



## MELISSA AND BARB WORKING AT THE HOT DOG EXPRESS!



## Community Partner – North Shore Outlook

By Andrea

Our consumers in North Vancouver have been very busy lately with their new paper routes with North Shore Outlook. Every Thursday, our consumers and staff get ready for these paper routes by collecting newspapers from their drop-off point, rolling them, and checking for changes to the routes. They then fill their bags with newspapers and head out into

the community to carefully deliver door-to-door. Our consumers have adapted to varying weather conditions and have demonstrated appropriate delivery methods.

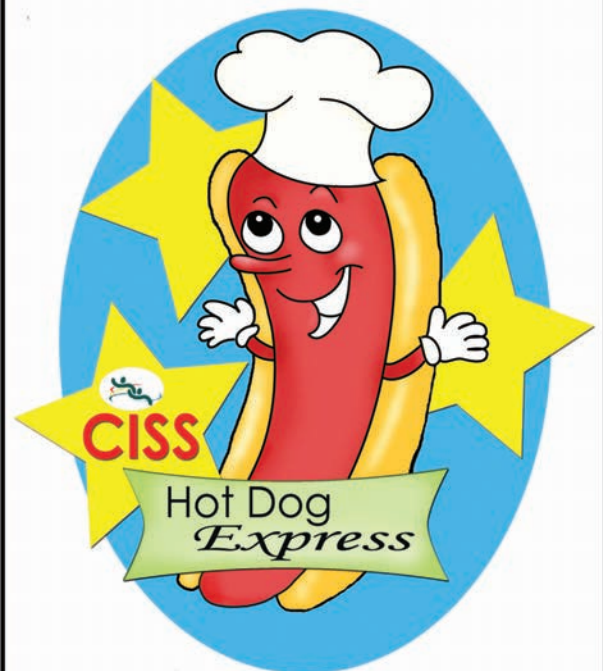
Lots of consumer interest has been expressed in our routes. In addition to our three paid consumers, we have

several volunteers who not only enjoy the responsibility of the paper route but are keen to take advantage of being outdoors and getting in some extra exercise. We are extremely grateful to Tania and all the staff at North Shore Outlook for being so helpful and accommodating. Our routes have been specially designed to suit the unique needs of our program, giving our consumers the best chance to excel. CISS North Vancouver is looking forward to maintaining a positive and long-lasting relationship with North Shore Outlook!



## LUNCH IS READY!

Mondays and Fridays 11:30 - 1:30



Ron Andrews Recreation Center  
931 Lytton Street, North Vancouver

**PLEASE VISIT CISS' NEW**

**WEBPAGE!**

[www.gociss.org](http://www.gociss.org)

## **FROM THE EXECUTIVE DIRECTOR'S DESK**

by Shari Mahar

I am excited to announce that we are up to a full complement of volunteer board members. We continue to have exceptional leadership from our Board Chair Peter E. and Vice Chair Peter D. and both Sue and Sarah continue with their strong commitment to their volunteer roles. New members, Vinay, Michael and Marta, have arrived in their new board positions with enthusiasm and interest in the future of CISS. We will feature each of the new members in future newsletters so you can get to know them better. Please come out to our 2011 Annual General Meeting (AGM) on Saturday June 18<sup>th</sup>. The location is to be announced closer to the event but make sure that you mark your calendars.

Mary Joy is settling in nicely to her new department, Individualized Day Services 1 (IDS 1). Mary Joy is working with her new team to give the consumers and staff stability after having a variety of leaders at the helm and many other challenges since last fall. *"If you believe in what you are doing, then let nothing hold you up in your work. Much of the best work of the world has been done against seeming impossibilities. The thing is to get the work done"* (Dale Carnegie). I appreciate everyone's patience and continue to be excited for what this team will achieve when given the opportunity.

