of living, inflation, and compensation rates for Home Share Providers seem to be at the root of some moves. CLS, along with other service providers in the province have been and will continue to advocate for CLBC to increase rates for Home Share Providers. For three of the Home Share Provider exits, the situations were complex with elements of fit of the service model and/or the specific needs of the Supported Individual affecting the end result. Though we realize the realities of these challenges, CLS continues to aim for the 10% turnover target.

- In 2024, the program met the 90-day target with 65 days from intake to placement. The 65-day timeframe is positive and is indicative of transitions being able to follow the matching process.
- 87.5% of accepted referrals were successfully matched. The program did not meet the 90% target, there was one unsuccessful match.
- 97.7% of Home Share Providers indicated that their needs were responded to in a timely way by employees, exceeding the 95% target. As mentioned above, this depicts the strengths of the team response even amongst unexpected staff changes.

Staffed Homes

The Staffed Homes outcomes are overwhelmingly positive, with all 2024 results meeting or exceeding the targets.

- 1.8% of all moves out of or between living arrangements were unplanned: The program met the target (under 5%). Currently, CLS defines an unplanned placement move as “all moves that occur due to crisis or emergency situations and where the Supported Individual and/or family members have not been actively involved in planning for the move or having choice in the move.” In 2024, there were multiple other emergency placements for Supported Individuals in Staffed Homes that did not result in permanent moves, thus not part of the data in this measure. While CLS cannot be entirely prevent unplanned emergency moves, such as when a home is damaged because of a severe storm, flood or the sump pump breaks, CLS will examine these situations to determine if there are possible strategies that would mitigate the impact on Supported Individuals.
- 99% of Supported Individuals in Staffed Homes indicated having opportunities to make choices, exceeding the 90% target.
- 97% of times Supported Individuals living in Staffed Homes are present in community at least one time per week which exceeded the target of 95%.

CLS defines community presence as “activities that occur outside of the program or home (e.g. a walk in the park, grocery shopping, going out for dinner, going to the theatre, etc.) and does not necessarily involve interaction with other people.” In previous years, the results for this measure were below the target (85.5% in 2023 and 74% in 2022). The target is very realistic, and consequently, CLS implemented two approaches to improve the results for 2024:

1. Regularly distributing and reviewing results with programs on whether or not Supported Individuals living in Staffed Homes were present in community.
2. Reviewing accuracy of documentation regarding whether or not Supported Individuals living in Staffed Homes were present in community.

The staff are awesome, friendly, supportive, inclusive, encouraging and help me to learn life/cooking skills. I love my house and support staff.

Practice and documentation improvements both contributed to the program meeting this target. The monitoring processes remain in place currently.

- 97% of times Supported Individuals with at least one Unpaid Person with whom they regularly interact with every month which exceeded the target of 95%.

Currently, CLS defines an Unpaid Person as “a person involved in a Supported Individual's life who is unpaid such as family, friend, acquaintance, members of a club, group, team, or congregation, etc.). This would not include CLS employees, medical professionals, and other network members who are paid to be in the person's life.” We believe the results from this measure indicate that there is room for further growth. This is an exciting path for CLS, especially following completion in 2024 of training with employees regarding how to support and facilitate friendships for and with Supported Individuals.

- 100% of funded hours were delivered which exceeded the target of 95%.
- The program exceeded the target in 2024 with a 2.8-month average between expressed desire or need to move and placement for the Supported Individuals accommodated.

Employment Services

The Employment Services outcomes are positive given the challenging year for the program, with 2024 results exceeding the targets in nine out of eleven measurements. Some of the results were influenced by several employee changes that impacted the program. CLS is nearing completion of development of a policy framework that reflects best practices for Employment Services.

- The percentage of new Supported Individuals that were successfully placed in employment within the first six months of services did not meet the targets of 75% by funding category. (Funding categories “A, B and C” are used in this report to describe the following funding streams from CLBC:
 - A: PSI VCE (Personalized Support Initiative: Vancouver Coastal East)
 - B: PSI UF (Personalized Support Initiative: Upper Fraser)
 - C: DD VCE (Developmentally Disabled: Vancouver Coastal East)
 - Target is 75% for each funding category. Comparative analysis:
 - 2023: A: 67% B: 64% C: 62%
 - 2024: A: 25% B: 50% C: 0%
- Supported Individuals were employed an average of 42 weeks per year in which exceeded the 30-week target.
- 44% of employed Supported Individuals in Employment Services received more than minimum wage. The program did not meet the 45% target but this still a favourable result.
- The average wage for employed participants in Employment Services rose from \$18.33 to \$19.15 in 2024, above the target of minimum wage (\$17.40 per hour).
- 50% of employed Supported Individuals received a job or career enhancement this year which exceeded the target of 35%.
- 91% of at-risk situations (job in jeopardy) were prevented (at the time of identification of imminent breakdown): The program exceeded the 75% target.