Another change at CISS is the addition of a new Program Manager at Inlet, Jim Jo, who is fitting in nicely to Inlet Enterprises. Inlet clients and staff have been very helpful to Jim in his new role which I know that he really appreciates. Jim tells me that every day flies by so fast that he can hardly believe when the end of the day arrives so quickly. Jim comes with some solid experience and will be very instrumental in our quest for employment for anyone who wants to work.

Recently we were informed that our website host is closing so with the assistance of Angel (an employee on IDS 2 team) we will soon be launching our new site. Along with the launch of our site we will be establishing new email accounts for our admin and management employees as well as our committee members. The new address will have *Go CISS* in it so it will be shorter and easier to remember. For the first couple of months we will continue with our current electronic web mail and have our emails forwarded to the new account.

It is that time again to go through our accreditation survey; yes it has already been three years. We are planning to apply for the intent to survey by June 2011 and hope to have the survey in the fall of 2011. Each time we go through a survey, we learn new strategies which help us grow as an organization and so I expect that this time we will see the same. Over the coming months we will begin reviewing our systems and ensure that all of our systems are operating in the way that they should. Of course we will assure that the surveyors get out and meet as many people as possible throughout the community based programs so you will have a chance to meet someone new from somewhere else in North America.

Last, but certainly not least, I am honoured to announce that Lori who has faithfully volunteered in the office supporting the management and admin staff with our work, has recently accepted a paid position at CISS. Lori takes her work seriously and works hard. We are happy to have her join our team on a permanent basis.

## **Health & Safety**

By Lee

In December 2010, CISS received a grant through the Workplace Training *Through Innovation Program*. As part of our ongoing belief that healthy consumers and employees are happier and more productive, the Health and Safety and Social committees collaborated and attended a six-week series of Health and Wellness workshops. Through these bi-weekly workshops, starting on January 27 and ending on March 24, we have all learned that stress, poor diet, and lack of exercise can affect our health and wellness. As part of our ongoing commitment to sharing this information, a Health and Wellness board was created for each office site. The Health and Safety committee, in partnership with the Social committee, will monitor the information to keep it fresh and current. Please check the boards often for exciting new information to come.



# What's New at CISS?



## At Inlet

*By Jim*

The most obvious answer to the question of "What's New at Inlet?" would be – me. As the newest program manager at CISS, taking over Inlet Enterprises, I couldn't be happier to be a part of the team. Many thanks to Mary Joy for getting me up to speed on things here at IE and for leaving me with a fantastic team to work with. Though many were sad to see Mary Joy leave Inlet, we must try to not sink beneath our anguish, and carry on. The Inlet team would like to congratulate Mary Joy on her new position at IDS – she will be truly missed. This past season, the Inlet team has been excited to start a gardening project with several of the consumers. CISS has bought a little greenhouse, situated here at Inlet, and have begun planting seedlings, tomatoes, beets, pumpkins, and beans at this time. The plan in the future is to have CISS grow seedlings and start selling them with homemade planter boxes. As well, several individuals have begun participating in an adaptive yoga program. Music Therapy continues to be popular each Tuesday afternoon, and many consumers are busy with jobs and volunteer responsibilities. Special congratulations to Derek who has been at East Side Mario's for 2 years in April. The Health and Safety and Social committees have been very busy attending a series of wellness workshops gathering information to bring back to the whole society. Though it's been a busy and fun few months, we are all eagerly awaiting the sunshine so we can get outside more regularly and enjoy all that beautiful B.C. has to offer.

## At Port Moody IDS 2

*By Lee*

Here we are, well into spring! Annual Individual Service Plan meetings are being completed with exciting new goals for individuals. Many include paid employment, which leads me to congratulate Krista on her 3<sup>rd</sup> anniversary at "I Party With More"! Hudson is mastering his skills as a volunteer at Kyle Kitchen and may seek employment in the food industry. Geoff is working at McDonalds, however his passion for acting has led him to apply as an extra with the actor's studio. Michael D. is focusing on employment in the outdoors and John H. at a video/electronics store. Rae waits patiently for her injury to heal in order to start her paid position at Starbucks. Michael S. may have a new volunteer job labeling clothes for a thrift store, however his goal is for an additional paid position (he currently works at Reuben's chocolates). And William would like to complete his already very full schedule with a paid position on Thursdays (see spotlight). Thank you to Reina and all the volunteers at Kyle Kitchen for a successful Bridge lunch on March 8<sup>th</sup>. The kitchen continues to produce a reasonable lunch for seniors in the community. Stay tuned as the group may be expanding their customer base to include staff and other meetings.

## At North Vancouver

*By Trisha*

The News is literally out! And the North Van team is delivering it. Three of our consumers have secured paid routes each Thursday with the North Shore Outlook newspaper. To assist with the deliveries, Barb, Darren and Russell are dedicated volunteer contributors. The Pony Express pales in comparison to this hardy team who have endured every possible weather element nature could inflict on them. The debut route welcomed our new carriers with shivery snow, pelting rains, howling winds, transient sunshine and of course hails stones the size of marbles. Thursday afternoons add more bustle as Barb and Cal carry out their new recycling program. Kudos also to Melissa for recruiting recyclables from our building complex! Meals on Wheels has been keeping Cal and Dong Ku busy on Wednesdays as they assist with a much needed service in their community bringing food to those in need. The hotdog Express has expanded to include pre-packaged children's snacks and drinks. Andrea has created a beautiful display to tantalize even the most finicky tots. In summary, this season has been fun, fruitful and fulfilling.

## At Port Moody IDS 1

*By Mary Joy*

I'm sure everyone enjoyed the monthly celebrations, New Year's, Valentine's Day and St. Patrick's Day. The latter two of these celebrations were enjoyed at the coffeehouse with extra door prizes. Everyone sure enjoys dancing to a live musician and interacting with each other. It is always such a popular event. Thank you to CISS and the many volunteers as well as paid employees who make this event possible. Sharevision is a whole new world and it is exciting to be learning a new way of developing reports and goals. The staff have embraced the new system and appears eager to learn, one step at a time. Some of the IDS1 individuals have begun participating in the gardening program. We are happy to hear the program will be going all year round, with various activities and projects from month to month. The Health and Wellness workshops are done and the bulletin boards are up at all the programs. Staff and consumers have access to the items on display. We are also anticipating staff from all programs will contribute to the boards through their managers. Also in March, I transferred from being the Inlet Program Manager to being the IDS 1 Program Manager. I see several familiar faces as well as new ones and I am looking forward to hearing all about how much everyone has grown and where the team is heading. Although I will miss the Inlet team, they are just down the hall and I do see them often. They are a strong team and will do well with their new manager. We are sorry to see Shanlee move on and wish him well in his future endeavors. Also farewell to Khristoffer from his temporary position back to the casual relief pool.



# Gardening Tips from Ms. B's



By Brenda

Hurray! Spring is here! But be careful what you are doing around your garden at this time – it's still very cold outside. It's a great time to start cleaning up, getting the old leaves out of the gardening beds, pots, etc., and also some pruning (make sure you find out what you can prune during this time of year). Turning over your old soil and putting in your manure is a great start too. I made my first trip of the season to my favourite garden store and bought myself a "Pink Lemon" blueberry bush. I can't wait to get some berries off of it. I will let you know how it all works out. Before you start getting your garden set up for the summer of 2011, make yourself a Garden Wish List before you go to the gardening store. Also do your research before getting plants, trees, and flowers. Then bring out your green thumbs to Ms. B's Garden!

## Staff Spotlight: Raishma

By Jim

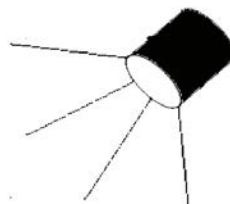
Raishma was born and raised in Srinagar, India. She earned her Bachelor of Arts in English Literature before moving to Canada in 1990.