Photo Gallery



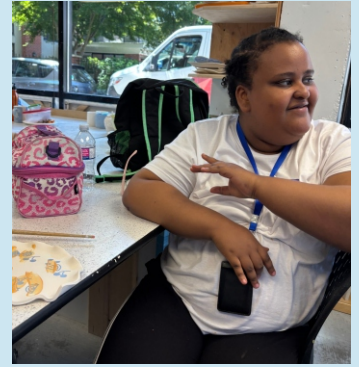
216A trip to Langley Sports Centre



Kirsten volunteering at ABC Cat Rescue



Rebecca shares the food of her culture at the picnic



Rukki's goal is to have one of her art pieces enter a show on Oct 25



Lynsey and Amy exploring new communities



Participants from LIFE and IS meet for art in the park



Gerene and Sheldon harvest their tomatoes



Rebecca gets a paid gardening job



Villa Rosa Team Building BBQ



95th Summer BBQ



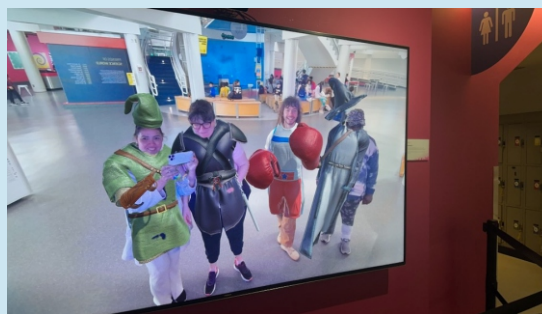
Newmarket ladies arranging some donations



95th Summer Rock Garden



Spring tulip festival



Villa Rosa Science World outing

As part of our 2024 Anti-Racism Exhibition highlights, we're excited to share the final releases from this year. Harpreet created a thoughtful piece emphasizing the importance of inclusion and representation, while Cheyenne reimagined the classic image of people holding hands—a symbol that encourages mutual understanding, a sense of community, and trust among individuals and groups.

This year, we also had the wonderful opportunity to attend the Inclusion BC conference, *Everybody Belongs*, celebrating Inclusion BC's 70th anniversary in partnership with Inclusion Canada and Aspire Richmond for a national event. The sales were fantastic, but meeting all the people there made the experience even more memorable.

Jill showcased our glasswork at both Surrey Pride and Chilliwack Pride, selling on behalf of several local artists while also sharing our own creations. These events are always a highlight of the season, offering the chance to reconnect with familiar faces, celebrate creativity, and share the joy of art with the community.

This quarter was full of creativity, with many classes taking place both at our shop and on the road. We also had the pleasure of leading a couple of mobile classes in partnership with DiverCity, a nonprofit organization that connects people to inclusive, innovative, and culturally safe programs and services across Canada. In addition, we've hosted several free classes so far this year as part of the cultural grant we received from the City of Surrey, helping to make art accessible to even more members of our community. With the warmer weather, we were also able to hold some of these classes outdoors, among the beautiful garden beds that the Studio 73 team has planted and maintained.

This quarter, we celebrated 10 wonderful years at our Newton, Surrey location! We are incredibly grateful to everyone who has supported us along the way, and we were thrilled to see so many people come out to make this milestone celebration special. Our guests included Studio 73 artists, local artists, members of our head office team, neighbors, long-time supporters, new friends, representatives from the City of Surrey, and even a city councillor who regularly shows up to support our work. One long-time supporter even managed to sneak away from welcoming a grandchild born that very morning just to be part of the celebration—a true testament to the community spirit that surrounds Studio 73!

As the year continues, we look forward to more classes, exhibitions, and community events, and to sharing the creativity, joy, and connections that make Studio 73 such a special place. Thank you to everyone who continues to support our artists and programs—we couldn't do it without you!



PotteryWorks celebrated their 25th anniversary on June 14th with an open house and art show. We were so touched by the many friends who came to help us recognize a quarter century of history. We also were reminded of the artists who had such an impact on our studio who have passed away. They are never far from our thoughts.

PotteryWorks was invited to attend the Neurodivergent Wellness Fair "Rise to the Top" on Grouse Mountain. We spent an incredible day on the mountain, displaying our work and meeting many new customers. We met up with old friends like Simon's Soap Box and enjoyed an incredible lunch, all with that stunning view.

We congratulate artist Ryley Jensen Fisk, on having her painting chosen by the Inclusion Art Show committee for their promotional poster for 2025. Ryley is well known for her aboriginal designed pottery and paintings. Her painting of the beaver was a winner.

On Canada Day, PotteryWorks attended the event in Coquitlam. This was a huge event with multiple stages with live performances on the shores of Lafarge Lake. It was a busy and sunny day, and we met some of the estimated one hundred thousand people who attended. A big thanks to the City of Coquitlam for the invitation. At the studio we are incredibly busy preparing for a packed upcoming show season, producing new and wonderful pieces for the show and holiday season.





DONATE TODAY!

Your generous donations provide real opportunities for the individuals supported by the CLS to live life to the fullest.

You can contribute by sending cash or a cheque to:

Community Living Society
7th Floor – 713 Columbia Street
New Westminster, BC, V3M 1B2

Donation receipts sent to our office via cheque or cash will be issued for amounts in excess of \$10.

Donations via credit card can be made by visiting our website:

<https://www.canadahelps.org/en/dn/m/5841/donation>

If you have any questions, please contact us at 604.523.0303 or

contactus@communitylivingsociety.ca

Thank you for your consideration.

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There is no fee to be a CLS member. Memberships are renewed on an annual basis at or after the Annual General Meeting.

Members must:

- be 18+ years of age
- be interested in advancing the purposes and supporting the activities of the Society

Members cannot be:

- An employee or contractor of the CLS
- An employee of the government of the Province of British Columbia or Canada whose duties are concerned with the affairs of the Society.

If you would like to be a member of the CLS, please send this completed form to us:

By Mail:

7th Floor- 713 Columbia Street, New Westminster, BC, V3M 1B2

By Fax:

604-523-9399

By Email:

contactus@communitylivingsociety.ca