Raishma completed her Community Social Service Worker Diploma at Douglas College and, when her children were ready to be more independent, she felt the call to pursue her passion working with people with developmental disabilities. Though some days can be extremely challenging, she feels lucky to be able to make a difference in the lives of our consumers.



On her dream vacation, Raishma would like to be somewhere in the company of like-minded people, spending her time doing seva, which means service, and working on her own spiritual uplifting. Her goal would be to become a better person with no duality.

Since coming to CISS, Raishma has been an integral part of the Inlet team. She is a member of the social committee and has participated in our recent series of Health and Wellness workshops, and has worked hard to share what she's learned to the rest of CISS. Raishma enjoys cooking, hiking, reading, yoga, and meditation. She is a big follower of the "Art of Living" breathing techniques. While the author is a firm believer that we all have hidden strengths and talents, Raishma seems to feel that hers are still hiding from her! But the super-power she would wish for is the ability to spread peace and contentment all around.



## Volunteer



At CISS we contribute to our communities through volunteering in many different ways. For the months of January, February, and March

2011 we donated 367 hours to the following:

Maplewood Farms, North Shore Bowl, Pemberton Office Complex, Share Society, Calvary Church, Bottle Recycling, Lady of Fatima Church, Church cleaning, Neighbour Link/Share, Coquitlam Animal Shelter, Archbishop Carney School, Coquitlam Animal Shelter, Costco shopping, Eagle Ridge Church, Friendship Baptist Church, Java With Friends Coffee House, Kyle Kitchen Senior Lunch Program, Fatima Church, Lions Care Centre, Central Elementary School.





# Fun Activity Page



## "The Jeffersons" Wordsearch

- |               |           |
|---------------|-----------|
| Apartment     | Gold      |
| Bentley       | Jenny     |
| Cleaning      | Lionel    |
| Climbing      | Louise    |
| Comic         | Love      |
| Deluxe        | Luxury    |
| Disagreements | Manhattan |
| Doorman       | Neighbour |
| Florence      | Rich      |
| George        | Wealthy   |

Z T G U N U D O J Y C I D Z L  
R N X L U X U R Y L E G D D J  
B E G M L I O N E L V R I W E  
V M D O O R M A N L L A S E N  
P T Z N D Q N N R F D L A A N  
D R Y Y K I B U C E A P G L Y  
M A I T N E O L L F V H R T T  
P P N G N B I U U L Z S E H L  
K A G T H M X E V O L Y E Y O  
L C L G B E D Q B R U W M T U  
E E I I G O L D L E U W E U I  
Y E N N A T T A H N A M N Z S  
N G P R D M U O H C G X T R E  
Y A J G E O R G E E D V S D S  
Q C T P C I M O C B N H C I R

## Jokes to Tickle your Funny Bone

1. What do you call a cow eating grass? A lawn-mooer!



6. What do roosters use to wake up at dawn? An alarm cluck

2. Why are goalkeepers always at the bank? Because they are good savers!

7. What do you get when you cross a cat and a tree? A cat-a-log



3. Who always goes to bed with their shoes on? A horse

8. What do you call a sleeping bull? A bulldozer

4. How do fleas travel? They itch-hike.

9. Why did the orange only get halfway across the road? It ran out of juice



5. If bees make honey, what do wasps make? Waspberry jam



10. Why did the turkey cross the road? To prove he wasn't chicken.

Sources are from the books: 'TV Guide' and 'Usborne Book of Silly Jokes'

# Barbequing Made Easy

By Katrina

-- Take it from ordinary to extraordinary with these two mixtures.

## **MARINADE FOR MEAT**

- 1 tsp. Worcestershire sauce
- 1 tsp. Cavender's Greek spice (available at Save On Foods)
- 1 Tbsp. Olive oil
- 1 Tbsp. Dijon mustard
- 2 Tbsp. Soy sauce
- 1 tsp. Garlic powder



Good for chicken, pork or beef. Marinate meat for at least one hour or preferably overnight.

## **SPICY MEAT RUB**

- 2 Tbsp. Chili flakes
- 2 Tbsp. Onion flakes
- 2 Tbsp. Garlic flakes
- 1 Tbsp. Black pepper
- 1 Tbsp. Sea salt
- 1 Tbsp. Dry mustard



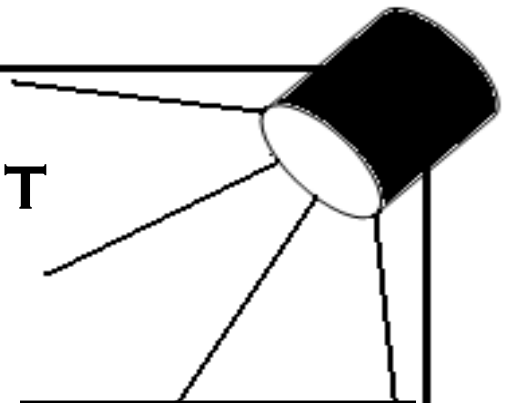
Good for chicken, pork, beef or fish. Put all ingredients in a mortar bowl and mix together with the pestle. Sprinkle on meat and rub in with your hand.



# CONSUMER SPOTLIGHT

By Lorna

William is a young man who currently attends CISS one day per week. This is due to William's extremely full schedule. On Monday, Tuesday and Wednesday, William attends Vancouver Community College, enrolled in the computer program. On Thursdays, William attends CISS where he is actively looking for paid work. On Fridays, William volunteers at Simon Fraser University where he is a D.J. Because William is visually impaired, the radio station assists William by including brail on the soundboard, cds, and cassettes. William prepares his programming for the station on Monday and Tuesday, which includes music, weather, and topics of interest. William can be heard on Fridays between 1:00pm and 2:00pm by logging onto <http://www.CJSF.ca>



# SUGGESTION BOX

By Shari

Over the past three months we have had four written suggestion placed in the suggestion box.

Music Therapy at Inlet: The suggestion is *"All clients should be included in Music Therapy. Maybe alternate weeks with certain clients, my client would love to go and would enjoy it. She asks to go."*

To give the readers some background information on this subject: for the past twenty years the individuals at Inlet program have enjoyed having a musician onsite once a week for a music therapy session. Many of the individuals who have attended this program for years find it difficult to attend CISS' weekly coffee house where there is also a live musician. Of course space is limited, so we want to ensure that any Inlet client who wants to attend can, after all it was created and paid for by their program and staff. We also want to ensure that individuals in our program who enjoy music have the opportunity to explore their interests; this could possibly be achieved through another venue or method. If the individual is interested in using instruments, perhaps she could take an instrument to the coffee house as she attends weekly. If the individual wants to attend as she enjoys the company of others who attend perhaps another similar activity could be explored together. I understand that this program could be expanded when we move into a larger space so in the meanwhile, please assure that the individual takes this item to her manager who may be able to assist further.

Sharing Parking: The suggestion is *"It would be nice if one of the two CISS parking spots (Port Moody location) at the rear of the building be designated for IDS. Many times staff supporting someone in a wheelchair has no place to park because both CISS spots are taken by Inlet."*

Great suggestion that our handicapped designated parking spots be shared and available for individuals in wheelchairs or have mobility challenges. I will pass this idea on to the managers and ask that staff only park in those spots if they are supporting an individual who would normally require a physically disabled parking spot.

Vacation Days: The suggestion is *"Why is it our consumers mostly at Inlet don't take vacation days, could it be put into place?"*

Everyone deserves a vacation that wants one. I would love to be able to say that everyone who wants annual vacation be given a minimum amount each year. However, it is not within our power at the day program to do so. I know that in the past I recall day programs closing for a period of time which would force a vacation for both clients and staff whether they want to or not, but I do not think that this would be a good solution. It may be that most of the individuals at Inlet do not live at home with their families so consequently do not have the same opportunities as those who vacation with their families. Perhaps there are other ways Inlet program can help their clients get a break. This could be done by planning special trips, special events and celebrations organized during the summer months when the vacationers are away.

Relief Staff: The suggestion is *"Could you please get more relief, thank you"*.

Thank you for the suggestion and the situation is being worked on as we speak. Prior to April we were in very good shape with staffing and were working hard to give our relief hours. Since then we have had a couple of regular relief leave for full time employment, go on vacation, return to school and become not available. In the scramble the managers have been actively interviewing and we have some targets, which we plan to hit, regarding how many relief staff we need in the coming months. The managers will be also working with their teams to increase attendance focusing on wellness. We have a high level of sick leave the past two years and know that there are some positive things that we can do to help improve the situation, which will give us overall stability in the programs.

The suggestion box is located on every site and is open to anyone whom wishes to make a suggestion.

## QUALITY OF LIFE

By Lee

The Quality of Life Project is now complete! In June 2010, CISS, along with six other Tri-city area agencies, was selected to be part of a pilot project to ask consumers about their quality of life. Along our journey, four individuals from our programs were interviewed for "interviewer" positions. One individual was successful, but due to unforeseen circumstances was unable to accept the position. Although this was disappointing, 42 individuals from Inlet and Individualized Day Services 1&2 were interviewed by self-advocates from other agencies. During the week of March 14th to the 18th, 2011, it was pretty hectic around head office as people were coming and going. It was a pleasure to see some individuals who were initially reluctant or unsure of participating come away stating it was a positive experience! Katrina, from IDS 2, and I worked tirelessly scheduling interviews, picking up interviewers, and completing multiple documents. The information was sent to a research based company in Alberta and, at the end of May, CISS will receive a document indicating how people really feel about their quality of life. This information is highly confidential and no names were used. We will share the overall results with all stakeholders at CISS once we receive it. Thank you to everyone for participating.

# RDSP's – Planning For your Future

By Jim

There has been a considerable amount of buzz about the government's (relatively) new RDSP program. The Registered Disability Savings Plan (RDSP) was put in place on December 1st, 2008. It was created by the federal government to help people with disabilities and their families plan for and save for their futures. With government grants and bonds to add to one's savings, the RDSP is touted as an incredible, long-term savings and investment plan for people with disabilities.

There are many reasons to consider opening an RDSP.

1. A small investment can turn into a huge savings. If one qualifies, the government's contribution to your fund can be as much as \$3 for every \$1 you contribute.
2. Money invested into an RDSP and the withdrawals from an RDSP do not count against your disability benefits.
3. Contributions to one's RDSP can come from many sources – family, friends, charities, foundations, and organizations. All of these also qualify for matching government contributions.
4. There are no restrictions on how the funds can be spent once it comes out.

However, the RDSP is not perfect. There are some things to consider before you open an RDSP.

1. The older you are, the less beneficial an RDSP is for you. For example, if you are over 49, you cannot qualify for the federal grants and bonds.
2. You must meet a relatively strict definition of disability in order to qualify for the Disability Tax Credit. If you qualify for the DTC, but lose your eligibility at a later time, you have to close your RDSP.
3. You must not withdraw any money from an RDSP for 10 years in order to keep any grant or bond money received from the federal government. If you do withdraw money within 10 years, you must pay back all grants and bonds received.

In order to qualify for the RDSP, you must:

1. Live in Canada
2. Have a Social Insurance Number
3. Qualify for the Disability Tax Credit



Also, you will want to have filed your income tax returns for at least the past two years in order to receive the Canada Disability Savings Bond and the best matching federal contributions to the Canada Disability Savings Grant.

Keep in mind that, at just over 2 years old, the RDSP is still a very new program. And so information on how it works in practice is still limited. Though there are numerous 'Pros', there are also notable 'Cons'. All told, however, the RDSP is definitely a step in the right direction for creating healthy futures for individuals with disabilities.

If you are considering opening an RDSP it would be wise to consult an expert before diving in. For assistance in exploring the RDSP, there are resources available include

- <http://www.servicecanada.gc.ca/eng/goc/rdsp.shtml> (government website)
- <http://www.plan.ca/> (the organization largely responsible for promoting the creation of an RDSP)
- <http://www.rdsp.com> (PLAN's website devoted to information about the RDSP)



## Helpful Hint – Coffee Filters

By Pam

Coffee filters ... who would have thought they'd have so many uses other than just filtering coffee? Here are a few ideas that you may find useful and convenient. These are just a few ideas but I'm sure you can come up with many of your own.

1. Coffee filters are excellent for cleaning windows, mirrors and chrome. They are lint-free and will keep your glassware sparkling.
2. Coffee filters are great for straining soup stock or for tying up fresh herbs to put in stews or soups.
3. Take a coffee filter and ball it up to use to apply shoe polish.
4. Protect fine china and Teflon coated pans by inserting a coffee filter in between.
5. Use a coffee filter as a spoon rest while cooking and clean up will be easy.
6. If you run out of cotton balls when you are removing nail polish – use a coffee filter!
7. Coffee filters make perfect serving dishes for kids' snacks such as popcorn, cereal, and cut up fruit. It also makes clean up easy.
8. For you gardeners, use them to sprout seeds. Dampen the coffee filter, place seeds inside, fold it, and place it into a plastic baggie until they sprout.
9. When potting plants use a coffee filter to line the pot so that the dirt does not leak out the drain holes.
10. Avoid splatter in the microwave by covering the dish with a coffee filter.
11. Prevent popsicles from dripping by poking the stick through one or two coffee filters.
12. Coffee filters make a convenient wrapper for messy foods such as tacos.
13. If you break the cork when opening a bottle of wine, filter the wine through a coffee filter.

Coffee filters are inexpensive and are even available at the dollar store.

## FUN AT CERAMICS



## Williams Syndrome

By Ghirmay

Williams syndrome, also known as WS, WMS, and Williams-Beuren syndrome (WBS) is a rare neurodevelopmental genetic disorder. Williams syndrome was first described in 1961 by Dr. J.C.P. Williams of New Zealand. At that time, it was noted that individuals with Williams syndrome had an unusual constellation of physical and mental findings. These include mild mental disability, unusual “elfin” facial features along with a low nasal bridge, cardiovascular disease, short stature, and unique personality traits. A person with Williams syndrome tends to have high hypercalcemia (high blood calcium level) and hypercalciuria (high urine calcium level).

An individual with Williams syndrome characteristically has surprisingly advanced verbal skills, is highly sociable, and is likely to have an affinity to music. Some experts say that the high verbal skills mask other developmental problems and sometimes contribute towards late diagnosis. Individuals with Williams syndrome also report higher anxiety levels as well as phobia development.

## Annual General Meeting

Please join us at our Annual General Meeting, which will be at Central Community Elementary School. At 1:00 p.m. we will begin our business session and at 2:00 p.m. we will enjoy a social event including a tour of Melissa Park. Please RSVP to Pam Galt at 604-461-2131.

**DATE:** SATURDAY JUNE 18<sup>TH</sup>, 2011

**TIME:** 1:00 P.M. TO 3:00 P.M.

**WHERE:** CENTRAL COMMUNITY ELEMENTARY SCHOOL

2260 CENTRAL AVE PORT COQUITLAM

# BRAVOs

**To:** April

**Department:** Inlet

**From:** Tanya

**Reason:** Thank you, April, for your support and assistance with a consumer who had a medical issue while out in the community. Very much appreciated.

**To:** Katrina

**Department:** IDS 2

**From:** Lee

**Reason:** Thank you to Katrina for her support and enthusiasm regarding the Quality of Life Project.

**To:** Ester

**Department:** Admin

**From:** Katrina

**Reason:** Thanks so much for all of the time and support you gave me with the Quality of Life Excel spread sheets. Your expertise was greatly appreciated.

## How to Change your Lifestyle

Some of the ways to change your lifestyle are:

### Saving money

- Bring your lunch from home
- Going to the library instead of purchasing a book
- Write down everything you purchase i.e. restaurants and shopping, etc.

### Weight Control

- Pay attention to what and how much you eat, i.e. portion control
- Cut down on sweet treats
- Eat more fruits and vegetables
- Drink more water

### Exercise

- Move more, i.e. dance, walk and swim
- Take stairs instead of the elevator
- Exercise while watching T.V.
- Do yoga or stretch often

These are some of the choices we can make if we wish to change our lifestyle.

# CISS COFFEEHOUSE, COME JOIN THE FUN!



**Thursday  
12:15 - 1:30 p.m.**



**Place Mallairdville  
1200 Cartier St.  
Coquitlam**

**\$2.00 admission  
concession also available  
(coffee, pop, chips)**



**Live Music**



**Door Prizes      Dancing**



**Opportunities to  
Socialize**



# Consumer Satisfaction Survey Summary

By Leah

In the past three months (January, February, March) there have been 10 surveys completed and returned to CISS.

## Who helped you fill out the survey?

Family/Caregiver: Six

CISS Support Staff: One

Two individuals filled out the survey on their own and one individual ticked off that a family/caregiver, CISS program manager and staff and other helped to fill out the survey.

The measuring range for the survey was: Awesome or Okay/Good or Terrible which was demonstrated through face symbols (see our web site [www.communityintegration.org](http://www.communityintegration.org) for a view of the survey tool).

## Responses:

1. The social committee plans parties that I like:  
Awesome: 6 Okay/Good: 4 Terrible: 0

One individual stated that they had not been to a party yet for CISS.

2. List ideas of events you want to participate in:  
Bowling in summertime; Christmas party; Dancing;  
Outings (Vancouver Aquarium, Science World);  
Picnics; summer party

3. I like the programs that I do at my day program:  
Awesome: 8 Okay/Good: 2 Terrible: 0

4. I get to set my own individual goals at my ISP meeting:  
Awesome: 5 Okay/Good: 5 Terrible: 0

5. I get to try new things at my day program if I want:  
Awesome: 7 Okay/Good: 3 Terrible: 0

6. I like the way my staff help me at the day program:  
Awesome: 6 Okay/Good: 4 Terrible: 0

7. My program manager listens to my complaints:  
Awesome: 6 Okay/Good: 4 Terrible: 0

1. Responses to the question: What do you like the best about CISS?

- Activities like walking and dancing
- Bowling, swimming, golf, movies
- Cooking, swimming, golfing, bowling, Coffee House
- Fun when training people
- I like everything
- Meet new people; Going out for coffee
- Nice and friendly staff; Flexible day program
- Staff are friendly and respectful; Enjoying activities
- The day programs are great
- The friendly staff and consumers

2. Responses to the question: What do you not like the best about CISS?

- Can't think of any "dislikes" at present
- Coffee House
- Getting up in morning
- I like everything
- Nothing
- Nothing at all
- Office accessibility
- The way the staff laugh at my face

3. Responses to the question: Do you have any suggestions or ideas?

- Bowling was requested as a more frequent activity
- N/A
- No
- None
- None
- Probably a good idea to have more functional/educational materials for use by support workers with consumers, however, they may be available at the libraries too.

Thank you to those of you who have participated in the survey. We will forward your recommendations to the social committee and the program managers. At the end of the year these surveys will be used for the annual full survey results and recommendations.

**We need your support**

Please support CISS by donating to our 2011 fundraising campaign.

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
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Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_

Enclosed is a cheque or money order (made payable to Community Integration Services Society) for the amount of:

\$25       \$50       \$100       other \_\_\_\_\_

Your charitable receipt will be sent to the above address.

**Thank you for your contribution!**

Members of the Newsletter Committee include: Mai-Lan, Andrea, Katrina, Brenda, and Jim

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If you would like to submit an article, picture, or creative work e-mail your submission to: [jim.jo@communityintegration.org](mailto:jim.jo@communityintegration.org)

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